

## **Example Call Flow**

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# Applications

## Contact List

### Contact List Overview

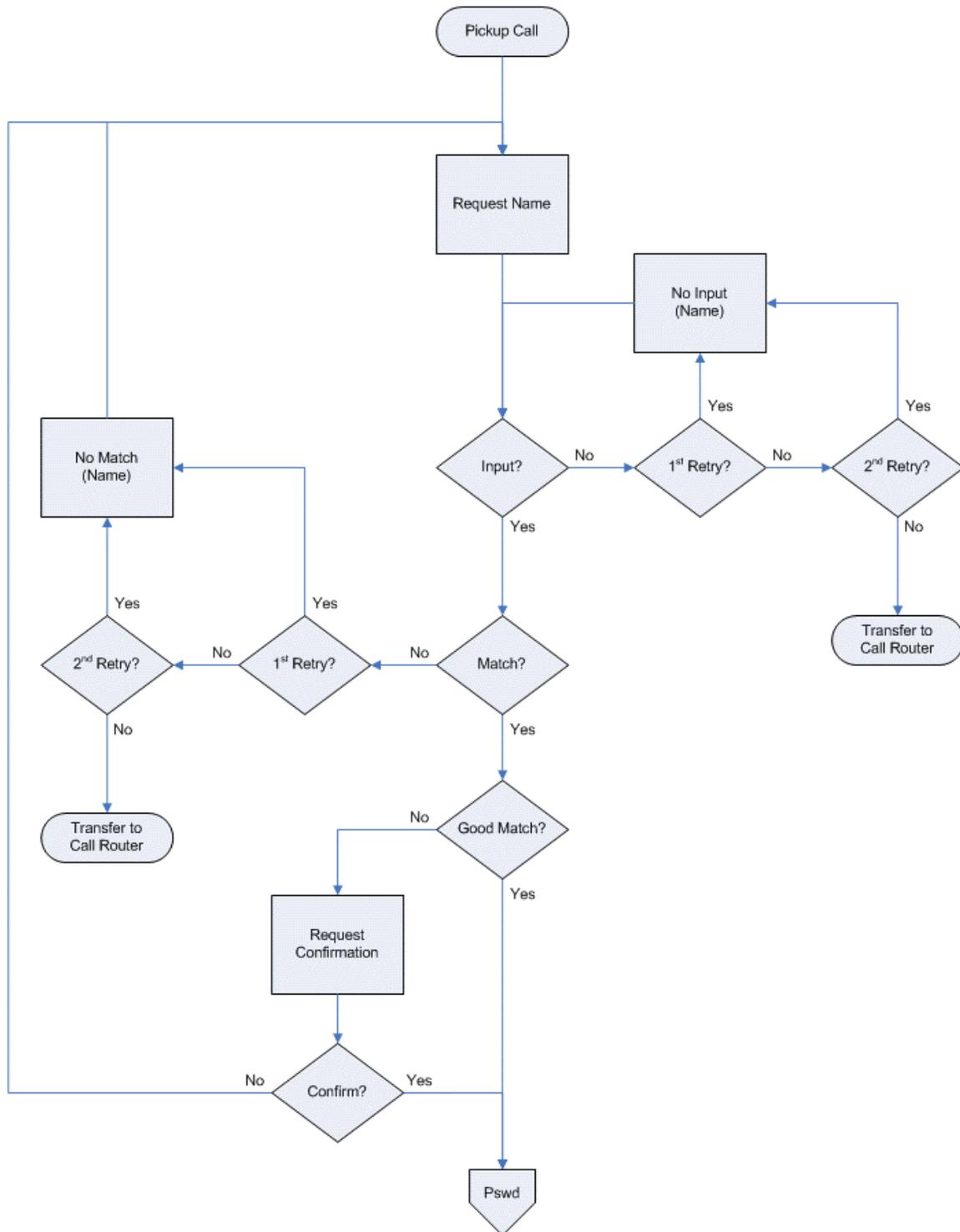
The Contact List application is accessed by saying "Contact" in the Call Router. The user is identified by using the Name Directory.

Once identified and their password validated, the caller has access to their list of contacts, and may place a call to a desired contact.

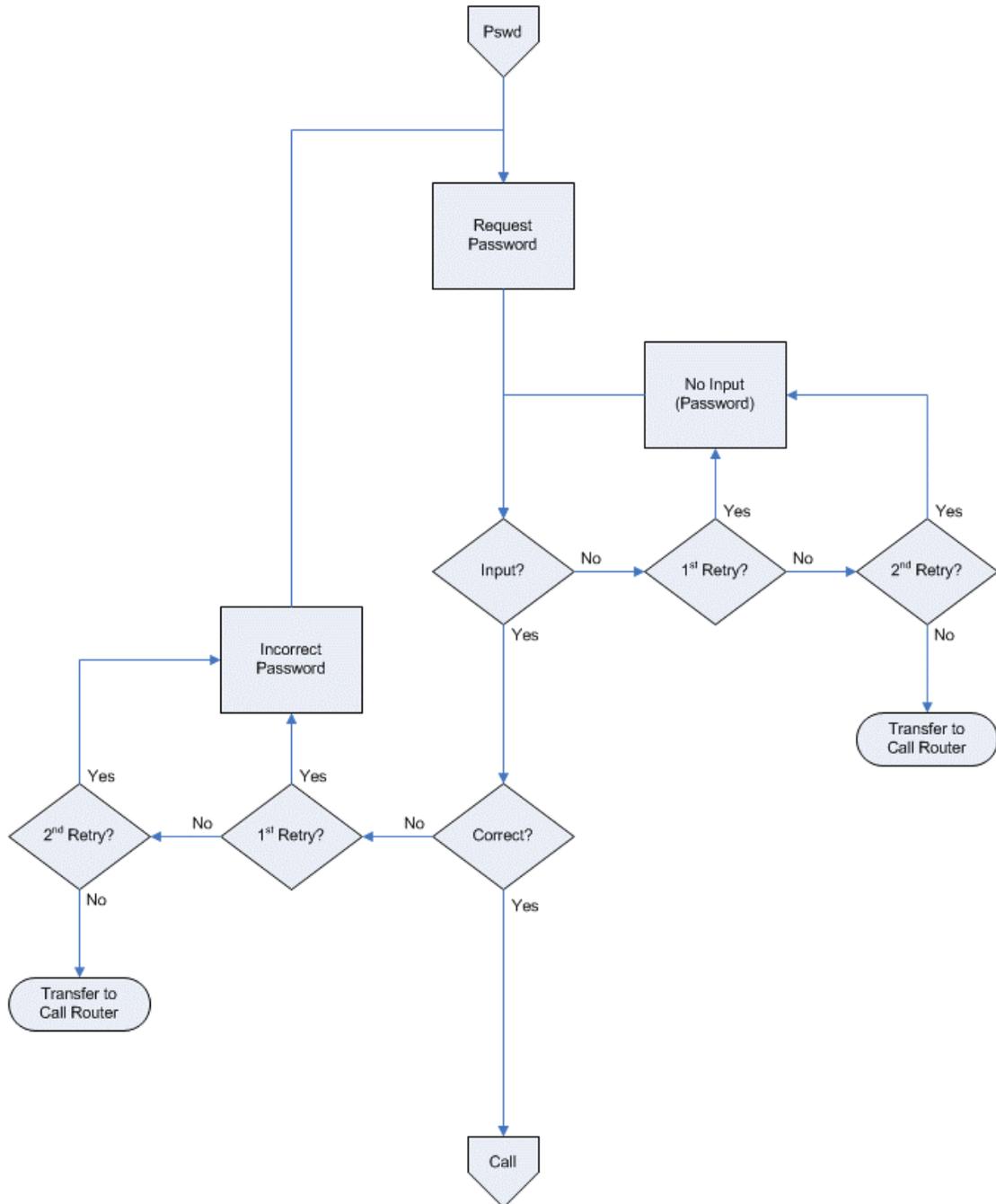
As with the identification of the user, the names of the contact list are combined with the alternate names and pronunciations and used to identify the desired contact.

