SWYX EXTENDED CALL ROUTING

USER DOCUMENTATION

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Legal information

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CONTENTS

INTRODUCTION

With SwyxWare you use a software based telephony system which offers extensive advantages.

The telephony server SwyxServer acts as a core system, which offers the complete functionality of a sophisticated telephone private branch exchange. The SwyxServer takes care of call handling (e.g. transferring calls to another extension, the public telephone network or to your Voice Box) and manages the devices as well as the users which use it for communication purposes.

SwyxIt! is a software, which -in interaction with SwyxServer in the company's computer network - turns your computer into an extremely high performance telephone. SwyxIt! also offers a variety of functions for "intelligent call handling", which allow you to correlate incoming and outgoing calls to data in the computer network and thus be able to use new functions for telephone calls. These "CTI functions" (Computer Telephony Integration) provide essential advantages for the new data network telephony.

SwyxIt! Manual

All of the fundamental functions of SwyxIt! are described in detail in the "SwyxIt! Manual" documentation. Here you will find everything you need to know about the following topics:

- Telephoning, Call Swap, Inquiry Call
- Phonebooks, Telephoning from Outlook
- Call Forwarding, Caller Lists, Voice Box, Remote Inquiry, Redial,
- Conversation Recording,
- Application Sharing,
- Settings of the SwyxIt! interface such as button assignment, Line configuration, and switching the interface (Skin).

The "Swyx Extended call routing" Manual

In this documentation, you will find descriptions of the SwyxIt! components, which provide you with professional call handling. These include:

- the Call Routing Manager
- the Graphical Script Editor

This documentation assumes that you are familiar with the basic functions of SwyxIt!, as they are described in the SwyxIt! documentation.

> Your system administrator must grant you the necessary rights in order for you to use these professional components in SwyxWare.For further information please refer to the SwyxWare Administrator documentation.

The Layout and Organization of this Documentation

- Chapter *2 Call Routing*, page 10
  The Call Routing Manager enables you to create and apply a powerful set of rules for call handling (e.g. Call Forwarding, Voice Box, consideration of the caller or the time of day). To help the user create this set of rules, the Call Routing Manager offers a Rule Wizard for the simpler processes. For complex requirements, the Graphic Script Editor provides powerful functions (e.g. access to e-mail directories, creation of queues or extensions based on your own scripts).

- Chapter *3 The Graphical Script Editor*, page 50
  The Graphical Script Editor is an additional component of the Call Routing Managers software, which offers the user a comfortable interface and it helps to clearly illustrate especially complex rules for call handling. The rules created in this way - as those created with the Rule Wizard- will be saved on the SwyxServer and in the run in the set sequence in the Call Routing Manager. The Graphical Script Editor provides the user with simple symbols and tools to define the complex processes for the handling of the forwarding of incoming calls. The user can use a situation-related message to enter into a "dialog" with the caller and to save, forward, or play recorded messages. The Graphical Script Editor is a component of the option pack 'SwyxECR (Extended call routing)'.
  This documentation describes how SwyxWare Graphical Script Editor works and how to define, check, and activate rules and actions. You will also find the information contained in this documentation in the Online Help of the Graphical Script Editor.

- The extensive provides you with an orientation guide, which will help you to find topics quickly.

> The use of certain functions requires the installation of the appropriate option pack. For example, in order to be able to use the complete Voice Box functionality, the option pack "SwyxVoicemail" must be installed. For further information, please refer to the SwyxWare Administrator documentation.

Further Information

Given the processing time necessary for creating printed documentation, this documentation is not always current for the software. Therefore, you will find additional information here:

For current information on the products, please see our Internet homepage:

enreach.de/en

Under the 'Support' category of the homepage, you can download the most current version of the documentation and software updates:

enreach.de/en/products/support/documentation.html

1   WHAT IS MEANT BY … ?

The individual terms used in this document are defined and described in more detail here.

1.1   CALL ROUTING

Call Routing refers to the treatment of incoming calls according to pre-defined rules, for example the forwarding of incoming calls to another subscriber (e. g. if busy).

1.2   CALL ROUTING MANAGER

The Call Routing Managers manages all rules. When a call is received, all active rules are checked, one after the other, until one is found which applies. The sequence of actions of this rule is then carried out.

1.3   GRAPHICAL SCRIPT EDITOR

With the help of the the Graphical Script Editor you can visualize more complex rules and sequences of actions for incoming calls and customize them quick and easy.

1.4   RULE

A rule determines the behaviour (one or more actions) when a call is received and special conditions as well as all exceptions of these conditions apply. Rules can also be called a filter. A rule has a name and can consist of

- one or more situations for the subscriber being called (e.g. according to the calendar),

- additional conditions which have to do with the call (e.g. the calling party number),
- an exception, and
- one sequence of actions, which is carried out when one of the situations and the conditions apply.

apply.

There are user rules and system rules.

1.4.1   USER RULE

A user rule is a rule which you, the user, have created. You have the choice of changing, deleting, or renaming this type of rule.

1.4.2   SYSTEM RULES

A System Rule is a rule, which is pre-defined within SwyxWare. These rules can be changed, deleted, or renamed. You can only set special information by using parameters.

1.5   RULE BOOK

The Rule book is the summary of all your rules and actions. For each SwyxIt! user, there is exactly one rule book, which contains his or her rules. The rules included in the rule book can either be activated or deactivated. Furthermore you can change the order of the rules. All active rules are run in this sequence by the Call Routing Managers.

1.6   RULE WIZARD

The Rule Wizard will help you create and edit the rules. See also *2.4 Rule Wizard*, page 18.

1.7 ACTION

An action will be executed when the rule applies. Actions include, for example:

- disconnect call,
- connect call.

For some actions, it is possible to use parameters (e.g. destination number, timeout) to define special information.

1.8 SEQUENCE OF ACTIONS

A sequence of actions consists of

- one or more actions with parameters,
- one or more sequences of actions.

Each sequence of actions has a specific name. When a sequence of actions is carried out, it is done in the defined order. It always run completely.

1.9 SITUATION

When a call is received, the Call Routing Managers analyzes the current situation of the subscriber called. Based on this situation, it determines which rule should be executed.

Situations are for example:

- The line is busy, which means that the subscriber is currently telephoning and all lines are busy or the option "Disable secondary call" is activated.
- The subscriber's line is free and the subscriber is logged on to SwyxServer, i.e. he could take the incoming call. This is also the case if the subscriber is currently on the telephone, but other lines are still free and the option "Disable secondary call" has not been activated.
- The subscriber is "absent" according to the calendar.
- The subscriber is not logged on to the SwyxServer.

1.10 CONDITION

Before a rule can be carried out, all of the conditions for this rule must be fulfilled. Conditions differentiate between:

- Type of the call, e.g.
  for each call or from a specific number,

and

- Time of call, e.g.
  at any time or only on specific days of the week.

1.11 EXCEPTION

An exception limits the conditions of a rule. Exceptions include, for example:

- Except on specific days of the week
- except from specific telephone numbers,
- except on weekends

1.12 SCRIPT

A script is a rule or action of the Call Routing Manager which has be created using the Graphical Script Editor.

Rule Script

The script is stored as an RSE file in the database on SwyxServer and it appears in the Rule Book with its own symbol 🗒 .

These scripts are always composed of

- a beginning point "Start rule",
- the situations, conditions, and actions, and
- the two exits "End Rule" and "Skip Rule".

If a rule has been executed, this means that the Call Routing Manager will not activate any more rules for handling this call. If a rule has been skipped, then the Call Routing Manager will continue to work through the rule book in the existing sequence.

Action Script

The actions created using the Graphical Script Editor are stored as ASE files in the database on SwyxServer and shown with a unique symbol during action selection .

An action script is always composed of

- a beginning point "Start rule"
- the situations, conditions, and actions, and
- the two exits "End Call" and "Rule executed".
- An action script can also be used in other sequences of actions that have been created using the Rule Wizard. Action scripts can also be used in rules, which were created using the the Graphical Script Editor. They are available in the block "Execute GSE Action".

1.12.1 BLOCK

The separate processing steps of a rule are represented by blocks in the Graphical Script Editor. There are certain blocks, which must appear in the script, the so-called "default blocks".

The following default blocks are used when creating rules:

- "Start"
- "Disconnected"
- "Rule executed"
- "Rule skipped"

If a rule is skipped, then the Call Routing Manager will process the call according to its other rules.

If you create an action using the Graphical Script Editor, then there are following default blocks:

- "Start"
- "Disconnected"
- "Rule executed"

These default blocks exist on the grid interface of the Graphical Script Editor at the beginning of the creation of a rule or action and they cannot be deleted.

All other blocks are optional and can be added or removed by the user. You will find a directory of the blocks used in the interface of the Graphical Script Editor in the left window, the Info window.

1.12.2 NOTES

Notes can be placed anywhere in the script window in the Graphical Script Editor to provide explanations concerning the execution of the script visible directly on the interface. These notes can be moved to any position you want and can be deleted using "Delete" in the shortcut menu (with a right mouse click on the note).

- The first text line of a note is defined as the corresponding title. You will find a directory of the individual notes used and their corresponding titles in the interface of the Graphical Script Editor in the left window, the Info Pane.

2 CALL ROUTING

With the help of Call Routing functions you are able to define how to proceed with incoming calls in several situations. You can for example automatize the following:

- Calls on the weekend
  Callers, who want you to call in the office on weekend, hear, for example, the following message: "Our office is closed on weekends. Please leave a message now". The caller's voice message is then recorded, and forwarded to you via email.
  It is also possible to define additional conditions and exceptions. The behavior on weekends can be defined in such a way that the message "Our office ..." is heard by all callers, except for calls made from your private home number (presuming that this number can be identified). Therefore, if you are working on the weekend and you do not want to be disturbed, it is still possible for your family to contact you.
- Calls during vacation
  Callers hear a message which informs them that you are on vacation until a specific date and which employee is substituting for you. The caller is then automatically connected to your substitute.
- Behavior during absence or during meetings
  It is possible to integrate appointments you have made in the Calendar (Microsoft Outlook/Exchange Calendar or Lotus/IBM/HCL Notes Calendar) into the rules. Then you can specifically inform a caller that you are in a meeting and do not wish to be disturbed. In this case, for example, the caller can leave a message and you can take care of this caller after your meeting or you can even have special callers forwarded to your mobile phone.
- Access to a Conference Room
  If a conference room has been set up, a Calendar can be created for this. This conference room can be reached for dates that are defined in the Calendar. Outside of the times, the caller will hear an announcement, for example. In order to use the Conference functionalities, the option pack "SwyxConference" must be installed.

When saving and processing personal data, observe the respective applicable legal data protection regulations.

In order to use the Calendar functionality, the Microsoft Exchange Server or the Lotus Domino Server must be configured accordingly.

The calendar functionality is not available in SwyxWare for DataCenter and SwyxON.

SwyxIt! provides some preconfigured, so called System Rules, which you can use for incoming calls (e. g. "Call Forwarding Busy", "Call Forwarding Unconditional"). However, the settings which can be defined in SwyxIt! are often insufficient. You can use Call Routing Managers in order to create a complex set of rules for call handling.

Call Routing uses a rule book. All rules are contained in a definable sequence in this rulebook. It automatically checks each incoming call in a defined order based on the rules stored there. The actions of the first matching rule are executed. The Rule Wizard will help you create and edit the rule book.

The use of the Call Routing Managers must be cleared for you by the administrator.
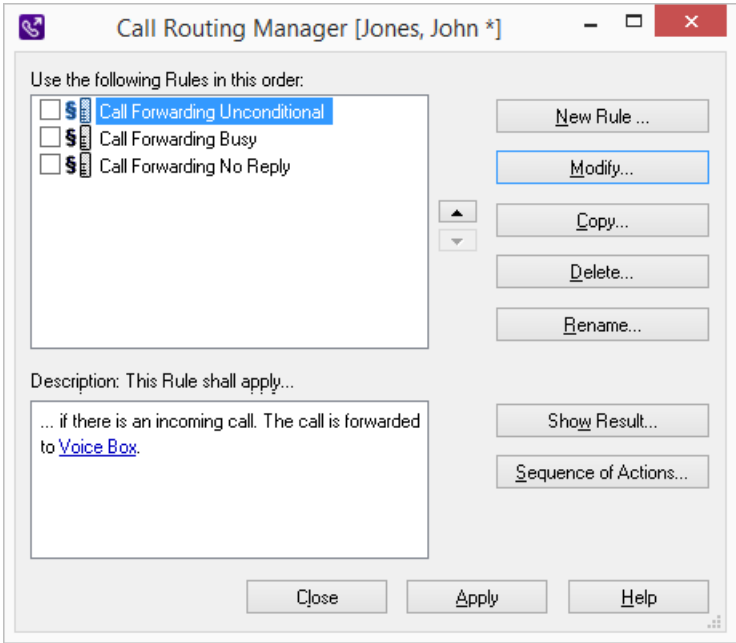
Within the Call Routing Managers you can use the Graphical Script Editor to create complex rules. This Editor visualizes rule procedures in a graphical form. For further information please refer to the Graphical Script Editor documentation.

2.1   CALL ROUTING MANAGER

Each time an incoming call is received, the Call Routing Manager automatically checks to see how the call should be handled. It goes through the rules included in the rule book in the defined sequence until it finds one which is appropriate. It then carries out the defined sequence of actions.

2.1.1   RULE BOOK

For each SwyxIt! user, there is exactly one rule book, which contains his or her rules. The rules included in the rule book can either be activated or deactivated. They appear in the rule book in the order defined by the user. The active rules are run in this sequence by the Call Routing Manager.

In the Call Routing Managers rule book, you will find different types of rules and actions. These can be found, together with their corresponding symbols, in the following table:

Symbol	Rule Type
	System Rules These rules are provided as preconfigurations by SwyxWare. You can also define the parameters directly in SwyxIt! during your redirections. "Call Forwarding Unconditional", "Call Forwarding Busy", "Call Forwarding No Reply"
	Rule (created with the Rule Wizard) This rule was created using the Rule Wizard . The parameters of a rule, such as telephone numbers, can be changed in the Rule Wizard.
	Rule (created with the Graphical Script Editor) This rule was created using the Graphical Script Editor. The parameters, such as number, can only be changed in the Graphical Script Editor.
	Draft This rule was only saved as a the Graphical Script Editor draft, the script may not be error-free. It cannot be activated in the Call Routing Manager, but it can be opened and edited further using the Graphical Script Editor.
	Action This is an action, which is pre-defined by the system. In this action, only parameters, such as numbers, can be changed.
	Sequence of actions (created with the Rule Wizard) This is a sequence of actions, which was created using the Rule Wizard. It can contain not only actions, but also other sequences of actions. The parameters, such as telephone numbers, can be changed by editing them in the Rule Wizard.
	Sequence of actions (created with the the Graphical Script Editor) This is a sequence of actions, which was created using the Graphical Script Editor. It can contain all of the actions, which are represented by blocks. Other self-defined sequences of actions cannot be imported. These parameters can only be changed directly in the Graphical Script Editor.

2.1.2   SCRIPTING - TECHNICAL DETAILS

In this section you will find a description of the technical processes during the creation and editing of a Rule Book.

If rules, actions or sequences of actions are created using the Call Routing Manager or the Graphical Script Editor, these will be saved as Visual Basic Script (VBScript) in the database. The rules of the Call Routing Managers are saved in the file 'user_book.srb'. The Graphical Script Editor creates a file called ruleXXX.rse for every rule or actionXXX.ase for every action. In addition, a corresponding VBScript file is created called ruleXXX.vbs or actionXXX.vbs respectively. XXX stands for the name of the rule or action.

If you close the Call Routing Manager, the CRM will compile all rules and actions into a Rule Book, which is then saved in the database as a VBScript called 'callrouting.vbs'.

If the user now receives a call, this Rule Book will be applied or, in other words, the file 'callrouting.vbs' for this user will be executed by Swyx-Server . The script 'callrouting.vbs' references other script files, which are also automatically started by SwyxServer.

2.1.2.1   PREPROCESSING AND POSTPROCESSING

There are system-wide rules for call handling before a user or his Call Routing receives the call (PreProcessing) and for the subsequent call handling (PostProcessing). After SwyxWare is installed, this pre-defined call handling is the same for all users. The pre-defined call handling is not visible in the Call Routing Manager but you can add your own rules to it.

The corresponding scripts are located in the files 'rulePreProcessing.rse' and 'rulePostProcessing.rse', which can be found as well in the database.

- PreProcessing
  The script 'PreProcessing' ensures that the message 'CallProceeding' is sent in time to the ISDN connection of the service provider. This signals the service provider that sufficient information has been provided in order to identify the destination subscriber. Any even-

tual numbers dialled after the service provider has received 'Call Proceeding' will not be delivered.

In addition, the PreProcessing deals with special types of calls and allows the start of self-defined PreProcessing rules. The following steps are listed in detail:

1. If the call is a Remote Inquiry call from a SwyxIt! or a Swyx-Phone, the Remote Inquiry is immediately executed and the rest of the Rule Book is ignored.

2. If the call is a conference set-up, the rest of the Rule Book will also be ignored.

3. If one exists, the self-defined PreProcessing rule will now be started (see below).

4. If the variable 'bSendCallPRoceeding' = TRUE is set, the Call Proceeding will be sent to ISDN as mentioned above.

5. The normal set of rules will be applied if the call has not already been dealt with in the preceding steps.

To have your own rule (point 3) executed, create a rule with the name 'PreProcessing' using the Graphical Script Editor. The resulting file 'rulePreProcessing.vbs' will be saved in a user-specific way. If these rule should be valid for all users, save the rule filtered by "Show global files". If the Call Proceeding (point 4) mentioned above should not be sent, set the variable bSendCallProceeding = FALSE in your rule. If your own PreProcessing rule is exited via "Rule executed", the normal Rule Book will no longer be executed.

- PostProcessing
  The script 'PostProcessing' ensures that an incoming call, which has not been forwarded by any rule, will be connected to the subscriber if the subscriber is logged on.

The Postprocessing can be replaced by a rule of your own. To do this, create a rule called 'PostProcessing' using the Graphical Script Editor. The resulting file 'rulePostProcessing.vbs' will be saved in the database in a user-specific way. If your own self-defined Post-Processing rule is exited via "Rule executed", the standard Post-Processing will no longer be executed.

⚠️ Please note that these rules in the Rule Book will appear as normal rules under the user whose user name you used to create the self-defined Pre or Postprocessing rules. However, due to the fact that these rules are **always** added to the Rule Book, they may not be activated under this user. If they are activated in the Rule Book, these rules will be applied twice; once as Pre-/PostProcessing and once as a normal user rule.

2.2 RULE WIZARD OR GRAPHICAL SCRIPT EDITOR?

To create and edit the rules of the rule book you can choose between the Rule Wizard and the Graphical Script Editor. The rule book containing all rules, is stored for you on the SwyxServer.

If you select a rule for editing, the Call Routing Manager will open the corresponding editing program, which means either the Rule Wizard or the the Graphical Script Editor will open. If you create a new rule, you can choose between using the Rule Wizard and the Graphical Script Editor.

The following is a description of some differences between these editing programs:

Editing Rules

If a rule was created with the Rule Wizard, it will appear in the Call Routing Manager as an activated rule, which is indicated with a checkmark. In the window "Description: This rule shall apply...", an automatically generated text will appear. In this text you will see the parameters that can be changed underlined in blue.

If a rule was created and saved using the the Graphical Script Editor, the script will be checked for errors and -if it is error free- it will be added to the Rule Book of the Call Routing Managers. It will also appear as an activated rule. In the window "Description: This Rule shall apply...", you will find the text you added during the rule creation process .(see *3.4.2.1 Properties of a Script*, page 70) To change parameters, you must once again edit this rule using the the Graphical Script Editor. If the script still

contains errors, it is only possible to save the script as a draft. A draft cannot be activated in the Rule Book. See also *3.4.4 Saving a Script*, page 73.

Sequence of Actions

To edit a sequence of actions or to create a new sequence of actions, open the Call Routing Manager and click on "Sequence of Actions...". A wizard will appear together with the window "Sequence of Actions-Definition". This window shows all actions used in the sequence, together with the current parameters.

To create or edit an action using the the Graphical Script Editor, open the shortcut menu of an action.

See also *3.4 Scripts*, page 68.

Activate Rule or Sequence of Actions

If a rule, action or sequence of actions is highlighted in the Call Routing Manager, the corresponding description will be displayed. If a rule or sequence of actions was created using the Rule Wizard, the parameters are underlined in blue and you can change them immediately by clicking on them.

If the rule or sequence of actions was created using the Graphical Script Editor, you must first call the Graphical Script Editor to change the parameters and to edit the rule once again.

ℹ️ It is not possible to convert the rule created using one Editor into the format of the other Editor.

2.2.1 USER RIGHTS

The Call Routing Manager is a software component of SwyxWare. The system administrator must then grant the user the right to create rules using the Call Routing Manager and/or the Graphical Script Editor.

If the administrator has granted you the right to use the Call Routing Manager, you can activate, deactivate, rename, copy or delete all the

rules you see in the Call Routing Manager. In addition, you can create new rules using theRule Wizard . See also *2.4 Rule Wizard*, page 18.

ⓘ If the administrator has granted you the right to use the Graphical Script Editor, you can create new rules and edit existing ones. Furthermore, a user can import rules created by another user with the help of the Graphical Script Editor and apply them to his rule book by saving them there. This permission is independent of the installation of the option pack ʻSwyxExtended Call Routing' on the SwyxServer.

See also *3 The Graphical Script Editor*, page 50.

ⓘ If you have the right to use the the Graphical Script Editor, make certain that the the Graphical Script Editor is installed. In the case of a user-defined installation, it is possible to install SwyxIt! without the Graphical Script Editor. In this situation, start the installation of SwyxIt! again and install the Graphical Script Editor.

⚠ In order for rules, which were created using the Graphical Script Editor to be taken into consideration by the SwyxServer, the 'SwyxECR' option pack must be installed. If the pack is not installed, these rules will be ignored by the Call Routing Manager, regardless of whether they are activated or not. No error message will be issued! Only the scripts (templates) supplied by Swyx can be run on a SwyxServer even without this option pack.

In SwyxWare Administration, the system administrator can define rules for a user, who does not have the authorization to create rules himself.

Regardless of the rights granted, you can configure your simple redirections (immediate, if busy, delayed) within SwyxIt! . These redirections are only represented by the system rules in the Call Routing Manager.

2.3   EDITING THE RULE BOOK

The Call Routing Manager can be used to edit your rule book.

This is how you call the Call Routing Manager

1 Click the "Call Routing" button on the SwyxIt! user interface.

 Or

1 Go to the menu bar and click on "Settings | Call Routing Manager...".

Or

1 Click with the right mouse button on the SwyxIt! user interface
   The context menu will appear.

2 Click on "Settings | Mute Call Routing Manager...".

The following window appears in every case: "Call Routing Manager".

Your rule book will appear in the window. Under "Use the following rules in this order:" you will see all available rules. A check mark in the field in front of the rule indicates that the rule is enabled. The Call Routing Manager only uses activated rules for the checking and processing of incoming calls. The display order corresponds to the order followed during the check. Exceptions to this process are the rules Pre-/Post-Processing, which are normally not visible in the rule book (*2.1.2.1 Pre-Processing and PostProcessing*, page 12).
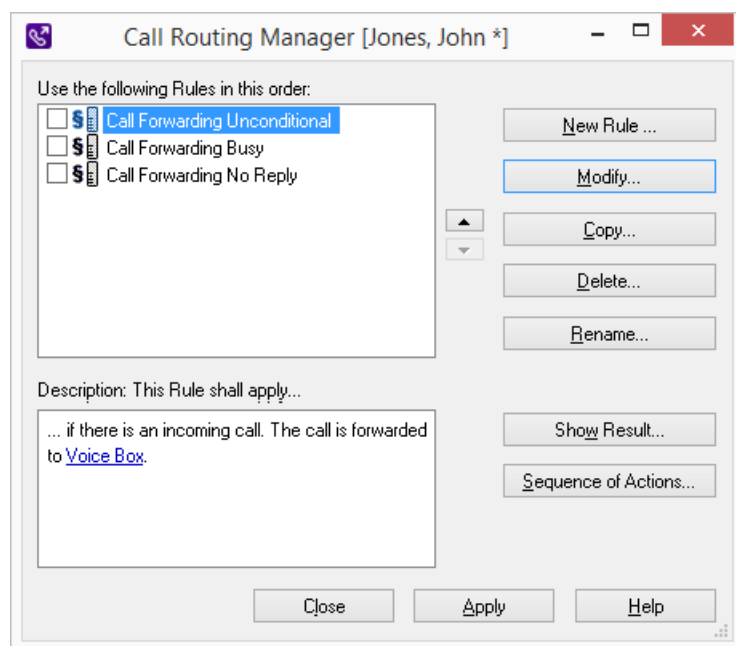
In the lower left under "Description: This Rule shall apply...", you see the description of the rule currently highlighted in the upper part of the window.

Parameters in the Rule Description

If a rule was created using the Rule Wizard and additional entries are required (for example, the telephone number, day of the week, time), the respective value is shown underlined. To change an entry, click on the underlined value in the rule description (*2.3.6 Modify Rule*, page 17).

If a rule was created using the Graphical Script Editor and additional entries are required (for example, the telephone number, day of the week, time), this rule must be edited once again (see *3.4.3 Modifying a Script*, page 72).

2.3.1 ACTIVATE RULE

You want an inactive (not considered) rule to be taken into consideration, that is, to become an active rule when a call is analyzed from now on.

This is how you activate a rule

1   Click in the field located under "Use the following rules in this order" on the checkbox in front of the rule.
A check mark appears and the rule is activated.
The contents of the rule will be shown under "Description: This rule will be used...".

⚠️ Please make certain that the necessary parameters for this rule are defined according to your requirements. If the activated rule was created using the Graphical Script Editor or if it contains such an action, you may have to edit the rule or action once again using the Graphical Script Editor in order to have the parameter settings you want.

2.3.2 DEACTIVATE RULE

You want a rule, which has been active up until now, to no longer be included in the rule check process, that is, it should become an inactive rule.

This is how you deactivate a rule

1   Click in the field located under "Use the following rules in this order" on the checkbox in front of the rule.
The check mark disappears and the rule is deactivated.
The contents of the rule will be shown under "Description: This rule will be used...".

2.3.3 CHANGING THE ORDER OF THE RULES FOR THE CHECK

The rules are processed in the order given here. Rules, which are located further down the list, will not be checked at all if one of the rules located towards the top of the list has already been executed.

This is how you move a rule

1 In the window, click on the rule you want located under "use the following Rules in this order".
The contents of the rule will be shown under "Description: This rule will be used...".

2 Click on
- "Arrow up", in order to move the rule towards the top of the list
- "Arrow down", in order to move the rule towards the bottom of the list

2.3.4 DISPLAY AND PRINT ALL ACTIVE RULE DESCRIPTIONS

An overview of the rules which are currently active including what their effect, is given under "Show Result...". It is possible to print this overview.

This is how you show all active rules

1 Click on "Show Result...".
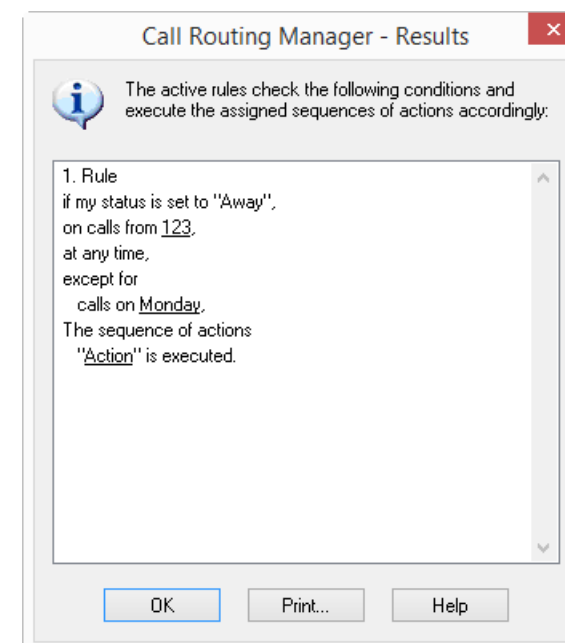
The following window appears: "Call Routing Manager - Results".

2 Click on "Print" in order to print out the descriptions.

3 Click on "OK" to close the window.

2.3.5 CREATING NEW RULES

New rules are created by using the Rule Wizard or the Graphical Script Editor. The Rule Wizard will guide you through various sections (situations, calls, times, exceptions, actions), which are required when creating a new rule.

This is how you create a new user rule

1 Click on "New Rule...".
The window "New Rule" appears.
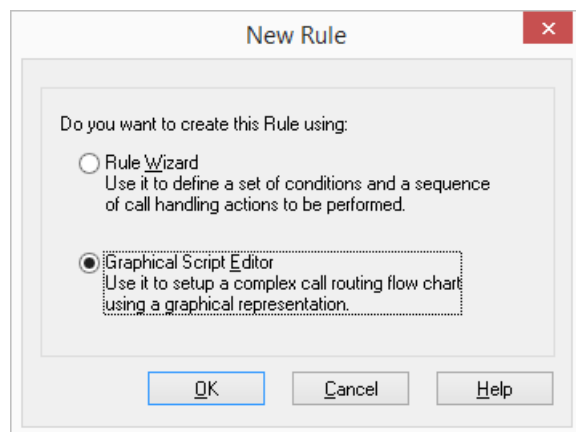
2 If you have the authorization to use the Graphical Script Editor, you can now choose what you want to use to create the new rule, otherwise the Rule Wizard"" window will immediately appear.

- If you select the option "Rule Wizard", the Rule Wizard will appear. See *2.4 Rule Wizard*, page 18.
- If you select the "Graphical Script Editor" option here, the the Graphical Script Editor will be opened.

The creation of a rule with the Graphical Script Editor is explained in detail in *3 The Graphical Script Editor*, page 50.

> ⚠️ In order for rules, which were created using the Graphical Script Editor to be edited by the SwyxServer, the 'Extended Call Routing' option pack must be installed on the server.

2.3.6 MODIFY RULE

Changes to existing user rules must be made with the program used to create the rule. I.e. User rules, which are marked with a §, are edited using the Rule Wizard. The Rule Wizard will guide you through various steps (situations, calls, times, exceptions, actions), which are required when modifying a user rule. User rules, which are marked with a § or

§ are edited using the Graphical Script Editor. See also *3 The Graphical Script Editor*, page 50.

System rules § cannot be altered. It is only possible to change the parameters, e.g. the number to which the call should be redirected.

This is how you change the parameters of a system rule

This is how you modify a user rule

1 In the window, click on the rule you want located under "use the following Rules in this order".
The contents of the rule will be shown under "Description: This rule will be used…".

2 Click on "Modify".
The window of the corresponding editing program appears.

> ℹ️ Double-clicking a rule will also call the appropriate editing program.

In order to edit parameters of System Rules, see *2.7 System Rules*, page 40.

2.3.7 DELETE RULE

User rules can be deleted after inquiry. It is not possible to delete system rules.

This is how you delete a user rule

1 In the window, click on the rule you want located under "use the following Rules in this order".
The contents of the rule will be shown under "Description: This rule will be used…".

2 Click on "Delete".
The window appears which asks if you really want to delete the rule.

3 Click on "Yes".
The rule will be deleted from the rule book and it will no longer be displayed.
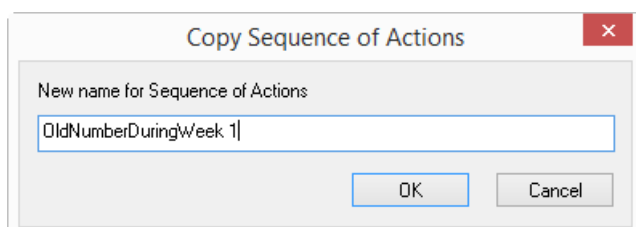
To delete several user rules simultaneously, highlight these rules by click-ing on them while pressing the "Ctrl" key and then select "Delete...".

2.3.8   COPY RULE

User rules can be copied. The copy can then be changed.

This is how you copy a user rule

1   In the window, click on the rule you want located under "use the following Rules in this order".

The contents of the rule will be shown under "Description: This rule will be used...".

2   Click on "Copy".
The window "Copy Rule" appears.

3   Enter a name for the new rule.

4   Click on "OK".
The new rule will be shown directly below the copied rule.

2.3.9   RENAME RULE

The names of user rules can be changed in order to make the name of the rule more identifiable.

This is how you assign a new name to a user rule

1   In the window, click on the rule you want located under "use the following Rules in this order".

The contents of the rule will be shown under "Description: This rule will be used...".
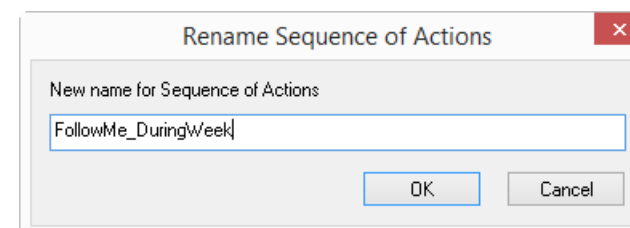
2   Click on "Rename...".
The window "Rename Rule" appears.

3   Enter the new name.

4   Click on "OK".
The rule will be shown with the new name.

2.3.10   EDIT SEQUENCE OF ACTIONS

A sequence of actions is always entered in a rule (*1.8 Sequence of Actions*, page 8). This sequence of actions is carried out if, in the case of an incoming call, the conditions of the rule are fulfilled.

This is how you create or change a sequence of actions

1   Click on "Sequence of Actions".
The window"Sequence of Actions – Definition" appears.

See also *2.5 Defining Actions*, page 24.

2.4   RULE WIZARD

The Rule Wizard will support you during rule creation and modification. This allows you to simply enter conditions and the sequence of action to be carried out.

Window Layout for the Rule Wizard

The Rule Wizard consists of a series of similar windows.

The "Name of Rule" field contains the name of the edited rule. In the field below this you can choose between several entries or you can enter data directly. The current contents of the rule description are shown in the "This rule will be used…" field.

Button	Function
"<Back" and "Next >"	These are used to move to the dialog field with either the previous or the next step. When a step is completed, all entries will always be checked to ensure that they are correct and complete. If this is not the case, then you will be asked to correct or complete your entries.
"Cancel"	This ends the Rule Wizard and all entries are rejected.
"Finish"	This ends the Rule Wizard and saves all entries. This button appears in the last window if you have made all of the necessary entries. You can then check your entries once again using "<Back". If you exit the Rule Wizard, the rule is activated in the rule book.

2.4.1   SITUATIONS

When you call the Rule Wizard (*This is how you create a new user rule*, page 16 or *This is how you modify a user rule*, page 17) the Rule Wizard will open. If you click on "Next>" you will move on to the "Situations" window. Here you describe under what circumstances the rule should be applied. All allowed situations, i.e. the system situations, are listed under "This Rule shall apply under the following situations…". A rule can be applied to different situations. Situations which have already been selected are shown with a check mark.

You can select from the following situations:

- All situations
- The subscriber can be reached and the call can be connected.
- The line is busy, which means that the subscriber is currently making a call and all lines are busy or the option "Disable secondary call" is activated.
- The status of the subscriber is set to "Away" within the rich presence information.

- The status of the subscriber is set to "Do not disturb" within the rich presence information.
- The subscriber is "absent" according to the calendar.
- The subscriber is "busy" according to the calendar.
- The subscriber is not logged on to the SwyxServer.

> ⚠️ Note that the information "absent" and "busy" according to Outlook Calendar can only be updated at certain intervals (presetting: 15 minutes) from Outlook to the Exchange Server. It is only available for rule processing after the update has taken place. These settings can be changed in Outlook under "Tools | Options | Settings | Calendar options… | Free/Busy Options" Remember that a very small value will lead to network overload.

A calender query is also possible under Lotus/IBM/HCL Notes. This requires the installation of Lotus/IBM/HCL Notes SDK. Unlike Microsoft Outlook, Lotus/IBM/HCL Notes does not allow qualification concerning local appointments and absences. The "Freetime" query in Lotus/IBM/HCL Notes interprets all-day events as "absent" and all other appointments will be treated as "busy".

> ℹ️ The information concerning whether a user is "absent" or "busy" is only required when the Exchange Server starts the first call handling. If this query appears several times during call handling, the value of the first query will be applied again.

This is how you define the situations for a rule

1 Select "This rule shall apply in the following situations…" and activate the checkbox of the situation you want.
A check mark will appear in the box in front of the selected situation.
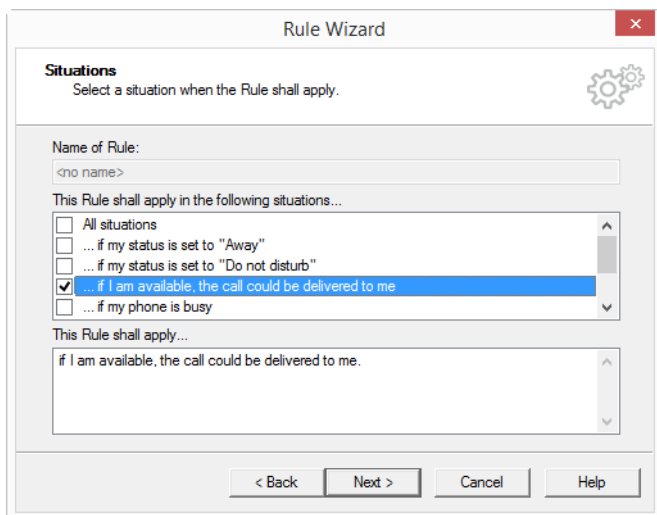
2 Repeat step **(1)** until you have selected all of the situations in which the rule should be applied.

3 If you wish to remove your selection of a situation, just deactivate the corresponding checkbox.
   The check mark will be removed.

4 Click on "Next>".
   The window"Rule Wizard - Type of Call" appears.

2.4.2   TYPE OF CALL

In the window "Rule Wizard-Type of Call" () you can define additional conditions.

All possible types of calls are listed under "This rule shall apply for the following calls...". A rule can be applied to different types of calls. Conditions which have already been selected are shown with a check mark.

Condition with Parameters

If a condition requires additional information (for example, the telephone number), then the necessary information is underlined in the condition. You will see the exact value under "This rule will be used...". It is shown underlined.

When a condition is newly selected, a window, which requests the value, will automatically appear. To change an entry in a condition which has already been selected, click on the underlined value in the rule description.

You can select from the following supported conditions in regards to the type of call:

● Calls from any number

● Calls from caller ID
   You can take the caller ID from the address book or enter it directly. You can enter several different numbers by separating them with a semicolon.

● Caller without Caller ID (you see 'XXX' in the display)

● SwyxWare internal calls only

● External calls only

● Calls to caller ID
   You can take the number from the address book or enter it directly.

● Calls to any of my numbers (if you have several numbers).

Wildcards can also be used here, for example, in order to be able to specifically identify international calls by entering "000*" (Public line access+ international country code). In doing so, '*' can stand for several numbers and '?' for exactly one number.

You can combine the conditions concerning the caller's number with the conditions concerning the number dialed.

This is how you define the conditions of the call types for a rule

1 Activate the checkbox of the condition you want under "This rule shall apply for the following calls...".
   A check mark will appear in front of the selected call type.
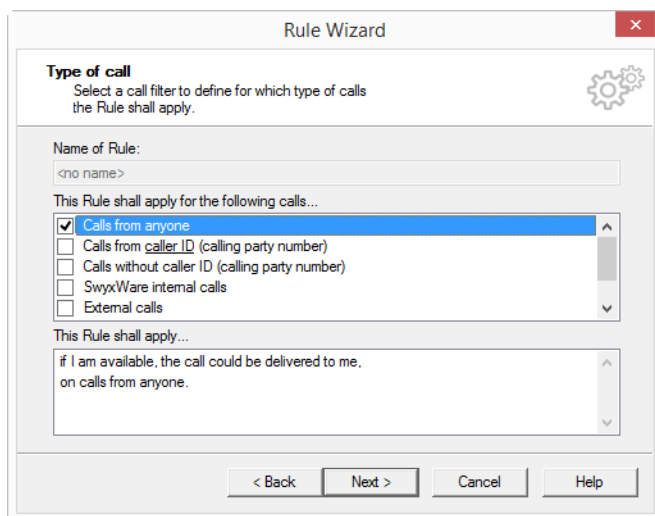
2 If a parameter is underlined in a condition, more detailed information is required. In this case, an additional window will automatically appear.
Enter the appropriate value and click "OK" to close the window.

3 Repeat steps **(1)** and **(2)** until you have selected all of the call conditions.

4 If you wish to remove your selection of a call type, just deactivate the corresponding checkbox.
The check mark will be removed.

5 Click on "Next>".
The window"Rule Wizard - Time of Call" appears.

2.4.3 TIME OF CALL

In the window "Rule Wizard-Time of Call" () you can define additional conditions.

All possible times are listed under "This rule shall apply at this time...". A rule can be applied to different times. Conditions which have already been selected are shown with a check mark.

Condition with Parameters

If a condition requires additional information (for example, a day of the week or a time of day), then the information required is underlined in the condition. You will see the exact value, which is shown underlined, under "This rule will be used...".

When a condition is newly selected, a window, which requests the value, will automatically appear. To change an entry in a condition which has already been selected, click on the underlined value in the rule description.

You can select from the following supported conditions in regards to the time of the call:

- At any time
- On weekends
- During the week (Monday to Friday)
- On specific days of the week
  You can activate the day(s) of the week you want in the "Add Week-day(s)" dialog.
- Within a specified time period and
- Outside a specified time period
  You can define the time period you want in the "Time Period" dialog.

This is how you define the conditions for the times in a rule

1 Activate the checkbox of the condition you want under "This rule shall apply at this time...".
A check mark will appear in front of the selected call time.

2 If a parameter is underlined in a condition, more detailed information is required. In this case, an additional window will automatically appear.
Enter the appropriate value and click "OK" to close the window.

3 Repeat steps (1) and (2) until you have selected all of the times.

4 If you wish to remove your selection of a point in time, just deactivate the corresponding checkbox.
The check mark will be removed.

5 Click on "Next>".
The window "Rule Wizard - Exception" appears.

2.4.4 EXCEPTION

You can define an exception in the "Rule Wizard-Exception" window ().

All possible exceptions are listed under "Exception for rule (if appropriate)".

Exception with Parameters

If an exception requires additional information (for example, a telephone number, time, or day of the week), then the information required is underlined in the condition. You will see the exact value, which is shown underlined, under "This rule will be used…".

When a new exception is selected, a window, which requests the value, will automatically appear. To change an entry in an exception which has already been selected, click on the underlined value in the rule description.

You can select from the following exceptions:

- Except on specific days of the week
  You can activate the day(s) of the week you want in the "Add Weekday(s)" dialog.

- Except for calls from number
  You can take the caller ID from the address book or enter it directly.

- Except for calls to a caller ID
  You can select the desired number.

- Except on weekends

This is how you select an exception to the rule

1 Select the exception you want from the "Exception for rule (if appropriate)" drop-down list.

2 If a parameter is underlined in an exception, more detailed information is required. In this case, an additional window will automatically appear.
Enter the appropriate value and click "OK" to close the window.

3 If you do not wish to select an exception, select "<No Selection>" from the drop-down list.

4 Click on "Next>".
The window "Rule Wizard - Actions" appears.
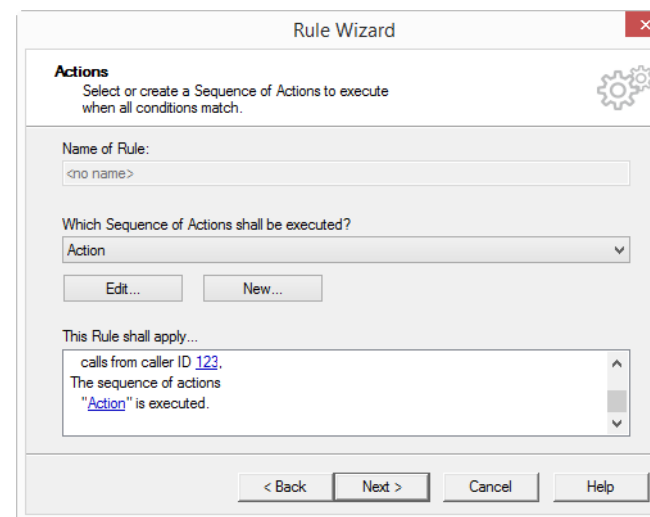
2.4.5   ACTIONS (SEQUENCE OF ACTIONS)

In the "Rule Wizard - Actions" window (), you indicate what actions should be carried out when a rule applies.

All available sequences of actions are listed under "Which Sequence of Action shall be executed?".

If you do not want to use any of the sequence of actions listed, you can either modify the existing sequence of action or create a new one.

This is how you select a sequence of action for the rule

1 Select the sequence of action you want from the "Which Sequence of Action shall be executed?" drop-down list.

2 If you do not wish to select an exception, select <"No Selection>" from the drop-down list.

3 Click on "Next>".
The window "FinishRule Wizard" appears, see *2.4.6 Rule Wizard*, page 24.

This is how you modify the sequence of actions

1 Select the sequence of actions to be modified from the "Which Sequence of Action shall be executed?" drop-down list.

2 Click on "Edit".
The "Sequence of Actions – Definition" window will appear.

See also *2.5 Defining Actions*, page 24.

If the action sequence contains an action created with the Graphical Script Editor, see *3.4.3 Modifying a Script*, page 72.

This is how you create a sequence of actions

1 Click on "New...".
The window "New Sequence of Actions" appears. The name of the new sequence of actions can be entered here.

2.4.6   RULE WIZARD

Finally, the last window of the Rule Wizard, the " Finish Rule Wizard " window, will appear.

If you create a new rule, you will now define the name of the rule. You can also change the name of an existing rule.

Furthermore, you indicate whether additional rules can be applied if the call is not picked up by this rule.

Example:

> You have a rule "E-mail to Sales Representative". With the help of this rule, the number of the caller will be sent per e-mail to your sales representative. However, the call is still not picked up by this rule. Additional rules can still be applied fort his call, for example the call could be forwarded to another number or an announcement can be played.

This is how you conclude the editing of a rule

1   If you are dealing with a new rule or you would like to change the name of a rule, enter the new name in the field "Name of Rule".
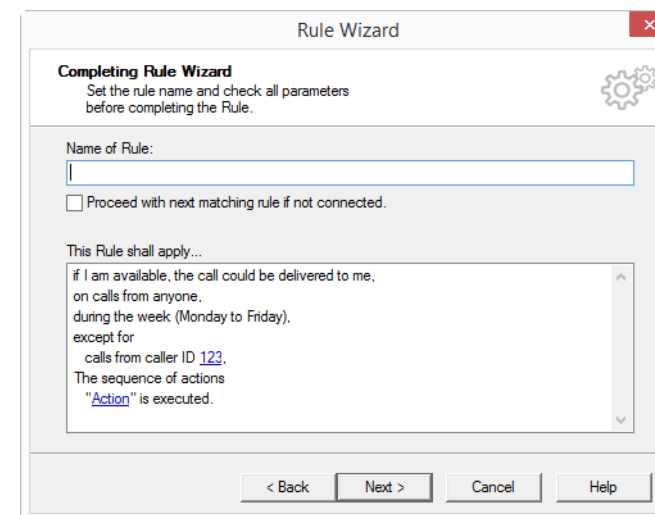
2   Activate the checkbox "Proceed with next matching rule if not connected" in order to have further applicable rules executed if the call still could not be picked up.

3   Click "Finish".
The rule will be saved and the Rule Wizard will be ended.

⚠️   The rule just processed is activated in the rule book of the Call Routing Managers even if it was deactivated before the changes were made.

2.5   DEFINING ACTIONS

A sequence of actions is always entered in a rule (*1.8 Sequence of Actions*, page 8). The actions contained there will always be executed when the conditions of a rule apply.

A sequence of actions consists of actions and, if necessary, nested sequence of actions calls. In the following, when we mention a sequence of actions, we mean the sequence of actions which is called within the rule. *Nested sequences of actions* are those sequences of actions which are contained within a *sequence of actions*.

Action scripts, which were created using the Graphical Script Editor, are considered to be an action. In order to run such a script in a rule, you must add this script to a sequence of actions.
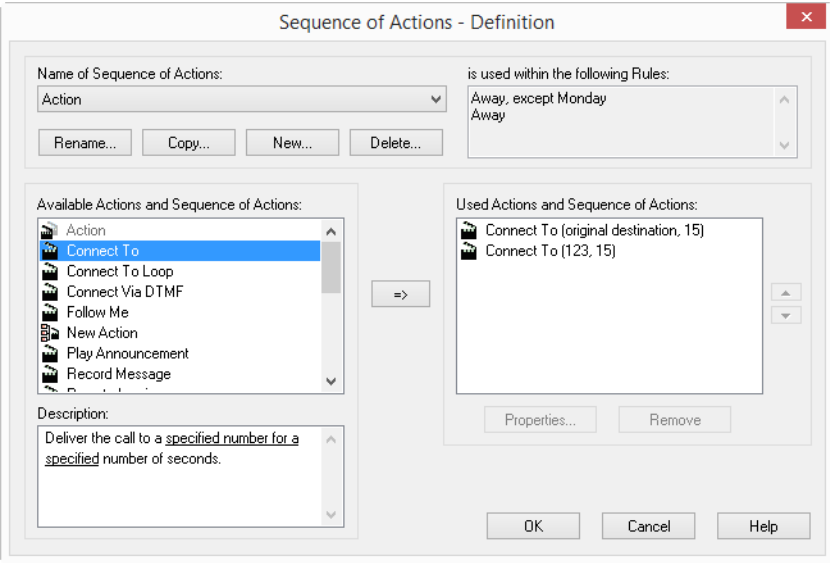
The window shows a sequence of actions. In the upper left of the "Name of Sequence of Actions" drop-down list you will see the sequence of actions name. The drop-down list is deactivated if you call this window from within the Rule Wizard. All of the rules, which use this sequence of actions, are listed in the upper left under "is used within the following rules".

All actions and sequence of actions are shown in alphabetical order in the middle and to the left under "Available Actions and Sequence of Actions". All actions and contained sequence of actions, which have been set for the current sequence of actions, are shown in the middle and to the right under "Used Actions and Sequence of Actions". The following symbols are used here:

Symbol	Explanation
	Action If they exist, the parameters are highlighted in blue and underlined (*2.6 Parameters of the Actions*, page 30).

Symbol	Explanation
	Sequence of Actions A sequence of several actions or sequence of actions
	Action Script Action, created using the Graphical Script Editor. The parameters of this action can only be changed using the Graphical Script Editor.

You will find the description of the action or the nested sequence of actions, which is currently highlighted, under "Description" located on the lower left. If an action requires additional entries (for example, the telephone number, day of the week, time), the exact value is shown underlined. To modify such a parameter, click on the underlined value (*2.5.5 Modify Action (modifying the parameters of an action)*, page 27).

> ⚠️ If you would like to change the parameters in an action script, you must open this script with the Graphical Script Editor.

You can execute the following functions from this window:

- *2.5.1 Create New Sequence of Actions*, page 25
- *2.5.2 Delete Sequence of Actions*, page 26
- *2.5.3 Copy Sequence of Actions*, page 26
- *2.5.4 Rename Sequence of Actions*, page 26
- *2.5.5 Modify Action (modifying the parameters of an action)*, page 27
- *2.5.6 Modify nested Sequence of Actions*, page 27
- *2.5.7 Add Action*, page 28
- *2.5.8 Add Sequence of Actions*, page 28
- *2.5.9 Remove Action or Nested Sequence of Actions*, page 29
- *2.5.10 Change Order within Sequence of Actions*, page 29
- *2.5.11 End the editing of Sequence of Actions*, page 30

2.5.1 CREATE NEW SEQUENCE OF ACTIONS

Carry out the following steps to create a new sequence of actions.

