Tutorial 1 - Basic VBVoice controls

This is a short tutorial designed to help the user become familiarized with some commonly used controls, and how they are put together to design a basic system in VBVoice.

The system we are about to design will require only one form.

STEP 1) *This step is to establish what the systems main objectives are:*

In this tutorial we will set the system up for Colins Cold Meat Market. We will provide the caller with an opportunity to hear recorded store information, such as the store specialty and the store hours. Secondly will provide existing customers with the opportunity to place an order. Thirdly we will provide the opportunity for potential customers to be forwarded to human assistance in order to open an account for future use.

STEP 2) *The second step is to lay out what has to be said in order to obtain your objective:*

In this case our initial greeting will say:

"Welcome to Colins Cold Meat Market"

The Main Menu should continue to say:

"Press 1 for store information, 2 to record a cold meat order, or 3 to open a new account with us"

Entering a 1:

"Colins Cold Meat Market has a large variety of cold meats cut the way you like it. We are open Monday through Saturday from 8AM to 8PM. Press # to return to the main menu or 8 to exit."

Enter a 2:

"Please remember to specify the type and amount of the meat you would like in weight or dollar amount. Ensure to include you full name and account number with us. Please leave your order after the tone."

The system will then record the order.

Enter a 3:

"Please hold for human assistance."

The call is then transferred to a human where an account number can be established or a customer can receive special attention.

STEP 3) *Creating a voice file list:*

Open Announce by clicking the Announce icon in the Windows Program Manager, or selecting the Announce item in the VBVoice Window menu. Once in Announce, select file New, and click new list. Save As... c:\vbv\market.vap. Select new, and click new phrase. Type in your new phrase, select OK and then record. Record your first message "Welcome to Colins Cold..." (as per above). Repeat this procedure for each phrase above.

Note: New phrases can be added or edited at any time during the systems design process. This is done by selecting 'edit phrase' or 'new phrase' within any control that can play a phrase.
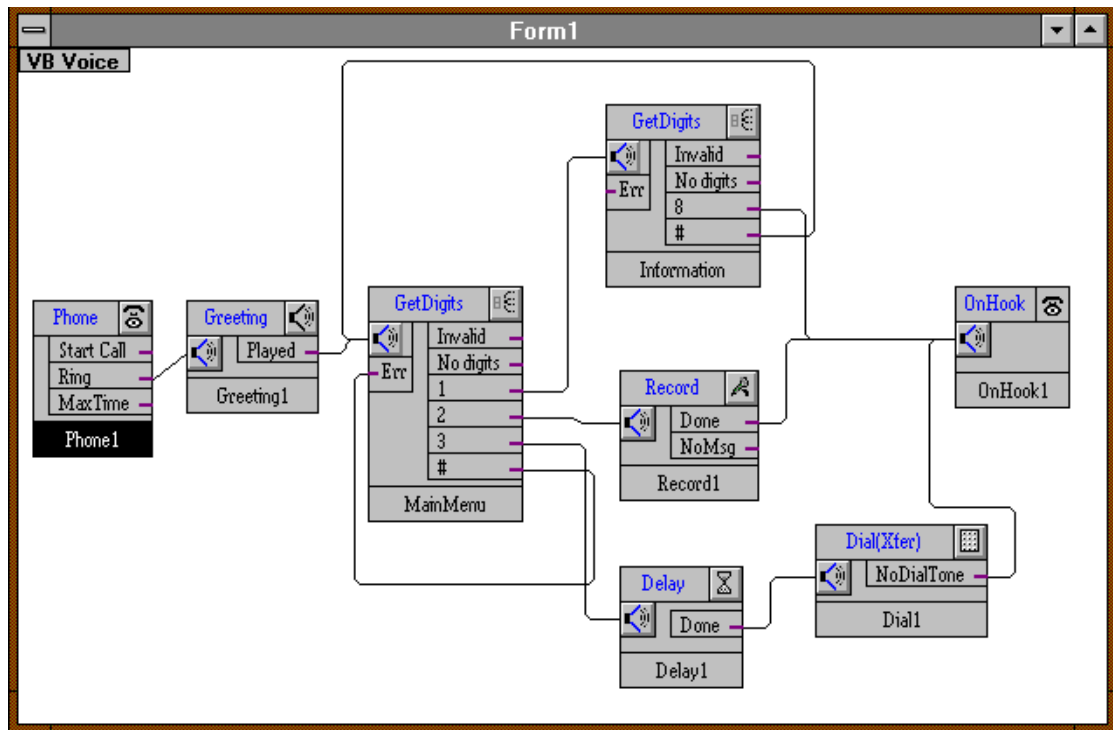
Close Announce.