### Call Flow

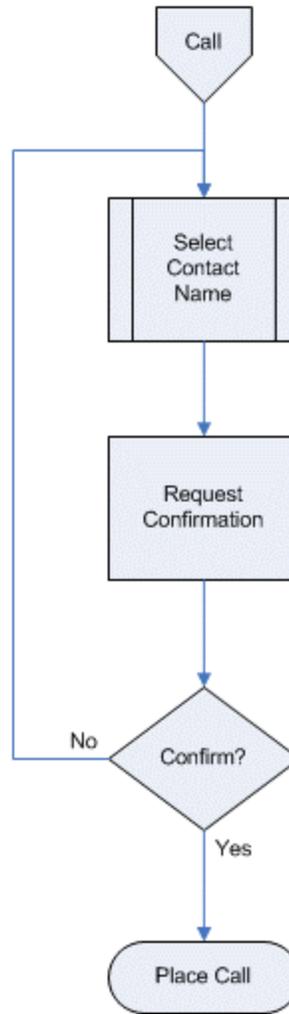
# Contacts User Name



# Contacts Password



## Contacts Place Call



## Call Router

### Call Router Overview

The Call Router application lets callers speak to a specific person by saying that person's name. Using a grammar made up of the list of names plus alternate names and pronunciations, the Call Router assembles a list of all possible combinations a caller might be expected to say.

The process begins with a request for the name of the desired party. Depending on the response, the Call Router attempts to identify a single match to the request. If only a first name is given, for instance,

there may be more the one possible match. In this case, the names of the potential matches are played for the caller and the request is made to select from this list. Once a specific party has been identified, the call is transferred to the appropriate extension. If a suitable match is not found, the caller will be transferred to the operator.

The Speech Assistant Call Router also recognizes the keypad or DTMF entry of extension numbers as well as the caller's verbal request; i.e. "Extension 123."

## Voice Mail

### Voice Mail Overview

Voice Mail is accessed either directly through an extension or by saying "Voice Mail" in the Call Router. Through the Voice Mail application, the server can be accessed allowing users to listen to and manipulate the messages in their voice mailbox.

As with the [Call Router](#), the caller is identified by using the Name Directory. Once identified and their password validated, the caller has access to all of their voice messages and may listen to each in turn as well as to forward them to other users, reply to them or delete them entirely.

The "New" messages are generally the most important and, if any are available, the caller is asked specifically if they should be played. Following this, the Assistant will announce the number messages that are "Old" as well as the number of messages in the "Saved" folder and any other custom folders that the caller may have created and then the caller is asked which they would like to hear. Once all of the messages have been played, the caller can request to hear them again.

For each category of messages, the caller has options as to the navigation of the list and the disposition of each message. The system will respond to commands at any point during the session, even when a message is being played. To navigate, the caller can request the "Next", "Previous" or "First" message. Additionally, the caller can

## Example Call Flow

"Delete", "Forward", "Reply" to, or "Move" a message. Messages can be moved from the Inbox to the Saved folder or to any of the custom folders that the particular caller may have created. Deleted messages are removed entirely, after confirmation by the caller. Forwarded messages require the caller to specify the name from the directory of its destination and then optionally allows the addition of new audio which accompanies the message. Replying to a message involves either the caller adding their own audio message which is returned to the sender or, if a number is available, returning the call directly. Also, the caller has the option to place a call from an entry in the Contact List. All of the options are described when the "Help" command is given.

Finally, at any time during a session, the caller can end the call by saying "Log-out" or "Log-off", transfer to another user by saying "Transfer" or just hang-up the phone and the system will end the call.

## Call Flow

### Voice Mail Command Summary

#### Message Selection:

**"New"** - Selects new messages from the "Inbox" folder.

**"Old"** - Selects old messages from the "Inbox" folder.

**"Saved" or Custom** - Selects either messages from the "Saved" or other custom folder under "Inbox".

#### Message Disposition:

**"First"** - Proceeds to the first message in the list.

**"Next"** - Proceeds to the next message in the current list.

**"Previous"** - Proceeds to the previous message in the current list.

**"Delete"** - Deletes the current message after confirmation.

**"Forward"** - Requests name of party, optionally records new audio, and forwards the current message to another internal user. Note: TeleVantage can take up to 45 seconds to forward a message.