To create an action with the Graphical Script Editor, see *3.4.2 Creating a New Script*, page 68.

This is how you create a new sequence of actions

1 Click on "New...".
The window "New Sequence of Actions" appears.

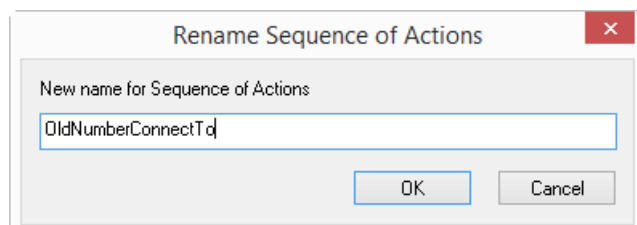**2** Enter a name for the new sequence of actions.

3 Click on "OK".
The name will appear under "Name of Sequence of Actions". The "Used Actions and Sequence of Actions" field is empty.
Continue with
- *2.5.7 Add Action*, page 28 resp.
- *2.5.8 Add Sequence of Actions*, page 28

2.5.2   DELETE SEQUENCE OF ACTIONS

When a sequence of actions is deleted, it is removed from the rule book.

ℹ️ Sequence of actions, which are still in use in rules, cannot be deleted.

This is how you delete a sequence of actions from the rule book

1 Select the sequence of actions to be deleted from the list found under "Name of Sequence of Actions".
The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".
If the selected sequence of actions is still being applied in a rule, in the upper right you will be able to see in which rule it is still in use. It is not possible to delete a sequence of actions which is in use.

2 Click on "Delete".
The window appears which asks if you really want to delete the sequence of actions.

3 Click on "Yes".
The sequence of actions will be deleted from the rule book and it will no longer be displayed.

2.5.3   COPY SEQUENCE OF ACTIONS

Sequence of actions can be copied in order to make changes to the copy, for example.

This is how you copy a sequence of actions

1 Select the sequence of actions to be copied from the list found under "Name of Sequence of Actions".
The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2 Click on "Copy".
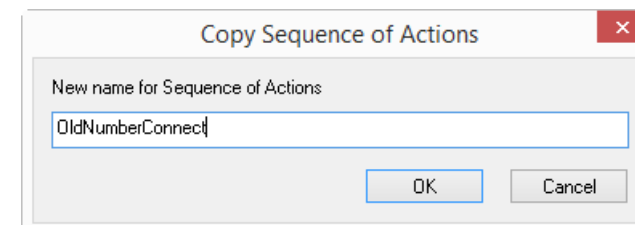
The "Copy Sequence of Actions" window will appear.

3 Enter a name for the new sequence of actions.

4 Click on "OK".
The name will appear under "Name of Sequence of Actions". The contents of the new sequence of actions are shown under "Used Actions and Sequence of Actions".

2.5.4   RENAME SEQUENCE OF ACTIONS

It is possible to change the name of a sequence of actions in order to make it more identifiable.

This is how you define a new name for a sequence of actions

1   Select the sequence of actions to be renamed from the list found under "Name of Sequence of Actions".
    The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2   Click on "Rename".

The "Rename Sequence of Actions" window will appear.

3   Enter the new name.

4   Click on "OK".
    The new name will appear under "Name of Sequence of Actions".

2.5.5   MODIFY ACTION (MODIFYING THE PARAMETERS OF AN ACTION)

You will find the description of the action currently highlighted under "Description". If an action requires additional information (parameters), for example, the telephone number, day of the week or time, the exact value is shown underlined (*1.8 Sequence of Actions*, page 8).

ⓘ   Only the parameters of a given action will be modified; the parameters of other actions will not be affected by this change.

This is how you modify an action within a sequence of actions

1   Select the sequence of actions to be modified from the list found under "Name of Sequence of Actions".
    The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2   There you can select the action you would like to modify.
    You will find a brief explanation under "Description".

3   You have several options:
    ● Click on "Properties".
      Or
    ● Click the underlined parameter found under "Description".
    In each case, a window containing the current values for this action's parameters will appear (you will find more information on the available actions in *2.6 Parameters of the Actions*, page 30).

4   Enter the values you want here.

5   Click on "OK".
    The modified sequence of actions is shown under "Used Actions and Sequence of Actions" and "Description".

ⓘ   Double-clicking the action will also display the window with the current values for the action's parameters.

⚠   If the action was created with the Graphical Script Editor, see also *3.4.3 Modifying a Script*, page 72.

2.5.6   MODIFY NESTED SEQUENCE OF ACTIONS

If you would later like to change a nested sequence of actions, follow these steps.

This is how you modify a sequence of actions contained within a sequence of actions

1   Select the sequence of actions to be modified from the list found under "Name of Sequence of Actions".
    The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2 There you can select the sequence of actions you would like to modify.

3 Click on "Properties".
The window " Action: <Name of action>" appears. Here you can now modify an action (*This is how you modify an action within a sequence of actions*, page 27) or, if necessary, a contained sequence of actions.

4 Click on "OK" in the "top" window to close the window.
The modified sequence of action is shown under "Used Actions and Sequence of Actions" and "Description".

5 Repeat step **(4)** until you have modified all nested sequences of actions.

> Double-clicking on the sequence of actions will also display the "Sequence of Actions – Definition" window.

> The modification of nested sequences of actions may affect other rules or sequences of actions, which also contain this sequence of action.

> Contains the included action sequence Actions created with the Graphical Script Editor, see also *3.4.3 Modifying a Script*, page 72.

2.5.7   ADD ACTION

Sequences of actions consist of

- one or more actions with parameters,
- one or more sequences of actions.

The selected sequence of actions can be expanded by adding more actions.

This is how you add an action within a sequence of actions

1 Select the sequence of actions to be modified from the list found under "Name of Sequence of Actions".
The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2 Select the action you would like to add under "Available Actions and Sequence of Actions".
You will find a brief explanation under "Description".

3 ⇒ Click on.
A window will appear for the parameters of this action. See also *2.6 Parameters of the Actions*, page 30.

4 Enter the values you want here.

5 Click on "OK".
The added action is shown as the last item of the list located under "Used Actions and Sequence of Actions" and "Description".

6 Click on
- "Arrow up", in order to move the action/nested sequence of actions towards the top of the list,
- "Arrow down", in order to move the action/nested sequence of actions towards the bottom of the list.

2.5.8   ADD SEQUENCE OF ACTIONS

When adding (nested) sequences of actions, you can decide whether the sequence of actions inserted is the original or a copy. The copy is saved under its own name as a separate sequence of actions. You can then customize this copy to meet your requirements without changing the original sequence of actions.

This is how you add a sequence of actions within a sequence of actions

1 Select the sequence of actions to be modified from the list found under "Name of Sequence of Actions".

The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2 There you can select the sequence of actions you would like to add. You will find a brief explanation under "Description".

3 ⟹ Click on.
The window "Add Sequence of Actions" will appear.

You have several options:

1 Click on "Original" to add the original sequence of actions.
The window will then disappear. The added sequence of actions is shown under "Used Actions and Sequence of Actions" and "Description".

Or

1 Click on "Copy" to save the added sequence of actions under a separate name.
The "Copy Sequence of Actions" window will appear.

2 Enter the new name.

3 Click on "OK" to close the window.
The window "Sequence of Actions – Definition" will appear once again and will cover the one previously shown.

4 Click on "OK" in the "top" window to close the window.
The copied sequence of actions is shown under "Used Actions and Sequence of Actions" and "Description". It is now possible to edit the sequence of action further.

Or

1 Click on "Content" to add the content of the original sequence of actions.
The contents of the original sequence of actions are shown under "Used Actions and Sequence of Actions".

2.5.9 REMOVE ACTION OR NESTED SEQUENCE OF ACTIONS

If you remove an action or a nested sequence of actions from a sequence of actions, it will remain in the rule book, but it will no longer be used within this sequence of actions.

This is how you remove an action or a nested sequence of actions from a sequence of actions

1 Select the sequence of actions to be modified from the list found under "Name of Sequence of Actions".
The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2 Select "Used Actions and Sequence of Actions" and click on the action/nested sequence of actions you would like to remove.
You will find a brief explanation under "Description".

3 Click on "Remove".
The action/sequence of actions will be removed from the sequence of actions and it will no longer be displayed.

2.5.10 CHANGE ORDER WITHIN SEQUENCE OF ACTIONS

If a rule applies, then the actions and nested sequences of actions will be executed in the order which has been specified.

This is how you move an action or a nested sequence of actions within a sequence of actions

1 Select the sequence of actions to be modified from the list found under "Name of Sequence of Actions".
The contents of the sequence of actions are shown under "Used Actions and Sequence of Actions".

2 Select "Used Actions and Sequence of Actions" and click on the action/nested sequence of actions you would like to move.
You will find a brief explanation under "Description".

3 Click on
● "Arrow up", in order to move the action/nested sequence of actions towards the top of the list,
● "Arrow down", in order to move the action/nested sequence of actions towards the bottom of the list.

2.5.11 END THE EDITING OF SEQUENCE OF ACTIONS

After definition of the sequences of actions has been completed, you can either confirm or reject the changes made.

This is how you conclude the editing of a sequence of actions

1 Click on
  - "OK" to save your changes.
  - "Cancel" to reject your changes.

  In each case, the "Sequence of Actions – Definition" window will be closed. You will then return to the window from which you called Edit Sequence of Actions.

2.6 PARAMETERS OF THE ACTIONS

A sequence of actions is set for each rule contained in the rule book. This sequence of actions is executed when a rule applies. This sequence of actions consists of actions and, if necessary, sequences of actions which, in turn, also contain actions.

If you would like to use an action within a sequence of actions, you must define your parameters.

The following actions are available:

- *2.6.1 Play Announcement*, page 30
- *2.6.2 Connect To*, page 31
- *2.6.3 Connectvia DTMF*, page 31
- *2.6.4 Send email*, page 32
- *2.6.5 Remote Inquiry*, page 32
- *2.6.6 FollowMe (Redirect call)*, page 33
- *2.6.7 Record Message*, page 36
- *2.6.8 Terminate call*, page 37
- *2.6.9 Loop*, page 37
- *2.6.10 Voice Box*, page 38

⚠️ If the action was created with, see *3.4.3 Modifying a Script*, page 72.

2.6.1 PLAY ANNOUNCEMENT

The action "Play Announcement" plays an announcement for the caller. If the call has not yet been picked up, it will automatically be picked up before this action is executed.

The action is terminated

- when the caller goes on hook (termination of the call),
- after the announcement has been played.

This is how you set the parameters for the action used to play an announcement

1 Define the announcement.
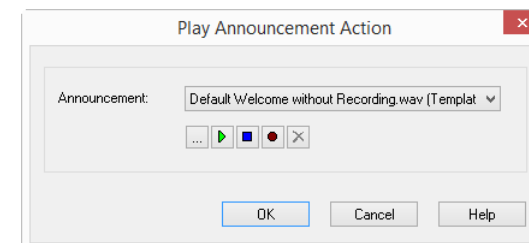
You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on ☐ .
- Click on ▶ , to listen to the selected file. Click on ■ to stop playing the file.
- To record a new announcement, click on ● : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement.

Stop recording by clicking on [■] .

- To delete the selected file, click on [✕] .

ℹ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

2 Click on "OK".

2.6.2 CONNECT TO

The action „Connect To" transfers the call to the target telephone number. A time limit (Timeout) limits the time period in which a connection establishment it is tried.

The action is terminated

- after a successful forwarding (call is picked up),
- if the destination telephone number is busy,
- by interrupting the connection (e.g. the caller goes on hook)
- when the Timeout has expired if the call could not be connected.

This is how you define the parameters for Connect To

1 Indicate where the call should be transferred. The options include a telephone number, a symbolic name (if this has been recorded in the Phonebook) or the "original destination". You can also select the telephone number from the Phonebook or from the drop-down list.

⚠ If a connection subject to costs is set up while forwarding, e.g. to a cell phone, then these costs will be charged to you.

For detailed information on the use of the Phonebook see the SwyxIt! documentation.

2 Enter the amount of time which should be spent on attempting to reach the target telephone number in the field "Connect call for... seconds" (Timeout). If you enter a "0" here, the call will not be returned to you, but rather the connection attempt will continue "forever". (Most telephone companies terminate a connection, which has not been picked up, after a certain amount of time, for example, Deutsche Telekom terminates such calls after two minutes.)

3 Please define if the call will be signaled on your SwyxIt! Mobile device.

4 Indicate whether the Call Routing of the destination should be continued.

⚠ If the Call Routing of the destination is activated, this call will not be returned to you but rather it be further processed according to the rules of the destination. Actions, which have to do with the call itself, can no longer be executed.

5 Click on "OK".

2.6.3 CONNECTVIA DTMF

The action "Connect Via DTMF" results in the incoming call being connected if this has not already taken place due to a previous action. The system then waits for the entry of a numeric sequence by the caller using inband signaling. This sequence must be concluded by pressing the hash button(#). Then an attempt is made to connect the call to the number entered by the caller.

ℹ️ Because no parameters must be defined for this action, no dialog will appear for parameter entry.

⚠️ If a connection subject to costs is set up while forwarding via DTMF, then these costs will be charged to you.

2.6.4 SEND EMAIL

The action "Send E-mail" sends an e-mail, which can contain a recorded message (*2.6.7 Record Message*, page 36).

ℹ️ You must first record a message if you want to send it in an email.

You can individually design a subject line and the e-mail text for the e-mail. For both of these entries, it is possible to use a placeholder for specific call information which is automatically replaced with the appropriate value bySwyxServer when the e-mail is sent.

The following placeholders are possible:

- %n = the telephone number of the caller
- %u = the name of the caller, only in the case of internal calls
- %d = the date and time at the time when executing an action (format: DD.MM.YYYY HH:MM:SS)
- %l = length of the recorded file (saved temporary file), which is stored on the SwyxServer (Format: mm:ss).

The action will be ended after the e-mail is sent.

ℹ️ Please remember that messages which are less than 2 seconds long will not be forwarded.

This is how you set the parameters for the action which sends voice message as an e-mail

1 Enter the recipient of the E-mail in the field "Send E-mail to".

2 Enter the subject of the e-mail in the field "Subject".
3 Enter the text of the E-mail in the field "Body".
4 Activate "Attach recorded messages" to send the recorded file as an attachment.
5 Click on "OK".

2.6.5 REMOTE INQUIRY

⚠️ The number of voice messages, which are made available for remote retrieval, is limited to the most recent hundred .

A differentiation is made between

- the standard Remote Inquiry
  This Remote Inquiry is for a user in all rules the same (standard) Remote Inquiry. This Remote Inquiry can also be directly defined in the redirection rules of SwyxIt!. If the standard Remote Inquiry is changed, it will be changed for all other redirection rules as well!

- a special Remote Inquiry
  This Remote Inquiry is defined in the Call Routing Manager for a particular rule, for example with a special password. The standard Remote Inquiry is not changed in this case.

You will receive a PIN (Personal Identification Number) from your administrator. If, in addition to your SwyxPhone, you also have the option of configuring the standard remote inquiry in SwyxIt!, you can also change the PIN there.

This is how you define the parameters for standard Remote Inquiry or a special Remote Inquiry

1 Define whether you would like to use your normal Standard Remote Inquiry (with or without PIN) or whether you would like to use a special Remote Inquiry for this action (e.g. with a different PIN):

2 Here you define the PIN with which you will identify yourself later during Remote Inquiry. Select a non-trivial sequence of numbers with a minimum of five numbers and confirm it.
   If you configure the Standard Remote Inquiry within a redirection or system rule, you will always be asked for your user PIN. If you are calling from your own extension number, for which this Call Forwarding was configured, you will not be asked for your PIN.

3 Enter the PIN in the field "Confirm PIN:" once again.

.

2.6.6 FOLLOWME (REDIRECT CALL)

The FollowMe action attempts to reach the called subscriber (you) at different telephone numbers:

- First you indicate whether or not the call should be picked up immediately, regardless of whether the call is to be connected or redirected.

- If the call is picked up *immediately*, an announcement will be played, for example, a greeting similar to "Hello, you have reached the xyz company. You will now be connected with the appropriate subscriber".

- Next, an attempt will be made to deliver the call to you for a specific period of time and/or to redirect the call to other numbers. A time period must be entered for each of these redirections.

- You can specify whether the caller is connected to your Voice Box (answering machine) if all forwardings were unsuccessful.

- You can also indicate whether the caller hears a corresponding announcement before each redirection. It is also possible to cancel the forwarding with the hash key (#) and to switch through to the Voice Box. An example of the corresponding announcement: "Your call will be forwarded. If you would like to be directly connected to the subscriber's answering machine, please press the hash button".
- Remote interrogation allows you to listen to the Voice Box from any telephone line. When calling your SwyxWarenumber, you identify yourself to SwyxWare using your PIN and can then listen to, repeat and, if necessary, delete first the new and then all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

The action is terminated

- after a successful forwarding (call is picked up),
- by interrupting the connection (e.g. the caller goes on hook)
- if a voice message of the caller was recorded or
- after the Remote Inquiry has been completed.

⚠️ If a connection subject to costs is set up while forwarding, then these costs will be charged to you.

This is how you set the parameters for the FollowMe action

1 To pick up the call immediately,
- activate "Accept call, play announcement" and
- define the file for the announcement.

You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on ⬚ .
- Click on ▶ , to listen to the selected file. Click on ◼ to stop playing the file.
- To record a new announcement, click on ● : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ◼ .
- To delete the selected file, click on ✕ .

ℹ️ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

2 In order to have the call signaled at your desk for a specific period of time (your telephone "rings"),

- activate "Connect call to original destination for" and
- enter how long the call should be signaled until it is redirected.

3 To redirect the call (1st redirection),

- activate "Connect call to" and
- define where the call should redirected (it is possible to indicate a telephone number or a symbolic name if it has been entered in the Phonebook. The telephone number can also be selected from the Phonebook.) and
- enter the period of time after which the redirection attempt will be cancelled if it was not successful.

Additional external numbers can be entered for use with "Parallel Call Signaling". This makes it possible to signal the connected call parallelly on all terminal devices referenced by the entered numbers. The call is made on the device which is first to pick up the call.

For detailed information on the use of the Phonebook see the SwyxIt! documentation.

4 In case the 1st redirection attempt was not successful, you can set the 2nd redirection (the same as 1st redirection).

5 In case the 2nd redirection attempt was not successful, you can set the 3rd redirection (the same as 1st redirection).

6 In case no forwarding attempt was successful, you can activate "Transfer call to Voice Box" to connect the caller to Voice Box.

7 Open the "Voice Box" tab.

8 Specify whether you want to use your normal Standard Voice Box or whether you want to define a special Voice Box (e.g. with a different announcement) for this action.
If you want to use the standard Voice Box, activate this option. You can still change the standard Voice Box here. To do so, click on "Configure...".

9 To define the text of the welcome announcement, activate "Welcome announcement".
You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...] .

  Click on [▶] , to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●] : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■] .

- To delete the selected file, click on [✕] .

ⓘ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

10 Activate "Use DTMF as Caller ID" in order to ask for the caller's number if the number was not transmitted. In this case, the caller can transmit his number (Caller ID) using DTMF tones.
You can define the announcement as you did for the "Welcome Announcement".

11 Activate "Announcement" in order to set other announcements (this only makes sense if you have already asked for the caller ID in the previous step).
You can define the announcement as you did for the "Welcome Announcement".

12 Enter how long the caller's message should be recorded in the field "Maximum message length ... seconds" (Timeout).

13 In the "Send e-mail to" field, specify to whom the voice message should be sent.

14 Switch on "Start remote inquiry using * key during Voice Box announcement" to listen to your voice messages from another connection or to be able to change your instant forwarding remotely.

15 Move to tab "Remote Inquiry".
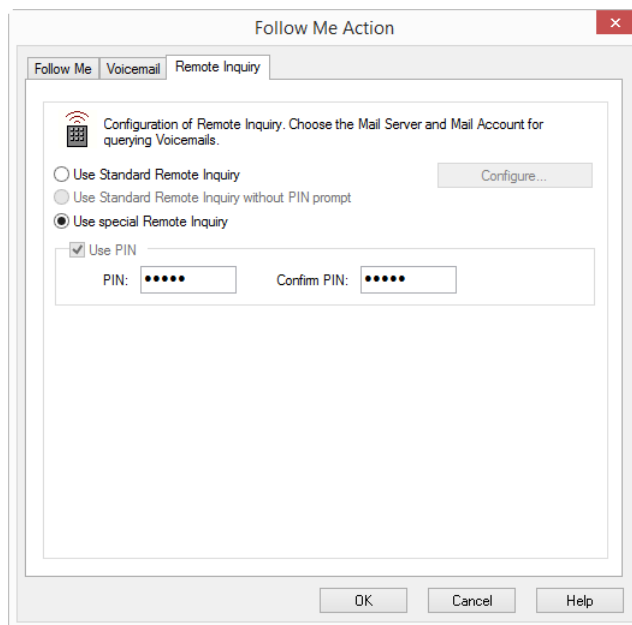
16 Define whether you would like to use your normal Standard Remote Inquiry (with or without PIN) or whether you would like to use a special Remote Inquiry for this action (e.g. with a different PIN):
- If you would like to use the Standard Remote Inquiry, activate this option. It is still possible to change the Standard Remote Inquiry here. To do so, click on "Configure...".
- The "Standard Remote Inquiry" tab will open.
- If you would like to configure a special Remote Inquiry, which is only valid for this action, activate the option "Use special Remote Inquiry".

17 Define the PIN (Personal Identification Number) to be used for identification and confirm this here.

18 Click on "OK" to close the window.
You then return to the window "Action: FollwoMe".
For information on using the Voice Box see *2.6.10 Voice Box*, page 38.
You will find detailed information on the use of Remote Inquiry in *2.6.5 Remote Inquiry*, page 32.

19 Activate "Play announcement while connecting", in order to play an appropriate announcement before each redirection attempt.
You can define the announcement as you did for the "Welcome Announcement".
Activate "Start Voice Box using # key" to allow the caller to immediately leave a message in the voice box of the desired subscriber by pressing the hash key.

20 Click on "OK".

2.6.7   RECORD MESSAGE

The action "Record Message" records the caller's message. The recording time can be limited (Timeout) so that the resulting file does not become too large. The voice message is saved linked to this call.

The action is terminated
- when the caller goes on hook (termination of the call),
- when the Timeout has expired.

This is how you set the parameters for the recording of a message action

1 Enter how long the caller's message should be recorded (Timeout) in the field "Maximum message length (3... 600):".
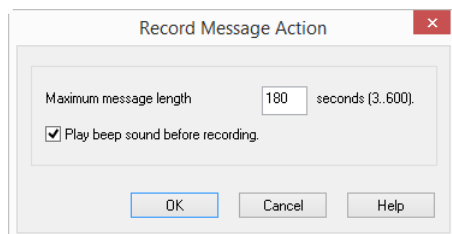
2 Define whether a beep should be played before recording begins.

3 Click on "OK".

2.6.8 TERMINATE CALL

The action "Terminate Call" ends a call, regardless of whether the call has already been picked up or not.

This is how you define the parameters for the action "Terminate Call"

1 Select the reason for the termination of the call to be communicated to the caller from the "Reason for Termination" drop-down list.
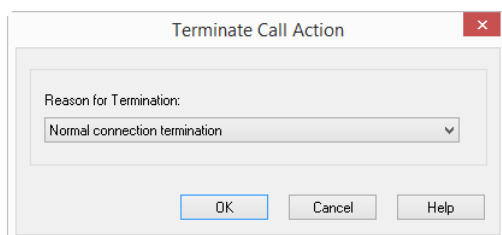
2 Click on "OK".

2.6.9 LOOP

With this action, an attempt will once again be made to connect a call to a certain destination number. The caller hears another announcement between the individual attempts. If the line is busy, the caller will hear a busy announcement defined by the system administrator.

The action is terminated

- after a successful forwarding (call is picked up),
- if the destination telephone number is busy,
- by interrupting the connection (e.g. the caller goes on hook),
- after the defined number of loops has been run through without success
- nach Ablauf des Timeouts falls der Ruf nicht durchgestellt werden konnte.

This is how you define the parameters for Connect To Loop

1 Indicate where the call should be transferred. The options include a telephone number, a symbolic name (if this has been recorded in the Phonebook) or the "original destination". You can also select the telephone number from the Phonebook or from the drop-down list.

2 Enter the amount of time which should be spent on attempting to reach the target telephone number in the field "Connect call for... seconds" (Timeout). If you enter a "0" here, the call will not be

returned to you, but rather the connection attempt will continue "forever". (Most telephone companies terminate a connection, which has not been picked up, after a certain amount of time, for example, Deutsche Telekom terminates such calls after two minutes).

3   Define the announcement.
You have several options:

- From the dropdown list select a file.

- Browse your hard drive by clicking on [...] .

- Click on [▶], to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■] .

- To delete the selected file, click on [✕] .

ⓘ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

4   Indicate how often the loop should be run through in the field "Number of Loops".

5   Click on "OK".

2.6.10 VOICE BOX

The Voice Box action connects the caller to a Voice Box you have defined for this action:

- A greeting text can be played first.

- You can indicate that the caller's number should be determined (Caller ID handling).
  If the caller's phone number (caller ID) is automatically transmitted, it is stored with the recorded voice message of the caller. You can then return the call using this number.
  If no number is transmitted, then you can ask for the number in the following manner: The caller ID announcement is played, for example, with the announcement "please dial a telephone number with your phone where you can be reached. Conclude the telephone number with the hash button". All incoming DTMF buttons entered by the caller up to the hash button (#) will be saved as the caller ID.

- You can play another greeting prompting you to leave a voice message. A beep will then automatically be played.

- The caller's voice message is recorded. The recording time can be limited (timeout) so that the file with the recorded voice message does not become too large.

- The Remote Inquiry options can be set here.

The action is terminated

- by hanging up (before or after recording the voice message) by the caller or

- when the Timeout has expired.

ⓘ The parameters of the Voice Box action, e.g. the greeting text and the length of the recording, which are set here, do not change the settings of the Standard Voice Box. In this Voice Box you can choose e.g. more special announcement texts.

How to set the parameters of a Voice Box set

1   Specify whether you want to use your normal Standard Voice Box or whether you want to define a special Voice Box (e.g. with a different announcement) for this action.
If you want to use the standard Voice Box, activate this option. You can still change the standard Voice Box here. To do so, click on "Configure...".

2   To define the text of the welcome announcement, activate "Welcome announcement".

You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...] .

  Click on [▶] , to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●] : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■] .

- To delete the selected file, click on [✕] .

> The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

3 Activate "Use DTMF as Caller ID" in order to ask for the caller's number if the number was not transmitted. In this case, the caller can transmit his number (Caller ID) using DTMF tones.
You can define the announcement as you did for the "Welcome Announcement".

4 Activate "Announcement" in order to set other announcements (this only makes sense if you have already asked for the caller ID in the previous step).
You can define the announcement as you did for the "Welcome Announcement".

5 Enter how long the caller's message should be recorded in the field "Maximum message length ... seconds" (Timeout).

6 In the "Send e-mail to" field, specify to whom the voice message should be sent.

7 Switch on "Start remote inquiry using * key during Voice Box announcement" to listen to your voice messages from another connection or to be able to change your instant forwarding remotely.

8 Move to tab "Remote Inquiry".
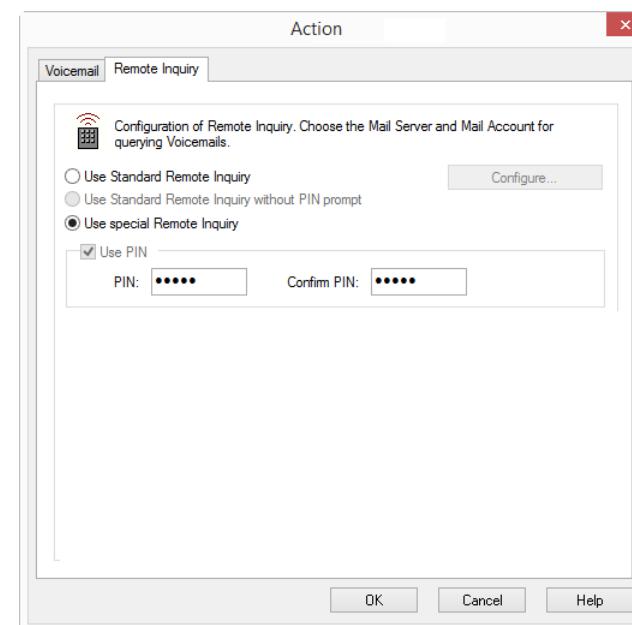
9 Define whether you would like to use your normal Standard Remote Inquiry (with or without PIN) or whether you would like to use a special Remote Inquiry for this action (e.g. with a different PIN):
   ● If you would like to use the Standard Remote Inquiry, activate this option. It is still possible to change the Standard Remote Inquiry here. To do so, click on "Configure...".
     The "Standard Remote Inquiry" tab will open.
   ● If you would like to configure a special Remote Inquiry, which is only valid for this action, activate the option "Use special Remote Inquiry".

10 Define the PIN (Personal Identification Number) to be used for identification and confirm this here.

11 Click on "OK" to close the window.

2.7 SYSTEM RULES

In the Call Routing Managers Rule Book, you will find the so-called system rules, which are marked with a separate symbol §. They represent the different kinds of redirection. You cannot rename, copy or remove these system rules. You can only change the corresponding parameters. The parameters of these rules can also be directly defined in SwyxIt! in the configuration of the redirections.

Depending on the settings you have chosen, these rules are either active or inactive.

This is how you change the parameters of a system rule

It is only possible to modify the parameters for system rules.

1 Under "use the following rules in this order", click on the rule you want to modify.
   The contents of the rule will be shown under "Description: This rule will be used...".

2 In the rule description, click on the parameter you would like to modify or double-click on the rule.
   The tabs with the current rule parameters will appear.

3 Enter the changes you would like to make.
   ● Call Forwarding Unconditional
     This system rule defines where all of your incoming calls should immediately be redirected (*This is how you forward all calls (Unconditional Call Forwarding)*, page 41).
   ● Call Forwarding No Reply
     This redirection will help you to define how calls are forwarded, if you let the telephone on your desk ring for a certain period of time or if you are not logged on to SwyxServer (*This is how you forward calls you do not answer (Forwarding No Reply)*, page 42).
   ● Call Forwarding Busy
     Here you define where the incoming call should be redirected, if you are telephoning and you have not permitted a secondary call (*This is how you forward calls if you are already telephoning (Call Forwarding Busy)*, page 44).

4 To change the Standard Voice Box, go to the "Standard Voice Box" tab.

5 Switch on the "Welcome announcement" in order to define the text of the welcome announcement.

6 Define the announcement to be played (WAV file).
   You have several options:
   ● From the dropdown list select a file.
   ● Browse your hard drive by clicking on ... .
     Click on ▷ , to listen to the selected file. Click on ■ to stop playing the file.
   ● To record a new announcement, click on ● : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ■ .
   ● To delete the selected file, click on ✕ .

ⓘ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

7 Switch "Record voice message"
- ● to play an announcement to the callers, **and** record voice messages.
  Here you can also limit the length of the recording so that the files, in which the messages are stored, do not become too large.
- ● out to play only an announcement to the callers, but **not** record voice messages.

8 In the "Send voice message to the following e-mail address" field, you specify the e-mail address to which all voice messages will be sent.

9 You will then find each recorded voice message in your e-mail client (e.g. Outlook) as an attachment to an e-mail. To listen to this voice message , double-click on the attachment.

10 Click on "OK" to close the window.

> ⚠️ Please remember that the redirection parameters, which you defined in the "Settings" menu or the shortcut menu of the "Redirection" button, will be changed here.

11 Switch on "Start remote inquiry using * key during Voice Box announcement" to listen to your voice messages from another connection or to be able to change your instant forwarding remotely.

12 To change the Remote Inquiry, switch to the "Standard Inquiry" tab.

13 Enter the paramters for the Standard Remote Inquiry (*2.6.5 Remote Inquiry*, page 32).

14 Click on "OK" to confirm the parameters.
The rule description with the modified parameters will be displayed.

2.7.1 CALL FORWARDING UNCONDITIONAL

Immediate redirection is used to define the type of redirection to be applied immediately to all of your incoming telephone calls, i.e. without delay. If Call Forwarding Unconditional is not activated, you can also delay the forwarding of calls (*2.7.2 Call forwarding No Reply*, page 42) or, if you are already telephoning, you can forward calls individually (*2.7.3 Call Forwarding Busy*, page 44).

You can also change Immediate Call Redirection from another telephone line.

This is how you forward all calls (Unconditional Call Forwarding)

1 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding…".
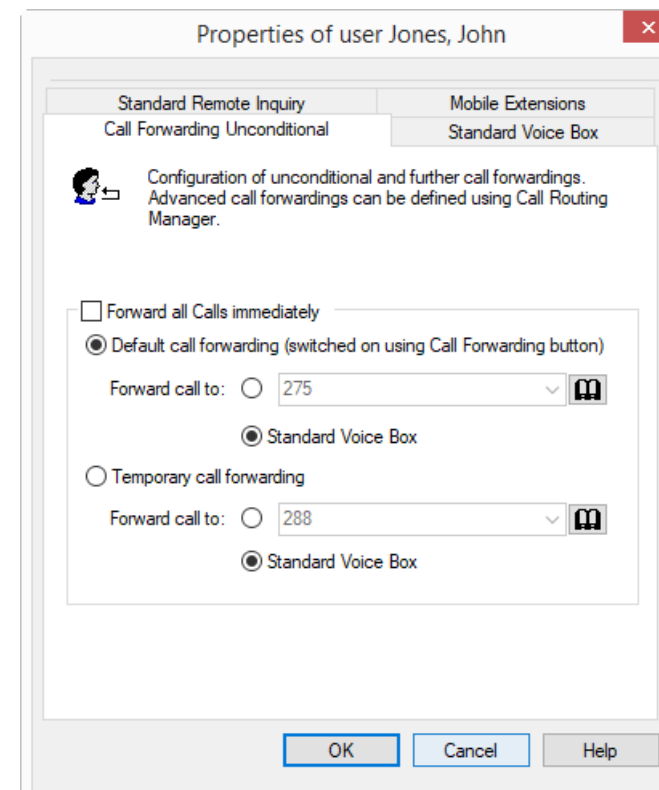
2 Activate the option "Call Forwarding Uncontitional" if you would like to activate the defined forwarding rule immediately (equivalent to activating the "Call Forwarding" button on the user interface) or leave the "Forward all Calls immediately" checkbox unchecked, if you would like to activate the defined Call Forwarding Unconditional later by clicking on the Call Forwarding button.

Properties of user Jones, John

Standard Remote Inquiry — Mobile Extensions
Call Forwarding Unconditional — Standard Voice Box

Configuration of unconditional and further call forwardings.
Advanced call forwardings can be defined using Call Routing
Manager.

☐ Forward all Calls immediately

◉ Default call forwarding (switched on using Call Forwarding button)

Forward call to: ○ 275

◉ Standard Voice Box

○ Temporary call forwarding

Forward call to: ○ 288

◉ Standard Voice Box

OK   Cancel   Help

3 Turn on the "Default Call Forwarding (switched on using the Call Forwarding button)", in order to define where the calls should be forwarded when you click on the "Call Forwarding" button on the user interface.
The Call Forwarding destination can be

- entered directly

  or

- you can select it from the Phonebook

  or

- you can still change the standard Voice Box here.

4 Switch on "Temporary forwarding" in order to forward calls without changing the settings for the "Forwarding" button.
If you later switch off the forwarding via the user interface, the forwarding configured here will not be used the next time you switch it on using the "Forwarding" button: the settings found under

"Default forwarding (switched on using forwarding button)" will be used.
This allows you to use a temporary forwarding without having to change your default forwarding and then having to restore it later.

5 Click on "OK" or switch to another tab in order to configure other forwardings.

6 Click "OK" or switch to another tab to configure the Standard Voice Box or the default remote inquiry.

If you have redirected to your Standard Voice Box, the settings you define on the tab "Standard Voice Box" are active.

The parameters defined on this tab can also be changed from another phone line.

2.7.2 CALL FORWARDING NO REPLY

With the help of this forwarding, you can define whether phone calls will be forwarded if

- you let your phone ring at your desk for a specific amount of time or
- You are not logged in to SwyxServer.

This is how you forward calls you do not answer (Forwarding No Reply)

1 Under "Call Forwarding Busy if line is idle / user is absent", activate the option "Forward calls after <number> seconds to" in order to forward calls if you do not pick up the incoming call within this time period.

This option is used when

- incoming calls are signaled for a certain period of time on your telephone and you haven't picked up the call or
- You are not logged on to SwyxServer (e.g. because you have already switched off your PC).

  In addition, you must set a delay.

  If calls, that have been transferred to you without inquiry, should not be forwarded, a waiting period of at least 20 seconds should be defined for this Call Forwarding. Within this period the "Call transfer without inquiry" is then returned and can now be transferred to another colleague.

The Call Forwarding destination can be

- entered directly

  or

- you can select it from the Phonebook

or
- you can still change the standard Voice Box here.

2   Click "OK" or switch to another tab to configure the Standard Voice Box or the default remote inquiry.

If you have redirected to your Standard Voice Box, the settings you define on the tab "Standard Voice Box" are active.

These two types of redirection (delayed or if the line is busy) can be active at the same time. When a call is received, SwyxIt! automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

2.7.3   CALL FORWARDING BUSY

This forwarding helps you to define whether phone calls should be forwarded if your line is busy (i.e. you are on the phone).

This is how you forward calls if you are already telephoning (Call Forwarding Busy)

1   Click on the "Call Forwarding Busy" tab.
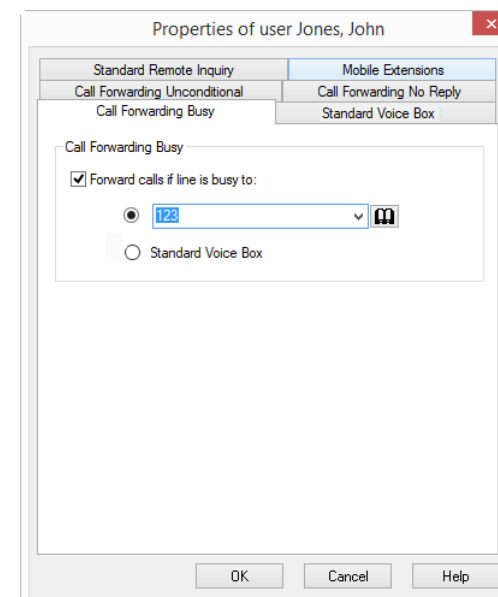
2   The Call Forwarding destination can be
- entered directly
   or
- you can select it from the Phonebook
   or
- you can still change the Standard Voice Box here.

3   Click "OK" or switch to another tab to configure the Standard Voice Box or the Standard Remote Inquiry.

If you have redirected to your Standard Voice Box, the settings you define on the tab "Standard Voice Box" are active.

These two types of redirection (delayed or if the line is busy) can be active at the same time. When a call is received, SwyxIt! automatically recognizes whether the line is free or busy and it applies the appropriate type of Call Forwarding.

> ⚠️ If a connection subject to costs is set up for the Call Forwarding, then these costs will be charged to you.

2.7.4   MOBILE EXTENSIONS

On the "Mobile Extensions" tab you can specify call signaling to an external device (see *2.7.4.1 Parallel Call Signaling*, page 45) or to a SwyxIt! Mobile client. In the case of parallel call signalling, incoming calls are also signalled on one or more external devices (e.g. ISDN telephone or cell phone) and can be picked up there as well.

You can integrate a mobile phone in your system with SwyxIt! Mobile. If you want to use this feature, Swyx Mobile has to be available and it must be enabled and configured by the administrator.

Parallel Call Signaling
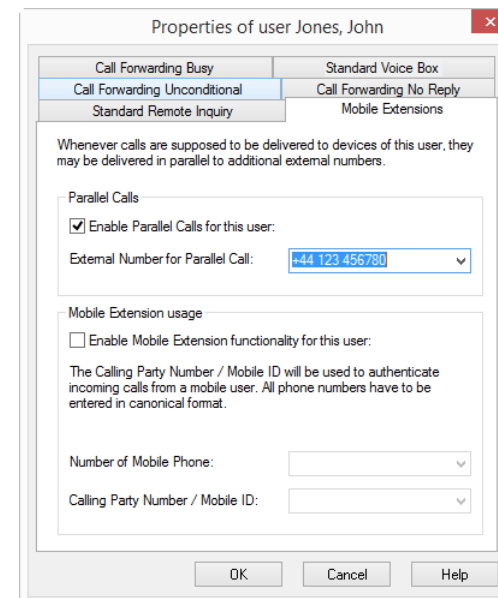
SwyxIt! Mobile and MobileExtensionManager

2.7.4.1   PARALLEL CALL SIGNALING

In the case of parallel call signaling, incoming calls are also signaled on one or more external devices (e.g. ISDN phone or cell phone) and can be picked up there as well. Enter here the phone number of any device. With parallel call signaling, no further SwyxWare functions are available on the device. If you want to make use of further telephony functions, you can use the mobile extensions directly with DTMF or with a SwyxIt! Mobile client.

This is how you specify numbers to which calls should be signaled in parallel

1   Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...".

2   Click on the "Mobile Extensions" tab.

3   Activate the checkbox "Parallel call signaling", if your incoming calls should also be signaled to another external device.

4   Enter the external number in canonical number format. If the call should be signaled to more than one external device, enter the numbers separated by a semicolon.

⚠️   If a connection subject to costs is set up for the Call Forwarding, then these costs will be charged to you.

5   Click on "OK" or switch to another tab in order to configure other forwardings.

2.7.4.2   SWYXIT! MOBILE AND MOBILEEXTENSIONMANAGER

The MobileExtensionManager offers you access to the mobile extensions. You can then easily integrate your mobile phone into the SwyxWare environment. This function must be set up and activated by the

administrator. You can make use of the mobile extensions directly with DTMF or conveniently with a SwyxIt! Mobile client.

Incoming calls that are directed to your public or internal call numbers are then signaled on all devices (e.g. IP Phones and/or SwyxIt! in the office) as well as on your mobile phone. This means that you can be reached at any time on your "normal" office number, on your mobile phone too. Furthermore, with the mobile extensions you can use many of the familiar SwyxWarefunctions, such as conferencing, hold, call forwarding, call recording and Voice Box.

This is how you define the settings for SwyxIt! Mobile and the mobile extensions

1 Open the Properties dialog, e.g. in the menu "Settings | Configure Forwarding...".

2 Click on the "Mobile Extensions" tab.

3 Activate the checkbox "Enable Mobile Extension functionality for this user". This option is only available to you if the administrator has appropriately set up the use of SwyxIt! Mobile and the mobile extensions.

4 In the field "Number of mobile Phone", enter the number of your mobile phone in canonical number format. If the call should be signaled to more than one external device, enter the numbers separated by a semicolon. This number is used for connecting incoming calls from the SwyxWare to your mobile.

5 In the field "Calling Party Number / Mobile ID", enter the number with which your mobile is recognized on the SwyxServer. The mobile ID is a numeric sequence (e.g. 1357) and can be defined for example for authentification, if the caller number is not be signaled or it is not configured on SwyxServer. This is normally identical to the number given in "Number of mobile phone".

6 Click on "OK" or switch to another tab in order to configure other forwardings.

2.7.5 STANDARD VOICE BOX

In the system rules, you can configure on the "Standard Voice Box" tab the settings of your Standard Voice Box.

You can define the text for a welcome announcement. Every subscriber who wants to leave a voice message for you will first hear this announcement. You also determine whether callers can leave a message at all and where the voice message is sent.

In addition, the Remote Inquiry options can be set here. With remote inquiry, you can, for example, listen to your voice messages from another connection or change your immediate forwarding.

The recording will be terminated

● when the caller goes on hook

● after the maximum recording time has expired

● after a pause in conversation of five seconds

● after entry of '#'.

After recording the voice message, the caller can check the recording and, if necessary, re-record the message. The menu for this is played after the recording has been completed.

The parameters defined here always apply when the call is diverted to the Standard Voice Box.

The caller can cancel the announcement or the recording of a message at any time by entering a '0'. In this case, it will then be forwarded centrally.

How to configure your Standard Voice Box

1 Open the tab "Standard Voice Box".
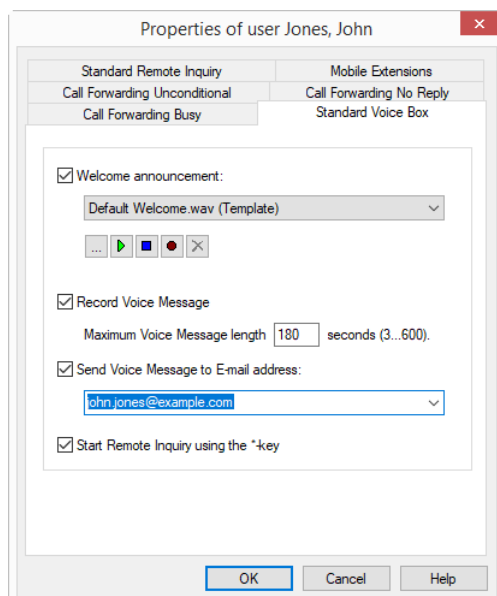
2 Activate the checkmark "Welcome" to define the welcome message. During installation, the greeting wizard has already prompted you to record the greeting for the voice message. You can change this announcement at any time in the menu "Settings|Recording Wizard".

3 Define the announcement to be played.
You have several options:
- From the dropdown list select a file.
- Browse your hard drive by clicking on [...].

 Click on [▶], to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●] : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■] .

- To delete the selected file, click on [✕] .

ⓘ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

4 Switch "Record voice message"
- to play an announcement to the callers, and record voice messages. Here you can also limit the length of the recording so that the files, in which the messages are stored, do not become too large.
- out to play only an announcement to the callers, but **not** record voice messages.

ⓘ It is recommended to limit the message length, since a voice message requires a storage space of 2 to 16 KB per recording second, depending on the compression (e.g. an announcement of 14 seconds corresponds to 28 to 224 KB, an announcement of 1:21 minutes to 1.2 MB).

5 In the "Send voice message to the following e-mail address" field, you specify the e-mail address to which all voice messages will be sent.
You will then find each recorded voice message in your e-mail client (e.g. Outlook) as an attachment to an e-mail. To listen to this voice message, double-click on the attachment.

6 Switch on "Start remote inquiry using * key during Voice Box announcement" to listen to your voice messages from another connection or to be able to change your instant forwarding remotely.

Editing a Recording

After recording a voice message, you have the following options:

DTMF entry	
⓪	Cancel the voice message and forward to the operator desk
①	Save and send the recorded message
②	Listen to the recorded message
③	Re-record a voice message. The previous message will be deleted.
✳	Start the Remote Inquiry if this has been configured.

The selection of the menu items takes place via the DTMF tones the caller enters with his telephone.

2.7.6 STANDARD REMOTE INQUIRY

Remote inquiry allows you to listen to the voice messages from any telephone line. When calling your SwyxWarenumber, you identify yourself to SwyxWare using your PIN and can then listen to, repeat and, if necessary, delete first the new and then all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

This is how you define the parameters for Standard Remote Inquiry

1 Define the PIN (Personal Identification Number) to be used for identification and confirm this here.
Select a five-digit, non-trivial sequence of numbers and confirm it.
If you configure the Standard Remote Inquiry within a Call Forwarding or system rule, you will always be asked for your user PIN. There is no checkbox for this. If you are calling from your own extension number, for which this Call Forwarding was configured, you will not be asked for your PIN.

2 Confirm your input by clicking on "OK".

> ⚠ If your password for the mail server is changed, you must also change the password here.

With the help of your information, it is now possible for SwyxServer to query the mail server during a remote inquiry and to provide you with the voice messages.

2.8 EXAMPLE RULES

If the rule examples included in the standard delivery were installed while configuring your SwyxWare user account, you will find you already have a rule book with a number of individual rules. These can be defined for a variety of purposes, for example, rules

● for a telephone central office begin with "central",
● for employees begin with "EM", and

- rules, which are appropriate for a secretary's office, begin with "Secretariate".

You will find the sample rules and the corresponding announcements in the database within your user files. This allows you to modify the rules in any way or to delete them without affecting other users.

The sample rules contain examples for sequences of actions, whereby the names of the sequences of actions correspond to the names of the sample rules in which the respective sequence of actions is used. The following sample sequences of actions have been included:

- Employee vacation
- Employee absent
- Employee present
- Employee busy
- Secretariate, not business hours
- Operator desk busy, business hours
- Operator desk available, business hours
- Operator desk, business hours, internal calls
- Operator desk, weekend
- Operator desk, not business hours

These sequences of actions can be used to create your own sequences of actions. This is done by replacing the sample data and announcements with your own information and then customizing the individual actions, if necessary.

3   THE GRAPHICAL SCRIPT EDITOR

The Graphical Script Editor is an additional component of the Call Routing Managers software, which offers the user a comfortable interface especially to illustrate complex rules for call handling. The rules created in this way - as those created with the Rule Wizard- will be saved on the SwyxServer and in the run in the set sequence in the Call Routing Manager. The Graphical Script Editor provides the user with simple symbols and tools to define the complex processes for the handling of the forwarding of incoming calls. The user can use a situation-related message to enter into a "dialog" with the caller and to save, forward, or play recorded messages. The Graphical Script Editor is a component of the option pack SwyxECR (Extended Call Routing).

This documentation describes how the Graphical Script Editor of SwyxWare works and how to define, check, and activate rules and actions.

⚠️ When saving and processing personal data, observe the respective applicable legal data protection regulations.

A detailed description of how the the Graphical Script Editor works with the Call Routing Manager can be found in *2.2 Rule Wizard or Graphical Script Editor?*, page 13.

3.1   WHEN SHOULD I USE THE GRAPHICAL SCRIPT EDITOR?

In the basis product, new Call Routing rules are created by the user with the help of the Rule Wizard. The Graphical Script Editor offers the option of creating rules and action sequences graphically. The situations known from Rule Wizard (e.g. calendar status, times, caller number) and actions (e.g. Voice Box, call forwarding, announcements) are available in the form of blocks with user-defined parameters. The con-

nection between the blocks is simply illustrated using arrows that represent action paths. This allows you to create even very complex call handling scenarios in the simple form of a branched flow chart. The rules which are produced in this manner are then ranked and executed accordingly in the Call Routing Manager as usual.

DTMF tone recognition and evaluation capability enable interactive, caller-controlled, intelligent call handling (Interactive Voice Response). Incoming calls can be forwarded to the appropriate employee according to the caller's wishes and requirements.

The graphic representation of call handling in the form of interconnected blocks enables the user to almost intuitively create even larger and more intelligent sets of rules.

In *3.2 We Create a Simple Example*, page 50 you will find step-by-step instructions for creating a script and you will find further application examples in *3.9 Examples*, page 161.

3.2   WE CREATE A SIMPLE EXAMPLE

This chapter provides a step-by-step description of how the Graphical Script Editor works based on a simple sample script.

The following call handling situation was chosen as an example:

An incoming call is automatically picked up and the caller hears an announcement. After the announcement has been played or if a DTMF tone is entered, the call is forwarded to the switchboard. The call handling is then considered completed.

If the connection is interrupted (e.g. the caller terminates the call), then the call handling is considered cancelled. In this case, it is possible for other rules to be applied by the Call Routing Manager.

All views correspond to the default setting of the Graphical Script Editor.

