



CHAPTER 9

Interactive Voice Response (Release 4.4.0)

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This chapter defines the tables for Interactive Voice Response (IVR) functionality. The tables in this chapter are supported as of Release 4.4.0 unless otherwise specified.



Note

In this chapter, an asterisk preceding a token name means the token is mandatory. A token without an asterisk is optional.

Audio Segment

The Audio Segment (audio-segment) table defines the location of an audio file when audio segment type is physical and specifies the audio file format when the audio segment is a variable. There are two kinds of audio segments—physical and variable. A physical audio segment is for a single announcement and a variable audio segment is for a list of announcements.

Table Name: AUDIO-SEGMENT

Table Containment Area: FSPTC, FSAIN

Command Types

Show, add, change, and delete

Examples

```
show audio-segment;  
add audio-segment id= ar-dn-voiceback-id, type=physical;  
url=http://audio/ar/dn_voiceback.au; description=Phrase "The last incoming number was"  
add audio-segment id=ar-var-voiceback-dn-id, type=variable; var-type=dig; var-subtype=gen;  
description=voice back DN in North American format.  
change audio-segment id=ar-var-voiceback-dn-id, var-subtype=ndn;  
delete audio-segment id= ar-var-voiceback-dn-id,
```

Usage Guidelines

Primary Key Token(s): id

Add Rules: None.

Change Rules: None.

Delete Rules: None.

Syntax Description		
* ID	Primary key. Audio segment id. VARCHAR(32): 1–32 ASCII characters.	
* TYPE	Identifies the audio segment type. VARCHAR(16): 1–16 ASCII characters. Permitted values are: PHYSICAL—The audio segment ID is for a single announcement VARIABLE—The audio segment ID is to define a variable.	
AUTO-REFRESH	Specifies whether to display cached data on the screen. Valid only for the show command. CHAR(1): Y/N (Default = Y). Y—Queries the database for the most current data. N—Queries the database for the most current data only if the cached data is unavailable.	
DESCRIPTION	Described by the service provider. VARCHAR(256): 1–256 ASCII characters. VARCHAR(512): 1–512 ASCII characters. (Release 4.5)	
DISPLAY	Specifies what token information to display on the screen. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all tokens are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.	
LIMIT	Specifies the number of rows to display on the screen. Valid only for the show command. INTEGER: 1–100000000 (Default = 100000000). Note The actual maximum number of rows displayed is currently lower than 100000000 due to software limitations.	
ORDER	Specifies whether to display data on the screen in a sorted order. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all rows are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.	
START-ROW	Specifies to begin displaying data on the screen at a specific row. Valid only for the show command. INTEGER: 1–100000000 (Default = 1).	
var-subtype	Mandatory if var-type = dat dig mny num tme. Variable subtype. VARCHAR(3): 1–3 ASCII characters. Permitted values are: DEFAULT—Null. Note See the subtypes specified for the var-type token for permitted values based on var-type. If value = null, the Cisco BTS 10200 Softswitch defaults to the var-subtype defined in the Feature Configuration table.	

var-type	Mandatory if type = variable. The variable type.
Note	This token must be provisioned in lowercase.
	VARCHAR(3): 1–3 ASCII characters. Permitted values are: dat—Date. Variable subtype = mdy, myd, dym, dmy, ymd, ydm. dig—Digits. Variable subtypes = gen (Generic), ndn (North American DN). dur—Duration. Variable subtype = null (Default). nth—Month. Variable subtype = null (Default). mny—Money. Variable subtype = <ISO 4217 three letter codes>. num—Number. Variable subtype = crd (Cardinal), ord (ordinal). sil—Silence. Variable subtype = null (Default). str—String. Variable subtype = null (Default). tme—Time. Variable subtype = t12 (12-hour format), t24 (24-hour format). wkd—Weekday. Variable subtype = null (Default).
URL	Mandatory if type = physical. URL for the physical audio segment id. VARCHAR(256): 1–256 ASCII characters.

