

Documentation

DCmain

Module Name: DCmain.vpf  
Date Created: 03/02/2004  
Author: Sam Shum

DESCRIPTION

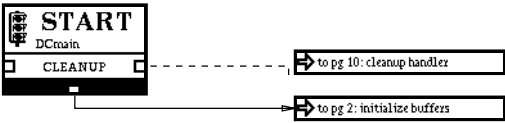
This module responses to CTI bridge messages & answers the call.  
Based on the value SubType, it routes the call to different applications:

SubType	Application
REFUND	DCrefund

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Input Buffers:  
none

Output Buffers:  
none



USER FUNCTIONS

This module calls the following user functions:

- 1. VUtil

DATABASE

- 1. Information DC\_parm - look up default\_dnis & default\_cct

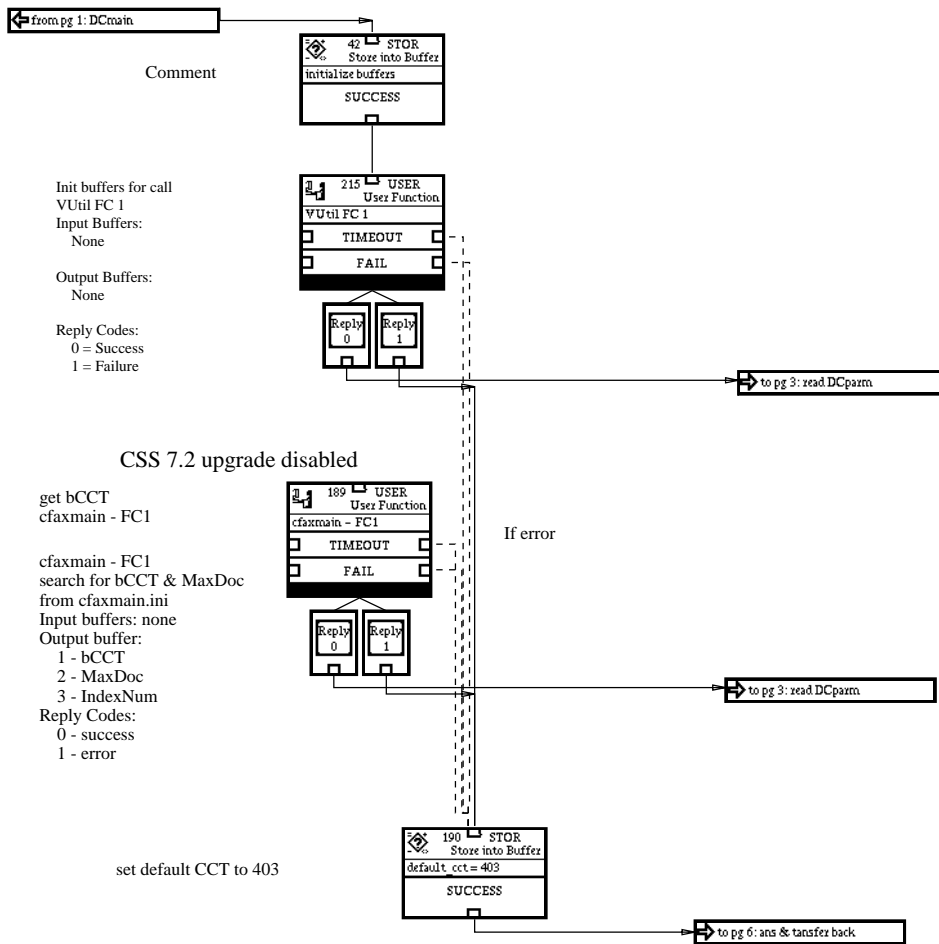
REVISION HISTORY

- 03/02/04 Sam Shum Modified for CSS 6.2 and Refund application
- 06/04/10 Sam Shum CSS 7.2 upgrade; disabled cfaxmain User Function

