

Call Flow Configuration Manager Manual

V2.1

VC2008



Vidicode

Blauw-roodlaan 140
2718 SK Zoetermeer
The Netherlands

Phone

+31(0)79 3617181

Fax

+31(0)79 3618092

Sales

+31(0)79 3471010

Support

+31(0)79 3471005

Email

vidicode@vidicode.nl

Internet

www.vidicode.nl

vidicode

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1 Introduction

With this software you can configure a Voice Server on your PC.

There is a specific order in which the Voice Server should be configured. First you will find a short explanation of some of the terms used. After this short explanation, the Tab-structure of the software is described, including how to work with it. After that the top menu is described.

1.1 Attendant List

The Attendant List is a description of which phone numbers are handled and how they are handled by the Voice Server. You can specify which action has to be taken at what time. See also § 2.2

1.2 Actions

There are 10 types of actions:

1. **Predefined actions:** such as "Start recording a conference call" and "Hang-up the call"
2. **Selection Menus:** Allow the caller to choose from a set of possibility. For each DTMF code, a subsequent action can be specified.
3. **Call Transfer:** is used for reconnecting calls, or for setting up a call queue.
4. **Voicemail:** allows the caller to leave a message.
5. **Input:** The Data Input action asks the user for data input, (a number) and stores or verifies the input.
6. **Time Table:** The Time Table action redirects to another action based on the current date and time
7. **Switch:** Redirects to another action based on the position the switch was manually set to
8. **Set-Switch:** Changes the position of a Switch.
9. **Record message actions:** allows the caller to record the message that belongs to a specific action, or to delete the last voice mail.
10. **Playback message actions:** allows the caller to listen to the message that belongs to a specific action, or to listen to the last voice mail.

1.3 E-mail List

The E-mail List is a list that describes for each phone number, how recorded voice mail messages can be accessed.

1.4 System messages

System Messages are audio signals with a predefined meaning such as beeps and Call Queue notifications used by the Voice Server.

1.5 Multi lingual

International calls can be recognized by the VS. To build a multi language system, the country codes can be used in the attendant list. Each international caller can have it's own welcome message then.

Examples of such numbers:

+44*11111 : English callers to number 11111

+44*22222 : English callers to number 22222

+49*33333 : German callers to number 33333

+31*33333 : Dutch callers to number 33333

+1*33333 : American callers to number 33333

+*33333 : All international callers to number 33333

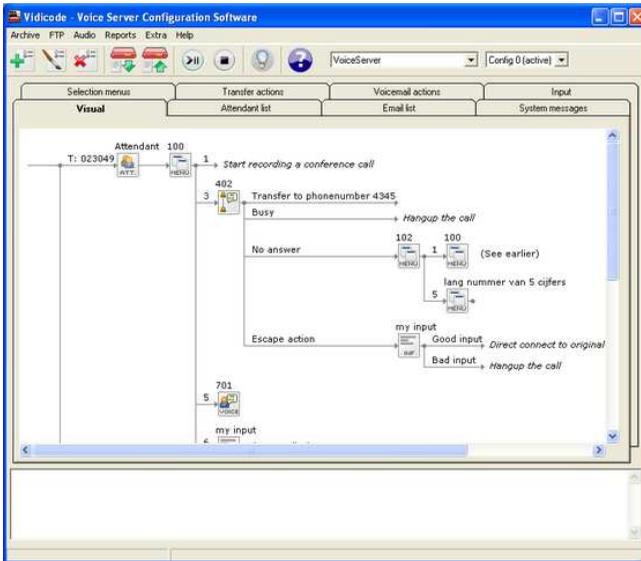
+* : All international callers to any number

Also the System Messages can be made multi language by adding the country code after a "+". For example:

SM 050 for Germany becomes SM050+49.WAV and SM 039 for America becomes SM039+1.WAV.

2 Tab structure

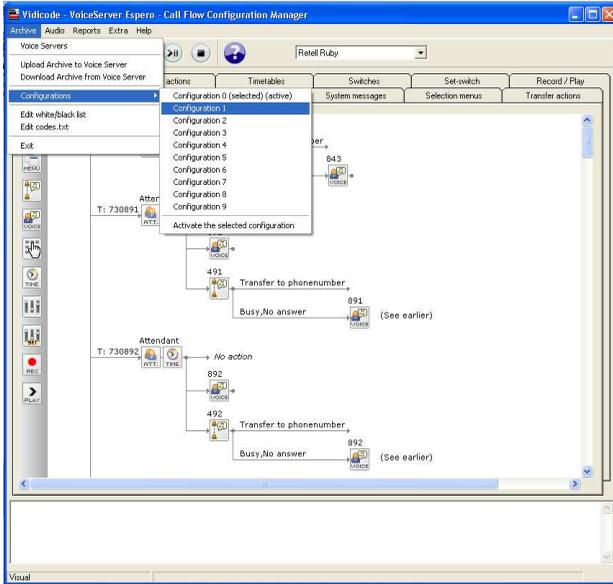
The main screen contains 12 tabs. The **Visual** tab in the software displays how the actions are connected to each other, and displays the possible flow lines of a call, through the various actions. The other tabs list the actions and other configuration items.



2.1 Configurations

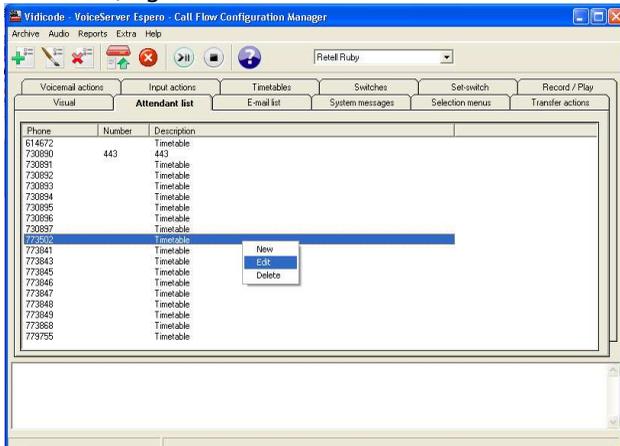
Instead of using different configurations, it is possible to use Switches, which can be remotely changed to another position by the Set Switch action.

