SAMSUNG

ELECTRONICS

Specialized Applications

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TITLE: Audiotext Librarian and Announcements

SVMi's Audiotext System delivers on-demand voice information to callers, using Announcements Blocks. It also provides the facilities to create and maintain audiotext libraries to group and control the use of Announcements. Applications can be configured ranging from simply giving directions to the company location; to complex applications requiring "search keys" support to find and play the appropriate Announcement based on accumulated caller entries. Announcements in a library may be linked to build applications of any size - and may be accessed at any time during a call session. An audiotext library consists of one or more Announcement Blocks and an Audiotext Librarian.

The Announcement Block contains the voice information and parameters used by the audiotext librarian to manage the Library. An Announcement Block can be created at the system administration PC console or from any touch-tone telephone. When it is created at the console, the Announcement's text can be typed into the Block for recording at a later time from the Voice Studio.

The Audiotext Librarian controls all the prompting and parameters used when recording and playing back Announcements. This information includes the allowed length of the message and the number of days it will be retained. It may be useful to think of the audiotext librarian as a class of service for announcement blocks

The Audiotext Librarian Block is used in conjunction with a Menu Block to access the audiotext information The Audiotext Librarian does not contain pointers to announcement blocks. To play an announcement block, a menu is used to collect digits from the caller that match the number of the announcement block, and then the menu block passes control to an Audiotext Librarian. The Audiotext Librarian plays the announcement that matched the digits entered by the caller.

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This Audiotext system can be used any time a caller needs specific information. Calling a Real Estate office to request spoken information about a property by entering that properties ID number might be one example. Another application would be in a community college, where the caller entering a course number would hear a description of the subject matter covered in the course.

EXAMPLE

A typical application using Announcements is a Service Information Center at an automobile repair shop. In this application, the caller is prompted in a Menu Block to input his home phone number to identify the car being serviced. The associated Announcement would then inform the caller of the status of their car, e.g., "I'm sorry Mr. Jones, your car is not ready yet. It should be done the latter part of this week."

a) From the main menu the customer will select a single digit to be directed to another menu where they are asked to enter their 7-digit phone number to receive information on their car.

b) The menu Input processor (page 2 of the menu block the caller was transferred to from the main menu) should include an entry the collects any caller entered phone number (entered in the Input processor as ???????)

c) The action to take on this input should be 'GoTo'

d) The Target name should be a newly created Audiotext Librarian (you can leave all the Audiotext Librarian parameters as default) This Audiotext Librarian will call the announcement with the number that matches the digits entered by the caller.

e) Ensure that the Audiotext Librarian 'User can create ANN' option is set to Yes. This will allow the audiotext administrator to add new announcements for each new customer

f) In the Audiotext Librarian menu block set 'Wait for caller Entry' to 7. This will allow the entire phone number to be collected.

g) Change the Audiotext Librarian password to one that is known only to the Audiotext administrator.

h) Change the Audiotext Librarian Retention days to the time you want this announcement to remain in the system. By default it will remain 90 days and then be destroyed.

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CREATING A NEW ANNOUNCEMENT

Announcements are created by calling into the Audiotext system and when you reach the Audiotext Librarian (the menu where you would normally enter the announcement number) enter # + the announcement number. This process is similar to logging into your mailbox, but you are actually logging into the announcement block. Enter the password that is assigned for the Audiotext Librarian and record or delete the Announcement.

If the Audiotext Librarian 'User can create ANN' is set to 'Y', the system requests a password, creates the announcement (with no recording in it), and drops the administrator into a record session. If the administrator deletes the voice within the announcement, the system marks the announcement for deletion when the administrator exits. In short, the administrator can create and destroy announcements by deleting the contained speech.

If the Audiotext Librarian 'User can create ANN' is set to 'N' and the administrator tries to create a new announcement, the system replies with 'Invalid entry' and the administrator remains in the menu block (until retries are exhausted). If the administrator deletes the speech in an existing announcement, the announcement remains in existence. In short, administrators can manage the recordings contained within the announcements but the announcements themselves remain in place.

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

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