

ixi-UMS Auto Attendant

Installation & Configuration

Onlineversion

Content

1 Overview	3
1.1 Requirements	4
1.2 Recording of Prompts	5
2 Installation	5
2.1 Selection of the Language	5
2.2 Welcome	6
2.3 License Agreement	6
2.4 Installation Location	7
2.5 Ready to Install	7
2.6 User Management	8
2.7 LDAP Configuration	8
2.8 Finish	9
3 ixi-UMS AutoAttendant Configuration	10
3.1 LDAP	10
3.2 DDI Mapping	11
3.3 ACL	11
3.4 Log	12
3.5 Information	12
4 The ixi-UMS AutoAttendant Client	13
4.1 Starting the Client	14
4.2 Project Management	14
4.2.1 Manage Projects	15
4.2.2 Check out/Open/Check in	16
4.2.3 DDI Mapping	19
4.3 Auto Attendant Modules	20
4.3.1 Module Calendar	21
4.3.1.1 Configuration and Assignment	22
4.3.1.2 Determination of Holidays	24
4.3.1.2.1 Advanced Profile Settings	25
4.3.2 Module Menu	26
4.3.2.1 Classic Menu	27
4.3.2.2 Action Menu	28
4.3.3 Module Transfer	29
4.3.4 Module Operator	30
4.3.5 Module Return	31
4.3.6 Modul Prompt + Return	31
4.3.7 Module Prompt + Disconnect	32
4.3.8 Module Hand-over to Project	32
4.4 Recording Prompts	33
4.5 General Audio and Wait Music	35

5	Info.....	36
5.1	About estos	36
5.2	Version	36

1 Overview

An Auto Attendant is an automated reception that greets the callers and provides them with several options, for example to be connected with the employee of a particular department by pressing a key. A typical welcome by an Auto Attendant could be the following:

"Hello, you are connected with company XYZ in ABC. If you want to be forwarded to the sales department, please press 1. If you want to be forwarded to the support department, please press 2."

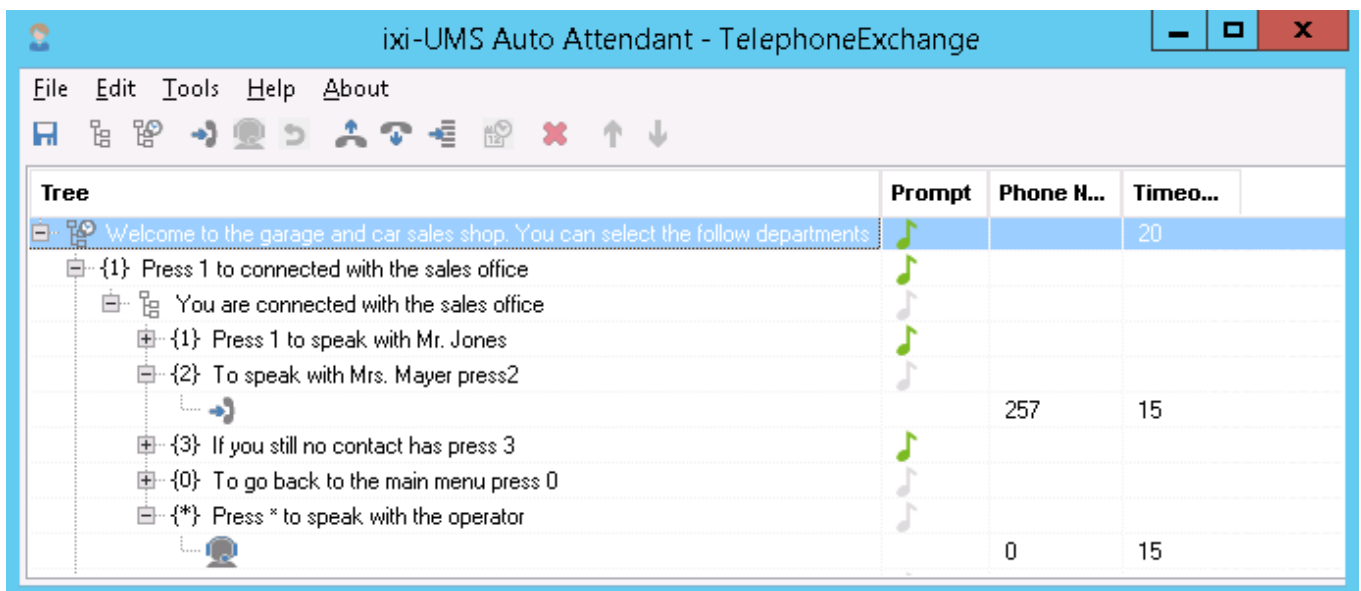
An automatic acceptance has the following advantages:

- No calls are missed because the main phone number is busy. Callers who "know what they want" can therewith "serve" themselves more efficiently.
- Staff is relieved from routine tasks. Thereby more time can be spent on important calls.
- Depending on time of the day and day of the week, different prompts can be imported (e.g. work breaks, office hours, public holidays, company holidays).

The Auto Attendant operates day and night.

The ixi-UMS AutoAttendant consists of a server part, **which is installed on the ixi-UMS Kernel** and an **ixi-UMS AutoAttendant Client**. With ixi-UMS AutoAttendant Client, you can set up such processes graphically and adjust them according to your needs. The ixi-UMS AutoAttendant was designed with regard to simple operability, so that also users without any programming knowledge are able to set up an automatic telephone exchange.

There are various modules, with which an individual telephone exchange can be created.



1.1 Requirements

Hardware Requirements:

- Processor with more than 2000 MHz
- 1 GB free Memory
- minimum 100 MB of free hard disk space + at least 0.5 MB per announcement storage space
- Network interface card
- CAPI 2.0 compliant ISDN board, H.323 / SIP

Software requirements:

- Windows 10/11 (64 bit)
- Windows Server 2016 / 2019 / 2022
- at least ixi-Framework 8.0 installed
- at least ixi-UMS Kernel 8.0 installed

Telephone system

Call transfer requires special features on your ISDN board/PBX *

ISDN

Benötigt	ISDN-Karte	PBX
Point-to-Multipoint	DSS1 Protokoll, Capi 2.0 Supplementary Services Hold/Retrieve and ECT	DSS1 Protokoll, Hold/Retrieve (ETSI EN 300 369 -) ECT with Implicit Linkage or ECT with Explicit Linkage
Point-To-Point	Qsig Protokoll, Capi 2.0 Supplementary Service ECT, CAPI HECT implemented as Qsig CT und / oder Qsig PathReplace	Qsig Protokoll, Call Transfehr or PathReplace

Voice over IP

When the features transfer / connect and/or callback shall be used, the following features must be supported in addition:

bei SIP:	bei H.323:
Standard SIP "INVITE" und "REFERE"	H.450.2 "Call Transfer supplementary service for H.323." H.450.4 "Call Hold supplementary service"

The service HOLD is needed to hold an active call in order to make the call transfer after having made a consultation call. Retrieve is needed when the consultation call or the call transfer was not successful in order to reactivate the held call. For more detailed information about the connection / configuration of the ixi-UMS VoIPconnect for your PBX, please turn to ixi-UMS support department.

Please see also "HowTo - Information about Call Transfer".

1.2 Recording of Prompts

Prompts are an essential part of an ixi-UMS AutoAttendant application. By means of prompts, the caller is informed about which options are at his disposal at the moment. It is important for this that your prompts

- are consistent (this means always the same speaker)
- clearly audible
- can be recorded efficiently (time saving when changes have to be made)
- needet Format Wav/RIFF :
 - Variant 1: **G.711** (u-law oder a-law), 1 Kanal (Mono), Sampling Rate 8 KHz, Auflösung: 8 Bit
 - Variante: PCM, 8kHz, 16bit, 1 channel (mono),

The prompts can be provided via the following options in the project:

1. Recording of prompts via telephone by UMS (Outbound Job)

The ixi-UMS Kernel calls the telephone of the user and the user records the prompt.

2. Upload of WAV-files

This variant is suitable for prompts recorded in a sound studio. You can load the prompts on the server by means of the ixi-UMS AutoAttendant Client by choosing the WAV-files at the respective module. The prompts and the wait music can be stored in any directory. With storing the project, the prompts are stored as copy of the WAV-files in the directory:

...**ixi-UMS AutoAttendant\Scripts\Audio**

For the wait music, a copy of the WAV-file is created in the directory:

...**ixi-UMS AutoAttendant\Scripts\WaitMusic**

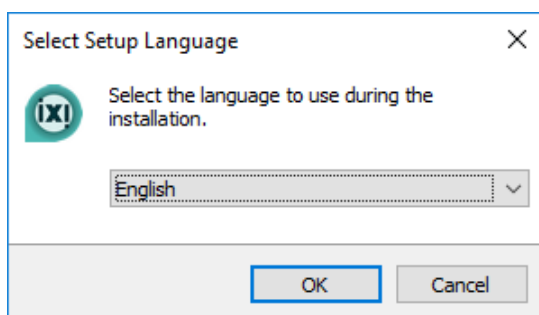
2 Installation

In order to install the ixi-UMS AutoAttendant, please proceed as in the following:

1. Log in with an administrator-account
2. Install the ixi-Framework 7.00
3. Install the ixi-UMS Kernel 7.00
4. Install the ixi-UMS AutoAttendant

Remark: The projects from older versions of the ixi-UMS AutoAttendant can be adopted.

2.1 Selection of the Language

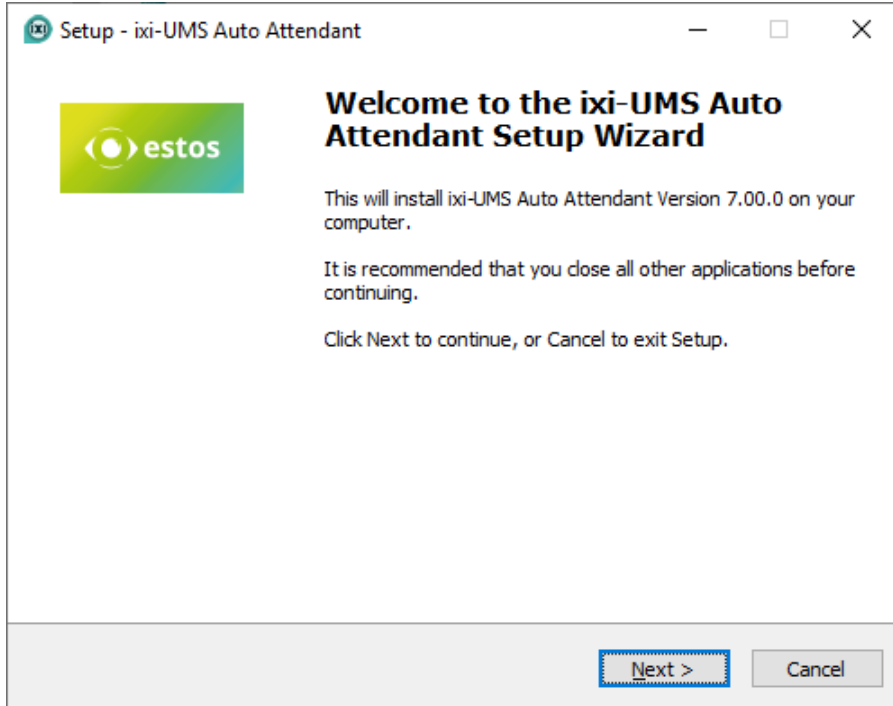


First of all, the language for the setup wizard must be selected.

The language for the configuration interface in the MMC can be changed later.

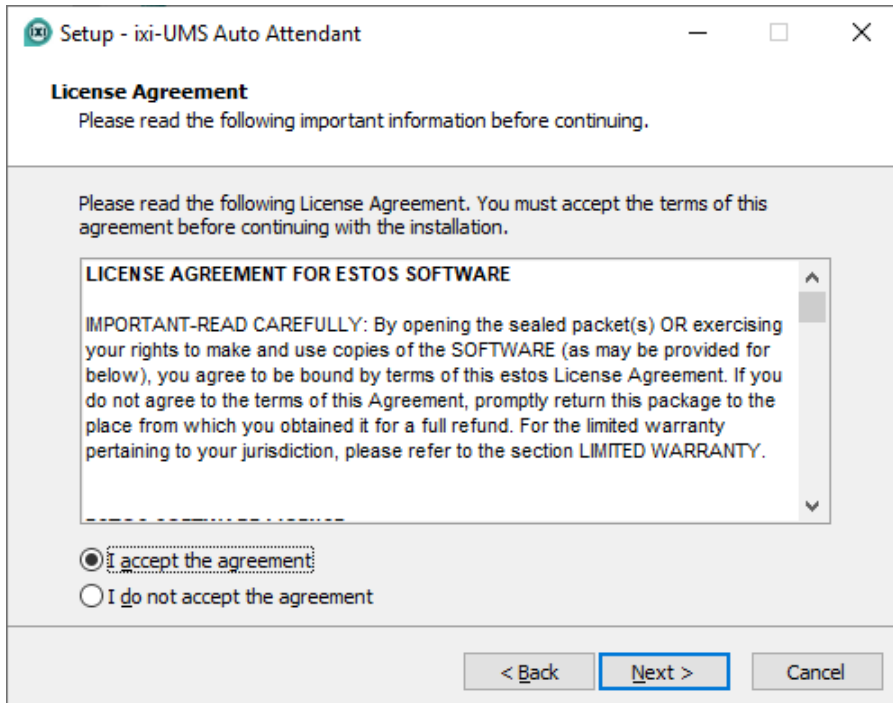
2.2 Welcome

The setup is started in the language selected by you.



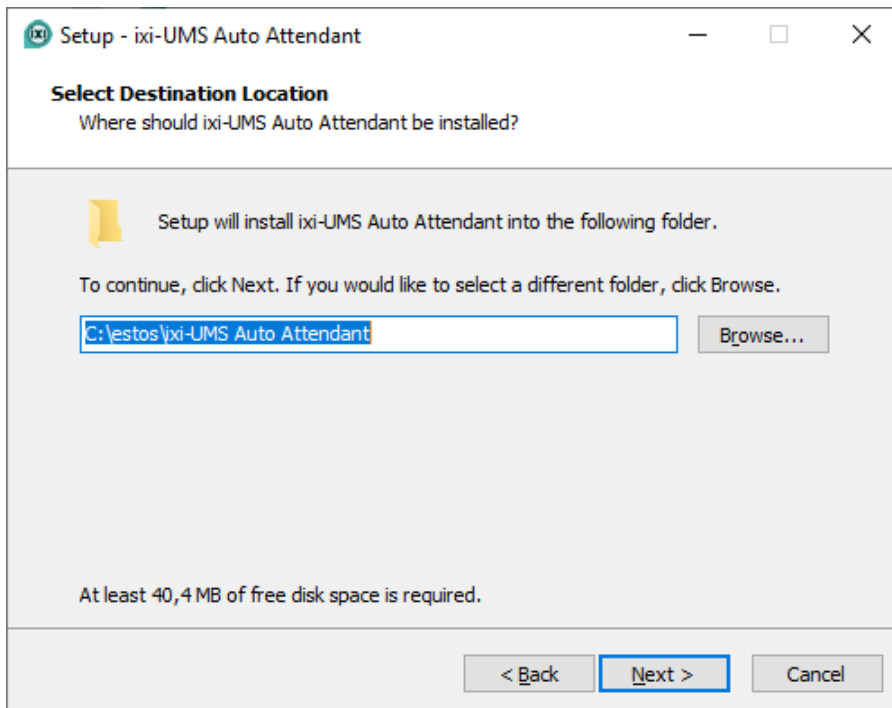
2.3 License Agreement

The end user's licence agreement is indicated. Peruse this carefully and choose "I accept..." Only then the installation can be continued.