There are up to ten configurations for a single Voice Server. You can view another configuration by choosing one in the configuration combo-box. To activate the currently selected configuration, use the main menu Archive, "Activate selected configuration", and then uploading the attendant list. A configuration can also be made the active configuration in the Voice Server by dialing *850 to *859.



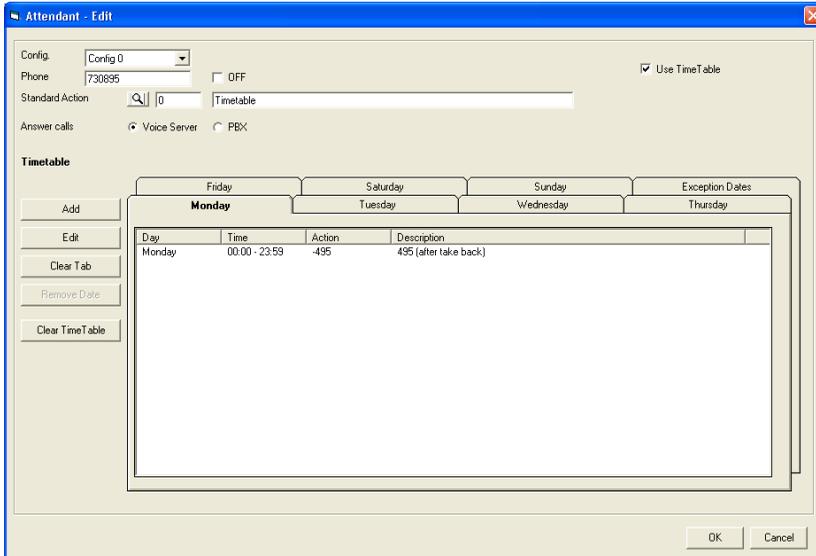
2.2 Attendant List

To enter the Attendant list for New attendants or editing of an existing attendant, right click and select New or Edit.



The Attendant List is a list of phone numbers that are handled by the Voice Server, each entry in the Attendant List has 2 fields, a phone

number and a action number. When the phone number is called, the Voice Server takes the call and starts the message belonging to that phone number. Add a "N" at the front of the phone number, to specify an attendant for night service.



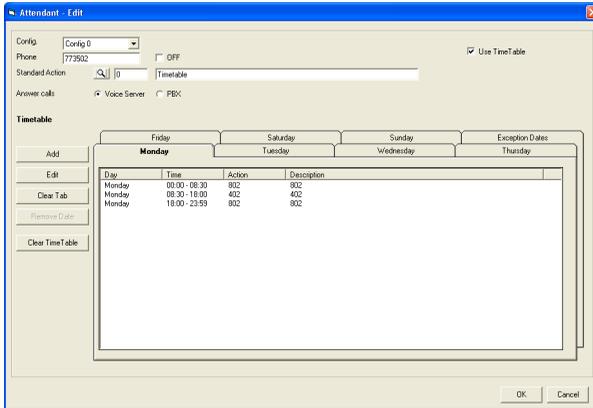
An **action** can optionally contain a spoken message (recording). First the message is played, and then the action is taken. If no spoken message (recording) exists then only the action is taken. Nothing is heard in that case. Possible actions are: Wait for selection , Connect Through or Record a voicemail message. The action depends on the message type. If no action is defined, it is considered an error and a direct connect to the called number is done.

An attendant belongs to one of the ten configurations.

Instead of a single action number also a **TimeTable** (see also § 2.3) can be connected to a phone number in the Attendant List. A timetable defines a whole week of actions. Each day of the week within that table can be filled with times and action numbers. The Call Attendant for that phone number can take different actions on different times and days.

A phone number can also be set to **action number "OFF"** . This means that no action is taken. This can be handy to exclude phone numbers when using wildcards for others further in the list.

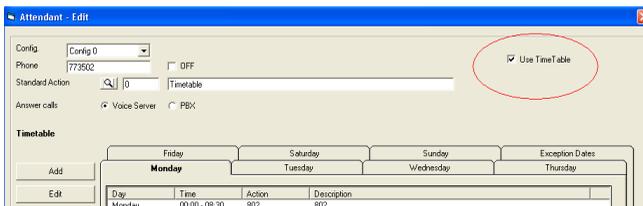
If you want to pass calls to a phone number through the **PBX** first, click on PBX in the radio group. This means that the attendant doesn't take the call immediately, but the call is passed to the PBX first. The attendant will "take back" the call if the called number is busy or doesn't answer for some time. Only in those two cases the action number behind the exclamation mark is used and started.



2.3 Attendant Time Table

Timetable files contain the answering schedule of an attendant number. You can create a repeating schedule for weekdays. With exception dates you can create a schedule for a particular date or period. To create a Time Table that is not directly linked to an attendant, see: **Time Table action**.

The timetable can be accessed through the attendant list by selecting Use TimeTable.

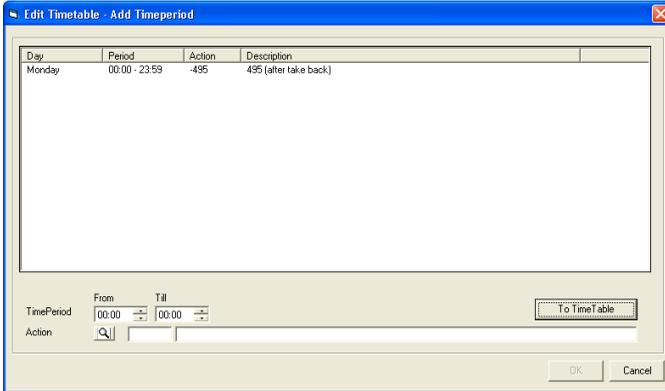


2.3.1 Creating a Time Table for an attendant

Step 1 – Click on the Add button

Step 2 - Select the day(s)

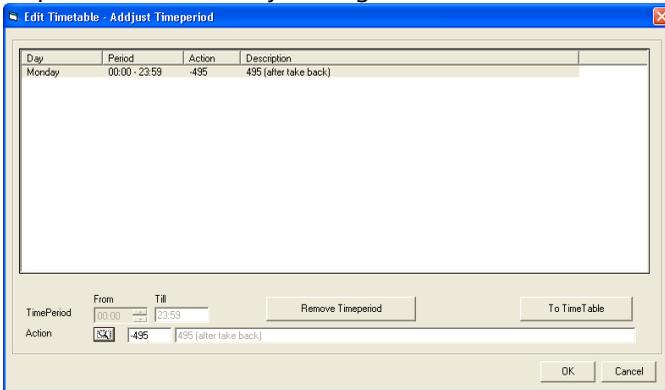
- Step 3 - Configure the time period(s) and connected actions
- Step 4 - Save the data by clicking 'To Timetable'
- Repeat this step as often as you need.



