

Kofax Communication Server

TC/VoiceLink2 User Manual

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TABLE OF CONTENTS

1. DOCUMENTATION GUIDELINES	4
2. ABOUT TC/VOICELINK2.....	4
3. WRITING A MESSAGE FOR THE TC/VOICELINK2.....	4
3.1 WHAT CAN A MESSAGE CONTAIN?	4
3.2 HOW CAN I SEND A MESSAGE?.....	5
3.2.1 TELEPHONE NUMBER OF THE RECIPIENT.....	5
3.2.2 SEND OPTIONS V1	5
3.2.3 SEND OPTIONS V2	6
3.2.4 THE SERVICE	7
3.2.5 ADDRESSING IN TCFW.....	7
3.2.6 ADDRESSING IN LOTUS NOTES AND MICROSOFT EXCHANGE	7
3.3 POSSIBLE ANSWERS.....	7

1. Documentation Guidelines

This documentation shows how to use TC/VoiceLink2.

2. About TC/VoiceLink2

The TC/VoiceLink2 is an active voice system. It can be seen as the counterpart of TC/VoiceAccess. Using the TC/VoiceLink2, it is possible to send messages to a telephone and get a response. This response can be that the messages was accepted, rejected or perhaps that the line was busy.

3. Writing a Message for the TC/VoiceLink2

3.1 What Can a Message Contain?

A message can contain any kind of plain text which was written in the e-mail client. It is also possible to attach files to the message, but TC/VoiceLink2 will only mention some defined file types. The default setting is "*.wav" and "*.tcs". Please consult your administrator for more information on the defined file types.

It is, however, also possible to play "alternative" content. This means that if the TC/Document converter is used, the text from a "*.pdf" or "*.doc" will also be played. Again, your administrator can provide more details on this topic.

Additionally to plain text, the TC/VoiceLink2 offers three more options.

1.) Using VoiceXML directly in the messages body text, e.g.:

```
<?xml version="1.0" encoding="UTF-8"?>
<vxml version="2.0" xmlns="http://www.w3.org/2001/vxml"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:schemaLocation="http://www.w3.org/2001/vxml
http://www.w3.org/TR/voicexml20/vxml.xsd" xml:lang="en">
...
...
</vxml>
```

Here, the TC/VoiceLink2 will use this VoiceXML instead of any template.

2.) Using the TC/VoiceLink2 XML syntax for user properties:

```
<?xml version="1.0" ?>
<!DOCTYPE userproperties PUBLIC "http://www.topcall.com/voicelink2" "default">
<userproperties>
<parameter value="deutscher Text" xml:lang="DE" name="TEXT"/>
<parameter value="English text" xml:lang="EN" name="TEXT"/>
<parameter value="4711" name="AMOUNT"/>
</userproperties>
```

If you use plain text or user properties, the TC/VoiceLink2 will try to replace so-called placeholders with their actual value.

Placeholders are strings which start and end with a "\$", e.g. \$body.text\$. If the TC/VoiceLink2 finds such a placeholder, it will try to resolve it. If it is not possible to resolve it, the message cannot be sent.

3.) Directly specifying the URL of the VoiceXML to use:

```
http://some.server.com/index.vxml
```

Here, the TC/VoiceLink2 will use the VoiceXML from the specified URL.

Learn more about this topic from the chapters "The Transformation of a Message" and "User Properties" in your administrator's Voice Platform Manual.

3.2 How Can I Send a Message?

First you have to know how to address a message for the TC/VoiceLink2.

In general, 3 things are important:

- 1) The recipient's telephone number
- 2) The send options
- 3) The service

3.2.1 Telephone Number of the Recipient

The recipient's telephone number must not contain any non-numerical characters like "/" or "+", e.g.: "0043123444" instead of "+43 1/234-44".

3.2.2 Send Options v1

The send options tell the TC/VoiceLink2 the language of the message and which dialogs are to be played. The send options are written in < > at the beginning of the telephone number. This may look like the following example:

```
<EN-01>123456
```

EN = the language. For default there are two languages defined: "EN" for English, and "DE" for German.

