



Inbound OpenVoice User Guide

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Inbound OpenVoice Overview

Inbound OpenVoice provides incoming callers with automated, menu-based phone dialog. Because the Inbound OpenVoice function does not require a script, setup is only required in the MediaGateway 2.

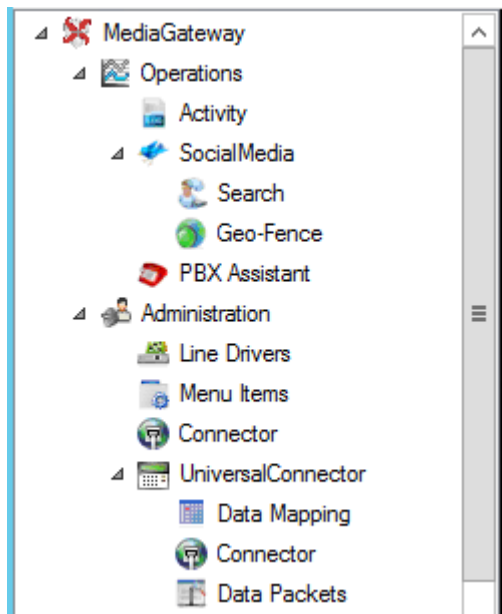
Inbound OpenVoice and all other MediaGateway 2 components require proper licensing through Bold Technologies. If you are not yet licensed for a MediaGateway 2 component you would like to access, please contact Bold Support to discuss your particular situation.

Importing the Inbound OpenVoice Menu

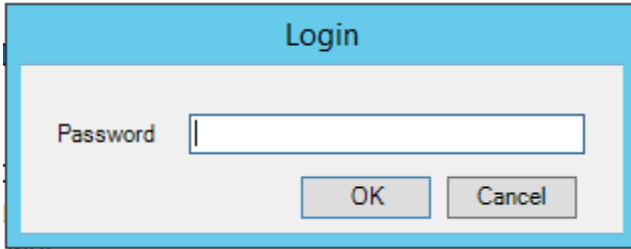
To set up Inbound OpenVoice in the MediaGateway 2, you must first import the “MS_In-Bound OpenVoice.xml” menu.

Perform the following steps to import an Inbound OpenVoice menu into the MediaGateway 2:

1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:

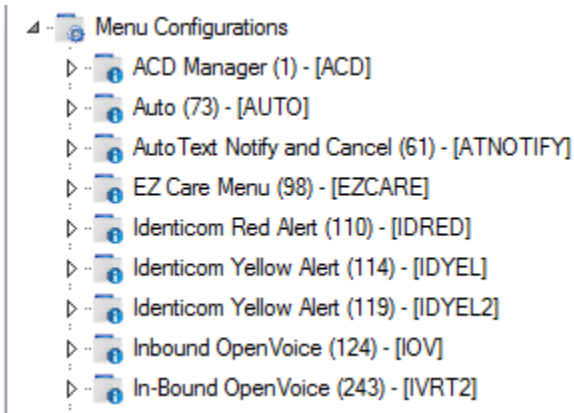


Result: the “Login” window displays as shown in the following screenshot:

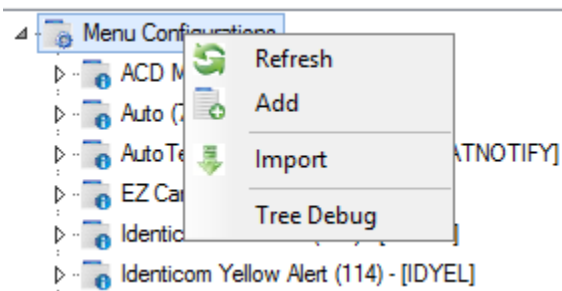


3. Enter your password, and then click “OK”.

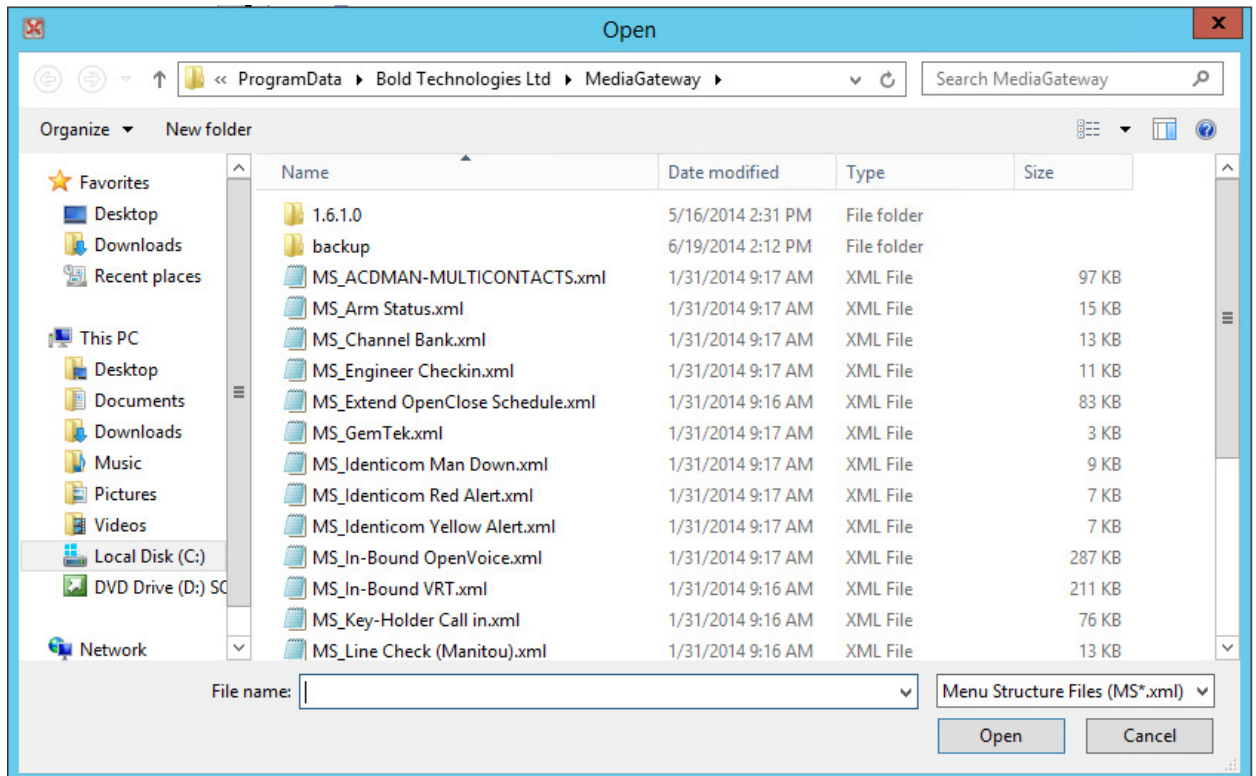
Result: the Menu Items window displays as shown in the following screenshot:



4. Select the “Menu Configurations” node, and then right-click it and select “Import” as shown in the following screenshot:

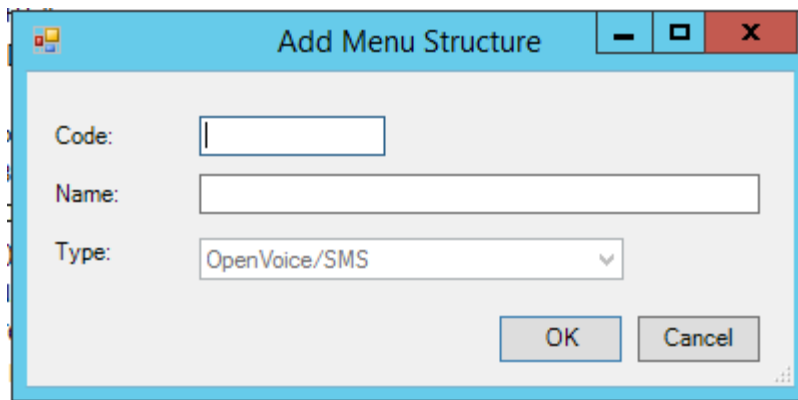


5. The “Open” window displays as shown in the following screenshot:



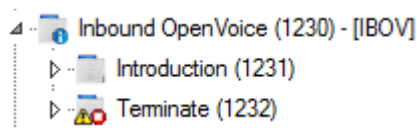
- Select the “MS_In-Bound OpenVoice.xml” menu, and then click “**Open**”.