This is how you create the rule "a simple example"

1 Open the Call Routing Manager.
The following window appears: "Call Routing Manager".
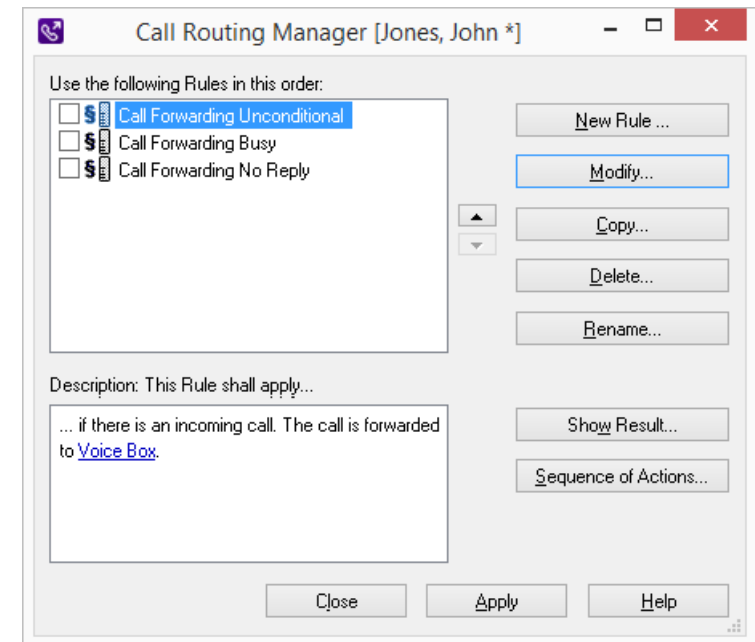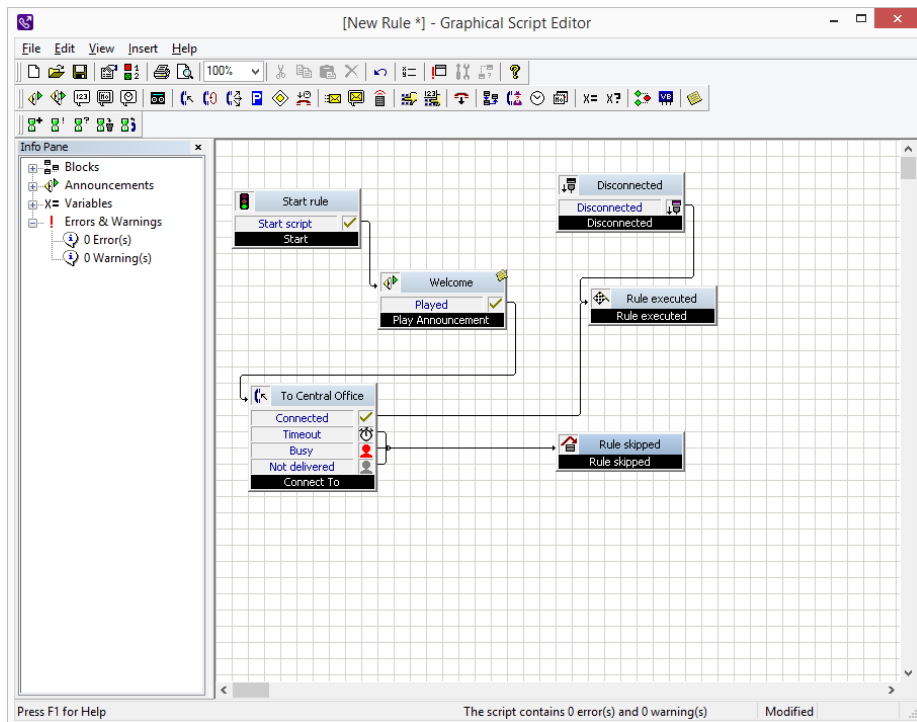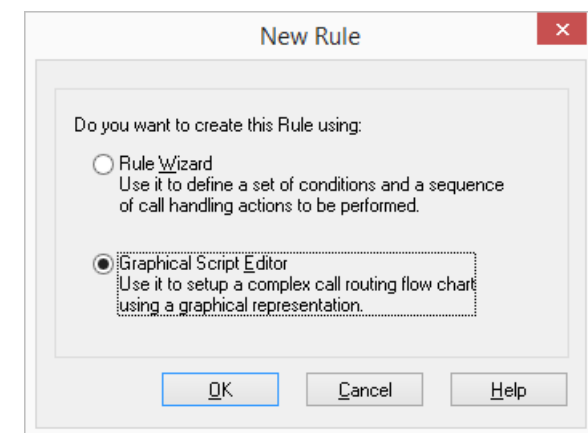
2 Open the the Graphical Script Editor in order to create a rule by clicking in the Call Routing Manager on "New Rule…".
The window "New Rule" appears.

⚠️ The "New Rule" window will only appear if you have the right to edit rules using the Graphical Script Editor.
See also *2.2.1 User Rights*, page 13.

3 Select "Graphical Script Editor" and click on "OK".
The Graphical Script Editor will open with the start page.
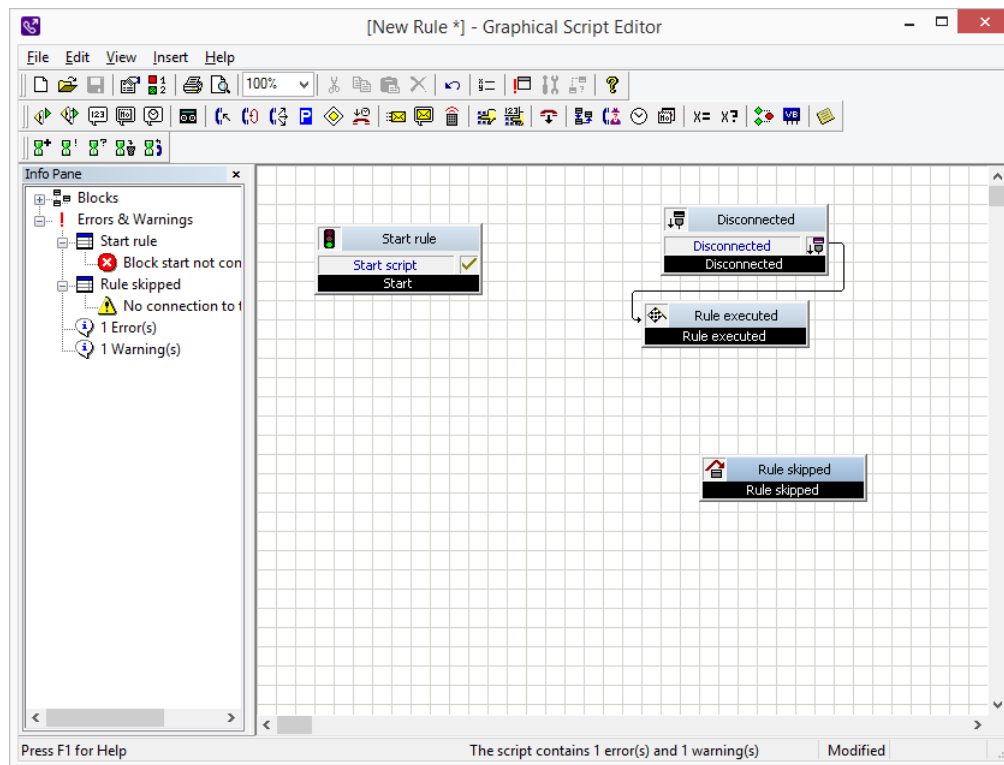
4 Click on the symbol "Play Announcement" 🔊 in the menu bar and click once again on the grid interface of the the Graphical Script Editor to place the block "Play Announcement".

5 Double-click on the block "Play Announcement".
The "Properties of..." window will appear.
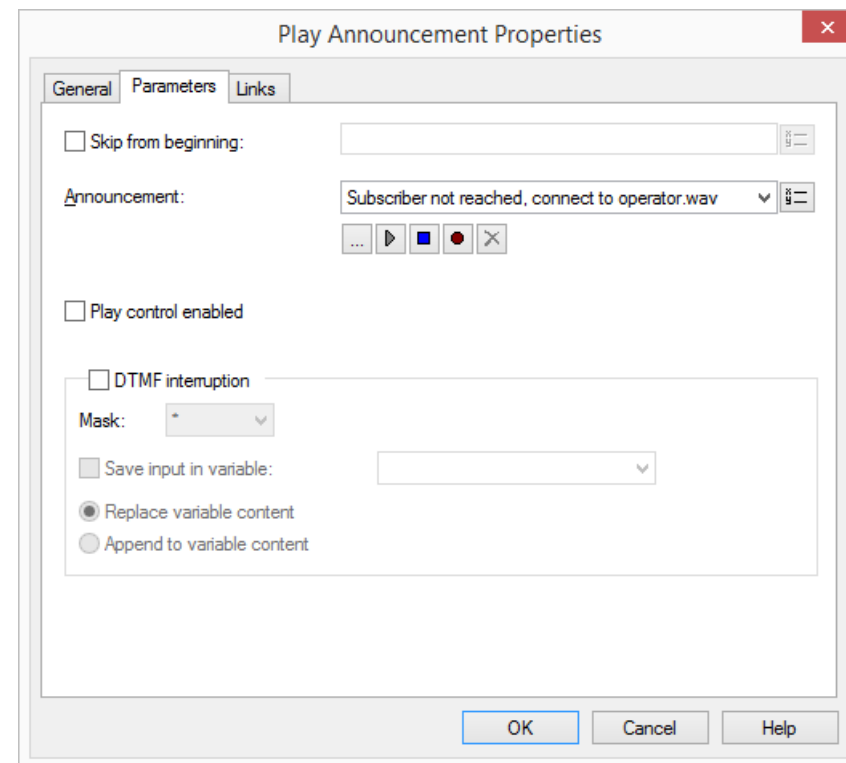
6 Then, on the "Parameters" tab, define the announcement to be played. You can select an announcement from the drop-down list, record an announcement yourself, or search for an announcement file. You can listen to the selected file using ▶.
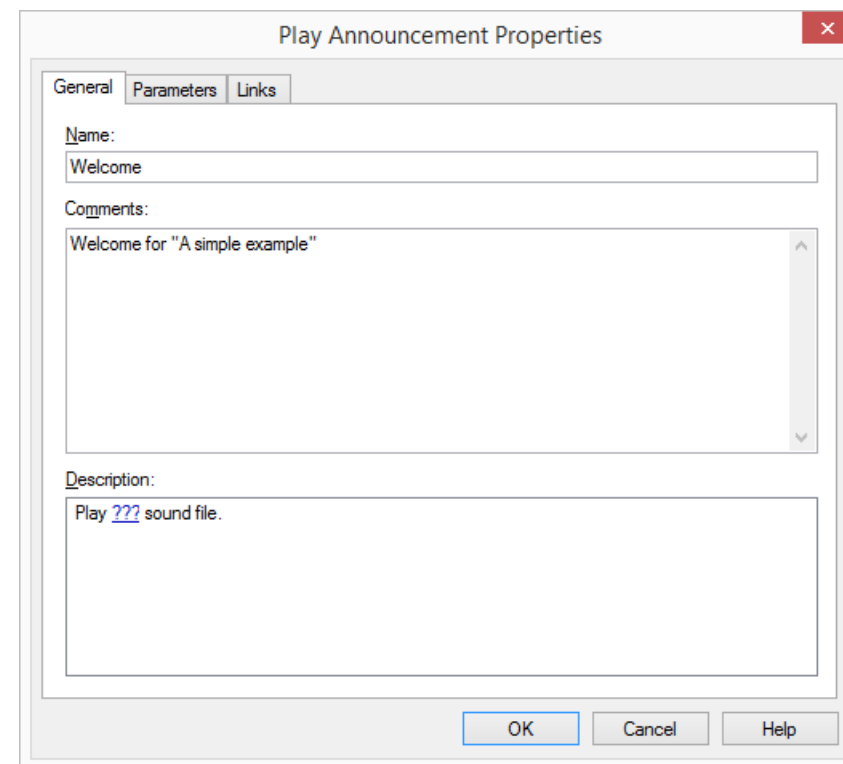
When searching, you can also choose an announcement file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format supported by the Graphical Script Editor and saved in the database on the SwyxServer. The converted files are thus available for further use in other blocks and actions. The conversion may take a moment to complete. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" is open.

ℹ️ In each block, in which the announcement selection is available, it is possible to select the "system music on hold".

In our example, the file "Subscriber not reached, connect to operator.wav" has been selected.

7 Click on ▶, to listen to the selected file. Click on ■ to stop playing the file.

8 Select the "General" tab. You can now enter the name of the block here. In our example, we call this block "Welcome". If no name is entered, the name of the selected announcement will be displayed as a default.

In the "Comments" field, you can enter your own text (here: welcome for "A simple Example"). This text is shown when you drag the mouse pointer over the comment mark in the upper right corner of the block (mouseover).

The lower field "Description" provides more detail on what happens in this block. Here you can immediately see which parameters can be changed (underlined in blue) and make selections per mouseclick. See also *3.6 Blocks*, page 79.

9 Click on "OK".

Play Announcement Properties

General | Parameters | Links

Name:
Welcome

Comments:
Welcome for "A simple example"

Description:
Play ??? sound file.

OK | Cancel | Help

10 The "Play Announcement Properties" window closes and you see the interface with the new block "Welcome".

11 Now you must connect the exit of the "Start" block to the "Welcome" block.

To do this, click on ✓ by "Start rule", keep the left mouse button pressed and drag the red line which appears to the entry of the "Welcome" block ◀▶. The line then turns green, which means that a connection is possible.

You can now release the mouse button. The connection line changes to an arrow and turns blue and eventually black.
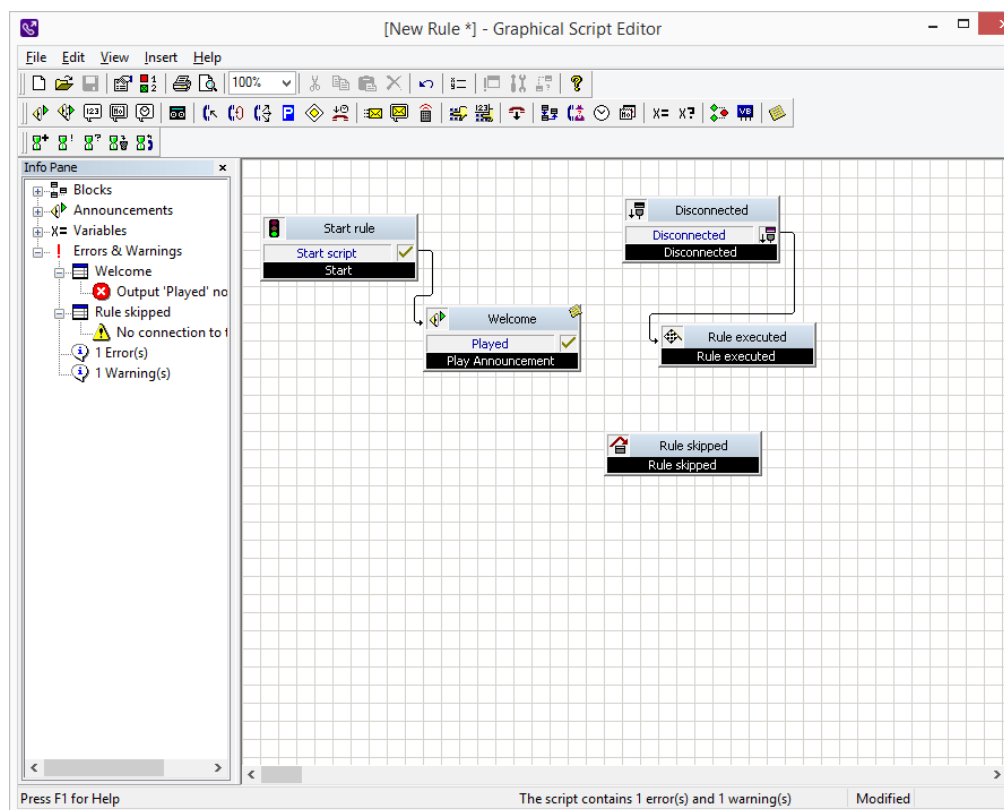
12 Now drag the second block, "Connect to", with the help of the ⟨📞⟩ symbol onto the grid interface.

13 Double-click on the block "Connect To".
The following window appears: Properties of".

14 On the "Parameters" tab you can select between
- connection to the original destination (default) or
- conntection to one or more numbers, which you can either enter here or select from the phonebook or define using a variable.
.
In our example we have used the number "123".

15 Enter in the field "Use the following number", the numbers to be signaled upon connection.
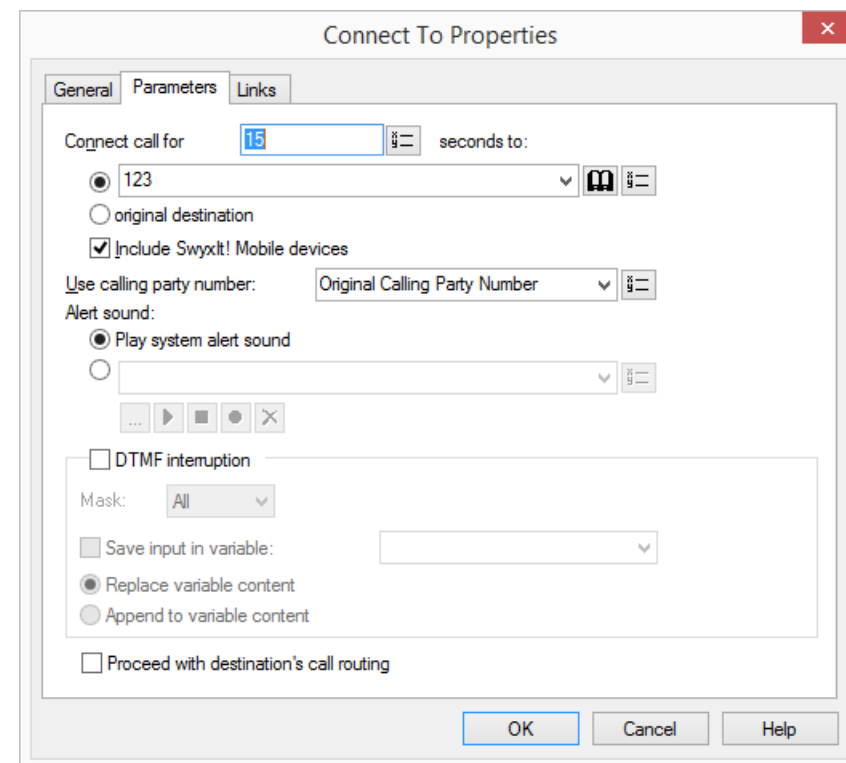
16 Now select the "General" tab and enter a name, in our example "To Central Office" and then click on "OK".

17 The window closes and the interface with the second block, "Connect", appears.
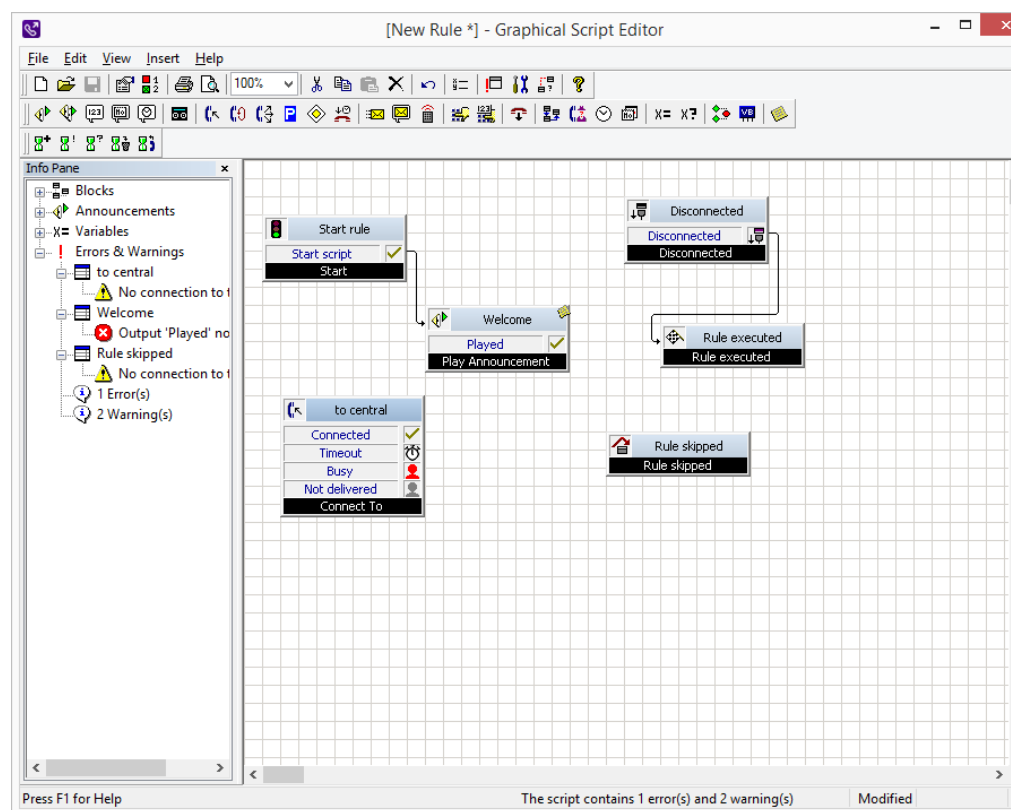
18 Now, as described above, connect the exit of the "Welcome" block ✔ with the entrance of the "To Central Office" block 📞 and its exit "Connected" to the "Rule executed" ⊕ block.
There are still some open connections, which are also show at the left in the Info window under "Errors & Warnings".

19 Now connect the exits "Timeout" ⏱ and "Busy" 👤 and "Not delivered 👤" to the entrance "Skip" 🏠. This means, that it is possible for other rules to be applied by the Call Routing Manager.
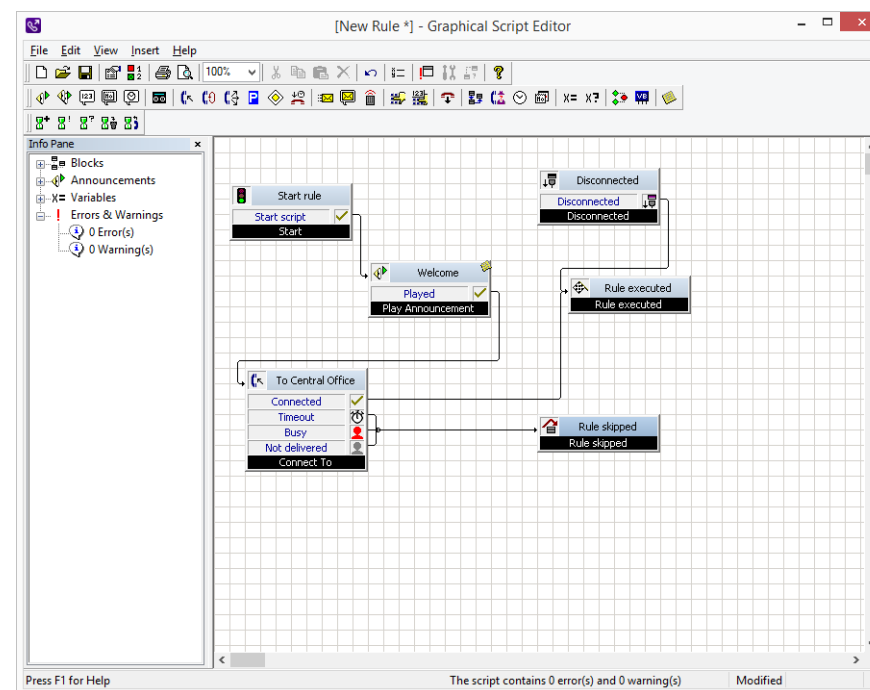
20 Then close the Graphical Script Editor by clicking on ✖.

21 You will then be prompted to save the script.

22 Click on "Yes".
The following window appears: Properties of...".

23 Enter the name of the script (here: "A simple example") and a brief description (here: a simple example found in the documentation). If you click on "Create description", a description will be automatically generated. You can alter this description if you wish. You will later see the description entered or generated here in the Call Routing Manager under "Description: This Rule shall apply...".
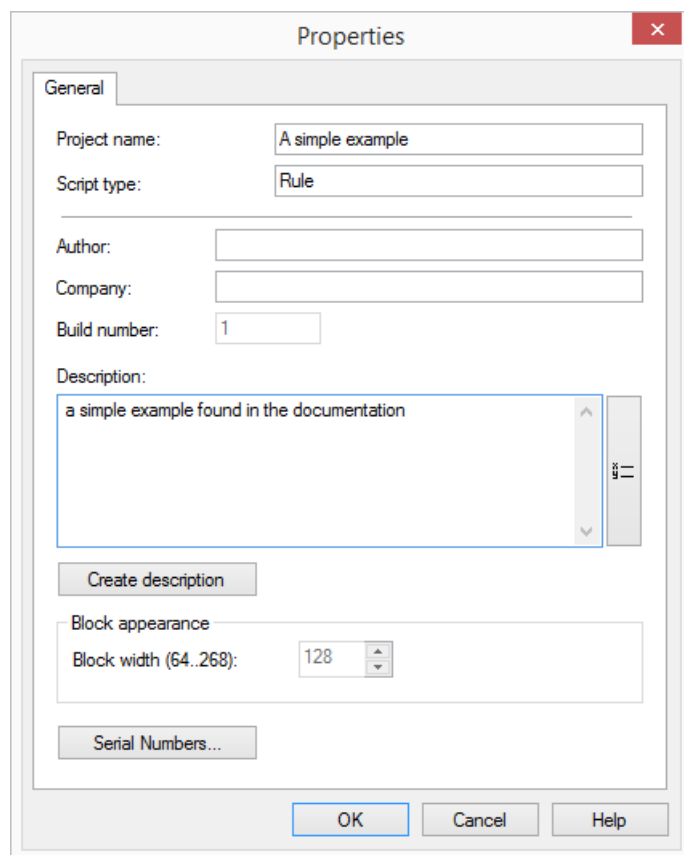
24 Then click on "OK".

25 The "Graphical Script Editor" window will close and see in the Call Routing Manager the rule "A simple example" in the section "Use the following rules in this order:" together with the Graphic Script Editor symbol the Graphical Script Editor. There is a check mark in the checkbox in front of the rule, which means that the rule is activated. It will then be analyzed by the Call Routing Manager for call handling.
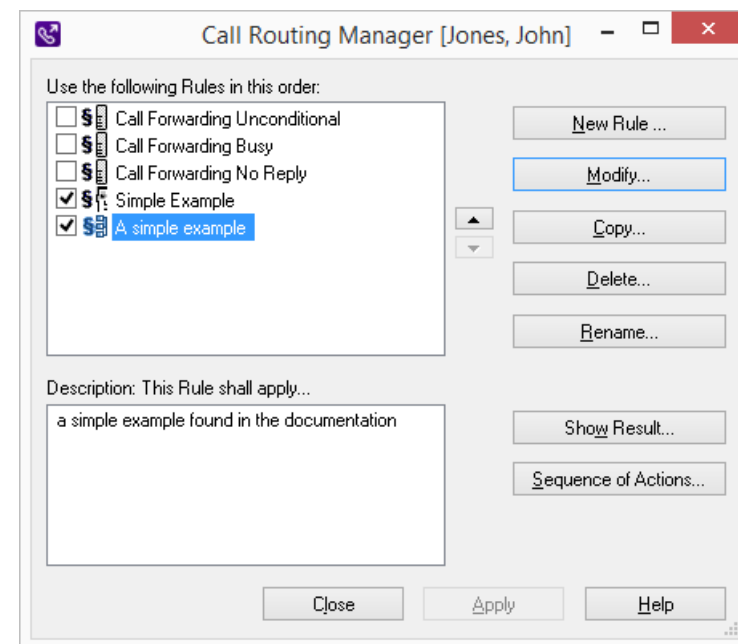
As with the rules, which were created using the Rule Wizard, you can now activate or deactivate the rules just created with the the Graphical Script Editor by clicking on the checkbox in front of the rule. The check mark in front of the rule indicates that it is active. The sequence of rules can be changed by highlighting a rule and then using the arrows pointing up or down to move the rule.

In the following chapters you will find detailed information concerning the creation of a script, extensive descriptions of the individual blocks you can add, and more complex examples.

3.3   HOW DOES THE GRAPHICAL SCRIPT EDITOR WORK?

This chapter provides a more detailed explanation of the interfaces, the menus, and the functioning of the the Graphical Script Editor.

3.3.1   INTERFACE OF

If the Graphical Script Editor is called in order to create a new script, the "Graphical Script Editor" window will appear.
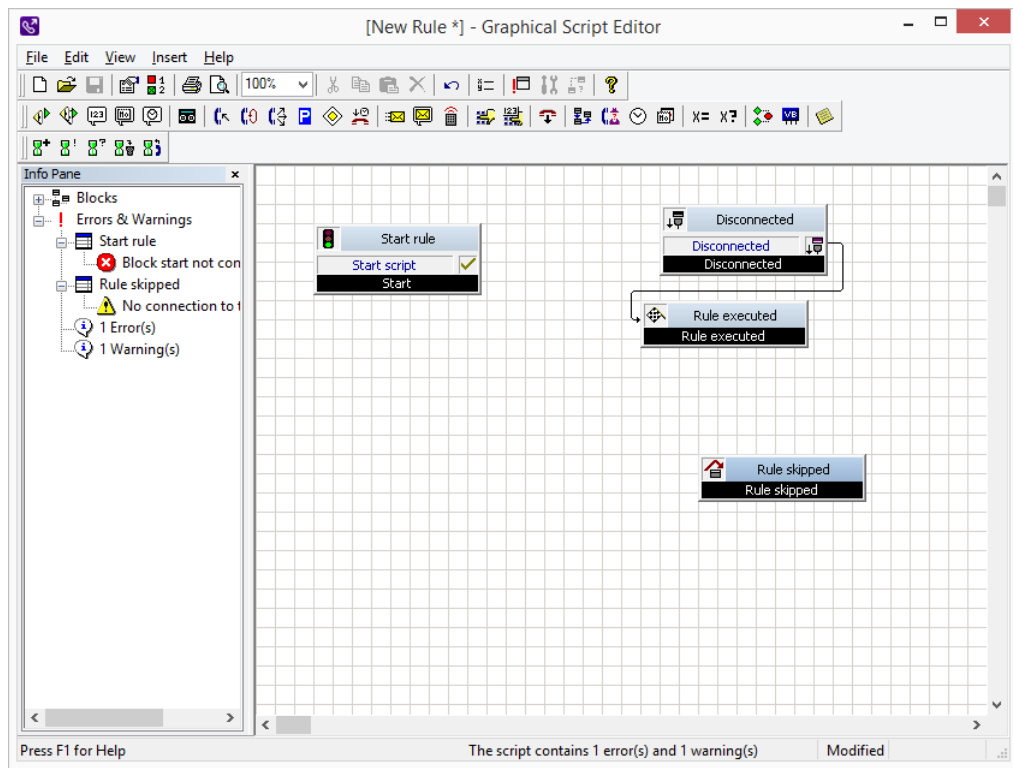
You now see a divided window:

- the script section (script window) with the flow chart on the right side and
- the Info section on the left side.

The graphic illustration of the script is shown on the interface. If you have called the Graphical Script Editor in order to create a new script, you will discover that several default blocks already exist.

See also *3.3.3 Script Window*, page 62.

In the Info Pane you will find a list of the blocks used, in addition to the notes that have been created, the announcements and variables used in the script, as well as the Errors and Warnings in reference to the script in question.

See also *3.3.6 Info Pane*, page 67.

You will find a menu bar located at the upper border of the window. This menu bar contains the buttons for the available blocks, as well as for other script functions. See also *3.3.2 Menus*, page 57.

You will see the toolbar below the menu bar. Here you can open the available blocks and further script functions via the symbols. See also *3.3.8 Toolbars*, page 67.

At the lower border of the window you will see a status bar, which provides you with detailed information concerning the current script. See also *3.3.7 Status Bar*, page 67.

To find out more about changing the style of the Graphical Script Editor (e.g. the type of grid or the size of the blocks), see *3.8 Settings for the Interface Display the Graphical Script Editor*, page 159.

3.3.2   MENUS

You will find a menu bar located at the upper border of the window. The following provides a more detailed description of the available menus.

File   Edit   View   Insert   Help

Menu	Explanation
File	These commands, such as Open, Create, Save, Import, Export, setting the Script Properties, and Print, are used for handling the script files.
Edit	Here you will find the commands used for editing the blocks, such as Copy, Cut, Insert, Delete, and the properties of the highlighted blocks as well as variables and system functions.

Menu	Explanation
View	The commands in this menu can be used to change the appearance of the script window, e.g. displaying or hiding the toolbars, the Info Pane, the status line and the zoom factor.
Insert	All available blocks are listed under this menu item.
Help	Here you will find the Online Help and version information for the Graphical Script Editor.

3.3.2.1 THE FILE MENU

The commands in this menu are used for
- creating a new script file
- importing, exporting, and saving script files (RSE or ASE files),
- setting the script properties,
- printing the script, and
- exiting the Graphical Script Editor.

```
  📄  Clear              Ctrl+Del
  📂  Import...
      Export...
  💾  Save               Ctrl+S
      Save As...
      Save Draft
      Save Draft As...
  🗒  Script Properties...
  🖨  Print...            Ctrl+P
  🔍  Print Preview
      Page Setup...
      Recent File
      Exit
```
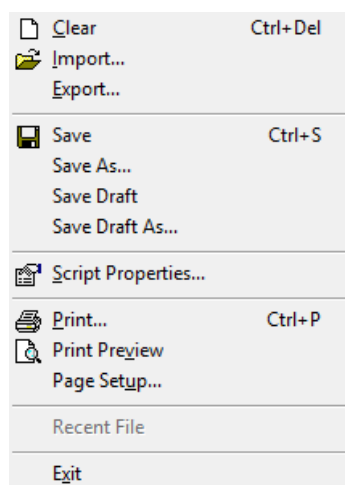
Menu Command	Explanation
Clear	Creates a new script under the name given including the necessary default blocks for a new rule or action. All optional blocks will be deleted.
Import...	Opens a saved rule or action script, which is not stored on SwyxServer.
Export...	Saves the script in a directory you want under the new name.
Store	The script will then be checked for errors and, if it is error-free, it will be applied to the Rulebook of the Call Routing Managers under the name given. If the script is not free of errors, it can only be saved as a draft to be worked on again later.
Save As...	The script will then be checked for errors and, if it is error-free, it will be applied to the Rulebook of the Call Routing Managers under a new name. If the script is not free of errors, it can only be saved as a draft to be worked on again later.
Save Draft	The script is saved as a draft under its original name.
Save Draft As...	The script is saved as a draft under a new name.
Script Properties...	Opens the window containing the general script properties Here you can change the script name, author, description and the block appearance.
Print...	Prints the blocks and connections of a script.
Print Preview	Shows a preview of the page to be printed.
Page Setup...	Defines the print view of the script.
Recent File	Displays the last four files used.
Exit	Ends the Graphical Script Editor.

3.3.2.2 THE EDIT MENU

The commands in this menu are used for
- editing the script, and
- setting the properties of the individual blocks.
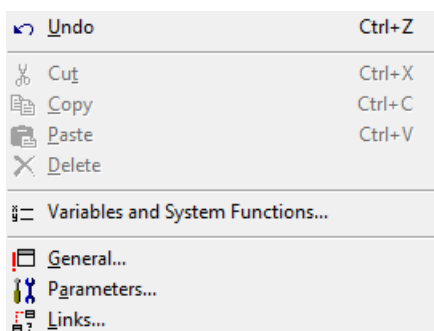
Menu Command	Explanation
Undo	Undoes the last commands (maximum of 8 commands).
Cut	Copies the highlighted blocks to the Clipboard while deleting them from the interface.
Copy	Copies the highlighted blocks to the Clipboard.
Insert	Inserts the highlighted blocks from the Clipboard.
Delete	Removes the highlighted blocks.
Variables and System Functions	Displays all variables and system functions. These can be edited here.
General...	Displays the "General" tab in the "Properties" window of the highlighted block.
Parameters...	Displays the "Parameters" tab in the "Properties" window of the highlighted block.
Links...	Displays the "Links" tab in the "Properties" window of the highlighted block.

Menu Commands	Explanation
Toolbars	This is where you can choose which of the icons should be shown in the menu bar. **File** Shows/hides the "File" toolbar. **Common Blocks** Shows/hides the "Common blocks" toolbar. Mail Access Blocks Shows/hides the "Mail access blocks" toolbar. Queue Blocks Shows/hides the "Queue blocks" toolbar.
Status Bar	Shows/hides the status bar at the lower border of the window.
Info Pane	Shows/hides the Info pane with detailed information concerning the blocks, announcements, variables, errors and warnings.
Zoom...	Enlarges or reduces the view of the content in the script section.
Settings...	The "Settings" window will be opened. Here you can define the view of the interface.
Full screen	The grid interface is enlarged to fit the size of the screen. Press "ESC" to return to the previous view.

3.3.2.3 THE VIEW MENU

In this menu you can

- the settings of the the Graphical Script Editor interface and
- the properties of the script.

3.3.2.4 THE INSERT MENU

Announcements ▶
Record ▶
Connect ▶
E-mail ▶
DTMF ▶
Terminate Call ▶
Conditions ▶
Variable ▶
Script ▶
CallQueue ▶

📑 Note
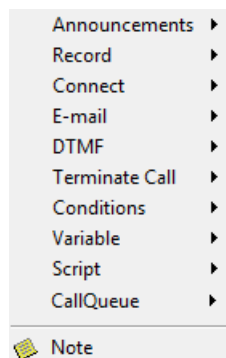
In this menu you will find the blocks, sub-divided into individual groups, which can be added to the script.

Menu Command	Additional Menu	Explanation
Announcements	◁▷ Play Announcement ◁▷ Choose Announcement [123] Say Number [🔢] Say Date [⏲] Say Time	All blocks in which the caller is played an announcement: See *3.6.6.3 Play Announcement*, page 133, see *3.6.6.4 Choose Announcement*, page 135, see *3.6.6.5 Say Number*, page 138, see *3.6.6.6 Say Date*, page 140, see *3.6.6.7 Say Time*, page 142.
Record	📼 Record Message	Blocks in which voice messages of the caller are recorded: See *3.6.5.9 Record Message*, page 118.
Connect To	(ↄ Connect To (ↄ Connect To Loop (ↄ Follow Me P Hold ◇ Activate ☎ Wait For Disconnect	All blocks in which the forwarding of a call is dealt with: See *3.6.5.1 Connect To*, page 100, see *3.6.5.2 Connect To Loop*, page 103, see *3.6.5.3 FollowMe (Redirect Call)*, page 106, see *3.6.5.4 Hold*, page 111, see *3.6.5.5 Activate*, page 113, see *3.6.5.6 Wait for Disconnect*, page 114.
E-Mail	✉ Send E-mail ✉ Voicemail ☎ Remote Inquiry	All blocks in which a recorded voice message is forwarded: See *3.6.5.10 Send email*, page 120, see *3.6.5.11 Voice Box*, page 122, see *3.6.5.12 Remote Inquiry*, page 126.
DTMF	🔢 Get DTMF Char 🔢 Get DTMF String	All blocks in which DTMF characters are received: See *3.6.4.5 DTMF key pressed*, page 97, see *3.6.6.9 Get DTMF String*, page 144.
Terminate call	☎ Terminate Call	Block in which the connection to the caller is terminated: See *3.6.5.13 Terminate call*, page 128.
Conditions	🔲 Situation (ↄ Call ◷ Time 📅 Day Of Week	All blocks in which decisions are made based on defined conditions: See *3.6.4.1 Situation*, page 89, see *3.6.4.2 Call*, page 92, see *3.6.4.3 Date/Time*, page 94, see *3.6.4.4 Day of Week*, page 97.
Variable	x= Set Variable x? Evaluate	Blocks in which variables are defined and analyzed: See *3.6.6.1 Set Variable*, page 129, see *3.6.6.2 Evaluate*, page 132.

Menu Command	Additional Menu	Explanation
Script	Run GSE Action Insert Script Code	Block with which actions are executed that were created using the Graphical Script Editor: See *3.6.5.7 Run GSE Action*, page 115, see *3.6.5.8 Insert Script Code*, page 117.
Call Queue	Create Queue Set Queue Attributes Get Queue Attributes Delete Queue Process Call by Queue	Blocks, which are used for managing calls within a queue: *3.6.7.1 Create queue*, page 146 *3.6.7.2 Set Queue Attributes*, page 148 *3.6.7.3 Get Queue Attributes*, page 151 *3.6.7.4 Delete Queue*, page 153 *3.6.7.5 Call in Queue*, page 155.
Note	Terminate Call	Adds a note with information to the script (*3.3.5 Notes*, page 66).

3.3.2.5 THE HELP MENU

In this menu you will find

- the Online Help the Graphical Script Editor and
- the version information for the Graphical Script Editor.
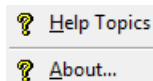
Help Topics
About...

Menu Commands	Explanation
Help Topics	Start Online Help
About...	Shows version information

3.3.2.6 THE SHORTCUT MENU OF A BLOCK

If you click with the right mouse button on a block, you will receive the shortcut menu of the block that is highlighted. In this menu you can

- edit the currently active block and
- change its properties.

This is how you open the shortcut menu of a block

1 Click with the right mouse button on the block.
   The block will be activated and the shortcut menu appears.

Cut
Copy

Rename
Delete

General...
Parameters...
Links...
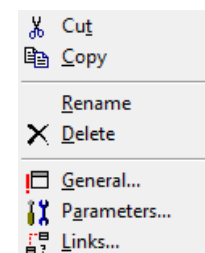
Menu Command	Explanation
Cut	Copies the highlighted blocks to the Clipboard while deleting them from the script window.
Copy	Copies the highlighted block to the Clipboard.
Rename	Renames the highlighted block.
Delete	Deletes the highlighted block.
General...	Displays the "General" tab in the "Properties" window of the highlighted block.
Parameters...	Displays the "Parameters" tab in the "Properties" window of the highlighted block.
Links...	Displays the "Links" tab in the "Properties" window of the highlighted block.

The Graphical Script Editor   How does the Graphical Script Editor work?

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3.3.2.7 THE SHORTCUT MENU OF A BLOCK OUTPUT

If you click with the right mouse button on the output of a block, you will receive the shortcut menu of the block output. In this menu you can

- remove the connection of this output,
- edit this block and
- change its properties.
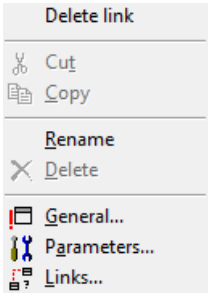
In addition to the shortcut menu of a block (*3.3.2.6 The Shortcut Menu of a Block*, page 61), you can use "Delete link" to delete only the link assigned to this output and keep the block.

3.3.2.8 THE SHORTCUT MENU OF THE SCRIPT WINDOW

If you click with the right mouse button on the background of the Script window, the corresponding shortcut menu will appear. In this menu you can

- change the properties of the currently active script,
- insert blocks and
- under "Settings", you can change the view of the script.
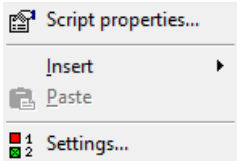
Menu Command	Explanation
Script Properties...	Opens the window containing the general script properties Here you can change the script name, author, description and the block appearance.
Insert	Enables access to all blocks.
Paste	Pastes a block from the clipboard.
Settings...	The "Settings" window will be opened. Here you can define the view of the interface.

3.3.2.9 THE SHORTCUT MENU OF A LINK

The links between the blocks serve to visualize the call handling process. If connection lines already exist, all of the lines leading from a block will be highlighted (blue). If the mouse pointer touches a single line, this line will be highlighted (orange). A QuickInfo (Mouseover-menu), listing both the beginning and the destination of the line (e.g. Day of Week. Monday –> Connect), will appear. A multiple line is indicated by the format of the QuickInfo: *-><Destination>.

If you click with the right mouse button on a highlighted link, the shortcut menu for this link will appear: "Delete link(s)".

3.3.3 SCRIPT WINDOW

The graphic illustration of the script is shown on the interface. If you have called the Graphical Script Editor in order to create a new script, you will discover that several default blocks already exist.

See also *3.8.2 The Settings for the Script Window*, page 159.

3.3.3.1 BLOCKS

The illustration of a script is shown in the form of a flow chart made up of blocks and their links. A script always begins with the block "Start rule", contains the block "Call disconnected", and ends with the blocks "Rule skipped" (only for rules) and "Rule executed". These default blocks

cannot be deleted. In this chapter, you will learn how to add other optional blocks and links.

The general structure of an individual block is described in detail in *3.6.1 The General Structure of a Block*, page 79. In addition, this chapter introduces the different types of blocks and takes a closer look at the properties and differences between default blocks and optional blocks.

3.3.3.2 EDITING A BLOCK

All optional block types are listed in the "Blocks" toolbar. They can be selected in the menu bar and positioned on the interface or selected from the "Insert" menu and then positioned.

This is how you insert a new block

You have several options:

1 Go to the "Insert" menu and click on the block you want.

2 Move the mouse pointer onto the interface.
You will see a frame and a symbol, which represents the selected block.

3 Place the block on the grid by clicking once again on the position you want in the script window.

Or

1 Click with the mouse on the block (symbol) you want in the menu bar.
You will see a frame and a symbol, which represents the selected block.

2 Move the mouse pointer onto the interface.

3 Place the block on the grid by clicking once again on the position you want in the script window.

In each case the selected block will appear on the interface.

You can define the necessary parameters of the block at any time by opening the "Properties of Block name" page by double-clicking on the block.

The block you have inserted in this manner can now be moved anywhere in the script window per Drag & Drop. Depending on the settings

you have chosen, the block will be aligned on the existing script window (*3.8.2 The Settings for the Script Window*, page 159).

This is how you delete a block

You have several options:

1 Highlight the block in the script window by clicking on it.

Or

1 Select the block from the list in the Info pane.
In each case, the block is activated and the name of the block is shown in blue ("highlighted").

2 Click on ✕ in the "File" toolbar".

Or

1 Select "Delete" in the "Edit" menu.

Or

1 Click with the right mouse button on the block.
The context menu will appear.

2 Click on "Remove".
The following window appears: "Confirm deletion".

3 Confirm the deletion with "Yes".
The block will be removed from the script window and from the Info pane.

3.3.3.3 EDITING SEVERAL BLOCKS SIMULTANEOUSLY

Highlighting and simultaneously inserting, moving and deleting several blocks.

Several blocks can be compiled into one functional unit and be moved or deleted as one functional unit.

This is how you highlight several blocks

You have several options:

1 Click on a block.

The block will be activated and the bar with the name is highlighted in blue.

2 Press and hold the Shift key and click on the other blocks you wish to highlight. Then release the Shift key.
The frame will disappear. All blocks are highlighted and activated at the same time.

Or

1 Place the mouse on the grid in the script window. Press the left mouse button and keep it pressed.

2 Drag the mouse pointer over the grid interface.
A frame will appear.

3 Frame all the blocks you wish to highlight.

4 Release the mouse button.
The frame will disappear. All blocks are highlighted and activated at the same time.

These jointly highlighted blocks can now be deleted or moved all at once in the next step.

The blocks will no longer be highlighted if you click on the grid interface or if you highlight an individual block.

> ⓘ If one block has been highlighted by mistake, you can undo the selection by clicking once again on the corresponding block while pressing the Shift key.

This is how you move several blocks

1 Highlight the blocks (*This is how you highlight several blocks*, page 63).

2 Click on one of the highlighted blocks and keep the mouse button pressed. A frame and the contours of the highlighted blocks become visible.

3 Now drag these frames to the position you want and release the mouse button.
All blocks have been moved at once.

> ⓘ Blocks cannot overlap each other. If this is the case, the blocks will be automatically aligned adjacently.

This is how you delete several blocks

1 Highlight the blocks (*This is how you highlight several blocks*, page 63).

2 Delete these blocks all at once by
- calling the shortcut menu with the right mouse button and clicking on "Delete" or
- going to the menu bar and clicking on ✕ or
- making a selection in the "Edit | Delete" menu.
The following window appears: "Confirm deletion".

3 Click on "Yes" to confirm the deletion.
The blocks will be removed from the grid and from the Info pane.

> ⓘ Default Blocks cannot be deleted.

3.3.4 LINKS

The links between the blocks serve to visualize the call handling process. If connection lines already exist, all of the lines leading from a block will be highlighted (blue). If the mouse pointer touches a single line, this line will be highlighted (orange). A QuickInfo (Mouseover-menu), listing both the beginning and the destination of the line (e.g. Day of Week. Monday –> Connect), will appear. A multiple line is indicated by the format of the QuickInfo: *-><Destination>.

The following overview presents the conditions of the connection lines once again:

Color	Status of the Connection
Black	Normal

Color	Status of the Connection
Blue	Highlighted (All of the connections associated with a block are highlighted simultaneously.)
Orange	Highlighted (Only this connection is highlighted.)
Green	Can be connected (This only occurs when dragging a connection.)
Red	Cannot be connected (This only occurs when dragging a connection.)
Magenta	The connection is not visible due to lack of space on the script window, the logical connection exists.

This is how you connect two blocks

1   Click on the "Output" contact surface of the first block (for example ✔ in the block "Start rule") and keep the mouse button pressed.
   The pointer changes into a drawing hand.

2   Drag the pointer over the grid interface.
   A red line will appear.

3   Drag this line to the second block.
   The line then turns green once a connection is possible.

4   Release the mouse button.
   A blue connection line will appear between the "Output" contact surface of the first block and the "Input" contact surface of the second block.

Or

1   Highlight the first blocks.

2   Open the tab "Links" in the "Properties" window by

   ● clicking on 🔳 in the toolbar or
   ● opening the shortcut menu of the block and selecting "Links…" or
   ● making a selection in the "Edit | Links…" menu.
   In each case, the "Links" tab will open.

3   Here, from a select list, you can choose the inputs that are available for each output of the selected block.

4   Confirm your selection by clicking on "OK".

The "Properties of Block name" window will be closed and the links you have defined are shown in blue.

This is how you delete a link between two blocks

1   Move the mouse onto a link.
   The line will change color (orange) and the QuickInfo will appear.

2   Click with the right mouse button on the Link.

> ⚠ In the case of multiple links (QuickInfo: * -<Destination>) make sure that you only click on the link you want to delete. Otherwise, the highlighted multiple link will be deleted.

   The context menu will appear.

3   Click on "Delete link(s)".
   The connection line will disappear.

Or

1   Highlight the block, whose output is going to be connected with this line.

2   Open the tab "Links" in the "Properties" window by

   ● clicking on 🔳 in the toolbar or
   ● opening the shortcut menu of the block and selecting "Links…" or
   ● making a selection in the "Edit | Links…" menu.
   In each case, the "Links" tab will open.

3   Now, in the "Destination" select list, choose the entry "No link" for the output whose link you would like to delete.

4   Confirm your selection by clicking on "OK".

The "Properties of <Block name>" window will be closed and the links you have defined are deleted.
If you change a script, you can always replace an existing connection line with a new line to another block.

This is how you replace an existing connection

1 Click on the "Output" contact surface from which you would like to drag a new connection and keep the mouse button pressed.
The pointer changes into a drawing hand.

2 Drag the mouse over the grid interface of the script window.
A red line will appear.

3 Drag this line to the block to which you wish to have a new connection.
The line then turns green once a connection is possible.

4 Release the mouse button.
A blue link line will appear between the "Output" contact surface of the first block and the "Input" contact surface of the second block, the old connection line will disappear.

Or

1 Highlight the block, whose output is going to be connected with this line.

2 Open the tab "Links" in the "Properties of <Blockname>" window by

- clicking on 🖳 in the toolbar or
- opening the shortcut menu of the block and selecting "Links..." or
- making a selection in the "Edit | Links..." menu.

In each case, the "Links" tab will open.