Audio Sequence

The Audio Sequence (audio-seq) table defines audio segment sequences. Each audio event can consist of one or more audio segments. Each audio segment can be a standalone announcement or an audio variable. The Audio Sequence table also specifies the order in which these segments are played. The audio segments are specified as a sequence separated by comma.



Note

If Multiple Language Support (see the IVR Script Profile table) is required, a language-specific audio sequence record is selected. If multiple language support is not required, then the language-id “def” is used to select the audio sequence record. If a language-specific audio sequence is not provisioned, then the default audio sequence is selected.

Table Name: AUDIO-SEQ

Table Containment Area: FSPTC, FSAIN

Command Types

Show, add, change, and delete

Examples

```
show audio-seq;
add audio-seq id=AR-INITIAL-PROMPT; language-id=def; seq=ar-dn-voiceback-id, ar-var-dn-id,
ar-date-voiceback-id, ar-var-date-id, ar-time-voiceback-id, ar-var-time-id;
change audio-seq id=AR-INITIAL-PROMPT; language-id=def; seq=ar-dn-voiceback-id,
ar-var-dn-id, ar-date-voiceback-id, ar-var-date-id, ar-time-voiceback-id, ar-var-time-id,
ar-activation-prompt-id;
delete audio-seq id=AR-INITIAL-PROMPT; language-id=def;
```

Usage Guidelines

Primary Key Token(s): id, language-id

Foreign Key Token(s): language-id

Add Rules: None.

Change Rules: None.

Delete Rules: None.

Syntax Description

* ID	Primary key. Audio Sequence id. VARCHAR(16): 1–16 ASCII characters.
* LANGUAGE-ID	Primary key. Foreign key: Language table. Specifies the language to use for a sequence. If a language-specific record is not found, the default language ID = def is applied. VARCHAR(3): 3 ASCII characters. Permitted values are: DEF (Default)—Default. For all other languages, see ISO Standard ISO 639.2.
* SEQ	Comma-separated ordered list of audio segments. Audio segments can be physical or variable audio segments. VARCHAR(1024): 1–1024 ASCII characters.
AUTO-REFRESH	Specifies whether to display cached data on the screen. Valid only for the show command. CHAR(1): Y/N (Default = Y). Y—Queries the database for the most current data. N—Queries the database for the most current data only if the cached data is unavailable.
DESCRIPTION	Described by the service provider. VARCHAR(64): 1–64 ASCII characters. VARCHAR(512): 1–512 ASCII characters. (Release 4.5)
DISPLAY	Specifies what token information to display on the screen. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all tokens are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.
LIMIT	Specifies the number of rows to display on the screen. Valid only for the show command. INTEGER: 1–100000000 (Default = 100000000). Note The actual maximum number of rows displayed is currently lower than 100000000 due to software limitations.

ORDER	Specifies whether to display data on the screen in a sorted order. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all rows are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.
START-ROW	Specifies to begin displaying data on the screen at a specific row. Valid only for the show command. INTEGER: 1–100000000 (Default = 1).

Interactive Voice Response Script Profile (Release 4.4.1)

The Interactive Voice Response Script Profile (ivr-script-profile) table defines IVR properties on a per-feature basis. This table specifies whether to use a network-based IVR or the IVR capability on the access gateway.



Note

The default-ivr-route-guide-id is defined in the Call Agent Configuration table. The Cisco BTS 10200 Softswitch uses the default-ivr-route-guide if the Feature Server does not provide an ivr-route-guide-id. However, the Feature Server always sends the script package type.

Table Name: IVR-SCRIPT-PROFILE

Table Containment Area: FSPTC, FSAIN

Command Types

Show, add, change, and delete

Examples

```
show ivr-script-profile fname=ar;
add ivr-script-profile fname=ar;
change ivr-script-profile fname=ar; multiple-language-sup=Y;
delete ivr-script-profile fname=ar;
```

Usage Guidelines

Primary Key Token(s): fname

Foreign Key Token(s): fname, ivr-route-guide-id

Add Rules: None.

Change Rules: None.

Delete Rules: None.