- = a separator.

01 = the dialogs. By setting one of the two digits to 1 or 0, you can turn the corresponding dialog on and off. The first digit means the dialog: "If you want to hear the message..." The second dialog asks if the recipient wants to accept, reject or replay the message.

123456 = the telephone number.

Because there are many defaults that can be set by your administrator, they can be omitted.

If you want to use the default language, use following syntax:

```
<-01>123456
```

To use the default value for the first dialog:

```
<EN-1>123456
```

To use the default settings for both dialogs (It is not possible to use only the default for the second dialog):

```
<EN>123456
```

If all defaults are correct, you need not to enter the send options. Simply enter only the address

```
123456
```

Ask your administrator for more details about the default settings in your company.

3.2.3 Send Options v2

The TC/VoiceLink2 supports a second set of send options which have a syntax that is less rigid, but which require more typing. Such a send option may look like this:

```
<<LNG=EN>><<TMPL=confirm>>12345
```

Basically, the send options are key-value pairs enclosed by “<<” “>>”

The meaning of these options is:

LNG ... Specifies the language. In the example above the language is “EN” (English)

TMPL ... Specifies the message type. In the example above, the message is a confirmation.

It is not necessary to specify any options. If an option is omitted, the default will be used.

Example: using the default language for a specific message type

```
<<TMPL=confirm>>123456
```

Example: using the default message type for a specific language

```
<<LNG=EN>>123456
```

Please consult your administrator for more details about the supported languages and message types.

3.2.4 The Service

The service is only a constant value telling your mail system where to route the message to. Please ask your administrator for more details. By default, the service is: "Voice_L"

3.2.5 Addressing in TCfW

The addressing is done as the following example shows:

```
Voice_L,<EN-01>123456
```

Or

```
Voice_L,<<LNG=EN>>123456
```

3.2.6 Addressing in Lotus Notes and Microsoft Exchange

The following addressing example represents only one possible way of addressing. The exact addressing depends on how the Voice Server integrates with the mail server.

If the Voice Server integrates via SMTP, the syntax will be:

```
"<EN-01>"<Voice_L#12345@kofax.com>
```

or

```
"<<LNG=EN>>"<Voice_L#12345@kofax.com>
```

The address consists of two parts. The first part between the "" contains the send options. The second part (<VOICE_L#....) is the actual address, with "VOICE_L" specifying the address as voice link message. The number between the # and the @ is the telephone number the voice link has to call, and the element after the @ specifies how the voice server can be reached.

Please refer to your administrator for details.

3.3 Possible Answers

Whenever a message was sent, there are many possibilities what can happen with this message.

The first and best possibility is that the recipient accepts the message. The message will be set to okay. If a delivery notification was demanded in Exchange, Notes or GroupWise, it will be sent now.

In all other cases, you will get a non-delivery notification.

If the message was rejected, a non-delivery notification will be sent and the following error code will be set:

- English: "The message has been rejected"
- German: "Die Nachricht wurde zurückgewiesen"

If the recipient refused to listen to the message

- English: "The delivery of the message has been refused"
- German: "Die Zustellung der Nachricht wurde abgelehnt"

If no connection could be established:

- English: "Line busy or incorrect number"
- German: "Der Anschluss ist besetzt oder die Nummer ist inkorrekt"

If somebody picked up the telephone, but did not answer to our questions. This can happen if there is e.g.: a mailbox.

- English: "The reception of the message has not been confirmed"
- German: "Der Erhalt der Nachricht wurde nicht bestätigt"

The following error will happen if the recipient already answered a question but refused to press a button to accept or reject the message.

- English: "The message was delivered but the reception has not been confirmed"
- German: "Die Nachricht wurde zugestellt, aber der Empfang wurde nicht bestätigt"

It might occur that the recipient hangs up or that the delivery was interrupted:

- "The delivery of the message has been interrupted by the recipient"
- "Die Nachrichtenzustellung wurde vom Empfänger unterbrochen"