3 Here, from the select list, you can choose the block to which you would like to have a new connection, for the output whose connection you would like to replace.

4 Confirm your selection by clicking on "OK".

The "Properties of <Block name>" window will be closed and the connections you have defined are shown in blue, the old connection is deleted.

3.3.5 NOTES

When creating a script, it often makes sense to place notes with additional information on the interface. These notes can be dragged from the menu bar onto the interface and they can be moved once they are positioned on the interface. The first line of a note is interpreted as the title. You will find all notes and their titles in the Info pane.

This is how you create a note

1 Go to the toolbar and click on 📒 .

2 Move the mouse pointer onto the grid interface of the script window and place the note at the desired position.
A note will open. You can now enter your comments.

To give notes with differing topics different designs, you can change the background color of a note.

This is how you change the color of a note

1 Click with the right mouse button on the title bar of the note.
The context menu will open.

2 Move the mouse to the entry "Color" and select a color.
The note will immediately be displayed in the selected background color.

This is how you delete a note

1 Click with the right mouse button on the title bar of the note.
The context menu will appear.

2 Select the entry "Delete".
A confirmation window will appear.

3 Confirm the deletion with "Yes".
The note will be removed.

⚠️ You can delete the note only from the context menu.

3.3.6 INFO PANE

On the left side the Graphical Script Editor you will find the Info pane. It contains a list with a tree structure including the following entries:

- blocks and their names
- notes (if any exist)
- WAV files and the blocks in which the WAV files are used
- variables and the blocks in which the variables are used
- errors and warnings and the blocks in which the errors and warnings occur

Errors and Warnings

The errors and warnings concerning the script can be found in the Info pane. They are listed for each of the blocks in which they occur. The following table contains the messages and their meanings *3.4.11 Possible Errors and Warnings*, page 74:

Only error-free scripts can be used as a rule or action after they have been saved in the Call Routing Manager. A script, which contains errors, can only be saved as a draft in the Call Routing Manager.

> A script, which only contains warnings but no errors, can be used in the Call Routing Manager. It will appear there as an available rule or action in the Rule book.

3.3.7 STATUS BAR

The status bar is located at the lower border of the Graphical Script Editor.

| Press F1 for Help | The script contains 0 error(s) and 0 warning(s) | Modified |

In these fields you will find

- explanations for the highlighted menu entries or for the symbol, which is currently indicated by the mouse pointer or the instructions for calling Online Help,
- information concerning the occurrence of errors and warnings or

- information on whether the script will be shown in the saved version or whether it has been changed since the last time it was saved and
- information on whether the script was saved as a draft.

3.3.8 TOOLBARS

Below the menu bar you will see the different toolbars.

You can indicate which toolbars should appear here in the "View" menu. The following toolbars are available for selection:

- File
  Here you will find all symbols for file and script editing.
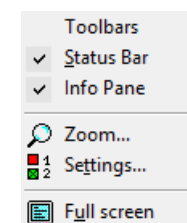
- Common Blocks
  Here you will find a list of all available, common blocks. You can select these in the toolbar and position them on the script window.
- Mail Access Blocks
  Here you will find all of the blocks you need for reading and managing e-mails in a mailbox.
- Queue Blocks
  Here you will find all blocks that are necessary for managing calls in a queue.

A check mark indicates which toolbars are currently activated.

You can also drag the toolbars individually per Drag & Drop into the script window or place them vertically next to the Info pane.

3.3.9 DISCONNECTED

During call handling, a caller can disconnect the call at any time (e.g. by going on hook). Here you can determine what happens with the call

information in such cases, e.g. whether an e-mail with the number of the caller is sent. For this purpose, use the block "Disconnected", whose entry is shown as not connected in the default setting, is used for this definition. As soon as a telephone call is disconnected, the block "Disconnected" is started by all other blocks, in which a period of time passes during call handling (e.g. announcements or recordings). The blocks, which are connected to its output, are processed if this is possible without an existing connection. By default, the block "Call disconnected" is directly connected to the end of the script (block "Rule executed").

> ⚠ The start of the block "Disconnected" cannot be connected from other blocks. It is always started directly.

> ℹ If a script ends with the block "Rule skipped", the Call Routing Manager will apply the next rules for call handling, even if the connection no longer exists. In a rule created using the Graphical Script Editor, the first block, which involves a delay for processing, will once again result in a jump to the "Disconnected" block. All blocks, which do not require any time, such as the decisions and even the block "Send E-mail", will be run. In a rule of the Rule Wizard, no more actions will be executed. An exception is the action "Send E-mail".

3.4   SCRIPTS

Here you will learn everything there is to know about the properties and handling of scripts.

3.4.1   STARTING THE GRAPHICAL SCRIPT EDITOR

The Graphical Script Editor can only be called from the Call Routing Manager.
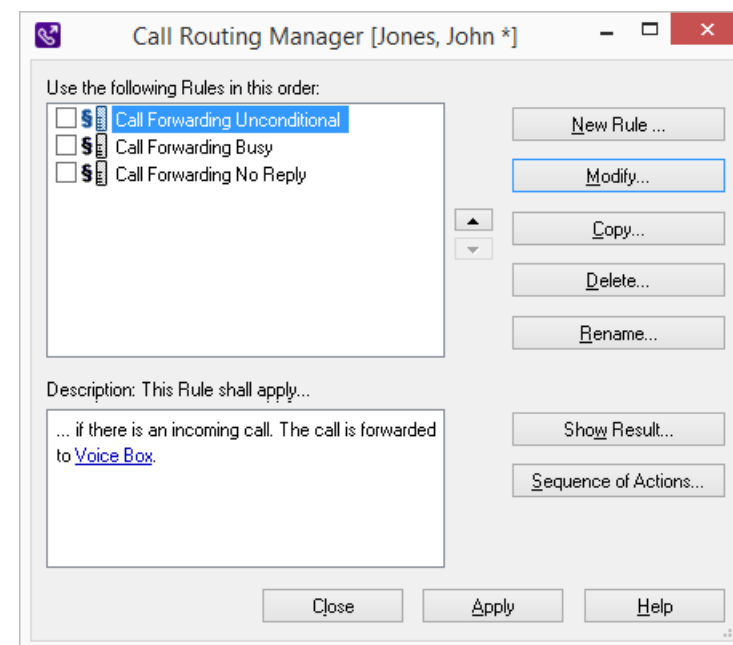
In the Call Routing Manager you will find the rules and actions created using the Graphical Script Editor. The rules are marked with ▯ and the actions are marked with ▯. You can change these rules and actions or create new ones. You will find more detailed information on this in the following sections.

3.4.2   CREATING A NEW SCRIPT

New rules or actions can be created in the Call Routing Manager.

This is how you create a new rule script

1   Open the Call Routing Managers in SwyxIt!.

2   Click on "New Rule...".
   A window will appear in which you can choose between the Rule Wizard and the Graphical Script Editor.
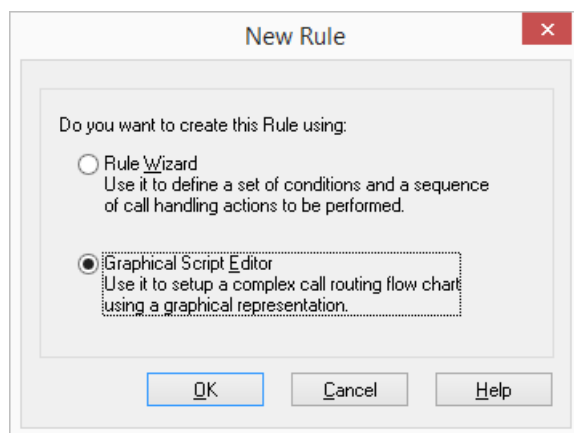
The "New Rule" window will only appear if you have the right to edit rules using the Graphical Script Editor.

See also *2.2.1 User Rights*, page 13.

3 Select the required option "Graphical Script Editor" and click on the "OK" button.
the Graphical Script Editor appears. On the right side of the window, you will see the default blocks for the rule: "Start rule", "Rule executed", "Rule skipped" and "Call disconnected".
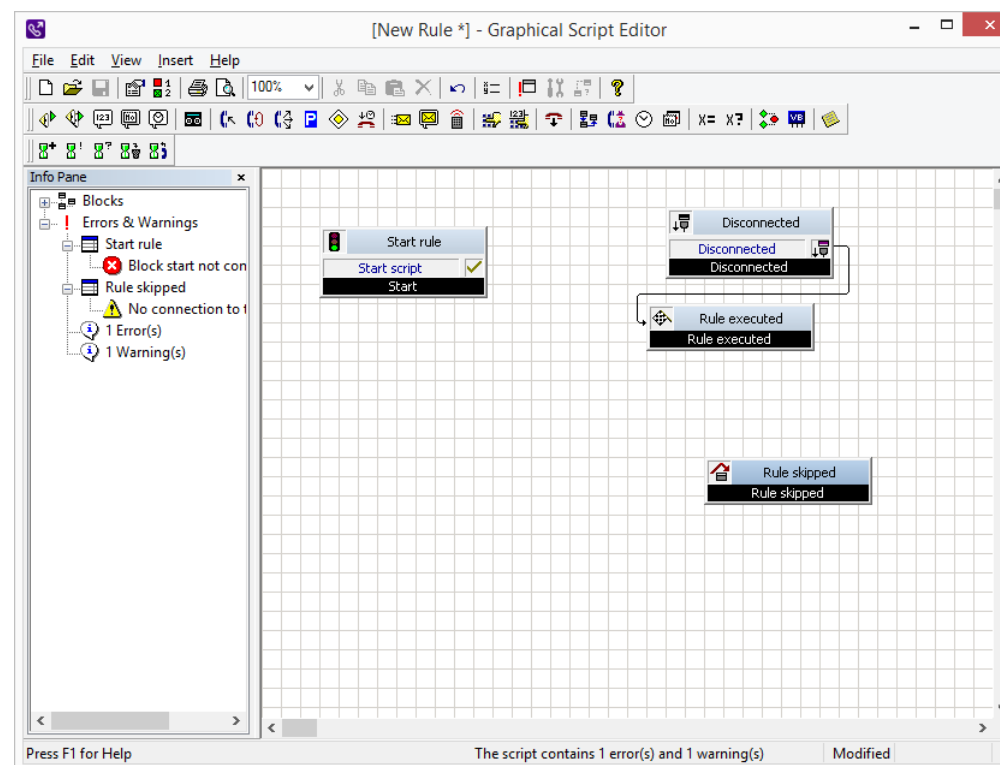
You can now position the blocks you want on the grid interface in the script window and enter the appropriate parameters. The contacts of all blocks (the input as well as the outputs) must be connected. In the Info pane you will see the messages concerning the errors and warnings. These messaged provide information concerning any missing connections or parameters.

This is how you create a new action script

1 Open the Call Routing Manager in SwyxIt!.

2 Click on "Sequence of Actions".
The window"Sequence of Actions – Definition" appears.

3 Click with the right mouse button on any action in the list of available actions.
The context menu will appear.
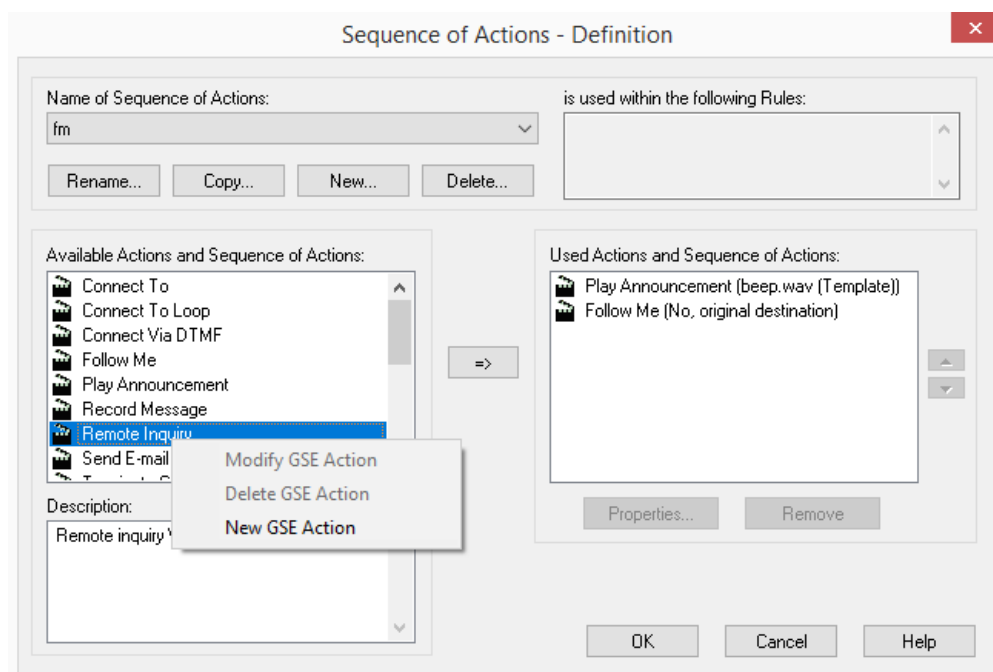
4 Click on "New GSE Action".

"the Graphical Script Editor" window will appear. On the interface you will see the default blocks for a action: "Start rule", "Rule executed" and "Call disconnected".
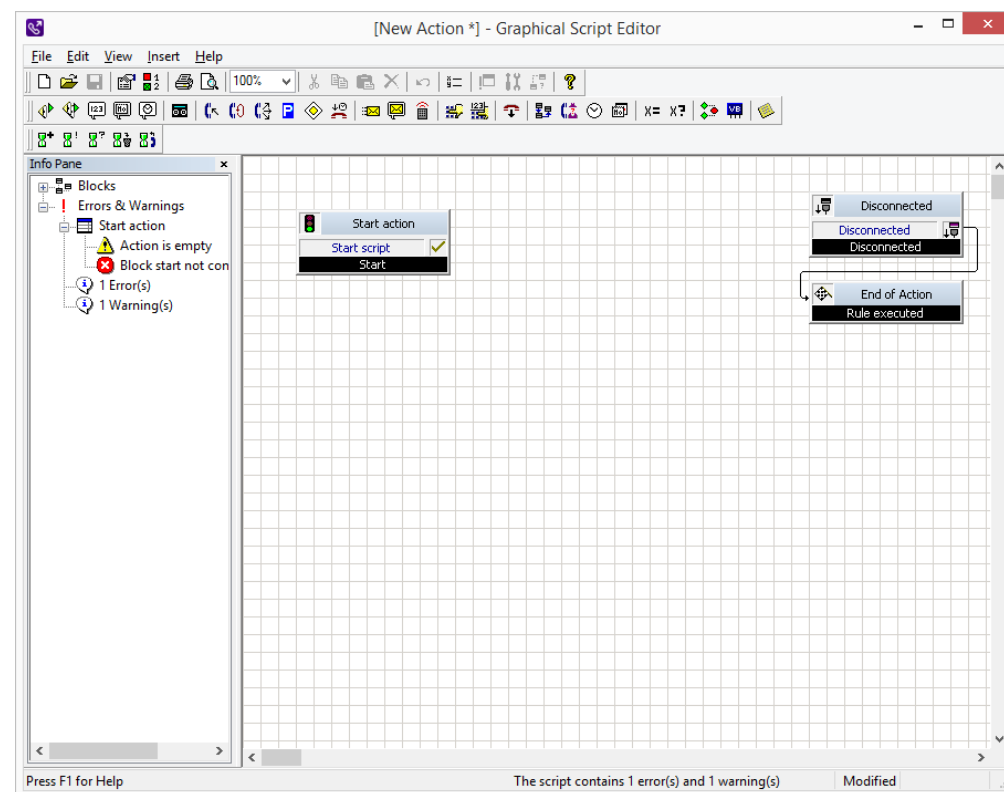
You can now position the blocks you want on the grid interface in the script window and enter the appropriate parameters. The contacts of all blocks (the input as well as the outputs) must be connected. In the Info pane you will see the messages concerning the errors and warnings. These messaged provide information concerning any missing connections or parameters.

3.4.2.1 PROPERTIES OF A SCRIPT

The properties of a script can be displayed by clicking on in the toolbar.

The "General" Tab

In addition to the name of the rule or action, the following information is also displayed:

- Project Name
- Script type
- Author
- Company
- Version number
- Description
- Block Width

To save a modified script, see *3.4.4 Saving a Script*, page 73 or *3.4.5 Saving as a Draft*, page 74.

The type of script cannot be changed here. It indicates whether this script is for a rule or an action.

Enter the author and the name of the company.

The build number cannot be changed. The build number is increased every time the script is loaded.

Furthermore, you can define the width of the blocks here (64-268). This will allow you to legibly display longer block names. The width defined here is valid for all blocks of this script.

Brief information describing the function of the script must be entered under "Description". By clicking on "Create description", a description will be generated by the Graphical Script Editor. This text will appear later in the Call Routing Manager in the window "Description: This Rule shall apply...".

> **ⓘ** If the description remains empty, the script cannot be saved.

The ⬚ button is used to open the "Variables and System Functions" window. These functions will help you to make decisions based on current information or to forward current information (*3.5 Variables and System Functions*, page 76).

Serial Number Restrictions

You can indicate whether a rule script should be subject to certain restrictions. To protect a script, you can define which SwyxServer this script should be run on.

You can obtain more information on this subject from your Swyx sales representative.

This is how you restrict the runability of a script

1 Open the properties of a script under "File | Script properties..." or click on 🖼️.

2 Click on "Serial numbers...".
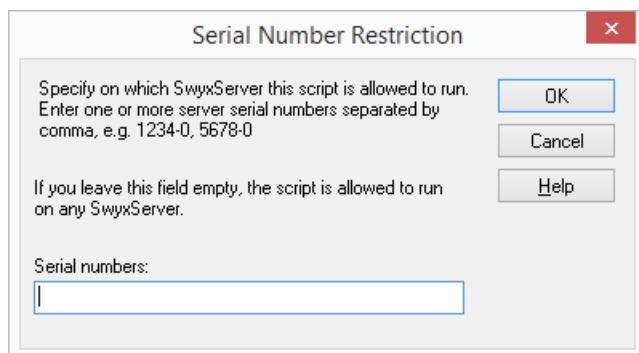
The following window appears: "Serial number restriction".

3 Enter the serial number of the SwyxServer on which this script may be used.

4 If this field remains empty, this script can be run on every SwyxServer.

5 Click on "OK".
This script will now only be run on the SwyxServer whose serial number has been entered here.

How does SwyxServer verify a serial number restriction?

To execute a users set of rules, SwyxServer loads the user's file callrouting.vbs, which was generated by Call Routing Manager/Graphical Script Editor. This file connects the individual rules and actions via additional vbx files. If a callrouting.vbs or one of the connected vbs files contains a serial number restriction, SwyxServer will check whether its own serial number is contained in the list of numbers saved in the script file. If it isn't, the script will be rejected. The serial number check will be carried out for each of the scripts to be loaded, regardless of whether the script is directly loaded as a callrouting.vbs or indirectly through a connection

to the callrouting.vbs. If the file doesn't contain any serial number restrictions, the file can be run on any SwyxServer.

> ℹ️ If a user has a restricted script in his rule book and if this script is not permitted for the SwyxServer, this users entire set of rules will not be executed. Instead, the standard script of the SwyxServer will be executed, i.e. the call will be connected to the original destination.

The "Parameters" Tab

The entry of parameters on the "Parameter" tab enables you to use and define GSE rules and actions in the Call Routing Manager without having to change them using the the Graphical Script Editor.

For example, this makes it possible for the administrator to create GSE rules or action and to provide them to the user without the user having to have authorization to use the Graphical Script Editor.

3.4.3 MODIFYING A SCRIPT

In the Call Routing Manager you will find scripts which have already been created using in the the Graphical Script Editor. These are marked as   executable scripts with a 📄 or as a draft with a 📄 in the Call Routing Manager. These can be opened, modified, and saved under a different name.

This is how you open an existing rule script

1 Open the Call Routing Manager in SwyxIt!.

2 Highlight an existing rule in the Call Routing Manager.

3 Click on "Modify".

Or

1 Double-click on the desired line.

the Graphical Script Editor will appear with the selected rule.

This is how you open an existing action script

1 Open the Call Routing Manager in SwyxIt!.

2 Click on "Sequence of Actions".
   The "Sequence of Actions – Definition" window will appear.
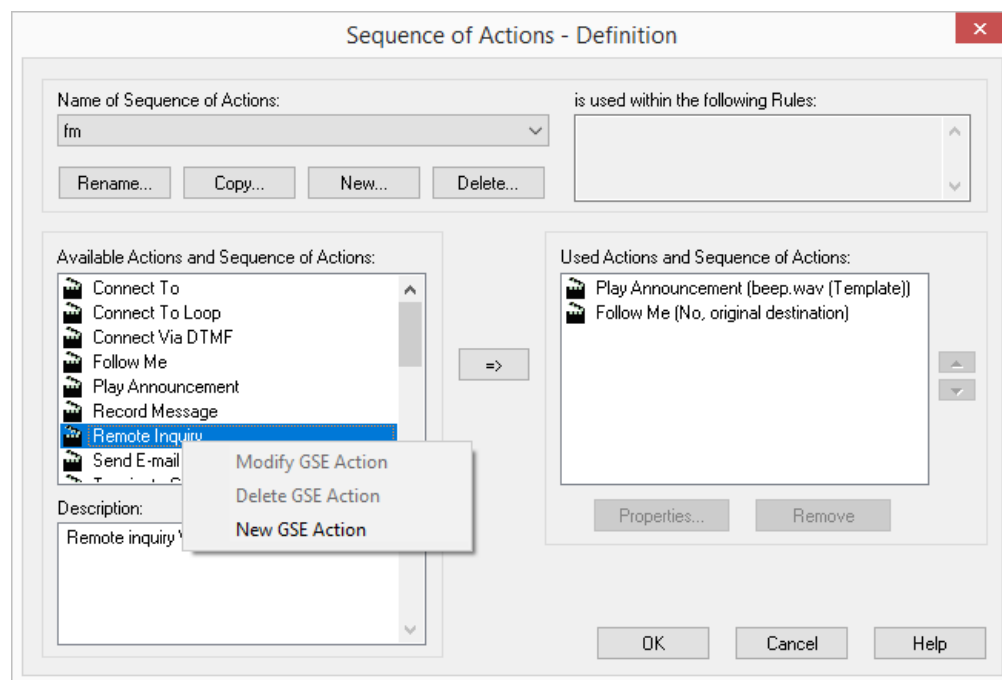
3 In the upper left you will see the name of the highlighted sequence of actions. On the left side in the middle you will find all of the available actions. The actions created using the Graphical Script Editor are marked with the ▤▥ symbol.

4 Click with the right mouse button on a highlighted action. The context menu will open.
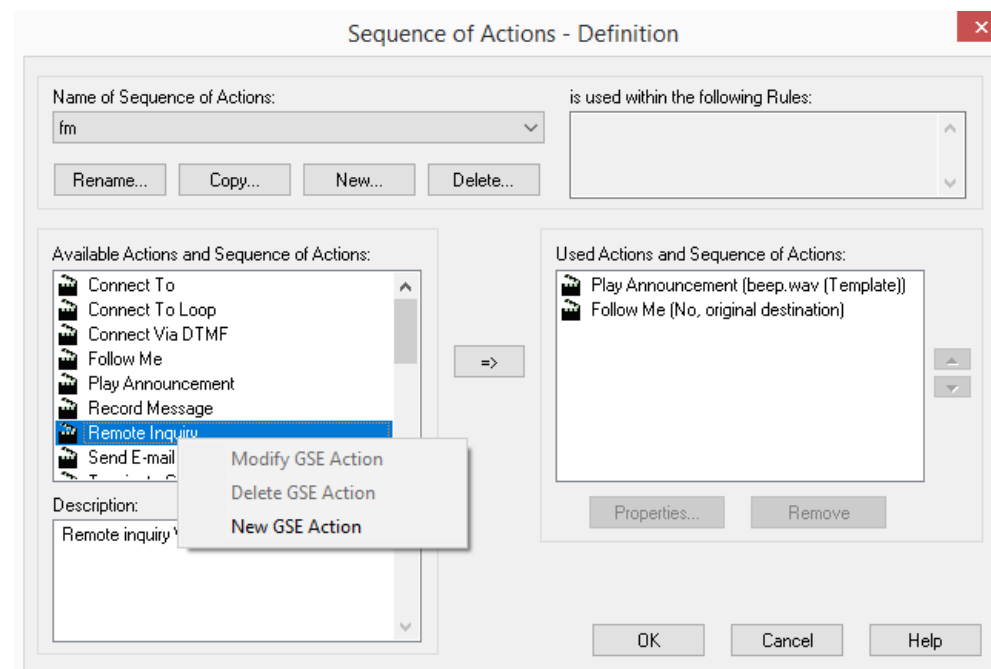
5 Now select "Modify GSE action".
   The Graphical Script Editor will be opened and it contains the script for the selected action.
   You can now modify the selected script by adjusting the parameters of the blocks to meet your conditions or by adding or deleting other blocks.

⚠️ You cannot insert the currently edited script or action sequences containing this script into this action sequence (no recursive use). The corresponding sequences of action are deactivated in the list.You cannot insert the currently edited script or action sequences containing this script into this action sequence (no recursive use). The corresponding sequences of action are deactivated in the list.

3.4.4   SAVING A SCRIPT

The Graphical Script Editor saves the script you have edited in the database on SwyxServer. The Call Routing Manager applies the existing

rules and actions to the Rulebook during "Save" or "Save As...". The script will be checked for errors and provided as a rule in the Call Routing Manager.

ℹ️ In contrast to the Call Routing Manager, which manages the scripts and actions, the Graphical Script Editor is a processing program, which can only process one script once it has been called. If you open an existing script in the Call Routing Manager e.g. "Rule 1" and change the name of the script on the page "Script Properties", e.g. to "Rule 2", then this script with a new name will replace the previous script. If you would like to keep the original script, go to the menu "File" and select the option "Save As..." and enter a new name there, i.e. the call will be connected to the original destination.

3.4.5   SAVING AS A DRAFT

Scripts, which are not error-free, cannot be saved directly because the Call Routing Manager can only apply error-free scripts during "Save" or "Save As..." to its Rulebook.

If you select the options "Save Draft" and "Save Draft As..." while working on a script, the script will be saved on SwyxServer but it will not be applied to the Rulebook of the Call Routing Manager. You can see this draft later as a deactivated rule in the Call Routing Manager. These drafts are marked with a separate symbol §▤ .

3.4.6   EXPORTING A SCRIPT

To save a script at a location other than the SwyxServer, select the option "Export...". The script will be stored under the current name in the directory you have entered. You can export scripts in order to make your rules accessible to colleagues.

3.4.7   IMPORTING A SCRIPT

You can import a locally stored script into the Graphical Script Editor using the function "Import...", in order to continue to work on an exported script or to adapt a provided script to meet your needs. To apply this script to the Rulebook, save it under its current name using "Save" or under another name using "Save under...".

3.4.8   RENAMING A SCRIPT

To rename a script, you can open it using the Graphical Script Editor and then by changing the name on the "Properties" tab in the menu "File" or by using the "Save under..." option located in the "File" menu. In the latter case, the original name will be kept.

Alternatively, you can directly use the function "Rename..." found in the Call Routing Manager.

See also *2.3.9 Rename Rule*, page 18.

3.4.9   COPYING A SCRIPT

To copy an existing script, you can use "Copy..." function found in the Call Routing Manager.

See also *2.3.8 Copy Rule*, page 18.

3.4.10   DELETING A SCRIPT

Deleting a script in the Graphical Script Editor is not permitted. To delete a script created usingthe Graphical Script Editor , select the "Delete..." function in the Call Routing Manager.

See also *2.3.7 Delete Rule*, page 17.

3.4.11   POSSIBLE ERRORS AND WARNINGS

Errors and warning occur while creating a script. These errors would prevent the script from running correctly. For this reason, it is not possible to save a faulty script for use with the Call Routing Manager. You can save a faulty or incomplete script at any time as a draft in order continue working on it later and then to save it as a rule or action for use in the Rulebook of the Call Routing Manager.

Warnings do not keep the rule from being used in the Call Routing Manager. They only offer information about eventual error sources.

A description of the individual errors and warnings is given in the following table:

Symbol	Message	Explanation
❌	ERROR: No connection to output '...'	If an output is not connected, this could result in a dead end in the script. The script can only be added as a draft to the Rulebook.
❌	ERROR: Announcement file '...' absent	The selected announcement file no longer exists on SwyxServer. The script can only be added as a draft to the Rulebook.
❌	ERROR: Not all days have been considered	A connection has not been assigned to all days in the block "Days of Week". If necessary, use the output "Other days". The script can only be added as a draft to the Rulebook.
❌	ERROR: The block was connected to itself.	This link may result in an endless loop. Therefore, it is not permitted. The script can only be added as a draft to the Rulebook.
❌	ERROR: The "Start" block is not connected to the script.	No output for the rule ('Rule executed' or 'Rule skipped') can be reached. The script can only be added as a draft to the Rulebook.
❌	ERROR: Not all parameters have been entered in the description field.	Parameters are missing in the description field that are mandatory for this field.
❌	ERROR: Use Action '...' missing	The action called in a block is no longer available on the .SwyxServer The script can only be added as a draft to the set of rules.

Symbol	Message	Explanation
⚠️	WARNING: A block with the result 'Disconnected' is located behind the block 'Disconnected'	This block only makes sense if the connection still exists at the time it begins. The script can nevertheless be applied to the Rulebook.
⚠️	WARNING: <Output> used, but not visible	There are connections, which cannot be seen in the script, because the corresponding output is not shown. The script can nevertheless be applied to the Rulebook.
⚠️	WARNING: No connection to this block	This block is not reached in any case. The script can nevertheless be applied to the Rulebook.
⚠️	WARNING: Tab not configured	No settings have been saved in the tab in the block.
⚠️	WARNING: The action is empty.	No other action will be executed within this action script. You can still save this action and continue to use it.
⚠️	WARNING: Output 'Other days' unreachable	All seven days are individually linked in the block "Day of Week". Therefore, the output "Other days" is no longer available. The script can nevertheless be applied to the Rulebook.
ℹ️	INFO: X Errors	There is a total of X errors in the script.
ℹ️	INFO: X Warning(s)	There is a total of X warnings in the script.

3.4.12 CLOSING A SCRIPT

If you have saved or exported a script, then you can close the the Graphical Script Editor window by selecting the menu item "File|Quit" or by clicking on ✖ the upper right corner of the "Graphical Script Edi-

tor" window. If you close a modified script, you have the option of saving it as a draft or rejecting it.

3.5 VARIABLES AND SYSTEM FUNCTIONS

As a fundamentally new property in comparison to the Rule Wizard of the Call Routing Managers, the Graphical Script Editor provides the option of using variables and system functions. Its contents are defined during the execution of the script and are only valid during this run (e.g. time of the call). These functions will help you to make decisions based on current information or to forward current information.

A differentiation is made between user-defined variables and system functions.

User-Defined Variables

The block "Set Variable" can be used to set user-defined variables.

> The name of the variable may contain the characters A-Z, a-z, 0-9 and _ (underscore). The variable name must begin with a letter.

A variable can contain a sequence of characters (string) or a numeric value. You can define the contents of a variable and in doing so you can also use system functions. In addition, a variable can be an expression from existing variables or system functions.

Alternatively, the caller can make an entry during the script procedure that are stored in a variable (e.g. with the block "Get DTMF" or "Get DTMF String").

You can always use the ▤ symbol to list and use previously defined variables. The variables can be used for evaluation, e.g. in the blocks "Evaluate variable" or "Announcement selection", or in the blocks "Voice Box", "Announce string", "Put through", "Loop", "FollowMe" and "Send e-mail" etc.

> It is not permitted to use a variable name, which is identical to the name of a system function.

Use of Variables

If you would like to use a variable or a system function in a script, begin the entry in this window with the equal sign (=). This will indicate to the the Graphical Script Editor that the following text is an expression, which consists of individual character sequences and variables. This expression will then be analyzed when the Graphical Script Editor is running. If there is no equal sign at the beginning of the entry window, the contents of the entry field will only be interpreted as a string by the Graphical Script Editor.

Example:

You would like to forward a call to an number that is mathematically the result of the number called (CalledNumber()) called.

To do this, open the "Properties of Connect" page of the block "Connect". Now enter in the "Connect call for xx seconds" field the expression

    =CalledNumber() + 100

and then the caller will then be redirected to number '334' when he dials the extension '234'.

> If you mistakenly enter only "CalledNumber() + 100" (without an equal sign =), this will lead to a misconnection.

Analysis of Variables in Expressions

If you would like to analyze a variable or system function (e.g. in the blocks "Evaluate" or "Choose Announcement", you can compare a variable with an expression.

This expression can contain all the user-defined variables of this script as well as all system functions. The expressions used here are created in the syntax of Visual Basic Script:

- A variable can be either a sequence of characters ("3") or a numeric value (3).

- It is possible to link variables.
  The expression

  ```
  ="Call from the number" & CallerNumber()
  ```

  during the call handling of a call from the number 0123456789, will result in

  ```
  Call from the number 0123456789
  ```

- Calculation operation with variables
  The expression

  ```
  a=3*b
  ```

  will be numerically evaluated so that a will be assigned the result of the calculation operation. This requires that b contains a numeric value or a string, which is interpretable as a numeric value.

- Addition
  This operation is executed depending on the type of variable. The expression

  ```
  ="3" + CalledNumber()
  ```

  results, during the treatment of a call with CalledNumber()=234, in a string in the form

  ```
  "3234".
  ```

  The expression

  ```
  = 3 + CalledNumber()
  ```

  results, during the treatment of a call with CalledNumber()=234, in a numeric value

  ```
  237
  ```

> ⚠ If the variable or a system function (here CalledNumber()) contains a string, which is not interpretable as a numeric value, then this expression will generate an error (type mismatch) and the call will be terminated.

- Comparison
  This operation runs analogous to Addition. Thus, the expression

  ```
  "333" > CalledNumber()
  ```

  a comparison of the strings.
  If the variables to be compared are strings, they will be compared as ASCII strings (standard string comparison) starting with the first character. The first discrepency (> or <) determines the result.
  Example:

  > The following strings exist: "A"=65; "a"=97; "b"=98; "c"=99.
  >
  > Then the following apply:
  >
  > "aab" < "aac", because 1st character a=a; 2nd character a=a; 3rd character b<c
  >
  > "aab" > "aAc", because 1st character a=a; 2nd character a>A

  The expression

  ```
  333 > CalledNumber()
  ```

  compares the numeric value. In this case it is once again necessary that the system function contains a numeric value.

The Use of Variables in E-Mail Texts

If you would like to use a variable in the text of a sent e-mail, you must define the entire text of the e-mail as an expression.

Example:

The following should appear later in the text of the e-mail:

> You received at <CurTime> a call from the number <IpPbx.Calling-Number>.
>
> An attempt to connect the call to <Substitute> was made.
>
> Sincerely, your SwyxServer.

In this case, "Substitute" is a user-defined variable, which is defined during the execution of the script (e.g. depending on a number entered via DTMF by the caller or according to the time of the call, a different substitute is defined).

In this case, the following contents must be in the "Text" field in the block "Send E-mail":

> = "You received a message at " & CurTime() & " from the number "_
>
> & IpPbx.CallingNumber & "." & vbLF _
>
> & "An attempt to connect the call to " & Substitute & " was made." & vbLF _
>
> & "Sincerely, your SwyxServer."

⚠️ Make sure to use a blank between "vbLF" and the underscore.

Use the underscore (_) as the last symbol of the line in the editing of the expression for all lines except the last one and vbLF (Visual Basic Line Feed) as the symbol for the line break in the e-mail text.

System Functions

SwyxWare gives current information about the call just received for the processing by a script. This current information can be, for example

- assigned to a variable (*3.6.6.1 Set Variable*, page 129),

- compared to a variable (*Analysis of Variables in Expressions*, page 76 or *3.6.6.2 Evaluate*, page 132 or *3.6.6.4 Choose Announcement*, page 135),

- inserted into the text of an e-mail (*The Use of Variables in E-Mail Texts*, page 77 or *3.6.5.10 Send email*, page 120) or

- being declared, see *3.6.6.5 Say Number*, page 138, *3.6.6.6 Say Date*, page 140 or *3.6.6.7 Say Time*, page 142.

⚠️ When using system functions, note that they only occur in expressions that are subject to the syntax listed above.

The following system functions are available:

Name	Explanation
IpPbx.Away	Add or define status „Away"
IpPbx.CallingName	Add or define the name of the caller
IpPbx.CallingNumber	Add or define the number of the caller
IpPbx.DoNotDisturb	Add or define "Do not disturb"
IpPbx.OneWayConference	Add mode for one-way conference
IpPbx.SecondaryCallingNumber	Add secondary number
IpPbx.UserFreeStatusText	Add or define statustext of the user
CallDuration()	Duration of the call in seconds
CalledNumber()	Add called number
CallID()	Number fort he unique identification of this call. This identification is also used in the Call Detail Records (CDRs).
CallStart()	Starting time of the call in the format hh:mm:ss
CurDate()	Current date in the format dd.mm.yyyy
CurDateTime()	Time and date of the beginning of the call in the format hh:mm:ss dd:mm:yyyy
CurDay()	Current day (with preceding zero) in the format dd
CurDayOfWeek()	Day of week of the begin of the call in the format e.g., "Monday"
CurHour()	Current hour (with preceding zero) in the format hh
CurMinute()	Current minutes (with preceding zero) in the format mm
CurMonth()	Current month (with preceding zero) in the format mm
CurSecond()	Current seconds (with preceding zero) in the format ss
CurTime()	Current time in the format hh:mm:ss

Name	Explanation
CurYear()	Current year (yyyy)
ExternalCall()	External call
InternalCall()	Internal call
IsAway()	Status of the user is "Away"
IsBusy()	User is busy
IsDoNotDisturb()	Status of the user is "Do not disturb"
IsLoggedIn()	User is logged on to a device.
IsOutlookBusy()	Calendarstatus of the user is "busy"
IsOutOfOffice()	Calendarstatus of the user is "away"
LastCause()	Contains information about the last redirection action (connect to, loop, FollowMe) within the current call handling. The following values are possible: ● PBXSuccess (0) ● PBXFailure (1) ● PBXTimeout (2) ● PBXCallTermNormalCallClearing (3) ● PBXCallTermDestinationBusy (4) ● PBXCallTermReject (5) ● PBXCallTermWrongNumber (12) ● PBXCallTermConnectToCallerImpossible (13) ● PBXCallTermDestinationUnreachable (14) ● PBXNoChannelAvailable (18) ● PBXNetworkCongestion (19) ● PBXIncompatibleDestination (20) ● PBXOriginatorDisconnected (22)
NotLoggedIn()	Benutzer is logged off
OneWayConferenceSuffix()	Supplies the attachement, which was added to the destination number for one-way conference.
PIN()	Personal Identification Number of the person called.
PostDialingDigits()	Add suffix dial number
RecordLen()	Length of the recorded voice message in seconds

Name	Explanation
VoicemailOriginatorEMailAdress()	Insert e-mail address configured on the server of the sender of the voice message.

3.6 BLOCKS

In this chapter you will find the general structure of a block, an overview of all possible blocks, and detailed information concerning the individual blocks and their properties.

⚠ As of SwyxWare V13.27, IMAP blocks are not available for creating new scripts.

3.6.1 THE GENERAL STRUCTURE OF A BLOCK

All blocks have the same structure elements regardless of their block type. These structure elements will be described in more detail in the following.

Element	Explanation
	The "Input" contact surface This is occupied by the symbol, which also characterizes the block type (here e.g. "Situations ").
	Name of the block You can define the name yourself on the "General" tab. The parameters used are entered here by default.

Element	Explanation
Output 1 Output 2	**Description of the Outputs** You can define this name yourself on the "Links" tab. Line break for formatting
✓ ✗	**"Output" contact surface(s)** The connections to the next block start from here. Line break for formatting
Situation	**Block type (here e.g. "Situations check")** The block type is shown here. The block types will be described in more detail in this chapter. You can also hide the display of the block type via ⬛.

Name of the block

You will find the name of the block in the top line. If the block is activated during processing, the name will be highlighted in blue. If it is deactivated, the background is pale blue. In the default setting, each block has a name, which corresponds to the block type or the set parameters contained in this block. You can give each block an individual, identifying name.

This is how you rename a block

1 Click the block to activate it.
- Select "Edit | General..." from the toolbar or

- Go to the menu bar and click directly on 🔲 .

Or

1 Click with the right mouse button on the block.
The block will be activated and the shortcut menu appears.

2 Select "General...".
In each case, the "General" tab of the "Properties of <Block name>" page of the selected block will be opened.

3 Enter the name you want for the block in the field "Name".

4 Click on "OK".
The "Properties of <Block name>" page will close and the new name of the block will appear.

Input

In the upper left corner of the block, you will see the "Input" contact surface. It contains the symbol of the block type. This surface serves as an entry point for the connection lines between the blocks. Each block has exactly one input.

Outputs

On the right-hand side of the block you will find the contact surfaces for the outputs. These are also occupied by symbols or abbreviations. You can define a description for each output. These are shown in the block. The number of outputs depends on the block type. Each block has at least one output. You can connect these outputs to the input of the block which follows.

To find out more about creating a connection, see *This is how you connect two blocks*, page 65.

Block Type

You will see the block type in the bottom line. An overview of the different block types can be found in *3.6.2 Overview*, page 83.

Comments Mark

As soon as you have entered a comment on the "General" tab, a mark 📝 will appear in the upper right corner. If you move the mouse over the comments mark, the QuickInfo containing the text for this mark will open.

3.6.1.1 PROPERTIES OF A BLOCK

Each block has properties, which you can configure. Depending on the type of block, there is a varying number of tabs.

This is how you call the properties of a block

1 Click with the right mouse button on the block.
The block will be activated and the shortcut menu appears.

- Select "General..." for example.

Or

1 Click the block to activate it.

- Select "Edit | General..." from the toolbar or

- Go to the toolbar and directly select the tab you want, e.g. [icon].
The following window appears: "Properties of Block name" with the selected tab, for example "General".

General

The "General" tab contains the general settings for the highlighted block.
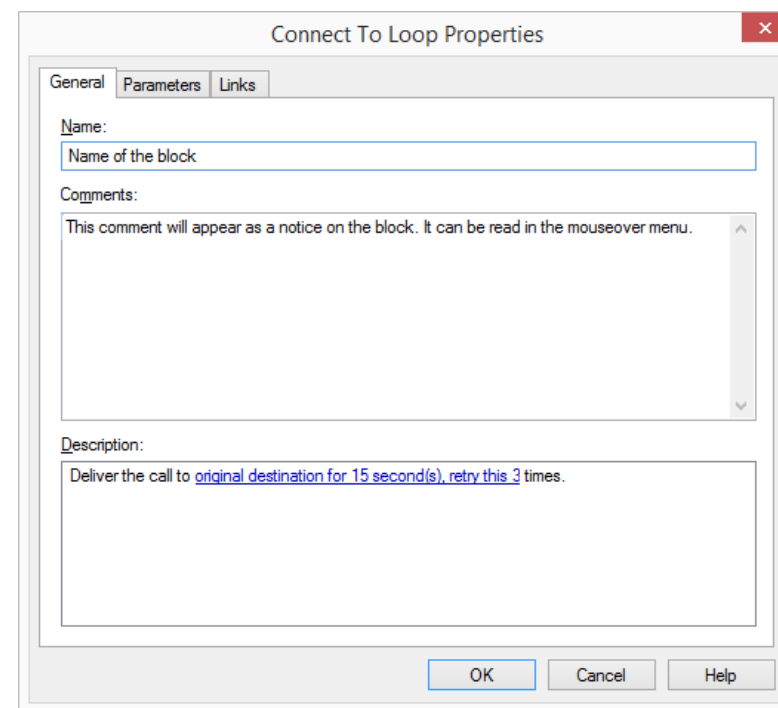
These include

- Name of the block. This appears in the top line of the block. Furthermore

- a space for your own comments, which will appear later when the mouse pointer touches the comments mark, and

- a text, which describes the parameters defined on the following tab. This text is created automatically when entering the parameters and it cannot be changed. The parameters are blue and underlined and can be selected by directly clicking on them.
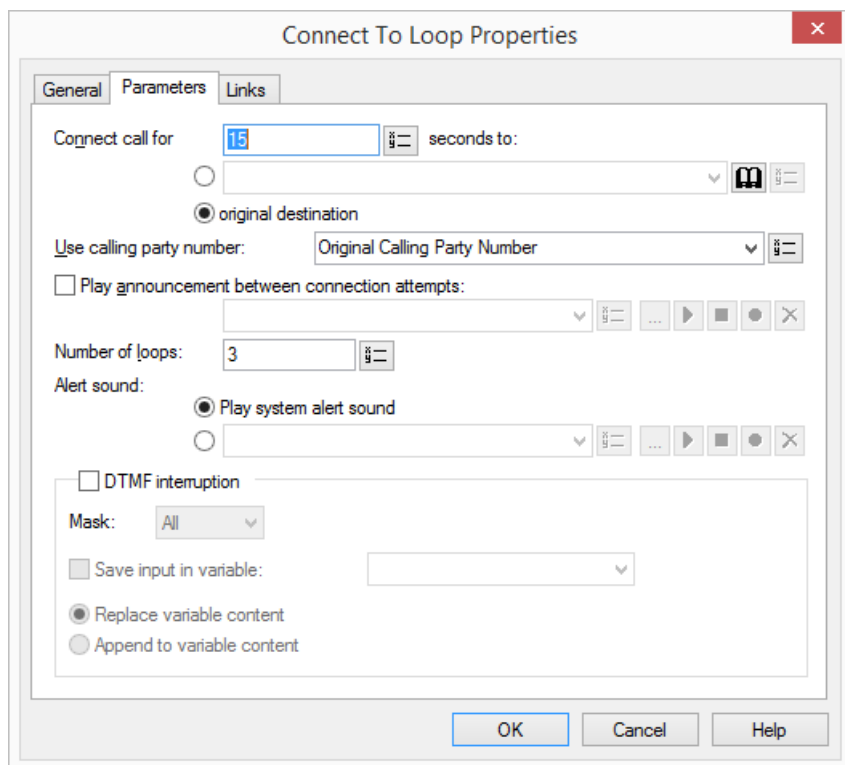
Parameter

This tab contains the parameters to be defined for this block type. If the selection of a parameter requires additional, detailed information, then this single parameter is underlined. When it is selected, a new window will be opened immediately in which the necessary details are querried.

Example:

In the block "Connect To Loop", you activate the entry of another number and click for the selection of the destination number, e.g., on .
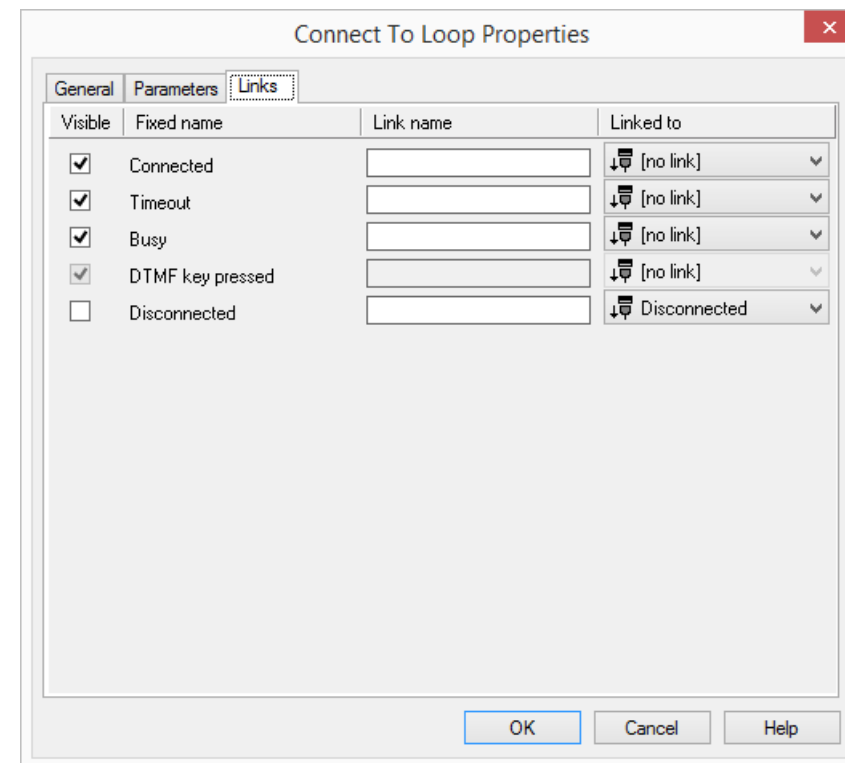
The following window appears "Phonebook". Here you can select a number.

Links

On this tab you will find all outputs associated with this block.

In the first column "Visible", you can define whether each output of the block should be shown in the script window.

ℹ The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed.

You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the script window.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available block inputs.

3.6.1.2 DEFAULT BLOCKS AND OPTIONAL BLOCKS

There are two different types of blocks; the so-called "Default Blocks" and the "Optional Blocks".

Default Blocks for Rules

The default blocks only occur once in every script. They are automatically produced at the beginning of script creation and appear directly at the beginning of the script creation in the grid of the script window. They can be moved and renamed, but not deleted. A rule has the following default blocks:

- Start
- Disconnected
- Rule executed
- Rule skipped

These blocks define the beginning and the end of a rule. The "Input" contact surface for the block "Start rule" remains unconnected. The blocks "Rule executed" and "Rule skipped" do not have an output, the rule ends here.

Default Blocks for Actions

The following default blocks are used when creating an action:

- Start
- Disconnected
- Rule executed

These blocks define the beginning and the end of an action. The "Input" contact surface for the block "Start rule" remains unconnected. The block "Rule executed" does not have an output, the action ends here.

Optional Blocks

The optional blocks can be selected from the toolbar and are used for creating the actual contents of a rule. All blocks can be combined freely, can occur any number of times, and can be deleted at any time.
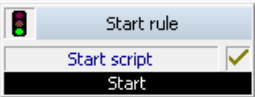
3.6.2 OVERVIEW
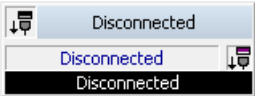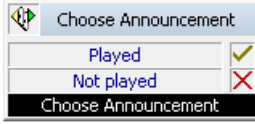
Blocks are provided for a variety of applications:
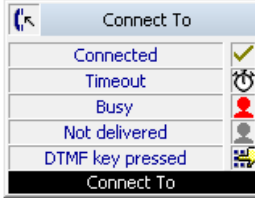
- for general call handling
- for access to and management of the e-mail folder
- for the handling of calls using a queue
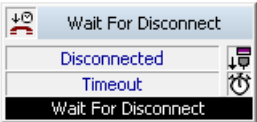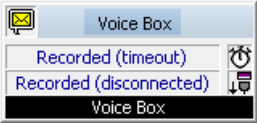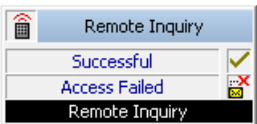
3.6.2.1 BLOCKS FOR GENERAL CALL HANDLING
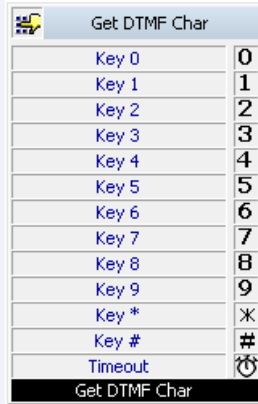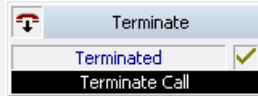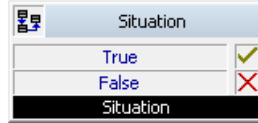
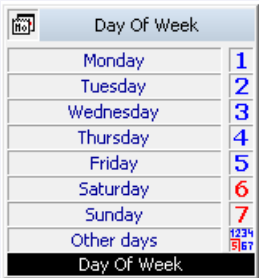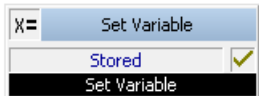Here you will find a table with an overview of all available general block types:
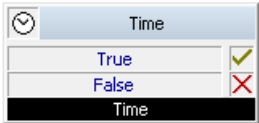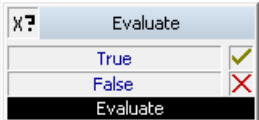
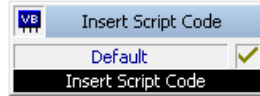| Block	Block Type	Explanation
Start rule / Start script / Start	Start	Default Block This block is used in a script to start a rule (*3.6.3.1 Start*, page 87).
Rule executed / Rule executed	Rule executed	Default Block This block ends the script. Other rules will not be taken into consideration by the Call Routing Manager (*3.6.3.2 Rule executed*, page 88).

