Documentation

OpenScape UC Application V6
Application Builder

User Guide

A31003-S5060-U110-1-7619

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1 Introduction

The OpenScape Fusion Application Builder, named Application Builder, is an administrative application for creating interactive voice applications for different deployment scenarios. You can use a voice application as voice dialog system. It enables the automatic playback of prompts, entering telephone keys via DMTF and making voice entries by means of speech recognition as well as forwarding to other subscribers. For example, prompts may inform the caller and help to navigate in the application. Entries via telephone keypad and via speech recognition enable the caller to find his/her way through the application and to enter data and names. A prompt text may read like this:

"*Welcome to the XY company*. *If you would like to be connected to one of our assistants and know the extension, please push 1. If you would like to be connected with our hotline, please push 2. If you would...*"

In this way callers can be routed to the appropriate conversation partner or routine jobs can be performed as automated procedures. Examples of voice application deployment scenarios are simple information provided via phone, automated reservations and orders or automated telephone exchanges.

1.1 Creating Voice Applications

The Application Builder offers the design interface for voice applications with which it can assemble and configure an application in the form of a callflow. The applications are later provided in the Media Server.

A call flow consists of function blocks, so-called *controls*, and the *connections* that create a transition between the controls. The control features may e.g. comprise: playing an audio file, executing a database query or setting up a telephone connection to a subscriber. The connections between the controls in the callflow indicate from which control a transition to another control is possible. When constructing a callflow the user determines which controls exist in the callflow and which controls are interconnected. Configuring means the user may set the properties of the contained controls. For example, he/she can set for a control to play audio files, which audio files to play and in which sequence. Furthermore, variables can be defined for storing data and grammar files applied for speech recognition. A voice application may contain several callflow pages in the callflow.

Thus, the callflow does not contain any information about the execution of the model, e. g. how audio files are accessed and how these audio files are forwarded to a PBX so that a caller can listen to these files.

The result delivered by the Application Builder is packed in a `*.mdp.zip.` file and contains all data required for the execution. Besides the callflow of an application with all its control and connection properties the files also represent the configuration of the voice applications and the properties of the variables, prompts and grammar files used. You can import the exported archive file in other workspaces or use it as backup copy.

You can create and simulate the deployment packages for the application offline. Uploading the Deployment Packages is a separate step executed outside the Application Builder. You find information on this in section *Deploying an Application.*

1.2 Application Builder Features

The following table lists the Application Builder features:

- Creating and editing voice applications
  - Chaining applications
  - Using bookmarks for indicating the most different positions in the application
  - Integrating prompts in the available languages
  - Supporting text-to-speech (TTS) for announcing text
  - Definition of variables to store and forward data and information
  - Importing applications used so far in the Application Builder

    Note: Please note that you cannot import all applications with all features if the platforms have different features. In most cases the imported application needs further processing.

- Creating and modifying callflows
  - Creating a callflow within an editor
  - Attaching notes to a call flow
  - Linking different callflow pages
- Use of text-to-speech
- Language modification for GUI, documentation and online help after a program reboot

1.3 Features of an Application

An voice application created with the Application Builder may have the following features:

- Playing and recording of sound files
- Performing actions depending on date, weekday, national holidays and time considering the time zone (usage of time profiles)
- Branching in the menu navigation depending on statistic as well as dynamic values
- Forwarding to an extension
- Speech recognition
- Creating and applying call flow rules using specific conditions
- Defining and using variables
- Sending documents

- Searching for contacts and users
- Selecting a supported language
- Database query
- Authenticating an ONS number or the user ID
- Managing and querying a call journal
- Displaying and querying a user's presence status. The contained information may indicate whether a user is in a meeting, absent or available.
- Creating and editing conferences

1.4 Who should read these Instructions?

This manual addresses system administrators and Professional Service employees whose task it is to establish and maintain a voice application.

You need not have any programming knowledge to create a voice application. It is created and edited in the form of a callflow using the graphical user interface of an editor.

1.5 Document Conventions

The following conventions are used in the manual to clearly distinguish the various types of information.

Note: A note in inserted in the text to draw your attention to a feature or to provide information that facilitates working with the program.

Important: Text indicated in this way signalizes high priority information. The corresponding details must be heeded to avoid damages to the system or loss of data.

Representation	Purpose
1. Click on **OK**.	The single operating instruction steps are numbered.
• First alternative – Second alternative	Alternative operational steps are represented by unnumbered lists.
Boldface	Menu names, menu entries, dialog buttons, dialog field names, buttons and tabs appear bolded.
`Courier` font	Path descriptions and file names are indicated in Courier font, e. g. c:\Program Files\... or Example.txt
<Text in pointed brackets>	Texts that may have individual contents are represented in pointed brackets, e. g. the specification C:\<*user directory*>\ may mean: C:\Mayer\ or C:\kkh\

2 Setting up the Application Builder

You set up the Application Builder as client application via the setup routine.

In case of the OpenScape server's setup routine you select the Application Builder upon choosing the components to be installed and the required files are copied to a desired directory. You can obtain further information about the setup in the corresponding section of the OpenScape Server Installation manual.

The Application Builder is separately set up via executing the setup.exe file in path `AddOn\Client\ApplicationBuilder` on the setup DVD of the OpenScape system. A wizard for performing the client installation is started.

2.1 Installing the Application Builder

Voraussetzungen

- Before performing the setup verify that the required hardware environment is available on site. You can obtain detailed information from the *OpenScape UC Application Installation and Upgrade Guide*.

Schritt für Schritt

1. The setup wizard for the Application Builder opens.
2. Select the setup language and confirm with **OK**.
3. The license agreement is displayed. You accept the conditions of the license agreements with **Accept**.
4. Confirm the setup directory with **Install**.

   If you wish to change the setup path, click on the **Browse...** button and select the path in the system.

   Setup starts. The process status is displayed.
5. Complete the installation with the **Finish** button.

   The Application Builder is installed on the system.

2.2 Operating Requirements

Smooth operation of the Application Builder for configuring a voice application requires the following:

- Installation of the XPR server
  See the *OpenScape Server Installation* manual on this
- a PBX, appropriately configured
- Binding to a telematics APL (ISDN, IP or Dialogic APL) and the assignment of a number range.

We recommend the configuration of a Concurrent Version System (CVS) or similar systems for storing the files of the configured voice application or controlling the access to such files.

Note: For further information on the installation and configuration of the UC server please refer to the corresponding installation or administration manuals.

---

3 First Steps in the Application Builder

The Application Builder is an application based on the Eclipse RCP (Rich Client Platform) framework. The Application Builder user guidance thus features the eclipse-typical views and editors for displaying or editing.

3.1 Workspace

A workspace serves as superordinate container, which includes and manages all created elements and configured properties. A workspace contains as elements any number of applications with one callflow per application that can be divided into any number of linked callflow pages.

At the Application Builder start, a folder must be created as storage for the workspace. In this folder, all configurations of the single workspace components are locally stored. These files and their contents cannot be used for the execution of created voice applications yet. Only an explicit *deployment* copies the files to the server and allows an execution.

Languages

Besides the licensed languages, further languages can be activated by means of their language codes and their locale ID. The languages are used for configuring prompts and grammar files.

Prompts

Prompts are either assigned to sound files or are created by defining text and a text-to-speech engine. Each sound file is to be assigned to an available language, while for each activated language a text can be specified for creation by means of a text-to-speech engine.

grammar files

Grammar files serve as basis for speech recognition and are assigned to an activated language each.

Variables

Variables are wildcards and storage location for data such as phone numbers or DTMF entries. The names are freely selectable.

Note: The properties and components set in the workspace are globally valid and applicable for the entire workspace, i.e. also for all applications available in this workspace. Application-specific language and database settings are not possible. You can export prompts, grammar files and variables specific to a workspace.

3.2 Applications and Compositions

You design applications and compositions using the Application Builder. The configurations of the application or composition are stored locally. The application is not compressed in a file and made available in the Media Server until the design is complete. You can reach the application via one or several phone numbers assigned to the application.

Compositions are applications or application fragments that can be used recurrently in Symvia Application, for example logging a user on to the system (LogIn). The composition is created once and can be implemented in any number of applications as application fragment.

The properties and components configured in the workspace are “bequeathed” to every configured application or composition and are thus immediately usable. Furthermore, prompts, grammar files and variables can be configured in each application that are only available in the respective application. Application-specific language settings are not possible. Application-specific prompts, grammar files and variables can be copied to other applications, though. The same applies for compositions.

3.3 Callflow

You can model a callflow in every voice application. A graphical editor is used for this purpose. Each call flow consists of controls, which represent specific features. For example, controls exist for playing prompts, for selection in a menu, for entering DMTF keys or using time profiles. Each control can be used as often as you wish and be connected to other controls. Controls are connected according to specific events or conditions. For example, the connected control is forwarded to after the successful playback of an announcement or selecting a menu option with a DTMF key. In addition it is possible to connect different callflow pages within an application.

The prompts, grammar files and variables configured in a workspace or application are used in the single control for the respectively possible functionality. Prompts are used as information announcements, grammar files as precondition for using speech recognition and variables for storing data.

The Application Builder can detect and represent syntactical errors in the workspace configuration, the applications and controls within call flows. While errors prevent the successful execution of an application and must therefore be rectified, warnings specify improvement options.

> ***Note:*** The Application Builder cannot check the usefulness of a call flow design; this must be done by the user himself/herself.

The Application Builder can be operated offline, i.e. without connection to the server. The workspace stored locally in files is compressed in a file (MDP.Zip) and copied manually to the server.

3.4 Starting the Application Builder

Schritt für Schritt

1. Start the Application Builder by selecting `Start>Programs > Siemens > OpenScape Fusion Application Builder`.

2. When starting the Application Builder select the workspace. Click on the **Browse...** button to select an existing directory or create a new folder.

   The data and configuration settings of the workspace, the applications and compositions are stored and also loaded in this directory.

   Note: If you want the above dialog to be skipped and the Application Builder automatically be started with the workspace used last when you boot the program, activate the **Always start with the last recently used Workspace** checkbox.

3. Confirm the selected workspace with **OK**.

   Note: Make sure not to use the `workspace` subfolder of the Application Builder setup path. This folder contains superordinate meta data that must not be overridden or deleted.

4. You set the language of the GUI, the documentation and the online help of the Application Builder via the dialog invoked from the menu `Tools > Preferences`. You find more information on this in the *Tools* section.

   Note: A language reset for the GUI, documentation and online help does not take effect until the program is rebooted.

4 User Interface

This section contains a detailed description of the single GUI items of the Application Builder and their functions.

The following figure shows the Application Builder GUI with some of its views. The **Problems**, **Bookmark**, **Search** and **Properties** views are combined in the form of tabs, so that only the **Problem view** is fully visible.

The menu bar and toolbar are always displayed. The views can be optionally displayed and opened and closed as required.

Menu bar

The single menu options of the menu bar are described in detail in the *Menu Bar* section.

Toolbar

The single elements of the toolbar are represented in the *Toolbar* section.

Workspace Views

The Views term describes different tabs of the Application Builder GUI. Among these are:

- the **workspace**, which displays in a tree structure links for setting the entire workspace and also existing applications as well as their callflows.

- the **outline view**, which represents a selected callflow in minimized format.
- the **problem view** for displaying notes and errors in the workspace or in an application.
- the **properties view**, which displays the information of a selected control.
- the **bookmark view**, which lists the created bookmarks.
- the **search view** for listing search hits and the associated results.
- the **help view** for representing context-sensitive help information.
- the **callflow editor** for creating and editing callflows. The editor includes a palette, which lists the available controls.

You can control the activation or deactivation of the single views via the **View** menu option. The callflow editor starts automatically upon opening a callflow.

4.1 Menu Bar

The menu bar is the only GUI item that cannot be freely positioned.

It is anchored beneath the Application Builder's caption bar and comprises the following options:

- File
- Edit
- View
- Search
- Tools
- Help

4.1.1 File

This menu contains the following options:

Option	Function
New > Application...	This menu option serves for creating a new application. The user can select the application type on the basis of which an application is to be created.
New>Symvia Control Composition	This menu option serves for creating a new composition. The user can select the composition type on the basis of which a composition is to be created.
Close	This menu option closes the tab currently displayed in the editor area.
Close All	This option closes all tabs opened in the editor area.
Save	Use this menu option to save the current state of the tabs presently displayed in the editor area.

Option	Function
Save As...	Using this menu option you can save the state of the call flow currently opened in the editor area under a freely definable name.
Save All	Use this menu option to save the state of all tabs presently displayed in the editor area.
Rename	With this menu option you can rename the selected applications or call flows.
Refresh	This menu option refreshes the view of all areas with reference to the last modifications after saving or deploying an application. Modifications to applications are immediately executable but the problem view is not immediately updated. Errors and warnings are only put out with saving, updating or executing an application.
Refresh Problems	This menu option refers to the Problems view only. It updates the problems view according to the current state.
Print	The menu option enables printing the currently opened call flow. In the open Print dialog you can select a printer and set print options.
Switch Workspace	This option opens the dialog for selecting the workspace.
Import Workspace Item...	This function comprises importing a previously exported or provided archive file of an application.You find further information in section *Importing a Workspace Element*.
Export Workspace Item...	This feature comprises the Export of a workspace element to an archive file. Up to now, only the export of applications as workspace element has been supported. You find more information on this in section *Exporting a Workspace Element*.
Properties	Depending on the selected element (application, callflow or control), the element's properties are displayed when you enable this menu option: • **Application**: You receive general information about the selected application such as storage location, date of the last access, file size and type. You can also manage the language resources available for the application. • **Callflow**: You receive general information about the selected callflow such as storage location, date of the last access, file size and type. • **Control**: Since each control is to be distinguished according to its type, the configuration dialog of the corresponding control type opens. Here you do not only receive information but you can also immediately perform settings or change them.
Exit	This menu option terminates the Application Builder.

4.1.1.1 Importing a Workspace Element

You can add workspace elements to the current workspace. If the export belongs to another target platform, the contained element may be transformed for the Symvia platform.

Schritt für Schritt

1. Select **File>Import Workspace Item...**.

   The **Import Workspace Item** dialog opens.
2. Click on the **Browse...** button and select the archive file from which the workspace element will be imported.
3. Click on **Next>** or **Finish** to accomplish the import without check.

   The next dialog displays the content of the selected archive file.
4. Specify a name for the workspace element.
5. Confirm the specifications with **Finish**.

4.1.1.2 Exporting a Workspace Item

You can export workspace elements from the current workspace. This way you can create a backup copy of the application in the form of an archive file. The archive file contains all important definition files of the application and may contain additional resource files of the application. You can use the created archive file also for importing the application to another workspace.

Schritt für Schritt

1. Select **File>Export Workspace Item...**.

   The **Export Workspace Item** dialog opens.
2. Select the element to be exported from the **Workspace Item** list.

   Only elements available for the export are offered.
3. Click on **OK**.
4. Select the archive file from the system in which the application shall be exported.
5. Select **Next>** or **Finish**.
6. In the next dialog, determine whether or not additional resources shall be stored in the archive file. Activate the corresponding checkboxes.

   a) Include Prompt Audio Files into the Export

   b) Include Grammar Specification Files in the Export

   c) Include other Application Resource Files into the Export

   d) Include additional Documentation Files in the Export
7. Select **Next>** or **Finish**.

   With a click on the **<Back** button you can return to the previous dialog.

8. In the next dialog, specify optionally additional information to be displayed during the import.
9. Confirm the specifications with **Finish**.

   A dialog confirms the successful export.
10. Click on **OK**.

4.1.2 Edit

This menu contains the following options:

Option	Function
Undo	This menu option undoes the last performed modification to the callflow. This includes modifications in the properties windows of the controls. You can use this option repeatedly.
Redo	This menu option cancels the last undoing. It can be applied repeatedly.
Cut	A selected control, linkage or note in the callflow is copied with this command and deleted in its original place when being pasted somewhere else. You cannot cut a connection in the callflow since a connection is permanently assigned to a control.
Copy	A selected control, linkage or note in the callflow is copied with this command and left in its original place when being pasted somewhere else. You cannot copy a connection in the callflow since a connection is permanently assigned to a control. You can also copy callflows and applications.
Paste	Inserts a cut or copied control, linkage or note in the callflow or a copied application or a copied callflow in an arbitrary place. You cannot copy or cut and paste a connection in the callflow since a connection is permanently assigned to a control.
Delete	This menu option deletes the connection, note, linkage or control selected in the callflow. When a control is deleted, all connections starting from or ending at this control are also deleted. You can also delete selected callflows and applications.
Select All	This menu option selects all controls, notes and linkages available in the active callflow. Since connections are always permanently assigned to controls, they are selected, too.
Add Bookmark	This menu option pastes a bookmark in the bookmark view for the currently opened control or callflow. Bookmarks are represented in the bookmark view and can be selected from there, see section *View Bookmarks View*. You cannot execute the Undo command for the add-bookmark feature.

4.1.3 View

This menu contains the following options:

Option	Function
Workspace	Activates or deactivates the workspace view.
Outline	Activates or deactivates the outline view.
Properties	Activates or deactivates the properties view.
Problems	Activates or deactivates the problem view.
Bookmark	Activates or deactivates the bookmark view.
Search	Activates or deactivates the search view.
Console	Activates or deactivates the console view.
Navigation > Activate Problems View / Bookmarks View / Workspace View /Editor	This menu option enables the selective activation of the **Problem View**, **Bookmark View**, **Workspace View** and **Editor** tabs. In addition, you can maximize or minimize the editor area for designing callflows with reference to the window size.
Maximize Active View or Editor	A perspective defines the arrangement of all freely positionable GUI elements of the Application Builder window. This menu option maximizes the active elements.
Minimize Active View or Editor	A perspective defines the arrangement of all freely positionable GUI elements of the Application Builder window. This menu option minimizes the active elements.
Reset Perspective...	This menu option resets the perspective of the workspace to the default settings.

4.1.4 Callflow

This menu item is only displayed if a callflow is active in the editor area and contains the following options:

Option	Function
Show grid	This menu option lets you activate/deactivate the grid in the callflow editor.
Show shadow	This menu option activates/deactivates the shaded display of a callflow's controls.
Show ruler	This menu option adds a ruler to the top left margin of the callflow editor or deactivates it.

Option	Function
Snap to geometry	When you activate this feature and position controls, lines are displayed in relation to other controls. In this way you can position controls precisely on the same level or in the same distance from each other.
Zoom in	This menu option is only executable when a callflow editor or a control in the callflow is selected. All elements in the current callflow are then displayed magnified.
Zoom out	This menu option is only executable when a callflow editor or a control in the callflow is selected. All elements in the current callflow are then displayed minimized.

4.1.5 Search

This menu option opens the search dialog and enables searching for a character string in all applications. The search result is displayed in the search view.

All names, descriptions and control properties are searched, e. g. also character strings that form a welcome text in a prompt control.

Note: The search feature is case sensitive. Using the characters * and ? as wildcards in search items is not allowed.