Result: the “Add Menu Structure” window displays as shown in the following screenshot:



- Enter a code and name into the appropriate fields, and then click “**OK**”.

Result: the menu you just created now displays in the Menu Items list as shown in the following screenshot:

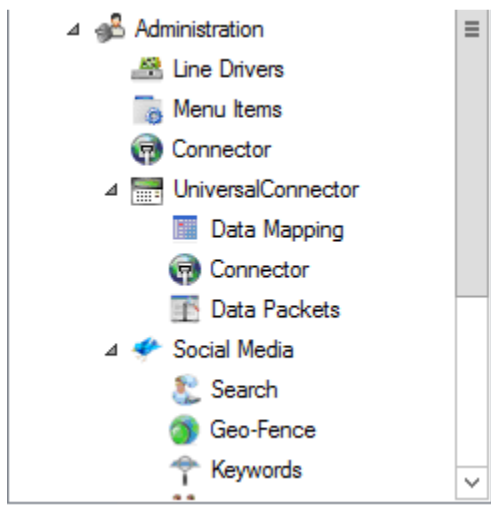


8. Modify the menu structure, as necessary. For further information regarding how to modify a menu structure, please refer to the “Menu Examples” section of this document.
9. Click “**Save**”.

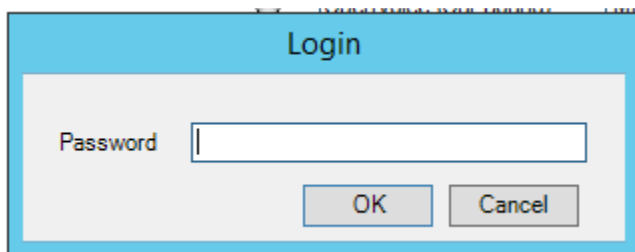
Setting Up the Line Driver

Perform the following steps to set up the Inbound OpenVoice Line Driver:

1. Open the MediaGateway 2.
2. Select “Line Drivers” as shown in the following screenshot:



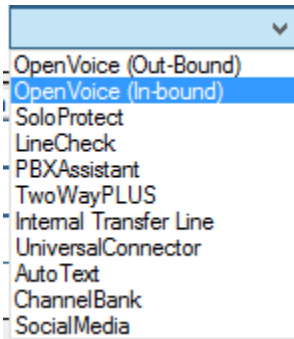
Result: the “Login” window displays as shown in the following screenshot:



3. Enter your password, and then click “**OK**”.

Result: the Line Drivers window displays as shown in the following screenshot:

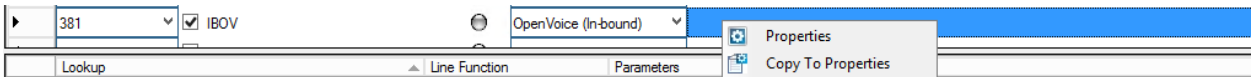
- Click the arrow in the Line Function field for the Line Driver you are creating, and select “OpenVoice (In-bound)” as shown in the following screenshot:



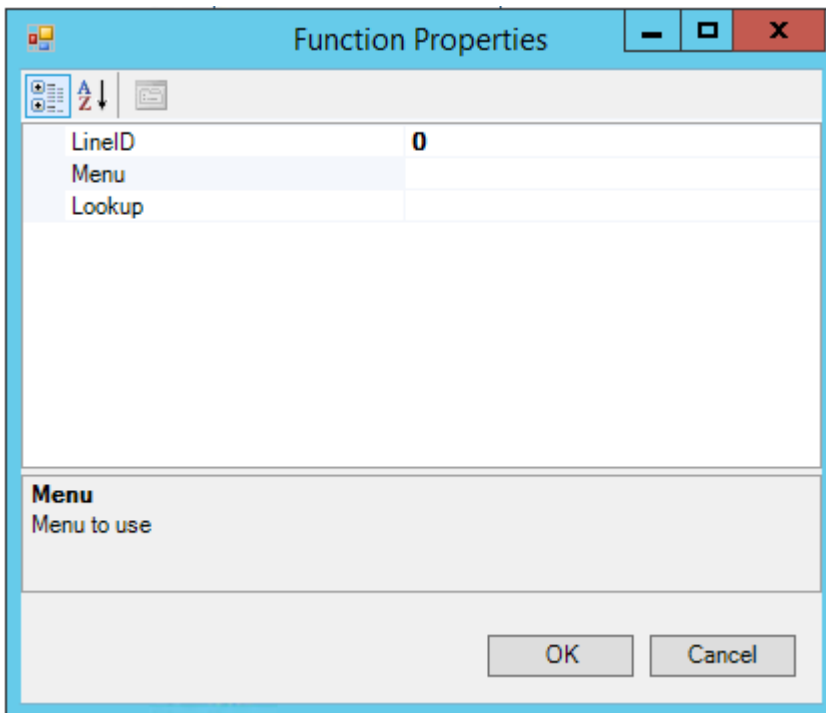
Result: OpenVoice (In-bound) now displays as your selected Line Function as shown in the following screenshot:



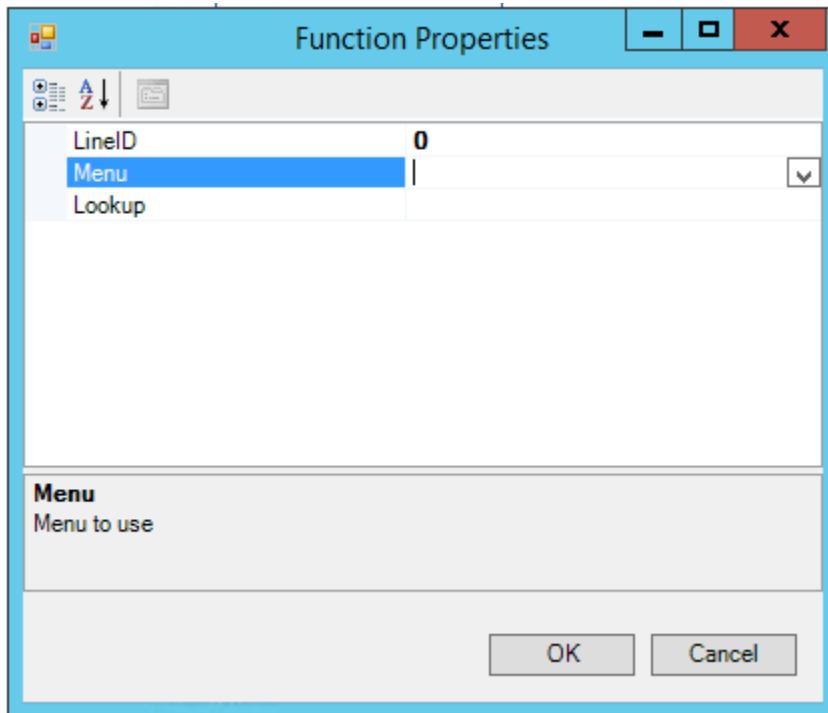
- Click in the “Properties” column for the line on which you are creating your new Line Driver, and then right-click in the field and select “Properties” as shown in the following screenshot:



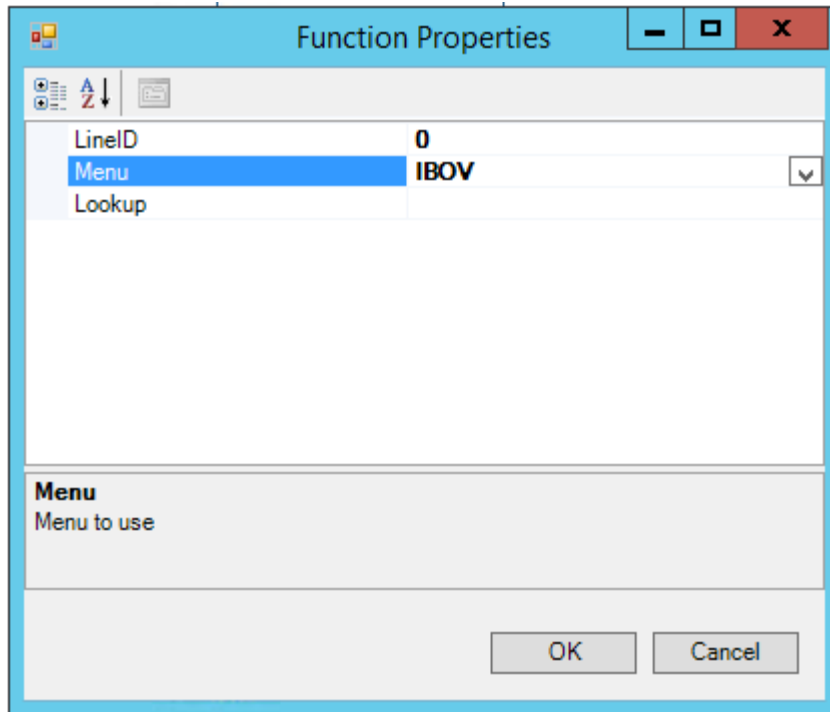
Result: the “Function Properties” window displays as shown in the following screenshot:



- Click at the right edge of the “Menu” line until a dropdown menu displays as shown in the following screenshot:



- Select the menu you imported earlier.
Result: the dropdown menu closes, and the menu you selected now displays as shown in the following screenshot:



11. Click **"OK"**.

Result: the properties you selected now display in the "Properties" field as shown in the following screenshot:



Note: depending on your specific configuration, defining additional menu properties in the "Function Properties" window may be required.

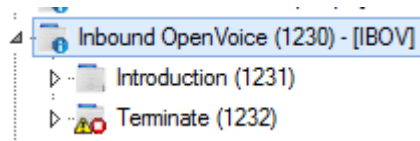
12. Click **"Save"**.

Menu Examples

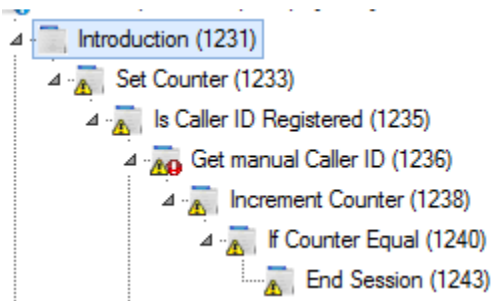
Inbound OpenVoice does not include script messages. Therefore, no Manitu setup for Inbound OpenVoice is required.

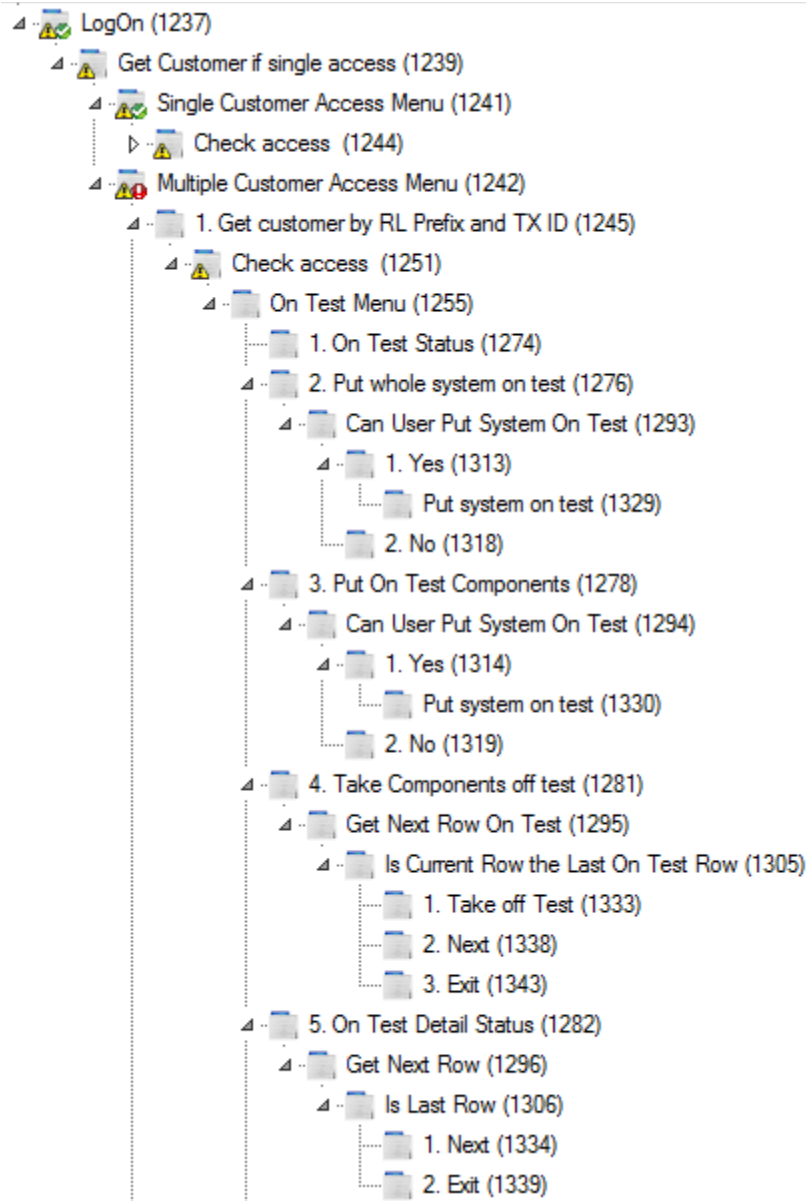
Menus in the MediaGateway 2 are the main components that enable Inbound OpenVoice to function properly. As previously discussed, the MediaGateway 2 has several pre-built menus available for import. Importing the MediaGateway 2 menu you need is much easier than creating a menu from scratch. Users, however, often find it necessary to modify the menus they import in order to perform specific business functions. Understanding menus (and especially how each Menu Functional Component (MFC) works in conjunction with others to perform complex automated functions) is critical to your successful setup and use of Inbound OpenVoice.

If you recall, the Inbound OpenVoice menu we imported into the MediaGateway 2 previously in this document looked like this:



Although this menu looks very simple with just two subparts, each subpart is expandable as shown in the following two screenshots:





The first screenshot demonstrates that the “Introduction” section of the IBOV menu includes several subparts that you can access and modify by expanding them.

The second screenshot was included to demonstrate menu complexity. The screenshot only displays five of the nine total subparts that make up the “LogOn” section of the IBOV menu (showing all nine would have required multiple screenshots). The MFCs included create a logical “if-then” pathway that defines the user’s phone experience and determines how the system interacts with the user based on his responses to prompts.

Modifying a MediaGateway 2 Menu

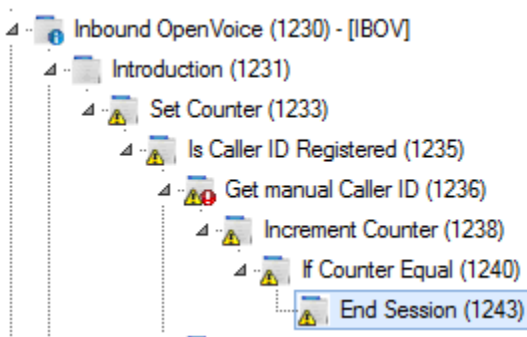
You can modify a MediaGateway 2 menu by placing new MFCs into it, or by rearranging or deleting existing MFCs. You can also view and edit the properties for every MFC in every MediaGateway 2 menu.

