Administering Avaya Dynamic Self Service Application

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Chapter 1: Introduction

Purpose

This document provides procedures for administering and configuring the Avaya Dynamic Self Service (DSS) application. The document also includes an architectural overview and examples of the elements of the DSS application.

This document does not include procedures for configuring the DSS application on external applications such as Avaya Aura® Experience Portal.

Intended audience

The primary audience for this document is business users who can manage, create, or design Self Service applications. The audience includes implementation engineers, field technicians, business partners, solution providers, and customers.

Related documents

The following table lists the other additional documents related to Dynamic Self Service:

Title	Description	Audience
Implementation		
Installing and configuring Avaya Dynamic Self Service application	Provides information about installing and configuring Avaya Dynamic Self Service application.	Avaya Trained Field Installation and Maintenance Personnel and Avaya Technical Support Personnel.
Others		

Table continues…

Title	Description	Audience
Dynamic Self Service Release Notes	Provides information on the latest release of Dynamic Self Service, and also lists the fixed and pending issues of the current release.	Customers, services, and support personnel
Avaya Dynamic Self Service application developers guide	This document is intended primarily for developers willing to use call trace logging mechanism of the DSS application. The developers can also use this document to build OD modules for DSS application.	Developers and Avaya Technical Support Personnel

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Chapter 2: Dynamic Self Service application overview

Overview

Dynamic Self Service (DSS) is a web-based application that you can use to build a self-service application to serve your business requirements.

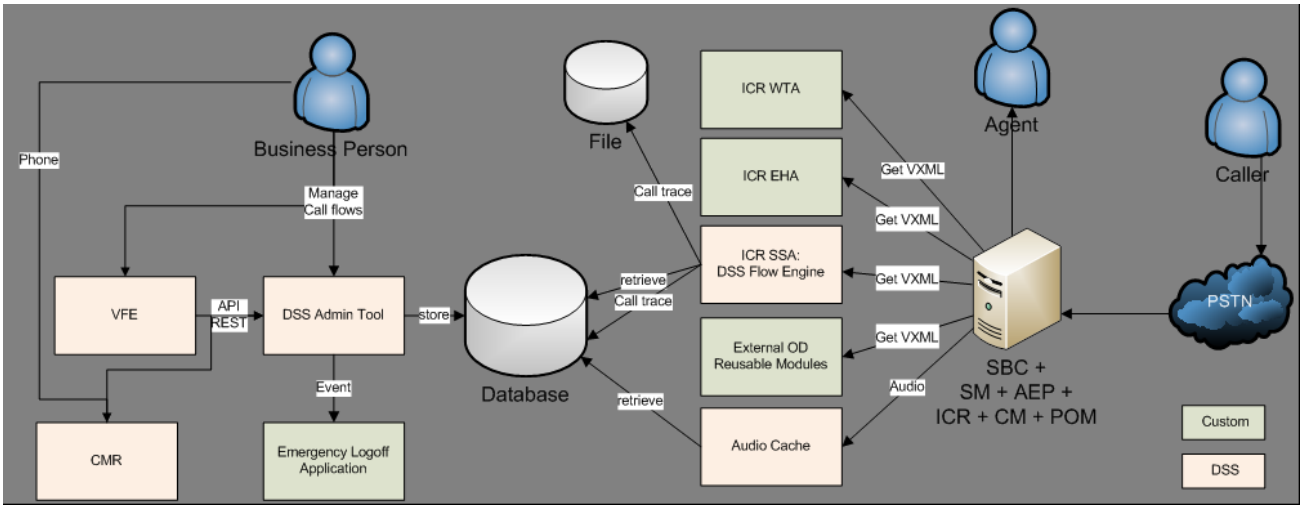
Using DSS, you can perform the following actions:

- Manage call flows through web browsers.
- Link nodes in a call flow using Visual Flow Editor (VFE).
- Manage prompts.
- Manage call flow changes.
- Manage call transfers.
- Run reusable call flow modules using the Avaya Aura® Orchestration Designer application.
- Trace calls.
- Test call flows in a production environment before publishing new call flows.

Also, when you want to transfer a call, you can configure the application to interact with Intelligent Customer Routing (ICR) for taking advanced routing decisions.

DSS architecture

Solution overview



Solution elements of the DSS architecture

Element	Description
Business Person	A user who understands the business and can define call flows in the DSS application.
DSS Admin Tool	The tool to administer call flows.
Visual Flow Editor	The visual editor to link nodes of a call flow.
DSS Flow Engine	The application that receives calls from customers and runs the call flow associated with the DNIS/Key defined by business users.
Call Message Recorder (CMR)	An external application that you can use to perform the following actions: • Register a user. • Select and play an audio file contained in a prompt. • Activate and deactivate a prompt. • Replace an audio file contained in a prompt.
Rest API	Using Rest API, the external applications, such as CMR, can listen to or replace an audio file contained in a prompt, activate and deactivate a prompt, and publish these changes.

Table continues…

Element	Description
Database	A High Availability (HA) database that stores information about call flows and call flow elements of the DSS application. **Note:** In Postgres, if the master database fails, certain issues arise: • The flow engine works, but the database does not store the trace. • DSS Admin Tool does not work because the fail over from the master database to the slave database is not automatic. • No other component that depends on the database works, such as Rest API and CMR.
File	A file in the DSS Flow Engine server to store and log call traces. The traces can also be logged in the DSS database table.
ICR WTA	Wait Treatment Application (WTA) to play an audio file repeatedly during the call waiting period. You can replace WTA with a custom application.
ICR EHA	Error Handling Application (EHA) that provides technical warnings and hangs up the ongoing call. You can replace EHA with a custom application.
ICR SSA: DSS Flow Engine	The DSS Flow Engine server. DSS Flow Engine can run as standalone or with ICR:SSA server. Also, the ICR SSA server can be accessed with different URLs.
External OD Reusable Modules	The external reusable module that can receive and send parameters.
Audio Cache	Functionality to store a local copy of the audio files to reduce the load on the DSS database.
SBC+SM+ Avaya Experience Portal + ICR_CM +POM	These are the products where the calls enters from Session Border Controller (SBC), Session Manager (SM), Avaya Experience Portal (AEP), and optative ICR or Proactive Outreach Manager (POM).
Agent	The customer service representative who provides direct assistance to a caller.
Caller	The customer who calls for information.
PSTN	Public Switched Telephone Network (PSTN) is the telephony network.

New in this release

- **Enhanced Percentage Allocation node:** The DSS system now allows you to add values between 0–100 with maximum of 20 Weights or exits in the Percentage Allocation node.
- **Support for the new Language Assignment node:** A new node has been added which can be used to change the language of the TTS and Standard Speech in DSS.
- **Enhanced Visual Flow Editor:**
  - **The Publish button**: A new button to publish both locked and unlocked call flow from VFE. Also, you cannot publish a locked call flow from the Call Flow Cache screen. Thus, this enhancement is helpful for publishing the locked call flows as well.
  - **The Force Lock button**: A new button to prevent a call flow created by a specific user from unlocking after the user logs out from the DSS application.
  - **Edition in VFE**: Now you can edit the following fields or tables in VFE:
    - The EVA Input and Output Parameters.
    - The EVA link codes when not linked.
    - The ASR Menu Link codes, such as synonyms, prompt, and DTMF but not link codes when it is linked.
    - The Schedule node schedules but not link codes when it is linked.
    - The Percentage Allocation node weights or exits but not link codes when it is linked.
    - The Oceana Metrics node attributes and metrics.
    - The Transfer Context node services, service attributes, and additional context.
  - **New mouse wheel shortcuts**: Now you can navigate in VFE with more ease using the following mouse wheel shortcuts:
    - Scrolling of wheel: Use for the vertical scroll in VFE.
    - Shift + Scrolling of wheel: Use for the horizontal scroll in VFE.
    - Ctrl + Scrolling of wheel: Use for the zoom-in and zoom out in VFE.
  - **Migration of custom variables**: Now the creation and edition of the custom variables can be done through VFE.
  - **Private data**: Now you can mark the call flow variables as private variable. The variables marked as private are not logged in DSS, except the ones in external modules, as they are not in the scope of DSS.

Important terms and concepts

Queue Cap

A queue cap is a threshold that is set for a service.

The IVR application uses queue caps to verify:

- The highest acceptable value of an estimated wait time (EWT) for a service.
- Whether to check the EWT of a service before transferring a call to that service.

Note:

The queue cap functionality is only available for transfer nodes which use an agent queue.

Throttle

The Dynamic Self Service application flow engine transfers a call to an agent queue based on the predefined rules for a call flow. You can override these predefined rules using throttles and set the conditions for not receiving calls for a product or a service.

A throttle is a threshold similar to a queue cap, but needs approvals for applying the conditions.

When you set the status of both throttle and throttle queue cap to active, the system activates a two-level threshold management. The system uses the two-level threshold management to manage throttle and throttle queue cap between a product and a service respectively. For example, if you activate throttle for a product but do not activate throttle queue cap for a service, then the system does not apply the throttle threshold for that service.

Note:

The throttle functionality is only available for transfer nodes which uses an agent queue.

Service

A service in the Dynamic Self Service application represents a group of agents in a contact center with similar skill sets and contains the following information:

- Call Center hours
- Business holidays
- Queue cap states and thresholds
- Queue cap throttle information

Example

For car insurance, all the contact center agents who can answer questions on car insurance are in the same service group, and the agents can be in different locations.

Product

A product in the Dynamic Self Service application can be a service, a product, or a department in a Contact Center. A product can contain one or more services, and one service can be assigned to one or more products.

Example

A Contact Center can have insurance as a product, and an insurance product can have car insurance or health insurance or both as services.

Site

A site in the Dynamic Self Service application represents the physical location of a group of agents. Each site must contain at least one service, and a service can be assigned to several different sites. A site can be open or closed. If you assign a service to a closed site, then a call arriving at that service does not get transferred, and returns a no-site link, unless this service is also assigned to an opened site.

Automatic Number Identification Groups overview

An Automatic Number Identification (ANI) Groups table is a list of telephone numbers defined for call flow routing. When a new call arrives, the Dynamic Self Service application verifies whether the call is from one of the predefined ANI Groups entries. If a call is from an ANI group entry, the application skips the initial node and continues the call following the ANI Groups link.

The purpose of ANI Groups is to test a call flow branch when calling from an internal number before making the branch available to the actual customers. ANI Groups can also be used to create white/black lists of ANIs and have a different call flow branch for these white/black listed numbers.

System requirements

Browser Requirements

- **(Recommended)** Google Chrome 32 or later.

- Mozilla Firefox 24 or later.

Accessing the DSS web application

Procedure

1. Access the DSS web application using the following URL format: http://<IP address>:8081/admin.

   The DSS application redirects you to the login page.

2. Log in to the application using the credentials provided to you.

   Note:

   The default user name and password is *admin* and *123456*. You must change the password after you log in to the system for the first time.

   The system displays the Dynamic Self Service Admin Tool page.

Chapter 3: Call flow management

Call flow overview

A call flow is a combination of nodes and links assigned to a Dialed Number Identification Service (DNIS) or a key. When a call arrives, the DNIS/Key identifies the dialed-in number and transfers the call to the respective call flow. The call flow uses the call variables to share information among the nodes of the call flow.

Nodes overview

A node in the DSS application represents a call flow node. You can link each node with the next node or nodes in a unidirectional flow based on a node return value or link code.

Example

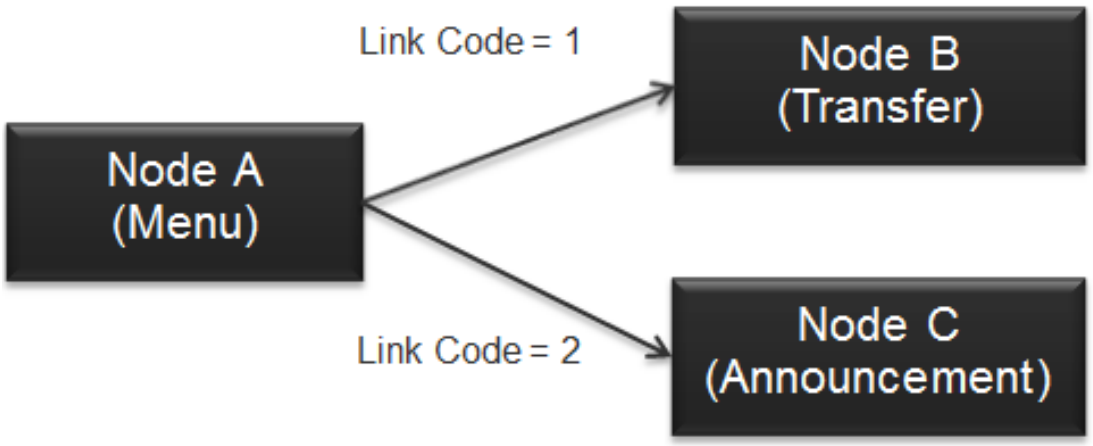


Figure 1: Node and link code example

Related links

Types of nodes on page 16

Types of nodes

You can add 11 types of nodes in the DSS application:

Types of nodes	Description
Initial node	Defines the language of the call flow.
Announcement node	Runs a prompt.
Prompt & Collect	Prompts a user to provide input using DTMF based on a built-in grammar, and stores the input in a call flow variable which is used for further actions in the call flow. You can define the maximum number of retries and prompts for an invalid input or a time out waiting for an input.
Menu node	Runs a prompt to provide options to the caller and waits for an input. You can define the maximum number of retries and respective audio files for an invalid input or a time out waiting for an input.
Transfer node	Transfers a call to an agent queue or a fixed telephone number. You can also set the node to transfer a call with or without invoking the wait treatment application (WTA).
Percentage Allocation node	Randomly returns one out of the defined link codes. You must define the weight for each link code. Maximum 20 weights or exits are allowed.
External Voice Application node	Runs an external VXML or OD application.
Schedule node	Schedules and runs a link code based on the defined date and time.
Hang Up node	Ends a call.
Decision node	Sets conditions for a call flow routing.
ASR Menu node	Prompts a customer to use voice prompts and navigate to a specific part of a call flow.
Language Assignment	When added can be used to change the language of the TTS and Standard Speech in DSS.
Oceana Metrics node	Provides a call flow an ability to get metrics from Work Assignment in Oceana for DSS. If Work Assignment does not return metrics, the system assigns a different link code for execution.
Transfer Context node	Provides a call flow an ability to transfer the call to an agent, or to a resource or skillset, or to both – first to agent and then to a skillset. This prepares the context to transfer to Oceana.

