



SVMi-8 Real Estate Application Solution 2

SVMi Application 10

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This second real estate application was designed specifically to show programmers another way in which they could route callers to **Audiotext Announcements**.

Like **Solution 1** the home listing announcements need to be administered via DTMF by specified agents. For this application, however, we search on multiple variables. A single digit is required to identify the number of bedrooms, and a single digit is required to identify the area where the home resides. There will be a unique 3 digit listing number assigned to every listing. The result will be that the home listing number will be a total of 5 digits in length.

For this application a separate menu will be created for internal administrators to create the recorded home listings.

1. From the **Day Main Menu** create a single digit choice which will direct callers to a new menu called **Bedrooms**. (This will also need to be done in **Night Main Menu**, **Holiday Main Menu**, and **Weather Main Menu**).

SUMi-8 Series		MENU - Day Main Menu			Page 2 of 4	
Operating MODE.. 00	Menu INPUT Processor					
Default	InputValue	Action	Typ	Gp	Target Name	
INPUT from... ENTRY	NO-ENTRY	Goto	EXT	01	Operator	
	INVALID	Goto	EXT	01	Operator	
	FAXCALL					
	*	Goto	BYE		GoodBye	
	9	Goto	DIR		Directory	
	0	Goto	EXT	01	Operator	
	???	Srch	EXT	01		
	????	Srch	EXT	01		
	???	Srch	MBX	01		
	????	Srch	MBX	01		
	2	Goto	MNU		Bedrooms	
Mode number and name for pointers being edited or created						

2. Once the option is created use the arrow up and down keys to highlight the option for the **Bedrooms Menu** and then press **Ctrl+O** to open the menu **Bedrooms**.

SVMi-16E		MENU - Bedrooms		Page 1 of 4	
INPUT Processor Operating Parameters					
Menu INPUT: Take INPUT from:		ENTRY	Store INPUT in.....		
Digit Assignment: Administration:		#	Escape.....*		
Caller ENTRY Options and Other INPUT Parameters					
1st Pmt:	2001	4th:		Maximum Caller Entry Digits:	1
2nd:		5th:		Wait for First Entry Digit..	3
3rd:		6th:		Wait for Subsequent Digits..	2
Invalid Condition Pmt:	0009	Repeat Prompts if NO ENTRY..	1		
Request Password Pmt:	0011	Retry if INVALID Condition..	2		
KEY Value: Append to KEY Register:			N	Store KEY Value in: REG1	
Block Name. To Rename, Type new name then Press ENTER					

3. Assign the **1st Pmt** field a prompt # that callers will hear when they arrive at the **Bedrooms** menu. For this example we use prompt # 2001 to test the application with. A custom prompt would be required for the actual application.

Prompt Verbiage: “Welcome to our Home Listings Hotline. To hear information on one bedroom homes please press 1. For two bedroom homes please press 2. For three, or more bedroom homes please press 3. And for Commercial properties please press 4.

4. Make sure that the **Maximum Caller Entry Digits** field is set to **1**.
5. Since we are combining multiple variables set the **Store KEY Value in** field to **REG1**.
6. Press **Ctrl+D** to go down to page 2 of the menu **Bedrooms**.

7. On page 2 of the **Bedrooms** menu an input value of <?> will take the caller to a new menu titled **Area**. Using the arrow up and down keys highlight the **Input Value** of ? and then press **Ctrl+O** to open the **Area** menu.

SUMi-8 Series		MENU - Bedrooms				Page 2 of 4
Operating MODE.. 00	Menu INPUT Processor					
Default	InputValue	Action	Typ	Gp	Target Name	
INPUT from... ENTRY	NO-ENTRY INVALID FAXCALL	Goto Goto	BYE BYE		GoodBye GoodBye	
	?	Goto	MNU		Area	

Mode number and name for pointers being edited or created

8. Assign the 1st **Pmt** field a new prompt # that callers will hear when they arrive at the **Area** Menu. For this example we use prompt # 2002 to test the application with. A custom prompt would be required for the actual application.

SVMi-16E		MENU - Area		Page 1 of 4
INPUT Processor Operating Parameters				
Menu INPUT: Take INPUT from:	ENTRY	Store INPUT in....		
Digit Assignment: Administration:	#	Escape.....	*	
Caller ENTRY Options and Other INPUT Parameters				
1st Pmt:	2002	4th:	Maximum Caller Entry Digits:	1
2nd:		5th:	Wait for First Entry Digit..	3
3rd:		6th:	Wait for Subsequent Digits..	1
Invalid Condition Pmt:	0009	Repeat Prompts if NO ENTRY..	1	
Request Password Pmt:	0011	Retry if INVALID Condition..	2	
KEY Value: Append to KEY Register:	Y	Store KEY Value in:	REG1	

Block Name. To Rename, Type new name then Press ENTER

9. Set the **Maximum Caller Entry Digits** to 5. This value is set this way so the 5 digit long announcements can be selected from this menu.