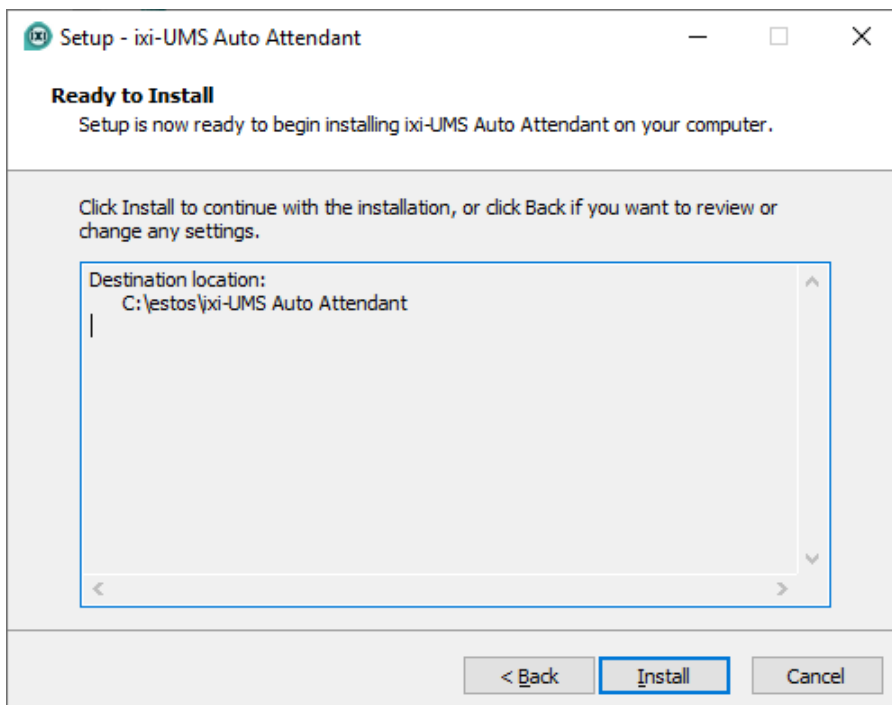
2.4 Installation Location

After the welcome screen, you have to determine the installation folder. The folder in that also the ixi-Framework has been installed is offered by default.



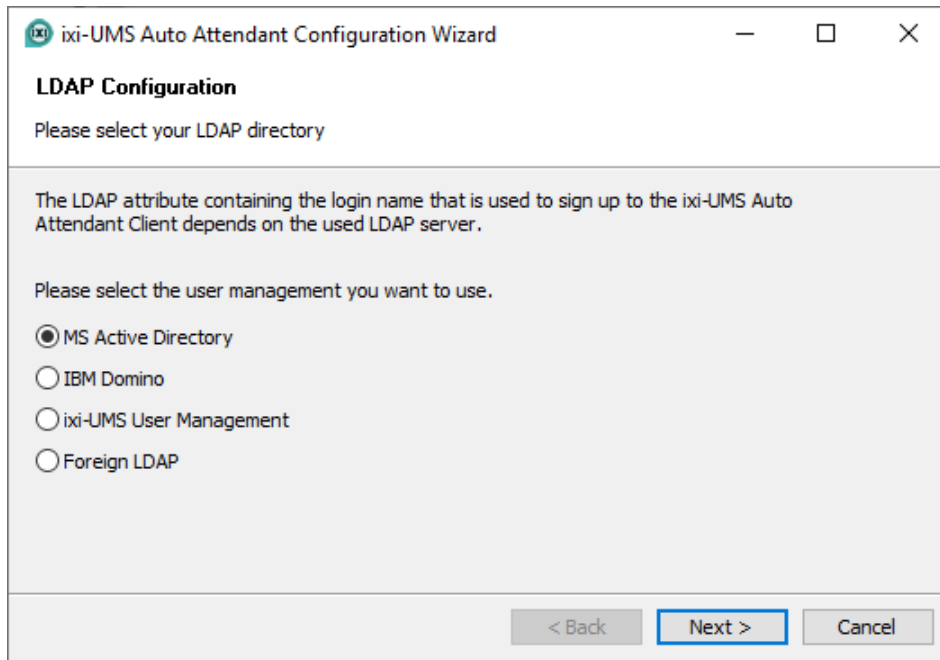
2.5 Ready to Install

The destination folder is displayed again and the installation can be executed.



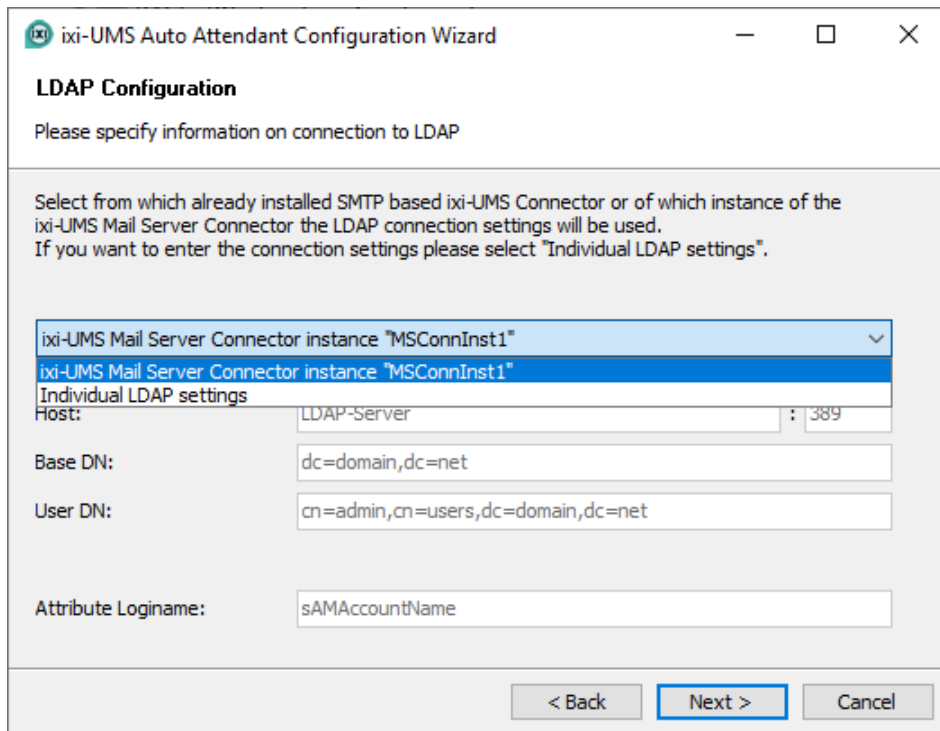
2.6 User Management

For user authentication when logging in at ixi-UMS AutoAttendant, the attribute with the "login name" is required. The attribute depends on the LDAP server used. If a non-standard attribute is used or if LDAP user management is not listed, select "Other LDAP".



2.7 LDAP Configuration

If an <%CONNECTORNAME%> is installed on the computer, the LDAP connection data can be transferred.
If no <%CONNECTORNAME%> is installed or if you want to enter the data manually, select "Individual LDAP settings".

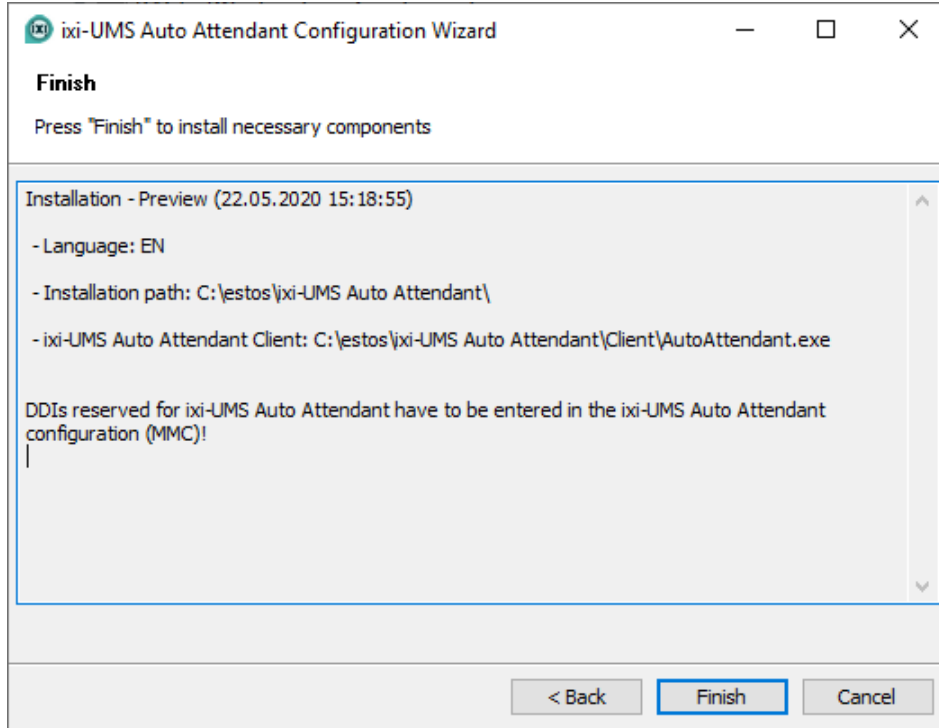


If "Other LDAP server" was selected on the previous User Management tab, the **Attribute Loginname** can be specified.

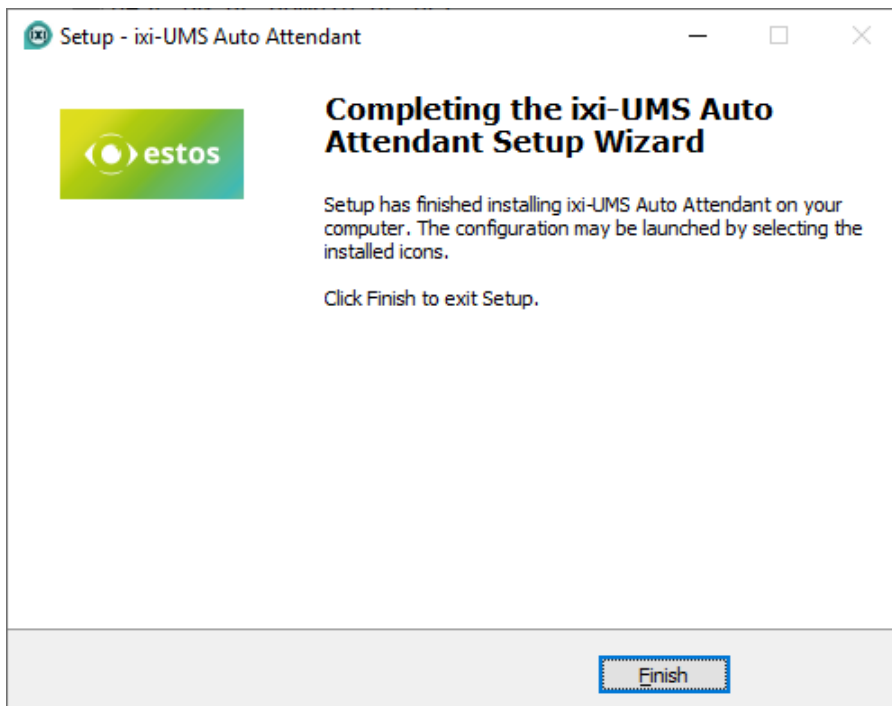
Remark: As soon as you click on "Next", the setup checks the LDAP-connection. If an error occurs, the respective error message is displayed. However, you can continue the setup in any case.

2.8 Finish

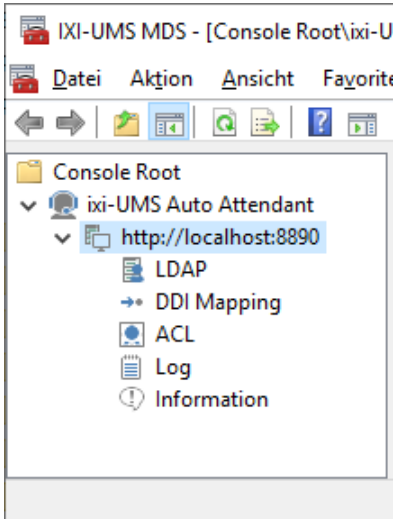
You once again can see a summary of your installation data.



If you click on "Finish", the setup is completed and the installation is terminated with a corresponding message.



3 ixi-UMS AutoAttendant Configuration



During the installation, the needed snap-ins are registered on the machine automatically. After the installation, the ixi-UMS AutoAttendant Configuration can be started via the start menu Programs - estos - ixi-UMS AutoAttendant.

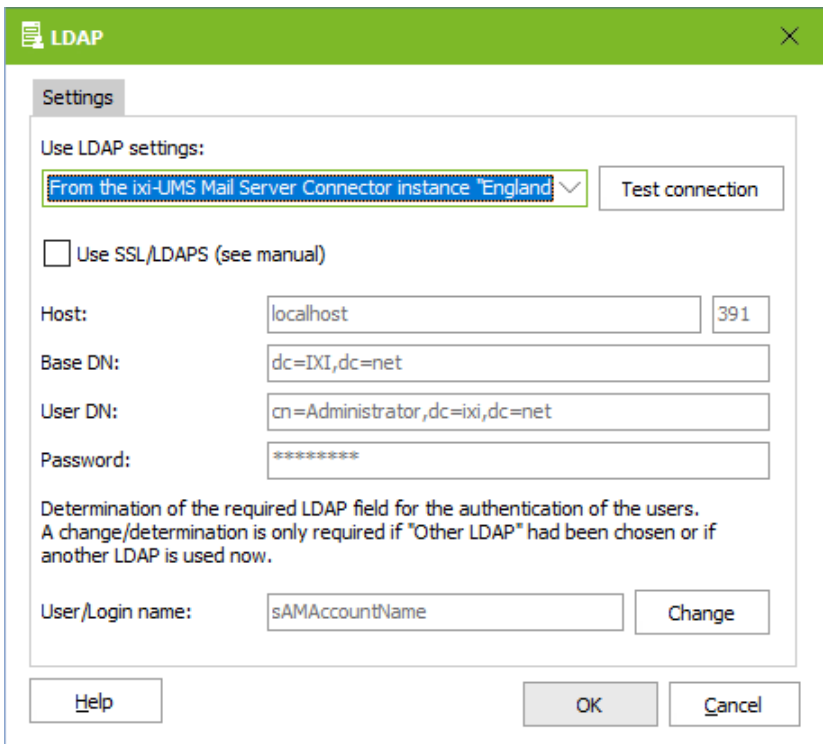
However, the snap-ins - like any other snap-in - can also be added to a MMC.

Changing the Language of the Snap-In

It is explained at Additional Informationen - "Change MMC Language" how the language of the MMC can be changed after the installation.

3.1 LDAP

The permission for user to login at the ixi-UMS AutoAttendant Client and therewith also the permission to create and to process the projects is granted in the ixi-UMS AutoAttendant Configuration - ACL.



The users must login at the ixi-UMS AutoAttendant Client and are authenticated against the entered LDAP-data base. The connection data can be adopted from an instance of the installed <% CONNECTORNAME%> or entered individually.

At **User / Login name**, the unique attribute must be stated, with which the user can be identified.

This can be e.g. CN, uid or sAMAccountName. Please note that the entry is case sensitive!

The default value of the LDAP-Attributes entered here depends on the setting at "User Management" selected during the installation.

If not IBM Domino, Active Directory or OPEN LDAP is entered as LDAP-Server, the required LDAP-Attributes may have to be changed in order to ensure a problem-free functionality.

3.2 DDI Mapping

Here, DDI's for the later use with ixi-UMS AutoAttendant can be reserved. The numbers entered here can be mapped to the single projects later on.

Remark: The reservations are automatically taken over into the ixi-UMS Kernel Configuration and therewith are no longer available for the reception of Fax/SMS/Voice-messages!

The *Service Number* also is a "reserved" ixi-UMS AutoAttendant number. It is used for the recording of the prompts via the telephone and **is mandatory!**

The Service Number cannot be used for the reception of Fax/SMS/Voice-messages any more.

The DDI's reserved for the ixi-UMS AutoAttendant here are stored in the DDI-Mapping of the ixi-UMS Kernel Location.

The mapping of the DDI's to a project is determined in the ixi-UMS AutoAttendant Client.

After the creation of a "project", one of the reserved DDI's must be mapped to this.

3.3 ACL

Here you can grant permission to the users to login at the ixi-UMS AutoAttendant Client.