Related links

Call flow overview on page 16

Process checklist for creating and publishing a call flow

No.	Task	Description	✔
1	Create a call flow.	For more information on creating a call flow, see Adding a call flow on page 18.	
2	Create nodes.	For more information on creating nodes, see Adding an initial node on page 30.	
3	Link the nodes of the call flow	For more information on linking nodes of a call flow, see Visual flow editor overview on page 25.	
4	Publish the call flow.	For more information on publishing a call flow, see Publishing a call flow on page 113.	

Adding a call flow

Before you begin

Ensure that you have the access rights to add a new call flow in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Click **Add**.

   The system displays the New Call Flow dialog box.
3. In the **Name** field, type the name of the new call flow.
4. In the **Description** field, type the description about the new call flow.
5. In the **Type** field, click the required call flow type.
6. Select the **Enabled** check box.
7. In **DNIS/Key** > **DNIS/Key**, type the DNIS number or SIP URI, and click **Add**.

   The system adds the new DNIS/Key number in the **Added DNIS/Key** list.
8. Repeat step 7 if you want to add multiple DNIS/Key number for the new call flow.
9. Click the **Call Variables** tab.
10. In **Call Variables** > **Name**, type the name of the new call variable.
11. In the **Description** field, type the description about the new call variable.
12. In the **Default Value** field, type the required value.
13. Click **Add**.

The system adds the call variable details in the list.

14. Repeat step 10 to 13 if you want to add multiple call variables in the list.
15. Click **Save**.

    The system displays the confirmation dialog box.

16. In the **Audit comment** field, enter a description and click **Yes**.

    The system displays the Call Flows page with the new call flow added to the list.

Next steps

Add nodes for the call flow.

Related links

New Call Flow screen field descriptions on page 19

New Call Flow screen field descriptions

General tab

Name	Description
Name	The name of the call flow.
Description	A description about the new call flow.

Table continues…

Name	Description
Type	The type of the call flows. The following are the available call flow types: • **Standard**: Call routing based on the DSS application • **ICR SSA**: Call routing based on the ICR/SSA application. • **POM**: Call routing based on the POM application. **Note:** To use call flow type as POM, you must add the URL for user key parameter in Avaya Aura® Experience Portal in the following format: http://<IP_address_of the_DSS_server>:8080/dss-flow-app/Start?callflowkey=<user_key_value>. Also, before transferring the call to the dss-flow-app, and before assigning the prefix sip: or sips:, the system evaluate whether the number to transfer to has a sip domain or not. If it does, then the system adds sip: as prefix, but if it does not, then the system adds tel: as prefix instead. • **Module**: Call Flows with type Module are used to be invoked from an External Orchestration Designer application or from a DSS Call Flow.
Enabled	A check box to activate the new call flow.
DNIS/Key	The DNIS/Key number or SIP URI for the new call.
Added DNIS/Key	The list of DNIS/Key.

Button	Description
Add	Adds the specified DNIS/Key number in the list.
Remove	Removes the specified DNIS/Key number from the list.
Save	Saves the details of the new call flow in the list on the **Call Flows** page.

Call Variables tab

Name	Description
Name	The name of the call variable. The Call Flow variables are used to store data, which can then be used in other parts of the call flow. There are also some predefined variables whose value cannot be changed and are in (read-only mode. These variables are: • ANI: Current callers ANI • DNIs: Current DNIS or Call Flow Key • MPP_SESSION_ID: Current MPP Session ID • UCID: The Universal Call ID • CURRENT_LANGUAGE : The current language, based on what was selected in the Initial Node. • CURRENT_TIMESTAMP: The timestamp at which the caller reaches a call flow. • CHANNEL: Used in an H323 environment. This variable contains the station from which the call reaches AEP. • UUI predefined variable: Pre-populates what comes in the Call UUI (User to User Information) when the call flow starts, and can also be modified with a value coming from an External Module in an EVA node.
Description	A description about the call variable.
Default Value	The default value of the call variable of the new call flow.

Button	Description
Add	Adds the specified call variable details to the list.
Clear	Clears the values in the fields on the **Call Variables** tab.
Update	Updates the selected call variable details.
Remove	Removes the selected call variable details.
Save	Saves the details of the new call flow in the list on the **Call Flows** page.

Related links

Adding a call flow on page 18

Editing a call flow

Before you begin

Ensure that you have the access rights to change a call flow details in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the required call flow from the list and click **Edit**.

   The system displays the Edit Call Flow dialog box.
3. Change the required details.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Call Flows page with the updated call flow added to the list.

Deactivating a call flow

Before you begin

Ensure that you have the access rights to deactivate a call flow in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the required call flow from the list and click **Disable**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Call Flows page with the updated call flow status added to the list.

Importing a call flow

Before you begin

- Ensure that you have the access to add a call flow in the DSS application.

- Ensure that you create or import the related entities, such as schedules, prompts, or nodes, before importing a call flow in the DSS system.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Click **Import**.

   The system displays the **Import Call Flow** dialog box.

3. In the **Call Flow name** box, type the name of the call flow.

   Note:

   If a call flow with the entered name already exists in the importing system, change the name of the call flow while importing.

4. Click **Choose File**, and select the call flow file you want to import.
5. Click **Send**.
6. Click **Import**.

   The system displays the Confirmation dialog box.

7. In the **Audit comment** field, enter a description and click **Yes**.

   The system adds the imported call flow file in the call flow list.

   Note:

   If the dependent entities are not present in the importing system, the system does not import the selected call flow and generates a notification about the first missing entity.

Exporting a call flow

Before you begin

Ensure that you have the View only access rights in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the required call flow from the list, and click **Export**.

   The system displays the confirmation dialog box.

3. In the **Audit comment** field, enter a description, and click **Yes**.

The system downloads the selected call flow file in the default `Downloads` folder on the local system.

Note:

The file name of the exported call flow file is auto generated and must not be changed.

Exporting all prompts of a call flow

Before you begin

Ensure that you have the View only access rights in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the required call flow from the list, and click **Export Prompts**.

   The system displays the confirmation dialog box.

3. In the **Audit comment** field, enter a description, and click **Yes**.

   The system downloads the selected call flow prompts file in the default `Downloads` folder on the local system.

   Note:

   The file name of the exported prompt file is auto generated and must not be changed.

Deleting a call flow

Before you begin

- Ensure that you have the Full Control rights in the DSS application.
- Ensure that you have deactivated the call flow you want to delete.
- Ensure that the call flow status is in published state.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the required call flow from the list, and click **Remove**.

   The system displays the confirmation dialog box.

3. In the **Audit comment** field, enter a description, and click **Yes**.

   The system removes the selected call flow from the call flow list.

   Note:

   The system deletes only those entities which are exclusive to a call flow. If an entity, such as a prompt or a node, is a part of another call flow, then those entities are not deleted.

Visual flow editor overview

Using the Visual Flow Editor (VFE) tool, you can now drag and drop nodes on a canvas to link nodes of the call flow. After you create a call flow, you must open VFE and create the nodes of the call flow and link the nodes The VFE tool contains the following components:

- Features to create, clone, drag and drop, and link the nodes
- Feature for panning, zooming, center, mini-graph with view port, and auto-layout to customize canvas for better viewing of the call flow and the nodes.

Starting the visual flow editor

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the required call flow from the list and perform one of the following actions:
   - Click **Visual Flow Editor**.
   - Click **View Nodes** > **Visual Flow Editor**.

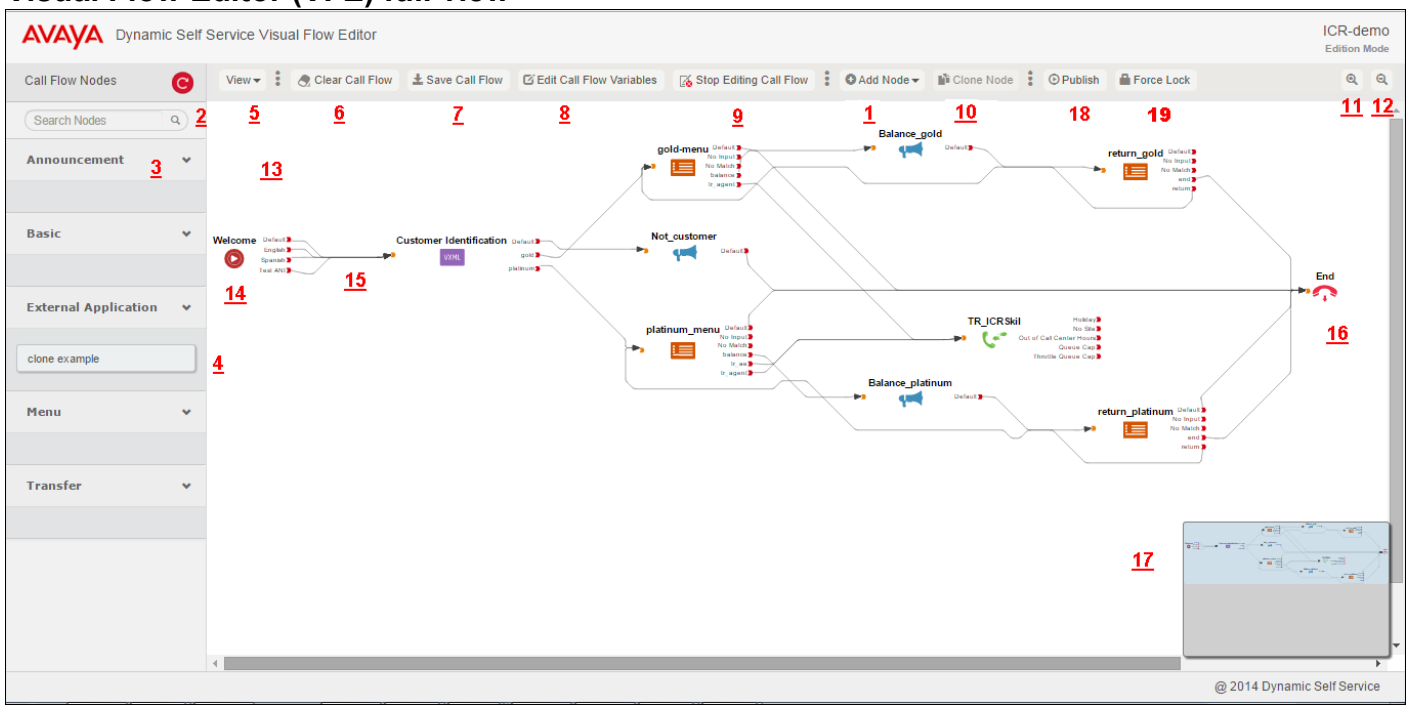
   The system displays the Dynamic Self Service Visual Flow Editor tool.

   Note:

   When browsers load VFE, VFE prompts a warning script. You must click the appropriate option to continue loading the workflow. The system displays the warning script for Internet Explorer and Firefox browsers only.

Visual Flow Editor interface

Visual Flow Editor (VFE) full view



Visual Flow Editor (VFE) components

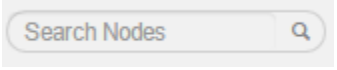
Components	Descriptions
1. The **Add Node** icon	Use the **Add Node** icon to add the nodes in the palette. **Note:** When you add a node, the node gets added in the palette. To use the added nodes, you must drag and drop the node to the canvas.
2. The **Search** field. 	Use the **Search** field to filter the Call Flow Nodes list with the node name.
3. The **Call Flow Nodes** container.	The **Call Flow Nodes** container stores the unused nodes based on the node type.
4. The unused node.	The system displays the unused nodes as a rectangular box in the **Call Flow Nodes** container. You must drag the nodes from the container to the canvas to create links between the nodes.

Table continues…

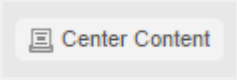
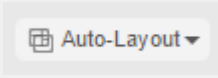
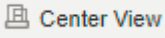
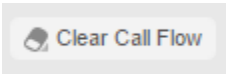
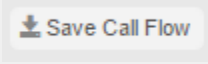
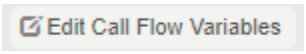
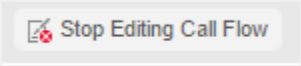
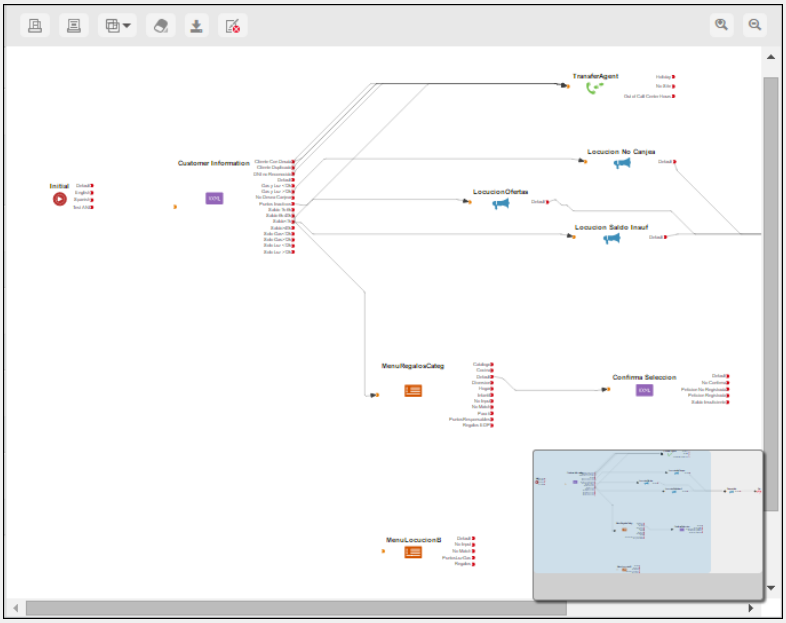
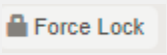
5. The View icon	Use the **View** drop-down list to use the following options: • **Center Content**  : Use the **Center Content** icon to move the view port at the center of the call flow. • **Auto-Layout**  : Use the **Auto-Layout** icon to automatically arrange the call flow in the following formats: - **Left to Right**: Arrange nodes and links as a directed graph from left to right. - **Top to Bottom**: Arrange nodes and links as a directed graph from top to bottom. **Important:** When you use the auto layout option, you may get a prompt saying the script is taking too long. You must click the wait button at least once to complete the auto layout action. • **Center View**  : Use the **Center View** icon to view all the nodes in a horizontal line.
6. The **Clear Call Flow** icon. 	Use the **Clear Call Flow** icon to clear and move the nodes on the canvas to the **Call Flow Nodes** container.
7. The **Save Call Flow** icon. 	Use the **Save Call Flow** icon to save the call flow changes. The **Save Call Flow** is active only when a call flow is on **Edition Mode**.
8. The **Edit Call Flow Variable** icon. 	Use the **Edit Call Flow Variable** icon to edit the custom call flow variables. Also, you can now mark the variables as **Private** to secure them from being logged in DSS.
9. The **Stop Editing Call Flow** icon. 	Use the **Stop Editing Call Flow** icon to allow other users having required access permissions to edit the current call flow. Clicking this icon changes the status of the current VFE from Edition Mode to Read-Only Mode. The **Stop Editing Call Flow** is active only when a call flow is on **Editon Mode**.
10. The **Clone Node** icon.	You can now clone node from the visual flow editor. You can clone a node only if you have the edit permission for a Call flow . Also, except an initial node, you can clone all other nodes.
11. The **Zoom In** icon. 	Use the **Zoom In** icon to enlarge the canvas view. You can also use your mouse wheel to perform the zoom in function.
12. The **Zoom Out** icon. 	Use the **Zoom Out** icon to contract the canvas view. You can also use your mouse wheel to perform the zoom out function.