**"Move"** - Moves the current message to the "Saved" folder another custom folder after confirmation.

**"Reply"** - Records an audio reply and returns it to the sender.  
Only available for local extensions

**"Callback | Return Call"** - Places a return call to the sender's number or extension, if available.

**"Call Contact"** - Loads the Contact List as a grammar and places a call to the entry selected from the list.

**"Help"** - Announces the list of commands for message disposition.

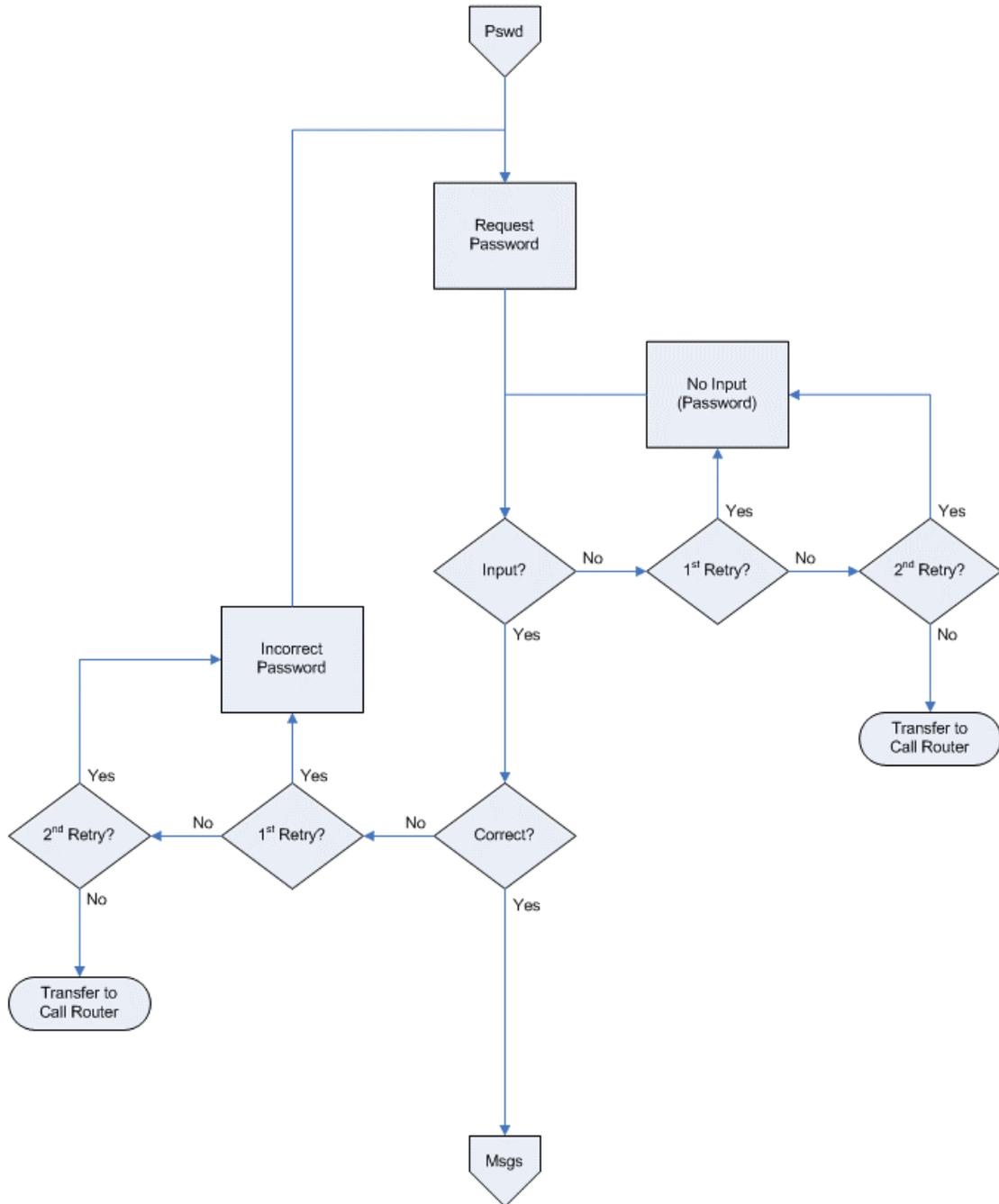
**System Commands:**

**"Log-off | Log-out"** - Ends the current session and returns to the Call Router.

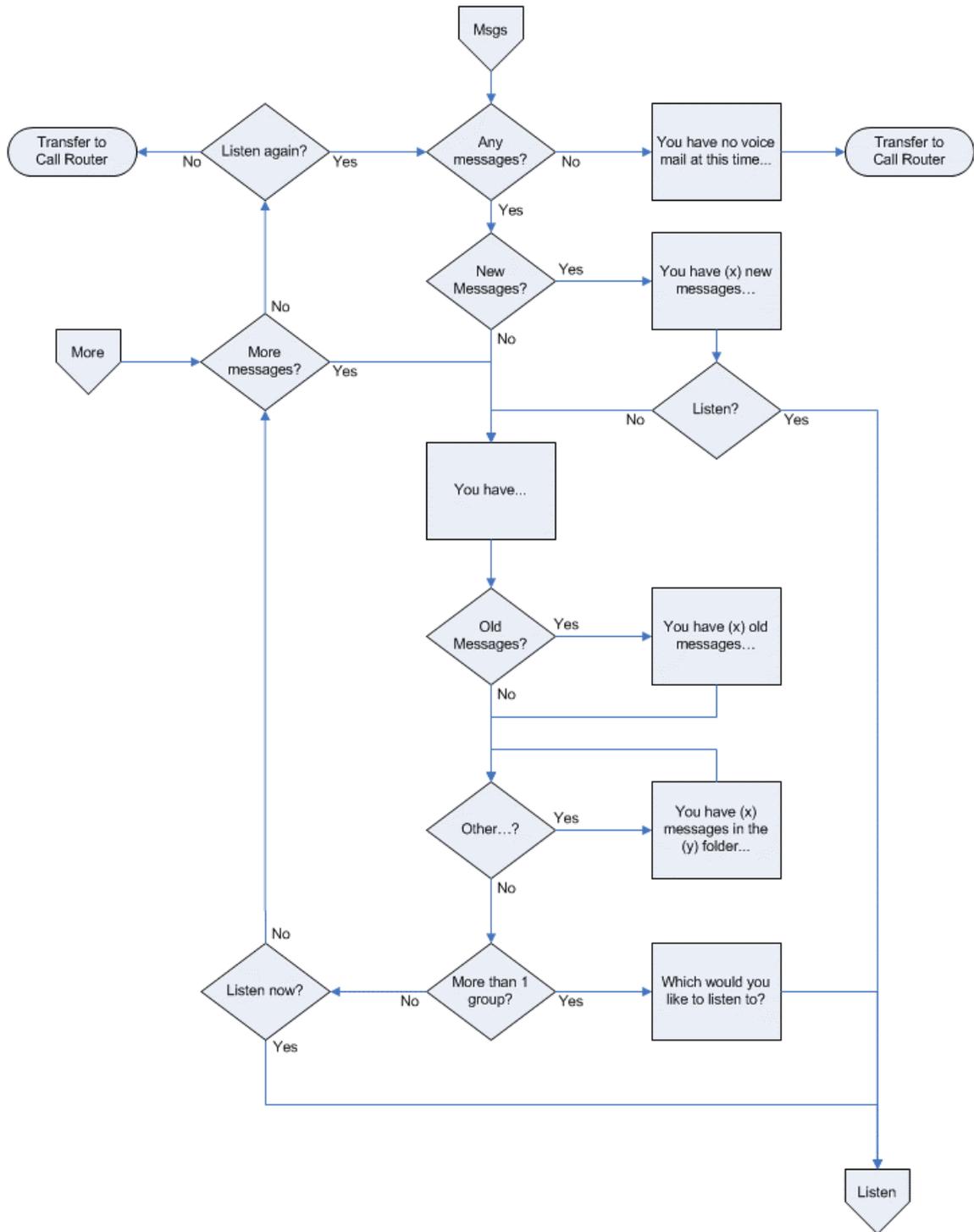
**"[Call] Transfer"** - Initiates the Call Router to allow a transfer to another extension.



