



## Insta-Page + Page Orbits without using Orbits

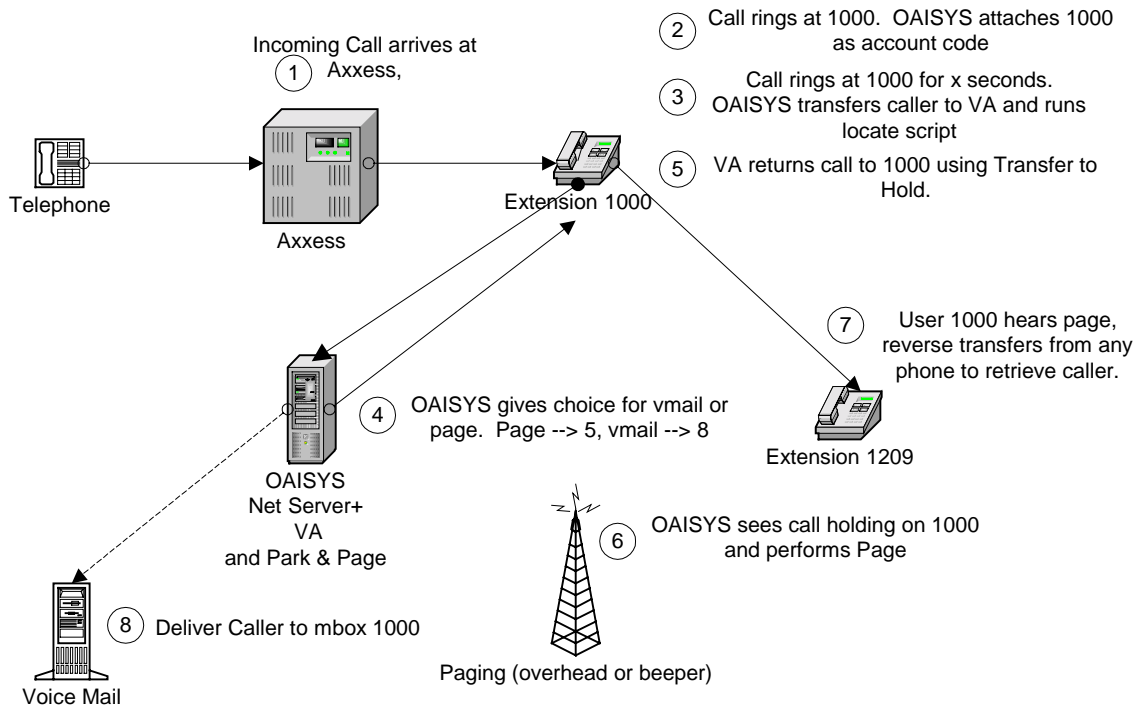
Gives callers the option to Page or leave Voice Mail without using a Call Pickup Orbit.

### Test Environment

Test Programs: Park & Page 3.x, Voice Assistant 3.2, Net Server 3.x  
PC Operating System(s): Windows NT 4.0  
Phone System Software: Axxess 5.100 or better (not tested on 4.3 through 5.0)  
Test Date: 08/30/2000

### Overview

This application combines the simplicity of Insta-Page with the flexibility of Page Orbits. Your employees need only remember to reverse transfer from their own extensions whenever they hear, "John Doe, you have a call holding." No pickup codes, no pickup orbits, just a simple reverse transfer.



## Configuring Park & Page

Configure Extension 1000 as shown below:

The dialog box is titled "Change Extension Monitoring". It contains the following fields and options:

- Extension #: 1000
- Monitor for Call Types:  All,  Outside only,  Intercom only
- Overhead Paging based on:  All Calls in Orbit,  Account Code,  Forwarding Ext #
- Thresholds (for Notification and Call Management):
  - #1: Call RINGing > 'x' Secs: 2, Action: Choose VM or Locate Local
  - #2: Call Holding > 'x' Secs: 2, Action: Do Overhead Page
  - #3: Call Holding > 'x' Secs: 30, Action: Operator or Vmail
  - #4: <none>, Action: <None>
- Buttons: Okay, Cancel, Edit Actions