Table continues…

13. The VFE canvas.	Using the VFE canvas, you can perform the following actions: • Drag nodes. • Create, modify, and remove links. • Panning: Dragging of white spaces on the canvas. • Zoom. Each node contains a group of out port, that is red arrows, and one in port, that is yellow arrow. Clicking and holding the out port and dragging and dropping the link from the out port to the in port of another node automatically connects the node to another node. If a link is dropped on a blank space, that link is deleted. To remove an existing link, hover over the link and click the red icon. To modify a link, hover at the end of the link. When the arrow of the link turns yellow, drag and drop the link to the required node.
14. The **Start** icon. 	The **Start** icon is an initial node, which indicates the start of the call flow.
15. The call flow links. 	Use the call flow links to connect the nodes with each other.
16. The **End** icon. 	The **End** icon is a hang-up node, which indicates the end of the call flow.

Table continues…

17. The **Mini** graph	The **Mini** graph is a small map of the complete canvas. The graph shows where are you looking at and where is the screen set. The graph also displays a rectangular shadow which shows the region covered by the view of the user. The **Mini** graph is located at the right of the canvas as displayed in the following image: 
18. The **Publish** icon 	A button to publish the call flow from VFE. This is also helpful in publishing a call flow which is locked and cannot be published from the Call Flow Cache screen.
19. The **Force Lock** icon 	A button to prevent a call flow created by a specific user from unlocking after the user logs out from the DSS application.
Other features	**New mouse wheel shortcuts**: Now you can navigate in VFE with more ease using the following mouse wheel shortcuts: • Scrolling of wheel: Use for the vertical scroll in VFE. • Shift + Scrolling of wheel: Use for the horizontal scroll in VFE. • Ctrl + Scrolling of wheel: Use for the zoom-in and zoom out in VFE.

Related links

[Editing a node in VFE](#) on page 65
[Cloning a node](#) on page 66
[Deleting a node from VFE](#) on page 66

Adding nodes

Adding an initial node

Before you begin

Perform the following actions:

- Create a call flow.
- Create an ANI group.

  Note:

  You must create a ANI group only when you are using the ANI group functionality.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Initial Node**.

   The system displays the Initial Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the initial node.
5. In the **Language** field, click the required language for the call flow.
6. **(Optional)** In the **ANI Group** field, click the appropriate table.

   Note:

   The system displays a linked symbol next to the ANI Group field in the initial node, if the ANI Group port is linked.
7. Click **Save**.

   The system adds the Initial node in the palette.
8. Drag and drop the Initial node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Initial node field descriptions on page 31

Initial node field descriptions

Name	Description
Name	The name of the **Initial** node.
Language	The default communication language of a call flow. The available options are: • (ar-jo) Arabic • (zh-hk) Cantonese Chinese • (zh-cn) Mandarin Chinese • (nl-nl) Dutch • (en-us) US English • (en-gb) UK English • (fr-ca) Canadian French • (fr-fr) French French • (de-de) German • (hu-hu) Hungarian • (it-it) Italian • (ja-jp) Japanese • (ko-kr) Korean • (ms-my) Malay • (pt-br) Brazilian Portuguese • (es-la) Latam Spanish • (es-es) Castilian Spanish • (th-th) Thai **Note:** Even though es-la is used as a localization bundle for Latam Spanish, the system uses es-mx for ASR/TTS instead of es—la for Latam Spanish. This is because the Nuance Server does not support es-la for TTS/ASR.

Table continues…

Name	Description
ANI Group	**(Optional)** The ANI group for a call flow routing. When a new call arrives, the system refers to the selected ANI group. **Note:** The system displays a linked symbol next to the ANI Group field in the initial node, if the ANI Group port is linked.

Related links

Adding an initial node on page 30

Adding an announcement node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.

3. In the top bar, click **Add Node** > **Announcement Node**.

   The system displays the Announcement Node dialog box.

4. In the **Name** field, enter the name that you want to assign to the announcement node.

5. In the **Prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.

   Note:

   If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.

6. If you want to make the node mandatory to play in a call flow, click the **Force playback** slider towards right.

7. Click **Save**.

The system adds the Announcement node in the palette.

8. Drag and drop the Announcement node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Announcement node field descriptions on page 33

Announcement node field descriptions

Name	Description
Name	The name of the **Announcement** node.
Prompt	The prompt to announce the instruction to the caller. Click the drop-down option or type to filter the list, and then select the required prompt. **Note:** If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
Force playback	The option to make an announcement node as a mandatory to play in a call flow. **Note:** You must set the **DTMF Type Thread Enabled** as `No` in Avaya Aura Experience Portal. Navigate to **Applications** > **DSS application** > **Advanced Properties** in Avaya Aura Experience Portal to use this feature.

Related links

Adding an announcement node on page 32

Adding a Prompt and Collect node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a nodes in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.

3. In the top bar, click **Add Node** > **Collect Node**.

   The system displays the Prompt and Collect Node dialog box.

4. In the **Main** tab, provide details for the following fields:
   - In the **Name** field, type the name node.
   - In the **Built-in Grammar** field, type the required built-in grammar.
   - In the **Initial Prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.

     Note:

     If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
   - In the **Store result in** field, click the drop-down option or type to filter the list, and then select the required variable.

     Note:

     If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.
   - Click to move the **Barge-in** slider towards right to allow a caller to interrupt a prompt with an input.

5. **(Optional)** In the **Prompts** tab, provide details for the following fields:
   - In the **Reprompt** field, click the drop-down option or type to filter the list, and then select the required prompt.
   - In the **No Input** field, click the drop-down option or type to filter the list, and then select the required prompt.
   - In the **No Match** field, click the drop-down option or type to filter the list, and then select the required prompt.
   - In the **Confirmation** field, click the drop-down option or type to filter the list, and then select the required prompt.
   - In the **Negative Confirmation** field, click the drop-down option or type to filter the list, and then select the required prompt.

6. In the **Advanced** tab, provide details for the following fields:
   - Click to move the **Unify Counters** slider towards right to provide a unique **Retries on error** counter instead of one for **No Match** and one for **No Input**.
   - In the **Retries on No Input** field, type the required value.
   - In the **Retries on No Match** field, type the required value.
   - In the **Retries on Negative Confirmation** field, type the required value.
7. Click **Save**.

   The system adds the Prompt and Collect node in the palette.
8. Drag and drop the Prompt and Collect node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Prompt & Collect node field descriptions on page 35

Prompt & Collect node field descriptions

Main tab

Name	Description
Name	The name of the **Prompt & Collect** node.

Table continues…

Name	Description
Built-in Grammar	The field to specify the speech grammar for user input type. **The valid grammar are:** • time • date • currency **Note:** The Prompt and collect node uses currency value only up to the last two digits after the "." Or "*" and takes a maximum of 11 digits. This limitation is defined under MPP. • number • phone • boolean • boolean?y=1 • boolean?n=2 • boolean?y=2;n=1 • boolean?y=2;n=1 • digits • digits?minlength=1;maxlength=2 • digits?maxlength=1 • digits?minlength=1 • digits?minlength=9 **The invalid grammar are:** • bool • boolean? • boolean?y= • boolean?n= • boolean?y=;n= • dat • Date • digit • digits?

Table continues…

Name	Description
	• digits?minlength • digitsmaxlength=1 • digitsminlength=1 • digits?min=9 • currenc • currency= • Number • numbeR • PhOne • phonE • Time • timE
Initial Prompt	The prompt on which this node should be initiated. Click the drop-down option or type to filter the list, and then select the required prompt. **Note:** If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
Store result in	The call variable that stores the input of the user based on the built-in grammar. **Note:** If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.

Table continues…

Name	Description
Barge-in	The option to allow a caller to interrupt a prompt with an input. If this option is not selected, the caller is forced to listen to the complete prompt before providing an input.

Prompts tab

Name	Description
Reprompt	**(Optional)** The prompt to be repeated instead of the initial prompt after a no match, no input or after the caller selects to re-enter the value after the confirmation. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
No Input	**(Optional)** The prompt to instruct the caller to provide an input. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
No Match	**(Optional)** The prompt to instruct the caller to provide a correct input in case the provided input does not match the defined built-in grammar. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
Confirmation	**(Optional)** The prompt for asking confirmation from the user about the input value provided. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
Negative Confirmation	**(Optional)** The prompt for announcing exhaustion of the confirmation attempts. You can select the prompt using multiple options as mentioned in the **Initial Prompt** field description earlier.

Advanced tab

Name	Description
Unify Counters	**(Optional)** The option to use a unique **Retries on error counter** instead of one for **No Match** and one for **No Input**.
Retries on No Input	The number of times a **No Input** prompt must run.

Table continues…

Name	Description
Retries on No Match	The number of times a **No Match** prompt must run.
Retries on Negative Confirmation	The number of times a caller can select to reenter the value at the confirmation prompt.
(For display only) **Confirmation grammar: 1 — Yes, 2 — No.**	To provide confirmation, a caller must select 1. To reject confirmation, a caller must select 2.

Related links

Adding a Prompt and Collect node on page 33

Adding a menu node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.

3. In the top bar, click **Add Node** > **Menu Node**.

   The system displays the Menu Node dialog box.

4. In the **Name** field, enter the name that you want to assign to the menu node.
5. In the **Menu Prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.

   Note:

   If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.

6. **(Optional)** In the **Reprompt prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.
7. **(Optional)** In the **No Match prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.
8. **(Optional)** In the **No Input prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.

9. **(Optional)** Click to move the **Unify Counters** slider towards right to provide a unique **Retries on error** counter instead of one for **No Match** and one for **No Input**.
10. In the **Retries on No Match** field, enter the maximum number of times an announcement is repeated requesting the caller to provide a correct input.
11. In the **Retries on No Input** field, enter the maximum number of times an announcement is repeated requesting the caller to provide an input.
12. Select the **Barge-in** check box to allow a caller to interrupt a prompt with an input.
13. In the **Link Codes** field, enter the link code of each menu option.
14. **(Optional)** In the **Store Selection in** field, click the drop-down option or type to filter the list, and then select the required call flow variable.

    Note:

    If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.
15. **(Optional)** In the **Store Result** in field, click the drop-down option or type to filter the list, and then select the required call flow variable.
16. Click **Save**.

    The system adds the Menu node in the palette.
17. Drag and drop the Menu node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Menu node field descriptions on page 40

Menu node field descriptions

Name	Description
Name	The name of the **Menu** node.

Table continues…

Name	Description
Menu prompt	The prompt to instruct the caller to select a menu option. Click the drop-down option or type to filter the list, and then select the required prompt. **Note:** If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
Reprompt prompt	**(Optional)** The prompt to be repeated instead of the initial prompt after a no match, no input, or after the caller selects to re-enter the value after the confirmation. You can select the prompt using multiple options as explained in the **Menu prompt** field description earlier.
No Match prompt	**(Optional)** The prompt to instruct the caller to provide a correct input. You can select the prompt using multiple options as explained in the **Menu prompt** field description earlier.
No Input prompt	**(Optional)** The prompt to instruct the caller to provide an input. You can select the prompt using multiple options as explained in the **Menu prompt** field description earlier.
Unify Counters	**(Optional)** Click to move the **Unify Counters** slider towards right to provide a unique **Retries on error** counter instead of one for **No Match** and one for **No Input**.
Retries on No Match	The number of times a **No Match prompt** must run.
Retries on No Input	The number of times a **No Input prompt** must run.
Barge-in	The option to allow a caller to interrupt a prompt with an input. If this option is not selected, the caller is forced to listen to the complete prompt before providing an input.
Link Codes	The possible link codes for the **Menu** node.

Table continues…

Name	Description
Store Selection in	**(Optional)** The list of call variables to store menu selection details. Click the drop-down option or type to filter the list, and then select the required call flow variable. **Note:** If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.

Related links

Adding a menu node on page 39

Adding a schedule node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Schedule Node**.

   The system displays the Schedule Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the schedule node.
5. **(Optional)** In the **Description** field, enter a description for the new schedule node.
6. **(Optional)** Click the **Create Schedule Link Code** icon.

   The system displays the schedule name and the link code fields.
7. **(Optional)** In the **Schedule name** field, click the required scheduling table.
8. **(Optional)** In the **Link Code** field, enter the link code for selected scheduling table.
9. Click **Add**.

   The system adds the selected scheduling table details in the **Schedule Name** list.

10. Click **Save**.

    The system adds the Schedule node in the palette.

11. Drag and drop the Schedule node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Schedule node field descriptions on page 43

Schedule node field descriptions

Name	Description
Name	The name of the **Schedule** node.
Description	**(Optional)** A description for the new schedule node.
Schedule	**(Optional)** A list of scheduling tables.
Link Codes	**(Optional)** The link code for the **Schedule** node.
Last Linked	A field to display a warning with details of last linked link code when you try to remove a schedule.

Button	Description
Add	Adds the selected scheduling table in the list.
Remove	Removes the selected scheduling table from the list.
Up	Moves the scheduling table upwards in the list. The system runs a scheduling table sequentially.
Down	Moves the scheduling table downwards in the list. The system runs a scheduling table sequentially.

Related links

Adding a schedule node on page 42

Adding a hang-up node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Hang up Node**.

   The system displays the Hang up Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the hang-up node.
5. Click **Save**.

   The system adds the Hang up node in the palette.
6. Drag and drop the hang-up node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26

Adding a percentage allocation node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Percentage Allocation Node**.

   The system displays the Percentage Allocation Node dialog box.
4. Click the **Create a Link Code** icon.

   The system displays the link code name and value fields.
5. In the **Enter Link Code Name** field, enter the name that you want to assign to the percentage allocation node.
6. In the **Weight** field, enter a weight value in percentage for each link code.
7. Click **Add**.

   The system adds the link code in the list of link codes.
8. Click **Save**.

   The system adds the Percentage Allocation node in the palette.
9. Drag and drop the Percentage Allocation node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26

Percentage allocation node field descriptions on page 45

Percentage allocation node field descriptions

Name	Description
Enter Link Code Name	The name of the **Percentage Allocation** node.
Weight	A weight value in percentage for each link code. The values in each of the maximum 20 **Weight** fields allowed must be from 0 to 100, while the sum must be equal to 100. **Note:** You can now also edit the **Weight** field after saving the details.
Linked	Displays the status of the link code.

