

DCxfer.vpf  
Transfer caller to an Agent  
(6.02.00.09)

Documentation

Module Name: DCxfer.vpf  
Author: Sam Shum

DESCRIPTION  
=====

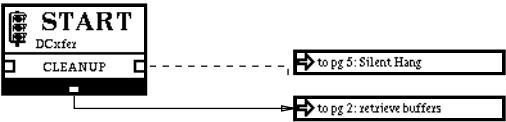
This module transfer the call back to the ACD  
Buffers retrieved from memory:  
- transfer\_cct  
- dataVarE  
- DocString

USER FUNCTIONS  
=====

This module calls the following user functions:

1. VUtil

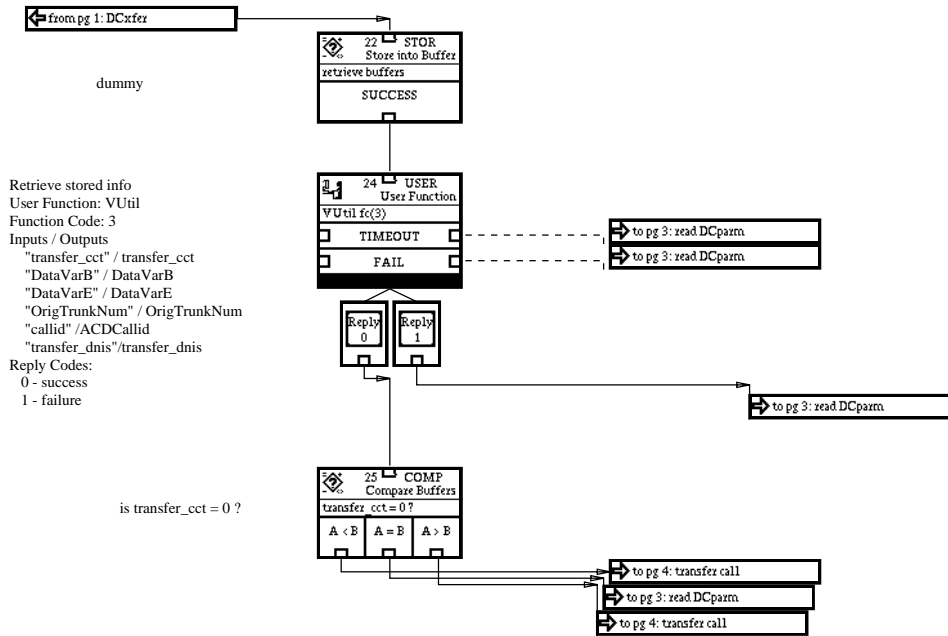
Copyright  
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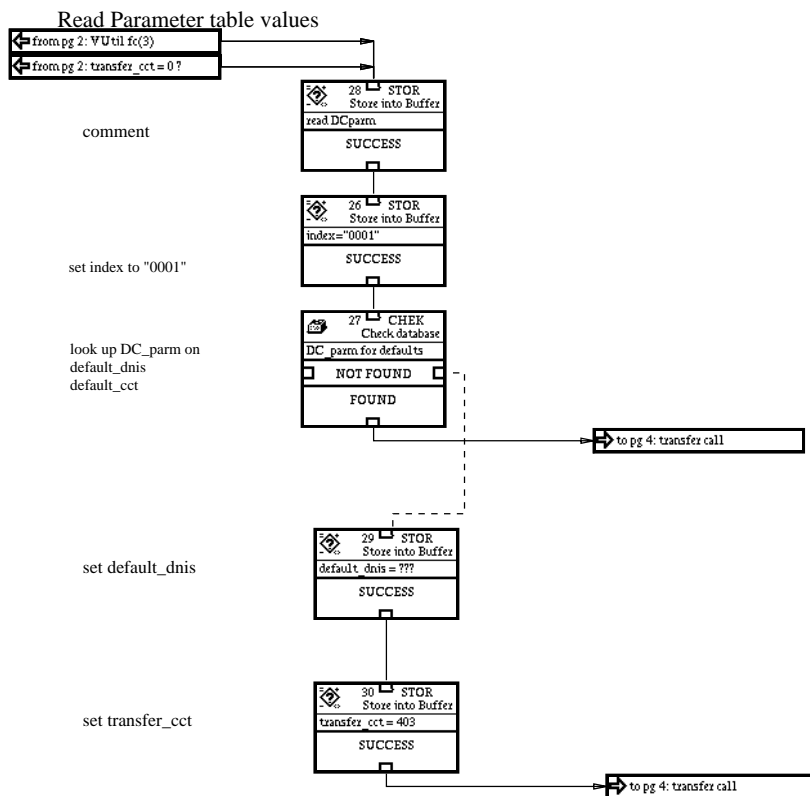


