

MODE BLOCK

Description

A Mode block exists for each operating mode. An operating mode is defined by a combination of port(s) and time. It can be as simple as Day or Night mode, or more complex (e.g. a special mode that is in effect for port 2 and 3 between 9.23 AM and 7.41 PM on Mondays and Wednesdays).

The MODE Block is the entry point into the call routing solution for a particular operating mode and can contain the opening voice prompts which the SVM/SVMi E-Series will speak when answering a call. The main purpose of the MODE Block is to provide the SVM/SVMi E-Series with an entry point into the call session and to direct it to other blocks depending on the type of call.

The MODE Block receives call information from the phone system, speaks a salutation (optional), and then transfers control to the next Block. A mode can have only one MODE Block.

Every Call reaching the SVM/SVMi E-Series is identified by a call code. A call code consists of 2 letters. The first letter will indicate how the call arrived and will be D (Direct Call), A (Forward All), B (Forward Busy), N (Forward No Answer) or T (Manual Transfer). The second letter indicates the type of call and will be T (trunk) or S (Station).

SVM/SVMi E-Series can direct the call to a different Block for each different Call code.

SVM/SVMi E-Series applications may contain up to 99 different modes, (although this many are seldom necessary) each corresponding to a particular style of organizational operation. As the organization changes its behavior by changing work shifts, scheduling inventory and other special events or conditions, SVM/SVMi E-Series automatically adjusts the Call Routing Solutions required to meet callers' needs.

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Mode Number..... 3		Call Code Processor			
Salutation Prompts		Call Code	Action	Typ Gp	Target Name
First.....		NEXT	Goto	MNU	Night Main Menu
Second.....		DEFAULT	Goto	BYE	GoodBye
Third.....		DT	Goto	MNU	Direct Trunk
Fourth.....		DS	Goto	MNU	Direct Station
Fifth.....		AT	Goto	MNU	Forward Trunk
Sixth.....		AS	Goto	MNU	Forward Station
		BT	Goto	MNU	Forward Trunk
		BS	Goto	MNU	Forward Station
		NT	Goto	MNU	Forward Trunk
		NS	Goto	MNU	Forward Station
		TS	Goto	MNU	Holiday Main Men
		TT	Goto	MNU	Holiday Main Men
		RC	Goto	MNU	Record Call

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

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MODE The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name.

General Parameters

MODE NUMBER The number is identified with the name of the mode.

SALUTATION PROMPTS The prompt numbers to be spoken when SVM/SVMi E-Series answers a call in this mode. The prompts are only spoken if the call uses the NEXT pointer or is a Direct Trunk (DT) call. The prompts are spoken in sequence beginning with the prompt in the "First" position. These should include prompts that are only spoken upon answering (e.g., "Thank you for calling ABC company.") and are not repeated for the duration of the call. Allowable values include any four digit prompt number 1000 - 9999. If DTMF tones are entered while these prompts are being spoken, they will be interrupted and the digits will be carried forward into the next MENU Block.

To edit the prompts, highlight the prompt to be changed and enter the desired prompt number if different from the existing number. Press 'Ctrl + O' to bring up the Prompt Text Generator.

Call Code Processor

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

NEXT POINTER The NEXT pointer will only be used if the SVM/SVMi E-Series does not receive a Call Type IPC message from the phone system when the call is first presented. This parameter points to the next Block SVM/SVMi E-Series will execute after answering a call and speaking the prompts in the MODE Block. The logic that is used is: the SVM/SVMi E-series receives a Call but does NOT receive a Call Type indicator, what should it do NEXT? Any DTMF digits entered in the MODE Block will be carried forward to the next MENU block.

DEFAULT POINTER The Default pointer of the MODE Block determines what to do if a condition occurs while operating in this mode and a pointer has not been set. This is intended to be a back-up precaution, in the event of programming error. It is normally directed to a BYE Block which will hang up. This parameter will ONLY be referenced if an application is written with a hole within the application. A hole would be defined as an event that occurs that an event pointer was not programmed to handle.

CALLCODE POINTERS CallCode events represent call information that the SVM/SVMi E-Series receives from the phone system. They determine the next Block to pass control to. The CODE values are as follows:

- DT** - Direct call originating from a Trunk.
- DS** - Direct call originating from a Station.
- AT** - All calls forwarded, originating from a Trunk.
- AS** - All calls forwarded, originating from a Station.
- BT** - Forwarded on busy, originating from a Trunk.
- BS** - Forwarded on busy, originating from a Station.
- NT** - Forwarded on no answer, originating from a Trunk.
- NS** - Forwarded on no answer, originating from a Station.
- TS** - Manually transferred Station Call.
- TT** - Manually transferred Trunk Call.
- RC** - Record Call Request.

If no CallCode is given or the CallCode does not match any programmed, the NEXT pointer is used.