10. In order to tie the number of bedrooms entry into the area entry please set **Append to Key Register** value to 'Y.'

11. We are combining multiple variables so set the **Store Key Value in** field to **REG1**.

Prompt Verbiage: "To hear information on homes in the Dallas area please press the 1 key. For homes in Frisco please press the 2 key. For homes in Plano please press the 3 key. For homes in The Colony please press the 4 key, and for homes in Arlington please press the 5 key. To return to the main menu please press the star key."

12. Press **Ctrl+D** to move to page 2 of the **Area** menu. Please set the values listed below.

SVMi-16E		MENU - Area			Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor				
Default		Input Value	Action	Typ Gp	Target Name	
INPUT from... ENTRY		NO-ENTRY	Goto	BYE	GoodBye	
		INVALID	Goto	BYE	GoodBye	
		FAXCALL				
		1	Goto	MNU	Process	
		2	Goto	MNU	Process	
		3	Goto	MNU	Process	
		4	Goto	MNU	Process	
		5	Goto	MNU	Process	

Mode number and name for pointers being edited or created

13. Press **Ctrl+E** to save and go back to the **Open Block** menu.

14. Go to the **Menu Block** and set up the **Process** menu as shown.

SVMi-16E	MENU - Process	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from: REG1	Store INPUT in....	
Digit Assignment: Administration: #	Escape..... *	
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: <input type="text"/>	4th: <input type="text"/>	Maximum Caller Entry Digits: 2
2nd: <input type="text"/>	5th: <input type="text"/>	Wait for First Entry Digit.. 3
3rd: <input type="text"/>	6th: <input type="text"/>	Wait for Subsequent Digits.. 2
Invalid Condition Pmt: 0009	Repeat Prompts if NO ENTRY.. 1	
Request Password Pmt: 0011	Retry if INVALID Condition.. 2	
KEY Value: Append to KEY Register: N	Store KEY Value in: <input type="text"/>	
Block Name. To Rename, Type new name then Press ENTER		

15. Set the **Take INPUT from** field to **REG1**.

16. Set the **Maximum Caller Entry Digits** to 2.

17. From page 1 of the **Process** menu press **Ctrl+D** to go down to page 2.

18. Make sure the following is set in the **Menu INPUT Processor**.

SVMi-16E	MENU - Process	Page 2 of 4		
Operating MODE.. 00	Menu INPUT Processor			
Default	Input Value	Action	Typ Gp Target Name	
INPUT from... REG1	NO-ENTRY	Goto	BYE	GoodBye
	INVALID	Goto	BYE	GoodBye
	FAXCALL			
	??	Tran		??aaa
	??aaa	Goto	AXL 01	Standard
Mode number and name for pointers being edited or created				

Note: In reference to the **Target Name** value in the example listed above: The ?? equals the combination of bedroom count entry and the area entry. The ‘a’ characters are actually wildcards that are referenced by the **Audiotext Librarian**. Make sure these settings are the same for all **Operating Modes**.

19. Press **Ctrl+E** to save and go back to **Open Block** menu.

20. Go to the **Menu Block** and create a new menu for the administration of home listing recordings. For this document the name **ADMIN** is used for the menu.

SVMi-16E	MENU - ADMIN	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from:	ENTRY	Store INPUT in.....
Digit Assignment: Administration:	#	Escape.....*
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt: 2003	4th:	Maximum Caller Entry Digits: 5
2nd:	5th:	Wait for First Entry Digit.. 3
3rd:	6th:	Wait for Subsequent Digits.. 2
Invalid Condition Pmt: 0009		Repeat Prompts if NO ENTRY.. 1
Request Password Pmt: 0011		Retry if INVALID Condition.. 2
KEY Value: Append to KEY Register:	N	Store KEY Value in:
Block Name. To Rename, Type new name then Press ENTER		

21. Make sure the **Administration** field is set to #.

22. Make sure **Maximum Caller Entry Digits** is set to 5 (this is the digit length of the audio text recordings).

23. Press **Ctrl+D** to go to page 2 of the **ADMIN** menu. Set the values listed below so administrators can record the home listings.