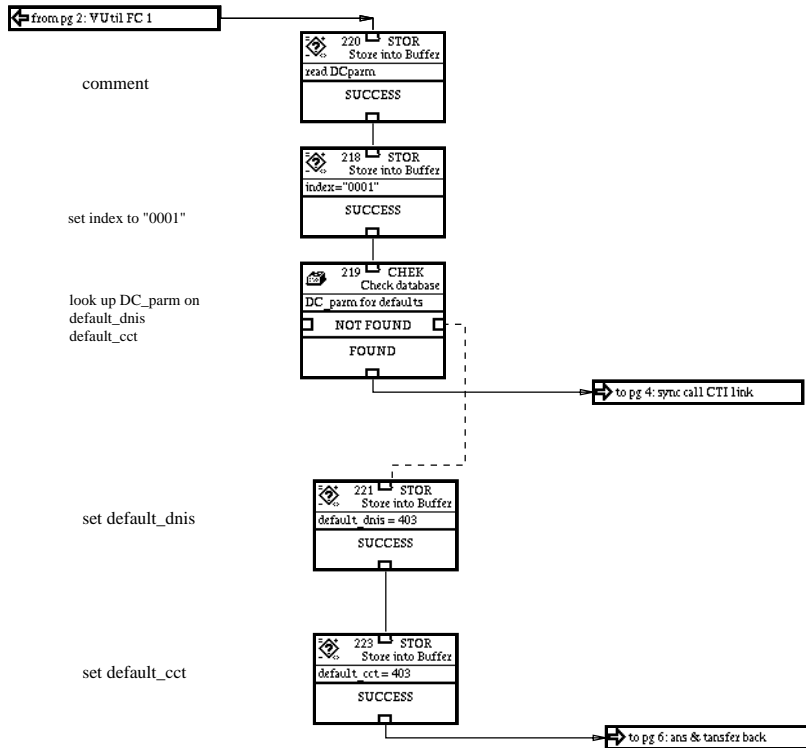
REVISION HISTORY

- 03/02/2004 Sam Shum Initial file for CSS 6.2 upgrade

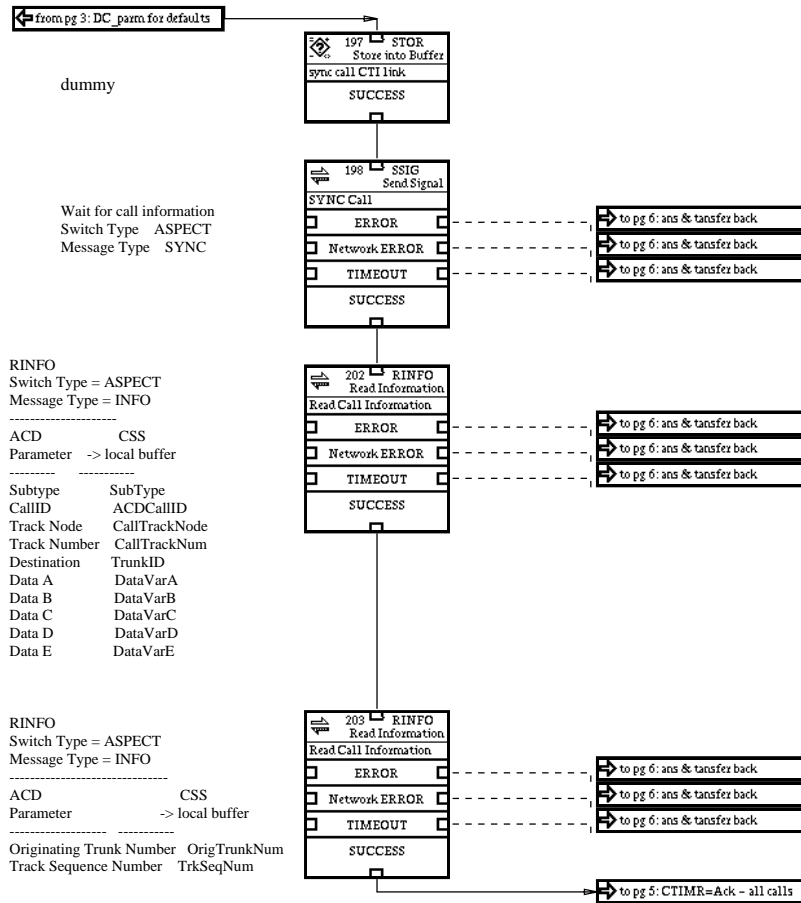
## Initialization



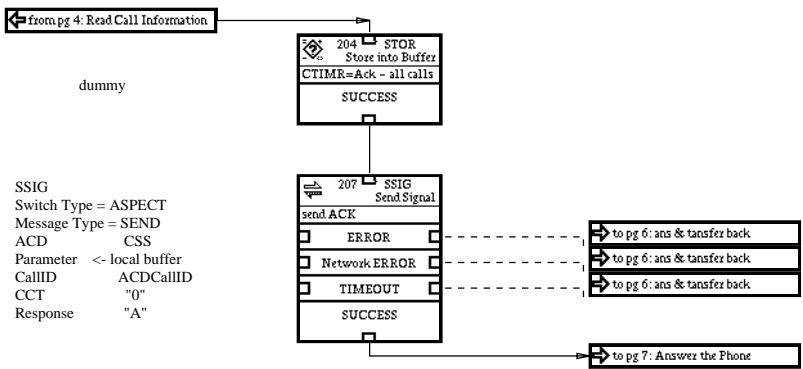
