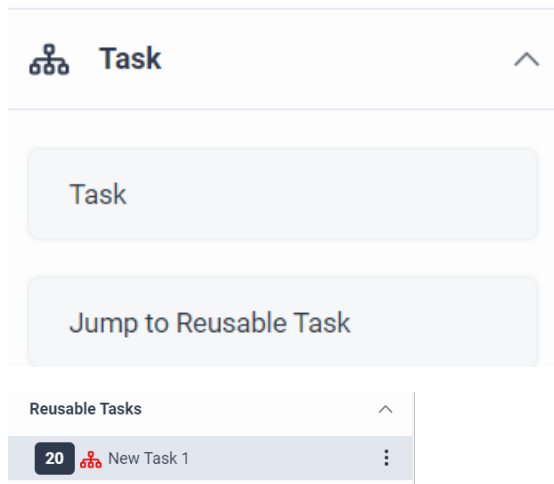


Tugas Lesson 3

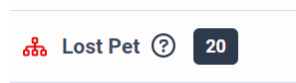
Nama = Muhammad Ammar Usman

Create a lost pet reporting task and add an option to enter the Pet ID

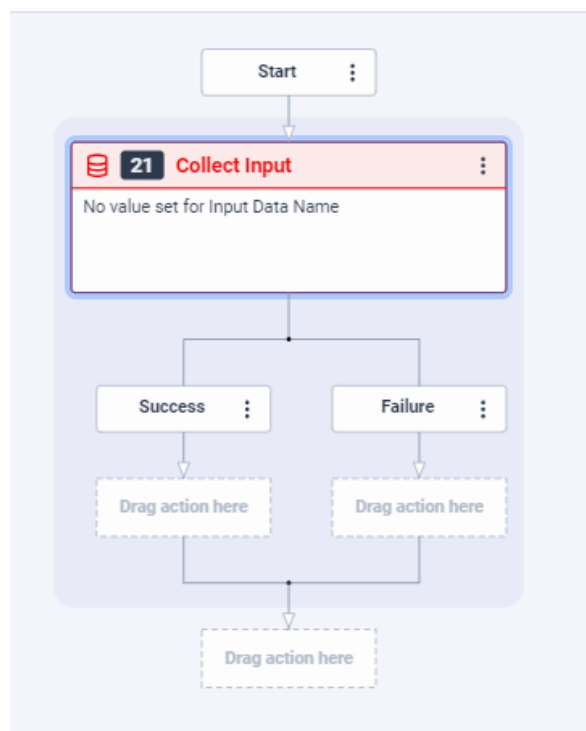
1. From the Toolbox, expand the Task category and drag a Task action into the Reusable Tasks area



2. In the Name box, type Lost pet and then click Done



3. From the Toolbox, expand the Data category and drag a Collect Input action to just below the Start menu and complete the following tasks:



- a. In the Name box, type Get Pet ID or Phone.

Name

Get Pet ID or Phone

- b. In the Input Audio box, type Prompt.GCACPetID

Input Audio

Prompt.GCACPetID_Ammar



- c. In the Input Data Name box, type Flow.PhoneOrPetID

Input Data Name

A Flow.PhoneOrPetID



- d. In the Number of Digits areas, click change to range

Number of Digits change to range



Exactly 20 digits

- e. Move the digit sliders until the Range of Digits reads Any number of digits between 8 and 10, inclusive

