

MiCollab Advanced Messaging UCConnect® UCSYSINF Sample Script Reference Guide

Developer Resources Document

For version 9.2 and above

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Overview

The UCCconnect System Information sample script, UCSYSINF, is a sample script that is included with the UCCconnect software module. In addition to being a robust sample application, it provides functionality that is useful "out of the box." For example, the application can be configured to speak the extension number from which a call originated. This can be used by technicians to identify the extension number assigned to a telephone jack. In addition, other telephone switch integration data elements can be spoken to verify proper operation of the telephone switch integration.

The UCCconnect software module must be properly installed and working on the MiCollab Advanced Messaging (MiCollab AM) system in order for the application to function.

The UCSYSINF application allows callers to dial into the MiCollab AM system and receive call integration and system configuration information via pre-recorded phrases and text-to-speech.

UCCconnect properties and methods, as well as Web Services API function calls, are used to obtain the various data elements spoken to callers by the script.

Available information includes several different data elements. The specific data element, or elements, spoken to the caller can be configured by passing a parameter to the script from the call processor mailbox. Details regarding the data spoken to callers can also be reviewed by interrogating the standard UCCconnect log files.

The Visual Basic.NET source code for the application is provided. Developers familiar with this programming language can customize the application as needed for particular implementations. In order to customize the application, the developer must have Microsoft Visual Studio 2008 or higher and the UCCconnect Developer software version 5.0 SP2 or higher installed on their workstation.

Data Element Parameters

The data elements to speak are specified by passing a parameter string from the launching call processor mailbox. Data element designators can be combined within the parameter to specify multiple values (see below).

Called Extension

The called extension as reported by the switch integration for the call.

Call Processor Parameter: "X"

UConnect Property: CalledExtension

Called Mailbox

The called mailbox as reported by the switch integration for the call.

Call Processor Parameter: "M"

UConnect Property: CalledMailbox

Caller ANI

The caller ANI as reported by the switch integration for the call.

Call Processor Parameter: "A"

UConnect Property: CallerANI

Calling Extension

The calling extension as reported by the switch integration for the call.

Call Processor Parameter: "E"

UConnect Property: CallingExtension

Calling Mailbox

The calling mailbox as reported by the switch integration for the call.

Call Processor Parameter: "B"

UConnect Property: CallingMailbox

DNIS Number

The DNIS number as reported by the switch integration for the call.

Call Processor Parameter: "D"
UCCconnect Property: DNISNumber

Active Language

The MiCollab AM language active for the call at the time the script is launched. Language name will be spoken using text-to-speech if available, otherwise it will be spelled.

Call Processor Parameter: "G"
UCCconnect Property: Language
Web Services Function: CXMailboxDefaults()

Installed Languages

The default prompt set language and a listing of the all installed prompt set languages. Language names will be spoken using text-to-speech if available, otherwise they will be spelled.

Call Processor Parameter: "L"
Web Services Function: CXMailboxDefaults()

Line Number

The MiCollab AM line number on which the call is taking place.

Call Processor Parameter: "N"
UCCconnect Property: LineNumber

System Data

MiCollab AM system management data including site name, system serial number, and server version. Site name will be spoken using text-to-speech if available, otherwise it will be spelled.

Call Processor Parameter: "S"
Web Services Functions: CXGetMgmtData(), CXGetVersionInfo()

Text-To-Speech Languages

The default text-to-speech language and a listing of the all installed text-to-speech languages. Language names will be spoken using text-to-speech if available, otherwise they will be spelled.

Call Processor Parameter: "T"
UCCconnect Methods: TTSLanguageGetSystemDefault(), TTSLanguageGetFirst(),
TTSLanguageGetNext()

Call Processor Parameter Combinations

Multiple system data elements can be combined in the call processor parameter. Elements will be reported in the order in which they appear. If no parameter is supplied, all elements will be spoken. Elements for which data is not found will be reported as being not available.

For example: Open Script "UCSYSINF AEXD"

The parameter string shown in this example will cause the application to speak the caller ANI (A), calling extension (E), called extension (X), and DNIS number (D).