REVISION HISTORY  
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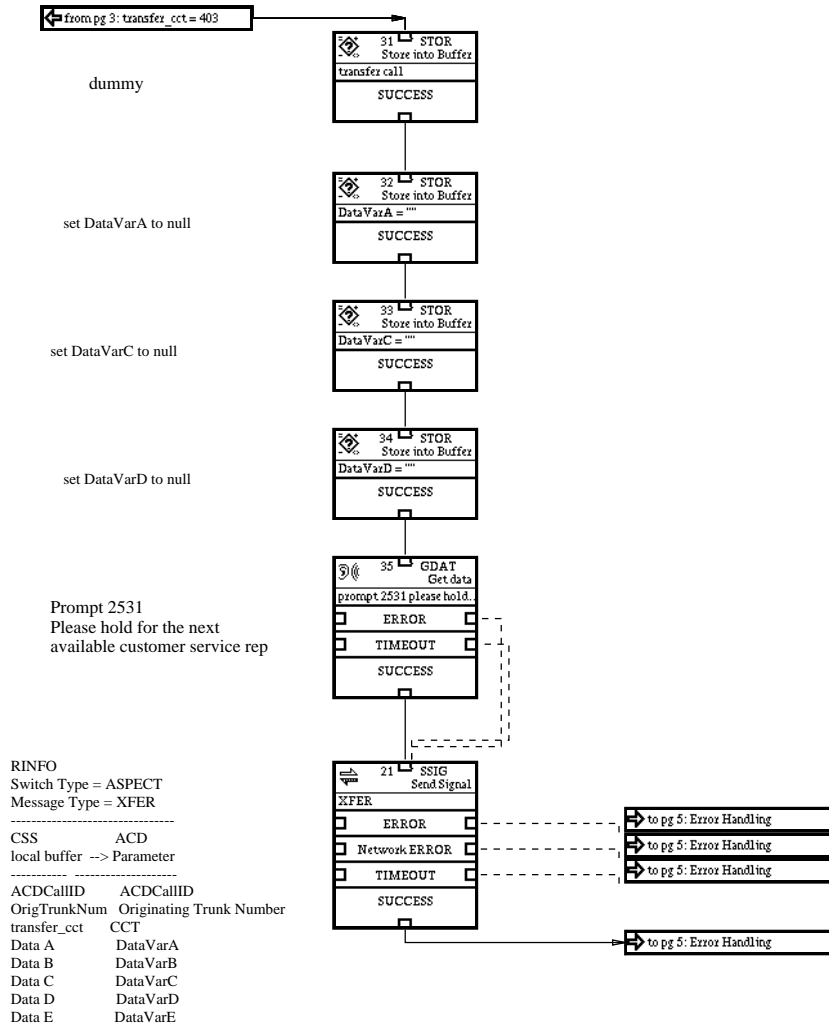
03/02/04	Sam Shum	Modified for CSS 6.2
06/04/10	Sam Shum	CSS 7.2 upgrade