Creating a TimeTable for an exception date or period is done in exactly the same way.

2.3.2 Edit a TimeTable for an attendant

- Step 1 - Select the period you want to edit
- Step 2 - Click on the Edit button
- Step 3 - Change the start time of the period
- Step 4 - Save the data by clicking 'To Timetable'



3 Actions

There are four action groups: Selection menus, Input actions, Voicemail actions and Transfer actions.

3.1 Predefined actions

The following actions are predefined:

0 - No action.

1 - Start recording a conference call (recorder-channels needed for compression).

2 - Start recording a voice mail message without a beep in advance.

3 - Start recording a voice mail message with a beep in advance.

4 - Play 'User Absent' message and record a voice mail.

5 - Play 'User Busy' message and record a voice mail.

7 - Direct connect to originally called number and record conversation.

8 - Direct connect to originally called number without recording.

9 - Hang up the call.

3.2 Selection Menu

A selection menu action, first plays back a recording message (optional), and then waits for the caller to press keys on his telephone (DTMF signals). For each DTMF signal (0-9, *, #) an action can be specified. There are 2 other situations for which an action can be specified:

Action number	Description
1	[45] [45] [45]
2	[452] [452] [452]
3	[551] [551] [551]
4	[5] [5] [5]
5	[5] [5] [5]
6	[5] [5] [5]
7	[5] [5] [5]
8	[5] [5] [5]
9	[5] [5] [5]
0	[5] [5] [5]
*	[5] [5] [5]
#	[5] [5] [5]
Timeout	[45] [45]
Jump to	[5] [5]

AudioRecorder

Input:
Device: Realtek HD Audio Input
Line: Rear Blue In
Volume: 25%

Output:
Left Channel:
Right Channel:

Buttons: Play/Pause, Stop, Record, Import Recording, Remove audio file

Text Recording:
[Empty text area]

Buttons: OK, Cancel

1. Time Out: The selection timeout is by default 6 seconds. If no action number is filled in here, the menu message is repeated until a selection is made or the user hangs up.

2. Jump to: If any action number is filled in here, all other selections are unused and the Voice Server jumps directly to that number after the

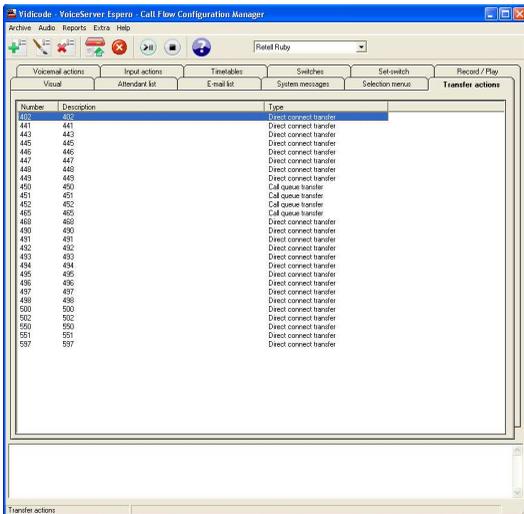
menu message finished playback. It can be used for an information message.

Leaving the selection empty means that it will be ignored. Entering a 0 has the same effect. All other action numbers from 100 and onwards can be used in the selection menu. You may also refer to one of the predefined actions.

3.3 Call Transfer actions

Transfer actions are used for reconnecting calls.

There are 3 types of transfer actions:



3.3.1 Direct Connect

The message is played and in the mean time the Voice Server dials the number. The message stops as soon as the call is taken. If the message ends before the call is taken, the phone alerting/ringing tone is heard.

3.3.2 Notification

The message is played, and after it ends, the Voice Server dials the number. The caller must listen to the whole message before he/she is connected.

3.3.3 Call Queue

The message is played and after that, the caller is placed in the call queue. There are two queue modes, depending on the "Phones in Queue" setting:

0 - Auto mode: The voice server dials the PBX every 3 seconds. The PBX must return 'busy' if all phones behind this number are occupied.

1-30 - Represents the number of available telephones (users) behind the queue number. The voice server itself keeps track of the busy lines and only dials the PBX after a phone is/becomes free.

During waiting the Voice Server uses System Messages 050 till 071 9see also § 1.4) and the On Hold Beeps. It is also possible to use music-on-hold. Create and Upload the Music on Hold System Message and in this form select the checkbox use music on hold.

More than one queue is possible: The original called phone number will distinguish between them. If no type is defined for a transfer action, it will act as Direct Connect. All transfer actions can change the phone number. That optional number is then used to dial the PBX. If no number is entered then the original called number from the incoming call is used.

For each transfer action a Busy and/or No Answer action number can be entered. If the dialed number is busy or doesn't answer for some time, the Voice Server can take back the call and jump to another action number. The No Answer Timeout can be changed in the normal installation menu.

Note: A queue or busy-action can only work if the PBX returns the busy-status if that called phone is occupied.

The Escape action is used when the caller presses DTMF 1 while waiting in a Call Queue. The VS can jump to any message number then.

The Connect message is played as soon as the called party becomes free, just before connection ("You are now connected.."). It can be any message number.

Note1:

A queue or busy-action can only work if the PBX returns the busy-status on ISDN-level if that called phone is occupied.