## Read Parameter table values



## Sync Call from CTI Link

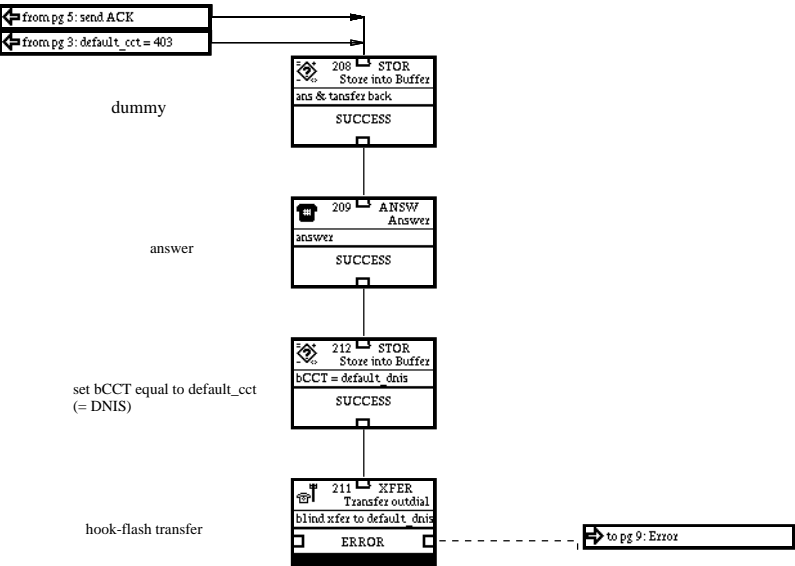


send CTIMR to acknowledge message

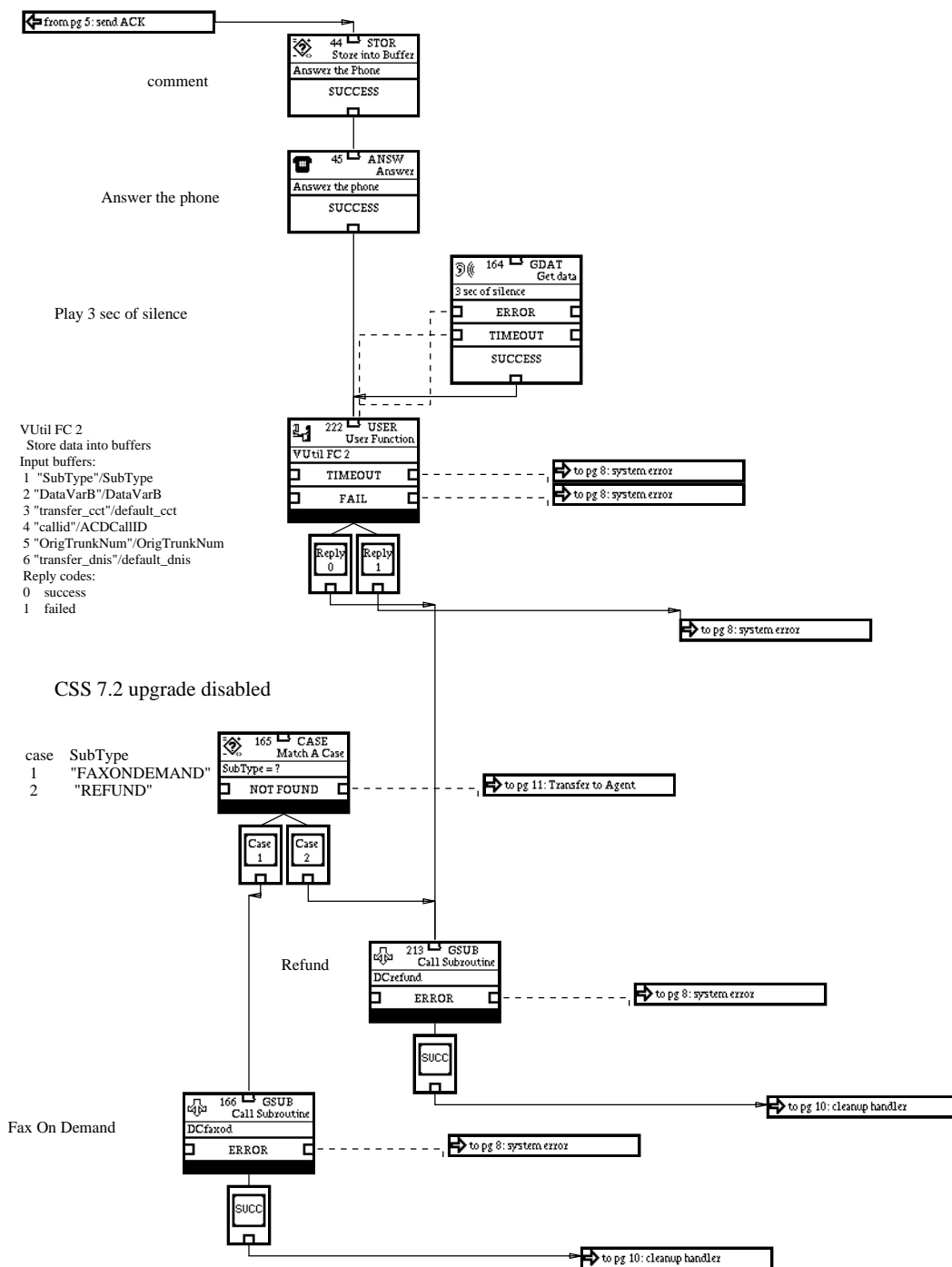


Answer Call & Transfer Call Back to ACD  
by hook-flash to default\_dnis

