

Menu Maker

Menu Maker gives department administrators control over the call routing menus that their callers use to get help over the telephone. It makes it easy to create call routing menus that give callers the ability to find departments and get information by simply speaking (or pressing the keys for) menu items, instead of calling an operator. Callers simply speak, and Menu Maker connects the call or provides spoken information about the topic at any time of day.

The solution can run in several different environments:

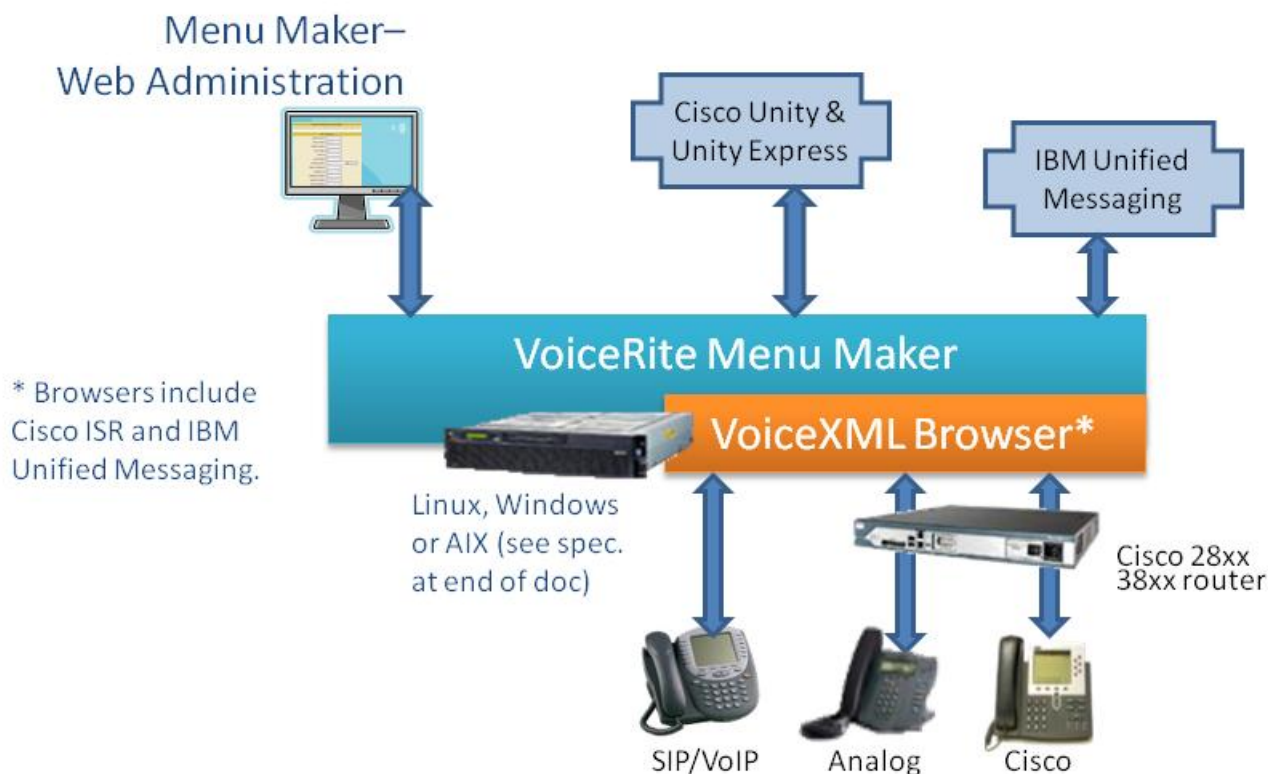
- 1) Integrated with a Cisco Router and/or Call Manager and run on a PC (Windows or LINUX)
- 2) IBM Power Systems AIX (option to IBM Unified Messaging)

Note: Please see hardware and software requirements listed at the end of this document.

Menu Maker is designed to be used by non-programmers to create professional call routing menus using recorded or computer generated prompts.

Architecture

The VoiceRite Menu Maker is built on open standards such as Java and VoiceXML. VoiceRite provides a Framework for common services across all of VoiceRite's packaged speech/IVR applications (Password Reset, Name Dialer, etc.). This Framework offers services for deployment, reporting, configuration (such as DNIS setup), and partition management for the applications.



Menu Maker lets department administrators easily create and update call routing menus, and communicates with your voice network whether it is VoIP or legacy TDM (Analog) PBX.