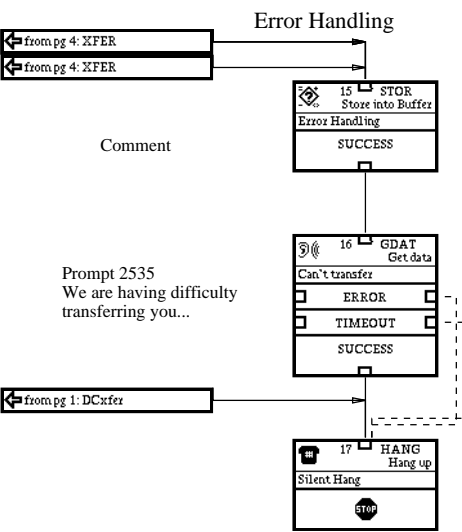
## Retrieve Buffers





## Transfer Out





## APPLICATION PROMPTS

2531 Please hold for the next available customer service representative

2535 We are having difficulty transferring you. Please call back later.

**DATABASES**

DCparm

**USER FUNCTIONS**

VUtil

**BUFFERS**

DIGITS

NUMBER OF DIGITS

ANI DIGITS

NUMBER OF ANI DIGITS

CURRENT MESSAGE

PATH

MAILBOX ID

PASSWORD

NUMBER OF MESSAGES

SENDER ID

DATE

TIME

DELIVERY ATTEMPTS

DELIVERY INTERVAL

DELIVERY TIME

DATA EXCHANGE #1

DATA EXCHANGE #2

DATA EXCHANGE #3

DATA EXCHANGE #4

DATA EXCHANGE #5

DATA EXCHANGE #6

DATA EXCHANGE #7

DATA EXCHANGE #8

DATA EXCHANGE #9

DATA EXCHANGE #10

DAY

DELIVERY EVENT ID

SQL ROWS

SQL ERROR CODE

TERMINATION DIGIT

LENGTH

FAX DATA

RESULT

CELL STATUS

MESSAGE LENGTH

EXCEPTION STATUS

INPUT METHOD

NUMBER OF RESULTS

ISWEB

TONE DETECTION

CSS CALL ID

dummy

ACDCallID

OrigTrunkNum

transfer\_cct

DataVarA

DataVarB

DataVarC

DataVarD

DataVarE

default\_dnis

index

default\_cct

**Application Defaults**

Location : Page 1  
Name : DCxfer  
Type : DFLT, DEFAULTS  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Write Audit Data to File? : YES  
Write Audit Data to Database? : NO  
Message Database : <NONE>  
Pause Digit : 6  
Pause Prompt : 65 You have paused recording. To resume, press...  
Resume Digit : 7  
Resume Prompt : 115 Resume recording at the tone.  
Abort Digit : None  
Abort Prompt : 117 Recording has been aborted. The message will not be saved.  
Record/Play Termination Digit : #  
Skip Ahead Digit : None  
Back Track Digit : None  
Skip To End Digit : None  
Back To Beginning Digit : None  
Speedup Digit : None  
Slowdown Digit : None  
Get Data Termination : \* #  
Maximum Pause Time (seconds) : 15  
Skip Ahead/Back Track Time (seconds): 2  
Pause Timeout Action : ABORT  
Interdigit Timeout (seconds) : 5  
SQL DBMS Type : <NONE>  
ODBC Data Source : <NONE>  
SQL Maximum Server Count : 1  
User Name : voicetek  
Password : \*\*\*\*\*  
CLEANUP : Cell #17 (Silent Hang)  
SUCCESS : Cell #22 (retrieve buffers)

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**Cell Number 15**

Location : Page 4  
Name : Error Handling  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #16 (Can't transfer)

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**Cell Number 16**

Location : Page 5  
Name : Can't transfer  
Type : GDAT, Get data  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Input Length (digits) : 0



Get Data Termination : Default  
Input Timeout (seconds) : 0  
Use default Interdigit Timeout : NO  
Interdigit Timeout (seconds) : 0  
Timeout Prompt : 56 That is an invalid response.  
Number of Timeout Retries : 0  
Abort Play on Input? : YES  
Allow Overdialing? : NO  
Input Buffer : dummy  
Number of Digits Buffer : NUMBER OF DIGITS  
Term. Digit Buffer : TERMINATION DIGIT  
Confidence Level : RESULT  
Prompts  
    Prompt 1 : 2535 We are having difficulty transferring you. Please call back later.  
ERROR : Cell #17 (Silent Hang)  
TIMEOUT : Cell #17 (Silent Hang)  
SUCCESS : Cell #17 (Silent Hang)

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**Cell Number 17**

Location : Page 1  
Name : Silent Hang  
Type : HANG, Hang up  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Prompts

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**Cell Number 21**

Location : Page 4  
Name : XFER  
Type : SSIG, Send Signal  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Timeout (seconds) : 30  
Switch Type : ASPECT  
Message Type : XFER  
Parameter

Buffer	Parameter
ACDCallID	<NONE>
OrigTrunkNum	<NONE>
transfer_cct	<NONE>
DataVarA	<NONE>
DataVarB	<NONE>
DataVarC	<NONE>
DataVarD	<NONE>
DataVarE	<NONE>

ERROR : Cell #15 (Error Handling)  
Network ERROR : Cell #15 (Error Handling)  
TIMEOUT : Cell #15 (Error Handling)  
SUCCESS : Cell #15 (Error Handling)

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**Cell Number 22**

Location : Page 1  
Name : retrieve buffers  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : "retrieve buffers"  
Destination Buffer : dummy  
SUCCESS : Cell #24 (VUtil fc(3))