Details >> button

This button expands the Search dialog with the Settings and Scope tabs, thus enabling a more detailed search. After you have clicked this button, it turns into **<< Details**. When you click this button, the two tabs close again.

- **Settings** tab
  Case Sensitive
  Activate the associated checkbox if upper and lower case writing is to be heeded. If you enter an uppercase search item, only uppercase hits will be delivered.
  Whole Word
  Activate the associated checkbox if only whole words are to be accepted in the search. Otherwise, all terms starting with the search item will be put out. For example, if you enter an A as search item, all terms beginning with A will be put out as hit.
- **Scope** tab
  On this tab you set the search scope.

4.1.6 Tools

Under the **Tools** menu item you find the options **Manage Workspaces** and **Preferences**. The latter opens a new dialog for performing general Application Builder settings. You can perform settings in six areas: **General, Help, Content, Network, Symvia and Confirmations**. The following sections provide details about the setting options for the single areas.

4.1.6.1 Managing Workspaces

Here you can manage the workspaces used last. Each list entry corresponds to a single workspace once used for a session.

You can remove workspaces, purge them or change the sequence in which they appear in the workspace selection dialog.

Important: Please note that purged workspaces are removed permanently from the disk after you have confirmed the dialog.

4.1.6.2 Configuring Preferences

Configuration Dialog General

The **General** area lets you perform the following settings:

Option	Function
Language	This is the language used by the Application Builder. A modification will not take effect until a reboot.
Automatically start with the last recently used Workspace	This setting determines whether the workspace used last is to be deployed when starting the Application Builder. This option is active by default.
Maximum Number of saved recently used Workspaces	This is the number of workspaces used last to be registered by the Application Builder. The default value is 10.
Restore open Editors after Start of Application	This option is active by default and serves for automatically displaying all open editor areas of an application after a program reboot.
Update delay for newly reported Problems (ms)	This field determines the delay for displaying entries newly made in the **Problems** view. The default value is 300 milliseconds.
Focus Animation Duration (ms)	This setting defines the time in which the focus animation is displayed. Focus animation describes the red frame that appears in the problems view when you doubleclick an error entry. This animation serves highlighting purposes only and is terminated when you select the faulty element. The highest value is 999. The default value is 180 milliseconds. Entry “0” deactivates the function.

Option	Function
Focus Animation Line Width	This setting defines the line width of the focus animation's red frame. The highest value is 9. The default value is 2. The entry “0” deactivates the function.
Restore Defaults	This button resets all values to the defaulted ones.
Apply	This button copies the modified settings.

Configuration dialog Help

In the Help area you can perform the following settings, which influence the Help representation.

Option	Function
Open help search	
In the dynamic help view	
In a browser	
Open help contents	
In the help browser	
In an external browser	The help opens in a pre-set browser. If this option is inactive, the help is displayed in an Application Builder window. You start the help display by selecting **Menu > Help > Contents**.
Open window context help	
In the dynamic help view	The context sensitive help is displayed in the help view.
In an infopop	The context sensitive help is displayed in a pop-up window.

Option	Function
Open dialog context help	
In a dialog tray	The context sensitive help of dialogs is displayed in a dialog tray.
In an infopop	The context sensitive help of dialogs is displayed in a pop-up window.
Restore Defaults	This button resets all values to the defaulted ones.
Apply	This button copies the modified settings.

Configuration dialog Network

The network settings are used if network accesses occur from the Application Builder, e.g. while an application is being simulated.

The **Network** area lets you perform the following settings:

Option	Function
Do not use a Proxy Server	When this option is active, no proxy server is used.
Automatically detect Proxy Server Settings	When this option is active, the proxy server and port are automatically detected and set.
Manual Proxy Server Configuration	When this option is active, the fields for the manual proxy server and port input are enabled.
HTTP(S) Proxy Server	Specify the proxy server.
Port	Specify the port.
Enable Proxy Server Authentication	When this option is active, specify a **Username** and the associated **Password**.

Configuration dialog Symvia

The **Symvia** area lets you perform the following settings:

Option	Function
Automatically enable Grid when opening Editor for new Callflow	This setting defines whether the grid is to be automatically displayed when creating a new callflow.
Grid spacing of Callflow Editor (Pixel)	Grid spacing of the callflows in pixels. The default value is 12.
Automatically enable Shadows when opening Editor for new Callflow	When you activate this option, all controls are automatically displayed shaded upon the creation of a new callflow.
Automatically enable Rulers when opening Editor for new Callflow	Setting that automatically displays rules at the top and left editor margin when creating a new callflow.
Automatically enable 'Snap to Geometry' when opening Editor for new Callflow	Setting this checkbox automatically activates the auxiliary lines for the geometric arrangement of controls when creating a new callflow.
Allow Items on Callflow to be manually resized.	After activating this option you can change a control's size in the callflow. The size will otherwise automatically be adjusted to the control text size.
Connection Router Type used on Callflows	Two connection types are available: orthogonal and linear. The orthogonal connection type has rectangular connections with rounded edges.? The linear connection type has direct connections between the controls.

Configuration dialog Symvia Confirmations

The **Confirmations** area lets you perform the following settings:

Option	Function
Show Confirmation Dialog after successful Application Deployment	A dialog appear that confirms the successful deployment of an application.
Show Confirmation Dialog after successful Application Export	A dialog appear that confirms the successful export of an application.

4.1.7 Help

This menu has the following options:

Option	Function
Help Contents	This menu option opens the Online help. Depending on the settings you have made in the **Tools > Preferences...** menu option this is done in an external browser or in an Application Builder window.

Option	Function
Dynamic Help	This menu option opens the help view with an overview of all topics. You find further information in section *Dynamic Help*.
Search	This menu option immediately opens the Search topic in the help view. Here you can enter a specific term as online help search item. You find further information in section *Search*.
About OpenScape Fusion Application Builder	This menu option provides information about the Application Builder. You find more information in section *About Application Builder*.

4.1.7.1 Dynamic Help

A click on the **Dynamic Help** menu option opens the help view in the form of a tab. It contains an overview of all topics.

Depending on the selected help page, the bottom margin shows different links:

- **All Topics** leads to the help's table of contents.
- **Related Topics** shows the links that provide information about the desired element.
- **Bookmarks** displays the help pages that you have selected as bookmark.
- **Index** opens the keyword overview of the help.
- **Search** shows the page on which you can specify a search item for searching the help.

You find further information about the help in section *Help View*.

4.1.7.2 Search

When you select the **Search** menu option you are directly taken to the search page of the help.

Enter the item to be searched for in the **Search expression** field and then click on **Go**. The hits and their number are displayed in the bottom section of the view.

> ***Note:*** The special characters ***** (arbitrary sequence), **?** (any character), **""** (expression) and the Boolean operators **AND**, **OR** and **NOT** are allowed in search items.

Under Search scope you can configure the range in which the search is to be performed.

1. Click on the **Default** link to view or change the settings.

2. Select the Default entry and click on the **Edit...** button. The following dialog opens:
   In this dialog you can determine whether to search the local help document . Activate the **Enable search engine** checkbox for this purpose. In addition, you can select one of the two radio buttons to define the topics to be searched.
   - **Search all topics**
   - **Search only the following topics**
     Activate the checkbox of the desired **Working set content**. This activates the topic itself and all subordinate topics for the search.

4.1.7.3 About Application Builder

If you have selected the **About OpenScape Fusion Application Builder** menu option, the following dialog opens that delivers information about the Application Builder.

Click on the **Installation Details** button to obtain information about the plug-ins and configurations. The dialog **OpenScape Fusion Application Builder Installation Details** opens. It contains the tabs **Plug-ins** and **Configuration**.

Plug-ins Tab

All Application Builder plug-ins are listed. Select an entry in the list. The following options become active:

- The **Legal Info** button offers information about the license in HTML format. In this case your default browser opens.
- The **Show Signing Info** button offers information about the certificate of the selected plug-in if it is signed.
- The **Columns** button offers an overview of the displayed columns. If you select a column you can change its displayed width.

Configuration Tab

If you select the **Configuration** tab you receive the entire Application Builder settings.

- The **View Error Log** button opens a window for displaying the error log file. If required, a dialog is displayed for selecting a program to view the error log. We recommend to prefer the editor.
- The **Copy to Clipboard** button copies the settings to the clipboard. From there you can paste the settings into other programs by pushing the `[Ctrl]` + `[V]` key combination, for example.

4.2 Toolbar

Except for the zoom feature the toolbar offers a selection of the features that are also available via the menu bar. For a detailed description of the features please also refer to the corresponding chapter on the menu bar.

Option	Function
	Create new application
	Save opened callflow or performed settings
	Save all callflows or all performed settings
	Open dialog for printing the selected callflow
	Provide the currently selected application (**deployment**). Via the arrow icon you can choose from all available applications.
	Undo
	Redo
	Cut the selected object and copy it to the clipboard
	Copy the selected object to the clipboard
	Paste the cut or copied element from the clipboard into the desired position.

4.3 Workspace

The workspace view represents configuration options for the entire workspace and also the configured applications as well as their associated callflows. The view appears in a tree structure:

For the entire view you can select the following entries:

- **Workspace Settings** for configuring the available language resources
- **Workspace Variables** for creating and editing wildcards
- **Workspace Prompts** for integrating and creating announcements
- **Workspace Grammars** for activating rules and assignments for speech recognition when using text-to-speech
- **OpenScape Servers** for logging on user profiles and configuring them. In addition, you can query the connected OpenScape server for hosted Symvia applications and their bindings.
- **Symvia Control Compositions** create applications or application fragments that can be used again in the Symvia Application. Compositions are subject to changes.

For each newly created application the entries for configuring variables, prompts, grammars, and resources are created. The configuration of these variables, prompts, grammars, and resources is only valid in the respective application. Furthermore, the callflows created in an application are displayed.

For each workspace entry a specific icon is displayed.

Icon	Meaning
	Workspace settings
	Workspace or **Application Variables**

Icon	Meaning
	Workspace or **Application Prompts**
	Workspace or **Application Grammars**
	Callflow

If errors or warnings exist in an entry's settings, the icon is added for an error or the icon for a warning. For example, indicates that the Symvia application is faulty, and marks a prompt for which warnings exist. When you select the corresponding entry, the errors or warnings are displayed in the Problem view.

Workspace Settings

If you doubleclick the **Workspace Settings** entry in the workspace view, the **Workspace Settings** tab for defining and configuring the languages to be used opens.

You need to define at least one language for each workspace and application. Only for the language set here you can select language-dependent resources such as prompts or grammar files. Only for the languages specified here you can use e.g. a text-to-speech system for creating prompts from text.

> ***Important:*** Default languages are DE-DE and DE-US. For languages deviating from the defaults you need to install the matching ASR/TTS Language Pack on the UC server.

On the left-hand side, the tab shows a list of **All Workspace Languages**. As soon as you have selected one of the listed languages, the **Workspace Language Properties** appear on the right hand side.

4.3.1 Adding pre-defined Languages

Schritt für Schritt ***1.*** Click on the **Add...** button.

The **Add Languages to the Workspace** dialog opens.

Field	Description
Name	The **Name** serves as unique identifier of a language resource.
Code	The **Code** describes the values of the CultureInfo class defined by Microsoft, which contain the cultural properties of a country. These properties contain the name of the culture, the writing system, the calendar used as well as the date format and sorted character strings. The code consists of a two-digit culture code in small letters according to ISO 639 linked to a language and also of a two-digit fractional culture code in small letters linked to a country or region.
Locale ID	The **Locale ID** or **LCID** (locale identifiers) for short describes a unique code of a language resource introduced by Microsoft, which is also used e.g. by your operating system. Using this ID the operating system can adjust the specific properties and representations of information output such as date and currency specifications or weekday names.
Type	The **Type** indicates for each language resource whether the language is **predefined**, i.e. was installed via the UC system or whether it is a **user-defined** language.

2. Activate the checkbox of the desired language(s) and confirm your selection with the **OK** button.

   The selected language appears indicated in the **All Workspace Languages** list and the **properties** of the added **workspace language** are displayed. The following language properties are available:

Properties	Description
Language Name	The **Name** serves as unique identifier of a language resource.
Language Description	Optional description of the selected language.
Language Code	The **Code** describes the values of the CultureInfo class defined by Microsoft, which contain the cultural properties of a country. These properties contain the name of the culture, the writing system, the calendar used as well as the date format and sorted character strings. The code consists of a two-digit culture code in small letters according to ISO 639 linked to a language and also of a two-digit fractional culture code in small letters linked to a country or region.
Locale ID	The **Locale ID** or **LCID** (locale identifiers) for short describes a unique code of a language resource introduced by Microsoft, which is also used e.g. by your operating system. Using this ID the operating system can adjust the specific properties and representations of information output such as date and currency specifications or weekday names.
Extra Information	The optional information displayed here can be used by a target platform for identifying the workspace language.
Resource Folders	The **Resource Folder** describes the folder in which the prompts and grammar files configured for the workspace or an application are stored according to the associated language. For each language already assigned by the system a folder name is already predefined. For each user-defined language a folder name must be specified in the right column.

   Via the **Set this Language as Workspace Default Language...** link you can define the selected language as language for all prompt, grammar and resource files.

4.3.2 Removing a built-in language

Schritt für Schritt

1. Select the language you wish to remove from the list.
2. Click on the **Remove** button.

The language is removed from the list.

4.3.3 Creating a customer-specific Language

Schritt für Schritt

1. Click on the link **Configure custom Language Definitions...**.

   The dialog of the same name appears.

2. Click on the **Add...** button.

   The **Add Custom Language** dialog opens.

3. Enter the following information:

   - **Language Name**
   - **Language Code**
   - **Locale ID**

   You can obtain the **Language Code** and the **Locale ID** from the Microsoft internet pages.

   Note: The language code for American Spanish is `ES_US`. This is the language of Spanish native speakers in the US.

4. Click the **OK** button.

   The created language is displayed in the list of customer-specific language definitions.

   You can select an available language and edit, copy or remove it from the list via the offered buttons. How to proceed is described in section *Editing a customer-specific Language*.

5. Click the **OK** button.

   The dialog **Configure Custom Language Definitions** closes.

4.3.4 Editing a customer-specific Language

Schritt für Schritt

1. Click on the link **Configure custom Language Definitions...**.
2. Select the language in the list.
3. Click on the **Edit...** button.

   The dialog **Edit Custom Language Definitions** opens.

4. Change the language settings.
5. Confirm your changes with **OK**.

The changes are applied to the language.

4.3.5 Removing a customer-specific Language

Schritt für Schritt

1. Click on the link **Configure custom Language Definitions...**.
2. Select the language in the list.
3. Click on the **Remove** button.

The language is removed from the list of customer-specific languages.

4.4 Workspace Variables

If you doubleclick the **Workspace Variables** entry in the workspace view, the tab for defining and configuring the variables opens in the editor area.

In contrast to application-dependent variables, workspace variables are valid in the entire workspace and can be used across the application. Variables are also displayed in the list of application-dependent variables with the supplement [workspace variables alias].

4.4.1 Defining a new Variable

Schritt für Schritt

1. Click on the **Add...** button.

   The **Create Workspace Variable** dialog opens.
2. Assign a name to the workspace variable.
3. Enter optionally a **Workspace Variable Description**.
4. Click on **OK**.

The name is automatically transformed in the $<Name> format and describes the application alias of the newly created workspace variable.

A click on **Delete** removes selected workspace variables.

Using the **Up** or **Down** button you can move a selected variable up or down the list.

4.4.1.1 Setting the Application Alias for the Workspace Variable

Schritt für Schritt

1. Click on the plus sign that precedes the corresponding variable.

   The application alias of the variable opens.
2. Select the **Alias for Symvia Application (AF 2.0)**.

   The **Symvia Application Variable Details** view opens.
3. Change the values in the fields.
4. Save the changes with "".

4.4.1.2 Adding default Workspace Variables

Schritt für Schritt

1. Click on **Add default Workspace Variables...**.
2. Select the corresponding checkbox for the variables `Current Date` or `Current Time`.

   The variables are integrated in the list of workspace variables.

   The aliases of these variables for Symvia applications are `$DATE` and `$TIME` and are write-protected.

4.4.1.3 Importing Variables

Schritt für Schritt

1. Click on **Import Variables from another Workspace...**.

   The **Import Workspace Variables** dialog opens.
2. Click on **Browse...** for selecting the corresponding workspace.

   All variables of the other workspace are automatically displayed with their properties.
3. Select the desired variable.

   To import all variables of a workspace, click on the **Select All** button.

   With a click on the **Deselect All** button you undo all variable selections.
4. Click on the **Finish** button.

   The imported variable is itemized in the **All Workspace Variables** list.

4.4.1.4 Further features

The **Workspace Variables** tab features at the top right margin three more icons the functions of which are explained in the below table.

Icon	Function
	This icon serves for filtering the variable display. By enabling this icon you can determine for which applications a variable alias is to be displayed. Activate the checkbox of the desired application in the opened dialog and then click on the OK button. Only the variable aliases of the selected application are listed.
	This icon is active by default. In the icon's active state the areas **All Workspace Variables** and **Symvia Application Variable Details** or **Workspace Variable Details** are positioned next to each other (vertically). The area **All Workspace Variables** is found in the left half of the tab.
	When you activate this icon, the areas **All Workspace Variables** and **Symvia Application Variable Details** or **Workspace Variable Details** are positioned on top of each other (horizontally), with the area **All Workspace Variables** always being in the upper half of the tab.

On the top right margin of the **All Workspace Variables** area you find the icon. A click on this icon displays only the variables defined for the workspace in the **All Workspace Variables** list. The respective aliases can be displayed again via their plus sign.

4.5 Workspace Prompts

If you doubleclick the **Workspace Prompts** entry in the workspace view, the tab for defining and configuring the workspace prompts opens in the editor area. Prompts or announcements are either sound files or texts transformed using a text-to-speech system, which are used in the controls for various functions. Examples are welcome announcements, operating instructions or caller information, which is announced.

In contrast to announcements that depend on applications, workspace announcements are valid in the entire workspace and can be used across the application. Workspace announcements are also displayed in the list of announcements that depend on applications.

4.5.1 Creating a new Prompt

Schritt für Schritt

1. Click on the **Add...** button.

   The **Create Workspace Prompt** dialog opens.
2. Enter the **Workspace Prompt Name**.
3. You can optionally enter **Workspace Prompt Description** .
4. Click the **OK** button.

   The newly created prompt is itemized in the **All Workspace Prompts** list on the **Workspace Prompts** tab. It does not have a text yet for using a text-to-speech engine.

Nächste Schritte Add an announcement to the prompt.

4.5.2 Adding an Announcement to a Prompt

Schritt für Schritt

1. Click on the plus sign that precedes the corresponding prompt.

   The application alias of the prompt opens.
2. Select the application alias.

In the right-hand section of the tab, **Symvia Application Prompt Details** opens with the following options:

Note: Please note that prompts can only be used for the available and configured languages. Languages are configured in the **Workspace Settings** on the **Workspace Languages** tab.