STEP 4) *Adding the controls:*

1. Open Visual Basic and create a new project. Add the VBVOICE.VBX file (from the c:\windows\system*.* directory). Add a new form and Save As... c:\vbv\tutr1.mak.
2. Add a phone control on the left hand side. Every system starts with one or more phone controls. You may add as many phone controls as lines you have operating (and for which you are licensed).
3. Click on the setup button (upper right corner of phone control) to view the dialog. The VoiceLine text should be set to 1 by default. The Allocate Line and Answer call options should be checked since we want this system to answer the phone automatically.
4. Add a Greeting Control to the right of the phone control. This will play the

initial greeting. In this case we will use the phrase described in STEP 2. To add this greeting, click on the greeting button (left side of greeting control). Click add VAP phrase. Scroll down the VAP File: until you come to your previously created MARKET.VAP. Once you have selected that, you will see the list of phrases you had previously recorded. Click on your initial greeting (Welcome to...), and then OK to save your selection. Trace a line (click and drag) from the Ring of the phone control to the speaker icon of the Greeting control.

5. Now add a GetDigits control and change its name to MainMenu by double clicking on the bottom (GetDigits1), and typing in the new name. Click on the speaker icon and repeat the same procedure for adding a VAP phrase as you did with your Greeting control. This time select the MainMenu phrase as stated in STEP 2. Now click the upper right corner of your MainMenu to access the GetDigits setup dialog. You will now set the Routing to correspond with the statement you just selected. This is simply done by highlighting the digits we did not mention in our phrase and selecting delete. Other digits can be edited, or added by selecting new. Click OK to save your changes. Note: the condition name is what you see on your control, the digit mask is what the caller will type in on his/her phone. Connect the Played output of the greeting control to the speaker icon of MainMenu (click and drag from source to destination).

6. Add another GetDigits control, and call this one 'Information'. Add the phrase from STEP 2 *Enter 1*. For your Routing setup, choose only the 8 and the # keys. Connect the 1 output of MainMenu to the speaker icon of Information. Connect the # output of Information to the speaker icon of MainMenu. The 8 output will be connected to an OnHook control which will be added later.

7. Add a Record Control, and add the VAP phrase from STEP 2 *Enter a 2*. Within the Record Setup, under Update Database, chose 'None'. The done output of this control can be connected to the OnHook control when it is added.

8. Now add a Delay control and select your previously recorded phrase from STEP 2 *Enter a 3*. Click on the Hour Glass icon and select 'play music file during wait'. You will have to record a VOX file for this. NOTE: It can be either music or advertising. Simply open announce, record a phrase and save it as a VOX file within your VBV directory. Back in your delay setup, under Music file, type your VOX file name (ex. Music.vox). Set the delay to however long you want. Note: the Delay control in this example serves no real purpose other than to familiarize you with the control. Generally this control would be used as a 'fill in' during very large database searches or other time-consuming operations like paging.

9. Add a Dial Control and select 'Use Transfer Feature' in the Dial Setup. This will cause the Dial control to use the Transfer feature of your PBX to transfer the caller to another number. Number to dial should be set to 0 for the operator. To edit the PBX dial setup, select Setup...PBX, in the VBVoice(design) menu to specify the procedure to effect a transfer. The default is acceptable for this tutorial if you will only run in test mode.

10. Finally you can add your OnHook control. Connect the NoDialTone output of the Dial(Xfer) to the speaker icon of the Onhook. The default greeting in the Onhook control is 'goodbye' which we can leave as is. Don't forget to connect the outputs of the Record control and GetDigits(Information) control.

STEP 5)   Test the design:

Click on the Phone control to ensure your test starts at the beginning. Select Run...Start from the Visual Basic(design) menu.

If you are using a sound card, you then select Test from the VBVoice(design) menu. Note: when the call reaches the Record control, it will prompt you to 'Select a file to load as a recorded message'. Simply select a file and click OK.

If you have a voice card, you can now try running the system. First set Visual Basic into Run mode by selecting Start from the Run menu. Then select System...Start System from the VBVoice(design) menu. This will perform the system check, and start up the system. If an error is found, select the error line and press F1 to get more information on the error. Once the system is started, the LineStatus window will be displayed (if not, select it from the VBVoice Window menu), which will show line 1 as 'waiting for ring'.

You should now be able you to dial in, and the system will answer the call and start playing the voice menus that you have designed.