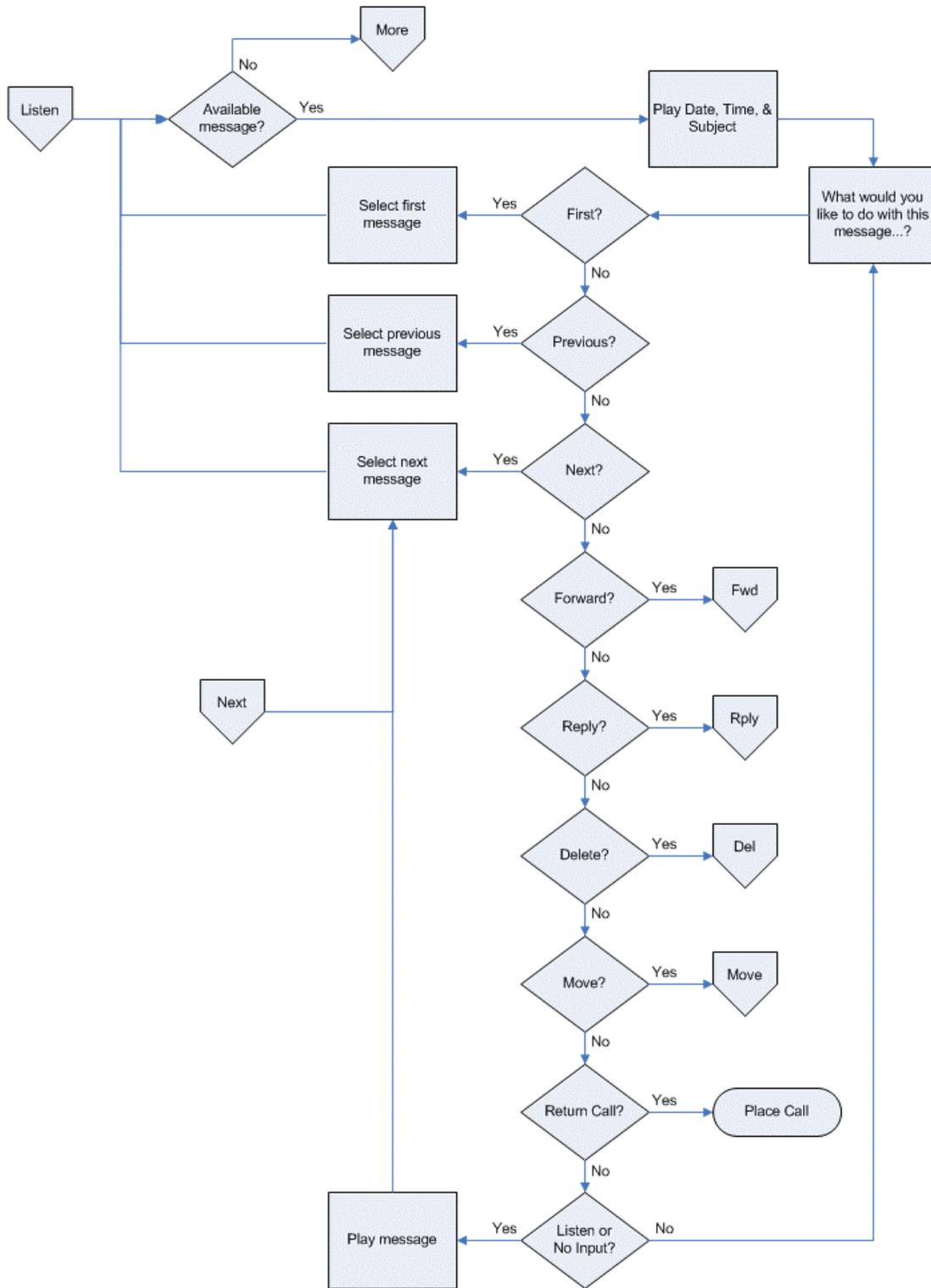
# Voice Mail Password



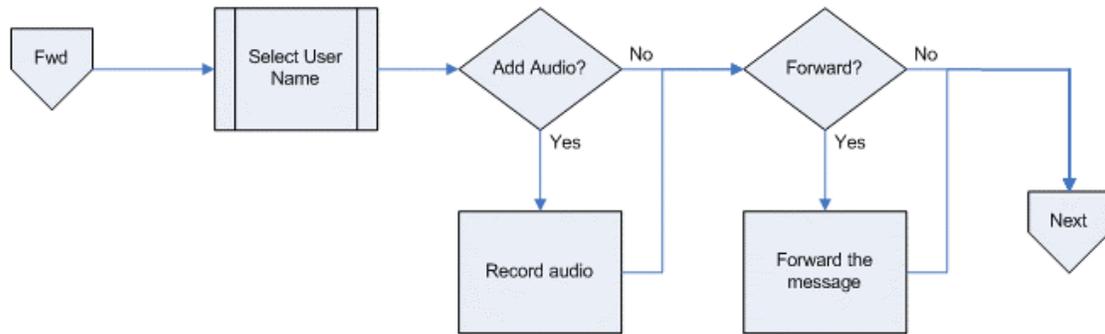
# Voice Mail Messages



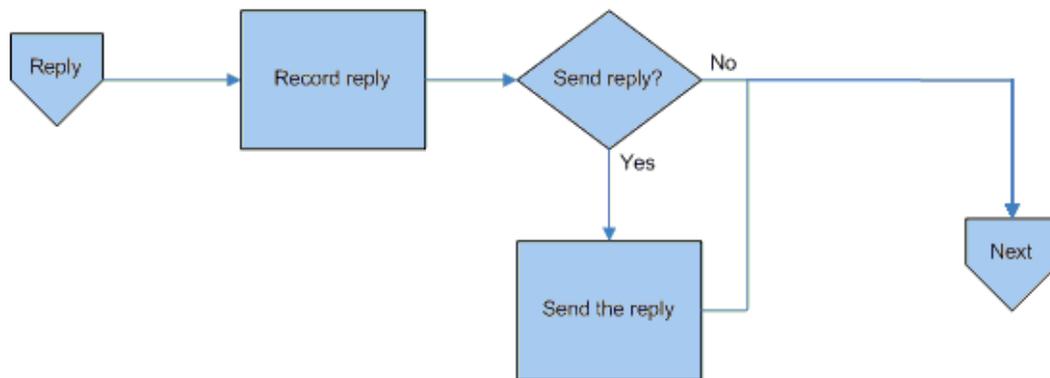
# Voice Mail Listen



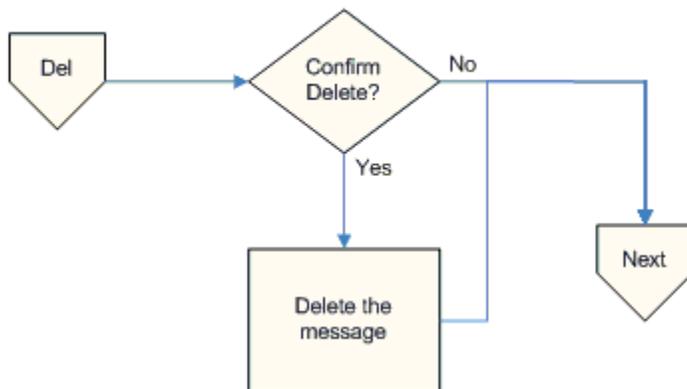
## Voice Mail Forward



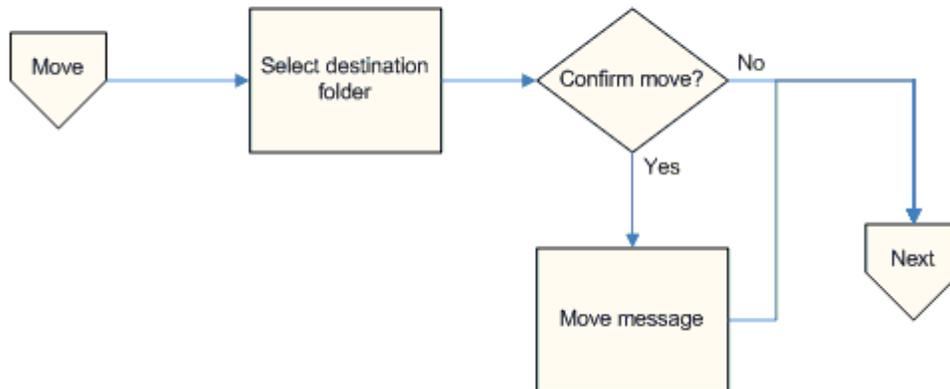
## Voice Mail Reply



## Voice Mail Delete



## Voice Mail Move



## E-Mail

### E-Mail Overview

E-Mail is accessed either directly through an extension assigned or by saying "E-Mail" in the Call Router. Through the E-Mail application, users have access to the E-mail servers specified in configuration files, allowing them to listen to and manipulate the messages on these servers.

As with the [Call Router](#), the caller is identified by using the name directory. Once identified and their password validated, the caller has access to all of their e-mail messages and may listen to each in turn as well as to forward them to other users or delete them entirely.

The system will respond to commands at any point during the session, even when a message is being played. To navigate, the caller can request the "Next", "Previous" or "First" message. Additionally, the caller can "Reply" to or "Delete" a message. Replying to a message requires the caller to either add their own audio message or select from a list of predefined text messages, which is then returned to the sender. Deleted messages are removed entirely, after confirmation by the caller. All of the options are described when the "Help" command is given.

While listening to a particular message, the caller has options to control the play similar to those in a standard tape player. The caller can "Pause" and then "Resume" the play. The position in the message changed by "Fast Forward" or "Rewind" which moves the play forward or back by several sentences or by "Next Paragraph" or "Last

