



## SVMi-8 Real Estate Application Solution 1

### SVMi Application 9

January 9, 2006

This application was designed specifically for a small real estate firm. From the **Day and Night Main** menus the dealer wanted to be able to direct callers to a second menu which would ultimately direct the caller to home listing announcements.

Home listings need to be administered via DTMF by specified agents. A single digit is required to identify the number of bedrooms in a home, and there will be a unique 4 digit real estate listing number assigned to every listing. The result will be that the home listing number will be a total of 5 digits in length.

1. From the **Day Main Menu** create a single digit choice which will direct callers to a new **Menu** called “**Listings.**” (This will also need to be done in “**Night Main Menu**”, “**Holiday Main Menu**”, and “**Weather Main Menu**”).
2. While this choice is highlighted press **Ctrl+O** to open the new menu **Listings.**

SVMi-8 Series		MENU - <b>Listings</b>		Page 1 of 4	
INPUT Processor Operating Parameters					
Menu INPUT: Take INPUT from: <b>ENTRY</b>		Store INPUT in.....			
Digit Assignment: Administration: <b>#</b>		Escape..... <b>*</b>			
Caller ENTRY Options and Other INPUT Parameters					
1st Pmt: <b>0060</b>	4th:	Maximum Caller Entry Digits: <b>5</b>		Wait for First Entry Digit.. <b>3</b>	
2nd:	5th:	Wait for Subsequent Digits.. <b>2</b>			
3rd:	6th:	Repeat Prompts if NO ENTRY.. <b>1</b>		Retry if INVALID Condition.. <b>2</b>	
Invalid Condition Pmt: <b>0009</b>					
Request Password Pmt: <b>0011</b>					
KEY Value: Append to KEY Register: <b>N</b>		Store KEY Value in:			
Block Name. To Rename, Type new name then Press ENTER					

3. Assign a new prompt number that callers will hear when they arrive at the **Listings Menu**. For this example we use prompt number 0060 to test the application. A custom prompt would be required for the actual application.

**New Prompt Verbiage:** “Welcome to our home listings hotline. To hear information for one bedroom homes please press **1**; For two bedroom homes please press **2**; For three or more bedroom homes please press **3**; For homes located outside of town please press **4**; For commercial properties please press **5**; To return to the **Day Main Menu** press the ‘\*’ key.”

4. Make sure that the **Maximum Caller Entry Digits** is set to **5**.
5. Make sure **Administration** is set to ‘#’ so administrators can record the home listing announcements.

SUMi-8 Series		MENU - Listings			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		InputValue	Action	Typ	Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	BYE		GoodBye
		INVALID	Goto	BYE		GoodBye
		FAXCALL				
		1	Tran			1aaaa
		2	Tran			2aaaa
		3	Tran			3aaaa
		4	Tran			4aaaa
		5	Tran			5aaaa
		????	Tran			a????
		?????	Goto	AXL	01	Standard AXL
		*	Goto	MNU		Day Main Menu

Mode number and name for pointers being edited or created

6. The customer specified that they wanted the following menu choices in the **Listings** menu:
  - <1> for a listing of 1 bedroom recordings
  - <2> for a listing of 2 bedroom recordings
  - <3> for a listing of 3 or more bedroom recordings
  - <4> for a listing of homes outside of town
  - <5> for a listing of commercial properties
  - Or just enter the 4 digit MLS number for exact audiotext recording
  - <\*> for returning to the appropriate menu
7. Please note the target name in the example listed below. The ‘a’ entries are actually wildcards that are referenced by the **Audiotext Librarian**.
8. Make sure these settings are the same for all **Operating Modes**.

SUMi-8 Series		AudiotexLib - Standard AXL		Page 1 of 2	
Library Administration			Caller Interface		
ANN Group Number.....		1		Wait for caller entry... 3	
Max ANN length.....		300		Repeat pmts if no entry: 1	
User can create ANN...		Y		Offer to replay ANN..... Y	
Replay digit.....		1		Empty ANN prompt..... 0062	
Escape digit.....		*		Disk is full prompt... 0063	
Wild card digit.....		a		Offer replay prompt... 1061	
Admin password...		0000		Get password prompt... 0011	
				Invalid entry prompt.. 0009	
Retention		Days: 90		Plays: 0	
				Refresh: Y	
Block name. To rename, type a new name then press ENTER					

- In the **AudioText Librarian** make sure that users are allowed to create announcements.
- Create, and assign a custom prompt to: **Offer Replay Prompt** parameter. This prompt should read as follows, "To replay this listing press 1, to hear the next listing press the '#' key."

SUMi-8 Series		AudiotexLib - Standard AXL		Page 2 of 2		
Operating MODE.. 00		CallDirector				
Default		Event	Action	Typ	Gp	Target Name
		NEXT	Goto	MNU		Listings
		NO-DATA	Goto	MNU		Night Main Menu
		ESCAPE	Goto	MNU		Night Main Menu
		NO-ENTRY	Goto	MNU		Night Main Menu
		USER-EXIT	Goto	MNU		Listings
Open Audiotex Announcements						
After a user finishes announcement administration, Goto Block						

- For ease of administration make sure **USER-EXIT** is set to **Goto MNU Listings** so the recording of announcements by administrators is made easy.
- Also set **NEXT** to **Goto MNU Listings** so users can listen to multiple listings in the **AudioText Library**.
- Make sure these settings are the same for all **Operating Modes**.

14. Once all these steps are taken please dial into the SVMi.
15. When prompted for a password press '\*'.
16. From the **Day Main Menu** press '2' to go to **Listings** menu.
17. To record an announcement press '#' followed by the five digit number of the **Audiotext** announcement.
18. For testing purposes create two recordings that begin with a 1, two that begin with a 2, etc. Please remember that the first digit represents the type of home, and the last 4 digits must be unique throughout the application.
19. Once all the announcements are recorded call into the SVMi like a public caller to test the application.
20. Press '2' at the **Day Main Menu**.
21. When you get the **Listings** menu recording select a menu choice 1-5, or enter the 4 digit listing number.

Once the first recorded announcement is played press the '#' key to advance to the next recorded announcement.

*If you have any questions about this or any other SVMi Application please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: [BCS.Support@Samsung.com](mailto:BCS.Support@Samsung.com)*