The VoiceXML Browser, which is an open industry standard, provides the telephone interface for callers. A VoiceXML Browser is available in most Cisco ISR Routers, and as part of the IBM Unified Messaging Platform.

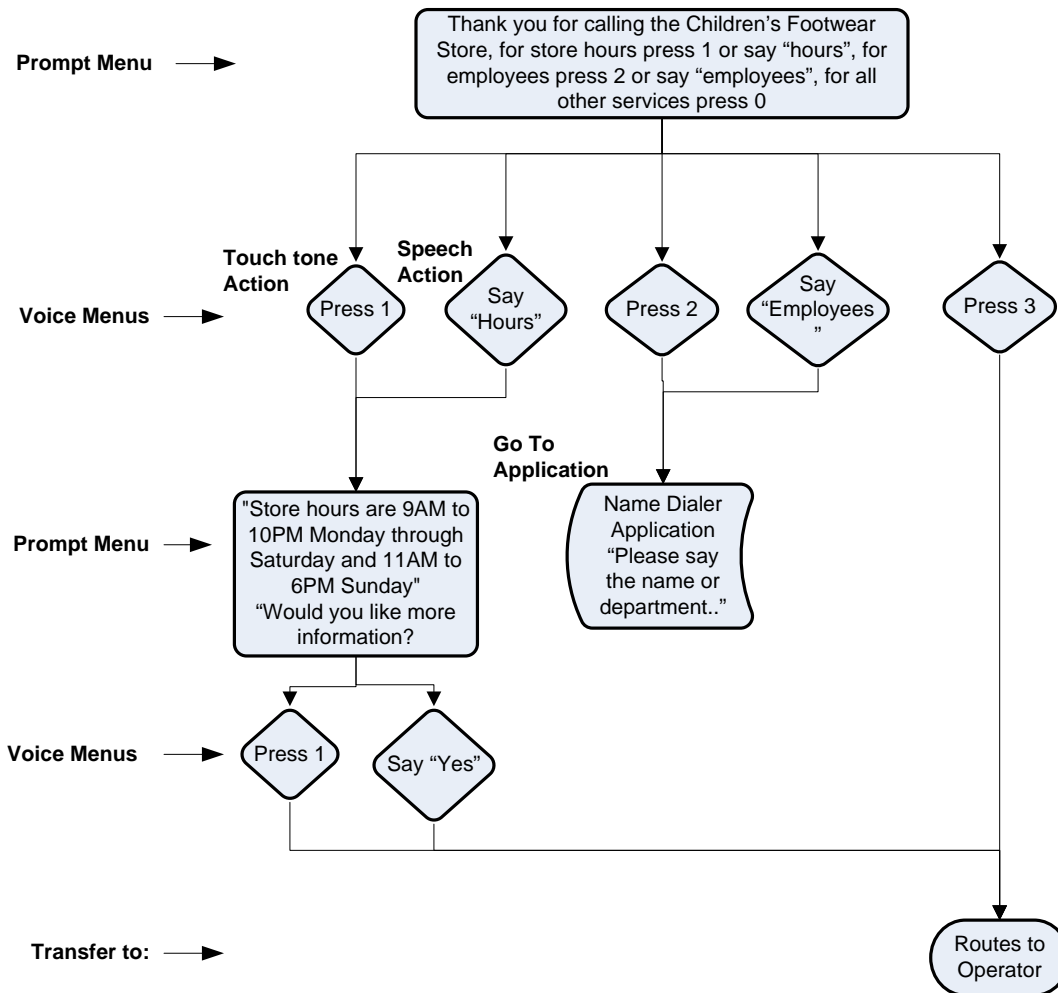
Menu Maker

The Web Browser User Interface

The Web Browser User Interface is used by administrators to implement the call routing menus, as well as to configure the system for each application instance. Multiple partitions can be configured to run on the same server to be answered by different DIDs.

Creating Call Routing Menus

Typical Call Routing Menu will use a combination of Prompt Menus, Voice Menus (which can use Touch-tone and/or Speech Actions), go to Menus or Applications, Transfers and Terminate Calls. For the Menu Maker Enterprise license, there is no limit to the number of Menu levels.



Menu Maker

Prompt Menus

Prompt Menus play a TTS or recorded prompt and go to the Next Action selected. In the example below, this Action will play the PropertyAppraiser.wav file to the caller, and go to the menu called "Return to the Main Menu".