Important: Default languages are DE-DE and DE-US. For languages deviating from the defaults you need to install the matching ASR/TTS Language Pack on the UC server.

Field	Function
Prompt Name	The **Name** serves as unique identifier of the prompt.
Prompt Description	Optional prompt description.
Prompt Category	The category assigns the prompt to a purpose.
Prompt Texts	You find information in the ensuing section *Prompt Texts*.
Prompt File	You find information in the ensuing section *Prompt File*.
Configure Prompt Categories of the Workspace...	Here you can add, edit and remove categories. Each prompt category is available in the entire workspace.
Configure available Languages in the Workspace Settings Editor	Here you can edit the workspace languages. The Application Builder opens the **Workspace Languages** tab. You find more information on this in the *Workspace Settings* section.
Import Prompts from another Workspace...	You find information in the ensuing section *Importing Prompts*.

4.5.2.1 Prompt Texts

In the **Prompt Texts** table you enter a text for each configured language. This text is transformed in a announcement by means of TTS if the prompt is used in an active application. This requires an installed TTS system.

In addition, the use of definitions in the XML-based SSML is supported. This serves for creating announcements in prompts by means of TTS. But instead of specifying a continuous text for announcement output, the text playback can be adjusted with the help of a special notation. For example, phone numbers may be announced digit by digit and slowly, thus for everybody to understand. Specify the desired entry in SSML for using SSML as text.

An example would be the following specification, which announces the indicated number as phone number.

```
“<say-as interpret-as=”telephone”>012387654</say-as>”
```

You find a list of all possible definitions in SSML in the user guide of the supported speech recognition system (e.g. RealSpeak Telecom Software Development Kit) on the supplied DVD for installing the languages to enable text-to-speech. You can obtain further information about SSML from the web pages of the W3C institution.

4.5.2.2 Prompt File

In the **Prompt File** field you can assign already existing audio files of the format `*.wav` or `*.pcm` to the prompt. Proceed as follows:

Schritt für Schritt

1. Click on the **...** button.

   The **Select Audio File** dialog opens.

   INFO: If you want to insert a file already used, proceed with *step 2*.

   If you want to add a new audio file, skip to *step 3*.

2. Select the desired file and click on **OK**.

   The selected **Prompt File** and the languages in which it is available are itemized in the **Symvia Application Prompt Details** list.

3. Click on the **Import...** button.

   The **Import Audio Files** dialog opens.

4. Click on the **Add...** button.

5. Select the desired audio file and click on **Open**.

   The desired audio file is integrated in the list of audio files to be imported.

6. Select the added audio file and click on **Next >**.

7. Activate the checkbox of the language to be used for the prompt file.

   If the prompt is to be available in several languages and the corresponding audio files with the different languages are available, activate the checkboxes of the desired languages.

8. Click on the **Finish** button.

   The audio file is itemized in the list of available files in the **Select Audio File** dialog. You can play a selected prompt with the **Play** button.

9. Select the integrated audio file and click on **OK**.

   The audio file is automatically copied to the resource folder of the prompts for the corresponding language.

   Note: The audio file must always have the same name for all available languages, so that it can be stored in the corresponding resources folder for the respective language.

4.5.2.3 Importing all prompts of another workspace

Schritt für Schritt

1. Click on the **Import Prompts from another Workspace...** link.

   The Workspace Prompts dialog opens

2. Use the **Browse...** button to select the workspace from which the prompts shall be imported.

   All prompts of the selected workspace are added to the list in the dialog **Import Workspace Prompts**.

3. Select in the list the prompts you wish to import or click on the **Select All** button to mark all prompts available in the workspace.

4. Click the **Next** button.

5. Activate the checkbox of the language to be used for the prompt files.

   If the prompt is to be available in several languages and the corresponding audio files with the different languages are available, activate the checkboxes of the desired languages.

6. Click on the **Finish** button.

   The imported prompts are itemized in the **All Workspace Prompts** list on the **Workspace Prompts** tab.

   Enabling the **Deselect All** button undoes all prompt selections.

4.5.3 Further features

The **Workspace Prompts** tab features at the top right margin four more icons the functions of which are explained in the below table.

Icon	Function
	This icon serves for filtering the prompt display. By enabling this icon you can determine for which applications a prompt alias is to be displayed. Activate the checkbox of the desired application in the opened dialog and then click on the **OK** button. Only the prompt aliases of the selected application are listed.

Icon	Function
	This icon lets you filter the prompts on the basis of the assigned languages. Activate the checkbox of the desired language and then click on the **OK** button. Only the properties of the desired languages are displayed.
	This icon is active by default. It places the sections **All Workspace Prompts** and **Symvia Application Prompts Details** or **Workspace Prompt Details** next to each other (vertically). The area All Workspace Prompts is found in the left half of the tab.
	When you activate this icon, the areas **All Workspace Prompts** and **Symvia Application Prompt Details** or **Workspace Prompt Details** are positioned on top of each other (horizontally), with the area **All Workspace Prompts** always being in the upper half of the tab.

At the top right margin of the **All Workspace Prompts** area the following two icons are available:

Icon	Function
	With the help of this icon you can sort all prompts defined for the workspace alphabetically ascending or descending.
	A click on this icon displays only the prompts defined for the workspace in the **All Workspace Prompts** list. The respective aliases can be displayed again via the plus sign of a prompt.

4.6 Workspace Grammars

If you doubleclick the **Workspace Grammars** entry in the workspace view, the tab for configuring the workspace-spanning grammar files opens in the editor area. A grammar file contains assignments and rules for speech recognition.

4.6.1 Adding a new Grammar

Schritt für Schritt

1. Click on the **Add...** button.

   The **Create Workspace Grammar** dialog opens.

2. Specify the **Workspace Grammar Name**. You can optionally enter a **Workspace Grammar Description**.

3. Click the **OK** button.

   The grammar appears in the list of **All Workspace Grammars**. No grammar file has yet been assigned to the added grammar.

Nächste Schritte Link the grammar to a grammar file.

4.6.2 Creating a new Grammar

Schritt für Schritt

1. Click on the plus sign that precedes the corresponding grammar.

   The application alias of the grammar opens.

2. Select the application alias.

In the **Symvia Application Prompt Details** area of the tab you are provided with further setting options.

Note: You need to assign already existing grammar files to grammars. Please note that grammar files can only be used for the available and configured languages. Languages are configured in the **workspace settings** on the **workspace languages** tab.

---

3. Click on the **Browse...** button next to the **Grammar File** field.

   The **Select Grammar File** dialog opens. All available grammar specification files are listed.

4. Click on the **Create...** button.

   The **Create Grammar File** dialog opens.

5. Specify the **File Name**. You can optionally add a **File Description**.

6. Click on **Next>**.

7. Select the languages valid for the grammar specification file. Activate/deactivate the corresponding checkboxes of the language(s).

   Only languages active in the workspace are indicated.

8. Click on **Next>**.

   The dialog that specifies the utterance of the respective language opens.

In the top-left area of the dialog you see the respective language represented by the country's colors.

9. Click on to add a new utterance.

   The **Utterance** and **Result** colums become active in the respective row.

10. Enter an **Utterance**. Each utterance corresponds to the spoken call input to be recognized by the grammar.

11. Enter the **Result** to correspond to the utterance.

    With you delete selected utterances from the table.

    With you can use utterances provided for another language in the grammar specification file.

    Note: Please note that in this case the utterances already created for the language are overwritten.

12. Click on **Next>**.

    You reach the next language dialog for specifying utterances.

13. Click on **Finish** when you have created all languages.

    The **Create Grammar File** dialog closes. The grammar file is itemized in the list of available files in the **Select Grammar File** dialog.

14. Select the grammar file and click on **OK**.

    The selected grammar file and the languages for which it is to be used are itemized in the **Symvia Application Grammar Details** list.

    Note: The grammar file must always have the same name for all available languages, so that it can be stored in the corresponding resources folder for the respective language.

4.6.3 Linking a Grammar to a Grammar File

Schritt für Schritt

1. Click on the plus sign that precedes the corresponding grammar.

   The application alias of the grammar opens.

2. Select the application alias.

   In the **Symvia Application Prompt Details** area of the tab you are provided with further setting options.

   Note: You need to assign already existing grammar files to grammars. Please note that grammar files can only be used for the available and configured languages. Languages are configured in the **workspace settings** on the **workspace languages** tab.

3. Click on the **Browse...** button next to the **Grammar File** field.

The **Select Grammar File** dialog opens. All available grammar specification files are listed.

The grammar files need not match the set workspace languages. Via the **Only show those Files that are available for every Workspace Language** option you can make sure that the displayed grammar files are applicable for all configured languages.

Note: If you want to insert a grammar file already used, proceed with *step 10*. If you want to add a new grammar file, skip to *step 3*.

---

4. Click on the **Import...** button.

The **Import Grammar Files** dialog opens.

5. Click on the **Add...** button.

6. Select the desired grammar file in the opened dialog and click on the **Open** button.

The selected grammar file is integrated in the list of grammar files to be imported.

7. Select the grammar file just added and click on **Next >**.

8. Activate the checkbox of the language for which the grammar file is to be used.

If the grammar is to be available in several languages and the corresponding grammar files with the different languages are available, activate the checkboxes of the desired languages.

9. Click on the **Finish** button.

The grammar file is itemized in the list of available files in the **Select Grammar File** dialog.

Via the **Details** button you receive a view of the code of a grammar file.

10. Select the grammar file and click on **OK**.

The selected grammar file and the languages for which it is to be used are itemized in the **Symvia Application Grammar Details** list.

Note: The grammar file must always have the same name for all available languages, so that it can be stored in the corresponding resources folder for the respective language.

4.6.4 Importing Grammar from another Workspace

Schritt für Schritt

1. Click on the **Import Grammars from another Workspace...** link.

2. Select the corresponding workspace from the selection list or via the **Browse...** button.

All grammars of the other workspace are automatically displayed with their properties.

3. Click on **OK**.

   The grammars of the file are added to the list in the **Workspace Grammars** dialog.

4. Select the desired grammar in the list.

   A click on the **Select All** button marks all grammars in the list.

   Enabling the **Deselect All** button undoes all grammar selections.

5. Click on **Next >** or **Finish**.

6. Activate the checkbox of the language for which the grammar file is to be used.

   If the grammar is to be available in several languages and the corresponding grammar files with the different languages are available, activate the checkboxes of the desired languages.

7. Click on the **Finish** button.

   The grammar to be imported from the other workspace is integrated in the current workspace and appears in the **All Workspace Grammars** list.

4.6.5 Further features

The **Workspace Grammars** tab features at the top-right margin four more icons the functions of which are explained in the below table.

Icon	Function
	This icon serves for filtering the grammar display. By enabling this icon you can determine for which applications a grammar alias is to be displayed. Activate the checkbox of the desired application in the opened dialog and then click on the **OK** button. Only the grammar aliases of the selected application are listed.
	This icon lets you filter the grammars by the assigned language. Activate the checkbox of the desired language and then click on the **OK** button. Only the properties of the desired languages are displayed.
	This icon is active by default. It places the sections **All Workspace Grammars** and **Symvia Application Grammar Details** next to each other (vertically).
	A click on this icon places the sections **All Workspace Grammars** and **Symvia Application Grammar Details** on top of each other (horizontally), with section **All Workspace Grammars** always being in the top half of the screen.

At the top right margin of the **All Workspace Grammars** area the following two icons are available:

Icon	Function
	With the help of this icon you can sort all grammars defined for the workspace alphabetically ascending or descending.
	A click on this icon displays only the prompts defined for the workspace in the **All Workspace Grammars** list. The respective aliases can be displayed again via the plus sign of a grammar.

4.7 OpenScape Servers

When you doubleclick the **OpenScape Servers** entry in the workspace view you can edit the settings for connecting a UC server.

The tab contains the following four areas:

- OpenScape Server Login
- User Profile Configuration
- Login Configuration
- OpenScape Server Content

4.7.1 OpenScape Login

The OpenScape Server Login area shows your current user status on the UC server and lets you modify it as well.

Schritt für Schritt

1. In the **Change Status** combo box select the desired user profile for logging on to the UC server.
2. Click **Login**.

   Current Status “Logged In “ in green writing confirms a successful login. Current Status “Logged Out” in red writing indicates that the user is no longer logged on to the UC server.

4.7.2 User Profile Configuration

Schritt für Schritt

› Click on the **User Profiles...** button.

The **Configure User Profiles** opens. You receive an overview of all available user profiles. Here you can add, edit and remove user profiles.

The below table contains the available options:

Icon	Function
Add...	With this button you can create user profiles and configure them for the first time. The **Create new User Profile** dialog opens.
Edit...	With this button you can edit a user profile previously selected in the list and change the configuration.
Copy...	With this button you can copy a user profile previously selected in the list.
Remove	With this button you can permanently remove a user profile previously selected in the list.
Test	With this button you can check a user profile previously selected in the list.
Set as Default	With this button you can select a user profile previously marked in the list as default.
Import Profiles from another Workspace	With this link you can import user profiles from another available workspace in the current workspace.

4.7.2.1 Creating a new User Profile

Schritt für Schritt

1. Click on the **Add...** button.

   The **Create new User Profile** dialog opens.

2. Specify the following values:

Field	Function
User Name	Assign a name to the user. The user name is automatically copied to the Profile Name field and supplemented with the word "on".
Server Domain	Specify the server's domain.
Server Address	Specify the server address to the UC server. Format for an unencrypted connection: `js-soc://10.1.16.19:4711`
Profile Name	The profile name is composed of the user name and the server address.
Store Password of User Profile	If you wish to assign a password to the profile, activate the checkbox.
Password	Enter the password for the profile.
Confirm Password	Re-enter the just assigned password to confirm it.

3. Confirm your entries with **OK**.

   The created profile is added to the list of user profiles.

4.7.2.2 Importing Profiles

Schritt für Schritt

1. Click on the **Import Profiles from another Workspace...** link.
2. Select the desired workspace from the selection list. Via the **Browse...** button you can add workspaces to the selection.

   All user profiles of the other workspace are automatically displayed.
3. Select the desired user profiles and click on **Finish**.

   A click on the **Select All** button marks all available user profiles of the workspace.

   Enabling the **Deselect All** button undoes all user profile selections.

   The user profiles to be imported from the other workspace are integrated in the current workspace and appear in the **User Profiles List**.

4.7.3 Login Configuration

In the Login Configuration section you can set whether the Application Builder is to automatically connect to the UC server upon the start and with which user profile this is to occur.

Schritt für Schritt

1. Activate the checkbox **Automatically do Login during Application Builder Startup** if login is to occur automatically.
2. Determine the desired login behavior.
   - ***a)*** Always ask for Profile for Login: The system asks for a profile before the login.
   - ***b)*** Always Login with Default Profile: The default profile defined in the service provider is used for logging in.
   - ***c)*** Always Login with specified Profile: The currently specified profile is always used.

4.7.4 OpenScape Server Content

Click in the OpenScape Server Content section on at the top-right margin for updating the configurations of the Symvia protocols of the server or of the created applications. Modifications to the configuration of Symvia logs and Symvia applications are stored in the database via the **Save** command. The displayed information is only a snapshot. An update refreshes the configurations and information in the Symvia protocols and Symvia applications of the server.

4.8 Symvia Control Compositions

Symvia control compositions are applications or application fragments that can be used recurrently in Symvia Application, for example logging a user on to the system (LogIn). The composition is created once and can be implemented in any number of applications as application fragment (reusability). Compositions depend on changes, i.e. changes are performed centrally in the composition and updated in the involved applications.

> ***Note:*** Please note that changes performed in a composition are copied to all applications. You perform changes specific to applications only in the respective application.

Symvia control compositions are created and configured in the Application Builder workspace.

> ***Note:*** You create the first Symvia application of a workspace always via the menu bar `File>New>Application...`. You find more information in section *Creating a new Application*.

The context menu of an application offers various configuration options. Right-click an application in the workspace to open the application's context menu. The following options are available:

- **New** enables the creation of a new application or callflow.
- **Copy** copies the selected application with all its settings to the clipboard.
- **Paste** creates a copy of the selected application.
- **Delete** removes the selected application from the workspace.
- **Rename** changes the application's name.
- **Export Element...** serves for exporting an application to an archive file.
- **Properties** represents a summary of the general and lingual application settings. You receive general information such as storage location, date of last access, file size and application type and you can manage language resources available for the application.

The **Application Variables**, **Application Prompts** and **Application Grammars** are configured analog to the areas in the workspace of the same name. The settings in these sections are exclusively valid for the respective application. You can configure the following elements for configured applications:

> ***Note:*** Since the composition settings of the variables, prompts, grammars and resources are identical with the application settings, you find the instructions in section Applications.

- Composition Settings
  (cf section *Composition Setting*)
- Composition Variables
  (cf section *Application Variables*)
- Composition Prompts
  (cf section *Application Prompts*)
- Composition Grammars
  (cf section *Application Grammars*)
- Composition Resources
  (cf section *Application Resources*)

> ***Note:*** The following descriptions only consider the **differences** to the settings in the workspace.

4.8.1 Composition Settings

The composition settings contain all data and configuration options relevant for the Symvia control composition. The view includes the following tabs:

- Composition Overview
- Composition Configuration
- Composition Languages
- Composition Databases

- Composition Webservices

4.8.1.1 Composition Overview

The Composition Overview enables delivering information about the control composition and can be used to document the composition's design and processing in detail at runtime. This does not influence the composition's behavior at runtime.

In the **Modification History** the user who has performed changes leaves an entry. Entries always include the author (user), date and an optional message about the changes performed.

1. Click on .
   A new entry is added to the list. The date is pre-set.
   A click on the icon removes an entry permanently.
2. Enter the author and a short, expressive message for the reader in the corresponding fields.
   The changes are copied when the entry is saved.

In the **Documentation Files** section you can deposit supplementing documents with further information about the composition and its controls. The files may be of any type.

1. Click on .

2. Select the file from the system and click on **Open**.
   The file is added to the list. File type and size are added to the list as additional information. .
   A click on the icon removes a selected document permanently.
   A click on the opens a selected document file in the associated application.
   With the icon you can export a selected document.
   The changes are copied when the entry is saved.

4.8.1.2 Composition Configuration

The composition configuration contains the properties of the Symvia control composition. A composition corresponds to a pre-defined callflow module, which offers a specific, independent application functionality. It defines its input and output variables as well as its successors and can only use the resources it has configured itself. You can assign each control composition to any callflow of a Symvia application.

In case of the general configurations you assign the **Composition Name** and the **Composition Description**. Both is used with the composition display.

In the **Input Arguments** section you can use an input argument for adjusting the composition's functionality at runtime. When entering the composition, a corresponding variable value is transferred to the composition for each of the input arguments. You can access the argument variables within the entire composition.

1. Click on .
2. Enter an argument description and specify a default value.

3. Activate the **Optional** checkbox if the argument is to be created as optional size in the composition.
   A click on the icon removes a selected argument permanently.
   The changes are copied when the entry is saved.

You can use the **Result Variable** to pass a single value calculated within the composition on to the invoking control. When entering the composition, a corresponding variable in transferred to the composition for each of the result variables. This variable is assigned to the result value. You can access the result variables within the entire composition.

