

Importable Module for IP Office Voicemail Pro Client

File Name: Dynamic Language Selection.mod

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Date Last Modified: 10 October 2002

Description

This import contains one module. It provides a template for allowing the user to choose their preferred prompt language. This module would typically be one of the first activities presented to the caller.

The administrator can add or remove the languages the company wishes to support. However, it must be noted that a prompt should be played in the menu, describing the different language selections. So when ever the when ever the language selections change, so will the prompt.

A good idea would be to record each language option in the native language. E.g “Press one for English UK... cinq pour français” etc.

Required configuration:

- Add / remove the System Prompt Language actions to meet your needs
- Where appropriate in the call flow, prompts must be recorded, e.g. the initial menu prompt describing which languages you have made available. Please see the “Installation” section for more information

Installation

Save the installation file to the PC containing the Voicemail Pro Client. Double click on the installation file, and let it install.

Start the Voicemail Pro Client and go to “File\Import Export”.

Choose “Import”, select file type as “module”, and enter the path to the module you have just installed. The path of the module will be:

<Voicemail Pro Server Waves directory>\Custom\Dynamic Language Selection

If you are unsure where the wave directory is, go to “Preferences”. The <Voicemail Pro Server Waves directory> relates to the “Voicemail Server Speech Directory” entry.

NB

Any prompts recorded for this call flow should also be stored at this location, but under the appropriate language directory. E.g. All English prompts should be stored in:

<Voicemail Pro Server Waves directory>\Custom\ Dynamic Language Selection \en

All French Canadian prompts in:

<Voicemail Pro Server Waves directory>\Custom\ Dynamic Language Selection \frc

In the call flow, the prompts should be referenced by using the “\$LOC” keyword. E.g. the following prompt in the call flow references a prompt called “Menu.wav”

Custom\ Dynamic Language Selection \ \$LOC\Menu.wav

The “\$LOC” keyword is substituted for the current system language. For example, if the system language was set to English US, then the above prompt would be interpreted by the Voicemail System as:

Custom\ Dynamic Language Selection \enu\Menu.wav

This allows the Voicemail Server to play different prompt sets, based on the current language.