



# Toshiba STRATA CIX System Administrator Manual

Voice assistant



1

2

3

4

Table Of Contents

5

6

7

8

9

10

11

12

13

14

15

16

17

18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34

--

---

•

[Table of Contents](#)

•

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**TOSHIBA**

Telecommunication Systems Division



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# Voice Assistant

## System Administrator Guide

October 2008

## Table of Contents

[Next Page](#)

1  
2  
3  
4  
5

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## Summary of Contents for Toshiba STRATA CIX

### [Page 1: Voice Assistant](#)

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October 2008...

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### [Page 5: Table Of Contents](#)

Contents Voice Assistant Overview Product Overview.....1 What's New in Voice Assistant Version 4 .....2 What Was New in Voice Assistant Version 3.....2 Voice Assistant.....2 Voice Script Editor.....2 Installing Voice Assistant .....3 Installing Voice Script Editor ..... 3 Voice Assistant.....

[Page 6](#) This page is intentionally left blank.

### [Page 7: Voice Assistant Overview](#)

Voice Assistant Overview Product Overview Voice Assistant application is a flexible CTI-based IVR (Interactive Voice Response) product that can be used by itself or with other companion CTI programs to implement a wide variety of different voice processing functions. Voice Assistant runs as a service under the Net Server. Voice Assistant is flexible in a number of ways including: •...

### [Page 8: What's New In Voice Assistant Version 4](#)

Voice Assistant Overview What's New in Voice Assistant Version 4 What's New in Voice Assistant Version 4 Voice Assistant 4.0 has been enhanced to make it more powerful than ever. The following is a list of new features and enhancements: Voice Assistant •...

### [Page 9: Installing Voice Assistant](#)

Voice Assistant Overview Installing Voice Assistant Installing Voice Assistant 1. Insert the Net Suite CD into the CD-ROM drive of your computer. 2. Locate Voice Assistant from the menu under Applications. 3. The installation wizard will guide you through installation. The default options should be used throughout the installation process.

### [Page 10: Voice Assistant](#)

Voice Assistant Overview Installing Voice Assistant Voice Assistant If your voice board(s) are installed properly, and you do not get any error messages, then the program automatically launches the Voice Ports and Voice Assistant. These applications are run minimized by default. Double-click any of these icons to view the application associated with them.

[Page 11](#) Copy Selection - Use to copy a highlighted section of events. Save Selection As - Use to save selection. Mail Selection To - Use to email events to Toshiba Technical Support or any mail recipient. Print Selection - Print the highlighted selection.

[Page 12](#) Voice Assistant Overview Installing Voice Assistant Tab Choices Server Status Voice Assistant Administrator Guide 10/08...

[Page 13](#) Voice Assistant Overview Installing Voice Assistant Net Server Voice Assistant requires the Net Server to run. To operate successfully, Voice Assistant must be allowed to access the Net Server using a TCP/IP connection. The green light indicates that a good connection to the Net Server was made.

[Page 14](#) Voice Assistant Overview Installing Voice Assistant OAI Link Voice Assistant can run as a standalone IVR platform, or it can take advantage of an OAI connection to the PBX if one

exists. The Use OAI Integration checkbox should be turned on or off according to the situation of the particular installation.

[Page 15](#) Voice Assistant Overview Installing Voice Assistant • Port Groups – Each port can be assigned to one or more groups of ports (instead of just the single “Universal Port” group). Using these groups, you can manage the ports better by allocating specific ports to specific groups and then having an application use ports solely from that group.

[Page 16](#) When all extensions answer and show activity correctly, unchecked the System Admin checkbox and click Save on each port on the Pgm Ports tab. Refer to the Debug section for more testing options. If all else fails, please contact Toshiba Technical Support. Voice Assistant Administrator Guide 10/08...

[Page 17](#) Voice Assistant Overview Installing Voice Assistant Recording New Prompts It is sometimes necessary to rerecord existing prompts, or to create entirely new ones. To record a prompt, select the last available port from the Pgm Ports tab, place a checkmark in the System Admin checkbox and click Save.

[Page 18](#) Voice Assistant Overview Installing Voice Assistant Port Status/Stats This screen will tell you the Status of the Voice Ports on the Voice Board. Port – This column lists the port numbers. Op – This column indicates whether or not the port is operational. This column will have either a T for true or an F for false.

[Page 19](#) Voice Assistant Overview Installing Voice Assistant Statistics Group Statistics Select Group Statistics from the drop down box in the Port Status/Stats tab to view specific statistics on your Voice Assistant Port Groups. Statistics since: The start date and time for the displayed statistics. Group #: The Voice Assistant Group #.