If you do not have the Actions 'Choose VM or Locate Local,' or 'Operator or Vmail,' create them using the following examples:

### Choose VM or Locate Local

The dialog box is titled "Add/Edit Action". It contains the following fields and options:

- Name: Choose VM or Locate Local
- Type: Xfr Call to VA & Run Script
- Voice Assist Script #: 925
- Parameters: %G,2502
- VA Port #: \* (\* = Any Universal port)
- Buttons: Save, Cancel

### Operator or Vmail

The dialog box is titled "Add/Edit Action". It contains the following fields and options:

- Name: Operator or Vmail
- Type: Xfr Call to VA & Run Script
- Voice Assist Script #: 926
- Parameters: %G,2502
- VA Port #: \* (\* = Any Universal port)
- Buttons: Save, Cancel

Note: This example uses 2502 as the Vmail Pilot. Change this extension to match your own Vmail pickup extension. You no longer need to program a special Park & Page Vmail Orbit for this application.

## Configuring Park & Page (Cont.)

Copy Voice Scripts 925 and 926 into your Voice Assistant Scripts folder. This is normally  
c:\program files\cts\v\_assist32\scripts

Copy or record the appropriate prompts for each of the scripts. See the script listings for prompt numbers and text.

## Voice Script Listings

### VASCR925.SCR – No Orbit Vmail, Paging, or Operator Script. Works with IC & CO calls.

```
1. //,Park & Page -- Hold-based Locate with Overhead Paging and Vmail
2. //,
3. //,Last Modified -- 9/2/2000 DA
4. //,*****
5. //,Parameters --
6. //,%1 = Park Orbit Ext -- (%G) this will be the originally called station for this script
7. //,%2 = VMail orbit -- (2502) This is the actual vmail pilot number, not a phantom
8. //,*****
9. //,
10. //,*** Requires these prompts ***
11. //,
12. //,92501 (was 8211) -- "The party you calling..."
13. //,92502 (was 8212) -- "...is not presently available."
14. //,92503 (was 8213) -- "Press 1 to leave voicemail. Press 2 to try and locate your party. Or press 0 to reach an
operator."
15. //,92504 (was 8215) -- "Please wait while I try to locate your party."
16. //,
17. //,Trace events -- Use Voice Assistant Debug Window to view output
18. //,A = All ports show events
19. //,N = No ports show events (Default)
20. //,Y = Port 1 shows events
21. //,x = Port x shows events -- x = 1 through 96
22. SET,TRACE,A
23. //,
24. //,Answer the ringing call
25. ANSWER
26. //,
27. //,Attach the station extension to this call for other applications and scripts to use.
28. OAI,SETCALLINFO,%I,Extension,%1,||
29. //,
30. //,Say "<name> is not available" (must have matching prompts for extensions recorded)
31. //,Example -- Extension 1001 is John Doe. Record prompt 1001 to say "John Doe" using Voice Assistant
32. PLAY,%1
33. //,
34. //,Previous PLAY statement succeeded if the prompt existed. If failed, fall through and play generic message.
35. IF,RESULT,EQ,S,GOTO,NOT_AVAIL
36. //,
37. //,Say, "The party you are calling..." because we didn't find a matching station prompt
38. PLAY,92501
39. //,
40. //,This label allows us to skip generating message if the station prompt was present
41. LABEL,NOT_AVAIL
42. //,
43. //,Say, "...is not presently available."
44. PLAY,92502
45. //,
46. //,
47. //,Play menu to caller --
48. //,1 = Goto voice mail
49. //,2 = Return to Hold on extension and do overhead page
50. //,3 = Goto Operator
51. MENU,92503,120,3
```

```

52. //,
53. //,Store the caller's input in variable %U1
54. SET,%U1,RESULT
55. //,
56. //,Test caller's choice and route to appropriate destination
57. IFVAL,%U1,EQ,1,GOTO,VMAIL
58. IFVAL,%U1,EQ,2,GOTO,DO_PAGE
59. IFVAL,%U1,EQ,0,GOTO,OPER
60. //,
61. //,If caller did not enter valid selection, send them to Vmail
62. //,
63. LABEL,VMAIL
64. //,Transfer call directly to vmail pilot and specify station mailbox
65. SERVREQ,LVL2OAI,RAWCMD,[_TO,xxx,&E,%I,%2,%1,||
66. GOTO,EXIT
67. //,
68. //,
69. LABEL,OPER
70. //,Transfer call directly to Axxess dial-0 destination
71. SERVREQ,LVL2OAI,RAWCMD,[_TO,xxx,&E,%I,0,||
72. GOTO,EXIT
73. //,
74. //,
75. LABEL,DO_PAGE
76. //,Say, "Please hold while we try and locate your party."
77. PLAY,92504
78. //,Transfer call to Hold on originally called station. Park & Page must be configured to Page on Call Holding
79. SERVREQ,LVL2OAI,RAWCMD,[_EF,xxx,&E,%I,!346%1,||
80. //,
81. LABEL,EXIT
82. //,Hangup to complete transfers and Exit this script
83. HANGUP
84. DONE

