



ELECTRONICS

## Specialized Applications

Date: 07/24/2002

Product: SVMi-4/8

NO.: 2002-003

**TITLE: Multi-Language Operation**

### MULTI-LANGUAGE OPERATION

**Caller Language Selection** Callers may select a language option\* when the SVMi-4/8 answers their call. The prompts played to the caller will continue in the selected language until the SVMi-4/8 releases the call.

**Mailbox Language Selection** Mailboxes may be associated with a specific language so that when a subscriber accesses their mailbox prompts will play in the language assigned to the mailbox. The call session will continue in this language even if the caller leaves their mailbox.

#### Caller Language Selection

- 1) Keep the main automated attendant prompt short (for example - announce the company name but do not provide other options)
- 2) Add to this main menu an option to select a language, for example "...for English press 1, for French press 2". The languages installed on your system as well as the actual numbers used to select them can be found in page 3 of 'System Wide Parameters'.
- 3) In the main menu "Menu Input Processor" (page 2), scroll to a new line and press enter.
- 4) Add a new entry that has one question mark and press return.
- 5) Select 'GOTO' and press return.
- 6) Now we must pick a target to go to if anyone dials a single digit (more correctly, we must pick a target if anyone dials a single digit not specifically listed in the menu input processor). For this application we will select 'menu'.
- 7) The list of menu blocks displayed is limited and not fit our requirement so we must create a new one. Select New and give it a name a name. We will call this "Language".
- 8) It is not necessary for this block to play any prompts in this menu block, so no changes need to be made to the caller entry options.

- 9) We want to use this menu block only to tell the software what language to use for the rest of this call. To do this we must assign the single digit entered by the caller in the previous menu to a language register that is used by the system to process a call. Fortunately this is easier than it sounds!
- 10) First we must tell the menu to use the data entered on the previous block. On page 1 of the newly created "Language" menu block, put the cursor on the field called 'take input from' and press return. From the available list pick 'Key' and press enter.
- 11) Next we must tell the system to use the key value to select a language. Move the cursor to the field called 'store input in' and press enter. Select Language. Your system is now using the language selected entered in the previous menu.
- 12) You have successfully implemented language selection, but we must now decide what happens to the call now. Press 'Ctrl + D' to go to the next page of the 'Language Menu Block'.
- 13) The Menu input processor contains some default values created based on the 'Template MNU', you may remove these by placing the cursor on each one and pressing 'Ctrl + Y'.
- 14) If you look at the right hand side of the screen you will be reminded that the input that the Menu Input processor will search on is taken from the 'key' value (i.e. the single digit value of 1 or 2 that was collected from the previous block).
- 15) In the menu input processor make two entries for 1 and 2, and decide where you want the caller to go. The target(s) can be any valid block and may point to completely different objects.

In our example we want to offer the same call flow to both English and French callers. We want to tell the caller 3 things:

- i) They can dial an extension number if they know it (this is prompt # 0006).
  - ii) They can access the directory feature by pressing 9 (prompt # 0109).
  - iii) They may hold for an operator (prompt # 0101).
- Whatever language the caller has selected, they will be routed to the same block – it is only the language that will change.

- 16) Move your cursor to a new line in the 'menu input processor' on page two of our language menu block and press enter. Since we know the digits we are working with from our key value, selection will be only 1 or 2, and they will both be routed to the same destination, we can do this with one entry for the menu Input processor. Enter a single question mark, which is a wild card for any digit.
- 17) Press enter. Select 'Goto', and when the 'Target generator' window appears select Menu.
- 18) Again we have no existing menu that is suitable for our purpose so we must create one.
- 19) Select 'New' and call the new menu 'Options'.

- 20) The 'take input from' field will show 'ENTRY'. This means digits entered by the caller, and this is fine for our purpose.
- 21) Go to caller entry options lower on the same page. It is here that we must enter the prompts to play to the caller. For 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> prompt enter 0006, 0109, and 0101 (remember step 15?).

**Note:** When an additional language is installed on the SVM system it consists of a duplicate set of prompts in a different directory. These prompts are in a different language but use the same numbers. The menu block will look for them in a specific directory determined by the language selection. This means that we only need to tell the menu block what prompt to play and the language register will determine what language to play it in.

- 22) We must now go to page 2 of the 'options menu block' and assign routing instructions in the 'Menu input processor'.
- 23) The no entry field already points to an operator, 9 is assigned to the directory feature and the '???' (any digits) will first look for an extension to transfer to, and if none is found, it will look for a mailbox to transfer to. So there is really nothing to do here. Your setup is complete.

### Mailbox Language Selection

When a caller has selected a language the prompts will continue in the selected language until the SVM releases the call.

When a subscriber (owner of an extension / mailbox) call the SVM and identifies themselves by correctly entering a passcode. A language will be selected based on the mailbox. Once selected the call (from the subscriber) will continue until it is released by the SVM or the language is deliberately changed. The mailbox language selection can be found in page 1 of mailbox programming.

\* Check with your Samsung Representative for availability of languages. These must be loaded onto your system before this feature can be used.

*If you have any questions about this application please contact Technical Support by phone 1800 737 7008 or by email at [techsupportmiami@sta.samsung.com](mailto:techsupportmiami@sta.samsung.com)*

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