[Page 20](#) Voice Assistant Overview Installing Voice Assistant Script Statistics Select Script Statistics from the drop down box in the Port Status/Stats tab to view statistics on Voice Assistant Scripts. Script Statistics can be useful information. For example, your call center provides information via a script. You may use script 901 for your Spanish speaking customers and script 902 for your English speaking customers.

[Page 21](#) Voice Assistant Overview Installing Voice Assistant Pgm Misc Centrex Transfers Feature Code: The Telephone System Centrex Transfer Feature Code is programmable and whatever code has been chosen should be entered here. Pause Before Dial Number: A variable combination of the Telephone System and Central Office System will delay the return of dial tone once the Centrex Transfer has been initiated.

[Page 22](#) Voice Assistant Overview Installing Voice Assistant Miscellaneous Hide Port Icons on Startup: When this option is checked and Voice Assistant is started, the Voice Port icons will not appear as icons on the screen or taskbar. This is especially useful in reducing the clutter on the screen on installations with a large number of ports.

[Page 23](#) Voice Assistant Overview Installing Voice Assistant Debug This screen can be used to send messages to the available ports on the voice boards and observe the response or to tell a specific port to dial a specific extension. It is used primarily for debugging problems and should be used by authorized personnel only. This screen is where you can show or hide individual ports as needed.

## [Page 24: Database Assistant](#)

Voice Assistant Overview Installing Voice Assistant Database Assistant Database Assistant is a separate software product that can be used in conjunction with Voice Assistant to allow ODBC connectivity between a Voice Assistant script and an ODBC compliant database. Database Assistant uses the industry-standard ODBC protocol, as demonstrated in the following diagram.

[Page 25](#) Voice Assistant Overview Installing Voice Assistant ODBC Drivers ODBC Drivers are like Windows Printer Drivers. They provide the interface between the Windows standard (Structured Query Language) and the particular database that they are built to service. ODBC Drivers are, generally, provided by the manufacturer of the database product and should be loaded on to the PC running Database Assistant.

[Page 26](#) Voice Assistant Overview Installing Voice Assistant The following DSN Wizard will

walk you through the configuration. Click New to create a new DSN. A list of installed ODBC Drivers will be displayed. If your Driver is not on the list, then it was not successfully installed.

[Page 27](#) Voice Assistant Overview Installing Voice Assistant Create your own Data Source Name and Description for this connection, and then click the Select button in the Database section to select the database to which you will be connecting. The Voice Assistant PC must have all the appropriate Network Shares and database privileges to be able to read and write to the database over the Network.

[Page 28](#) Voice Assistant Overview Installing Voice Assistant SQL Statements Once your database connection has been created, then you need to create all the SQL statements for that connection that will be used by the Voice Assistant script. Typically, these SQL statements will be written by the script and / or database developer and will only need to be copied into the program as described below.

[Page 29](#) Voice Assistant Overview Installing Voice Assistant The SQL statement Name must be unique, and it must be exactly the same as the name used in the Voice Assistant script for calling this statement. Voice Assistant Administrator Guide 10/08...

[Page 30](#) Voice Assistant Overview Installing Voice Assistant Test a SQL Statement Once you have entered all your SQL statements, it is a good idea to test them before you start using your Voice Assistant script. Using the Test SQL feature of Database Assistant will tell you if you have any problems with your database connection or with your SQL grammar and settings.

[Page 31](#) Voice Assistant Overview Installing Voice Assistant Preferences The Preferences settings represent connection error numbers that will cause Database Assistant to retry its database connection. Any one of the above four numbers represents some critical connection problem that might have been caused by a temporary network failure or database shutdown.

[Page 32](#) This page is intentionally left blank.

## [Page 33: Appendix A: Interfacing With Other Programs](#)

Appendix A: Interfacing with Other Programs Command File Interface A command file interface is supported to allow other applications to request Voice Assistant to run IVR scripts. Voice Assistant monitors its "\REQ" subdirectory for command request files to appear with the filename <fname>.REQ or an <fname>.RER. It will then open the file and read one line for a command (in the format below) and attempt to execute the command and delete the command file.

[Page 34](#) Appendix A: Interfacing with Other Programs Command File Interface  
DENY:<Call\_ID>,<Reason> Where; <Reason> - Reason for being denied: "B"usy, "I"nvalid port, "S"cript invalid, "P"ort Error DONE:<Call\_ID>,<ParamID1>,<Param1>... //Sent when Script was run successfully Where; <ParamID> - ID of next parameter: "P"hone, "A"ct, "N"ame, "W"aiting <Param>...

This manual is also suitable for:

[Strata cix voice assistant](#)