For any error on ctlink or any system error before getting CTIM

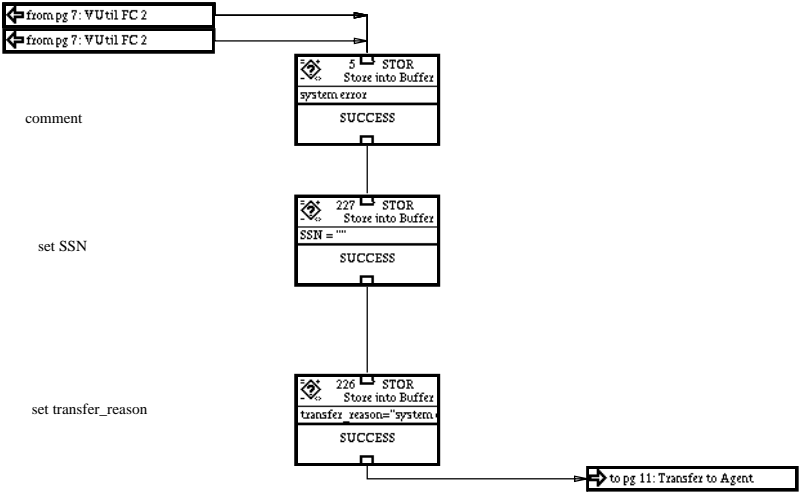


## Answer the Phone



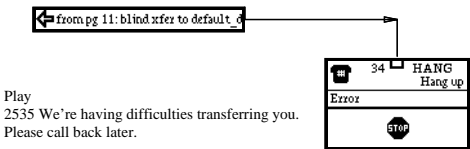
Error Handling  
system error

system error



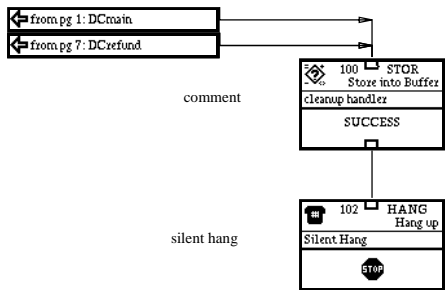


Exit Application