1. Click on .
2. Enter a variable description.
   A click on the icon removes a selected result variable permanently.
   The changes are copied when the entry is saved.

The **Completion Event** corresponds to the exit from the composition and can be used to represent a concrete result of the composition. Every composition must state at least one event.

4.8.1.3 Composition Languages

The composition languages show a list of languages supported by the workspace.

A supported language corresponds to a specific language that can be used for the composition. Every supported language is relevant for reporting problems and each language-dependent resource, for example prompts or grammars, of the composition must be available once for each of the supported languages. The selected languages are treated like being supported by the control composition, all currently available workspace languages are selected by default.

A click on the **Select All** button marks all languages in the list.

A click on the **Deselect All** button disables all language markings in the list.

4.8.1.4 Composition Databases

You can bind compositions to databases for different purposes. The Composition Databases tab offers a list of all database configurations currently available within the composition. Each database configuration corresponds to a virtual database connectivity and stores detailed information about how the connection to the specified data provider shall be set up.

You can add and remove database configurations as well as move them up or down the list and query them.

1. Click on **Add**.
   The **Add Database to Composition** dialog opens.
2. Enter the following values:

Field	Description
Database Name	The name serves as unique identifier of the database.
Database Description	Optional description of the database.
Database Driver Archive	The database driver archive is a Java archive that contains the driver classes for the database configuration. If there is no archive for selection, select the entry **Import new Resource...**. Choose the corresponding file in the **Select the Resource File to import** and click on **Open**. The resource is offered in the list for selection.
Database Driver Classname	Specify the Java class name that corresponds to the driver from the specified archive.

Field	Description
Database Access URL	Specify the **Database Access URL** in the described format. `jdbc:mysql://<Host>:3306/<database>`
Database Login User	Specify the user name for authentication.
Database Login Password	Specify the login password for authenticating the user.

3. Click on **OK**.
   The database configuration is added to the list of composition databases.
   The changes are copied when the entry is saved.

A click on the **Remove** button removes a selected database configuration permanently from the list.

You can change the order of the selected database configurations with the **Up** and **Down** buttons.

Using the **Query...** button you can query the connection of a selected database configuration.

4.8.1.5 Composition Webservices

The Composition Webservices offer all webservice configurations currently available within the composition. Each webservice configuration corresponds to a virtual webservice connectivity and stores detailed information about how the connection to the specified service shall be set up as well as the result of the last successful query.

You can add and remove composition webservices as well as move them up or down the list and query them.

1. Click on **Add**.
   The **Add Webservice to Composition** dialog opens.
2. Enter the following values:

Field	Description
Webservice Name	The name serves as unique identifier of the webservice.
Webservice Description	Optional webservice description.
Webservice Type	The type defines the architecture style or the protocol used. Select **REST Architecture** or **SOAP Protocol** from the list.
Webservice Access URI	Specify the **Werbservice Access URI** used for connecting to the service. Example: `http://weather.yahooapis.com/forecastrrs?=94089u=c`

3. Click on **OK**.
   The webservice configuration is added to the list of composition webservices. The changes are copied when the entry is saved.

A click on the **Remove** button removes a selected webservice configuration permanently from the list.

You can change the order of the selected webservice configurations with the **Up** and **Down** buttons.

Using the **Query...** button you can query the connection of a selected webservice configuration.

4.9 Symvia Application

Symvia applications are created and configured in the Application Builder workspace.

> ***Note:*** You create the first Symvia application of a workspace always via the menu bar `File>New>Application...`. You find more information in section *Creating a new Application*.

The context menu of an application offers various configuration options. Right-click an application in the workspace to open the application's context menu. The following options are available:

- **New** enables the creation of a new application or callflow.
- **Cut** removes the selected application and stores it with all its settings in the clipboard.
- **Copy** copies the selected application with all its settings to the clipboard.
- **Paste** inserts a copy of a selected or cut application.
- **Delete** removes the selected application from the workspace.
- **Rename...** changes the application's name.

- **Deploy Application...** compiles the resources for the deployment. The resources are uploaded outside the Application Builder.
- **Test Application...** tests the callflow contained in the application and emits error messages and warnings.
- **Export Element...** serves for exporting an application to an archive file.
- **Properties** represents a summary of the general and lingual application settings. You receive general information such as storage location, date of last access, file size and application type and you can manage language resources available for the application.

The **Application Variables**, **Application Prompts** and **Application Grammars** are configured analog to the areas in the workspace of the same name. The settings in these sections are exclusively valid for the respective application. You can configure the following elements for configured applications:

- Application Settings
  (cf section *Symvia Control Application Settings*)
- Application Variables
  (cf section *Application Variables*)
- Application Prompts
  (cf section *Application Prompts*)
- Application Grammars
  (cf section *Application Grammars*)
- Application Resources
  (cf section *Application Resources*)

Note: The following descriptions only consider the **differences** to the settings in the workspace.

4.9.1 Application Settings

The composition settings contain all data and configuration options relevant for the Symvia control composition. The view includes the following tabs:

- Application Overview
- Application Configuration
- Application Databases
- Application Webservices

4.9.1.1 Application Overview

The Application Overview enables delivering information about the control application and can be used to document the application's design and processing in detail at runtime. This does not influence the application's behavior at runtime.

In the **Modification History** the user who has performed changes leaves an entry for documenting the history of changes. Changes can thus be traced and clarity is maintained. Entries always include the author (user), date and an optional message about the changes performed.

1. Click on .
   A new entry is added to the list. The date is pre-set.
   A click on the icon removes an entry permanently.
2. Enter the author and a short, expressive message for the reader in the corresponding fields.
   The changes are copied when the entry is saved.

In the **Documentation Files** section you can deposit supplementing documents with further information about the application and its controls. The files may be of any type.

1. Click on .

2. Select the file from the system and click on **Open**.
   The file is added to the list. File type and size are added to the list as additional information. .
   A click on the icon removes a selected document permanently.
   A click on the opens a selected document file in the associated application.
   With the icon you can export a selected document.
   The changes are copied when the entry is saved.

4.9.1.2 Application Configuration

The application configuration contains the properties of the Symvia control application. An application corresponds to a pre-defined callflow module, which offers a specific, independent application functionality. It defines its input and output variables as well as its successors and can only use the resources it has configured itself. You can assign each control application to any callflow of a Symvia application.

In case of the general configurations you assign the **Application Name** and the **Application Description**. Both is used with the application display.

In the **Input Arguments** section you can use an input argument for adjusting the application's functionality at runtime. When entering the application, a corresponding variable value is transferred to the application for each of the input arguments. You can access the argument variables within the entire application.

1. Click on .
2. Enter an argument description and specify a default value.

3. Activate the **Optional** checkbox if the argument is to be created as optional size in the application.
   A click on the icon removes a selected argument permanently.
   The changes are copied when the entry is saved.

You can use the **Result Variable** to pass a single value calculated within the application on to the invoking control. When entering the application, a corresponding variable in transferred to the application for each of the result variables. This variable is assigned to the result value. You can access the result variables within the entire application.

1. Click on .
2. Enter a variable description.
   A click on the icon removes a selected result variable permanently.
   The changes are copied when the entry is saved.

The **Completion Event** corresponds to the exit from the application and can be used to represent a concrete result of the application. Every application must state at least one event.

4.9.1.3 Application Databases

You can bind applications to databases for different purposes. The Application Databases tab offers a list of all database configurations currently available within the application. Each database configuration corresponds to a virtual database connectivity and stores detailed information about how the connection to the specified data provider shall be set up.

You can add and remove database configurations as well as move them up or down the list and query them.

1. Click on **Add**.
   The **Add Database to Application** dialog opens.

2. Enter the following values:

Field	Description
Database Name	The name serves as unique identifier of the database.
Database Description	Optional description of the database.
Database Driver Archive	The database driver archive is a Java archive that contains the driver classes for the database configuration. If there is no archive for selection, select the entry **Import new Resource...**. Choose the corresponding file in the **Select the Resource File to import** and click on **Open**. The resource is offered in the list for selection.
Database Driver Classname	Specify the Java class name that corresponds to the driver from the specified archive.
Database Access URL	Specify the **Database Access URL** in the described format. `jdbc:mysql://<Host>:3306/<database>`
Database Login User	Specify the user name for authentication.
Database Login Password	Specify the login password for authenticating the user.

3. Click on **OK**.
   The database configuration is added to the list of application databases.
   The changes are copied when the entry is saved.

A click on the **Remove** button removes a selected database configuration permanently from the list.

You can change the order of the selected database configurations with the **Up** and **Down** buttons.

Using the **Query...** button you can query the connection of a selected database configuration.

4.9.1.4 Application Webservices

The Application Webservices offer all webservice configurations currently available within the application. Each webservice configuration corresponds to a virtual webservice connectivity and stores detailed information about how the connection to the specified service shall be set up as well as the result of the last successful query.

You can add and remove application webservices as well as move them up or down the list and query them.

1. Click on **Add**.
   The **Add Webservice to Application** dialog opens.
2. Enter the following values:

Field	Description
Webservice Name	The name serves as unique identifier of the webservice.
Webservice Description	Optional webservice description.
Webservice Type	The type defines the architecture style or the protocol used. Select **REST Architecture** or **SOAP Protocol** from the list.
Webservice Access URI	Specify the **Werbservice Access URI** used for connecting to the service. Example: `http://weather.yahooapis.com/forecastrrs?=94089u=c`

3. Click on **OK**.
   The webservice configuration is added to the list of application webservices. The changes are copied when the entry is saved.

A click on the **Remove** button removes a selected webservice configuration permanently from the list.

You can change the order of the selected webservice configurations with the **Up** and **Down** buttons.

Using the **Query...** button you can query the connection of a selected webservice configuration.

4.9.2 Application Variables

The list in the **All Symvia Application Variables** area of the **Application Variable** tab contains the variables configured in the Workspace area. These variables appear in gray writing and cannot be edited here. You can, however, modify the properties of a selected variable that was configured as workspace variable via the **Edit this Alias in the Workspace Variables Editor...** link. They are forwarded to the **Workspace Variables**. You receive processing information in section *Workspace Variables*.

A click on the **Add...** button takes you to the **Create Symvia Application Variable** dialog. For every newly created application variable you need to specify the **Variable Name** and, optionally, a **Variable Description**. You can select the **Variable Type** from the drop-down list or via the **...** button in the **Select Variable Type** dialog.

A click on **Delete** removes selected application variables.

Using the **Up** or **Down** button you can move a selected variable up or down the list.

In the **Symvia Application Variable Details** you can view and change the settings of the available and selected application variables. The write-protection is active by default.

4.9.2.1 Configuring the Variable Value Transformation of the Application

Via the link **Configure Variable Value Transformations of the Application...** you can create a variable the value of which is transferred after the announcement. The resulting, transformed value is then used for the announcement instead of the original value. Each variable transformation is available in the entire composition.

Schritt für Schritt

1. Click on the link **Configure Variable Value Transformations of the Application...**.

   The dialog **Configure Symvia Variable Transformation** opens.

2. Click on **Add**.

   The dialog **Specify Variable Value Transformation** opens.

3. Enter the following values:

Field	Description
Webservice Name	The name serves as unique identifier of the webservice.
Webservice Description	Optional webservice description.

4. Click on **Next>**.
5. Select a **Transformation Directive** from the combo box.

   The transformation directive corresponds to the logic used for transforming the variable value into text that can be spoken. Every directive can be used for a specific file type and may request result values.
6. Click on **Next>**.
7. Add **Transformation Arguments**.

   Specify the transformation arguments (input value) and the corresponding results (output value) for each of the activated languages. If the variable is to be announced, its current value is searched for in the arguments list. If the value is found, the corresponding result value of the current language is used.

   Using the icon you can remove selected transformation arguments.
8. Click on **Next>** or **Finish**.

   The previously entered values are tested.
9. Click on **Finish**.

   The variable value configuration is added to the list of **Configure Symvia Variable Transformation**.

   The changes are copied when the entry is saved.

   Using the **Edit...** button you can change the configurations of a selected transformation.

   With the **Copy...** button you copy a selected transformation with its settings.

   A click on the **Remove** button removes a selected transformation permanently from the list.

   You can change the order of the selected transformations with the **Up** and **Down** buttons.

4.9.2.2 Importing Variables from another Application

Via the **Import Variables from another Application...** link you can add further variables from other existing applications analog to the import of variables from other workspaces:

Schritt für Schritt

1. Click on the **Import Variables from another Application...** link.
2. Select the application from which the variables are to be imported.

   When you have selected an application, the available variables are automatically displayed.

3. Select one or several variables and click on **Finish**.

   The imported variables are integrated in the **All Symvia Application Variables** list on the **Application Variables** tab.

4.9.2.3 Further features

The **Application Variables** tab features at the top right margin two more icons the functions of which are explained in the below table.

Icon	Function
	This icon is active by default. It places the areas **All Application Variables** and **Symvia Application Variable Details** next to each other. The area All Vogue Application Variables is found in the left half of the tab.
	When you activate this icon, the areas **All Symvia Application Variables** and **Symvia Application Variable Details** are positioned on top of each other, with the area **All Symvia Application Variables** always being in the upper half of the tab.

4.9.3 Application Prompts

The list in the **All Symvia Application Prompts** area on the **Application Prompts** tab contains already configured workspace prompts, if you have previously created them. These prompts appear in gray writing and cannot be edited here. You can, however, modify the properties of a selected prompt that was configured as workspace prompt via the **Edit this Alias in the Workspace Prompt Editor...** link. You reach the **Workspace Prompts** tab. See section *Workspace Prompts*.

4.9.3.1 Creating a new Application Prompt

Schritt für Schritt

1. Click on the **Add...** button.
2. Define a **Prompt Name**, an optional **Prompt Description** and a **Prompt File** for the prompt.
3. Select for each prompt a prompt file via the **Browse...** button.
4. Follow the further instructions under the *Workspace Prompts*.

4.9.3.2 Editing an Application Prompt

Schritt für Schritt

› Select the prompt and edit the fields in the area **Symvia Application Prompts Details**.

You can edit the **Prompt Name**, the **Prompt Description**, the **Prompt Texts** and the **Prompt File**.

To edit the language settings, click on the **Configure available Languages in the Workspace Settings Editor...**. You reach the **Workspace Languages** tab. You find further information in section *Workspace*.

To activate/deactivate available languages for the composition, click on the link **Enable or disable Languages for the Composition...**. The view switches to the tab **Composition Languages**. In there select the languages to be activated with a tick or remove the tick to disable the languages.

4.9.3.3 Configuring a Prompt Category

Via the **Configure Prompt Categories of the Application...** link you can create, change and remove further prompt categories. Each prompt category is available in the entire application.

Schritt für Schritt

1. Click on the link **Configure Prompt Categories...**.

   The **Configure Symvia Prompt Categories** dialog opens.
2. Click on the **Add...** button.
3. Define a **Name** and optionally a **Prompt Description**.

   You can change the order of the selected categories with the **Up** and **Down** buttons.

   A click on the **Remove** button removes a selected prompt permanently from the list.
4. Use the button to select a color marking for each category.
5. Click on **OK**.

   The category is added to the **Prompt Category** combo box in the **Symvia Composition Prompts Details**.

4.9.3.4 Importing Prompts from another Application

Via the **Import Prompts from another Application** link you can add further prompts from other existing applications analog to the import of prompts from other workspaces:

Schritt für Schritt

1. Click on the **Import Prompts from another Application...** link.
2. Select the application the prompts of which are to be imported. The available prompts are automatically displayed.
3. Select one or several prompts and click on **Next >**.
4. In the next dialog specify for which available languages the prompt to be imported is to be used.
5. Click on the **Finish** button.

The imported prompts are integrated in the **All Symvia Application Prompts** list on the **Application Prompts** tab.

4.9.3.5 Importing audio files in the application

Via the **Import Audio Files into the Application...** link you can import audio files of the `*.pcm` or `*. wav` format in the application. Only these sound files thus integrated in the application can be assigned to a prompt.

4.9.3.6 Further features

The **Application Prompts** tab features at the top right margin three more icons the functions of which are explained in the below table.

Icon	Function
	This icon lets you filter the prompts on the basis of the assigned languages. Activate the checkbox of the desired language and then click on the **OK** button. Only the properties of the desired languages are displayed.
	This icon is active by default. It places the areas **All Symvia Application Prompts** and **Symvia Application Prompts Details** next to each other. The area **All Symvia Application Prompts** is found in the left half of the tab.
	When you activate this icon, the areas **All Symvia Application Prompts** and **Symvia Application Prompt Details** are positioned on top of each other, with the area **All Symvia Application Prompts** always being in the upper half of the tab.

At the top-right margin of the **All Symvia Composition Prompts** area the following three icons are available:

Icon	Function
	With the help of this icon you can sort all prompts defined for the composition alphabetically ascending or descending.
	Using this icon you can sort and display the prompts by categories.
	A click on this icon displays only the prompts defined for the composition in the All Composition Prompts list. The respective aliases can be displayed again via the plus sign of a prompt.

4.9.4 Application Grammars

The list on the X**Application Grammars**X tab contains workspace grammars already, if you have configured them previously. These grammars appear in gray writing and cannot be edited here. You can, however, modify the properties of a selected grammar that was configured as workspace grammar via the **Edit this Alias in the Workspace Grammar Editor...** link. You reach the **Workspace Grammars** tab. See section *Workspace Grammars* on this.

4.9.4.1 Creating a new Grammar

Schritt für Schritt

1. Click on the **Add...** button.
2. Define a **Grammar Name**, an optional **Grammar Description** and a **Grammar File** (`*.grm`) for the prompt.
3. Select for each grammar a grammar file via the **Browse...** button.
4. Follow the further instructions in section *Workspace Grammars*. You can assign further grammar files of the same name for further grammar languages.

4.9.4.2 Editing an application grammar

Schritt für Schritt

› Select the prompt and edit the fields in the area **Symvia Application Grammar Details**.

You can edit the **Grammar Name**, the **Grammar Description**, the **Grammar Texts** and the **Grammar File**.

To edit the language settings, click on the **Configure available Languages in the Workspace Settings Editor...**. You reach the **Workspace Languages** tab. You find further information in section *Workspace*.

To activate/deactivate available languages for the application, click on the link **Enable or disable Languages for the Application...**. The view switches to the **Application Configuration** tab. In there select the languages to be activated with a tick or remove the tick to disable the languages.

4.9.4.3 Importing Grammars from another Application

Via the **Import Grammars from another Application...** link you can add further grammars from other existing applications analog to the import of grammars from other workspaces:

Schritt für Schritt

1. Click on the **Import Grammars from another Application...** link.
2. Select the application the grammars of which are to be imported. The available grammars are automatically displayed.
3. Select one or several grammars and click on **Next >**.

4. Click on the **Finish** button.

The imported grammars are integrated in the **All Symvia Application Grammars** list on the **Application Grammars** tab.