Related links

Adding a percentage allocation node on page 44

Adding a transfer node

Before you begin

- In the Avaya Aura® Experience Portal application, configure the following settings:
  - ICR Skills
  - WTA applications
- In the Dynamic Self Service application, create a call flow and configure the following settings:
  - Scheduling Table
  - Holidays
  - Services
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Transfer Node**.

   The system displays the Transfer Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the transfer node.

5. In the **Destination attributes** area, perform the following actions:
   - If you want to use the call variable, click to move the **Use Variable** slider towards right, and click the **Get Destination from Variable** field or type to filter the list, and then select the required call flow variable.

     Note:

     If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.
   - If you want to use **Fixed Number**, in the **Fixed Number** tab, click to move the **Use Variable** slider towards left, and in the **Number** field, enter a SIP URI or a fixed number.
   - If you want to use **ICR Skill Name**, in the **Agent Queue** tab, click to move the **Use Variable** slider towards left, and in the **ICR Skill name** field, click to select the desired ICR skill.

   Note:

   ***8 functionality:** You can now add ***8** as prefix for the fixed number in a transfer node. When you add ***8** as prefix, instead of the DSS system routing the call, the carrier takes back the call and directly transfers the call to the fixed number. The Transfer node also prepares the UUI to make the transfer to the context store DNIS so that Engagement Designer can bring the context.

   Important:

   The following steps are common for both **Get from Variable** and **Number** options of the **Transfer** node.
6. **(Optional)** In the **Service** field, click the required service.
7. **(Optional)** In the **Transfer message** field, click the drop-down option or type to filter the list, and then select the required prompt.

   Note:

   If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
8. **(Optional)** If you want to add the WTA result , move the **WTA** slider towards right and type the WTA name.
9. Click **Save**.

   The system displays the confirmation dialog box.
10. In the **Audit comment** field, enter a description and click **Yes**.

The system displays the Nodes page with the transfer node added to the list.

Related links

Visual Flow Editor interface on page 26
Transfer node field descriptions on page 47

Transfer node field descriptions

Name	Description
Name	The name of the **Transfer** node.
Use Variable	An option to activate the **Get Destination from Variable** field and specify the call variable. Click the drop-down option or type to filter the list, and then select the required variable. **Note:** If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result. For more information, see Parameter and variable name validations on page 64.
Number	A field to specify a fixed number or a SIP URI.
ICR Skill Name	A field to specify the desired ICR skill.
Service	**(Optional)** The service list that DSS refers to for transferring a call.

Table continues…

Name	Description
Transfer message	**(Optional)** The prompt to play while transferring a call. Click the drop-down option or type to filter the list, and then select the required prompt. **Note:** If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
WTA	**(Optional)** The option to provide WTA name if required. **Important:** When a call flow used for WTA and if it has a variable defined as *wtaResult* with the default value as `optout`, the call will not work or may hang up. You must set the *wtaResult* value as `optout` dynamically during the call flow execution and only if the user wants to make use of this value.

Related links

[Adding a transfer node](#) on page 45

Adding an external voice application node

Before you begin

Perform the following actions:

- Create a call flow.
- Configure the external voice application.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.

3. In the top bar, click **Add Node** > **EVA Node**.

   The system displays the External Voice Application Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the external voice application node.
5. In the **Application URL** field, enter the location of the external voice application.

   Note:

   The external voice application must be on a different Tomcat server.
6. In the **Application Fetch Timeout** field, type the appropriate value.
7. Click to move the **Application by-pass active** slider towards right to bypass the external application node as the default setting.
8. Click to move the **Propagate Language** slider towards right to send the selected language in the Initial node to the External Voice application.
9. Click the **Create a Link Code** icon.

   The system displays the link code field.
10. **(Optional)** In the **Link Code** field, enter a link code, and click **Add**.

    The system adds the link code to the list of Link Code.
11. **(Optional)** Perform the following actions in the **Input Parameters** and the **Output Parameters** tabs:
    a. Click the **Create a Link Code** icon.

       The system displays the link code and call variable fields.
    b. In the **Name** field, type the name of the parameter as expected by the external application for input parameters, or as returned for output parameter.
    c. In the **Call Variable** field, click the drop-down option or type to filter the list, and then select the required variable.

       Note:

       If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.
    d. Click **Add**.

       The system adds the defined parameter in the list.
12. Click **Save**.

    The system adds the External Voice Application node in the palette.
13. Drag and drop the External Voice Application node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
External voice application node field descriptions on page 50

External voice application node field descriptions

General tab

Name	Description
Name	The name of the **External Voice Application** node.
Application URL	A URL for the external voice application server. You can also provide relative path of the EVA server in case you are using DSS on an HA server. For example: */external-modules/dateTimeFormatter/Start*. This is even useful when you are moving the DSS application from a lab environment to a production environment. Thus, if you have the relative path configured, you do not have to change any IP address or host name as the application will use the relative path.
Application Fetch Timeout	The maximum time for fetching an external voice application server.
Application by-pass Active	The option to bypass the configured external voice application.
Propagate Language	The option to send the selected language in the Initial node to the External Voice application. This is required in case you want the external application to use the same language as defined in the Initial node. If you disable this option, the external application does not uses the same language as the Initial node.
Link Code	**(Optional)** The link code for the external voice application node.
Linked	Displays the status of the link code.

Button	Description
Add	Adds the specified link code to the list.
Remove	Removes the selected link code from the list.

(Optional) Input Parameters tab

Name	Description
Name	The name of the input parameter. For more information, see Parameter and variable name validations on page 64.
Call Variable	The value contained in the selected call variable that DSS sends to the External module Click the drop-down option or type to filter the list, and then select the required variable. **Note:** If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result. For more information, see Parameter and variable name validations on page 64.

Button	Description
Add	Adds the specified input parameter details to the list.
Remove	Removes the selected input parameter from the list.

(Optional) Output Parameters tab

Name	Description
Name	The name of the output parameter. For more information, see Parameter and variable name validations on page 64.

Table continues…

Name	Description
Call Variable	A call variable to store the output parameter. Click the drop-down option or type to filter the list, and then select the required variable. **Note:** If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result. For more information, see Parameter and variable name validations on page 64.

Button	Description
Add	Adds the specified output parameter details to the list.
Remove	Removes the selected output parameter from the list.

Related links

Adding an external voice application node on page 48

Adding a decision node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Decision Node**.

   The system displays the Decision Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the hang-up node.
5. Click **Add** () to add conditions.
6. In the **Left Call Flow Variable** field, click the required variable.

7. In the **Select an operator** field, click the required operator.
8. In the **Right Call Flow Variable** field, click the required variable.

   If you want to verify the left call flow variable value with a literal value, select the **Literal** check box, and then type value in the **Right Call Flow Variable** field. Additionally, there is a link located next to **Conditions** field for specifying whether all conditions must be true or at least one of them. Click the link **All of** or **Any of**, whichever is visible, as per your requirement. The link details changes once you click the link.
9. Click **Add** ( ) to add the condition to the list.
10. Click **Remove** ( ) to exit from saving the condition.
11. To remove a call flow condition from the list, click **Remove** ( ) next to the condition.
12. Click **Save** to save the decision node.

    The system adds the decision node in the palette.
13. Drag and drop the decision node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26

Adding an ASR menu node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **ASR Menu Node**.

   The system displays the ASR Menu Node dialog box.
4. In the **Name** field, enter the name that you want to assign to the ASR menu node.
5. In the **Initial Prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.

   Note:

   If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a

prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.

6. **(Optional)** In the **Store Result** in field, click the drop-down option or type to filter the list, and then select the required call flow variable.
7. Click to enable the **Barge-in** option to allow a caller to interrupt a prompt with an input.
8. Click the **Create ASR Link Code** button to add a link code.
9. In the **Link Code** field, enter the link code for each interruption option you want to provide to the customer.
10. In the **Add synonyms** field, type the synonyms for the link code.

    Note:

    You must add the multiple synonyms for the most accurate result.
11. In the **Confirmation prompt** field, click the drop-down option or type to filter the list, and then select the required prompt.
12. In the **DTMF** field, click the drop-down option or type to filter the list, and then select the required DTMF digit.
13. Click the **Add** button to save the link code.

    Note:

    You must add at least one link code to proceed. To add more link code, repeat from the step 7 again.
14. Click the **Prompts** tab.

    The system displays the Prompts screen.
15. In the **Reprompt** field, click the drop-down option or type to filter the list, and then select the required prompt.
16. In the **No Match** field, click the drop-down option or type to filter the list, and then select the required prompt.
17. In the **No Input** field, click the drop-down option or type to filter the list, and then select the required prompt.
18. In the **Negative Confirmation** field, click the drop-down option or type to filter the list, and then select the required prompt.
19. Click the **Advanced** tab.

    The system displays the Advanced screen.
20. If you move the **Unify Counters** slider towards right, provide a unique **Retries on error** counter instead of one for **No Match**, one for **No Input**, and one for **Retries on Negative Confirmation**.

21. If you do not move the slider towards right, type values in the following fields:
    - **Retries on No Match**: Type the maximum number of times an announcement is repeated requesting the caller to provide a correct input.
    - **Retries on No Input**: Type the maximum number of times an announcement is repeated requesting the caller to provide an input.
    - **Retries on Negative Confirmation**: Type the maximum number of times an announcement is repeated requesting the caller to provide an input for negative confirmation.
22. In the **Low Confidence Level** field, type the required confidence level.

    For more information on Confidence Level, see *ASR menu node field descriptions*.
23. In the **Confirmation Mode** field, click to select anyone of the following options:
    - **Never**: Use this option if you do not want to use the confirmation mode.
    - **Always**: Use this option if you always want to use the confirmation mode. If selected, you need to specify the **Low Confidence Level** and **Positive** and **Negative** synonyms.
    - **If Necessary**: Use this option if you want to use the confirmation mode sometimes. If selected, you need to specify the **Low Confidence Level**, **High Confidence Level** and **Positive** and **Negative** synonyms.
24. Click **Save**.

    The system adds the ASR menu node in the palette.
25. Drag and drop the ASR menu node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
ASR menu node field descriptions on page 55

ASR menu node field descriptions

Main tab

Name	Description
Name	The name of the **ASR Menu** node.

Table continues…

Name	Description
Initial prompt	The prompt to instruct the caller to select an ASR menu option. Click the drop-down option or type to filter the list, and then select the required prompt. **Note:** If you have more than 50 prompts added in the list, then you must type and filter the list for selecting the required option. This is required as the prompt list does not display more than first 50 entries in the list. If typing the initials does not display the required prompt, you must continue typing to further filter the result. Additionally, if you select a prompt with a spoken or a TTS variable, you need to specify the call variable for the given parameter.
Store result in	The call variable that stores the input of the user based on the built-in grammar. **Note:** If you have more than 50 variables added in the list, then you must type and filter the list for selecting the required option. This is required as the variable list does not display more than first 50 entries in the list. If typing the initials does not display the required variable name, you must continue typing to further filter the result.
Barge-in	The option to allow a caller to interrupt a prompt with an input. If this option is not selected, the caller is forced to listen to the complete prompt before providing an input.
Add synonyms	The option to define multiple synonyms for the link code. **Note:** You must add multiple synonyms for getting the most accurate result.
Confirmation Prompt	**(Optional)** The prompt for asking confirmation from the user about the input value provided. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
DTMF	The option to define the DTMF digit to be used for the new link code.

Prompts tab

Name	Description
Reprompt	**(Optional)** The prompt to be repeated instead of the initial prompt after a no match, no input or after the caller selects to re-enter the value after the confirmation. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
No Input	**(Optional)** The prompt to instruct the caller to provide an input. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
No Match	**(Optional)** The prompt to instruct the caller to provide a correct input in case the provided input does not match the defined built-in grammar. You must select the prompt as mentioned in the **Initial Prompt** field description earlier.
Negative Confirmation	**(Optional)** The prompt for announcing exhaustion of the confirmation attempts. You can select the prompt using multiple options as mentioned in the **Initial Prompt** field description earlier.

Advanced tab

Name	Description
Unify Counters	**(Optional)** The option to use a unique **Retries on error counter** instead of one for **No Match** and one for **No Input**.
Retries on No Input	The number of times a **No Input** prompt must run.
Retries on No Match	The number of times a **No Match** prompt must run.
Retries on Negative Confirmation	The number of times a caller can select to reenter the value at the confirmation prompt.

Table continues…

Name	Description
Confirmation Mode	The option to set the confirmation mode. The available options are: • **Never**: Use this option if you do not want to use the confirmation mode. If this option is selected, you need to specify the **Low Confidence Level** value which should be between 0 to 1. • **Always**: Use this option to always use the confirmation mode. If this option is selected, you need to specify the **Low Confidence Level** value which should be between 0 to 1. You also need to specify the **Positive and Negative Confirmation Synonyms**. • **If Necessary**: Use this option to use the confirmation if necessary as per the confidence level. If this option is selected, you need to specify both the **Low Confidence Level** and **High Confidence Level** values which should be between 0 to 1. You also need to specify the **Positive and Negative Confirmation Synonyms**.
Low Confidence Level	The option to reduce the matching of synonyms. If value is low, match everything. If value is high, difficult to match.
High Confidence Level	The option to increase the matching of synonyms. If value is high, match everything. If value is low, difficult to match.
Positive Synonym	The option to add the synonyms that should match the inputs.
Negative Synonym	The option to add the synonyms that should not match the inputs.
Create ASR Link Code ()	The button to add a new link code.
Add ()	The button to save a new link code.
Save	The button to save the new ASR Menu node details.

Related links

Adding an ASR menu node on page 53

Adding a language assignment node

About this task

Use the language assignment node to change the language of the TTS and Standard Speech in DSS.

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.

3. In the top bar, click **Add Node** > **Language Assignment Node**.

   The system displays the Language Assignment dialog box.

4. In the **Name** field, enter the name that you want to assign to the language assignment node.
5. In the **Language** field, select the language from the available list of language for the node.
6. Click **Save**.

   The system adds the Language Assignment node in the palette.

7. Drag and drop the language assignment node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26

Adding an Oceana Metrics node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.

2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.

3. In the top bar, click **Add Node** > **Oceana Metrics Node**.

   The system displays the Oceana Metrics Node dialog box.

4. In the **Name** field, type the name of the node.
5. In the **Priority** field, type the required value.
6. Click the **Attributes** tab.

   The system displays the Attributes screen.

7. Click the **Create** icon.

   The system displays the name and call variable fields.

   Note:

   When you define the following attributes, ensure that the attributes are same as the settings you configure in Avaya Control Manager to define a service.