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**Cell Number 24**

Location : Page 2  
Name : VUtil fc(3)  
Type : USER, User Function  
Comment : retrieve stored info  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
User Function File Name : VUtil  
Case Number : 3  
Timeout (seconds) : 15  
Reply Codes : 0, 1  
Branches : 25, 28  
Input Buffers  
    Buffer 0 : "transfer\_cct"  
    Buffer 1 : "DataVarB"  
    Buffer 2 : "DataVarE"  
    Buffer 3 : "OrigTrunkNum"  
    Buffer 4 : "callid"  
    Buffer 5 : "transfer\_dnis"  
Output Buffers  
    Buffer 0 : transfer\_cct  
    Buffer 1 : DataVarB  
    Buffer 2 : DataVarE  
    Buffer 3 : OrigTrunkNum  
    Buffer 4 : ACDCallID  
    Buffer 5 : default\_dnis  
Interruptible Prompts? : NO  
Repeat Prompts? : NO  
Prompts  
TIMEOUT : Cell #28 (read DCparm)  
FAIL : Cell #28 (read DCparm)

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**Cell Number 25**

Location : Page 2  
Name : transfer\_cct = 0 ?  
Type : COMP, Compare Buffers  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Buffer A : transfer\_cct  
Buffer B : 0  
Step Flag : NONE  
Type of Comparison : NUMERIC  
A < B : Cell #31 (transfer call)

A = B : Cell #28 (read DCparm)  
A > B : Cell #31 (transfer call)

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**Cell Number 26**

Location : Page 3  
Name : index="0001"  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : "0001"  
Destination Buffer : index  
SUCCESS : Cell #27 (DC\_parm for defaults)

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**Cell Number 27**

Location : Page 3  
Name : DC\_parm for defaults  
Type : CHEK, Check database  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Database Name : DCparm  
Record Number Buffer : index  
Buffers  
    Buffer 1 : default\_dnis  
    Buffer 2 : default\_cct  
NOT FOUND : Cell #29 (default\_dnis = ???)  
FOUND : Cell #31 (transfer call)

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**Cell Number 28**

Location : Page 2  
Name : read DCparm  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : YES  
Call Audit Information : DIGITS  
Source : "read DCparm"  
Destination Buffer : dummy  
SUCCESS : Cell #26 (index="0001")

---

**Cell Number 29**

Location : Page 3  
Name : default\_dnis = ???  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 403  
Destination Buffer : default\_dnis  
SUCCESS : Cell #30 (transfer\_cct = 403)

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**Cell Number 30**

Location : Page 3  
Name : transfer\_cct = 403  
Type : STOR, Store into Buffer

Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 403  
Destination Buffer : transfer\_cct  
SUCCESS : Cell #31 (transfer call)

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**Cell Number 31**

Location : Page 2  
Name : transfer call  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : "transfer\_call"  
Destination Buffer : dummy  
SUCCESS : Cell #32 (DataVarA = "")

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**Cell Number 32**

Location : Page 4  
Name : DataVarA = ""  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : ""  
Destination Buffer : DataVarA  
SUCCESS : Cell #33 (DataVarC = "")

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**Cell Number 33**

Location : Page 4  
Name : DataVarC = ""  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : ""  
Destination Buffer : DataVarC  
SUCCESS : Cell #34 (DataVarD = "")

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**Cell Number 34**

Location : Page 4  
Name : DataVarD = ""  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : ""  
Destination Buffer : DataVarD  
SUCCESS : Cell #35 (prompt 2531 please hold...)

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**Cell Number 35**

Location : Page 4  
Name : prompt 2531 please hold...  
Type : GDAT, Get data

Comment :

Call Audit Enabled? : NO

Call Audit Information : DIGITS

Input Length (digits) : 0

Get Data Termination : Default

Input Timeout (seconds) : 0

Use default Interdigit Timeout : NO

Interdigit Timeout (seconds) : 0

Timeout Prompt : 0 zero

Number of Timeout Retries : 0

Abort Play on Input? : YES

Allow Overdialing? : NO

Input Buffer : dummy

Number of Digits Buffer : NUMBER OF DIGITS

Term. Digit Buffer : TERMINATION DIGIT

Confidence Level : RESULT

Prompts

    Prompt 1 : 2531 Please hold for the next available customer service representative

ERROR : Cell #21 (XFER)

TIMEOUT : Cell #21 (XFER)

SUCCESS : Cell #21 (XFER)

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