4.9.4.4 Importing Grammar Specification Files

With a click on the **Import Grammar Specification Files into the Application...** link you can import grammar files of the `*.grm` format in the application. Only these imported grammar files thus integrated in the application can be assigned to a prompt.

4.9.4.5 Further Features

The **Application Grammars** tab features at the top-right margin three more icons the functions of which are explained in the below table.

Icon	Function
	This icon lets you filter the grammars by the assigned language. Activate the checkbox of the desired language and then click on the **OK** button. Only the properties of the desired languages are displayed.
	This icon is active by default. It places the areas **All Symvia Application Grammars** and **Symvia Application Grammar Details** next to each other. The area **All Symvia Application Grammars** is found in the left half of the tab.
	When you activate this icon, the areas **All Symvia Application Grammars** and **Symvia Application Grammar Details** are positioned on top of each other, with the area **All Symvia Application Grammars** always being in the upper half of the tab.

At the top-right margin of the **All Symvia Application Grammars** area the following three icons are available:

Icon	Function
	With the help of this icon you can sort all grammars defined for the application alphabetically ascending or descending.
	A click on this icon displays only the grammars defined for the composition in the All Application Grammars list. The respective aliases can be displayed again via the plus sign of a grammar.

4.9.5 Application Resources

The **Application Resources** tab serves for copying external files to the workfolder of an application, so that these files can be used in the callflow controls. This enables using files of another file type, except for prompt files or grammar files, also.

4.9.5.1 Importing resources

Schritt für Schritt

1. Click on the **Import...** button.

   The **Select Resource File(s) to be imported** dialog opens.
2. Select the desired file.
3. Confirm your selection with **OK**.

   The file is copied to the specified resources folder of your application and integrated in the **All Symvia Application Resources** list.

   Select an entry in the application resources list and the following properties are listed in the right area of the tab: **Resource Name**, **Resource Type**, **Resource Size** and the **Resource Date** on which the file was added to the application resources. This data serves for viewing and cannot be modified.

Selected files are irretrievably removed from the application resources via the **Delete** button.

With **Rename...** you can rename selected application resource files.

4.9.5.2 Importing resources from other applications

Schritt für Schritt

1. Click on the **XImport Resources from another Application** link to add further resource files from other applications:
2. Select the **Application** from which the resources are to be imported. The available resources are automatically displayed.
3. Select one or several resources and click on **Finish**.

   The imported resources are integrated in the **All Symvia Application Resources** list on the **Application Resources** tab.

4.9.5.3 Further features

The **Application Resources** tab features at the top right margin two more icons the functions of which are explained in the below table.

Icon	Function
	This icon is active by default. It places the areas **All Symvia Application Grammars** and **Symvia Application Grammar Details** next to each other. The area **All Symvia Application Grammars** is found in the left half of the tab.
	When you activate this icon, the areas **All Symvia Application Grammars** and **Symvia Application Grammar Details** are positioned on top of each other, with the area **All Symvia Application Grammars** always being in the upper half of the tab.

At the top-right margin of the **All Symvia Application Resources** area the following three icons are available:

Icon	Function
	Using this icon you set a flat folder view.
	A click on this icon displays only the resources defined for the composition in the All Composition Resources list. The respective aliases can be displayed again via the plus sign of a resource.
	You can update the list of resource files via this icon or the F5 key.

4.9.6 Callflow Editor

Callflows are created with a **callflow editor** and listed in the workspace. Each of them is assigned to an application.

4.9.6.1 Context Menu of a Callflow

When you rightclick a callflow, its context menu opens. The following options are then available:

- **New** enables the creation of a new application.
- **Open with Callflow Editor** enables viewing the graphic representation of an existing callflow as well as its configuration and editing.
- **Cut** cuts the selected object and copies it to the clipboard.
- **Copy** copies the selected callflow with all its settings to the clipboard.
- **Paste** creates a copy of the selected callflow.
- **Delete** removes the selected callflow from the workspace or application.
- **Rename...** changes the callflow name.

- **Properties** displays general information such as storage location, last access date, file size and callflow type and displays a summary of the contained controls and the associated editor settings.

With a doubleclick on the callflow's name in the workspace list the **editor** opens for editing the callflow with the associated **palette**. The palette contains controls for usage in the callflow editor.

4.9.6.2 Creating a new Callflow

A new callflow is created via an application's context menu.

Schritt für Schritt

1. Rightclick the desired application and then select the option `New > Callflow`.
2. Name the callflow.
3. Click on **OK** to confirm you entry and to close the dialog.

   The new callflow is displayed underneath the application in workspace list.

4.9.6.3 Context Menu of the Palette

To open the context menu of palette, rightclick the control within the palette's area. It provides the following options:

- **Layout** offers several options to change the palette's representation. The contents in the views are the same but they are displayed in a different manner. The following options exist:
  - Columns
  - List
  - Icons only
  - Details
- **Use Large Icons** enlarges the icon display.

- **Settings...** opens the **Customize Palette** dialog for editing the **Name** and the **Description** as well as for configuring different **Options** of the single controls and their group folders.
  The left dialog area provides an overview of all available controls, sorted according to various groups (**drawer**). If you select a control or a group folder you can use the **Up** or **Down** buttons to change the position of the control or group folder in the list. In the right dialog area you can edit the **name** and **description** of a selected control or group folder.
  By activating the **Hide** option you can decide whether or not to display a control or a whole group of controls.
  The **Open drawer at start-up** option can be selected for group folders and determines whether the respective control group is displayed opened at the Application Builder start, i.e. the single controls are displayed in the palette.
  The **Pin drawer open at start-up** option determines if a group folder is furnished with an activated pen at the Application Builder start.

  Note: The settings of the **Tools** drawer and of the tools contained therein cannot be edited.

- X**Settings...**X opens the palette settings dialog.
  Push the **Change...** button to open the dialog for setting the font. You can define **Font**, **Font size**, **Size**, **Color** and **Effects**.
  A click on the **Restore Default** button resets the font to its original values.
  In the **Layout** and **List layout options** sections you can change the palette display like in the palette context menu.
  The **Drawer options** specify how the display of opened group folders of controls shall be handled.
- **Reset Palette** resets the palette settings to their default values.

When you rightclick a group folder (drawer), the context menu contains the additional option **With Pen**. With an active pen you can prevent an open drawer in the palette display from getting closed.

4.10 Outline View

The outline displays the entire callflow in a minimized representation. Depending on the selected zoom factor, the callflow may be shown in the callflow editor only in one extract.

If the callflow editor does not display the entire callflow, the portion you can see in the callflow editor is blue highlighted in the outline view. You can move this blue section with the left mousebutton kept pressed. The area shown in the callflow editor is updated accordingly.

4.11 Problem View

The problem view shows errors and warnings of all settings in the workspace of all compositions and applications. This is independent from the callflow shown in the callflow editor.

The view has the format of a table with the following columns:

- **Description**
  This column precisely describes the error or warning. For example, it states that a control does not have a mandatory connection to another control or that not all necessary properties have been specified for a control.
- **Resource**
  This column states for each error or warning the control type, for example Symvia Application Prompt, Symvia DTMF Menu Control etc.
- **Path**
  This column specifies for each error or warning the path of the concerned control. Example: *Workspace Grammars/Grammar1*.

4.11.1 Context Menu of the Problem View

You open the context menu of the problem view with a rightclick on an entry to be provided with the following options:

- **Go To** opens the corresponding position of the error or warning. For example, the callflow is opened in the callflow editor and the control selected in which the problem occurred.
- The **Copy** option copies the content of the selected problem to the clipboard.
- **Select All** selects all entries in the problem view.
- **Update** refreshes the problem view by searching all configurations in the workspace, in compositions, in applications and callflows for faulty settings.
- **Properties** opens the Properties dialog in which the Description, the Resource and the Resource Path of an error or warning are put out.

4.12 Properties View

The properties view shows the **properties** of the control selected in the callflow editor view and their **values**. The properties are the hight and width of the control and the geometric position in X- and Y-coordinates in the callflow.

4.12.1 Caption Bar Icons

The Properties view features the following icons on the right margin of the caption bar:

Icon	Meaning
	Display categories. This function is inactive.
	Display extended settings. This function is inactive.
	Restore default. This function is inactive.
	Maintains the current selection on the properties page.
	When you click the triangle, a menu opens. Each menu option corresponds to an executable icon in the caption bar. A ticked-off menu option is active. Selecting a menu option has the same effect as pushing the corresponding icon.
	Minimize properties view
	Maximize properties view

4.13 Bookmark View

Bookmarks serve as marker for quickly finding specific features or jobs. Uncompleted configurations or remarks can be quickly viewed in this way. Especially users who have not created the callflow themselves can then receive additional information.

Bookmarks can be added to callflows, controls, variables, prompts, grammars, languages, databases or resources. Select the desired element for this purpose.

- Control in the **callflow editor**
- Variable on the tab **Workspace**, **Composition** or **Application Variable**
- Prompt on the tab **Workspace**, **Composition** or **Application Prompts**
- Grammar on the tab **Workspace**, **Composition** or **Application Grammars**
- Language or database on the **Workspace Settings** tab or
- Resource on the tab **Application or Composition Resources**.

Click in the menu bar on **Edit > Add Bookmark...**.

If you want to furnish a callflow with a bookmark, open it with a doubleclick on the name of the desired callflow in the workspace and select on the menu bar **Edit > Add Bookmark...**.

Note: The bookmarks of the bookmark view do not correspond to the help bookmarks.

4.13.1 Caption Bar Icons

The bookmark view features the following icons on the right margin of the caption bar:

Icon	Function
	Delete selected bookmark
	Delete all bookmarks
	Minimize bookmark view
	Maximize bookmark view

4.13.2 Context Menu of the Bookmark View

You open the context menu of the bookmark view with a rightclick on an entry to be provided with the following options:

- **Go to** opens the page the bookmark refers to.
- The **Copy** option copies the content of the selected bookmark to the clipboard.
- **Select All** marks all entries of the bookmark view.
- **Delete** removes a selected entry from the bookmark view.
- **Edit Description** enables modifying the description of the selected bookmark.
- **Properties** opens the **Properties** dialog in which the **Description**, the **Resource** and the **Resource Path** of an error or bookmark are put out.

4.14 Search View

The search view shows the results of the search for a character string in all applications. The search is started via the **Search** menu option and the **Search** dialog then open.

- **Description**
  This column states the name of the element in which the character string was found.
- **Resource**
  This column specifies the resource type, e.g. *Symvia Application 1*.
- **Path**
  This column indicates the path of the concerned element, for example *Appl07/Callflow07/Phone Number Input Control*.

> ***Note:*** The search view does not correspond to the help search-page.

4.14.1 Caption Bar Icons

The search view features the following icons on the right margin of the caption bar:

Icon	Function
	Delete selected search hit
	Delete all search hits
	Minimize search view
	Maximize search view

4.14.2 Context Menu of the Search View

You open the context menu of the search view with a rightclick on a search hit to be provided with the following options:

- **Go To** opens the dialog or tab in which the string searched for was found.
- **Copy** copies the content of the selected search hit to the clipboard.
- **Select All** marks all entries of the search view.
- **Delete** removes a selected entry from the search view.
- **Properties** opens the **Properties** dialog in which the **Description**, the **Resource** and the **Resource Path** of a search hit are put out.

4.15 Help View

The help view shows the context-sensitive help. It opens when you select the element about which you want to have information and then push the **F1** key. An element can be a view, a tab or a control, for example. In addition, you can open the help view via **Help > Dynamic Help**.

> ***INFO:*** If you select the **in an infopop** option in the **Tools** menu under the **Preferences** menu option under **Help**, the context-sensitive help is not displayed in the help view but in a pop-up window.

Depending on the selected help page, the bottom margin shows different links.

- **All Topics** leads to the help's table of contents
- **Search** shows the page on which you can specify a search item for searching the help
- **Related Topics** shows the links that provide information about the desired element
- **Bookmarks** displays the help pages that you have selected as bookmark.
- **Index** opens the keyword overview of the help

4.15.1 Caption Bar Icons

The help view has additional icons in the caption bar. Which icons are displayed depends on the link selected in the help view.

> ***Note:*** The help search-page does not correspond to the search view. Likewise, the help bookmarks do not correspond to the bookmarks of the bookmark view.

Icon	Function
	Fold all elements of the table of contents in this view.
	Display the categories of the search results on the help pages.
	Display the descriptions of the search results on the help pages.
	Display the entry of the displayed help page in the table of contents.
	Add a bookmark to the displayed page
	Show last displayed help page.

Icon	Function
	Undo skipping to the last help page.
	Minimize help view
	Maximize help view

4.15.2 Context Menus of the Help View

The help view features different context menus for different help pages.

> ***Note:*** The help pages **Related Topics**, **Index** and **Search** have identical context menus.

You open the context menu (**All Topics**) of the table of contents with a rightclick on an entry.

- **Open** displays the context sensitive help in the help view.
- **Open in Help contents** opens the desired help page in a separate help dialog.
- **Add Bookmark** sets a new bookmark for the selected entry of the help's table of contents.
- **Back** shows the help page displayed last.
- **Next** undoes skipping to the last help page.
- **Help Contents** opens the online help.

You open the context menu (**Reference Information**) on this help page with a rightclick on a free space.

When you rightclick one of the reference links displayed on this page, the above context menu of the table of contents opens.

When you rightclick a bookmark on this page, the following context menu **Bookmark**):

- **Open** displays the context-sensitive help in the help view.
- Open in Help contents opens the desired help page in a separate help dialog.
- **Delete** removes the selected bookmark of the help.
- **Delete All** deletes all bookmarks of the help.
- **Back** shows the help page displayed last.
- **Next** undoes skipping to the last help page.
- **Help Contents** opens the online help.

If no bookmarks have been added to the help view, the context menu only contains the three lower options.

4.15.3 Browsing the Help Pages

Open the search and enter the search item you wish to find on the help pages in the **Search expression** field. Then click on **Go**. When you click on **>>** the following search options are displayed:

Option	Function
*	Look for any string
?	Look for any character
"<Expression>"	Look for the specified expression
AND, OR, NOT	Use Boolean operators for the search

The link to the right of the **Search scope** indicates the search range. If not otherwise modified, the search range is called **Default**. When you click the small black triangle on the left, an information section opens that indicates where the help is searching. The default is **Local Help**. The **Advanced Settings** link allows detailed settings for the search.

In the area thereunder you can see the hits of the completed search process in the form ***<defined search scope> (<number> hits)***. With a click on the triangle to the left, all search results are listed for the corresponding search scope. The search hits are displays as links and a short extract of the help text is also shown.

4.15.4 Specifying the Search Scope

Schritt für Schritt

1. Click on the **Search scope** link.

The **Select Search Scope** dialog opens.

Remove deletes the selected scope set entry.

The settings dialog of a selected search scope is opened via the **Edit...** button.

2. You can set the desired search scope as current search scope in two ways:

a) Doubleclick the desired entry in the list of search scope sets. The search scope name appears as link to the right of **Search scope**.

b) Select the desired entry in the list of search scope sets and click on **OK**. The search scope name appears as link to the right of **Search scope**.

4.15.5 Setting a Search Scope

In the left dialog section the **Local Help**, **Info Center** and **Web Search** search engines may occur. Each entry may appear several times. You remove an entry from the list with the **Delete** button. A new search engine is created via the **New...** button.

The three search engine types mentioned above are available. After you have selected the desired search engine type and clicked on the **Finish** button, the search engine list features this type for this search scope.

In the right section you can set a search engine's properties. All search engines can be activated by ticking off the X**Enable search engine**X checkbox. In the following we will explain the settings of the three possible search engines.

Local Help

The X**Name**X and **Description** cannot be modified.

If the **Search all topics** radio button is active, all topics of the selected search engine are searched. If the X**Search only the following topics**X radio button is active, only pages among those pages are searched that are ticked off in the **Working set content** field.

The **Restore Defaults** button resets all values to the defaulted ones.

The performed modifications are copied via the **Apply** button.

Info Center

The **Name** and **Description** of the search engine cannot be modified. Enter the internet address of the search engine in the **URL** field.

If the **Search all topics** radio button is active, all topics of the selected search engine are searched. If the **Search only the following topics** radio button is active, only pages entered in the **Working set content** field are searched.

The **Restore Defaults** button resets all values to the defaulted ones.

The performed modifications are copied via the **Apply** button.

Web Search

The **Name** and **Description** of the search engine cannot be modified. You can receive the **URL template** by copying the web query from the internet browser address field and replacing the search item with ***{openscape}***.

The Restore Defaults button resets all values to the defaulted ones.

The performed modifications are copied via the **Apply** button.

5 Deploying an Application

You provide a complete application for execution by exporting it and loading it on the Media Server. The archive file contains the properties of the variables, prompts and grammars used in the application, the structure and elements of the callflow as well as the configuration of the application itself. You can store the exported archive file also as backup copy or import it in another workspace.

Voraussetzungen

- The application or composition must not contain any errors.

Schritt für Schritt

1. Open the context menu of the application or composition to be exported.
2. Select the **Export Item...** entry.

   The **Workspace Item Export** opens.
3. Specify under **Archive File** the target file for the export. Click on **Browse** to select the directory from the system.
4. Click on **Next>**.
5. Select the resource files that the archive file must contain:
   - Prompt audio files
   - Grammar specification files
   - Other application resource files
   - Additional documentation files
6. Click on **Next>**.
7. Specify optionally a description of the export to be displayed when the archive file is imported.
8. Click on **Finish**.

   A dialog that confirms the successful export opens. Click the **OK** button to close the dialog.

   Note: If you wish to avoid displaying the dialog in the future, activate the checkbox **Do not show this message again** and click on **OK**.

Nächste Schritte

To provide the application, the archive file must be loaded on the Media Server. You find detailed information about how to proceed in the *Administrator Documentation OpenScape Media Server*.

5.1 General Information about Controls

You add a control to a callflow by

- doubleclicking the corresponding control in the palette or

- dragging the control into the workspace with the left mousebutton kept pressed.

To move a control, select it in the callflow and place it in the target position with the left mousebutton kept pressed.

Controls are displayed as rectangles with rounded corners. Within the rectangle you see the icon, the control type and the control name.

The name of a created control is always pre-defined by the control type description and a digit as numbering (e. g. “Prompt Control 1”).

When you doubleclick a control, its **Properties** configuration dialog opens. In this dialog you can always perform the following three settings on the **General** tab:

- You can enter a **Name** for the new control or change the existing **Name** (max. 63 characters, special characters are not allowed).
- You can optionally enter a **Description**. The description is displayed as tooltip of the control and does not affect the control's functionality.
- If you tick off the **Enable Runtime Tracing** checkbox, one log message per passed control is written in the system log during the callflow.
- The **Restore Defaults** button resets all settings of a control except **Name** and **Description** to the default values.

In some controls, variables and announcements can be used. You can use only variables and announcements that were created or released either for the workspace or for the application. The announcements and variables created in the controls are automatically valid for the entire callflow application.

Further setting options depend on the control type and are described in detail for each single control in the respective section.

Note: A callflow always begins with a control of type Start and may end with a control of type End.