Note2:

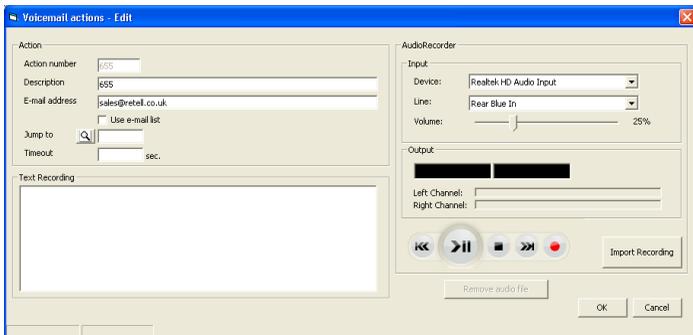
It is possible to define a call queue for multiple dial-in numbers (different called phone numbers). The 'phone number' in the transfer action must start with "#" ("#1" defines queue 1). The original called number is not changed then when the PBX is dialed.

See also: § 7.10, Audio Recorder

3.4 Voicemail action

With voicemail actions callers can leave behind a voicemail message on the Voice Server. The message is played, then a beep is heard and then a Voicemail is recorded and stored on the Voice Server.

Fill in the email address when you want to receive the message by email. If the email address is set to "list", then the email list must hold the address (with the right phone number). Using the email list has the advantage that it is easier to maintain; all addresses are in one list. (See also § 5)



The 'jump to' action number must be bigger or same 100. If specified then the user can press DTMF # and be directed to a menu or a subsequent recording. All the recorded answer machine parts are appended and stored as one recording in the archive and sent as one file by email.

After the optional timeout the recording is stopped. If no timeout is filled in (or 0) the maximum message length from the normal settings menu is used.

3.5 Data Input

An input action waits for data entry from the caller's side. The caller must press numbers (DTMF) on his phone. Only the digits 0 till 9 are used for data. The input ends after a timeout, after DTMF # or after a fixed length has been reached.

There are 3 options for the data that was entered:

1) Data input

The entered data is stored as the connected number in an empty Z-file (recorder file). The file is marked with "_DATA_" in the card field (chars 10-15).

2) Code input (local input verification)

The entered number is treated as a code or password. Codes can be defined per input action or taken from a text file (Cxxxxxx.TXT). The caller can not continue before the right code has been entered.

3) Network input (input verification on network)

The entered data is sent over the network using UDP to a predefined IP address. Then system message 77 is played and the VS waits for an answer from the computer. This can be used for example, to get information from a big database.

After the input the system jumps to a action number that is defined for both good and bad entries. An input is 'good' if some data was stored or the code was correct or OK was received back from the network. An input is 'bad' if the fixed length is not correct (timeout) or the entry was empty or the code was incorrect or an error was received back from the network.

To enable verification of the input by the user, fill in a cancel action number. To disable it, clear the cancel action number. The verification process is as follows: The entered number is played back and the caller must select if the data was right or not. System Messages 037, 038 and 000 till 009 are used for that.

Local input verification

When using option "Local input verification", there are three options to specify which codes are correct:

Type the good code in the Code edit box

□

Type the file name that contains the codes specification in the Code edit box (a filename starting with C and ending on .TXT). Press the Edit codes file button to edit the file.

□

Leave the Code edit box empty. Go the main menu Archive, and select "Edit codes.txt" to edit the file.

The file format for CODES.TXT or Cxxxx.txt is as follows:

A line in the file has the syntax:

```
#<code># (\ <action number>) (/ <comment>)
```

For example:

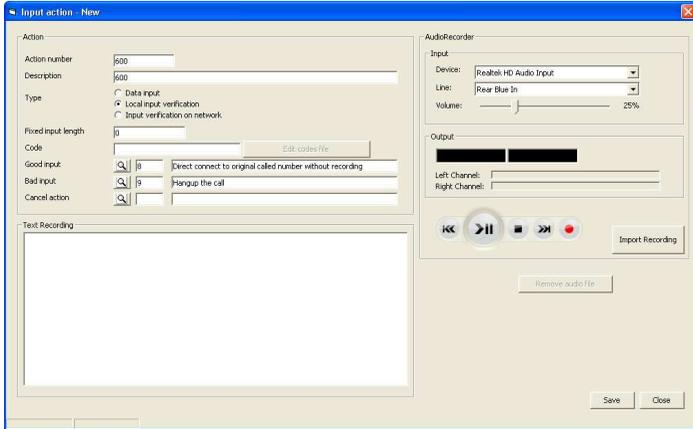
```
-----  
#1111# \ 151 / Lisa  
#2222# \ 152 / Katja  
#3333# \ 199 / Brenda  
-----
```

or just

```
----  
#1111#  
#2222#  
#3333#  
----
```

The code must be surrounded by the hash # symbol. If there is nothing behind the code (no backslash), then the system jumps to the Good action, as specified by the input action.

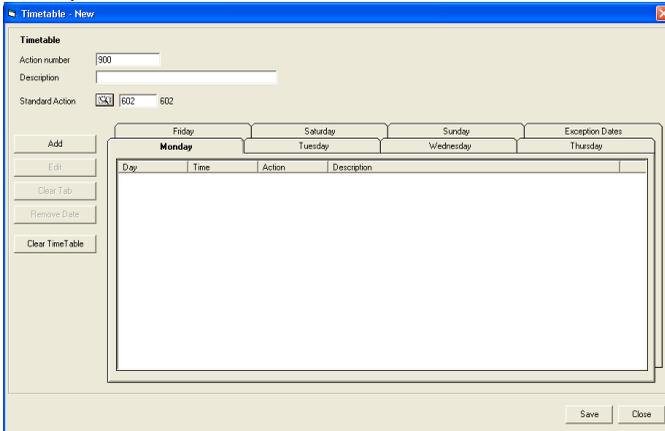
If the codes list only contains codes, without action numbers (no backslash), then you may leave out the hash # symbols. The PC software will add the # symbol at the start and end of the line, before uploading, if they are not present.