Viewing and Editing MFC Properties

MFCs can be broken down into two categories: Actions and Menus. Actions are MFCs that the MediaGateway 2 performs automatically when the menu's conditions are met. Menus, on the other hand, are MFCs that provide the user with response options, and may provide an alternative path depending on the response received.

Action Example

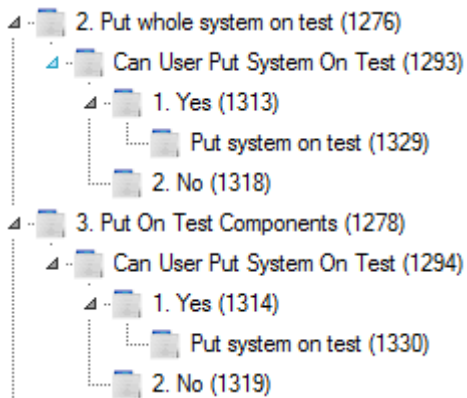
Actions are MFCs the system automatically performs when the menu's conditions are met. For example, the "End Session" MFC displayed below is an Action. If the necessary condition is met (i.e., that the Increment Counter registers as equal), the "End Session" action is automatically triggered, and that portion of the menu terminates.



Note: the "If Counter Equal" Action determines whether the number of user input attempts matches the maximum number allowed. In this case, the user has set this number to three. This means that if the user fails to accurately enter his Caller ID on three consecutive attempts, the system will terminate the call without offering the user additional input options.

Menu Example:

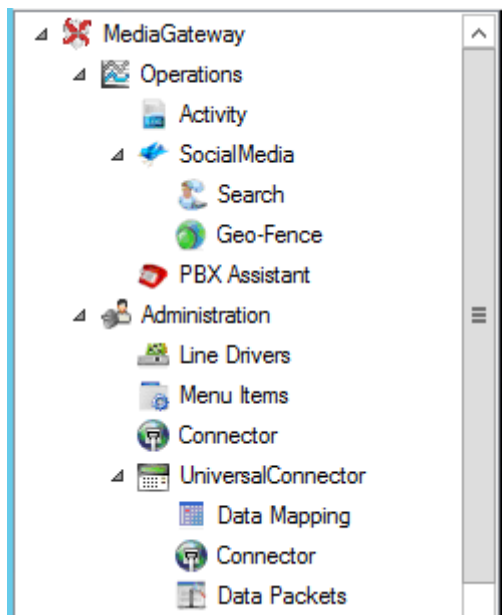
Menus are MFCs that provide the user with response options, and may follow an alternative path depending on the response received. For example, the "Can User Put System On Test" MFC displayed under step 2 in the screenshot below is a Menu. The Menu causes the system to check whether the user has the permissions necessary to put his whole account On Test. If he does, the system puts the whole account On Test. If he does not have the necessary permissions, the system then checks to see if the user has the limited authority to place his account partially On Test.



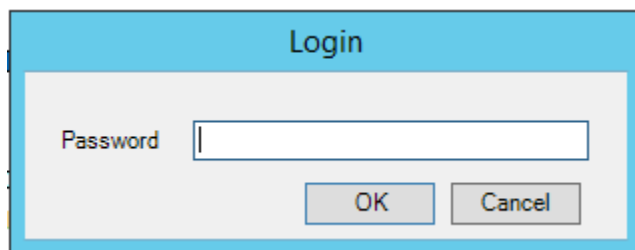
Obviously, the differences between an Action and a Menu for the purposes of the MediaGateway 2 are important. You can directly view an item’s properties by accessing its “Menu Structure” window. You can also use the “Menu Structure” window to edit an MFC’s properties.

Perform the following steps to view and edit MFC properties for a specific MFC:

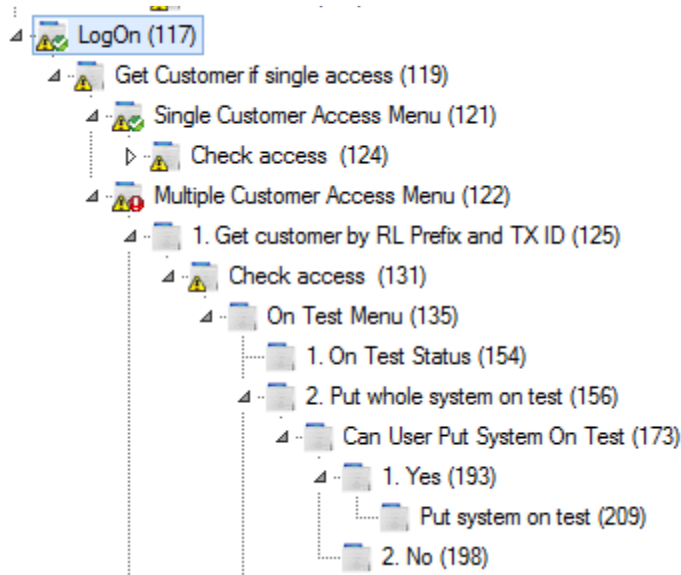
1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:



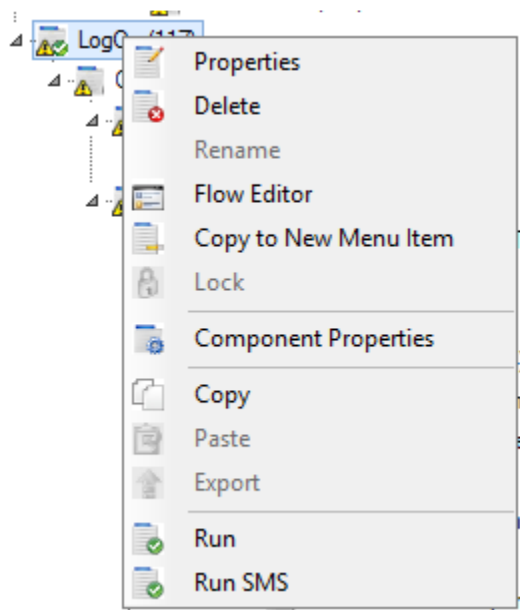
Result: the “Login” window displays as shown in the following screenshot:



3. Enter your password, and then click “OK”.
4. Select the MFC for which you want to view properties. In this example we will use the “LogOn” MFC displayed in the following screenshot:



5. Right-click the MFC, and select the “Properties” option as shown in the following screenshot:



Result: the “Menu Structure” window displays as shown in the following screenshot:

Menu Structure

Structure Decision Flags

Name: LogOn

Code Selection: If the code selection is more than 1 character the user will be required to terminate with a # key in an OpenVoice menu

Item Class: Action

Item Type: Success

On Method Success: Automatic

On Method Failure: Repeat

Failures before Hangup: 3 This does not apply to SMS menus, they will default 0

On * Key: (111) Introduction

Input Timeout (Secs): 10 Input Attempts: 3

On Input Timeout:

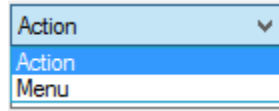
Comment:

OK Cancel

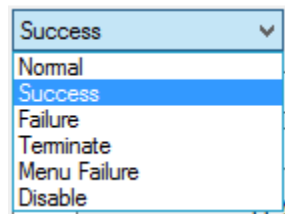
Your selections on the Menu Structure window determine how the “LogOn” MFC performs its functions. The following fields display on the Menu Structure window:

- Code Selection:** the “Code Selection” field allows you to enter the character sequence you expect the user to enter in response to a system prompt to enter his code.
Note: although it does not directly apply to our example, it is important to note that if you want an MFC to automatically follow another MFC, you can numerically designate the order you want in the “Code Selection” field. For instance, if you enter an “8” into the field, your MFC becomes the eighth step in a numerical menu process. Your MFC will automatically execute after the seventh step completes (as long as both MFCs are positioned at the same hierarchical level).
- Item Class:** the “Item Class:” field allows you to designate the MFC as an Action or a Menu as shown in the screenshot below. Refer to the explanation earlier in

this section for a more detailed explanation of the differences between an Action and a Menu.

