

CALLER SCRIPT INDEX The system information spoken to the caller can be either, the system date or time, the current key value, or the value stored in the CID, FWDID, TRUNK, REG 1, etc...call session memory registers. If the Speak block is used to only speak a salutation to the caller, then this field is left blank. Press ENTER to bring up a pick list of valid entries. Select one and press ENTER.

SVMi-16E		SPEAK - TEMPLATE SPK		Page 1 of 1	
Caller Script First Prompt: 0001		Index:		Last Prompt:	
Activity	Total Calls: 0	From:	04	To:	6/23/04
Operating MODE: 00	C PAN ctor				
Default	Event	A	REG1	yp Gp	Target Name
	NEXT		REG2		
			REG3		
			REG4	NU	Night Main Menu
			DATE		
			TIME		
			NAME		
			EXT		
			MBX		
Use arrow keys to select and press ENTER					

LAST PROMPT The prompt spoken to the caller after the first prompt and/or system information is spoken. The allowable inputs are 1000 9999. Blank indicates "say nothing." Press Ctrl + O to review or edit the prompt text.

Activity

TOTAL CALLS Shows the total number of calls this Block has processed during the period specified in the following range.

FROM - TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field opens a Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows one Block to route calls to different destinations in different Modes. Pointers set in the Default Mode stay in effect unless overridden by the same Pointer set in the current Operating Mode. The SVM/SVMi E-Series will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be Blued (grayed on a Black and white monitor) out to denote that they were not set in the current mode but will operate as indicated.

CallDirector Event Pointers

NEXT POINTER This points to the next Block the SVM/SVMi E-Series will execute after speaking the prompts. If the next Block is a MENU, any DTMF digits entered in the Speak Block will be carried forward to the MENU Block.

To make changes to the Event Pointer, highlight this field and press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press Ctrl + O to review or edit the selected Block.