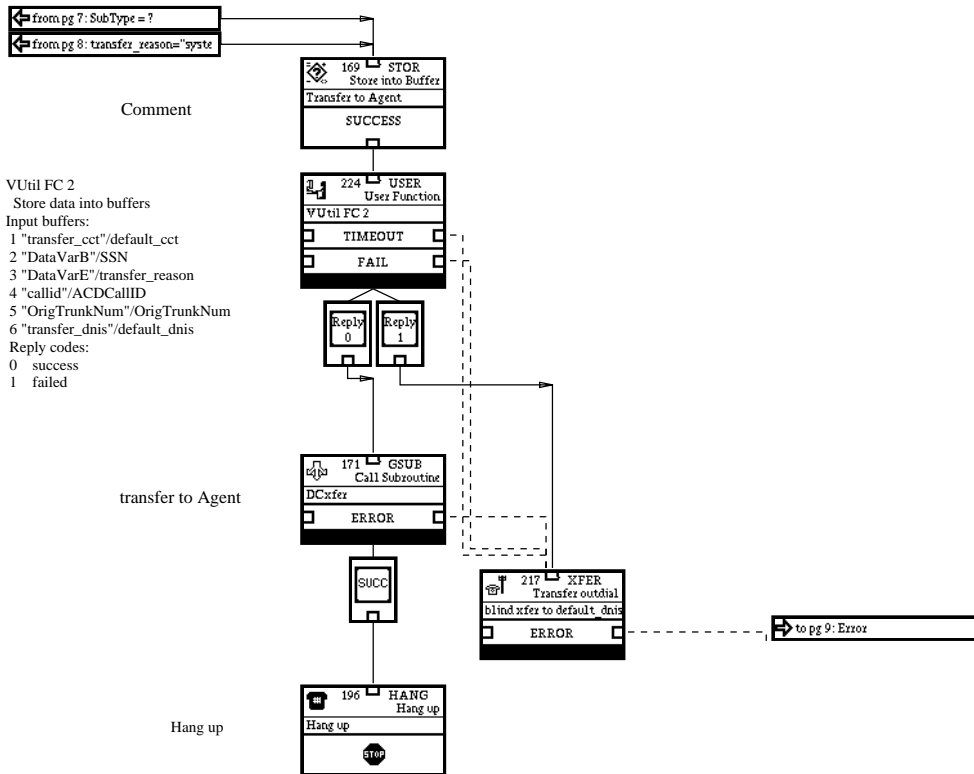


Play  
2535 We're having difficulties transferring you.  
Please call back later.

Cleanup Handler



## Transfer call



## APPLICATION PROMPTS

1025 general tech support number

1071 "Thank you for calling..."