SVMi-16E		MENU - ADMIN		Page 2 of 4	
Operating MODE.. 00		Menu INPUT Processor			
Default		Input Value	Action	Typ Gp	Target Name
INPUT from... ENTRY		NO-ENTRY	Goto	BYE	GoodBye
		INVALID	Goto	BYE	GoodBye
		FAXCALL			
		?????	Goto	AXL 01	Standard
Mode number and name for pointers being edited or created					

24. Press **Ctrl+E** to save and move to the **Open Block** menu.

25. Use the up and down arrows to highlight the **AudiotextLib Block** and then press the **<enter>** key. Select the group number then press **<enter>** again.

26. Use the up and down arrows to select the librarian that will house the home listing announcements. For this document the **Standard** librarian is used.

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					

27. In the **Standard** librarian make sure that the **User can create ANN** field is set to 'Y' so users are allowed to create announcements.

28. Create and assign a custom prompt to the **Offer to replay ANN** prompt field. This prompt should read as follows, "To replay this listing press 1, to hear the next listing press the pound key."

29. Press **Ctrl+D** to go to page 2 of the **Standard AudiotexLib**. Set the **USER-EXIT** to go back to the **Day Main** menu.

The screenshot shows a terminal window with a dark blue background. At the top, there are three status boxes: 'SVMi-16E', 'AudiotexLib - 01 Standard', and 'Page 2 of 2'. Below this is a table with columns for 'Event', 'Action', 'Typ', 'Gp', and 'Target Name'. The 'USER-EXIT' row is highlighted in green. Below the table is a button labeled 'Open Audiotex Announcements'. At the bottom of the window, a message reads 'After a user finishes announcement administration, Goto Block'.

Event	Action	Typ	Gp	Target Name
NEXT	Goto	MNU		Day Main
NO-DATA	Goto	MNU		Day Main
ESCAPE	Goto	MNU		Day Main
NO-ENTRY	Goto	BYE		GoodBye
USER-EXIT	Goto	MNU		Day Main

Open Audiotex Announcements

After a user finishes announcement administration, Goto Block

30. Make sure that the **USER-EXIT** setting is the same for all **Operating Modes**.

31. For this document extension 3501 is used to access the **ADMIN** menu. Go to **MMC 102** and set extension 3501 for **Forward All** to the SVMi.

32. From the **Open Block** use the up and down arrow keys to highlight **Menu** and then press the <enter> key.

33. From the **Menu** menu use the up and down arrow keys to highlight the **Forward Station** menu and then press the <enter> key.

SVMi-16E	MENU - Forward Station	Page 1 of 4
INPUT Processor Operating Parameters		
Menu INPUT: Take INPUT from:	FWDID	Store INPUT in.....
Digit Assignment: Administration:	#	Escape.....*
Caller ENTRY Options and Other INPUT Parameters		
1st Pmt:	4th:	Maximum Caller Entry Digits: 0
2nd:	5th:	Wait for First Entry Digit.. 3
3rd:	6th:	Wait for Subsequent Digits.. 2
Invalid Condition Pmt:	0009	Repeat Prompts if NO ENTRY.. 0
Request Password Pmt:	0011	Retry if INVALID Condition.. 0
KEY Value: Append to KEY Register:	N	Store KEY Value in:
Block Name. To Rename, Type new name then Press ENTER		

34. From page 1 of the **Forward Station** menu press **Ctrl+D** to go to page 2. Put an **Input Value** of **3501** to **Goto MNU ADMIN**. This make the SVMi route all calls that were forwarded from 3501 go right to the home listings administration menu.

SVMi-16E	MENU - Forward Station	Page 2 of 4		
Operating MODE.. 00	Menu INPUT Processor			
Default	Input Value	Action	Typ Gp Target Name	
INPUT from... FWDID	NO-ENTRY	Goto	MNU	Night Main
	INVALID	Goto	MNU	Night Main
	FAXCALL			
	5000	Tran		500
	???	Srch	EXT 01	
	????	Srch	EXT 01	
	???	Srch	MBX 01	
	????	Srch	MBX 01	
	3501	Goto	MNU	ADMIN
Press ENTER to Edit a Field on the Line				

35. Call into the SVMi **ADMIN** menu by dialing 3501.

36. Dial # plus the 5 digit home listing number.

37. When prompted enter the password specified on page 1 of the **Standard** librarian (default is 0000).

38. Please record several home listings. For testing purposes create (4) recordings that begin with a 1, one that begins with a 2, and then have 2 with different areas. Remember that the first digit represents the type of home, the second the geographical area, and the last 3 digits must be unique throughout the application.

39. Call into the SVMi **Day Main** menu and press the 2 key to route to the **Bedrooms** menu.

40. Test all recordings.

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