

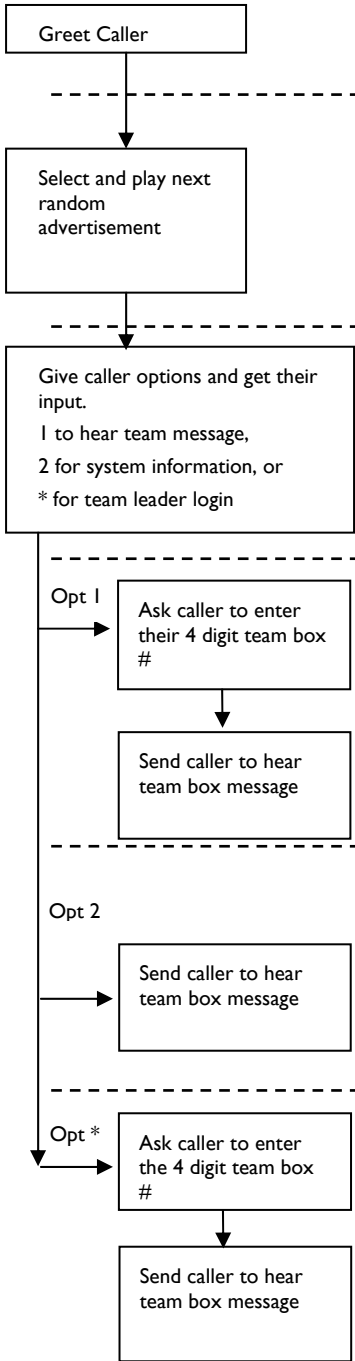
EXAMPLE OF DEVELOPING A CUSTOM APPLICATION USING CALLMASTER AUDIOTEX FUNCTIONALITY

Call Flow

This example demonstrates how to:

- configure CALLMaster to answer a call in Audiotex mode
- play rotating messages
- get and validate caller input

It also demonstrates how to integrate Audiotex and Voicemail.



Overview of Audiotex Setup

Application Requirements:

- Each sponsor is assigned a mailbox where mailbox greeting will be the advertisement recording.
- Each team is assigned a mailbox, where mailbox greeting will be the team message recording.
- Sponsors and Team leaders will login to their mailboxes using passwords to record their ads and messages.

Audiotex Modules and associated scripts to invoke the application:

Module Key#:- 10	Script: -InitializeVal.bas
<ul style="list-style-type: none"> - Play welcome greeting - Run script to initialize variables. Set maximum number of sponsor mailboxes. 	
Module Key#:- 100	Script: -Check-n-Set-SponsorNo.bas
<ul style="list-style-type: none"> - Select sponsor message number to play by incrementing global variable. - The script will add the sponsor message number to the base number of 9900 to get sponsor's mailbox number to play greeting. Sponsors assigned mailboxes in 9900 range <p>Note: Global variable for sponsor message must be defined in Entry.bas script in the c:\ root folder</p>	
Module Key#:- 200	Script: -GetDTMF-MainMenuSelection.bas -CheckTryCount.bas
<ul style="list-style-type: none"> - Give caller options. - Get caller selection using script with GetDTMF CALLBasic command. - Uses modules 280 and 290 to give caller 3 tries to enter valid selection before exiting. 	
Module Key#:- 1000	Script: -GetDTMF-BoxNumber.bas
<ul style="list-style-type: none"> - Get box number input from caller using script with GetDTMF CALLBasic command. - If box number entered not 4 digits then set input to default mailbox. 	
Module Key#:- 1010	Script: -Return-BoxNumber.bas
<ul style="list-style-type: none"> - Send caller to hear team box greeting via CALLMaster's Voice Mail capability by setting Audiotex module Action to Mailbox. Script uses Return command and input from caller to go to the selected mail box. - Return caller for more options using the Audiotex module's Default Key value. 	
Module Key#:- 2000	Script: -Return-BoxNumber.bas
<ul style="list-style-type: none"> - Send caller to hear team box greeting via Audiotex module Action set to Mailbox, using script with Return CALLBasic command input from caller to go to the selected mail box. - Return caller for more options using the Audiotex module's Default Key value. 	
Module Key#:- 3000	Script: -GetDTMF-BoxNumber.bas
<ul style="list-style-type: none"> - Get box number input from caller using script with GetDTMF CALLBasic command. - If box number entered not 4 digits then set input to default mailbox. 	
Module Key#:- 3010	Script: -Return-BoxNumber.bas
<ul style="list-style-type: none"> - Send caller to login to team box via Action set to Login. Script uses Return command and input from caller to go to the selected mail box. - As the Team box Type is Announcement with Memo field set to UL3, caller will be limited to set 3 personal options (password, greeting and name). - Return caller for more options using the Audiotex module's Default Key value. 	

Audiotex Modules for Team Bulletin Board Example

Key #	Proposed Audiotex Recording	Current Module Description	Deflt Key	Fail Key	Module Action	Resp Len	Touch Tone Index Table	Script Used
10	Welcome to Team USA	Play welcome message and run script to initialize variables. Set lctrp (caller hang-up) to module 9990	100	9910	Default Key	0		InitializeVal.bas
100		Select next sponsor message to play. Each sponsor will be assigned an announcement mailbox in the 9900 range. Sponsor can call into the system using the * option to login and record their sponsor message. NOTE: Define the global variable for sponsor message number in the Entry.bas script. This script must be placed in the C:\ root folder.	200	9910	Mailbox	0		Check-n-Set-SponsorNo.bas
200	Press 1 for team information, 2 for information about our system, or * for team leader login.	Get caller input using a script. If 1 then return to module 1000, 2 then return to module 2000, * then return to module 3000. If any other key entered then return to module 280 to play error message.	9910	9910	Default Key	0		GetDTMF-MainMenuSelection.bas
200 Alt. Mod.	Press 1 for team information, 2 for information about our system, or 3 for team leader login.	Get caller input using a script. If 1 then return to module 1000, 2 then return to module 2000, 3 then return to module 3000. If any other key entered then return to module 280 to play error message. NOTE: You can use a touch tone index module if the options provided are single digit numeric. E.g. use 3 for team leader login instead of *	280	9910	Touch Tone Index	1	1=1000; 2=2000; 3=3000; 4=280; 5=280; 6=280; 7=280; 8=280; 9=280; 0=280	
280	Invalid selection	Play Invalid selection message. Check TryCount variable to allow caller 3 attempts to enter box number. If TryCount > 2 then return 9910 to exit system.	290	9910	Default Key	0		CheckTryCount.bas
290	Please try again	Play message	200	9910	Default Key	0		
1000	Please enter your 4 digit team number	Get mailbox number from caller. If box number is not the equal to the number of digits of the required box number length, then send caller to default mailbox. An entry must be made in the mailbox table for the default mailbox, with mailbox greeting set to "Invalid Mailbox".	1010	9910	Default Key	0		GetDTMF-BoxNumber.bas
1010		Send caller to mailbox to hear box number greeting	200	9910	Mailbox	0		Return-BoxNumber.bas
2000	Information about the system	Play system information message.	200	9910	Default Key	0		
3000	Please enter your 4 digit team number	Get mailbox number from caller. If box number is not the equal to the number of digits of the required box number length, then send caller to default mailbox. An entry must be made in the mailbox table for the default mailbox, with mailbox greeting set to "Invalid Mailbox".	3010	9910	Default Key	0		GetDTMF-BoxNumber.bas
3010		Send caller to login to box number entered	200	9910	Login	0		Return-BoxNumber.bas
9910	Sorry you are having trouble with the system.	Play message.	9999	9999	Default Key	0		
9990		Set variable CallerHangUp = Yes. For future use you can return to a module incase you need to take action if caller hangs up.	9999	9999	Default Key	0		SetCallerHangUp.bas
9999		Last Module			Last Module			