



Phone

The `Phone` voice element captures a phone number input from the caller. The phone number can be spoken or entered using the keypad. The captured value will be stored in element data as a string. The string may contain a number of digits and an optional character “x” to indicate a phone number with an extension. Using speech input, the entire phone number (including the extension) may be spoken in natural language. Using DTMF entry, the caller can enter an extension by pressing the * keypress followed by the extension.

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Settings

Name (Label)	Type	Req'd	Single Setting Value	Sub. Allowed	Default	Notes
inputmode (Input Mode)	string enum	Yes	true	false	both	The type of entry allowed for input. Possible values are: voice dtmf both.
noinput_timeout (Noinput Timeout)	string	Yes	true	true	5s	The maximum time allowed for silence or no keypress before a noinput event is thrown. Possible values are standard time designations including both a non-negative number and a time unit, for example, 3s (for seconds) or 3000ms (for milliseconds). Default = 5s.
collect_max_noinput_count (Phone Max NoInput Count)	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during phone input capture. 0 = infinite noinputs allowed.

collect_max_nomatch_count (Phone Max NoMatch Count)	int ≥ 0	Yes	true	false	3	The maximum number of nomatch events allowed during phone input capture. 0 = infinite nomatches allowed.
collect_confidence_level (Phone Confidence Level)	decimal (0.0 – 1.0)	Yes	true	true	0.40	The confidence level threshold to use during phone capture.
modal (Disable Hotlinks)	boolean	Yes	true	true	false	If set to true, only the grammars of the current Phone element will be enabled for the duration of the element. Otherwise all active grammars will be enabled.
secure_logging (Secure Logging)	boolean	Yes	true	true	false	If set to true, user DTMF input for the element is considered secure and the attributes utterance, interpretation, value, nbestUtteranceX and nbestInterpretationX are masked in VXML server logs. The format used to render secure element attributes is to add a <i>_secureLogging</i> suffix. For example nbestUtterance1_secureLogging,****.
maxnbest (Maxnbest)	int ≥ 1	Yes	true	true	1	The maximum number of speech recognition results that can be generated per voice input.

Refer to the following Element Data table for information about nbestUtteranceX and nbestInterpretationX.

Element Data

Name	Type	Notes
Value	string	The number captured and stored as a whole or decimal number with an optional minus sign.
value_confidence	float	This is the confidence value of the captured utterance. When n-best recognition is enabled, this stores the confidence score of the top hypothesis in the n-best list.
nbestLength	int ≥ 1	This stores the number of n-best hypotheses generated by the speech engine.
nbestUtterance1 nbestUtterance2 ... nbestUtteranceX	string	This set of element data stores the captured n-best utterances. While the maximum number of nbestUtteranceX values is equal to the maxnbest setting value, the actual number of these values available is determined by speech recognition at runtime, where nbestUtterance1 holds the utterance of the top hypothesis in the

		n-best list and <code>nbestUtteranceX</code> holds the utterance of the last hypothesis.
<code>nbestInterpretation1</code> <code>nbestInterpretation2</code> ... <code>nbestInterpretationX</code>	string	This set of element data stores the interpretations of captured n-best utterances. While the maximum number of <code>nbestInterpretationX</code> values is equal to the <code>maxnbest</code> setting value, the actual number of these values available is determined by speech recognition at runtime, where <code>nbestInterpretation1</code> holds the interpretation of the top hypothesis in the n-best list and <code>nbestInterpretationX</code> holds the interpretation of the last hypothesis.
<code>nbestConfidence1</code> <code>nbestConfidence2</code> ... <code>nbestConfidenceX</code>	float	This set of element data stores the confidence scores of captured n-best utterances. While the maximum number of <code>nbestConfidenceX</code> values is equal to the <code>maxnbest</code> setting value, the actual number of these values available is determined by speech recognition at runtime, where <code>nbestConfidence1</code> holds the confidence score of the top hypothesis in the n-best list and <code>nbestConfidenceX</code> holds the confidence score of the last hypothesis.
<code>nbestInputmode1</code> <code>nbestInputmode2</code> ... <code>nbestInputmodeX</code>	string	This set of element data stores the input modes of captured n-best utterances.

Exit States

Name	Notes
<code>max_nomatch</code>	The maximum number of nomatch events has occurred. If the nomatch max count is 0, this exit state will never occur.
<code>max_noinput</code>	The maximum number of noinput events has occurred. If the noinput max count is 0, this exit state will never occur.
<code>done</code>	The phone number capture was completed.

Audio Groups

Phone Capture

Name (Label)	Req'd	Max1	Notes
<code>collect_initial_audio_group</code> (Phone Initial)	Yes	Yes	Played when the voice element first begins.

collect_noinput_audio_group (Phone NoInput)	No	No	Played when a noinput event occurs.
collect_nomatch_audio_group (Phone NoMatch)	No	No	Played when a nomatch event occurs.
collect_help_audio_group (Phone Help)	No	No	Played when the caller asked for help. If not specified, help is treated as a nomatch by default.

End

Name (Label)	Req'd	Max 1	Notes
done_audio_group (Done)	No	Yes	Played after phone capture is completed.

Folder and Class Information

Studio Element Folder Name	Class Name
Number Capture	com.audium.server.voiceElement.phone.MBasicPhone

Events

Name (Label)	Notes
Event Type	You can select Java Exception , VXML Event , or Hotlink as event handler for this element.