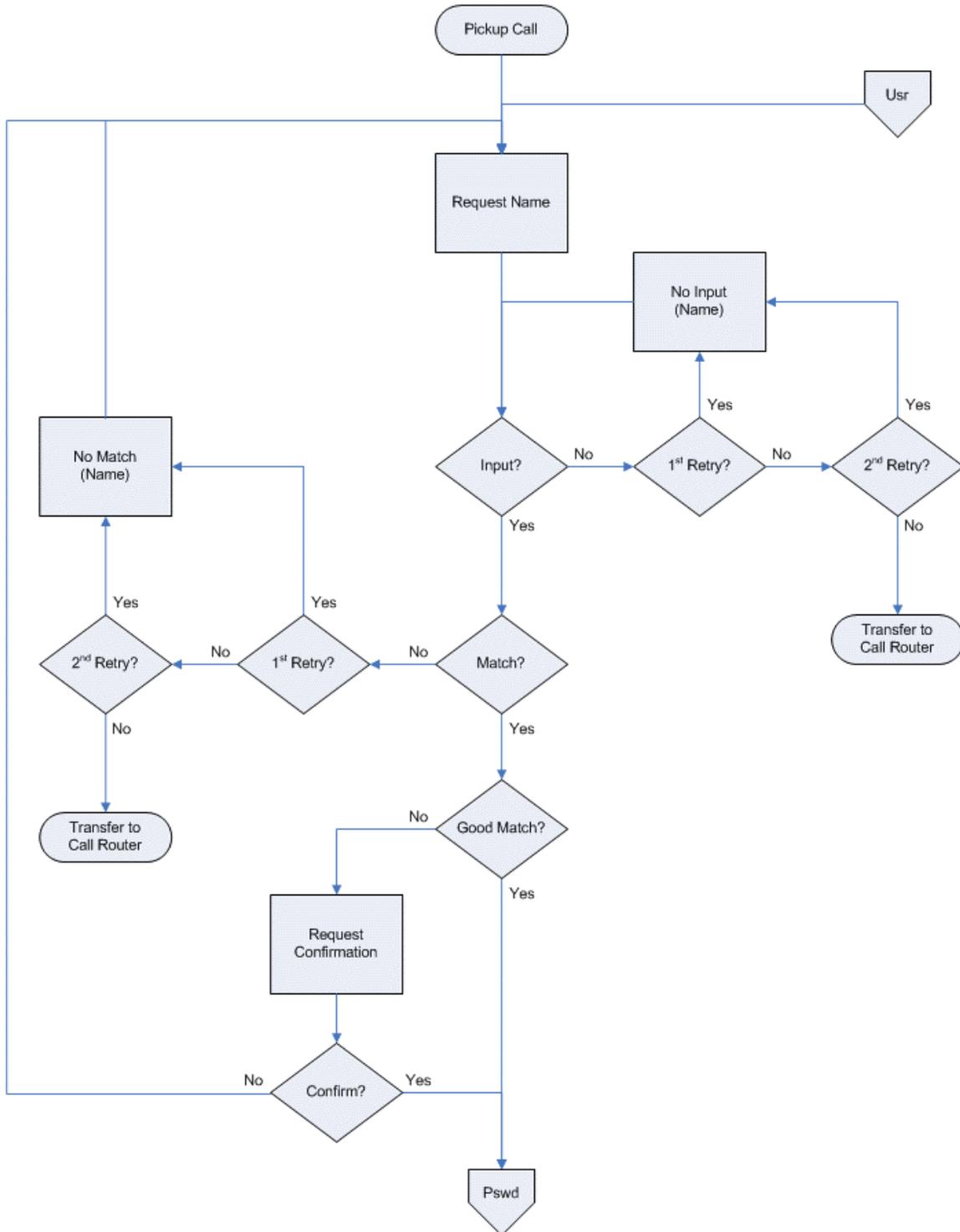
## Example Call Flow

Paragraph" which moves the play by paragraphs. Finally, the play can be canceled by "Stop".

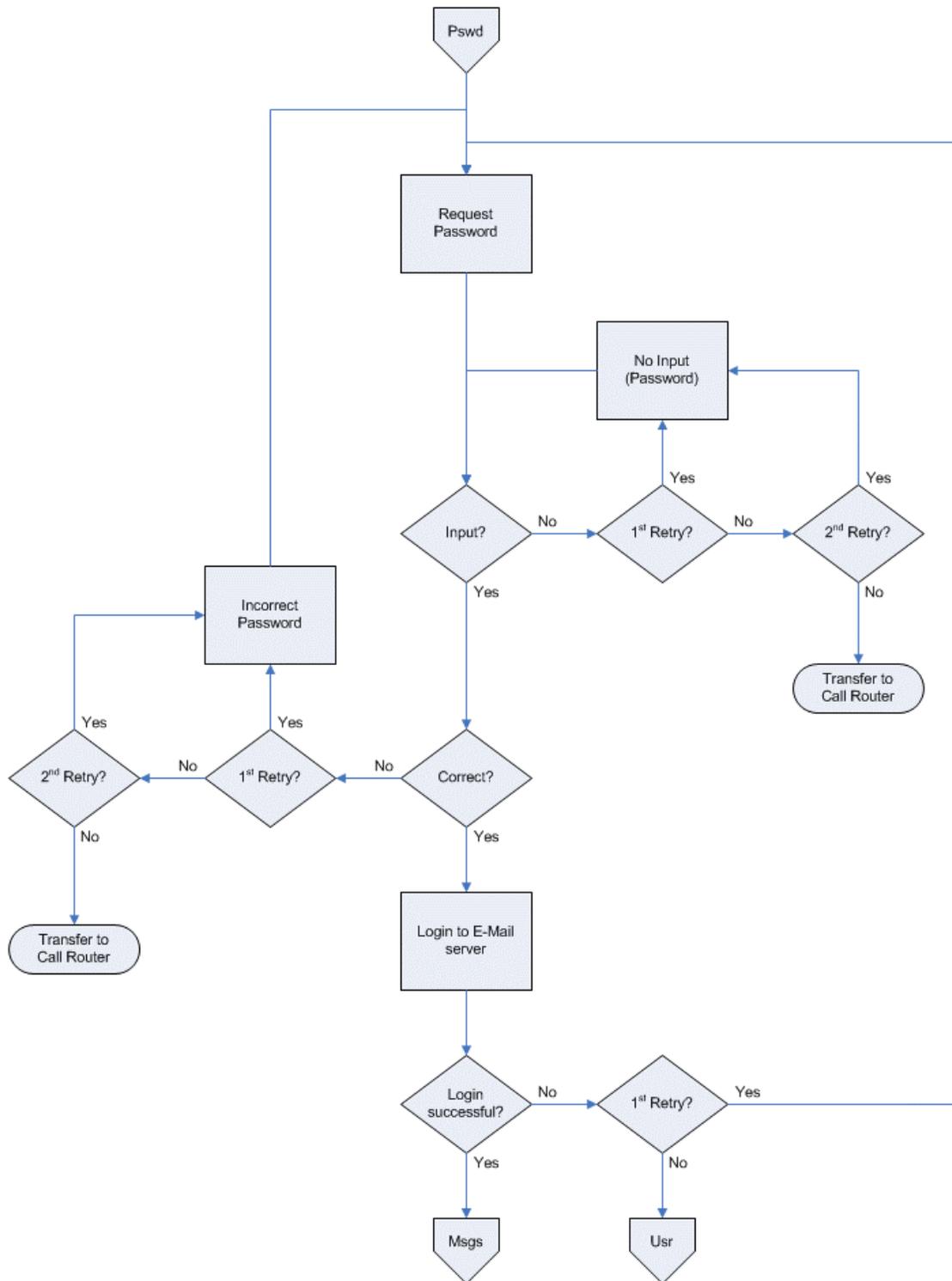
At any time during a session, the caller can politely say "Log-off" or "Log-out" and the system will return to the Call Router. Otherwise, the call can just hang-up the phone and the system will end the call.