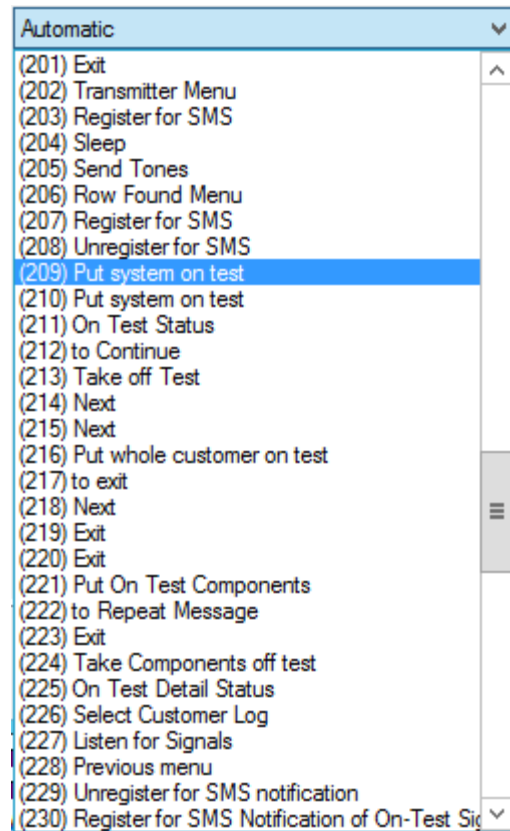


- **Item Type:** the “Item Type:” field determines the role the current MFC plays relative to a previous MFC. For example, the “Success” option was selected for our “LogOn” MFC as shown in the screenshot below. This selection informs the system that the current MFC is the result of a successful entry for a previous MFC (in this case, the previous MFC is the “Get manual Caller ID” option).

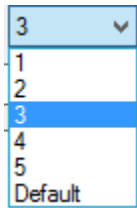


- **On Method Success:** the “On Method Success” field allows you to designate another destination in the menu to which you want to jump when the user has a successful entry. The menu displayed in the screenshot below only includes the other MFCs already in your menu. For example, if you selected the “(209) Put system on test” option, the system would jump to the location of that MFC, and put itself On Test immediately after the user successfully logs on.

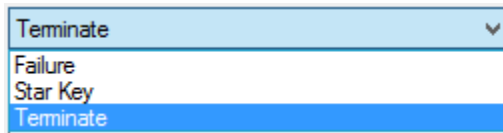
The following screenshot displays the MFCs available for the “On Method Success:” field:



- **On Method Failure:** the “On Method Failure” field functions exactly like the “On Method Success” field, but only for unsuccessful entry attempts.
- **Failures before Hangup:** the “Failures before Hangup:” field determines the maximum number of entry attempts the system allows before it terminates the call.
- **On “*” Key:** the “On * Key” field functions exactly like the “On Method Success:” and “On Method Failure:” fields, only the jump to another MFC destination you designate is triggered by the user pressing the “*” key on his phone keypad.
- **Input Timeout (Secs):** the “Input Timeout (Secs):” field determines the number of seconds the system waits for the requested user entry before it either repeats the request or terminates the call.
Note: the result of a Timeout is determined by your entry in the “On Input Timeout:” field).
- **Input Attempts:** the “Input Attempts:” field determines the maximum number of times the system allows the user to attempt to enter the requested information. After the maximum number threshold is reached, the system terminates the call.



- **On Input Timeout:** the “On Input Timeout:” field determines what happens when the threshold number you selected in the “Input Timeout (Secs):” field is reached. Depending on your selection here, the system either terminates the call, registers the entry attempt as a failure, or prompts the user to press the “*” key as shown in the following screenshot:



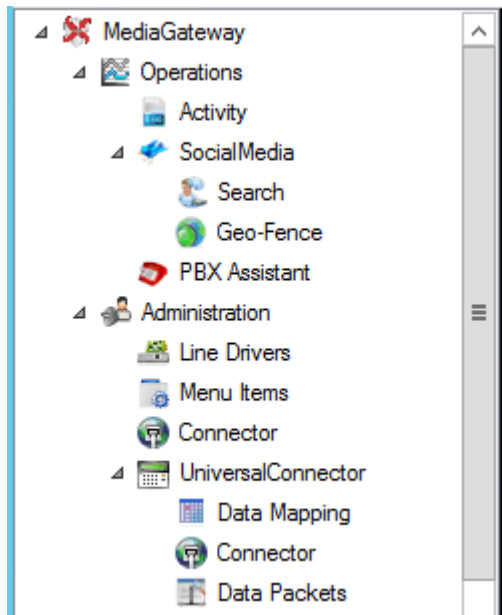
- **Comment:** the “Comment” field allows you to enter setup and configuration details for the account that may be useful to others.
6. Modify any entries you want on the “Menu Structure” field, and then click “**OK**”.
Result: the “Menu Structure” window closes, and the system returns you to the “Menu Items” form.
 7. Click “**Save**”.

Adding an MFC to an Existing Menu Structure

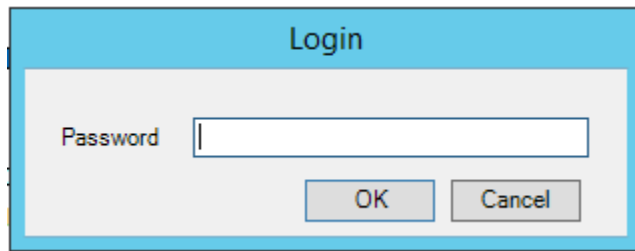
The MediaGateway 2 allows you to add an MFC to an existing menu structure. Properties for MFCs are definable.

Perform the following steps to add an MFC to an existing menu structure:

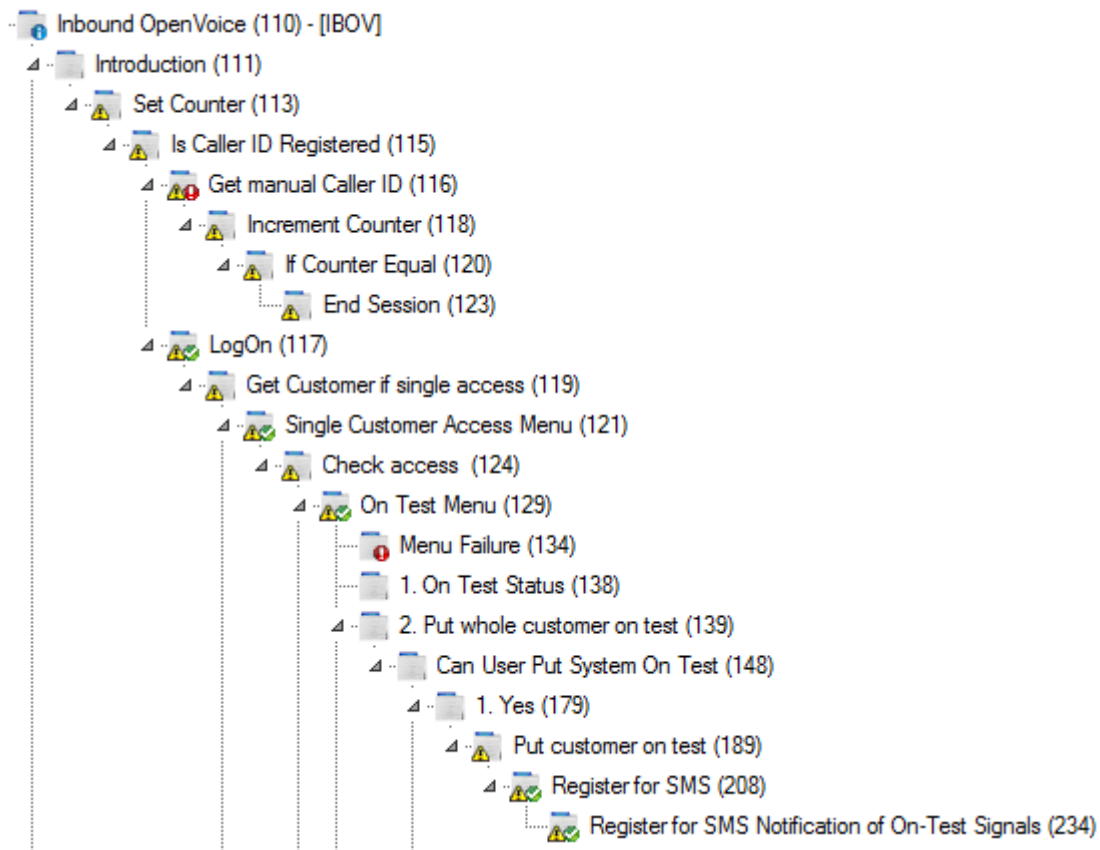
1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:



