Genesys

Genesys Cloud - Premier Edition: CX Builder Help

Virtual Contact Center Current

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CX Builder Help

Welcome to the CX Builder Help. This document introduces you to the user interface of CX Builder and describes the concepts and procedures relevant to using this software in your contact center.

Overview Screen introduces you to the Overview screen to which you arrive when you log in.

About this Help

The following topics discuss these tabs and their relevant concepts:

|	
Voice Sites This section introduces you to the Voice Sites concept of CX Builder. ——— Voice Pages Site Overview	**Files** Learn more about how to use Data Files and Audio Files in CX Builder. ——— Data Files AudioFiles
Voicemail/Recordings This chapter introduces you to the Voicemail and Mailbox Recordings concept of CX Builder. ——— Mailboxes Mailbox Recordings	**Account** This chapter introduces you to the Account Settings concept of CX Builder. ——— Phone Numbers Account Settings User Account Management API Key Management

Appendix

The Appendix describes supplementary information about CX Builder.

Working with Keywords
Replacing Capture Page Prompts
Using AngelXML
Data Retention

Overview Screen
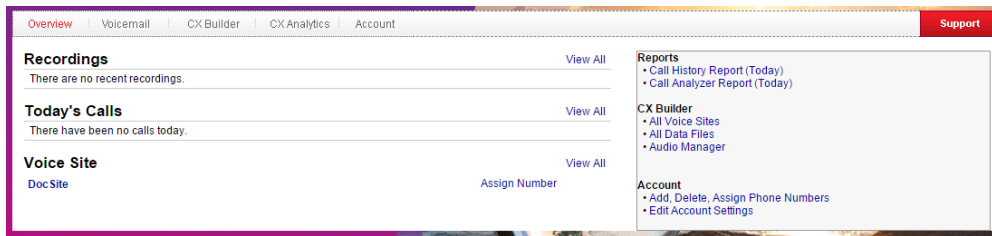
Overview Screen - Administrator

When you first log into CX Builder you see the **Overview** screen. At the top of your screen, you see tabs for:

- Oveview—the Overview screen that you see when you log in.
- Voicemail
- CX Builder screen.
- CX Analytics—displays the CX Analytics screen. See VCC Historical Reporting Help.
- Account—displays your Account screen with links for Phone Numbers, Account Settings, User Account Management, and API Key Management.

On the left side of your screen you see:

- Recordings—with a list of recordings. Clicking the Recordings link takes you to the Voicemail /mailboxes screen.
- Today's Calls—an overview of today's calls. Clicking this Today's Calls link takes you to the Call History Report screen. See the VCC Historical Reporting Help.
- Voice Sites—with a list of sites recently updated. Click this link takes you to the Voice Sites screen.

On the right side of your screen, you also see:

- Reports—see VCC Historical Reporting Help
    - Call History Report (Today)
    - Call Analyzer Report (Today)
- CX Builder
    - All Voices Sites
    - All Data Files
    - Audio Manager
- Account
    - Add, Delete, Assign Phone Numbers—provides access to the Account screen which in turn provides links to the following:

- The Phone Numbers screen in which the ACD administrator and users (who have a CX Builder account) can add, delete and assign phone numbers.
- The Account Settings screen in which the ACD administrator and users can view their account setting, change their pin, password, and security question/answer.
- The User Account Management screen in which the ACD administrator can add, edit or delete a user or resend a password if the user has forgotten it.
- The The API Key Management screen in which the ACD administrator can distribute API keys securely to users of CX Builder APIs.

Note: The ACD administrator is the person assigned to the CX Builder account, as specified in the ACD Page.

○ Edit Account Settings—see Account Settings.

CX Builder Screen

CX Builder Screen

After you login, when you click the CX Builder tab, you see this CX Builder screen with Voice Sites. On this screen you see the following:

- Voice Sites—lists the sites. The heading links the Voice Sites screen.
- Audio Files—lists the audio files. The heading links the Audio Files screen.
- Data Files—lists the uploaded data files. The heading links the Data Files screen.

New Features and Help Changes

This provides a list of new features and changes made to the Help since the last release.

New Features

The following new features are included in this release:

Skill-based Transfers

Skill-based transfers now use the same basic routing parameters as those used for inbound calls. Previously, when calls were transferred based on skill, skill was the only parameter the strategy used in locating the agent for the transfer. Now CX Builder takes into account that agent's proficiency, the skill timeout, or other parameters set on the ACD Page, making the user experience of transferred calls more like inbound calls.

CX Builder also allows for specific in-queue transfer audio for those circumstances where calls require a different in-queue audio than inbound calls. You configure this within **ACD Page,** on the new Transfer-in-Queue tab.

Be aware of the following:

- The skill sought for in the agent to whom the call is transferred is the one the agent specifies when transferring the call.
- The priority of a transferred call is increased by 5. This means the caller waiting in queue for a transfer has a higher priority than other callers who have not yet spoken with an agent.

Site Variables

CX Builder can store up to 50 variables instead of the previously supported 30 variables, increasing the data available for CX Analytics reporting.

Audio Files

CX Builder now displays a warning if you attempt to upload an invalid audio file.

Other Help Changes

The following changes were made to this CX Builder Help since the last release:

- Overview Screen topic: The Account section in this topic was revised to provide more details about working with your account in CX Builder.
- Voice Pages topic: A new section explains how to change Voice page types.
- Question Page topic: A note on the **Main** tab warns about Nuance limitations. Other notes there provide additional information about using the following response types: Credit Card Number, Currency, and Time.
- Message Page: A note on the **Main** tab warns about Nuance limitations.
- ACD Page topic:
  - **Main** tab: Various notes are added. One warns you about the importance of configuring the **ACD Page** so that each call is sent to the ACD Queue only once. Two others, under the **Specifying Call Delivery** section, provide information about agent phone set up and also outbound and consultation calls.
  - New **Transfer-In-Queue** tab, previously mentioned.
- Call Transfer Page topic: On the **Main** tab, two notes are added. One alerts you that callers won't hear comfort music during a transfer. The other explains when call recording occurs for transferred calls.
- Site Properties topic: Various notes warn about Nuance limitations.
- Audio Files topic: A note provides information about the default maximum length for a music-in-queue audio file.
- Account Settings topic: Text was added on the **Account** tab, **Users Account Mgmt** tab, and the **API Mgmt** tab of the topic to indicate that only the ACD administrator can add users or distribute API keys.

Voice Sites

Click the **Voice Site** link from CX Builder to see an overview of all of your voice sites.
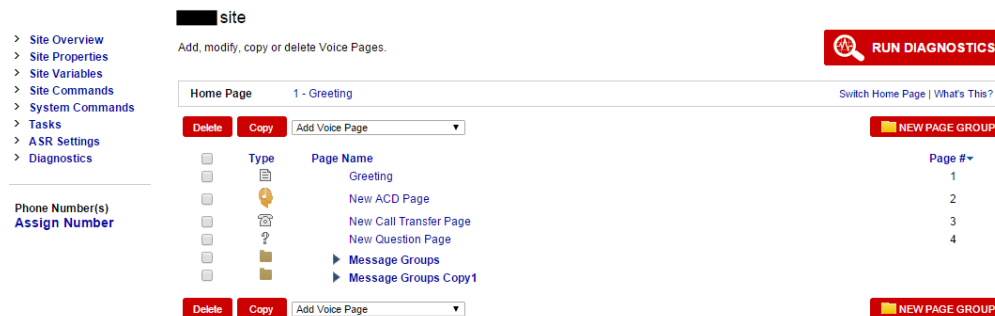
Voice Site Screen

The **Voice Sites** screen displays the following information:

Type	—Voice enabled site. —Touch-tone only site.
Voice Site Name	The name of the site.
Phone Number	The phone numbers assigned to the site. If a phone number isn't assigned to a site, **Assign Phone Number** displays. To assign one or more numbers to the site, click **Assign Phone Number** and the Phone Numbers screen displays, where you can do so.

You can also click **Assign Number** on the left to assign a phone number on the Phone Numbers screen. If a number is already assigned to the site, a number appears under the Phone Number heading.

Page Groups

For ease of usability, site pages can be grouped within Voice Sites.

Page Groups

The following steps explain how to use Page Groups:

Create

Creating a Page Group

To create a New Page Group:

1. Select the Voice Site you want to group the pages for.
2. Click the **New Page Group** button. The **New Page Group** window opens.
3. Enter the name of the group. By default, the new group belongs to the HOME Parent Group; however, you can select any group in the hierarchy.
4. Click **Save**. The **New Page Group** is added to the bottom of the Voice Site.

New Page Group

Assign

Assigning a Page Group

Voice Pages and Page Groups can be assigned to Parent Groups.

To assign a Page Group:

1. Select the check boxes next to the Pages you want to group.
2. Click the **Assign Page Group** button. The **Selected Groups/Pages** window opens.
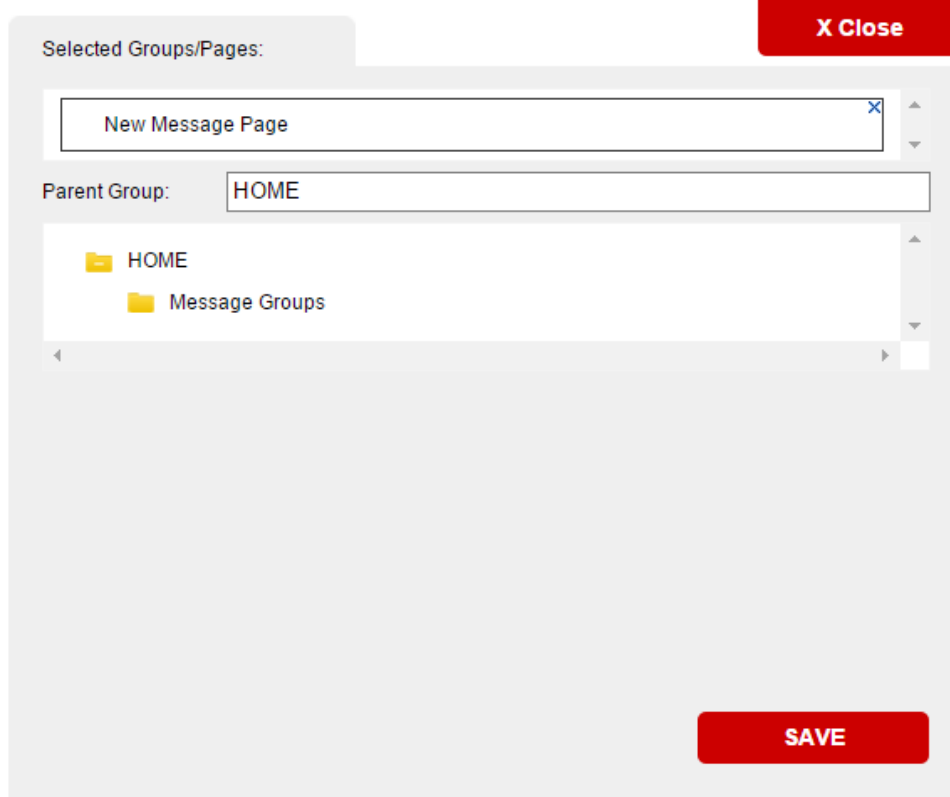
Selected Groups/Pages Window

3. Select the page from Parent Group from the groups listed to add to the Page Group.
4. Click **Save**. The selected Voice Pages are grouped together under the Page Group folder.

Assigning Parent Group

Edit

Editing a Page Group

If a Page Group is edited, and its parent group is changed to a different group, all the pages within that group are automatically indented and positioned accordingly with the new group.

To edit a Page Group:

1. Click the Page Group that you want to edit. The **Page Group** window opens.
2. Make the required changes.
3. Click **Save**.

Copy

Copying a Page Group

A copied group will fall under the same Parent Group as the group it was copied from.

To copy a Page Group:

1. Select the checkbox next to the Page Group you want to copy.
2. Select the **Copy** button. The copied Page Group appears at the bottom of the Voice Site.

Copied Page Group

Delete

Deleting a Page Group

> Important
>
> ⚠   The Home Parent Group cannot be deleted.

To delete a Page Group:

1. Select the checkbox next to the Page Group you want to delete.
2. Click the **Delete** button. The **Delete Group** page opens.
3. Verify that you want to delete this Page Group, and click **OK**.

The Voice Pages that were assigned to this Page Group are not deleted. These pages are placed in the next higher hierarchy.
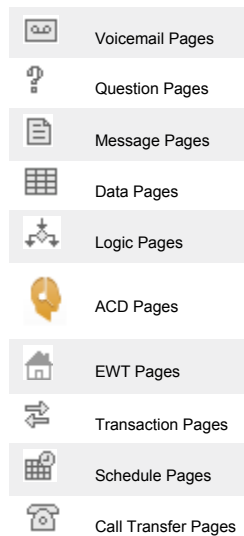
The next sections discuss the **Voice Pages** that are used to build your voice sites or applications, and the **Site Overview** screen.

Voice Pages

Voice Pages are the building blocks of your Voice Site. There are 10 **Voice Pages** with a unique purpose.

Note: See later in this topic for how to change a Voice page type for an existing Voice page.

Click a topic below to learn more about the individual page types.

🎙	Voicemail Pages
❓	Question Pages
📄	Message Pages
⊞	Data Pages
⤴	Logic Pages
●	ACD Pages
🏠	EWT Pages
⇄	Transaction Pages
📅	Schedule Pages
☎	Call Transfer Pages

Changing Voice Page Types

If you want to change a Voice page type after you've added it to a site, you can do so within the voice page.

1. Open an existing Voice page and at the top of the the page, click the icon to the left of the page name.
2. From the drop-down list, select the voice page type to which you want to change the existing page.
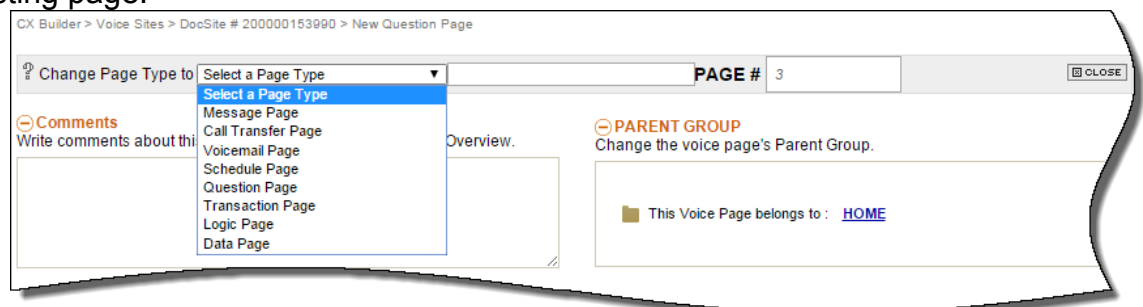
Changing Voice Page Type

3. After selecting the type, click **Commit Changes.**

Saving Changed Voice Page Type

The page changes to the new type.

Voicemail Page

Main

Main Tab

A **Voicemail** page functions similar to an answering machine. A **Voicemail** page is used to record a voicemail, or to collect a free-form opinion response in a survey, or to collect a recording that you would like to use somewhere else. **Voicemail** pages are used to trigger

an email notification through an email address (or distribution,) or a text message that a voicemail is waiting to be picked up.

Mailbox — Select the desired voicemail box that the voicemail page will leave messages in.

Response Storage — Select the desired variable that will hold the voicemail recording URL.

Action — Specify how the IVR should handle the call once the caller has finished their recording. You can choose to go to a specific voice page, go back, or end the call.

No Input

No Input Tab

The **No Input** tab is used to handle a situation where a caller is asked for a response but none is given. A caller may be distracted, or busy, or not be aware of what is being asked of them. The system will detect this condition and play the first prompt in this screen.

You can select Site Level or Page Level.

Site Level Selection

If you select Site Level, the page uses the settings specified in the Site Properties section.

Page Level Selection

If you select Page Level, additional options display, per the image above, allowing you to specify prompts uniquely to this page. By default, the system includes three prompts and their associated audio files with the first prompt selected.

Prompt Selection Details

- Selecting **First No Input** means that the system re-prompts the user once with the "First No Input" prompt as identified. If the user still does not input anything, the system routes the call to the "After final No Input, go to" destination page.
- Selecting the **Second No Input** means that the system re-prompts the user twice, with the "First" and "Second" prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Input, go to" destination page.
- Selecting **Third No Input** means that the system re-prompts the user three times, with the "First," "Second," and Third prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Input, go to" destination page.

For each Prompt option, you can specify a different prompt than the default system prompt. You can also specify the type of prompt: Variable, Text-to-Speech, or another Audio file.

- If you select **Variable,** in the new field, select the variable and the associated value, and then select the check box to the right of the new field.
- If you select **Text-To-Speech,** in the new field, enter the text you want spoken to the caller, and then select the check box to the right of the new field.
- If you select **Audio,** in the new field, click Audio, select another Audio file, and then select the check box to the right of the new field.

You can also do the following:

- Add more prompts in addition to the three default prompts by clicking **Add** and then defining the prompt as desired.
- Reorder these prompts using the Up and Down options.
- Delete or copy any prompts using the associated button.

No Match

No Match Tab - Page Level

If a caller provides an input, but the input is not understood or does not match an accepted input, the No Match prompts will be played. A caller may have miss-typed the input, or entered an unidentified option.

You can select Site Level or Page Level.

Site Level Selection

If you select Site Level, the page uses the settings specified in the Site Properties section.

Page Level Selection

If you select Page Level, additional options display, per the image above, allowing you to specify prompts uniquely to this page. By default, the system includes three prompts and their associated audio files.

Prompt Selection Details

- Selecting **First No Match** means that the system re-prompts the user once with the "First No Match" prompt as identified. If the user still does not input anything, the system routes the call to the "After final No Match, go to" destination page.
- Selecting the **Second No Match** means that the system re-prompts the user twice, with the "First" and "Second" prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Match, go to" destination page.
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For each Prompt option, you can specify a different prompt than the default system prompt. You can also specify the type of prompt: Variable, Text-to-Speech, or another Audio file.

- If you select **Variable,** in the new field, select the variable and the associated value, and then select the check box to the right of the new field.
- If you select **Text-To-Speech,** in the new field, enter the text you want spoken to the caller, and then select the check box to the right of the new field.
- If you select **Audio,** in the new field, click Audio, select another Audio file, and then select the check box to the right of the new field.

You can also do the following:

- Add more prompts in addition to the three default prompts by clicking Add and then defining the prompt as desired.
- Reorder these prompts using the Up and Down options.
- Delete or copy any prompts using the associated button.

> **Important**
>
> 🔶 When you modify the Question Page you will be prompted to return the No Match system response to its default settings.

Confirmation

Confirmation Tab

The **Confirmation** tab enables you to confirm the value provided by the caller, either using the built-in prompts, or ones that you upload. You can also choose to disable the confirmation feature by clicking the **Do Not Confirm** radio button.

If you choose to confirm, click **Confirm** and the page displays the Confirmation Prompts.

Confirmation options

If you want a prompt different than the built-in prompt, click **Audio.** For more information on how to upload audio files, see Audio Files.

The following diagram shows how and when each audio file would be played.

ASR Settings

The **ASR Settings** tab allows you to set the parameters for Automatic Speech Recognition by dragging the slider. If you make changes and want to return to the default values, click **Reset.**

ASR Settings Tab

The following table describes those parameters:

Property	Description
confidencelevel	Specifies the speech recognition confidence level. Results are rejected (a nomatch event is thrown) when the caller's response is below this threshold. A value of 0.0 means minimum confidence is needed for recognition. A value of 1.0 requires maximum confidence.
sensitivity	Specifies the sensitivity level. A value of 1.0 means that speech recognition is highly sensitive to quiet input. A value of 0.0 means that speech recognition is least sensitive to noise.
speedvsaccuracy	Specifies the desired balance between speed and accuracy. A value of 0.0 means quick recognition. A value of 1.0 means best accuracy.
timeout	Specifies the timeout in seconds after which a noinput event is thrown.
completetimeout	Specifies the required length of silence (in seconds) following user speech before the recognizer finalizes a result (either accepting it or throwing a nomatch event).