Block	Block Type	Explanation
Rule skipped	Rule skipped	Default Block This block ends the script. Other rules will be taken into consideration by the Call Routing Manager (*3.6.3.3 Rule skipped*, page 89).
Disconnected Disconnected Disconnected	Disconnected	Default Block If the call is disconnected (e.g. the caller goes on hook), the call handling will jump to this block and the script will continue the process from here (*3.6.3.4 Disconnected*, page 89).
Play Announcement Played DTMF key pressed Play Announcement	Play Announce-ment	Optional Blocks The caller is played an announcement (*3.6.6.3 Play Announcement*, page 133).
Choose Announcement Played Not played Choose Announcement	Choose Announce-ment	Optional Blocks This differentiates between files by evaluating a variable and, thus, is plays a specific announcement in the sequence in which it occurs (*3.6.6.4 Choose Announcement*, page 135).
Say Number Played DTMF key pressed Say Number	Say Number	Optional Blocks A sequence of digits is announced (*3.6.6.5 Say Number*, page 138).
Say Date Played Invalid Parameter Say Date	Say Date	Optional Blocks With the help of this block, you can have the date announced (*3.6.6.6 Say Date*, page 140).

Block	Block Type	Explanation
Record Message Recorded (timeout) Recorded (disconnected) DTMF key pressed Silence detected Record Message	Record Message	Optional Blocks This block records the voice message of a caller, see *3.6.5.9 Record Message*, page 118.
Connect To Connected Timeout Busy Not delivered DTMF key pressed Connect To	Connect To	Optional Blocks This block places the call to the own or to another phone number by e.g. to Voice Box, see *3.6.5.1 Connect To*, page 100
Connect To Loop Connected Timeout Busy Connect To Loop	Connect To Loop	Optional Blocks This block connects the call once again to your own number or to another number (*3.6.5.2 Connect To Loop*, page 103).
Follow Me Connected No answer Follow Me	FollowMe (Redirect Call)	Optional Blocks This block attempts to connect the call sequentially to different numbers (*3.6.5.3 FollowMe (Redirect Call)*, page 106).
Hold On Hold Hold	Hold	Optional Blocks This block puts a call on hold. The caller hears a defined music on hold (*3.6.5.4 Hold*, page 111).
Activate Activated Activate	Activate	Optional Blocks Activates a call, which has been put on hold with the block "Hold" (*3.6.5.5 Activate*, page 113).

Block	Block Type	Explanation
Wait For Disconnect / Disconnected / Timeout / Wait For Disconnect	Wait for Disconnect	Optional Blocks Monitors a successfully forwarded call to the end of the connection (*3.6.5.6 Wait for Disconnect*, page 114).
Send E-mail / Sent / Send E-mail	Send email	Optional Blocks An E-mail is sent, which can contain information concerning the call and a message (*3.6.5.10 Send email*, page 120).
Voice Box / Recorded (timeout) / Recorded (disconnected) / Voice Box	Voice Box	Optional Blocks An announcement will be played and a message recorded. The message is displayed in the call journal of the relevant user/group ,and if configured, sent as an e-mail, see *3.6.5.11 Voice Box*, page 122.
Remote Inquiry / Successful / Access Failed / Remote Inquiry	Remote Inquiry	Optional Blocks This block allows to query the voice messages and e-mails from another port, see *3.6.5.12 Remote Inquiry*, page 126.
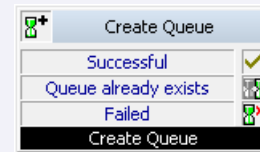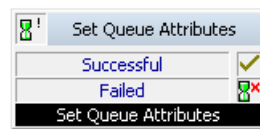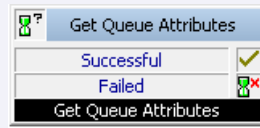
Block	Block Type	Explanation
Get DTMF Char / Key 0 0 / Key 1 1 / Key 2 2 / Key 3 3 / Key 4 4 / Key 5 5 / Key 6 6 / Key 7 7 / Key 8 8 / Key 9 9 / Key * ✳ / Key # # / Timeout / Get DTMF Char	Get DTMF Char	Optional Blocks After a prompt, DTMF input is detected (*3.6.4.5 DTMF key pressed*, page 97).
Get DTMF String / Stored / Nothing entered / Key # # / Get DTMF String	Get DTMF String	Optional Blocks A sequence of DTMF characters is detected and assigned to a variable, see *3.6.6.9 Get DTMF String*, page 144.
Terminate / Terminated / Terminate Call	Terminate call	Optional Blocks An existing connection is terminated (*3.6.5.13 Terminate call*, page 128).
Situation / True / False / Situation	Situation	Optional Blocks This block provides a decision option based on the situation of the subscriber called, e.g. "Absent" or "Speaking" (*3.6.4.1 Situation*, page 89).
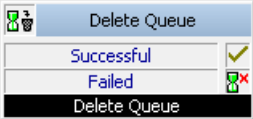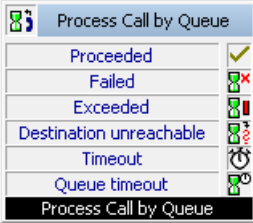
Block	Block Type	Explanation
Call	Call	Optional Blocks This block provides a decision option based on the properties of the call, e.g. the caller's number (*3.6.4.2 Call*, page 92).
Time	Time Check	Optional Blocks This block provides a decision option based on the time of the call (*3.6.4.3 Date/Time*, page 94).
Day Of Week	Day of Week	Optional Blocks This block provides a branching option based on the current day of the week (*3.6.4.4 Day of Week*, page 97).
Set Variable	Set Variable	Optional Blocks A variable is defined and set with a start value (*3.6.6.1 Set Variable*, page 129). Alternatively, you can call a sub-program you have created yourself (*3.7 The Use of a Visual Basic Script*, page 156).
Evaluate	Evaluate	Optional Blocks A statement concerning a variable(s) is evaluated and branched accordingly (*3.6.6.2 Evaluate*, page 132).

Block	Block Type	Explanation
Insert Script Code	Script Code Insertion	Optional Blocks Here you can insert a Visual Basic Script into the rule script (*3.6.5.8 Insert Script Code*, page 117).
Run GSE Action	Run GSE Action	Optional Blocks An action, which was created with the help of the Graphical Script Editor, is executed (*3.6.5.7 Run GSE Action*, page 115).

3.6.2.2 BLOCKS FOR THE MANAGEMENT OF QUEUES

The following blocks can be used to manage queues.

Block	Block Type	Explanation
Create Queue	Create queue	Optional Blocks This block creates a new queue, which contains calls in specific sequence (*3.6.7.1 Create queue*, page 146).
Set Queue Attributes	Set Queue Attributes	Optional Blocks This block sets and changes the parameters of the queue (*3.6.7.2 Set Queue Attributes*, page 148).
Get Queue Attributes	Get Queue Attributes	Optional Blocks Queries the parameters of the queue and saves them in variable (*3.6.7.3 Get Queue Attributes*, page 151).

Block	Block Type	Explanation
Delete Queue	Delete Queue	Optional Blocks This block deletes a queue All calls, which are in the queue, are disconnected (*3.6.7.4 Delete Queue*, page 153).
Process Call by Queue	Call in Queue	Optional Blocks This block adds the current call to the queue and processes it, see *3.6.7.5 Call in Queue*, page 155.

3.6.3   DEFAULT BLOCKS

Default blocks are those blocks, which can be seen directly at the beginning of the creation of a rule or action on the grid interface. The user is allowed to move these blocks, but they cannot be deleted. The following default blocks exist for a rule:

- Start
- Disconnected
- Rule executed
- Rule skipped

If you would like to create an action, the following default blocks are provided for this purpose:

- Start
- Disconnected
- Rule executed

The basic structure of a block and the fundamental structure of the corresponding "Properties" window is described in detail in *3.6.1 The General Structure of a Block*, page 79.

3.6.3.1 START
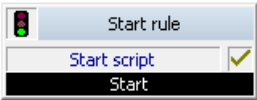
This block begins the call handling. If the Call Routing Manager calls this rule or action, then it will automatically begin with this block. Therefore, the input of this block cannot be connected. Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Start rule"

In this window, you can define those functions that you would like to use in the script. These functions are added in the form of a Visual Basic Script. See also *3.7 The Use of a Visual Basic Script*, page 156.
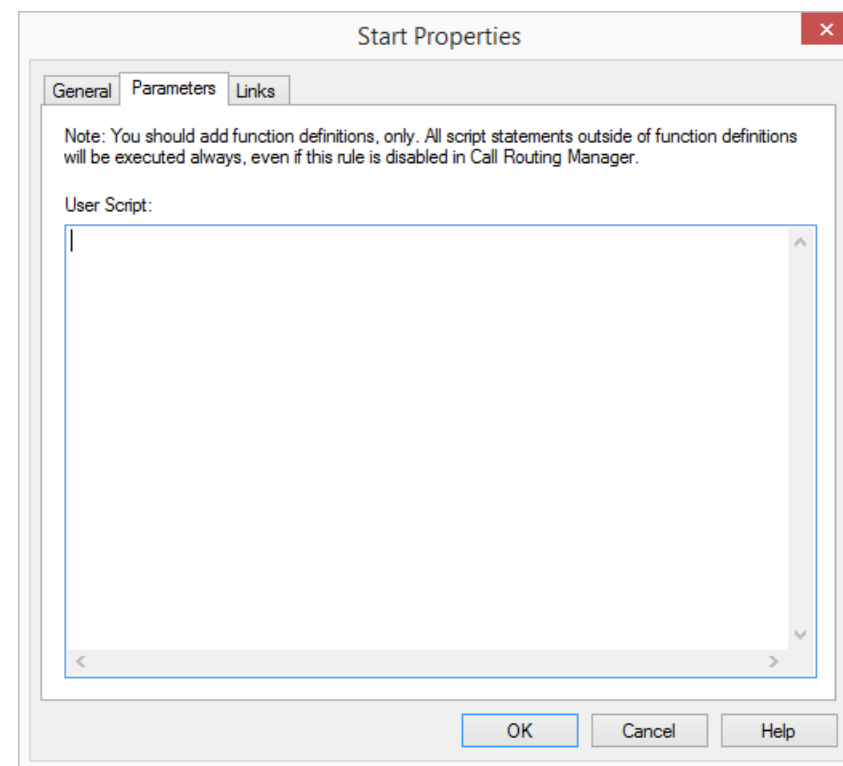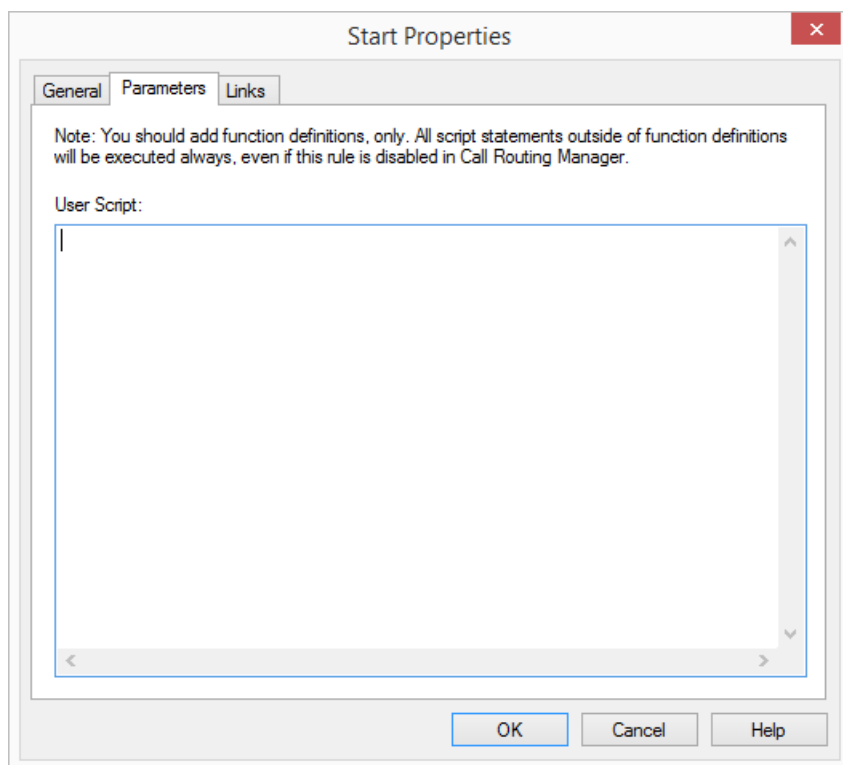
Links

The "Start rule" block only has one output with the fixed name "Start script". The block is always exited via this output.

3.6.3.2 RULE EXECUTED
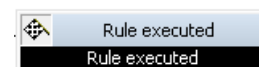
This block ends the execution of a rule or action. In the case of a rule, this signals the Call Routing Manager that the rule has been executed, i.e. no other rules will be processed by the Call Routing Manager. On the "Properties" page, only the "General" tab is available for this block. This block has no output because the rule ends here.

This differentiation does not exist for an action script because the script is always exited with the block "Rule executed".

3.6.3.3 RULE SKIPPED
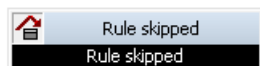
This block ends the execution of a rule. It signals the Call Routing Manager that the rule should be skipped, i.e. the Call Routing Manager will process the next rule. On the "Properties" page, only the "General" tab is available for this block. This block has no output because the rule ends here.

3.6.3.4 DISCONNECTED
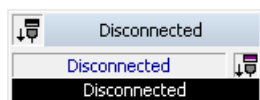
There are blocks, whose process takes a certain amount of time, e.g. "Play Announcement" or "Record Message". If the call is disconnected during the execution of such a block (e.g. the caller goes on hook), the current block will be exited via the output "Disconnected". This output is standardly connected to the block "Disconnected". However, you can also connect it to other blocks and in this way execute other actions after the connection has been terminated. On the "Properties" page, only the "General" and "Connections" tabs are available for this block.

> After this block, only actions that do not require an active connection can be executed. This might include, for example, sending an e-mail with the time of the call and – if available – the caller's number.

Links

This block only has one "Disconnected" output. This output is connected to the input of the block "Rule executed" by default.

3.6.4 OPTIONAL BLOCKS – DECISIONS

Optional blocks are those blocks, which the user can insert into the call flow of a rule or an action. They are clicked and then positioned in the script window, can occur any number of times, and they can be moved and deleted. The following provides a description of those blocks that contain a decision.

3.6.4.1 SITUATION
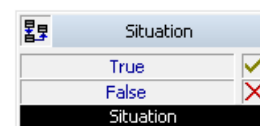
If a subscriber is called, the current situation of the subscriber called will be checked. This block allows you to ask about the situation and, based on this, you can make a decision, i.e. the call handling can be branched here.

Example:

> You have entered "…if not logged on to SwyxServer" as a parameter. If you are then called and are not logged on, then the branch of the script, which is connected to the output "True", will be processed. Otherwise, the branch "False" will be processed.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Situation"

1   Here you can choose a situation from a select list containing the situations, which are differentiated by the Call Routing Manager:
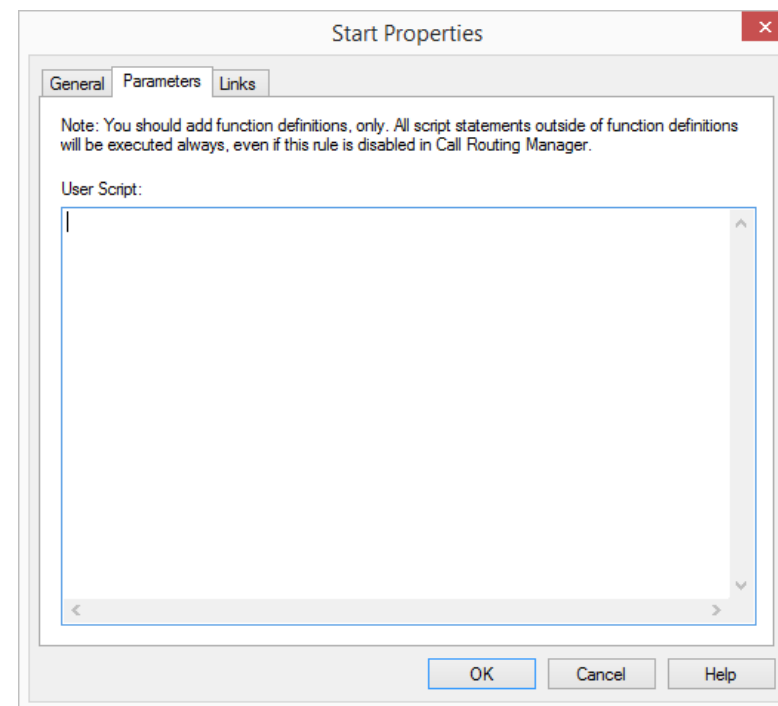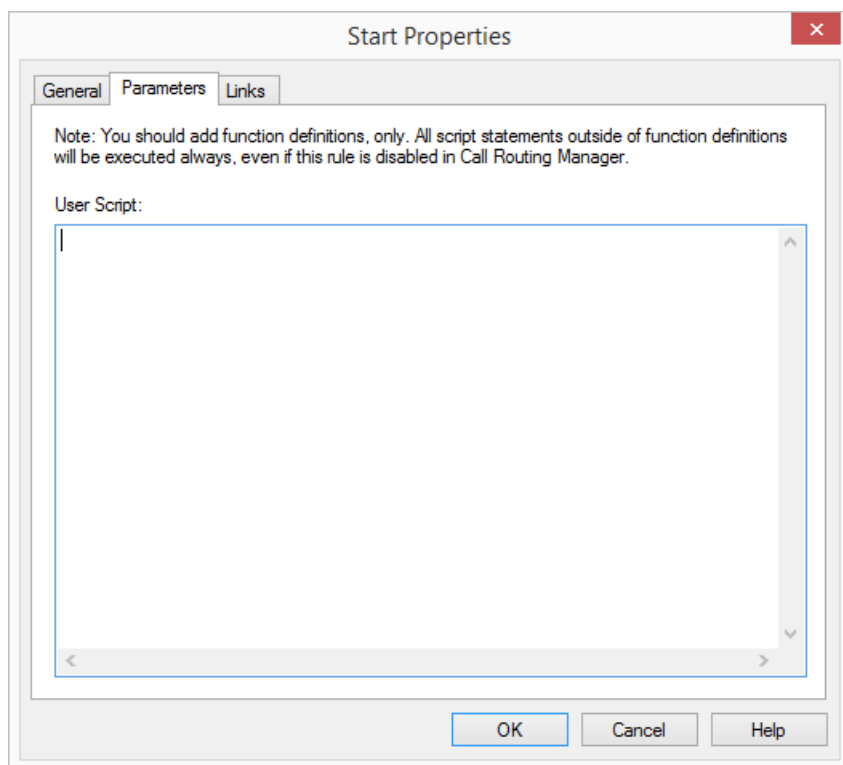
- All situations

or a reasonable combination of the following conditions:

- The subscriber's line is free and the subscriber is logged on to SwyxServer, i.e. he could take the incoming call. This is also the case if the subscriber is currently making a call, but other lines are still free and the option "Disable secondary call" has not been activated.
- The line is busy, which means that the subscriber is currently making a call and all lines are busy or the option "Disable secondary call" is activated.
- The subscriber has set his status to "Away".
- The subscriber has set his status to "Do not disturb" .
- The subscriber is "absent" according to the calendar.
- The subscriber is "busy" according to the calendar.
- The subscriber is not logged on to the SwyxServer.

Note that the information "absent" and "busy" according to Outlook Calendar can only be updated at certain intervals (presetting: 15 minutes) from Outlook to the Exchange Server. It is only available for rule processing after the update has taken place. These settings can be changed in Outlook under "Tools | Options | Settings | Calendar options… | Free/Busy Options" Remember that a very small value will lead to network overload.

A calender query is also possible under Lotus/IBM/HCL Notes. This requires the installation of Lotus/IBM/HCL Notes SDK. Unlike Microsoft Outlook, Lotus/IBM/HCL Notes does not allow qualification concerning local appointments and absences. The "Freetime" query interprets all-day events as "absent" and all other appointments will be treated as "busy" (Knowledgebase-article 2757).

The rules do not need to be adjusted when switching from Microsoft Exchange to IBM Domino/Notes or vice versa.

The information concerning whether a user is "absent" or "busy" is only required when the Exchange Server starts the first call handling. If this query appears several times during call handling, the value of the first query will be applied again.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
True	This exit is chosen if the call matches a situation defined on the "Parameters" tab.
False	This exit is chosen if the call matches a situation defined on the "Parameters" tab.
Disconnected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.4.2 CALL

This block can be used to query information about the caller or about the number called and then to use this information for decisions concerning the call handling.

Example:

You have selected the parameter "External Calls Only". All calls which you receive from external numbers, i.e. not from subscribers within the company network, will follow the exit "True" and all internal calls will follow the exit "False".

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for Call

1   Here you can choose a call characteristic from a select list containing those characteristics, which are recognized by the Call Routing Manager: If you select an entry, which requires more detailed parameters, a new window querying the corresponding parameters will open.
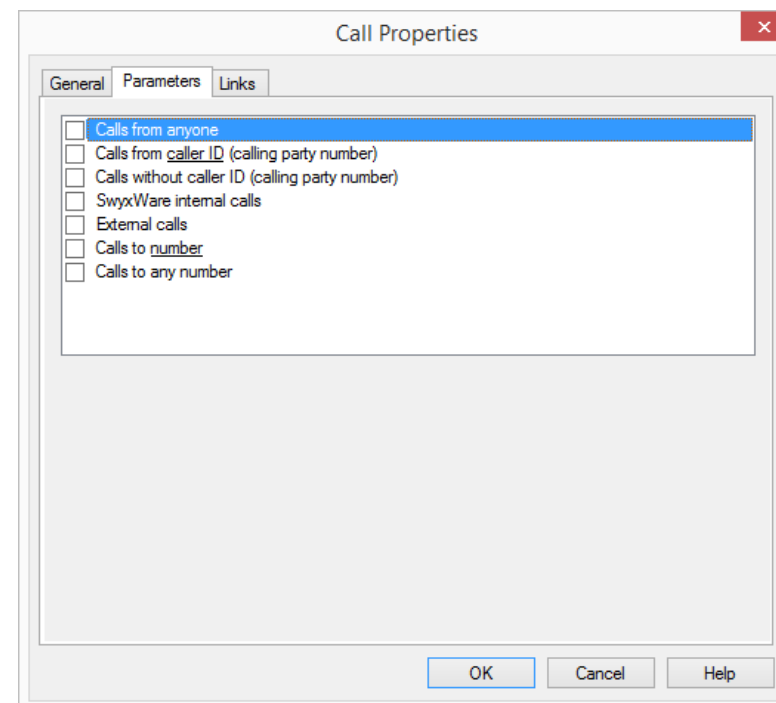
You can select from the following supported conditions in regards to the type of call:
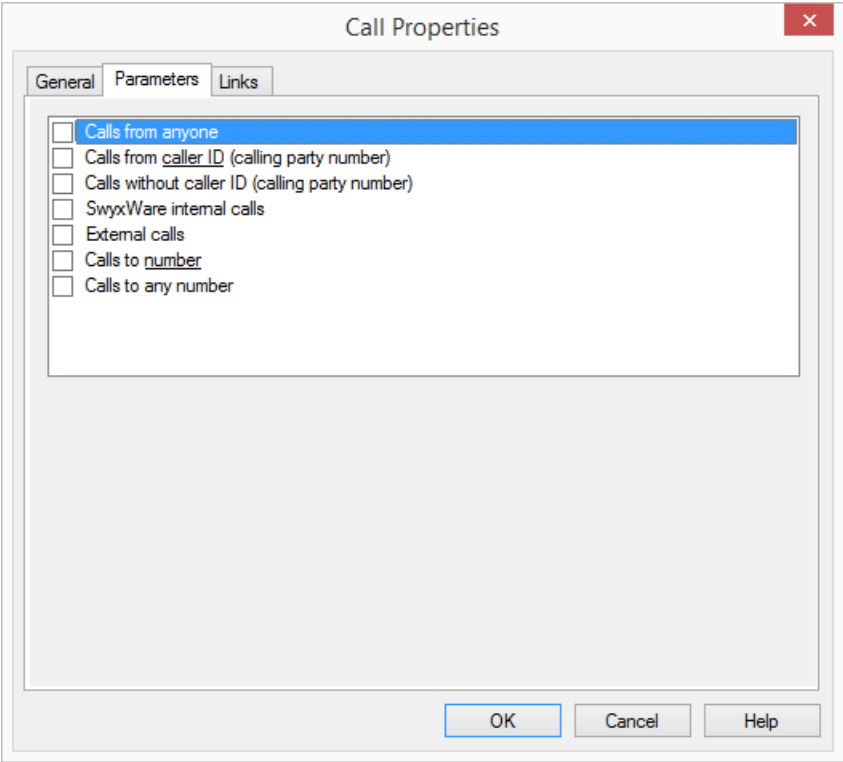
- Calls from any number

or a reasonable combination of the following conditions:

- Calls from caller ID

  You can take the caller ID from the address book or enter it directly. You can enter several different numbers by separating them with a semicolon.

- Caller without Caller ID (you see 'XXX' in the display)

- Only intern SwyxWare calls (in general, calls that are made via SwyxLink are external calls)

- External calls only

- Calls to my extension

  You can select the number from the dropdown list.

- Calls to any of my numbers (if you have several numbers).

Wildcards can also be used here, for example, in order to be able to specifically identify international calls by entering "000*" (Public line access+ international country code). In doing so, '*' can stand for several numbers and '?' for exactly one number.

Links

On this tab you will find all outputs associated with this block. This block provides the option of making a decision based on the properties of the caller. The outputs are described as follows:
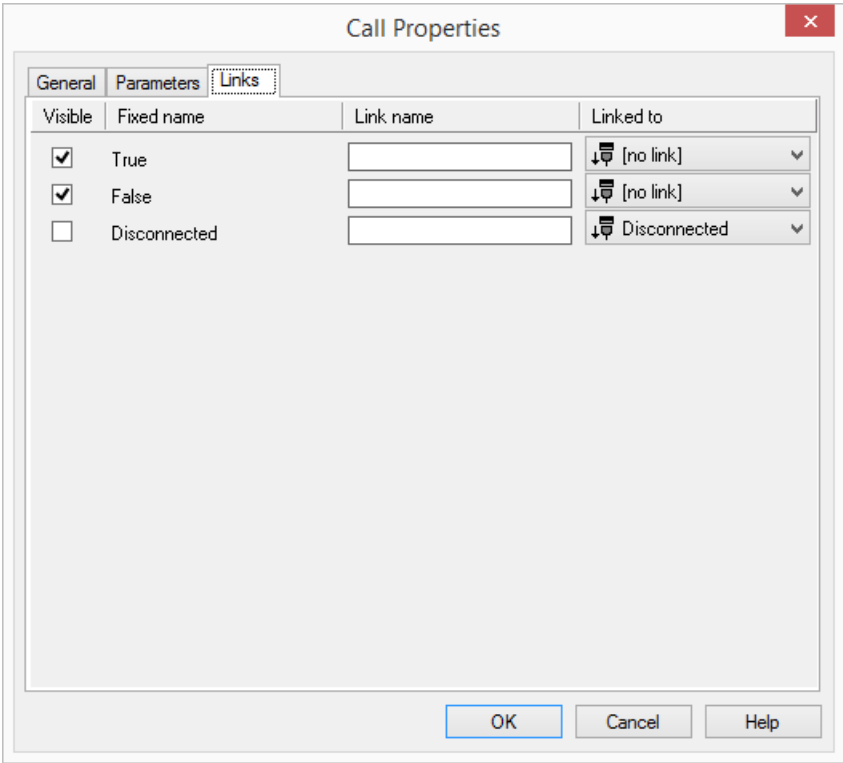
Output	Explanation
True	The exit is chosen if the caller fulfils a defined condition.
False	The exit is chosen if the caller fulfils a defined condition.

Output	Explanation
Disconnected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.4.3 DATE/TIME
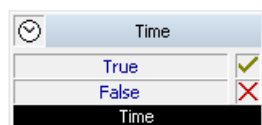
This block allows you to define the time conditions and to provide branches according to the fulfilment of these conditions.

Example:

> If you select the parameter "Within a specified time period", you can define the date as well as the time of day in the next window. If a call is received during this specified period of time, then the output "true" will be selected, otherwise the output "False" will be chosen.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for Date/Time

1 Select one of the options from the list shown.
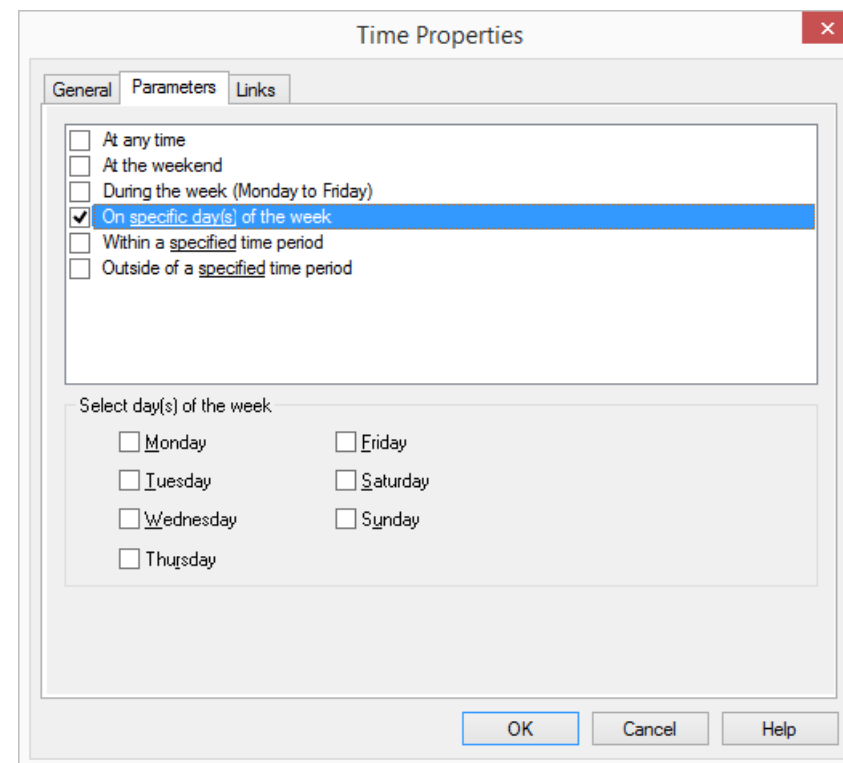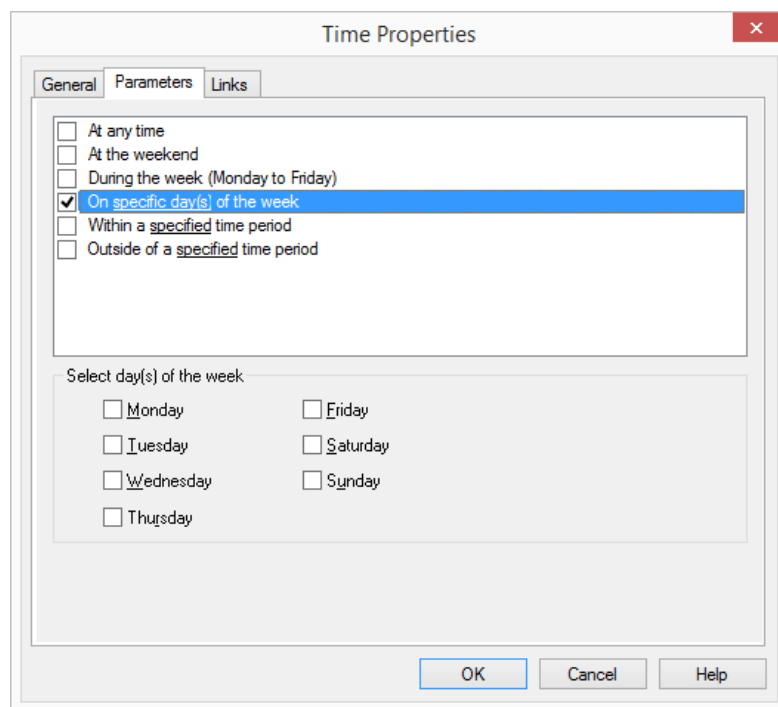
If a condition requires additional information (for example, a day of the week or a time of day), then the information required is underlined in the condition.

When a condition is newly selected, a modified tab requesting the value, will automatically appear.

You can select from the following supported conditions in regards to the time of the call:

● At any time

or a reasonable combination of the following conditions:

● On weekends

● During the week (Monday to Friday)

● On specific days of the week

● Within a specified time period and

● Outside a specified time period

2 If you select "Within a specified time period" from the selection list, in the lower part of the tab you can define in detail the dates as well as periods within the time of day.
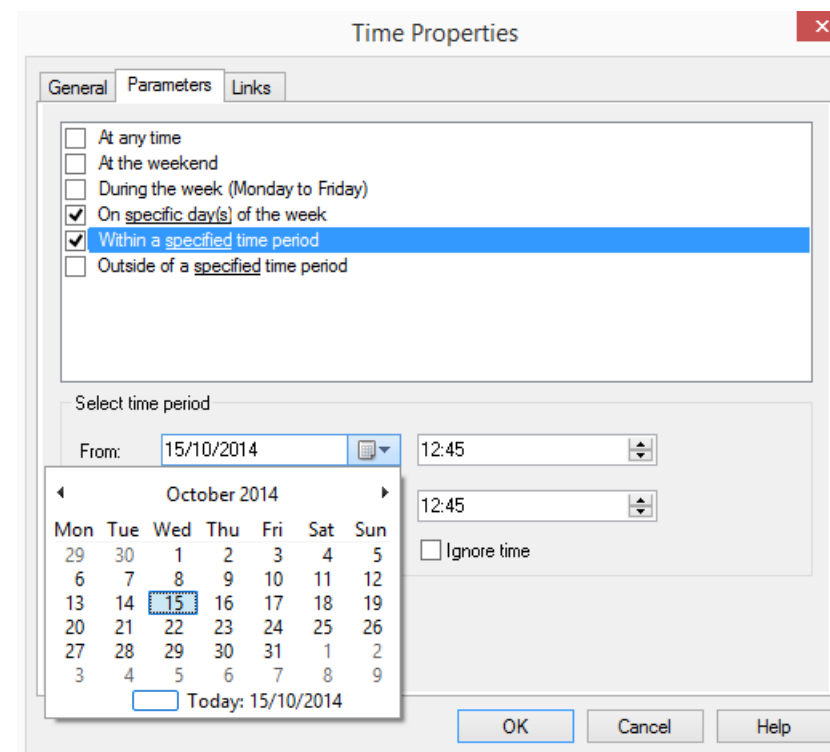
3　Define the date time period here. You will find a calendar in the form of a drop-down menu or mark "Ignore date".

4　Then you can set the time of day or activate "Ignore time".

5　Click on "OK".
The "Time Properties" window will close.

The "Time check" block can be seen on the grid interface and it available for further processing.

Links

This block provides the option of making a decision based on the time of the call. The outputs are described as follows:

Output	Explanation
True	This exit is chosen if the call fulfils one of the defined time conditions.
False	This exit is chosen if the call fulfils one of the defined time conditions.
Disconnected	This exit is selected if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.4.4 DAY OF WEEK
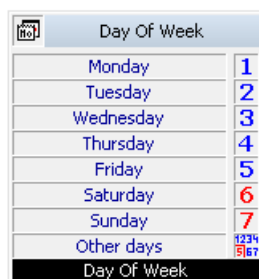
This block makes it possible to differentiate between the individual days of the week, providing a number of different branches. Under "Properties", the tabs "General", "Parameters" and "Connections" are available for this block.

Links

You can define up to eight different branches, one for each day of the week on which a call is received. If the script is only important for some days of the week, you can use the output "Other days" for the remaining days in general.

To design an error-free script, a path must be defined for every day, otherwise you will receive the message "Not all days handled" in the Info pane. If the display of another connected output is deactivated on the tab, you will receive warning concerning this e.g. "Day of week output 'Sunday' not connected" in the Info pane. Not all eight outputs can be occupied. If all days of the week are connected and also the output

"Other days", the warning "Output 'Other days' not available" will appear.

3.6.4.5 DTMF KEY PRESSED
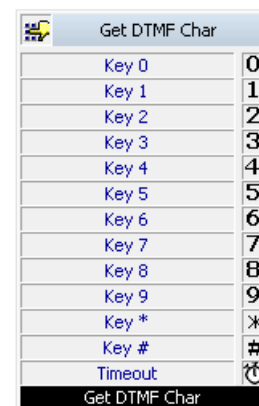
The block "DTMF key pressed" provides you the option of handling calls differently based on an entry made by the caller.

You can play an announcement, which prompts the caller to enter one DTMF character. This announcement can be repeated several times. SwyxWare Will accept the entry during the announcement and – if so defined – after the last announcement.

Alternatively, it is also possible to import a character from a variable (e.g. a character string). The last (right) character will be imported. Then the variable will be deleted.

The action is terminated,

- as soon as a DTMF character has been detected, or
- after the last timeout has expired, or
- if the connection is terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "DTMF key pressed"

1 Activate the option "Get input from variable" if you want to import a character from a variable instead of the entry made by the caller.

The imported character will be deleted in the variable.

2 Activate the option "Play announcement during DTMF detection" and define which announcement you would like to use to prompt the caller to enter a DTMF character.
You have several options:

- From the dropdown list select a file.

- Browse your hard drive by clicking on [...] .

When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the

conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.

- Click on [▷], to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■].

- To delete the selected file, click on [✕].

(i) The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

---

3 Then enter how often the announcement should be repeated. If "0" is entered here, no announcement will be played.

4 Then define the length of the announcement repetition interval by entering the number of seconds between each repetition.

5 Finally, you indicate the maximum length of detection after the last announcement is played.

6 Now you can define the variable in which the detected DTMF should be saved. You can choose between

- replacing the old contents of the variable or

- appending it to the old contents of the variable (These are strings!).

7 Click on "OK".
The "Get DTMF" block can be seen on the grid interface and it available for further processing.

(i) Please note that if during a Timeout an empty string will be transmitted.

Links

The output "Timeout" must always be connected in order to save an error-free script. Otherwise, the error message "No connection to 'Timeout'" will appear in the Info pane. The outputs with the individual DTMF characters must not necessarily be connected. If a connected output is not visible on the interface, the warning "DTMF output '…' connected but not visible" will appear in the Info pane.

The outputs are described as follows:

Output	Explanation
0-9, #, *	This exit is chosen if the appropriate character (0-9,#,*) has been detected.
Timeout	This exit is chosen if no DTMF sound was received during the timeout.

Output	Explanation
Disconnected	This exit is selected if the connection is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5   OPTIONAL BLOCKS – ACTIONS

These optional blocks are used to represent individual actions of the Call Routing Managers. Blocks, which contain actions include, for example:

- Transfer to another number or to Voice Box (transfer),
- repeated transfer (Loop),
- Call Forwarding (FollowMe),
- to play one or more announcements,
- Record Messages,
- Send e-mail or voice message,
- Remote Inquiry or
- to terminate call handling.

3.6.5.1 CONNECT TO
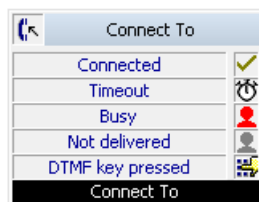
The action „Connect To" transfers the call to the target telephone number. A time limit (Timeout) limits the time period in which a connection establishment it is tried.

You have the option of playing an announcement (e.g. "your call will be connected") in the handset instead of a ringing (idle tone).

You define the number in the field "Use for the following number", which in the case of forwarding should be signalled. This can be the number of a user or a group.

Furthermore, in this block you can permit an interruption by a DTMF entry made by the caller. This takes place in the same was as in the block "Play announcement".

Alternatively, you can activate the checkbox "Proceeding with Call Routing of destination" if the call is to be forwarded to another internal subscriber and the call should be processed according to the rules of this subscriber. In this case, your own set of rules will be ended.

The action is terminated

● after a successful forwarding (call is picked up),

● if the destination telephone number is busy,

● by interrupting the connection (e.g. the caller goes on hook)

● After the transfer to the destination script (if this option has been activated)

● when the Timeout has expired if the call could not be connected.

● if the user, to whom the call should be connected, is logged out.
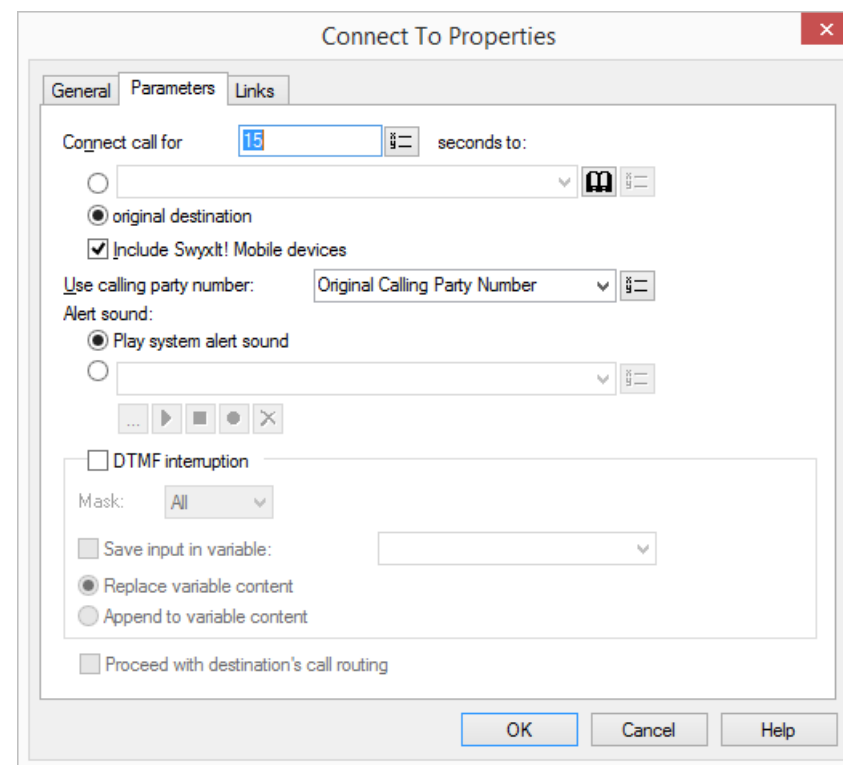
This is how you define the parameters for Connect To

1   Here you indicate where the call should be transferred.

The options include a telephone number, a symbolic name (if this has been recorded in the Phonebook) or the original destination. You can also select the telephone number from the Phonebook or from the drop-down list or from a previously set variable. See also *3.5 Variables and System Functions*, page 76.

Additional external numbers can be entered for use with "Parallel Call Signaling". This makes it possible to signal the connected call parallelly on all terminal devices referenced by the entered numbers. The call is made on the device which is first to pick up the call.

Only external numbers (e.g. the number of an ISDN telephone or a cellular phone) can be used. If a connection subject to costs is set up while forwarding, then these costs will be charged to you.

For detailed information on the use of the Phonebook see the SwyxIt! documentation.

2   If you select the field „Include SwyxIt! Mobile devices" it makes it possible to signal the connected call also on your SwyxIt! Mobile device.

3   In the field "Use for the following number", select the numbers to be signaled upon forwarding. If you select "Original destination of the call", the originally dialled number will be signaled.

4   Enter in the field "Connect call for... seconds to:" the amount of time which should be spent on attempting to reach the destination number (Timeout). If you select "0" here, the call will not be taken back, but irrevocably connected.

After putting the call through with the value "0" for Timeout, the call is no longer available for further processing.

5   Define which ringing should be played during connection. You can use the default ringing or select an individual WAV file.
You have several options:

● From the dropdown list select a file.

● Browse your hard drive by clicking on ___ .

When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.

● Click on ▶ , to listen to the selected file. Click on ■ to stop playing the file.

● To record a new announcement, click on ●: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ■ .

● To delete the selected file, click on ✕ .

The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

6 Define whether and, if the reproduction control is not activated, which DTMF character can be used to cancel the announcement.
In doing so, define whether the character entered should be saved in a variable and whether
- the contents of the variable should be replaced, or
- whether it should be appended to the contents of the variable.

7 Activate "Proceeding with Call Routing of Destination" if the call should be processed using the Call Routing rules of the destination. In this case, the call is no longer available for further processing.

8 Click on "OK".
The "Connect to" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Connected	This exit is chosen if the call was successfully connected to the destination number.
Timeout	This exit is chosen if the call could not be connected to the destination number within the Timeout period.
Busy	This exit is chosen if the destination telephone number is busy.
Not Delivered	This exit is chosen if the call cannot be connected because the destination subscriber is logged off.
Get DTMF Char	This exit is selected if a DTMF character is detected during the announcement.

Output	Explanation
Proceed with destination's...	This exit is chosen if the call is transfered to the destination. It will further processed according to the destination script. Your own call handling will be ended.
Disconnected	This exit is chosen if the call was disconnected during the connection process.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.2 CONNECT TO LOOP

With this action, an attempt will once again be made to connect a call to a certain destination number. The caller hears another announcement between the individual attempts. If the line is busy, the caller will hear a busy announcement defined by the system administrator.
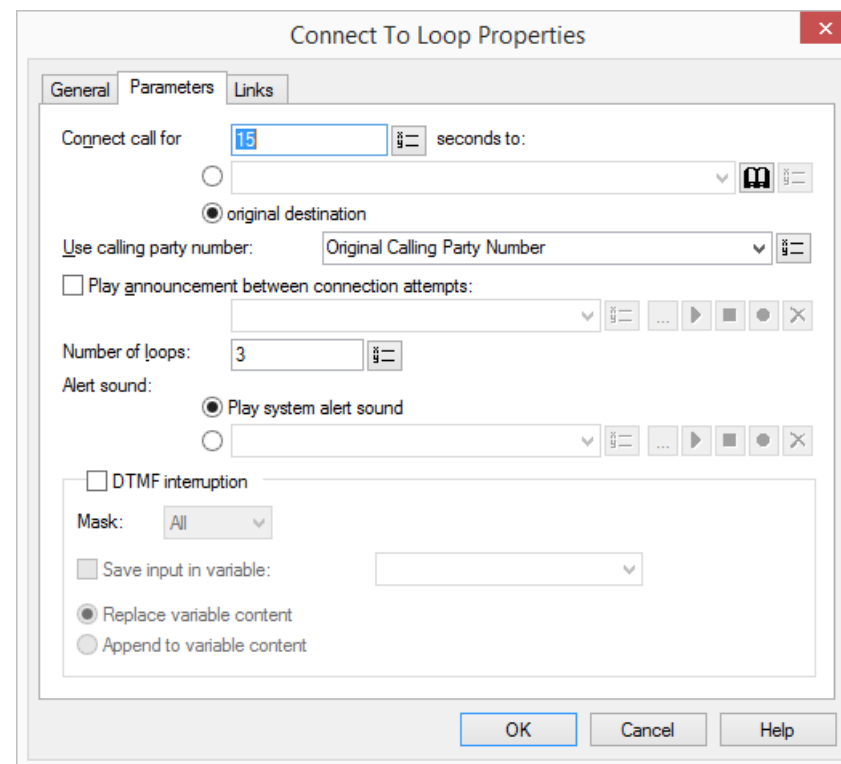
The action is terminated

- after a successful forwarding (call is picked up),
- if the destination telephone number is busy,
- by interrupting the connection (e.g. the caller goes on hook)
- after the defined number of loops has been run through without success
- After entry of a DTMF character (if permitted)
- nach Ablauf des Timeouts falls der Ruf nicht durchgestellt werden konnte.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for Connect To Loop

1 Enter the amount of time which should be spent on attempting to reach the target telephone number in the field "Connect call for... seconds" (Timeout). If you enter a "0" here, the call will not be returned to you, but rather the connection attempt will continue "forever". (Most telephone companies terminate a connection, which has not been picked up, after a certain amount of time, for example, Deutsche Telekom terminates such calls after two minutes).

2 Indicate where the call should be transferred.

The options include a telephone number, a symbolic name (if this has been recorded in the Phonebook) or the original destination. You can also select the telephone number from the Phonebook or from the drop-down list or from a previously set variable.

Additional external numbers can be entered for use with "Parallel Call Signaling". This makes it possible to signal the connected call parallelly on all terminal devices referenced by the entered numbers. The call is made on the device which is first to pick up the call.

For information on using the phone book and on the subject of "Parallel call signaling", see the SwyxIt! documentation.

3   In the field "Use for the following number", select the numbers to be signaled upon forwarding. If you select "Original destination of the call", the originally dialled number will be signaled.

4   Define the announcement.
You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...].

  When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.

- Click on [▷], to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■].

- To delete the selected file, click on [✕].

> ℹ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

5   Define how often an attempt should be made to connect to the destination.

6   Select the ringing sound that should be played for the caller during the connection attempts.

7   Click on "OK".
The "Connect To Loop" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Connected	This exit is chosen if the call was successfully connected to the destination number.
Timeout	This exit is chosen if it was not possible to connect the call to the original destination after the repetition, e.g. because the call was not picked up.
Busy	This exit is chosen if the destination was still busy, even after running the loop.

Output	Explanation
Get DTMF Char	This exit is selected if a DTMF character is detected during the announcement.
Disconnected	This exit is chosen if the call was disconnected during the connection process.

In the first column "Visible", you can define whether each output should be shown in the script window.

ⓘ The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.3 FOLLOWME (REDIRECT CALL)

The FollowMe action attempts to reach the called subscriber (you) at different telephone numbers:

- First you indicate whether or not the call should be picked up immediately, regardless of whether the call is to be connected or redirected.

- If the call is picked up *immediately*, an announcement will be played, for example, a greeting similar to "Hello, you have reached the xyz company. You will now be connected with the appropriate subscriber".

- Next, an attempt will be made to deliver the call to you for a specific period of time and/or to redirect the call to other numbers. A time period must be entered for each of these redirections.

- You can specify whether the caller is connected to your Voice Box (answering machine) if all forwardings were unsuccessful.

- You can also indicate whether the caller hears a corresponding announcement before each redirection. It is also possible to cancel the forwarding with the hash key (#) and to switch through to the Voice Box. An example of the corresponding announcement: "Your call will be forwarded. If you would like to be directly connected to the subscriber's answering machine, please press the hash button".

- Remote inquiry allows you to listen to the voice messages from any telephone line. When calling your SwyxWarenumber, you identify yourself to SwyxWare using your PIN and can then listen to, repeat and, if necessary, delete first the new and then all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

- In the field "Use for the following number", select the numbers to be signaled upon forwarding. If you select "Original destination of the call", the originally dialled number will be signaled.