MENU MAKER > EDIT PROMPT-MENU (4/4)

EDIT PROMPT-MENU (4/4)	
MENU NAME:	Property Appraiser
MENU DESCRIPTION:	Property Appraiser edit

PROMPTS	
PropertyAppraiser.wav	Transferring to the property Appraiser listen / remove
ADD PROMPT >	

NEXT ACTION	
go to menu	Return to the Main Menu edit
< CANCEL FINISH >	

Voice Menus

Voice Menus play either a recorded or TTS prompt, and then wait for the caller to press a key on their phone, and/or speak a command that tells the current Action what Action to perform next. The Voice Menu shown below uses Speech Actions to allow a caller to choose different options for a city or county government.

MENU MAKER > 'Public Sector Demo' APPLICATION > VIEW VOICE MENU - 'Main Menu'

VIEW VOICE MENU	
MENU NAME:	Main Menu
MENU DESCRIPTION:	Main Menu edit

PLAY VOICE PROMPT	
MainMenu.wav	Thank you for Calling the City of Doral. To which department may I direct your call? insert / edit / listen / remove
ADD ANOTHER PLAY VOICE PROMPT >	

TOUCH TONE OPTIONS	
ADD ANOTHER TOUCH TONE OPTION >	

SPEECH OPTIONS	
'building permits'	go to menu Building Permits remove
'county sheriff'	play voice prompt Transferring to the county sheriff remove
'building department'	play voice prompt Transferring to the building department remove
'tax collector'	play voice prompt Transferring to the tax collector remove
'property appraiser'	play voice prompt Transferring to the property Appraiser remove
'employee directory'	transfer to 2600 remove
'directory'	transfer to 2600 remove
'Sales'	transfer to 19045256249 remove
ADD SPEECH OPTION >	

< CANCEL ADVANCED FINISH >

Menu Maker

TIME CONDITION

Time Conditions make it possible to select between different Actions, based on the time of day and day of week. If the time/date of a call falls within a Schedule Exception, regardless of what is listed in the Schedule, the Invalid Option Action is executed. If the time/date of the call does not fall in an Exception, but does fall within a Schedule item, the Valid Option Action is executed.

CREATE TIME-CONDITION (6/6)			
MENU NAME:	StoreHours		
MENU DESCRIPTION:	Store Hours		edit
SCHEDULE			
DAY OF WEEK	START	END	
MONDAY	10:00	17:00	remove
TUESDAY	10:00	17:00	remove
WEDNESDAY	09:00	13:00	remove
ADD SCHEDULE >			
SCHEDULE EXCEPTIONS			
DATE	START	END	
07-04-2008	09:00	17:00	remove
ADD SCHEDULE EXCEPTION >			
VALID OPTION			
go to menu <i>Main Menu</i>			edit
INVALID OPTION			
terminate call			edit
< CANCEL FINISH >			

Features and Benefits

Feature	Benefit
Easy to use Web browser user interface for creating call routing menus	Non-programmers can work from home over a secure connection to change call routing for their department or the company
Speech or touch tone menus	Call routing menus can be created in a way that best matches the customer/caller base
Can be deployed as a single box solution	Makes purchasing and installation easy, like an appliance.
Export and Import of Call Routing Menus	Call routing menus can be deployed on different physical servers, or stored with backups
Can link to other applications from Voice Menus	Menu Maker can be used in combination with other call treatment applications, like contact centers, and other IVR applications

Menu Maker

Software Component Requirements:

<p>Application Operating Systems:</p> <ul style="list-style-type: none"> Linux RedHat Enterprise 3 Update 5 Windows Server 2003 AIX 5.3 <p>External VoiceXML Browsers:</p> <ul style="list-style-type: none"> Cisco ISR Routers 28xx and 38xx series with an IOS VoiceXML Browser 12.4(3) or higher. Note: This excludes the 2801 or WebSphere Voice Response 4.2 or Above <p>Administration Access Internet Browsers:</p> <ul style="list-style-type: none"> Microsoft Internet Explorer 5.5, 6.0 and 7.0 Mozilla Firefox 2.x or higher
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Dedicated Application Intel/AMD Server hardware requirements:

Component	Minimum Requirements
Processor Speed	3.0 GHz +
Memory	4 GB +
Disk Space	20 GB +

Dedicated Application AIX Server hardware requirements:

Component	Minimum Requirements
Processor	POWER 5+
Processor Clock Frequency	1.0 GHz +
Memory	4 GB +
Disk Space	20 GB +

For More Information

If you would like more information on VoiceRite's Menu Maker, please call 954-653-2600 or email us at sales@voicerite.com or visit us at www.voicerite.com