```

**VASCR926.SCR –Vmail or Operator script. Works with CO and IC calls.**

```

1. //,Park & Page -- Vmail or Operator
2. //,
3. //,Last Modified -- 9/2/2000 DA
4. //,*****
5. //,Parameters --
6. //,%1 = Park Orbit Ext -- (%G) this will be the originally called station for this script
7. //,%2 = VMail orbit -- (2502) This is the actual vmail pilot number, not a phantom
8. //,*****
9. //,
10. //,*** Requires these prompts ***
11. //,
12. //,92601 = "I was unable to locate..."
13. //,92602 = "...your party"
14. //,92603 = "Press 1 if you'd like to leave voice mail. Press 0 to reach the Operator"
15. //,
16. //,
17. //,### Script Start ###
18. //,
19. //,Trace events -- Use Voice Assistant Debug Window to view output
20. //,A = All ports show events
21. //,N = No ports show events (Default)
22. //,Y = Port 1 shows events
23. //,x = Port x shows events -- x = 1 through 96
24. SET,TRACE,A
25. //,
26. //,Answer the ringing call
27. ANSWER
28. //,
29. //,Attach the station extension to this call for other applications and scripts to use.
30. //,Also enables support for IC calls
31. OAI,SETCALLINFO,%I,[Extension,%1,||
32. //,
33. //,
34. //,Say, "I was unable to locate..."

```

```

35. PLAY,92601
36. //,
37. //,Say "<name>" (must have matching prompts for extensions recorded)
38. //,Example -- Extension 1001 is John Doe. Record prompt 1001 to say "John Doe" using Voice Assistant
39. PLAY,%1
40. //,
41. //,Previous PLAY statement succeeded if the prompt existed. If failed, fall through and play generic message.
42. IF,RESULT,EQ,S,GOTO,NOT_AVAIL
43. //,
44. //,Say, "...your party." because we didn't find a matching station prompt
45. PLAY,92602
46. //,
47. //,This label allows us to skip generating message if the station prompt was present
48. LABEL,NOT_AVAIL
49. //,
50. //,
51. //,Play menu to caller --
52. //,1 = Goto voice mail
53. //,0 = Goto Operator
54. MENU,92603,10,3
55. //,
56. //,Store the caller's input in variable %U1
57. SET,%U1,RESULT
58. //,
59. //,Test caller's choice and route to appropriate destination
60. IFVAL,%U1,EQ,1,GOTO,VMAIL
61. IFVAL,%U1,EQ,0,GOTO,OPER
62. //,
63. //,If caller did not enter valid selection, send them to Vmail
64. //,
65. LABEL,VMAIL
66. //,Transfer call directly to vmail pilot and specify station mailbox
67. SERVREQ,LVL2OAI,RAWCMD,[_TO,xxx,&E,%I,%2,%1|,|]
68. GOTO,EXIT
69. //,
70. //,
71. LABEL,OPER
72. //,Transfer call directly to Axxess dial-0 destination
73. SERVREQ,LVL2OAI,RAWCMD,[_TO,xxx,&E,%I,0|,|]
74. GOTO,EXIT
75. //,
76. //,
77. LABEL,EXIT
78. //,Hangup to complete transfers and Exit this script
79. HANGUP
80. DONE

```