

# Dialog OBD Manager

Version 1.0

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Dialog Telecom  
Ashok Kumara

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## Document History

First Edition, DAP OBD Manager 1.0, October 2012

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# Preface

## About this guide

This document contains an overview of dialog OBD Manager for generic IVR platforms. For more detailed information, refer to the complete product documentation set in general.

## Audience

This guide is aimed at solution designers and application developers who want a better understanding of the software module.

Abbreviations used are explained in Appendix A, Glossary.

Where to get more information

Mail: [Ashok.Kumara@dialog.lk/ashokspc@gmail.com](mailto:Ashok.Kumara@dialog.lk/ashokspc@gmail.com)

## IETF standards

Several IETF RFCs are referenced in this documentation. Copies of these RFCs are available from the Internet Engineering Task

Force (IETF) website at <http://tools.ietf.org/html/> & Append rfcnnn to this URL, where nnnn is the number of the RFC.

## Conventions

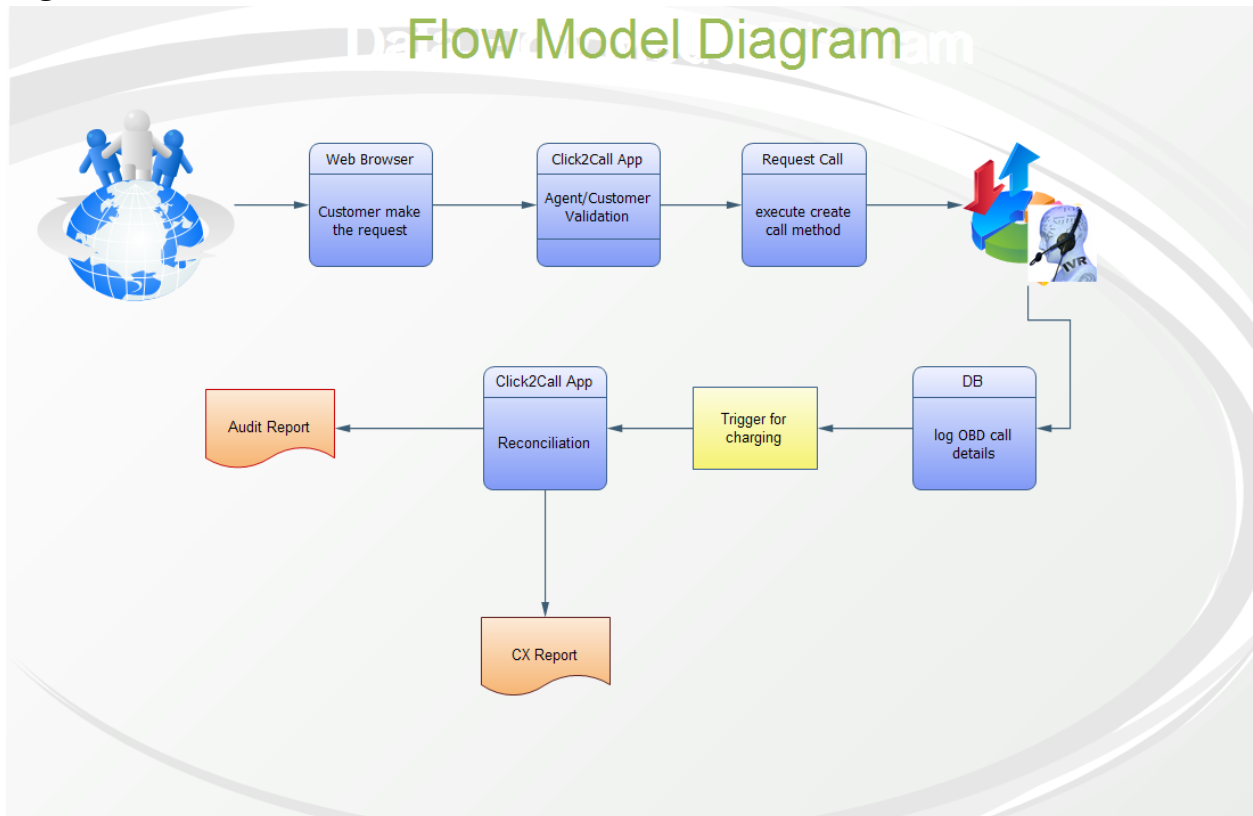
Unless otherwise stated, this guide uses the following symbolic conventions.

<i>italic text</i>	<p>It is used to indicate a hypertext link within a text. By clicking a passage of the text, you are taken to the location described.</p> <p>Links usually point to chapter or section headers, figures, or tables, indicating their number.</p> <p>Links pointing to content other than the previously listed items include the number of the containing page in brackets.</p> <p>References to other documents are also represented in italic</p>
<code>fixed width text</code>	<p>It is used to denote command names or output that you might see on the screen or console.</p>
<angle brackets>	<p>It is used to indicate generic variable names that must be substituted by real values or strings.</p>
<b>bold text</b>	<p>It is used for general emphasis or to introduce new terms which the reader may not be familiar with.</p>

# 1. Flow Model

Figure 1.1 provide basic flow diagram of the OBD call manager from customer web click to report generation