Note: Values set for the `completetimeout` property are only supported if they are less than the values set for the `incompletetimeout` property.

incompletetimeout	Specifies the required length of silence following user speech after the recognizer finalizes a result. The `incompletetimeout` property is used when the speech prior to the silence does not match all active grammars. In this case, once the timeout is triggered, the partial result is rejected with a nomatch event. The `incompletetimeout` property also applies when the speech prior to the silence matches an active grammar, but where it is possible to speak further and still match the grammar. By contrast, the `completetimeout` property is used when the speech prior to the silence matches an active grammar and no further words can be spoken.
maxspeechtimeout	Specifies the maximum amount of speech input allowed (in seconds) after which an event is thrown leading to a nomatch.

Advanced Options

Advanced Optons Tab

The **Advanced Options** tab has four options:

Barge-In — With Barge-In on, the caller can interrupt the prompt whereas with Barge-In off, the caller is forced to listen to the entire prompt before the IVR will recognize their response.

Max Record Time — You can specify the maximum length allowed for a recording (from 5 to 1800 seconds).

End of Recording — You can select the length of silence the system will wait before assuming the caller has finished their message and ending the recording.

Disable Site Commands — Check this checkbox if you want to turn off Site Commands for this page. If this page represents a critical state in your Voice Site, where you want to ensure that the caller stays within the page and only leaves it through the specified Page Commands, it is advisable to turn off Site Commands, as they serve as 'always on' global navigation otherwise.

Question Page

Main

Main Tab

A **Question Page** works much like a Message Page however, a **Question Page** allows you to store the caller's response into a variable. Configuring prompts on a **Question Page** works the same as a **Message Page**, for more information on how to configure prompts please see **Message Page**.

A **Question Page** collects a response from the caller of certain built-in response types (Number, Keyword, Yes/No, Credit Card Number, Credit Card Number (New), Credit Card Expiration, Currency, Date, Time, Dynamic Keyword, Natural Language) and stores the response in a Site Variable. For more information on working with variables, see Site Variables.

> ### Important
>
> ⚠ If you are using Nuance and you created a site with a Touch-Tone Sequence, when a **Question Page** is set up to store the response and include a confirmation, the system does not play the expected confirmation prompt. This is a Nuance limitation.

Response Types

The following table describes the Response Types:

Type	Description
Number	CX Builder can recognize either a natural number or a digit sequence. A natural number response can be spoken as a caller normally would say a number, for example "Nineteen Ninety Seven" would be stored as 1997. A digit sequence number response would be spoke one digit at a time, for example "One-Nine-Nine-Seven". You can limit the range of acceptable responses by checking the **Limit input to valid numbers from** check box. A number outside of this range would be considered a *No Match*. For more information on No Match events please see the No Match section. With this response type you also have the option to enable **Page Commands**. For more information of Page Commands please see the **Message Pages** section.

Keyword	For example, the question page can ask the caller "Where should I direct your call? You can say Billing, Support, or Hours of Operation." You can configure the **Say** values to be just one word or phrase, or several words or phrases. For each grammar, there is a corresponding **Press** value and **Save Value**. The **Press** value is the touch-tone number that is pressed by the caller as a response. The **Save Value** is the value that will be stored in the selected variable.). You can also configure the **Question** page to route to multiple destinations based on the response by clicking on the Use **Multiple Destinations** link.
Yes/No	This response type allows a caller to say "Yes" or "No" (or press 1 or 2 if a touch-tone only voice site) to a question and stores the response into a variable. Additionally, you can configure the **Question** page to go to two different pages or the same page based on the response.
Credit Card Number	This response type is specifically designed to receive credit card numbers. Credit card numbers must be stored in private variables. For more information on working with private variables, see Site Variables. To configure this response type select the credit card types you wish to accept and then select the desired **Valid** and **Invalid** page destinations. When a caller enters their credit card number, CX Builder checks the numbers for validity. A credit card number is valid when it consists of the correct number of digits as specified by the issuer, and the number has the proper checksum. CX Builder does not perform credit card authorizations. **Notes:** • There is no guarantee that you will be able to charge any credit card number obtained through this system. • This Credit Card Number response only supports 14, 15, and 16 digits. Use Credit Card Number (New) for 13 digits.
Credit Card Number (New)	This response type uses advanced grammars to give better accuracy when capturing the credit card numbers. The grammar is capable of understanding any commercial credit card adhering to the ISO standard numbering scheme. Along with accuracy, the new response type also provides better validity of the credit card numbers as this standard dictates minimum and maximum length of the digit string, open digit sequences, and the use of a "check digit" as the last digit in the string, so that the entire number meets the "mod 10 checksum" criterion. An invalid number would be treated as a No Match. For more information on No Match events please see the No Match section.

Credit Card Expiration	CX Builder will check expiration dates to ensure they are valid. A valid expiration date cannot occur in the past. Only present and future expiration dates are valid.
Currency	This response type allows a caller to speak an amount naturally on voice-enabled sites. For example a caller could say "thirty two dollars and five cents" which would save 'USD32.05' into the specified variable. On touch-tone only sites a caller can use the '*' key to denote the decimal point. For example a caller could enter '48*23' which would save 'USD48.23'. **Notes:** • If you are an Australian user, on a Voice-enabled site, English (Australia) speech and DTMF grammars only support ranges from 0.00 AUD through 999,999.99 AUD. • Confirmation playbacks for this response do not include the currency type. • This response type only supports a maximum input of 6 DTMF digits.
Date	This response type allows a caller to speak a date naturally or press the corresponding tones. For example a caller can say "March twenty-first" or press 0321, which CX Builder will interpret as "03/21/yyyy" where "yyyy" is the current year. Additionally, a caller could say "March twenty-first nineteen seventy two", which CX Builder will interpret as "03/21/1972".
Time	This response type allows a caller to say things like "five o clock A.M." or "three fifty P.M" (would be interpreted as '05:00 AM' or '03:50 PM' respectively. This response type can also interpret "noon" and "midnight" responses as well. **Note:** Confirmation playbacks for this response do not include A.M. or P.M. if the speech input did not include that information.
Dynamic Keyword	This response allows a caller to say a word or a phrase, or several word or phrases. However, unlike the Keyword type response, these words and phrases are assigned to a list variable. The result are stored in the variable selected under **Store in Variable**. For touch tone input, the system will be expecting a number between 1 and 20 (corresponding to the number of the item in the list).
Natural Language	This response can only be used if the Subscriber account is configured with a Natural Language/Custom Grammar. To enable this feature, you must work with Genesys/Professional Services. When enabled through the

Customer Service Record Tool, the grammar is used to listen to callers responses. You might use a grammar for a specific language like English or Spanish or help with a collection of numbers. When this Response Type is selected, from the **NL Grammars** drop-down list, select a grammar that was previously uploaded and enabled.

Caller Response Type

You can choose to have callers respond using a natural number or a digit sequence.

- If you select **Natural Number,** you have the option to specify a valid number range.
- If you select **Digit Sequence,** you have the option to limit the number of digits a caller can enter. The maximum number is 30.

Add Page Commands

You can add Page Commands to a Question page. If you select **Add Page Commands,** you can do the following:

- Select an ASR Language.
- Add Page commands to tell the caller, including the number to press, the Save value, and the "Go to" or destination page. You can add one, five, or ten Page commands at a time.

After a Response

If you do not select **Add Page Commands,** you select the page to which the Question page goes after the caller responds.

No Input

No Input Tab

The **No Input** tab is used to handle a situation where a caller is asked for a response but none is given. A caller may be distracted, or busy, or not be aware of what is being asked of them. The system will detect this condition and play the first prompt in this screen.

You can select Site Level or Page Level.

Site Level Selection

If you select Site Level, the page uses the settings specified in the Site Properties section.

Page Level Selection

If you select Page Level, additional options display, per the image above, allowing you to specify prompts uniquely to this page. By default, the system includes three prompts and their associated audio files with the first prompt selected.

Prompt Selection Details

- Selecting **First No Input** means that the system re-prompts the user once with the "First No Input" prompt as identified. If the user still does not input anything, the system routes the call to the "After final No Input, go to" destination page.

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- Selecting **Third No Input** means that the system re-prompts the user three times, with the "First," "Second," and Third prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Input, go to" destination page.

For each Prompt option, you can specify a different prompt than the default system prompt. You can also specify the type of prompt: Variable, Text-to-Speech, or another Audio file.

- If you select **Variable,** in the new field, select the variable and the associated value, and then select the check box to the right of the new field.
- If you select **Text-To-Speech,** in the new field, enter the text you want spoken to the caller, and then select the check box to the right of the new field.
- If you select **Audio,** in the new field, click Audio, select another Audio file, and then select the check box to the right of the new field.

You can also do the following:

- Add more prompts in addition to the three default prompts by clicking **Add** and then defining the prompt as desired.
- Reorder these prompts using the Up and Down options.
- Delete or copy any prompts using the associated button.

No Match

No Match Tab - Page Level

If a caller provides an input, but the input is not understood or does not match an accepted input, the No Match prompts will be played. A caller may have miss-typed the input, or entered an unidentified option.

You can select Site Level or Page Level.

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> **Important**
>
> ⚠ When you modify the Question Page you will be prompted to return the No Match system response to its default settings.

Confirmation

MAIN	NO INPUT	NO MATCH	CONFIRMATION	ASR SETTINGS	ADVANCED OPTIONS

Answer Confirmation

- ⦿ Do Not Confirm — The system will never confirm the caller's response.
- ⦾ Confirm — The system willconfirm the caller's response.

Confirmation Tab

The **Confirmation** tab enables you to confirm the value provided by the caller, either using the built-in prompts, or ones that you upload. You can also chose to disable the confirmation feature by clicking the **Do Not Confirm** radio button.

If you choose to confirm, click **Confirm** and the page displays the Confirmation Threshold sensitivity and the Confirmation Prompts:

Confirmation options

Adjust the sensitivity of the confirmation by adjusting the Confirmation Threshold. A Confirmation Threshold value of 1 (100% ASR match) will confirm every matched response whereas a Confirmation Threshold value of 0.6 (60% ASR match) will only confirm matches below a 60% confidence level.

If you want a prompt different than the built-in prompt, click **Audio.** For more information on how to upload audio files, see Audio Files.

The following diagram shows how and when each audio file would be played.

ASR Settings

The **ASR Settings** tab allows you to set the parameters for Automatic Speech Recognition by dragging the slider. If you make changes and want to return to the default values, click **Reset.**

ASR Settings Tab

The following table describes those parameters:

Property	Description
confidencelevel	Specifies the speech recognition confidence level. Results are rejected (a nomatch event is thrown) when the caller's response is below this threshold. A value of 0.0 means minimum confidence is needed for recognition. A value of 1.0 requires maximum confidence.
sensitivity	Specifies the sensitivity level. A value of 1.0 means that speech recognition is highly sensitive to quiet input. A value of 0.0 means that speech recognition is least sensitive to noise.
speedvsaccuracy	Specifies the desired balance between speed and accuracy. A value of 0.0 means quick recognition. A value of 1.0 means best accuracy.
timeout	Specifies the timeout in seconds after which a noinput event is thrown.
completetimeout	Specifies the required length of silence (in seconds) following user speech before the recognizer finalizes a result (either accepting it or throwing a nomatch event).

> **Note:** Values set for the `completetimeout` property are only supported if they are less than the values set for the `incompletetimeout` property.

incompletetimeout	Specifies the required length of silence following user speech after the recognizer finalizes a result. The `incompletetimeout` property is used when the speech prior to the silence does not match all active grammars. In this case, once the timeout is triggered, the partial result is rejected with a nomatch event. The `incompletetimeout` property also applies when the speech prior to the silence matches an active grammar, but where it is possible to speak further and still match the grammar. By contrast, the `completetimeout` property is used when the speech prior to the silence matches an active grammar and no further words can be spoken.
maxspeechtimeout	Specifies the maximum amount of speech input allowed (in seconds) after which an event is thrown leading to a nomatch.
interdigittimeout	Controls the timeout period (in seconds) between the entry of individual DTMF tones when recognizing DTMF input.

Advanced Options

| MAIN | NO INPUT | NO MATCH | CONFIRMATION | ASR SETTINGS | | ADVANCED OPTIONS |

Barge-in – Prompt Interruption. Why?

○ ⦿ On — Callers can interrupt prompt playback with voice or touch-tone input.
○ Off — Callers must listen to all the prompts before voice or touch-tone input.

☐ **Disable Site Commands** Why?

Response Filters — Filter out keywords from a caller's response. Working with Keywords

Pre [   ]   (Keyword Response) Post [   ]

Confidence Score – Store in Variable [Select a Variable ▾] Edit Variables

☑ Enable N-Best – [1 ▾]

Recognitions [New Variable ▾] Edit Variables   Confidence Score [New Variable ▾] Edit Variables

Recognitions and confidence score variables should be declared as list variable to store multiple values

SAVE **SAVE&EXIT** **EXIT**

Advanced Options Tab

The **Advanced Options** tab on a **Question Page** has four options.

- **Barge-In**—With **Barge-In** on, the caller can interrupt the prompt whereas with **Barge-In** off, the caller is forced to listen to the entire prompt before the IVR will recognize their response.
- **Disable Site Commands**—If this page represents a critical state in your Voice Site, where you want to ensure that the caller stays within the page and only leaves it through the specified Page Commands, it is advisable to turn off Site Commands, as they serve as 'always on' global navigation otherwise.
- **Response Filters**—Enter the keywords to filter from the caller's response.
- **Confidence Score - Store in Variable**— Select the variable to store the confidence score in. If the ASR server recognizes the caller's input, it returns a single recognition result. This confidence score field is for that single result/value.
- **Enable N-Best**—Allows you to collect multiple recognition's according to a confidence score. This enables multiple recognition's to be validated by users without having to ask the caller to provide the information again. When enabled, ASR server returns a list of results (including the best one) in addition to the single result, per the **Confidence Score - Store in Variable** setting . These results are sorted by confidence scores in descending order, with the first result on the list being the best one. This feature only provides the results list. The IVR simply lists all the recognized texts and asks the caller to confirm the correct information, as determined by the voice site.
    - From the drop-down list, select the number of recognitions to store.

◦ Specify the Recognitions variable and the Confidence Score variable in which to store the responses. **Note:** The variables can be set to 'list' type so that it can store multiple values or as a non-list variable, where multiple recognition results are joined by commas (,) into a string.

Message Page

Main

Main Tab

A **Message** page allows you to play a prompt, receive a caller's input, and perform an action.

Playing a Prompt

There are three ways to play a prompt in Site Builder.

- **Text-to-Speech (TTS)**—When you create a new message page TTS is enabled by default. To edit your message just type into the **Initial Prompts** text box. When a caller calls into you IVR, CX Builder will convert the text you type into audio, which will be played to the caller.
- **Audio**—To link an audio file to a message page click on the **Audio** button then the **Link Audio** link. Click the check box next to the audio file you wish to use and then click the **Link To Page** button. You should see your audio file underneath **Initial Prompts**. For more information about audio files and how to upload them to Site Builder, see Audio Files.

- **Variable**—This is an advanced feature of Site Builder, which allows the voice site to dynamically play a prompt. For more information about variables, see Site Variables section. A variable can hold either text (to be played as TTS) or a path of an audio file (to be played as an audio file).

To use a variable as a prompt, click the **Text-to-Speech** button. Select the variable you wish to use from the **Select a Variable** drop-down menu and then select the variable type from the **Smart Play** drop-down menu. For more information on variable types, see the Site Variables section.

> ### Important
>
> If you are using Nuance, it does not support characters that are not alphanumeric. As such, if you set the TTS voice in Site Properties to an English (Australia) voice for example, non-alphanumeric characters are ignored, whether they are specified as part of a Digit Sequence (like the plus (+) or minus (-) signs) or a variable that uses the SPELLOUT format on a **Message Page.**

Actions

There are five different action types a message page can perform. These action types can be toggled from the **Actions** drop-down menu. The following table describes these actions:

Action	Description
Listen for Site Commands	A Site Command is an input (either voice or touch-tone) a caller can use any time during a call that will take the caller to another page in the IVR. For more information about Site Commands, see the Site Commands section.
Listen for Site Commands & Page Commands	Selecting this action type will populate the page command interface. Page commands work the same as Site Commands, but can only be used on the page they are configured for. For example, a Message Page will play "Press 1 to be transferred to David. Press 2 to leave a voicemail for Billing. Press 3 to repeat these options." to the caller using TTS. After the prompt is played, the IVR will listen for the caller to input a Site or Page Command. If the caller presses 1 the IVR will take the caller to page 6, if they press 2 the IVR will take the caller to page 11 and so forth.

	You also have the option of selecting an ASR Language from the drop-down list: English (US) or English (Australia).
Go Back	If this action type is selected, the IVR will go back to the previous page once the prompt has finished.
Go To Destination Page	If this action type selected, the IVR will proceed to the selected page once the prompt has finished.
End The Call	If this is selected, the IVR will end the call once the prompt has finished playing. **Note:** Genesys does not recommend using this End the Call action on the Audio treatment, because the call might be dropped while waiting in the ACD queue. Genesys recommends using the "Go To Designated Page" action instead.

No Input

No Input Tab

The **No Input** tab is used to handle a situation where a caller is asked for a response but none is given. A caller may be distracted, or busy, or not be aware of what is being asked of them. The system will detect this condition and play the first prompt in this screen.

You can select Site Level or Page Level.

Site Level Selection

If you select Site Level, the page uses the settings specified in the Site Properties section.

Page Level Selection

If you select Page Level, additional options display, per the image above, allowing you to specify prompts uniquely to this page. By default, the system includes three prompts and their associated audio files with the first prompt selected.

Prompt Selection Details

- Selecting **First No Input** means that the system re-prompts the user once with the "First No Input" prompt as identified. If the user still does not input anything, the system routes the call to the "After final No Input, go to" destination page.
- Selecting the **Second No Input** means that the system re-prompts the user twice, with the "First" and "Second" prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Input, go to" destination page.
- Selecting **Third No Input** means that the system re-prompts the user three times, with the "First," "Second," and Third prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Input, go to" destination page.

For each Prompt option, you can specify a different prompt than the default system prompt. You can also specify the type of prompt: Variable, Text-to-Speech, or another Audio file.

- If you select **Variable,** in the new field, select the variable and the associated value, and then select the check box to the right of the new field.
- If you select **Text-To-Speech,** in the new field, enter the text you want spoken to the caller, and then select the check box to the right of the new field.
- If you select **Audio,** in the new field, click Audio, select another Audio file, and then select the check box to the right of the new field.

You can also do the following:

- Add more prompts in addition to the three default prompts by clicking **Add** and then defining the prompt as desired.

- Reorder these prompts using the Up and Down options.
- Delete or copy any prompts using the associated button.

No Match

No Match Tab - Page Level

If a caller provides an input, but the input is not understood or does not match an accepted input, the No Match prompts will be played. A caller may have miss-typed the input, or entered an unidentified option.

You can select Site Level or Page Level.

Site Level Selection

If you select Site Level, the page uses the settings specified in the Site Properties section.

Page Level Selection

If you select Page Level, additional options display, per the image above, allowing you to specify prompts uniquely to this page. By default, the system includes three prompts and their associated audio files.

Prompt Selection Details

- Selecting **First No Match** means that the system re-prompts the user once with the "First No Match" prompt as identified. If the user still does not input anything, the system routes the call to the "After final No Match, go to" destination page.
- Selecting the **Second No Match** means that the system re-prompts the user twice, with the "First" and "Second" prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Match, go to" destination page.
- Selecting **Third No Match** means that the system re-prompts the user three times, with the "First," "Second," and Third prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final Match, go to" destination page.

For each Prompt option, you can specify a different prompt than the default system prompt. You can also specify the type of prompt: Variable, Text-to-Speech, or another Audio file.

- If you select **Variable,** in the new field, select the variable and the associated value, and then select the check box to the right of the new field.
- If you select **Text-To-Speech,** in the new field, enter the text you want spoken to the caller, and then select the check box to the right of the new field.
- If you select **Audio,** in the new field, click Audio, select another Audio file, and then select the check box to the right of the new field.

You can also do the following:

- Add more prompts in addition to the three default prompts by clicking Add and then defining the prompt as desired.
- Reorder these prompts using the Up and Down options.
- Delete or copy any prompts using the associated button.

> Important
>
> ⚠ When you modify the Question Page you will be prompted to return the No Match system response to its default settings.