The action is terminated

- after a successful forwarding (call is picked up),

- by interrupting the connection (e.g. the caller goes on hook)

- if a voice message of the caller was recorded or

- after the Remote Inquiry has been completed.

If it is not possible to record a voice message and the call was not answered, the "No answer" block output is selected.

⚠ If a connection subject to costs is set up while forwarding, then these costs will be charged to you.If a connection subject to costs is set up while forwarding, then these costs will be charged to you.

For this block, the tabs "General", "Parameters", "Voice Box", "Remote inquiry" and "Connections" are available under "Properties".

This is how you define the parameters for Call Forwarding

1   To pick up the call immediately, activate "Accept call and play announcement" and
- define the announcement.

You have several options:
- From the dropdown list select a file.
- Browse your hard drive by clicking on [...].
  When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The

converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.
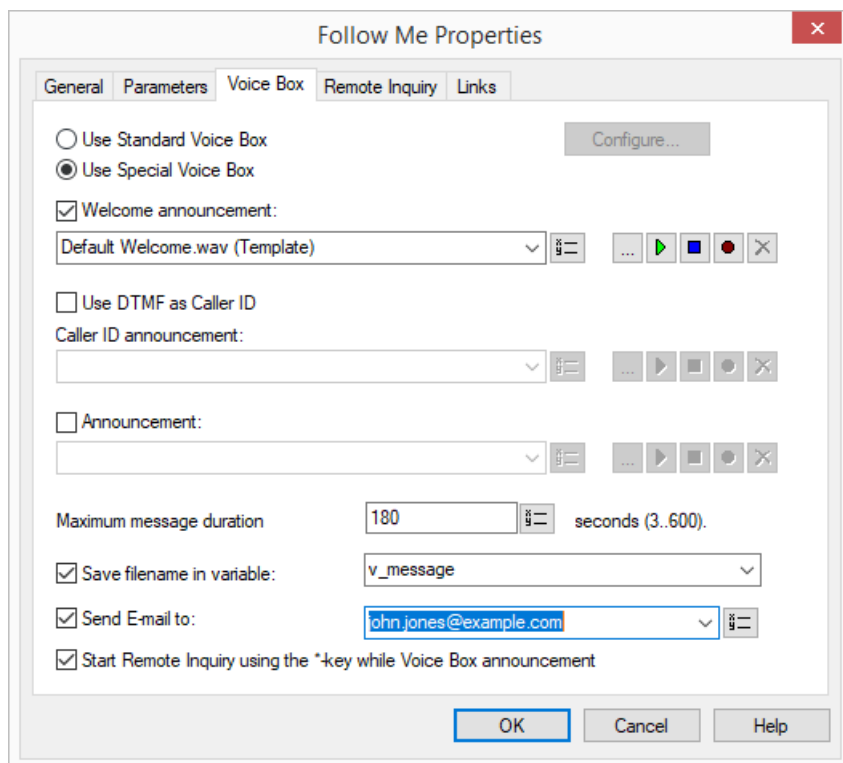
- Click on ▶, to listen to the selected file. Click on ■ to stop playing the file.
- To record a new announcement, click on ●: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ■.
- To delete the selected file, click on ✖.

> ℹ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

2   In the field "Use for the following number", select the numbers to be signaled upon forwarding. If you select "Original destination of the call", the originally dialled number will be signaled.

3   In order to have the call signaled at your desk for a specific period of time (your telephone "rings"),
- activate "Connect call to original destination for" and
- enter how long the call should be signaled until it is redirected.

4   To redirect the call (1st redirection),
- activate "Connect call to" and
- indicate where the call should be transferred. The options include a telephone number or a symbolic name (if this has been recorded in the Phonebook). You can also select the telephone number from the Phonebook or add it from a script variable.
- Then enter the period of time after which the redirection attempt will be cancelled if it was not successful.

5   In case the 1st Redirection attempt was not successful, you can set the 2nd redirection (the same as 1st redirection).

6   In case the 2nd redirection attempt was not successful, you can set the 3rd redirection (the same as 1st redirection).

7 In case no forwarding attempt was successful, you can activate "Transfer call to Voice Box" to connect the caller to Voice Box.

8 To set the parameters for "Voice Box", click on the "Voice Box..." tab.

9 Specify whether you want to use your normal Standard Voice Box or whether you want to define a special Voice Box (e.g. with a different announcement) for this action.
If you want to use the standard Voice Box, activate this option. You can still change the standard Voice Box here. To do so, click on "Configure...".

10 To set the greeting text for the special Voice Box, activate the "Greeting" option. To do this, you must have previously activated "Use special Voice Box ".

You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...].

When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.

- Click on [▶], to listen to the selected file. Click on [■] to stop playing the file.
- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■].
- To delete the selected file, click on [✕].

> The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

11 Activate "Use DTMF as Caller ID" in order to ask for the caller's number if the number was not transmitted.
You can define the announcement as you did for the "Welcome Announcement".

12 Activate "Announcement" in order to set other announcements (this only makes sense if you have already asked for the caller ID in the previous step).
You can define the announcement as you did for the "Welcome Announcement".

13 Enter how long the caller's message should be recorded (Timeout) in the field "Maximum message length ... seconds".

> It is recommended to limit the message length, since a voice message requires a storage space of 2 to 16 KB per recording second, depending on the compression (e.g. an announcement of 14 seconds corresponds to 28 to 224 KB, an announcement of 1:21 minutes to 1.2 MB).

14 If you would like to save the name of the recorded message, activate "Save filename in variable:" and define the variable, in which the file name should be saved.

15 In the "Send e-mail to" field, specify to whom the voice message should be sent.

16 Switch on "Start remote inquiry using * key during Voice Box announcement" to listen to your voice messages from another connection or to be able to change your instant forwarding remotely.

17 Move to tab "Remote Inquiry".
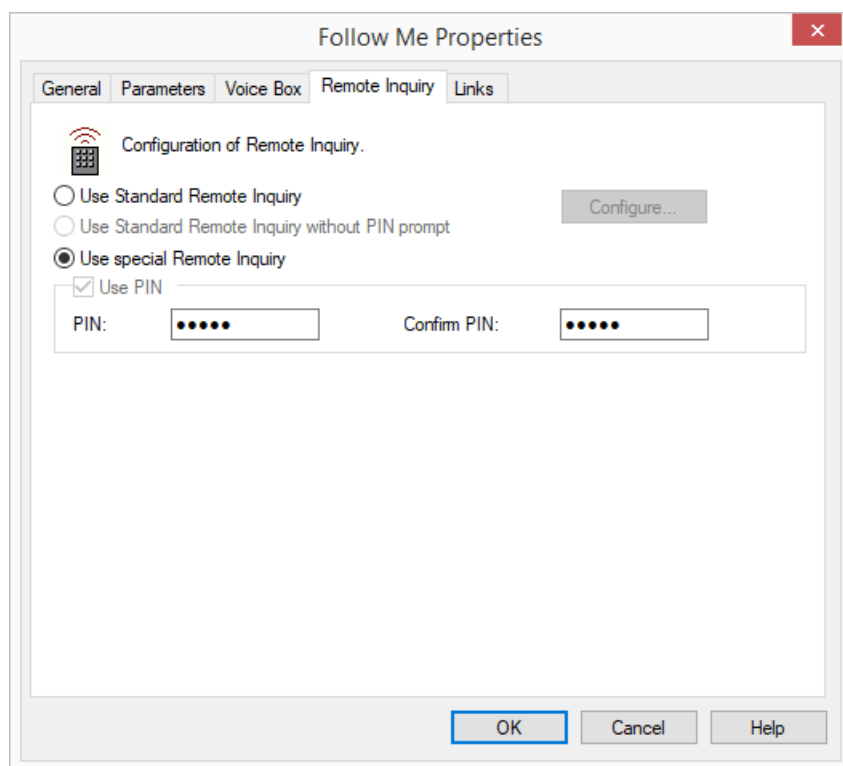
18 Define whether you would like to use your normal Standard Remote Inquiry (with or without PIN) or whether you would like to use a special Remote Inquiry for this action (e.g. with a different PIN):
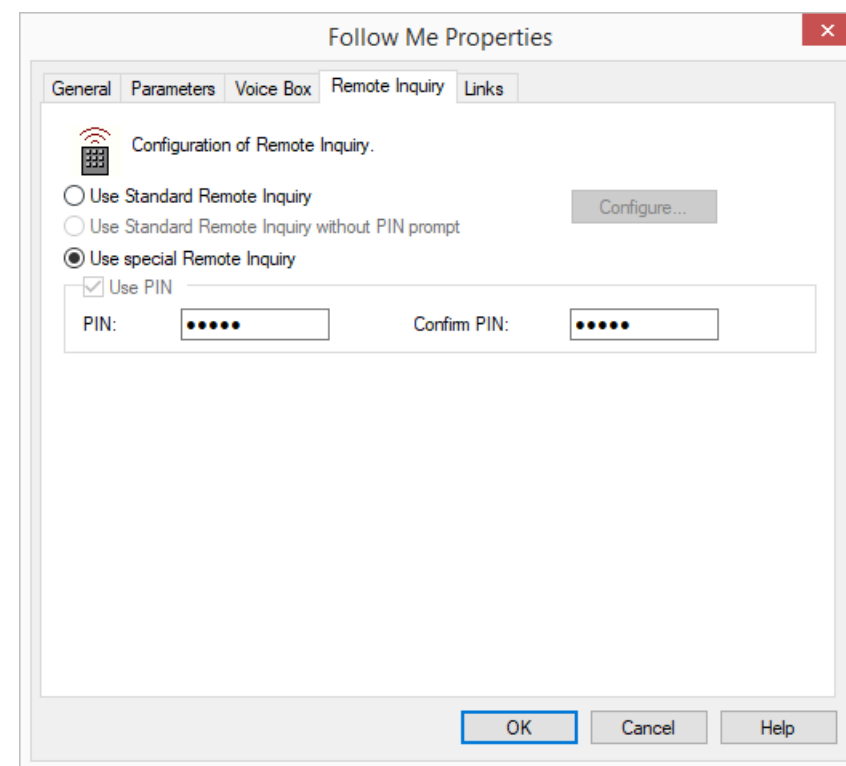
- If you would like to use the Standard Remote Inquiry, activate this option. It is still possible to change the Standard Remote Inquiry here. To do so, click on "Configure...".
  The "Standard Remote Inquiry" tab will open.
- If you would like to configure a special Remote Inquiry, which is only valid for this action, activate the option "Use special Remote Inquiry".

19 Define the PIN (Personal Identification Number) to be used for identification and confirm this here.
 Select a five-digit, non-trivial sequence of numbers and confirm it.

If you configure the Standard Remote Inquiry within a Call Forwarding or system rule, you will always be asked for your user PIN. There is no check-box for this. If you are calling from your own extension number, for which this Call Forwarding was configured, you will not be asked for your PIN.

20 Click to return to the "Parameters" tab.

21 Activate "Play announcement while connecting", in order to play an appropriate announcement before each redirection attempt.
You can define the announcement as you did for the "Welcome Announcement".

22 Activate "Voice Box start with the help of the # -key" to offer the caller the possibility to leave a message immediately on the Voice Box of the desired subscriber by pressing the # -key.

23 Click on "OK".
The "FollowMe" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
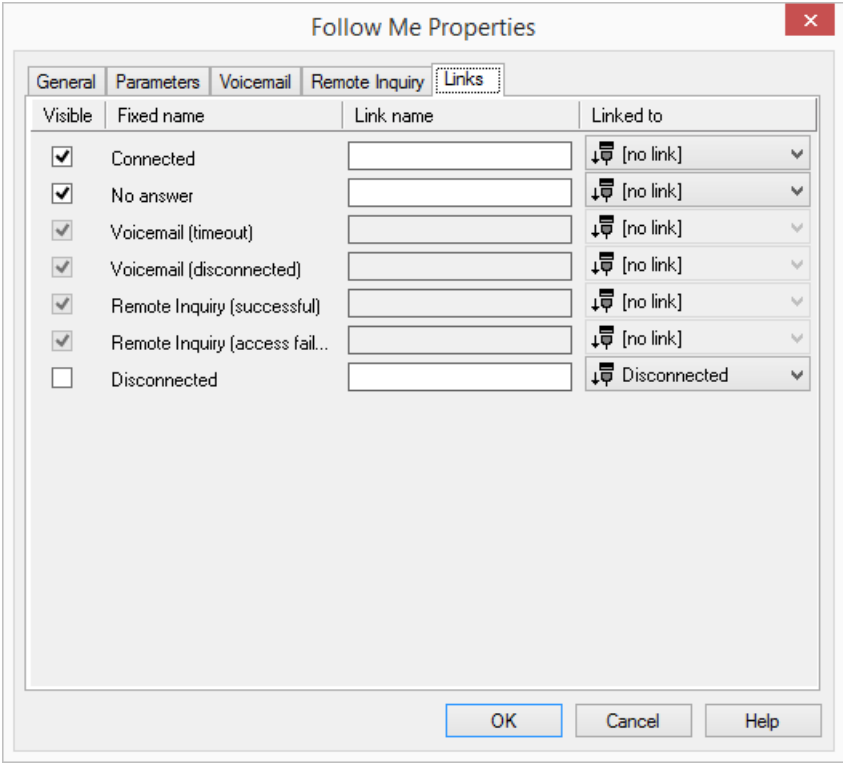
Output	Explanation
Connected	This exit is chosen if the call was successfully connected.
No answer	This exit is chosen if the call was not successfully connected. There is no forwarding to Voice Box. The connection still exists.
Voice message (timeout)	This output is selected when the maximum length of the voice message has been recorded. The connection still exists.
Voice message (call ended)	This output is selected when the call was canceled during recording of the voice message, a message was recorded and sent.

Output	Explanation
Remote Inquiry (success-ful)	This output is selected if a remote query of voice messages was successfully performed during the call.
Remote Inquiry (Access Failed)	This exit is chosen, if a Remote Inquiry was initiated during the call, however, access to the mail server failed. No voice messages could be delivered to the caller.
Disconnected	This exit is chosen, if the call was disconnected, no message was recorded.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.4 HOLD

This block is used to pick up a call and to put it on hold, i.e. the caller will hear the music on hold defined in this block. The music on hold is repeated until the call is activated again.

In contrast to the block "Play announcement", the script will continue to be run while the call is on hold.

The block "Activate" is used to re-activate the call and can then continue to be handled as usual. The blocks "Connect to", "Loop" and "FollowMe", as well as "Play announcement" and "Choose Announcement" will also activate the call. Then the announcement of the activated block will be played if one exists.

> ⚠ You can only put a call on hold if the call is active. A successfully forwarded call can no longer be put on "Hold".

Example:

A call is put on hold. In this time, access to the database can take place and the dataset corresponding to the caller will be displayed to a co-worker. Then the caller will be connected to the co-worker, for example with the block "Connect to".
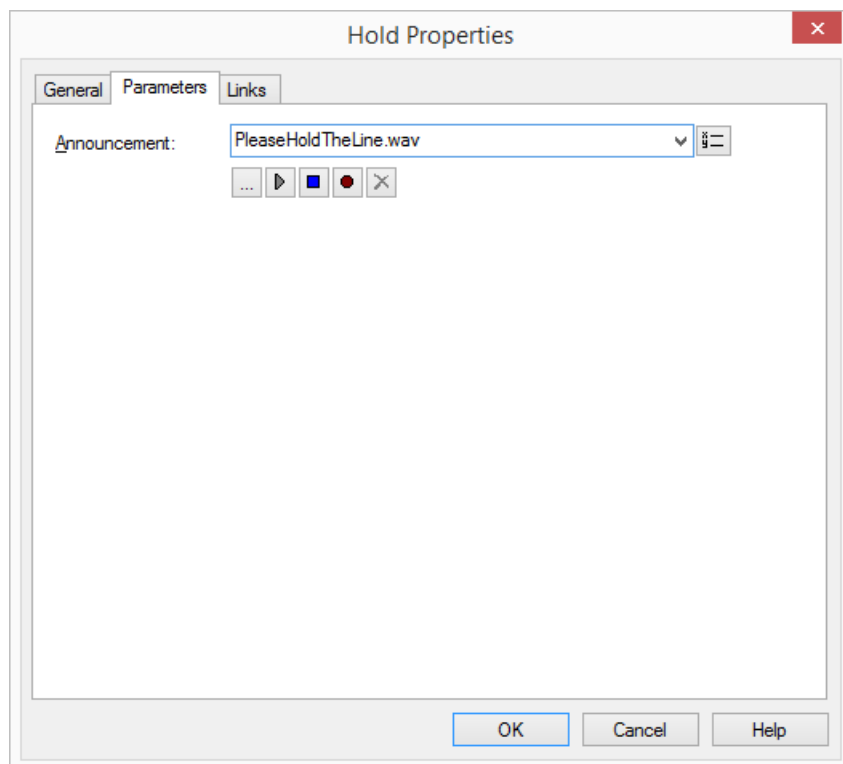
The action is terminated if the call is on hold or is disconnected.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Hold"

1   Define which music on hold the caller should hear while the call is on hold.
    The music on hold is repeated until the call is activated again.

You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...] .
  When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.
- Click on [▶], to listen to the selected file. Click on [■] to stop playing the file.
- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement.

  Stop recording by clicking on [■].
- To delete the selected file, click on [✕].

ℹ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

2 Click on "OK".
The "Hold" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
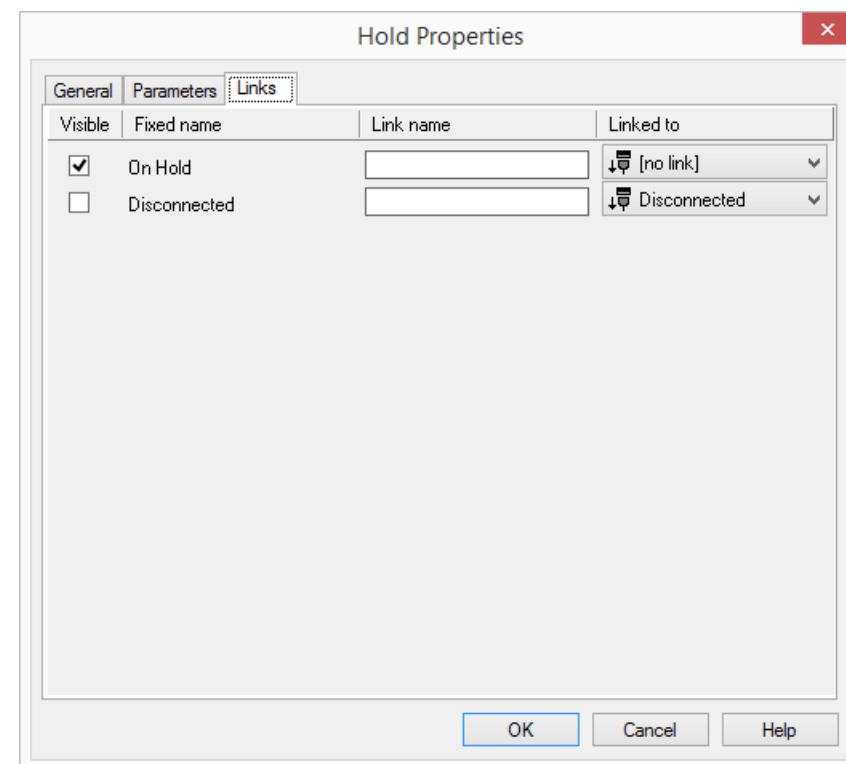
Output	Explanation
Connection is on hold	This exit is chosen if the call is on hold.
Disconnected	This exit is chosen if the call was disconnected while on hold.

> If the caller goes on hook while the call is on hold, this will be determined in the block that would re-activate the call. This block will then be exited through the output "Disconnected".

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.
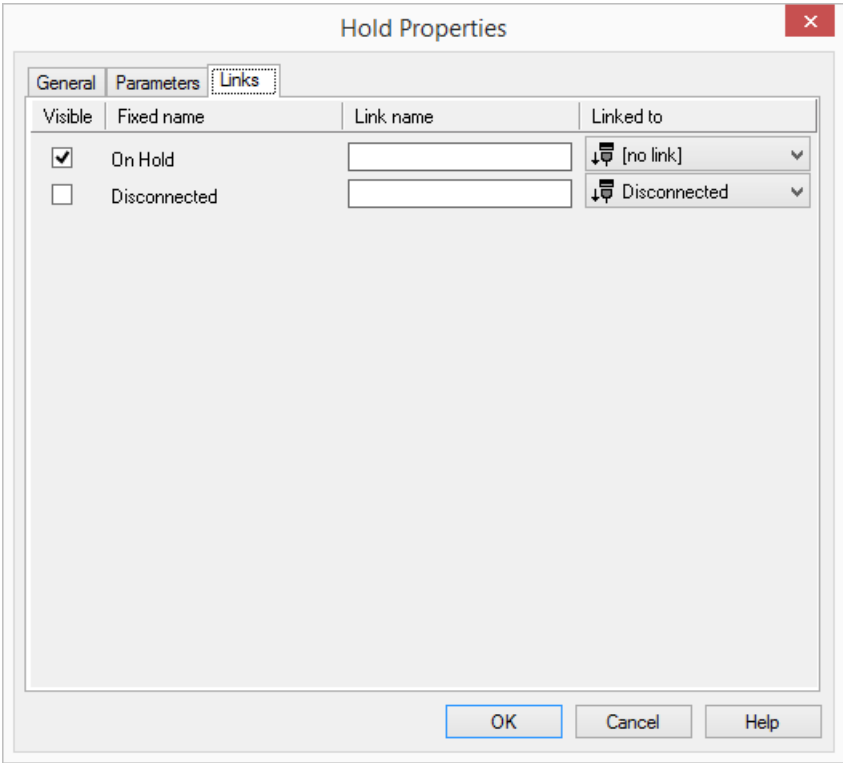
3.6.5.5 ACTIVATE

The block "Activate" activates a call that has been put on hold by the block "Hold". Afterwards the call can be further processed as usual.

Under "Properties", only the tabs "General", and "Connections" are available for this block.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Activated	This exit is chosen if the call was re-activated.
Disconnected	This exit is chosen if the call was disconnected while on hold.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.6 WAIT FOR DISCONNECT
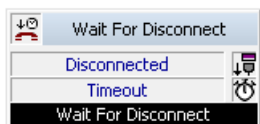
A call can continue to be monitored using the block "Wait for Disconnect". This requires that a call be picked up by the script and successfully forwarded, using the blocks "Connect to", "Loop" or "FollowMe", for example. After the call has ended or a defined time period, other non-call specific actions can be carried out such as database access.

> Please note that with the "Timeout" output, although the connection still exists in principle, the forwarded call cannot be retrieved or forwarded to another subscriber. You can only end this connection using the bloc "Disconnect Call".

The action is terminated

- if the connection has been disconnected (e.g. by going on hook).

- if the connection still exists after a defined time period (if Timeout has been activated).

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

## This is how you define the parameters for Wait for Disconnect

1 Activate the option "Timeout" if this block should be exited in any case after the entered time period, even if the connection still exists.
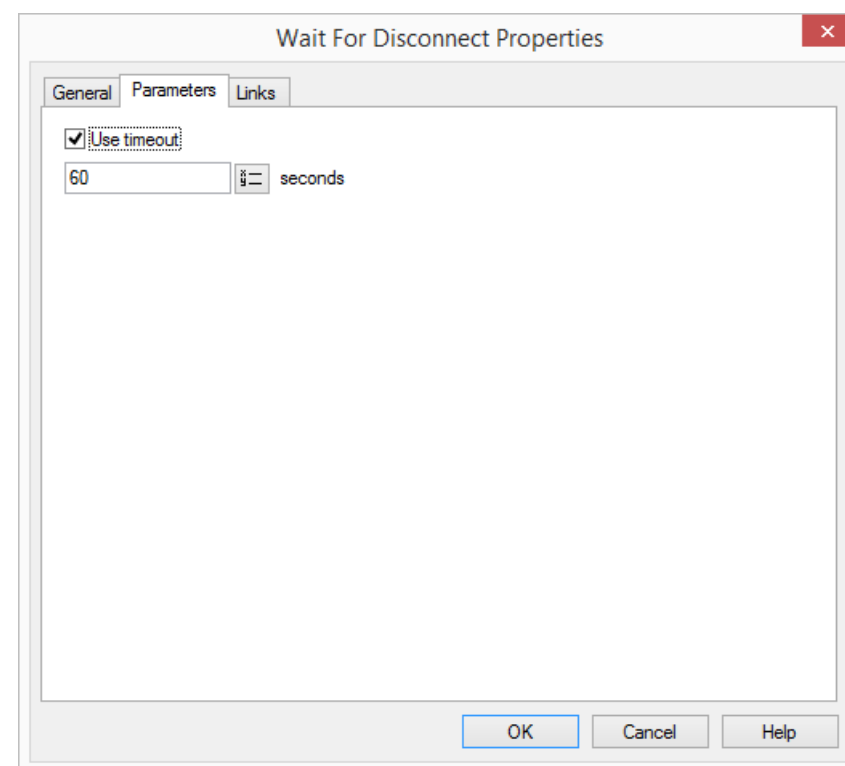
2 Define the time period in seconds. To do this you can also use a variable.

3 Click on "OK".
   The "Wait for Disconnect" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
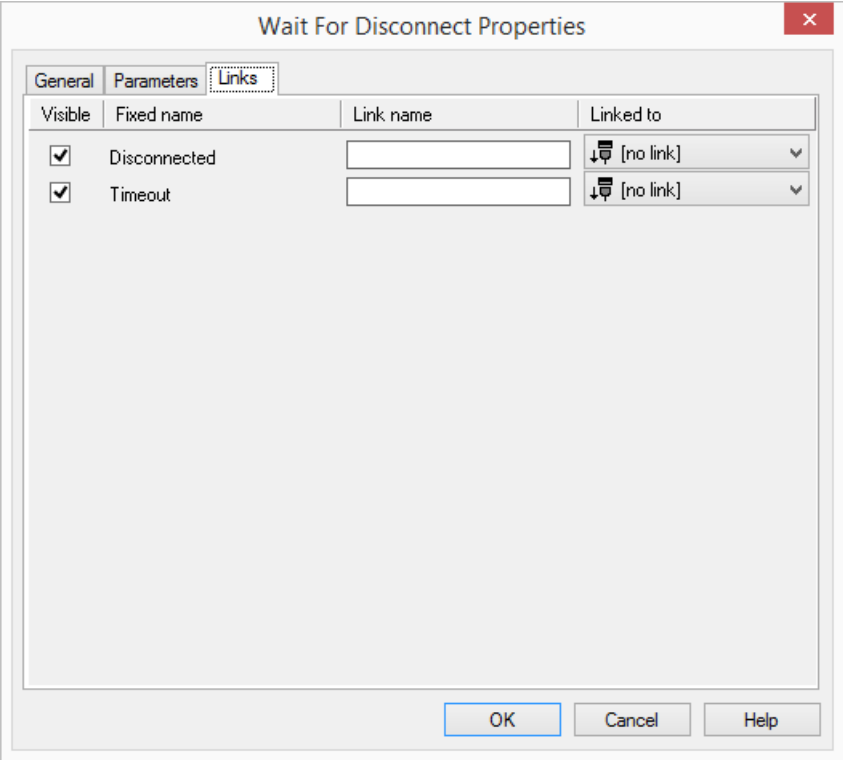
Output	Explanation
Disconnected	This exit is selected, if the call is disconnected.
Timeout	This exit is chosen if the defined time period has expired and the call is still connected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.7 RUN GSE ACTION

This block can be used to execute actions, which were created using the Graphical Script Editor. To create an action, see *3.4 Scripts*, page 68.

This action allows you to program database access once and allow it be used by different user scripts

The action will be terminated

- if the given value (0) is received from the action, or
- if the return values (1-9) are received from the action, or
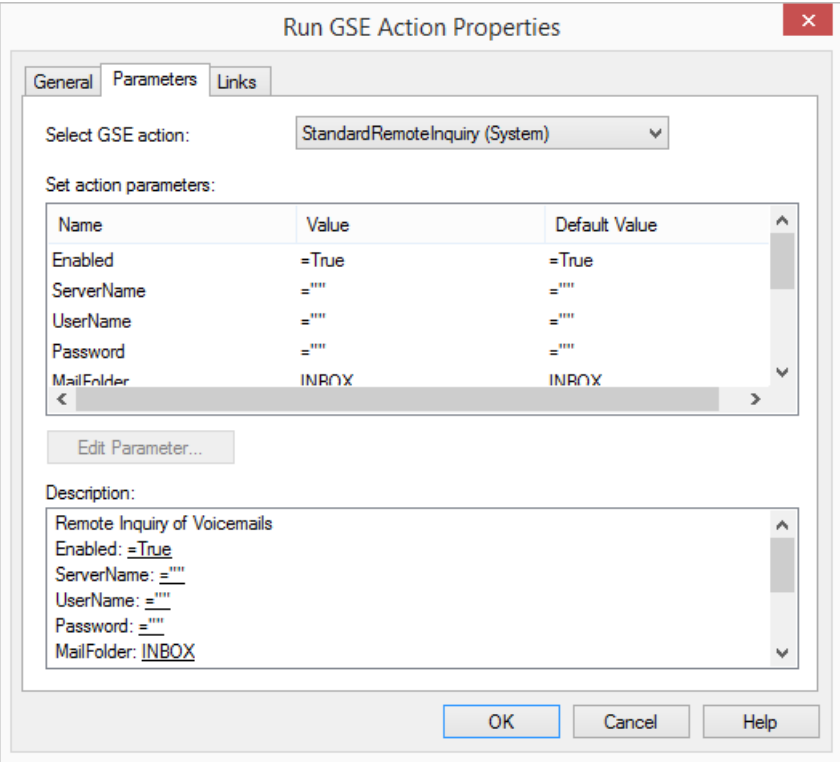- if the call was disconnected during execution.

The parameters of the action are not passed, but must be set in the action.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

## This is how you define the parameters for "Run GSE Action"

1 Select the GSE action to be executed from the field "Select GSE Action".

2 In the field "Set Action Parameters", you can edit the parameters found in the script. Highlight the corresponding parameter and click on "Edit Parameter...". In the "Set Parameter Value:" Window, you can then change the value. Save the changes by clicking on "OK". The "Set Parameter Value" window will be closed.

3 Click on "OK".
The "Run GSE Action" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
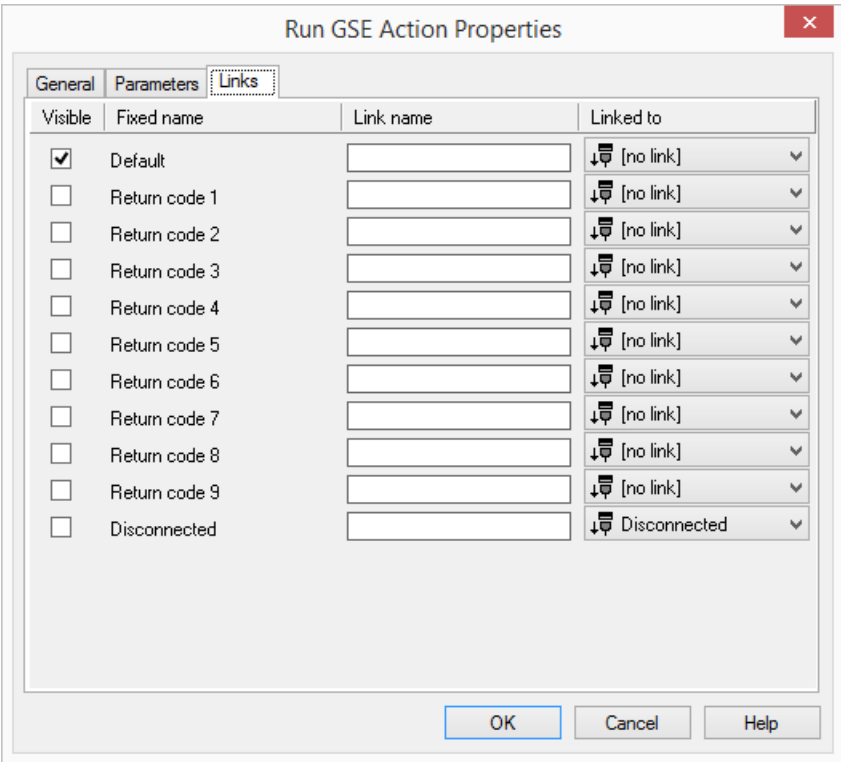
Output	Explanation
Default	This exit is selected if the default value from the action is returned.
Return value 1 - 9	This exit is selected if one of the return values from the action is returned.
Disconnected	The call was disconnected during execution.

In the first column "Visible", you can define whether each output should be shown in the script window.

> ⓘ The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.8 INSERT SCRIPT CODE
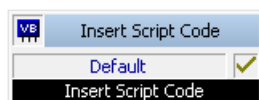
This block allows you to insert your own Visual Basic Script. This program section is executed if this block is reached.

See also *3.7 The Use of a Visual Basic Script*, page 156.

The action will be terminated

- if the given value (0) is received from the action, or
- if the return values (1-9) are received from the action, or
- if the call was disconnected during execution.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Insert Script Code"

1   Insert the Visual Basic Script here.
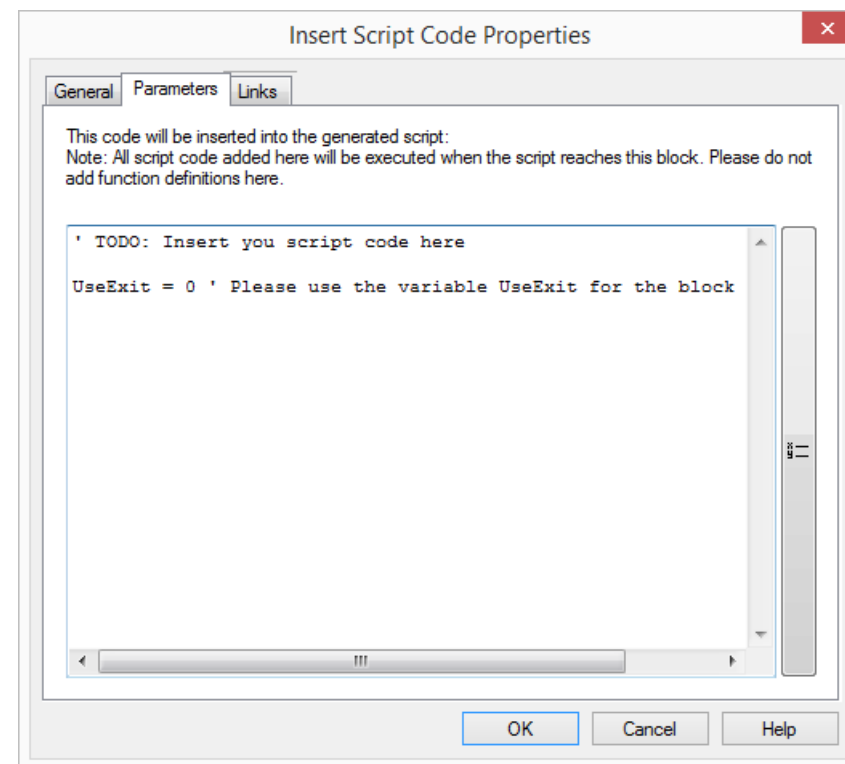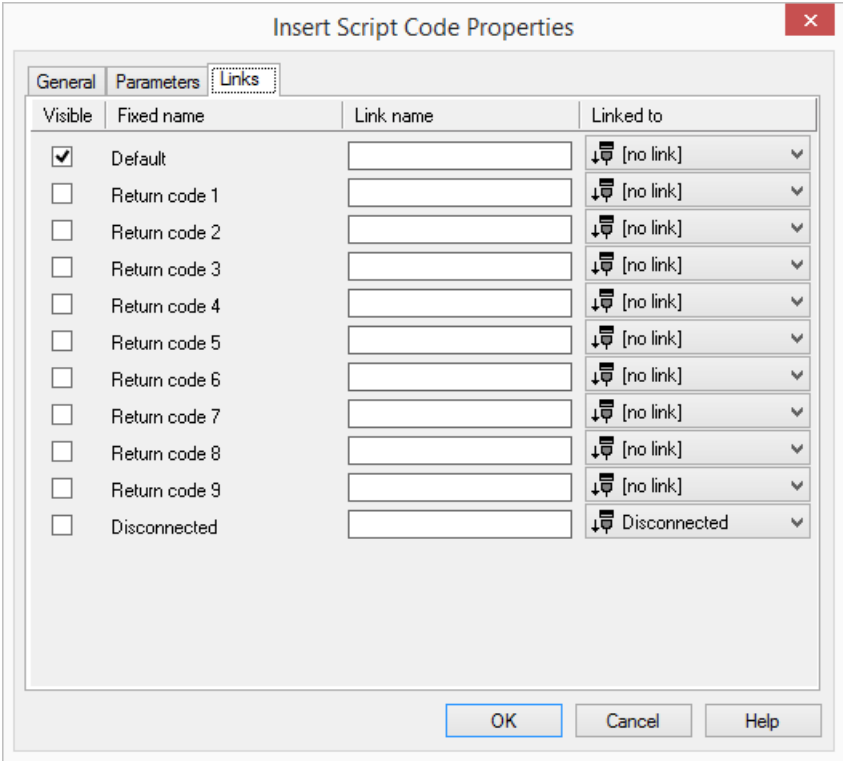

2   Click on "OK".
The "Insert Script Code" block can be seen on the grid interface and it available for further processing.

> ⚠ The script will not be checked for accuracy while saving. If a script error exists, the user cannot be reached.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Default	This exit is selected if the default value from the action is returned.
Return value 1 - 9	This exit is selected if one of the return values from the action is returned. Up to nine values can be returned.
Disconnected	The call was disconnected during script execution.

In the first column "Visible", you can define whether each output should be shown in the script window.

ℹ The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.9 RECORD MESSAGE

The block "Record Message" is used to record a caller's message. It is possible to have a beep played before recording begins. The recording time can be limited (Timeout) so that the resulting file does not become too large. The recording of a message can also be terminated when silence occurs. The duration of silence can be defined.

While recording a message it is possible for a DTMF tone to be received and stored in a variable.

⚠ The recording of the message is canceled by the DTMF tone.

The action is terminated
● when the caller goes on hook (termination of the call) or
● when the Timeout has expired.
● After receiving a DTMF character or
● After a defined pause.

ℹ️ Only *a* recorded message will be saved. Only the message recorded and saved last can be sent using the block "Send E-mail".

ℹ️ It is recommended to limit the message length, since a voice message requires a storage space of 2 to 16 KB per recording second, depending on the compression (e.g. an announcement of 14 seconds corresponds to 28 to 224 KB, an announcement of 1:21 minutes to 1.2 MB).

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Record Message"

1   Enter how long the caller's message should be recorded in the field "Maximum message length ... seconds" (Timeout). This value can also come from a variable, if desired.

2   Activate the option "Play beep sound before recording" to signal the start of recording to the caller.

3   If you would like to save the name of the recorded file in a variable, activate this option and define the variable.

4   Define whether and with which DTMF character the caller can use to cancel this action.
   In doing so, define whether the character entered should be saved in a variable and whether
   ● the contents of the variable should be replaced, or
   ● whether it should be appended to the contents of the variable.

5   If you activate "Interrupt on Silence", the recording a message will be terminated after a pause in speech. Here you can define how long the pause should be which results in the termination of the recording. The length of the pause can also be defined via a variable.

6 Click on "OK".
The "Record Message" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
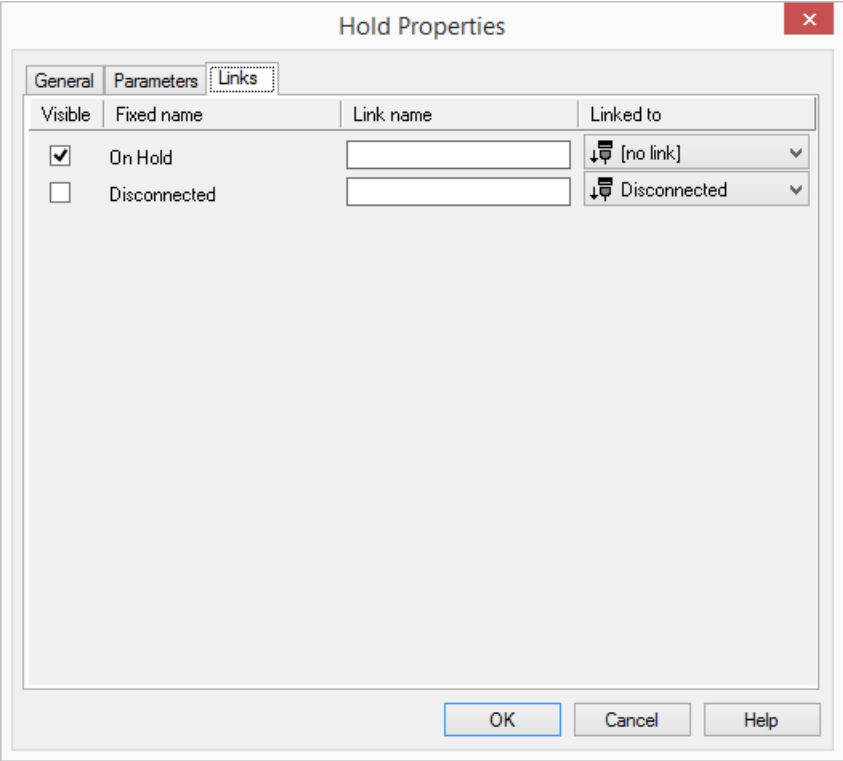
Output	Explanation
Recorded (timeout)	This exit is chosen, if a message was recorded. The telephone connection continues to exist.
Recorded (disconnected)	This exit is chosen if the call was disconnected during the recording process, a message was recorded.

Output	Explanation
Get DTMF Char	This exit is chosen if a DTMF character is detected during the announcement. The recording was interrupted.
Silence detected	This exit is chosen if a pause of the defined length was detected. The recording was therefore interrupted.
Disconnected	This exit is selected, if the call is interrupted. A message was not recorded.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.10 SEND EMAIL

The "Send E-mail" block can be used to send an e-mail, which can contain information concerning the call and the recorded message.

You can individually design a subject line and the e-mail text for the e-mail. For both of these entries, it is possible to use system functions for

specific call information which is automatically replaced with the appropriate value by SwyxServer when the e-mail is sent.

> If you would like to send an e-mail, which contains the recorded message, you must first record a message. The e-mail will be sent even if no message exists.

> Recorded messages which are shorter than 3 seconds will not be sent, i.e. - as in the case of a non-recorded message - only an e-mail with the data concerning the call (date, time and number) will be sent

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for the action "Send E-mail"

1   Enter the recipient of the e-mail in the field "Send E-mail to:".

2   Enter the sender of the e-mail in the field "E-mail from:".

3   Using the field "Reply to:" you can reply to a recipient selected here.

4   Using the field "CC" (Carbon Copy) you send a copy of the e-mail to additional recipients. The name of the CC recipient is visible to all other recipients.

5   If the message should also be sent to recipients, whose name should not be visible to the other recipients, use the field "BCC" (Blind Carbon Copy).

6   Enter the subject of the e-mail in the "Subject:" field and the text of the e-mail in the "Body:" field.
    If you would like to use variables or system functions here, enter the text as an expression in these fields. See also *The Use of Variables in E-Mail Texts*, page 77.

7   Indicate whether you would like to sent the e-mail without an attachment, with the last recorded message or with a file (e.g. a file in WAV format).

If you select "Attach File", select the file to be sent.

8   If the user is to receive a notification that a voice message is available for him/her, check the "Signal availability of voice message " box and select the desired user to be informed via the [icon] icon.

9   Click on "OK".
The "Send E-mail" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
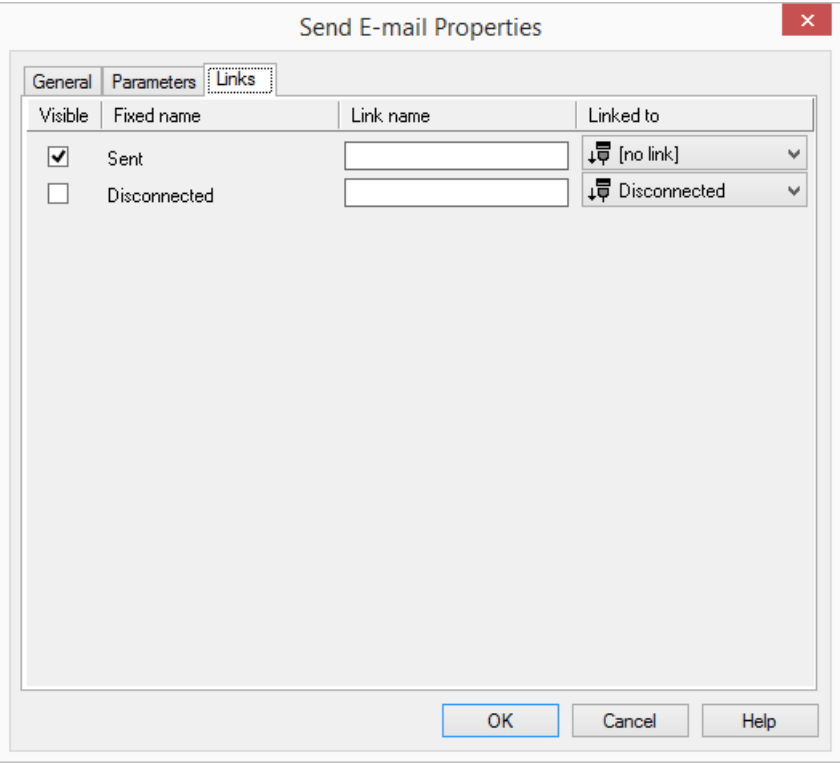
Output	Explanation
Sent	This exit is chosen if an e-mail was sent.
Disconnected	This exit is selected if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

ℹ   The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.11 VOICE BOX
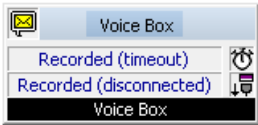
The Voice Box action connects the caller to your Voice Box:

- A welcome announcement can be played first.

- You can indicate that the caller's number should be determined (Caller ID handling).
  If the caller's phone number (caller ID) is automatically transmitted, it is stored with the recorded voice message of the caller. You can then return the call using this number.
  If no number is transmitted, then you can ask for the number in the following manner: The caller ID announcement will be played. "Please dial the number at which you can be reached. Conclude the entry of the telephone number with the hash button". All DTMF input entered by the caller up to the hash button (#) will be saved as the caller ID.
- You can play another greeting prompting you to leave a voice message. A beep will then automatically be played.
- The caller's voice message is recorded. The recording time can be limited (timeout) so that the file with the recorded voice message does not become too large.
- Remote inquiry allows you to listen to the voice messages from any telephone line. When calling your SwyxWarenumber, you identify yourself to SwyxWare using your PIN and can then listen to, repeat and, if necessary, delete first the new and then all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.
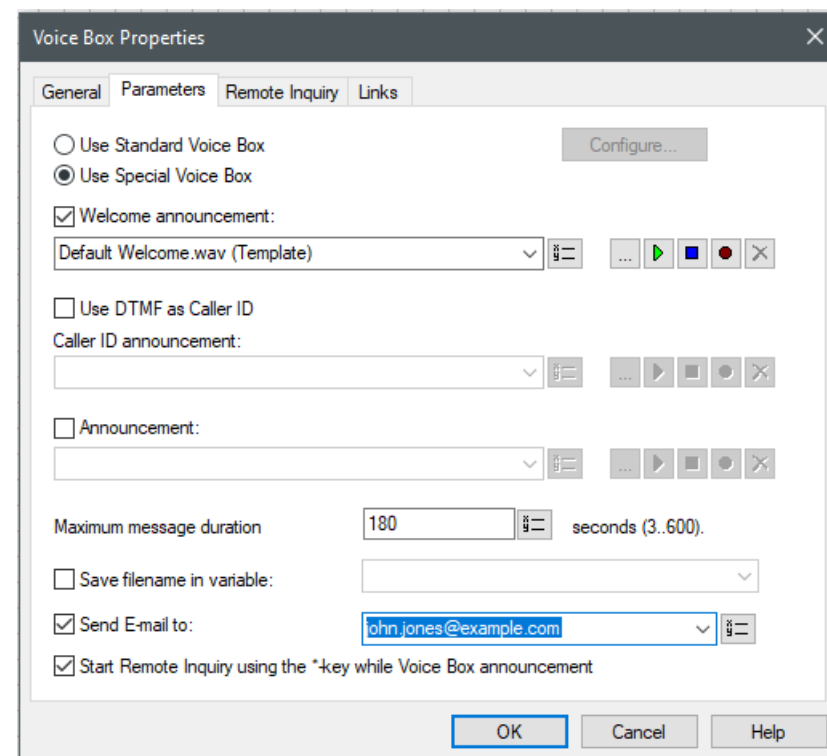
The action is terminated

- by hanging up while recording the voice message,
- by hanging up after a recording of the voice message,
- after the Remote Inquiry or
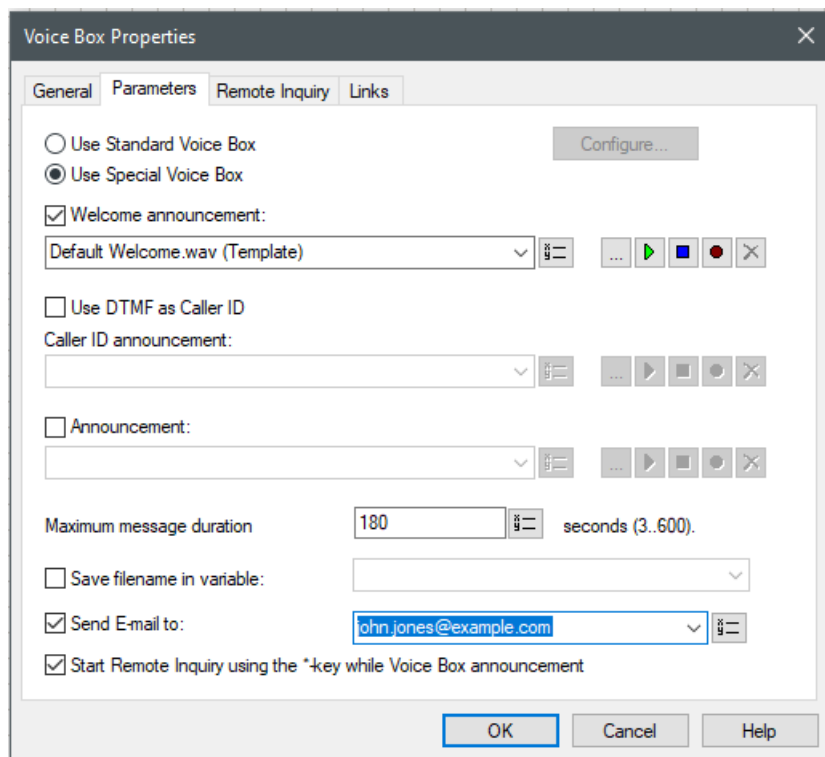- when the Timeout has expired.

Under "Properties", all three tabs "General", "Parameters", "Remote Inquiry" and "Connections" tabs are available for this block.

To set the parameters for the Voice Box

1 Specify whether you want to use your normal Standard Voice Box or whether you want to define a special Voice Box (e.g. with a different announcement) for this action.