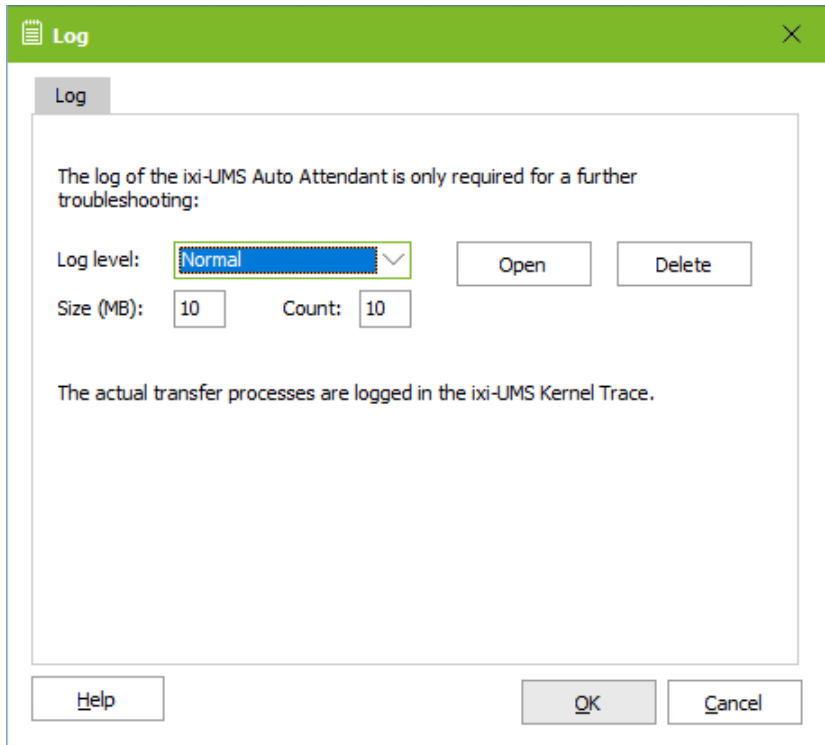
For the authentication, an LDAP-query is made at the server entered at LDAP.

For this, enter here the **Account Name (Login Name)** in the *Access Control List (ACL)*.

An entry in this list is required in order that users are allowed to login at the ixi-UMS AutoAttendant Server by means of the ixi-UMS AutoAttendant Client. The users with the permission then can create and process projects.

3.4 Log

The log of the ixi-UMS AutoAttendant is only required for a further troubleshooting.



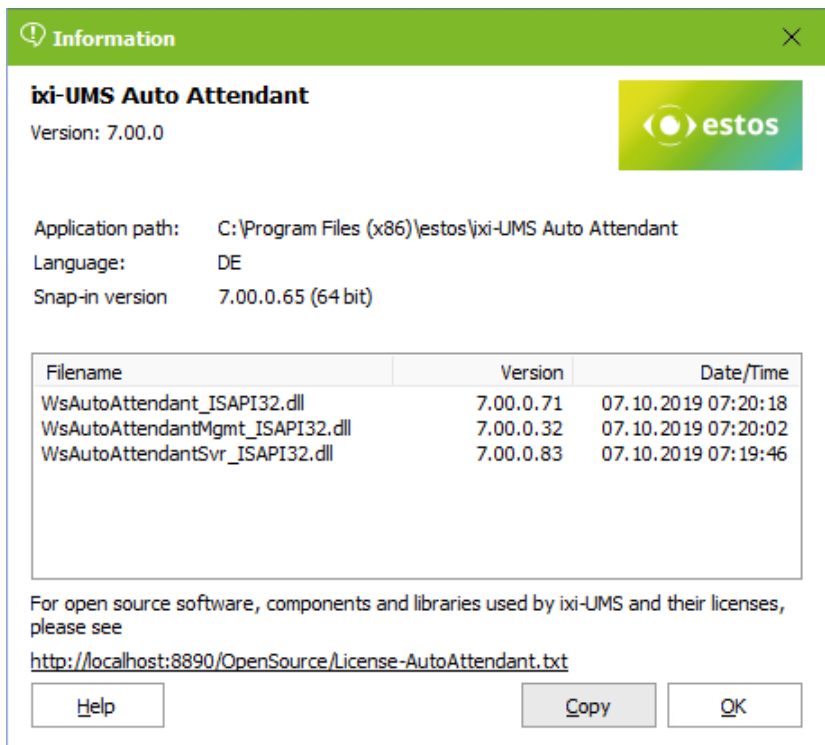
It can be fixed, how big the log files should become and how many files should be preserved.

Size:
0 = Log file becomes infinitely big

Count:
0 = Logfiles are not deleted

The actual transfer processes are logged in the ixi-UMS Kernel Trace.

3.5 Information



Information about version and installation path of the installed ixi-UMS AutoAttendant are displayed here.

4 The ixi-UMS AutoAttendant Client










The ixi-UMS AutoAttendant is a client/server application. By means of the Auto Attendant Client, you can create projects or edit already existing ones. When you finished a project, it is transferred to the server and then can be carried out by the Auto Attendant Server, which is part of the ixi-UMS Kernel.



A check-in/check-out concept is used hereby. Such concepts are also common in configuration management systems. This brings about the following advantages:

- Projects that are in progress at the moment are marked accordingly and cannot be checked out again. Conflicts with the processing by several users thus are avoided.
- Changes that are made at a project do not have any influence on the productive application first. Only when all the changes are made and the project is checked-in again, the productive application is changed, too.



In order **to make the creation of an Auto Attendants** as simple as possible, a module concept is used. Every module already wraps a great range of performance. This makes the project clearer, logical constructs (like: if...then...else) do not have to be used. The eventuality to forget something or make mistakes in "programming" therewith is reduced to a minimum.

The following modules are available for your own applications:

	Calendar	The Calendar-module is responsible for time-controlled processes
	Classic Menu	By means of the menu module, selection possibilities can be presented to the caller
	Actions Menu	Like a "Classic Menu", but with defined action after a timeout
	Operator	The module Telephone Exchange is a specialized telephone exchange module to a central number
	Return	A Return-option to the superordinate menu
	Transfer	By means of the operator module, the caller can be transferred to the stated destination number(s) (also to external numbers)
	Prompt+Return	The deposited announcement is played and then jumped back in the topical menu
	Prompt+Hang up	The deposited announcement is played and then the connection is interrupted
	Hand-over to Project	Another VoxML project is called. eg an ixi-UMS AutoAttendant Project

In addition to that, modules can be used that only play an prompt and then either "hang up"  or return to the superordinate menu .

Some of the modules (like Menu and Calendar) have "exits" that represent different selection options. With the "Menu" module, for example, these are the different options available for the caller. Further modules can be added to these "exits" in order to be able to realize complex procedures.

With the buttons  and , the menu items can be shifted in order.

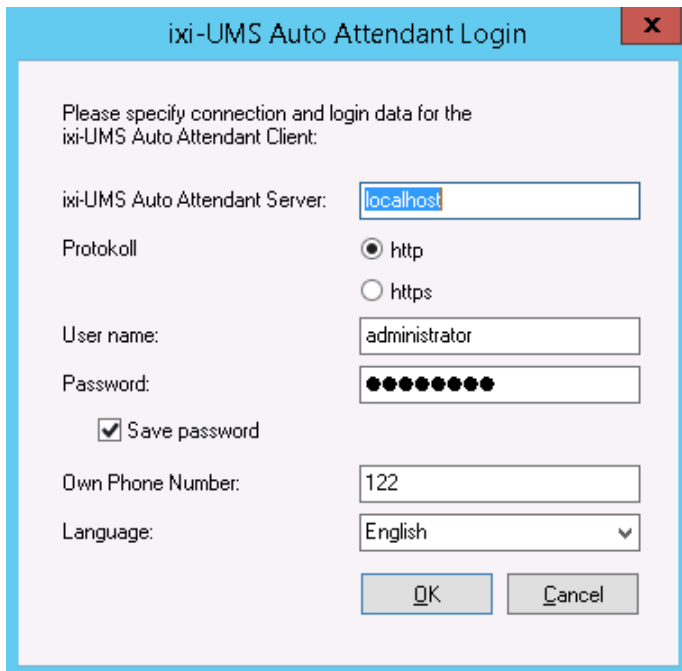


The number of the DTMF-key is **not** relevant for the order in that the prompts are played. The prompts are - like set up in the project - played from the top to the bottom.

4.1 Starting the Client

You can find the Auto Attendant Client files in the subdirectory ...\ixi-UMS Mobile\ixi-UMS AutoAttendant\Client of your ixi-UMS Mobile installation. You can start the Auto Attendant Client directly on the ixi-UMS computer or copy it to any other computer in your network:

1. Copy the complete Client subdirectory to the respective computer.
2. Start the **AutoAttendant.exe**



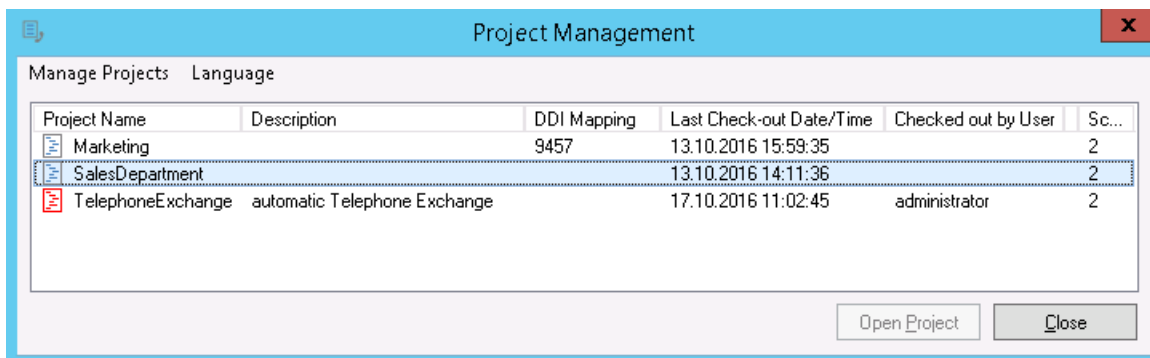
When you start the Auto Attendant Client for the first time, you have to state

- the *Host* IP-address of the Auto Attendant Server (the machine on that the ixi-UMS AutoAttendant is installed)
- the protokoll to connect
- a *User name* and *Password*
- whether your password shall be stored
- a phone number (DDI) of the telephone, from which you want to record the prompts or play them to control
- the language

4.2 Project Management

After the login, the Project Management is opened. If you already have created any projects, these are listed here.

By means of the description text you should be able to recognize, which purpose the respective project shall fulfill. At "DDI Mapping", the DDI mapped to the project is stated. When this number is dialled, the script of the project is started.



Project Name	Description	DDI Mapping	Last Check-out Date/Time	Checked out by User	Sc...
Marketing		9457	13.10.2016 15:59:35		2
SalesDepartment			13.10.2016 14:11:36		2
TelephoneExchange	automatic Telephone Exchange		17.10.2016 11:02:45	administrator	2

Projects displayed in red are "checked out" and thus are available for processing. On the right side, you can see who has "checked out" the project and on which machine.



Changes in projects are only available after having them "checked in" at the server.

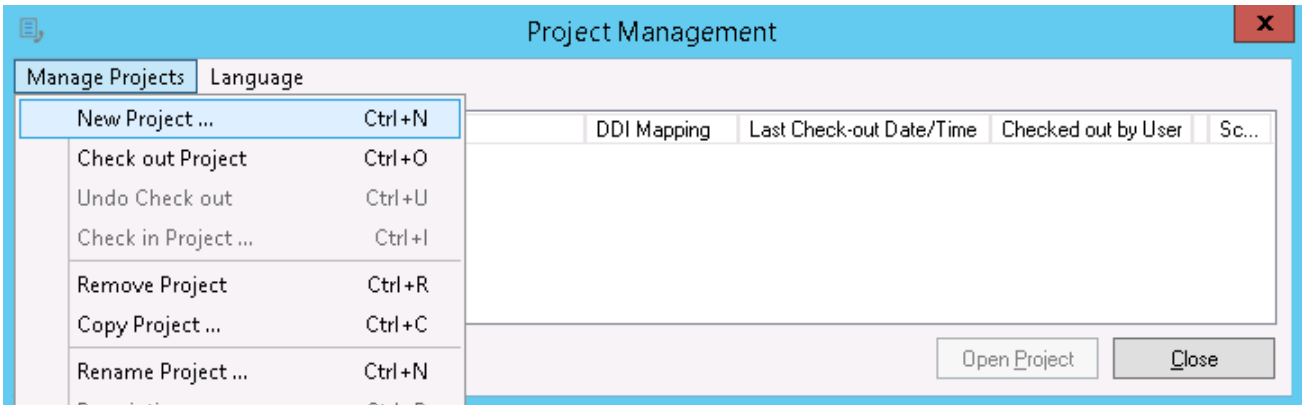


A script is only active, this means can be used, when a "DDI" has been mapped to it.

All the features explained in the following can be addressed via the menu bar as well as via the context menu.

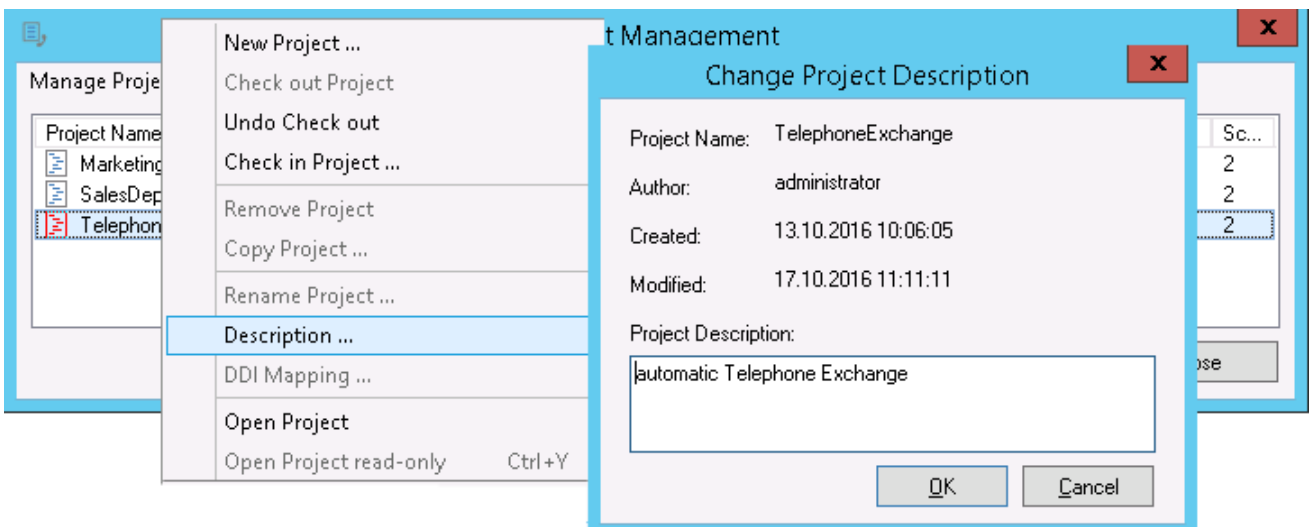
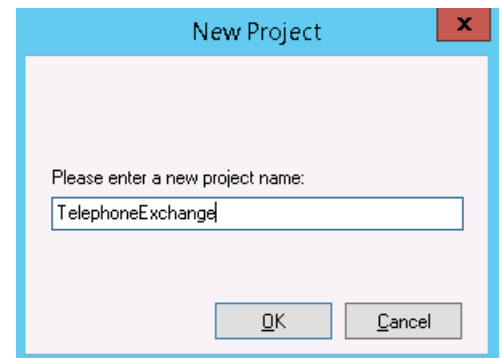
4.2.1 Manage Projects

In order to create a new project, select "Manage Projects" - "New Project" in the menu.



You are requested to enter a project name.

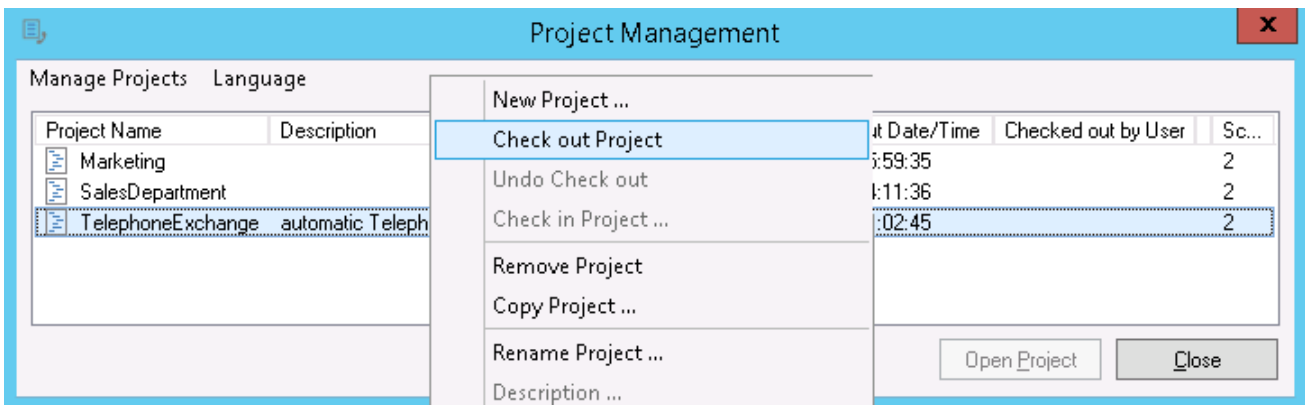
After having confirmed the name, you can enter a description text via the context menu or by double-click on the project.



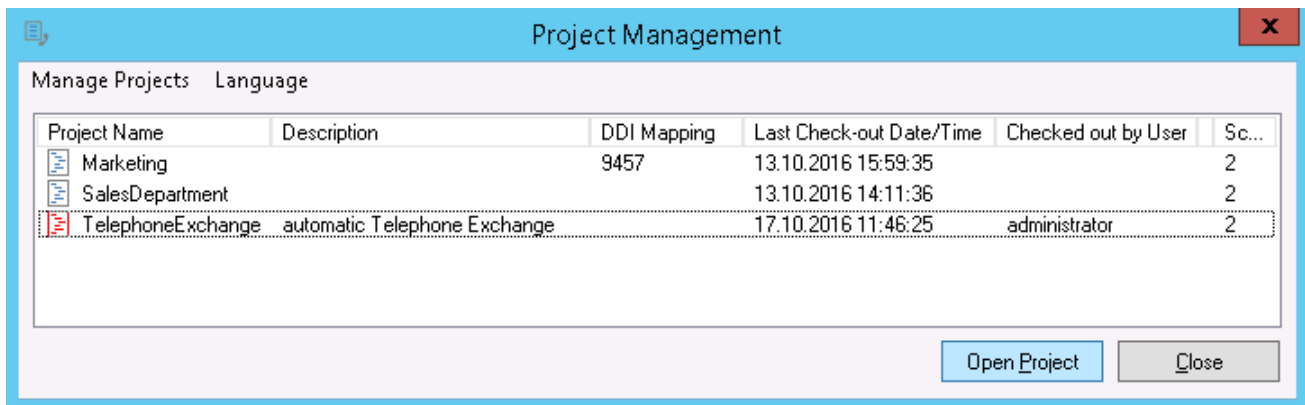
A new project always is "checked out" and can be processed directly.

4.2.2 Check out/Open/Check in

In order to process a project, it always has to be "checked out". Mark the project you want to process and select "Check out Project" in the menu.

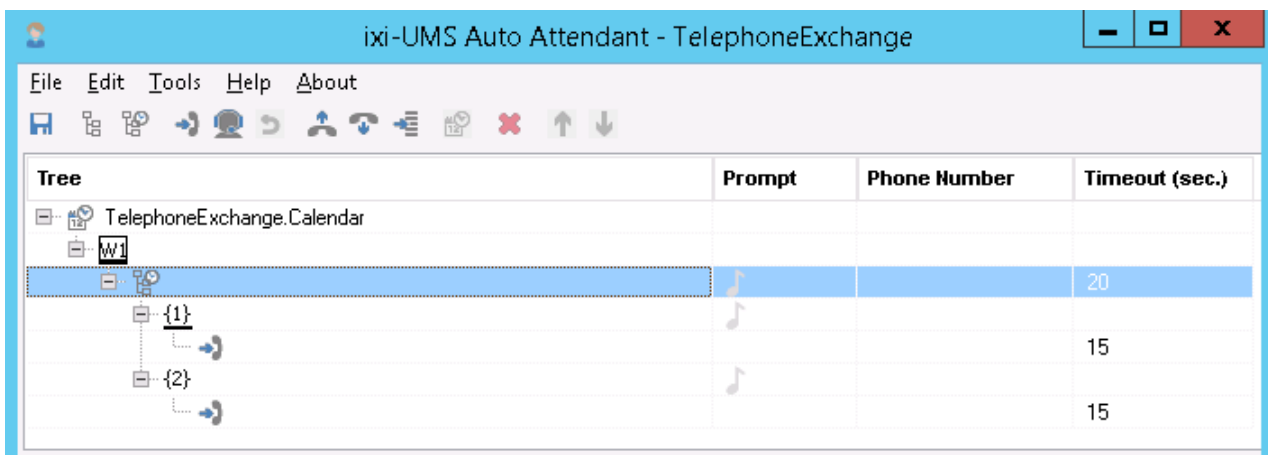


The project is copied to from the server to your computer and then is displayed in red.



Click on "Open Project" in order to be able to process the project.

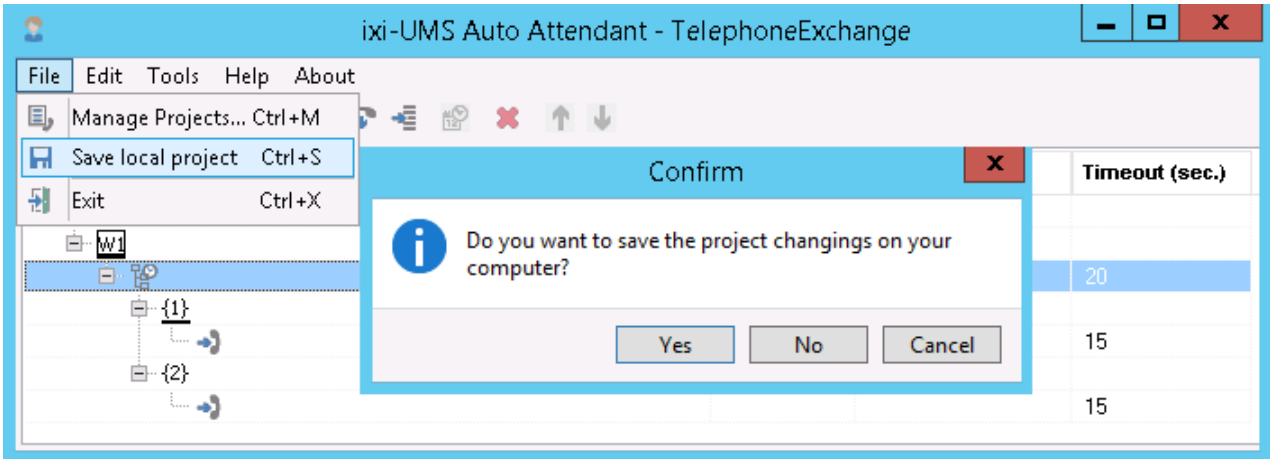
The Project Management is closed and the project is displayed. You now can create the project and record prompts.



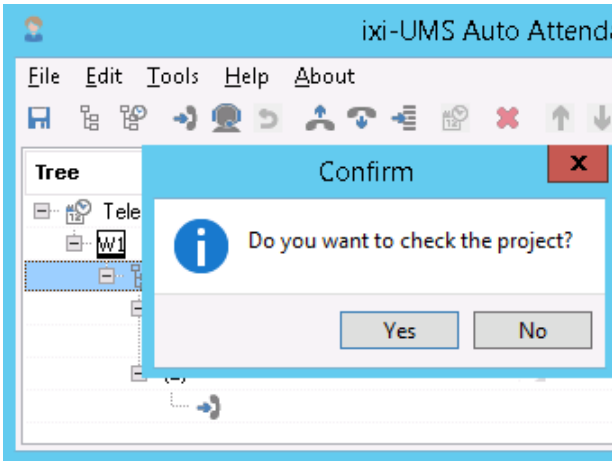
If required, you can save the script with the changes LOCALLY on your computer by clicking on the disk symbol.

The changes are only activated when the project is "checked in" again.

In order to leave the project, select the menu item "Project Management" at File.
 If not all the changes have been saved LOCALLY yet, you are now asked to do so.



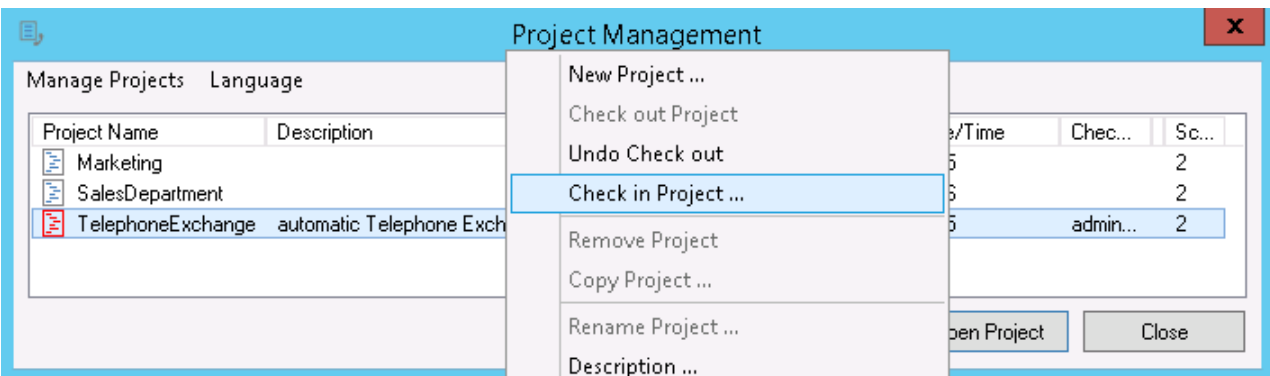
If you do not save, the changes are lost and the project is in the original stand when reopening it.
 The changes are not yet actualized in the server!



After that, you can check the project for errors. This step is only required if you want to finish the project.

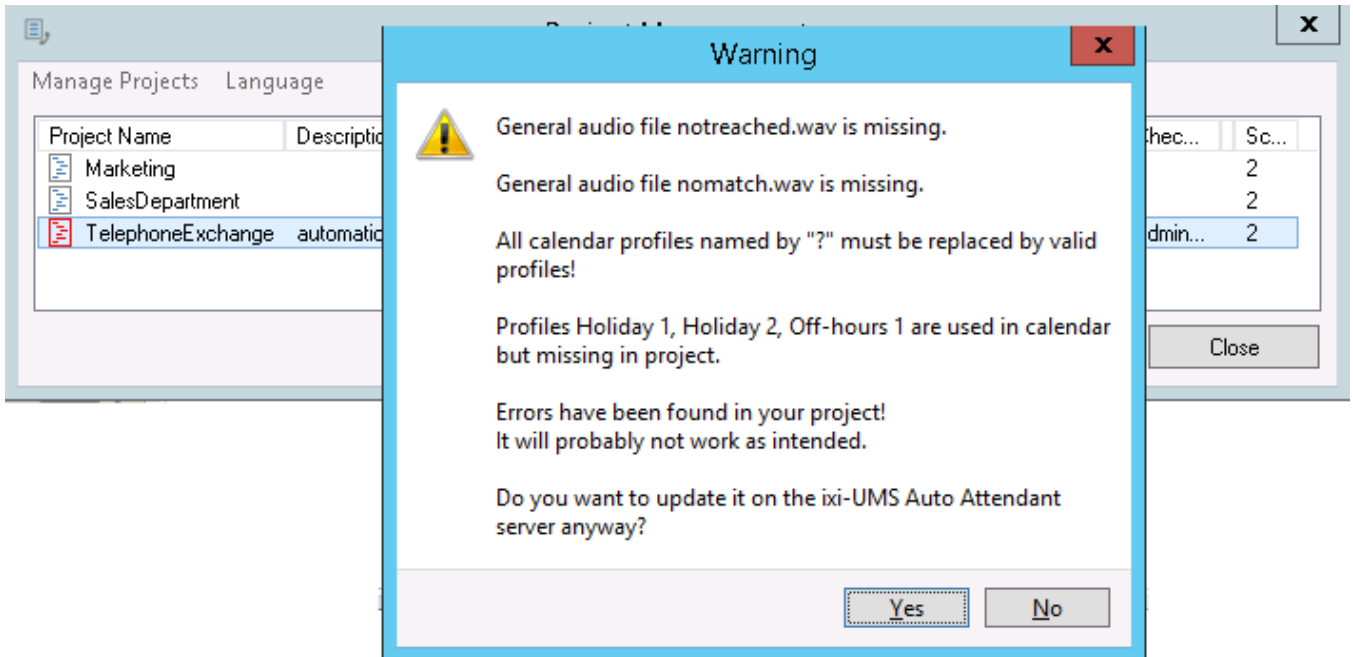
It is checked whether all the prompts have been recorded and a destination has been mapped to every module.

The project is closed and the Project Management is displayed, no matter whether errors had been detected during the check.

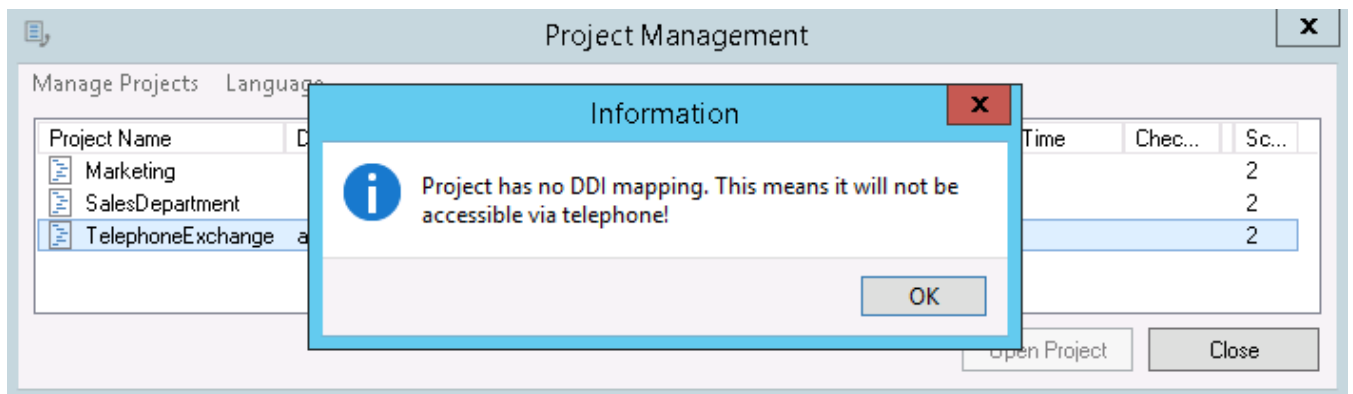


Now you can check in the project and therewith make it available on the server.

Another error checking is executed. If the project is not complete yet, you must confirm the "check in" again.



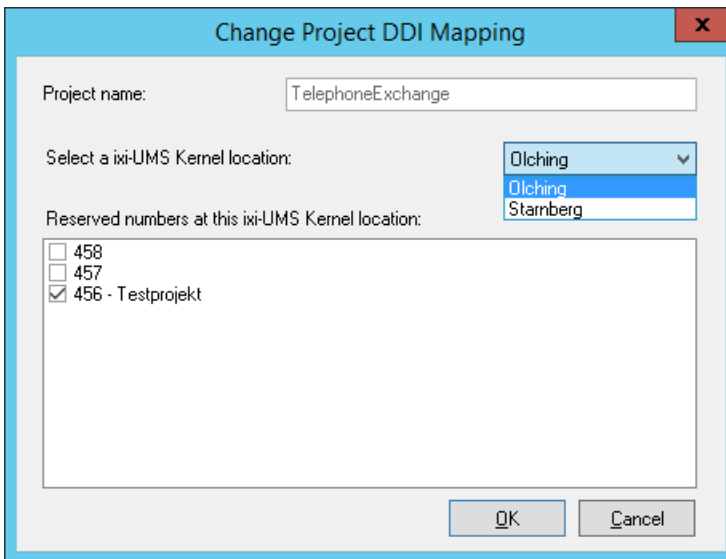
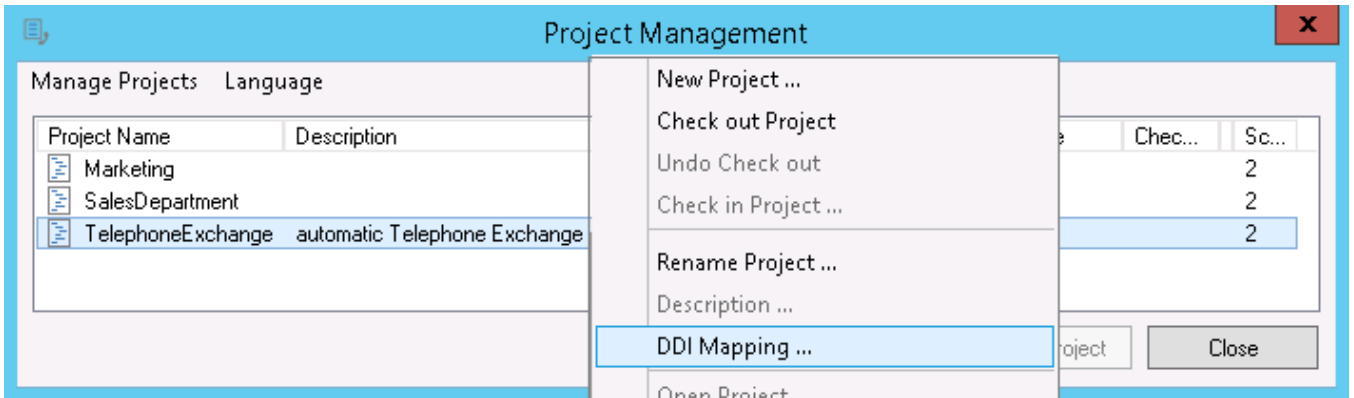
A warning might be displayed that the project has no DDI mapping.