Note: In a callflow, several controls may have the same name.

5.1.1 Context menu of a control

Every control has a context menu. You open the context menu with a rightclick on the control.

The context menu offers the following functions:

- **Undo**:
  Undoes the action or modification performed last.
- **Redo**
  Executes the action or modification performed last once again.
- **Cut**
  The control is cut out of its position and can be pasted in another position if required.
- **Copy**
  Copies the control. You can paste a duplicate in another position.
- **Paste**
  Pastes the control copied or cut last.
- **Delete**
  Removes the selected control permanently.
- **Properties**
  Opens the Properties tab of the control.

5.1.2 Quick-Configuration Menu

Every control has a quick-configuration menu. You open this menu by placing the mousepointer onto the control. The quick-configuration menu is offered transparent. When you position the mousepointer onto the quick-configuration menu, it becomes transparent and you can click the functions with the mouse.

The quick-configuration menu offers the following functions:

- **Delete**
  Removes the selected control permanently.
- **Cut**
  The control is cut out of its position and can be pasted in another position if required.
- **Copy**
  Copies the control. You can paste a duplicate in another position.
- **Properties**
  Opens the Properties tab of the control.

5.1.3 Adding a Prompt

Schritt für Schritt

1. Click on and select the **Add Prompt** option.

   The **Select Prompts for Announcements List** dialog opens, which lists all announcements already imported and created. These announcements are created either for the entire workspace or for an application. You can also insert announcements for selection.

2. Select the **Create new Prompt...** link.

The dialog **Create Symvia Application Prompt** opens for creating announcements for an application. The configuration occurs analog to creating prompts for applications (see section *Application Prompts*).

3. Activate the checkboxes of the desired announcements and confirm your selection with the **OK** button.

   The selected files are now listed. The sequence of the files in the list corresponds to the sequence of the announcement playback. If you select further announcements they will be added to the end of the list.

5.1.4 Adding a Variable

Schritt für Schritt

1. Click on and select the **Add Variable** option.

   The **Select Variables for Announcements List** dialog opens, which lists all variables already imported and created. These variables are created either for the entire workspace or for an application. If a text-to-speech program is installed, the value of this variable (text) is converted into speech while the application is run through.

   INFO: Check with the system administrator whether a text-to-speech program is installed on the UC server and whether the text to be converted into speech is available in a language that this program can process.

2. Activate the checkboxes of the desired variables and confirm your selection with the **OK** button.

   The selected files are listed. The sequence of the files in the list corresponds to the sequence of the announcement playback. If you select further announcements they are added to the end of the list.

5.1.5 Adding a Pause

Schritt für Schritt

1. Click on and select the **Add Pause** option.

   The **Specify Pause for Announcement List** opens.

2. Enter the pause length (ms) and confirm your selection with a click on **OK**.

   The selected files are listed. The sequence of the files in the list corresponds to the sequence of the announcement and pause playback.

5.1.6 Adding Playback Options

Voraussetzungen

- Playback options are only available for recorded Prompts. Text prompts (TTS) are excluded from the function.

Schritt für Schritt

1. Select an element in the announcement list and click on

   A selection list with the options **Direct Playback** and **Custom Playback...** opens.

2. If you select the **Custom Playback...** option, the **Announcement Playback** dialog.

   This dialog lists all configured announcements and variables of the DtmfSelection control.

Icon	Description
	You use these icons to control the playback of a selected announcement.
	With this icon you can **select the playback language**, if an announcement is available in several languages.
	This icon activates/deactivates the **continuous playback**.

3. A click on the **Close** button closes the **Announcement Playback** dialog.

4. If you select the **Direct Playback** option, a selected announcement is played directly.

5.2 Palette of the Callflow Editor

The following table shows all available controls of the callflow editor palette and provides a short description of the functionality:

Icon	Functionality
Palette	
Select	The **select** tool enables the selection of single elements such as controls, connections or notes. Selected elements can be moved in their geometric as well as structural position.
	The **scope selection** tool enables the simultaneous selection of several elements with the left mousebutton kept pressed. You can then use the (select) tool to move the selected elements combined to another position.
Connection	The **Connection** serves for connecting two controls.
Sticky Note	Using the **Sticky Note** tool you can position comments and notes anywhere in the callflow.
Callflow Link	The **Callflow Link** enables connecting two callflows within an application.
List Iterator	You use the **List Iterator** to create a "pointer" for the variable lists.
List Modifier	Using the **List Modifier** you can change variable lists and add arguments to the list or remove them from there.
List Sorter	The **List Sorter** allows sorting variable lists and modifying the sorting order as well as the sorting criterion.
Subflow controls	
Subflow Entry	The **Subflow Entry control** marks the start of a sub-callflow.
Subflow Exit	The **Subflow Exit control** marks the end of a sub-callflow.
Subflow Loop	The **Subflow Loop control** is followed by the controls that need to be traversed in the query loop of the variable lists.
General controls	
Start	The **Start control** marks the beginning of a callflow and is mandatory for an application.
End	The **End control** marks the end of a callflow.
Assign	In the **Assign control** you can assign values to the variables. You can define your own variables and fill them with contents required in other controls.
Compare	Using the **Compare control** you can execute comparisons according to a previously defined rule. You can define a list of rules here for configuring branches in the callflow based on conditions.

Icon	Functionality
SystemInfo	Server information is put out at runtime and written in a variable with the **SystemInfo Control**. The contents in the variable can then be further used in the callflow. The information may put out the current date, time etc.
WebService	The **WebService Control** offers the option to submit requests to a REST web service and to write the result in a variable that can be used in the course of the callflow.
DatabaseWrite	With the help of the **DatabaseWrite control** you enter data/data records in already available databases. A JDBC driver must be used for the database.
DatabaseRead	The **DatabaseRead control** enables retrieving data/data records from available databases. A caller is e.g. able to query the current state of his/her order from a contact center.
TimeProfile	In the **TimeProfile control** you can, depending on the call time, implement a branch in the callflow.
Delay	The **Delay Control** inserts pauses in the callflow.
IVR controls	
Prompt	The **Prompt control** plays one or several announcements and branches to another control (e. g. Menu control).
BackingPrompt	The **BackingPrompt control** allows inserting announcements. Such announcements are played until another control is executed that plays announcements as well.
DtmfInput	Using the **DtmfInput control** a caller can enter digit strings such as his/her customer number via telephone keypad.
DtmfMenu	The **DtmfMenu control** enables the caller to navigate through a menu with his/her phone keypad.
DtmfSelection	With the **DtmfSelection control** a caller can enter a multi-digit string via his/her phone keypad and navigate through the DTMF menu.
Language	The **Language control** enables switching the language during runtime. Thus the caller can listen to announcements in his/her native language, for example.
Transfer	The task of the **Transfer control** is to dial a phone number after one or several announcements have been played. Example: "*You will now be connected to our hotline. Please hold the line.*").
Record	Via the **Record control** you can make voice recordings.
Transition	The **Transition control** switches to another application.
NLU	The **NLU control** models a voice-controlled interaction with the user (voice dialog).
UC controls	

Icon	Functionality
Send	The **Send control** sends documents, e.g. e-mails, short messages, fax mails or a file from the application resources as e-mail to the recipient.
Authentication	The **Authentication control** contains the configurations for authentication via the ONS number or the user ID.
ChangePin	The **ChangePIN control** enables a logged-in user to change his/her authentication data.
Presence	The **Presence control** updates, invokes or displays the current status or all available presence statuses.
ContactSearch	The **ContactSearch control** searches the contact database for contacts. You can look for contacts via the phone number (ONS number) or the vanity code. A list of contact objects that contain various contact attributes such as name, phone number, fax number, etc. is returned.
UserSearch	The **UserSearch control** searches the user database for users. A list of user objects that contain different user attributes is returned.
Conference	You use the **Conference control** to create conferences. You can create an ad-hoc conference, join a conference or look for conferences.
CallJournal	The **CallJournal control** allows querying the phone journal.

5.3 Connection

Via connection a call is forwarded from one control to the next.

Note: You cannot connect the controls arbitrarily.

5.3.1 Creating a Connection

Voraussetzungen

- There must be at least two controls in the callflow.

Schritt für Schritt

1. Select **Connection** in the palette.

   A plug-icon is attached to the mousepointer.

2. Click on the control from which you wish to create a connection and then on the control to follow in the callflow.

   For each connection the connection name is displayed, which is identical with the event name and the position of which (as closely as possible to the connection startpoint) is automatically defined.

   If a control can have several outbound connections, a dialog opens in which you select the event to be used for the connection.

If allowed, a connection is set up between the two controls.

Note: Connecting the Start and End control directly is not allowed.

Alternatively, you can directly draw a connection between controls by moving the mousepointer along the edge of a control. Three semitransparent *handles* appear on the edge. Seize one handle with the mousepointer and drag the connection to the ensuing control.

Note: The number of handles is limited to those allowed by the control. When all possible connections have been set up, no further handles are displayed.

5.3.2 Editing a Connection

Schritt für Schritt

1. Choose **Select** in the palette.
2. Click the connection you wish to edit.

   The connection name and line appear in red. The connection line contains *handles* (black dots).
3. Select the desired handle with the mousebutton kept pressed, drag the connection line to the desired position and release the button.

   The new position of the connection line is maintained.

   All relocations of the dots can be made undone. A bent connection line can be straightened by selecting **Normalize Connection** in the connection's context menu.

5.3.3 Context Menu of a Connection

You open the context menu with a rightclick on the bent connection.

The context menu offers the following functions:

- **Undo**:
  Undoes the action or modification performed last.
- **Redo**
  Executes the action or modification performed last once again.
- **Normalize Connection**:
  Straightens the bent connection.

Note: The functions **Cut**, **Copy**, **Paste** and **Properties** are not available in the context menu.

5.4 Sticky Note

With a sticky note you can add comments to a callflow.

Note: A sticky note does not affect the callflow functionality and process in any way.

5.4.1 Creating a Sticky Note

Schritt für Schritt

1. Click on **Sticky Note** in the palette, keep the left mousebutton pressed and drag the sticky note in the callflow to the desired position. Release the mouse-button.

   The position of the sticky note is maintained.
2. Doubleclick the sticky note with the left mousebutton for changing the text of the sticky note and enter the text.
3. Click in a free area of the callflow to conclude the process.

   The text of the sticky note is copied.

5.4.2 Linking a Sticky Note to a Control

You can link a sticky note to a control to point out the information's association.

Voraussetzungen

- There must be a control to be linked up with the sticky note.

Schritt für Schritt

1. Create a sticky note as described under *Creating a Sticky Note*.
2. Select **Connection** in the palette.

   A plug-icon is attached to the mousepointer.
3. Click on the sticky note from which you wish to create a link and then on the control.

   A link is set up. The link is highlighted by color to separate the sticky note link from the control connections.

5.4.3 Context Menu of a Sticky Note

You open the context menu with a rightclick on the sticky note.

The context menu offers the following functions:

- **Undo**:
  Undoes the action or modification performed last.
- **Redo**
  Executes the action or modification performed last once again.

- **Cut**
  The control is cut out of its position and can be pasted in another position if required.
- **Copy**
  Copies the control. You can paste a duplicate in another position.
- **Paste**
  Pastes the control copied or cut last.
- **Delete**
  Removes the selected control permanently.
- **Edit Note**:
  You can edit the text of the sticky note.

Note: The **Properties** function is not available in the context menu.

5.5 Callflow Link

The callflow link connects two callflows within an application. The callflow linking with an arbitrary, configured control of the other callflow serves as point of entry in the other callflow.

5.5.1 Creating a Callflow Link

Schritt für Schritt

1. Click on the **Callflow Link** in the palette, keep the left mousebutton pressed and drag the callflow link to the desired position. Release the mousebutton.

   The callflow link position is maintained.
2. Doubleclick the callflow link with the left mousebutton.

   The **Select Target Item** dialog opens.
3. Select the target item from another callflow to be linked.
4. Click on **OK**.

   The specifications are copied.

5.5.2 Context Menu of the Callflow Link

You open the context menu with a rightclick on the callflow link.

The context menu offers the following functions:

- **Go to Target Item**:
  Opens the selected target item in the linked callflow.
- **Undo**:
  Undoes the action or modification performed last.

- **Redo**
  Executes the action or modification performed last once again.
- **Cut**
  The control is cut out of its position and can be pasted in another position if required.
- **Copy**
  Copies the control. You can paste a duplicate in another position.
- **Paste**
  Pastes the control copied or cut last.
- **Delete**
  Removes the selected control permanently.
- **Set Target Item**:
  Select the target item from another callflow.
- **Properties**
  Opens the Properties tab of the control.

> ***Note:*** The **Properties** function is not available in the context menu.

5.6 Speech Recognition

In case of applications created with the Application Builder, the user may have to make entries for continuing with the callflow. Besides pushing keys on the phone keypad the Application Builder enables making entries by voice. This requires the presence of a speech recognition system.

Speech recognition is performed by a software with a speech grammar that decodes announcements, compares them with permanent entries and, as the case may be, executes associated commands.

> ***Note:*** For further information about speech recognition please consult the manuals of the speech recognition software used.

5.7 The Controls

This section serves as reference to the setting options of all control types in the callflow editor.

5.7.1 List Iterator Control

The List Iterator control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **List Iteration** you specify the variable list and the name of the Iterator variable. The Iterator variable is the loop variable during traversing all list elements. For configuration proceed as follows:

1. Specify the **Variable List to iterate**. Use the **...** button to select the corresponding variable and click on **OK**.

   Note: You can access the Iterator variable in the Iterator subflow. You open the subflow in the workspace via the **Open corresponding Sub Callflow Editor** link. You find further information about the sub callflow editor in the *Sub Callflow Editor* section.

2. Enter an Iterator variable name.
3. Click on **OK**.
   The configurations are saved.

5.7.1.1 Sub Callflow Editor

You invoke the workspace of the Sub Callflow Editor via the **Open corresponding Sub Callflow Editor** link. The link is active as soon as you have selected an iteration variable.

Three control types are added to the element palette that are only active in the Sub Callflow Editor and can only the used there:

- **Subflow Entry**
- **Subflow Exit**
- **Subflow Loop**

Every subflow contains mandatorily the two controls **Subflow Entry** and **Subflow Loop**.

5.7.2 List Modifier Control

The List Modifier control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **List Modification** you specify the variable list and the argument variable or constant. You can either add the argument to the end of the list or remove it from the list. For configuration proceed as follows:

1. Specify the **Variable List to modify**. Use the **...** button to select the corresponding variable and click on **OK**.
2. Select whether to specify an **Argument Variable** or an **Argument Constant** by placing a tick in the appropriate checkbox.
3. Select the **List Operation**:
   - Append Argument
   - Remove Argument
4. Click on **OK**.
   The configurations are saved.

5.7.3 List Sorter Control

The List Sorter control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **List Sorting** you specify the variable list to be sorted, the sort order and the sort criterion. The sort criterion is the hosted variable type of the list or one of its sub-variables. For configuration proceed as follows:

1. Specify the **Variable List to sort**. Use the **...** button to select the corresponding variable and click on **OK**.
2. Select the **Sort Order**:
   - Sort Ascending

- Sort Descending

3. Specify the **Sort Criterion** by which the variable list shall be sorted.
4. Click on **OK**.
   The configurations are saved.

5.7.4 Start Control

A Start control declares the starting point of a callflow. It does not have a function in a call's flow control in an application but marks the point of entry of the call flow. The Start control simulates the time when the call is accepted by the application.

Every application may contain exactly one Start control. The Start control may also be contained in one call flow per application.

The Start control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

5.7.5 End Control

The End control does not only represent the point of exit in the graphic callflow design, but also serves the purpose of disconnecting the call from the system.

The End control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

5.7.6 Assign Control

With the Assign control, you define one or several variables or assign values to existing variables. Such variables can be read and set in other controls of the same application, if they are not write-protected.

You can assign a string, a number, a language file etc. to a variable. It does not have to be defined right at an application's start, but only when it is needed. A data type is automatically assigned to a variable by value assignment.

You can define variables in other areas also. However, you can freely define the variable value only in the **Assign** control.

In addition, you can define variables for the entire workspace or for applications. See section *Workspace View* on this.

The following default-system variables can be used in an application:

Variable name	Description	Data type/Format
`$DATE`	Current date	String/TT.MM.JJJJ
`$TIME`	Current time	String/hh:mm:ss
`$REDIRECTED`	Phone number of the redirected phone	Phone number

Variable name	Description	Data type/Format
`$CALLED`	Phone number of the callee	Phone number
`$CALLER`	Phone number of the caller	Phone number
`$CALLID`	Call ID	string

The configuration dialog of the Assign control provides the tabs **General** and **Commands**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

“Commands” Tab

On the **Commands** tab you can assign values to several variables. The definition occurs with the help of a wizard.

The following icons are available:

Icon	Description
	This icon lets you create a new assignment command. See under this table *Defining a new Assignment Command*.

Icon	Description
	A click on this icon enables you to modify the settings of an already created and selected assignment command in the **Edit Assignment Command** dialog.
	You use this icon to remove a selected assignment command from the list.
	If you have created several assignment commands, they are applied in order from top to bottom. Using these icons you can move a selected assignment command in the list up or down.

5.7.6.1 Defining a new assignment command

Schritt für Schritt

1. Click on to define a new command for assigning a value of a new or of an already existing variable.
2. Select a **Target Variable** already configured for the workspace or application or click on the **Create new variable** link to create a new variable.

5.7.7 Compare Control

With the help of the Compare control you can perform comparisons by previously defined rules. You can specify a list of rules, so that e.g. all incoming calls are allocated to their original country on the basis of their leading telephone numbers.

The configuration dialog of the Compare control provides the tabs **General** and **Rules**.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

"Rules" tab

On the **Rules** tab you define one or several rules for comparing values in variables. This definition is realized with the help of a wizard.

The following icons are available:

Icon	Description
	This icon lets you create a new comparison rule. See under this table *Defining a new Comparison Rule*.
	A click on this icon enables you to modify the settings of an already created and selected comparison rule in the **Edit Comparison Rule** dialog.
	You use this icon to remove a selected comparison rule from the list.
	If you have created several comparison rules, they are applied in order from top to bottom. Using these icons you can move a selected comparison rule in the list up or down.

5.7.7.1 Creating a new Comparison Rule

Schritt für Schritt

1. Click on .

   You perform comparisons using a comparison operation like *greater than*, *smaller than*, *etc*. This comparison operation serves as condition for declaring the result of a rule as true or false.

2. In the **Left Value** area you select the **Variable to Compare**, which is to deliver the first comparison value. Here you can fall back to variables, constants or rules you have specified for the entire workspace or for the application.

3. Select one of the comparison operations in the **Condition** section.

4. Then determine in the **Right Value** section the value to be compared with the variable in the **Left Value** section.

   The value of the **Variable to Compare** is compared under the **Condition** with the value from the variable in the **Right Value** section with a fixed text or a rule. The comparison is stored as rule and implemented in the application upon the execution of the Compare control. Depending on the result of a rule comparison (true or false), the call is forwarded to the next control.