If you want to use the standard Voice Box, activate this option. You can still change the Standard Voice Box here. To do so, click on "Configure...".

prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ▪.
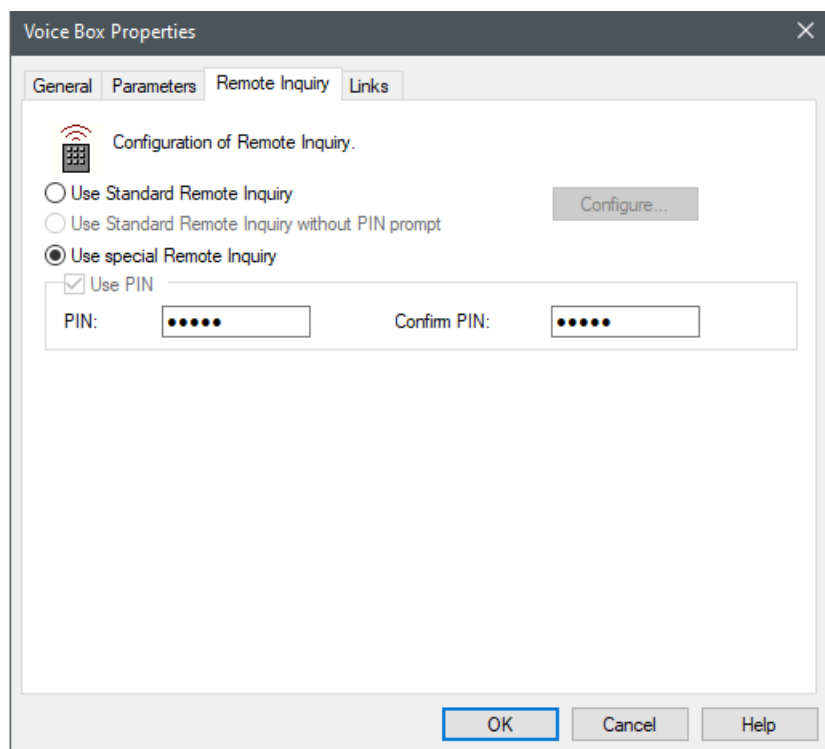
- To delete the selected file, click on ✕.

ⓘ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

---

3 Activate "Use DTMF as Caller ID" in order to ask for the caller's number if the number was not transmitted.
You can define the announcement as you did for the "Welcome Announcement".

4 Activate "Announcement" in order to set other announcements (this only makes sense if you have already asked for the caller ID in the previous step(3)).
You can define the announcement as you did for the "Welcome Announcement".

5 Enter how long the caller's message should be recorded (Timeout) in the field "Maximum message length … seconds".

6 If you would like to save the name of the recorded file in a variable, activate this option and define the variable.

7 In the "Send e-mail to" field, specify to whom the voice message should be sent.

8 Switch on "Start remote inquiry using * key during Voice Box announcement" to listen to your voice messages from another connection or to be able to change your instant forwarding remotely.

9 Move to tab "Standard Remote Inquiry".

---

2 To define the text of the welcome announcement, activate "Welcome announcement".
You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...].
When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.
- Click on ▶, to listen to the selected file. Click on ▪ to stop playing the file.
- To record a new announcement, click on ⏺: You will now be

If you configure the Standard Remote Inquiry within a Call Forwarding or system rule, you will always be asked for your user PIN. There is no checkbox for this. If you are calling from your own extension number, for which this Call Forwarding was configured, you will not be asked for your PIN.
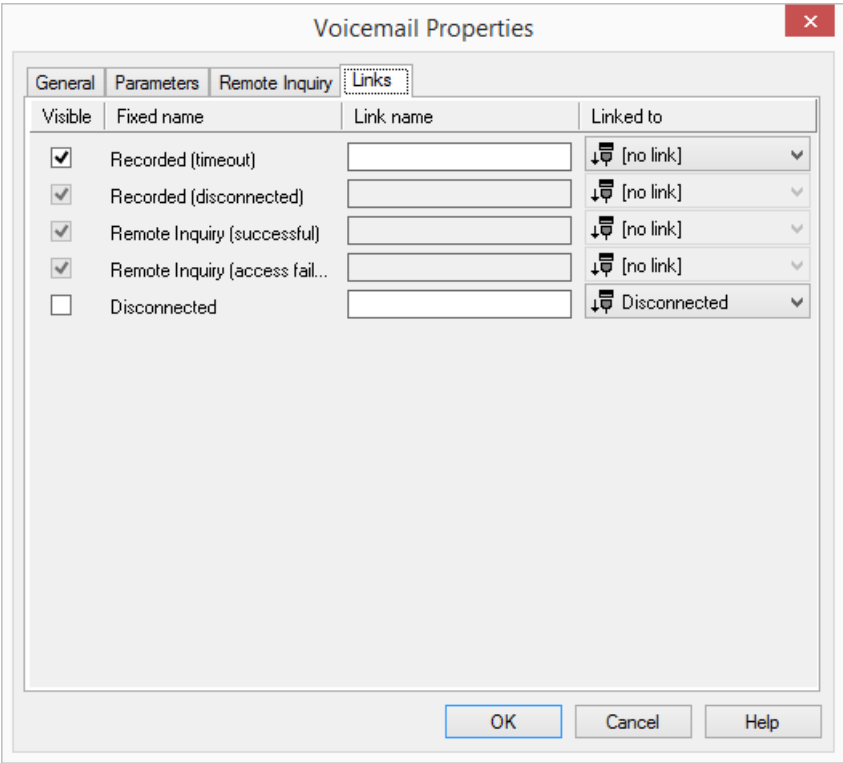
12 You will find further information on this topic in the support database in the following knowledgebase article: kb2757).
The block "Voice Box" can be seen on the grid surface and is available for further editing.

If a message without reasonable contents has been recorded (shorter than 3seconds), it will be deleted and not sent.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

10 Define whether you would like to use your normal Standard Remote Inquiry (with or without PIN) or whether you would like to use a special Remote Inquiry for this action (e.g. with a different PIN):
- If you would like to use the Standard Remote Inquiry, activate this option. It is still possible to change the Standard Remote Inquiry here. To do so, click on "Configure...".
  The "Standard Remote Inquiry" tab will open.
- If you would like to configure a special Remote Inquiry, which is only valid for this action, activate the option "Use special Remote Inquiry".

11 Define the PIN (Personal Identification Number) to be used for identification and confirm this here.
Select a five-digit, non-trivial sequence of numbers and confirm it.

Output	Explanation
Recorded (timeout)	This output is selected when the maximum length of the voice message has been recorded. The connection still exists.
Recorded (disconnected)	This output is selected when the call was canceled during recording of the voice message, a message was recorded and sent.
Remote Inquiry (successful)	This output is selected if a remote query of voice messages was successfully performed during the call.
Remote Inquiry (Access Failed)	This output is selected if a remote query was initiated during the call, but the access failed. No voice messages could be delivered to the caller.

Output	Explanation
Disconnected	This exit is chosen, if the call was disconnected, no message was recorded.

In the first column "Visible", you can define whether each output should be shown in the script window.

ⓘ The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.12 REMOTE INQUIRY
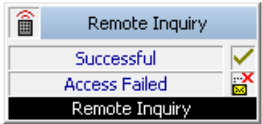
Remote inquiry allows you to listen to the voice messages from any telephone line. When calling your SwyxWarenumber, you identify yourself to SwyxWare using your PIN and can then listen to, repeat and, if necessary, delete first the new and then all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

The action is terminated

- by interrupting the connection (e.g. the caller goes on hook) or
- after the Remote Inquiry has been completed.
- if the access to the mailserver fails.

This is how you define the parameters for "Remote Inquiry"

1   Define whether you would like to use your normal Standard Remote Inquiry (with or without PIN) or whether you would like to use a special Remote Inquiry for this action (e.g. with a different PIN):

- If you would like to use the Standard Remote Inquiry, activate this option. It is still possible to change the Standard Remote Inquiry here. To do so, click on "Configure...".
  The "Standard Remote Inquiry" tab will open.

- If you would like to configure a special Remote Inquiry, which is only valid for this action, activate the option "Use special Remote Inquiry".

2   Define the PIN (Personal Identification Number) to be used for identification and confirm this here.
    Here it is possible not to demand a PIN, but rather to permit Remote Inquiry for every caller.
    Select a five-digit, non-trivial sequence of numbers and confirm it.

> If you configure the Standard Remote Inquiry within a Call Forwarding or system rule, you will always be asked for your user PIN. There is no checkbox for this. If you are calling from your own extension number, for which this Call Forwarding was configured, you will not be asked for your PIN.

3   Indicate whether you should be prompted to enter your user PIN for Remote Inquiry. If this checkbox is not activated, no other identification will be demanded for the inquiry.

4   Confirm your input by clicking on "OK".

> For identification purposes when conducting a Remote Inquiry, the same PIN as the one used for identification on a SwyxPhone is used. If you are calling from your own extension number, you will not be asked for your PIN.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.5.13 TERMINATE CALL

This block is used to terminate the call. Using the parameters, you can define the signaling indicating to the subscriber why the call was terminated. This will then be transmitted to the caller via ISDN as the cause for the disconnection. You can use the following reasons:

- Normal connection termination
- Destination busy
- Call rejected
- No answer from destination
- Wrong number
- Ignore call

The block "Terminate call" can be used together with the block "Wait for Disconnect".

Output	Explanation
Successful	This output is selected if a remote query of voice messages was successfully performed during the call.
Access Failed	This exit is chosen, if a Remote Inquiry was initiated during the call, however, access to the mail server failed. No voice messages could be delivered to the caller.
Disconnected	This exit is selected if the connection is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

Example (CallingCard):

A call has been forwarded by the script. The block "Wait for Disconnect" is inserted after connection with a Timeout (e.g. depending on the credit on a CallingCard). After this time period has expired, the connection will automatically be terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Terminate call"

1   Select the reason for the connection termination, which is to be transmitted to the caller, from the drop-down list.
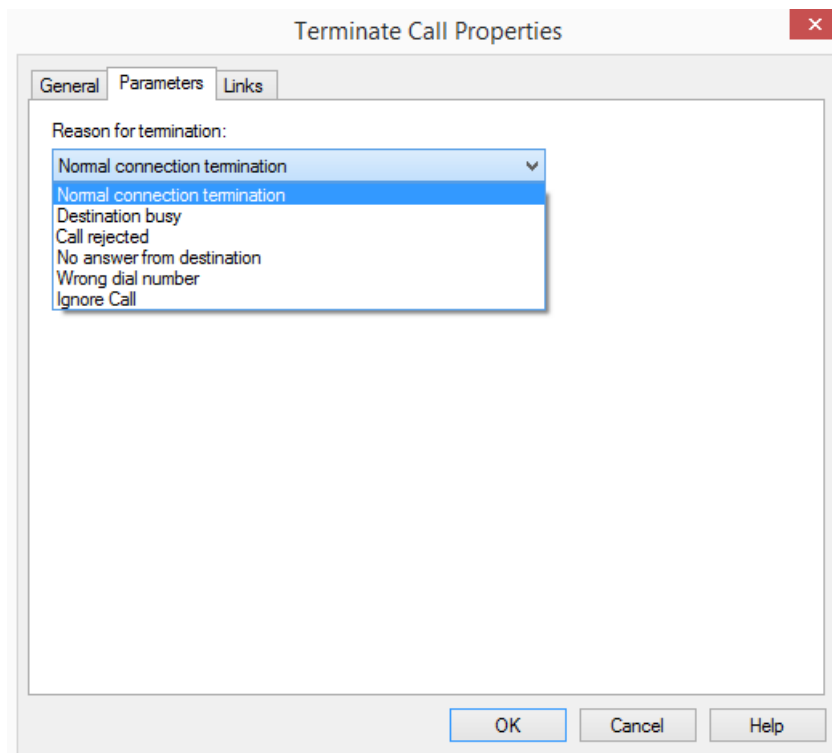
2   Click on "OK" to close the window.

The "Terminate" block can be seen on the grid interface and it available for further processing.

Links

The "Terminate" block has only one output "Terminated" and it will always be exited through this output.

3.6.6   OPTIONAL BLOCKS – VARIABLES

The Graphical Script Editor can read and write variables and use the contents for decision-making. The following functions are available for these purposes:

- Set Variable,
- Evaluate,
- Play Announcement,
- Choose Announcement,
- Play text,
- Say Number,
- Say Date,
- Say Time or
- DTMF key pressed or
- Get DTMF String.

3.6.6.1   SET VARIABLE
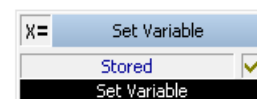
You can define a new variable here by assigning it a name and a value. A variable, which has already been defined, can be assigned a new value here.

Furthermore, you can also call those Visual Basic Script functions and sub-programs, which you have defined in the "Start rule" block. Initiate this by going to the window "Set Variable" and leaving the variable

name empty. Then enter the expression "=<Name of sub-program()>" in the "Variable value" field. If you would like to use the return value of this function in script, add the appropriate variable name.

You can also create a list of sub-programs here in the same way you would create a variable list. All sub-programs listed here will be executed sequentially.

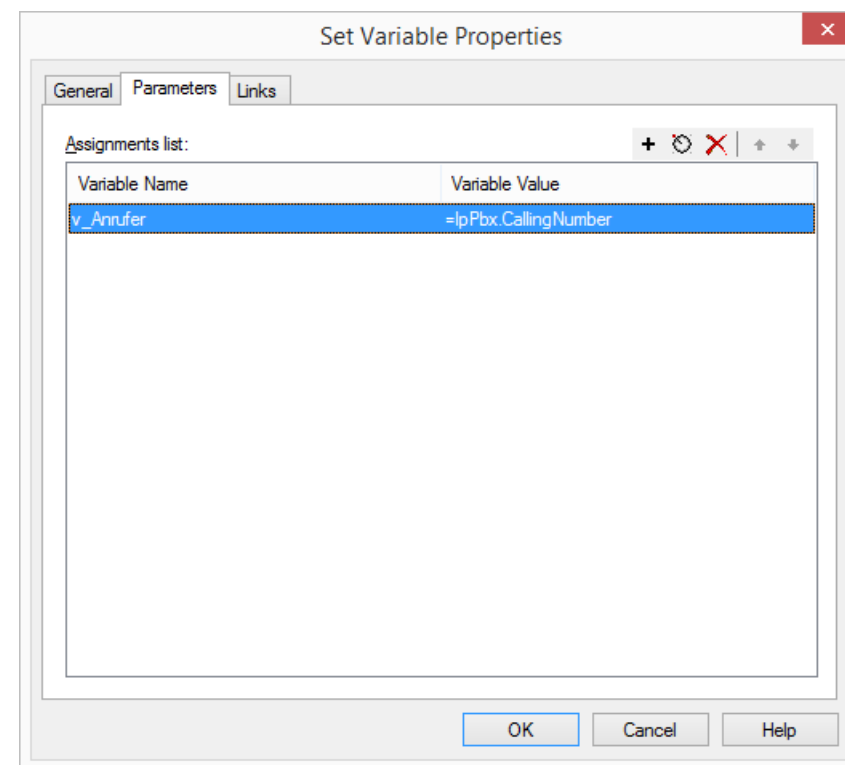See also *3.7 The Use of a Visual Basic Script*, page 156.

The action will be terminated

- if the variable has been saved, or
- the call has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you set a variable

1 You will see the list of existing variables on the "Parameters" tab.

2 ✚ Click on.
The following window appears: "Set Variable Value".
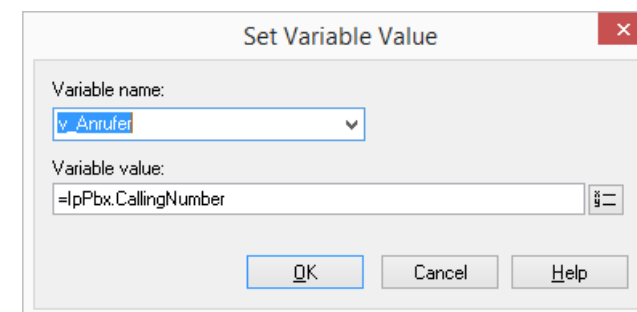
3 Enter a name for this variable by
- entering a new name (A-Z, a-z, 0-9 and _ are allowed, however the first character must be a letter) or

- select a name from the drop-down list.

4 Enter the contents of the variable in the field "Variable value". This assigns a start value to a new variable or it defines the value of an existing variable with a new value. This value can then be evaluated in sequence, e.g. using the block "Evaluate".
The variable value can be a string. If the entry in this field begins with an equal sign, all characters which follow will have a numeric value or be interpreted as an expression. In doing so, you can enter existing variables and system functions. Click on and select the variable from the list which appears.
See also *3.5 Variables and System Functions*, page 76.

5 Click on "OK" to close the window.
Once this block is reached, the variables will be set according to your entries. The "Set Variable" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Stored	This exit is chosen if the variables were saved.
Disconnected	This exit is selected, if the call is interrupted.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.6.2 EVALUATE
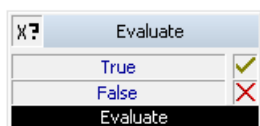
Here you can evaluate a logical expression, which can contain variables and system functions, in addition to numeric values and strings. Call handling will then branch based on the result.

See also *3.7 The Use of a Visual Basic Script*, page 156.

The action is terminated,

- if the analysis of the defined output results in the logical value "True", or
- if the analysis of the defined output results in the logical value "False", or
- if the call was disconnected.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Evaluate"

1   Enter a logical expression to be evaluated here.
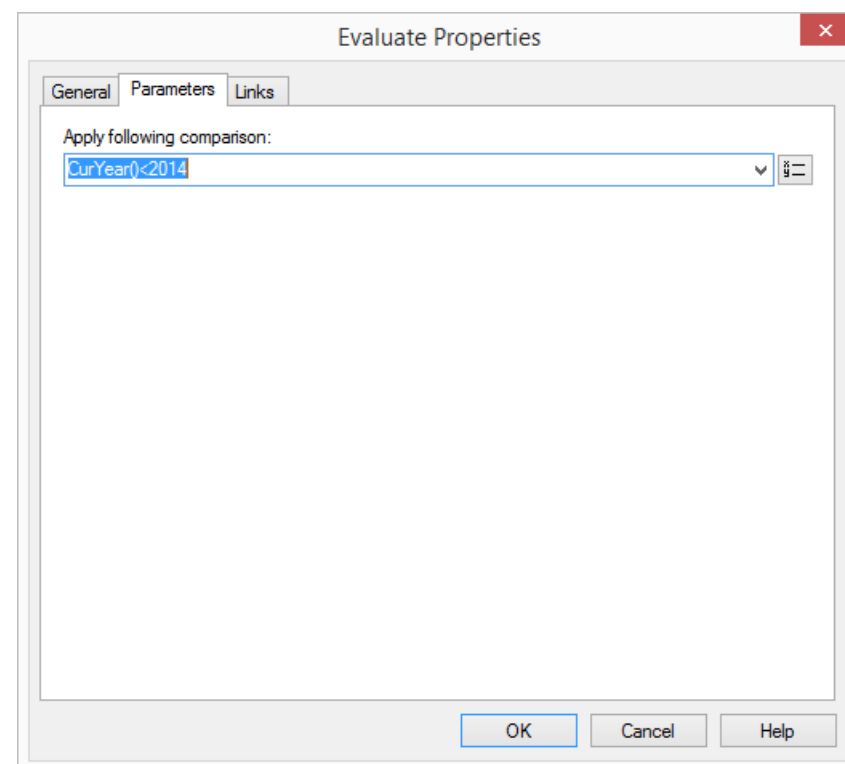
Here you can also select and add other available variables and system functions from the list of variables [icon].

2   Click on "OK" to close the window.
The "Evaluate" block can be seen on the grid interface and it is available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
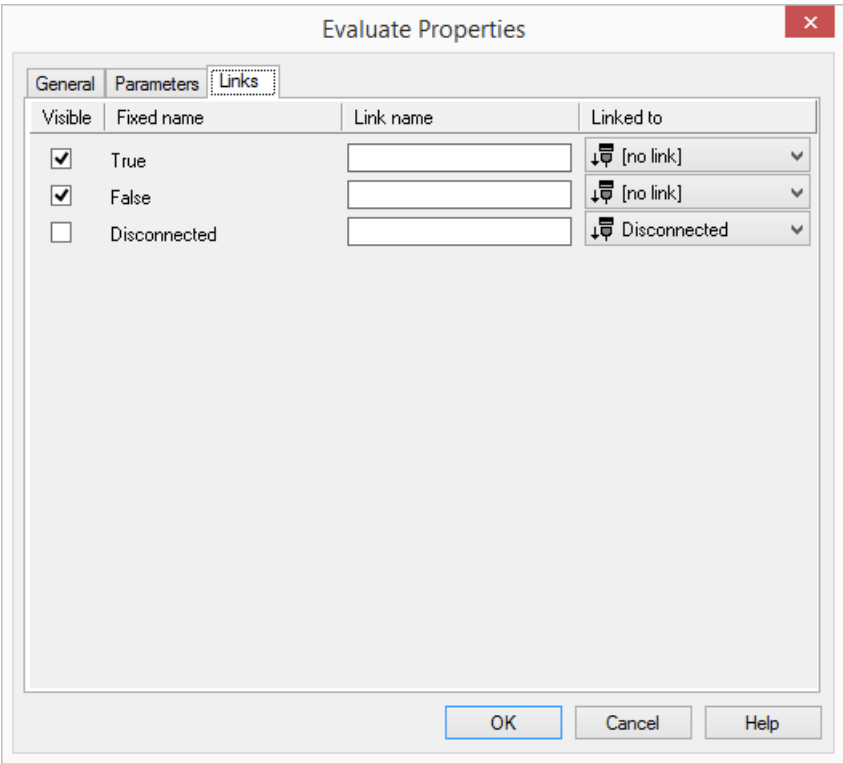
Output	Explanation
True	This exit is chosen if the evaluation of the defined output results in the logical value "True".
False	This exit is chosen if the evaluation of the defined output results in the logical value "False".
Discon-nected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.6.3 PLAY ANNOUNCEMENT

The action "Play Announcement" plays an announcement for the caller. If the call has not yet been picked up, it will automatically be picked up before this action is executed.

If you activate the checkbox "Skip from beginning", the beginning of the announcement can be skipped.

If you activate the checkbox "Play control enabled", the caller can control the reproduction of the WAV file as is usual in Remote Inquiry.
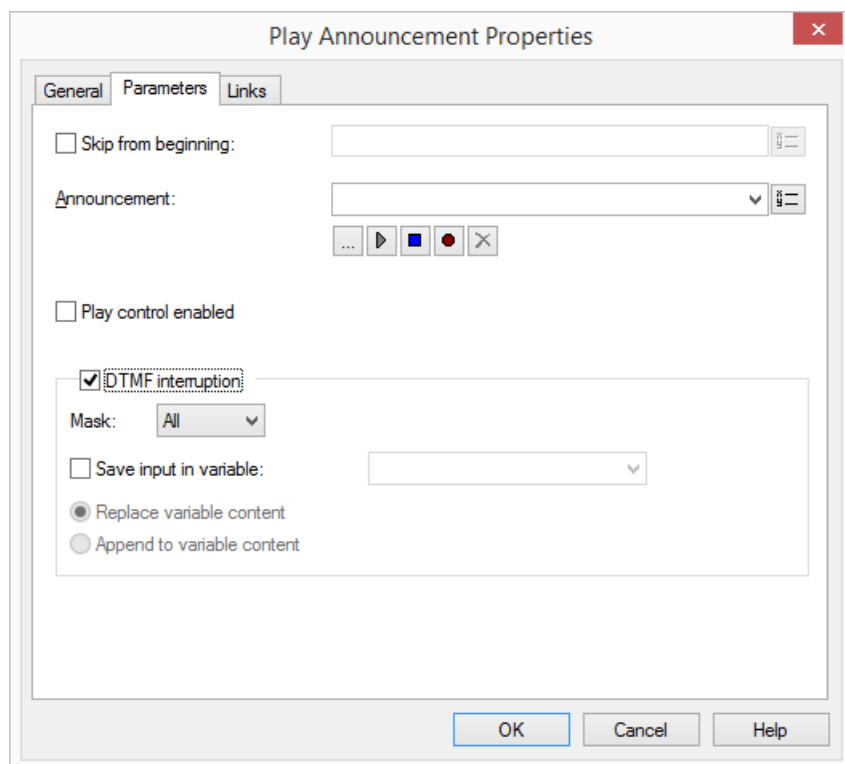
The action is terminated

- when the caller goes on hook (termination of the call),
- when receiving a DTMF character– if permitted -, or
- after the announcement has been played.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for playing an announcement

1 Only activate the option "Skip from beginning" if you only want to play a part of the selected file.
   Define the time interval to be skipped. The entry takes place in seconds.

2 Define the announcement.
   You have several options:
   - From the dropdown list select a file.
   - Browse your hard drive by clicking on ⎡...⎤.
     When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being

converted into WAV format" will open.

- Click on ⎡▶⎤, to listen to the selected file. Click on ⎡■⎤ to stop playing the file.
- To record a new announcement, click on ⎡●⎤: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ⎡■⎤.
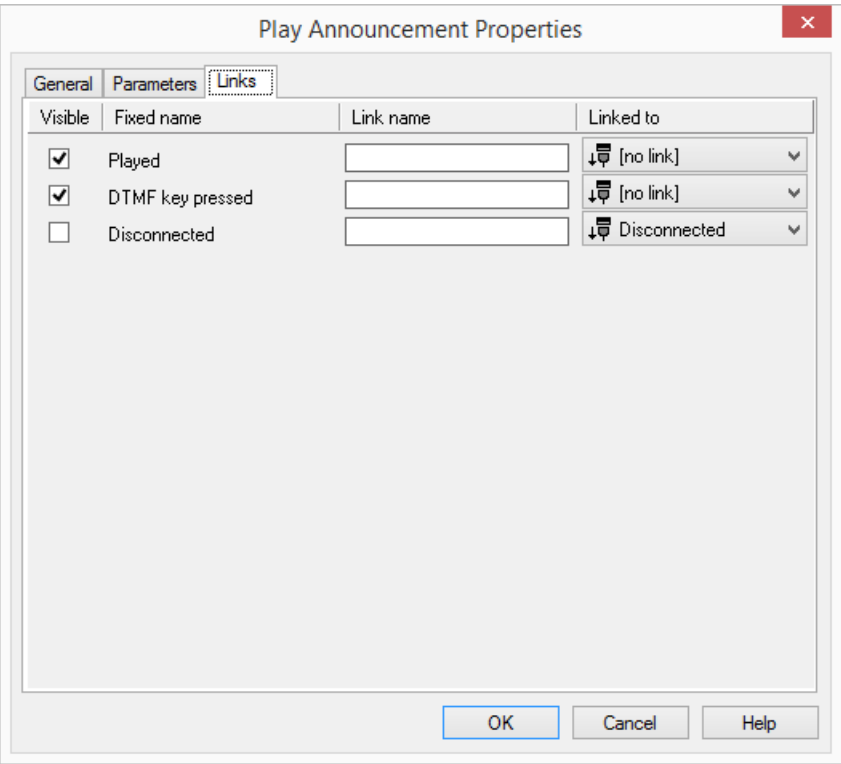- To delete the selected file, click on ⎡✕⎤.

> The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.
> If you select saved temp file from the drop-down list, the voice message retrieved last from the Servers will be played.

3 Activate the option "Activate reproduction control" if the caller should be able to control the reproduction of the file (e.g. skip forward and backward). The control takes place as in the menu of Remote Inquiry.

4 If the control of the reproduction is activated, this action can only be cancelled by entering the DTMF character '*' because all other DTMF characters are used to control the reproduction.
   Define whether and, if the reproduction control is not activated, which DTMF character can be used to cancel the announcement.
   In doing so, define whether the character entered should be saved in a variable and whether
   - the contents of the variable should be replaced, or
   - whether it should be appended to the contents of the variable.

5 Click on "OK".
   The "Play Announcement" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Played	The chosen announcement was played. The connection exists. If the selected file does not exist, the block will still be exited through this output.
Get DTMF Char	This exit is chosen if a DTMF character is detected during the announcement.
Disconnected	This exit is chosen if the call was disconnected while on hold.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.6.4 CHOOSE ANNOUNCEMENT

Here you can evaluate variables several times and depending on the result of the individual logical statement, you can have a different announcement played. You define which variable should be evaluated on the "Parameters" tab. Then you can define several different logical comparisons. The evaluation list will be completely sequentially processed from the top to the bottom. All announcements, whose corresponding statement has the value "True", will be played. All further announcements will be skipped.

If you activate the checkbox "Play control enabled", the caller can control the reproduction of the WAV file as is usual in Remote Inquiry.

This action will be terminated, if

- the announcement corresponding to the condition was played,
- the announcement was not played because no condition was fulfilled,

- a DTMF character was detected during the announcement, or
- the call was disconnected while the announcement was playing.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.
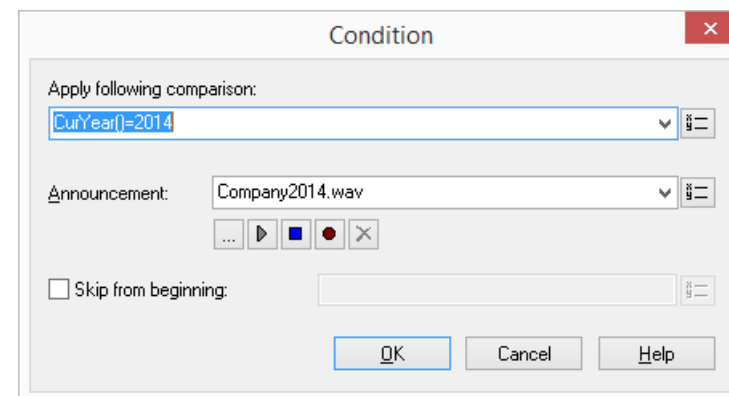
This is how you define the parameters for choosing an announcement

1   To add a condition to the evaluation list, click on ➕ .
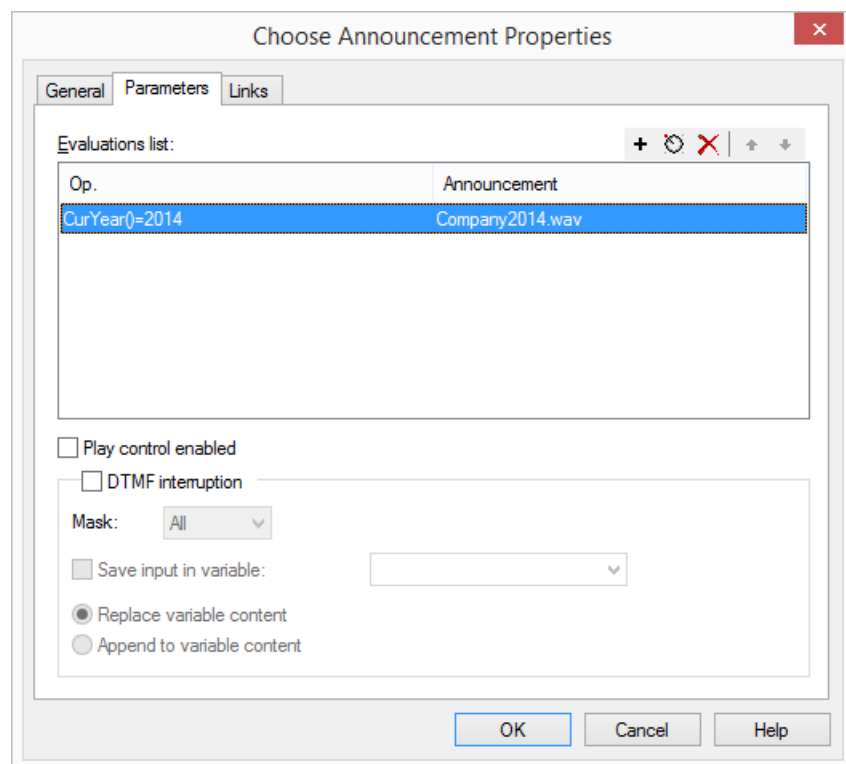
Note that the variable you want to evaluate here must be defined beforehand using the "Set Variable" block.

2   The following window appears: "Condition".

3   Define the output in the window "Apply following Comparison:" to be evaluated at the time of the script execution.
    You can add additional variables or system functions here. To do this, click on 🔲 and select a variable or system function from the list which opens.

4   Define the announcement to be played if the statement has the value "True".
    You have several options:
    - From the dropdown list select a file.
    - Browse your hard drive by clicking on ... .
      When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.
    - Click on ▶, to listen to the selected file. Click on ■ to stop playing the file.
    - To record a new announcement, click on ⬤ : You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on ■.
    - To delete the selected file, click on ✖.

ℹ️ The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

5 Only activate the option "Skip from beginning" if you only want to play a part of the selected file.
Define the time interval to be skipped. The entry takes place in seconds.

6 Click on "OK".
The "Condition" window will close. You will now see the new condition and the assigned announcement in the "Parameters" tab.

7 Activate the option "Activate reproduction control" if the caller should be able to control the reproduction of the file (e.g. skip forward and backward). The control takes place as in the menu of Remote Inquiry.

8 Define whether and, if the reproduction control is not activated, which DTMF character can be used to cancel the announcement.
In doing so, define whether the character entered should be saved in a variable and whether
● the contents of the variable should be replaced, or
● whether it should be appended to the contents of the variable.

9 Click on "OK".
The "Choose Announcement" block can be seen on the grid interface and it available for further processing.

This is how you change an entry in the evaluation list

1 Open the "Properties-Parameters" tab of the "Choose Announcement" block.

2 To go to the conditions for an entry in the evaluation list,
● Double-click on the entry in the evaluation list or

● highlight the entry to be changed and click on 🔘 .
The following window appears: "Condition".

3 Enter the modified parameter and click on "OK".
The "Condition" window will close.

4 Click on "OK".
The "Properties – Parameters" tab will close.

5 The modified conditions are now contained in the block "Choose Announcement".

This is how you delete an entry in the evaluation list

1 Open the "Properties – Parameters" tab of the "Choose Announcement" block.

2 Click on the entry in the evaluation list.
The entry is highlighted.

3 ✖ Click on.
The entry will be deleted from the evaluation list.

4 Click on "OK".
The modified conditions are now contained in the block "Choose Announcement".

This is how you change the sequence in the evaluation list

1 Open the "Properties – Parameters" tab of the "Choose Announcement" block.

2 Click on the entry in the evaluation list.
The entry is highlighted.

3 Click on ⬇ or ⬆ .
The entry will be moved one position up or down in the list.

4 Once the entry is at the position you want, click on "OK".
The modified conditions are now contained in the block "Choose Announcement".

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.6.5 SAY NUMBER

With this block, you can have a string (0-9,*,#) played for the caller.

You can enter this announcement directly or define it using a variable or system function.

This action will be terminated, if

- the announcement has been played in its entirety,
- DTMF input was detected – if permitted – or
- if the connection has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

Output	Explanation
Played	This exit is chosen if an announcement has been played. The connection exists.
Not played	This exit is chosen if none of the conditions were met. No announcement was played.
Get DTMF Char	This exit is selected if a DTMF character is detected during the announcement.
Disconnected	This exit is chosen if the call was disconnected while on hold.

In the first column "Visible", you can define whether each output should be shown in the script window.

This is how you define the parameters for "Say Number"

1 You have several options:

- Enter the string directly or
- select a variable from the list of available variables and system functions ⸬⹀

2 Define whether and with which DTMF character the caller can use to cancel this action.
In doing so, define whether the character entered should be saved in a variable and whether

- the contents of the variable should be replaced, or
- whether it should be appended to the contents of the variable.

3 Click on "OK".
The "Say Number" block can be seen on the grid interface and it is available for further processing.
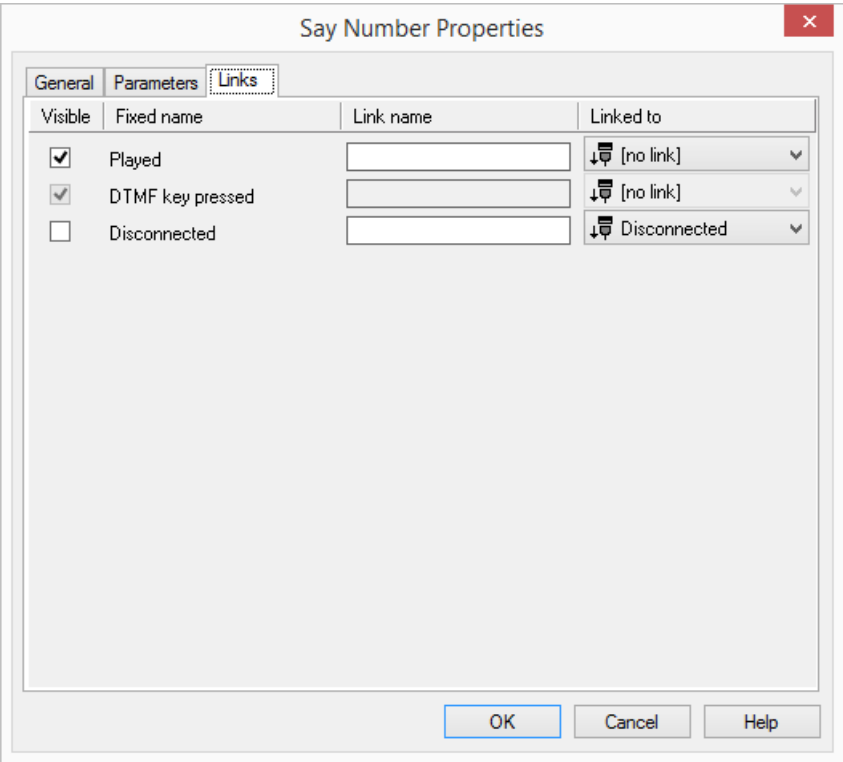
ⓘ If a variable is used, you should have set it previously using the block "Set Variable". If the variable has not been set, i.e. the string is empty, no announcement will be played.

Output	Explanation
Get DTMF Char	This exit is selected if a DTMF character is detected during the announcement.
Disconnected	This exit is selected if the connection is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

⚠ For the string to be output, only DTMF characters (0-9,*,#) are announced here. If the string contains letters or other characters, they will be skipped in the output.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.6.6 SAY DATE

With the help of this block, you can have the date announced to the caller.
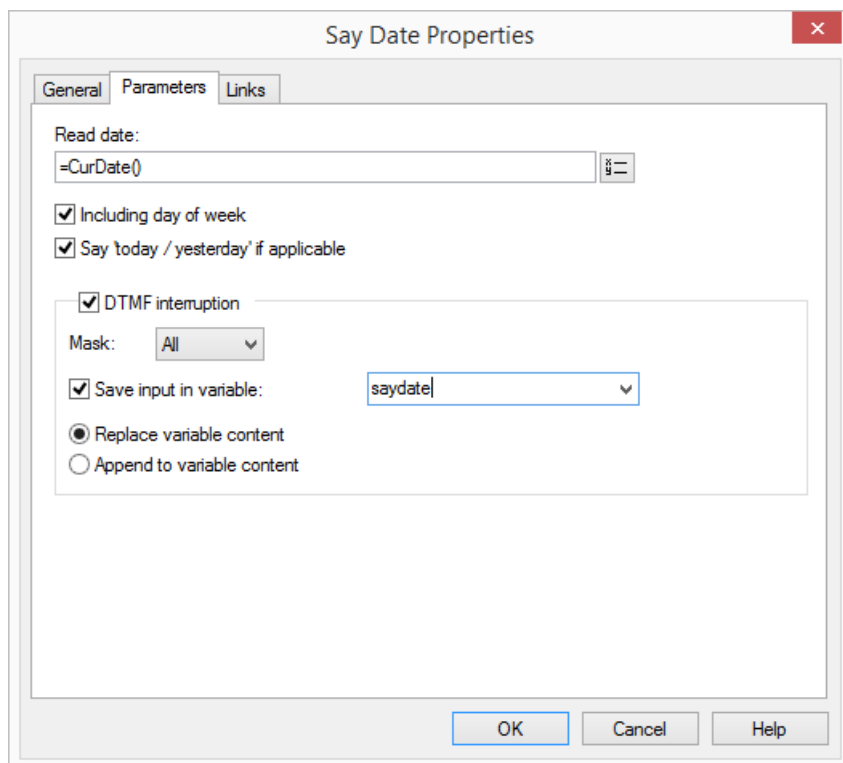
You can enter this announcement directly or define it using a variable or system function.

- the announcement has been played in its entirety,
- DTMF input was detected – if permitted – or
- if the connection has been terminated.

Output	Explanation
Played	This exit is chosen if the string has been played.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Say Date"

1 You have several options:
- Enter the date directly or
- select a date from the list of available variables and system functions ⊟.

2 You can choose if the day of the week should be announced. If "Only say 'today / yesterday' if applicable" is selected the whole announcement is replaced by a "yesterday" or "today" if applicable./

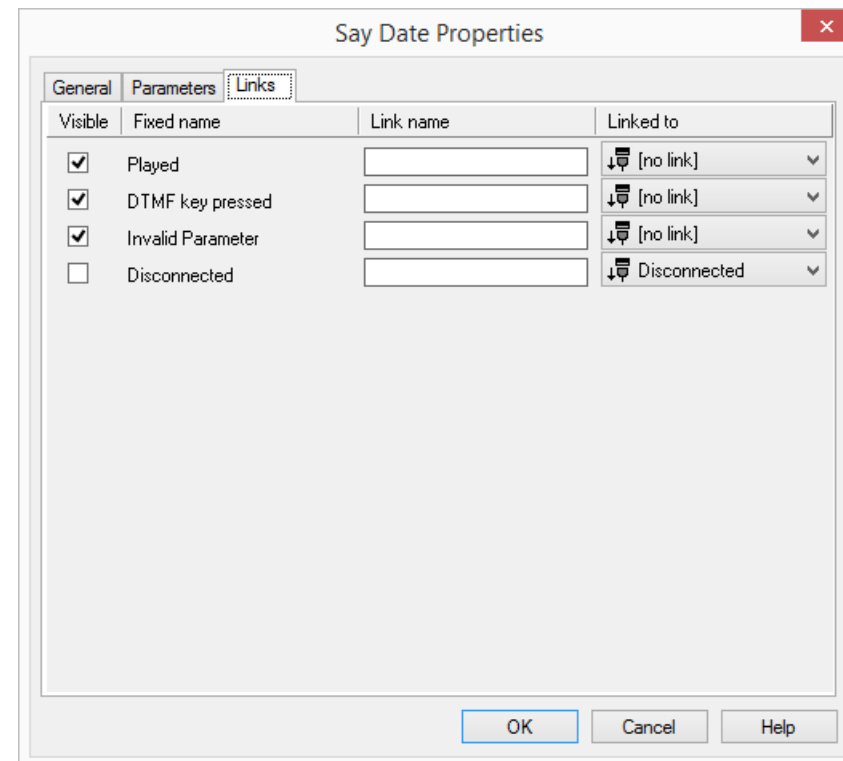**3** Define whether and with which DTMF character the caller can use to cancel this action.

In doing so, define whether the character entered should be saved in a variable and whether
- the contents of the variable should be replaced, or
- whether it should be appended to the contents of the variable.

4 Click on "OK".
The "Say Date" block can be seen on the grid interface and it is available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Played	This exit is chosen if the date was played.
Get DTMF Char	This exit is selected if a DTMF character is detected during the announcement.
Invalid Parameter	This exit is chosen if the parameter to be played does not have the format of a date (dd.mm.yyyy). The "Invalid Date" announcement is played.
Disconnected	This exit is selected if the connection is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.6.7 SAY TIME

With the help of this block, you can have the time announced to the caller.

You can enter this announcement directly or define it using a variable or system function.

- the announcement has been played in its entirety,
- DTMF input was detected –if permitted- or
- if the connection has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.
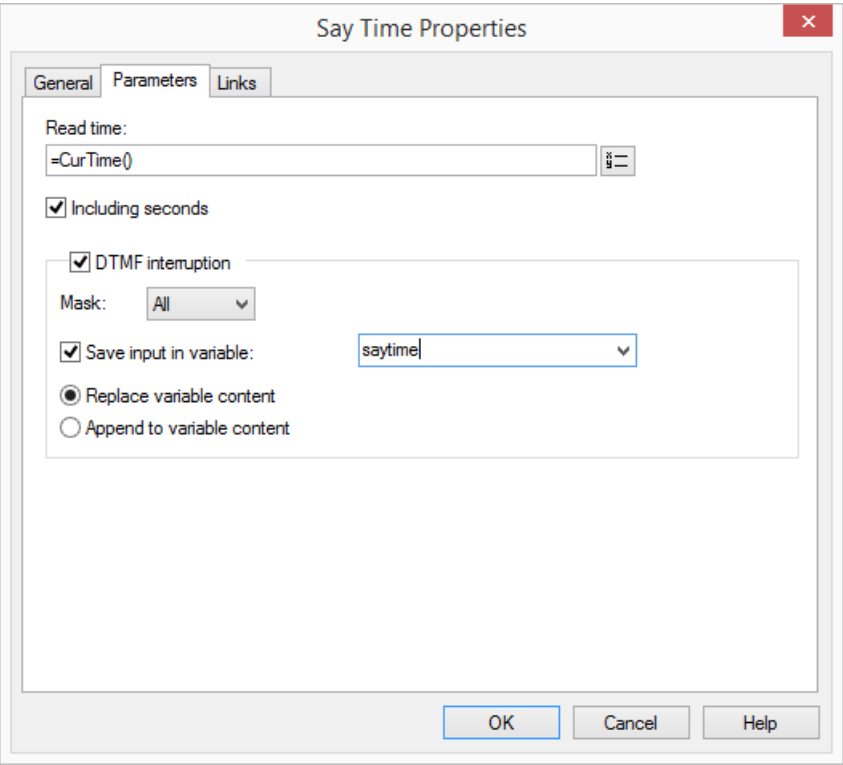
This is how you define the parameters for "Say Time"

1 You have several options:
   - Enter the time directly or
   - select a time from the list of available variables and system functions [≡].

2 Choose whether the seconds should also be announced.

3 Define whether and with which DTMF character the caller can use to cancel this action.
In doing so, define whether the character entered should be saved in a variable and whether
- the contents of the variable should be replaced, or
- whether it should be appended to the contents of the variable.

4 Click on "OK".
The "Say Time" block can be seen on the grid interface and it is available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
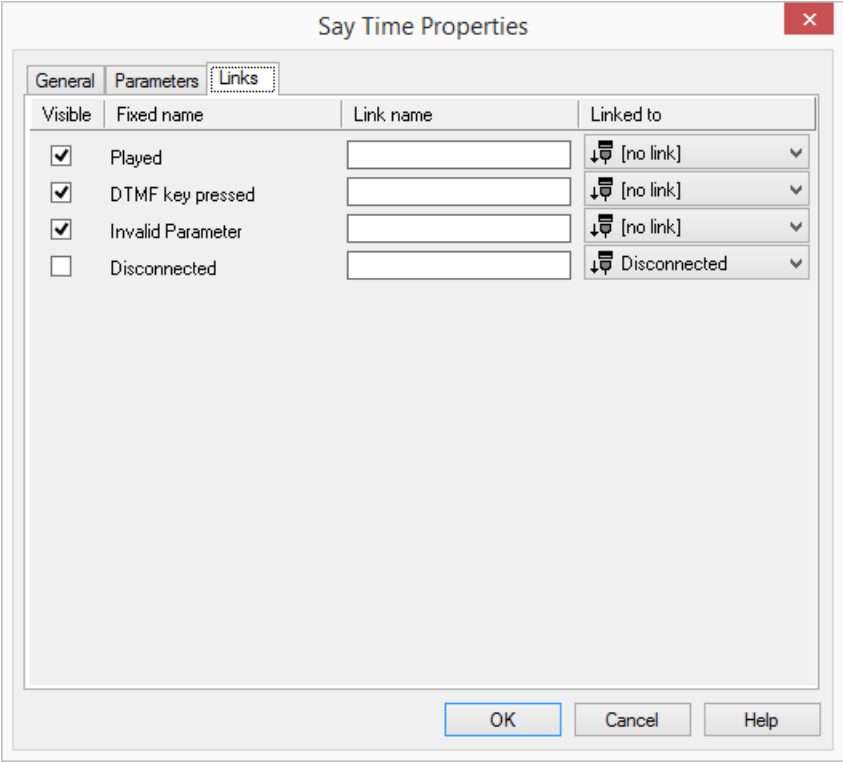
Output	Explanation
Played	This exit is chosen if the time has been played.
Get DTMF Char	This exit is selected if a DTMF character is detected during the announcement.
Invalid Parameter	This exit is chosen if the parameter to be played does not have the format of a time (hh.mm.ss). The "Invalid Time" announcement is played.

Output	Explanation
Disconnected	This exit is selected if the connection is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.
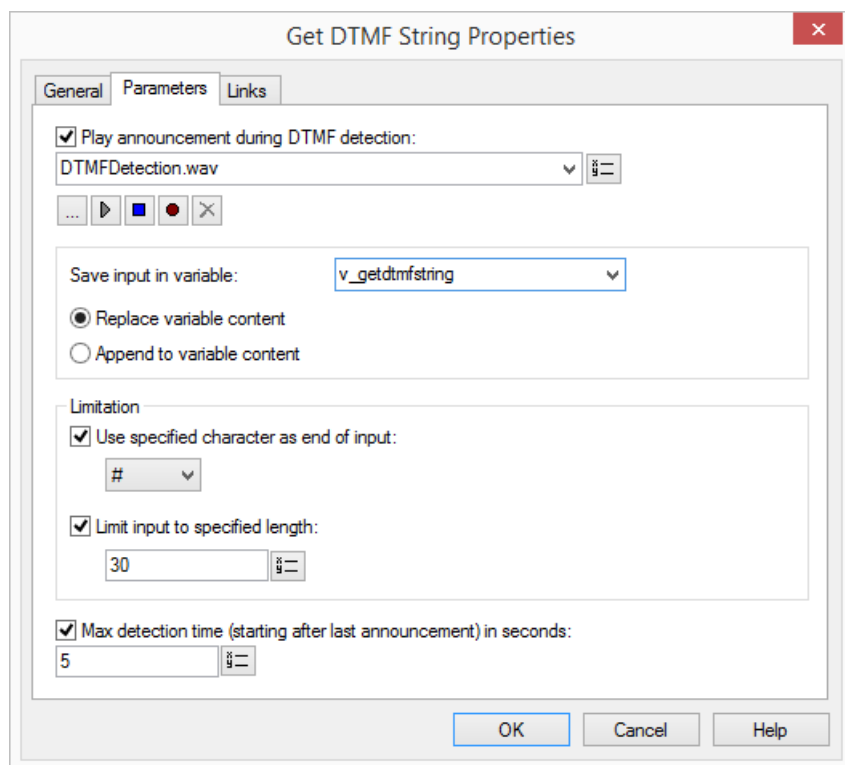
3.6.6.8 GET DTMF CHAR

Using the "DTMF key pressed" block, you can prompt the caller to enter a character via DTMF and save the received value in a variable. Based on the caller's entry, the call can be handled accordingly (*3.6.4.5 DTMF key pressed*, page 97).

3.6.6.9 GET DTMF STRING

Here you can prompt the caller to enter a string via DTMF and then store the values detected in a variable. Using the parameters, you can

define the key used to end the entry and the maximum length of the string. In addition, you can define the maximum period of time to be waited for the detection of other keys (timeout).

The action will be terminated, when

- the input of DTMF keys has been completed, either by the defined end key or when the maximum length has been exceeded,
- when the timeout has expired, or
- if the connection has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Get DTMF String"

1   If you would like to play the caller a request to enter the DTMF tones, activate "Play sound file during DTMF detection".

You have several options:

- From the dropdown list select a file.
- Browse your hard drive by clicking on [...].
  When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.
- Click on [▶], to listen to the selected file. Click on [■] to stop playing the file.
- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement.

Stop recording by clicking on [■].

- To delete the selected file, click on [✕].

The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

2 Select the variable, in which the string should be saved.
In doing so, define whether the character entered should be saved in a variable and whether
- the contents of the variable should be replaced, or
- whether it should be appended to the contents of the variable.

