

FAX BLOCK [SVMi-8E / SVMi-16E]

Description

This block is available only in the SVMi-8E and SVMi-16E.

A Fax Block is an Information Container Block which houses single or multiple page fax formatted documents for information delivery applications. Each Block, or group of Blocks, is associated with and managed by a Document Librarian. Each Fax Block may be accessed by more than one Document Librarian. The Document Librarian associated with the Block uses its retention settings to decide when to delete a document. These controls assure the information in the Fax Document is always current.

The Operating Modes in the CallDirector section of the Fax Block are used to provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the caller. Control goes either to another Fax Block or returns to the Document Librarian.

SVMi-16E FAX - 01 TEMPLATE FAX Page 1 of 2

Fax number..... d Retention..... 90

Pages: 0 Voice label size.. 0 Updated on.....

Activity Accesses.. 0 From: 4/30/04 To: 6/21/04

The fax document number

Fax Block
Page 1 of 2

The Fax Group Number is located to the left of the Fax Block Name. Group Numbers are convenient for organizing large sets of fax documents into application specific groups. This number must be the same as the Group Number for the Document Librarian used to access this Block. It will be used by a Menu Block's Srch Input Pointer to select which Fax Group will be accessed to send or receive a fax. In small applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the Fax Block belongs to before you create the Fax Block.

Fax Number

The 'Key' or reference number of this Fax Block. Each Block with the same Group Number must have a different Block Number. The number will be used by callers to select documents for retrieval. Documents should be numbered in an indexed scheme, according to subject or topic, for convenience. Block numbers may be from 1 to 10 digits long, and may include Wild Card characters to provide access to multiple documents with one entry.

RETEN The number of days or accesses, set in the Document Librarian associated with the Fax Block, to retain the document contained in the Block.

PAGES The system automatically displays the length of a document in standard pages. If no document exists, the value will be '0'. Each document may be a maximum of 15 pages long.

VOICE LABEL SIZE The length, in seconds, of this Block's Voice Label, if one has been recorded. Voice Labels are played to the caller upon selecting a fax document. They usually describe the content or subject of the selected fax. Valid lengths are from 1 to 300 seconds.

UPDATED ON Displays the last date when the document in this Block was edited or replaced. If it has not been modified, this will show the original creation date.

FAX DESCRIPTION Space is provided to enter the text of the Voice Label and the purpose or description of the Fax Document stored in the Fax Block. For help in editing the text, press F1 to bring up the help screen and page down to page 2. The information entered in the Fax Block Personality Screen is NOT the actual Fax Document and has no effect whatever on the actual Fax Document.

Activity

ACCESSES The total number of callers selecting this document for transmission, during the period specified in the From - To range below.

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.

SVMi-16E	FAX - 01	TEMPLATE FAX	Page 2 of 2
Operating MODE..00	CallDirector		
Default	Event	Action	Typ Gp Target Name
	NEXT		
Mode number and name during which NEXT pointer is in effect			

Fax Block
Page 2 of 2

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 Pointer 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, using different Targets for the pointers' various Mode references. For example, the No-Answer pointer might route callers to an associates' Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. SVMi-8E/SVMi-16E will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit the Event Pointer, press ENTER to bring up the Target Generator. Select a new or existing Fax Block from the Target Generator pick list. Press [CTRL]+[O] to review or edit the selected Fax Block.

NEXT POINTER The next Block to go to after this fax document is selected. The Next pointer can only point to another Fax Block. If the pointer is left blank, control of the caller returns to the Document Librarian UNLESS a wild card digit was specified in the Librarian to search for other Fax Blocks of similar number structure.