## **Call Flow**

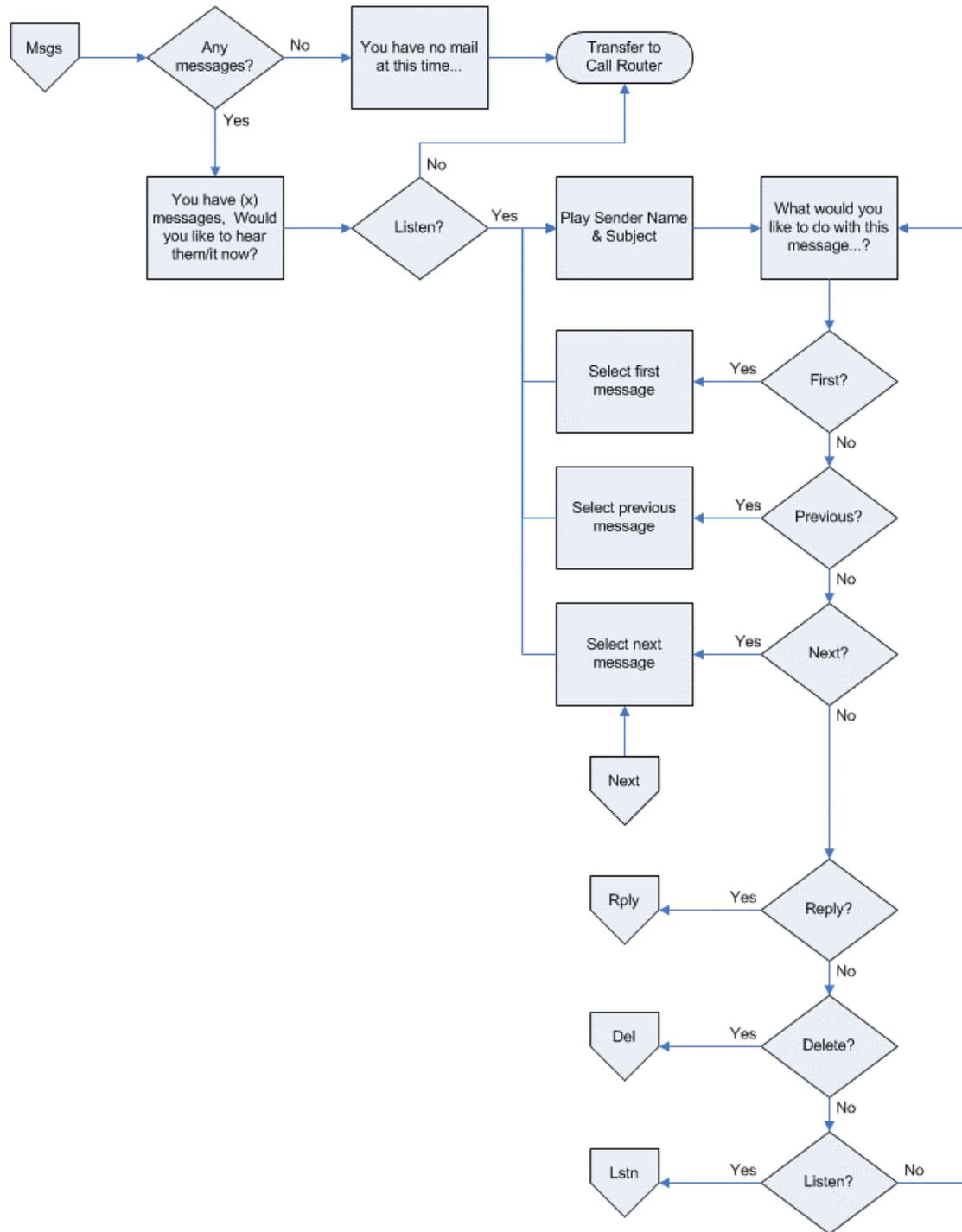
# E-Mail User Name



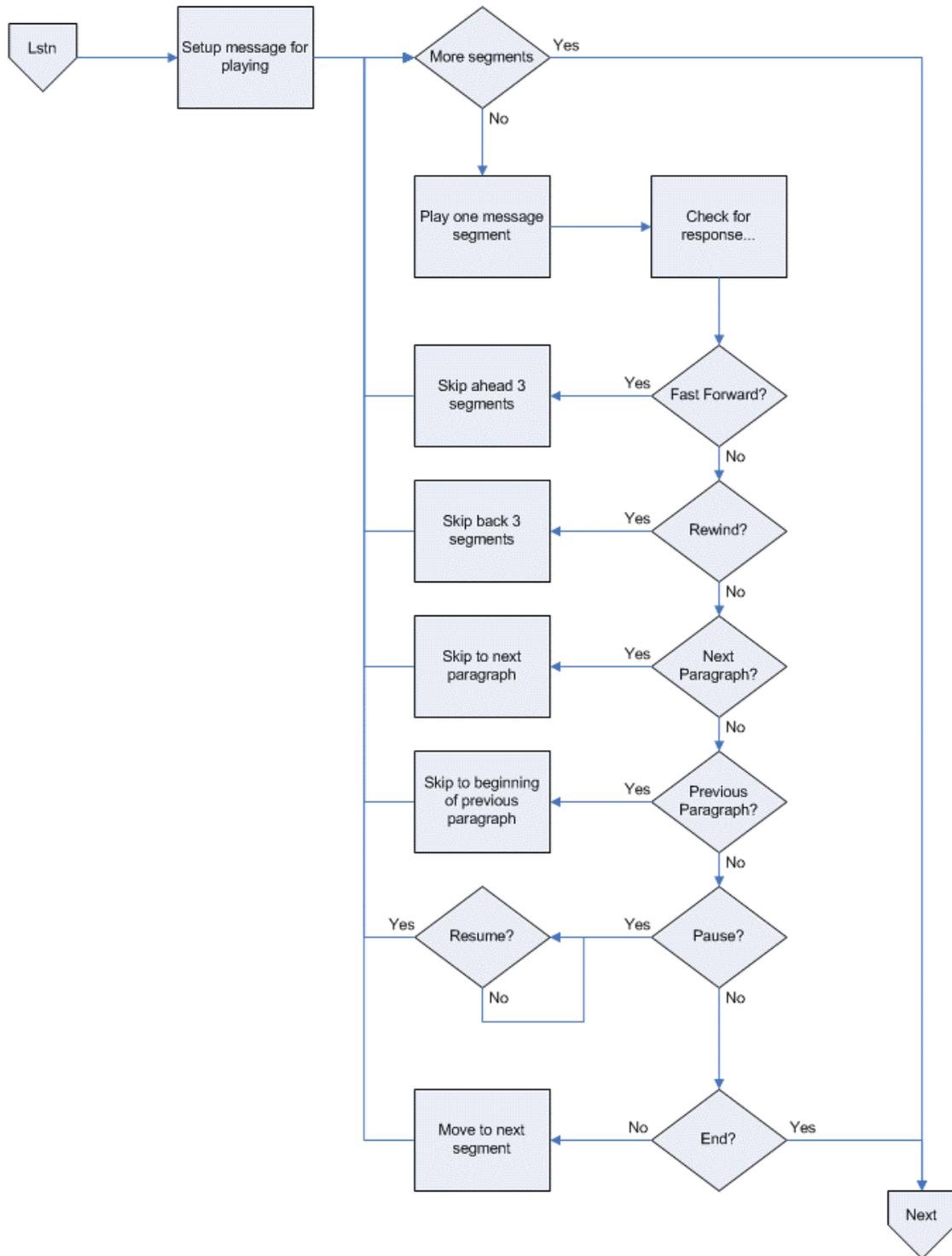
# E-Mail Password