ASR Settings

The **ASR Settings** tab allows you to set the parameters for Automatic Speech Recognition by dragging the slider. If you make changes and want to return to the default values, click **Reset.**

ASR Settings Tab

The following table describes those parameters:

Property	Description
confidencelevel	Specifies the speech recognition confidence level. Results are rejected (a nomatch event is thrown) when the caller's response is below this threshold. A value of 0.0 means minimum confidence is needed for recognition. A value of 1.0 requires maximum confidence.
sensitivity	Specifies the sensitivity level. A value of 1.0 means that speech recognition is highly sensitive to quiet input. A value of 0.0 means that speech recognition is least sensitive to noise.
speedvsaccuracy	Specifies the desired balance between speed and accuracy. A value of 0.0 means quick recognition. A value of 1.0 means best accuracy.
timeout	Specifies the timeout in seconds after which a noinput event is thrown.

completetimeout	Specifies the required length of silence (in seconds) following user speech before the recognizer finalizes a result (either accepting it or throwing a nomatch event). **Note:** Values set for the `completetimeout` property are only supported if they are less than the values set for the `incompletetimeout` property.
incompletetimeout	Specifies the required length of silence following user speech after the recognizer finalizes a result. The `incompletetimeout` property is used when the speech prior to the silence does not match all active grammars. In this case, once the timeout is triggered, the partial result is rejected with a nomatch event. The `incompletetimeout` property also applies when the speech prior to the silence matches an active grammar, but where it is possible to speak further and still match the grammar. By contrast, the `completetimeout` property is used when the speech prior to the silence matches an active grammar and no further words can be spoken.
maxspeechtimeout	Specifies the maximum amount of speech input allowed (in seconds) after which an event is thrown leading to a nomatch.

Advanced Options

Advanced Options Tab

The **Advanced Options** tab on a **Message Page** has two options.

- **Barge-In**—With **Barge-In** on, the caller can interrupt the prompt whereas with **Barge-In** off, the caller is forced to listen to the entire prompt before the IVR will recognize their response.

- **Disable Site Commands**—If this page represents a critical state in your Voice Site, where you want to ensure that the caller stays within the page and only leaves it through the specified Page Commands, it is advisable to turn off Site Commands, as they serve as 'always on' global navigation otherwise.

Data Page

Main

Main Tab

The **Data** page works in conjunction with a Data File to read variables from or write variables to an .xls or .csv file.

Notes:

- Before you can select a data file, you must have previously created or uploaded one. See Data Files.
- Once you select a data file, the **Prompts** and **Advanced Options** tabs display.

Choose the Options for the Data File

1. Select a data file.
2. Select an option.
   ◦ **Put Data In**—Enables you to put variable values into your Data File. The system can either insert a new row each time, or update an existing row, searching for the First, Last, or All rows of data in which the designated variable value matches a row in the designated Data File column.
      1. In the **Inserting this data** section, select Variable to update the designated variable values all variables and their associated columns or select specific variable/columns.
      2. Specify the destination page, after inserting the data.
   ◦ **Get Data Out**—Enables you to populate variables with values from your Data File. The system will find the First or Last row where the given variable matches a row in the Data File, and then load the values from that row into the corresponding variables.
      1. Specify the row to first look for the data.
      2. From the drop-down menu, select the column name(s)/variables in which to look.
      3. In the **Load Data** section, select the columns/variable in which to load the data.
      4. Specify different destination Voice Pages depending on whether or not a row is found.

Prompts

Prompts Tab

The **Prompts** tab enables you to configure Initial and Wait prompts. For more information on uploading prompts, see Audio Files.

- **Initial Prompts**—Configure the initial prompt(s) that will be heard when the call reaches the data page.
- **Wait Prompt**—Configure an additional wait prompt that will be played in a loop until the data write/read has completed. When operating on large Data Files, it is possible that the query being performed may take several seconds. The time to Get Data Out or Put Data In will vary depending on the amount of existing data in the file. The system can play a "processing" sound to callers while waiting. For best results, make sure that the sound file beginning and end "connect" smoothly.

Advanced Options

Advanced Options Tab

The system may encounter three exceptional situations that could trigger an error:

1. The query takes too long to run
2. The Data File has reached the maximum allowable size
3. There was an internal system error

- **Error Destination**—Configure which page in the IVR the call should be routed to in the event an error occurs.
- **Email Debugging**—Choose when to send email logs. You can chose either `Never`, `On Error Only`, or `Always`. You can also specify the email address or addresses that the debug emails will be sent to.

Logic Page

Main

Main Tab

Logic pages enable conditional branching, variable assignment, and basic mathematical and string operations directly within your Voice Site without having to rely on an external script to perform these functions.

Conditions

Insert an IF statement into your Voice Site with a conditional branch. You can have as many conditions as you want, with each condition AND'd or OR'd with the other conditions. Within each branch, you can have unlimited Assignments and Transformations. The available conditions are equals, not equals, greater than, less than, greater than or equals, less than or equals, starts with, ends with, contains.

Rules for Conditions

Rule	Description
Mixed Type Operation Casting Rule	If one element is a list in the comparison the scalar is cast into a single element list.
Number Rules	If a scalar operation occurs where both scalars are numeric, those scalars are treated as numbers for the purpose of mathematical comparisons. If a scalar is numeric in an operation and another is not, those scalars are treated as strings (for example, (abc) greater than (a) = true)).

String Rules	If the scalars are evaluated as strings the `java.compareTo` function is used and that value is compared to 0 (for example, (AB) greater than (B) would look like "AB".compareTo("B") >0).
List Rules	• Equals: List A, and List B must be an exact copy to result to true. • Not Equals: This only results in false if List A, and List B are equal. • Starts With: Determines if a list A starts with the elements in List B in order. • Ends With: Determines if list A ends with the elements in List B in order. • Contains: Determines if List A, contains all the elements in List B. The following cannot be used with Lists and will result in the logic page going to the error destination: • Greater Than • Less Than • Greater than or Equals • Less than or Equals

Assignments

Assignments allow you to assign the value of a variable to a constant or to the value of another variable.

Transformations

Transformations allow you to assign the value of a variable to a constant or to the value of another variable. You can perform the following mathematical and string operations on variables or constants: add, subtract, multiply, divide, append, remove, +space+, length, first, last, reverse, substring, and trim.

Rules for Assignment & Transformation

Rule	Descripton
Mixed Type Operation Casting Rule	If one element is a list in the transformation, the scalar is cast into a single element list, and the transformation is performed (except in the case of mathematical operations on numbers).

Result Casting Rules	1. If the result variable is of the same type as the operation result, the result variable is set to the operation results (no cast is required). 2. If the result variable is a list, and the operation performed results in a scalar, the result variable contains one element that is that scalar (for example, (a) becomes [a]). 3. If the result variable is a scalar, and the operation performed results in a list, the list is cast into scalar, by concatenating its elements (for example, [a,b,c] becomes (abc) except in the case of numbers). For numbers, if the result is a list, and the variable its being stored into is a scalar, the values are summed (for example, [13,5,7] becomes (25)).

Number/ Currency Rules	1. Currency values are treated as a number, but the result is always cast as a currency (for example, ($5.00) multiply (5) becomes ($25.00) and ($5.00) multiply ($5.00) also becomes ($25.00)).
	2. On the (add, subtract, multiply, divide) mathematical operations:
	  ◦ If both numbers are scalar numbers - The operation behaves as the normal numeric mathematical operation.
	  ◦ If one value is a Scalar Number and the other a List of Numbers - The operation is performed on each item of the list with the scalar number, and a modified list is the result (for example, [5,10,25,2] add (2) becomes [7,12,27,4]).
	  ◦ If both values are list of numbers - Each element in the first list is operated on by the corresponding element in the second list, based on order. If the lists are not the same size, an error is thrown (for example, [5,6] multiply [2,3], 5 would be multiplied by 2, 6 multiplied by 3 yielding a list of [10,18]).
	  ◦ If there are non-numbers involved an error will be thrown, now these operations will explicitly apply to numbers only. If you need to append strings you would use the append function.

Exceptions	The following operations result in going to the error destination of a logic page:
	1. Any mathematical transformation where one of the values is a string:
	  ◦ String addition >> for example, (a) add (2), (c) add (d)
	  ◦ String subtraction >> for example,(a) subtract (2), (c) subtract (d)
	  ◦ String division >> for example, (1) divide (a), (Ben) divide (Young)
	  ◦ String multiplication >> for example, (1) multiply (b), (Ben) multiply (Young)

2. Any mathematical operation on 2 Lists of non equal size (i.e.
    [5,6,7,9] add [2,3])
3. Any mathematical transformation on Lists, where 1 value is not a
    number (i.e. [5,7,9] add [5,6,A]).

How do the non-mathematical operators behave?

The following table describes non-mathematical operator behavior:

Operator	Behavior
Append	• Lists: A list containing the elements from left to right is created [a,c] append [b,d] = [a,c,b,d] What if those list contain numbers such as: [1,2] append [5] = [1,2,5] • Strings: (Ben) append (Young) = (BenYoung) The strings are concatenated
Remove	• Lists: All elements in the second list are removed from the first list to create a sublist. [a,c,d] subtract [c,d] = [a] What if those list contain numbers such as: [1,2,5] remove [5] = [1,2] • Strings: (Ben) remove (Young) = (Ben) (Benjamin) remove (Ben) = (jamin) (BenBenYoung) remove (Ben) = (Young) All instances of the left substring are removed from the right substring.
+space+	• Lists: An error is thrown - this operation. • Strings: (Ben) +space+ (Young) = (Ben Young) The strings are concatenated with a space in between them
Length	• Lists: The length of the list is returned [apple,bear,cat].length = (3) • String: The length of the string is returned (Ben).length = (3)
First	• Lists: The first element of the list is returned [apple,bear,cat].first = (apple) • String: The first character of the string is returned (Ben).first = (B)
Last	• Lists: The last element of the list is returned [apple,bear,cat].last = (cat) • String: The last character of the string is returned (Ben).first = (n)
Reverse	• Lists: The list is reversed [apple,bear,cat].first = [cat,bear,apple] • String: The character string is reversed (Ben).first = (neB)
Substring / Sublist	• Lists: The operation returns the sublist from the start position to end position inclusively. [apple,bear,cat].sublist(start:1,end:2) = [cat,bear] Note: The index of the first position is 1, not 0.

	• String: The operation returns the substring from the start position to end position inclusively. (Ben Young).substring(start:3,end:5) = (n Y) Note: The index of the first position is 1, not 0.
Trim	• Lists: Each element of the list is trimmed of pre and post white-space [apple , bear , cat].trim = [apple,bear,cat] • String: The string is trimmed of pre and post white-space (Ben Young).trim = (Ben Young)

Advanced Options

Advanced Options Tab

The system may encounter three exceptional situations that could trigger an error:

1. The query takes too long to run
2. The Data File has reached the maximum allowable size
3. There was an internal system error

- **Error Destination**—Configure which page in the IVR the call should be routed to in the event an error occurs.
- **Email Debugging**—Choose when to send email logs. You can chose either `Never`, `On Error Only`, or `Always`. You can also specify the email address or addresses that the debug emails will be sent to.

ACD Page

Main

The ACD Page is the interface between the IVR and the ACD. As such, this page allows you

to create the ACD administrator, set routing parameters and in-queue audio, and configure toast and case data that will be popped to the agent when a call is received. You also use this page to configure the data that can be returned from the ACD and is exposed for use within the IVR for post-call routing.

On the **Main** tab on the ACD Page specify the following:

- the administrator for the ACD for the site
- how calls are delivered to agents
- the next Voice Page to which calls are sent after the agent completes the call

ACD Page — Main Tab

> **Important**
>
> You must configure the **ACD Page** so that each call is sent to the ACD Queue only once. When a call is routed from the IVR to the ACD Queue more than once, none of the data that is related to the second ACD transfer is included in the Historical reports.

Configuring the Administrator for the ACD

After you create a site and assign a phone number to it, you must create the first ACD administrator.

> Important
>
> 🟠 You must create the administrator in CX Builder first before you can create other users in VCC Dashboard or configure the ACD for assisted service calls.

To create the first ACD administrator, do the following *in the order specified*:

1. Configure a skill by going to the **For an agent to be selected, they must have this skill** field under the **Administrator** section, and selecting a variable from the drop-down menu that will contain the value used for the skill.
2. If you have not already assigned a phone number to the site, right-click **Site Overview,** and from the left area click **Assign Number.** See Account Settings.
3. Return to the ACD page and click **Save.**
4. On the same ACD page, enter the administrator's first name, last name, and e-mail address in the respective fields. **Note:** Each agent must have a unique e-mail address.
5. Click **Send Login Instructions,** and the administrator you just specified is sent an e-mail. When the person receives the e-mail, he or she must use it to create a password to access VCC Dashboard.

Use the **Send Forgot Password Instructions,** if the assigned administrator needs a reminder of the login instructions.

[+] Password strength rules

The password that you enter must comply with the following set of rules:

- Password length must be 8 characters or more
- Password length must be no more than 20 characters
- Password must contain one or more upper case characters
- Password must contain one or more lower case characters
- Password must contain one or more special characters
- Password must contain one or more digits

The following rules for new passwords do not appear in the **Password Help** section of the login screen in VCC Dashboard:

- Password must not contain any spaces
- Password cannot be reused
- Password attempts limit and lock out

These rules are enforced even though they are not listed on that screen.

This list of rules can be accessed by clicking the **Password Help** link in the **Reset Password** dialog box in VCC Dashboard.

Specifying Skill Values

- Use the **For an agent to be selected, they must have this skill** option to select the IVR variable that the system uses to store the skill value used to route the calls. This variable is passed to the ACD queue and used in the associated routing strategy. These variables are text and should correspond to the type of agent to whom the call will target. Two examples are Sales or Support.
- Use the **Agents must have skill level equal or above** option to define the skill level.
  - If proficiency routing is used then this variable is usually set to 5.
  - If proficiencies are not used, then set this variable to 1.
- Use **If no agents available requested skill level decreases every** option to define the value of the skill timeout. This value is the number of seconds the router waits until the target proficiency is lowered and the agent pool is expanded.

  For proficiency routing, the strategy first looks for agents with the assigned skill and a proficiency of 5. If no agents are available with this skill and proficiency, the router waits the number of seconds defined in the defined variable before moving to the next target. This next target includes all agents with the selected skill and a proficiency of 4 or 5. Again the router waits the defined time and then moves to the next target: agents with the selected skill and a proficiency of 5, 4, or 3. This pattern repeats until a proficiency of 1 is reached. Once a proficiency of 1 is reached, the caller continues to wait for all agents with this skill until the **Maximum Hold Time for Callers** is reached. The **Maximum Hold Time for Callers** is defined on the **In Queue** tab on the **ACD Page**.
- Use the **Queue routing priority** option to set the routing priority of a call. Queue priority routing allows some calls to be handled quicker than others. Any call without a priority is automatically assigned a priority value of 0 (zero). The call priority value can be any integer. As you increase the value, the call priority rises.

Example:
A contact center has two types of premium callers: Silver and Gold, where Gold is the highest level of the two tiers. The calls enter the queue in the following order:

1. A call without a priority enters the queue and then waits for an agent
2. A Silver caller enters the queue and also waits for an agent
3. A Gold caller enters the queue and then an agent becomes available

In this scenario, the Gold caller is sent to the agent first since the Gold tier has the highest value. Once the agent completes the call, the Silver caller is then routed to the agent, and lastly, the call without a priority value is routed to the agent. The number value for the Silver callers could be 5, while the value for the Gold callers could be 10.

Specifying Skill Values — Main Tab

Specifying Call Delivery

Routing Logic — Main Tab

Use the **Routing Logic** section on the **Main** tab to:

- Set the number of seconds before returning an unanswered call to the ACD queue to be rerouted. When the unanswered call returns to the ACD queue, the agent state can be changed to one of the following: **Not Ready**, **Logged Out**, or **No Change**, depending on the setting.
Important:
  - Make sure that the agents' phones are set up with a voicemail timeout duration that is longer than what is set on the **ACD Page.** Otherwise, the call might be sent to the agent's voicemail.

- The missed call (agent does not answer within xx seconds) and state change feature does not apply to outbound and consultation calls. It applies only to inbound and transfer calls.}}

- Specify the call delivery. The call delivery options are:
  - **Round Robin** — Selects an agent and then sends calls to all other agents before repeating. Unavailable agents are skipped and the next agent in the round robin is selected.
  - **Most Idle Agent** — Calls are sent to the agent that was waiting the longest (the Longest Wait Time statistic is used for this routing logic).
  - **Least Utilized Agent** — Calls are sent to the agent that has the lowest Talk Time per time-logged-in (the statistic formula used for this routing logic is: Talk Time / Total Login Time).

Configuring Exit Conditions

The exit point options on the **Main** tab define which voice page the application is routed to when the call is returned from the ACD. Test exit points are defined in the Exit Point Options Table described below.

When the call successfully completes, take callers to	End the Call ▼	
When no agents are available, take callers to	Home Page ▼	View
When pressing 0 to exit the queue, take callers to	Home Page ▼	View
For all other results, take callers to	Home Page ▼	View

Voice Page Routing — Main Tab

Exit Point Options Table

Exit Point Name	Description	Return Code
When the call completes, take callers to	Used when calls are successfully connected to an agent.	Connected

When no agents are available, take callers to option	Used when: • no agents with the desired skill are logged in • when the **Max Queue** wait time expires	• NotConnected • Max Timeout
When the pressing 0 to exist the queue, take callers to option	Used for calls where the caller exits the queue by entering a zero.	N/A
For all other results, take callers to option	Used for error conditions when none of the above are met.	N/A

The return codes are:

- Connected
- NotConnected
- Max Timeout (Queue Timeout expired)

In Queue

The **IN QUEUE** tab specifies which audio to play while a caller is in the queue.

ACD Page — In Queue Tab

Using this tab, you can:

- Specify the first voice page that a caller will hear while in the ACD queue.
  Each voice page contains task-specific choices and pre-defined behavior for playing audio.
- Specify a maximum wait time.
- Specify the voice page a caller will hear next if the maximum wait time is exceeded.

> **Important**
>
> Genesys highly recommends that you use only Message Pages and EWT pages for this audio loop. You must set the Next page to the first page in the loop, to complete the loop.
>
> Use the Next page only to determine what happens once the final page completes.

- **Waiting Audio**
  Click `How it Works` to read a pop-up titled *Achieving a Great Caller Experience,* which offers an excellent summary of how to build your Voice Site and how your choices define exactly what callers will hear.
  Select first voice page for waiting loop
  Select a page from the drop-down menu. These choices always appear first:
  ```
  New EWT Page

       New Message Page
  ```
  You can specify a Message Page, Voicemail Page, Question Page, EWT Page, Logic Page, Transaction Page, or Schedule Page, as the page does not include a destination of an ACD page or a Call Transfer page.
- **Waiting Options**
  Here you decide what happens when a caller waits too long.
  Maximum Hold Time for Callers
  You can change the maximum wait time: default=`600` seconds (`10` minutes).

At the bottom of this window, **EXIT** abandons unsaved changes in all tabs. SAVE your work!

Transfer In Queue

If ACD is enabled for your account, this tab appears in CX Builder. Using it you can specify the audio customers hears while waiting on hold during the transfer of their call.

MAIN	IN QUEUE	TRANSFER IN QUEUE		ADVANCED OPTIONS

Hold Audio For Transfer

Waiting Music – How It Works
☑ Check this box to play transfer in-queue audio from this tab.
(If not check, the transfer in queue audio will be same as "IN QUEUE" tab)

Select first voice page for waiting loop   [Home Page ▾]   [View]

[SAVE] [SAVE&EXIT] [EXIT]

ACD Page — Transfer In Queue Tab

1. To enable ability, select the check box. If you do not select it, the hold music played for call transfers is the same as that specified in the **In Queue** tab.
2. Select the first voice page (for example a **Message Page**) that includes the first prompt you want the caller to hear while waiting on hold during the transfer. (**Note:** Configure successive voice pages for additional prompts you want the caller to hear as part of the loop.)

> **Tip**
>
> 💡 The required skill and skill level set on the **Main** tab also applies to the skill/skill level required for the agent to whom the call is transferred.

Advanced Options

The **Advanced Options** tab allows the user to pass IVR variables to the ACD for calls, screen pops, and reporting. This tab also allows the customer to return, from the ACD, variables that are used for post-call routing or used in a transaction page.

ACD Page — Advanced Options Tab

Report Settings

The variables in this section of this tab are used to send data from the IVR to the ACD.

Configuring Toast and Case Data

When an inbound call is presented to an agent, a screen popup is displayed containing information based on selected variables. These variables can be information collected from callers or information pulled from the call web services of other systems. Once the information is available in the form of variables, it can be passed to agents via a screen popup.