Result: the “Login” window displays as shown in the following screenshot:



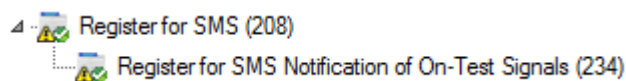
3. Enter your password, and then click “**OK**”.
4. Navigate to the Inbound OpenVoice menu you previously imported.
5. Expand all the nodes in the menu as shown in the following screenshot:



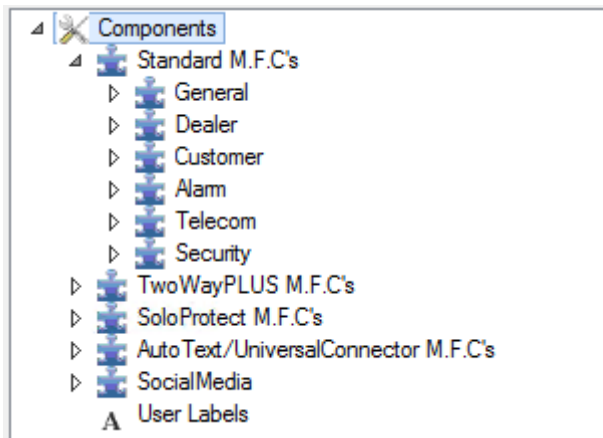
Note: this allows you to see how each MFC fits into the complete menu. Then, you can assess the ways in which the pre-built, imported menu may deviate from the phone path you want the user to travel using your Inbound OpenVoice system.

Once you have assessed the menu and determined how its path diverges from the final menu you want to create, you can begin to modify it. One of your options for modifying an existing menu structure is to add new MFCs.

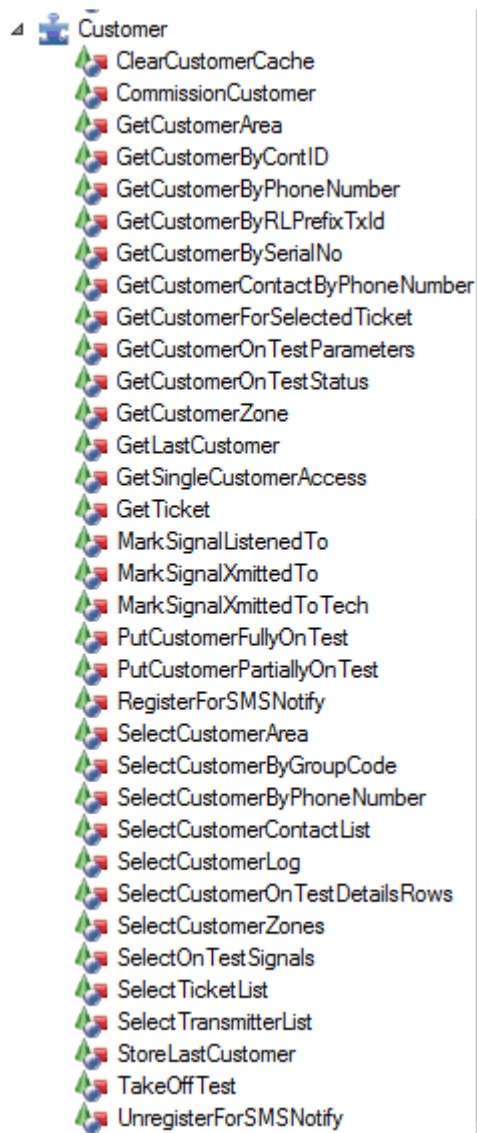
In this example, let us assume the menu structure displayed below is incomplete, and that you want the system to unregister the user for SMS notification immediately after registering him for notification of On Test signals. You also want the “UnregisterForSMSNotify” MFC and the “Register for SMS (208)” MFC to be on the same hierarchical level (i.e., the second MFC follows the first MFC in sequence, but should not be added at an inferior level). The following screenshot is an image of the menu structure before we add the “UnregisterForSMSNotify” MFC:



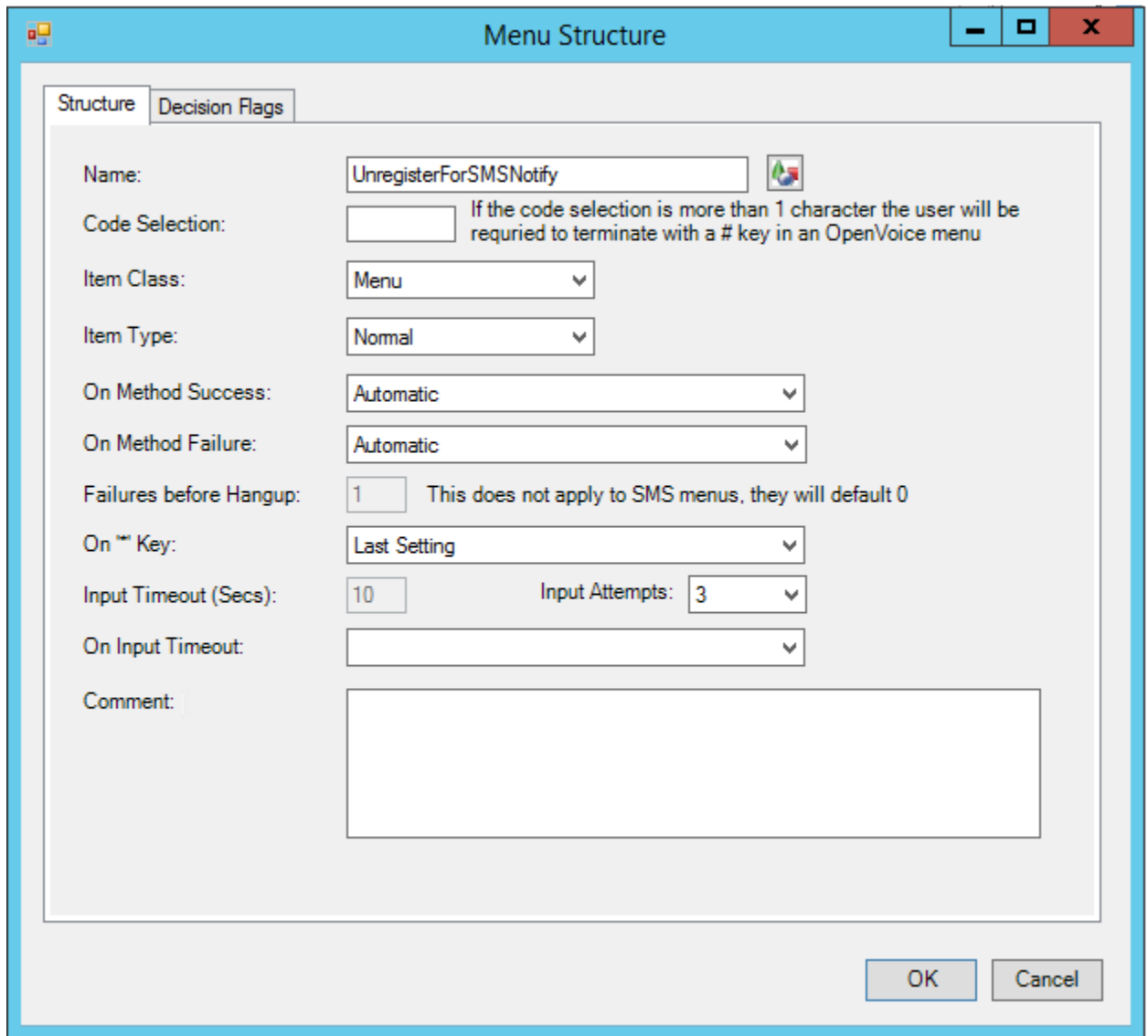
6. Navigate to the “Components” area of the “Menu Items” form (on the right side) as shown in the following screenshot:



7. Expand the “Customer” node as shown in the following screenshot:



8. Select the “UnregisterForSMSNotify” MFC, and then drag and drop it to the location you want.
Note: because we want the “UnregisterForSMSNotify” MFC to be on the same hierarchical level as the “Register for SMS (208)” MFC, we must drag and drop it at the parent node (i.e., the “Put Customer On Test (189)” MFC that precedes the “Register for SMS (208)” MFC.
Result: the “Menu Structure” window displays as shown in the following screenshot:



The screenshot shows the "Menu Structure" window with the "Structure" tab selected. The configuration for the "UnregisterForSMSNotify" MFC is as follows:

- Name: UnregisterForSMSNotify
- Code Selection: (empty field) If the code selection is more than 1 character the user will be required to terminate with a # key in an OpenVoice menu
- Item Class: Menu
- Item Type: Normal
- On Method Success: Automatic
- On Method Failure: Automatic
- Failures before Hangup: 1 This does not apply to SMS menus, they will default 0
- On * Key: Last Setting
- Input Timeout (Secs): 10
- Input Attempts: 3
- On Input Timeout: (empty dropdown)
- Comment: (empty text area)

Buttons: OK, Cancel

9. Edit the MFC name in the “Name:” field until it is consistent with others in the menu. For this example, change it to the following: “Unregister for SMS Notification”.
10. Modify any other fields on the “Menu Structure” form you want. For more information on the Menu Structure window and the fields it contains, refer to the “Viewing and Editing MFC Properties” section in this document.
11. Click the MFC icon on the “Menu Structure” window as shown in the following screenshot:



Result: the “Menu Functional Component Properties” window displays as shown in the following screenshot:

Name	Type	Value	Modifier	Message
SERIALNO	Integer	{SSN#}	None	
CALLERID	String	{SCID#}	None	Enter Caller ID

The following fields display on the “Menu Functional Component Properties” window:

- **Message:** the “Message” field contains text comprising the first outgoing voice message played to the user.
- **Pre-Method Message:** the “Pre-Method Message” field contains text comprising the outgoing voice message the user hears after he hears the message entered into the “Message” field. A general example of a “Pre-Method Message” is the following: “Please wait while I retrieve your information”.
- **Method Parameters:** the “Method Parameters” area of the window contains system instructions for retrieving information from the database. Each line describes a database field and includes a variable. When the system retrieves the database information you designate, it returns with the actual values specific to your Customer.
- **Post-Parameters Message:** the “Post-Parameters Message” is the first voice message the user hears after the system’s database query is completed. A general example of a “Post-Parameters Message:” is the following: “I have retrieved the information you want”.

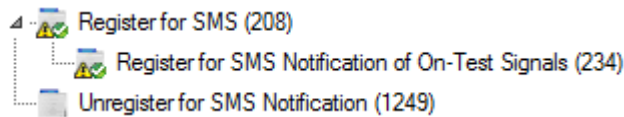
- **Method:** the “Method” field contains the MFC you want to use. Even though the MFC you added was directly based on the “UnregisterForSMSNotify” MFC, you have the option of selecting an entirely different MFC from a dropdown list.
- **Post-Method Message (Success):** the “Post-Method Message (Success)” message is the voice message the user hears when he successfully enters the information the system wanted. For instance, if the “Pre-Method Message” played to the user was the following: “Please enter your Customer ID to log onto the system”, and the user entered his Customer ID correctly, the system then plays the following “Post-Method Message (Success)”: “You have successfully logged into the system”.
- **Post-Method Message (Failure):** the “Post-Method Message (Failure):” is the voice message the user hears when he failed to successfully enter the information the system wanted. For instance, if the Pre-Method Message” played to the user was the following: “Please enter your Customer ID to log onto the system”, and the user incorrectly entered his Customer ID, the system would then play the following “Post-Method Message (Failure) message: “You have failed to successfully log onto the system”.

12. Once you are satisfied with your entries on the “Menu Functional Component Properties” form, click “OK”.

Result: the “Menu Functional Component Properties” form closes, and the system returns you to the “Menu Structure” form.

13. If you are satisfied with your entries on the “Menu Structure” form, click “OK”.

Result: the “Menu Structure” form closes, and the system returns you to the “Menu Items” form as shown in the following screenshot:



14. Click “Save”.

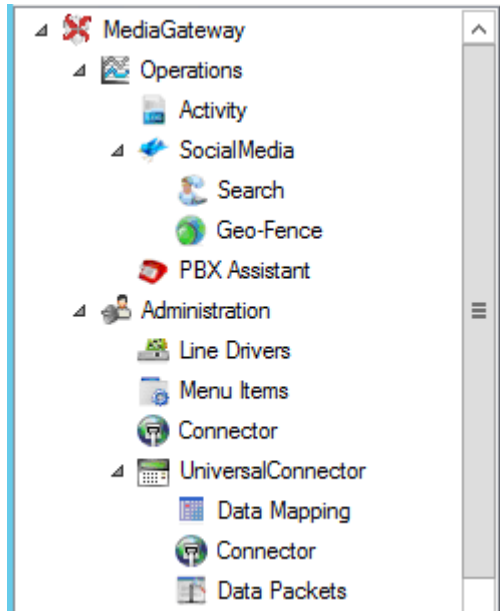
Relocating an Existing MFC

The MediaGateway 2 allows you to drag and drop MFCs in an existing menu structure into another location in the same menu. In the following example, we will modify an existing menu structure by dragging and dropping the “Hangup” MFC into a new location.

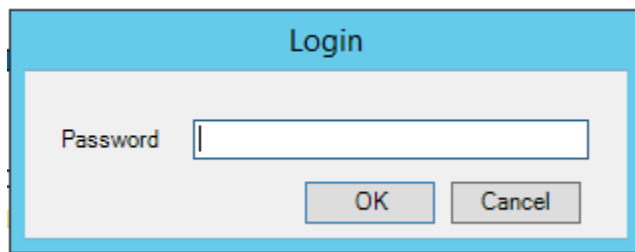
Note: because MediaGateway 2 menus are logic-based and interconnected, moving an MFC to another location could have unintended consequences. Menu functionality for the location from which you move an MFC, as well as the target destination could be affected. Consider how moving an MFC might impact other logical relationships in the menu before performing a move.