A script is only active, this means can be used, when a "DDI" has been mapped to it.

4.2.3 DDI Mapping

After having checked in the project, you can map a DDI to this.



What had been reserved in the ixi-UMS AutoAttendant configuration at "DDI Mapping" is offered to you for the DDI mapping.

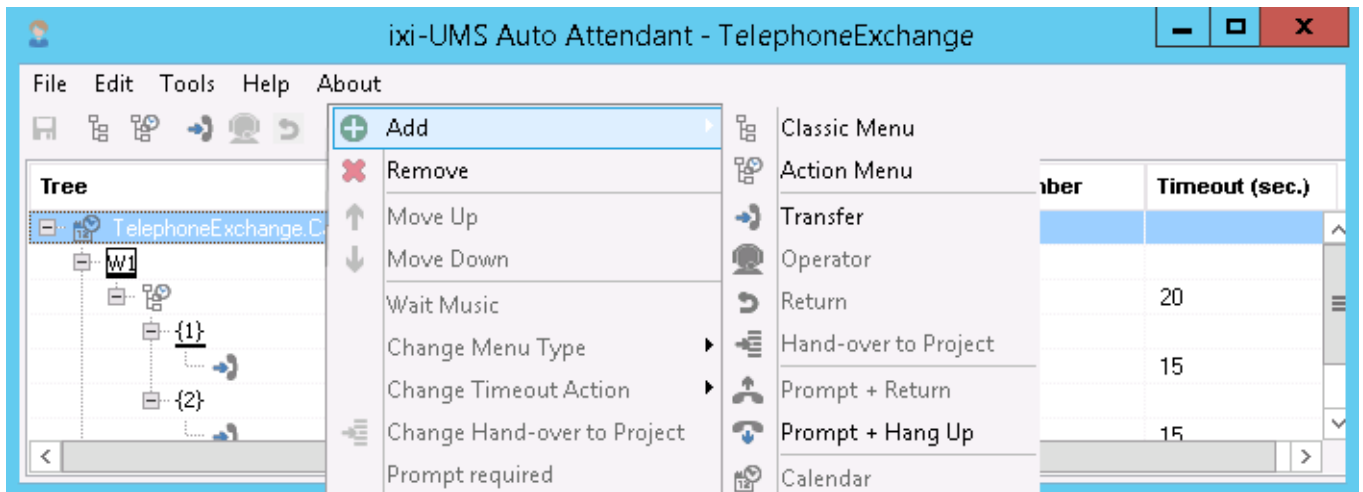
Every DDI can only be mapped to one project and every project only to one DDI.

Select the desired location to display the reserved DDI. Select the DDI you want for this project and click OK. The mapping change on the ixi-UMS Kernel is performed.

The ixi-UMS Kernel Service must be restarted manually in order that the script can be addressed.

4.3 Auto Attendant Modules

After having created a project and checked it out, the structure of the transfer can be put together by means of "modules". The modules can be added via the menu bar or the respective context menu.



Only the modules valid at this moment are available for selection.

With some modules, the functionality can be changed subsequently. Moreover, a prompt must be recorded and/or a transfer destination must be entered - depending on the module and structure.


Whether a prompt is required for the module or not can be determined in the context menu of every module. If the module shall get no prompt, you should opt out "Prompt required", because otherwise the lacking of the prompt is listed with the error checking.

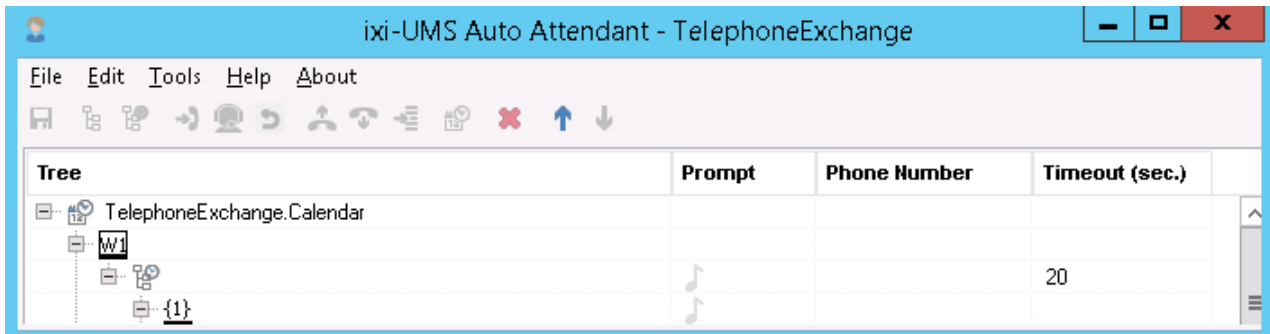
With modules with a prompt text, you can enter the respective text by clicking on the menu module, which is displayed with the recording of the prompt.

The modules and their functionality is explained in more detail in the following. At "Tutorial", an example project is created step by step.

4.3.1 Module Calendar

The Calendar is not an obligatory module! It gives you the opportunity for a time-dependent selection of different procedures. If no calendar is used, always the same menu is opened. Only one calendar is possible per project. The Calendar-module is **always the first** module in your project.

 The Calendar is only saved when at least one more module is added.



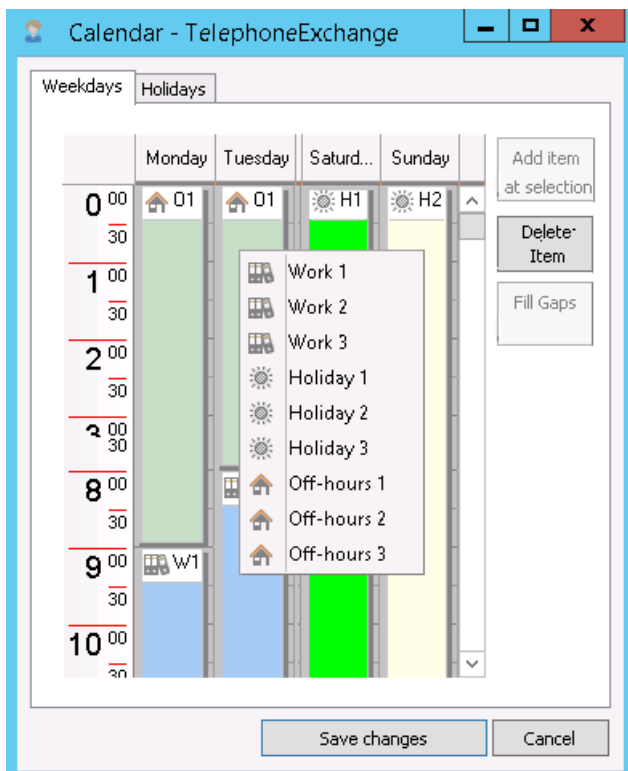
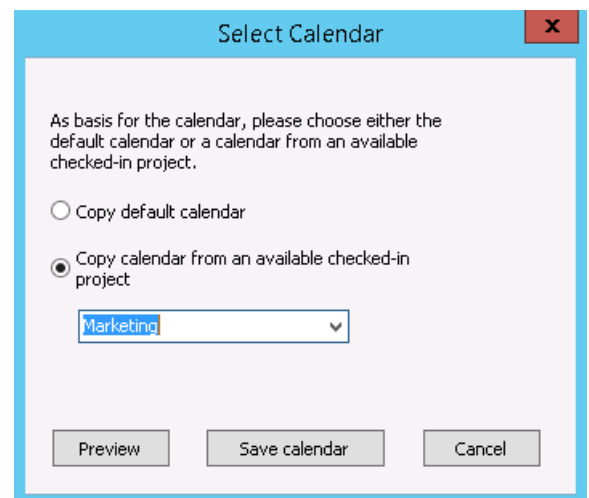
Via the menu bar or the context menu, a calendar can be added.

You have to select whether

- the available default calendar
- or a calendar from another project shall be created as basis.

The calendar is created as independent module for this project. Changes in this calendar do not have an effect on other calendar modules.

Basically, there are 3 time ranges available. In order to give you a better overview, these are different in color:



- **Work (blue):**
[W1]: Opening hours of your company (e.g. daily office hours)
- **Off-hours (green):**
[O1] Times in what the company is closed or not available for customers
- **Holiday (grey):**
[H1] For weekends, holidays or annual shut-downs

Sections marked for processing are displayed in light green.

Every time range can be divided into 3 profiles, this means 9 allocations per calendar are available altogether.

The default calendar has the following settings:

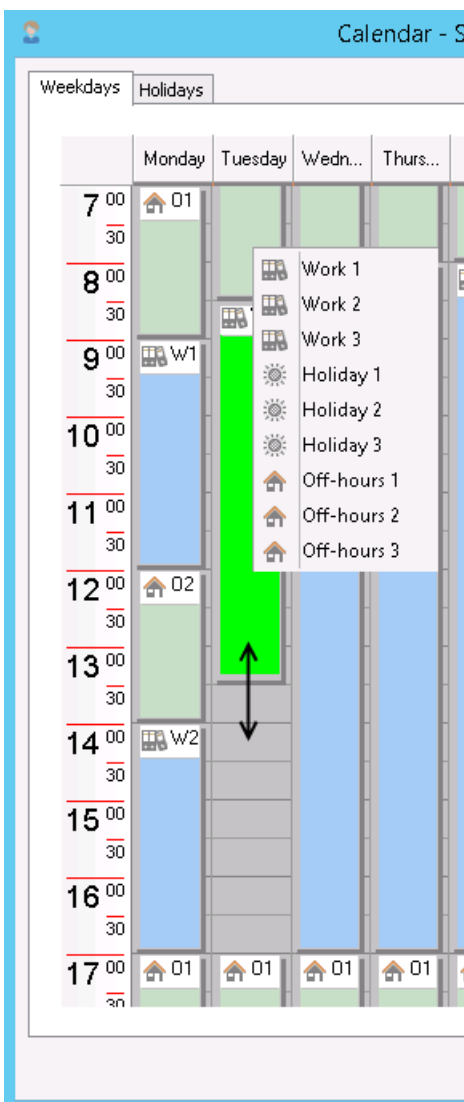
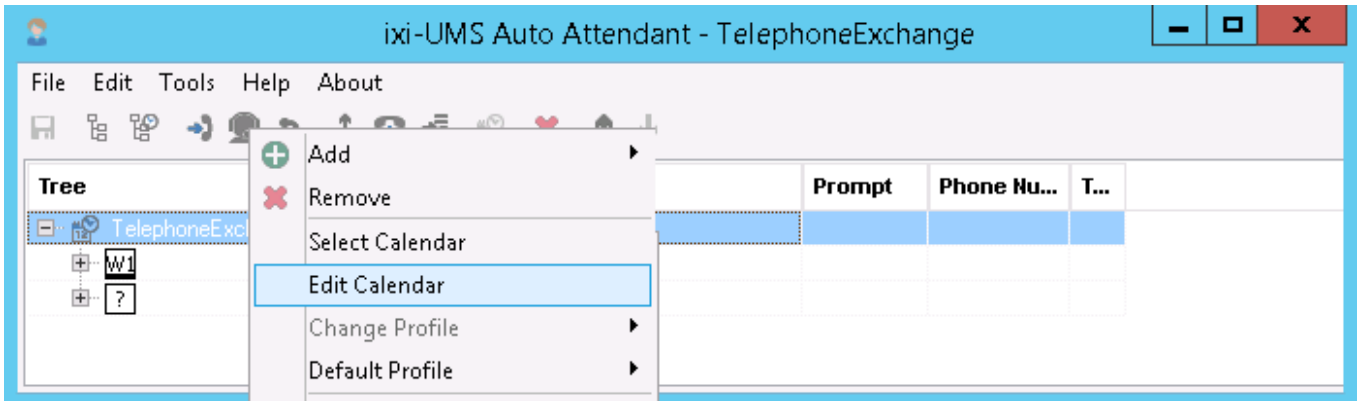
- O1 = Off-Hours 1: 5 p.m. to 8 a.m.
- W1 = Work 1: 8 a.m. to 5 p.m.
- H1 = Holiday 1: Saturday
- H2 = Holiday 2 : Sunday

4.3.1.1 Configuration and Assignment

In order to set the times and holidays, you must proceed as described in the following:

Add a calendar module to the project.

Via the context menu "Edit Calendar", you can open the configuration of the calendar.



A weekly view of the calendar is opened. You can see the set times and the assigned profiles, if there are any already.

In the example on the left:

Monday:

N1: Valid from 5 p.m. to 9 a.m.
 A1: Valid from 9 a.m. to 12 noon
 N2: Time range from 12 noon to 2 p.m.
 A2: Time from 2 p.m. to 5 p.m.
 From 5 p.m. on, N1 is defined again.

Tuesday:

N1: Until 8:30 a.m.
 A1: 8:30 a.m. to 5 p.m.

You can change the times of the profiles by clicking on the profile and adjust the times by pulling the margins to the wanted time with the cursor.

The sections can be assigned to other profiles by means of the context menu.

Available:

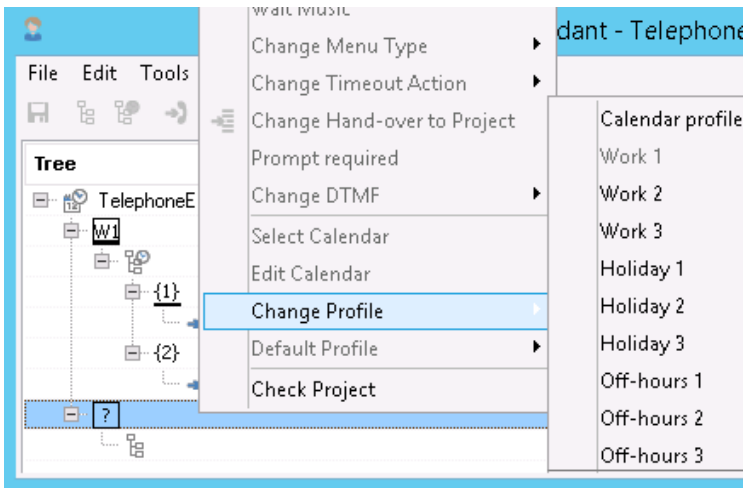
W1 (Work 1), W2 (Work 2), W3 (Work 3)
 O1 (Off-hours 1), O2 (Off-hours 2), O3 (Off-hours 3)
 H1 (Holiday 1), H2 (Holiday 2), H3 (Holiday 3)

In this project, the profiles "W1.....H3" can be selected individually and can be assigned to the single menus.

Via the button **"Add item at selection"**, you can cover unassigned times separately or at a time via the button **"Fill Gaps"**. A new time range is always assigned to the profile "W1" and may have to be changed.

Due to the different time ranges, it is possible to play another menu at a call, depending on the time range.

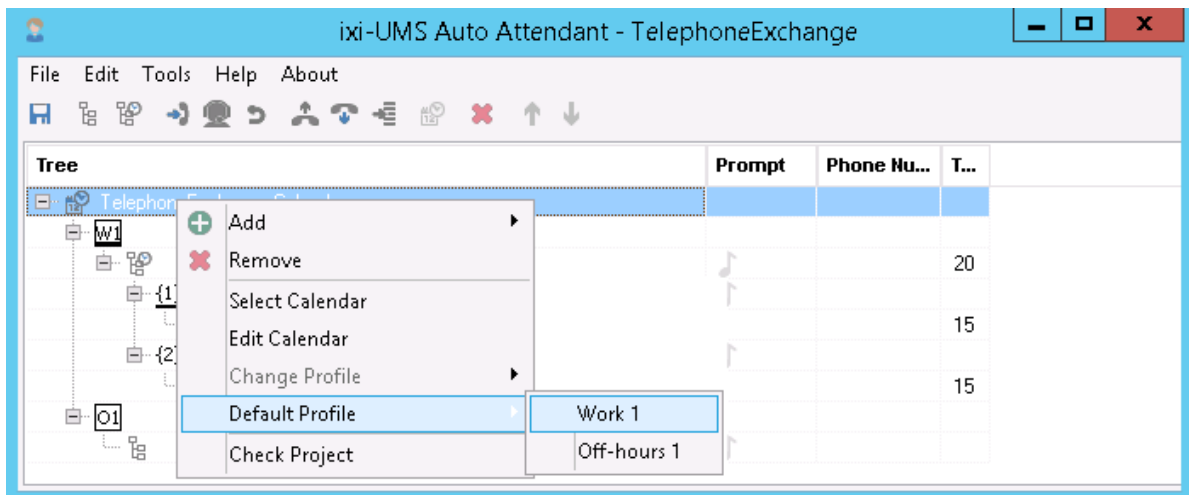
If your company, for example, has breaks in which the employees are not available by telephone, or if there are different procedures in the morning than in the afternoon. .