8. In the **Name** field, enter the name that you want to assign to the new attribute variable.
9. In the **Call Variable** field, click the required call variable type.
10. Click the **Add** icon.

    The system adds the attribute in the list.

11. Click the **Metrics** tab.

    The system displays the Metrics screen.

12. Click the **Create** icon.

    The system displays the name and call variable fields.

13. In the **Name** field, click the required metrics name.
14. In the **Call Variable** field, click the required call variable type.
15. Click the **Add** icon.

    The system adds the metric in the list.

16. Click **Save**.

    The system adds the Oceana Metrics node in the palette.

17. Drag and drop the Oceana Metrics node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Oceana Metrics node field descriptions on page 60

Oceana Metrics node field descriptions

Name	Description
The **General** tab	
Name	Name of the Oceana Metrics node.
Priority	Type the priority for the node. The default value is 5.
The **Attributes** tab	
Name	Name of the attribute.
Call Variable	Call flow variable type for the new attribute.
The **Add** icon	Click to add the attribute in the list.

Table continues…

Name	Description
The **Remove** icon	Click to remove the attribute from the list.
The **Metrics** tab	
Name	Name of the metrics variables.
Call Variable	Name of the metrics call variable type. The available options are: • Resource Ready Count • Resource Busy Count • Processing Work Count • Completed Work Count • EWT • Waiting Work Count • Rolling ASA • Oldest Work Waiting • Resource Staffed Count • Service Occupancy
The **Add** icon	Click to add the metrics in the list.
The **Remove** icon	Click to remove the metrics in the list.
The **Save** button	Click to save the Oceana Metrics node.

Related links

Adding an Oceana Metrics node on page 59

Adding a transfer context node

Before you begin

- Create a call flow.
- Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. In the top bar, click **Add Node** > **Transfer Context Node**.

   The system displays the Transfer Context Node dialog box.

4. On the **General** screen, do the following:
    a. In the **Name** field, type a name for the node.
    b. If you want to use the Customer Id from Oceana Customer Management, enable the **Enable Customer Management** switch. If you want to use the Customer Id from a call flow variable, then in the **Customer Id** field, select the required variable.
    c. In the **Strategy** field, select the required variable.
    d. In the **Topic** field, select the required variable.
    e. In the **Collected Digits** field, select the required variable.
5. Click the **Agents** tab.
6. On the **Agents** screen, do the following:
    a. In the **Agent Resource Id** field, select the required variable.
    b. In the **Provider** field, type the name of the resource provider.
7. Click the **Service** tab.
8. On the **Service** screen, do the following:
    a. Click the **Create** icon.

        The system displays the fields to define the properties and attributes.
    b. In the **Priority** field, type the required value.
    c. In the **Resource Count** field, type the required value.
    d. In the **Rank** field, type the required value.
    e. In the **Min Proficiency** field, type the required value.
    f. In the **Max Proficiency** field, type the required value.

        Note:

        The **Resource Count**, **Rank**, **Min Proficiency**, and **Max Proficiency** are fields which defines the order of the selection of the services. As you can select multiple services, the statistics of a service better aligned with these fields are preferred.
    g. In the **Attributes** section, click the **Create** icon.
    h. In the **Name** field, type the name that you want to assign to the new attribute variable.
    i. In the **Call Variable** field, click the required call variable type.
    j. Click the **Add** icon in the attributes section.

        The system adds the attribute in the list.
    k. Click the **Add** icon in the properties section.

        The system adds the service in the list.
9. Click the **Additional Context** tab.

10. On the **Additional Context** screen, do the following:
    a. Click the **Create** icon.
    b. In the **Name** field, type the name that you want to assign to the new context variable.
    c. In the **Call Variable** field, click the required call variable type.
    d. Click the **Add** icon.

       The system adds the context variable in the list.
11. Click **Save**.

    The system adds the Transfer Context node in the palette.
12. Drag and drop the Transfer Context node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26
Transfer Context node field descriptions on page 63

Transfer Context node field descriptions

Name	Description
The **General** tab	
Name	Name of the Transfer Context node.
Customer Id	Customer Id of the resource requestor. If you want to use the Customer Id from Oceana Customer Management, enable the **Enable Customer Management** switch. If you want to use the Customer Id from a call flow variable, then in the **Customer Id** field, select the required variable.
Strategy	Status of the agent when the given request arrives. The available options are: • Most Idle • Occupancy
Topic	Topic for the requested transfer option.
Collected Digits	Digits for the requested transfer option.
The **Agent** tab	
Agent Resource Id	Agent Id of the requested agent.
Provider	Name of the agent resource provider
The **Service** tab	
Priority	Priority of the node in a call flow. The default value is 5.
Resource Count	Sequence number of the resource in the list. Applicable when multiple services are used.

Table continues…

Name	Description
Rank	Rank of the service in the list. Applicable when multiple services are used.
Min Proficiency	Minimum proficiency value to match in a call flow.
Max Proficiency	Maximum proficiency value to match in a call flow.
Name (Attributes)	Name of the service attribute variable.
Call Variable (Attributes)	Call flow variable type for the service attribute variable.
The **Add (Attributes)** icon	Click to add the attribute variable.
The **Remove (Attributes)** icon	Click to remove the attribute variable.
The **Add (Properties)** icon	Click to add the service properties.
The **Edit (Properties)** icon	Click to edit the service properties.
The **Remove (Properties)** icon	Click to remove the service properties.
The **Additional Context** tab	
Name	Name of the additional context attribute variable.
Call Variable (Attributes)	Call flow variable type for the additional attribute variable.
The **Save** button	Click to save the Transfer Context node.

Related links

Adding a transfer context node on page 61

Parameter and variable name validations

Parameter name validations

- Parameter name must not be empty.
- Parameter name must be less than or equal to 50 characters.
- Parameter name must not contain white spaces as the string is trimmed.
- Duplicate entries are disallowed.
- The following Java keywords and Java invalid special characters are disallowed:

abstract	continue	for	new
switch	assert	default	if
package	synchronized	boolean	do
goto	private	this	break
double	implements	protected	throw
byte	else	import	public
throws	case	enum	instanceof
return	transient	catch	extends

Table continues…

int	short	try	char
final	interface	static	void
class	finally	long	strictfp
volatile	const	float	native
super	while	date	time
ddLastException	shareduui	session	redirectinfo
routeCode	detailMessage	Period (.).	Dash (-).

- Alphanumeric with underscore (_) is allowed.
- Same call flow variable can be assigned to multiple names in input parameters.
- Same name can be assigned to multiple call flow variables in output parameters.

Variable name validations

- Variable name must not be empty.
- Variable name must be less than or equal to 150 characters.
- Variable name must not contain white spaces as the string is trimmed.
- Variable name is case-sensitive.

Related links

Visual Flow Editor interface on page 26

Editing a node in VFE

Before you begin

Ensure that you have the access rights to edit a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the required call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. Double-click the required node on the VFE canvas.

   The system displays the node details in edit mode.
4. Change the required details.
5. Click **Update**.

   The system adds the updated node to the VFE canvas.

Related links

Visual Flow Editor interface on page 26

Cloning a node

Before you begin

Ensure that you have the access rights to add a node in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the appropriate call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual Flow Editor for the selected call flow.
3. Select a node on the canvas and on the top bar click **Clone Node**.

   The system displays the Clone Selected Node dialog box.
4. In the **Name for the Cloned Node** field, enter the name that you want to assign to the new node.

   Note:

   Each node must have a different name.
5. Click **Clone**.

   The system adds the cloned node in the palette.
6. Drag and drop the cloned node at the desired location on the canvas.

Related links

Visual Flow Editor interface on page 26

Deleting a node from VFE

Before you begin

Ensure that you have the access rights to delete a node from the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Call Flows**.

   The system displays the Call Flows page.
2. Select the call flow from the list and click **Visual Flow Editor**.

   The system displays the Visual flow editor for the selected call flow.
3. Click the required node on the canvas and click the remove icon.

   The system displays the confirmation dialog box.

Note:

You cannot delete a node if you have not saved the call flow after editing.

4. Click **Yes**.

   The system deletes the selected node from the canvas and adds the node on the left palette pane.

5. Click **Save Call Flow**.

   The system updates the removal of the deleted node in the DSS database.

6. Click the delete icon of the node on the palette to completely remove the node from the call flow.

   The system displays the confirmation dialog box.

Note:

You cannot delete a node if you have not saved the call flow after editing.

7. Click **Yes**.

   The selected node is deleted from the canvas as well from the admin tool.

Related links

Visual Flow Editor interface on page 26

Prompts management

Prompt overview

Using the **Prompt** menu, you can add prompts with the details such as, description, language, and speech. You can also add multiple audio files, spoken variables, and text to speech (TTS) variables to the prompt.

Adding a prompt

Before you begin

Ensure that you have the access rights to add a prompt in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.

2. Click **Add**.

   The system displays the New Prompt dialog box.
3. In the **Name** field, type the name of the new prompt.
4. In the **Description** field, type the description about the new prompt.
5. In the **Language** field, click the required language.

   Note:

   The language field here is for information purpose only and does not define the language to use for the TTS or spoken variables. The language to actually use during call flow execution is defined in the initial node of the call flow
6. In the **Speech** field, type the required value.

   Note:

   The speech text format must be, for example, *Welcome $name to the ABC contact center, today's date is $date*. Here, *name* is the TTS variable and *date* is the spoken variable defined for the prompt. The text in this field is for information purpose only and is not used during the call flow processing. The purpose of this field is to help you understand the content and purpose of the prompt without going through each of the audio, TTS, or spoken variable elements.
7. In the **Prompts Elements** section, click **Add Audio File**.

   The system displays the Add Audio File dialog box.
8. In the **Name** field, enter the name that you want to assign to the new audio file.
9. In the **Audio ID** field, type a string to assign an ID to the audio file.

   Note:

   If you are using the Audio ID for CMR application, then you must define this audio ID as numbers only.
10. Click **Browse**, and select an audio file.

    Note:

    Only .wav audio file format is supported. The system saves the file name of the audio file as an **Original Filename**.
11. Click **Send**.

    The system uploads the selected audio file on the server.
12. Click **Add**.

    The system adds the uploaded audio file details in the prompt element list.
13. In the **Prompts Elements** section, click **Add Spoken Variable**.

    The system displays the Add Spoken Variable dialog box.

14. In the **Parameter Name** field, enter the name that you want to assign to the new spoken variable.
15. In the **Format** field, click the required variable format.
16. Click **Add**.

    The system adds the new spoken variable details in the prompt element list.
17. In the **Prompts Elements** section, click **Add TTS Variable**.

    The system displays the Add Spoken Variable dialog box.
18. In the **Parameter Name** field, enter the name that you want to assign to the new TTS variable.
19. In the **Format** field, click the required variable format.
20. Click **Add**.

    The system adds the new TTS variable details in the prompt element list.
21. Click **Save**.

    The system displays the confirmation dialog box.
22. In the **Audit comment** field, enter a description and click **Yes**.

    The system displays the Prompts page with the new prompt added to the list.

Related links

New Prompt screen field descriptions on page 69

New Prompt screen field descriptions

New Prompt

Name	Description
Name	The name of the prompt.
Description	A description about the new prompt.

Table continues…

Name	Description
Language	The language of the prompt. The following are the available language types: • (ar-jo) Arabic • (zh-hk) Cantonese Chinese • (zh-cn) Mandarin Chinese • (nl-nl) Dutch • (en-us) US English • (en-gb) UK English • (fr-ca) Canadian French • (fr-fr) French French • (de-de) German • (hu-hu) Hungarian • (it-it) Italian • (ja-jp) Japanese • (ko-kr) Korean • (ms-my) Malay • (pt-br) Brazilian Portuguese • (es-la) Latam Spanish • (es-es) Castilian Spanish • (th-th) Thai **Note:** Even though es-la is used as a localization bundle for Latam Spanish, the system uses es-mx for ASR/TTS instead of es—la for Latam Spanish. This is because the Nuance Server does not support es-la for TTS/ASR.
Speech	A field to define the prompt speech.

Button	Description
Add Audio File	Opens the Add Audio File dialog box.
Add Spoken Variable	Opens the Add Spoken Variable dialog box.
Add TTS Variable	Opens the Add Text to Speech Variable dialog box.
Up	Click to move the prompt element up in the order.
Down	Click to move the prompt element down in the order.

Table continues…

Button	Description
Play	Click to play the selected audio file in the default audio player on the system.
Edit	Click to edit the selected prompt element details.
Remove	Click to delete the selected prompt element from the list.

Add Audio File dialog box

Name	Description
Name	The name for the audio file.
Audio ID	A string to assign an ID to the audio file. **Note:** If you are using the Audio ID for CMR application, then you must define this audio ID as numbers only.
Choose File	Click to locate and select an audio file from the system.
Send	Click to upload the selected audio file on the DSS sever.
Add	Click to add the uploaded audio file details in the prompt element list.

Add Spoken Variable dialog box

Name	Description
Parameter Name	The name of the spoken variable.

Table continues…

Name	Description
Format	Grammar for the spoken variable. The available options are: • Number. Variable format example: announcement = 12345. 12345 is played as number. • Decimal. Variable format example: announcement = 123.45. 123.45 is played as decimal. • Integer. Variable format example: announcement = 123.45. 123 is played as integer. • Digits. Variable format example: announcement = 12345. 12345 is played as digits. • Date (yyyy/mm/dd). Variable format example: announcement = 20150101. 20150101 is played as date. • Date (mm/dd). Variable format example: announcement = 1001. 1001 is played as date (October 01). • Time (am/pm). Variable format example: announcement = 1522. 1522 is played as time, that is three twenty two PM. • Time (24 hs). Variable format example: announcement = 1522. 1522 is played as time, that is fifteen twenty two (24 hour format). • Currency. Variable format example: announcement = 123.45. 123.45 is played as currency. **Note:** If you select spoken variable as number, the system checks the call on runtime and places the call as integer or decimal based on the supplied format for the spoken variable.

Table continues…

Name	Description
Add	Click to add the spoken variable details in the prompt element list.

Add Text to Speech dialog box

Name	Description
Parameter Name	The name of the text to speech variable.
Format	Grammar for the spoken variable. The available options are: • Number. Variable format example: announcement = 12345. 12345 is played as number. • Digits. Variable format example: announcement = 12345. 12345 is played as digits. • Date (yyyy/mm/dd). Variable format example: announcement = 20150101. 20150101 is played as date. • Currency. Variable format example: announcement = 123.45. 123.45 is played as currency. • Address. Variable format example: announcement = jones avenue 123. jones avenue 123 is played as address. • Name. Variable format example: announcement = daniel davids. daniel davids is played as name. • Telephone. Variable format example: announcement = 41184777. 41184777 is played as telephone number.
Add	Click to add the text to speech variable details in the prompt elements list.