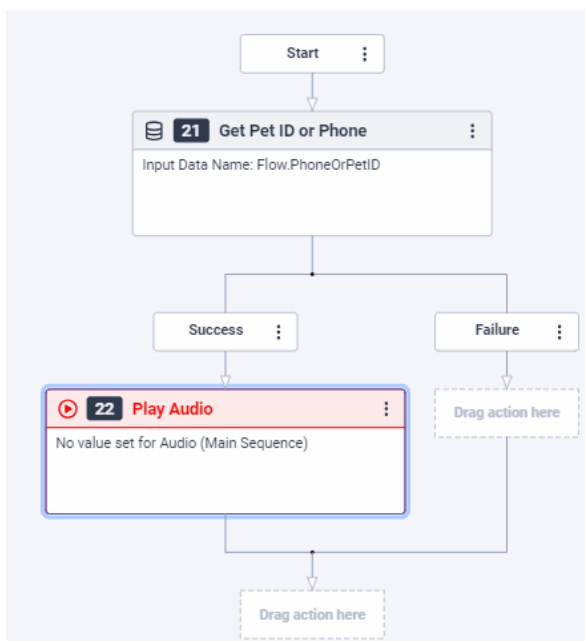
Range of Digits change to exact



Any number of digits between 8 and 10, inclusive

- f. Leave the remaining settings unchanged

4. Expand the Audio category and drag a Play Audio action below the Get Pet ID or Phone action's Success path and do the following:



- a. In the Name box, type Processing ID

Name

Processing ID

- b. . Click the Edit Audio Sequence button at the end of the Audio box. The Edit Audio Sequence dialog box opens



- c. Click Add TTS and in the Text To Speech box, type Thank you. Please wait while we process your account request.

Audio Sequence - Audio

Add Prompt Add Data Add TTS Add Other ⌵ ⚙ ⌵

1 Text To Speech

Thank you. Please wait while we process your account request

+

Help Close

- d. Click Add blank Audio and in the Blank audio field, leave the default blank audio unchanged

Add Prompt Add Data Add TTS Add Other ⌵ ⚙ ⌵

Σ Add Expression

🔊 Add Blank Audio

1 Text To Speech

Thank you. Please wait while we process your account request

+

2 Blank

500 ms

- e. Click Close

Add a decision action to a task in the call flow

1. Expand the Logical category and drag a Decision action into the task editor below the Processing ID action.





2. In the Name box, type Phone or Pet ID
Name


Phone or Pet ID


3. In the Expression area, click the Expression modes button and select Expression button to switch to expression mode. The box changes to allow expression entry

Expression

true  



✓ Expression

 Literal

 Boolean Builder

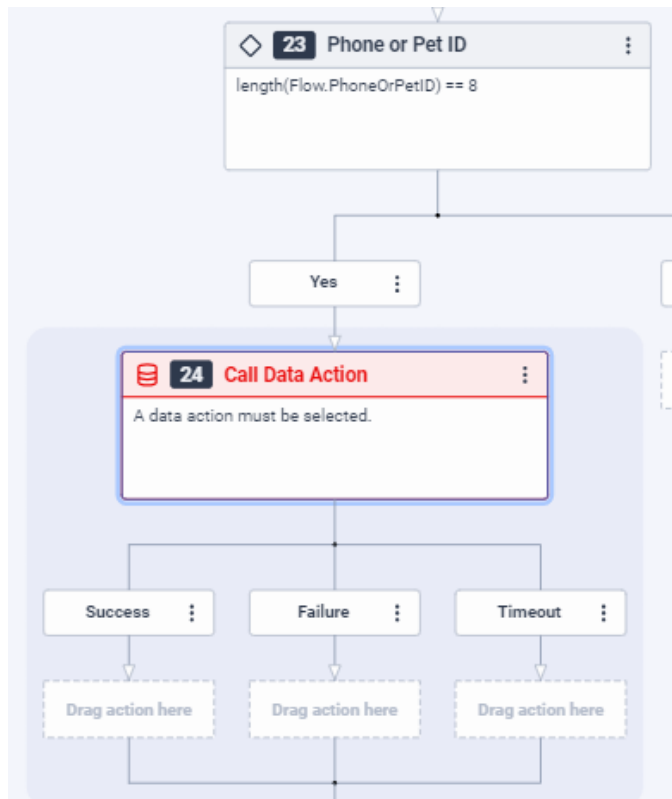
4. In the Expression box, type `length(Flow.PhoneOrPetID) == 8`

Expression

`length(Flow.PhoneOrPetID) == 8`  

Continue the flow based on the decision action

1. From the Toolbox, expand the Data category, drag a Call Data Action below the Phone or Pet ID action's Yes path, and complete the following steps:



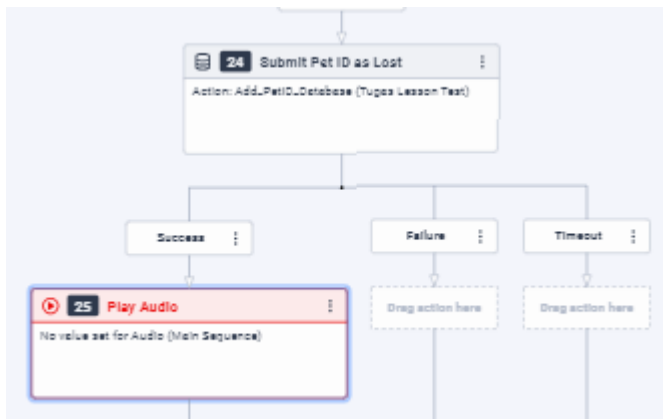
- a. In the Name field, type Submit Pet ID as Lost
Name

- b. Click the arrow at the end of the Category list and select the category that contains the data action
Category

- c. Click the arrow at the end of the Data Action list and select the data action that contains the Pet ID database
Data Action

- d. In the Inputs area, a field for account number entry or equivalent appears. Type Flow.PhoneOrPetID, which holds the caller's entered information
petID

2. From the Toolbox, drag a Play Audio action below the Submit Pet ID as Lost action's Success path and complete the following steps::



- a. In the Name box, type Pet ID Sent

Name

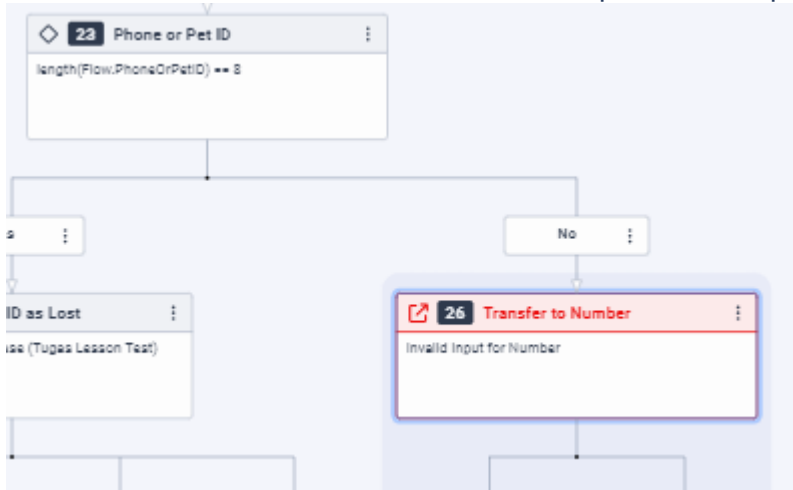
Pet ID Sent

- b. In the Audio box, type prompt.GCACShelter

Audio

Prompt.GCACShelter_Ammar

3. From the Toolbox, expand the Transfer category and drag a Transfer to Number action below the Phone or Pet ID Decision Action's No path and complete the following steps:



- a. In the Name box, type Transfer to Shelter



Name

Transfer to Shelter

- b. In the Pre-Transfer Audio box, type prompt.GCACRepresentative



Audio ^

Pre-Transfer Audio

 Prompt.GCACRepresentative_Ammar 


- c. Add your choice of TTS for failed transfer audio

Failed Transfer Audio

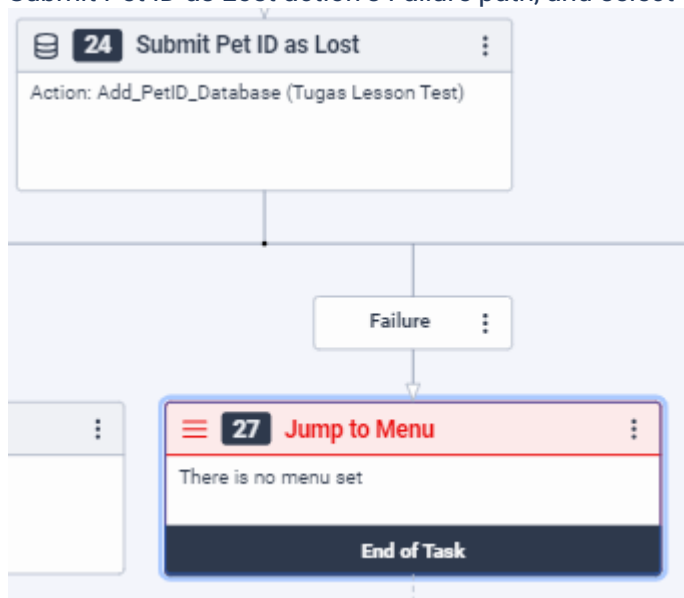
 Sorry, an error has occurred 

- d. In the Number box, type a telephone number appropriate for tutorial testing, such as your mobile phone or direct line

Number ⓘ

+62895394597766  v


4. From the Toolbox, expand the Menu category, drag a Jump to Menu action below the Submit Pet ID as Lost action's Failure path, and select the Main Menu



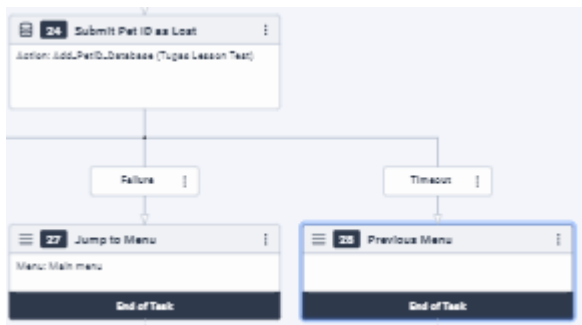
Name

Jump to Menu

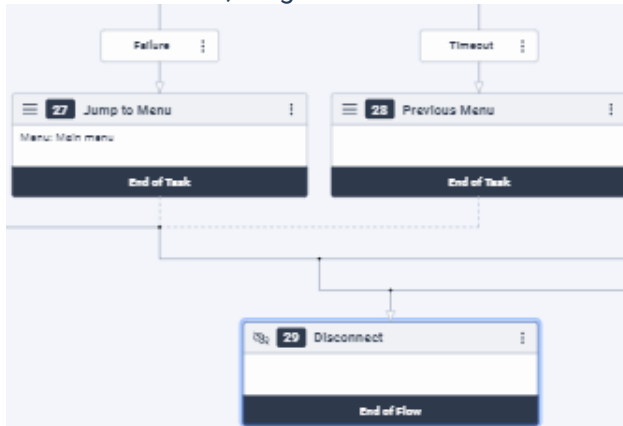
Menu

Main menu x v  +

5. From the Toolbox, expand the Menu category and drag a Previous Menu action below the Submit Pet ID as Lost action's Timeout path



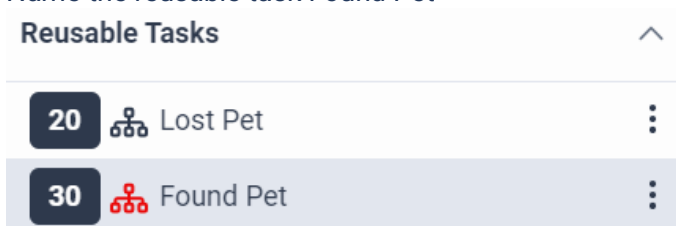
- From the Toolbox, drag a Disconnect action below the Pet ID Sent action



- Click Return to Overview

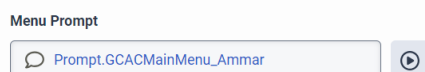
Create a found pet reporting task and add an option to enter the Pet ID

- Name the reusable task Found Pet



- Add a Collect Input action to the task and do the following:

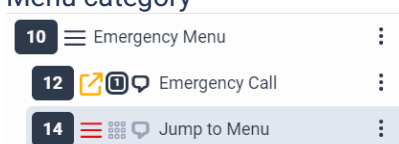
- In the Menu Prompt, type prompt.GCACMainMenu



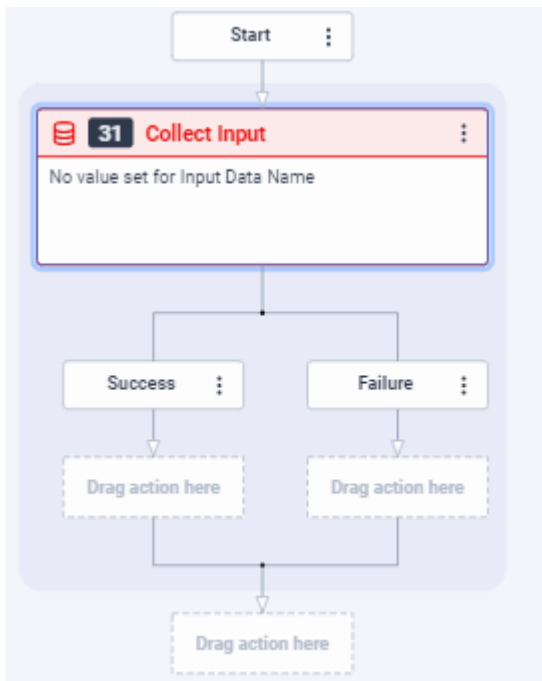
- Leave all other default options unchanged

Add a non-emergency menu choice to the starting menu

- Drag a Jump to Menu action into the Emergency Menu. This action is located in the Menu category



- Change the name to Non-Emergency Call



- a. Name the action Enter Pet ID or hold for representative

Name

Enter Pet ID or hold for representative

- b. Add the Prompt.GCACPetID prompt

Input Audio

Prompt.GCACPetID_Ammar



- c. Use Flow.PhoneOrPetID as input data

Input Data Name

Flow.PhoneOrPetID



- d. Use a range of digits between 8 and 10 inclusive

Range of Digits

change to exact

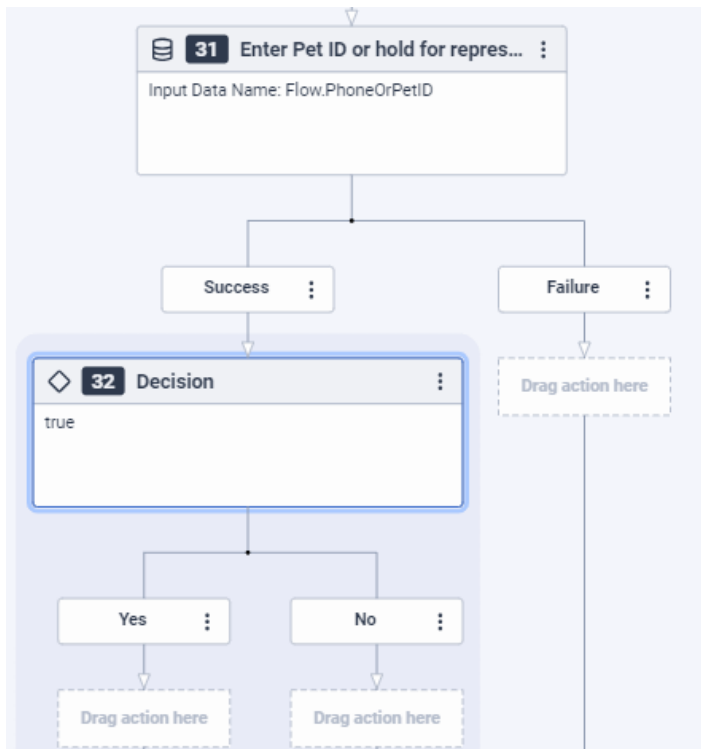


Any number of digits between 8 and 10, inclusive

- e. Leave the remaining settings unchanged

Add a decision to the task to the call flow path

1. Add a Decision action to the flow that decides the path that the call takes, depending on whether the caller enters an 8-digit Pet ID, or a 10-digit telephone number. Complete the following steps:



- a. Name the action Was Pet ID entered?