3.6 Time Table

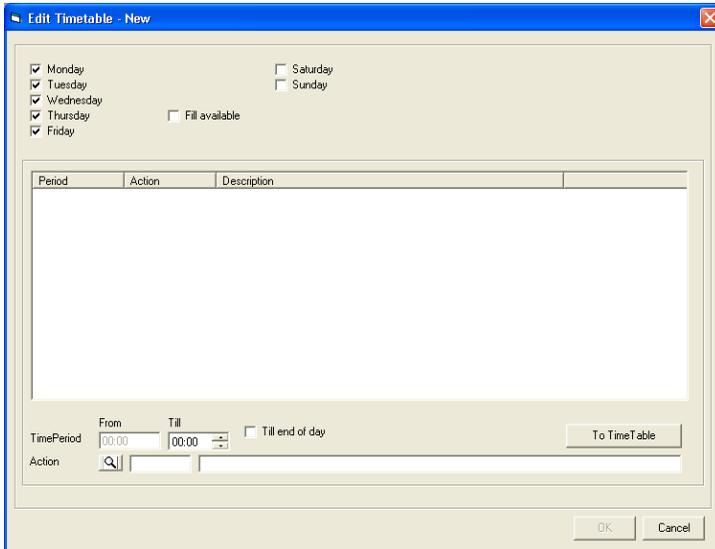
A Time Table action redirects to another action, based on the contents of the time table. It has similar functionality to the Attendant Time Table. (§ 2.3) A time table action can be used anywhere in the call flow where an action can be specified.

The standard action is the default action that is used when no action has been specified in the time table.

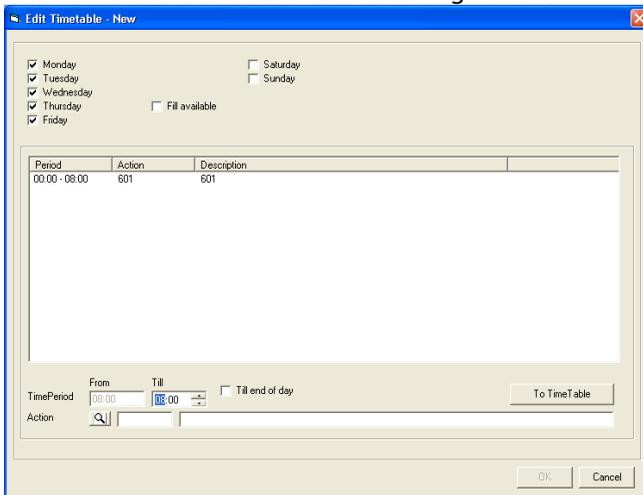


Adding time table entries for days of the week

To start filling in the time table, click the Add button. Select the days for which you want to define which actions has to taken.



Select the  Action button at the bottom to define which action has to be taken at 00:00. In the Till field, specify until what time this action has been taken. Then click on the "To TimeTable" button to add this to the time table. The result is like the following screen:



Continue with the specification of the next time period, by selection an action and specifying the Till time. To add the last period, place a

checkmark in the "Till end of day" checkbox. When the full day has been specified, click the OK button to save the data.

3.6.1 Modifying time table entries

To modify the time table entry action and Till time, in the Time Table action screen, select the Tab that contains the day to edit, and click the Edit button. It is not possible to delete an individual time table entry. To delete the specification of a complete day, select the day, and click the Clear Tab button. To insert a time table entry, select a day that is already specified, and select the Add button.

Adding time table entries for exception dates

To add an exception date, first select the Exception Dates tab, and then click the Add button.

Exception Dates - New

Start: 14-7-2010 End: 14-7-2010

Time	Action	Description
------	--------	-------------

TimePeriod Start: 00:00 End: 00:00 Till end of day To TimeTable

Action: [Search Icon]

OK Cancel

Specify the first and last day during which the time table must be applied. For each day within the specified period, the time table will be applied. The time table must be specified in the same way as explained earlier for the days of the weeks.

It is not possible to modify the time table entries for exception dates later on, but it is possible to delete the time table entries for a specific date, using the Remove Date button, or all exception dates, using the Clear Tab button.

4 Switch

A switch is an action that redirects to another action. The switch action is a manual switch. You have to manually set it to another position when required. A separate application (See also §8, Call Flow Switcher application) is available for setting a switch to another position using a simple interface. A switch can be controlled manually in this dialog screen, or through the Set-Switch action, or through the Switcher application.

Switch - New

Action number: 800

Description: Shop

Switch position: Shop is open

Shop is open	400
Shop is closed	700

700

OK Cancel

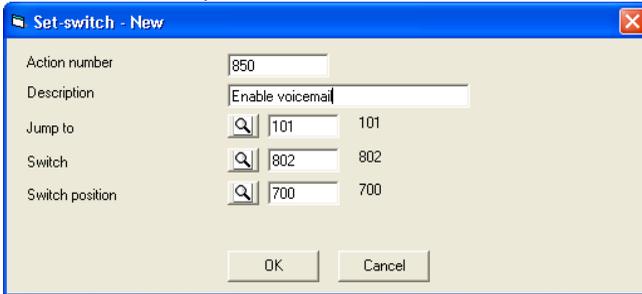
You can define one or more possible switch positions, starting at the top. Optionally you can give each switch position a description. Otherwise the description of the action would be used.

4.1 Set-Switch

The Set-Switch action sets a Switch to another position. After the Set-Switch action is performed, the switch will from that time on redirect to the new specified action number, until the switch is again repositioned.

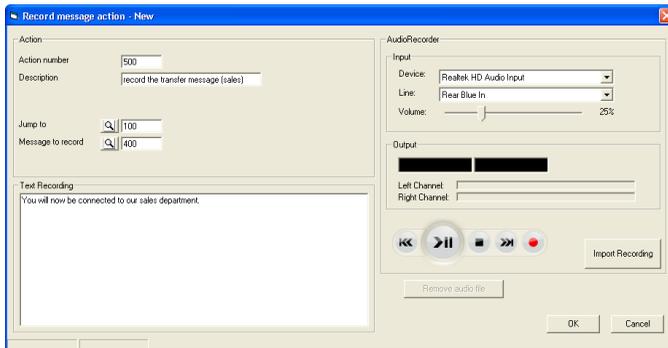
First create the switch at the desired location in the call graph, before creating the Set-Switch.