Related links

Adding a prompt on page 67

Editing a prompt

Before you begin

Ensure that you have the access rights to edit a prompt in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.
2. Select the required prompt from the list and click **Edit**.

   The system displays the Edit Prompt dialog box.
3. Change the required details.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Prompts page with the updated prompt added to the list.

Deleting a prompt

Before you begin

Ensure that you have the access rights to remove a prompt from the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.
2. Select the required prompt from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Prompts page with the selected prompt removed from the list.

Exporting a prompt file

Before you begin

Ensure that you have the access rights to export a prompt file from the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.
2. Select the required prompt from the list and click **Export**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system downloads the selected prompt file in the default `Downloads` folder on the local system.

Importing a prompt file

Before you begin

Ensure that you have the rights to import a prompt file to the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.
2. Click **Import**.

   The system displays the Import Prompt dialog box.
3. Click **Choose File**, and select the prompt file you want to import.
4. Click **Send**.
5. Click **Import**.

   The system displays the Confirmation dialog box.
6. In the **Audit comment** field, enter a description, and click **Yes**.

   The system imports the selected prompt file to the DSS system.

   Note:

   If you already have a prompt with the same name as that of the importing prompt, the import function does not work. To avoid an import failure, you must first rename the existing prompt in the importing system.

Activating or deactivating a prompt

Before you begin

Ensure that you have the access rights to activate or deactivate a prompt in the DSS application.

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.
2. To activate or deactivate a prompt, perform one of the following actions:
   - To activate a prompt, select the required prompt, and click **Enable**.
   - To deactivate a prompt file, select the required prompt, and click **Disable**.

   The system displays the Confirmation dialog box.
3. In the **Audit comment** field, enter a description, and click **Yes**.

   The system updates the status of the selected prompt in the DSS system.

Viewing the nodes where a prompt is used

Procedure

1. In the left pane, navigate to **Call Flow Management** > **Prompts**.

   The system displays the Prompts page.
2. Select the required prompt from the list and click **Show nodes where used**.

   The system displays a list of nodes and call flows where the selected node is being used.
3. Click **Close** to go back to the Prompts page.

Prompt search screen field descriptions

Name	Description
Match (Prompt Conditions)	Field to specify if all prompt conditions or any one of the prompt conditions must match. The conditions are: • **ALL**: To apply all listed filter conditions. • **ANY**: To apply any of the listed filter conditions.

Table continues…

Name	Description
Field name	Field to search filter based on the selected field name. The options are: • **Name**: To search based on a prompt name. • **Description**: To search based on a prompt description. • **Speech**: To search based on a prompt speech. • **Enabled**: To search based on a prompt status.
Rule	Field to mention whether the search term should be an exact match or part of the prompt field name. The options are: • **CONTAINS**: To search prompts which contains the mentioned search term. • **EQUALS**: To search prompts for exact match of the mentioned search term.
Value	Field to mention the search term for prompts.

Button	Description
Add ()	Button to add a new search filter row.
Delete ()	Button to delete a search filer row.
Filter	Button to apply the search filter based on the defined rules.
Select	Button to add a selected prompt from the search list.

Chapter 4: Call center management

Scheduling Table overview

In the DSS application, you can define the working hours of a call center using Scheduling Table. The Scheduling Table contains the following information:

- Working days of a week.
- Working hours for each day of a week.
- Valid dates, that is, the date range during which a table is active and operational.

You can also clone a scheduling table. When you clone a table, change the name and the valid dates of the table.

A scheduling table becomes applicable only when the table is used by the intended service and has the most recent effective date. Schedules are used in :

- Schedule node
- Call center hours in a transfer node
- Services
- Holidays

Adding the scheduling table

Before you begin

Ensure that you have the access rights to add a scheduling table in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.
2. On the Scheduling Table page, click **Add**.

   The system displays the New Schedule dialog box.
3. In the **Name** field, enter the name that you want to assign to the new schedule table.
4. In the **Description** field, enter a description for the new schedule table.
5. In the **Time Zone** field, click the required time zone from the list.

6. Select the **Is Recurrent** check box to activate a scheduling table for multiple working days of a week.
7. In the **Valid From** field, click **select date** and specify a date.
8. In the **Valid To** field, click **select date** and specify a date.
9. In the **Disabled** column, select the check box to indicate a nonworking day.
10. In the **24 Hs** column, select the check box to activate the schedule for the whole day.
11. For a working day, type the **Start** time and the **Stop** time to specify the working hours.

    Note:

    The default start time and stop time for all days of a week is 12 AM and 11:59 PM respectively. A stop time must always be greater than a start time.
12. Click **Save**.

    The system displays the confirmation dialog box.
13. In the **Audit comment** field, enter a description and click **Yes**.

    The system displays the Scheduling Table page with the table added to the list.

Related links

Scheduling table field descriptions on page 79

Scheduling table field descriptions

Name	Description
Name	The name of the schedule table.
Description	A description for the new schedule table.
Time Zone	The time zone of the schedule table.
Is Recurrent	The option to mark the schedule table as repetitive. If this option is not selected, the schedule is considered as active for any day and time that match the valid fixed dates.
Valid From	The option to activate start date for the schedule table.
Valid To	The option to activate end date for the schedule table.
Disabled	The option to deactivate the schedule table for the specific day or days of the week.
24 Hs	The option to activate the schedule for the whole day.

Table continues…

Name	Description
Start	The start time for the schedule table for a specific day of the week.
Stop	The stop time for the schedule table for a specific day of the week.

Button	Description
Select date	Selects the required date for the schedule table.
Set	Sets all days in the **Recurrence** area that are not marked as **Disabled** or **24 Hs** to match the time specified in the **Set to All Available** fields.
Save	Saves the new schedule table.

Related links

Adding the scheduling table on page 78

Editing the scheduling table

About this task

Use the following procedure to change the details of a scheduling table. All call flows using the updated scheduling table are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit a scheduling table in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.
2. On the Scheduling Table page, select a table from the list and click **Edit**.
3. In the Edit Schedule dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Scheduling Table page with the updated table added in the list.

Cloning the scheduling table

Before you begin

Ensure that you have the access rights to add a scheduling table in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.
2. On the Scheduling Table page, select a table from the list and click **Clone**.

   The system displays the Clone Schedule dialog box.
3. In the **Name** field, enter the name for the new cloned table.
4. Click **Clone**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the new table added to the list.

Deleting the scheduling table

Before you begin

Ensure that you have the access rights to delete a scheduling table from the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.
2. On the Scheduling Table page, select a table from the list and click **Remove**.

   Note:

   You cannot delete a scheduling table that is in use.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected table from the list.

Exporting a scheduling table

Before you begin

Ensure that you have the access rights to export a scheduling table from the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.

2. On the Scheduling Table page, select a table from the list, and click **Export**.

   The system displays the confirmation dialog box.

3. In the **Audit comment** field, enter a description, and click **Yes**.

   The system exports the selected scheduling table in the **Downloads** folder on the local system.

Importing a scheduling table

Before you begin

Ensure that you have the rights to import a scheduling table to the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.
2. On the Scheduling Table page, select a table from the list, and click **Import**.

   The system displays the Import Schedule dialog box.

3. Click **Choose File**, and select the required scheduling table file.
4. Click **Send**.
5. Click **Import**.

   The system displays the confirmation dialog box.

6. In the **Audit comment** field, enter a description, and click **Yes**.

   The system imports the selected scheduling table to the DSS system.

   Note:

   If the system have a scheduling table with the same name as the one you are importing, the import function does not work. In such cases, you must rename the existing scheduling table in the importing system.

Viewing the nodes where a scheduling table is used

Procedure

1. In the left pane, navigate to **Call Center Management** > **Scheduling Table**.

   The system displays the Scheduling Table page.

2. Select the required system schedule from the list, and click **Show nodes where used**.

The system displays a list of nodes and respective call flows where the selected scheduling table is being used.

3. Click **Close** to go back to the Scheduling Table page.

Holiday calendar overview

In the DSS application, you can create a holiday table using call center schedules.

You must use a holiday table while defining a service and a transfer node. The application verifies both the service and the holiday table set on a transfer node before transferring a call to another node.

Note:

Ensure that holiday schedule dates do not overlap in the table.

Adding a holiday table

Before you begin

- Add a schedule.
- Ensure that you have the access rights to add a holiday table in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Holidays**.
2. On the Holidays page, click **Add**.

   The system displays the New Holiday Table dialog box.
3. In the **Name** field, enter the name that you want to assign to the holiday table.
4. In the **All** field, perform one of the following actions:
   - Click a schedule or schedules and click the add button (>) to add the selected schedule to the holiday table.
   - Click the add all button (>>) to add all schedules in the **All** field to the holiday table.
5. In the **Selected** field, perform one of the following actions:
   - Click a schedule or schedules and click the remove button (<) to remove the selected schedule or schedules from the holiday table.
   - Click the remove all button (<<) to remove all schedules from the holiday table.
6. Click **Save**.

   The system displays the confirmation dialog box.

7. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Holidays page with the holiday table added to the list.

Editing a holiday table

About this task

Use the following procedure to change the details of a holiday table. All call flows using the updated holiday table are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit a holiday table in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Holidays**.
2. On the Holidays page, select a holiday table from the list and click **Edit**.
3. In the Edit Holiday Table dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Holidays page with the updated holiday table added to the list.

Deleting a holiday table

Before you begin

Ensure that you have the access rights to delete a holiday table in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Holidays**.
2. On the Holidays page, select a holiday table from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   Note:

   You cannot delete a holiday table that is in use.

   The system deletes the selected holiday table from the list.

Service overview

A service in the Dynamic Self Service application represents a group of agents in a contact center with similar skill sets and contains the following information:

- Call Center hours
- Business holidays
- Queue cap states and thresholds
- Queue cap throttle information

Example

For car insurance, all the contact center agents who can answer questions on car insurance are in the same service group, and the agents can be in different locations.

Transferring a call to a service

The application transfers a call to a service based on the configuration of the following options:

- Call Center Hours: If a call arrives during the nonworking hours of a call center, then the call is not transferred to a service. The application instead returns the Out of Call Center Hours link code.
- Holidays: If a call arrives on a holiday defined in the Holidays table, then the call is not transferred to a service. The application instead returns the Holiday link code.
- Throttle: If a call arrives when the Throttle and the Throttle Queue Cap is active, then the Transfer node verifies the Throttle Queue Cap threshold. If the expected wait time (EWT) of the call is bigger than the threshold, then the call is not transferred. The application instead returns the Throttle Queue Cap link code.
- Queue Cap: If a call arrives when the Queue Cap is active, then the application verifies the EWT returned by the Best Services Routing (BSR). If the EWT is more than the Queue Cap threshold, then the call is not transferred. The application instead returns the Queue Cap link code.
- Sites: If a call arrives when all sites in a service are closed, then the call is not transferred to a service. The application instead returns a No Site link code.

Adding a service

Before you begin

Configure the following modules:

- Scheduling table
- Holidays
- Ensure that you have the access rights to add a service in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Services**.
2. On the Services page, click **Add**.
3. In the New Service dialog box, provide information in the following fields:
   - **Name**
   - **Holiday Table**
   - **Call Center Hours Table**
4. In the **Throttle Queue Cap** area and the **Queue Cap** area, enter the threshold in seconds in the **Threashold(s)** fields.

   Note:

   The default threshold value for **Throttle Queue Cap** and **Queue Cap** is 600 seconds.
5. Click **Save**.

   The system displays the confirmation dialog box.
6. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Services page with the service added to the list.

Related links

Service screen field descriptions on page 86

Service screen field descriptions

Name	Description
Name	The name of the service.
Holiday Table	A description for the new service.
Call Center Hours Table	A field to specify the scheduling table for the service.
Throttle Queue Cap > **Threshold(s)**	**Throttle Queue Cap** threshold value for the service.
Queue Cap > **Threshold(s)**	**Queue Cap** threshold value for the service.

Related links

Adding a service on page 85

Editing a service

About this task

Use the following procedure to change the details of a service. All call flows using the updated service are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit a service in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Services**.
2. On the Services page, select a service from the list and click **Edit**.
3. In the Edit Service dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Services page with the updated service added to the list.

Deleting a service

Before you begin

Ensure that you have the access rights to delete a service from the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Services**.
2. On the Services page, select a service from the list and click **Remove**.

   The system displays the confirmation dialog box.

   Note:

   You cannot delete a service that is in use.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected service from the list.

Activating or deactivating Throttle for a service

Before you begin

Ensure that you have the access rights to activate or deactivate throttle for a service in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Services**.
2. On the Services page, select a service from the list, and perform one of the following actions:
   - In the **Throttle** area, click **Activate**.
   - In the **Throttle** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the status of the selected service. This change is updated on all flow engine servers automatically without needing a call flow refresh.

Activating or deactivating Throttle Q-Cap for a service

Before you begin

Ensure that you have the access rights to activate or deactivate throttle Q-Cap for a service in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Services**.
2. On the Services page, select a service from the list and perform one of the following actions:
   - In the **Throttle Q-Cap** area, click **Activate**.
   - In the **Throttle Q-Cap** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the status of the selected service. This change is updated on all flow engine servers automatically without needing a call flow refresh.

Activating or deactivating Q-Cap for a service

Before you begin

Ensure that you have the access rights to activate or deactivate Q-Cap for a service in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Services**.
2. On the Services page, select a service from the list and perform one of the following actions:
   - In the **Q-Cap** area, click **Activate**.
   - In the **Q-Cap** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the status of the selected service. This change is updated on all flow engine servers automatically without needing a call flow refresh.

Product overview

A product in the Dynamic Self Service application can be a service, a product, or a department in a Contact Center. A product can contain one or more services, and one service can be assigned to one or more products.

Example

A Contact Center can have insurance as a product, and an insurance product can have car insurance or health insurance or both as services.

Adding a product

Before you begin

- Configure the services.
- Ensure that you have the access rights to add a product in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Products**.
2. On the Products page, click **Add**.

   The system displays the New Product dialog box.

3. In the **Name** field, enter the name that you want to assign to the product.
4. In the **All** field, perform one of the following actions:
   - Click a service and click the add button () to assign the selected service to the product.
   - Click the add all button () to add all the services in the **All** field to the product.
   - Click the service and click the remove button () to remove the selected service or services from the product.
   - Click the remove all button () to remove all services from the product.
5. Click **Save**.

   The system displays the confirmation dialog box.
6. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the Products page with the product added to the list.

Editing a product

About this task

Use the following procedure to change the details of a product. All call flows using the updated product are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit a product in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Products**.
2. On the Products page, select a product from the list and click **Edit**.
3. In the Edit Product dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the updated product in the list.

Deleting a product

Before you begin

Ensure that you have the access rights to delete a product in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Products**.
2. On the Products page, select a product from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected product from the list.