   Example: The callers' phone numbers are stored in the variable in the **Left Value** section. If you want to filter all calls from Germany, use the **Leading characters are equal to** condition and specify "+49" in the **Compare with Text** field. For each caller from Germany the call is forwarded to a specific control.

5. If you have made all entries for creating a comparison rule, click on **OK**.

   The created rule appears now in the **Comparison Rule List** on the **Rules** tab.

   You can rename the newly created rule with a click on the defaulted **Name** of the rule. Enter the desired rule name, e. g. *Caller from Germany*, and then push the Enter key . Your modifications are copied. The Name field must always be filled in so that a connection to the ensuing control can be set up when the rule's condition is complied with.

5.7.8 SystemInfo Control

The configuration dialog of the SystemInfo control provides the tabs **General** and **Retrievals**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

"Retrievals" Tab

On the **Retrievals** tab you define one or several rules for the system information and the variable of the new information retrieval. The assigned value is then the value of the system information. This definition is realized with the help of a wizard.

The following icons are available on the **Retrievals** tab.

Icon	Description
	This icon lets you create a new retrieval. See under this table *Defining a new Retrieval*.

Icon	Description
	A click on this icon enables you to modify the settings of an already created and selected command in the **Edit Information Retrieval** dialog.
	You use this icon to remove a selected command from the list.
	If you have created several commands, they are applied in order from top to bottom. Using these icons you can move a selected command in the list up or down.

5.7.8.1 Defining a new Retrieval

Schritt für Schritt

1. Click on .
2. Select the system information of the new information retrieval
3. Click on **...** next to the fields of the target variable.
4. Select one of the offered variables or create a new one via **Create new Variable**.
5. Select **OK**.

5.7.9 WebService Control

The WebService control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Queried Webservice** you perform the settings for retrieving the desired web service when the control is processed. Either select a pre-defined query from the application settings or create a new one.

5.7.9.1 Creating a new Web Service Configuration

Schritt für Schritt

1. Select the entry **Create new Webservice Configuration** from the combo box under **Queried Webservice**.

   The **Add Webservice to Application** dialog opens.
2. Specify a **Name** and optionally a **Description** for the web service.
3. Select the REST Webservice Type.
4. Specify the **Webservice Access URI**.
5. Select **OK**.

   The query result is stored for every web service.

   Note: However, the result structure may then not be valid anymore.

5.7.10 DatabaseWrite Control

With the help of this control you can enter data records in already existing databases. An application example is the database of a mail order service in which the caller may store an order.

The DatabaseWrite control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Connected Database** you perform the required settings or select an already configured database to be connected when the control is processed.

5.7.10.1 Creating a new Database Configuration

Schritt für Schritt

1. Select the entry **Create new Database Configuration** from the **Connected Database** combo box.

   The **Add Database to Application** opens.

2. Specify a **Name** and optionally a **Description** for the database.

3. Select the **Database Driver Archive**.

   The database driver archive is a Java archive that contains the driver classes for the database configuration.

4. Select a **Database Driver Classname**.

   Select the Java class name that corresponds to the driver from the specified archive.

5. Specify a **Database Access URL**.

   Example: `jdbc:mysql://<host>:3306/<database>`

6. Specify the database user.
7. Specify the **Login Password** for the database user.
8. Select **OK**

   The database is now added to the combo box and can be selected.
9. Click on **Next >** or **Finish**.

5.7.11 DatabaseRead Control

With the help of this control you can retrieve and display data records from existing databases. A caller is, for example, able to query the current state of his/her order from a contact center.

The DatabaseRead control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Connected Database** you perform the required settings or select an already configured database to be connected when the control is processed.

5.7.11.1 Creating a new Database Configuration

Schritt für Schritt

1. Select the entry **Create new Database Configuration** from the **Connected Database** combo box.

   The **Add Database to Application** opens.

2. Specify a **Name** and optionally a **Description** for the database.

3. Select the **Database Driver Archive**.

   The database driver archive is a Java archive that contains the driver classes for the database configuration.

4. Select a **Database Driver Classname**.

   Select the Java class name that corresponds to the driver from the specified archive.

5. Specify a **Database Access URL**.

   Example: `jdbc:mysql://<host>:3306/<database>`

6. Specify the database user.

7. Specify the **Login Password** for the database user.

8. Select **OK**

   The application database is now added to the combo box and can be selected.

9. Click on **Next >** or **Finish**.

5.7.12 TimeProfile Control

Depending on the time of the call, you can use this control to divert the caller to different controls.

The following figure shows an application example of this control.

The call is forwarded to a Connect control if, for example, the office of the company is open. If the company is closed, the call is forwarded to an End control. Within the End control the announcement ”*You are calling outside our business hours*. *You can reach us daily from ... until .... Thank you for calling. Good Bye*.” might be implemented. After playing the announcement the End control terminates the call. If the call is made during a break, it is forwarded to the DTMF Menu control. The caller can then use the menu options to decide how to further proceed with the call.

The configuration dialog of the TimeProfile control provides the tabs **General** and **Profiles**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Time Zone Setting** you specify the time zone in which the control shall be executed. The time zone of the current location is selected by default.

"Profiles" Tab

On the **Profiles** tab you define one or several time profile rules.

The following icons are available:

Icon	Description
	This icon lets you create a new time profile. See under this table *Creating a new Time Profile.*
	A click on this icon enables you to modify the settings of an already created and selected time profile in the **Edit Time Profile** dialog.
	Via this icon a selected time profile is removed from the list.
	If you have created several time profiles, they are applied in order from top to bottom. Using these icons you can move selected time profiles in the list up or down.

5.7.12.1 Creating a new Time Profile.

Schritt für Schritt

1. Click on to create a new range for a time profile.

   The **Create new Time Profile** dialog opens. Under **Time Profile Name** you see the name of the new time profile or of the one selected in the Time Range List.

   The **Time Range List** itemizes the possible time ranges for the time profile.

2. Specify the values of the new time range by selecting available time profile ranges in the list or by adding a new time profile range via .

   The **Create new Time Profile Range** dialog opens.

3. Specify the values of the new time profile range. For this purpose, activate one of the radio buttons described in the following:

   a) Specify Range of full Calendar Days: The time range comprises days and months and is not recurrent.

   b) Specify Range within a specific Day of Year: You select a day of the year for which you set a time range that recurs annually.

   c) Specify Range within a specific Day of Week: You select a weekday for which you set a time range that recurs weekly.

4. Click on **OK**.

   The **Create new Time Profile Range** dialog closes.

5. Click on **OK**.

   The created time profile is added to the time profile list and can be selected.

6. Click on **OK** or **Apply**.

   Every configured time profile corresponds to a new event.

5.7.13 Delay Control

The Delay control enables placing breaks in a callflow. With temporal specifications (ms) you can determine how much time must pass until the next connected control is forwarded to. In this way you can delay the announcements playback or executing controls for a specific period.

The Timer control contains the **Properties** configuration dialog only.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Callflow Delay** section you configure the callflow delay.

5.7.13.1 Setting the Delay

Schritt für Schritt

1. Activate one of the available checkboxes and specify the corresponding value:
   - **Specify by Value (ms)**
     Specify the delay in milliseconds. The values range from 1 to 600000.
   - **Specify by Variable**
     Specify the variable name.
   - **Specify by Pattern**
     Enter a pattern. The pattern value matches if you can divide the time by the value without remainder.
2. Click on **OK**.

5.7.14 Prompt Control

A prompt control defines the audio files or a list of audio files played when the control is reached in the workflow. You can enter a string variable as alternative to a sound file.

The configuration dialog of the Prompt control provides the tabs **General** and **Announcements**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

“Announcements” Tab

On this tab you specify the announcement(s) for the Prompt control. All announcements or variables assigned to the control are listed in the **Announcements** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

5.7.15 BackingPrompt Control

The BackingPrompt control is in charge of playing announcements until the next prompt is played.

The BackingPrompt control contains the **General** configuration dialog only.

"Properties" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Backing Prompts** you can optionally specify a prompt to be played for bridging temporary silence.

All announcements or variables assigned to the control are listed in the **Announcement** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls*/*Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls*/*Adding a Prompt*, *Variable or Pause*.

Icon	Description
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

5.7.16 DtmfInput Control

The caller can use this control for entering digit strings like his/her customer number via his/her telephone keypad. Furthermore, a security request can be realized, so that not every customer who calls can access all data. Instead, he/she can request individual data, such as the status of a purchase order, after he/she has been authenticated by entering the customer number.

The configuration dialog of the DTMF Input control provides the tabs **General**, **Input** and **Announcements**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Menu Parameters** section you can enter the behavior of the control in case of time-out (no input after a certain amount of time). The following settings are available:

Field	Description
Menu Timeout (seconds)	Enter here the time in seconds available to the caller to make his/her input by keypad or voice after the announcement(s) have been played. If you enter a ’0', the caller can wait an undefined period of time until he/she makes an entry via a key. The default value is 10 seconds.
Menu Repetitions (No Entry) and (Invalid Entry)	If the caller has not made any/an invalid key or voice entry, the announcement is repeated. You specify how often entries can be repeated until the control linked to the Error event is transferred to. The value refers to the number of missing/invalid entries. In case of value 3, the entry and thus the announcement will be repeated three times, so with the first execution the announcement is played altogether four times. If you enter a ’0’, the announcement is not repeated but the caller is directly forwarded to the control configured for the error event after a missing/invalid entry. The feature is then deactivated. Three repetitions are allowed by default.

“Input” tab

In the **Key Layout for Confirm/Cancel** section you define the key allocation for the actions confirm and cancel. You can choose from two options by activating the respective checkbox.

In the **Input Parameters** section you specify the data entry options. These are:

Field	Description
Minimum Input Length	In this field you enter the minimum length of the digit string the caller has to enter. If the number of entered digits falls short of this and the time specified in the **Menu Timeout (seconds)** has elapsed, the process is aborted. The caller may then repeat his/her entry if allowed by the settings in the **Menu Repetitions** field. By default, value 0 deactivates this feature and no entries can be made.
Maximum Input Length	In this field you enter the maximum length of the digit string the caller may enter. If the caller exceeds this entry restriction, a default announcement will be played. His/her entry is finished. If you enter a zero in the **Minimum Input Length** and **Maximum Input Length** fields, the feature will be disabled. If e. g. the **Maximum Input Length** field contains a zero, the caller may enter a digit combination of any length. A maximum of 10 keystrokes is allowed as entry by default.

In the **Input Storage** section you need specify the variables for filing the confirmed input and the input length. You can either use variables already available or create new ones. The **Variable for confirmed Input** stores the sequence of pressed keys. The **Variable for Input Length** specifies the number of keys pressed for the entry.

“Announcements” Tab

On this tab you specify the announcement(s) for the DtmfInput control. All announcements or variables assigned to the control are listed in the **Announcements** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

In the **Confirmation Prompts** section you can specify announcements for the cases **Prompt for cleared Input** and **Prompt for invalid Input** that play a signal to the user. You select the prompt files from the combo box or create a new ones.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

5.7.17 DtmfMenu Control

With this control you enable the caller to navigate through a menu with the help of his/her phone keypad.

The caller may hear the following example announcement: ”*If you wish to be connected to our customer service, please push 1. If you wish to be connected to our sales department, please push 2*.”

After the announcement, the caller has a certain period of time for his/her entry. If in the example the caller pushes 1 within this period, he/she is forwarded to the next control that connects him/her to the customer service. If he/she enters 2, he/she is forwarded to a control that connects him/her to the sales department. But if he/she does not make an entry within the specified period or the entry is incorrect, he/she can be forwarded to another control (for example an End control).

The configuration dialog of the DTMF Menu control provides the tabs **General** and **Announcements**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Menu Parameters** section you can enter the behavior of the control in case of time-out (no input after a certain amount of time). The following settings are available:

Field	Description
Menu Timeout (seconds)	Enter here the time in seconds available to the caller to make his/her input by keypad or voice after the announcement(s) have been played. If you enter a ’0', the caller can wait an undefined period of time until he/she makes an entry via a key. The default value is 10 seconds.
Menu Repetitions (No Entry) and (Invalid Entry)	If the caller has not made any/an invalid key or voice entry, the announcement is repeated. You specify how often entries can be repeated until the control linked to the Error event is transferred to. The value refers to the number of missing/invalid entries. In case of value 3, the entry and thus the announcement will be repeated three times, so with the first execution the announcement is played altogether four times. If you enter a ’0’, the announcement is not repeated but the caller is directly forwarded to the control configured for the error event after a missing/invalid entry. The feature is then deactivated. Three repetitions are allowed by default.

“Announcements” Tab

On this tab you specify the announcement(s) for the DtmfMenu control. All announcements or variables assigned to the control are listed in the **Announcements** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

In the **Confirmation Prompts** section you can specify announcements for the cases **Prompt for cleared Input** and **Prompt for invalid Input** that play a signal to the user. You select the prompt files from the combo box or create a new prompt.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

5.7.18 DtmfSelection Control

The caller can use this control to enter a multi-digit string via his/her telephone keypad. Scrolling forward and backward through the DTMF menus can be enabled.

The configuration dialog of the DtmfSelection control provides the tabs **General**, **Introduction, Iteration**and **Selection**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Selection List Parameters** section you can enter the behavior of the control in case of time-out (no input after a certain amount of time). The following settings are available:

Field	Description
Menu Timeout (seconds)	Enter here the time in seconds available to the caller to make his/her input by keypad or voice after the announcement(s) have been played. If you enter a ’0', the caller can wait an undefined period of time until he/she makes an entry via a key. The default value is 10 seconds.
Menu Repetitions (No Entry) and (Invalid Entry))	If the caller has not made any/an invalid key or voice entry, the announcement is repeated. You specify how often entries can be repeated until the control linked to the Error event is transferred to. The value refers to the number of missing/invalid entries. In case of value 3, the entry and thus the announcement will be repeated three times, so with the first execution the announcement is played altogether four times. If you enter a ’0’, the announcement is not repeated but the caller is directly forwarded to the control configured for the error event after a missing/invalid entry. The feature is then deactivated. Three repetitions are allowed by default.

"Introduction" Tab

You select the announcement(s) for the DtmfSelection control here. All announcements or variables assigned to the control are listed in the **Announcements** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

In the **Confirmation Prompt** section you can specify a **Prompt for invalid Input** that acoustically signal errors to the user. You select the prompt file from the combo box or create a new one.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

"Iteration" Tab

On this tab you specify the variable list and the name of the Iterator variable. The Iterator variable is the loop variable during traversing all list entries. The following settings are available:

Icon	Description
Variable List to iterate	Specify the **Variable List to iterate**. Use the **...** button to select the corresponding variable and click on **OK**.

Icon	Description
Iterator Variable Name	The **Iterator Variable Name** specifies the variable that can be used for the current variable list element during the iteration.
Selection Key Variable Name	Specify the name of the selection key variable used for playing the DTMF key.
Variable for selected Element	Specify in the **Result Storage** section a variable for a selected element. Use the **...** button to select the corresponding variable and click on **OK**. The variable is used for storing the list element.

"Selection" Tab

On this tab you specify the selection list announcements to be played during the iteration for every variable in the list. The following settings are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

In the **Navigation Prompts** section you can set prompts for the single user interactions. The following settings are available:

Icon	Description
Prompt for next Page	Name of the prompt played as instruction for skipping to the next page. The optional prompt is bound to the pound key.
Prompt for previous Page	Name of the prompt played as instruction for skipping to the previous page. The optional prompt is bound to the star key.
Prompt to cancel Selection	Name of the prompt played as instruction for cancelling a selection. The optional prompt is bound to the "0" key.

5.7.19 Language Control

With this control you can change the language of the announcements to be played at the application's runtime. At the same time, this language is the application language. You can switch to all languages licensed and installed on the UC server.

Before the initial execution of a Language control the application uses the default language.

> ***Important:*** Default languages are DE-DE and DE-US. For languages deviating from the defaults you need to install the matching ASR/TTS Language Pack on the UC server.

The Language control contains the **General** configuration dialog only.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **New Language Activation** section you specify the language either directly or via a variable.

- Under **Specify by Language** you can choose from all possible languages.

- Under **Specify by Variable** you can select the variable the value of which specifies the language to be used after the execution of this control.
  The assignment of such a value to a variable must have been performed in another control, for example, a Definition control or a DatabaseRead control, before the execution of the Language control. If this field does not contain a value, the Default Language is used.

  Note: No variables can be created at this point. The variables to be selected are specified either for the workspace or for the application.

  Note: Please keep in mind that the variable value must be written in capital letters.

In the **Former Language Storage** section you specify the variable for the previous language.

5.7.20 Transfer Control

The task of this control is to dial the first number after one or several announcements have been played ("*You will now be connected to the hotline. Please hold the line*."). When a connection has been successfully established to a new target by dialing a phone number, the caller will be connected to this target. The Connect control plus the entire application are shut down. If the connection attempt fails, the call is forwarded to the control configured for the event of a failed connection (error).

The configuration dialog of the Connect control provides the tabs **General, Originator** and **Announcements**.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Connection Target** section you specify the phone number to be called. There are two options:

- **Specify by Text**: Specify the phone number to be used.
- **Specify by Variable**: Specify the variable that contains the phone number.

In the **Connection Settings** section you specify the type of connection attempt and determine how much control the platform maintains during the connection setup.

1. Specify the **Transfer Type**. Select one of the two options:
   - **Blind Transfer**: The current session ends even if the outgoing call is not put through by the connection setup.
   - **Consultation (Supervised) Transfer**: The current session stays active at the end of the outgoing call.
     If you select the consultation transfer, the fields **Transfer Timeout (Seconds)** and **Transfer Attempt Cancel Key** become active.
2. Specify under **Transfer Timeout (Seconds)** the time that may elapse until the connection is set up.
3. Specify under **Transfer Attempt Cancel Key** an input key for abandoning the connection setup.
4. Click on **OK**, **Apply** or switch to another tab for performing further settings.

"Originator" Tab

On the **Originator** tab you define the originator to be used as calling subscriber during the connection setup. You can specify a customer-specific originator as calling subscriber for the connection. This, however, affects billing the outgoing call.

1. Activate the checkbox **Use custom Connection Originator**.
2. Select one of the two options:
   - **Specify by Text**: Specify the phone number to be used for the connection originator.
   - **Specify by Variable**: Specify the variable that contains the phone number for the connection originator.
3. Click on **OK**, **Apply** or switch to another tab for performing further settings.

“Announcements” Tab

On the **Announcements** tab you define the announcements to be played shortly before the connection attempt and the playback order. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used. The formatting of <TEXT> following a <p> is not supported. Wrap the <TEXT> that follows in a <p>.

In the **Transfer Prompt** section you can optionally specify a prompt to be played while a connection is being set up. You select the prompt files from the combo box or create a new prompt.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

5.7.21 Record Control

Using this control a caller can record a prompt that is e.g. subsequently transmitted to an addressee with a Send control.