You can define additional variables to use for screen pop-ups (Toast and Case data). Toast and Case data is the data that an agent is provided when a call is ringing or answered, respectively.

Toast Data

Toast data is the data that is delivered to the Agent Desktop when a call is ringing. This data is collected within the IVR or from a back-end database lookup via the IVR. This data is used

by the agent to prepare for the call prior to answering said call. You can use the **Advanced Options** tab to define the variables for screen pops.

- The IVR variable that is used to pass the toast data value is entered in the **Queue Variables** field (for example, *firstNameLastName*).
- The display name that is to appear in VCC Agent Desktop is entered in the **Desktop Text** field (for example, *customer Name*).

Example: An agent handles calls for multiple companies or products. The toast data provides the agent with the company or product name to which the caller wants information. This toast data might also provide the caller's name, or what action within the IVR the caller performed.

Case Data

Case data is the data that is delivered to the Agent Desktop when a call is answered. This data is collected within the IVR or from a back-end database lookup via the IVR. The agent uses this data to identify the caller and to better handle the call.

- The IVR variable used to pass the case data value is entered in the **Queue Variables** field (for example, *userAccountType*).
- The display name used to appear in VCC Agent Desktop is entered in the **Desktop Text** field (for example, *Skill*).

Example: If an agent answers a call, the call controls display at the top of the main view, and the **Case Information** view is displayed below the call controls. The **Case Information** view contains the case data and provides whatever information the agent might need to handle this interaction. This information might include an account number that the caller entered, or any data a back-end database might contain regarding this contact. This data is meant to provide the agent with all of the information that they need to handle the interaction without asking the caller to repeat the information that the caller has already entered while navigating through the IVR.

Adding Toast Data, Case Data, or Both
1. In the **Report Settings** section of the **Advanced Options** tab, click **Add.**
2. Enter the IVR variable used to pass the data value in the **Queue Variables** field (for example, toast data of *firstNameLastName*).
3. Enter the display name used to appear in CTI Adapter in the **Desktop Text** field (for example, customer Name).
4. Select **Toast, Case,** or **Both** from the **Toast/Case** drop-down list.
5. Click **Save** to keep the settings.

Deleting the Data

1. In the **Report Settings** section of the **Advanced Options** tab:
2. Check the variable that you want deleted.
3. Click **Delete.**
4. Click **Save** to keep the settings.

Configuring the Customer Segment Variable

The **Customer Segment stored in** variable is used for reporting and is an optional variable. If the contact center segments callers by using tiers, or some other method, the *value* of the customer can be stored here. An example of this variable might be a company that segments customers as *Gold*, *Silver*, or *Bronze*, or *5 year*, *10 year*, or *Greater than 10 years*. The variable that is defined in the site variables that is used to store the skill level is assigned here.

Configuring the Call Information Variables

> **Important**
>
> If the caller hangs up the call before the agent does then the following data will not be available for post-call routing.

The lower section of this tab is used to collect data from the ACD to use in the IVR Pages once the call is returned to the IVR:

1. **Agent Name:** is the agent username(s) that handled the call
2. **Agent Email:** is the agent email for all agents that handled the call
3. **Call Outcome:** is a tag indicating if the call was handled by an agent or not. The return values are:
   - **Connected**
   - **NotConnected**
   - **Maximum Timeout**

   The ACD queue returns the call status in the following cases:

   - the maximum timeout is reached
   - the caller zeroes out (pressing 0)
   - when the caller talks to an agent and the agent releases the call

4. **Duration:** is the amount of time that the caller spent waiting in the ACD queue plus the time spent talking with the agent. This time interval is measured in seconds.
5. **Wait Time:** is the amount of time a caller waited in the ACD queue. This time interval is measured in seconds.
6. **Disposition Code:** is the last Disposition Code that the agent selected for this call.

EWT Page

Main

EWT Page

Use the **EWT** page to alert customers who are waiting in-queue with the estimated time until an agent will be available to handle their call.

On the Main tab, select the page that this EWT page should "go to" to once this time is played to the caller.

Transaction Page

Transaction

Transaction Tab

A **Transaction** page is a real-time gateway, enabling secure communication between CX Builder.com and your backend, Web-accessible system. A **Transaction** page submits any variable(s) from your Voice Site to a URL of a backend script via an HTTP(S) **POST** or **GET**. Transmission is secured via SSL (HTTPS), and CX Builder.com provides a list of IP addresses that you can use to restrict access through your firewall.

Parameters

On the **Transaction** tab you can specify, as parameters, any variable collected in your Voice Site, any System Variable (such as CallerID or DialedNumber), and any Constant.

- **Parameter Names** are the "key" in the key/value pair being submitted. The parameter name should be recognizable by the script in your server.
- **Parameter Values** are the "value" in the key/value pair being submitted. This value is either a constant or a variable.
- **Test Values** allow you to test the Transaction page. The values entered in this column will be used to perform a test request to your web server. Click the **Run Test** link to execute the test.

Interpret HTTP Response As

Once a transaction has completed, CX Builder needs to know how to interpret the response. The remote script should return one of a number of different response types:

Response	Description
Text-to-Speech	The response will be interpreted as text, and will be read to callers in a digitized voice. If you select this response type you will also have to specify which voice page to send callers after the message has been played.
Audio File (Internal)	The response will be interpreted as the name of an audio file already uploaded in your account. Use the `folder/file.wav` syntax to format the audio file response string, for example, `misc/thanks.wav`. All file names have a `.wav` extension. If you select this response type you will also have to specify which voice page to send callers after the audio file has been played.
URL to Audio File (External)	The response will be interpreted as the URL of an audio file residing on a remote server, for example, `http://www.yourserver.com/sounds/sound.wav`. Ensure that you provide the full URL for the audio file, including "http://". All file names have a `.wav` extension. If you select this response type you will also have to specify which voice page to send callers after the audio file has been played.
Link to Voice Page	The response will be interpreted as a link and will be automatically followed. Links should take the form "123/456" where the digits before the slash represent the site number and the digits after the slash represent the page number (for example, to go to site 32 page 3 specify "32/3"). For a relative link, (a page within the site your Transaction Page is in) you can use "/45" to link to page 45.
Phone Number	The response will be interpreted as a phone number to transfer to. The phone number should be a 10 digit string with no formatting (for example, `7032866415`). It should represent a valid phone number, including toll-free numbers. Only U.S. and Canadian numbers are supported. Toll numbers are not supported.
AngelXML	The response will be interpreted as an XML document written in CX BuilderXML. AngelXML is a simplified version of VoiceXML that intuitively defines voice interactions, and provides instructions and controls the flow of the IVR. For more information about AngelXML, see Using AngelXML.

Prompts

Prompts Tab

Use the **Prompts** Tab to configure Initial and Wait prompts. For more information on uploading prompts, see Audio Files.

- **Initial Prompts**—Configure the initial prompt(s) that will be heard while the transaction page executes.
- **Wait Prompt**—Configure an additional wait prompt that will be played in a loop until the transaction has completed. When submitting parameters to a remote server, the system makes an internet connection through the Web. The time to collect a response will vary depending on the location and speed of your server. The system can play a "processing" sound to callers while waiting. If you want to play your own sound you can configure it here. For best results make sure that the sound file beginning and end "connect" smoothly.

ASR Settings

The **ASR Settings** tab allows you to set the parameters for Automatic Speech Recognition by dragging the slider. If you make changes and want to return to the default values, click **Reset.**

ASR Settings Tab

The following table describes those parameters:

Property	Description
confidencelevel	Specifies the speech recognition confidence level. Results are rejected (a nomatch event is thrown) when the caller's response is below this threshold. A value of 0.0 means minimum confidence is needed for recognition. A value of 1.0 requires maximum confidence.
sensitivity	Specifies the sensitivity level. A value of 1.0 means that speech recognition is highly sensitive to quiet input. A value of 0.0 means that speech recognition is least sensitive to noise.
speedvsaccuracy	Specifies the desired balance between speed and accuracy. A value of 0.0 means quick recognition. A value of 1.0 means best accuracy.
timeout	Specifies the timeout in seconds after which a noinput event is thrown.
completetimeout	Specifies the required length of silence (in seconds) following user speech before the recognizer finalizes a result (either accepting it or throwing a nomatch event).

Note: Values set for the `completetimeout` property are only supported if they are less than the values set for the `incompletetimeout` property.

incompletetimeout	Specifies the required length of silence following user speech after the recognizer finalizes a result. The `incompletetimeout` property is used when the speech prior to the silence does not match all active grammars. In this case, once the timeout is triggered, the partial result is rejected with a nomatch event. The `incompletetimeout` property also applies when the speech prior to the silence matches an active grammar, but where it is possible to speak further and still match the grammar. By contrast, the `completetimeout` property is used when the speech prior to the silence matches an active grammar and no further words can be spoken.
maxspeechtimeout	Specifies the maximum amount of speech input allowed (in seconds) after which an event is thrown leading to a nomatch.
interdigittimeout	Controls the timeout period (in seconds) between the entry of individual DTMF tones when recognizing DTMF input.

Advanced Options

Advanced Options Tab

- **Caller Response Storage**—If you intend to keep application data state information in your server, set **Caller Response Storage** to `Store`. If you prefer the scripts of your application to be stateless, set **Caller Response Storage** to `Delete` and resubmit the values you need in subsequent script calls.
- **Error Destination**—Select the page in the IVR the call should be routed to in the event an error occurs.
- **Email Debugging**—Choose when to send email logs. You can choose either `Never`, `On Error Only`, or `Always`. You can also specify the email address or addresses that the debug emails will be sent to.

Schedule Page

Time Blocks

Time Blocks Tab

A **Schedule** page is used to control the call flow based on time of day/week. With a schedule page, you create a schedule of time blocks that determine the next page of the call flow. You can route phone calls to a direct phone number during business hours, and then direct calls directly to a Voice Mail page after-hours.

- **Time Zone**—Select your time zone from the **Time Zone** drop down menu. CX Builder can accommodate all standard time zones.
- **Time Block**—Click the **Add Time Block** button to create a Time Block. Click on the **Weekdays (Mon-Fri)** drop-down menu and select the desired day(s) then enter in the **From** and **To** times. You can create as many time blocks as you need; however,

time blocks cannot extend past midnight. Sort the time blocks in chronological order, Monday to Sunday.

- **At any other time go to**— Select the page that all calls outside of the configured time block(s) will be routed.

Call Transfer Page

Main

Main Tab

A **Transfer** page is used to transfer a call to any 10 digit phone number. On the **Main** tab you can configure call screening, initial prompts, call transfer properties, and set alternative destinations if the line is busy or there is no answer.

- **Initial Prompts**—Enter the message to be played to the caller just prior to the call being transferred. For more information on configuring prompts, see Message Page.

> **Important**
>
> 🔸 When calls are transferred, the transfer call routing logic does not allow the caller to hear comfort music.

- **Transfer the Caller**—Enter the transfer to phone number, the number of rings before CX Builder will consider the call missed and route the call to the No Answer destination, and enable on-hold music.
- **If Line is Busy or No Answer**—Set a destination page in the event the line was busy or no one answered. For more options, see the **Call Scenario** tab.

> Important
>
> ⚠ Call recording stops when the call is transferred from the IVR queue to the ACD queue, and resumes when an agent answers.

No Match

No Match Tab - Page Level

If a caller provides an input, but the input is not understood or does not match an accepted input, the No Match prompts will be played. A caller may have miss-typed the input, or entered an unidentified option.

You can select Site Level or Page Level.

Site Level Selection

If you select Site Level, the page uses the settings specified in the Site Properties section.

Page Level Selection

If you select Page Level, additional options display, per the image above, allowing you to specify prompts uniquely to this page. By default, the system includes three prompts and their associated audio files.

Prompt Selection Details

- Selecting **First No Match** means that the system re-prompts the user once with the "First No Match" prompt as identified. If the user still does not input anything, the system routes the call to the "After final No Match, go to" destination page.
- Selecting the **Second No Match** means that the system re-prompts the user twice, with the "First" and "Second" prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final No Match, go to" destination page.
- Selecting **Third No Match** means that the system re-prompts the user three times, with the "First," "Second," and Third prompts in the screen respectively. If the user still does not input anything, the system routes the call to "After final Match, go to" destination page.

For each Prompt option, you can specify a different prompt than the default system prompt. You can also specify the type of prompt: Variable, Text-to-Speech, or another Audio file.

- If you select **Variable,** in the new field, select the variable and the associated value, and then select the check box to the right of the new field.
- If you select **Text-To-Speech,** in the new field, enter the text you want spoken to the caller, and then select the check box to the right of the new field.
- If you select **Audio,** in the new field, click Audio, select another Audio file, and then select the check box to the right of the new field.

You can also do the following:

- Add more prompts in addition to the three default prompts by clicking Add and then defining the prompt as desired.
- Reorder these prompts using the Up and Down options.
- Delete or copy any prompts using the associated button.

> **Important**
>
> ⚠ When you modify the Question Page you will be prompted to return the No Match system response to its default settings.

Call Scenarios

Call Scenarios Tab

For each Call Scenario, the system can play a prompt and take the caller to another Voice Page. When a call successfully completes, the system can end the call. By default, a No Answer and Busy are directed to the same destination, if you wish to have different destinations, click the **Use Multiple Destinations** link.

ASR Settings

The **ASR Settings** tab allows you to set the parameters for Automatic Speech Recognition by dragging the slider. If you make changes and want to return to the default values, click **Reset.**

ASR Settings Tab

The following table describes those parameters:

Property	Description
confidencelevel	Specifies the speech recognition confidence level. Results are rejected (a nomatch event is thrown) when the caller's response is below this threshold. A value of 0.0 means minimum confidence is needed for recognition. A value of 1.0 requires maximum confidence.
sensitivity	Specifies the sensitivity level. A value of 1.0 means that speech recognition is highly sensitive to quiet input. A value of 0.0 means that speech recognition is least sensitive to noise.
speedvsaccuracy	Specifies the desired balance between speed and accuracy. A value of 0.0 means quick recognition. A value of 1.0 means best accuracy.
timeout	Specifies the timeout in seconds after which a noinput event is thrown.
completetimeout	Specifies the required length of silence (in seconds) following user speech before the recognizer finalizes a result (either accepting it or throwing a nomatch event).

Note: Values set for the `completetimeout` property are only supported if they are less than the values set for the `incompletetimeout` property.

incompletetimeout	Specifies the required length of silence following user speech after the recognizer finalizes a result. The `incompletetimeout` property is used when the speech prior to the silence does not match all active grammars. In this case, once the timeout is triggered, the partial result is rejected with a nomatch event. The `incompletetimeout` property also applies when the speech prior to the silence matches an active grammar, but where it is possible to speak further and still match the grammar. By contrast, the `completetimeout` property is used when the speech prior to the silence matches an active grammar and no further words can be spoken.
maxspeechtimeout	Specifies the maximum amount of speech input allowed (in seconds) after which an event is thrown leading to a nomatch.

Advanced Options

Advanced Options Tab

On the Advanced Options tab you can configure additional features.

- **Barge-In**—With **Barge-In** on, the caller can interrupt the prompt, whereas with Barge-In off, the caller is forced to listen to the entire prompt before transferring the call.
- **Disable Site Commands**—If this page represents a critical state in your Voice Site, where you want to ensure that the caller stays within the page and only leaves it through the specified Page Call Scenarios, it is advisable to turn off Site Commands, as they serve as 'always on' global navigation otherwise.
- **Play On-Hold Music**—Configure audio to be played to the caller while the call is being transferred.
- **Allow caller to be redirected to a Voice Page**—Enable this feature to allows a caller to be redirected to a voice page after the call has been transferred. You can have multiple commands (touch-tone sequence), each command should be in the "star-digit-digit" format (for example, *11). The graphic above shows what you see when this option is selected.

- **Customize Caller ID**—To mask the caller ID of your callers to the receiver, enable the **Customize Caller ID** check box. You can chose from a static number, a variable, or a number in your CX Builder account. The graphic above shows what you see when this option is selected.
- **Limit Call Duration**—Enable to limit the duration, in seconds, of the transfer portion of the call. You can enable playing a warning to the caller informing the caller the number of seconds before the end of the call.
- **Transfer Variables**—Configure the variables used to store information about a call that can be used in other Voice Pages or for reporting.

Variable	Purpose	Format
Talk Time	Time caller was talking to Agent	Seconds (for example, `235`)
Call Outcome	Classification of the call according to what the caller experienced	Text string. Possible values: No Answer, Busy, Transfer Time is Up, Call Completes
Referrer	The site and page number of the Voice Page the caller visited before they came to the queue. This is used to determine which page the caller "zeroed out" on.	Text string (for example, `44335/8`)

Site Overview

Site Overview

The **Site Overview** screen shows several useful links (as listed below), the phone number assigned to the IVR site, and all of the pages of the IVR site. As you add pages to your site, they display here.

Using the **New Page Group** button, you can group pages. For more information on this feature, see Page Groups. You can also create page groups from the Voice Sites page: Voice Sites

Click on a topic to learn more.

- Site Properties
- Site Variables
- Site Commands
- System Commands
- Tasks
- ASR Settings
- Diagnostics

Site Properties

Site Properties

Site Name	Kims site
Site Type	Voice Enabled Clone Voice Site as Touch-Tone Only
Site Access	● Public ○ Private	PIN ••••
Home Page	1 - Greeting ▼ What's This?

Customize System Prompts
○ Use system prompts
● Use custom prompts

Source Folder [   ]   Choose Folder | How to Customize System Prompts

▲ **TTS Control**

If you'd like to use a TTS Voice other than the ones on the list, please submit a support ticket to ensure you have access to the feature.More on TTS Voices

Default TTS Voice	English (Australia), Female (Karen) ▼
TTS Voice Variable	Select a Variable ▼

▼ **ASR Control**

NO INPUT	NO MATCH

When a caller does not provide input, these prompts are played in ascending order. Why?

● **First No Input**
☐ message/not_responding_1.wav   Link Audio | Clear | Play   [⊡]
☑ Play the message(s) above followed by the original page message.Why?
Up | Down | Delete | Variable | Text-to-Speech | Audio
○ **Second No Input**
☐ message/not_responding_2.wav   Link Audio | Clear | Play   [⊡]
☑ Play the message(s) above followed by the original page message.Why?
○ **Third No Input**
☐ message/not_responding_3.wav   Link Audio | Clear | Play   [⊡]
☑ Play the message(s) above followed by the original page message.Why?

[Add] [Delete] [Copy]

After final No Input, go to   Home Page ▼   [View]

[SAVE] [SAVE&EXIT] [EXIT]

Site Properties

The **Site Properties** screen allows you to view and/or edit the following properties of your IVR.

Property	Description
Site Name	The name of the IVR that is shown on both the **Home** tab and the **CX Builder** tab when you log into CX Builder. You can change the name of your IVR by editing the text field.
Site Type	Specifies whether the site is Voice enabled or Touch-Tone Only. Once a site has been created you cannot change the **Site Type**; however, you can create a clone of the IVR that can be either Voice enabled or Touch-Tone Only.

Site Access	Specifies whether your IVR to public or private. If the IVR is marked as private, a PIN must be entered in the text field. When calling into a private IVR, the caller must provide the PIN number at the beginning of the call.
Home Page	The first page of your IVR. You can change the home page at any time by selecting the desired page from the dropdown menu.
Customized System Prompts	Specifies whether the IVR is to use the systems prompts, or prompts that you have customized for the site. Click **Choose Folder** and select a folder previously created that contained the customized prompts that you uploaded. For more information on customizing your system prompts, please see https://www.socialtext.net/ivrwiki/customize_system_prompts.
TTS Control	Specifies the types of controls if using Text-to-Speech (TTS). • Default TTS Voice—Select which voice you would like to use when TTS is played through the IVR. • TTS Voice Variable—To dynamically switch the TTS voice during a call, use the TTS voice variable. Set the TTS voice variable using a **Logic Page** assignment operation. Assign the static TTS voice value. You can switch between TTS voices during a call as many times as necessary. **Notes:** If you are using Nuance, be aware of the following: • It does not support characters that are not alphanumeric. As such, if you set the TTS voice in Site Properties to an English (Australia) voice for example, non-alphanumeric characters are ignored, whether they are specified as part of a Digit Sequence (like the plus (+) or minus (-) signs) or a variable that uses the SPELLOUT format on a **Message Page.** • It only supports cardinal numbers from 0 through 999.
ASR Control	Specifies the types of controls if using Automatic Speech Recognition (ASR). • Default ASR Language—Languages available include English (US) and English (Australia). • ASR Language Variable—Currently we only offer English ASR. As we add more languages to our ASR engine, you will be able to dynamically switch the ASR language using the ASR Language Variable. **Notes:** If you are using Nuance, be aware that it only supports cardinal numbers from 0 through 999.