After the Switch is set to the new position, the call flow will be redirected to the specified Return action.



4.2 Record message action

The Record message action allows the caller to record the message that belongs to a specific action.

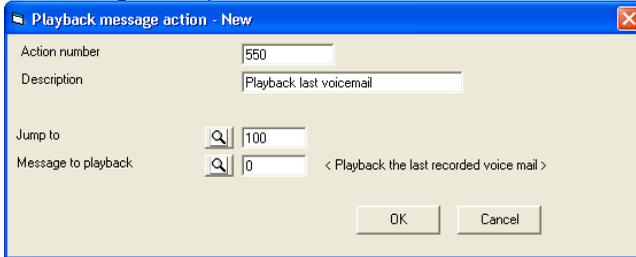


In the "Message to record" field, specify the action number of the message that must be replaced by the caller with new audio content. Before the message is recorded, the message of this action is played back. After the message is recorded, the caller is redirected to the action that is specified in the "Jump to" field.

A special case of the record action is when the message number to record is 0. Then the last recorded voice mail is deleted.

4.3 Playback message action

The playback message action allows the caller to listen to the message that belongs to a specific action.



Playback message action - New

Action number: 550

Description: Playback last voicemail

Jump to: 100

Message to playback: 0 < Playback the last recorded voice mail >

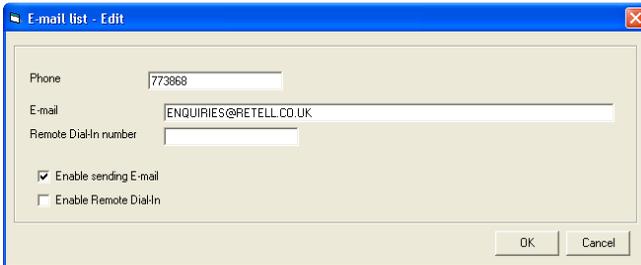
OK Cancel

In the "Message to playback" field, specify the action number of the message that must be playback to the caller. After the message is played back, the caller is redirected to the action that is specified in the "Jump to" field.

A special case of playback is when the message number to listen to is 0. Then the last recorded voice mail is played.

5 Email List

The Email List is a list of phone numbers that will receive an email when a call to the number is not answered. If no domain name (@) is used in the e-mail address then the domain name from the system e-mail address is taken. This can be found in the LAN installation menu of the Voice Server machine.



The screenshot shows a dialog box titled "E-mail list - Edit". It contains the following fields and options:

- Phone: 773868
- E-mail: ENQUIRIES@RETELL.CO.UK
- Remote Dial-In number: (empty)
- Enable sending E-mail
- Enable Remote Dial-In
- Buttons: OK, Cancel

Enable sending Email

If you select this an email with the recorded message will be send to the email address

Enable remote Dial-In

If you select this you can Dial-In and listen to the voicemail messages

6 System Messages

System messages are predefined messages such as beeps and call queue notifications used by the Voice Server. You can record or import new audio for these system messages.

The following System Messages are currently specified:

000 - 009 = "zero" - "nine" (spoken numbers, used to verify an input)

033 = "Thank you for calling... line will be disconnected now." (used in special applications)

037 = "You have entered..." (used after an input with verification option)

038 = "If ok press 1, to enter again press 2, to cancel press 3." (used after 037, fixed selections)

039 = "One moment please..." (used after an input when waiting for a response from the network)

040 = Special Notification Message that can be included in recorded calls.

041 = Notification Message out-calls in Call Recorders (unused in Voice Servers)

042 = Answering Machine Beep

043 = On Hold Beeps used in the Call Queue

044 = Phone Alerting Tone (ringing)

045 = Enable/Action Beeps used for various functions (high tones)

046 = Disable Beeps (low tone)

047 = Notification Beep in Call Recorders (not available in Voice Server)

System Messages 50 to 71 are optional and used for the Call Queue. There are 22 message numbers available and there is only need to provide a maximum of the channels on that trunk or 8 for a BRI VS. The customer records these messages using the suggested wording, or similar, and copies them to the VS using FTP:

050 = "You are the first person to be transferred"

051 = "There is 1 person waiting before you"

052 (to 070) = "There are 2 (to 20) people waiting before you"

071 = "There are more than 20 people waiting"

If the Call Queue messages are not present on the VS then the On Hold Beeps are used instead.

077 = "You are now connected..." (default queue 'Connect message' is followed by ringing sound)

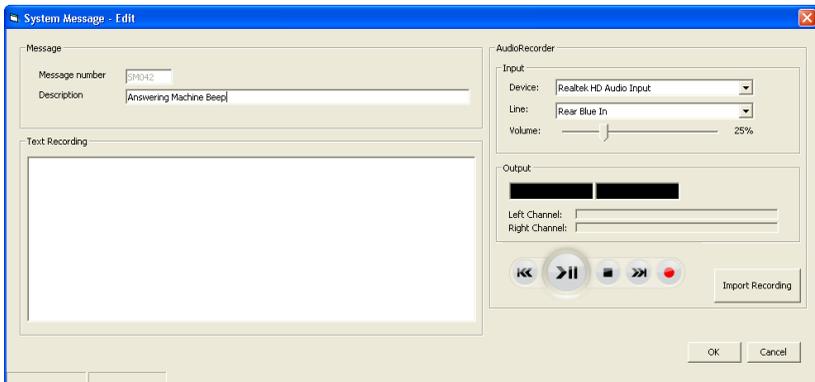
System Messages SM079 to 099 are the other Music-On-Holds messages and therefore only used in a Call Queue. Always after a music file ends the queue number is spoken again with SM050-070.

As with all cases of "broadcasting" music the customer is responsible for the appropriate license:

079 = General Music-On-Hold sound file (SM079.WAV). Used if no other music-on-hold message is specified in the queue action. The message stops if the queue-position changes. Then a queue number is spoken (SM050-071) and then the message starts all over again.