If an invalid character is supplied in the parameter, the character will be ignored and a warning message will be written to the Windows Application event log.

Application Error Logging

The application logs errors to the UCCconnect log files and the Windows Event Log. This serves as an example of using the UCCconnect logging methods included in version 5.0 SP2 and higher.

Application Event Logging

The application writes events to the UCCconnect log files using the built in methods provided for this purpose. This serves introduce developers and technicians to the ability to write information to the standard UCCconnect log files.

Application Phrases

The application includes several pre-recorded phrases that are used to report the various system data elements.

Phrase Listing

Table 1. Phrase Listing

Phrase Name	Phrase Content
CallerANI	<i>"Caller ANI is..."</i>
CalledExtension	<i>"Called extension is ..."</i>
CalledMailbox	<i>"Called mailbox is ..."</i>
CallingExtension	<i>"Calling extension is ..."</i>
CallingMailbox	<i>"Calling mailbox is ..."</i>
DNISNumber	<i>"DNIS number is ..."</i>
LanguageActive	<i>"Active language is ..."</i>
LanguageDefault	<i>"Default language is ..."</i>
LanguageInstalled	<i>"Installed language..."</i>
LineNumber	<i>"Line number is ..."</i>
SysSerialNumber	<i>"Serial number is ..."</i>
SysSiteName	<i>"Site name is ..."</i>
SysVersion	<i>"Software version is..."</i>
SysVersionBuild	<i>"Build..."</i>
TTSLanguageDefault	<i>"Default text-to-speech language is ..."</i>
TTSLanguageInstalled	<i>"Installed text-to-speech language..."</i>
NotAvailable	<i>"...not available."</i>

Phrase Implementation

The phrases listed above are placed in the script speech folder during installation.

End-users can replace the phrases by creating a new phrase file with the same file name, and copying the new file to the "*UCConnect\Incoming\Speech\UCSysInf*" folder while the UCConnect service is running.

Application Configuration

All configurable application settings are contained in a standard .NET application configuration file, named UCSYSINF.exe.config. This file resides in the same folder as the script executable (UCConnect\Script). The file consists of XML statements and can be edited with any text editor.

Configurable Settings

Table 2. Configurable Settings

Setting Name	Description (Default)
AdminLogonID	Logon ID for a MiCollab AM administrator to be used by the Web Services API (Administrator).
AdminPassword	Password for the supplied MiCollab AM administrator ([Blank]).
CXServerAddress	Address of MiCollab AM server to be accessed by the Web Services API (localhost).

Application File Listing

The following list of files will be placed into the specified folders during UConnect software module installation.

Folder: UConnect\Script

UCSYSINF.exe

UCSYSINF.exe.config

Folder: UConnect\Speech\UCSysInf

CalledExtension.wav

CalledMailbox.wav

CallerANI.wav

CallingExtension.wav

CallingMailbox.wav

DNISNumber.wav

LanguageActive.wav

LanguageDefault.wav

LanguageInstalled.wav

LineNumber.wav

NotAvailable.wav

SysSerialNumber.wav

SysSiteName.wav

SysVersion.wav

SysVersionBuild.wav

TTSLanguageDefault.wav

TTSLanguageInstalled.wav

Folder: UCConnect\Source\Samples\UCSysInf

- app.config
- AssemblyInfo.vb
- UCScript.ico
- UCScript.vb
- UCScriptConfig.vb
- UCScriptData.vb
- UCScriptMain.vb
- UCSYSINF.vbproj

Implementation Steps

To prepare to use the application for inbound callers, the following steps need to be completed.

Note that these steps will need to be performed for each different operating variation to be implemented.

To implement an operation:

- 1** Configure the Web Services API connection parameters. Refer to the [Application Configuration](#) section above.
- 2** Create a call processor to launch the script with the desired parameter string. Refer to the [Call Processor Parameter Combinations](#) section above.
- 3** Create a call processor to handle the return digits from the script. Specify this call processor as the "next" call processor in the call processor that launches the script. The script will return the * digit if the caller hangs up during script execution, otherwise, no digits will be returned to the next call processor.