No Input or No Match	Specifies the recordings to play for the site if the caller does not provide input, or if a caller is not understood. Details are described on various Voice pages in this Help including the Question page, No Input and No Match respectively.

Site Variables

What are Variables?

Variables are containers of information. They can store a response that you collected from the caller, or a parameter passed to / from a web server.

You can create your own variables for each voice site, called Site Variables or use default system variables, called System Variables. System Variables are used to represent information made available by the system and that can be used in each site (for example, Caller ID, Call Duration or Dialed Number), that are generated for each call coming to a voice site.

> **Important**
>
> If you want the Date system variable to play correctly in Australia, be sure to set the Date Format in your Account Settings to dd/mm/yyyy.

Declaring Site Variables

Before a variable can be used in a Voice Page, it must be declared. Variables are declared in the **Site Variables** tab. Assign the variables meaningful names that remind you of the type of information they will store (for example, "CarMake" , "service_preference", etc).

Site Variables

Add Site Variables:Using Variables

	VARIABLE NAME	INITIAL VALUE	PAGES USED	LIST	PRIVATE	Store(CX Analytics)
☐	NewQuestionPage		🔍	☐	☐	☐
☐	NewQuestionPage2		🔍	☐	☐	☐
☐	NewQuestionPage3		🔍	☐	☐	☐
☐	OperatorSkillVariable		🔍	☐	☐	☐
☐	Priority		🔍	☐	☐	☐
☐	SkillLevel		🔍	☐	☐	☐
☐	SkillTimeout		🔍	☐	☐	☐

Delete Add Site Variables: **1**   **5**   **10**

SAVE   **SAVE&EXIT**   **EXIT**

Site Variables

Some keywords are reserved, and shouldn't be used as variable names: CX Builder, ANI, DNIS, System, CallDuration, CallLength, CallerID, DialedNumber, regardless of case.

Variables can be scalars (hold one value) or lists (hold multiple values). A scalar always loses its current value when assigned a new one. For example, when a caller answers the same question twice in the same call, if the value is a scalar the variable will hold the second answer. A list always appends new values to the end.

Private variables should be used for highly sensitive data like credit card information. Private variables are not stored anywhere on the CX Builder system and are only used for runtime operations. Private variables will only persist when transferred with a secure connection (https) using a **Transaction Page**. Private variables cannot be saved in a Data File.

> Important
>
> ⚠ You can store up to 50 variables per site, increasing the data available for CX Analytics reporting.

Initializing Variables

Initial values can be declared on the **Site Variables** page. In some cases, this will eliminate the need to create a **Logic Page** to initialize variables. Private variables can also be initialized. After the page is saved, the initial value of the private variable will appear as ******.

Assigning Values from Caller Responses

The system collects values from callers in the following occasions:

- When a caller responds to a **Question Page**.
- If it is a Keyword Question Page, it will save the value entered in the **Save Value** field.
    - For other Question types, it will save the response.
    - When a caller leaves a recording through a **Voicemail Page**, it will save a link (URL) to the sound file.

You can collect values from multiple different questions into one variable. If you do this, use a scalar if the questions are alternative wordings of the same concept ("What car do you drive?" / "My mistake, let's get that car again."). Use a list if you intend the variable to aggregate heterogeneous responses into an array (if it simplifies your processing in your scripts).

Playing back Variables in the IVR

Any variable defined in the system can be played back to the caller as a Prompt. Wherever you can specify a Prompt Series, you will be able to add a variable as a prompt.

When playing variables, you can choose how they are supposed to sound. If the variable is a List you can play either the last value collected, or all of them. There are 10 variable playback types. These are:

- Text
- Sound File
- Digit Sequence
- Date
- Time
- Currency
- Phone Number
- Credit Card
- Spell out
- Smart Play

SmartPlay is an advanced technology that makes sure your variables are played with sound files, for the best possible application quality. You can explicitly choose how the variable should be played (for example, "Phone Number") or let the system guess.

Submitting Variables in Transaction Pages

Transaction Pages can submit the values stored in variables by adding them as parameters. You can name the parameters differently than the variables if your script so requires. You can Store or Delete (clear) the values from variables after they have been submitted. Private variables must be submitted with a secure connection (https).

Variables in CX BuilderXML

You can define variables in an CX BuilderXML document. To declare one or more variables to be used across the Voice Site for the duration of the call by using the VARIABLES. For example,

```text
<source lang="text">
<VARIABLES>
<VAR name="CarBrand" value="audi"/>
 <VAR name="ListOfCarBrands" value="audi, bmw, honda" type="list"
separator=","/>
 <VAR name="CarModel"/>
</VARIABLES>
</source>
```

To submit these runtime-defined variables in other Transaction Pages, enable the **Store(CX Analytics)** check box.

A common technique is to declare variables in the "Site Variables" tab, and then assign values to them through CX BuilderXML. This allows you to play variables as prompts for which you only know the values after a query to your web server.

Private Variables

Because certain data collected from callers (primarily credit card information) should not be stored in CX Builder's data center, use the "Private Variable" to store data. If you mark a variable as private in the **Site Variables** screen of a Voice Site, the system will not persist its value anywhere.

Notes about Private Variables:

• Private variables will not be stored post-call anywhere in our data center(s).

- When using the Credit Card & Expiration response type in a Question page, only private variables will appear as an option. If there are no private variables defined, those response types will not be displayed as an option.
- If a private variable is used in a Transaction Page, it will require an https get or post URL.
- Private variables will not be displayed in the variable menu on Data Pages.
- Private variables will not be displayed on variable menus in Call Analyzer.
- Private variables and values will not be displayed in the Call Queue Monitor
- When displayed with other variables in the variable menu, private variables will have an indicator to the right of the value (like a list variable).
- You can initialize a private variable on the Site Variables Page but the value will not be shown on the page and it will be encrypted in our database.

If you mark a variable as private in the **Site Variables** screen of a Voice Site, the system will not persist its value anywhere. It will be available, during the phone call in **Logic Pages** and **Transaction Pages** (and as Prompts or destinations in other pages)

Private Variables will not be available to store in Data Files or in the Call Reports. Private Variables are not editable in the Call Queue Monitor.

Site Commands

A site command is an input, either touch-tone or voice, that can be used by the caller at anytime during a call and instead of performing an action, the caller will be redirect to a specific voice page.

Site Command

For example, a caller could press *11, 0, or *55 at any time to be routed to the greeting page, the operator, or voicemail respectively.

On this **Site Commands** screen, using the **ASR Language** drop-down list, you can set the ASR language to English (US) or English (Australia).

System Commands

System Commands

Define keywords or touch-tone entries for system commands. Use the checkboxes to enable or disable system commands. Function Explanations

ASR Language	English (US) ▼	
For Callers		
Function	Say *(Separate multiple keywords with commas.)*	Press
Home	go home,home,home page	*4
Go Back	back,go back	*2
Goodbye	goodbye	*9
Repeat	play it again,repeat	
For Administrators		
Function	Say *(Separate multiple keywords with commas.)*	Press
Record	record,record this page	*7
Check Messages	check messages,check my messages,check voicemail	*

SAVE   SAVE&EXIT   EXIT

System Commands

System commands are inputs, either touch-tone or voice, that can be used at anytime during a call to perform an action. The **Say** and **Press** fields are pre-populated.

Setting System Commands

To enable or disable a system command, check or uncheck the box to the left of the command.

The commands are grouped by role and include:

- **For Callers**
  - **Home**—Redirects the caller to the home page of your Voice Site. This is a useful command for testing, as you can 'reset' the phone call as you are making changes to your Voice Site on the fly.
  - **Go Back**—Starts playing the last (not current) Voice Page visited. If the previous page was a **Transaction Page**, the remote server is contacted again, and all the available data is resubmitted.
  - **Goodbye**—Immediately ends the call.
  - **Repeat**—Starts playing the initial prompts of the current Voice Page once again. In the case of **Question Pages**, if the caller has already spoken some input, the page will aggregate it with the new input.

- **For Administrators**
  - ◦ **Record**—Gives you access to record-over-the phone functionality. If you intend to use your own voice to record your Voice Site prompts, use this command. It is recommended that you disable this command once your Voice Site has been recorded.
  - ◦ **Check Messages**—Gives you access to your Voice Messages and Mailboxes.

Setting ASR Language

On this **System Commands** screen, using the **ASR Language** drop-down list, you can set the ASR language to English (US) or English (Australia).

Tasks

Tasks

Delete   Add Task

☐	Task Name	Task Start Page	Task End Page(s)	
☐		10 - Welcome Message ▼	10 - Welcome Message ▼	Add End Page

Delete   Add Task

SAVE   SAVE&EXIT   EXIT

Tasks

On the **Tasks Page**, you define the tasks associated with a Voice Site. You must create tasks to use "Application Performance" reports in CFA. You can add up to 20 tasks per Voice Site. You can add up to 10 end pages to a task if there are multiple success points.

The Tasks Page is accessible from the left navigation bar in Site Builder.

ASR Settings

The **ASR Settings** tab allows you to set the parameters for Automatic Speech Recognition by dragging the slider. If you make changes and want to return to the default values, click **Reset.**

ASR Settings Tab

The following table describes those parameters:

Property	Description
confidencelevel	Specifies the speech recognition confidence level. Results are rejected (a nomatch event is thrown) when the caller's response is below this threshold. A value of 0.0 means minimum confidence is needed for recognition. A value of 1.0 requires maximum confidence.
sensitivity	Specifies the sensitivity level. A value of 1.0 means that speech recognition is highly sensitive to quiet input. A value of 0.0 means that speech recognition is least sensitive to noise.
speedvsaccuracy	Specifies the desired balance between speed and accuracy. A value of 0.0 means quick recognition. A value of 1.0 means best accuracy.
timeout	Specifies the timeout in seconds after which a noinput event is thrown.
completetimeout	Specifies the required length of silence (in seconds) following user speech before the recognizer finalizes a result (either accepting it or throwing a nomatch event).

Note: Values set for the `completetimeout` property are only supported if they are less than the values set for the `incompletetimeout` property.

incompletetimeout	Specifies the required length of silence following user speech after the recognizer finalizes a result. The `incompletetimeout` property is used when the speech prior to the silence does not match all active grammars. In this case, once the timeout is triggered, the partial result is rejected with a nomatch event. The `incompletetimeout` property also applies when the speech prior to the silence matches an active grammar, but where it is possible to speak further and still match the grammar. By contrast, the `completetimeout` property is used when the speech prior to the silence matches an active grammar and no further words can be spoken.
maxspeechtimeout	Specifies the maximum amount of speech input allowed (in seconds) after which an event is thrown leading to a nomatch.

Diagnostics

The **Diagnostics** tool can be very helpful in finding errors in your IVR.

Caller First Diagnostics Using Diagnostics

▲ Broken Links (0)

▲ Missing Audio (0)

▼ Orphaned Pages (2)

Page Name	Page #
New Question Page	4
New ACD Page	2

▼ Text Prompts (4) Export Prompt List

Page Name	Page #	Occurrences
Greeting	1	1
New ACD Page	2	1
New Call Transfer Page	3	1
New Question Page	4	1

Diagnostics

There are four sections in the Diagnostic tool:

- **Broken Links** — This section lists voice pages that have broken links. A page link can break when a page that is linked to another page is deleted.
- **Missing Audio** — This section list voice pages that have links to missing sound files. Audio links can break when files are deleted from the audio manager.
- **Orphaned Pages** — This section lists pages that are not linked to other pages. This feature is used to find pages that should be linked to others, but are not. It can also help keep your voice site tidy by allow you to find pages that are not used so they can be deleted.
- **Text Prompts**—This section list pages where TTS (text-to-speech) prompts exist. In most cases, users will build a Voice Site using TTS prompts and once it's finalized, then order professionally recorded audio prompts. This feature will find those TTS prompts that have not yet been recorded.

Click **Export Prompts List** link to download a xsl file that has each TTS prompt on an individual row with columns that identify which page number and name the prompt maps to. In parenthesis the number of text prompts that each page contains. This is useful when it comes time to submit your prompts to be professionally recorded.

Data Files

Using the **Data Files** screen you can import, modify, and create new data files.

ALL DATA FILES
Data Files

Use this page to manage your data files.

Import Data File | Create New Data File

Delete

☐ **Name ▾**   **Modified**
☐ JTest.xls   13/03/2015 08:35:16   Edit
☐ MonDataFile.xls   13/03/2015 00:57:51   Edit
☐ NewDataFile.xls   14/03/2015 03:49:25   Edit

Delete

Import Data File | Create New Data File

Data Files

Importing a Data File

Import Data File

Import a data file into the system (.xls & .csv only)

[   ] Browse

◉ **Use the first row for data titles**
◯ **Use column headers for data titles**(A, B, C, etc...)

SAVE   EXIT

Import Data File

To import a data file:

1. Click **Import Data File.**
2. On the **Import Data File** screen, click **Browse,** browse your computer to locate the data file, and after locating it, click **Open** to import it.
3. Depending on the file, select either **Use the first row for data titles** or **Use column headers for data titles (A, B, C, etc.).**
4. Click **Save.**

Creating a New Data File

New Data File

File Information

File Name NewDataFile.xls

Structure

☐ **Column Heading**
☐ **1.** [   ] *- New Column*

[Delete] [Up] [Down] [Add Column]

[SAVE] [EXIT]

New Data File

1. Click **Create New Data File.**
2. On the **New Data File** screen, replace the default new data file name with one of your own, if desired.
3. Using the **Add Column** button, add as many columns and their column headings as needed.
4. Click **Save.**

Data File Properties

Data File Properties

File Information

File Name	MonDataFile.xls
Last Modified	02/06/2015 03:27:31
Rows of Data	119

Download | Re-Import | View Data | Clear All Data Rows

Structure

		Column Heading
☐	1.	Caller ID
☐	2.	Call_Time
☐	3.	DNIS
☐	4.	Number
☐	5.	PageHistory

Delete   **Up**   **Down**   **Add Column**

Scheduled Delivery & Update Options ⊟

☐ Deliver only new rows of data.
☐ Delete delivered rows after `0.0` days.

☐ Enable FTP Update What's this?

Host / IP / URL	
Remote Directory	
Username	
Password	
Update daily at	`3 PM ▼` Eastern Standard Time (New South Wales) **Execute Now** No pending updates

☐ Enable FTP Delivery What's this?

Host / IP / URL	
Remote Directory	

☐ Prepend date to file name (E.g. 2007-01-31-filename.xls)

Username	
Password	
Deliver daily at	`3 PM ▼` Eastern Standard Time (New South Wales) **Execute Now** No pending deliveries

☐ Enable Email Delivery

Email Address	
Email daily at	`3 PM ▼` Eastern Standard Time (New South Wales) **Execute Now** No pending deliveries

SAVE   **SAVE&EXIT**   **EXIT**

Data File Properties

To view and/or make changes to the properties of a data file, click **Edit** and then make changes to File Information, Structure, and Scheduled Delivery & Update Options entries as desired.

File Information

In the File Information section includes the following entries:

- **File Name** – Enter a new name, if desired, to rename the file
- **Last Modified** – View the date the files was last modified
- **Rows of Data** – View the number of data rows.
- **Download** – To download the file, click on the **Download** link.
- **Re-Import** – If need to update your data file, you can re-import a file from your computer to CX Builder. To do so, click the **Re-Import** link.
- **View Data** – If you wish to view the data file with out having to download it, click the **View Data** link to view it in your browser. NOTE: Only the first 200 rows of the file display.
- **Clear All Data Rows** – Click this link if you wish to delete all the data in the file leaving only the column headers.

Structure

In the Structure section you can rename, add/delete, or move columns up or down.

Scheduled Delivery & Update Options

In this section you can configure various delivery and update options.

- **Deliver only new rows of data** – Check this box if you want the delivered file to contain only the new (previous days) rows of data.
- **Delete delivered rows after [xx] days** – Check this box to enable automatic deletion of delivered rows after 'xx' days (that you specify). This can useful to ensure that the data file never reaches its 50,000-row limit.
- **Enable FTP Update** - Check this box so that CX Builder retrieves the file from the FTP server you designate in the **Host/IP/URL** field daily at the time you select in the **Update daily at...** drop-down menu. Also specify the values for **Remote Directory, Username,** and **Password** for the FTP location. The remote filename must be the same as the name of the data file in Site Builder. In the **Remote Directory** field, you must use (./) if the file being updated resides on the root directory. If it's in a folder, the format is (./FolderName). Click **Execute Now** to immediately retrieve the file.
- **Enable FTP Delivery** - Check this box to have the data file delivered to the FTP server you designate in the **Host/IP/URL** field daily at the time you select in the **Update daily at...** drop-down menu. Also specify the values for **Remote Directory, Username,** and **Password** for the FTP location. The remote filename must be the

same as the name of the data file in Site Builder. In the **Remote Directory** field, you must use (./) if the file needs to be delivered in the root directory. If there is a folder, the format is (./FolderName). Select **Prepend** date to file name, if desired. Click **Execute Now** to immediately deliver the file.

- **Enable Email Delivery** – Check this box to e-mail the data files to the specified e-mail address at the time you select in the **Email daily at...** drop-down menu. Click **Execute Now** to immediately e-mail the data files.

Audio Files

In the **Audio Files** section you can upload and delete your audio files.

Audio Files

Manage and view all of your audio files in one centralized location.

Current Folder /

| Delete | Folder Up | | Add Folder | | Add | Upload Audio | | Browse | | Upload |

☐ 🔊 100_CaptureCommentTes...
☐ 🔊 10a_GreetingTest.wav
☐ 🔊 10b_GreetingTest.wav
☐ 🔊 10c_GreetingTest.wav
☐ 🔊 12a_CallerTicketNumbe...
☐ 🔊 TransferTest.wav

Audio Files

Uploading Audio Files

To upload an audio file from your computer to CX Builder, follow the following steps:

1. In your CX Builder account, access Audio Manager by doing one of the following
   ◦ On the Overview tab, on the right side of the screen click **Audio Manager** under the CX Builder heading.
   ◦ On the CX Builder tab, click **Audio Files.**
2. Click the **Browse** button.
3. Browse to where the file is stored on your computer and select the file.
4. Click on the **Upload** button.
5. After the upload has completed, you will see the new file listed with the other audio files.
6. The file is available to be linked to any voice page in your IVR.

> Important
>
> 🔶 If you want to organize your audio files in folder, create the folder first before adding the file, per the instructions below.

Creating an Audio File Folder

You can store your audio files in relevant directory. To create a directory:

1. Enter the folder name in the **Add Folder** text box.
2. Click the **Add** button.
3. Click to **Folder Up** button to return to the root or previous folder.

Uploading Audio Files to a Voice Page

You can also upload audio files directly from a voice page:

Voice Page—Audio

1. From within the voice page, you will see **Initial Prompts**. These are the prompts that a caller would hear when they access this voice page.
2. Next to **Add Prompt,** click **Audio.**
3. To the right of the added field, click **Link Audio** and an Audio screen displays.

Link Audio

- If the audio file you want is listed on the right, select it.
- If you need to upload it, do the following:
    1. Click **Browse** and find the location on your computer where you saved your sound file and double-click on the file you want to use.
    2. Click the **Upload** button. **Note:** Audio files uploaded from a page are added to the list of audio files in the Audio Manager for use by other pages.

3. Once the upload completes, from the list of audio files on the right, click the check box next to your sound file.
4. Click the **Link to Page** button.
5. Once you have verified that your sound file is linked to your prompt, save the page.

Audio File Specifications

All audio files uploaded to CX Builder should be in the following format:

- Windows PCM Wav
- 8 kHz
- 16 bit
- Mono
- 5 MB maximum file size

Notes:

- If you try to upload an invalid audio file (for example, it's not a .wav file), whether as a single file or in a zip file, CX Builder displays an error informing you what file is invalid.
- When playing in-queue music from the IVR, the default maximum length for the music-in-queue audio file is one hour. In this situation, the music must be recorded at 8 KHz and 8 bits; at these settings, the hold music file size is about 64 MB.

Voicemail

Whenever a caller leaves a message via a Voicemail Page in your IVR the recordings will be stored in a Mailbox. Mailboxes and recordings can be accessed by clicking the **Voicemail** link at the top of your page after you first log in.