Add other modules after the calendar. You can assign the time range defined by you to every module

A menu structure must be assigned to every calendar profile. If this has not been done, the call might be unanswered at such a time.

In order to avoid this, a "Default Profile" must be determined.

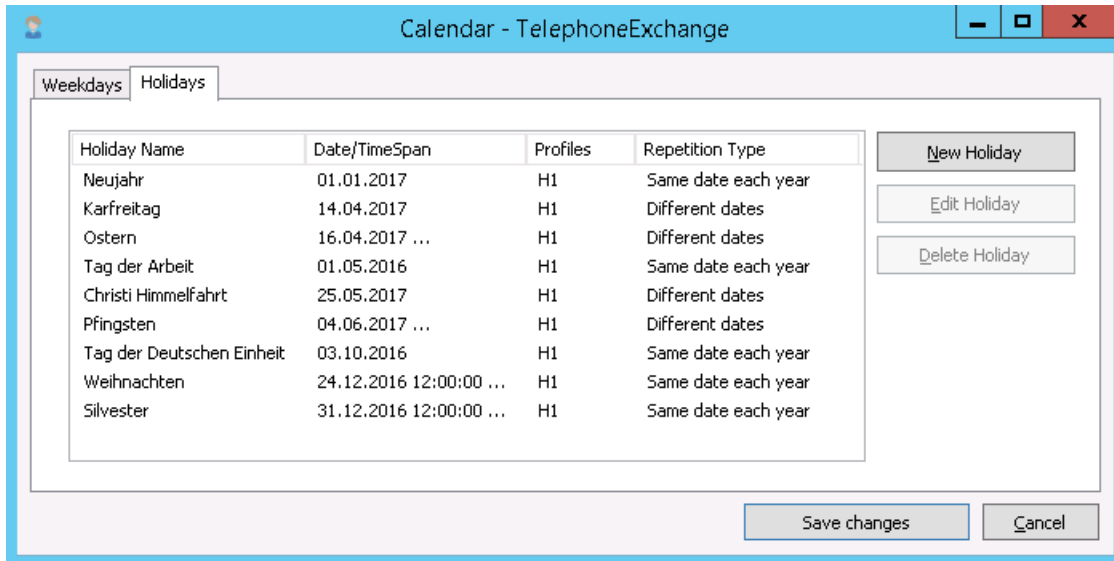


If a profile (time range) has been determined in the calendar, which no menu structure is assigned to, and a call comes in during this time, the menu structure of the "Default Profile" is played.

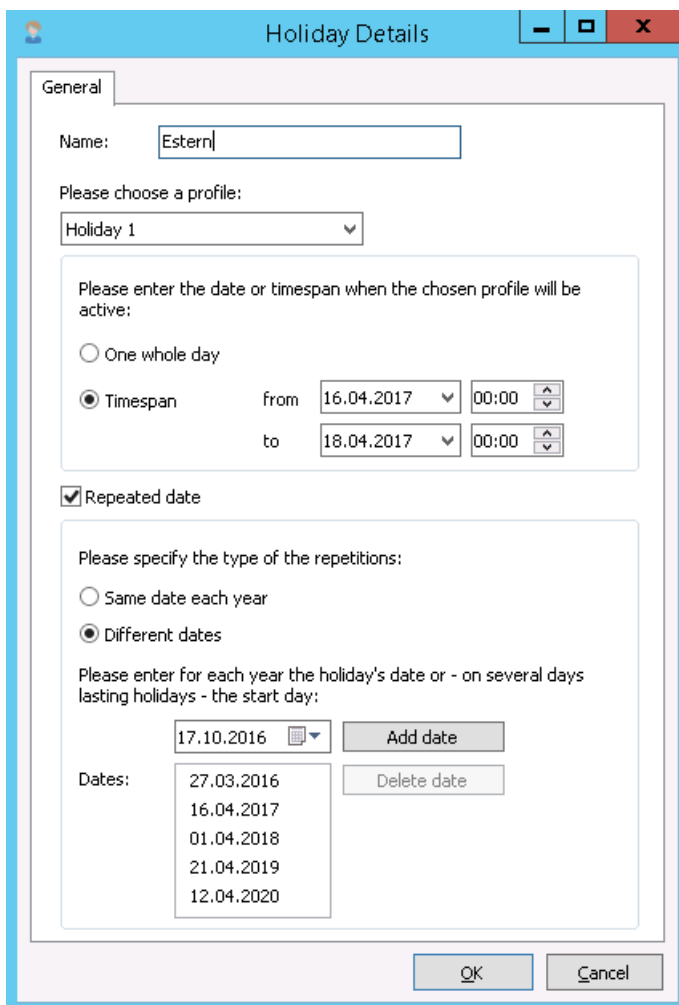
The default profile is marked by a small bar below the profile information.

4.3.1.2 Determination of Holidays

In the tab **Holidays**, you can define single days (the exceptions) and assign a profile to them. What you determine here overrules the settings in the weekly view. Moreover, you can state annual holidays, e.g. Christmas. Holidays with a fixed date that way have to be entered only once. When you want to make any changes, please click on "**New Holiday**" or "**Edit Holiday**".



In order to set up a new holiday, click on "**New Holiday**".



A new window opens (see left).
Enter a name.

Assign the holiday to a profile.
The Profile-selection "Advanced Profile Settings" should only be used in special cases.

Please choose whether the new entry shall be for "**one whole day**" or for a "**Time span**".

When you choose "**Time span**", you can determine the date and the start- and stop-time.

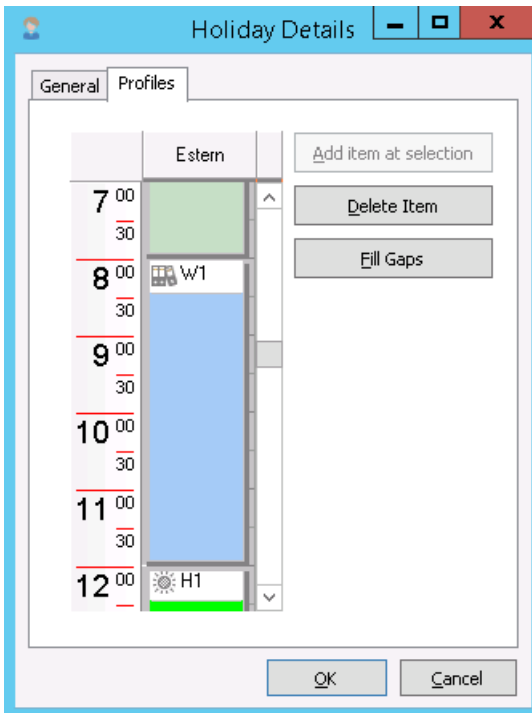
In order to open the calendar, please click on the arrow key next to the date.



The year can be chosen directly when clicking on it.

For repeating holidays, a "**Repeated date**" can be determined. You can choose between **Same Date every year** or **Different dates**.

4.3.1.2.1 Advanced Profile Settings



The "Advanced Profile Settings" should only be used in special cases or for the adoption from a previous version of the ixi-UMS AutoAttendant. This recommends the assignment of the holidays exclusively via "Time span" on the tab "General".

On the tab "General", you determine the duration of the holiday and therewith the validity of the assigned announcement or the assigned menu.

In special cases, it may be favored that during a holiday, another announcement is played for a certain time, for example an "emergency service announcement".

In this case, "Advanced Profile Settings" must be chosen as holiday profile on the tab "General".

Now you can change times within the time span determined at "General", add further time spans and enter another profile.

For the holiday in the example on the left, the menu of profile "W1" is played between 8 a.m. and 12 a.m. when a call comes in. During the other times, profile "H1" is valid.

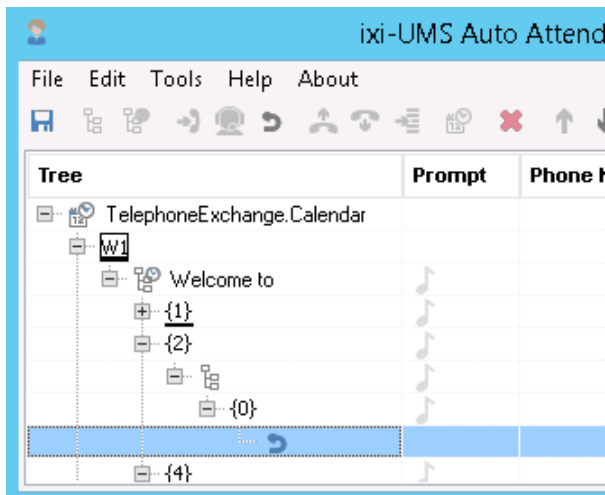
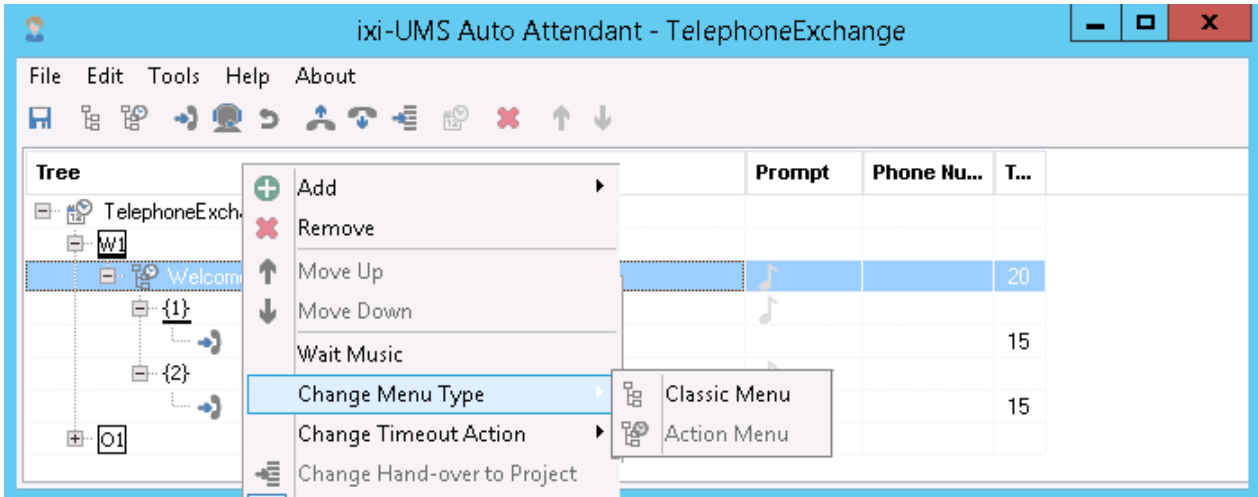
4.3.2 Module Menu

There are 2 kinds of menu modules: the "Classic Menu"  and the "Action Menu" .

The menu modules provide the caller with a list of menu options, from which he can choose by keystroke. At the menu modules, all kinds of modules can be created (exception: the calendar).

With the "Action Menu", you can determine in addition that an action is executed automatically when a caller does not enter anything.

Via the context menu, you can make a "Classic Menu" out of an "Action Menu" and vice versa.



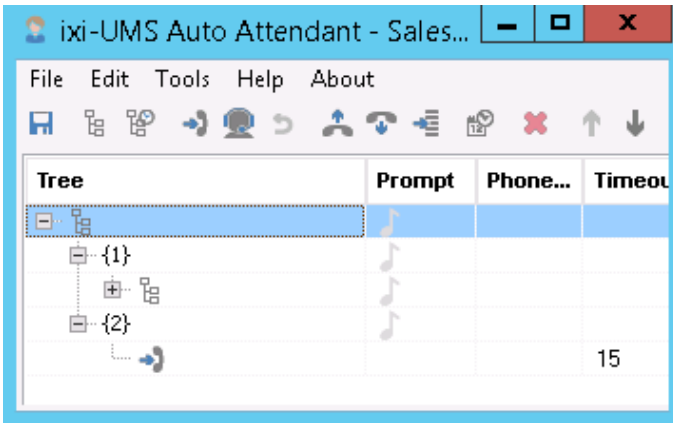
When the module "Menu" is added under another "Menu", it automatically has the function "Return".

Whether a menu module has a prompt or not depends on its position. The first menu module by default has the "welcome prompt".

Whether a submenu has a prompt depends on whether the caller is informed in which submenu he is (then the menu module must get a prompt), or whether the caller is immediately informed about the further selection options (then the module does not need a prompt).

In this case, the option "Prompt required" can be switched off in the context menu.

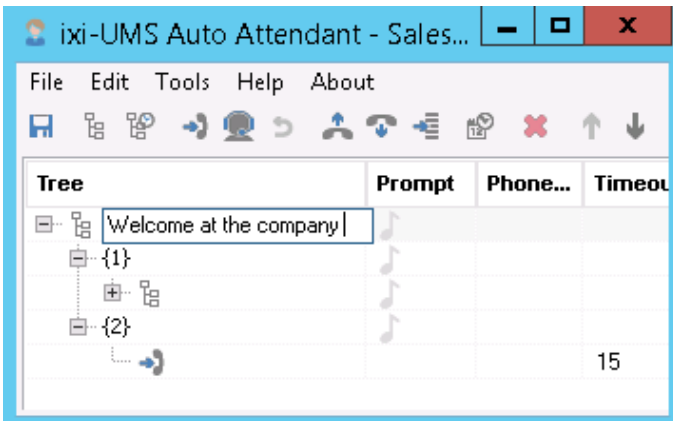
4.3.2.1 Classic Menu



The module "Classic Menu" provide the caller with a list of menu options, from which he can choose by keystroke.

At the menu modules, all kinds of modules can be created (exception: the calendar).

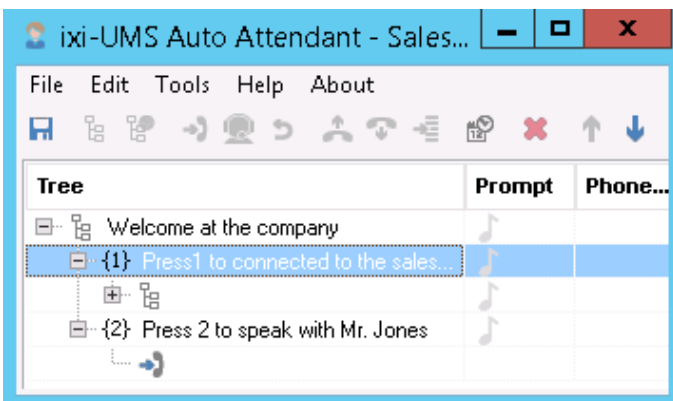
The DTMF-key to be selected is always set up when adding another module.
XYZ.



In the first menu module, the "main prompt" must be deposited.

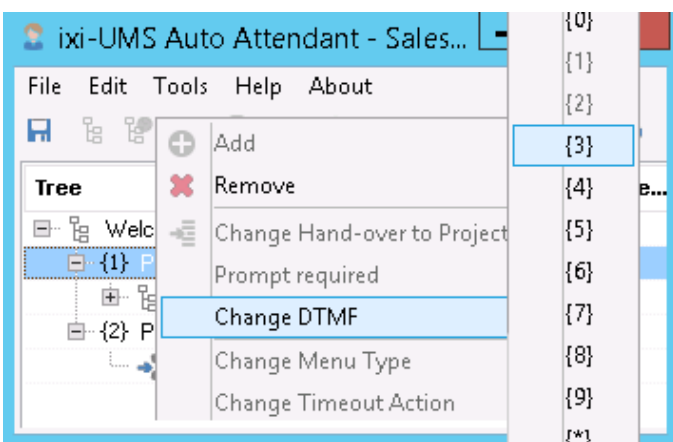
You can enter the respective text by clicking on the menu module.