080 to 089 = Music-on-hold or advert files that are played sequentially, always starting with 080 then 081, etc. Not all sequential messages need to exist. It is also possible to use only one or two of them. These messages are not stopped or interrupted if the queue-position changes, therefore they must not be too long (20 till 40 seconds). Each time a messages ends the queue number is spoken with SM050-070 and then the next is played.

090 to 099 = Music-on-hold sound files. These are meant to be long music files. They only stop if the caller connects. As a special case, these messages are also interrupted if the queue position changes, only if SM079 exists on the system. If SM079 does not exist then SM090-099 are not interrupted.



6.1.1 Import Recording

Use this option to import a recording from an existing .WAV file.

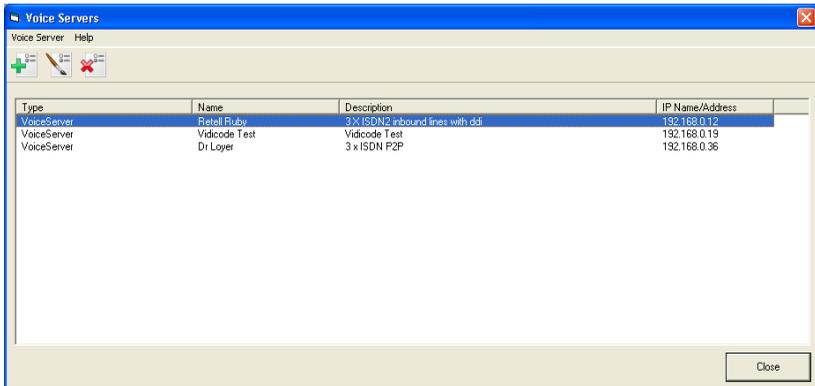
7 Top menu

7.1 Archive – Voice servers

This menu option opens a window in which all connected Voice Servers

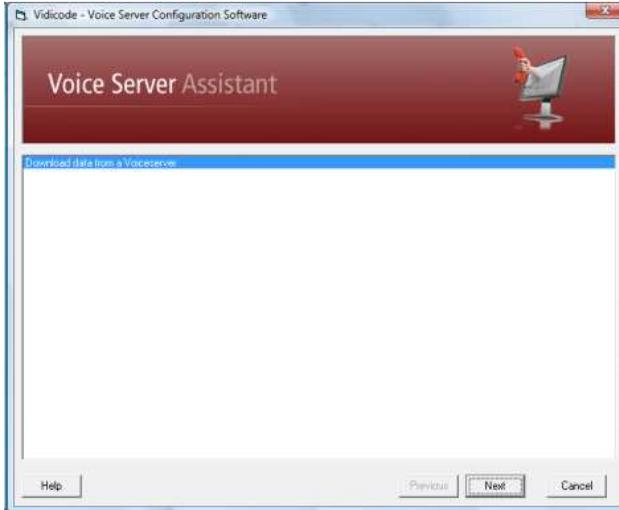


can be added, edited and deleted. Use the Add, Edit and Delete buttons. If no Voice Server is found, the Assistant can help, see below.



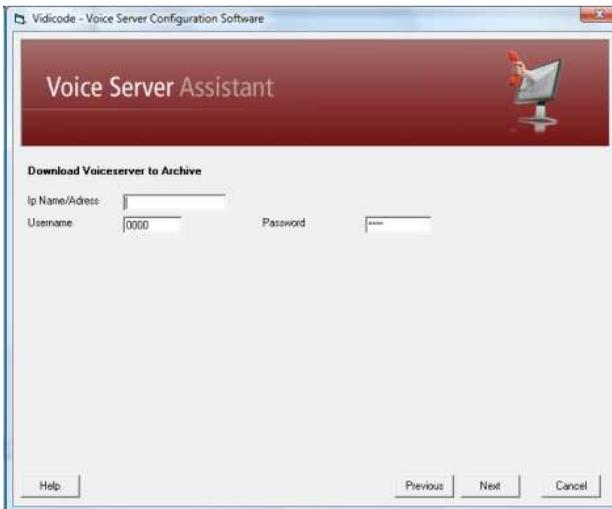
7.2 Assistant - No servers found

If there are no Voice Servers found in the PC archive, you can use the assistant to help you download data form a Voice Server.



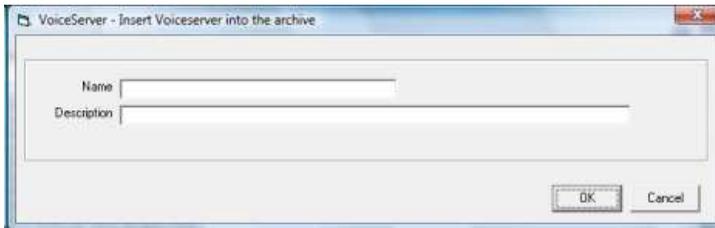
Download data from a Voice Server

Use this option when you want to download the data from a Voice Server through a ftp connection. Fill in the IP-Name or IP-Address of the Voice Server and press OK to start downloading



IP-Name/Address - The Ip Name/Address of the Voice Server, this field is used to connect to Voice Server and can be found in the Lan-menu
User Name - The username to connect to the Voice Server, can be found in the Lan-menu
Password - The password to connect to the Voice Server, can be found in the Lan-menu

After the data on the Voice Server is downloaded, you can insert the Voice Server into the archive. Fill in the name and description and press the OK button



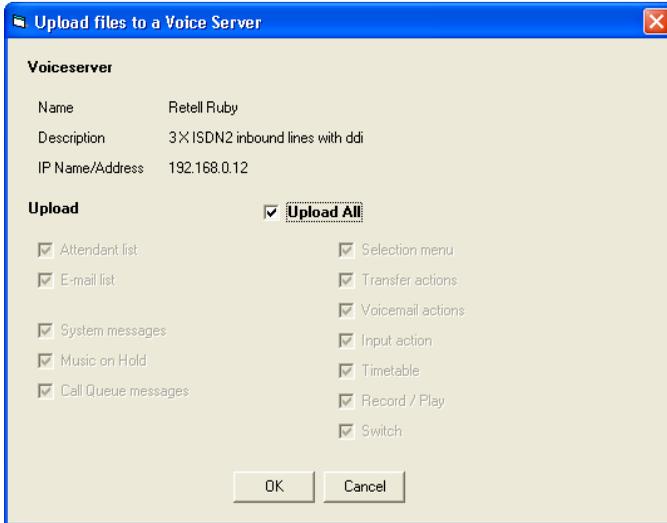
Name - The logical name of the Voice Server
Description - A description of the Voice Server

With this tool you can backup and restore Voice Server Archives.