The configuration dialog of the Record control provides the tabs **General, Recording** and **Announcements**.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Menu Parameters** section you can enter the behavior of the control in case of time-out (no input after a certain amount of time). The following settings are available:

Field	Description
Menu Timeout (Seconds)	Here you specify the time in seconds that a caller has for speaking. If the caller does not say anything within the set time, the specified prompt is repeated. The default value is 2 seconds.
Menu Repetitions	If the caller makes an incorrect voice entry or none at all, the announcement is repeated. You specify how often entries can be repeated until the control linked to the Error event is transferred to. The value refers to the number of missing/invalid entries. In case of value 3, the entry and thus the announcement will be repeated three times, so with the first execution the announcement is played altogether four times. If you enter a ’0’, the announcement is not repeated but the caller is directly forwarded to the control configured for the error event after a missing/invalid entry. The feature is then deactivated. Three repetitions are allowed by default.

“Recording” Tab

On the **Recording** tab you can configure the options in the sections **Recording Parameters**, **Recording Storage** and **Recording Behavior**.

In the **Recording Parameters** section you configure:

- **Maximum Recording Length**: Time (seconds) the caller has for making his/her voice entry. If the caller does not make and entry, recording is abandoned. Alternatively, the caller can push a DTMF key to finish the recording.
- **Final Recording Silence**: Time (seconds) that concludes the recordings with a pause.
- Checkbox Finish Recording on arbitrary DTMF Key: The user can finish the recordings via a DTMF input.

In the **Recording Storage** section you configure the variable in which the recording is to be stored. Click on **...** for selecting the corresponding variable.

In the **Recording Behavior** section you configure a variable for the event that the Recording Storage variable already contains a recording. You can attach the new recording to the old one or overwrite the old one. Click on **...** for selecting the corresponding variable.

“Announcements” Tab

On the **Announcements** tab you define the announcements to be played and the playback order. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

In the **Recording Prompts** section you can specify announcements for the events **Prompt played as beep** and **Prompt for terminated Recording** that give the user acoustic feedback. You select the prompt files from the combo box or create a new prompt.

5.7.22 Transition Control

The Transition control enables changing to another application.

It contains the **Properties** configuration dialog only.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Target Application** you define the desired application and its point of entry to be used as transition target. There are two options for specifying the information:

- **Select from Server**:
  Name of the application and its point of entry to be used as target.
- **Specify by Variable**:
  Name of the variable that contains the name of the application to be used as transition target. Click on **...** for selecting the corresponding variable.

Under **Extra Application Information** you can add relevant information to the control.

5.7.23 NLU Control

The configuration dialog of the NLU controls provides the tab **General**, **Introduction, Slots, Result, Confirmation, Options** and **Help**.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Menu Parameters** section you can enter the behavior of the control in case of time-out (no input after a certain amount of time). The following settings are available:

Field	Description
Menu Timeout (seconds)	Enter here the time in seconds available to the caller to make his/her input by keypad or voice after the announcement(s) have been played. If you enter a '0', the caller can wait an undefined period of time until he/she makes an entry via a key. The default value is 10 seconds.
Menu Repetitions (No Entry) and (Invalid Entry)	If the caller has not made any/an invalid key or voice entry, the announcement is repeated. You specify how often entries can be repeated until the control linked to the Error event is transferred to. The value refers to the number of missing/invalid entries. In case of value 3, the entry and thus the announcement will be repeated three times, so with the first execution the announcement is played altogether four times. If you enter a '0', the announcement is not repeated but the caller is directly forwarded to the control configured for the error event after a missing/invalid entry. The feature is then deactivated. Three repetitions are allowed by default.

In the **Test Setup** section you can test the correct flow of all grammars relevant for the control. To achieve a useful test result, set up a real call flow that contains obvious user utterances. Enter such utterances in the text field via keyboard.

How to test the correct flow of the relevant grammars:

1. Click on the **Test Speech Recognition Setup** button.
   The following dialog opens:

2. Select from the **Language** combo box the language you wish to test for the flow.
3. Enter the utterances of the possible call flow under **Utterance**.
4. Click on the **Recognize** button to copy the settings.
   In the **Recognition Result** section you receive the single utterance fragments in the Utterance column. The grammar assignment is displayed in the Grammar column.
   Words important for the call flow must be contained in the created grammar. Irrelevant elements of the utterance should be assigned to a garbage grammar. Utterances that are irrelevant for the all flow and not assigned to a garbage grammar can be assigned to an application-specific garbage grammar via the recycle bin icon. The global garbage grammar contains automatically a link to the application-specific garbage grammar.
5. Click the **OK** button to close the test dialog.

"Introduction" Tab

On this tab you specify the announcement(s) to serve as introduction for the NLU control. All announcements or variables assigned to the control are listed in the **Announcements** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

"Slots" Tab

On this tab you specify the recognition slots to be filled in by the user. Each slot corresponds to a single entry value demanded from the user. The result of a slot grammar is the value with which a slot is filled in. The following settings are available:

Icon	Description
	This icon enables creating or adding a new slot to the list. See *How to add a slot* under this table.
	This icon allows editing a selected slot.
	You use this icon to remove a selected slot from the list.
	If you have inserted several slots, they are dialed in order from top to bottom. Using these icons you can move a selected slot in the list up or down.

How to add a slot:

1. Click on the icon.
   The dialog **Create new Slot for Recognition Slot List** opens.

2. Enter a name for the slot.
3. Specify the **Slot Grammar**. Use the **...** button to select the corresponding grammar and click on **OK**.

> ***Note:*** You can import a new grammar file via the **Create new Grammar** link.

4. Activate the **Optional Slot** checkbox if the slot shall not be announced. The slot can be left empty for the recognition. The **Slot Announcements** section becomes inactive.
5. When activating the **Optional Slot**, specify a **Default Value**. The default value is executed if the user does not fill in the slot.
6. In the **Slot Announcements** section you specify the announcement(s) for the slot that the user needs to fill in. All announcements or variables assigned to the control are listed in the **Announcements** column. **Transformation** transforms variable values into complete announcements the user can understand. You need to enter the transformations for every available language to be used.
   The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

7. Click on OK.
   The dialog **Create new Slot for Recognition Slot List** closes and the configuration is saved.

“Results” Tab

On this tab you specify the variable that stores the speech recognition result. The specified variable stores the complete speech recognition result, which consists of all single results of the defined recognition slot. Each slot is available as subvariable of the specified variable.

1. Specify the **Variable for Recognition Result**. Use the **...** button to select the corresponding variable and click on **OK**.
2. Switch to the next tab or click on **OK** or **Apply**.
   The configurations are saved.

"Confirmation" Tab

On this tab you define the announcement to be played by the control as final result after all necessary slots have been filled in.

The following icons are available on the **Confirmation** tab.

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

After a click on the **Advanced Confirmation Settings...** link you can perform the advanced settings for confirming the variable.

In the **Confirmation Grammars** section the default grammars are active. You can specify further grammars that were previously created. The grammars should demand a positive or a negative confirmation for the recognized values. Use the **...** button to select the corresponding variable and click on **OK**.

In the **Non Confirmation Response** section the optional prompt of the non confirmation response is played in case of a negative confirmation of the user. You select the prompt files from the combo box or create a new prompt.

"Options" Tab

In the **Filter Grammars** section you define redundant and unimportant contents to be filtered out of the user's utterances. You can specify a grammar applied to the beginning of the utterance (**Grammar for leading Garbage**) and one applied to the remaining content (**Grammar for inner Garbage**). Use the ... button to select the corresponding variable and click on **OK**.

In the **Control Grammars** section you can activate further default grammars. This enables the user to repeat the entry (**Grammar for Menu Repetition**) or cancel the entire process (**Grammar for Menu Abortion**). In case of an abortion the control delivers an additional event. Use the **...** button to select the corresponding variable and click on **OK**.

"Help" Tab

On this tab you define the announcements played by the control if the user has asked for help. The prompts are to contain detailed information about the purpose and use of the control.

The following icons are available:

Icon	Description
	This icon enables playing a selected announcement. See section *General Information about Controls/Playback Options*.
	A click on the triangle of the icon depicted on the left opens a list to select the options **Add Prompt ...**, **Add Variable...** or **Add Pause...**. Depending on the option you select, the corresponding icon is displayed. These icons enable creating or adding a new prompt or variable to the list. See section *General Information about Controls/Adding a Prompt*, *Variable or Pause*.
	A click on this icon enables you to modify an already created and selected prompt.
	This icon lets you remove a selected announcement or variable from the list.
	If you have inserted several announcements or variables, they are played in order from top to bottom. Using these icons you can move a selected announcement or variable in the list up or down.

In the **Help Grammar** section you can as a rule use the default help grammar activated automatically as soon as a help prompt is configured. Use the **...** button to select the corresponding variable and click on **OK**.

5.7.24 Send Control

The configuration dialog of the Send control provides the tabs **General, Message, Originator** and **Recipients**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Message Document** section you specify the document to be sent. You can select the document via a variable (**Specify by Variable**) or as file from the Application Builder. The variable must be of type URI and can be filled in by the Record control. You can assign a user-defined name to the file, which is displayed within the message (**Display Name of Document**). Click on **...** for selecting the corresponding variable.

Specify the variable that contains the document as well as the name to be displayed. The document is specified by a variable that contains the document's URI (**Specify by Variable**).

"Message" Tab

On the **Message** tab you can add information to the message and specify documents to be associated to the message.

- **Subject**: Specify the subject of the message delivered to the recipient.
- **Importance**: Assign a priority to the message. There are three options for selection:
  - Low
  - Normal
  - High
- Checkbox **Request Message Delivery Receipt**: Placing a tick in this checkbox you request a send report about the message delivery.

"Originator" Tab

On the **Originator** tab you can set a message originator. The default message originator is here the user logged in at the system or another suitable default like the phone number. In the event that no user is/was logged in at the system and/or no user-defined originator is set, the backend system sets the originator.

To configure a user-defined originator, activate the checkbox **Use custom Message Originator**. You can choose from:

- **Specify by Text**: Enter the message originator manually.
- **Specify by Variable**: Specify the variable that contains the message originator.

"Recipients" Tab

On the **Recipients** tab you specify the recipients of a message and determine their order.

The following icons are available on the **Recipients** tab.

Icon	Description
	With this icon you can add the contact data of a recipient. You can add the contact data as e-mail address, contact or user.
	A click on this icon enables you to modify the contact data of an already created recipient.
	You use this icon to remove a selected recipient from the list.
	If you have created several recipients, they are applied in order from top to bottom. Using these icons you can move selected recipients in the list up or down.

5.7.24.1 Adding Recipients

Schritt für Schritt

1. Click on and select:
   - ***a)*** Add User
   - ***b)*** Add Contact
   - ***c)*** Add Email

   Note: There must be a server connection for the user, contact and e-mail selection to be directly available.

   The dialog **Add User**, **Contact** or **Email Address to Recipient List** opens.
2. In this dialog there are three options for adding data to the recipient list.
   - ***a)*** **Specify single Address by concrete Text**: Enter the user, contact or e-mail address manually.
   - ***b)*** **Specify single Address by Variable**: Specify the variable that contains the user, contact or e-mail address.
   - ***c)*** **Specify multiple Addresses by Variable List**: Specify the variable that contains the variable list for adding several addresses to the recipient list.
3. Click on **OK**.
4. Click on **OK**, **Apply** or switch to another tab for performing further settings.

   The selected recipients are added to the **Message Recipient List** and can be adjusted to the order.

5.7.25 Authentication Control

The Authentication control contains the configurations for authentication via the ONS number or the user ID.

The Authenticationcontrol contains the **General** configuration dialog only.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Authentication Data** section you define the desired authentication type. There are two options for specifying the information:

- **Specify by ONS Number**:
  Name of the variable that contains the one-number service (ONS) number used for logging on. Click on **...** for selecting the corresponding variable.
- **Specify by User ID**:
  Name of the variable that contains the user ID used for logging on. Click on **...** for selecting the corresponding variable.

Add under **Variable for PIN/Password** via **...** the name of the variable that contains the authentication information.

In the **User Storage** section you specify the variable that stores the user who was logged in at the system after a successful authentication. Click on **...** for selecting the corresponding variable.

5.7.26 ChangePin Control

Using the ChangePin Control you can modify the PIN for the user ID.

The ChangePin control contains the **General** configuration dialog only.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

Under **Authentication Data** you specify the variable for the user ID and for changing the PIN.

- **Variable for User ID**: Specify the variable that contains the ID of the user whose PIN shall be changed. Click on **...** for selecting the corresponding variable.
- **Variable for old PIN**: Specify the variable of the PIN to be changed. Click on **...** for selecting the corresponding variable.
- **Variable for new PIN**: Specify the variable that contains the new PIN. Click on **...** for selecting the corresponding variable.

5.7.27 Presence Control

You can use the Presence control to execute different functions with regard to the user's presence status. The contained information may later indicate whether e. g. a user is in a meeting, absent or available.

The Presence control contains the **Properties** configuration dialog only.

"Properties" Tab

On the **Properties** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Control Mode** section you specify the mode in which the control is to operate. How to configure the status information:

5.7.27.1 Configuring the Presence Status

Schritt für Schritt ***1.*** Activate one of the three checkboxes

> ***INFO:*** If no user is specified, the presence status of the user currently logged in is updated. If no user was previously logged in, retrieving the current presence status fails.

a) **Update Presence State of logged on User**: The presence status is always updated for the user currently logged in.

b) **Retrieve Presence State of a User**: The presence status is retrieved for a specific user or the user currently logged in.

c) **Retrieve Presence States available for a User**: The available presence statuses are always retrieved for the user currently logged in.

2. Click on **Next**.

   The displayed dialog depends on the previously selected presence status.

3. Configure the settings:

   a) **Update Presence State of logged on User**: You can specify the new status as explicit presence status (**Specify by State**) or as variable (**Specify by Variable**). There must be a server connection. Use the **...** button to select the variable and click on **OK**.

   b) **Retrieve Presence State of a User**:Specify the **Variable for User ID** for which the current presence status is to be retrieved and the **Variable for State** in which the ID of the retrieved status is stored. Use the **...** button to select the corresponding variable and click on **OK**.

   c) **Retrieve Presence States available for a User**: Specify the **Variable for States** in which the ID of all available presence statuses is to be stored. Use the **...** button to select the variable and click on **OK**.

4. Click on **Finish**.

5.7.28 ContactSearch Control

The ContactSearch control searches for a user who matches a previously determined name dialing number.

The configuration dialog of the ContactSearch control provides the tabs **General** and **Search**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Result Storage** section you configure the search and store options for searching for a contact.

Specify the variable (for result) to be used for storing the search results. Use the **...** button to select the corresponding variable and click on **OK**.

The **Limit Number of retrieved Results** checkbox lets you restrict the number of retrieved contacts. Activate the checkbox and enter the desired number.

"Search Settings" Tab

On the **Search** tab you define the search criterion, the search scope and the search prompt.

In the **Search Criterion** section you can configure whether the contact is to be searched via ONS number or vanity Code. Activate the corresponding checkbox. Use the **...** button to select the corresponding variable and click on **OK**.

In the **Search Scope** section you can restrict the search to private contacts and also extend it to global ones. The default setting always includes all contacts in the search. Activate the corresponding checkbox. You can activate both search scopes.

In the **Search Prompt** section you can cover the required search time with a prompt. The prompt cannot be played if the search time is too short. You select the prompt file from the combo box or create a new one.

5.7.29 UserSearch Control

The UserSearch control offers the caller to enter a name dialing number and to subsequently search for the corresponding user.

The configuration dialog of the UserSearch control provides the tabs **General** and **Search Settings**.

“General” Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Result Storage** section you configure the search and store options for searching for a user.

Specify the variable (for result) to be used for storing the search results. Use the **...** button to select the corresponding variable and click on **OK**.

The **Limit Number of retrieved Results** checkbox lets you restrict the number of retrieved users. Activate the checkbox and enter the desired number.

"Search Settings" Tab

On the **Search Settings** tab you define the search criterion and the search prompt.

In the **Search Criterion** section you configure the user search via the ONS number. Use the **...** button to select the corresponding variable and click on **OK**.

In the **Search Prompt** section you can cover the required search time with a prompt. The prompt cannot be played if the search time is too short. You select the prompt file from the combo box or create a new one.

5.7.30 Conference Control

A conference is a virtual meeting between at least two participants. Besides the default communication between two participants, conference may also be held by several participants.

The Conference control contains the **Properties** configuration dialog only.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Control Mode** section you specify the mode in which the control is to operate.

5.7.30.1 Creating and Configuring a Conference

Schritt für Schritt

1. Select one of the following options from the combo box:

a) Create and join a new Conference: The conference is created and you join it.

b) Start and join an already created Conference: An already created conference starts and you join it.

c) Join an already started Conference: You are connected to an active conference.

d) Search for available Conferences: Existing conferences are searched for.

2. Click on **Next**.

   The displayed dialog depends on the previously selected configuration settings.

3. Configure the information:

   a) **Create Conference**: Create the conference by specifying the variables for the conference information and for the participants. Use the **...** button to select the variable and click on **OK**.

   b) **Start Conference**: The conference must have been previously created by the user logged in at the system. If no user is logged in at the system, the conference fails to start. You need to specify the variable that contains the conference information. Use the **...** button to select the corresponding variable and click on **OK**.

   c) **Join Conference**: For joining the conference you need to specify the variable that contains the conference information. Use the **...** button to select the corresponding variable and click on **OK**.

   d) **Search Conference**: Specify the **Variable for Result** that contains the search result. Use the **...** button to select the variable and click on **OK**. Select **Limit Number of retrieved Results**. Set the **Conference Type** filter to **Joinable Conferences** or **Startable Conferences**.

4. Click on **Finish**.

5.7.31 CallJournal Control

The CallJournal control offers the caller to enter a name dialing number and to subsequently search for the corresponding user.

The configuration dialog of the CallJournal control provides the tabs **General** and **Filter**.

"General" Tab

On the **General** tab of the control you can perform the following settings. See section *General Information about Controls*.

In the **Result Storage** section you configure the search and store options for searching for a contact.

Specify the variable (for result) to be used for storing the search results. Use the **...** button to select the corresponding variable and click on **OK**.

The **Limit Number of retrieved Results** checkbox lets you restrict the number of retrieved contacts. Activate the checkbox and enter the desired number.

"Filter" Tab

On the **Filter** tab you define the criteria by which the calls shall be filtered. You can filter by Direction/Status and Time.

In the **Filter by Direction/Status** section you configure which calls are included in the search. You can select one of the following configurations from the **Included Calls** combo box:

- **All Calls**
- **Only Incoming Calls**
- **Only Outgoing Calls**
- **Only Missed Incoming Calls**

In the **Filter by Time** section you can limit the number of retrieved calls. This restriction may occur by time (**Specify by Period**) or number of calls (**Specify by Value**). Activate the corresponding checkbox. You can select one of the following configurations from the **Specify by Period** combo box:

- **Only Calls from Today**
- **Only Calls from Today and Yesterday**
- **Only Calls from the last 7 Days**
- **All Calls**