Example:
Hello, you have reached company XYZ.



The prompts for the single options must be deposited at the respective menu items (DTMF-key).

Example:
Afte the "main prompt", the prompts
Press 1 for Sales
Press 2 for Support
are played.



The assignment of the keys is determined from 1 up when adding new modules.

You can change the assignment subsequently by right-click on the respective number (DTMF-key).

Please note that the display and the prompts of the menu **are not re-sorted!**

If the order shall be changed as well, this must be done manually via the buttons .

4.3.2.2 Action Menu

It may make sense to define an action, which is executed when the caller **does not** make a selection (e.g. when the telephone is not DTMF-capable).

In this case - after having added the "Action Menu"-module - this can be set in a way that after a predefined time, an action is executed.

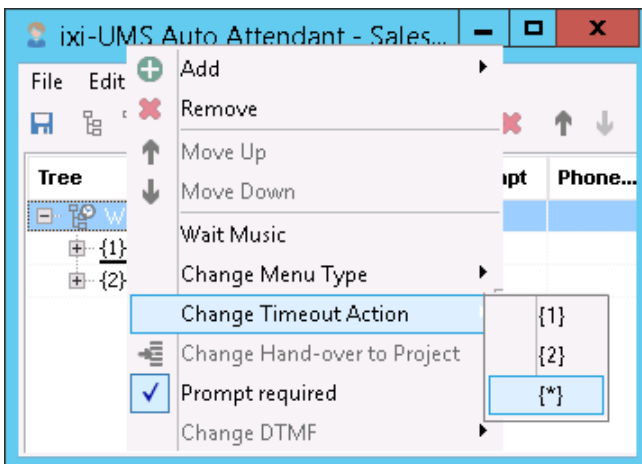
The "Action Menu" corresponds with the "Classic Menu" in its features, however, a "default"-action must be determined additionally.



Via the context menu, the "Classic Menu" can be turned into an "Action Menu".

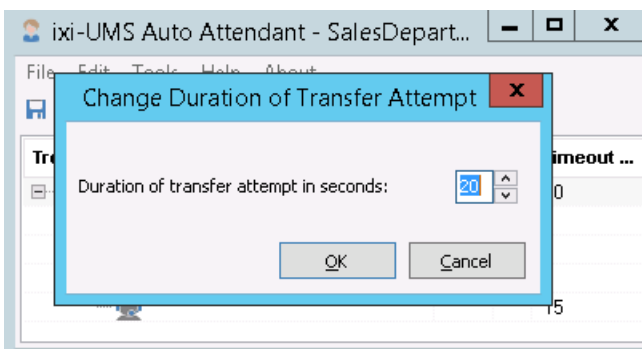
The determined action is marked by a small bar below the "DTMF-key".

Tree	Prompt	Phone...	Timeout ...
Welcome at the company			20
{1} Press 1 to connected to the sales office			
{2} Press 2 to speak with Mr. Jones			
{*}			15



After havind added the wanted subitems, you can determine in the context menu of the "Action Menu" what shall happen when a caller does not make a selection.


Das ausgewählte Menü wird durch einen Balken unter der DDI gekennzeichnet.

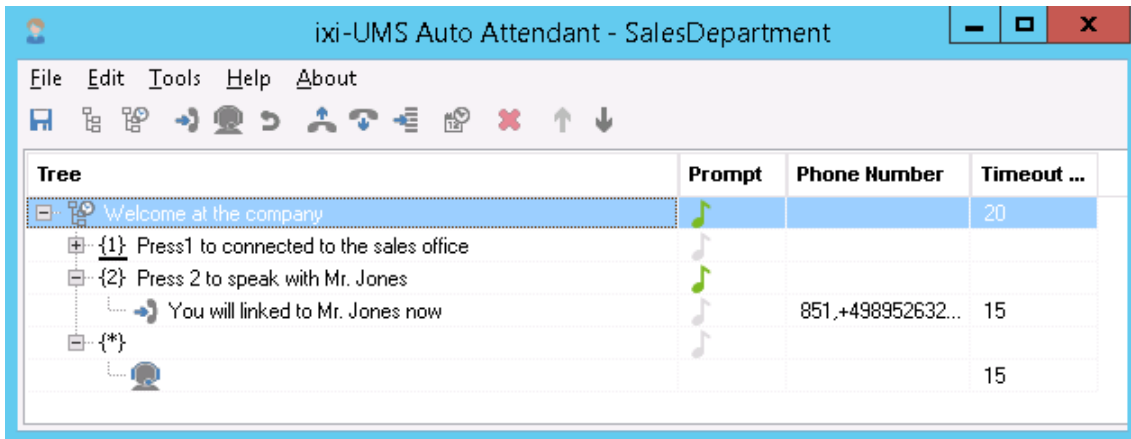


By clicking into the window "Timeout (sec)", you can change the "Timeout"-period (in seconds).

If no selection is made within 10 seconds, there is an automatic transfer to the destination determined at "1".

4.3.3 Module Transfer

By the module "Transfer" , the actual transfer to a telephone is defined.



The Transfer-module by default does not have a prompt.

If a announcement shall be played before the actual transfer of the caller (e.g. "You are transferred to Please hold the line), this option can be addressed in the context menu of the module.

After that, the caller is transferred to the determined number. If there are several destination numbers and if an extension is busy or the call is not answered, the next number is dialled. Every entered extension is only dialled ONCE. For how long it is dialled, depend on the determined "Timeout in sec."

If an extension shall be dialled several times, it must be entered several times.

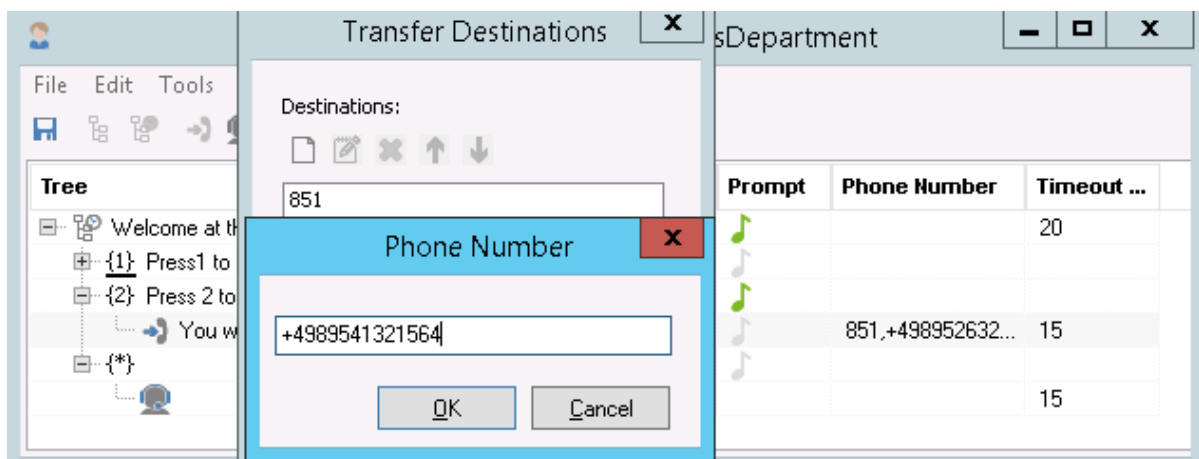
Between the transfer tries, the Wait Music is played (optional). If there is not wait music available, the next number is dialled immediately.

If none of the extensions is available, the general prompt and the superordinate menu are played.

Transfer Destinations

By clicking into the field "Phnone Numer", you can enter a list with *Transfer Destinations*.

If this is an internal destination, please enter only the extension. External destinations must be specified in canonical format, this means with country code (e.g. +4981424799123).

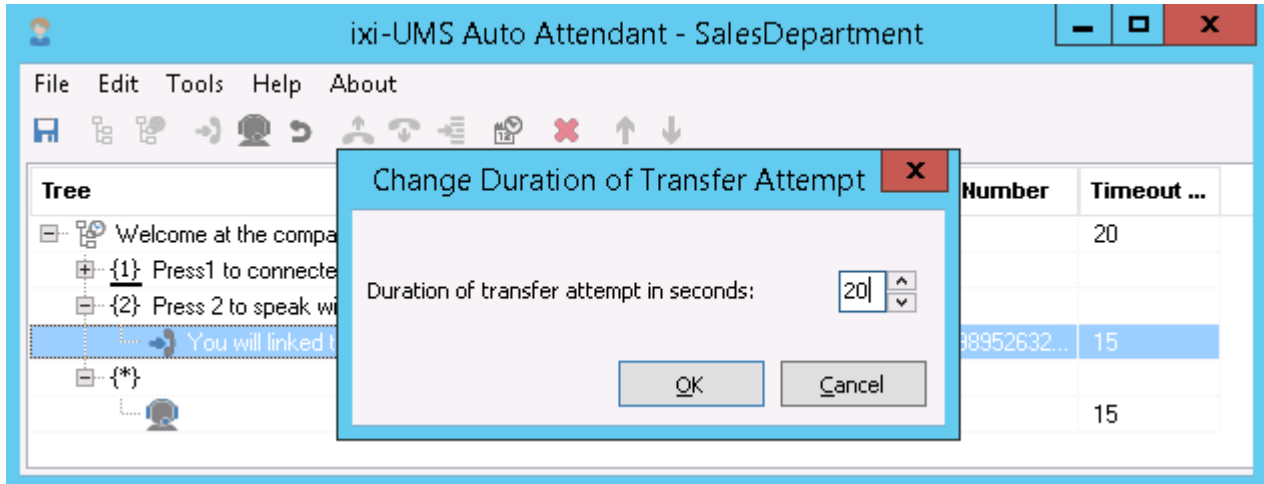


Every entered extension is only dialled ONCE. For how long it is dialled, depend on the determined "Timeout in sec."

If an extension shall be dialled several times, it must be entered several times.

No-Answer Timeout (sec)

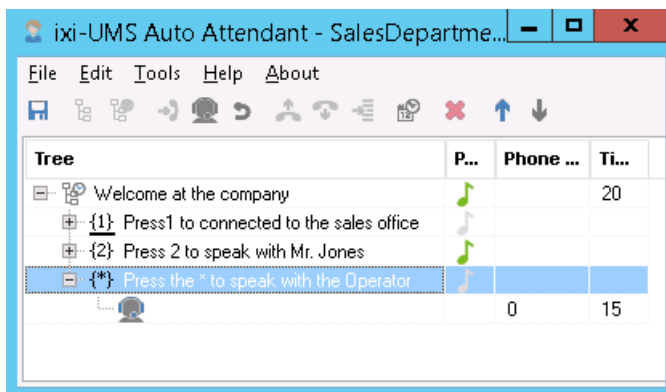
In the column "No-Answer Timeout (sec) you determine, after how many seconds the try shall be aborted when the call is not answered.



If several destinations are entered, the next destination is either addressed immediately or after having played the wait music, if there is one.

4.3.4 Module Operator

The module "Operator" is not a module in the true sense of the meaning. In fact, the transfer to the telephone exchange is an option in a Menu Module.



The specific characteristic is that this option can be inherited to submenus, this means you only have to add this option to your project in the topmost menu module. It is available in **all** the menus then. You can change the options of the "Telephone Exchange" in all the submenus.


The transfer to the operator by default is realized with the "*" -key. The assignment can be changed as described in the module "Menu".

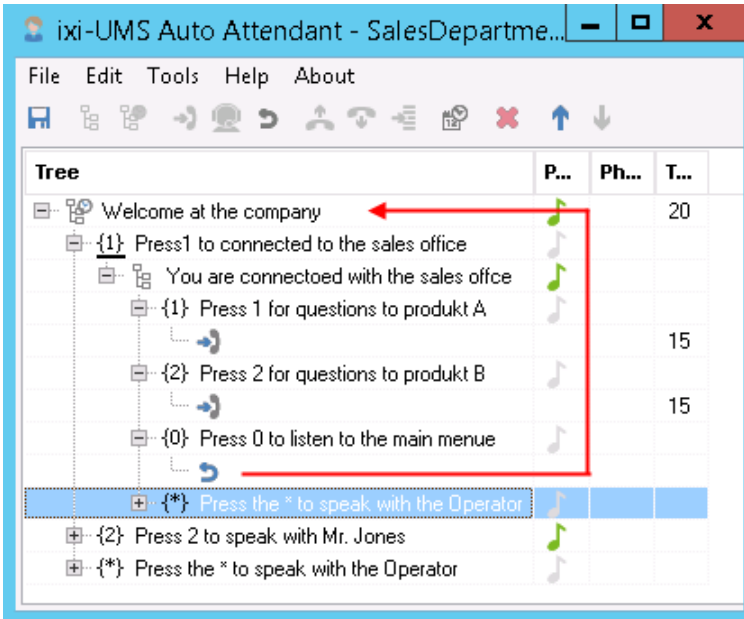
Just like the operator module, the module "Telephone Exchange" by default has no prompt. If another prompt shall be played before the actual transfer of the caller (e.g. "You are transferred to the telephone exchange. Please hold the line), this option can be addressed in the context menu of the module.

Timeout in Sec

The default timeout is 20 seconds, however, can be adjusted individually.

4.3.5 Module Return


The module "Return"  allows the caller to jump back to the superordinate menu.

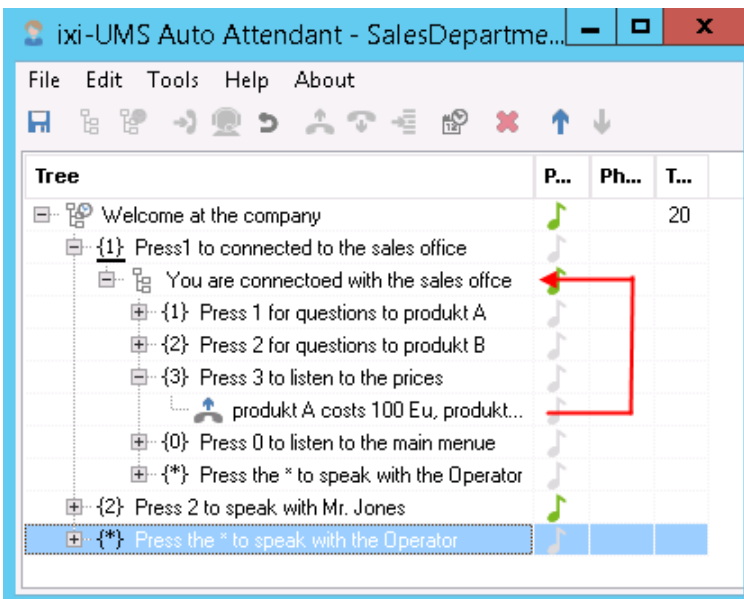


The return to the menu by default is realized with the "0" -key. The assignment can be changed as described in the module "Menu".

The return also is only a menu option in the true sense. In contrast to the module "Telephone Exchange", the module "Return" is not inherited. The "Return" can only be added in submenus.

4.3.6 Modul Prompt + Return

With the module "Prompt and Return"  the caller can listen to an announcement and then is connected automatically in the active menu back.




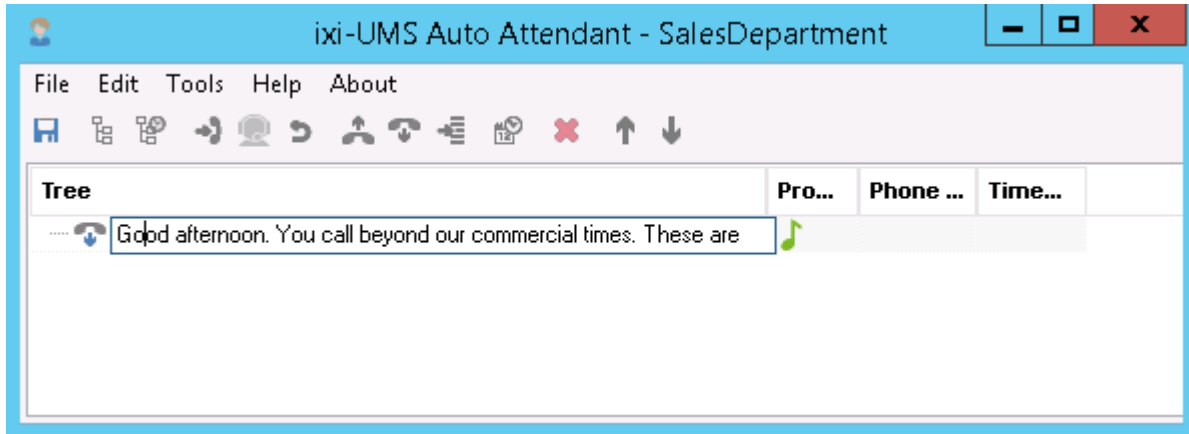
In the example left:

If the caller presses "3", the announcement deposited there is played and then jumped back automatically in the active menu.