Syntax Description

* FNAME	Primary key. Foreign key: Feature table. Feature name. VARCHAR(16): 1–16 ASCII characters.
AUTO-REFRESH	Specifies whether to display cached data on the screen. Valid only for the show command. CHAR(1): Y/N (Default = Y). Y—Queries the database for the most current data. N—Queries the database for the most current data only if the cached data is unavailable.
DESCRIPTION	Described by the service provider. VARCHAR(64): 1–64 ASCII characters. VARCHAR(512): 1–512 ASCII characters. (Release 4.5)
DISPLAY	Specifies what token information to display on the screen. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all tokens are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.
IVR-ACCESS-MODE (Not supported)	Specifies whether to use the local resources at a gateway or the centralized resources at an IVR. VARCHAR(16): 1–16 ASCII characters. Permitted values are: AUTO—Use the IVR capability of the access gateway if available, else use the default IVR. IVR (Default)—Use the IVR specified by the ivr-route-guide-id or the default-ivr-route-guide-id defined in the Call Agent Configuration table.
IVR-ROUTE-GUIDE-ID	Foreign key: Route Guide table. Used if the access gateway does not support IVR capability or an external IVR is required for the feature. If this token is not provisioned, the default IVR route specified in the Call Agent Configuration table is used. VARCHAR(16): 1–16 ASCII characters.
IVR-SCRIPT-PKG-TYPE	Specifies if the ivr-access-mode is IVR or if the originating gateway does not support IVR capability. If not provisioned, IVR scripts are generated based on the capabilities of the originating gateway. VARCHAR(8): 1–8 ASCII characters. Permitted values are: BAU (Default)—Basic Audio Package. AAU—For language option support. (Not supported) A—Announcement Package. TCL—Tool Command Language. (Not supported)
LIMIT	Specifies the number of rows to display on the screen. Valid only for the show command. INTEGER: 1–100000000 (Default = 100000000). Note The actual maximum number of rows displayed is currently lower than 100000000 due to software limitations.

MULTIPLE-LANGUAGE-SUPP (Not supported)	Specifies whether the Cisco BTS 10200 Softswitch supports multiple languages (sends the ?LANG parameter with the BAU/AAU package). CHAR(1): Y/N (Default = N). Y—Multiple languages are supported. N—Multiple languages are not supported.
ORDER	Specifies whether to display data on the screen in a sorted order. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all rows are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.
START-ROW	Specifies to begin displaying data on the screen at a specific row. Valid only for the show command. INTEGER: 1–100000000 (Default = 1).

Language

The Language (language) table defines the languages supported by the IVR feature. Use the language abbreviations defined in ISO 639.2 when provisioning this table.



Note

This table must be provisioned using the DEF value.

Table Name: LANGUAGE

Table Containment Area: EMS ONLY

Command Types

Show, add, change, and delete

Examples

```
show language;
add language id=def;
change language id=def; description=Default Language ID;
delete language id=eng;
```

Usage Guidelines

Primary Key Token(s): id

Add Rules: None.

Change Rules: None.

Delete Rules: None.

Syntax Description

* ID	Primary key. Language id. VARCHAR(3): 1–3 ASCII characters.
AUTO-REFRESH	Specifies whether to display cached data on the screen. Valid only for the show command. CHAR(1): Y/N (Default = Y). Y—Queries the database for the most current data. N—Queries the database for the most current data only if the cached data is unavailable.
DESCRIPTION (EMS only)	Described by the service provider. VARCHAR(32): 1–32 ASCII characters.
DISPLAY	Specifies what token information to display on the screen. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all tokens are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.
LIMIT	Specifies the number of rows to display on the screen. Valid only for the show command. INTEGER: 1–100000000 (Default = 100000000). Note The actual maximum number of rows displayed is currently lower than 100000000 due to software limitations.
ORDER	Specifies whether to display data on the screen in a sorted order. Valid only for the show command. VARCHAR(1024): 1–1024 (Default = all rows are displayed). Permitted values are any valid token that can be shown for this command. Multiple tokens can be entered by separating with a comma.
START-ROW	Specifies to begin displaying data on the screen at a specific row. Valid only for the show command. INTEGER: 1–100000000 (Default = 1).