Mailboxes

The left side of the screen lists your Mailboxes. You can view, edit, and delete your mailboxes. To delete or resend the mailbox PIN and instructions, check the checkbox to the left of the mailbox and click the **Delete** or **Send PIN / Instructions** button.

Mailboxes

Editing Mailboxes

To edit a mailbox click the **Edit** link to the right of the mailbox that you want to edit. This will bring up the mailbox properties on the right (shown above). Here you can change the:

- Name of the mailbox
- Keywords—Used when accessing your recordings over the phone, see the System Commands section for more information.
- Notification email and mobile email address(es).
- Email and Mobile Notification templates.

Lastly, there is a list of all the Voicemail pages that are linked to the mailbox and their corresponding Site Name and Page number.

Recordings

The right side of the screen lists the recordings in the selected mailbox. Here you can view, play, and delete your recordings. To play a recording, just click the **Play** link. To delete a recording, just check the checkbox to the left of the recording and then click the **Delete** button.

Account Settings

There are five sections within **Account Settings**. The following sections describe the Account screen, Phone Numbers, Account Settings, User Account Management, and API Key Management.

Account

Phone Numbers

Add, remove, and manage phone numbers.

Account Settings

Change your login email, PIN, password, and time zone.

User Account Management

Create and manage user accounts.

API Key Management

Generate keys for your Angel APIs.

Account Screen

On this screen, click the links to access:

- Phone Numbers, where you (the administrator or users) can add, remove, and manage phone numbers.
- Account Settings, where you (the administrator or users) can change your login email, password, and time zone.
- User Account Management, where the ACD administrator can create and manage user accounts.

• API Key Management, where the ACD administrator can generate keys for your Angel APIs.

Phone Numbers

Phone Numbers
ADD PHONE NUMBERS
Country Australia - 61 ▼ Area Code Select an Area Code ▼

MANAGE PHONE NUMBERS
Select a Voice Site for the corresponding phone number. Select 'inactive' to unlink the number from the Voice Site. Be sure to 'Save' the page for the changes to take effect.

Phone Number ▾	Voice Site
⊙ 61285144100	200000148372: Telstra Demo Application ▼
○ 61-8-92341231	200000148372: Telstra Demo Application ▼
○ 64-9-3612340	inactive ▼

Delete

SAVE SAVE&EXIT EXIT

Phone Numbers

Within the **Phone Numbers** section you can add, delete, assign, and unassign phone numbers.

Adding and Deleting Phone Numbers

To add a new phone number to your account:

1. From the **Country** drop-down list, select a Country.
2. From the **Select an Area Code** drop-down list, select the desired area code from the list of the current available Toll-Free and local phone numbers.
3. On the **Add Phone Numbers** screen, you can purchase an additional international toll free numbers for a monthly fee. Click the radio button next to the number you want, and then click the **Add Number** button.

Add Phone Numbers

This page allows you to add **international toll free phone number** to your account. Each additional number will be billed at **$4.95** per month, effective immediately. Additional phone numbers do not include free minutes. This fee is applied in advance and cannot be refunded. Please select a phone number from the list below and click "Add Number".

Available Phone Numbers

⊙   61-7-34661234

Add Number EXIT

Phone Numbers

To delete a number:

1. Click the radio button next to the number you want to remove from your account.

2. Click **Delete**.
3. Click **OK** to confirm the selection.

Assigning and Unassigning Phone Numbers to Voice Sites

By default all numbers added to your account show as **inactive** in the **Phone Numbers** section (as shown above). To assign a number to a voice site, click the **Voice Site** drop-down menu and select the voice site you want to assign the number to. You can assign multiple numbers to one voice site, but only one voice site per number.

To unassign a number, click the **Voice Site** drop-down menu next to the phone number, and select inactive.

Account Settings

Account Settings

Use this page to change your email address, time zone, password, PIN, or security quesiton.

Please Note: To change your name, email address or time zone only, you do not need to enter your Password and/or PIN.

First Name	
Last Name	
Email Address	
Phone Number	
Time Zone	[GMT +11.0] Australia/LHI - Lord Howe Standard Time ▼
Date Format	dd/mm/yyyy ▼
Company Name	

Change PIN

Your PIN must be 4 digits. The PIN is used to access your account over the phone.

New PIN [ ]   **Re-enter New PIN** [ ]

Change Password

Your password must be at least 8 characters and contain at least one number and one capital letter.

New Password [ ]   **Re-enter Password** [ ]

Change Security Question / Answer

Answers must be at least 6 characters long and are case sensitive.

Security Question [Select a question ▼]
Security Answer [ ]

SAVE   **SAVE&EXIT**   **EXIT**

Account Settings

The **Account Settings** section holds the information for the main account. You can edit the information or change the PIN, password, or security question/answer.

> ### Important
>
> ⚠ If you want the Date system variable to play correctly in Australia, be sure to set the Date Format on this Account Settings screen to dd/mm/yyyy.

User Account Mgmt

Important! Only the ACD administrator, associated with the CX Builder account, can add users.

User Account Management

User this page to add, edit, set permissions, and remove user accounts.More on User Accounts

There are no sub-users

[Add User] [Resend Email]

Account Settings

Each CX Builder account can have up to 20 sub-user accounts. Each sub-user account can be assigned permissions to access CX Builder only, CX Analytics only, or both CX Builder and CX Analytics.

Adding a New User

Add User

First Name	
Last Name	
Email Address	
Company	
Phone Number	
Time Zone	[GMT +11.0] Australia/LHI - Lord Howe Standard Time ▼
Date Format	dd/mm/yyyy ▼
Permissions	☐ CX Builder ☐ CX Analytics

[SAVE] [EXIT]

Account Settings

1. Click the **Add User** button from the **User Account Management** screen.
2. On the **Add User** screen, enter the name, login email address, company name, and phone number of the user.
3. Select the **Permissions**.

Editing an Existing User

To edit an existing user:

1. Click the **Edit** link. If an email address is edited, an email will be sent to the previous email address alerting the user of the change.
2. Once you are done updating the user's information, click the **Save** button.

Deleting an Existing User

To delete an existing user:

1. Select the checkbox to the left of the user and then click the **Delete** button.
2. Click **OK** to confirm the selection.

If a user has forgotten their password you can reset their password by checking the checkbox to the left of their name and then clicking the **Resend Email** button. This will send them an email with a link to setup a new password.

> Important
>
> ⚠ The **User Account Management** section can only be viewed by the main account holder. Sub-Account users cannot access this section.

API Key Mgmt

Important! Only the ACD administrator has permissions to distribute API keys.

API Key Management

Use this page to manage your API keys. Angel API Keys dont expire.

Outbound REST API
Click the "Activate" button to generate your API key.   Activate

API Key Management

The API Key Management section allows CX Builder to distribute API keys securely and conveniently to users of CX Builder APIs. Currently, the Outbound REST API is the only CX Builder API currently using a key. As we build new APIs, users can activate, regenerate a key, or delete their keys on this page.

Activating a Key

To activate an API key, click the **Activate** button.

Active Key Options

Once a key is active, it can be copied from this page. Click the **New Key** button to generate a different key. This will deactivate the previous key. To disable the API, click the **Delete** button.

Appendix

The remainder of this document contains supplemental information about CX Builder. This topic includes Working with Keywords and Capturing Page Prompts. Other topics in this appendix include Using AngelXML, AngelXML Examples, and Data Retention

Working with Keywords

Keywords can be used on several different page types. They're an advanced level of notation that allows you to add more power to your keywords. By using special reserved characters you can specify optional phrase portions of keywords, condense complex keywords, ignore hesitations, and filter out speech around a keyword.

Character	Description	Example
?	This specifies a keyword as optional. This keyword can be said or left out of the response and it will still be matched.	**?please help ?me** - This keyword notation will be matched when the caller says "please help me," "please help," or "help."
+	This specifies a keyword can be repeated 1 or more times to provide a match.	**+please help** - This keyword notation will be matched when the caller says "please help" or "please please please help," but not when the caller just says "help."
*	This specifies a keyword can be repeated 0, 1 or more times.	***please help** - This keyword notation will be matched when the caller says "please help," "please please please help," or even when they just say "help."
@	This allows any one non-specified keyword to be said as a match. (also known as a garbage filter).	**@ help** - This keyword notation will be matched when the caller says "please help," "need help," and "want help," but it will not be matched if the caller says "please I need help." This can be matched by using the ***** operator in front of **@**. For example: ***@ help**.
()	Keyword specified between parentheses are needed to provide	**(I need help)** - The caller must say "I need help" to get a match. The difference between this notation and just specifying "I need help" is that by using

	a full match (also known as theAnd operator).	parentheses, you can apply one of the previous modifiers such as **?**, **+**, and ***** to the full phrase (i.e. **?(I need) help**).
[]	Keywords specified between brackets allow for any one of those keywords to be provided as a match (also known as the Or operator).	**[help assistance support]** - The caller can say "help," "assistance," or "support" to get a match. However, saying "help assistance" would not match. This is equivalent to separating the keywords with commas (e.g. [help assistance support] = help, assistance, support).

Examples of good keyword phrases

*Please ?(I [need require]) [help assistance support] ?now ?please

Although this may seem intimidating, this keyword notation allows the user to say please as much as he wants and still match phrases such as "I need help," "I need help now," "I require assistance please," "support please," and many other derivations. This keyword notation will save you significant time versus typing every single combination out by hand.

*@ help *@

This keyword notation allows the user to say anything before and after as long as the word help is mentioned in the phrase. For example, the user could say "I have a complex problem that requires help. Could you please assist me?" However, you need to be extremely careful with the **@** character because overusing it in pages that have large amounts of keywords could lead to misrecognitions, poor site performance, and an overall loss of accuracy.

Replacing Capture Page Prompts

You can customize the Name and Address Capture pages with your own prompts. You can replace as few or as many as desired.

To replace Name and Address Capture Page prompts, you must have the audio files you would like to replace in a .zip folder on your computer. Be sure to use a descriptive file name for your zip file because it will be used later in this process.

To upload the files to your CX Builder account, see the [insert Audio Files section].

To enable these prompts to play for Name and/or Address Capture, go to the Voice Site with the Name/Address Capture pages and click on the page name. Then, click the Advanced Options tab. Under **Prompt Playback** click the **Use my own prompts** radio button. Click the **Choose Folder** button and select the folder name that your prompts are in from the pop-up window. Next, click the **Choose Folder** button on the pop-up window. You must repeat this process for each Name and/or Address Capture Page where you want to replace the prompts.

Below is the full list of the Name and Address Capture prompts.

Phone

Phone Capture

CollectPhone1.wav	"Please tell me your home phone number, including the area code now."
CollectPhone2.wav	"You can also say, "help" for more information."
CollectPhoneTO.wav	"Just so you know, I'm not going to do anything with this number other than check to see if you're already in our database. So, you can say or key in your home phone number now."
CollectPhoneER1.wav	"Sorry, I didn't quite get that number. Please tell me your home phone number again, or, you can just key it in if you like."
CollectPhoneER2.wav	"I'm sorry. I still didn't get that. By the way, I'm only going to use this number to see if you're already in our database. So, you can say or key in your home phone number now.
CollectPhoneHP.wav	"Sure. I need your phone number just to see if you're already in our database. I promise I'm not going to do anything with it other than that! So you can say or key in your home phone number now."
ConfirmPhone1.wav	"I think I heard..."
ConfirmPhone2.wav	"Is that right?"
ConfirmPhone3.wav	"You can say, 'repeat' if you need to hear that number again."
ConfirmPhoneTO.wav	"I'm trying to find out if I got your phone number right."
ConfirmPhoneER.wav	"I couldn't quite make that out. I'm just trying to figure out if I got your phone number right."
ConfirmPhoneNO.wav	"Oh, sorry. Let's try once more."

sure.wav	"Sure."
DataInitialization1.wav	"Okay, I checked the database, and found a name and address that go with that number. I want to make sure that they're both right, though."
DataInitialization2.wav	"Okay, I checked the database and found a name that goes with that number. After we make sure that's it right, we'll get your address."
DataInitialization3.wav	"Okay, I checked the database and found a last name and address that go with that number. After we make sure that they're right, we'll get your first name."
DataInitialization4.wav	"Okay, I checked the database and found a last name that goes with that number. After we make sure that it's right, we'll get your first name and address."
DataInitialization5.wav	"Okay, I checked the database and found an address that goes with that number. Now I need to get your name."
DataInitialization6.wav	"Alright, I couldn't find anything for that phone number in my database, so I'm going to need you to tell me your name and address."
DataInitialization7.wav	"Okay, let's not worry about your phone number. We'll start with your name instead."

Name

Last Name

ConfirmDBLastName1.wav	"I think your name is spelled:"
ConfirmDBLastName2.wav	"is that right? Say, 'repeat' if you want to hear that name again."
ConfirmDBLastName3.wav	"Great! Now..."
ConfirmDBLastName4.wav	"Great, now let's see if I've got your first name right."
ConfirmDBLastNameTO.wav	"I just need you to tell me if I got your name right."
ConfirmDBLastNameER1.wav	"Sorry, I didn't get that. I just need to find out if I got your name right or not."
ConfirmDBLastNameER2.wav	"Well, since we can't confirm the name I've got on file, let's just get it from the beginning."

ConfirmDBLastNameNO.wav	"Oh, I must have the wrong name then. Let's get it from the beginning."
SaySpellLastName1a.wav	"Please say, and then spell your last name now."
SaySpellLastName1b.wav	"For example, "Smith, S-M-I-T-H"."
SaySpellLastName2.wav	"Remember, you can always say, "help" for more information."
SaySpellLastName3.wav	"Thanks, let me see if I heard that right..."
SaySpellLastNameTO.wav	"I didn't hear anything. Please say, and then spell, your last name only."
SaySpellLastNameER1.wav	"Sorry, I think I misheard. Can you please say and then spell just your last name for me again? For example, "Smith, S-M-I-T-H."
SaySpellLastNameER2.wav	"You know, I can't find that name in my records. Let's try another way."
SaySpellLastNameHP.wav	"Sure. It's easier for me if you say and then spell your last name. If your last name's Jones, you'd say, "Jones, J-O-N-E-S." So, if you would, please say and spell your last name now..."
ConfirmSaySpellLastName1.wav	"I think your name is spelled:"
ConfirmSaySpellLastName2a.wav	"Is that right?"
ConfirmSaySpellLastName2b.wav	"You can say, "repeat" to hear it again"
ConfirmSaySpellLastName3.wav	"Great! Now..."
ConfirmSaySpellLastNameTO.wav	"Let me give that to you again..."
ConfirmSaySpellLastNameER1.wav	"Sorry, let me give that to you again."
ConfirmSaySpellLastNameER2.wav	"Let's try this one more time, just by spelling..."
ConfirmSaySpellLastNameNO2.wav	"Let's try this one more time, just by spelling..."
SpellLastName1.wav	"Please just spell your last name for me."
SpellLastName2.wav	"I didn't hear anything. Please say, and then spell, your whole name."
SpellLastNameTO.wav	"Please just spell out your last name now. If your name's Jones, say, J-O-N-E-S."
SpellLastNameER1.wav	"Sorry, I didn't get that."
SpellLastNameER2.wav	"I'm sorry. You know, what I'd like to do is record your name and send it to an Operator. After that

	we'll get your address. So, please say and spell your whole name now."
SpellLastNameHP.wav	"Sure. I want to try getting your name a different way, where you just spell it one letter at a time. So..."
thankyou.wav	"Thank you."
ConfirmSpellLastName1.wav	"I heard..."
ConfirmSpellLastName2.wav	"...is that right?"
ConfirmSpellLastName3.wav	"Great! Now..."
ConfirmSpellLastNameTO.wav	"Let me give that to you again..."
ConfirmSpellLastNameER1.wav	"Sorry, let's see if I got your last name right or not..."
ConfirmSpellLastNameHP.wav	"Sure. I just need to know if I understood the spelling of your last name correctly or not. Here it is again..."
ConfirmSpellLastNameNO.wav	"Sorry about that. Let's try once more..."

First Name

ConfirmDBFirstName1.wav	"Is your first name spelled..."
ConfirmDBFirstNameTO.wav	"Here it is again..."
ConfirmDBFirstNameER1.wav	"Sorry, please just tell me 'yes' or 'no.'
ConfirmDBFirstNameER2.wav	"Okay, let's just get your first name from the beginning."
ConfirmDBFirstNameNO.wav	"I guess I've got the wrong information. Let's fix that..."
SaySpellFirstName1.wav	"Please say and spell your first name."
SaySpellFirstName2.wav	"Thanks, let me see if I heard that right..."
SaySpellFirstNameTO.wav	"I didn't hear anything. Please say, and then spell, your first name. For example, Tim, T-I-M."
SaySpellFirstNameER1.wav	"Sorry, I think I misheard. Can you please say and then spell your first name for me again? For example, Tim, T-I-M."
SaySpellFirstNameER2.wav	"I can't seem to find that name in my records. Let's try another way"

SaySpellFirstNameHP.wav	"Sure. It's easier for me if you say and then spell your first name. If your name's Bob, you'd say, "Bob, B-O-B." So, if you would, please say and spell your name now..."
ConfirmSaySpellFirstName1.wav	"Is your first name spelled:"
ConfirmSaySpellFirstNameTO.wav	"Let me give that to you again..."
ConfirmSaySpellFirstNameER1.wav	"Sorry, let me give that to you again."
ConfirmSaySpellFirstNameER2.wav	"Let's try this one more time, just by spelling..."
ConfirmSaySpellFirstNameNO1.wav	"Oh, sorry. Let's try another way."
SpellFirstName1.wav	"Please just spell your first name for me."
SpellFirstName2.wav	"I didn't hear anything. Please say, and then spell, your first name."
SpellFirstNameTO.wav	"You can spell out your first name now. If your name's Tim, just say, "T-I-M.""
SpellFirstNameER1.wav	"Sorry, I didn't get that."
SpellFirstNameER2.wav	"I'm sorry. You know, what I'd like to do is record your name and send it to an Operator. After that we'll get your address. So, please say and spell your first name, please."
SpellFirstNameHP.wav	"Sure. I want to try getting your name a different way, where you just spell it one letter at a time. So..."
ConfirmSpellFirstName1.wav	"I heard…"
ConfirmSpellFirstName2.wav	"...is that right?"
ConfirmSpellFirstNameTO.wav	"Let me give that to you again..."
ConfirmSpellFirstNameER1.wav	"Sorry, let's see if I got your first name right or not..."
ConfirmSpellFirstNameHP.wav	"Sure. I just need to know if I understood the spelling of your first name correctly or not. Here it is again..."
ConfirmSpellFirstNameNO.wav	"Sorry about that. Let's try once more..."

Address

Address

AddressCapture1.wav	"Okay, now I'm going to see if the address I have is correct, but I'm only going to read back part of your address to protect your privacy."
AddressCapture2.wav	"Now let's get your address."
ConfirmDBNumberOnly1.wav	"It looks like your street number is:"
ConfirmDBNumberOnly2.wav	"...is that right?"
ConfirmAddressTO.wav	"Sorry, I didn't hear anything..."
ConfirmAddressER1.wav	"Sorry, let me give that to you again."
ConfirmAddressER2.wav	"Well, let's just go ahead and get your whole address from the beginning."
ConfirmAddressNO.wav	"Sorry, I must have the wrong address here. Let's get it from the beginning."
ConfirmDBNum+Secondary1.wav	"It looks like your street number is:"
ConfirmDBNum+Secondary4.wav	"...is that right?"
ConfirmPOBox1.wav	"It looks like your post office box number is:"
ConfirmPOBox2.wav	"...is that right?"
ConfirmRuralRoute1.wav	"It looks like your box number is:"
ConfirmRuralRoute2.wav	"...is that right?"
ConfirmGeneralDelivery1.wav	"It looks like the five-digit zip code at your general delivery address is:"
ConfirmGeneralDelivery2.wav	"Is that right?"
CollectZipCode1.wav	"Please tell me your zip code now."
CollectZipCodeTO1.wav	"I didn't hear anything. Please say, or key in your five-digit zip code."
CollectZipCodeTO2.wav	"In order to get your address, I need to get your zip code first."
CollectZipCodeER1.wav	"Sorry, I couldn't quite make that out. Please say or key in your zip code."
CollectZipCodeER2.wav	"Sorry, I still couldn't understand that. Maybe you could just key in your zip code."
CollectZipCodeER3.wav	"I'm really sorry, but without your zip code I won't be able to look up your address."

