



## Time\_With\_Confirm

The `Time_With_Confirm` voice element captures a time input from the caller, and presents a confirmation menu allowing the caller to either accept their entry or re-enter the time. The time input can be entered using spoken inputs (including hours and minutes) or DTMF inputs (in the HHMM format). The captured value will be stored in element data as a five character string in the format HHMMX, where X is one of four possible values: “a” for AM, “p” for PM, “h” for a military time, or “?” for an ambiguous time. Using speech input, the time input may be spoken in natural language.

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## Settings

| Name (Label)  | Type           | Req'd | Single Setting Value | Sub. Allowed | Default | Notes  |
|---|----------------|-------|----------------------|--------------|---------|--|
| inputmode<br>(Input Mode)                             | string<br>enum | Yes   | true                 | false        | both    | The type of entry allowed for input. Possible values are: <code>voice</code>   <code>dtmf</code>   <code>both</code> .   |
| noinput_timeout<br>(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<br>(Time Max NoInput Count) | int $\geq 0$   | Yes   | true                 | true         | 3       | The maximum number of noinput events allowed during time input capture. 0 = infinite noinputs allowed.   |

|  |                        |     |      |       |       |  |
|--|------------------------|-----|------|-------|-------|--|
| collect_max_nomatch_count<br>(Time Max NoMatch Count)    | int ≥ 0                | Yes | true | false | 3     | The maximum number of nomatch events allowed during time input capture. 0 = infinite nomatches allowed.  |
| confirm_max_noinput_count<br>(Confirm Max NoInput Count) | int ≥ 0                | Yes | true | true  | 3     | The maximum number of noinput events allowed during time input confirmation. 0 = infinite noinputs allowed.  |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch Count) | int ≥ 0                | Yes | true | false | 3     | The maximum number of nomatch events allowed during time input confirmation. 0 = infinite nomatches allowed.   |
| max_disconfirmed_count<br>(Max Disconfirmed Count)       | int ≥ 0                | Yes | true | false | 3     | The maximum number of times a caller is allowed to disconfirm a captured input. 0 = infinite disconfirmations allowed.   |
| collect_confidence_level<br>(Time Confidence Level)      | decimal<br>(0.0 – 1.0) | Yes | true | true  | 0.40  | The confidence level threshold to use during time capture.   |
| confirm_confidence_level<br>(Confirm Confidence Level)   | decimal<br>(0.0 – 1.0) | Yes | true | true  | 0.50  | The confidence level threshold to use during confirmation.   |
| modal<br>(Disable Hotlinks)                              | boolean                | Yes | true | true  | false | If set to true, only the grammars of the current Time_With_Confirm element (the builtin time and boolean grammars) will be enabled for the duration of the element. Otherwise all active grammars will be enabled.   |
| secure_logging<br>(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<br>nbestUtterance1_secureLogging,*****. |
| maxnbest<br>(Maxnbest)                                   | int ≥ 1                | Yes | true | true  | 1     | The maximum number of speech recognition results that can be generated per voice input.  |

Refer to the 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 number utterance. When n-best recognition is enabled, this stores the confidence score of the top hypothesis in the n-best list.   |
| confirm_confidence  | float        | This is the confidence value of the captured confirm utterance.   |
| nbestLength   | int $\geq$ 1 | This stores the number of n-best hypotheses generated by the speech engine.   |
| nbestUtterance1<br>nbestUtterance2<br>...<br>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 nbestUtteranceX holds the utterance of the last hypothesis.   |
| nbestInterpretation1<br>nbestInterpretation2<br>...<br>nbestInterpretationX | string       | This set of element data stores the interpretations of captured n-best utterances. While the maximum number of nbestInterpretationX values is equal to the maxnbest setting value, the actual number of these values available is determined by speech recognition at runtime, where nbestInterpretation1 holds the interpretation of the top hypothesis in the n-best list and nbestInterpretationX holds the interpretation of the last hypothesis. |
| nbestConfidence1<br>nbestConfidence2<br>...<br>nbestConfidenceX             | float        | This set of element data stores the confidence scores of captured n-best utterances. While the maximum number of nbestConfidenceX values is equal to the maxnbest setting value, the actual number of these values available is determined by speech recognition at runtime, where nbestConfidence1 holds the confidence score of the top hypothesis in the n-best list and nbestConfidenceX holds the confidence score of the last hypothesis.       |
| nbestInputmode1<br>nbestInputmode2<br>...<br>nbestInputmodeX                | string       | This set of element data stores the input modes of captured n-best utterances.  |

## Exit States

| Name             | Notes   |
|------------------|---|
| max_nomatch      | The maximum number of nomatch events has occurred. If the nomatch max count is 0, this exit state will never occur.               |
| max_noinput      | The maximum number of noinput events has occurred. If the noinput max count is 0, this exit state will never occur.               |
| max_disconfirmed | The maximum number of disconfirmations has occurred. If the max_disconfirmed_count is set to 0, this exit state will never occur. |
| done             | The time captured is confirmed.   |

## Audio Groups

### Time Capture

| Name (Label)                                  | Req'd | Max1 | Notes  |
|---|-------|------|--|
| collect_initial_audio_group<br>(Time Initial) | Yes   | Yes  | Played when the voice element first begins.  |
| collect_noinput_audio_group<br>(Time NoInput) | No    | No   | Played when a noinput event occurs during time input. The noinput event count corresponds to the audio group count.  |
| collect_nomatch_audio_group<br>(Time NoMatch) | No    | No   | Played when a nomatch event occurs during time input. The nomatch event count corresponds to the audio group count.  |
| collect_help_audio_group<br>(Time Help)       | No    | No   | Played when a help event occurs during time input. The help event count corresponds to the audio group count. If not specified, a help event throws a nomatch event. |

### Time Confirm

| Name (Label)                                     | Req'd | Max1 | Notes   |
|--|-------|------|---|
| confirm_initial_audio_group<br>(Confirm Initial) | Yes   | Yes  | Played when confirmation of the captured time first begins. |

|  |    |    |  |
|--|----|----|--|
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No | No | Played when a nomatch event occurs during time confirmation. The nomatch event count corresponds to the audio group count.   |
| confirm_noinput_audio_group<br>(Confirm NoInput) | No | No | Played when a noinput event occurs during time confirmation. The noinput event count corresponds to the audio group count.   |
| confirm_help_audio_group<br>(Confirm Help)       | No | No | Played when a help event occurs during time confirmation. The help event count corresponds to the audio group count. If not specified, by default help throws a nomatch. |
| disconfirmed_audio_group<br>(Disconfirmed)       | No | No | Played after the caller disconfirms a time entry captured.   |

## End

| Name (Label)             | Req'd | Max 1 | Notes  |
|--------------------------|-------|-------|--|
| yes_audio_group<br>(Yes) | No    | Yes   | Played after the caller chooses the <i>yes</i> option. If not specified, no audio will be played when this option is chosen. |

## Folder and Class Information

| Studio Element Folder Name | Class Name  |
|----------------------------|---|
| Date & Time                | com.audium.server.voiceElement.time.MBasicTimeWithConfirm |

## Events

| Name (Label) | Notes   |
|--------------|---|
| Event Type   | You can select <b>Java Exception</b> , <b>VXML Event</b> , or <b>Hotlink</b> as event handler for this element. |