1072 We're sorry. We are experiencing difficulties

1073 This is not a valid option.

1075 There is no forward at this step.

1076 Fax option is not enabled here.

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

**DATABASES**

DCparm

**USER FUNCTIONS**

cfaxmain

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

SubType

bCCT

MaxDoc

IndexNum

default\_cct

ACDCallID

CallTrackNode

CallTrackNum

TrunkID

DataVarA

DataVarB

DataVarC

DataVarD

**BUFFERS**

DataVarE

OrigTrunkNum

TrkSeqNum

default\_dnis

index

SSN

transfer\_reason

**Application Defaults**

Location : Page 1  
Name : DCmain  
Type : DFLT, DEFAULTS  
Comment : Answers the call, routes on DNIS, plays initial greeting, and main menu.  
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) : 3  
SQL DBMS Type : <NONE>  
ODBC Data Source : <NONE>  
SQL Maximum Server Count : 1  
User Name : voicetek  
Password : \*\*\*\*\*  
CLEANUP : Cell #100 (cleanup handler)  
SUCCESS : Cell #42 (initialize buffers)

---

**Cell Number 5**

Location : Page 7  
Name : system error  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #227 (SSN = "")

---

**Cell Number 34**

Location : Page 6  
Name : Error  
Type : HANG, Hang up  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Prompts

Prompt 1 : 2535 We are having difficulty transferring you. Please call back later.

---

**Cell Number 42**

Location : Page 1  
Name : initialize buffers  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #215 (VUtil FC 1)

---

**Cell Number 44**

Location : Page 5  
Name : Answer the Phone  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #45 (Answer the phone)

---

**Cell Number 45**

Location : Page 7  
Name : Answer the phone  
Type : ANSW, Answer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
SUCCESS : Cell #222 (VUtil FC 2)

---

**Cell Number 100**

Location : Page 1  
Name : cleanup handler  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #102 (Silent Hang)

---

**Cell Number 102**

Location : Page 10  
Name : Silent Hang  
Type : HANG, Hang up  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Prompts

---

**Cell Number 164**

Location : Page 7

Name : 3 sec of silence  
Type : GDAT, Get data  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Input Length (digits) : 0  
Get Data Termination : Default  
Input Timeout (seconds) : 3  
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  
ERROR : Cell #222 (VUtil FC 2)  
TIMEOUT : Cell #222 (VUtil FC 2)  
SUCCESS : Cell #222 (VUtil FC 2)

---

**Cell Number 165**

Location : Page 7  
Name : SubType = ?  
Type : CASE, Match A Case  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Selection Criteria : SubType  
Comparison Type : STRING  
Match Criteria : EXACT  
Cases  
    Buffer 1 : "FAXONDEMAND"  
    Buffer 2 : "REFUND"  
NOT FOUND : Cell #169 (Transfer to Agent)

---

**Cell Number 166**

Location : Page 7  
Name : DCfaxod  
Type : GSUB, Call Subroutine  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Application Name : "DCfaxod"  
ERROR : Cell #5 (system error)  
SUCCESS : Cell #100 (cleanup handler)  
SUBROUTINE : <NONE>

---

**Cell Number 169**

Location : Page 7  
Name : Transfer to Agent  
Type : STOR, Store into Buffer  
Comment :



Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : DIGITS  
SUCCESS : Cell #224 (VUtil FC 2)

---

**Cell Number 171**

Location : Page 11  
Name : DCxfer  
Type : GSUB, Call Subroutine  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Application Name : "DCxfer"  
ERROR : Cell #217 (blind xfer to default\_dnis)  
SUCCESS : Cell #196 (Hang up)  
SUBROUTINE : <NONE>

---

**Cell Number 189**

Location : Page 2  
Name : cfaxmain - FC1  
Type : USER, User Function  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
User Function File Name : cfaxmain  
Case Number : 1  
Timeout (seconds) : 15  
Reply Codes : 0, 1  
Branches : 220, 190  
Input Buffers  
Output Buffers  
    Buffer 0 : bCCT  
    Buffer 1 : MaxDoc  
    Buffer 2 : IndexNum  
Interruptible Prompts? : NO  
Repeat Prompts? : NO  
Prompts  
TIMEOUT : Cell #190 (default\_cct = 403)  
FAIL : Cell #190 (default\_cct = 403)

---

**Cell Number 190**

Location : Page 2  
Name : default\_cct = 403  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 403  
Destination Buffer : default\_cct  
SUCCESS : Cell #208 (ans & tansfer back)