CollectZipCodeHP.wav	"Sure. In order for us to continue, I need to get your zip code. So, you can either say or key it in now."
ConfirmZipCode1.wav	"I heard..."
ConfirmZipCode2.wav	"Is that right?"
ConfirmZipCode3.wav	"Good. Now..."
ConfirmZipCodeTO.wav	"Sorry, I didn't hear anything. I want to make sure I heard your zip code correctly."
ConfirmZipCodeER.wav	"Sorry, I didn't get that. I need to confirm your zip code."
ConfirmZipCodeNO.wav	"Sorry about that, let's try again..."
SingleUtteranceCapture1.wav	"Just tell me your street address, such as, "75 Eagle Drive, Apartment 3.""
SingleUtteranceCaptureTO.wav	"I haven't heard your address yet. Remember, you can say, "Help" for more info. So, please tell me your street address:"
SingleUtteranceCaptureER1.wav	"I'm sorry, I think I heard that wrong. Remember, you can say, "Help" for more info. So, can you try telling me your street address again, without the city and state?"
SingleUtteranceCaptureER2.wav	"Sorry, I just couldn't get that. Let's try getting your address one piece at a time. First:..."
SingleUtteranceCaptureHP.wav	"Sure. I was able to figure out the city and state from your zip code, so now I just need your street address. This will be the number, street, and apartment number if there is one. For example, "Forty Nine, Greenvale Street." Other types of addresses that I can understand are, "PO Box 55," or, "Rural Route 20, box 11." So, let's try once more. Your address?"
ConfirmSingleUtterance1.wav	"Here's what I heard:"
ConfirmSingleUtterance2a.wav	"Did I get it right?"
ConfirmSingleUtterance2b.wav	"You can say "Repeat" if you want to hear it again."
ConfirmSingleUtteranceTO.wav	"Sorry, I didn't hear anything. I want to make sure I heard your address correctly."
ConfirmSingleUtteranceER1.wav	"Sorry, I didn't quite get that. Sometimes the computer doesn't read the address right and it sounds a little funny. I'm going to play it again for you

	though, and you tell me if you think the address is right or not. If I got ANY part of it wrong, say "No," and we'll try again. So..."
ConfirmSingleUtteranceHP.wav	"Sure. I need to make sure I have the right address for you. Sometimes the computer pronounces the address a little funny, but I assure you it's doing the best it can. Please listen carefully to see if this address is right nor not."
ConfirmSingleUtteranceNO.wav	"Sorry, let's try again. So..."
CollectStreetName1.wav	"What's the name of the street you live on, like North Cherry Street? If you don't have a street name, say, "Help" for more info."
CollectStreetNameTO.wav	"Sorry, I couldn't hear anything. Just tell me the name of the street you live on, without the address number."
CollectStreetNameER1.wav	"I'm not sure I heard that correctly, can you tell me the name of the street you live on again, or if you're not sure what to do about rural routes and other non-standard street names, say, "Help." So, your street name?"
CollectStreetNameER2.wav	"I'm really sorry, I just couldn't find that street in my records."
CollectStreetNameHP.wav	"Sure. I just need you to tell me your street name, such as, "North Cherry Street," or, "Rural Route Twelve." If your official address is a PO Box, just say, "PO Box." So, your street name?"
ConfirmStreetName1.wav	"The street I heard is..."
ConfirmStreetName2.wav	"...is that right?"
great.wav	"Great!"
ConfirmStreetNameTO.wav	"Sorry, I didn't hear anything. I need you to tell me if I got your street name right or not."
ConfirmStreetNameER1.wav	"Sorry, I couldn't quite make that out. Sometimes the computer doesn't read the street name right so it sounds a little funny. I'm going to play it again for you though, and you tell me if you think the street name's right or not."
ConfirmStreetNameER2.wav	"Sorry, let's try again."

ConfirmStreetNameHP.wav	"Sure. I need to make sure I heard your street name correctly. Sometimes the computer pronounces the street name wrong, but I assure you it's doing the best it can. Please listen carefully to see if the name is right nor not."
disambiguation1.wav	"I have more than one listing for that street, when you hear the correct one, just repeat it back to me. Are you on:"
or.wav	"Or..."
disambiguationrepeat.wav	"Sure. Which street do you live on?"
disambiguationTO.wav	"Sorry, I didn't hear anything. Let me run those streets by you again. Do you live on:..."
disambiguationER1.wav	"Sorry, I didn't get that. Let me run those streets by you again, when you hear your street, just repeat it back to me."
disambiguationER2.wav	"Okay, we'll just use:"
disambiguationER3.wav	"...for now"
disambiguationHP.wav	"Sure. I've got a couple streets that match the one you told me, so we need to figure out which one is yours. When you hear the right street, just repeat it back to me. Here they are again..."
ConfirmStreetType1.wav	"So you have a PO box…"
ConfirmStreetType3.wav	"...is that right?"
ConfirmStreetTypeTO.wav	"Sorry, I didn't hear anything."
ConfirmStreetTypeER1.wav	"Sorry, I didn't get that. I just need to know if I understood correctly the type of address you have."
ConfirmStreetTypeER2.wav	"Sorry, let's try again."
ConfirmRouteName1.wav	"So you live on Rural Route…"
ConfirmRouteName2.wav	"...is that right?"
ConfirmRouteNameTO.wav	"Sorry, I didn't hear anything. I need you to tell me if I got your Rural Route right or not."
ConfirmRouteNameER1.wav	"Sorry, I just need you to tell me if I heard the Rural Route correctly or not."
ConfirmRouteNameER2.wav	"Sorry, let's try again."
ConfirmContractName1.wav	"So you live on Highway Contract:"

ConfirmRouteName2.wav	"...is that right?
ConfirmContractNameTO.wav	"Sorry, I didn't hear anything. I need you to tell me if I got your Highway Contract right or not."
ConfirmContractNameER1.wav	"Sorry, I just need you to tell me if I heard the Highway Contract correctly or not."
CollectStreetNumber1.wav	"What's the number on that street?"
CollectStreetNumberTO.wav	"Sorry, I couldn't hear anything. Just tell me your address number without the street name. Such as, "Forty four." If it's just digits, you can also key it in if you like."
CollectStreetNumberER1.wav	"Sorry, didn't get that. Just tell me the address number without the street, such as, "Forty five." If it's just digits, you can also key it in if you like."
CollectStreetNumberER2.wav	"I'm really sorry, I just can't figure that out."
CollectStreetNumberHP.wav	"Sure. I've got your street name, so now all I need is the address number, such as "Fifty seven," or, "One, zero, zero, three." If it's just digits, you can also key it in if you like."
ConfirmStreetNumber1.wav	"I heard:"
ConfirmStreetNumber3.wav	"Is that right?"
ConfirmStreetNumberTO.wav	"Sorry, I didn't hear anything. I need you to tell me if I got that number right or not."
ConfirmStreetNumberER.wav	"Sorry, I just need you to tell me if I got your street number right or not."
ConfirmStreetNumberNO.wav	"Sorry, let's try again."
CollectBoxNumber1.wav	"What's your box number?"
CollectBoxNumberTO.wav	"Sorry, I didn't hear anything. Please just tell me your box number."
CollectBoxNumberER1.wav	"Sorry, can you tell me that box number again? If it's just digits, you can also key it in if you like."
CollectBoxNumberER2.wav	"Sorry, I just couldn't figure that out."
CollectBoxNumberHP.wav	"Sure. All I need now is your box number, such as, "Eleven Fifty Two," or, "Nineteen." If we're having connection problems, you can key it in if you like. So, what's your box number?"
ConfirmBoxNumber1.wav	"Your box number is:"

ConfirmBoxNumber2.wav	"Is that right?"
ConfirmBoxNumberTO.wav	"Sorry, I didn't hear anything. I just need you to tell me if I got your box number right or not."
ConfirmBoxNumberER1.wav	"Sorry, I just need you to tell me if I got your box number right or not."
ConfirmBoxNumberER2.wav	"Gee, I just can't seem to get your box number."
ConfirmBoxNumberNO.wav	"Sorry, let's try again."
AddressTypeCheck1.wav	"Do you have an apartment or suite number?"
AddressTypeCheckTO.wav	"I didn't hear anything. If you've got an apartment or suite number, say, "yes," so I can make a note of it."
AddressTypeCheckER.wav	"Have you got an apartment number? Just say "Yes or "No."
AddressTypeCheckER2.wav	"Well, let's just move on."
AddressTypeCheckHP.wav	"Sure. If you've got an apartment or suite number, say, "yes." Then I'll get that number in a moment. So..."
CollectSecondaryUnit1.wav	"And what is that number?"
CollectSecondaryUnitTO1.wav	"Sorry, I couldn't hear anything. Remember, you can say, "Help" for more detailed information. So, please tell me your apartment or suite number now."
CollectSecondaryUnitTO2.wav	"Sorry, I still didn't hear anything. We're almost done getting your address! So, please tell me your apartment or suite number now."
CollectSecondaryUnitER1.wav	"Sorry, I didn't get that. Just tell me your apartment or suite number, such as, "Apartment Five B," or, "Suite Two Fifteen."
CollectSecondaryUnitER2.wav	"Sorry, I still didn't get that. Remember, you can say, "Help" for more detailed info. So, please tell me that number."
CollectSecondaryUnitER3.wav	"Okay, we'll just finish up without your apartment or suite number."
CollectSecondaryUnitHP.wav	"Sure. I just need your apartment or suite number without the street address. You can say things like, "Apartment Six D," or "Penthouse," or, "Suite Two Twenty Five. So, what is that number?"
ConfirmSecondaryUnit1.wav	"So you're at:"

ConfirmSecondaryUnit2.wav	"So you're in the:"
ConfirmSecondaryUnit3.wav	"Is that right?"
ConfirmSecondaryUnitTO.wav	"Sorry, I didn't hear anything. I just need you to tell me if I got this information right or not."
ConfirmSecondaryUnitER.wav	"Sorry, I just need you to tell me if I got this information right or not."
ConfirmSecondaryUnitNO.wav	"Oh, I'm sorry."
ClosingDBAddressConfirmed.wav	"Okay! Now I've got your address in:"
RecordEntireAddress1.wav	"It sounds like you're in Canada. Please tell me your entire address now, including your postal code."
RecordEntireAddress2.wav	"Okay, I've got your address..."
ClosingAddressCollected.wav	"Okay! Now I've got your address in:"
ChangeAddressFailure2.wav	"Let's do this. I'd like to record your address and send it to an Operator. So, please tell it to me now:"
ChangeAddressFailure3.wav	"I didn't hear anything. What's your address?"
ChangeAddressFailure4.wav	"Thanks! I'll get that address to an Operator as soon as possible. Thanks for calling; goodbye!"

Secondary Address Information

apt.wav	apartment
bldg.wav	building
bsmt.wav	basement
dept.wav	department
fl.wav	floor
frnt.wav	front
hngr.wav	hangar
key.wav	key
lbby.wav	lobby
lot.wav	lot
lowr.wav	lower
ofc.wav	office
ph.wav	penthouse
pier.wav	pier

rear.wav	rear
rm.wav	room
routingnumber.wav	routing number
side.wav	side
slip.wav	slip
spc.wav	space
ste.wav	suite
stop.wav	stop
trlr.wav	trailer
unit.wav	unit
uppr.wav	upper

Numbers/Letters/Other

Numbers
- 0-falling.wav through 9-falling.wav
- 0-neutral.wav through 9-neutral.wav
- 0-rising.wav through 9-rising.wav
- 10.wav through 99.wav
- one.wav through nintynine.wav

Ordinals
- (1st, 2nd, 3rd, etc)
- ord-01.wav through ord-99.wav

Fractions

third.wav	"and a third"
half.wav	"and a half"

Letters
- a-falling.wav through z-falling.wav
- a-neutral.wav through z-neutral.wav
- a-rising.wav through z-rising.wav

Other Characters

hyphen.wav	"hyphen"
dash.wav	"dash"
apostrophe.wav	"apostrophe"

Directions

north.wav	"north"
northeast.wav	"northeast"
northwest.wav	"northwest"
south.wav	"south"
southeast.wav	"southeast"
southwest.wav	"southwest"
east.wav	"east"
east_.wav	"east" (rising)
west.wav	"west"

Using AngelXML

AngelXML is a powerful way to define Voice Page objects programmatically. When you use AngelXML, you can defer the creation of a voice user interface to the time a call is occurring. AngelXML allows you to tap into the full functionality of the Site Builder framework from your own web server.

To use AngelXML, create a **Transaction Page** and specify `AngelXML` as the response type.

To see some examples of AngelXML, see AngelXML Examples.

Document Type Definition

Use the following Document Type Definition to validate output from your scripts:

```
<!ELEMENT ANGELXML (VARIABLES?, (MESSAGE | QUESTION | TRANSFER |
VOICEMAIL), VARIABLES?) >
<!ATTLIST ANGELXML
```

```
bargein (true | false) "true"
xmlns CDATA #IMPLIED
xmlns:xsd CDATA #IMPLIED
xmlns:xsi CDATA #IMPLIED
>
<!ELEMENT MESSAGE (COMMENT*, PLAY, (LINK* | ACTION | GOTO),
ERROR_STRATEGY*) >
<!ELEMENT QUESTION (COMMENT*, PLAY, RESPONSE, ERROR_STRATEGY*) >
<!ATTLIST QUESTION
var CDATA #IMPLIED
>
<!ELEMENT RESPONSE (KEYWORD | NUMBER | YES_NO | CREDITCARD | CCEXP |
 CURRENCY |
DATE | TIME) >
<!ATTLIST RESPONSE
confirm (true | false) "false"
>
<!ELEMENT VOICEMAIL (COMMENT*, PLAY, (ACTION | GOTO)? ,
ERROR_STRATEGY*) >
<!ATTLIST VOICEMAIL
mailbox CDATA #REQUIRED
confirm (true | false) "false"
finalSilence CDATA #IMPLIED
var CDATA #IMPLIED
>
<!ELEMENT TRANSFER (COMMENT*, PLAY, ERROR_STRATEGY*) >
<!ATTLIST TRANSFER
destination CDATA #REQUIRED
rings CDATA "4"
if_fail CDATA "hangup"
if_completed CDATA #REQUIRED
out_caller_id CDATA #IMPLIED
>
<!ELEMENT ERROR_STRATEGY (PROMPT+, (ACTION | GOTO)?)>
<!ATTLIST ERROR_STRATEGY
type (noinput | nomatch) #REQUIRED
reprompt (true | false) #IMPLIED
>

<!ELEMENT COMMENT (#PCDATA) >
<!ELEMENT PLAY (PROMPT+) >
<!ELEMENT PROMPT (#PCDATA) >
```

```
<!ATTLIST PROMPT type (text|sound|audio|angelaudio|externalaudio)
"text">
<!ELEMENT ACTION EMPTY>
<!ATTLIST ACTION
type (back | hangup) #REQUIRED
>
<!ELEMENT GOTO EMPTY>
<!ATTLIST GOTO
destination CDATA #REQUIRED
>
<!ELEMENT LINK EMPTY>
<!ATTLIST LINK
keyword CDATA #IMPLIED
dtmf CDATA #IMPLIED
returnValue CDATA #IMPLIED
destination CDATA #REQUIRED
>
<!ELEMENT KEYWORD (LINK+)>
<!ELEMENT CREDITCARD ((MASTERCARD | VISA | AMEX | DISCOVER |
DINERSCLUB)+,
VALID, INVALID)>
<!ELEMENT MASTERCARD EMPTY>
<!ELEMENT VISA EMPTY>
<!ELEMENT AMEX EMPTY>
<!ELEMENT DISCOVER EMPTY>
<!ELEMENT DINERSCLUB EMPTY>
<!ELEMENT CCEXP (VALID, INVALID)>
<!ELEMENT NUMBER EMPTY>
<!ATTLIST NUMBER
numberType (natural | variable | fixed | range) #IMPLIED
numberLength CDATA "5"
minNumberLength CDATA "1"
maxNumberLength CDATA "5"
destination CDATA #REQUIRED
>
<!ELEMENT CURRENCY EMPTY>
<!ATTLIST CURRENCY
destination CDATA #REQUIRED
>
<!ELEMENT DATE EMPTY>
<!ATTLIST DATE
destination CDATA #REQUIRED
```

```
>
<!ELEMENT TIME EMPTY>
<!ATTLIST TIME
destination CDATA #REQUIRED
>

<!ELEMENT YES_NO (YES, NO)>
<!ELEMENT YES EMPTY>
<!ATTLIST YES
destination CDATA #REQUIRED
>
<!ELEMENT NO EMPTY>
<!ATTLIST NO
destination CDATA #REQUIRED
>
<!ELEMENT VALID EMPTY>
<!ATTLIST VALID
destination CDATA #REQUIRED
>
<!ELEMENT INVALID EMPTY>
<!ATTLIST INVALID
destination CDATA #REQUIRED
>
<!ELEMENT VARIABLES (VAR*)>
<!ELEMENT VAR EMPTY>
<!ATTLIST VAR
name CDATA #REQUIRED
type CDATA #IMPLIED
value CDATA #IMPLIED
separator CDATA #IMPLIED
>
```

AngelXML Node Semantics

The following XML nodes exist in AngelXML:

Parent	Description	XML Node Requirements	Attributes
		ACTION	

MESSAGE VOICEMAIL ERROR_STRATEGY	Defines an action to be taken after the playback of prompts on a **Message Page,** or the recording of a voicemail message on a **Voicemail Page,** or reaching the last PROMPT on an ERROR_STRATEGY.	None	`type` (required)— To end the this attribute to `hangup`. To se caller back to the previous pag this attribute to `back`
AMEX			
CREDITCARD	The credit card is accepted.	None	None
ANGELXML			
None	The root node of an AngelXML document.	at most one VARIABLE node either one MESSAGE node or one QUESTION node one TRANSFER node one VOICEMAIL node	`bargein` (optional)—To preve from interrupting prompt playb this voice page with speech or input, set this attribute to `fals` default value is `true`. `xmlns` (optional)—Prevents p errors if ANGELXML has been generated programmatically b Generator (.NET, for example `xmlns:xsd` (optional)—Preve parsing errors if ANGELXML h generated programmatically b Generator (.NET, for example `xmlns:xsi` (optional)—Preve parsing errors if ANGELXML h generated programmatically b Generator (.NET, for example
CCEXP			
RESPONSE	Defines a Credit Card Expiration **Question Page.**	one VALID node. one INVALID node.	None
COMMENT			

| MESSAGE QUESTION TRANSFER VOICEMAIL | Allows you to comment your AngelXML code. | None | None |

| CREDITCARD | | | |
| RESPONSE | Contains the nodes related to specifying accepted credit card types for a **Question Page** and destinations for valid and/or invalid card scenarios. | Must be one or more of:
• MASTERCARD
• VISA
• AMEX
• DISCOVER
• DINERSCLUB

one VALID node one INVALID node | None |

Note: Credit Card validation is performed to ensure that a credit card number is plausible, or wel It does not authorize the credit card (no AVS check is performed).

| CURRENCY | | | |
| RESPONSE | Defines the current **Question Page** as a Currency **Question Page.** | None | `destination` (required)—De destination site and page code follow. Define the destination a `456` where `123` represents the number and `456` the page num |

Notes: When using currency **Question Pages,** the following responses are accepted from the caller:
   • X dollars and Y Cents
   • Dollars: Natural numbers from 0 to 999,999
   • Cents: Natural numbers from 0 to 99

With DTMF/keypad input, use digits for dollar, followed by $*$ for decimal point, and two digits for cents.

| DATE | | | |
| RESPONSE | Defines the current **Question Page** as a Date **Question Page.** | None | `destination` (required)—De destination site and page code follow. Define the destination a `456` where `123` represents the number and `456` the page num |

Notes: When using date Question Pages, the following responses are accepted from the caller: t tomorrow, yesterday, Month, day and Month, Day, Year.

Callers can also enter the response using an eight-digit string such as MMDDYYYY. Today, Tomor Yesterday are considered as EST time.