Name

Was Pet ID entered?

- b. Switch to expression mode and add the following expression:
length(Flow.PhoneOrPetID) == 8

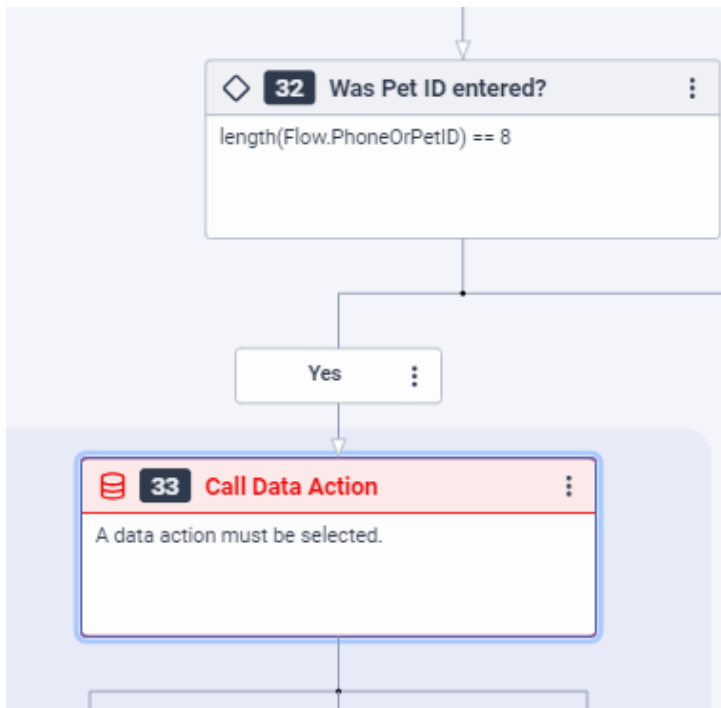
Expression

length(Flow.PhoneOrPetID) == 8



Continue the flow based on the decision action

1. Add a Call Data Action below the Was Pet ID entered? action's Yes path and complete the following steps:



- a. Name the action Submit Pet ID as Found

Name

Submit Pet ID as Found

- b. Select the category that contains the data action

Category

Web Services Data Actions

- c. Select the data action that contains the Pet ID database

Data Action

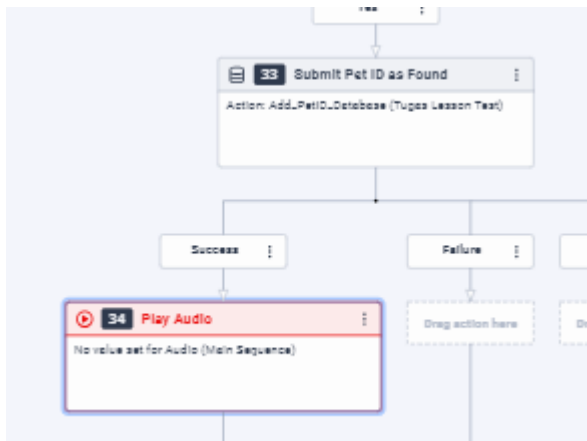
Add_PetID_Database (Tugas Lesson Test)

- d. In the Inputs area, a field for account number entry or equivalent appears. Type Flow.PhoneOrPetID, which holds the caller's entered information