Activating or deactivating Throttle for a product

Before you begin

Ensure that you have the access rights to activate or deactivate throttle for a product in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Products**.
2. On the Products page, select a product from the list, and perform one of the following actions:
   - In the **Throttle** area, click **Activate**.
   - In the **Throttle** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the status of the selected product. This change is updated on all the services in the given product. This change is also updated on all flow engine servers automatically without needing a call flow refresh.

Activating or deactivating Throttle Q-Cap for a product

Before you begin

Ensure that you have the access rights to activate or deactivate throttle Q-Cap for a product in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Products**.
2. On the Products page, select a product from the list and perform one of the following actions:
   - In the **Throttle Q-Cap** area, click **Activate**.
   - In the **Throttle Q-Cap** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the status of the selected product. This change is updated on all the services in the given product. This change is also updated on all flow engine servers automatically without needing a call flow refresh.

Activating or deactivating Q-Cap for a product

Before you begin

Ensure that you have the access rights to activate or deactivate Q-Cap for a product in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Products**.
2. On the Products page, select a product from the list, and perform one of the following actions:
   - In the **Q-Cap** area, click **Activate**.
   - In the **Q-Cap** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the status of the selected product. This change is updated on all the services in the given product. This change is also updated on all flow engine servers automatically without needing a call flow refresh.

Site overview

A site in the Dynamic Self Service application represents the physical location of a group of agents. Each site must contain at least one service, and a service can be assigned to several different sites. A site can be open or closed. If you assign a service to a closed site, then a call

arriving at that service does not get transferred, and returns a no-site link, unless this service is also assigned to an opened site.

Adding a site

Before you begin

- Configure the services.
- Ensure that you have the access rights to add a site in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Sites**.
2. On the Sites page, click **Add**.

   The system displays the Add Site dialog box.
3. In the **Name** field, enter the name that you want to assign to the site.
4. In the **All** field, you can perform the following actions:
   a. Click a service, and click the add button (>) to assign the selected service or services to the site.
   b. Click the add all button (>>) to add all the services in the **All** field to the site.
   c. Click a service, and click the remove button (<) to remove the selected service or services from the site.
   d. Click the remove all button (<<) to remove all services from the site.
5. Click **Save**.

   The system displays the confirmation dialog box.
6. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the site in the list.

Editing a site

About this task

Use the following procedure to change the details of a site. All call flows using the updated site are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit a site in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Sites**.
2. On the Sites page, select a site from the list and click **Edit**.
3. In the Edit Site dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the updated site in the list.

Deleting a site

Before you begin

Ensure that you have the access rights to delete a site in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Sites**.
2. On the Sites page, select a site from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected site from the list.

Opening or closing a site

Before you begin

Ensure that you have the access rights to open or close a site in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **Sites**.
2. On the Sites page, select a site from the list, and perform one of the following actions:
   - In the **Closed** area, click **Activate**.
   - In the **Closed** area, click **Deactivate**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

The system updates the status of the selected site. This change is also updated on all flow engine servers automatically without needing a call flow refresh.

Automatic Number Identification Groups overview

An Automatic Number Identification (ANI) Groups table is a list of telephone numbers defined for call flow routing. When a new call arrives, the Dynamic Self Service application verifies whether the call is from one of the predefined ANI Groups entries. If a call is from an ANI group entry, the application skips the initial node and continues the call following the ANI Groups link.

The purpose of ANI Groups is to test a call flow branch when calling from an internal number before making the branch available to the actual customers. ANI Groups can also be used to create white/black lists of ANIs and have a different call flow branch for these white/black listed numbers.

Adding an ANI Group

Before you begin

Ensure that you have the access rights to add an ANI group in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **ANI Groups**.
2. On the ANI Groups page, click **Add**.

   The system displays the New ANI Group dialog box.
3. In the **Name** field, enter the name that you want to assign to the ANI Group.
4. In the **ANI** field, enter a phone number.
5. Click **Add**.

   The system adds the ANI to the list.
6. Repeat Step 3 to Step 5 for adding more ANIs.
7. To delete an ANI added in the **Name** column, select the ANI from the list and click **Remove**.
8. Click **Save**.

   The system displays the confirmation box.
9. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the ANI Groups page with the ANI Group added to the list.

Editing an ANI group

About this task

Use the following procedure to change the details of an ANI group. All call flows using the updated ANI group are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit an ANI group in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **ANI Groups**.
2. On the ANI Groups page, select an ANI group from the list and click **Edit**.
3. On the Edit ANI Group dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the ANI Groups page with the updated Test ANI added to the list.

Deleting an ANI group

Before you begin

Ensure that you have the access rights to delete an ANI group from the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **ANI Groups**.
2. On the ANI Groups page, select an ANI group from the list and click **Remove**.

   Note:

   You cannot delete an ANI group that is in use.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected ANI group from the list.

ICR skill management

In the Dynamic Self Service application, you can manage the list of ICR skill IDs configured in the Avaya Aura® Experience Portal application. When a caller requests to transfer a call to an agent, the Transfer node uses these skill IDs to transfer the call to an agent queue.

Adding an ICR skill

Before you begin

- Configure the ICR skills in the Avaya Aura® Experience Portal application.
- Ensure that you have the access rights to add an ICR skill in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **ICR Skills**.
2. On the ICR Skills page, click **Add**.

   The system displays the New ICR Skill dialog box.
3. In the **Skills ID** field, enter an ICR skill ID as defined in the Avaya Aura® Experience Portal application.
4. In the **Name** field, enter the name that you want to assign to the ICR skill.
5. Click **Save**.

   The system displays the confirmation dialog box.
6. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the ICR Skills page with the ICR skill ID added to the list.

Editing an ICR skill

About this task

Use the following procedure to change the details of an ICR skill. All call flows using the updated ICR skill are marked as pending changes.

Before you begin

Ensure that you have the access rights to edit an ICR skill in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **ICR Skills**.
2. On the ICR Skills page, select an ICR skill ID from the list and click **Edit**.

3. In the Edit ICR Skills dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system displays the ICR Skills page with the updated ICR skill added to the list.

Deleting an ICR skill

Before you begin

Ensure that you have the access rights to delete an ICR skill in the DSS application.

Procedure

1. In the left pane, navigate to **Call Center Management** > **ICR Skills**.
2. On the ICR Skills page, select an ICR skill from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected ICR skill from the list.

Chapter 5: User management

Viewing the system audit logs

About this task

Use this procedure to view the system logs for each action that a user performs in the application.

Procedure

1. In the left pane, Navigate to **User Management** > **Audit Log**.

   The system displays the Audit Log page.

2. In the **Filter** area, specify the appropriate search criteria and click **Apply**.

   The system displays the logs based on the selected search criteria.

User management overview

You can manage users and user access levels if you have the required user and access level rights. You can also assign the following access levels to users defined in the application.

- Full control: The user can add, edit, view, clone, and remove a record.
- Add, Edit, and View: The user can add, edit, clone, and view a record, but cannot remove a record.
- Add and View: The user can add a record, clone a record, and view the list of existing records. But the user cannot edit , remove, or view details of an existing record.
- View only: The user can only view the list of existing records. But the user cannot view details of an existing record.

Adding an access level

Before you begin

Ensure that you have the access rights to add an access level in the DSS application.

Procedure

1. In the left pane, navigate to **User Management** > **Access Levels**.
2. On the **Access Levels** page, click **Add**.

   The system displays the New Access Level dialog box.
3. In the **Name** field, enter the name that you want to assign to an access level.
4. In the **Permissions** area, define the access level for each field.
5. Click **Save**.

   The system displays the confirmation dialog box.
6. In the **Audit comment** field, enter a description and click **Yes**.

   The system adds the new access level to the list.

Related links

Access level screen field descriptions on page 100

Access level screen field descriptions

Name	Description
Call Flow	Access levels for managing call flows. • **Full Control**: Provides permission to add, edit, view, and remove call flows. • **Add, Edit, and View**: Provides permission to add, edit, and view call flows. • **Add and View**: Provides permission to add and view call flows. • **View Only**: Provides permission to only view call flows.
Unlock Call Flow	Access levels for locking and unlocking a call flow. • **Yes**: Provides permission to unlock a call flow for editing. • **No**: Denies permission to unlock a call flow for editing. **Note:** You do not need the **Unlock Call Flow** permission to unlock the call flows locked by you.

Table continues…

Name	Description
Call Flow Cache	Access levels for managing call flow cache. • **Full Control**: Provides permission to apply changes to call flows. • **View Only**: Provides permission to review the call flow cache status.
Linking in VFE	Access levels for editing a call flow in Virtual Flow Editor (VFE). • **Full Control**: Provides permission to edit links in VFE. • **View Only**: Provides permission to access VFE in read-only mode.
Nodes / Prompts	Access levels for managing nodes and prompts. • **Full Control**: Provides permission to add, edit, view, and remove nodes and prompts. • **Add, Edit, and View**: Provides permission to add, edit, and view nodes and prompts. • **Add and View**: Provides permission to add and view nodes and prompts. • **View Only**: Provides permission to only view nodes and prompts.
Schedules	Access levels for managing scheduling tables. • **Full Control**: Provides permission to add, edit, view, and remove a Schedule table. • **Add, Edit, and View**: Provides permission to add, edit, and view a Schedule table. • **Add and View**: Provides permission to add and view a Schedule table. • **View Only**: Provides permission to only view a Schedule table.
Sites	Access levels for managing sites. • **Full Control**: Provides permission to add, edit, view, and remove sites. • **Add, Edit, and View**: Provides permission to add, edit, and view sites. • **Add and View**: Provides permission to add and view sites. • **View Only**: Provides permission to only view sites.

Table continues…

Name	Description
Holidays	Access levels for managing holiday tables. • **Full Control**: Provides permission to add, edit, view, and remove a holiday table. • **Add, Edit, and View**: Provides permission to add, edit, and view a holiday table. • **Add and View**: Provides permission to add and view a holiday table. • **View Only**: Provides permission to only view a holiday table.
ANI Group	Access levels for managing ANI groups. • **Full Control**: Provides permission to add, edit, view, and remove an ANI group. • **Add, Edit, and View**: Provides permission to add, edit, and view an ANI group. • **Add and View**: Provides permission to add and view an ANI group. • **View Only**: Provides permission to only view an ANI group.
Services / Products	Access levels for managing services and products. • **Full Control**: Provides permission to add, edit, view, and remove a service and a product. • **Add, Edit, and View**: Provides permission to add, edit, and view a service and a product. • **Add and View**: Provides permission to add and view a service and a product. • **View Only**: Provides permission to only view a service and a product.
Users / Access Levels	Access levels for managing users and access levels. • **Full Control**: Provides permission to add, edit, view, and remove users and access levels. • **Add, Edit, and View**: Provides permission to add, edit, and view users and access levels. • **Add and View**: Provides permission to add and edit users and access levels. • **View Only**: Provides permission to only view users and access levels.

Table continues…

Name	Description
Modify User PIN	Access levels for modifying a user pin. The user pin is a user-defined ID to identify the user making use of the REST services. **Note:** You cannot modify your own user pin. • **Yes**: Provides permission to change a user pin. • **No**: Denies permission to change a user pin.
ICR Skills	Access levels for managing ICR skill IDs. • **Full Control**: Provides permission to add, edit, view, and remove ICR skill IDs. • **Add, Edit, and View**: Provides permission to add, edit, and view ICR skill IDs. • **Add and View**: Provides permission to add and view ICR skill IDs. • **View Only**: Provides permission to only view ICR skill IDs.
System Management	Access levels for **Flow Engine Servers**, **Audio Cache**, and **Call Flow Cache** module of **System Management** section. • **Full Control**: Provides permission to add, edit, view, and remove records. • **Add, Edit, and View**: Provides permission to add, edit, and view records. • **Add and View**: Provides permission to add and view records. • **View Only**: Provides permission to only view records.
Activate Throttle / Q-Caps	Access levels for activating Throttle and Q-Caps. • **Yes**: Provides permission for activating Throttle and Q-Caps. • **No**: Denies permission for activating Throttle and Q-Caps.
View Audit Trail	Access levels for viewing audit logs. • **Yes**: Provides permission to view audit logs. • **No**: Denies permission to view audit logs.

Related links

Adding an access level on page 99

Editing an access level

Procedure

1. In the left pane, navigate to **User Management** > **Access Levels**.
2. On the **Access Levels** page, select the access level from the list and click **Edit**.
3. In the Edit Access Level dialog box, change the details of the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system adds the updated access level to the list.

Deleting an access level

Procedure

1. In the left pane, navigate to **User Management** > **Access Levels**.
2. On the **Access Levels** page, select the access level from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected access level from the list.

Adding a user

Before you begin

Ensure that you have the access rights to add a user in the DSS application.

Procedure

1. In the left pane, navigate to **User Management** > **Users**.
2. On the **Users** page, click **Add**.
3. In the New User dialog box, provide information in the following fields:
   - **Name**
   - **Username**
   - **Access Level**
   - **Password**

- **Confirm Password**
- **Pin**

4. Click **Save**.

   The system displays the confirmation dialog box.

5. In the **Audit comment** field, enter a description and click **Yes**.

   The system adds the new user to the list.

Related links

User screen field descriptions on page 105

User screen field descriptions

Name	Description
Name	The name of the user.
Username	The user name to log in to the application.
Access Level	The user type. • **Administrator**: This user is the default user type with full access rights. • Other user-defined users: These users are defined by either a default administrator or by other users with similar rights.
Password	The password of a user. **Note:** Change your password, when you access the DSS application for the first time after one of the following actions: • Your user name is created. • Your password is modified.
Confirm Password	The field to confirm the password entered in the **Password** field.
Pin	A pin to access the external REST services of the DSS application.

Related links

Adding a user on page 104

Editing a user

Procedure

1. In the left pane, navigate to **User Management** > **Users**.
2. On the **Users** page, select a user from the list and click **Edit**.
3. In the Edit User dialog box, change the details in the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the details of the selected user.

Deleting a user

Procedure

1. In the left pane, navigate to **User Management** > **Users**.
2. On the **Users** page, select a user from the list and click **Remove**.

   The system displays the confirmation dialog box.
3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected user from the list.

Chapter 6: System management

Flow engine server overview

In the Dynamic Self Service application, you can configure multiple flow engine servers for server cache monitoring. Thus, when you publish a call flow modification, the DSS Admin Tool transfers the modification request to all flow engines to update the cache.

Note:

You must add the domain name and port number of each Flow Engine that the DSS application manages.

Related links

Flow Engine Server screen field descriptions on page 107

Flow Engine Server screen field descriptions

Name	Description
Host:port	Host name and port number of the flow engine server.
Status	Status of the actions performed on the flow engine server such as, **Clear Errors**.
Last Error Timestamp	Date and time of the previous error occurred on the flow engine server.

