

Att Rick Jenka

Hi Rick,

Thanks for the application spec that you faxed through to me yesterday. I have a couple of comments pertaining to each of the applications.

#### *IN\_CREC\_PRODUCT*

We have changed the no of products that we will be registering to 4. Consisting of:

- 1: Quicken
- 2: QuickBooks 3
- 3: QuickBooks 2
- 4: QuickTax

#### *4.4 Standard call flow parameters for required registration and transcription*

Can we set the initial timeout and interdigit parameter to 2 seconds

We need to change the number of Record Phrases that we have available. For the Quicken bucket we need to have 7 Record phrases. These will consist of :

- i. Please state the Quicken Product that you are registering
- ii. Please say your name
- iii. Please say your Tel no
- iv. Please say your Company name and address
- v. Please state your postcode and Country
- vi. Would you like to receive information on new Intuit Products
- vii. Would you like to receive information from other vendors.

In effect what we have done is to condense the number of initial products that the customer can choose from in an attempt to reduce the length of the call.

For the remaining three options i.e. QuickBooks 3, 2 and QuickTax, we will need to have 6 Record Phrases.

Currently we are computing the unlocking code after we have obtained their address details, I would like for this to happen after phrase 7 for Quicken or Phrase 6 for the remaining products.

#### *DB\_COMMIT:*

Currently we are only recording the call at the very end of the registration process, can you change this so that the call is recorded after Phrase 3 for the Quicken Bucket and Phrase 2 for the other Buckets.

#### *Maximum Phrase Lengths*

For the Quicken Bucket can we set the phrase lengths as follows:

- Phrase 1, 2, and 3 - 20 seconds
- Phrase 4 and 5 - 60 seconds
- Phrase 6 and 7 - 5 seconds

For the remaining buckets i.e. 2 - 4

- Phrase 1 and 2 - 20 seconds
- Phrase 3 and 4 - 60 seconds
- Phrase 5 and 6 - 5 seconds

#### *Completion timeout*

Can we set the completion timer to 3 seconds

#### *Figure 4.0 Transcription Application*

We will need to change it so that we have 4 buckets that we can retrieve from. So that should read:  
For Quicken press 1  
For QuickBooks 3.0 press 2  
For QuickBooks 2.0 press 3  
For QuickTax press 4

In the not too distant future we are going to need to retrieve messages from more than 10 products. Is this something that we can handle or are we restricted to the number of didgets on a phone. If we are not restricted I would like for us to build the application so that we can retrieve from more than 10 buckets now.

#### *Figure 5.0*

After the rep has dialled in to the correct bucket for message retrieval can we prompt them with the number of new (or old) message that are on the system.

#### *5.1 Unlocking code DIP.*

I hope that you received the code that I send across to you. In order for the code to work it has to have a base number to work from, the easiest way to do this would be to have an index number that is incremented by 1 for each new call that comes in. If we do not increment the number we would end up giving out the same number to all of our customers.

#### General Questions

1. As requested we are going to record the messages ourselves. Does this mean that we have to record each question for each bucket or can we copy the voice recordings between buckets?
2. Is it possible when we run the reports to do so in 30 minute intervals?
3. Can we print the reports to disk?
4. Is there any way at all that we can report on message that are retrieved? If not is it a big project to get this sort of report?
5. In the future we will most likely be doing the development work in house. Is it possible that you can tell me what UNIX C compiler that you use?
6. Is it possible to adjust the sensitivity level when recording messages. i.e. a lot of people do not talk directly into the phone, therefore we would like to be able to adjust the level of recording sensitivity.