---

**Cell Number 196**

Location : Page 11  
Name : Hang up

Type : HANG, Hang up  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Prompts

---

**Cell Number 197**

Location : Page 3  
Name : sync call CTI link  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : "sync call CTIlink"  
Destination Buffer : dummy  
SUCCESS : Cell #198 (SYNC Call)

---

**Cell Number 198**

Location : Page 4  
Name : SYNC Call  
Type : SSIG, Send Signal  
Comment : Call is received at this cell and waits till the call info is recieved from CMI.  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Timeout (seconds) : 30  
Switch Type : ASPECT  
Message Type : SYNC  
Parameter

Buffer	Parameter
--------	-----------

ERROR	: Cell #208 (ans & tansfer back)
Network ERROR	: Cell #208 (ans & tansfer back)
TIMEOUT	: Cell #208 (ans & tansfer back)
SUCCESS	: Cell #202 (Read Call Information)

---

**Cell Number 202**

Location : Page 4  
Name : Read Call Information  
Type : RINFO, Read Information  
Comment : Reading param from ACD  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Switch Type : ASPECT  
Message Type : INFO  
Parameter

Buffer	Parameter
--------	-----------

SubType	<NONE>
ACDCallID	<NONE>
CallTrackNode	<NONE>
CallTrackNum	<NONE>
TrunkID	<NONE>

DataVarA <NONE>  
DataVarB <NONE>  
DataVarC <NONE>  
DataVarD <NONE>  
DataVarE <NONE>

ERROR : Cell #208 (ans & transfer back)  
Network ERROR : Cell #208 (ans & transfer back)  
TIMEOUT : Cell #208 (ans & transfer back)  
SUCCESS : Cell #203 (Read Call Information)

---

**Cell Number 203**

Location : Page 4  
Name : Read Call Information  
Type : RINFO, Read Information  
Comment : Reading param from ACD  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Switch Type : ASPECT  
Message Type : INFO  
Parameter

Buffer	Parameter
-----	
OrigTrunkNum	<NONE>
TrkSeqNum	<NONE>

ERROR : Cell #208 (ans & transfer back)  
Network ERROR : Cell #208 (ans & transfer back)  
TIMEOUT : Cell #208 (ans & transfer back)  
SUCCESS : Cell #204 (CTIMR=Ack - all calls)

---

**Cell Number 204**

Location : Page 4  
Name : CTIMR=Ack - all calls  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #207 (send ACK)

---

**Cell Number 207**

Location : Page 5  
Name : send ACK  
Type : SSIG, Send Signal  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Timeout (seconds) : 30  
Switch Type : ASPECT  
Message Type : SEND  
Parameter

Buffer	Parameter
-----	
ACDCallID	<NONE>
"0"	<NONE>
"A"	<NONE>
ERROR	: Cell #208 (ans & transfer back)
Network ERROR	: Cell #208 (ans & transfer back)
TIMEOUT	: Cell #208 (ans & transfer back)
SUCCESS	: Cell #44 (Answer the Phone)

---

**Cell Number 208**

Location : Page 2  
Name : ans & transfer back  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 0  
Destination Buffer : dummy  
SUCCESS : Cell #209 (answer)

---

**Cell Number 209**

Location : Page 6  
Name : answer  
Type : ANSW, Answer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
SUCCESS : Cell #212 (bCCT = default\_dnis)

---

**Cell Number 211**

Location : Page 6  
Name : blind xfer to default\_dnis  
Type : XFER, Transfer outdial  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Phone Number Buffer : default\_dnis  
ERROR : Cell #34 (Error)

---

**Cell Number 212**

Location : Page 6  
Name : bCCT = default\_dnis  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : default\_dnis  
Destination Buffer : bCCT  
SUCCESS : Cell #211 (blind xfer to default\_dnis)

---

**Cell Number 213**

Location : Page 7  
Name : DCrefund

Type : GSUB, Call Subroutine  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Application Name : "DCrefund"  
ERROR : Cell #5 (system error)  
SUCCESS : Cell #100 (cleanup handler)  
SUBROUTINE : <NONE>