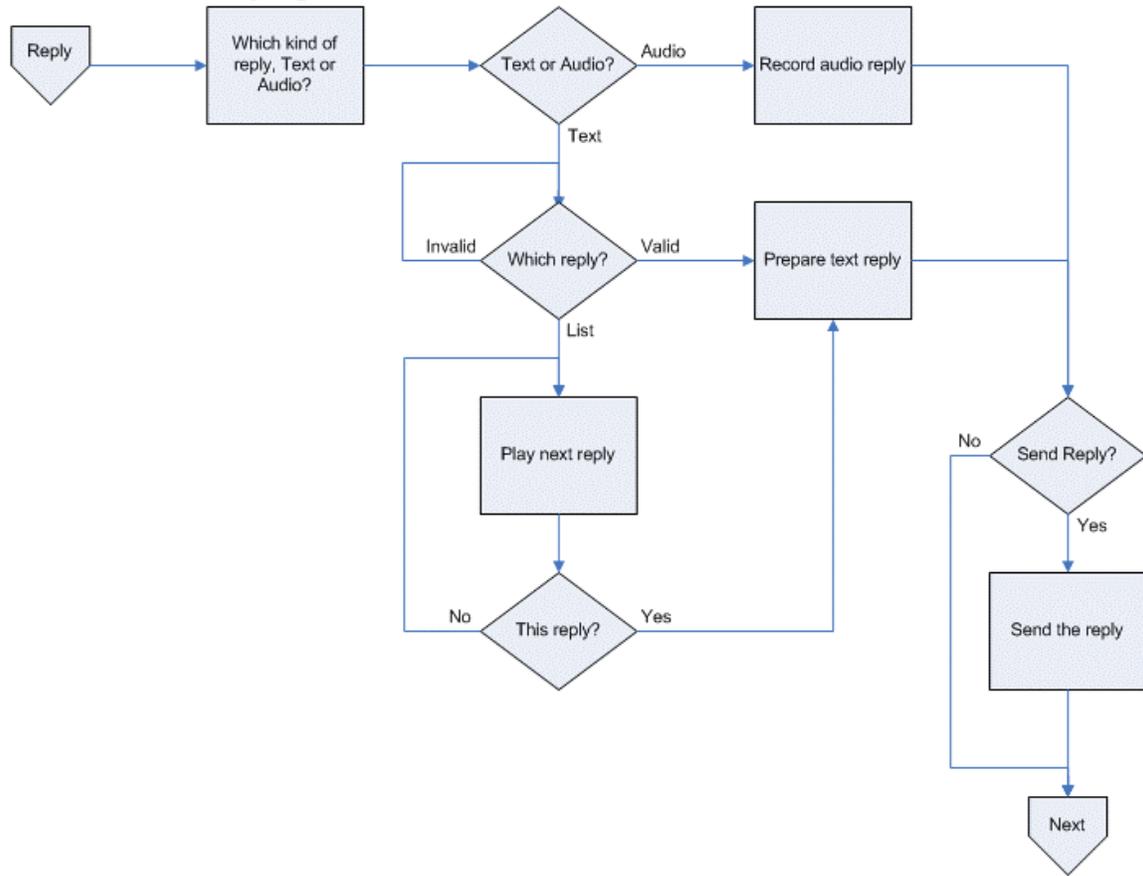
# E-Mail Messages



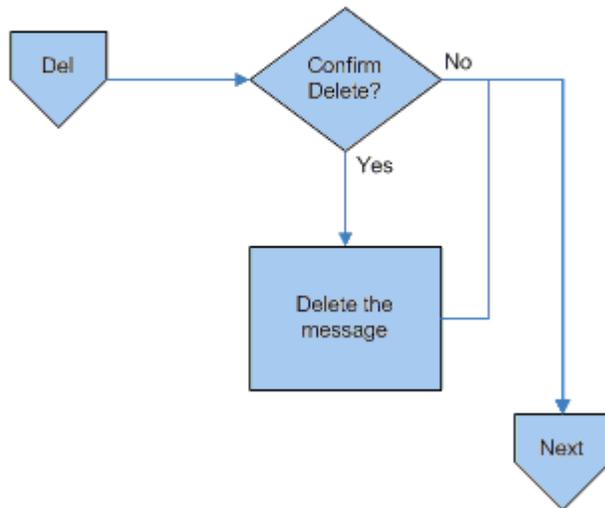
# E-Mail Listen



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