petID

Flow.PhoneOrPetID

2. Add a Play Audio action below the Submit Pet ID as Found action's Success path and do the following



- a. Name the action Pet ID Sent

Name

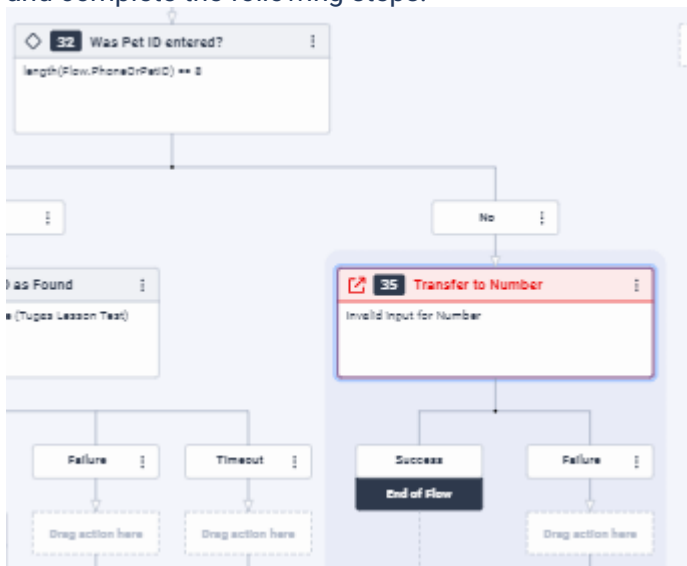
Pet ID Sent

- b. In the Audio box, type prompt.GCACShelter

Audio

Prompt.GCACShelter_Ammar

3. Add a Transfer to Number action below the Phone or Pet ID Decision Action's No path and complete the following steps:





- a. Name the action Transfer to Shelter

Name

Transfer to Shelter

- b. In the Pre-Transfer Audio box, type prompt.GCACRepresentative

Pre-Transfer Audio


- c. Add your choice of TTS for failed transfer audio

Failed Transfer Audio

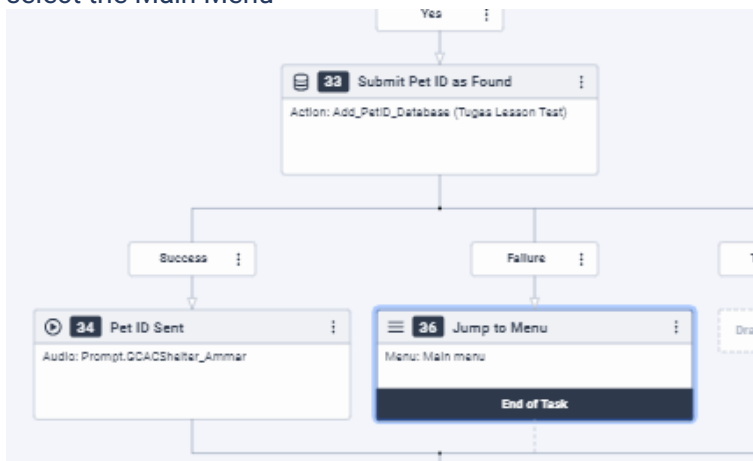
 

- d. In the Number box, type a telephone number appropriate for tutorial testing, such as your mobile phone or direct line

Number



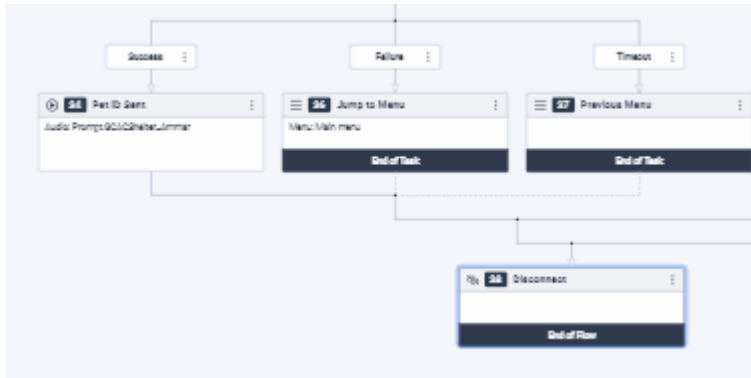
4. Add a Jump to Menu action below the Submit Pet ID as Found action's Failure path and select the Main Menu



5. Add a Previous Menu action below the Submit Pet ID as Found action's Timeout path



6. Add a Disconnect action to end the task



7. Save your work