---

**Cell Number 215**

Location : Page 2  
Name : VUtil FC 1  
Type : USER, User Function  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
User Function File Name : VUtil  
Case Number : 1  
Timeout (seconds) : 15  
Reply Codes : 0, 1  
Branches : 220, 190  
Input Buffers  
Output Buffers  
Interruptible Prompts? : NO  
Repeat Prompts? : NO  
Prompts  
TIMEOUT : Cell #190 (default\_cct = 403)  
FAIL : Cell #190 (default\_cct = 403)

---

**Cell Number 217**

Location : Page 9  
Name : blind xfer to default\_dnis  
Type : XFER, Transfer outdial  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Phone Number Buffer : default\_dnis  
ERROR : Cell #34 (Error)

---

**Cell Number 218**

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 #219 (DC\_parm for defaults)

---

**Cell Number 219**

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 #221 (default\_dnis = 403)  
FOUND : Cell #197 (sync call CTI link)

---

**Cell Number 220**

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 #218 (index="0001")

---

**Cell Number 221**

Location : Page 3  
Name : default\_dnis = 403  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 403  
Destination Buffer : default\_dnis  
SUCCESS : Cell #223 (default\_cct = 403)

---

**Cell Number 222**

Location : Page 7  
Name : VUtil FC 2  
Type : USER, User Function  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
User Function File Name : VUtil  
Case Number : 2  
Timeout (seconds) : 15  
Reply Codes : 0, 1  
Branches : 213, 5  
Input Buffers  
    Buffer 0 : "SubType"  
    Buffer 1 : SubType  
    Buffer 2 : "DataVarB"  
    Buffer 3 : DataVarB  
    Buffer 4 : "callid"  
    Buffer 5 : ACDCallID  
    Buffer 6 : "transfer\_cct"  
    Buffer 7 : default\_cct  
    Buffer 8 : "OrigTrunkNum"  
    Buffer 9 : OrigTrunkNum

Buffer 10 : "transfer\_dnis"  
Buffer 11 : default\_dnis  
Buffer 12 : "DataVarA"  
Buffer 13 : DataVarA  
Output Buffers  
Interruptible Prompts? : NO  
Repeat Prompts? : NO  
Prompts  
TIMEOUT : Cell #5 (system error)  
FAIL : Cell #5 (system error)

---

**Cell Number 223**

Location : Page 3  
Name : default\_cct = 403  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : 403  
Destination Buffer : default\_cct  
SUCCESS : Cell #208 (ans & tansfer back)

---

**Cell Number 224**

Location : Page 11  
Name : VUtil FC 2  
Type : USER, User Function  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
User Function File Name : VUtil  
Case Number : 2  
Timeout (seconds) : 15  
Reply Codes : 1, 0  
Branches : 217, 171

## Input Buffers

Buffer 0 : "transfer\_cct"  
Buffer 1 : default\_cct  
Buffer 2 : "DataVarB"  
Buffer 3 : SSN  
Buffer 4 : "DataVarE"  
Buffer 5 : transfer\_reason  
Buffer 6 : "callid"  
Buffer 7 : ACDCallID  
Buffer 8 : "OrigTrunkNum"  
Buffer 9 : OrigTrunkNum  
Buffer 10 : "transfer\_dnis"  
Buffer 11 : default\_dnis

## Output Buffers

Interruptible Prompts? : NO  
Repeat Prompts? : NO  
Prompts  
TIMEOUT : Cell #217 (blind xfer to default\_dnis)  
FAIL : Cell #217 (blind xfer to default\_dnis)

---

**Cell Number 226**

Location : Page 8  
Name : transfer\_reason="system error"  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : "system error"  
Destination Buffer : transfer\_reason  
SUCCESS : Cell #169 (Transfer to Agent)

---

**Cell Number 227**

Location : Page 8  
Name : SSN = ""  
Type : STOR, Store into Buffer  
Comment :  
Call Audit Enabled? : NO  
Call Audit Information : DIGITS  
Source : ""  
Destination Buffer : SSN  
SUCCESS : Cell #226 (transfer\_reason="system error")

---