The module "Prompt and Return" can be inserted several times.


4.3.7 Module Prompt + Disconnect

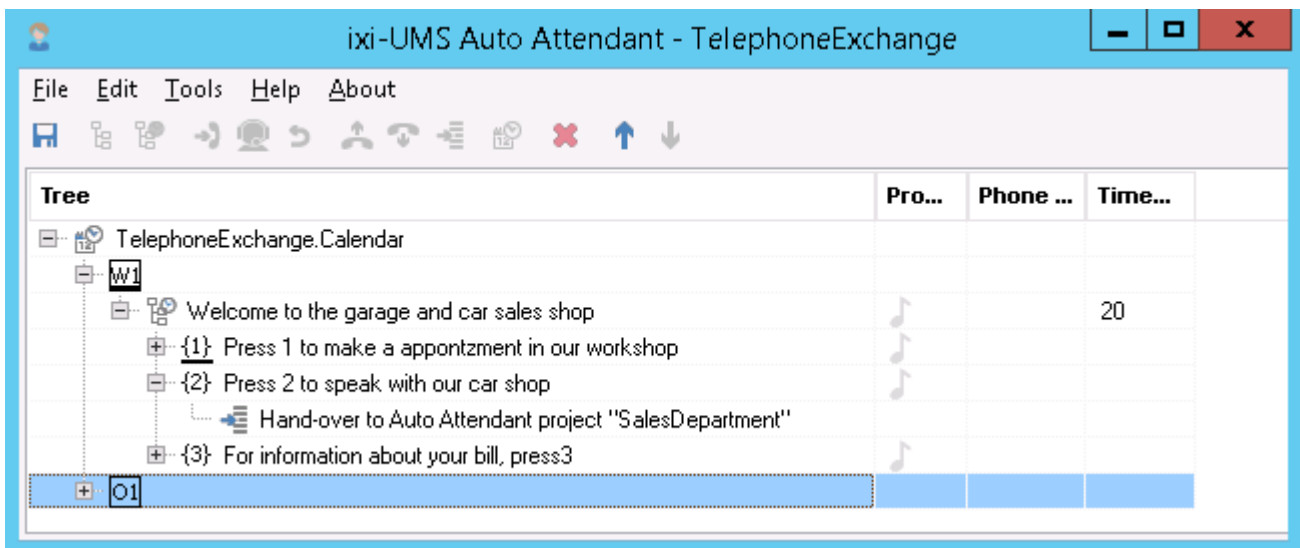
The module "Prompt + Disconnect"  is a pure "prompt module", no further action is possible.



When this module is selected, a prompt can be deposited only. When the prompt is finished, the call is disconnected.

4.3.8 Module Hand-over to Project

With the module "Hand-over to Project"  can be called other ixi-UMS AutoAttendant provided projects or own VoxML-Scripte.

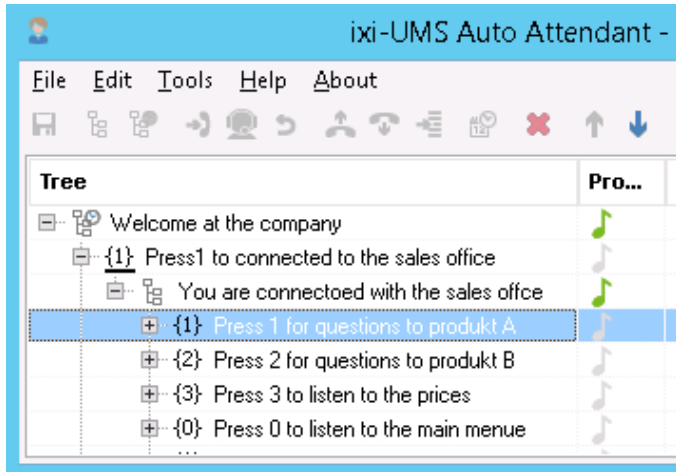


This makes sense, for example if a menu structure recurs in different profiles or in different projects. They can put on therefore own project and call this in different projects / to profiles.

4.4 Recording Prompts

Prompts are an essential part of an ixi-UMS AutoAttendant application. By means of prompts, the caller is informed about which options are at his disposal at the moment. It is important for this that your prompts

- are consistent (this means always the same speaker)
- clearly audible (this means human speaker, no Text-to-Speech engine)
- can be recorded efficiently (time saving when changes have to be made)
- are in the format PCM, G711 (µ- oder a-Low) , 8kHz, 8bit, 1 channel (mono), Wav/RIFF

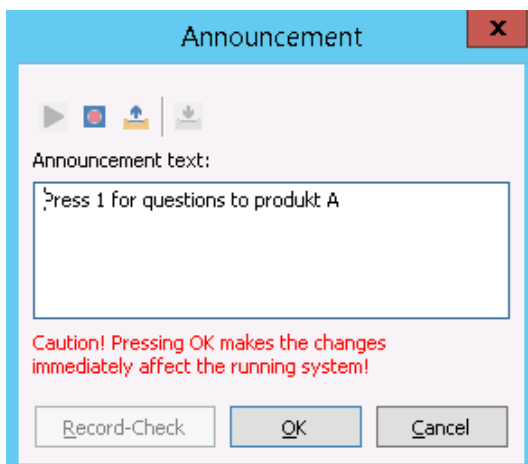


With all the modules with an announcement, a note is displayed in the column **Prompt**.


If this is displayed in grey, no prompt has been deposited yet. If the note is green, a prompt has been deposited.


You can deposit prompts via the telephone stated at the login or by stating an available Wav-file.

Click on the note next to the module in order to record the prompt.



The text entered by you for the prompt is displayed.

In order to start the recording via the telephone, click on the "Record"-button 

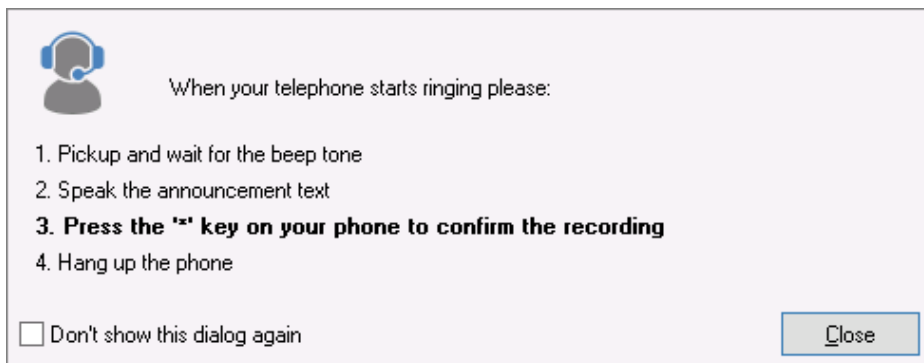
If you want to use an available Wav-file as prompt, click on the "Selection"-button 



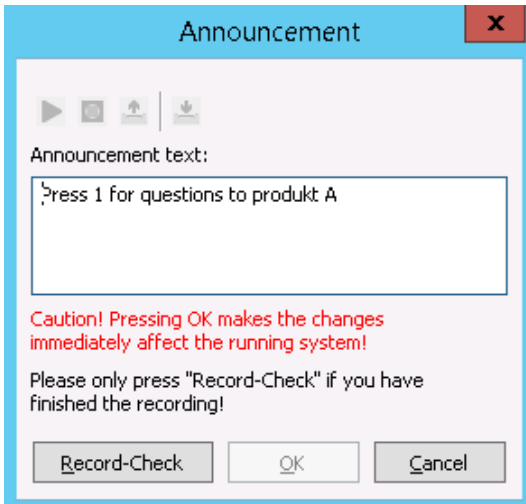
For the recording of prompts via telephone, you should not use a "speaker function" in order to avoid background noise.

Recording prompt via telephone

After having clicked on the Record-button, an instruction about the further procedure appears.



If your telephone does not ring, please close all the projects and log out at the ixi-UMS AutoAttendant Client. Log in again and check your extension number.



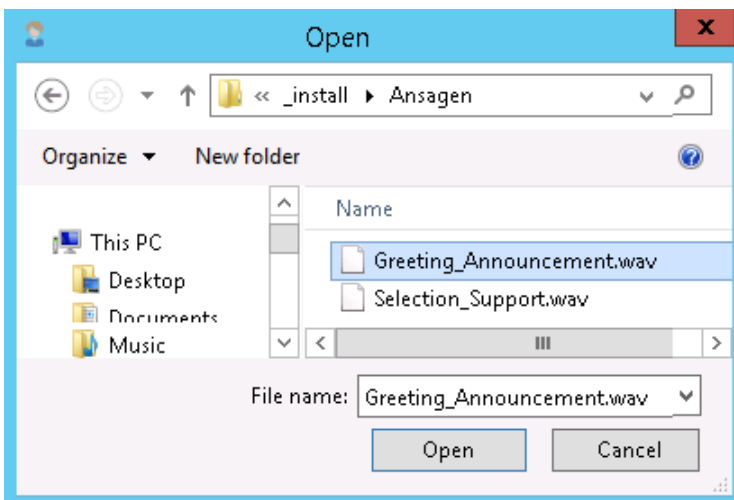
Checking prompt

When you have recorded the prompt via telephone, you have to check this in conclusion.

It is checked with this whether the prompt has been processed correctly and could be deposited at the project.

Click on the button "Record-Check".

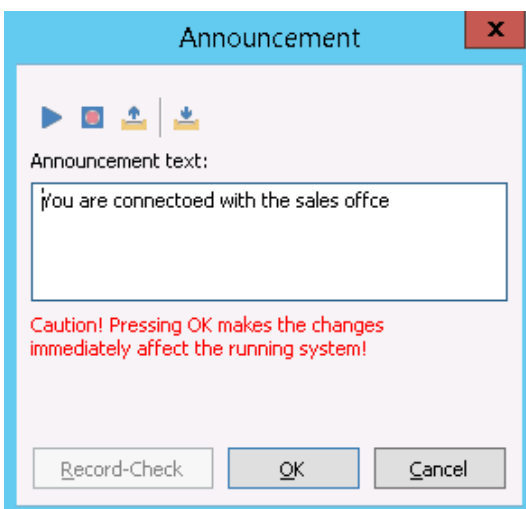
If the check was successful, the "OK"-button to save the recording is enabled.



Assigning available prompts

If you want to make use of available prompts, please note the required formats.

After having clicked on the "folder symbol", you can select the prompt. auswählen.



Listening to prompt

You can play the prompt at any time.

Click on a green note and choose the "Play"-button ▶ in the window.

The prompt is played at the telephone you enter with the login.


Deleting announcement

An announcement cannot be deleted. If you do not need a deposited prompt, change the module in "without prompt". If you only want to change the prompt, you can rerecord it.

All changes are only active with the "check in" of the project!

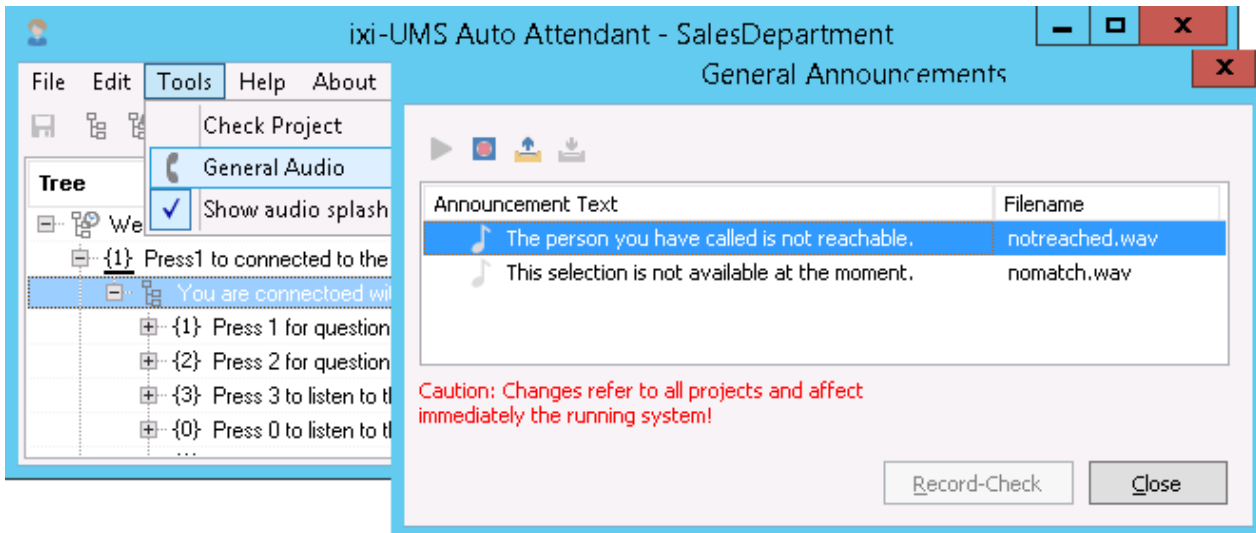
4.5 General Audio and Wait Music

In addition to the prompts deposited by you, also "General Audio" and "Wait Music" (optional) are necessary.

-  The general prompts and the files deposited for the wait music are valid for all the projects. Changes are immediately active.

General Announcement

This means prompts, which are played when an undefined action is executed.



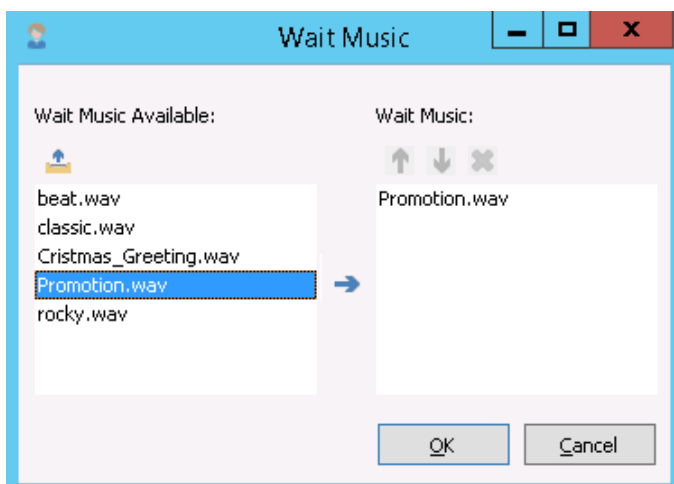
In order to record the prompts, choose the selection "General Audio" in the menu item "Tools". The prompts available to you are displayed. Click on a note to record the prompt. **The changes are immediately active and valid for all the projects.**

Wait Music

The wait music is meant to


- give the caller some time to make his decision after having listened to the menu and the options available
- prolong the time between 2 transfer tries.

It does not have to be music, of course. These prompts can rather contain other interesting information for the caller.




The files for the wait music must be deposited in the directory "..\ixi-UMS AutoAttendant\Scripts\WaitMusic".

You can assign the wait music via the context menu of the single modules. All the files deposited in this directory are available for selection.

Choose a file from the table on the left side and add it to the active list by means of clicking on the button 

The list may contain any number of Wav-files.

All the Wav-files are played one after the other before the next action is executed. The order can be changed via the arrow keys.

-  The general prompts and the files deposited for the wait music are valid for all the projects. Changes are immediately active.

5 Info

5.1 About estos



estos GmbH, headquartered in Olching near Munich, Germany, is a leading manufacturer of software solutions with focus on unified communication with unified messaging, fax, voice mail, SMS and CTI (Computer Telephony Integration) with presence and instant messaging. The products of %Firma% support existing standards like standard interfaces and standard hardware; proprietary solutions are avoided. The company strives to provide its customers with future-oriented product development, with a focus on integration in available environments.

Contact details:

estos GmbH
Petersbrunner Str. 3a
D-82319 Starnberg
Germany

Phone: +49 8151 36856 177
Fax: +49 8151 36856 199
E-Mail: info@estos.de
<http://www.estos.de>

For more information about estos GmbH and its products, please visit estos GmbH website.

© estos GmbH. All rights reserved. Changes, errors and misprints reserved. Product names are registered trademarks or trademarks of their respective owners. The terms of business of estos GmbH come into force.

5.2 Version

Software: ixi-UMS AutoAttendant
Version: 8.00
Date: 21.11.2023