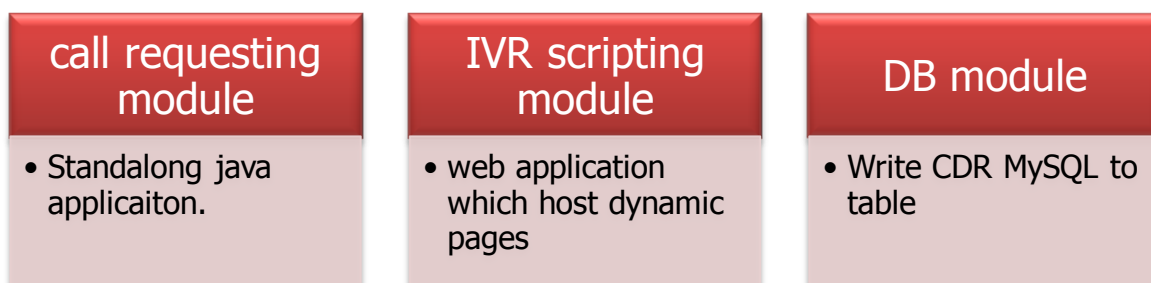
Figure 1.1 Flow Model



## 2. Architecture

OBD Manager has three modules. Please refer to figure 2.1

Figure 2.1 Main Modules



## 2.1 Call requesting module

This module will send XML post request to IVR server with configuration parameters (please refer to section XXXX). This can run as a standalone application & developers can use “*axita.dialog.telecommunication.ivr.obd*” for call requests

## 2.2 IVR scripting module

This module will be called by the IVR platform and dynamic VXML 2.0/CCXML 1.0 scripts will generate on request.

## 2.3 DB Module

This module will write OBD call summary to the MySQL database. Database configuration change through *Ivr.properties* file (refer to section 4.2)

**Figure 2.2 log table SQL**

```
CTOC_OBD CREATE TABLE `CTOC_OBD` (  
  `UNIQUEID` int(11) NOT NULL AUTO_INCREMENT,  
  `NAME` varchar(20) NOT NULL DEFAULT '',  
  `ANUMBER` int(20) DEFAULT '0',  
  `BNUMBER` int(20) DEFAULT '0',  
  `HOTLINE` varchar(20) NOT NULL DEFAULT '',  
  `START_TIME` datetime DEFAULT NULL,  
  `END_TIME` datetime DEFAULT NULL,  
  PRIMARY KEY (`UNIQUEID`)  
) ENGINE=InnoDB AUTO_INCREMENT=13 DEFAULT CHARSET=latin1
```

Source: Author

# 3. Modes

OBD manager support two operating modes.

1. IVR scripting & DB module running in separate server
2. All the modules running on same server

## 4. Method Description

### 4.1 Java packages

Table 4.1 java package description

Name	Description	Classes/Methods
axita.dialog.telecommunication.ivr.obd	Generate OBD calls & error handling	Please refer to section 4.4
axita.dialog.telecommunication.pocketoffice	Call summery update on database	Please refer to the section 2.2

### 4.2 Configuration Files

Table 4.2 configuration file description

Name	Location	Description
ivr.properties	{webcontainder}/WEB-INF/classes/	Configurations of database and IVR Please refer table 4.3

### 4.3 Parameters

Table 4.3 configuration file description

Name	Description	Example
maxTime	Maximum time allowed for call	120s
dbuserName	user name of the database	ivrdb
dbPassword	Password of the databases	ivrdb
dbURL	Qualified MySql database URL	jdbc:mysql://10.48.210.172/ivrdb?autoReconnect=true

### 4.4 Extended description

`axita.dialog.telecommunication.ivr.obd`

Class IVROBDManager

java.lang.Object

└ `axita.dialog.telecommunication.ivr.obd.IVROBDManager`

---

```
public class IVROBDManager
```

```
extends java.lang.Object
```

---

Constructor Summery	
<a href="#">IVROBDManager()</a>	
Method Summary	
java.lang.String	<a href="#">createCall</a> (int aPartyNumber, int bPartyNumber, java.net.URL appURL, java.lang.String schedule, int retries, java.lang.String busy, java.lang.String noAnsw, java.lang.String noRes, java.lang.String inError, java.net.URL report, java.lang.String appID, java.net.URL ivrURL, java.lang.Boolean debug)
Constructor Detail	
<a href="#">IVROBDManager</a> public <a href="#">IVROBDManager</a> ()	
Method Detail	
public java.lang.String <a href="#">createCall</a> (int aPartyNumber, int bPartyNumber, java.net.URL appURL, java.lang.String schedule, int retries, java.lang.String busy, java.lang.String noAnsw, java.lang.String noRes, java.lang.String inError, java.net.URL report, java.lang.String appID, java.net.URL ivrURL, java.lang.Boolean debug)	

## 4.5 Example

```
System.out.print((new IVROBDManager()).createCall(
    773331158,
    777080633,
    new URL("http://10.62.229.135:8080/newsivr/lab/obd.jsp"),
    "",
    1,
    "PT30M",
    "PT30M",
    "PT30M",
    "PT30M",
    new URL("http://10.48.248.167:8080/newsivr/report.jsp"),
    "SampathBank",
    new URL("http://10.48.248.102:5000/callout/test.do"),
    true));
```

## 5. Logs and traces

Release in version 1.2

## 6. SNMP

Release in version 1.2