3 Now enter the value for ending the entry:
- If the caller should end his entry with a specific character, activate the first option and indicate which character should be used.
- If you would like to define the maximum length of the string, activate the second option and enter a value. The entry of the character will then be completed automatically.

4 Then enter the amount of time, which is allowed to pass until the next DTMF character is detected (timeout).

5 Click on "OK".
The "Get DTMF String" block can be seen in the script window and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Key 0 -9, *, #	This exit is chosen if the appropriate character (0-9,#,*) has been detected.
Timeout	This exit is chosen if no tones were detected within the time limit (timeout).
Disconnected	This exit is selected if the connection is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.7   OPTIONAL BLOCKS - QUEUE

The Graphical Script Editor enables the management and processing of calls in queues. It is therefore possible for one or more consultants to handle incoming calls one after another. Each caller, whose call is placed in the queue, receives a configurable announcement, which says, for example which position this call has at the moment and how long he must remain to be patient until the next available consultant can take his call.

The following blocks are available for processing queues:

- Create queue
- Set Queue Attributes
- Get Queue Attributes
- Delete Queue
- Call in Queue

3.6.7.1 CREATE QUEUE

This block crates a new queue. A queue contains all incoming calls in a specific sequence. All callers hear music on hold and they receive, if it

has been configured, information about the current position of their call in the queue and are informed about the estimated time to wait.

As soon as consultant is available and the call is next in line, the call will be connected. In doing so, before the call is connected, it will be checked whether the consultant (he himself or as a member of a group) simply processes a queue or is also responsible for other queues. If he is responsible for other queues and if there is there is a call in one of the queues that has had a longer wait, this call will be handled with priority.

This action will be terminated, if

- the queue was successfully created, or
- there is already a queue with the corresponding ID, or
- the queue could not be added due to insufficient system resources (e.g. too little memory), or
- the call has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Create Queue"

1   Define the queue ID. The queue ID is unique system-wide. It can be used by all scripts, not only the current script. A queue exists until it has been removed through execution of the block "Delete Queue". This can take place in the current script or in another script.
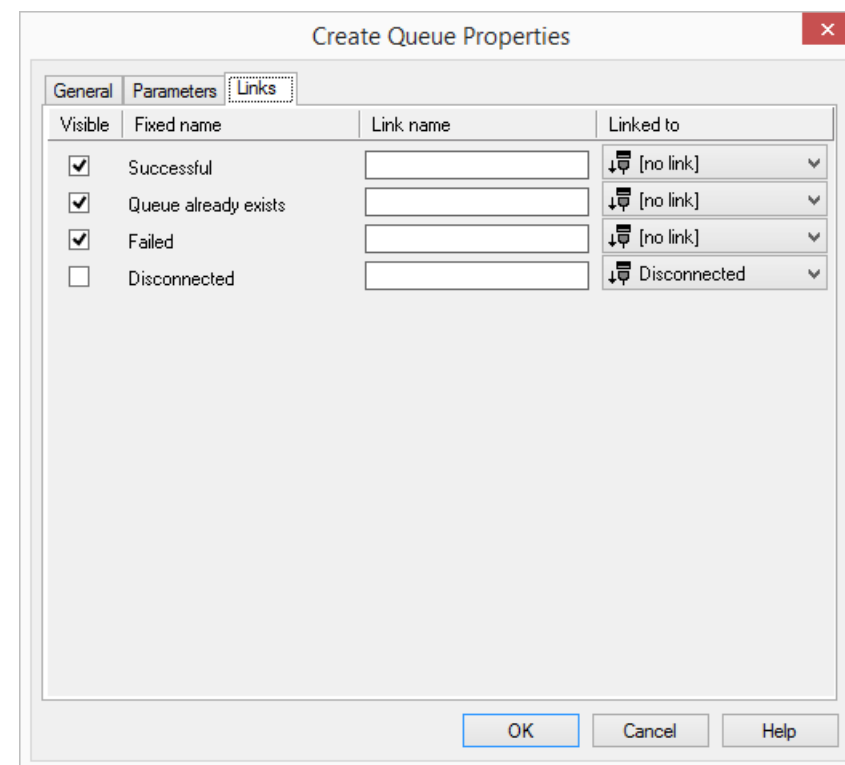
2   Click on "OK".
The "Create Queue" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Successful	This exit is chosen if the queue was successfully added.
Queue already exists	This exit is chosen if a queue with the corresponding queue ID already exists, i.e. the queue could not be added.
Error	This exit is chosen if the queue could not be added due to insufficient system resources (e.g. too little memory).
Disconnected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.7.2 SET QUEUE ATTRIBUTES

The block "Set Queue Attributes" can be used to set or change the different attributes of the queue. The block can be used, for example, to define the music on hold that every caller hears, to define the maximum queue size (number of calls) and to configure additional announcements.

The following attributes can be defined:

- Queue ID
  Every queue has an unique ID. This is a system-wide identification number of a queue.
- Called party
  SwyxWare User or group, which answers the call.
- Maximum length of the queue
  Maximum number of calls, which can be added to the queue.
- Average Call Duration
  This attribute defines the average call duration for calls in the queue. It is used for determining the estimated wait time. The value of this parameter can only be set hypothetically.

ℹ The value of the field "Average call duration" should be entered in seconds. This value will be converted before the voice output in minutes, rounded and shown.

- Queue Timeout

  This value indicates how long a call (in seconds) can stay in the queue. If this value is exceeded, the call will be removed from the queue.

- Music on Hold

  The music on hold is a file in WAV format, which is played in a loop for all callers in the queue. This music on hold can be interrupted by individual announcements, such as the announcement concerning the position of the call in the queue and / or the announcement concerning the estimated wait.

  This information is read from variables via the block "Call Queue Attributes" and makes it possible to give the current value from loop to loop.

- Announcement before and after the position information

  With the help of this attribute you can select the announcement, which is to played before and after the position information. The position information itself can played via an announcement file using the "Play String" block.

- Announcements before and after the time to wait information

  With the help of this attribute you can select the announcement, which is to played before and after the time to wait information. The time to wait information itself can played via an announcement file using the "Play String" block.

  The announcements defined here can, for example, be played in the sequence music on hold, position information (if configured) and announcement concerning the time to wait.

- TimeBetweenWav

  This attribute defines the intervals (in seconds) in which the announcements should be played.

This action will be terminated, if

- the attribute of the queue was successfully set, or

- the attributes of the queue could not be successfully set due to an error (e.g. if the given queue ID does not exist), or

- the call has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Set Queue Attributes"

1 Select the queue in the drop-down list. Here you define for which queue you would like to set the attributes.

2 Select from the field "Destination" to which user or to which user group the calls from the queue should be forwarded.

3 Define in the field "Maximum Queue Length" the maximum number of calls that can be added to the queue.

4 Define the average call duration. This value is used for determining the estimated wait time.

> The value of the field "Average call duration" should be entered in seconds. This value will be converted before the voice output in minutes, rounded and shown.

5 The value in the field "Queue Timeout" defines how long (in seconds) a call can stay in the queue. If this value is exceeded, the call will be removed from the queue.

6 Then select the music on hold.
You have several options:

- From the dropdown list select a file.

- Browse your hard drive by clicking on [...].
  When searching, you can also choose a file in MP3 format. Upon selection, the MP3 file will automatically be converted into the WAV format and saved in the database on the SwyxServer. The converted files are therefore available for use later. During the conversion process, the Info dialog "Please wait, the file is being converted into WAV format" will open.

- Click on [▶], to listen to the selected file. Click on [■] to stop playing the file.

- To record a new announcement, click on [●]: You will now be prompted to enter a file name. The "Start Recording" window will appear. Click on "Start" to begin recording the announcement. Stop recording by clicking on [■].

- To delete the selected file, click on [✗].

> The WAV files, which the administrator has made available to all users, have the extension "(Template)" in the file name. These templates cannot be deleted.

Define in the field "Say postition pre" the announcement, which should be played for the caller before the announcement of the position of the call in the queue (e.g. "All of our consultants are busy at this time. Your call is at position [...] in the queue"). The announcement of the position itself can then be made with the help of the "Play String" block.

7 In the field "Say position post" you can define the announcement the call should be played after the announcement of the position (e.g. "Your call will be taken momentarily". Please be patient").

8 Select in the field "Say remaining time pre" the announcement, which the call should be played before the announcement of the wait time (e.g. "The estimated wait is [...]". The announcement of the wait time itself can then be made with the help of the "Play String" block.

9 In the field "Say remaining time post" define the announcement, which the caller will hear after the announcement of the estimated wait time (e.g. "seconds").

10 Define in the field "Interval between announcements" the interval (in seconds) between the announcements.
The selection of the announcement files can be carried out analogously to step (6).

11 Click on "OK".
The "Set Queue Attributes" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.7.3 GET QUEUE ATTRIBUTES

The detailed information corresponding to the queue can be saved here in different variables. The following detailed information is available:

- Queue ID
  Every queue has an unique ID. This is a system-wide identification number of a queue.
- Called party
  Gives the destination of the call, which is in the queue. This can be a SwyxWare user or a group.
- Current Length of Queue
  Gives the current number of calls, which are in the queue.
- Maximum length of the queue
  Gives the maximum number of calls, which can be added to the queue.
- Average Call Duration
  Gives the average duration of calls, which are in the queue. This value is used for determining the estimated wait time. It can only be hypothetically set.

Output	Explanation
Successful	This exit is chosen if the queue attributes were successfully saved.
Error	This exit is chosen if the queue attributes could not be successfully set, because e.g. the queue ID does not exist or the wrong parameter was set.
Disconnected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

ℹ️ The value of the field "Average call duration" should be entered in seconds. This value will be converted before the voice output in minutes, rounded and shown.

- **Queue Timeout**
  This value indicates how long a call (in seconds) can stay in the queue.
- **Music on Hold**
  The music on hold is a file in WAV format, which is played in a loop for all callers in the queue. This music on hold can be interrupted by individual announcements, such as the announcement concerning the position of the call in the queue and / or the announcement concerning the estimated wait.
- **Announcement before and after the position information**
  These parameters define the announcement files, which are to be played before and after the position announcement. The position information itself can played via an announcement file using the "Play String" block.
- **Announcements before and after the time to wait information**
  Gives the announcement files, which should be played before and after the wait time announcement. The wait time information itself can played via an announcement file using the "Play String" block.
- **TimeBetweenWav**
  Gives the time interval in seconds to be kept between the individual announcements.

This action will be terminated, if

- the selected parameters of the queue, from which the variables were successfully read, or
- errors occurred when setting the parameters (e.g. no queue with the corresponding ID exists), or
- the call has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

This is how you define the parameters for "Call Queue Attributes"

1 Select here the queue from the drop-down list. This is used to define from which queue the attributes should be called.

2 Select the corresponding variables, in which the called parameters should be saved.

3 Click on "OK".
   The "Call Queuel Attributes" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Successful	This exit is chosen, if the selected parameter of the queue has been saved in the assigned variable.
Error	This exit is chosen, if the selected parameter of the queue could not be saved in the assigned variables (e.g. because no queue with the corresponding ID exists.).
Disconnected	The current call was disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.7.4 DELETE QUEUE

The queue identified via the queue ID will be deleted. If there are still calls in the queue, these connections will be terminated.

This action will be terminated, if

- the selected queue was successfully deleted, or
- there is no queue with the corresponding ID, or
- the call has been terminated.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

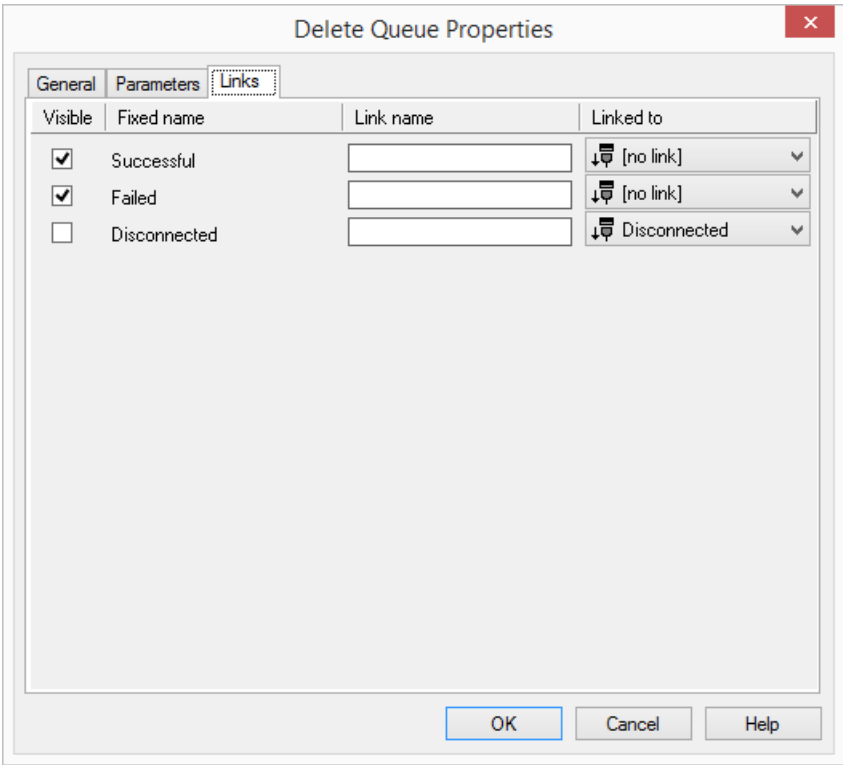### This is how you define the parameters for "Delete Queue"

1 Select the ID of the queue to be deleted from the drop-down list.
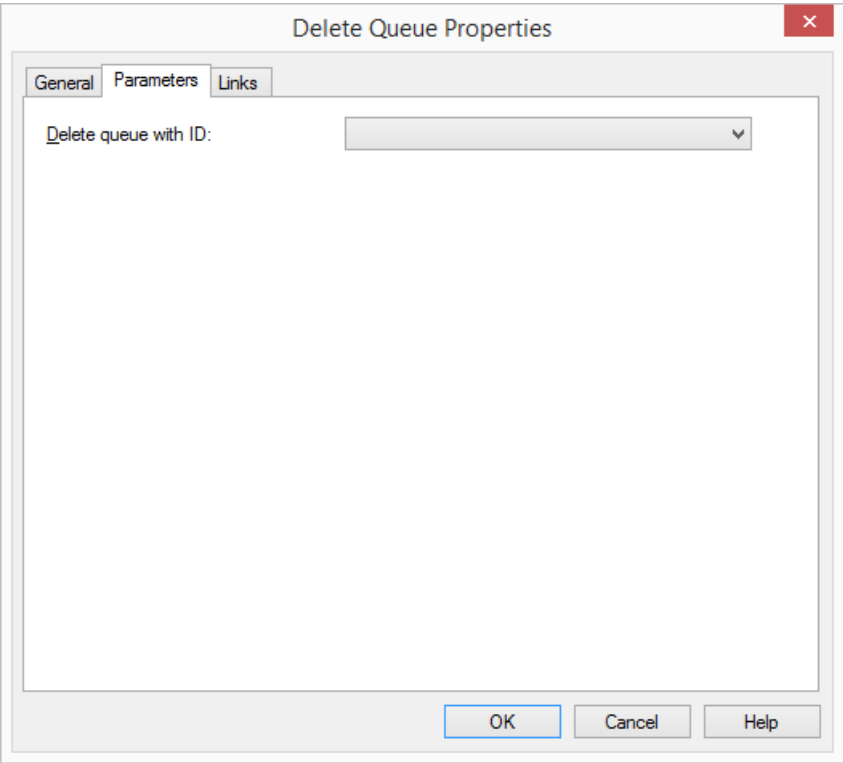
2 Click on "OK".
The "Delete Queue" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:

Output	Explanation
Successful	This exit is chosen if the selected queue has been deleted.
Error	This exit is chosen if there is no queue with the corresponding ID.
Disconnected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.6.7.5 CALL IN QUEUE

This block adds the current call to the queue and processes it.

A call positioned in the queue, will - if it is his turn - be delivered to a free agent. In case this agent should'nt accept this call and further agents should be busy, the call will be added again to the queue, namely on the top.

This action will be terminated, if

- the call was processed using the queue and successfully forwarded to the consultant, or
- there is no queue with the corresponding ID, or
- the queue was deleted by another script while the call was still in the queue, or
- the call has been terminated, or
- the maximum number of calls in the queue has been reached, or
- the call cannot be added, because the dialled destination does not hava a consultant with the status "logged on", or
- the Timeout was reached before the call could be processed within the queue or
- the queue Timeout was reached, i.e. the call was in the queue too long. The call will be deleted from the queue.

Under "Properties", all three tabs "General", "Parameters" and "Connections" tabs are available for this block.

## This is how you define the parameters for "Call in Queue"

1 Select the queue from the drop-down list, to be used to process the current call.

2 In the field "Position", define the position of the call. You can put the call either at the beginning or the end of the queue.

3 Enter the Timeout in seconds.

4 Click on "OK".
   The "Call in Queue" block can be seen on the grid interface and it available for further processing.

Links

On this tab you will find all outputs associated with this block. The outputs are described as follows:
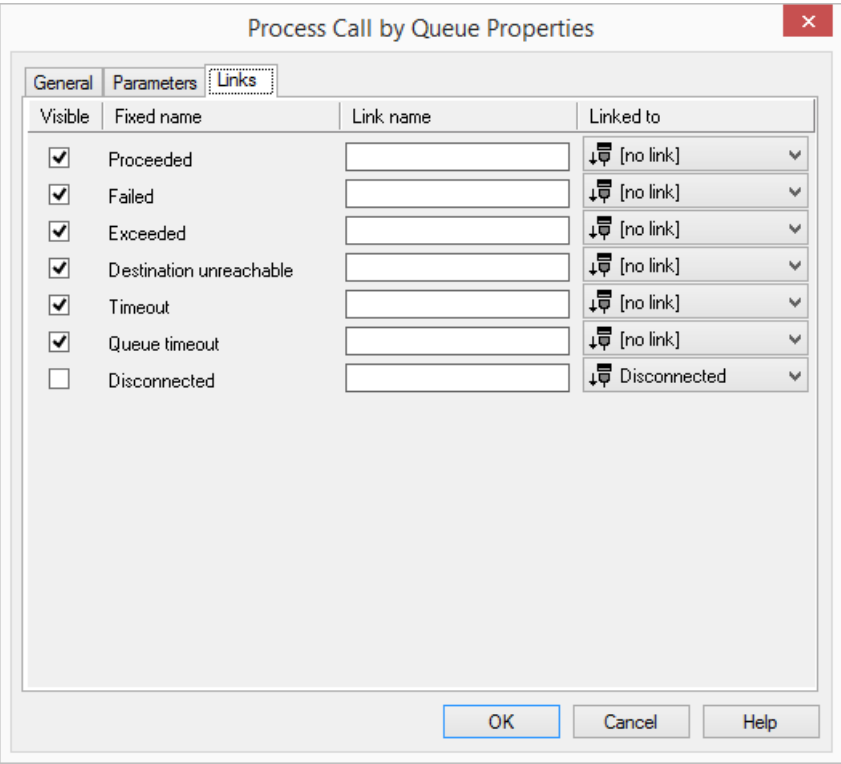
Output	Explanation
Executed	This exit is chosen if the call is forwarded to the destination consultant via the queue.
Error	This exit is chosen if no queue with the corresponding ID exists or the queue was deleted by another script, while the call was in the queue.
Exceeded	This exit is chosen if the call cannot be added because the current number of calls exceeds the maximum number of calls in the queue.
Destination unreachable	This exit is chosen if the call cannot be added because the dialled destination has no consultant with the status "logged on".

Output	Explanation
Timeout	This exit is chosen if the Timeout was reached. The current call will be deleted from the queue.
Queue Timeout	This exit is chosen if the current call has been in the queue too long. The queue Timeout was reached. The call will be deleted from the queue.
Disconnected	This exit is selected, if the call is disconnected.

In the first column "Visible", you can define whether each output should be shown in the script window.

> The "Visible" column is only used to define the visibility of the links in the script window. This setting helps to maintain the clarity of the script. You cannot remove outputs, i.e. the connections must be kept, otherwise an error will occur in the script.

The second column "Default" contains the default name of the output. This provides information about events during the execution of a block so that additional appropriate connections can be created. This fixed name cannot be changed. You can assign your own identifying names to the various contact surfaces in the column "Link name". This name will later appear in the block in the grid interface.

In the last column "Linked to" you see which block input this output is connected to. Here you have the option of selecting a link from a select list, which contains all available blocks.

3.7   THE USE OF A VISUAL BASIC SCRIPT

During call handling, you can execute the scripts you have created. Such a script must be created in Visual Basic Script and is subject to the appropriate syntax. You will find further information concerning this syntax under

docs.microsoft.com/en-us/previous-versions//d1wf56tt(v=vs.85)

- Visual Basic Script as Sub-Program for Multiple Use
- Visual Basic Script as a Program for a Single Run within a Script

● Visual Basic Script as GSE Action for Start from Different Scripts

3.7.1 VISUAL BASIC SCRIPT AS SUB-PROGRAM FOR MULTIPLE USE

If you would like to have your own sub-program started several times during call handling, insert it as a Visual Basic Script in the "Parameter" tab on the properties side of the start block. At the point in the script, at which the sub-programs are to be started, enter the block "Set Variable", for example, and start the sub-program you want there.

> It is possible to call one of your own functions, which has been defined in the "Start rule" block, in all blocks that permit the entry of a variable or function. The block "Set Variable" is especially suitable for this purpose. The name of your sub-program will then appear in the field "Variable value" preceded by an equal sign. The entry of a variable in the field "Variable name" is only necessary if your are dealing with a function that provides a return value.

This is how you integrate your own script

1 Double-click in the Call Routing Manager on the script into which your own script should be integrated.
   The following window appears: "Graphical Script Editor" with the selected script.
2 Double-click on the block "Start".
3 The following window appears: "Properties of..." with the "General" tab.
4 Move to the "Parameters" tab
5 In the field "User Script:", enter your own script.
6 The sub-programs you have created are thus recognized within this script and can be started.

> If the script contains syntax errors, the call will be disconnected, even if the faulty sub-program is not used. The Graphical Script Editor is not able to check your script for errors.

This is how you start your own sub-program

1 Open the the Graphical Script Editor with the selected script in which you previously integrated your script (*This is how you integrate your own script*, page 157).
2 At the point in the script, at which the sub-program should be started, insert the "Set Variable" block.
   The "Properties of Set Variable" window will appear.
3 Click on **+** found on the "Parameters" tab.
   The following window appears: "Set Variable Value".

4 Leave the "Variable name:" field empty.
5 Enter an equal sign followed by the name of the sub-program in the field "Variable value:".
6 Then click on "OK".

If you call several sub-programs, they will be called from top to bottom in the sequence listed.

> The call for one of your own sub-programs or a system function must always begin with an equal sign (=), otherwise the the Graphical Script Editor interprets the entry as a string and not as a function call.

3.7.2 VISUAL BASIC SCRIPT AS A PROGRAM FOR A SINGLE RUN WITHIN A SCRIPT

Within a script, you can insert a program segment using Visual Basic Script. To do this, insert the block "Insert Script Code" in the rule script.

You can insert the Visual Basic Script into this block on the "Parameters" tab. When the Call Routing Script is run, this program segment will als be run.

See also *3.6.5.8 Insert Script Code*, page 117.

⚠️ If the script contains syntax errors, the call will be disconnected, even if the faulty sub-program is not used. The Graphical Script Editor is not able to check your script for errors.

3.7.3 VISUAL BASIC SCRIPT AS GSE ACTION FOR START FROM DIFFERENT SCRIPTS

The the Graphical Script Editor can be used to create an action, which contains the Visual Basic Script (*This is how you create a new action script*, page 69). You can then call this action in the block "Run GSE Action" within a rule script (*3.6.5.7 Run GSE Action*, page 115). A GSE action can be used in different rule scripts just like all other actions.

3.7.4 THE INTEGRATION OF THIRD PARTY APPLICATIONS (COM-INTERFACE)

Third party applications can also be called using a Visual Basic Script.
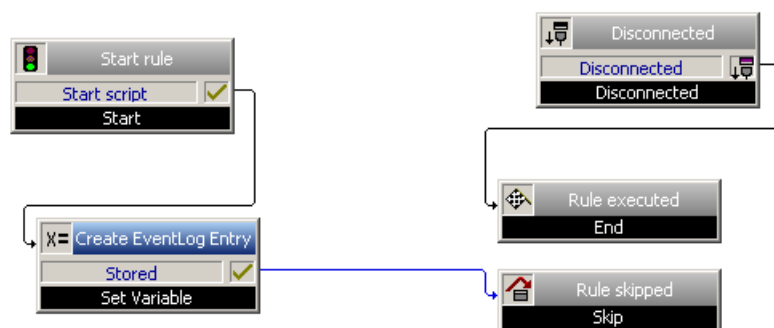
The script is entered in the "User Script" field located on the "Parameters" tab of the Start rule block. This Visual Basic Script is started if this script is called during call handling.

In this example, an entry is made in the Eventlog for every call. An object is created (in this example: ShellObject), on which you can then execute the appropriate operations:
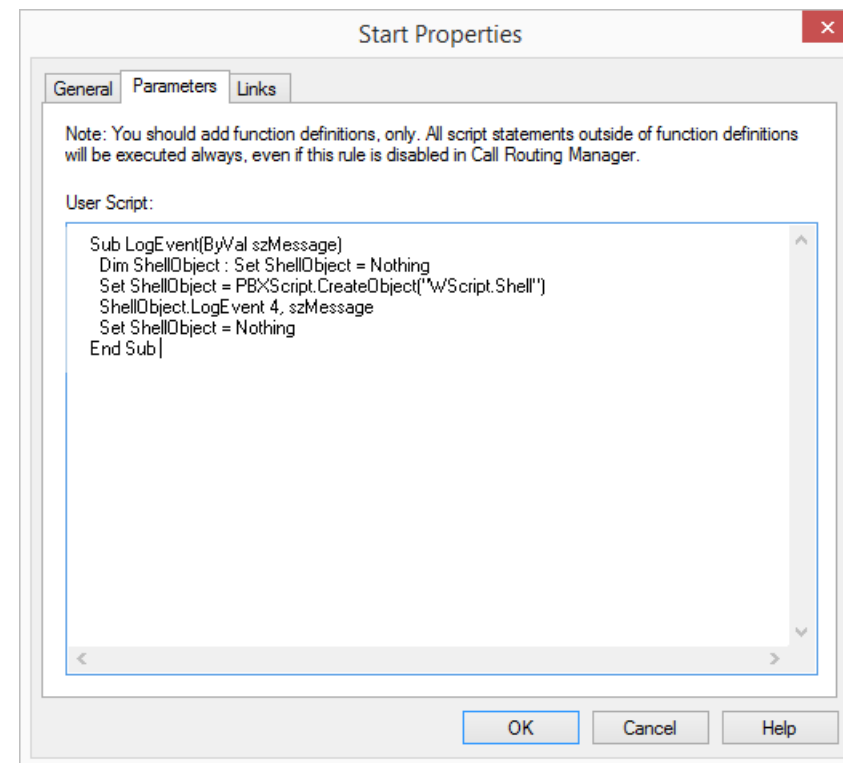

Sample Script "LogEvent":

```
Sub LogEvent(ByVal szMessage)
Dim ShellObject : Set ShellObject = Nothing
Set ShellObject =
PBXScript.CreateObject("WScript.Shell")
ShellObject.LogEvent 4, szMessage
Set ShellObject = Nothing
End Sub
```

> ⚠️ The applications started from a script are run under the user name, which was used to start the 'SwyxServer' service. When accessing databases, make sure that this user is also granted the appropriate rights.

The call for this third party application is started, for example, from the block "Set Variable".
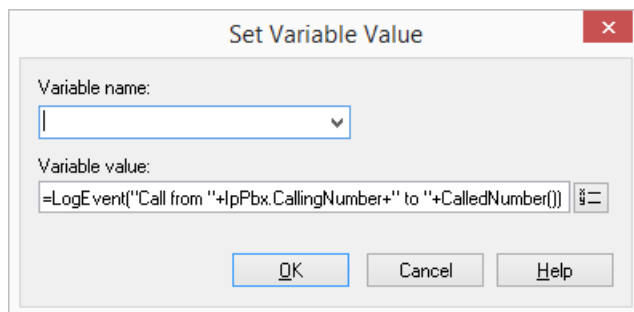
In this example, the system functions, which contain parameters for the current call (e.g. CallerNumber() and CalledNumber()), are transferred to this sub-program.

3.8 SETTINGS FOR THE INTERFACE DISPLAY THE GRAPHICAL SCRIPT EDITOR

In this chapter you will learn more about the general settings of the Graphical Script Editor.

You will find all of the described setting options in the "View" menu (*3.3.2.3 The View Menu*, page 59).

3.8.1 ZOOM…

You can enlarge or reduce the area displayed in the script window. To do this, you have the choice of using pre-defined percent values or of using a value that you define.

This is how you change the size of the display in the script window

1 Select "View | Zoom…" from the menu.
2 Select the zoom or reduction factor from the pre-defined percent values or enter a whole number between 10 and 500.
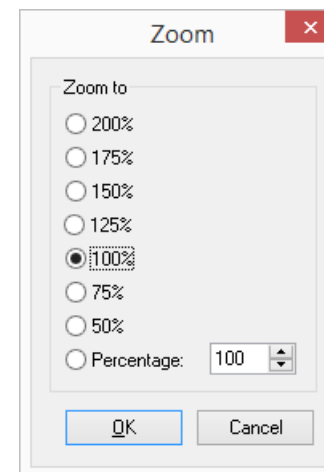
3 Click on "OK".
Or
1 Go to the toolbar and click on the drop-down list.
2 Select the zoom or reduction factor from the pre-defined percent values.
3 Click on "OK".
The zoom or reduction will be immediately visible.

3.8.2 THE SETTINGS FOR THE SCRIPT WINDOW

Here you can change the view of the script window, such as the appearance of the blocks and the links, and even the appearance of the grid.

This is how you change the view ofthe Graphical Script Editor

1 Go to the menu bar and select "View | Settings…".
Or

**1**   Go to the toolbar and click on 🔳.

The following window appears: "Settings".

The display of the Graphical Script Editor can be defined on the following tabs.

General

On the "General" tab, you define

- whether you must confirm a deletion procedure,
- whether the block type should be displayed,
- which of the outputs of a block should be displayed. You can choose between

    "All outputs", i.e. a display of all possible outputs including "Terminated", or

   "All except system", i.e. no display of the output "Terminated".
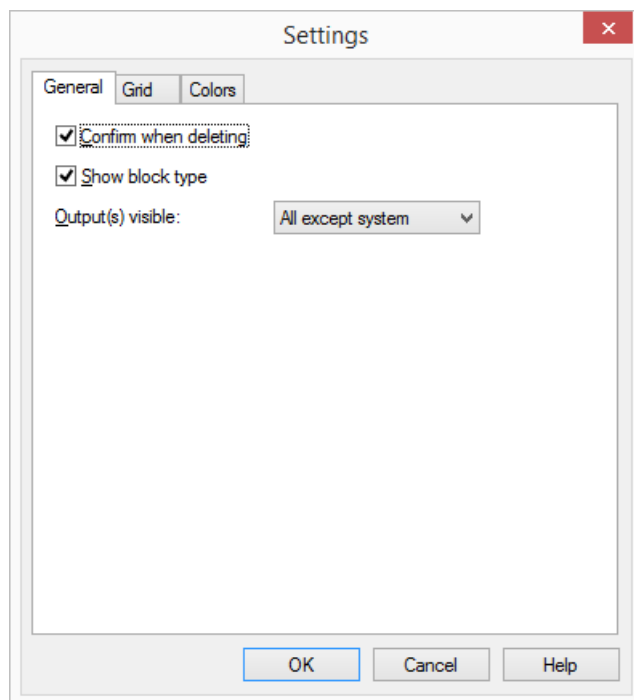
The settings will be applied immediately.

Grid

On this tab you can define the properties of the grid interface in the script window:

- Appearance of the grid

    Lines or

    Dotted.

- Size of the individual grid fields (in pixels)

    Width and

    Height.

- Other options, such as

    Automatic alignment of the block in the grid (even if no grid is displayed),
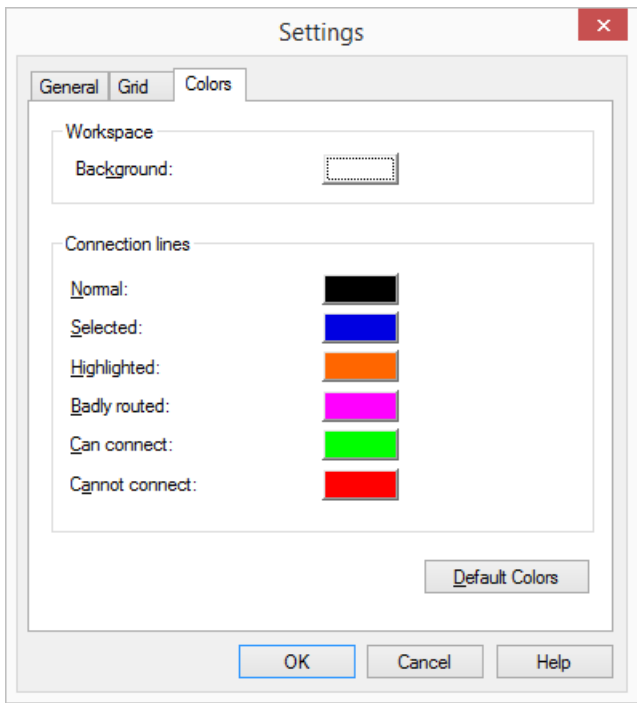
    Display of the grid (lines or dotted)
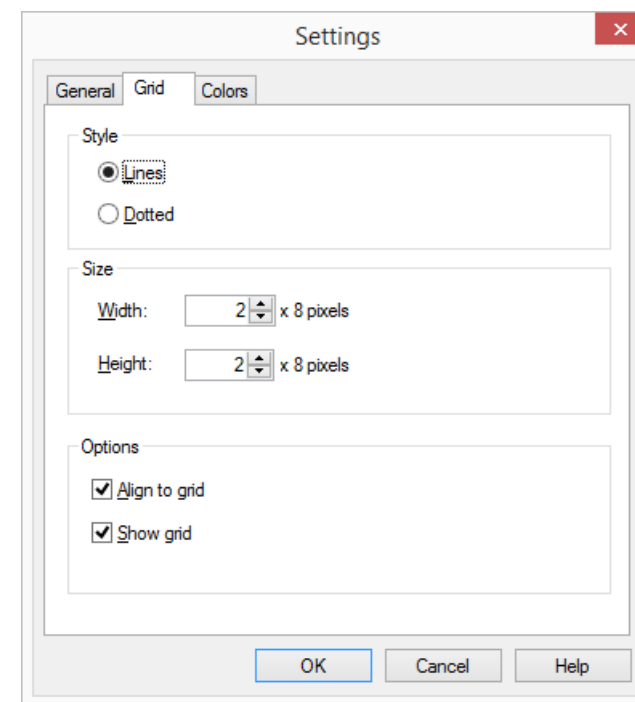
Colors

On this tab you can define the colors of the grid interface in the script window:

- Background color
- Color of the Links (Arrows)
- according to state

To select other colors, click on the corresponding color field and select the color. You can use "Other colors..." to receive your PC's color scale or you can add other colors.

The "Default colors" button can be used to reproduce the default setting of the colors.

A connection line can have the following conditions (colors):

| Color	Status of the Connection
Black	Normal
Blue	Highlighted (All of the connections associated with a block are highlighted simultaneously.)
Orange	Highlighted (Only this connection is highlighted.)
Magenta	The connection is not visible due to lack of space on the script window, the logical connection exists.
Green	Can be connected (This only occurs when dragging a connection).
Red	Cannot be connected (This only occurs when dragging a connection).

The color settings shown correspond to the default setting.

3.8.3 FULL SCREEN

To get a better overview of complex scripts, you can use the entire screen for displaying the script window.

This is how you use the entire screen for script display

1 Go to the menu bar and select "View | Full screen...".
   The script window will expand accordingly and the button "Full Screen" will appear on the interface.
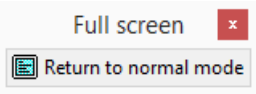
To return to the previous display, click on the button "Return to normal mode" or use the "ESC" key.

3.9 EXAMPLES

Several sample scripts are presented and described in this chapter in order to provide you with an overview of the options offered by the Graphical Script Editor.
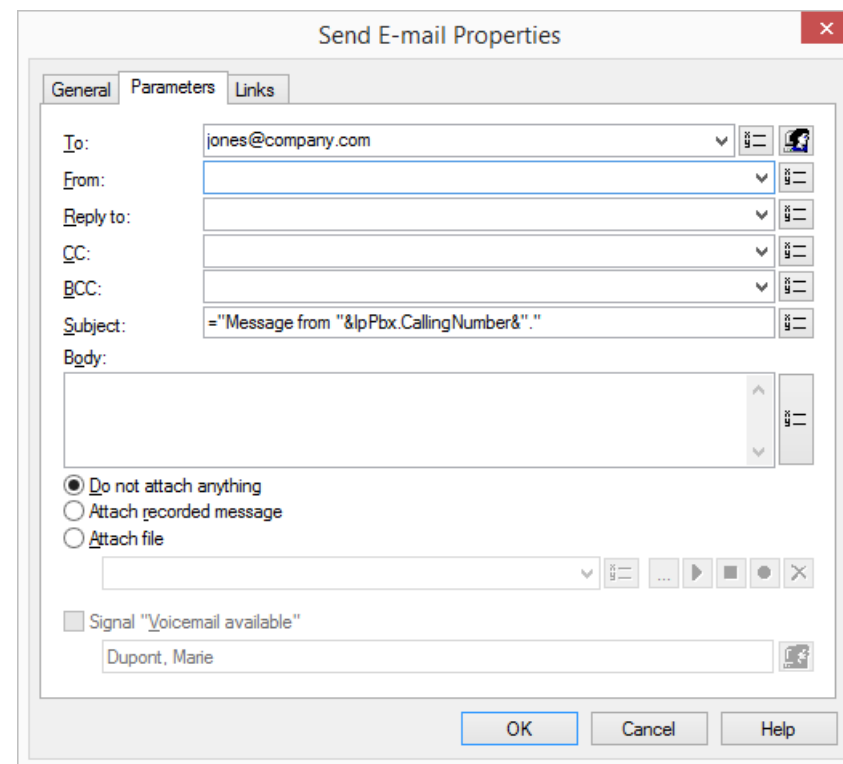
3.9.1 EXAMPLE "ANSWERING MACHINE"

With the help of the the Graphical Script Editor, you can create an answering machine designed to meet your needs. Below you will find two examples. The first one is a simple answering machine, which can only record a message and send it per e-mail, and the second example illustrates a high-performance answering machine, which provides time-related call handling.

3.9.1.1 A SIMPLE ANSWERING MACHINE

In this example, the caller is played an announcement and then a message with a length of 180 seconds is recorded. This message is then sent per e-mail.
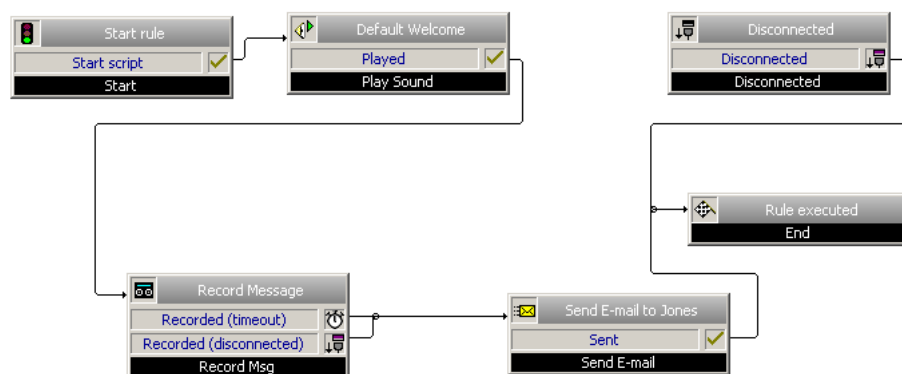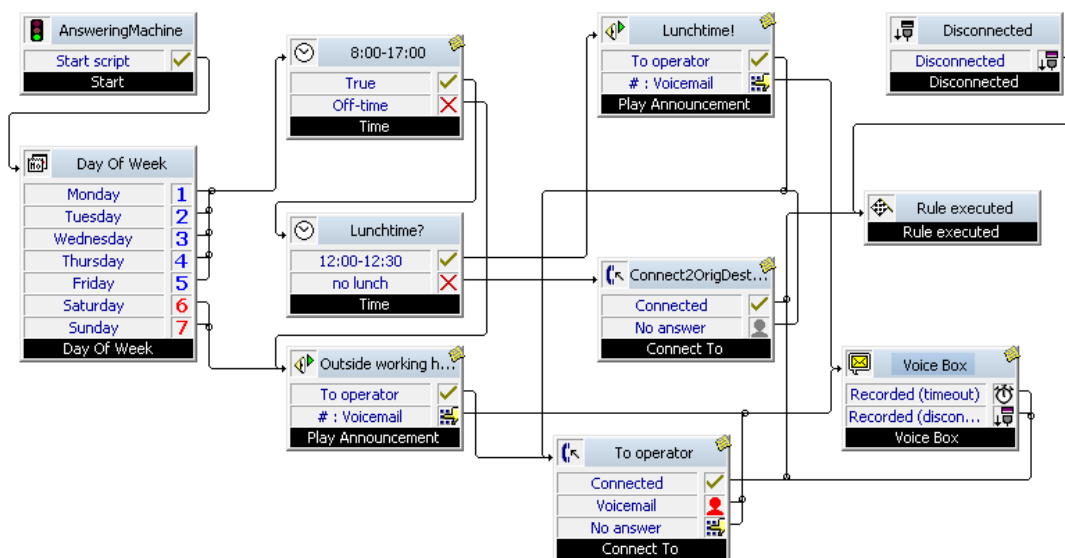

The e-mail sent contains information concerning the call, such as the telephone number, date, and time.

The individual blocks "Default Welcome", "Record Message", and "Send E-mail to" can be compiled and the block "Voice Box" used (*3.6.5.11 Voice Box*, page 122).

3.9.1.2 A HIGH-PERFORMANCE ANSWERING MACHINE

If a call comes in on the weekend or outside working hours, a voice message will be recorded. During business hours (Monday to Friday from 8:00 a.m. to 5:00 p.m.) and excluding the lunch break (12:00-12:30), an attempt will first be made to connect the call to the original destination. If the person called does not answer or if this person is called during the lunch break, the call will be redirected to the operator. If the control panel does not answer or if the '#' key is pressed by the caller during the announcements, a voice message is recorded.

rected to this number. If the redirection is successful, the script is ended and no other rule will be executed.

If the redirection is not successful, or if an input error was made, the status will be set to "Second Input" and an input request for a three digit number will once again be made. If the subsequent connection is unsuccessful, the call is redirected to Voice Box, and a message is recorded and sent.

During all announcements, the caller has the option of cancelling the script with '#' and to be directly connected to the Voice Box.


3.9.2   EXAMPLE "INTELLIGENT REDIRECTION TO ANOTHER NUMBER"

In this script, the subscriber number dialled will be determined first. Only in one (in this case: 270) will this rule be executed, otherwise the rule will be skipped and the next rule of the Call Routing Managers can be applied.

The variables "Input" and "Input Status", which will be used later, are set. Then a welcome announcement is played and the caller is prompted to enter a three digit number (via DTMF). The call will be redi-

3.9.3 EXAMPLE "HOTLINE SERVICE" (IVR)

The caller hears an announcement in which he is prompted to enter a DTMF tone in order to be connected to the department of his choice (Hotline, Accounting, Development) or to be connected to the operator. If a transfer is not successful, a voice message is recorded.
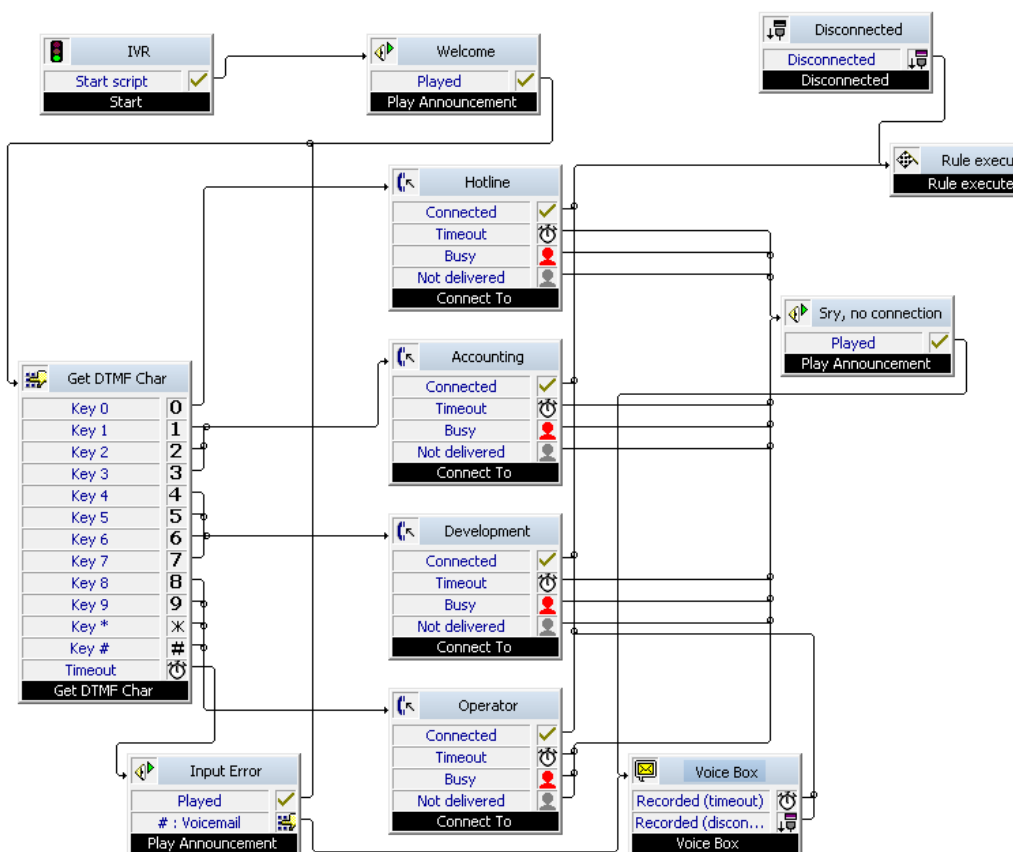
## 3.9.4 EXAMPLE "REDIRECTION USING INPUT PASSWORD"

After the password is queried, the call will be redirected to the mobile phone. If the input of the password is incorrect, a renewed request for the password will be made. If the caller presses '#', the call will be diverted to Voice Box.
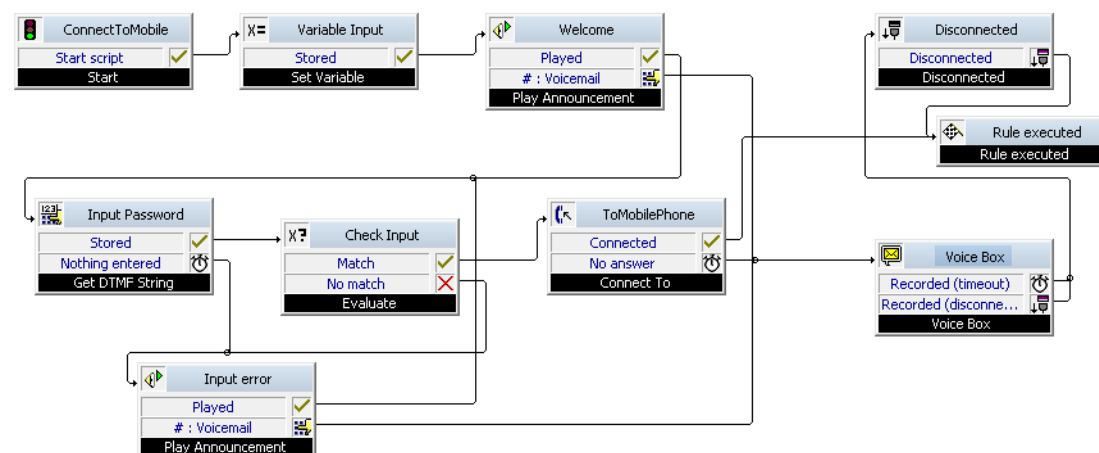
3.9.5 EXAMPLE: REMOTE INQUIRY

Remote inquiry allows you to listen to the voice messages from any telephone line. When you call your SwyxWare call number, you identify yourself using your PIN and can listen to, repeat or delete the new and then all existing voice messages. In addition, you can change the destination of the Call Forwarding Unconditional or record a new announcement.

In the script, the remote inquiry is called and the voice messages are read out after entering the PIN. By entering different DTMF characters it is possible to call other functions such as Delete voice messages, Record New Announcement, etc.
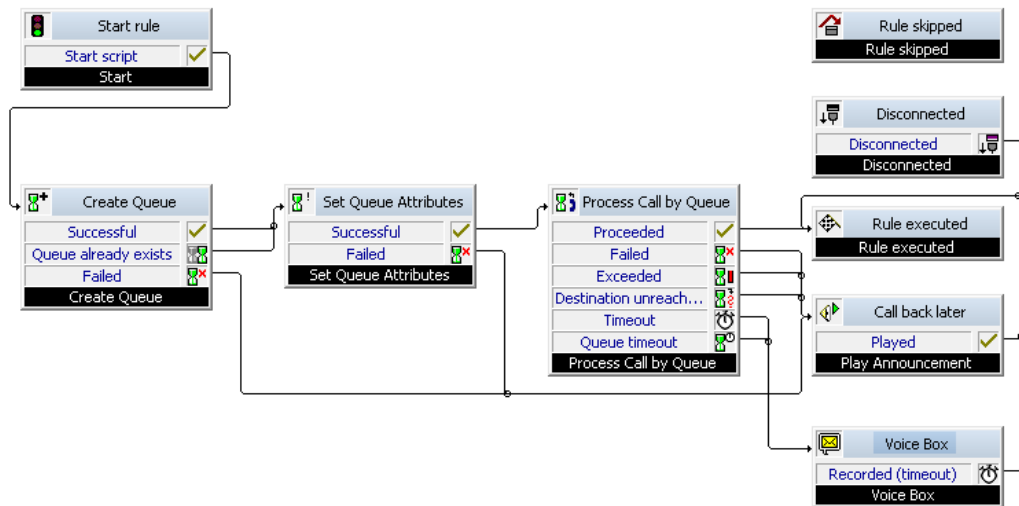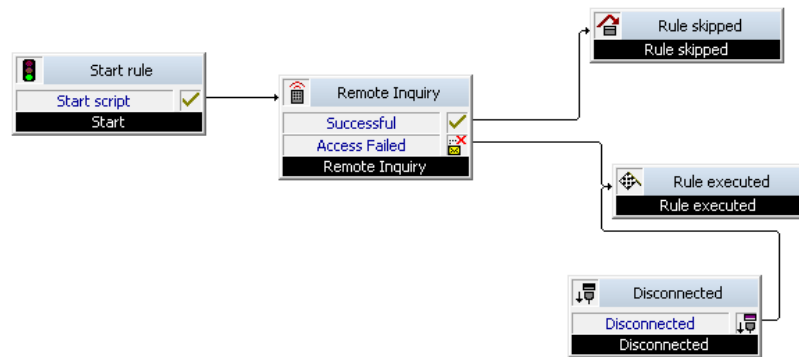
3.9.6   EXAMPLE: QUEUE

In this script, calls will be managed from a queue.