7.3 Archive – Upload / Download

With this option files can be uploaded to or downloaded from the Voice Server. After you have completed the configuration of the Voice Server through the Call Flow Configuration manager, use this option to upload the data. If you want to download previous settings, use the download option.

Check the checkboxes of the files you want to upload / download, or check the checkbox, 'Upload all' / 'Download all'.



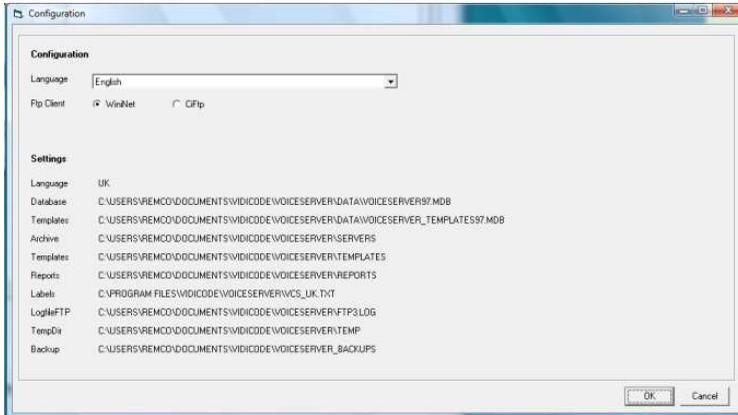
7.4 Archive – Configurations

This option lists all possible (10) configurations. By selecting the configurations it is possible to make them visible. To make the selected configuration the Active configuration, click on 'Activate selected configuration'. Select one of them to be the active one.



7.5 Extra - Configuration

Configure the software, or check the settings, or the directories in use.



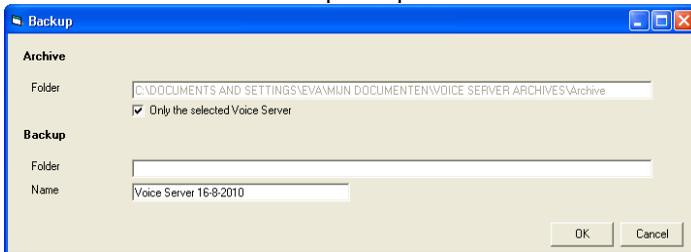
Language - Select the language

Toolbar - Display or hide the toolbar

View - Select a view, you can choose between detail en icons

7.6 Extra - Backup

Fill in the name of the backup and press OK.



7.7 Extra - Restore

Select the archive you want to restore and press OK.

7.8 Archive - Voice Servers

Maintain information about Voice Servers in the PC archive

Name - The logical name of the Voice Server

Description - A description of the Voice Server

IP Name/Address - The Ip Name or Address of the Voice Server, you can find this number in the Lan-menu

Ftp Port - The Ftp port, default is 21

Ftp User - The username to connect to the Voice Server, can be found in the Lan-menu

Ftp Password - The password to connect to the Voice Server, can be found in the Lan-menu

Ftp Passive mode - Select this option if you want passive ftp syntax.

7.9 Reports

Reports are simple text-based files, that contain information about the configuration of the Voice Server.

7.9.1 Voice Server

The configuration of the Voice Server

Check Voice Server

Checks the archive for missing actions etc.

7.9.2 Memo

The memo report prints all memo fields. This can be useful when you want a third party to record messages.

7.10 Audio Recorder

The Audio Recorder is used for recording spoken messages. The recorder is accessible when creating or modifying messages (selection menu, transfer, input or voice mail). To record a message a microphone or other input channel must be connected.

The recorder saves the recording as a .wav-file in the G.711 A-Law format. When you importing an existing recording, the software will attempt to convert the recording to this format when necessary. The Voice Server cannot play messages in other formats.

Device - Select the sound recording device

Line - Select the input line for the microphone

Volume - Volume Level of the recording

7.10.1 Import Recording

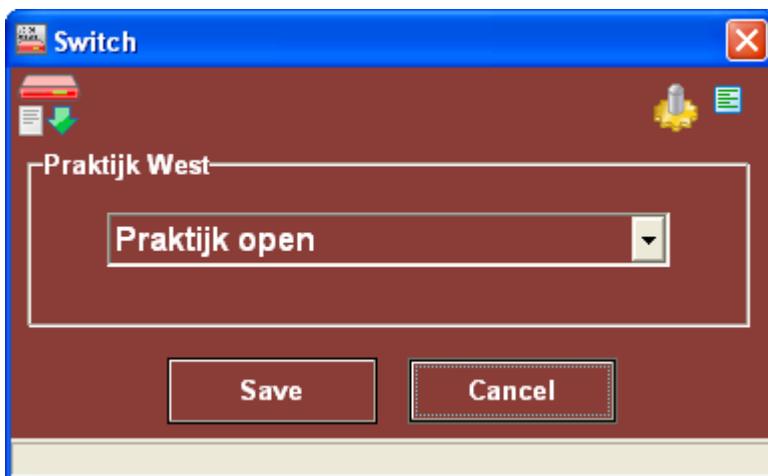
Use this option to import a recording from an existing .WAV file.

7.10.2 Remove audio file

Use this option to remove the audio message from the action.

8 Call Flow Switcher Application

The Call Flow Switcher is a separate application for setting a switch to another position using a simple user interface.



Click on the Gear button to configure which of the available switches should be displayed. By default all switches are displayed. To download the current state of the switchers from the Voice Server,

click the  button, or press the F5 key.

After you have set a new state for the switches, click the Save button to save the new state on the Voice Server Espero. It will also save the state in the local database on the PC.