DINERSCLUB			
CREDITCARD	This type of credit card is accepted.	None	None
DISCOVER			
CREDITCARD	This type of credit card is accepted.	None	None
ERROR_STRATEGY			
MESSAGE QUESTION TRANSFER VOICEMAIL	Defines a set of prompts to play incrementally if the caller does not respond to an initial dialog, or responds with an unrecognized utterance or keypad press.	one or more PROMPT nodes one ACTION node or one GOTO node	`type` (required)—Defines the strategy that this node will rea Possible values: • `noinput`: Define a no strategy to specify whi prompts will be played caller does not speak any key after the main Page prompts are play • `nomatch`: Define a no strategy to specify whi prompts will be played caller speaks somethin defined, or unambiguo defined in the active si page level links. This s will also be triggered if presses a key with no action. `reprompt` (optional)—Defines the system will play the main p prompt(s) after each error prom played. The default value is t

Notes: The order in which the prompts appear inside the ERROR_STRATEGY node defines the o
which they will be used. For example:
 • **the main prompt says** `Please say a number.`
   ◦ **prompt 1 for noinput says** `what was that again?`
   ◦ **prompt 2 for noinput says** `I didn't hear you.`
   ◦ **prompt 3 for noinput says** `I'm having trouble hearing you.`
 • **the result of a caller remaining silent, would be:**
   ◦ `Please say a number.`
   ◦ **(listen for input)**
   ◦ `What was that again? Please say a number.`
   ◦ **(listen for input)**
   ◦ `I didn't hear you. Please say a number.`
   ◦ **(listen for input)**
   ◦ `I'm having trouble hearing you. Please say a number.`
   ◦ **(listen for input)**
 • **if set** `reprompt` **to false:**
   ◦ `Please say a number.`
   ◦ **(listen for input)**
   ◦ `What was that again?`
   ◦ **(listen for input)**
   ◦ `I didn't hear you.`
   ◦ **(listen for input)**
   ◦ `I'm having trouble hearing you..`
   ◦ **(listen for input)**

GOTO			
MESSAGE VOICEMAIL	Defines an automatic transition to another voice page without waiting for user input.	None	`destination` (required)—De destination site and page code follow. Define the destination a `456` where `123` represents the number and `456` the page num
INVALID			
CREDITCARD CCEXP	Defines the destination to go to if the credit card number or expiration date are invalid.	None	`destination` (required)—De destination site and page code follow.
KEYWORD			

RESPONSE	Defines the keyword response type of a **Question Page.**	Must have one or more LINK nodes.	None
LINK			
MESSAGE KEYWORD	Defines a group of page-level links for a **Message Page.**	None	`keyword` (optional)—Include a separated set of keywords tha can say to follow this link. The rules that apply to keywords e through Angel's web interface keywords here. `dtmf` (optional)—Provide a ke equivalent for this selection. P ensure that no duplicate DTMl exist. Values 1-9 are accepted `returnValue` (optional)—In of a RESPONSE-associated li `returnValue` defines the str will be submitted when this ke selected in a **Question Page.** to the `Save Value` in **Questi** with keyword response type. `destination` (required)—De destination site and page code follow. Define the destination a `456` where `123` represents the number and `456` the page num
MASTERCARD			
CREDITCARD	This type of credit card is accepted.	None	None
MESSAGE			
ANGELXML	Defines the structure of a **Message Page.**	a COMMENT node one PLAY node must have: zero or more LINK nodes or one ACTION node or one	None

		GOTO node one VARIABLES node zero or more ERROR_STRATEGY nodes	

NO			
YES_NO	Defines the action to be taken if a user provides a No response to a Yes/No **Question Page.**	None.	`destination` (required)—De destination site and page code follow. Define the destination a `456` where `123` represents the number and `456` the page nur

Note: Must appear one time only.

NUMBER			

RESPONSE	Defines the response type of a **Question Page.**	one NUMBER node or one KEYWORD node or one YES_NO node.	`numberType` (required)—Def type of the number response. entries are:
			  • `natural` for Natural N This is the default valu
			  • `variable` for Variable Digit Sequence.
			  • `range` for a Digit Sequ within a digit range.
			  • `fixed` for Fixed Lengt Sequence. (this is dep use range instead, wit `minNumberLength =` `maxNumberLength`)
			
			`numberLength` (optional)—If `numberType` is defined as `fi` attribute specifies the length o string to solicit from the caller. default value is `5`.
			`minNumberLength` (optional)

			numberType is defined as ra attribute specifies the minimur length of the digit string to soli the caller. For example, a valu would indicate to the system t numbers starting at 1000. The value is 1. maxNumberLength (optional) numberType is defined as ra attribute specifies the maximu length of the digit string to soli the caller. For example, a valu would indicate to the system t numbers no larger than 9999. default value is 5. destination (required)—De destination site and page code follow. Define the destination a 456 where 123 represents the number and 456 the page nur
		PLAY	
MESSAGE QUESTION TRANSFER VOICEMAIL	Defines a group of prompts to be played.	Must have one or more PROMPT nodes	None
		PROMPT	
PLAY	Defines a prompt for Angel to play for the caller. The prompt may be text for text-to-speech playback or a sound file.	The text enclosed by the `<PROMPT></PROMPT>` tags is interpreted depending on the type attribute of the prompt.	type (optional)—For text-to-s playback, set this attribute to t This is the default. The text er the node will be interpreted ar validated as text to speech. To play an audio file stored in Angel.com account, set this at audio. The correct format for

			file reference in this case is `/<folder>/<audiofilena` To play an audio file on a rem server, set this attribute to `externalaudio`. The correc for the audio file reference in t is `http://server_name/ audiofilepath`
QUESTION			
ANGELXML	Defines the structure of a **Question Page.**	COMMENT node one PLAY node one RESPONSE node zero or more ERROR_STRATEGY nodes	`var` (optional)—Sets a value f variable. In applications where making more than one call to **Transaction Page,** using vari have been previously returned AngelXML. Select the checkbo `Submit all Variables d in any AngelXML docume`
RESPONSE			
QUESTION	Defines the response type of a **Question Page.**	Must have: either one NUMBER node or one KEYWORD node or one YES_NO node or CREDITCARD node or one CCEXP node or one CURRENCY node or one DATE node or one TIME node	`confirm` (optional)—Determi whether the system should co the caller the response that th understood. Acceptable value `true` for confirmation on and confirmation off. The default v `false`. Confirmation is availa NUMBER, KEYWORD, CRED CCEXP, CURRENCY, DATE TIME. In the case of NUMBER KEYWORD, CURRENCY, DA TIME, confirmation on will con when the response is ambiguo confirmation off will never con the case of CREDITCARD an confirmation on will always co confirmation off will only confir response is ambiguous.

Note: Additionally, for time responses, turning confirmation on also turns on disambiguation of for responses which could mean either.

	TIME		
RESPONSE	Defines the current **Question Page** as a Time **Question Page.**	None	destination (required)—De destination site and page code follow. Define the destination a 456 where 123 represents the number and 456 the page num

Notes: When using time Question Pages, the following responses are accepted from the caller:

- **Hour Minutes AM/PM**
- **Hour o'clock AM/PM**
- **Noon**
- **Midnight**

Callers can also enter the response using an five-digit string such as HHMMX where x is 1 for AM for PM.

	TRANSFER		
ANGELXML	Defines the structure of a **Call Transfer Page.**	a COMMENT node one PLAY node zero or more ERROR_STRATEGY nodes	destination (required)— D phone number to dial. Please 10 digit string representing a v non-premium number. Toll fre numbers are also accepted. rings (optional)—Defines the of rings to wait before giving u The default is 4. if_fail (optional)—Defines destination site and page code if the call fails to complete. De destination as 123/456 where represents the site number an page number. Reasons for fai complete a call: - line is busy - no response

if_completed (required)—D
the destination site and page
follow if the call completes su
Define the destination as 123
where 123 represents the site
and 456 the page number.

out_caller_id (optional)—
want to identify calls as comin
Angel instead of as coming fr
specific callers, specify the las
digits you wish to see appear
outgoing Caller ID. For examp
specify 1234, the Caller ID wi
as (000) 000 - 1234. If th
attribute is not specified, the v
passed on is the Caller ID of t
incoming call, if available.

Note: The `if_fail` and `if_completed` attributes have a special destination value of `hangup` wh
be used to instruct the system to hang up if the condition for which it is specified is met. `hangup`
default value for `if_fail`.

VALID			
CREDITCARD CCEXP	Defines the destination to go to if the credit card number or expiration date are valid.	None	destination (required)—De destination site and page code follow.
VAR			
VARIABLES	Defines the assignment to the variables. The variable should be initialized in Site Variables in order to be used.	None	name (required)—Defines the the variable to be assigned a v type (optional)—Defines the the variable. Valid entries are: • scaler: Holds one va is the default value. • list: Holds multiple v

value (optional—Defines the
be assigned to the variable.
separator (optional)—Defin
delimiter for list type variable.
default value is , (comma).

**Note: A scalar type always loses its current value when assigned a new one. For example, whe
answers the same question twice in the same call, if the value is a scalar the variable will hold th
second answer. A list always appends new values to the end separated by the separator value**

VARIABLES			
ANGELXML	Defines the structure of variable assignment.	one or more VAR nodes	None
VOICEMAIL			
ANGELXML	Defines the structure of a **Voicemail Page.**	a COMMENT node one PLAY node one ACTION node or one GOTO node zero or more ERROR_STRATEGY nodes	mailbox (required}—Defines of the mailbox where the calle message will be recorded. Ent String matching the mailbox n where you would like the mess deposited. confirm (optional)—Determi whether the system should co the caller the recording that th took from the caller. This allow caller to hear and re-record th response again. Acceptable v true for confirmation on and confirmation off. The default v false. finalSilence (optional)—Determines how m seconds of silence to wait befo determining that the caller wis end the recording. The default 3.5 secs. A recording can alw completed by pressing a key. Var (optional)—Defines the n

			the variable that will hold the U message.
VISA			
CREDITCARD	This type of credit card is accepted.	None	None
YES			
YES_NO	Defines the action to be taken if a user provides a `Yes` response to a Yes/No **Question Page.**	None	`destination` (required)—De destination site and page code follow. Define the destination a `456` where `123` represents the number and `456` the page num

Note: Must appear one time only.

YES_NO			
RESPONSE	Defines the Yes/No response type of a question page	one or more LINK nodes	None

AngelXML Examples

The following code snippets are examples of the AngelXML responses for the **Transaction Page**.

Message page with links

```
<ANGELXML>
<MESSAGE>
<COMMENT>
This page is an example of a menu page. It plays a prompt and
then prompts for a keyword.
</COMMENT>
```

```
<PLAY>
<PROMPT type="text">
The weather for the county of Fairfax will be sunny and
shiny. You can say today or tomorrow.
</PROMPT>
</PLAY>

<LINK keyword="today" dtmf="4" destination="/1" />
<LINK keyword="tomorrow" destination="/1" />
</MESSAGE>
</ANGELXML>
```

Message page that hangs up, bargein disabled

```
<ANGELXML bargein="false">
<MESSAGE>
<COMMENT>
This page is an example of a menu page. It plays some prompts
and then hangs up.
</COMMENT>
<PLAY>
<PROMPT type="text">
The weather for the county of
</PROMPT>
<PROMPT type="audio">
/Virginia/Counties/Fairfax.wav
</PROMPT>
<PROMPT type="text">
will be sunny and shiny.
</PROMPT>
<PROMPT type="externalaudio">
http://www.angel.com/sounds/somesound.wav
</PROMPT>
</PLAY>
<ACTION type="hangup" />
</MESSAGE>
</ANGELXML>
```

Message page with automatic transition to another voice page

```
<ANGELXML bargein="false">
<MESSAGE>
```

```
<COMMENT>
This page is an example of a menu page. It plays some prompts
and then automatically transitions to another voice page.
</COMMENT>
<PLAY>
<PROMPT type="text">
The weather for the county of
</PROMPT>
<PROMPT type="audio">
/Virginia/Counties/Fairfax.wav
</PROMPT>
<PROMPT type="text">
will be sunny and shiny.
</PROMPT>
<PROMPT type="externalaudio">
http://www.angel.com/sounds/somesound.wav
</PROMPT>
</PLAY>
<GOTO destination="123/4" />
</MESSAGE>
</ANGELXML>
```

Message page with variables

```
<ANGELXML>
<MESSAGE>
<PLAY>
<PROMPT type="text">
The following AngelXML sets 2 variables: acct_num and
vendor_id, and then proceeds to Voice Page #100.
</PROMPT>
</PLAY>
<GOTO destination="/100" />
</MESSAGE>
<VARIABLES>
<VAR name="acct_num" value="10055" />
<VAR name="vendor_id" value="1234" />
</VARIABLES>
</ANGELXML>
```

Message page with advanced dialog options

```
<ANGELXML>
<MESSAGE>
<PLAY>
<PROMPT type="text">
What is your favorite soccer team? You can say
Real Madrid, Barcelona or Deportivo.
</PROMPT>
</PLAY>
<ERROR_STRATEGY type="nomatch" reprompt="false">
<PROMPT type="text"> What was that again? </PROMPT>
<PROMPT type="text">
I'm sorry I didnt understand. You can say
Real Madrid, Barcelona, or Deportivo.
</PROMPT>
<PROMPT type="text">
I'm having trouble understanding you. Let me
take you back.
</PROMPT>
<ACTION type="back"/>
</ERROR_STRATEGY>
<ERROR_STRATEGY type="noinput" reprompt="false">
<PROMPT type="text"> What was that again? </PROMPT>
<PROMPT type="text">
I'm sorry I didnt hear you. You can say
Real Madrid, Barcelona, or Deportivo.
</PROMPT>
<PROMPT type="text">
I'm having trouble hearing you. Let me
take you to the next question
</PROMPT>
<GOTO destination="/5" />
</ERROR_STRATEGY>
<LINK keyword="Real Madrid" dtmf="1" destination="/50" />
<LINK keyword="Barcelona" dtmf="2" destination="/666" />
<LINK keyword="Deportivo" dtmf="3" destination="/51" />
</MESSAGE>
</ANGELXML>
```

Question page with number response type

```
<ANGELXML>
<QUESTION>
<COMMENT>
This page is an example of a question page. It plays some
prompts and then prompts for a response from a user.
In every case there is ONLY ONE response returned
</COMMENT>
<PLAY>
<PROMPT type="text">
My question to you is: do you know
the value of Pi? Hint its 3.14
</PROMPT>
</PLAY>
<RESPONSE>
<NUMBER numberType="natural" destination="123/2" />
</RESPONSE>
</QUESTION>
</ANGELXML>
```

Question page with keyword response type and response confirmation enabled

```
<ANGELXML>
<QUESTION>
<PLAY>
<PROMPT type="text">
When will you come? You can say today, tomorrow,
yesterday, or someday
</PROMPT>
</PLAY>
<RESPONSE confirm="true">
<KEYWORD>
<LINK keyword="today" dtmf="1" returnValue="todaysValue"
destination="123/2" />
<LINK keyword="yesterday" dtmf="2" returnValue="yesterdaysValue"
destination="123/2" />
<LINK keyword="tomorrow" dtmf="3" returnValue="tomorrowsValue"
destination="123/2" />
<LINK keyword="someday" dtmf="4" returnValue="somedaysValue"
```

```
destination="123/2" />
</KEYWORD>
</RESPONSE>
</QUESTION>
</ANGELXML>
```

Question page with yes/no response type

```
<ANGELXML>
<QUESTION>
<PLAY>
<PROMPT type="text">
Is Real Madrid the best team in the world?
</PROMPT>
</PLAY>
<RESPONSE>
<YES_NO>
<YES destination="123" />
<NO destination="123/3" />
</YES_NO>
</RESPONSE>
</QUESTION>
</ANGELXML>
```

Question page with credit card response type

```
<ANGELXML>
<QUESTION>
<PLAY>
<PROMPT type="text">
Enter your credit card. We accept Amex and Mastercard.
</PROMPT>
</PLAY>
<RESPONSE>
<CREDITCARD>
<MASTERCARD/>
<AMEX/>
<VALID destination="/5" />
<INVALID destination="/6" />
</CREDITCARD>
</RESPONSE>
```

```
</QUESTION>
</ANGELXML>
```

Question page with credit card expiration response type

```
<ANGELXML>
<QUESTION>
<PLAY>
<PROMPT type="text">
Now enter your credit card expiration date.
For example, enter 1 0 0 4 for October 2004.
</PROMPT>
</PLAY>
<RESPONSE>
<CCEXP>
<VALID destination="/5" />
<INVALID destination="/6" />
</CREDITCARD>
</RESPONSE>
</QUESTION>
</ANGELXML>
```

Question page with currency response type

```
<ANGELXML>
<QUESTION>
<PLAY>
<PROMPT type="text">
How much was that apple?
</PROMPT>
</PLAY>
<RESPONSE>
<CURRENCY destination="/123" />
</RESPONSE>
</QUESTION>
</ANGELXML>
```

Question page with date response type

```
<ANGELXML>
<QUESTION>
```

```
<PLAY>
<PROMPT type="text">
When were you born?
</PROMPT>
</PLAY>
<RESPONSE>
<DATE destination="/123" />
</RESPONSE>
</QUESTION>
</ANGELXML>
```

Question page with time response type

```
<ANGELXML>
<QUESTION>
<PLAY>
<PROMPT type="text">
At what time does your train depart?
</PROMPT>
</PLAY>
<RESPONSE confirm="true">
<TIME destination="/123" />
</RESPONSE>
</QUESTION>
</ANGELXML><pre>

==Question page with variable response type==

<pre><ANGELXML>
<QUESTION var="myvar">
<PLAY>
<PROMPT type="text">
Please enter 1 or 2.
</PROMPT>
</PLAY>
<RESPONSE>
<KEYWORD>
<LINK dtmf="1" returnValue="AGREE" destination="/100" />
<LINK dtmf="2" returnValue="DISAGREE" destination="/200" />
</KEYWORD>
</RESPONSE>
```

```
</QUESTION>
</ANGELXML>
```

Transfer page

```
<ANGELXML>
<TRANSFER destination="7032866415" rings="4"
if_fail="hangup" if_completed="/2">
<PLAY>
<PROMPT type="audio">
/Transfer/please_hold.wav
</PROMPT>
</PLAY>
</TRANSFER>
</ANGELXML>
```

Variable assignment

```
<ANGELXML>
<MESSAGE>
<PLAY>
<PROMPT type="text">
This will set the value of the variables
</PROMPT>
</PLAY>
<GOTO destination="/100" />
</MESSAGE>
<VARIABLES>
<VAR name="acct_num" value="12345" />
<VAR name="ListOfAccountTypes" value="checking, savings" type="list"
separator=";" />
<VAR name="acct_id" />
</VARIABLES>
</ANGELXML>
```

Voicemail page

```
<ANGELXML>
<VOICEMAIL mailbox="Inbox">
<PLAY>
<PROMPT type="text">
```

```
Please leave a message after the beep.
</PROMPT>
</PLAY>
</VOICEMAIL>
</ANGELXML>
```

Voicemail page with a transition to another voice page after completion

```
<ANGELXML>
<VOICEMAIL mailbox="Inbox">
<PLAY>
<PROMPT type="text">
Please leave a message after the beep.
</PROMPT>
</PLAY>
<GOTO destination="123/3" />
</VOICEMAIL>
</ANGELXML>
```

Voicemail page with a hangup after completion

```
<ANGELXML>
<VOICEMAIL mailbox="Inbox">
<PLAY>
<PROMPT type="text">
Please leave a message after the beep.
</PROMPT>
<ACTION type="hangup" />
</VOICEMAIL>
</ANGELXML>
```

Voicemail page with a attributes

```
<ANGELXML>
<VOICEMAIL mailbox="Inbox" confirm="true" finalSilence="3000ms"
var="url">
<COMMENT>
Example of voicemail with attributes
</COMMENT>
<PLAY>
```

```
<PROMPT type="text"> Please leave a message after the beep.
</PROMPT>
<PROMPT type="sound"> /beep.wav </PROMPT>
</PLAY>
</VOICEMAIL>
</ANGELXML>
```

Data Retention

The following CX Builder components use data retention:

- **Application Data** (Voice Sites)—Users can have an unlimited number of applications. The data is stored for the life of the customer.
- **Data Files**—Users can have an unlimited number of data files. Data files are stored for the life of the customer, and are limited to 50,000 rows.
- **Voicemail/audio capture recordings**—All voicemail/audio capture recordings are stored for 30 days from the day the file was recorded. Additional time can be purchased for up to 90 days.
- **Call History Report**— The call history report is a real-time log of call activity. Call history report data is stored for 90 days from the day the call was placed. Call variable data is available in the exported Call History report for 20 days from the day the call was placed.