Table continues…

Name	Description
License State	State of the DSS license on the flow engine server. Following are the DSS license states: • **Normal** • **Restricted**: When the grace period is due. • **Grace period**: Displays the end date of the grace period. • **Could not acquire server license**: When the required number of server ports to acquire the license for the server are unavailable. • **Could not retrieve server license status**: When system displays an error while trying to get a license server port. **Note:** In a grace period, the system is fully functional for 30 days. But the system turns into grace period, error mode, when no license is configured or an occurs while trying to get a license.

Button	Description
Add	Click to add new flow engine server details.
Edit	Click to edit a flow engine server details.
Clear Errors	Click to remove the error flag and the time stamp from a call flow. This action does not fix any errors.
Remove	Click to remove a flow engine server from the list.

Related links

Flow engine server overview on page 107

Adding a flow engine server

About this task

To add a flow engine server, the required flow engine must be active and running. If the flow engine is inactive, the user cannot add the flow engine server. Also, if the DNS server cannot resolve the issue of adding the flow engine server, the flow engine host name must be added to /etc/hosts file of the Admin tool.

Before you begin

Ensure that you have the access rights to add a flow engine server in the DSS application.

Procedure

1. In the left pane, navigate to **System management** > **Flow Engine Servers**.
2. On the Flow Engine Servers page, click **Add**.
3. In the New Server dialog box, perform the following:
   a. Select the **Use https** check box to use secured protocol for encrypted communication.

      Note:

      HTTPS is not enabled by default in the flow-engine component and must be enabled manually.

   b. In the **Host** field, type the domain name of the application server.
   c. In the **Port** field, enter the port number of the application server.
   d. Click **Save**.

      The system displays the confirmation dialog box.
4. In the **Audit comment** field, enter a description and click **Yes**.

   The system adds the flow engine server to the list.

Editing a flow engine server detail

Procedure

1. In the left pane, navigate to **System management** > **Flow Engine Servers**.
2. On the Flow Engine Servers page, select a flow engine server from the list and click **Edit**.
3. In the Edit Server dialog box, change the details in the required fields.
4. Click **Save**.

   The system displays the confirmation dialog box.
5. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the selected flow engine server details.

Deleting a flow engine server

Procedure

1. In the left pane, navigate to **System management** > **Flow Engine Servers**.
2. On the Flow Engine Servers page, select a record from the list and click **Remove**.

The system displays the confirmation dialog box.

3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected record from the list.

Removing the synchronization error

About this task

Perform the following actions to remove the error flag and the timestamp from a call flow. These actions does not fix any errors.

Procedure

1. In the left pane, navigate to **System management** > **Flow Engine Servers**.
2. On the Flow Engine Servers page, select a record from the list and click **Clear Errors**.

   The system displays the confirmation dialog box.

3. Click **Yes**.

   The system removes the errors from the flow engine server.

Audio cache server overview

In the DSS application, you can configure the remote servers for audio cache management. Each time that you save an audio file in the DSS Admin Tool, the application sends a request to all remote servers to update the cache. You can define as many remote servers as you want for audio cache management. You must configure all audio-cache components settings to improve responsiveness of the application for handling phone calls. Using the audio cache, the system continues to operate efficiently even during database failures.

Adding a remote server

Before you begin

Ensure that you have the access rights to add a remote server in the DSS application.

Procedure

1. In the left pane, navigate to **System Management** > **Audio Cache**.
2. On the Audio Cache page, click **Add**.

3. In the New Server dialog box, in the **URL** field, enter the URL of the remote server that you want to use for audio file caching.

   Note:

   The URL must have a format as `http://host:8080/audio-cache`. Usually, each DSS server has one audio cache installed. You must configure all audio-cache components settings to improve responsiveness of the application for handling phone calls.

4. Click **Save**.

   The system displays the confirmation dialog box.

5. In the **Audit comment** field, enter a description and click **Yes**.

   The system adds the remote server detail to the list.

Editing a remote server detail

Procedure

1. In the left pane, navigate to **System Management** > **Audio Cache**.
2. On the Audio Cache page, select a record from the list and click **Edit**.
3. In the New Server dialog box, in the **URL** field, modify the URL of the remote server.
4. Click **Save**.

   The system displays the confirmation dialog box.

5. In the **Audit comment** field, enter a description and click **Yes**.

   The system updates the remote server URL.

Deleting a remote server

Procedure

1. In the left pane, navigate to **System Management** > **Audio Cache**.
2. On the Audio Cache page, select a record from the list and click **Remove**.

   The system displays the confirmation dialog box.

3. In the **Audit comment** field, enter a description and click **Yes**.

   The system deletes the selected record from the list.

Call Flow Cache overview

Using Call Flow Cache, you can implement changes in the call flows by publishing modified call flows in the DSS Flow Engine. You can use the Call Flow Cache feature to filter and search modified call flows.

Searching a call flow

Procedure

1. In the left pane, navigate to **System Management** > **Call Flow Cache**.
2. On the Call Flow Cache page, in the **Filter** area, specify the appropriate search criteria and click **Apply**.

   The system displays the list of modified call flows that you must publish in the Flow Engine Cache.

Related links

Call Flow Cache screen field descriptions on page 112

Call Flow Cache screen field descriptions

Name	Description
Filter by	The option to filter the call flow search by clicking one of the following options: • Modified By • Call Flow Name • DNIS/Key
Change status	The option to select status of the call flow: You can select one of the following options: • All • Ok • Failed • Loading
Show only pending changes	The option to view the call flows with pending applied changes.

Button	Description
Apply	Searches the cache based on the specified search terms.
Refresh Screen	Reloads the cache screen with latest call flow changes.
Apply Call Flow Changes	Applies changes to all the selected call flows.
Apply Resulting Call Flow Changes	Applies changes to all the call flows that match the given filter criteria. This includes all matching call flows. Number of affected call flows can be seen at the bottom of the table.

Related links

Searching a call flow on page 112

Reloading the call flow cache screen

Procedure

1. In the left pane, navigate to **System Management** > **Call Flow Cache**.
2. On the Call Flow Cache screen, click **Refresh**.

   The system reloads the Call Flow Cache screen with latest call flow changes.

Publishing a call flow

Before you begin

- Link the nodes of the call flow using the VFE tool.
- Ensure that you have the access rights to publish a call flow in the DSS application.

About this task

If there are multiple flow engines, and any of the flow engine fails to publish a call flow, the call flow will remain as pending for that flow engine. Also, you cannot publish those call flows which are locked. To publish a locked call flow, you need open the required call flow in VFE and use the publish button.

Procedure

1. In the left pane, navigate to **System Management** > **Call Flow Cache**.
2. On the Call Flow Cache page, select the check box of the call flow that you want to publish, and perform one of the following actions:
   - Click **Apply Call Flow Changes** to apply changes to all the selected call flows.

- Click **Apply Resulting Call Flow Changes** to apply changes to all the call flows that match the given filter criteria. This includes all matching call flows.

The system displays the confirmation dialog box.

3. In the **Audit comment** field, type a description and click **Yes**.

   The system performs the specified action on the selected call flow.

Appendix A: KPIs for the DSS application

KPI	Description	Supported
Simultaneous calls	Maximum amount of simultaneous calls per server. Average call time 50 secs > BHCC = 50K.	1000
Call flows	Maximum amount of call flows in the system.	1000
Nodes	Maximum amount of nodes summing the nodes from all call flows in the system.	60000
Nodes per call flow	Maximum amount of nodes per call flow.	150
Call flows to update	Maximum amount of call flows to update at the same time.	1000
Variables in a Call Flow	Maximum amount of variables in a call flow.	50
Concurrent Admin Tool users	Maximum amount of users using the admin tool or VFE.	10
DNISes/Keys per call flow	Maximum amount of DNIS/Key per call flow.	100
Prompts	Maximum amount of prompts in the system.	8000
Audio Elements	Maximum amount of audio elements for all prompts in the system.	15000
TTS Elements	Maximum amount of TTS elements for all prompts in the system.	8000
Spoken Variable Elements	Maximum amount of Spoken Variable elements for all prompts in the system.	8000
Scheduling Tables	Maximum amount of schedules.	1000
Holiday table	Maximum amount of holiday tables.	100
Schedules per holiday table	Maximum amount of schedules per holiday table.	50
Services	Maximum amount of services.	10000
Products	Maximum amount of products.	1000
Services per product	Maximum amount of services per product.	100
Sites	Maximum amount of sites.	15
Services per site	Maximum amount of services per site.	10000
ANI Groups	Maximum amount of ANI groups.	50
ANIs per ANI group	Maximum amount of ANIs per ANI group.	100

Table continues…

KPI	Description	Supported
ICR Skills	Maximum amount of ICR skills.	10000
Users	Maximum amount of users.	40
Access Levels	Maximum amount of access levels.	40
Flow Engine Servers	Maximum amount of flow engine servers.	2–10
Audio Caches	Maximum amount of audio caches.	2–10
Load	Maximum response time when loading a call flow.	75 sec
VFE Dragging node on Graph Response time	Maximum response time when dragging a node within the graph.	6 sec
VFE Dragging node from sidebar Response time	Maximum response time when dragging a node from sidebar to the graph.	2 sec
VFE Removing node Response time	Maximum response time when removing a node from the graph.	1 sec
VFE Auto-Layout Response time	Maximum response time when performing auto-layout.	70 sec
VFE Clearing Call Flow Response time	Maximum response time when clearing all nodes and links.	5 sec
VFE Centering Call Flow Response time	Maximum response time when centering the call flow.	1 sec
VFE Centering Call Flow Content Response time	Maximum response time when centering to call flow content.	1 sec
VFE Stop Editing Call Flow Response time	Maximum response time when stop editing a call flow.	2 sec
VFE Saving Call Flow Response time	Maximum response time when saving a call flow.	40 sec
VFE Refreshing Call Flow Response Time	Maximum response time when pressing the refresh button.	5 sec
VFE Creating link Response Time	Maximum response time when creating a link.	3 sec
Nodes to manage in Firefox	Maximum amount of nodes supported in Mozilla Firefox having to wait less than a minute for loading the call flow.	135
Nodes to manage in Chrome	Maximum amount of nodes supported in Google Chrome having to wait less than a minute for loading the call flow.	160

Appendix B: Generating a DSS report

About this task

You can now access the call navigation logs using the DSS report node on Orchestration Designer. You can generate the following types of report:

- **Application summary report**: This report provides the total call received per call flow during the selected time period, with duration.
- **Application summary report**: This report describes the step by step details of the nodes a customer navigates for each call.
- **Node summary report**: This report provides a summary of the nodes navigated by the customers for a selected call flow.

As the reporting information is located on the Experience Portal database, you can setup a schedule to export the information in a csv format for processing the information outside the Experience Portal. Use the following procedure to generate an application report.

Before you begin

Ensure that you have admin rights to perform this task. Also, you must first implement the instructions for Call Logger OD Reports.

Procedure

1. Log in to the Experience Portal Manager (EPM) web interface as an administration, operations, or maintenance user role.
2. From the **EPM** main menu, click **Reports** > **Standard**.
3. On the Standard Reports page, click **Application Detail** in the **Report Name** column.
4. On the Application Details page, enter the filter criteria that you want to use.

   Important:

   - In the **Activity Name** field, you must enter the name of the call flow.
   - In the **Activity Message** field, you must enter the name of the nodes of the specified call flow.

   Note:

   For more details on creating an application detail report, see *Administering Avaya Aura® Experience Portal guide* on Avaya support site.
5. Click **OK**.

The system displays the Application Detail Report page.

Glossary

AEP	Avaya Aura® Experience Portal. AEP provides organizations with a single point of orchestration of all automated voice and multimedia applications across both inbound and outbound applications. The inbound application includes telephone or video and the outbound application includes telephone, email, or SMS.
Agent	A customer service representative who provides direct assistance to a caller.
ANI	Automatic Number Identification. ANI is the billing telephone number from which a voice communication or the telephone number originates.
ASR	Automatic Speech Recognition. A technology that identify spoken words that a person speaks into a microphone or telephone and convert the words into written text.
DNIS	Dialed Number Identification Service. DNIS is a telephone service that identifies the incoming call dialed number for a call receiver.
DSS	Dynamic Self Service. A web application to create self service applications for your business needs.
EHA	Error Handling Application. The EHA handles errors in a call flow. EHA is managed by ICR in the same way as WTA.
Expected wait time	An estimate of how long a caller will have to wait to be served by a call center while in queue considering the current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation is not included in the Expected Wait Time (EWT) prediction. With an Avaya communication server and CMS, the EWT is a communication server-based calculation.
HA DB	A High Availability (HA) database that stores information about call flows and call flow elements of the DSS application.
ICR	Intelligent Customer Routing. ICR provides enhanced customer service by identifying and determining the caller intent through simple and intelligent customer conversations using speech and self service.

Node	A node in the DSS application represents a call flow node.
OD	Avaya Aura® Orchestration Designer. OD is a Java-based tool that you can use to create speech and call control applications that comply with VoiceXML version 2.1 or CCXML version 1.0 January 19, 2007, specification. Designed as an Eclipse plug-in, OD provides an integrated GUI for the design and implementation of speech applications. These applications can operate with Interactive Response, Voice Portal, Media Processing Server, and Avaya Aura® Experience Portal systems.
Product	A product in the Dynamic Self Service application can be a service, a product, or a department in a Contact Center. A product can contain one or more services, and one service can be assigned to one or more products.
Queue Cap	A queue cap is a threshold that is set for a service. The IVR application uses queue caps to verify: • The highest acceptable value of an estimated wait time (EWT) for a service. • Whether to check the EWT of a service before transferring a call to that service.
Service	A service in the Dynamic Self Serviceapplication represents a group of agents in a contact center with similar skill sets. A service contains details of contact center hours and business holidays.
Session Manager	A SIP routing and integration tool that is the core component within the Avaya Aura® solution.
SIP	Session Initiation Protocol. SIP is a signaling communications protocol used for controlling multimedia communication sessions such as voice and video calls over IP networks.
Site	A site in the Dynamic Self Service application represents the physical location of a group of agents. Each site must contain at least one service, and a service can be assigned to several different sites. A site can be open or closed. If you assign a service to a closed site, then a call arriving at that service does not get transferred, and returns a no-site link, unless this service is also assigned to an opened site.
Throttle	The Dynamic Self Service application flow engine transfers a call to an agent queue based on the predefined rules for a call flow. You can override these predefined rules using throttles and set the conditions for not receiving calls for a product or a service.
TTS	Text to speech. A functionality which plays back written text as spoken words.

VXML	Voice Extensible Markup Language. VXML is used to design audio and voice response applications.
WTA	Wait Treatment Application. ICR launches the WTAs when the customer call is waiting for an agent to become available. In the waiting period, the WTA can collect information from the caller or can play announcements and music.

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