Perform the following steps to relocate an MFC on an existing menu structure:

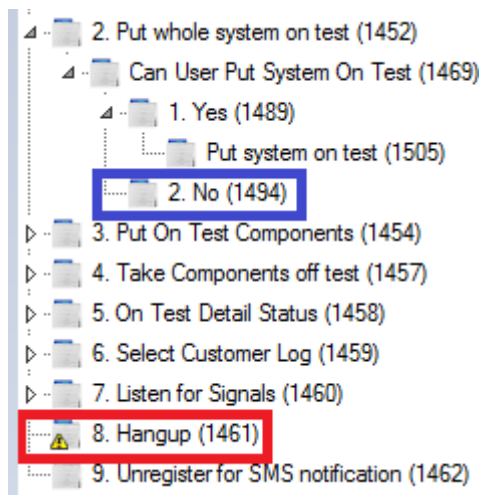
1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:



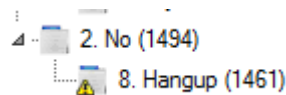
Result: the “Login” window displays as shown in the following screenshot:



3. Enter your password, and then click “**OK**”.
4. Navigate to the Inbound OpenVoice menu you previously imported.
5. Select the “Hangup” MFC (displayed below in red) to a new location directly below the “No” MFC (displayed below in blue).



6. Drag and drop the “Hangup” MFC directly below the “No” MFC as shown in the following screenshot:



7. Click “**Save**”.

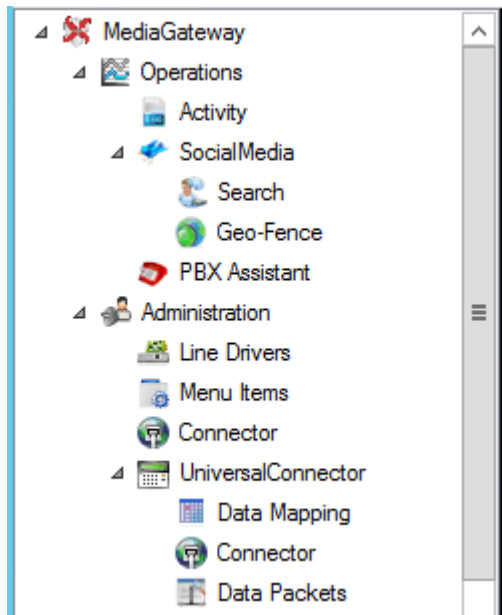
Deleting an Existing MFC

The MediaGateway 2 allows you to easily remove unwanted MFCs from an existing menu structure.

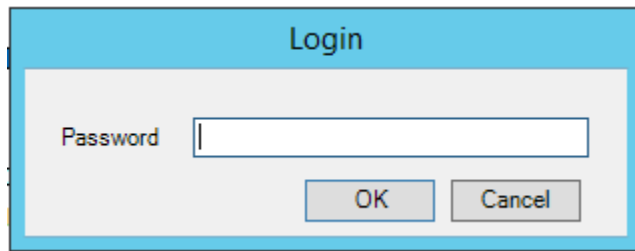
Note: because MediaGateway 2 menus are logic-based and interconnected, deleting an existing MFC could have unintended consequences. Menu functionality for the location from which you delete the MFC could be affected. Consider how removing an MFC might impact other logical relationships in the menu before performing a deletion.

Perform the following steps to delete an MFC from an existing menu structure:

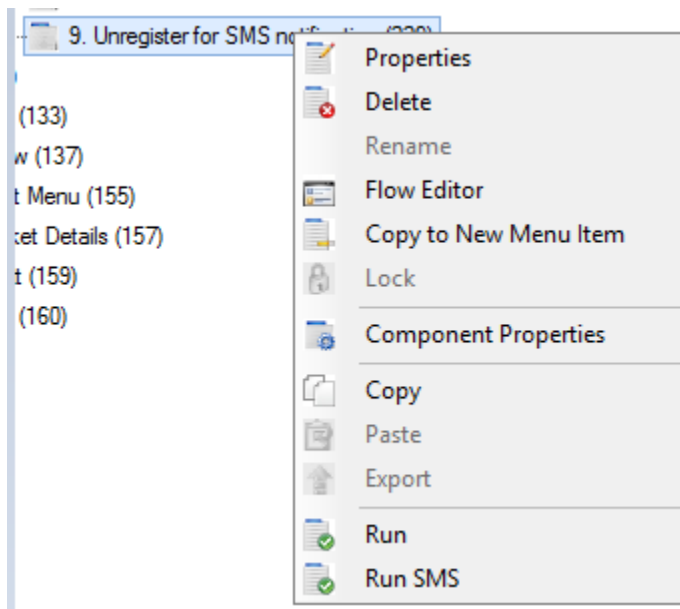
1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:



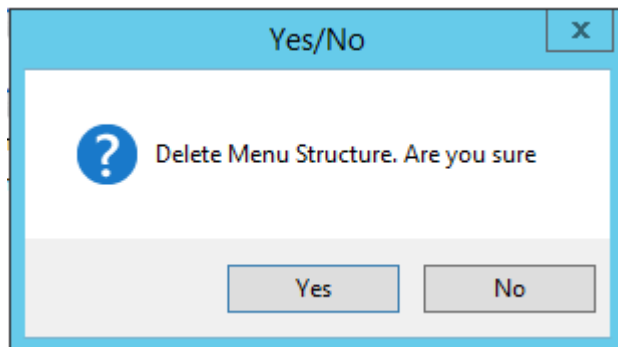
Result: the “Login” window displays as shown in the following screenshot:



3. Enter your password, and then click “**OK**”.
4. Select the MFC you want to delete, and then right-click it and select the “Delete” option as shown in the following screenshot:



Result: the “Yes/No” window displays as shown in the following screenshot:



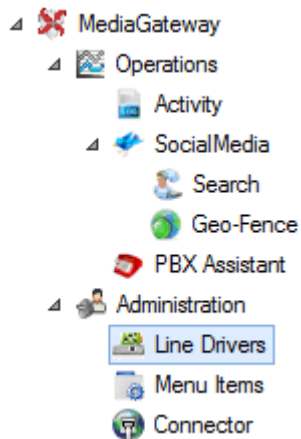
5. Click **“Yes”**.
6. Click **“Save”**.

Activating the Line Driver

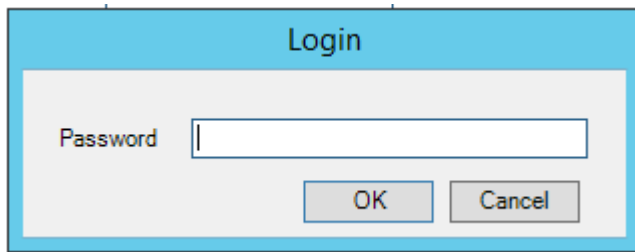
The last task before you complete the Inbound OpenVoice setup is to activate the Line Driver you created earlier.

Perform the following steps to activate the Inbound OpenVoice Line Driver:

1. Open the MediaGateway 2.
2. Select “Line Drivers” from the Navigation Tree as shown in the following screenshot:



Result: the “Login” window displays as shown in the following screenshot:

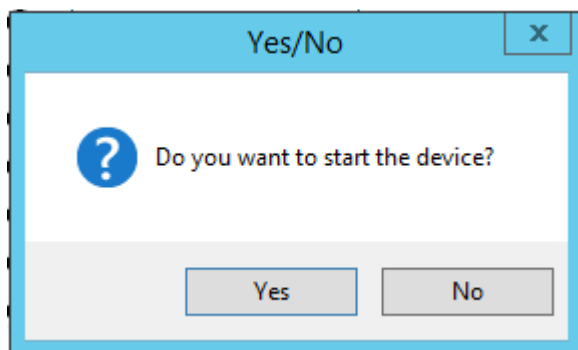


3. Enter your password, and click “OK”.
4. Navigate to the Inbound OpenVoice Line Driver you previously created, and select the checkbox next to the “Description” field as shown in the following screenshot:



Note: if the Line Driver checkbox is already selected, deselect and reselect it.

Result: the “Yes/No” dialog displays as shown in the following screenshot:



5. Click “Yes”.
6. Click “Save”.
7. Click “Re-load & Restart all Devices” as shown in the following screenshot:

