



Element Specifications for Cisco Unified CVP VXML Server and Call Studio, Release 12.5(1)

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Preface

- [Change History, on page iii](#)
- [Communications, Services, and Additional Information, on page iv](#)
- [Documentation Feedback, on page iv](#)

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Added Dialogflow.regionId in the VoiceXML properties of the DialogflowIntent element	DialogflowIntent Element	April 2021
Added Dialogflow.regionId in the VoiceXML properties of the Dialogflow element	Dialogflow Element	March 2021
Added Recognize.regionId in the VoiceXML properties of the Transcribe element	Transcribe Element	March 2021
Added WxM PCS Element chapter	WxM PCS Element	May 2020

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Initial Release of Document for Release 12.5(1)		January 2020
Added Generic Custom VoiceXML Properties chapter	Generic Custom VoiceXML Properties	
Added DialogflowIntent Element chapter	DialogflowIntent Element	
Added DialogflowParam Element chapter	DialogflowParam Element	
Updated Settings, Exit states and Events	Dialogflow Element	
Updated Settings, Exit states and Events	Transcribe Element	
Added Dialogflow Element chapter	Dialogflow Element	
Added Transcribe Element chapter	Transcribe Element	

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CONTENTS

PREFACE

Preface	iii
Change History	iii
Communications, Services, and Additional Information	iv
Documentation Feedback	iv

CHAPTER 1

Element Specifications	1
Introduction	1

CHAPTER 2

Generic Custom VoiceXML Properties	5
Custom VoiceXML Properties	5
Custom VoiceXML Properties	8

CHAPTER 3

Subflow Start	13
Events	13
Exit	13

CHAPTER 4

Subflow Return	15
Subflow Return	15

CHAPTER 5

Subflow Call	17
Events	17
Exit	18

CHAPTER 6

Application_Modifier	19
Settings	19
Exit States	20

	Folder and Class Information	20
	Events	20

CHAPTER 7	Audio	21
------------------	------------------------------	-----------

	Audio Groups	21
	Audio Playback	21
	Custom VoiceXML Properties	21
	Folder and Class Information	22
	Events	23

CHAPTER 8	Counter	25
------------------	--------------------------------	-----------

	Settings	25
	Element Data	26
	Exit States	26
	Folder and Class Information	26
	Events	26

CHAPTER 9	Callback_Add	27
------------------	-------------------------------------	-----------

	Settings	27
	Element Data	28
	Exit States	28
	Folder and Class Information	28
	Events	29

CHAPTER 10	Callback_Disconnect_Caller	31
-------------------	---	-----------

	Settings	31
	Element Data	31
	Exit States	32
	Folder and Class Information	32
	Events	32

CHAPTER 11	Callback_Enter_Queue	33
-------------------	---	-----------

	Settings	33
--	--------------------------	-----------

Element Data	33
Exit States	33
Folder and Class Information	34
Events	34
<hr/>	
CHAPTER 12	Callback_Get_Status 35
Settings	35
Element Data	35
Exit States	36
Folder and Class Information	36
Events	36
<hr/>	
CHAPTER 13	Callback_Reconnect 37
Settings	37
Element Data	37
Exit States	38
Folder and Class Information	38
Events	38
<hr/>	
CHAPTER 14	Callback_Set_Queue_Defaults 39
Settings	39
Element Data	41
Exit States	41
Folder and Class Information	41
Events	42
<hr/>	
CHAPTER 15	Callback_Update_Status 43
Settings	43
Element Data	44
Exit States	44
Folder and Class Information	44
Events	44

CHAPTER 16

Callback_Validate	45
Settings	45
Element Data	45
Exit States	45
Folder and Class Information	46
Events	46

CHAPTER 17

Callback_Wait	47
Settings	47
Exit States	47
Folder and Class Information	47
Events	48

CHAPTER 18

Currency	49
Settings	50
Element Data	51
Exit States	52
Audio Groups	52
Currency Capture	52
End	52
Folder and Class Information	53
Events	53

CHAPTER 19

Currency_with_Confirm	55
Settings	56
Element Data	57
Exit States	58
Audio Groups	58
Currency Capture	58
Currency Confirm	59
End	59
Folder and Class Information	59
Events	60

CHAPTER 20	CVP Subdialog Return	61
	Settings	61
	Exit States	62
	Folder and Class Information	62
<hr/>		
CHAPTER 21	CVP Subdialog Start	63
	Settings	63
	Exit States	64
	Folder and Class Information	64
<hr/>		
CHAPTER 22	Database	65
	Settings	66
	Element Data	66
	Session Data	67
	Exit States	67
	Folder and Class Information	67
	Events	67
	Create JNDI Database Connection in Tomcat for Use in VXML Applications	68
	Summary	68
	Steps	68
<hr/>		
CHAPTER 23	Date	71
	Settings	71
	Element Data	72
	Exit States	73
	Audio Groups	73
	Date Capture	73
	End	74
	Folder and Class Information	74
	Events	74
<hr/>		
CHAPTER 24	Date_with_Confirm	75

Settings	75
Element Data	76
Exit States	77
Audio Groups	78
Date Capture	78
Date Confirm	78
End	79
Folder and Class Information	79
Events	79

CHAPTER 25

Dialogflow 81

Settings	81
Custom VoiceXML Properties	82
Element Data	83
Exit States	84
Audio Group	84
Form Data Capture	84
End	84
Folder and Class Information	85
Events	85

CHAPTER 26

DialogflowIntent 87

Settings	87
Custom VoiceXML Properties	90
Element Data	91
Exit States	91
Audio Group	92
Form Data Capture	92
End	92

CHAPTER 27

DialogflowParam 93

Settings	93
Custom VoiceXML Properties	96
Element Data	97

Exit States	98
Audio Group	98
Form Data Capture	98
End	98
Folder and Class Information	99
Events	99

CHAPTER 28 Digits 101

Settings	101
Element Data	103
Exit States	104
Audio Groups	104
Digits Capture	104
End	105
Folder and Class Information	105
Events	105

CHAPTER 29 Digits_with_Confirm 107

Settings	107
Element Data	109
Exit States	110
Audio Groups	111
Digits Capture	111
Digits Confirm	111
End	112
Folder and Class Information	112
Events	112

CHAPTER 30 Alert 113

Settings	113
Events	113
Exit States	114

CHAPTER 31 Email 115

Settings	115
Exit States	116
Folder and Class Information	117
Events	117
Set Up Email Element	117

CHAPTER 32

Form	119
Settings	119
Element Data	125
Exit States	127
Audio Groups	127
Form Data Capture	127
End	127
Folder and Class Information	127
Events	128

CHAPTER 33

Form_with_Confirm	129
Settings	129
Element Data	136
Exit States	138
Audio Groups	138
Form Data Capture	138
Form Data Confirm	139
End	139
Folder and Class Information	139
Events	139

CHAPTER 34

FTP_Client	141
Settings	141
Element Data	143
Exit States	144
Other	144
Events	144

CHAPTER 35**Math 145**

- Examples 145
 - Settings 145
 - Operators and Functions 146
 - Element Data 147
 - Session Data 147
 - Exit States 147
 - Folder and Class Information 147
 - Events 147
-

CHAPTER 36**Local Variables 149**

- Set Value Element 149
 - Change Implementation Order of Local Variables 150
-

CHAPTER 37**Menu Support for 2_Option_Menu Through 10_Option_Menu 151**

- Settings 151
 - Element Data 154
 - Exit States 154
 - Audio Groups 155
 - Menu Option Capture 155
 - End 155
 - Folder and Class Information 155
-

CHAPTER 38**Number 157**

- Settings 157
- Element Data 159
- Exit States 160
- Audio Groups 160
 - Number Capture 160
 - End 161
- Folder and Class Information 161
- Events 161

CHAPTER 39

Number_with_Confirm	163
Events	163
Settings	163
Element Data	165
Exit States	166
Audio Groups	167
Number Capture	167
Number Confirm	167
End	168
Folder and Class Information	168

CHAPTER 40

Phone	169
Settings	169
Element Data	170
Exit States	171
Audio Groups	171
Phone Capture	171
End	172
Folder and Class Information	172
Events	172

CHAPTER 41

Phone_With_Confirm	173
Settings	173
Element Data	175
Exit States	175
Audio Groups	176
Phone Capture	176
Phone Confirm	176
End	177
Folder and Class Information	177
Events	177

CHAPTER 42

POD_Add	179
----------------	------------

Settings	179
Element Data	180
Session Data	180
Exit States	181
Events	181
CHAPTER 43	POD_Read 183
Settings	183
Element Data	184
Exit States	184
Events	184
CHAPTER 44	POD_Update 187
Settings	187
Element Data	188
Exit States	188
Events	188
CHAPTER 45	Record 191
Settings	191
Element Data	195
Exit States	195
Audio Groups	196
Record Capture	196
Folder and Class Information	196
Events	196
CHAPTER 46	Record_With_Confirm 197
Settings	197
Element Data	201
Exit States	202
Audio Groups	202
Record Capture	202
Record Confirm	202

Folder and Class Information **203**
Events **203**

CHAPTER 47 **Rest_Client** **205**

 Rest_Client **205**
 Settings **205**
 Element Data **210**
 Exit States **210**
 Events **211**

CHAPTER 48 **ReqICMLabel** **213**

 Settings **213**
 Element Data **214**
 Session Data **215**
 Exit States **215**
 Folder and Class Information **215**
 Events **215**

CHAPTER 49 **Subdialog Invoke** **217**

 Settings **217**
 Exit States **218**
 Folder and Class Information **218**
 Events **218**

CHAPTER 50 **Subdialog Return** **219**

 Settings **219**
 Exit States **220**
 Folder and Class Information **220**

CHAPTER 51 **Subdialog Start** **221**

 Settings **221**
 Exit States **222**
 Folder and Class Information **222**

CHAPTER 52

Time	223
Settings	223
Element Data	224
Exit States	225
Audio Groups	225
Time Capture	225
End	226
Folder and Class Information	226
Events	226

CHAPTER 53

Time_With_Confirm	227
Settings	227
Element Data	229
Exit States	230
Audio Groups	230
Time Capture	230
Time Confirm	230
End	231
Folder and Class Information	231
Events	231

CHAPTER 54

Transcribe	233
Settings	233
Custom VoiceXML Properties	235
Element Data	236
Exit States	236
Audio Group	237
Form Data Capture	237
End	237
Folder and Class Information	237
Events	237

CHAPTER 55

Transfer	239
-----------------	------------

Settings	239
Element Data	241
Exit States	241
Audio Groups	241
Transfer Audio	241
End	242
Folder and Class Information	242
Events	242

CHAPTER 56

VideoConnect **243**

Settings	243
Element Data	244
Exit States	244
Events	244
Others	244

CHAPTER 57

Web Service **245**

Exit States	246
Element Data	246
Settings	247
Configuring Request Parameters	252
Configuring Response Parameters	253

CHAPTER 58

WxM PCS **255**

Settings	255
Element Data	256
Exit States	256
Audio Group	257
Form Data Capture	257
Custom Prefills	257
Folder and Class Information	258
Events	258

CHAPTER 59

Yes_No_Menu **259**

Settings	259
Element Data	260
Exit States	260
Audio Groups	261
Yes / No Capture	261
End	261
Folder and Class Information	261
Events	261

CHAPTER 60**Throw** 263

General	263
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CHAPTER 1

Element Specifications

- [Introduction, on page 1](#)

Introduction

Every element included with Call Studio and VXML Server must be configured before it can be used. This reference file contains a detailed specification for each of the core Cisco Unified Customer Voice Portal (Unified CVP) elements, listing all the options available in the configuration. The specifications must be followed, or the element may complain with an error message or behave erratically.

Each element specification in this reference file presents information on some or all of the following topics:

- **Overview** – Each specification starts with a brief description of the element's behavior including what it does, how it reacts to various settings and audio groups, and other miscellaneous behavior. This information should help the developer decide whether to use these elements in an application or to rely on custom elements.
- **Settings** – Settings contain information that affects how the element behaves. Each setting has the following attributes:
 - **Type** – The type of data accepted such as a string, text, boolean, integer, or enumeration.



Note For string data type, white spaces are accepted (or truncated) in input. However, for text data type, white spaces are not allowed.

- **Required** – This defines whether the setting is required to have a value *if the setting is active* (available to be configured in Builder for Studio).



Note The definition of required in this case is that the setting must have an appropriate value for Builder for Studio to validate the voice element configuration.

- **Single setting value** – This defines whether the setting can have multiple values. If set to `true`, then the setting may have only a single configuration value. Multiple value settings are created in Builder for Studio by right clicking on the setting and choosing the *add setting name* option.

- **Substitution allowed** – This setting attribute determines if the setting value can include substitution.
- **Default** – The initial value of an element setting when a new element is dragged to the workspace.
- **Events** – Event and exceptions occurring in a Cisco Unified Call Studio application can be handled by event handlers defined in the applications. When event handlers are configured for elements, the corresponding exit states are created. Following events types are supported:
 - Custom Exception- User defined application specific exception.
 - Java Exception - Java Exception occurring on a VXML server when running applications.
 - VXML Event - VXML events thrown by the Voice XML browser.
 - Hotlink - Local Hotlinks defined for voice elements.

Event handlers can be configured with the following attributes:

- **Name** - The Event Handler name can be changed according to the requirement and the Event Handler name will be added as an exit state.
- **Event Type** - You can select the event handler type depending on the element, the applicable event types are listed in the drop-down list.
- **Event List** - You can select from a pre-defined list of VXML and Java exceptions using the drop-down list. In addition, you can also enter a comma separated list of VXML events, Java exceptions, or user defined custom exceptions based on the Event Type selected.

Example 1, for VXML event you can enter error.badfetch to catch a VXML event named error.badfetch

Example 2, for Java Exception event you can enter "java.io.FileNotFoundException" to catch a Java exception named java.io.FileNotFoundException

Example 3, for Custom Exception event you can enter "com.cisco.CustomException" to catch a user defined exception named com.cisco.CustomException



Note

You can enter *.* to handle all the events and exceptions. * is allowed only at the end of the event name followed by ".(dot).

- **DTMF** - A digit which activates the hotlink. This attribute is applicable to Hotlink event handlers.
- **Speech** - A spoken keyword or keywords which activate the hotlink. This attribute is applicable to Hotlink event handlers.
- **Throw Hotevent** - The Voice XML event to be thrown when Hotlink is activated. When choosing the option to throw an event, the full name of the VoiceXML event must be entered in the provided text box.
- **Element Data** – Some elements capture data or yield information that may be useful to other elements, or for logging purposes. The variables created by each element are listed here.
- **Exit States** – Each element may have one or more exit states that indicate the dialog status when the element was run successfully. These are pre-defined Exit states that do not appear in an element configuration and cannot be changed. However, when an Event handler is associated to the elements,

the corresponding Exit state (<event handler type>-<event handler name>) is added along with the pre-defined state.

- **Audio Groups** – Voice elements define audio groups that define the different places within the element that audio can be played. Application designers configure the contents of audio groups as a list of audio items that are played one after the other. Audio items may be pre-recorded audio files, text-to-speech (TTS) phrases, and Say It Smart types (playback of formatted data such as dates, currency amounts, and so on). Each audio group can be required or optional and can also define multiple counts. Audio groups with multiple counts are used to define different audio to play each time a certain VoiceXML event occurs (often known as tapered prompts).

**Note**

You can create your custom elements or use additional Java classes in the Cisco Call Studio. If you need support in developing or troubleshooting it, you must have a developer support services contract or work with a Cisco partner/Cisco Advanced Services who has a developer support services contract.



CHAPTER 2

Generic Custom VoiceXML Properties

- [Custom VoiceXML Properties, on page 5](#)
- [Custom VoiceXML Properties, on page 8](#)

Custom VoiceXML Properties

The following table lists the generic custom VoiceXML properties.

Property	Type	Description
com.cisco.tts-server	String	<p>Allows the document to specify an external media server for text-to-speech operations. The media server is specified in the form of a URI, and is used in all consecutive ASR operations until the next media server is specified.</p> <p>It can be defined for:</p> <ul style="list-style-type: none"> • An entire application or document at the <vxm> level, • A specific dialog at the form or menu level, or • A specific form item. <p>The media server's URI can be formatted for Media Resource Control Protocol version 1 (MRCPv1) which uses Real Time Streaming Protocol (RTSP). For example:</p> <pre><property name="com.cisco.tts-server" value="rtsp://tts-server/synthesizer"/></pre> <p>The media server's URI can be formatted for Media Resource Control Protocol version 2 (MRCPv2) which uses Session Initiation Protocol (SIP). For example:</p> <pre><property name="com.cisco.tts-server" value="sip:mresources@mediaserver.com"/></pre> <p>There are two ways to specify an external media server for TTS and ASR operations:</p> <ul style="list-style-type: none"> • Servers configured through administrator page or REST APIs—Media server sessions are created for each call to IVR applications, regardless of whether an application needs to talk to the media server. • com.cisco.tt-server and com.cisco.asr-server <property> extensions—Media server sessions are created for each call to that application. If only a small number of applications require TTS/ASR media sessions, you should use the <property> extensions within those applications to define the external media server URL in the VoiceXML script.

Property	Type	Description
com.cisco.asr-server	String	<p>Allows a document to specify an external media server for automatic speech recognition operations. The media server is specified in the form of a URI, and is used in all consecutive ASR operations. By default, the media server is selected in round-robin approach. If you specify a particular media server, then only that specified server is used by overriding the default behavior.</p> <p>The media server's URI can be formatted for Media Resource Control Protocol version 1 (MRCPv1) which uses RTSP. For example:</p> <pre><property name="com.cisco.asr-server" value="rtsp://asr-server/recognizer" /></pre> <p>The media server's URI can be formatted for Media Resource Control Protocol version 2 (MRCPv2) which uses Session Initiation Protocol (SIP). For example:</p> <pre><property name="com.cisco.asr-server" value="sip:mresources@mediaserver.com"/></pre>
com.cisco.sessionxml.location	String	<p>Allows a document to specify the session xml file location which is used in the SPEAK/RECOGNIZE of MRCPv2 messages.</p> <pre><property name="com.cisco.sessionxml.location" value="/CVP/audio/samplesessionXML.xml" /></pre> <p>This file is a valid optional XML file which contains information required by third-party speech servers. Cisco VVB creates the MIME body using the content of this file and sends it to third-party servers in MRCPv2 dialog-creating request.</p> <p>Note For more information on content of this file, refer to third-party documentation.</p>
com.cisco.secureLogging	Boolean	<p>Allows the user to enable or disable the secure logging functionality to protect sensitive information printed in the logs. This is applicable for user-input-based VXML elements.</p> <p>The value can be true or false to enable or disable the user input logging. For example:</p> <pre><property name="com.cisco.secureLogging" value="true" /></pre> <p>As the property is applicable at field level, the user should be able to enable or disable secure logging in each field in a single VXML application.</p>

Property	Type	Description
Synthesize.cache	Boolean	Whether to cache the prompt for current voice element. VVB caches the synthesized prompts for faster performance. Set the value of this parameter to <code>false</code> to disable the caching for dynamic prompts.
Synthesize.voiceGender	String	Set the gender type for Synthesize operation.

Custom VoiceXML Properties

The following table lists the generic custom VoiceXML properties.

Property	Type	Description
com.cisco.tts-server	String	<p>Allows the document to specify an external media server for text-to-speech operations. The media server is specified in the form of a URI, and is used in all consecutive ASR operations until the next media server is specified.</p> <p>It can be defined for:</p> <ul style="list-style-type: none"> • An entire application or document at the <vxm> level, • A specific dialog at the form or menu level, or • A specific form item. <p>The media server's URI can be formatted for Media Resource Control Protocol version 1 (MRCPv1) which uses Real Time Streaming Protocol (RTSP). For example:</p> <pre><property name="com.cisco.tts-server" value="rtsp://tts-server/synthesizer"/></pre> <p>The media server's URI can be formatted for Media Resource Control Protocol version 2 (MRCPv2) which uses Session Initiation Protocol (SIP). For example:</p> <pre><property name="com.cisco.tts-server" value="sip:mresources@mediaserver.com"/></pre> <p>There are two ways to specify an external media server for TTS and ASR operations:</p> <ul style="list-style-type: none"> • Servers configured through administrator page or REST APIs—Media server sessions are created for each call to IVR applications, regardless of whether an application needs to talk to the media server. • com.cisco.tt-server and com.cisco.asr-server <property> extensions—Media server sessions are created for each call to that application. If only a small number of applications require TTS/ASR media sessions, you should use the <property> extensions within those applications to define the external media server URL in the VoiceXML script.

Property	Type	Description
com.cisco.asr-server	String	<p>Allows a document to specify an external media server for automatic speech recognition operations. The media server is specified in the form of a URI, and is used in all consecutive ASR operations. By default, the media server is selected in round-robin approach. If you specify a particular media server, then only that specified server is used by overriding the default behavior.</p> <p>The media server's URI can be formatted for Media Resource Control Protocol version 1 (MRCPv1) which uses RTSP. For example:</p> <pre><property name="com.cisco.asr-server" value="rtsp://asr-server/recognizer" /></pre> <p>The media server's URI can be formatted for Media Resource Control Protocol version 2 (MRCPv2) which uses Session Initiation Protocol (SIP). For example:</p> <pre><property name="com.cisco.asr-server" value="sip:mresources@mediaserver.com"/></pre>
com.cisco.sessionxml.location	String	<p>Allows a document to specify the session xml file location which is used in the SPEAK/RECOGNIZE of MRCPv2 messages.</p> <pre><property name="com.cisco.sessionxml.location" value="/CVP/audio/samplesessionXML.xml" /></pre> <p>This file is a valid optional XML file which contains information required by third-party speech servers. Cisco VVB creates the MIME body using the content of this file and sends it to third-party servers in MRCPv2 dialog-creating request.</p> <p>Note For more information on content of this file, refer to third-party documentation.</p>
com.cisco.secureLogging	Boolean	<p>Allows the user to enable or disable the secure logging functionality to protect sensitive information printed in the logs. This is applicable for user-input-based VXML elements.</p> <p>The value can be true or false to enable or disable the user input logging. For example:</p> <pre><property name="com.cisco.secureLogging" value="true" /></pre> <p>As the property is applicable at field level, the user should be able to enable or disable secure logging in each field in a single VXML application.</p>

Property	Type	Description
Synthesize.cache	Boolean	Whether to cache the prompt for current voice element. VVB caches the synthesized prompts for faster performance. Set the value of this parameter to <code>false</code> to disable the caching for dynamic prompts.
Synthesize.voiceGender	String	Set the gender type for Synthesize operation.



CHAPTER 3

Subflow Start

Subflow Start element is the first element for a subflow. This element is not created from the element view however, it is created automatically when a new subflow is created. Subflow Start element cannot be deleted it can just be renamed. You can have only one Subflow Start element in a subflow. Subflow Start element provides the definition of a subflow using its configuration. This element defines the parameters subflow can receive while running the subflow. Subflow Start Element uses a data model to save its configuration which is implemented in `SubflowStartConfig` class. The Subflow Argument Data available at the Element Configuration view. Subflows accepts inputs from the calling flows as arguments. Subflow Call element allows to send multiple arguments of different types to a subflow. The set of arguments in Subflow Start should match with the set of arguments in Subflow Call.

- [Events, on page 13](#)
- [Exit, on page 13](#)

Events

Name (Label)	Notes
Event Type	You can select Java Exception, VXML Event, or Custom Exception event handler type for this element from the drop-down list.

Exit

Name	Notes
next	The default exit state. The events that are entered for this element are added as the exit state in the call flow.

 Exit



CHAPTER 4

Subflow Return

- [Subflow Return, on page 15](#)

Subflow Return

The `Subflow Return` element is the exit point for the subflow processing. The `Subflow Return` element returns the call flow control back to the `Call Subflow` element. `Subflow Return` element has no exit state as it is the last element in the subflow processing. The `Subflow Return` element is used to returned data configured to a calling application. `Subflow Return` Element uses a data model to save its configuration which is implemented in the `SubflowReturnConfig` class. The Element configuration view displays the configuration of `Subflow Return` element implemented in `SubflowReturnDataPage` class which extends `BaseConfigPage` class. The `Subflow Return` Data is available in the Element Configuration view. `Subflow Call` element allows to accept multiple return values of different types from a subflow.

Subflow Return



CHAPTER 5

Subflow Call

The `Subflow call` element is used to call the subflows from any call flows inside the application. The Subflow Call element is available in elements view. The Subflow Call element can be deleted, renamed, or can be used multiple times. The Call Subflow Element has the following three configurable tabs:

- **General** - This tab provides the means to associate a subflow call with Call Subflow element. It provides a drop down list of all the available subflows in a project. Only one of the subflow can be selected from the list.
- **Data** - This tab provides the information about subflow argument data and return data.
 - **Subflow Argument Data** - Subflows accepts inputs from the calling flows as arguments. Subflow Call element allows to send multiple arguments of different types to a subflow.
 - **Subflow Return Data** - Subflows returns data as processed output. Subflow Call element allows to accept multiple return values of different types from a subflow.

Note Sub flow call parameters (Argument Data and Return Data) are auto populated from the sub flow start and return elements respectively. If changes are done to sub flow start or return after the call element is created and assigned to the sub flow, call element needs to be reloaded. This can be done by clicking out and clicking back on the sub flow call element.

Cisco Unified Call Studio allows you to modify both the Subflow Argument Data and Subflow Return Data variable value directly from the Variables View while debugging a call flow. You can modify the data value directly from the value pane or right-click on the data variable and select **Change Value** to modify the value.

- [Events, on page 17](#)
- [Exit, on page 18](#)

Events

Name (Label)	Notes
Event Type	You can select Java Exception, VXML Event, or Custom Exception event handler type for this element from the drop-down list.

Exit

Name	Notes
next	The default exit state. The events that are entered for this element are added as the exit state in the call flow.



CHAPTER 6

Application_Modifier

The `Application_Modifier` action element is used to modify context variables and remove session data values at runtime in a voice application. It allows for a developer to change the application's environment anywhere in the callflow. A typical use for the `Application_Modifier` element would be for multi-language support because it can be used to change the application level `xml:lang` and encoding values. Visiting an `Application_Modifier` element instance will update the application for the current session only.

- [Settings, on page 19](#)
- [Exit States, on page 20](#)
- [Folder and Class Information, on page 20](#)
- [Events, on page 20](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
maintainer (Maintainer)	string	No	true	true	None	This setting specifies the e-mail address of the voice application administrator. This value is set in a VoiceXML <code><meta></code> tag.
language (Language)	string	No	true	true	None	This setting specifies the language identifier to specify in each VoiceXML document's <code>xml:lang</code> attribute. This value is set in the <code><vxm></code> tag.
encoding (Encoding)	string	No	true	true	None	This setting specifies the encoding to use when creating VoiceXML documents. This value is set in the <code><xml></code> tag.
default_audio_path (Default Audio Path)	string	No	true	true	None	This setting specifies a partial URI to a path containing the audio content for this voice application.

Exit States

remove_session_data (Session Data to Remove)	string	No	false	true	None	This setting specifies the names of session data values to remove from this voice application.
Voice Name	String	No	true	true	None	This can take voice names provided by Google. For more information see https://cloud.google.com/text-to-speech/docs/voices

Exit States

Name	Notes
done	The application's context variables were modified and session data values were removed.

Folder and Class Information

Studio Element Folder Name	Class Name
Context	com.audium.server.action.context.ApplicationModifier

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 7

Audio

The `Audio` voice element simply outputs a VoiceXML page with the contents of a single audio group. The `Audio` element is used for greetings, error messages and any other time audio is to be played in a situation not associated with an input state.

- [Audio Groups, on page 21](#)
- [Custom VoiceXML Properties, on page 21](#)
- [Folder and Class Information, on page 22](#)
- [Events, on page 23](#)

Audio Groups

Audio Playback

Name (Label)	Max1	Req'd	Notes
initial_audio_group (Initial)	Yes	Yes	The audio group containing the audio to play.

Custom VoiceXML Properties

Name (Label)	Type	Description
http.streaming	boolean	Indicates whether media streaming is enabled. Set the value of this parameter to <code>true</code> to enable media streaming.

Folder and Class Information

Name (Label)	Type	Description
		<p>Note</p> <ul style="list-style-type: none"> Streaming is supported only for static URLs using u-law and A-law audio codec. Streaming supports a maximum of 150 simultaneous callers for a single conference or a maximum of five simultaneous conferences each having a maximum of 30 simultaneous callers. Each caller can hear live streaming for a maximum duration of 30 minutes. DTMF recognition and buffering are not supported for streaming prompts. Caller can barge-in the live stream using DTMF if barge-in is enabled.
com.cisco.voicebrowser.streaming.timeout	string	<p>This property defines the maximum time a streaming connection will be active if there are active callers using it. This is an optional property.</p> <p>Set the value of this parameter to <code>true</code> to enable streaming timeout.</p> <p>The maximum streaming timeout duration is 1800 seconds.</p>
http.streaming.useragent	string	This property identifies the user. This is an optional property.

Folder and Class Information

Studio Element Folder Name	Class Name
----------------------------	------------

Top Level	com.audium.server.voiceElement.audio.MAudio
-----------	---

Events

Name (Label)	Notes
Event Handler	You can select either VXML Event or Java Exception as event handler type from the drop-down list.



CHAPTER 8

Counter

The Counter action element is used to keep track of a count stored as element data. The initial value of the count is defined as a configuration setting. In addition, the element may be configured to increment or decrement with a user defined step size. A typical use for the Counter element would be in a loop in the call flow that increments the count until a decision element decides that the loop must end. Revisiting a Counter element instance will automatically update the count.

- [Settings, on page 25](#)
- [Element Data, on page 26](#)
- [Exit States, on page 26](#)
- [Folder and Class Information, on page 26](#)
- [Events, on page 26](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
initial (Initial Count)	int	Yes	true	true	<i>None</i>	This setting specifies at which integer value this counter should start.
type (Type)	string enum	Yes	true	true	<i>None</i>	This setting specifies whether the counter should be incremented or decremented. Possible values are: <code>decrement</code> <code>increment</code> .
step (Step Size)	int	Yes	true	true	1	This setting specifies by how much this counter should be incremented or decremented.

Element Data

Name	Type	Notes
count	string	The current count

Exit States

Name	Notes
done	The counter was updated.

Folder and Class Information

Studio Element Folder Name	Class Name
Calculation	com.audium.server.action.counter.CounterAction

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 9

Callback_Add

The `Callback_Add` element is used to add a callback object to the database after all the callback information has been collected from the caller. In addition, it can be optionally configured to automatically delete old recorded files at specified intervals. These recorded files are the files produced by the `Record` element when the user records their name if they want a call back in the `CallbackEntry` application.

- [Settings, on page 27](#)
- [Element Data, on page 28](#)
- [Exit States, on page 28](#)
- [Folder and Class Information, on page 28](#)
- [Events, on page 29](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Callback Number	string	Yes	true	true	<i>None</i>	The phone number the callers specifies to call back.
Recorded Name File	string	Yes	true	true	<i>None</i>	The URL to the recorded file for playback when the caller is called back.
Recorded Name Path	string	No	true	true	<i>None</i>	<p>Path to the recorded file. If specified, files starting with <i>audio</i> in this folder are deleted automatically based on the file retention time and interval specified in Recorded File Retention and Recorded File Deletion Interval settings.</p> <p>Note All files created by the <code>Record</code> element start with <i>audio</i>.</p> <p>If this setting is left blank, recorded files are not deleted automatically.</p>

Element Data

						The value of this setting may be either the path to a folder or a path to a file. If a path to a file is specified, then the folder in which the file resides is the folder to be managed. The path to the folder must be accessible to the VXMLServer.
Recorded File Retention	Int	No	true	true	240	Number of minutes to retain recorded files before they are eligible for automatic deletion. This setting only takes effect if Recorded name Path is specified.
Recorded File Deletion Interval	Int	No	true	true	30	Number of interval minutes for checking when recorded files can be deleted. This setting only takes effect if Recorded name Path is specified

Element Data

Name	Type	Notes
Result	string	<p>Result of request to add callback object to the database. Valid string values are <i>valid</i>, <i>no_validation</i> and <i>invalid_time</i>.</p> <ul style="list-style-type: none"> • valid – signifies that the request was successful. • no_validation – occurs when a callback object cannot be created because <code>Callback_Validate</code> element was not run in the script. • invalid_time – means that the time selected for the scheduled callback is invalid.

Exit States

Name	Notes
done	The element is successfully run to retrieve the value.
error	The element failed to retrieve the value.

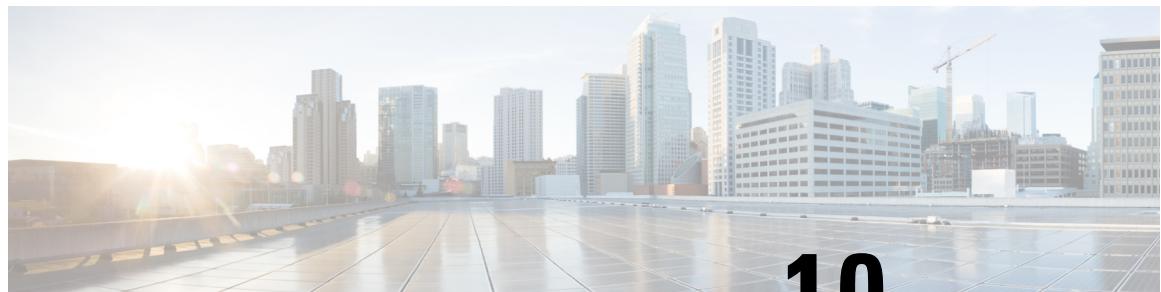
Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.AddCallback

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 10

Callback_Disconnect_Caller

The `Callback_Disconnect_Caller` element is responsible for disconnecting the caller's leg of the call. The IP leg of the call for Unified CVP is preserved to hold the caller's *place in line* until the callback is made back to the caller.

- [Settings, on page 31](#)
- [Element Data, on page 31](#)
- [Exit States, on page 32](#)
- [Folder and Class Information, on page 32](#)
- [Events, on page 32](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Probe Type	string enum	Yes	Yes	No	Disconnect Caller	The probe type can be one of: Disconnect Caller Intercept Caller Hangup No Intercept Caller Hangup

Element Data

Name	Type	Notes
Result	string	The call outcome from the attempt to disconnect the caller's leg.

Exit States

Exit States

Name	Notes
done	The element is successfully run to retrieve the value.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.DisconnectCaller

Events

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



CHAPTER 11

Callback_Enter_Queue

The `Callback_Enter_Queue` element is responsible for adding a new caller to the queue. This element must be run for all callers even if the caller may not be offered a callback.

- [Settings, on page 33](#)
- [Element Data, on page 33](#)
- [Exit States, on page 33](#)
- [Folder and Class Information, on page 34](#)
- [Events, on page 34](#)

Settings

None.

Element Data

Name	Type	Notes
ewt	int	The calculated estimated wait time for caller in queue.

Exit States

Name	Notes
done	The element is successfully run and the value is retrieved.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.EnterQueue

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 12

Callback_Get_Status

The `Callback_Get_Status` element is responsible for retrieving all information about the callback related to the current call (if a callback exists).

- [Settings, on page 35](#)
- [Element Data, on page 35](#)
- [Exit States, on page 36](#)
- [Folder and Class Information, on page 36](#)
- [Events, on page 36](#)

Settings

None.

Element Data

Name	Type	Notes
startCallback	boolean	Specifies whether the application should call the caller, given current caller position in queue and rate of de-queue.
ewt	int	Current estimated remaining wait time in seconds for this caller before the callback should be initiated.
qpos	int	Current position in queue.
rec	string	Recording URL that was stored in the callback table. This only needs to be returned if startCallback is true.
DORateA	int	Average number of seconds that it takes for each caller in this queue to leave the queue. This includes both callers leaving queue by going to agents and callers in queue abandoning.
DORateB	int	Average number of seconds that it takes for the #1 caller in this queue to leave the queue.

Exit States

RORate	int	Average number of seconds that it takes to get the caller back after starting the callback. The rate is the same for all queues. This includes dial time, ring time, and IVR time spent asking the caller if they are ready to take the callback.
cli	string	The Calling Line ID to be used for this callback
rna	int	Ring No Answer timeout for this call
dn	string	Destination number for this outbound call

Exit States

Name	Notes
done	The element is successfully run and the value is retrieved.
error	The element failed to retrieve the value.

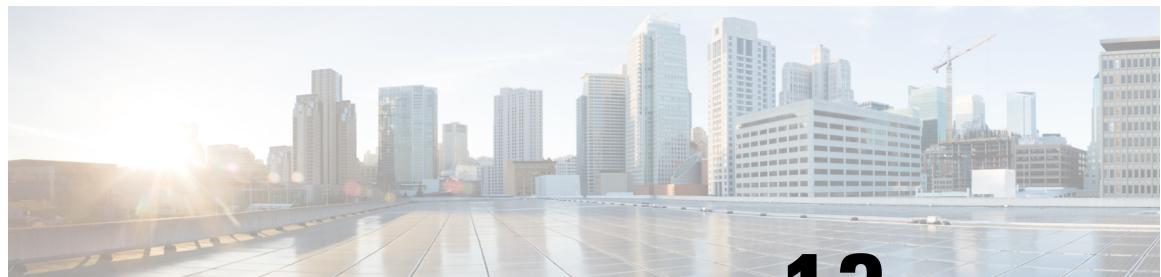
Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.GetStatus

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 13

Callback_Reconnect

The Callback_Reconnect element is responsible for reconnecting the caller's leg of the call.

- [Settings, on page 37](#)
- [Element Data, on page 37](#)
- [Exit States, on page 38](#)
- [Folder and Class Information, on page 38](#)
- [Events, on page 38](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Dialed Number	string	Yes	true	true	<i>None</i>	Destination for the outbound call.
Calling Line ID	string	Yes	true	true	<i>None</i>	The calling line ID to be used for the callback.
Ring No Answer Timeout	string	Yes	true	true	30	Ring No Answer timeout in seconds, The default is 30, minimum is 0 and maximum is 300 seconds.
User-to-User Information	string	No	true	true	<i>None</i>	The user-to-user information (UUI) to include in the callback.

Element Data

Name	Type	Notes

Exit States

result	string	Contains the reconnect exit state.
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Exit States

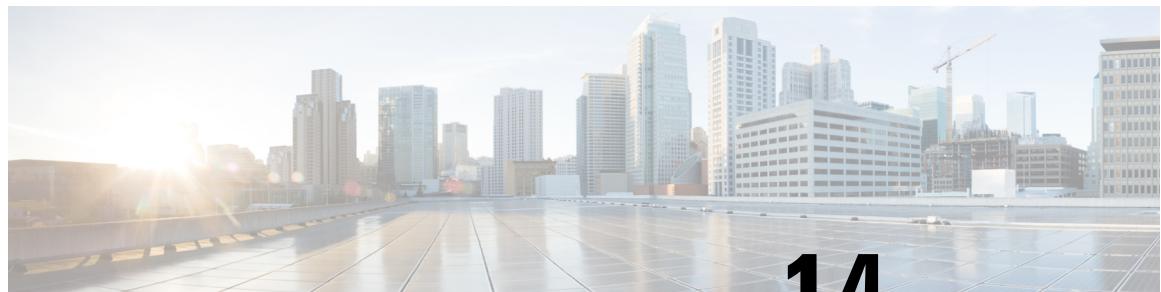
Name	Notes
noanswer	The callback was attempted and not answered.
busy	The callback was attempted and the calling line was busy.
invalid_number	The callback number was not a valid number.
connected	The callback was attempted and connected.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.Reconnect

Events

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



CHAPTER 14

Callback_Set_Queue_Defaults

The `Callback_Set_Queue_Defaults` element is responsible for updating the DBServlet with the values that should be used for each queue. There is always a *default* queue type. The values are used whenever a queue type is encountered for which there are no explicitly defined values. For example, if an administrator has defined values for a *billing* and *default* queues, but the caller is queued for *mortgages*. In that case, the application uses the values from `Callback_Set_Queue_Defaults`.

Note When the DBServlet is not reachable to check the callback status for the duration of keepalive interval, the callback entry in the Reporting Server gets marked as a stale cached entry and subsequently gets cleared. As a result, a callback is not initiated.

- [Settings, on page 39](#)
- [Element Data, on page 41](#)
- [Exit States, on page 41](#)
- [Folder and Class Information, on page 41](#)
- [Events, on page 42](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Queue Name	string	Yes	true	false	<i>None</i>	The name of the queue.
Maximum Percentage	integer	No	true	false	50	Maximum percentage of callbacks that can exist in the queue. Maximum is 100, minimum is 0.
Maximum Count	integer	No	true	false	9999999	Absolute number of callbacks that can exist in a queue.
Refresh Interval	integer	No	true	false	30	Number of minutes between DBServlet refreshes of this reference data. Maximum is 1440 minutes, minimum is 1 minute.

Maximum Estimated Wait Time	integer	No	true	false	900	Callbacks are only offered for this queue when the estimated wait time (ewt) is greater than or equal this number of seconds. If 0, then callbacks are offered regardless of ewt. Maximum is 86400 seconds, minimum is 0.
Timezone	string enum	No	true	false	None	The timezone to apply to this queue. Valid options available from pull-down menu.
Keepalive Interval	integer	No	true	false	180	Maximum keepalive interval in seconds. Maximum is 300, minimum is 1. 'Ring No Answer Timeout' setting must be less than this value.
Dialed Number	string	No	true	false	None	Dialed Number to which a callback is directed for this queue.
Reconnect Time	integer	No	true	false	30	Approximate average time in seconds to reconnect caller. Take into account both ringtime and IVR time when determining this value. Maximum is 300, minimum is 1.
Service Level Agreement (SLA)	integer	No	true	false	60	Average number of seconds to wait before connecting to an agent after a caller is called back.
Calling Line ID	string	Yes	true	false	None	The CLI to be used on the callback.
Sample	string	No	true	false	0	Number of minutes in the interval used to calculate average time to leave queue. Maximum is 1440, minimum is 15.
Burst	string	No	true	false	10:1	X:Y, where X requests to method LeaveQueue in Y seconds. This is used to detect abnormal system failures so that the requests do not get included in the average time to leave queue calculation.
Ring No Answer Timeout	integer	No	true	false	30	The RNA timeout for the callback. Maximum is 300, minimum is 0. Must be less than the Keepalive Interval.

Sunday Time Range	string	No	true	false	00:00:00 – 23:59:59	Time range per day when callbacks can occur. Value “none” means no callbacks are allowed on that day. The default is all day if no value is specified. 00:00:00 – 23:59:59 means all day.
Monday Time Range						
Tuesday Time Range						
Wednesday Time Range						
Thursday Time Range						
Friday Time Range						
Saturday Time Range						
Max No Response Count	string	No	true	false	3;300	Max attempts to try the callback when this error occurs and the next the interval (in seconds) in which to retry the call.
Max Busy Count	string	No	true	false	4;300	
Max No Answer Count	string	No	true	false	4;300	
Max Trunks Busy Count	string	No	true	false	4;300	
Max Error Count	string	No	true	false	4;300	

Element Data

Name	Type	Notes
result	string	Contains the reconnect exit state.

Exit States

Name	Notes
done	The element is successfully run and the value is retrieved.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.SetQueueDefaults

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 15

Callback_Update_Status

The `Callback_Update_Status` element is responsible for updating the database after a callback disconnect or reconnect.

- [Settings, on page 43](#)
- [Element Data, on page 44](#)
- [Exit States, on page 44](#)
- [Folder and Class Information, on page 44](#)
- [Events, on page 44](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
status	enum string	Yes	true	true	<i>None</i>	Callback status can be one of the following: <ul style="list-style-type: none">• PENDING• INPROGRESS• COMPLETED• ADD TO QUEUE• DROP FROM QUEUE
reason	enum string	*	true	true	<i>None</i>	Required if status is COMPLETED, one of the following: <ul style="list-style-type: none">• error• busy• noanswer• noresponse

Element Data

						<ul style="list-style-type: none"> • invalid_number • connected • trunkbusy • caller_cancelled
--	--	--	--	--	--	--

Element Data

Name	Type	Notes
result	string	Tells the application whether to cancel the existing callback or to retry, can be one of the following: <ul style="list-style-type: none"> • cancel • retry • done

Exit States

Name	Notes
done	The element is successfully run and the value is retrieved.
error	The element failed to retrieve the value.

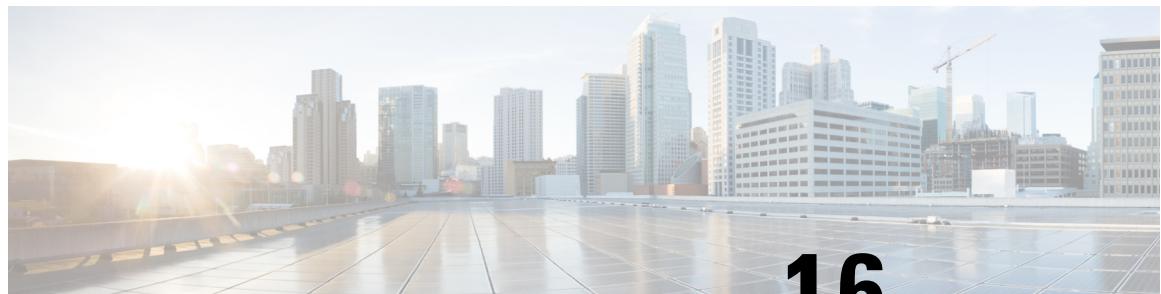
Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.UpdateStatus

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



CHAPTER 16

Callback_Validate

The `Callback_Validate` element is responsible for verifying whether or not a callback can be offered to the caller during this call. Depending on the outcome of the validation, the `Validate` element exits with one of four states.

- [Settings, on page 45](#)
- [Element Data, on page 45](#)
- [Exit States, on page 45](#)
- [Folder and Class Information, on page 46](#)
- [Events, on page 46](#)

Settings

None.

Element Data

Name	Type	Notes
result	string	Contains the exit state result.
ewt	int	EWT value passed from Unified ICM.
gw	string	Gateway identifier.
loc	string	Gateway location information.
capacity	int	Gateway capacity.

Exit States

Name	Notes

Folder and Class Information

preemptive	This callback is valid.
none	The callback is not allowed.
refresh	The validation could not be performed because the DBServlet needs a reference data refresh. The application must call SetQueueDefaults before validation can occur.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.Validate

Events

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



CHAPTER 17

Callback_Wait

The `Callback_Wait` element is responsible for *sleeping* the application for X seconds. The application hands control back to `cvp_ccb_vxml.tcl` with the parameter `wait=X`.

- [Settings, on page 47](#)
- [Exit States, on page 47](#)
- [Folder and Class Information, on page 47](#)
- [Events, on page 48](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Wait Time	integer	Yes	true	false	None	Amount of time in seconds to wait. Maximum is 60, minimum is 0.

Exit States

Name	Notes
done	The element is successfully run and the value is retrieved.
error	The element failed to retrieve the value.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco > Callback	com.cisco.cvp.vxml.custelem.callback.Wait

Events

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



CHAPTER 18

Currency

The `Currency` voice element captures from the caller a currency amount in dollars and cents. The currency amount can be entered using the keypad or spoken. The captured value will be stored in element data as a decimal value (without the \$ character).

There are several different formats for speaking a currency amount or entering it through the keypad. Voice browsers may use different grammars and therefore accept different utterances. However, the spoken formats listed below should result in the same behavior for all supported browsers. The tables below list each input and the value that is stored in the element variable as a result. If some data is left out, the system assumes a default value for the missing information.

Note You cannot use the * character to represent a decimal point in the `Currency` voice element, if you have defined it as a **termchar** in the **Root Doc Settings**.

Utterance	Stored Value	Example	Description
[dollar] "dollar(s)" ("and") [cent] "cent(s)"	D.CC	"thirteen dollars and fifty cents" = 13.50	Dollars are whole numbers >= 0. Cents are from 00 to 99. The word <i>and</i> is optional.
[dollar] "dollar(s)" "[cent]	D.CC	"thirteen dollars five" = 13.05	Dollars are whole numbers >= 0. Cents are from 00 to 99.
[dollar] "dollar(s)"	D.00	"three hundred fifty" = 350.00	A plain whole number is interpreted as dollars with no cents.
[cent] "cent(s)"	0.CC	"three cents" = 0.03	To specify cents only, the word <i>cents</i> to be uttered. Cents are from 00 to 99.

DTMF Entry	Stored Value	Example	Description
[D]*[CC]	D.CC	3*99 = 3.99	The decimal is represented by the * button.

There are other formats that are possible, particularly when entering via DTMF and inputting incomplete amounts. These inputs may yield differing results on various voice browsers. The returned variable will always be a decimal value with the appropriate number of padded zeros, if applicable.

- [Settings, on page 50](#)
- [Element Data, on page 51](#)
- [Exit States, on page 52](#)
- [Audio Groups, on page 52](#)
- [Folder and Class Information, on page 53](#)
- [Events, on page 53](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution 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 length 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
max_noinput_count (Max NoInput Count)	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during currency input capture. 0 = infinite noinputs allowed.
max_nomatch_count (Max NoMatch Count)	int ≥ 0	Yes	true	true	3	The maximum number of nomatch events allowed during currency input capture. 0 = infinite nomatches allowed.
currency_confidence_level (Currency Confidence Level)	decimal (0.0 to 1.0)	Yes	true	true	0.40	The confidence level threshold to use during currency capture.
modal (Disable Hotlinks)	boolean	Yes	true	true	false	Whether or not to temporarily disable all hotlink grammars (global or local) and universal grammars. If set to true, only the currency grammars 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 _secureLogging

							suffix. For example nbestUtterance1_secureLogging,*****.
maxnbest (Maxnbest)	int \geq 1	Yes	true	true	1		The maximum number of speech recognition results that can be generated per voice input.

Note Refer to the Element Data table below for information about `nbestUtteranceX` and `nbestInterpretationX`.

Element Data

Name	Type	Notes
Value	string	The currency amount captured. This will always be a decimal number with the appropriate number of padded zeros (up to 2).
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 \geq 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 <code>nbestUtteranceX</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>nbestUtterance1</code> holds the utterance of the top hypothesis in the n-best list and <code>nbestUtteranceX</code> holds the utterance of the last hypothesis.
nbestInterpretation1 nbestInterpretation2 ... nbestInterpretationX	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.
nbestConfidence1 nbestConfidence2 ... nbestConfidenceX	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.
nbestInputmode1 nbestInputmode2	string	This set of element data stores the input modes of captured n-best utterances.

Exit States

...		
nbestInputmodeX		

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.
done	The currency capture was completed.

Audio Groups

Currency Capture

Name (Label)	Req'd	Max 1	Notes
initial_audio_group (Initial)	Yes	Yes	Played when the voice element first begins.
nomatch_audio_group (NoMatch)	No	No	Played when a nomatch event occurs.
noinput_audio_group (NoInput)	No	No	Played when a noinput event occurs.
help_audio_group (Help)	No	No	Played when the caller asked for help. If not specified, by default help is treated as a nomatch.

End

Name (Label)	Req'd	Max 1	Notes
done_audio_group (Done)	No	Yes	Played when the currency capture is completed and the voice element exits with the <i>done</i> exit state.

Folder and Class Information

Studio Element Folder Name	Class Name
Commerce	com.audium.server.voiceElement.currency.MBasicCurrency

Events

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



CHAPTER 19

Currency_with_Confirm

The `Currency_With_Confirm` voice element captures from the caller a currency amount in dollars and cents, and presents a confirmation menu allowing the caller to either accept their entry or re-enter the currency value. The currency amount can be entered using the keypad or spoken. The captured value will be stored in element data as a decimal value (without the \$ character).

There are several different formats for speaking a currency amount or entering it through the keypad. Voice browsers may use different grammars and therefore accept different utterances. However, the spoken formats listed below should result in the same behavior for all supported browsers. The tables below list each input and the value that is stored in element data as a result. If some data is left out, the system assumes a default value for the missing information.

Utterance	Stored Value	Example	Description
[dollar] "dollar(s)" ("and") [cent] "cent(s)"	D.CC	"thirteen dollars and fifty cents" = 13.50	Dollars are whole numbers ≥ 0 . Cents are from 00 to 99. The word <i>and</i> is optional.
[dollar] "dollar(s) "[cent]	D.CC	"thirteen dollars five" = 13.05	Dollars are whole numbers ≥ 0 . Cents are from 00 to 99.
[dollar] "dollar(s)"	D.00	"three hundred fifty" = 350.00	A plain whole number is interpreted as dollars with no cents.
[cent] "cent(s)"	0.CC	"three cents" = 0.03	To specify cents only, the word <i>cents</i> to be uttered. Cents are from 00 to 99.

DTMF Entry	Stored Value	Example	Description
[D]*[CC]	D.CC	3*99 = 3.99	The decimal is represented by the * button.

There are other formats that are possible, particularly when entering via DTMF and inputting incomplete amounts. These inputs may yield differing results on various voice browsers. The returned variable will always be a decimal value with the appropriate number of padded zeros if applicable.

- [Settings, on page 56](#)

- Element Data, on page 57
- Exit States, on page 58
- Audio Groups, on page 58
- Folder and Class Information, on page 59
- Events, on page 60

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution 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 length 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.
currency_max_noinput_count (Currency Max NoInput Count)	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during currency input capture. 0 = infinite noinputs allowed.
currency_max_nomatch_count (Currency Max NoMatch Count)	int ≥ 0	Yes	true	true	3	The maximum number of nomatch events allowed during currency input capture. 0 = infinite nomatches allowed.
confirm_max_noinput_count (Confirm Max NoInput Count)	int ≥ 0	Yes	true	true	3	The maximum number of noinput events allowed during currency input confirmation. 0 = infinite noinputs allowed.
confirm_max_nomatch_count (Confirm Max NoMatch Count)	int ≥ 0	Yes	true	true	3	The maximum number of nomatch events allowed during currency input confirmation. 0 = infinite nomatches allowed.
max_disconfirmed_count (Max Disconfirmed Count)	int ≥ 0	Yes	true	true	3	The maximum number of times a caller is allowed to disconfirm a captured input. 0 = infinite disconfirmations allowed.
currency_confidence_level (Currency Confidence Level)	decimal (0.0 to 1.0)	Yes	true	true	0.40	The confidence level threshold to use during currency capture.

confirm_confidence_level (Confirm Confidence Level)	Decimal (0.0 to 1.0)	Yes	true	true	0.50	The confidence level threshold to use during confirmation.
modal (Disable Hotlinks)	boolean	Yes	true	true	false	If set to true, only the grammars of the current Currency_With_Confirm element (the currency and boolean grammars) 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 _secureLogging suffix. For example nbestUtterance1_secureLogging,*****.
maxnbest (Maxnbest)	int \geq 1	Yes	true	true	1	The maximum number of speech recognition results that can be generated per voice input.

Element Data

Name	Type	Notes
Value	string	The currency amount captured. This will always be a decimal number with the appropriate number of padded zeros (up to 2).
value_confidence	float	This is the confidence value of the captured currency 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 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 nbestUtteranceX holds the utterance of the last hypothesis.
nbestInterpretation1	string	This set of element data stores the interpretations of captured n-best utterances. While the maximum number of nbestInterpretationX

nbestInterpretation2 ... 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 nbestConfidence2 ... 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 nbestInputmode2 ... 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 currency capture was confirmed.

Audio Groups

Currency Capture

Name (Label)	Req'd	Max 1	Notes
currency_initial_audio_group (Currency Initial)	Yes	Yes	Played when the voice element first begins.
currency_nomatch_audio_group (Currency NoMatch)	No	No	Played when a nomatch event occurs during a currency capture.

currency_noinput_audio_group (Currency NoInput)	No	No	Played when a noinput event occurs during a currency capture.
currency_help_audio_group (Currency Help)	No	No	Played when the caller asked for help during a currency capture. If not specified, by default help is treated as a nomatch.

Currency Confirm

Name (Label)	Req'd	Max 1	Notes
confirm_initial_audio_group (Confirm Initial)	Yes	Yes	Played when confirmation first begins.
confirm_nomatch_audio_group (Confirm NoMatch)	No	No	Played when a nomatch event occurs during confirmation. The nomatch event count corresponds to the audio group count.
confirm_noinput_audio_group (Confirm NoInput)	No	No	Played when a noinput event occurs during confirmation. The noinput event count corresponds to the audio group count.
confirm_help_audio_group (Confirm Help)	No	No	Played when a help event occurs during confirmation. The help event count corresponds to the audio group count. If not specified, by default help throws a nomatch.
disconfirmed_audio_group (Disconfirmed)	No	No	Played after the caller disconfirms a captured currency entry. Upon reaching the <code>max_disconfirmed_count</code> , the prompt should be about exiting with the <code>max_disconfirmed_exit</code> state.

End

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

Folder and Class Information

Studio Element Folder Name	Class Name
Commerce	com.audium.server.voiceElement.currency.MBasicCurrencyWithConfirm

Events

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



CHAPTER 20

CVP Subdialog Return

For a Cisco Unified CVP Voice application invoked as a subdialog, the `CVP Subdialog Return` element must be used to return data back to the calling application. The element should be used in place of Hang Up elements throughout the call flow. Like a Hang Up element, the element has no exit states.

Note There is one exception to the above description. If the voice application will only ever be called by a Subdialog Invoke element (that is, never by Unified ICM), then the Subdialog Start and Subdialog Return elements may be used instead. Refer to

The settings for this element are used to define what data to pass back to the calling application. The `Caller Input` setting must be assigned a value in order for the application to validate, since it is required to have a value. Each element setting corresponds to an ICM ECC external variable name, and therefore the configuration values must conform to requirements associated with ICM ECC variables. Refer to the Unified CVP documentation for further details.

The CVP Subdialog Return element can be used to enable multiple types of transfer in call failure conditions. In case of a Hook Flash (HF) or Two B-Channel Transfer (TBCT) transfer, for example, `Caller Input` should be set to the transfer destination number prefixed with `HF` or `TBCT` (as in `HF800xxxxxxxx` or `TBCT800xxxxxxxx`). An HF or TBCT transfer will be invoked after the `Caller Input` was passed back from the CVP Subdialog Return element.

- [Settings, on page 61](#)
- [Exit States, on page 62](#)
- [Folder and Class Information, on page 62](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
caller_input (Caller Input)	string	Yes	true	true	<i>None</i>	Required return argument that holds a value to be returned to the calling application.
FromExtVXML0 (External VXML 0)	string	No	true	true	<i>None</i>	Optional return argument that is returned to the calling application.

Exit States

FromExtVXML1 (External VXML 1)	string	No	true	true	<i>None</i>	Optional return argument that is returned to the calling application.
FromExtVXML2 (External VXML 2)	string	No	true	true	<i>None</i>	Optional return argument that is returned to the calling application.
FromExtVXML3 (External VXML 3)	string	No	true	true	<i>None</i>	Optional return argument that is returned to the calling application.



Note The following characters are not allowed in the return arguments:

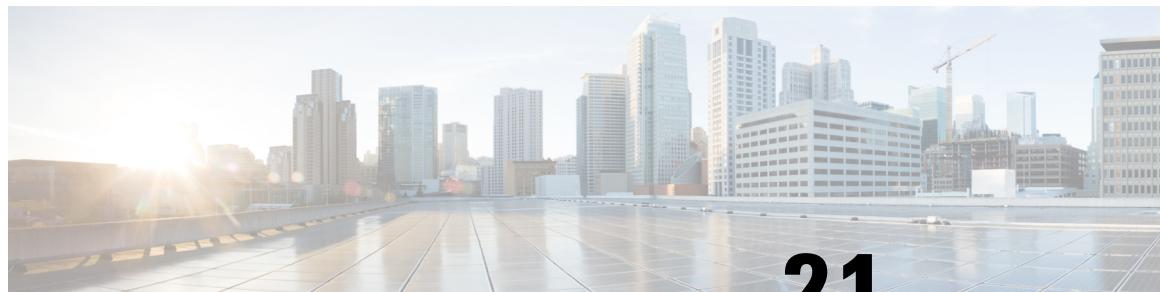
<> '' &

Exit States

Name	Notes
done	The element is successfully run.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco	com.audium.server.voiceElement.internal.CiscoSubdialogReturnElement



CHAPTER 21

CVP Subdialog Start

For a Cisco CVP voice application invoked as a subdialog, the `CVP Subdialog Start` element must be used, which receives data from a calling application and creates corresponding element data or session data. The element should be placed at the entrance point of the application, immediately after the Start of Call element.

Data can be passed to the VoiceXML application either as HTTP parameters or VoiceXML parameters (using the `<param>` tag). In the first case (that is, as HTTP parameters), Cisco Unified CVP VoiceXML Server will automatically create session data using the name of the data received. In the second case (that is, as VoiceXML parameters), the `CVP Subdialog_Start` element must be configured appropriately in order for the data to be available as element or session data for the duration of the call session. For each data passed as a VoiceXML parameter, the *Parameter* setting must be configured with the same exact name as the data. The `Store As` setting can be configured to store the passed data either as session or element data. The `Enable Digits Bypass` setting is used to activate a VoiceXML workaround to ensure expected functionality for a particular TDM or analog phone. When this setting is set to *true*, a new setting named `Audio Filler URI` will be enabled in VoiceXML Studio and can be configured to set a reference to a silence wave file to be played in the digits field. For IP phones the `Enable Digits Bypass` setting should be set to *false*.

- [Settings, on page 63](#)
- [Exit States, on page 64](#)
- [Folder and Class Information, on page 64](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
Parameter (Parameter)	string	No	false	true	<i>None</i>	Holds the name of a parameter passed as input to the subdialog. It must match the exact value specified in the VoiceXML page that calls the subdialog. This is a repeatable setting, so multiple values can be specified.
Where (Store As)	string	No	true	false	Session Data	Determines whether the parameter passed to the subdialog will be stored as element data or session data. By

Exit States

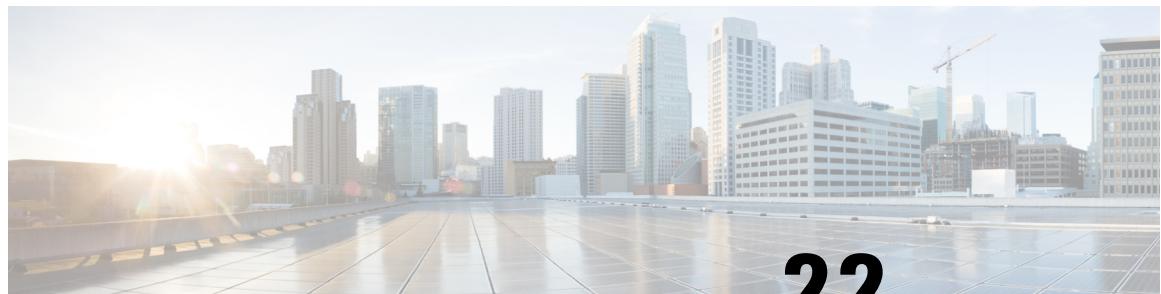
						making it element data, the information will “belong” only to this element, and so there is no chance that these variables will overwrite any other variables.
enable_digits_bypass (Enable Digits Bypass)	boolean	Yes	true	true	false	Determines whether the digits field is used at the beginning of an application. By default this is disabled.
audio_filler_uri (Audio Filler URI)	string	No	true	true	None	Configures a URI for a silence wave file to be played in the above digits field.

Exit States

Name	Notes
done	The element is successfully run.

Folder and Class Information

Studio Element Folder Name	Class Name
Cisco	com.audium.server.voiceElement.internal.CiscoSubdialogStartElement



CHAPTER 22

Database

The `database` element provides the ability to run an SQL command on external databases within a voice application call flow. The element requires JNDI to be configured in the Java application server to handle database connections. Only a single SQL statement can be run per element. There are four types of commands that can be made:

- **Single** – This is used to run a SQL query that returns only a single row. Element data will be created with the variable names being the names of the columns returned and the value of that column as the element data value (as a string). If no row is returned, no element data will be set.
- **Multiple** – This is used to run a SQL query that returns multiple rows. A Unified CVP-defined Java data structure, the Java class `ResultSetList`, stores the full result and is placed in session data. If no rows are returned, the `ResultSetList` object in session data will be empty. For detail about the `ResultSetList` data structure, refer to the javadocs for this class.
- **Inserts** – This is used to run a SQL INSERT command that inserts information into the database.
- **Updates** – This is used to run a SQL UPDATE command that updates information in the database.

The developer can utilize substitution to create dynamic queries. The Database element is ideal for performing simple queries and updates. It may not be sufficient for performing complex database interactions such as multiple dependent queries or stored procedure calls. One would use a custom configurable or generic action element for these tasks. To avoid performance issues while creating database connections, you must implement database pooling on the application server.

- [Settings, on page 66](#)
- [Element Data, on page 66](#)
- [Session Data, on page 67](#)
- [Exit States, on page 67](#)
- [Folder and Class Information, on page 67](#)
- [Events, on page 67](#)
- [Create JNDI Database Connection in Tomcat for Use in VXML Applications, on page 68](#)

Settings

Name (Label)	Type	Req'd	Single Setting Value	Substitution Allowed	Default	Notes
type (Type)	string enum	Yes	true	true	single	<p>The type of query: single, multiple, insert or update.</p> <p>Note The "xml_resultset" element data is not created when insert or update is selected.</p>
jndiName (JNDI Name)	string	Yes	true	true	<i>None</i>	JNDI name for the SQL datasource of the database.
key (Session Data Key)	string	Yes	true	true	<i>None</i>	For queries of type multiple, the name of the session variable for which the results of the query will be stored.
query (SQL Query)	string	Yes	true	true	<i>None</i>	The SQL query to run.
enableXmlResultSet (Result-Set XML)	Boolean	Yes	true	false	true	If the Result-Set XML option is set to False, the "xml_resultset" element data is not created when the XML Data conversion functionality is disabled.

Element Data

In the substitution tag, the two element data `num_rows_processed` and `xml_resultset` are available by default when a database element is selected. The `{Data.Element.DBElement1.num_rows_processed}` and `{Data.Element.Database_01.xml_resultset}` are the two tags that can be added for these element data respectively. The Database element `num_rows_processed` carries the number of rows fetched when a query is selected from the database, and the number of rows updated when any update, delete or insert operation is made in the database. The `xml_resultset` carries the database result in the XML form for a single query or multiple select query. The `num_rows_processed` can be used for any data *type* settings. The `xml_resultset` can only be used for Insert and Update *type* settings. However, when the *type* setting is set to *single* for an Element data, the names of the return columns are created containing the respective return values.

For example, if a query returned the following information:

```
foo bar
```

123 456

The following element data will be created: *foo* with the value *123* and *bar* with the value *456*.

Session Data

Session data is created <i>only</i> when the <code>type</code> setting is set to <i>multiple</i> . In all other cases, no session data is created.
--

Name	Type	Notes
[value of setting “key”]	ResultSetList	The Java data structure that stores the returned values from a multiple type query. The name of the session data variable is specified by the developer in the <code>key</code> setting.

Exit States

Name	Notes
done	The database query was successfully completed.

Folder and Class Information

Studio Element Folder Name	Class Name
Integration	com.audium.server.action.database.DatabaseAction

Events

Name (Label)	Notes
Event Type	You can select Java Exception as event handler type.

The output of the Customer_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.

Create JNDI Database Connection in Tomcat for Use in VXML Applications

Summary

Steps

This section explains how to create a new JNDI database connection in Tomcat. These instructions are useful when you want to use the built-in Studio Database element, or create some custom code that accesses database functionality through JNDI.

1. To enable database access on your application server, a compatible JDBC driver must be installed. These drivers, typically packaged as JAR files, should be placed in a directory accessible to the application server classpath (on Tomcat, for example, place in `%CVP_HOME%\VXMLServer\Tomcat\lib`).

Note The database must exist for this connection to work. CVP VXML Server will not create the database for you.

2. Add a Tomcat Context for the database connection so that the CVP VXML Server knows how to communicate with your database. For more information, see <https://tomcat.apache.org/tomcat-9.0-doc/jndi-datasource-examples-howto.html>
3. In Audium Builder for CVP Studio, edit the configuration of the Database element in question. Enter the string you entered *below* in `<LABEL_YOU_CHOOSE>` from the Tomcat Context into the JNDI Name property of the Settings tab of your Database element.

Note Do not include the `jdbc/` portion here.

Here is an example that uses MySQL (edit `context.xml` from `AUDIUM_HOME\Tomcat\conf` folder):

- ```

<Context>
<Resource name="jdbc/<LABEL_YOU_CHOOSE>"
auth="Container"
type="javax.sql.DataSource"
username="USER_NAME"
password="USER_PW"
driverClassName="com.mysql.jdbc.Driver"
url="jdbc:mysql://HOSTNAME_OR_IP:PORT/DB_NAME" />
</Context>

```

The default port number for MySQL is 3306. An example url for the above Context would be `jdbc:mysql://localhost:3306/DB_name`

**Note** Alternately, the `<Resource>` can be configured in the `server.xml` file under `<GlobalNamingResources>`, and a `<ResourceLink>` created in `context.xml` under `<Context>`

4. Under heavy load conditions, enable Database Connection Pooling.

A database connection pool creates and manages a pool of connections to a database. Recycling and reusing already existing connections to a database is more efficient than opening a new connection. For further information on Tomcat Database Pooling, see <https://tomcat.apache.org/tomcat-9.0-doc/jndi-datasource-examples-howto.html>.

**Note**

Tomcat 8.0 has two connection pool libraries: commons-dbcp and tomcat-jdbc-pool. Due to a known issue with tomcat-jdbc-pool connection pool library, if the connection between the CVP VXML server and the remote SQL server goes down, the connections are not re-established automatically. The connections can be re-established only after the VXMLServer tomcat service is restarted.

The commons-dbcp connection pool library does not have this problem. The commons-dbcp library is used by default, and the tomcat-jdbc-pool is only used if the tomcat context.xml file contains the following line:

```
factory="org.apache.tomcat.jdbc.pool.DataSourceFactory"
```

Due to this issue, Cisco does not recommend using the tomcat-jdbc-pool library.





# CHAPTER 23

## Date

The `Date` voice element captures a date input from the caller. The date can be entered using DTMF input (in the YYYYMMDD format). It can also be spoken in natural language including a month, day and year. The captured value will be stored in element data as a fixed-length date string in the YYYYMMDD format. If the year is not specified in the input, YYYY is stored as “????”. And if the month or the day is not specified, MM and DD will be stored as “??”.

- [Settings, on page 71](#)
- [Element Data, on page 72](#)
- [Exit States, on page 73](#)
- [Audio Groups, on page 73](#)
- [Folder and Class Information, on page 74](#)
- [Events, on page 74](#)

## Settings

| Name (Label)                                          | Type         | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------|--------------|-------|----------------------|----------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)                             | string enum  | Yes   | true                 | false                | both    | The type of entry allowed for input. Possible values are: <code>voice</code>   <code>dtml</code>   <code>both</code> .                                                                                                                                                      |
| Noinput_timeout<br>(Noinput Timeout)                  | string       | Yes   | true                 | true                 | 5s      | The maximum time length 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>(Date Max NoInput Count) | int $\geq 0$ | Yes   | true                 | true                 | 3       | The maximum number of noinput events. 0 = infinite noinputs allowed.                                                                                                                                                                                                        |

|                                                       |                        |     |      |       |       |                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------|------------------------|-----|------|-------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_max_nomatch_count<br>(Date Max NoMatch Count) | int $\geq 0$           | Yes | true | false | 3     | The maximum number of nomatch events allowed. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                                              |
| collect_confidence_level<br>(Date Confidence Level)   | decimal<br>(0.0 – 1.0) | Yes | true | true  | 0.40  | The confidence level threshold to use during date capture.                                                                                                                                                                                                                                                                                 |
| modal (Disable Hotlinks)                              | boolean                | Yes | true | true  | false | If set to true, only the grammars of the current Date element 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 _secureLogging suffix. For example nbestUtterance1_secureLogging,*****. |
| maxnbest<br>(Maxnbest)                                | int $\geq 1$           | 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 date stored in the YYYYMMDD format.                                                                                                                                                                                                                                                                                                                                                                   |
| value_confidence                                             | float        | This is the confidence value of the captured date utterance. When n-best recognition is enabled, this stores the confidence score of the top hypothesis in the n-best list.                                                                                                                                                                                                                               |
| 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 max nomatch count is 0, this exit state will never occur. |
| max_noinput | The maximum number of noinput events has occurred. If the max noinput count is 0, this exit state will never occur. |
| done        | The data capture was completed.                                                                                     |

## Audio Groups

### Date Capture

| Name (Label)                                  | Req'd | Max 1 | Notes                                                                                                               |
|-----------------------------------------------|-------|-------|---------------------------------------------------------------------------------------------------------------------|
| collect_initial_audio_group<br>(Date Initial) | Yes   | Yes   | Played when the voice element first begins.                                                                         |
| collect_noinput_audio_group<br>(Date NoInput) | No    | No    | Played when a noinput event occurs during date input. The noinput event count corresponds to the audio group count. |

**End**

|                                               |    |    |                                                                                                                                                                     |
|-----------------------------------------------|----|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_nomatch_audio_group<br>(Date NoMatch) | No | No | Played when a nomatch event occurs during date input. The nomatch event count corresponds to the audio group count.                                                 |
| collect_help_audio_group<br>(Date Help)       | No | No | Played when a help event occurs during date input. The help event count corresponds to the audio group count. If not specified, a help event is treated as nomatch. |

**End**

| Name (Label)            | Req'd | Max1 | Notes                                                                                  |
|-------------------------|-------|------|----------------------------------------------------------------------------------------|
| done_audio_group (Done) | No    | Yes  | Played after the date capture is completed. If not specified, no audio will be played. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                     |
|----------------------------|------------------------------------------------|
| Date & Time                | com.audium.server.voiceElement.date.MBasicDate |

## 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. |



## CHAPTER 24

### Date\_with\_Confirm

The Date\_With\_Confirm voice element captures a date input from the caller, and presents a confirmation menu allowing the caller to either accept their entry or re-enter the date. The date can be entered using DTMF input (in the YYYYMMDD format). It can also be spoken in natural language including a month, day and year. The captured value will be stored in element data as a fixed-length date string in the YYYYMMDD format. If the year is not specified in the input, YYYY is stored as “????”. If the month or the day is not specified, MM and DD will be stored as “??”.

- [Settings, on page 75](#)
- [Element Data, on page 76](#)
- [Exit States, on page 77](#)
- [Audio Groups, on page 78](#)
- [Folder and Class Information, on page 79](#)
- [Events, on page 79](#)

## Settings

| Name (Label)                                          | Type         | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------|--------------|-------|----------------------|----------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)                             | string enum  | Yes   | true                 | false                | both    | The type of entry allowed for input. Possible values are: voice   dtmf   both.                                                                                                                                                                                              |
| noinput_timeout<br>(Noinput Timeout)                  | string       | Yes   | true                 | true                 | 5s      | The maximum time length 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>(Date Max NoInput Count) | int $\geq 0$ | Yes   | true                 | true                 | 3       | The maximum number of noinput events allowed during date input capture. 0 = infinite noinputs allowed.                                                                                                                                                                      |

|                                                          |                        |     |      |       |       |                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------|------------------------|-----|------|-------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_max_nomatch_count<br>(Date Max NoMatch Count)    | int $\geq 0$           | Yes | true | false | 3     | The maximum number of nomatch events allowed during date input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                    |
| confirm_max_noinput_count<br>(Confirm Max NoInput Count) | int $\geq 0$           | Yes | true | true  | 3     | The maximum number of noinput events allowed during date input confirmation. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch Count) | int $\geq 0$           | Yes | true | false | 3     | The maximum number of nomatch events allowed during date input confirmation. 0 = infinite nomatches allowed.                                                                                                                                                                                                                               |
| max_disconfirmed_count<br>(Max Disconfirmed Count)       | int $\geq 0$           | 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>(Date Confidence Level)      | decimal<br>(0.0 – 1.0) | Yes | true | false | 0.40  | The confidence level threshold to use during date capture.                                                                                                                                                                                                                                                                                 |
| confirm_confidence_level<br>(Confirm Confidence Level)   | decimal<br>(0.0 – 1.0) | Yes | true | false | 0.50  | The confidence level threshold to use during confirmation.                                                                                                                                                                                                                                                                                 |
| modal<br>(Disable Hotlinks)                              | boolean                | Yes | true | false | false | If set to true, only the grammars of the current Date_With_Confirm element (the built-in date 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 | false | 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 _secureLogging suffix. For example nbestUtterance1_secureLogging,*****. |
| maxnbest<br>(Maxnbest)                                   | int $\geq 1$           | Yes | true | false | 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 date stored in the YYYYMMDD format.                                                                                                                                                                                                                                                                                                                                                                                                              |
| value_confidence                                                            | float   | This is the confidence value of the captured date 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 ≥ 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 maxnbst 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 maxnbst 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 maxnbst 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 max nomatch count is 0, this exit state will never occur. |
| max_noinput | The maximum number of noinput events has occurred. If the max noinput count is 0, this exit state will never occur. |

## Audio Groups

|                  |                                                                                                                               |
|------------------|-------------------------------------------------------------------------------------------------------------------------------|
| max_disconfirmed | The maximum number of disconfirmations occurred. If the max_disconfirmed_count is set to 0, this exit state will never occur. |
| done             | The date captured was confirmed.                                                                                              |

# Audio Groups

## Date Capture

| Name (Label)                                  | Req'd | Max 1 | Notes                                                                                                                                                               |
|-----------------------------------------------|-------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_initial_audio_group<br>(Date Initial) | Yes   | Yes   | Played when the voice element first begins.                                                                                                                         |
| collect_noinput_audio_group<br>(Date NoInput) | No    | No    | Played when a noinput event occurs during date input. The noinput event count corresponds to the audio group count.                                                 |
| collect_nomatch_audio_group<br>(Date NoMatch) | No    | No    | Played when a nomatch event occurs during date input. The nomatch event count corresponds to the audio group count.                                                 |
| collect_help_audio_group<br>(Date Help)       | No    | No    | Played when a help event occurs during date input. The help event count corresponds to the audio group count. If not specified, a help event is treated as nomatch. |

## Date Confirm

| Name (Label)                                     | Req'd | Max 1 | Notes                                                                                                                                                                         |
|--------------------------------------------------|-------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| confirm_initial_audio_group<br>(Confirm Initial) | Yes   | Yes   | Played when the captured date is confirmed.                                                                                                                                   |
| confirm_noinput_audio_group<br>(Confirm NoInput) | No    | No    | Played when a noinput event occurs during date confirmation. The noinput event count corresponds to the audio group count.                                                    |
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No    | No    | Played when a nomatch event occurs during date confirmation. The nomatch event count corresponds to the audio group count.                                                    |
| confirm_help_audio_group<br>(Confirm Help)       | No    | No    | Played when a help event occurs during date confirmation. The help event count corresponds to the audio group count. If not specified, by default help is treated as nomatch. |

|                                            |    |    |                                                   |
|--------------------------------------------|----|----|---------------------------------------------------|
| disconfirmed_audio_group<br>(Disconfirmed) | No | No | Played after the caller disconfirms a date entry. |
|--------------------------------------------|----|----|---------------------------------------------------|

**End**

| Name (Label)             | Req'd | Max 1 | Notes                                                                                                                 |
|--------------------------|-------|-------|-----------------------------------------------------------------------------------------------------------------------|
| yes_audio_group<br>(Yes) | No    | Yes   | Played after the caller chooses the yes 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.date.MBasicDateWithConfirm |

**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. |





# CHAPTER 25

## Dialogflow

The `Dialogflow` element can be used to engage the Google Dialogflow services. The `Dialogflow` element is located under the **Customer Virtual Assistant** group in the **Call Studio Elements**. This element is an extension of `Form` element and it engages the special resource on VVB called Speech Server to communicate with the Dialogflow Server. To indicate the Dialogflow server resource requirement, Call Studio creates a specific grammar - `builtin:speech/nlp@dialogflow` - and sends it to VVB in VXML Page.

**Note** The `Dialogflow` element works only in VoiceXML 2.1 with Cisco DTMF VoiceXML Gateway adaptor.

- [Settings, on page 81](#)
- [Custom VoiceXML Properties, on page 82](#)
- [Element Data, on page 83](#)
- [Exit States, on page 84](#)
- [Audio Group, on page 84](#)
- [Folder and Class Information, on page 85](#)
- [Events, on page 85](#)

## Settings

| Name (Label)       | Type                | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                               |
|--------------------|---------------------|----------|----------------------|----------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Account ID | string              | No       | true                 | true                 | None    | Dialogflow project ID that is configured for your intents and NLP modelling.                                                                        |
| Audio Output       | boolean             | Yes      | true                 | false                | false   | Whether to use the Dialogflow feature to get the audio output from Dialogflow. Can be used while performing Slot / Intent fulfilment at Dialogflow. |
| NoInput Timeout    | $\text{int} \geq 0$ | Yes      | true                 | true                 | 5s      | The maximum duration allowed for silence before a <code>NoInput</code> event is triggered. Possible values are standard time                        |

|                       |              |     |      |      |       |                                                                                                                                                                                                                                          |
|-----------------------|--------------|-----|------|------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       |              |     |      |      |       | designations including both non-negative numbers and a time unit.<br><br>For example, 3s for seconds or 300 ms for milliseconds.                                                                                                         |
| Max NoInput Count     | int $\geq 0$ | Yes | true | true | 3     | The maximum number of noinput events allowed during input capture. Possible values int > 0 where 0 indicates infinite NoInput events allowed.                                                                                            |
| Secure Logging        | boolean      | Yes | true | true | false | Indicates whether logging of potentially sensitive data of the element is enabled. If set to true, the element's potentially sensitive data is not logged.                                                                               |
| Termination Character | string       | No  | true | true | #     | Terminate the voice stream or DTMF collection.                                                                                                                                                                                           |
| Max Input Time        | int $\geq 0$ | Yes | true | true | 30s   | The maximum time (in seconds) the voice input is allowed to last. Possible values are positive integer values followed by s (seconds). For example, 50s. Default value is 30s.                                                           |
| Final Silence         | int $> 0$    | Yes | true | true | 1s    | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are positive integer values followed by either s (seconds) or ms (milliseconds). For example, 3s and 3000ms. Default value is 1s. |
| Initiation Text       | string       | No  | true | true | Hello | Text sent to initiate the dialog with Dialogflow. The response for this is the welcome intent from Dialogflow.<br><br>This is applicable only when Audio Output is set to true.                                                          |

## Custom VoiceXML Properties

| Name (Label)                    | Type   | Notes                                                                                                                    |
|---------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------|
| Dialogflow.regionId             | String | Sets the region to be sent to Dialogflow.<br><br>This property should be configured in the root document of the project. |
| Dialogflow.queryParams.payload  | JSON   | Sets the payload to be sent to Dialogflow.                                                                               |
| Dialogflow.queryParams.timezone | String | Sets the timezone to be sent to Dialogflow.                                                                              |

| Name (Label)                                          | Type    | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| .timeZone                                             |         | For example, America/New_York, Europe/Paris.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Dialogflow.queryParams.geoLocation                    | String  | Sets the geographical location to be sent to Dialogflow.<br>For example, "50.0,50.0".                                                                                                                                                                                                                                                                                                                                                                                           |
| Dialogflow.queryParams.sessionEntityTypes             | JSON    | Sets the additional entity types to be sent to Dialogflow.<br>For example,<br><del>[{"name": "entityType", "values": [{"name": "entity", "synonyms": ["synonym"]}], "type": "entityType"}]</del> .                                                                                                                                                                                                                                                                              |
| Dialogflow.queryParams.sentimentAnalysisRequestConfig | Boolean | Configures the type of sentiment analysis to perform. If not provided, sentiment analysis is not performed.<br><b>Note</b> Sentiment Analysis is currently available only for Enterprise Edition agents.                                                                                                                                                                                                                                                                        |
| Recognize.singleUtterance                             | Boolean | Indicates whether this request should automatically end after speech is no longer detected. If this parameter is enabled, cloud speech-to-text will detect pauses, silence, or non-speech audio to determine when to end recognition. If this parameter is disabled, the stream will continue to listen and process audio until either the stream is closed directly, or the stream's length limit is reached.<br>The default setting for this parameter is <code>true</code> . |
| Recognize.model                                       | String  | This is used to specify the machine learning model to be used by the cloud speech-to-text transcription to improve the recognition results.<br>For example, see <a href="https://cloud.google.com/speech-to-text/docs/basics">https://cloud.google.com/speech-to-text/docs/basics</a>                                                                                                                                                                                           |

## Element Data

| Element Data    | Notes                                                                                                                                                                                                                                 |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| intent          | Intent identified.                                                                                                                                                                                                                    |
| query_text      | User input.                                                                                                                                                                                                                           |
| fulfilment_text | Fulfilment text returned by Dialogflow.                                                                                                                                                                                               |
| value           | JSON value returned by Dialogflow.                                                                                                                                                                                                    |
| action          | Returns the action associated with the intent.                                                                                                                                                                                        |
| is_complete     | Indicates whether all the required parameters are filled. This can be used to derive exit states with decision element. <ul style="list-style-type: none"><li>• If all parameters are not filled, it is <code>false</code>.</li></ul> |

**Exit States**

|                              |                                                                                                                                                                                                                              |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <ul style="list-style-type: none"> <li>If an intent has no parameters, this is always <code>true</code>.</li> </ul>                                                                                                          |
| <code>json</code>            | Contains JSON response from Dialogflow.                                                                                                                                                                                      |
| <code>confidence</code>      | The Speech recognition confidence between 0.0 and 1.0. A higher number indicates a greater probability that the recognized words are correct. The default of 0.0 is a sentinel value indicating that confidence was not set. |
| <code>language_code</code>   | The language code that was triggered during recognition.                                                                                                                                                                     |
| <code>sentiment_score</code> | Sentiment score of the user input.                                                                                                                                                                                           |

## Exit States

| Name                     | Notes                                                                                                                                     |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <code>done</code>        | This state is returned after receiving response from Dialogflow. This indicates that the processing from Dialogflow has been completed.   |
| <code>max_noinput</code> | Maximum number of <code>noinput</code> events that have occurred. If <code>noinput max count</code> is 0, this exit state will not occur. |

## Audio Group

### Form Data Capture

| Name (Label)                               | Required | Max1 | Notes                                            |
|--------------------------------------------|----------|------|--------------------------------------------------|
| <code>initial_audio_group</code> (Initial) | Yes      | Yes  | Played when the voice element begins.            |
| <code>noinput_audio_group</code> (NoInput) | No       | No   | Played when a <code>NoInput</code> event occurs. |

## End

| Name (Label)                         | Required | Max1 | Notes                                                                                                             |
|--------------------------------------|----------|------|-------------------------------------------------------------------------------------------------------------------|
| <code>done_audio_group</code> (Done) | No       | Yes  | Played when the form data capture is completed and the voice element exits with the <code>Done</code> exit state. |

# Folder and Class Information

| Studio Element Folder Name | Class Name                           |
|----------------------------|--------------------------------------|
| Form                       | com.audium.server.voiceElement.form. |

# Events

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





# CHAPTER 26

## DialogflowIntent

The `DialogflowIntent` element is used to engage the Google Dialogflow services. The `DialogflowIntent` element is located under the **Customer Virtual Assistant** group in the **Call Studio Elements**. This element is an extension of the `Form` element and it engages the Speech Server resource on VVB to communicate with the Google Speech to Text Server to get user input and then send it to Dialogflow and finds user intent from it.. To indicate the Dialogflow server resource requirement, Call Studio creates a specific grammar - `builtin:speech/transcribe-` and sends it to VVB in VXML Page.

**Note**

- The `DialogflowIntent` element works both with Cisco DTMF and Nuance ASR adaptors.
- Use `dtmf+voice` as the input type only if you do not have any `DialogflowParam` associated with this element.

- [Settings, on page 87](#)
- [Custom VoiceXML Properties, on page 90](#)
- [Element Data, on page 91](#)
- [Exit States, on page 91](#)
- [Audio Group, on page 92](#)

## Settings

| Name (Label)       | Type   | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                       |
|--------------------|--------|----------|----------------------|----------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Account ID | string | No       | true                 | true                 | None    | Dialogflow project ID that is configured for your intents and NLP modelling.<br><br>Copy the corresponding project Json key file to %CVP_HOME%\conf. Naming convention of the key file must |

| Name (Label)      | Type                | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                                                        |
|-------------------|---------------------|----------|----------------------|----------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   |                     |          |                      |                      |         | be <Service Account ID>.json. See the <i>Customer Virtual Assistant &gt; Prerequisites</i> section in the <i>Cisco Unified Contact Center Enterprise Features Guide</i> at <a href="#">http://www.cisco.com/cucm/12.5.1/DialogflowIntent.html</a> for the procedure to generate the key file for Dialogflow. |
| Input Mode        | string              | Yes      | true                 | false                | voice   | The type of entry allowed for input. Possible values are <b>voice</b> (only voice input) and <b>dtmf+voice</b> (DTMF and voice input).                                                                                                                                                                       |
| NoInput Timeout   | $\text{int} \geq 0$ | Yes      | true                 | true                 | 5s      | The maximum duration allowed for silence before a NoInput event is triggered. Possible values are standard time designations including non-negative numbers and a time unit. For example, <b>3s</b> (for seconds) or <b>300ms</b> (for milliseconds).                                                        |
| Max NoInput Count | $\text{int} \geq 0$ | Yes      | true                 | true                 | 3       | The maximum number of noinput events allowed during input capture. Possible values are <b>int &gt; 0</b> where 0 indicates infinite NoInput events permitted.                                                                                                                                                |
| Max NoMatch Count | $\text{int} \geq 0$ | Yes      | true                 | true                 | 3       | The maximum number of NoMatch                                                                                                                                                                                                                                                                                |

| Name (Label)          | Type                    | Required | Single Setting Value | Substitution Allowed | Default            | Notes                                                                                                                                                                                                                                              |
|-----------------------|-------------------------|----------|----------------------|----------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       |                         |          |                      |                      |                    | events allowed during DTMF input capture. Possible values are <code>int &gt; 0</code> where <code>0</code> indicates infinite <code>NoMatch</code> events permitted.                                                                               |
| DTMF Grammar          | string                  | Yes      | <code>yes</code>     | <code>yes</code>     | None               | This option is mandatory only if the input type selected is <code>dtmf+voice</code> . It supports Cisco DTMF regex.                                                                                                                                |
| Secure Logging        | boolean                 | Yes      | <code>true</code>    | <code>true</code>    | <code>false</code> | Indicates whether logging of potentially sensitive data of the element is enabled. If this is set to <code>true</code> , the element's potentially sensitive data is not logged.                                                                   |
| Termination Character | String                  | No       | <code>true</code>    | <code>true</code>    | #                  | Terminates the voice stream or DTMF collection.                                                                                                                                                                                                    |
| Max Input Time        | <code>int ≥ 0</code>    | Yes      | <code>true</code>    | <code>true</code>    | <code>30s</code>   | The maximum time (in seconds) the voice input is allowed to last. Possible values are positive integer values followed by <code>s</code> (seconds). For example, <code>50s</code> . Default value is <code>30s</code> .                            |
| Final Silence         | <code>int &gt; 0</code> | Yes      | <code>true</code>    | <code>true</code>    | <code>1s</code>    | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are positive integer values followed by either <code>s</code> (seconds) or <code>ms</code> (milliseconds). For example, <code>3s</code> and |

## Custom VoiceXML Properties

| Name (Label)                 | Type   | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                   |
|------------------------------|--------|----------|----------------------|----------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              |        |          |                      |                      |         | 3000ms. Default value is 1s.                                                                                                                                                                            |
| Recognize.phraseHints        | String | No       | true                 | true                 | None    | <p>This is comma separated string that lists the hints for recognition.</p> <p>Hints are used to recognize a phrase or a word that is pronounced differently.</p> <p>For example, Savings, Current.</p> |
| Recognize.alternateLanguages | String | No       | true                 | true                 | None    | Comma separated string of up to 3 additional BCP-47 language tags, listing possible alternative languages of the supplied audio other than the default language.                                        |

## Custom VoiceXML Properties

| Name (Label)                       | Type                              | Notes                                                                                                                           |
|------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Dialogflow.regionId                | String                            | <p>Sets the region to be sent to Dialogflow.</p> <p>This property should be configured in the root document of the project.</p> |
| Dialogflow.queryParams.payload     | JSON                              | Sets the payload to be sent to Dialogflow.                                                                                      |
| Dialogflow.queryParams.timeZone    | String                            | <p>Sets the timezone to be sent to Dialogflow.</p> <p>For example, America/New_York, Europe/Paris.</p>                          |
| Dialogflow.queryParams.geoLocation | String<br>(comma separated value) | <p>Sets the geographical location to be sent to Dialogflow.</p> <p>For example, "50.0,50.0".</p>                                |

| Name (Label)                                              | Type    | Notes                                                                                                                                                                                                               |
|-----------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dialogflow.queryParams<br>.sentimentAnalysisRequestConfig | Boolean | <p>Configures the type of sentiment analysis to perform. If not provided, sentiment analysis is not performed.</p> <p><b>Note</b> Sentiment Analysis is currently available only for Enterprise Edition agents.</p> |

## Element Data

The following table lists the data that is stored in element after processing the `DialogflowIntent` element.

| Element Data    | Description                                                                                                                                                                                                                  |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| action          | This is the <code>action</code> parameter from Dialogflow.                                                                                                                                                                   |
| fulillment_text | This is the fulfillment text from Dialogflow.                                                                                                                                                                                |
| input_type      | Indicates the type of input captured ( <code>dtnmf</code> or <code>dtnmf+voice</code> ).                                                                                                                                     |
| json            | Contains JSON response from Dialogflow.                                                                                                                                                                                      |
| original_value  | <p>This is the text that is transcribed from voice.</p> <p>This is applicable only if the input type is <code>voice</code>.</p>                                                                                              |
| value           | <p>This is the name of the intent that is matched by the element if input type is <code>voice</code>.</p> <p>If input type is <code>dtnmf</code>, it contains the DTMF key that is pressed by the user.</p>                  |
| confidence      | The Speech recognition confidence between 0.0 and 1.0. A higher number indicates a greater probability that the recognized words are correct. The default of 0.0 is a sentinel value indicating that confidence was not set. |
| language_code   | <p>The language code that was triggered during recognition.</p> <p>Also see <code>Recognize.alternateLanguages</code> under <a href="#">Settings</a>.</p>                                                                    |
| sentiment_score | Sentiment score of the user input.                                                                                                                                                                                           |

## Exit States

| Exit State | Description                                                                                                                  |
|------------|------------------------------------------------------------------------------------------------------------------------------|
| Done       | This is returned after matching the intent. For DTMF, this state is returned when the DTMF input matches DTMF regex grammar. |

**Audio Group**

| <b>Exit State</b> | <b>Description</b>                                                                                                                                                                                                                                                |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MAX_NOINPUT       | This state is encountered when there is no input from the user for a specified duration as configured in the setting.                                                                                                                                             |
| MAX_NoMatch       | This state is never retuned if the input type is voice.<br>If the input type is <code>dtmf</code> and <code>voice</code> , this state is encountered when the DTMF input does not match regex grammar for the specified number of times as mentioned in settings. |

# Audio Group

## Form Data Capture

| <b>Name (Label)</b>              | <b>Required</b> | <b>Max1</b> | <b>Notes</b>                                                                                                           |
|----------------------------------|-----------------|-------------|------------------------------------------------------------------------------------------------------------------------|
| initial_audio_group<br>(Initial) | Yes             | Yes         | Played when the <code>voice</code> element begins.                                                                     |
| nomatch_audio_group<br>(NoMatch) | No              | No          | Played when a <code>NoMatch</code> event occurs.<br><br>This is applicable only when the input mode is DTMF and voice. |
| noinput_audio_group<br>(NoInput) | No              | No          | Played when a <code>NoInput</code> event occurs.                                                                       |

## End

| <b>Name (Label)</b>        | <b>Required</b> | <b>Max1</b> | <b>Notes</b>                                                                                                                   |
|----------------------------|-----------------|-------------|--------------------------------------------------------------------------------------------------------------------------------|
| done_audio_group<br>(Done) | No              | Yes         | Played when the form data capture is completed and the <code>voice</code> element exits with the <code>Done</code> exit state. |



## CHAPTER 27

# DialogflowParam

The `DialogflowParam` element can be used to engage the Google Dialogflow services. The `DialogflowParam` element is located under the **Customer Virtual Assistant** group in the **Call Studio Elements**. This element is an extension of `Form` element and it engages the Speech Server resource on VVB to communicate with the Google Speech-to-Text Server to get user input and then send it to Dialogflow and fills param value from it. To indicate the Dialogflow server resource requirement, Call Studio creates a specific grammar - `builtin:speech/transcribe` - and sends it to VVB in VXML Page.

**Note** The `DialogflowParam` element works both with Cisco DTMF and Nuance ASR adaptors.

- [Settings, on page 93](#)
- [Custom VoiceXML Properties, on page 96](#)
- [Element Data, on page 97](#)
- [Exit States, on page 98](#)
- [Audio Group, on page 98](#)
- [Folder and Class Information, on page 99](#)
- [Events, on page 99](#)

## Settings

| Name (Label)    | Type                | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                  |
|-----------------|---------------------|----------|----------------------|----------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------|
| Input Mode      | string              | Yes      | true                 | false                | voice   | The type of entry allowed for input. Possible values are <code>voice</code> (voice only) and <code>dtmf+voice</code> (DTMF and voice). |
| NoInput Timeout | $\text{int} \geq 0$ | Yes      | true                 | true                 | 5s      | The maximum duration allowed for silence before a <code>NoInput</code> event is triggered. Possible                                    |

| Name (Label)      | Type         | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                              |
|-------------------|--------------|----------|----------------------|----------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   |              |          |                      |                      |         | values are standard time designations including non-negative numbers and a time unit. For example, 3s (for seconds) or 300 ms (for milliseconds).                  |
| Max NoInput Count | int $\geq 0$ | Yes      | true                 | true                 | 3       | The maximum number of noinput events allowed during input capture. Possible values are int > 0 where 0 indicates infinite NoInput events permitted.                |
| Max NoMatch Count | int $\geq 0$ | Yes      | true                 | true                 | 3       | The maximum number of NoMatch events allowed during DTMF input capture. Possible values are int > 0 where 0 indicates infinite NoMatch events permitted.           |
| DTMF Grammar      | string       | Yes      | true                 | yes                  | None    | This option is mandatory only if the input mode selected is DTMF and voice. It supports Cisco DTMF regex.                                                          |
| Secure Logging    | boolean      | Yes      | true                 | true                 | false   | Indicates whether logging of potentially sensitive data of the element is enabled. If this is set to true, the element's potentially sensitive data is not logged. |

| Name (Label)          | Type         | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                    |
|-----------------------|--------------|----------|----------------------|----------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Termination Character | string       | No       | true                 | true                 | #       | Terminates the voice stream or DTMF collection.                                                                                                                                                                                          |
| Max Input Time        | int $\geq 0$ | Yes      | true                 | true                 | 30s     | The maximum time (in seconds) the voice input is allowed to last. Possible values are positive integer values followed by s (seconds). For example, 50s. Default value is 30s.                                                           |
| Final Silence         | int $> 0$    | Yes      | true                 | true                 | 1s      | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are positive integer values followed by either s (seconds) or ms (milliseconds). For example, 3s and 3000ms. Default value is 1s. |
| intent                | string       | Yes      | true                 | true                 | None    | The current intent to be processed for parameter extraction.                                                                                                                                                                             |
| variable              | string       | Yes      | true                 | true                 | None    | The variable to be processed for a particular intent mentioned in intent field.<br><br><b>Note</b> Variable name should match the one defined in Google Dialogflow.                                                                      |

| Name (Label)   | Type    | Required | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                   |
|----------------|---------|----------|----------------------|----------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Last Parameter | boolean | Yes      | true                 | true                 | false   | This indicates end of parameter capture. If it is set to true, the intent is marked as complete.                                                                                                        |
| Phrase Hints   | string  | No       | true                 | true                 | None    | <p>This is comma separated string that lists the hints for recognition.</p> <p>Hints are used to recognize a phrase or a word that is pronounced differently.</p> <p>For example, Savings, Current.</p> |
| Param Reset    | boolean | Yes      | true                 | true                 | false   | If set to true, clears the parameter value captured from Dialogflow and enables reprompting.                                                                                                            |

## Custom VoiceXML Properties

| Name (Label)                              | Type                              | Notes                                                                                                  |
|-------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------|
| Dialogflow.queryParams.payload            | JSON                              | Sets the payload to be sent to Dialogflow.                                                             |
| Dialogflow.queryParams.timeZone           | String                            | <p>Sets the timezone to be sent to Dialogflow.</p> <p>For example, America/New_York, Europe/Paris.</p> |
| Dialogflow.queryParams.geoLocation        | String<br>(comma separated value) | <p>Sets the geographical location to be sent to Dialogflow.</p> <p>For example, "50.0,50.0".</p>       |
| Dialogflow.queryParams.sessionEntityTypes | JSON                              | Sets the additional entity types to be sent to Dialogflow.                                             |

| Name (Label)                                              | Type    | Notes                                                                                                                                                                                                               |
|-----------------------------------------------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           |         | For example, [ { 'name': 'class', 'entityOverrideMode': 'ENTITY_OVERRIDE_MODE_OVERRIDE', 'entities': [ { 'value': 'economy', 'synonyms': [ 'eco', 'economy' ] } ] } ].                                              |
| Dialogflow.queryParams<br>.sentimentAnalysisRequestConfig | Boolean | <p>Configures the type of sentiment analysis to perform. If not provided, sentiment analysis is not performed.</p> <p><b>Note</b> Sentiment Analysis is currently available only for Enterprise Edition agents.</p> |

## Element Data

The following table lists the data that is stored in element after processing the `DialogflowParam` element.

| Element Data    | Description                                                                                                                                                                                                                  |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| action          | This is the <code>action</code> parameter from Dialogflow.                                                                                                                                                                   |
| fulillment_text | This is fulfillment text from Dialogflow.                                                                                                                                                                                    |
| input_type      | Indicates the type of input captured ( <code>dtnmf</code> or <code>dtnmf+voice</code> ).                                                                                                                                     |
| intent          | Indicates the intent of a parameter.                                                                                                                                                                                         |
| json            | Contains JSON response from Dialogflow.                                                                                                                                                                                      |
| original_value  | Indicates the parameter value as uttered by the user in string.                                                                                                                                                              |
| value           | <p>This is the parameter value returned by Dialogflow if input type is <code>voice</code>.</p> <p>If input type is <code>dtnmf</code>, it contains the DTMF key that is pressed by the user.</p>                             |
| confidence      | The Speech recognition confidence between 0.0 and 1.0. A higher number indicates a greater probability that the recognized words are correct. The default of 0.0 is a sentinel value indicating that confidence was not set. |
| sentiment_score | Sentiment score of the user input.                                                                                                                                                                                           |

# Exit States

| Exit State    | Description                                                                                                                                                                                                                                                                                                                                                   |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Done          | This is returned when the configured parameter is filled.                                                                                                                                                                                                                                                                                                     |
| Intent_Change | This is returned when Dialogflow switches to a different intent whose filling slot is based on user utterance.                                                                                                                                                                                                                                                |
| MAX_NoInput   | This state is encountered when there is no input from the user for a specified duration as configured in the setting.                                                                                                                                                                                                                                         |
| MAX_NoMatch   | <p>This state is returned when the variable or parameter mentioned in element setting is not matched for specified number of times as mentioned in settings.</p> <p>If the input type is <code>dtnmf+voice</code>, this state is encountered when the DTMF input does not match regex grammar for the specified number of times as mentioned in settings.</p> |

# Audio Group

## Form Data Capture

| Name (Label)                     | Required | Max1 | Notes                                                                                                                                   |
|----------------------------------|----------|------|-----------------------------------------------------------------------------------------------------------------------------------------|
| initial_audio_group<br>(Initial) | Yes      | Yes  | Played when the voice element begins.                                                                                                   |
| nomatch_audio_group<br>(NoMatch) | No       | No   | <p>Played when a <code>NoMatch</code> event occurs.</p> <p>This is applicable only when the input type is <code>dtnmf+voice</code>.</p> |
| noinput_audio_group<br>(NoInput) | No       | No   | Played when a <code>NoInput</code> event occurs.                                                                                        |

# End

| Name (Label)               | Required | Max1 | Notes                                                                             |
|----------------------------|----------|------|-----------------------------------------------------------------------------------|
| done_audio_group<br>(Done) | No       | Yes  | Played when the form data capture is completed and the <code>voice</code> element |

| Name (Label) | Required | Max1 | Notes                           |
|--------------|----------|------|---------------------------------|
|              |          |      | exits with the Done exit state. |

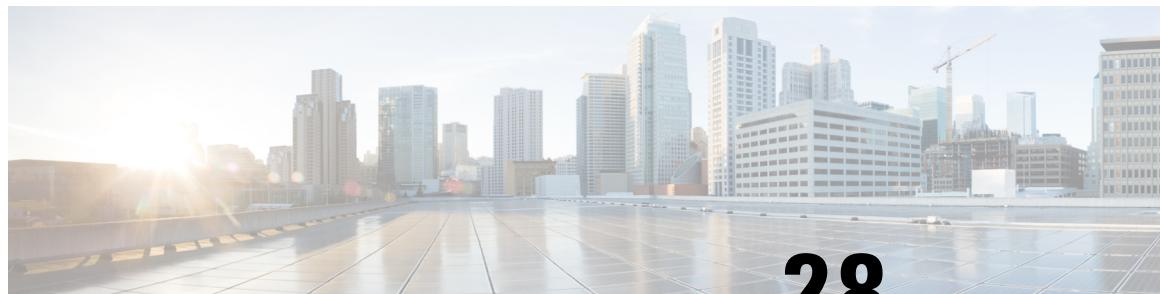
## Folder and Class Information

| Studio Element Folder Name | Class Name                          |
|----------------------------|-------------------------------------|
| Form                       | com.audium.server.voiceElement.form |

## Events

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





## CHAPTER 28

# Digits

The `Digits` voice element captures a string of numerical digits. It may be used to collect small or large strings of digits. The digit string can be spoken or entered using the keypad. The captured value will be stored in element data as a string. The string cannot contain any non-numerical characters. Using speech input, the number is spoken one digit at a time (that is, 49678 is spoken *four nine six seven eight*). DTMF input can be terminated by a # keypress if desired (if not used, the entry is considered terminated when the input timeout has been reached).

With the Digits voice element, the application designer has the ability to set length restrictions on the digit string. A minimum and maximum length can be given to narrow the criteria. If a string of a specific length is required, the minimum and maximum lengths should be set to the same value. If fewer digits are entered, a nomatch event will be thrown. A string of digits with length greater than the maximum length cannot be entered.

- [Settings, on page 101](#)
- [Element Data, on page 103](#)
- [Exit States, on page 104](#)
- [Audio Groups, on page 104](#)
- [Folder and Class Information, on page 105](#)
- [Events, on page 105](#)

# Settings

| Name (Label)                         | Type        | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                      |
|--------------------------------------|-------------|-------|----------------------|----------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)            | String 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.                                                                                                                                                                                                                                                                                         |
| max_noinput_count<br>(Digits Max NoInput Count)      | int $\geq 0$         | Yes | true | true | 3           |  | The maximum number of noinput events allowed during digits input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                          |
| max_nomatch_count<br>(Digits Max NoMatch Count)      | int $\geq 0$         | Yes | true | true | 3           |  | The maximum number of nomatch events allowed during digits input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                         |
| digits_confidence_level<br>(Digits Confidence Level) | Decimal (0.0 to 1.0) | Yes | true | true | 0.40        |  | The confidence level threshold to use during digits capture.                                                                                                                                                                                                                                                                                      |
| min_digit<br>(Min Digits)                            | int $> 0$            | Yes | true | true | <i>None</i> |  | Minimum number of digits allowed.                                                                                                                                                                                                                                                                                                                 |
| max_digit<br>(Max Digits)                            | int $\geq 0$         | Yes | true | true | <i>None</i> |  | Maximum number of digits allowed.                                                                                                                                                                                                                                                                                                                 |
| modal<br>(Disable Hotlinks)                          | Boolean              | Yes | true | true | false       |  | If set to true, only the grammars of the current Digits element 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 nbestUtterance1_secureLogging,*****. |
| maxnbest<br>(Maxnbest)                               | int $\geq 1$         | Yes | true | true | 1           |  | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                           |
| dtmf_overlay<br>(DTMF Overlay)                       | Boolean              | Yes | true | true | false       |  | Setting this property to true will enable the generation of random DTMF digits tone at random duration while DTMF recognition is in progress.                                                                                                                                                                                                     |

|                                                               |        |     |      |      |        |                                                                                                                                                                                                                                                    |             |                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------|--------|-----|------|------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                               |        |     |      |      |        |                                                                                                                                                                                                                                                    | <b>Note</b> | <p><code>dtmf_overlay</code> supports only the following VoiceXML Gateways, and one of these options must be selected before creating or deploying the Call Studio application.</p> <ul style="list-style-type: none"> <li>• Cisco DTMF</li> <li>• VoiceXML 2.1 Cisco DTMF</li> </ul> |
| <code>dtmf_overlay_interval</code><br>(DTMF Overlay Interval) | String | Yes | true | true | 1000ms | Time Interval (in ms) between the generation of two DTMF tones. The interval is a random number that is +/-25% of the duration that is mentioned. For example, if the duration mentioned is 1000ms, the interval will be between 750ms and 1250ms. | <b>Note</b> | The duration mentioned must be between 500ms (minimum) and 2000ms (maximum).                                                                                                                                                                                                          |

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

## Element Data

| Name                                                                                                | Type                | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>Value</code>                                                                                  | string              | The digit string value captured.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <code>value_confidence</code>                                                                       | 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.                                                                                                                                                                                                                                                                                        |
| <code>nbestLength</code>                                                                            | $\text{int} \geq 1$ | This stores the number of n-best hypotheses generated by the speech engine.                                                                                                                                                                                                                                                                                                                                                                                   |
| <code>nbestUtterance1</code><br><code>nbestUtterance2</code><br>...<br><code>nbestUtteranceX</code> | string              | This set of element data stores the captured n-best utterances. While the maximum number of <code>nbestUtteranceX</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>nbestUtterance1</code> 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><br><code>nbestInterpretation2</code>                              | string              | This set of element data stores the interpretations of captured n-best utterances. While the maximum number of <code>nbestInterpretationX</code> values                                                                                                                                                                                                                                                                                                       |

**Exit States**

|                                                                 |                      |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------|----------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ...                                                             | nbestInterpretationX |  | 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. |
| done        | The digit string capture was completed.                                                                             |

## Audio Groups

### Digits Capture

| Name (Label)                                   | Req'd | Max1 | Notes                                       |
|------------------------------------------------|-------|------|---------------------------------------------|
| digits_initial_audio_group<br>(Digits Initial) | Yes   | Yes  | Played when the voice element first begins. |
| digits_nomatch_audio_group<br>(Digits NoMatch) | No    | No   | Played when a nomatch event occurs.         |
| digits_noinput_audio_group                     | No    | No   | Played when a noinput event occurs.         |

|                                          |    |    |                                                                                                   |
|------------------------------------------|----|----|---------------------------------------------------------------------------------------------------|
| (Digits NoInput)                         |    |    |                                                                                                   |
| digits_help_audio_group<br>(Digits 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 | Max1 | Notes                                                                                             |
|----------------------------|-------|------|---------------------------------------------------------------------------------------------------|
| done_audio_group<br>(Done) | No    | Yes  | Played when the digits capture is completed and the voice element exits with the done exit state. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                       |
|----------------------------|--------------------------------------------------|
| Number Capture             | com.audium.server.voiceElement.digit.MBasicDigit |

## 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. |





# CHAPTER 29

## Digits\_with\_Confirm

The `Digits_With_Confirm` voice element captures a string of numerical digits, and presents a confirmation menu allowing the caller to either accept their entry or re-enter the digits. It may be used to collect small or large strings of digits. The digit string can be spoken or entered using the keypad. The captured value will be stored in element data as a string. The string cannot contain non-numerical characters. Using speech input, the number is spoken one digit at a time (i.e. 49678 is spoken "four nine six seven eight"). DTMF input can be terminated by a # keypress if desired (otherwise, the entry is considered terminated when the input timeout is reached).

With the `Digits_With_Confirm` voice element, the application designer has the ability to set length restrictions on the digit string. A minimum and maximum length can be given to narrow the criteria. If a string of a specific length is required, the minimum and maximum lengths should be set to the same value. If fewer digits are entered, a nomatch event will be thrown. A string of digits with length greater than the maximum length cannot be entered.

- [Settings, on page 107](#)
- [Element Data, on page 109](#)
- [Exit States, on page 110](#)
- [Audio Groups, on page 111](#)
- [Folder and Class Information, on page 112](#)
- [Events, on page 112](#)

## Settings

| Name (Label)                         | Type        | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                           |
|--------------------------------------|-------------|-------|----------------------|----------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)            | string enum | Yes   | true                 | false                | both    | The type of entry allowed for input (during digits capture and confirmation). 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 length 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.                                                                                                                            |
| digits_max_noinput_count<br>(Digits Max NoInput Count)   | int $\geq 0$            | Yes | true | true | 3     | The maximum number of noinput events allowed during digits input capture. 0 = infinite noinputs allowed.                                                                                                                                    |
| digits_max_nomatch_count<br>(Digits Max NoMatch Count)   | int $\geq 0$            | Yes | true | true | 3     | The maximum number of nomatch events allowed during digits input capture. 0 = infinite nomatches allowed.                                                                                                                                   |
| confirm_max_noinput_count<br>(Confirm Max NoInput Count) | int $\geq 0$            | Yes | true | true | 3     | The maximum number of noinput events allowed during digits input confirmation. 0 = infinite noinputs allowed.                                                                                                                               |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch Count) | int $\geq 0$            | Yes | true | true | 3     | The maximum number of nomatch events allowed during digits input confirmation. 0 = infinite nomatches allowed.                                                                                                                              |
| max_disconfirmed_count<br>(Max Disconfirmed Count)       | int $\geq 0$            | Yes | true | true | 3     | The maximum number of times a caller is allowed to disconfirm a captured digits input. 0 = infinite disconfirmations allowed.                                                                                                               |
| digits_confidence_level<br>(Digits Confidence Level)     | decimal<br>(0.0 to 1.0) | Yes | true | true | 0.40  | The confidence level threshold to use during digits capture.                                                                                                                                                                                |
| confirm_confidence_level<br>(Confirm Confidence Level)   | decimal<br>(0.0 to 1.0) | Yes | true | true | 0.50  | The confidence level threshold to use during confirmation.                                                                                                                                                                                  |
| min_digit<br>(Min Digits)                                | int $> 0$               | Yes | true | true | None  | Minimum number of digits allowed.                                                                                                                                                                                                           |
| max_digit<br>(Max Digits)                                | int $> 0$               | Yes | true | true | None  | Maximum number of digits allowed.                                                                                                                                                                                                           |
| modal<br>(Disable Hotlinks)                              | boolean                 | Yes | true | true | false | If set to true, only the grammars of the current Digits_With_Confirm element (the builtin digits 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 <code>_secureLogging</code> suffix. For example<br><code>nbestUtterance1_secureLogging,*****</code> .                                                                                                                                                                                                                                                                                                                                 |
| maxnbest<br>(Maxnbest)                           | int $\geq$ 1 | Yes | true | true | 1      |  | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                                                                                                                                      |
| dtmf_overlay<br>(DTMF Overlay)                   | Boolean      | Yes | true | true | false  |  | Setting this property to <code>true</code> will enable the generation of random DTMF digits tone at random duration while DTMF recognition is in progress.<br><br><b>Note</b> <code>dtmf_overlay</code> supports only the following VoiceXML Gateways, and one of these options must be selected before creating or deploying the Call Studio application. <ul style="list-style-type: none"> <li>• Cisco DTMF</li> <li>• VoiceXML 2.1 Cisco DTMF</li> </ul> |
| dtmf_overlay_interval<br>(DTMF Overlay Interval) | String       | Yes | true | true | 1000ms |  | Time Interval (in ms) between the generation of two DTMF tones. The interval is a random number that is +/-25% of the duration that is mentioned. For example, if the duration mentioned is 1000ms, the interval will be between 750ms and 1250ms.<br><br><b>Note</b> The duration mentioned must be between 500ms (minimum) and 2000ms (maximum).                                                                                                           |

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

## Element Data

| Name             | Type   | Notes                                                                                                                                                                               |
|------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Value            | string | The digit string captured.                                                                                                                                                          |
| value_confidence | float  | This is the confidence value of the captured digit string 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 digit string captured was confirmed.                                                                                          |

# Audio Groups

## Digits Capture

| Name (Label)                                   | Req'd | Max1 | Notes                                                                                                                  |
|------------------------------------------------|-------|------|------------------------------------------------------------------------------------------------------------------------|
| digits_initial_audio_group<br>(Digits Initial) | Yes   | Yes  | Played when the voice element first begins.                                                                            |
| digits_nomatch_audio_group<br>(Digits NoMatch) | No    | No   | Played when a nomatch event occurs during digits capture.                                                              |
| digits_noinput_audio_group<br>(Digits NoInput) | No    | No   | Played when a noinput event occurs during digits capture.                                                              |
| digits_help_audio_group<br>(Digits Help)       | No    | No   | Played when the caller asks for help during digits capture. If not specified, by default help is treated as a nomatch. |

## Digits Confirm

| Name (Label)                                     | Req'd | Max1 | Notes                                                                                                                                                                           |
|--------------------------------------------------|-------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| confirm_initial_audio_group<br>(Confirm Initial) | Yes   | Yes  | Played when confirmation first begins.                                                                                                                                          |
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No    | No   | Played when a nomatch event occurs during 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 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 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 captured digits entry. Upon reaching the max_disconfirmed_count, the prompt should be about exiting with the max_disconfirmed exit state. |

End

**End**

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

**Folder and Class Information**

| Studio Element Folder Name | Class Name                                                      |
|----------------------------|-----------------------------------------------------------------|
| Number Capture             | com.audium.server.voiceElement.digit.<br>MBasicDigitWithConfirm |

**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. |



# CHAPTER 30

## Alert

The `Alert` element is used to generate syslog alerts and SNMP alerts based on the values set in the Element Configuration view.

- [Settings, on page 113](#)
- [Events, on page 113](#)
- [Exit States, on page 114](#)

## Settings

| Name (Label) | Type    | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                         |
|--------------|---------|-------|----------------------|----------------------|---------|---------------------------------------------------------------|
| SNMP         | Boolean | Yes   | true                 | false                | true    | This settings specifies whether SNMP alert to be generated.   |
| Syslog       | Boolean | Yes   | false                | false                | false   | This settings specifies whether Syslog alert to be generated. |
| Message      | Boolean | Yes   | Not Applicable       | true                 | Blank   | The alert message to be logged in SNMP ans Syslog.            |

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.

# Exit States

| Name | Notes                            |
|------|----------------------------------|
| done | The element is successfully run. |



# CHAPTER 31

## Email

The `Email` action element sends messages to the provided email address. Additionally the message can include attachments. The application server must be configured to set a JNDI datasource for mail sessions. The `to` and `toList` fields are not individually required; however, at least one must be defined. Email addresses are not verified for syntax or validity. Attachments that do not exist will be skipped but the message will still be sent. Repeated email addresses are sent the message multiple times. The `toList`, `ccList` and `bccList` settings must refer to session data variables that holds a `ResultSetList` Java class holding a list of email addresses (retrieved from a Database element).

- [Settings, on page 115](#)
- [Exit States, on page 116](#)
- [Folder and Class Information, on page 117](#)
- [Events, on page 117](#)
- [Set Up Email Element, on page 117](#)

## Settings

| Name (Label)            | Type   | Req'd | Single Setting Value | Substitution Allowed | Default     | Notes                                                                                                                                                                                                            |
|-------------------------|--------|-------|----------------------|----------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| jndiName<br>(JNDI Name) | string | Yes   | true                 | true                 | <i>None</i> | The configured JNDI datasource for mail sessions under the java application server.                                                                                                                              |
| to<br>(To)              | string | No    | false                | true                 | <i>None</i> | The email address this message will be sent to. This setting is repeatable so that each setting value contains a separate email address.                                                                         |
| toList<br>(To List)     | string | No    | true                 | true                 | <i>None</i> | The name of a session data variable containing a <code>ResultSetList</code> object holding a list of email addresses as retrieved from a Database element. The email will be sent to every address in this list. |

## Exit States

|                               |        |     |       |      |             |                                                                                                                                                                                                                   |
|-------------------------------|--------|-----|-------|------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| from<br>(From)                | string | Yes | true  | true | <i>None</i> | The email address this message will be sent from.                                                                                                                                                                 |
| cc<br>(Cc)                    | string | No  | false | true | <i>None</i> | The email address this message will be carbon copied to. This setting is repeatable so that each setting value contains a separate email address.                                                                 |
| ccList<br>(Cc List)           | string | No  | true  | true | <i>None</i> | The name of a session data variable containing a ResultSetList object holding a list of email addresses as retrieved from a Database element. The email will be carbon copied to each address in this list.       |
| bcc<br>(Bcc)                  | string | No  | false | true | <i>None</i> | The email address this message will be blind carbon copied to. This setting is repeatable so that each setting value contains a separate email address.                                                           |
| bccList<br>(Bcc List)         | string | No  | true  | true | <i>None</i> | The name of a session data variable containing a ResultSetList object holding a list of email addresses as retrieved from a Database element. The email will be blind carbon copied to each address in this list. |
| subject<br>(Subject)          | string | No  | true  | true | <i>None</i> | Subject field of the email.                                                                                                                                                                                       |
| attachment<br>(Attachment)    | string | No  | false | true | <i>None</i> | Full local path of the file to be attached. This setting is repeatable so that each setting value contains a reference to separate attachments.                                                                   |
| messageBody<br>(Message Body) | string | Yes | true  | true | <i>None</i> | The message body of the email.                                                                                                                                                                                    |

## Exit States

| Name | Notes                                      |
|------|--------------------------------------------|
| done | The database query successfully completed. |

# Folder and Class Information

| Studio Element Folder Name | Class Name                                 |
|----------------------------|--------------------------------------------|
| Notification               | com.audium.server.action.email.EmailAction |

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.

## Set Up Email Element

For the Email element to work, add a mail session under Tomcat manually.

### Procedure

---

**Step 1** Edit the \Tomcat\conf\context.xml file.

**Step 2** Within the <Context> </Context> tags, add the following:

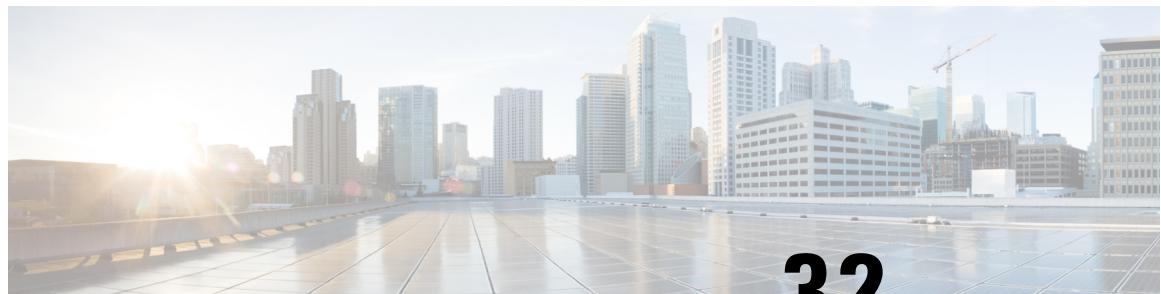
```
<Resource name="mail/ChrisMail"
type="javax.mail.Session"
mail.smtp.host="xmb-sjc-22d.amer.cisco.com"/>
```

Here, the name must be `mail/ANY_NAME_YOU_CHOOSE`, type must be `javax.mail.Session`, and `mail.smtp.host` must be a working SMTP server.

**Note** In Studio, edit the configuration of the Email element in question. Set the JNDI name to the `ANY_NAME_YOU_CHOOSE` portion of what you entered in the Tomcat settings. In the preceding example, you can enter `ChrisMail` but ensure that you do not include the `mail/` portion here.

---





## CHAPTER 32

# Form

The `Form` voice element is used to capture any input from the caller, based on application designer-specified grammars. The valid caller inputs can be specified either directly in the voice element settings (which will create an inline grammar) or with external grammar files. Information returned by the grammar are saved in element data that then can be analyzed by developer-defined components. A `Form` voice element can be configured to listen for voice input only, DTMF input only, or both voice and DTMF input. In short, the `Form` element is the most flexible of included Unified CVP elements as it allows almost any custom information to be captured without requiring a separate voice element. If a Unified CVP or third-party voice element does not capture the information desired, one can always use a `Form` element before embarking on constructing a custom voice element.

The `Form` element provides support for custom control over the VoiceXML code generation. For example, the developer can decide what name to use for the VoiceXML field, whether or not to include a field-level slot attribute and how to name the slot attribute. The element also supports separate options for activating help prompts and the ability to set modality for `Form`.

Multiple DTMF and speech external grammars can be referenced within a single `Form` element, and the application designer has the ability to specify grammar weights for speech grammars and set MIME types for both speech and DTMF grammars. Additionally, the `Form` element can be used to capture multiple slots, and the developer can specify for which slot(s) they want the recognition values stored as element data. N-best processing can be enabled, and standard n-best results are stored in element data and the activity log.

- [Settings, on page 119](#)
- [Element Data, on page 125](#)
- [Exit States, on page 127](#)
- [Audio Groups, on page 127](#)
- [Folder and Class Information, on page 127](#)
- [Events, on page 128](#)

## Settings

| Name (Label) | Type        | Req'd | Single Setting Value | Sub. Allow | Default | Notes                                                                                                                  |
|--------------|-------------|-------|----------------------|------------|---------|------------------------------------------------------------------------------------------------------------------------|
| inputmode    | string enum | Yes   | true                 | false      | both    | The type of entry allowed for input. Possible values are: <code>voice</code>   <code>dtmf</code>   <code>both</code> . |

|                                                           |                        |     |       |      |             |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------|------------------------|-----|-------|------|-------------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Input Mode)                                              |                        |     |       |      |             |  | The adapter type Cisco DTMF is not compatible with input modes <code>voice</code> and <code>both</code> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <code>noinput_timeout</code><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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <code>form_max_noinput_count</code><br>(Form Max NoInput) | $\text{int} \geq 0$    | Yes | true  | true | 3           |  | 0 = infinite noinputs allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <code>form_max_nomatch_count</code><br>(Form Max NoMatch) | $\text{int} \geq 0$    | Yes | true  | true | 3           |  | 0 = infinite nomatches allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <code>confidence_level</code><br>(Form Confidence Level)  | decimal<br>(0.0 – 1.0) | Yes | true  | true | 0.40        |  | The confidence level threshold to use for data capture.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <code>voice_grammar</code><br>(Voice Grammar)             | string                 | *No | false | true | <i>None</i> |  | <p>Defines an external voice grammar for Form, in a string format delimited with semi-colons specifying these values in the following order:</p> <ol style="list-style-type: none"> <li>1. The language context in which the current grammar should be used (optional). If omitted the language will be the same as the page-scoped language.</li> <li>2. The language code to assign to the <code>xml:lang</code> attribute of the parent <code>&lt;grammar&gt;</code> tag (optional). If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</li> <li>3. The grammar weight (optional)</li> <li>4. The grammar type (optional)</li> <li>5. URL of the grammar file (required)</li> <li>6. builtin: speech/transcribe</li> </ol> <p>The type can be left blank to use the adapter default or set to <code>null</code> to not include a type at all. If one of the optional parameters is defined, <b>four</b> semi-colons must be used, even if the other parameters are not used. For example:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;0.6;application/srgs +xml;http://IP:PORT/ mygrammar.grxml</li> <li>• fr-FR;en-US;;application/srgs +xml;http://IP:PORT/ mygrammar.grxml</li> </ul> |

|                                             |        |     |       |      |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|--------|-----|-------|------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             |        |     |       |      |                   | <ul style="list-style-type: none"> <li>• ;;0.6;;http://IP:PORT/mygrammar.grxml</li> <li>• ;fr-FR;0.6;null;http://IP:PORT/mygrammar.grxml</li> <li>• http://IP:PORT/mygrammar.grxml</li> </ul> <p>This setting is repeatable so multiple external grammar sources may be specified. None of the four settings - <code>voice_grammar</code>, <code>dtnf_grammar</code>, <code>voice_keyword</code> and <code>dtnf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without a grammar.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <code>dtnf_grammar</code><br>(DTMF Grammar) | URI    | *No | false | true | <code>None</code> | <p>Defines an external DTMF grammar for Form, in a string format delimited with a semi-colon specifying four values in the following order:</p> <ol style="list-style-type: none"> <li>1. The language context in which the current grammar should be used (optional). If omitted the language will be the same as the page-scoped language.</li> <li>2. The language code to assign to the <code>xml:lang</code> attribute of the parent <code>&lt;grammar&gt;</code> tag (optional) . If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</li> <li>3. The grammar type (optional)</li> <li>4. URL of the grammar file (required)</li> </ol> <p>The type can be left blank to use the adapter default or set to <code>null</code> to not include a type at all. If one of the optional parameters is defined, <b>three</b> semi-colons must be used, even if the other parameters are not used. For example:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;application/srgs +xml;http://IP:PORT/ mygrammar.grxml</li> <li>• ;fr-FR;null;http://IP:PORT/mygrammar.grxml</li> <li>• en-US;;http://IP:PORT/mygrammar.grxml</li> <li>• http://IP:PORT/mygrammar.grxml</li> </ul> <p>This setting is repeatable so multiple external grammar sources may be specified. None of the four settings - <code>voice_grammar</code>, <code>dtnf_grammar</code>, <code>voice_keyword</code> and <code>dtnf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without a grammar.</p> |
| <code>voice_keyword</code>                  | string | *No | false | true | <code>None</code> | Defines the inline voice grammar for Form, with each configuration of this repeatable setting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                  |                             |     |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------|-----------------------------|-----|-------|------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Voice Keyword)                  |                             |     |       |      |      | <p>specifying one option for the grammar. The valid format is a string separated with a semi-colon specifying four values in the following order:</p> <ol style="list-style-type: none"> <li>1. The language context in which the current input should be included in the inline grammar (optional). If omitted the language will be the same as the page-scoped language.</li> <li>2. The language code to assign to the <code>xml:lang</code> attribute of the <code>&lt;item&gt;</code> tag inside the inline grammar (optional) . If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</li> <li>3. The weight of the grammar item (optional)</li> <li>4. The grammar item (required)</li> </ol> <p><b>Note</b> The grammar item may either contain the input itself followed by an optional return value, or just the input. If one of the optional parameters is defined, <b>three</b> semi-colons must be used, even if the other parameters are not used.</p> <p>Sample configurations values are:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;0.6;news report [news]</li> <li>• ;fr-FR;0.6;news report</li> <li>• news report [news]</li> <li>• news report</li> </ul> <p>None of the four settings - <code>voice_grammar</code>, <code>dtmf_grammar</code>, <code>voice_keyword</code> and <code>dtmf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without at least one grammar.</p> |
| dtmf_keypress<br>(DTMF Keypress) | character<br>(0-9, #,<br>*) | *No | false | true | None | <p>Defines the inline DTMF grammar for Form, with each configuration of this repeatable setting specifying one option for the grammar. The valid format is a string separated with a semi-colon specifying three values in the following order:</p> <ol style="list-style-type: none"> <li>1. The language context in which the current input should be included in the inline grammar (optional). If omitted the language will be the same as the page-scoped language.</li> <li>2. The language code to assign to the <code>xml:lang</code> attribute of the <code>&lt;item&gt;</code> tag inside the inline</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|                                                         |                             |    |       |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------|-----------------------------|----|-------|------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                         |                             |    |       |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | grammar (optional) . If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                         |                             |    |       |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>3. A character (0-9, #, *) representing the keypress, followed by an optional return value.</p> <p><b>Note</b> The grammar item may either contain the input itself followed by an optional return value, or just the input. If one of the optional parameters is defined, <b>two</b> semi-colons must be used, even if the other parameters are not used.</p> <p>Sample configurations values are:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;1 [news]</li> <li>• ;fr-FR;1</li> <li>• 1 [news]</li> <li>• 1</li> </ul> <p>None of the four settings - <code>voice_grammar</code>, <code>dtnf_grammar</code>, <code>voice_keyword</code> and <code>dtnf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without at least one grammar.</p> |
| <code>help_voice_keyword</code><br>(Help Voice Keyword) | string                      | No | false | true | <i>None</i> | <p>Specifies a custom inline voice grammar to activate the help audio group. Each value of this repeatable setting adds another valid utterance. The format is a string specifying just the utterance (for example, <i>news report</i>).</p> <p>If this setting is configured, a custom inline voice grammar will be generated, replacing the default help grammar used by a browser, and the custom grammar will be active only within the current Form element.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <code>help_dtnf_keypress</code><br>(Help DTMF Keypress) | character<br>(0-9, #,<br>*) | No | false | true | <i>None</i> | <p>Specifies a custom inline DTMF grammar to activate the help audio group. Each value of this repeatable setting adds another valid DTMF keypress. The format is a character (0-9, #, *) representing just the keypress.</p> <p>If this setting is configured, a custom inline DTMF grammar will be generated, and it will be active only within the current Form element.</p>                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|                                                  |              |     |       |      |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|--------------|-----|-------|------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| modal<br>(Disable Hotlinks)                      | boolean      | Yes | true  | true | false                  | Whether or not to temporarily disable all hotlink grammars (global or local) and universal grammars. If set to true, only the current Form element grammars will be enabled for the duration of the element. Otherwise all active grammars will be enabled.                                                                                                                                                                                      |
| field_name<br>(Field Name)                       | string       | Yes | true  | true | found<br>ation<br>_fld | <i>foundation_fld</i> - The value to assign to the VXML field name attribute.                                                                                                                                                                                                                                                                                                                                                                    |
| slot_name<br>(Field Slot)                        | string       | No  | true  | true | <i>None</i>            | The name to assign to the VXML field slot attribute. If left unspecified, the field will not include a slot attribute.                                                                                                                                                                                                                                                                                                                           |
| slot_element_data<br>(Slot Element Data)         | string       | No  | false | true | <i>None</i>            | Specifies for which grammar slot the return value should be stored as element data. This is a repeatable setting so multiple slot names can be specified. See notes below for further details.                                                                                                                                                                                                                                                   |
| maxnbest<br>(Maxnbest)                           | int $\geq 1$ | Yes | true  | true | 1                      | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                                                                                                                          |
| 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><i>nbestUtterance1_secureLogging,*****</i> .                                                                                     |
| recordutterance                                  | boolean      | Yes | true  | true | false                  | When the property is set to <i>true</i> the wave-form-uri of the recorded audio is submitted to VXML server.                                                                                                                                                                                                                                                                                                                                     |
| dtmf_overlay<br>(DTMF Overlay)                   | Boolean      | Yes | true  | true | false                  | Setting this property to <i>true</i> will enable the generation of random DTMF digits tone at random duration while DTMF recognition is in progress.<br><br><b>Note</b> <i>dtmf_overlay</i> supports only the following VoiceXML Gateways, and one of these options must be selected before creating or deploying the Call Studio application. <ul style="list-style-type: none"> <li>• Cisco DTMF</li> <li>• VoiceXML 2.1 Cisco DTMF</li> </ul> |
| dtmf_overlay_interval<br>(DTMF Overlay Interval) | String       | Yes | true  | true | 1000ms                 | Time Interval (in ms) between the generation of two DTMF tones. The interval is a random number that is +/-25% of the duration that is                                                                                                                                                                                                                                                                                                           |

|  |  |  |  |             |                                                                                                                     |
|--|--|--|--|-------------|---------------------------------------------------------------------------------------------------------------------|
|  |  |  |  |             | mentioned. For example, if the duration mentioned is 1000ms, the interval will be between between 750ms and 1250ms. |
|  |  |  |  | <b>Note</b> | The duration mentioned must be between 500ms (minimum) and 2000ms (maximum).                                        |

- VXML 2.0-compliant browsers typically require top-level slot names in the grammar (inline or external) to match the field-level slot attribute (if it exists) or the field name attribute, in order for the field name variable (and hence the `value` element data) to be defined. For inline grammars, the Form element automatically generates the grammar slot name to match the slot attribute (if available) or the field name. For custom grammars that are referenced from an external source, the application designer needs to set `Field Name` and `Field Slot` properly based on the slot name returned by the grammar.
- If a grammar returns different slots for different inputs or multiple slots per utterance, there are two ways to configure the Form element to store this data:
  - Leave the `slot_element_data` setting empty. The Form element will create element data named “nbestInterpretationX” (where X is from 1 to the length of the n-best list) that contains a string that uses delimiters “+” and “:” to separate the multiple slot names from their values. For example: “+Slot1:value1+Slot2:value2...”. A developer would then need to parse this string in a subsequent element to obtain the different slot name and value pairs.
  - Configure the `slot_element_data` setting with the names for all the slots that can be returned. The Form element will create a new set of n-best element data to store the recognition results for each slot listed in that setting. The element data will be named as `<SLOT_ELEMENT_DATA>` (where `SLOT_ELEMENT_DATA` is a string identical to the setting value and X is from 1 to the length of the n-best list). For example, if `slot_element_data` had two values `city` and `state` and there are three n-best results triggered, then six element data in the names of `city1`, `city2`, `city3`, `state1`, `state2`, and `state3` will be created to store each of the n-best values for the `city` and `state` slots. Note that if n-best processing is disabled by setting the `maxnbest` setting to 1, then only one interpretation result will be returned per recognition and thereby only one element data per slot (`city1` and `state1`) will be created.

## Element Data

| Name                                                                                      | Type   | Notes                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>value</code>                                                                        | string | This stores the value of the VXML field name variable.                                                                                                                                                                                                                                                         |
| <code>value_confidence</code>                                                             | float  | This stores the confidence score of the captured Form utterance. When n-best recognition is enabled, this stores the confidence score of the top hypothesis in the n-best list.                                                                                                                                |
| <code>&lt;SLOT_ELEMENT_DATA1&gt;</code><br><code>&lt;SLOT_ELEMENT_DATA2&gt;</code><br>... | string | A separate set of element data stores the interpretation values for each filled slot of captured n-best utterances. While the maximum number of <code>&lt;SLOT_ELEMENT_DATA&gt;</code> values is equal to the <code>maxnbest</code> setting value, the actual number of these values available is dependent on |

## Element Data

|                                                                                                                    |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                    |                      | <p>speech recognition at runtime, where &lt;SLOT_ELEMENT_DATA1&gt; holds the slot value of the top hypothesis in the n-best list and &lt;SLOT_ELEMENT_DATAx&gt; holds the slot value of the last hypothesis.</p> <p><b>Note</b> If the <code>slot_element_data</code> setting is blank, these sets of element data will not be created.</p>                                                                                                                                                               |
| <code>nbestLength</code>                                                                                           | <code>int ≥ 1</code> | This stores the number of n-best hypotheses generated by the speech engine.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <code>nbestUtterance1</code><br><code>nbestUtterance2</code><br>...<br><code>nbestUtteranceX</code>                | <code>string</code>  | This set of element data stores the captured n-best utterances. While the maximum number of <code>nbestUtteranceX</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>nbestUtterance1</code> 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><br><code>nbestInterpretation2</code><br>...<br><code>nbestInterpretationX</code> | <code>string</code>  | 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><br><code>nbestConfidence2</code><br>...<br><code>nbestConfidenceX</code>             | <code>float</code>   | 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><br><code>nbestInputmode2</code><br>...<br><code>nbestInputmodeX</code>                | <code>string</code>  | This set of element data stores the input modes of captured n-best utterances. This stores the number of no input events that the browser returned during the collection phase of the VXML field name variable.                                                                                                                                                                                                                                                                                           |
| <code>collect_noinput_count</code>                                                                                 | <code>int ≥ 0</code> | This stores the number of no input events that the browser returned during the collection phase of the VXML field name variable.                                                                                                                                                                                                                                                                                                                                                                          |
| <code>collect_nomatch_count</code>                                                                                 | <code>int ≥ 0</code> | This stores the number of no match events that the browser returned during the collection phase of the VXML field name variable.                                                                                                                                                                                                                                                                                                                                                                          |

\* `SLOT_ELEMENT_DATA` is a string identical to the configuration value of the `slot_element_data` setting, and X is from 1 to the length of the n-best list. If more than one such value is configured, then multiple sets of element data using the same naming convention will be created.

# 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. |
| done        | The caller input matched the grammar correctly.                                                                     |

# Audio Groups

## Form Data Capture

| Name (Label)                     | Req'd | Max1 | Notes                                                                                                  |
|----------------------------------|-------|------|--------------------------------------------------------------------------------------------------------|
| initial_audio_group<br>(Initial) | Yes   | Yes  | Played when the voice element first begins.                                                            |
| nomatch_audio_group<br>(NoMatch) | No    | No   | Played when a nomatch event occurs.                                                                    |
| noinput_audio_group<br>(NoInput) | No    | No   | Played when a noinput event occurs.                                                                    |
| help_audio_group<br>(Help)       | No    | No   | Played when the caller asks for help. If not specified, help is treated as a nomatch event by default. |

## End

| Name (Label)            | Req'd | Max 1 | Notes                                                                                                 |
|-------------------------|-------|-------|-------------------------------------------------------------------------------------------------------|
| done_audio_group (Done) | No    | Yes   | Played when the form data capture is completed, and the voice element exits with the done exit state. |

# Folder and Class Information

|                            |            |
|----------------------------|------------|
| Studio Element Folder Name | Class Name |
|----------------------------|------------|

|      |                                                         |
|------|---------------------------------------------------------|
| Form | com.audium.server.voiceElement.form.<br>MFoundationForm |
|------|---------------------------------------------------------|

## 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. |



# CHAPTER 33

## Form\_with\_Confirm

The `Form_With_Confirm` voice element is used to capture and confirm input from the caller, based on application designer-specified grammars. The valid caller inputs can be specified either directly in the voice element settings (which will create an inline grammar) or with external grammar files. Information returned by the grammar are saved in element data that then can be analyzed by developer-defined components. A `Form_With_Confirm` voice element can be configured to listen for voice input only, DTMF input only, or both voice and DTMF input. In short, the `Form_With_Confirm` element is the most flexible of included elements that have confirmation menus as it allows almost any custom information to be captured and confirmed without requiring a separate voice element. If a Unified CVP or third-party voice element does not capture and confirm the information desired, one can always use a `Form_With_Confirm` element before embarking on constructing a custom voice element.

The `Form_With_Confirm` element provides support for custom control over the VoiceXML code generation. For example, the developer can decide what name to use for the VoiceXML field, whether or not to include a field-level slot attribute and how to name the slot attribute. The element also supports separate options for activating help prompts and the ability to set modality for Form.

Multiple DTMF and speech external grammars can be referenced within a single `Form_With_Confirm` element, and the application designer has the ability to specify grammar weights for speech grammars and set MIME types for both speech and DTMF grammars. Additionally, the `Form_With_Confirm` element can be used to capture multiple slots, and the developer can specify for which slot(s) they want the recognition values stored as element data. N-best processing can be enabled, and standard n-best results are stored in element data and the activity log.

- [Settings, on page 129](#)
- [Element Data, on page 136](#)
- [Exit States, on page 138](#)
- [Audio Groups, on page 138](#)
- [Folder and Class Information, on page 139](#)
- [Events, on page 139](#)

## Settings

| Name (Label) | Type | Req'd | Single Setting Value | Sub. Allow | Default | Notes |
|--------------|------|-------|----------------------|------------|---------|-------|
|              |      |       |                      |            |         |       |

## Settings

|                                                        |                     |     |       |       |      |                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------|---------------------|-----|-------|-------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)                              | string enum         | Yes | true  | false | both | The type of entry allowed for input. Possible values are: voice   dtmf   both. The adapter type Cisco DTMF is not compatible with input modes voice and both.                                                                                                                                                      |
| 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.                                               |
| form_max_noinput_count<br>(Form Max NoInput)           | int $\geq 0$        | Yes | true  | true  | 3    | The maximum number of noinput events allowed during form input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                             |
| form_max_nomatch_count<br>(Form Max NoMatch)           | int $\geq 0$        | Yes | true  | true  | 3    | The maximum number of nomatch events allowed during form input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                            |
| confirm_max_noinput_count<br>(Confirm Max NoInput)     | int $\geq 0$        | Yes | true  | true  | 3    | The maximum number of noinput events allowed during form input confirmation. 0 = infinite noinputs allowed.                                                                                                                                                                                                        |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch)     | int $\geq 0$        | Yes | true  | true  | 3    | The maximum number of nomatch events allowed during form input confirmation. 0 = infinite nomatches allowed.                                                                                                                                                                                                       |
| max_disconfirmed_count<br>(Max Disconfirmed Count)     | int $\geq 0$        | Yes | true  | true  | 3    | The maximum number of times a caller is allowed to disconfirm a captured input. 0 = infinite disconfirmations allowed.                                                                                                                                                                                             |
| form_confidence_level<br>(Form Confidence Level)       | decimal (0.0 – 1.0) | Yes | true  | true  | 0.40 | The confidence level threshold to use for capture of the form data.                                                                                                                                                                                                                                                |
| confirm_confidence_level<br>(Confirm Confidence Level) | decimal (0.0 – 1.0) | Yes | true  | true  | 0.50 | The confidence level threshold to use for confirmation of the form data.                                                                                                                                                                                                                                           |
| voice_grammar<br>(Voice Grammar)                       | string              | *No | false | true  | None | Defines an external voice grammar for Form_With_Confirm, in a string format delimited with semi-colons specifying five values in the following order:<br><br>1. The language context in which the current grammar should be used (optional). If omitted the language will be the same as the page-scoped language. |

|                                             |     |     |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------|-----|-----|-------|------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             |     |     |       |      |      | <p><b>2.</b> The language code to assign to the <code>xml:lang</code> attribute of the parent <code>&lt;grammar&gt;</code> tag (optional). If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</p> <p><b>3.</b> The grammar weight (optional)</p> <p><b>4.</b> The grammar type (optional)</p> <p><b>5.</b> URL of the grammar file (required)</p> <p>The type can be left blank to use the adapter default or set to ‘null’ to not include a type at all. If one of the optional parameters is defined, <b>four</b> semi-colons must be used, even if the other parameters are not used. For example:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;0.6;application/srgs +xml;http://IP:PORT/mygrammar.grxml</li> <li>• fr-FR;en-US;;application/srgs +xml;http://IP:PORT/mygrammar.grxml</li> <li>• ;;0.6;;http://IP:PORT/mygrammar.grxml</li> <li>• ;fr-FR;0.6;null;http://IP:PORT/ mygrammar.grxml</li> <li>• http://IP:PORT/mygrammar.grxml</li> </ul> <p>This setting is repeatable so multiple external grammar sources may be specified. None of the four settings - <code>voice_grammar</code>, <code>dtnf_grammar</code>, <code>voice_keyword</code> and <code>dtnf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without a grammar.</p> |
| <code>dtnf_grammar</code><br>(DTMF Grammar) | URI | *No | false | true | None | <p>Defines an external DTMF grammar for <code>Form_With_Confirm</code>, in a string format delimited with a semi-colon specifying four values in the following order:</p> <ol style="list-style-type: none"> <li><b>1.</b> The language context in which the current grammar should be used (optional). If omitted the language will be the same as the page-scoped language.</li> <li><b>2.</b> The language code to assign to the <code>xml:lang</code> attribute of the parent</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|                                               |        |     |       |      |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------|--------|-----|-------|------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               |        |     |       |      |                   | <p>&lt;grammar&gt; tag (optional) . If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</p> <ol style="list-style-type: none"> <li>3. The grammar type (optional)</li> <li>4. URL of the grammar file (required)</li> </ol> <p>The type can be left blank to use the adapter default or set to ‘null’ to not include a type at all. If one of the optional parameters is defined, <b>three</b> semi-colons must be used, even if the other parameters are not used. For example:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;application/srgs +xml;http://IP:PORT/mygrammar.grxml</li> <li>• ;fr-FR;null;http://IP:PORT/ mygrammar.grxml</li> <li>• en-US;;http://IP:PORT/mygrammar.grxml</li> <li>• http://IP:PORT/mygrammar.grxml</li> </ul> <p>This setting is repeatable so multiple external grammar sources may be specified. None of the four settings - <code>voice_grammar</code>, <code>dtnf_grammar</code>, <code>voice_keyword</code> and <code>dtnf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without a grammar.</p> |
| <code>voice_keyword</code><br>(Voice Keyword) | string | *No | false | true | <code>None</code> | <p>Defines the inline voice grammar for <code>Form_With_Confirm</code>, with each configuration of this repeatable setting specifying one option for the grammar. The valid format is a string separated with a semi-colon specifying four values in the following order:</p> <ol style="list-style-type: none"> <li>1. The language context in which the current input should be included in the inline grammar (optional). If omitted the language will be the same as the page-scoped language.</li> <li>2. The language code to assign to the <code>xml:lang</code> attribute of the <code>&lt;item&gt;</code> tag inside the inline grammar (optional) . If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                            |

|                                   |                             |     |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------|-----------------------------|-----|-------|------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   |                             |     |       |      |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p><b>3.</b> The weight of the grammar item (optional)</p> <p><b>4.</b> The grammar item (required)</p> <p><b>Note</b> The grammar item may either contain the input itself followed by an optional return value, or just the input. If one of the optional parameters is defined, <b>three</b> semi-colons must be used, even if the other parameters are not used.</p> <p>Sample configurations values are:</p> <ul style="list-style-type: none"> <li>• en-US;en-US;0.6;news report [news]</li> <li>• ;fr-FR;0.6;news report</li> <li>• news report [news]</li> <li>• news report</li> </ul> <p>None of the four settings - <code>voice_grammar</code>, <code>dtmlf_grammar</code>, <code>voice_keyword</code> and <code>dtmlf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without a grammar.</p> |
| dtmlf_keypress<br>(DTMF Keypress) | character<br>(0-9, #,<br>*) | *No | false | true | None | <p>Defines the inline DTMF grammar for <code>Form_With_Confirm</code>, with each configuration of this repeatable setting specifying one option for the grammar. The valid format is a string separated with a semi-colon specifying three values in the following order:</p> <ol style="list-style-type: none"> <li><b>1.</b> The language context in which the current input should be included in the inline grammar (optional). If omitted the language will be the same as the page-scoped language.</li> <li><b>2.</b> The language code to assign to the <code>xml:lang</code> attribute of the <code>&lt;item&gt;</code> tag inside the inline grammar. If omitted the attribute will not have an <code>xml:lang</code> attribute and the standard scoping rules apply.</li> <li><b>3.</b> A character (0-9, #, *) representing the keypress, followed by an optional return value.</li> </ol> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

|                                                         |                             |     |       |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------|-----------------------------|-----|-------|------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                         |                             |     |       |      |             | <b>Note</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The grammar item may either contain the input itself followed by an optional return value, or just the input. If one of the optional parameters is defined, two semi-colons must be used, even if the other parameters are not used.<br><br>Sample configurations values are: <ul style="list-style-type: none"><li>• en-US;en-US;1 [news]</li><li>• ;fr-FR;1</li><li>• 1 [news]</li><li>• 1</li></ul> |
|                                                         |                             |     |       |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | None of the four settings - <code>voice_grammar</code> , <code>dtmf_grammar</code> , <code>voice_keyword</code> and <code>dtmf_keypress</code> - is required, but at least one must be specified since a form cannot be completed without a grammar.                                                                                                                                                   |
| <code>help_voice_keyword</code><br>(Help Voice Keyword) | string                      | No  | false | true | <i>None</i> | Specifies a custom inline voice grammar to activate the help audio group. Each value of this repeatable setting adds another valid utterance. The format is a string specifying just the utterance (for example, <i>news report</i> ).<br><br>If this setting is configured, a custom inline voice grammar will be generated, replacing the default help grammar used by a browser, and the custom grammar will be active only within the current <code>Form_With_Confirm</code> element. |                                                                                                                                                                                                                                                                                                                                                                                                        |
| <code>help_dtmf_keypress</code><br>(Help DTMF Keypress) | character<br>(0-9, #,<br>*) | No  | false | true | <i>None</i> | Specifies a custom inline DTMF grammar to activate the help audio group. Each value of this repeatable setting adds another valid DTMF keypress. The format is a character (0-9, #, *) representing just the keypress.<br><br>If this setting is configured, a custom inline DTMF grammar will be generated, and it will be active only within the current <code>Form_With_Confirm</code> element.                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                        |
| <code>modal</code><br>(Disable Hotlinks)                | boolean                     | Yes | true  | true | false       | Whether or not to temporarily disable all hotlink grammars (global or local) and universal grammars. If set to true, only the                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                          |              |                                                                                                                                                                 |       |      |                    |  |                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|--------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                          |              |                                                                                                                                                                 |       |      |                    |  | current Form_With_Confirm element grammars (including the builtin boolean grammar for confirmation) will be enabled for the duration of the element. Otherwise all active grammars will be enabled.                                                                                                                                               |
| field_name<br>(Field Name)               | string       | Yes                                                                                                                                                             | true  | true | found<br>ation_fld |  | <i>foundation_fld</i> - The value to assign to the VXML field-level name attribute.                                                                                                                                                                                                                                                               |
| slot_name<br>(Field Slot)                | string       | No                                                                                                                                                              | true  | true | <i>None</i>        |  | The name to assign to the VXML field-level slot attribute. If left unspecified (i.e. the default value), the field will not have a slot attribute.                                                                                                                                                                                                |
| slot_element_data<br>(Slot Element Data) | string       | No                                                                                                                                                              | false | true | <i>None</i>        |  | Specifies for which grammar slot the return value should be stored as element data. This is a repeatable setting so multiple slot names can be specified. See notes below for further details.                                                                                                                                                    |
| maxnbest<br>(Maxnbest)                   | int $\geq$ 1 | Yes                                                                                                                                                             | true  | true | 1                  |  | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                           |
| 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 nbestUtterance1_secureLogging,*****. |
| dtmf_overlay<br>(DTMF Overlay)           | Boolean      | Yes                                                                                                                                                             | true  | true | false              |  | Setting this property to true will enable the generation of random DTMF digits tone at random duration while DTMF recognition is in progress.                                                                                                                                                                                                     |
| <b>Note</b>                              |              | dtmf_overlay supports only the following VoiceXML Gateways, and one of these options must be selected before creating or deploying the Call Studio application. |       |      |                    |  |                                                                                                                                                                                                                                                                                                                                                   |
|                                          |              | <ul style="list-style-type: none"> <li>• Cisco DTMF</li> <li>• VoiceXML 2.1 Cisco DTMF</li> </ul>                                                               |       |      |                    |  |                                                                                                                                                                                                                                                                                                                                                   |
| dtmf_overlay_interval                    | String       | Yes                                                                                                                                                             | true  | true | 1000ms             |  | Time Interval (in ms) between the generation of two DTMF tones. The                                                                                                                                                                                                                                                                               |

## Element Data

|                         |  |  |  |  |                                                                                                                                                                                |
|-------------------------|--|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (DTMF Overlay Interval) |  |  |  |  | interval is a random number that is +/-25% of the duration that is mentioned. For example, if the duration mentioned is 1000ms, the interval will be between 750ms and 1250ms. |
| <b>Note</b>             |  |  |  |  | The duration mentioned must be between 500ms (minimum) and 2000ms (maximum).                                                                                                   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>VXML 2.0-compliant browsers typically require top-level slot names in the grammar (inline or external) to match the field-level slot attribute (if it exists) or the field name attribute, in order for the field name variable (and hence the <code>value</code> element data) to be defined. For inline grammars, the <code>Form_With_Confirm</code> element automatically generates the grammar slot name to match the slot attribute (if available) or the field name. For custom grammars that are referenced from an external source, the application designer needs to set <code>Field Name</code> and <code>Field Slot</code> properly based on the slot name returned by the grammar.</li> <li>If a grammar returns different slots for different inputs or multiple slots per utterance, there are two ways to configure the <code>Form_With_Confirm</code> element to store this data:           <ul style="list-style-type: none"> <li>Leave the <code>slot_element_data</code> setting empty. The <code>Form_With_Confirm</code> element will create element data named <code>nbestInterpretationX</code> (where X is from 1 to the length of the n-best list) that contains a string that uses delimiters "+" and ":" to separate the multiple slot names from their values. For example: "+Slot1:value1+Slot2:value2...". A developer would then need to parse this string in a subsequent element to obtain the different slot name and value pairs.</li> <li>Configure the <code>slot_element_data</code> setting with the names for all the slots that can be returned. The <code>Form_With_Confirm</code> element will create a new set of n-best element data to store the recognition results for each slot listed in that setting. The element data will be named as <code>&lt;SLOT_ELEMENT_DATA&gt;</code> (where <code>SLOT_ELEMENT_DATA</code> is a string identical to the setting value and X is from 1 to the length of the n-best list). For example, if <code>slot_element_data</code> had two values <code>city</code> and <code>state</code> and there are three n-best results triggered, then six element data in the names of <code>city1</code>, <code>city2</code>, <code>city3</code>, <code>state1</code>, <code>state2</code>, and <code>state3</code> will be created to store each of the n-best values for the <code>city</code> and <code>state</code> slots.</li> </ul> </li> </ul> | <b>Note</b> If n-best processing is disabled by setting the <code>maxnbest</code> setting to 1, then only one interpretation result will be returned per recognition and thereby only one element data per slot ( <code>city1</code> and <code>state1</code> ) will be created. |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Element Data

| Name                          | Type   | Notes                                                                                                                                                                                        |
|-------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>value</code>            | string | This stores the value of the VXML field name variable.                                                                                                                                       |
| <code>value_confidence</code> | float  | This stores the confidence score of the captured Form_With_Confirm utterance. When n-best recognition is enabled, this stores the confidence score of the top hypothesis in the n-best list. |

|                                                                              |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <SLOT_ELEMENT_DATA1><br><SLOT_ELEMENT_DATA2><br>...<br><SLOT_ELEMENT_DATAx*> | string       | A separate set of element data stores the interpretation values for each filled slot of captured n-best utterances. While the maximum number of <SLOT_ELEMENT_DATAx> values is equal to the maxnbest setting value, the actual number of these values available is dependent on speech recognition at runtime, where <SLOT_ELEMENT_DATA1> holds the slot value of the top hypothesis in the n-best list and <SLOT_ELEMENT_DATAx> holds the slot value of the last hypothesis.<br><br><b>Note</b> If the slot_element_data setting is blank, these sets of element data will not be created. |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| collect_noinput_count                                                        | int $\geq 0$ | This stores the number of no input events that the browser returned during the collection phase of the VXML field name variable.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| collect_nomatch_count                                                        | int $\geq 0$ | This stores the number of no match events that the browser returned during the collection phase of the VXML field name variable.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| confirm_noinput_count                                                        | int $\geq 0$ | This stores the number of no input events that the browser returned during the confirmation phase of the VXML field name variable.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**Exit States**

|                       |              |                                                                                                                                    |
|-----------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------|
| confirm_nomatch_count | int $\geq 0$ | This stores the number of no match events that the browser returned during the confirmation phase of the VXML field name variable. |
|-----------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------|

\* “SLOT\_ELEMENT\_DATA” is a string identical to the configuration value of the “slot\_element\_data” setting, and X is from 1 to the length of the n-best list. If more than one such value is configured, then multiple sets of element data using the same naming convention will be created.

## 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 disconfirm events has occurred. If the disconfirm max count is 0, this exit state will never occur. |
| done             | The caller input matched the grammar correctly.                                                                           |

## Audio Groups

### Form Data Capture

| Name (Label)                               | Req'd | Max1 | Notes                                                                                                                           |
|--------------------------------------------|-------|------|---------------------------------------------------------------------------------------------------------------------------------|
| form_initial_audio_group<br>(Form Initial) | Yes   | Yes  | Played when the voice element first begins.                                                                                     |
| form_nomatch_audio_group<br>(Form NoMatch) | No    | No   | Played when a nomatch event occurs during form data capture.                                                                    |
| form_noinput_audio_group<br>(Form NoInput) | No    | No   | Played when a noinput event occurs during form data capture.                                                                    |
| form_help_audio_group<br>(Form Help)       | No    | No   | Played when the caller asks for help during form data capture. If not specified, help is treated as a nomatch event by default. |

## Form Data Confirm

| Name (Label)                                     | Req'd | Max1 | Notes                                                                                       |
|--------------------------------------------------|-------|------|---------------------------------------------------------------------------------------------|
| confirm_initial_audio_group<br>(Confirm Initial) | Yes   | Yes  | Played after the caller enters a value, requesting the caller's confirmation of that value. |
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No    | No   | Played when a nomatch event occurs during confirmation.                                     |
| confirm_noinput_audio_group<br>(Confirm NoInput) | No    | No   | Played when a noinput event occurs during confirmation.                                     |
| confirm_help_audio_group<br>(Confirm Help)       | No    | No   | Played when the caller asks for help during confirmation.                                   |
| disconfirmed_audio_group<br>(Disconfirmed)       | No    | No   | Played when the caller disconfirms the value.                                               |

## End

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

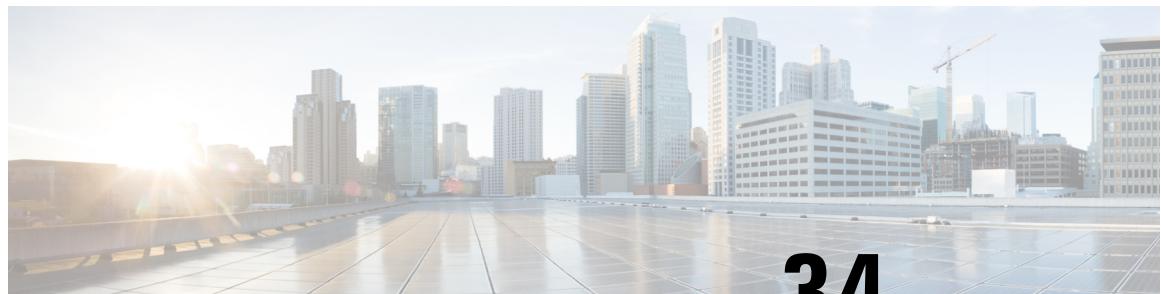
## Folder and Class Information

| Studio Element Folder Name | Class Name                                                         |
|----------------------------|--------------------------------------------------------------------|
| Form                       | com.audium.server.voiceElement.form.<br>MFoundationFormWithConfirm |

## 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. |





# CHAPTER 34

## FTP\_Client

The `FTP_Client` element is used to upload a local file to one or more FTP servers. If there are multiple FTP servers specified, the file is uploaded concurrently to the FTP servers.

- [Settings, on page 141](#)
- [Element Data, on page 143](#)
- [Exit States, on page 144](#)
- [Other, on page 144](#)
- [Events, on page 144](#)

## Settings

| Name (Label)                                 | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Validation Enforced by Call Studio              | Notes                                                                                                                                                                                                |
|----------------------------------------------|--------|-------|----------------------|----------------------|---------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| filename<br>(Name of file to be transferred) | string | Yes   | true                 | true                 | None    | Must be a valid Windows filename.               | This setting specifies the full pathname of the file to transfer. Alternatively, a path relative to the application directory can be used.                                                           |
| remote_filename<br>(Remote Filename)         | string | No    | true                 | true                 | None    | If specified, must be a valid Windows filename. | This is the FTP server target filename. If a remote filename is not specified, the remote filename will be the same as the input filename.                                                           |
| ftp_hosts<br>(FTP Server or FTP Servers)     | string | Yes   | true                 | true                 | None    | Must conform to the format listed in "Notes".   | This is the list of FTP server host names or IP addresses to transfer the file to. Each FTP server entry may optionally specify a port number (default port:21), username and password in the format |

|                                                                          |         |     |      |      |      |                                                                                |                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------|---------|-----|------|------|------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                          |         |     |      |      |      |                                                                                | Validation will fail if the password is set, but the username is not.                                                                                                                        | host port username password. Server entries are delimited by a space character. You can enter multiple hosts on one line or separate lines or both. If any field requires spaces, vertical bars ( ) or equals symbols (=), they may be escaped with \s, \p or \e, respectively. |
| ftp_user<br>(Default Username)                                           | string  | Yes | true | true | None | Validation will fail if the password field is set while this field is not set. | User name to use when transferring the file. This value may be overridden on a per-server basis. If left blank, "anonymous" will be assumed.                                                 |                                                                                                                                                                                                                                                                                 |
| ftp_password<br>(Default Password)                                       | string  | No  | true | true | None | n/a                                                                            | This is the password to use when transferring the file. This value can be overridden on a per-server basis.                                                                                  |                                                                                                                                                                                                                                                                                 |
| ftp_path<br>(FTP Path)                                                   | string  | No  | true | true | None | Must be a valid Windows pathname.                                              | This is the directory on the FTP server where to transfer the file. Use the forward slash as the directory delimiter dir/subdir. The directory will be created if it does not already exist. |                                                                                                                                                                                                                                                                                 |
| delete_file_on_success<br>(Delete file if file transferred successfully) | boolean | No  | true | true | true | n/a                                                                            | This setting deletes the file after it has been successfully transferred to all FTP Server(s).                                                                                               |                                                                                                                                                                                                                                                                                 |



**Note** Default ftp\_user/ftp\_password will be used if ftp\_hosts setting does not include a username/password in its definition.



**Note** It is important to ensure that the FTP Server(s) are open for write access.



**Note** The file to be uploaded is assumed to be a binary file.

**Note**

If a large file is to be transferred and the network connection to the FTP servers is slow and there are multiple FTP servers, consider implementing VXML 'fetchaudio' functionality in the element before the FTP element so that the caller does not hear silence while the FTP operation is in progress.

**Note**

The http client response timeout setting on the gateway must be set to accommodate the time it takes to complete the largest anticipated FTP file transfer. If an FTP file transfer takes longer than the configured duration in seconds for http client response timeout, the FTP transfer will complete correctly, but the **call will drop as soon as the configured timeout duration is met**.

## Element Data

Element data is created *only* when the `exit_state` setting is not *done*. If the exit state is *done*, no element data is created.

| Name                  | Type   | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| failed_servers        | string | One or more space delimited host names or IP addresses of Server(s) where the input file was not successfully transferred. This data is created only if the exit state is not <i>done</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| failed_server_reasons | string | <p>One or more space delimited reason codes indicating why a file was not successfully transferred:</p> <ul style="list-style-type: none"> <li>• <code>connection_error</code>: There was an error connecting to the FTP server. This may be caused by an invalid or blocked port.</li> <li>• <code>extraneous_data</code>: There were extra fields for a given server in the <code>ftp_hosts</code> setting.</li> <li>• <code>invalid_filename</code>: The name of the file to transfer is invalid or the file doesn't exist.</li> <li>• <code>invalid_port</code>: The port for an FTP server is invalid.</li> <li>• <code>missing_username</code>: The password for an FTP server was specified, but the username was left blank. They must either both be specified or both left blank.</li> <li>• <code>unknown</code>: An unknown error has occurred.</li> <li>• <code>unknown_host</code>: An FTP server could not be reached. Possible reasons include an incorrect hostname or network connectivity problems. A three-digit number: An FTP server sent back an unexpected reply code. Additional information will appear in the error log.</li> <li>• A three-digit number: An FTP server sent back an unexpected reply code. Additional information will appear in the error log.</li> </ul> |

**Exit States**

|                      |        |                                                                                                                                                                 |
|----------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      |        | <ul style="list-style-type: none"> <li>• A Java exception: An unexpected exception was handled. Additional information will appear in the error log.</li> </ul> |
| failed_servers_count | string | Number of failed FTP transfers. This data is created only if the exit state is not <i>done</i> .                                                                |

## Exit States

| Name            | Notes                                                                                               |
|-----------------|-----------------------------------------------------------------------------------------------------|
| error           | This exit state is used if an error occurred and the file was not transferred to any FTP Server(s). |
| partial_success | This exit state is used when not all FTP transfers were successful.                                 |
| done            | This exit state means the file was successfully transferred to all FTP Server(s).                   |

## Other

**Studio Element Folder:** Integration

**Class Name:** com.cisco.cvp.vxml.custelem.FTP

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



# CHAPTER 35

## Math

The `Math` action element is used to evaluate basic mathematical expressions. The mathematical expression is composed of operators and functions in the form of a string which is passed as a setting to the element, parsed and evaluated at runtime. The result is a double value stored as a string in either element data or session data. All common arithmetic operators are supported. Boolean operators are also fully supported. Boolean expressions are evaluated to be either 1.0 or 0.0 (`true` or `false` respectively).

- [Examples, on page 145](#)
- [Settings, on page 145](#)
- [Operators and Functions, on page 146](#)
- [Element Data, on page 147](#)
- [Session Data, on page 147](#)
- [Exit States, on page 147](#)
- [Folder and Class Information, on page 147](#)
- [Events, on page 147](#)

## Examples

|                                               |                                                  |                                                                      |
|-----------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------|
| Expression: <code>2 * 4</code><br>Result: 8.0 | Expression: <code>sqrt(16)</code><br>Result: 4.0 | Expression: <code>{Data.Session.myNumber} == 4</code><br>Result: 1.0 |
|-----------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------|

## Settings

| Name (Label)   | Type        | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                         |
|----------------|-------------|-------|----------------------|----------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type<br>(Type) | string enum | Yes   | true                 | false                | Element | This setting specifies the type of data that will store the result of the mathematical expression. Possible values are: Element   Session. Default = Element. |

## Operators and Functions

|                            |        |     |      |      |             |                                                                                                                                   |
|----------------------------|--------|-----|------|------|-------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Name<br>(Name)             | string | Yes | true | true | <i>None</i> | This setting specifies the name to assign to the data that will store the result of the mathematical expression.                  |
| Expression<br>(Expression) | string | Yes | true | true | <i>None</i> | This setting specifies the mathematical expression to parse and evaluate. For supported operators and functions see tables below. |

# Operators and Functions

| Operator Name                | Operator | Function Name                   | Syntax               |
|------------------------------|----------|---------------------------------|----------------------|
| Power                        | $^$      | Sine                            | $\sin(x)$            |
| Boolean Not                  | !        | Cosine                          | $\cos(x)$            |
| Unary Plus, Unary Minus      | $+x, -x$ | Tangent                         | $\tan(x)$            |
| Modulus                      | $\%$     | Arc Sine                        | $\text{asin}(x)$     |
| Division                     | $/$      | Arc Cosine                      | $\text{acos}(x)$     |
| Multiplication               | $*$      | Arc Tangent                     | $\text{atan}(x)$     |
| Addition, Subtraction        | $+, -$   | Arc Tangent (with 2 parameters) | $\text{atan2}(y, x)$ |
| Less or Equal, More or Equal | $<=, >=$ | Hyperbolic Sine                 | $\sinh(x)$           |
| Less Than, Greater Than      | $<, >$   | Hyperbolic Cosine               | $\cosh(x)$           |
| Not Equal, Equal             | $!=, ==$ | Hyperbolic Tangent              | $\tanh(x)$           |
| Boolean And                  | $\&\&$   | Inverse Hyperbolic Sine         | $\text{asinh}(x)$    |
| Boolean Or                   | $\ $     | Inverse Hyperbolic Cosine       | $\text{acosh}(x)$    |
|                              |          | Inverse Hyperbolic Tangent      | $\text{atanh}(x)$    |
|                              |          | Natural Logarithm               | $\ln(x)$             |
|                              |          | Logarithm base 10               | $\log(x)$            |
|                              |          | Exponential                     | $\exp(x)$            |
|                              |          | Absolute Value / Magnitude      | $\text{abs}()$       |
|                              |          | Modulus                         | $\text{mod}()$       |
|                              |          | Square Root                     | $\text{sqrt}()$      |
|                              |          | Sum                             | $\text{sum}()$       |
|                              |          | If                              | $\text{if}()$        |

## Element Data

Element data is created *only* when the `type` setting is set to *Element*. In all other cases, no element data is created.

| Name                      | Type   | Notes                                      |
|---------------------------|--------|--------------------------------------------|
| [value of setting “name”] | string | The result of the mathematical expression. |

## Session Data

Session data is created *only* when the `type` setting is set to *Session*. In all other cases, no session data is created.

| Name                      | Type   | Notes                                      |
|---------------------------|--------|--------------------------------------------|
| [value of setting “name”] | string | The result of the mathematical expression. |

## Exit States

| Name | Notes                                                                                                       |
|------|-------------------------------------------------------------------------------------------------------------|
| done | The mathematical expression was evaluated and the result was stored as either element data or session data. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                               |
|----------------------------|------------------------------------------|
| Math                       | com.audium.server.action.math.MathAction |

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



# CHAPTER 36

## Local Variables

---

- [Set Value Element, on page 149](#)
- [Change Implementation Order of Local Variables, on page 150](#)

### Set Value Element

The Set Value element allows you to define and assign values to local variables. It supports basic mathematical operation, string operation, and Java script. The Set Value element allows you to specify a Java script which does the required programming in the application. The Java script allows substitution of other element data. The evaluation result of Java script is stored in the variable specified in the **Settings** tab. The scope of the local variable is restricted to a particular subflow or main flow in which it is defined and is not available in another subflow or main flow.

You can perform the following operations on local variables:

- Add Variable
- Delete Variable
- Update Variable
- Move Variable



**Note**

- The **Settings** tab does not display the **Delete Variable** and **Update Variable** options when you add a variable for the first time.
- Performance of the Set Value node's static assignment depends on the external java script engine's (rhino/nashron) performance. Usage of multiple static assignment of variables may deteriorate the performance drastically. So, the recommendation is to use custom java code to initialise the variables.

# Change Implementation Order of Local Variables

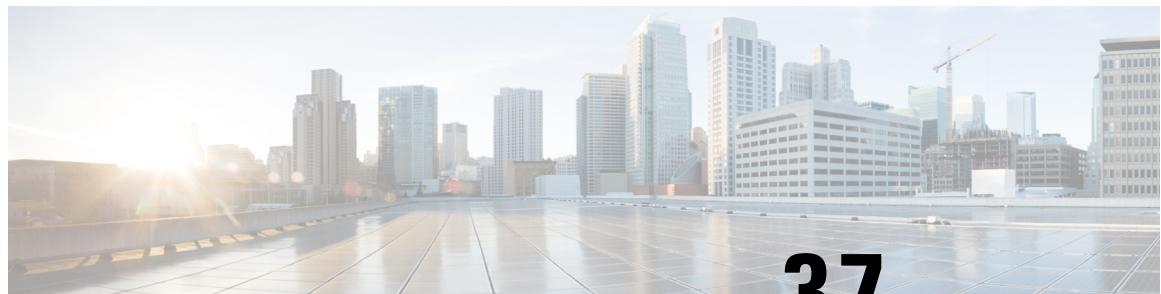
Cisco Unified Call Studio allows you to select and move the local variables up and down on the **Settings** tab to change the order in which they are implemented. The implementation order of local variables will be same as the order as defined in the **Settings** tab.

Follow these steps to change the implementation order of local variables in the Settings tab.

## Procedure

---

- Step 1** On the **Settings** tab, right-click the local variable you want to move up or down and choose **Mark Variable**.
- Step 2** Choose the location where you want to move the marked local variable, right-click and choose **Move Variable**.
-



## CHAPTER 37

# Menu Support for 2\_Option\_Menu Through 10\_Option\_Menu

These voice elements define menus that support from 2 to 10 options. The Menu voice elements are similar to the Form voice element, however the number of choices is fixed and all grammars are defined in the voice element itself. Additionally, there is an exit state for each option, therefore the captured value does not have to be analyzed afterwards to determine the next dialog in the call flow. Use Menu elements when the situation defines a fixed number of choices where each choice does something different in the call flow.

Because the number of exit states is fixed for a voice element, there are separate voice elements for Menu voice elements with 2 to 10 options. For each additional option, three additional settings are added to handle the spoken keyword, DTMF entry, and interpretation value for each option. The audio groups and element data saved are the same for all Menu voice elements.

Each option must be assigned an interpretation value that the element will return as element data named `value` when any of the keywords or DTMF key presses assigned to that option are captured. The element variable (`value`) will contain the same value regardless of the input mode (speech or DTMF).

The audio groups are identical to those of the Form voice element. The `done_audio_group` group may be used for a message that is to be played regardless of what option is chosen. If you require an option specific message, use an Audio voice element after the particular choice is made and do not configure a `done_audio_group`

- [Settings, on page 151](#)
- [Element Data, on page 154](#)
- [Exit States, on page 154](#)
- [Audio Groups, on page 155](#)
- [Folder and Class Information, on page 155](#)

## Settings

| Name (Label)                         | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                         |
|--------------------------------------|--------|-------|----------------------|----------------------|---------|-------------------------------------------------------------------------------|
| 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. |
| max_noinput_count<br>(Max NoInput Count) | int $\geq 0$                | Yes | true | true | 3     | The maximum number of noinput events allowed during input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                        |
| max_nomatch_count<br>(Max NoMatch Count) | int $\geq 0$                | Yes | true | true | 3     | The maximum number of nomatch events allowed during input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                        |
| confidence_level<br>(Confidence Level)   | decimal<br>(0.0 to 1.0)     | Yes | true | true | 0.40  | The confidence level threshold to use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                        |
| modal<br>(Disable Hotlinks)              | boolean                     | Yes | true | true | false | Whether or not to temporarily disable all hotlink grammars (global or local) and universal grammars. If set to true, only the grammars of the current X_Option_Menu element will be enabled for the duration of the element. Otherwise all active grammars will be enabled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                        |
| optionX_dtmf<br>(Option X DTMF)          | Character<br>(0-9, #,<br>*) | No  | true | true | None  | <p>This setting defines the DTMF grammar that can be used to select the menu optionx. The valid format is a string separated with a semi-colon specifying two values in this order:</p> <ol style="list-style-type: none"> <li>1. The language context in which the current input should be included in the menu grammar (optional). If omitted the language used will be the same as the page-scoped language.</li> <li>2. The dtmf keypress or keypresses that is included in the menu DTMF grammar (required)</li> </ol> <p>Sample configurations values are:</p> <ul style="list-style-type: none"> <li>• en-US;1</li> <li>• 1</li> </ul> <p>Additional optionX_dtmf settings may be used to define multiple dtmf keypresses corresponding to the same return value.</p> |                                                                                                                                                                                        |

|                                                |        |    |      |      |             |             |                                                                                                                 |
|------------------------------------------------|--------|----|------|------|-------------|-------------|-----------------------------------------------------------------------------------------------------------------|
|                                                |        |    |      |      |             | <b>Note</b> | At minimum, one of the two settings: <code>optionX_dtmf</code> or <code>optionX_voice</code> must be specified. |
| <code>optionX_voice</code><br>(Option X Voice) | string | No | true | true | <i>None</i> | <b>Note</b> | Keypresses are currently limited to single digits.                                                              |

This setting defines the voice grammar that can be used to select the menu `optionX`. Each configuration of this setting specifies an option for the grammar. The valid format is a string separated with semi-colons specifying three values in this order:

1. The language context in which the current input should be included in the menu grammar (optional). If omitted the language used will be the same as the page-scoped language.
2. *exact* or *approximate* (optional) for the accept attribute value, where if *exact*, the spoken utterance must match the expected value exactly; and where if *approximate*, the spoken utterance may match one of several words
3. The voice keyword or keywords (required) that is included in the menu voice grammar.

If one of the optional parameters is defined, two semi-colons must be used, even if the other parameter is not used. Sample configuration values are:

- en-US;exact;news report
- ;approximate;news report
- fr-FR;;news report
- news report

Additional `optionX_voice` settings may be used to define multiple matching voice keywords corresponding to the same return value.

|                                   |        |     |       |      |      |                                                                                                                  |                                                                                                                     |
|-----------------------------------|--------|-----|-------|------|------|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|                                   |        |     |       |      |      | <b>Note</b>                                                                                                      | At the minimum, one of the two settings: <code>optionX_dtmf</code> or <code>optionX_voice</code> must be specified. |
| optionX_value<br>(Option X Value) | string | Yes | false | true | None | The value to be stored in the element data value for this voice element when the caller selects <i>optionX</i> . | <b>Note</b> Only a single value is allowed for each option.                                                         |

Where X is 2 – 10 as applicable.

Some voice browsers may not support menu options using \* or #.

## Element Data

| Name             | Type   | Notes                                                                                                     |
|------------------|--------|-----------------------------------------------------------------------------------------------------------|
| value            | string | The value associated with the keyword or DTMF keypress inputted by the caller is stored in this variable. |
| value_confidence | float  | This is the confidence value of the matched utterance.                                                    |

## Exit States

| Name        | Notes                                                                                                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------|
| max_nomatch | The maximum number of nomatch events has occurred. If the <code>max_nomatch_count</code> is 0, this exit state will never occur. |
| max_noinput | The maximum number of noinput events has occurred. If the <code>max_noinput_count</code> is 0, this exit state will never occur. |
| optionX     | The utterance or DTMF entry matched optionX.                                                                                     |

Where X is 2 – 10 as applicable.

|             |                                                                                                                                                                                                       |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Note</b> | Each option can react on just a spoken keyword, just DTMF keypresses, or both, but at least one method must be specified or an error will be reported.                                                |
| <b>Note</b> | All options in the menu must have a consistent input mode. For example, a menu cannot be configured so that option 1 is chosen through both voice and DTMF but option 2 is chosen only through voice. |
| <b>Note</b> | There are no menus with more than 10 options. In cases where more are needed, use a Form voice element.                                                                                               |

# Audio Groups

## Menu Option Capture

| Name (Label)                     | Req'd | Max1 | Notes                                                                                             |
|----------------------------------|-------|------|---------------------------------------------------------------------------------------------------|
| initial_audio_group<br>(Initial) | Yes   | Yes  | Played when the voice element first begins.                                                       |
| nomatch_audio_group<br>(NoMatch) | No    | No   | Played when a nomatch event occurs.                                                               |
| noinput_audio_group<br>(NoInput) | No    | No   | Played when a noinput event occurs.                                                               |
| help_audio_group<br>(Help)       | No    | No   | Played when the caller asked for help. If not specified, by default help is treated as a nomatch. |

End

| Name (Label)            | Req'd | Max 1 | Notes                                                                  |
|-------------------------|-------|-------|------------------------------------------------------------------------|
| done_audio_group (Done) | No    | Yes   | Played when the voice element completes any of the option exit states. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                                 |
|----------------------------|------------------------------------------------------------|
| Menu                       | com.audium.server.voiceElement.menu.MFoundationXOptionMenu |





## CHAPTER 38

# Number

The `Number` voice element captures a number input from the caller. The number can be spoken or entered using the keypad. The resulting value will be stored in element data as a decimal value. The number can be negative or positive and can contain a decimal point. Using DTMF entry the number is restricted to being positive and the decimal point is entered by pressing the \* key. Using speech input, the number may be spoken naturally.

**Note** You cannot use the \* character to represent a decimal point in the `Number` voice element, if you have defined it as a **termchar** in the **Root Doc Settings**.

- [Settings, on page 157](#)
- [Element Data, on page 159](#)
- [Exit States, on page 160](#)
- [Audio Groups, on page 160](#)
- [Folder and Class Information, on page 161](#)
- [Events, on page 161](#)

# Settings

| Name (Label)                         | Type        | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                |
|--------------------------------------|-------------|-------|----------------------|----------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)            | string 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                 | 5e      | 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. |

|                                                      |                     |     |      |             |                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------|---------------------|-----|------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| max_noinput_count<br>(Number Max NoInput Count)      | int $\geq 0$        | Yes | true | true        | 3                                                                                                                                                               | The maximum number of noinput events allowed during number input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                          |
| max_nomatch_count<br>(Number Max NoMatch Count)      | int $\geq 0$        | Yes | true | true        | 3                                                                                                                                                               | The maximum number of nomatch events allowed during number input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                         |
| number_confidence_level<br>(Number Confidence Level) | decimal (0.0 – 1.0) | Yes | true | true        | 0.40                                                                                                                                                            | The confidence level threshold to use during number capture.                                                                                                                                                                                                                                                                                      |
| modal<br>(Disable Hotlinks)                          | boolean             | Yes | true | true        | false                                                                                                                                                           | Whether or not to temporarily disable all hotlink grammars (global or local) and universal grammars. If set to true, only the grammars of the current Number element 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 nbestUtterance1_secureLogging,*****. |
| maxnbest<br>(Maxnbest)                               | int $\geq 1$        | Yes | true | true        | 1                                                                                                                                                               | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                           |
| dtmf_overlay<br>(DTMF Overlay)                       | Boolean             | Yes | true | true        | false                                                                                                                                                           | Setting this property to true will enable the generation of random DTMF digits tone at random duration while DTMF recognition is in progress.                                                                                                                                                                                                     |
|                                                      |                     |     |      | <b>Note</b> | dtmf_overlay supports only the following VoiceXML Gateways, and one of these options must be selected before creating or deploying the Call Studio application. |                                                                                                                                                                                                                                                                                                                                                   |
|                                                      |                     |     |      |             | <ul style="list-style-type: none"> <li>• Cisco DTMF</li> <li>• VoiceXML 2.1 Cisco DTMF</li> </ul>                                                               |                                                                                                                                                                                                                                                                                                                                                   |

|                                                  |        |     |      |      |        |                                                                                                                                                                                                                                                    |
|--------------------------------------------------|--------|-----|------|------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| dtmf_overlay_interval<br>(DTMF Overlay Interval) | String | Yes | true | true | 1000ms | Time Interval (in ms) between the generation of two DTMF tones. The interval is a random number that is +/-25% of the duration that is mentioned. For example, if the duration mentioned is 1000ms, the interval will be between 750ms and 1250ms. |
| <b>Note</b>                                      |        |     |      |      |        | The duration mentioned must be between 500ms (minimum) and 2000ms (maximum).                                                                                                                                                                       |

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 utterance. When n-best recognition is enabled, this stores the confidence score of the top hypothesis in the n-best list.                                                                                                                                                                                                                                                                                |
| 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                                                                                                  |

**Exit States**

|                                                                                                     |        |                                                                                                         |
|-----------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------|
|                                                                                                     |        | in the n-best list and <code>nbestConfidenceX</code> holds the confidence score of the last hypothesis. |
| <code>nbestInputmode1</code><br><code>nbestInputmode2</code><br>...<br><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 number capture was completed.                                                                                   |



**Note** If the number to be captured is a positive whole number and the input is via DTMF, the number can be entered using this voice element or the `Digits` voice element.

## Audio Groups

### Number Capture

| Name (Label)                                                | Req'd | Max1 | Notes                                                                                             |
|-------------------------------------------------------------|-------|------|---------------------------------------------------------------------------------------------------|
| <code>number_initial_audio_group</code><br>(Number Initial) | Yes   | Yes  | Played when the voice element first begins.                                                       |
| <code>number_nomatch_audio_group</code><br>(Number NoMatch) | No    | No   | Played when a nomatch event occurs.                                                               |
| <code>number_noinput_audio_group</code><br>(Number NoInput) | No    | No   | Played when a noinput event occurs.                                                               |
| <code>number_help_audio_group</code><br>(Number Help)       | No    | No   | Played when the caller asked for help. If not specified, by default help is treated as a nomatch. |

## End

| Name (Label)               | Req'd | Max 1 | Notes                                                                                             |
|----------------------------|-------|-------|---------------------------------------------------------------------------------------------------|
| done_audio_group<br>(Done) | No    | Yes   | Played when the number capture is completed and the voice element exits with the done exit state. |

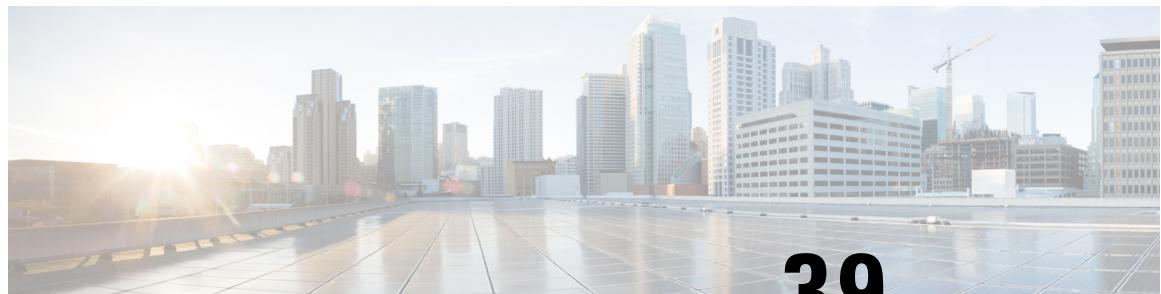
## Folder and Class Information

| Studio Element Folder Name | Class Name                                         |
|----------------------------|----------------------------------------------------|
| Number Capture             | com.audium.server.voiceElement.number.MBasicNumber |

## 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. |





# CHAPTER 39

## Number\_with\_Confirm

The Number\_With\_Confirm voice element captures a standard number, and presents a confirmation menu allowing the caller to either accept their entry or re-enter the number. The number can be spoken or entered using the keypad. The resulting value will be stored in element data as a decimal value. The number can be negative or positive and can contain a decimal point. Using DTMF entry, however, the number is restricted to being positive and the decimal point is entered by pressing the \* key. Using speech input, the number may be spoken naturally.

- [Events, on page 163](#)
- [Settings, on page 163](#)
- [Element Data, on page 165](#)
- [Exit States, on page 166](#)
- [Audio Groups, on page 167](#)
- [Folder and Class Information, on page 168](#)

## 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. |

## Settings

| Name (Label)                         | Type        | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                          |
|--------------------------------------|-------------|-------|----------------------|----------------------|---------|--------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)            | string enum | Yes   | true                 | false                | both    | The type of entry allowed for input. Possible values are: voice   dtmf   both. |
| 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. |
| number_max_noinput_count<br>(Number Max NoInput Count)   | int ≥ 0             | Yes | true | true | 3     | The maximum number of noinput events allowed during number input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| number_max_nomatch_count<br>(Number Max NoMatch Count)   | int ≥ 0             | Yes | true | true | 3     | The maximum number of nomatch events allowed during number 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 number input confirmation. 0 = infinite noinputs allowed.                                                                                                                                                                                                                              |                                                                                                                                                                                        |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch Count) | int ≥ 0             | Yes | true | true | 3     | The maximum number of nomatch events allowed during number input confirmation. 0 = infinite nomatches allowed.                                                                                                                                                                                                                             |                                                                                                                                                                                        |
| max_disconfirmed_count<br>(Max Disconfirmed Count)       | int ≥ 0             | Yes | true | true | 3     | The maximum number of times a caller is allowed to disconfirm a captured input. 0 = infinite disconfirmations allowed.                                                                                                                                                                                                                     |                                                                                                                                                                                        |
| number_confidence_level<br>(Number Confidence Level)     | decimal (0.0 – 1.0) | Yes | true | true | 0.40  | The confidence level threshold to use during number capture.                                                                                                                                                                                                                                                                               |                                                                                                                                                                                        |
| confirm_confidence_level<br>(Confirm Confidence Level)   | decimal (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 Number_With_Confirm element (the builtin number 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 _secureLogging suffix. For example nbestUtterance1_secureLogging,*****. |                                                                                                                                                                                        |

|                                                  |              |     |      |      |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------|--------------|-----|------|------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| maxnbest<br>(Maxnbest)                           | int $\geq$ 1 | Yes | true | true | 1      | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                                                                                                                                             |
| dtnf_overlay<br>(DTMF Overlay)                   | Boolean      | Yes | true | true | false  | <p>Setting this property to <code>true</code> will enable the generation of random DTMF digits tone at random duration while DTMF recognition is in progress.</p> <p><b>Note</b> <code>dtnf_overlay</code> supports only the following VoiceXML Gateways, and one of these options must be selected before creating or deploying the Call Studio application.</p> <ul style="list-style-type: none"> <li>• Cisco DTMF</li> <li>• VoiceXML 2.1 Cisco DTMF</li> </ul> |
| dtnf_overlay_interval<br>(DTMF Overlay Interval) | String       | Yes | true | true | 1000ms | <p>Time Interval (in ms) between the generation of two DTMF tones. The interval is a random number that is +/-25% of the duration that is mentioned. For example, if the duration mentioned is 1000ms, the interval will be between 750ms and 1250ms.</p> <p><b>Note</b> The duration mentioned must be between 500ms (minimum) and 2000ms (maximum).</p>                                                                                                           |

Refer to the Element Data table for information about `nbestUtteraceX` 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.                                                                                                               |

## Exit States

|                                                                             |              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 <code>nbestUtteranceX</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>nbestUtterance1</code> holds the utterance of the top hypothesis in the n-best list and <code>nbestUtteranceX</code> 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 <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. |
| 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 <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.       |
| 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 number captured was confirmed.                                                                                                |

**Note** If the number to be captured is a positive whole number and the input is via DTMF, the number can be entered using this voice element or the `Digits_With_Confirm` voice element.

# Audio Groups

## Number Capture

| Name (Label)                                   | Req'd | Max1 | Notes                                                                                                                  |
|------------------------------------------------|-------|------|------------------------------------------------------------------------------------------------------------------------|
| number_initial_audio_group<br>(Number Initial) | Yes   | Yes  | Played when the voice element first begins.                                                                            |
| number_nomatch_audio_group<br>(Number NoMatch) | No    | No   | Played when a nomatch event occurs during number capture.                                                              |
| number_noinput_audio_group<br>(Number NoInput) | No    | No   | Played when a noinput event occurs during number capture.                                                              |
| number_help_audio_group<br>(Number Help)       | No    | No   | Played when the caller asks for help during number capture. If not specified, by default help is treated as a nomatch. |

## Number Confirm

| Name (Label)                                     | Req'd | Max1 | Notes                                                                                                                                                               |
|--------------------------------------------------|-------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| confirm_initial_audio_group<br>(Confirm Initial) | Yes   | Yes  | Played when confirmation first begins.                                                                                                                              |
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No    | No   | Played when a nomatch event occurs during 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 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 confirmation. The help event count corresponds to the audio group count. If not specified, help throws a nomatch by default. |
| disconfirmed_audio_group<br>(Disconfirmed)       | No    | No   | Played after the caller disconfirms a captured number entry.                                                                                                        |

**End****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                                                        |
|----------------------------|-------------------------------------------------------------------|
| Number Capture             | com.audium.server.voiceElement.number.<br>MBasicNumberWithConfirm |



# CHAPTER 40

## 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.

- [Settings, on page 169](#)
- [Element Data, on page 170](#)
- [Exit States, on page 171](#)
- [Audio Groups, on page 171](#)
- [Folder and Class Information, on page 172](#)
- [Events, on page 172](#)

## Settings

| Name (Label)                                           | Type         | Req'd | Single Setting Value | Sub. Allowed | Default | Notes                                                                                                                                                                                                                                                                |
|--------------------------------------------------------|--------------|-------|----------------------|--------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)                              | string 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>(Phone Max NoInput Count) | int $\geq 0$ | Yes   | true                 | true         | 3       | The maximum number of noinput events allowed during phone input capture. 0 = infinite noinputs allowed.                                                                                                                                                              |

|                                                        |                     |     |      |       |       |                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------|---------------------|-----|------|-------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_max_nomatch_count<br>(Phone Max NoMatch Count) | int $\geq 0$        | Yes | true | false | 3     | The maximum number of nomatch events allowed during phone input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                        |
| collect_confidence_level<br>(Phone Confidence Level)   | decimal (0.0 – 1.0) | Yes | true | true  | 0.40  | The confidence level threshold to use during phone capture.                                                                                                                                                                                                                                                                                     |
| modal<br>(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<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, nbstUtteranceX and nbstInterpretationX are masked in VXML server logs. The format used to render secure element attributes is to add a <i>_secureLogging</i> suffix. For example nbstUtterance1_secureLogging, *****. |
| maxnbst<br>(Maxnbst)                                   | int $\geq 1$        | 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 nbstUtteranceX and nbstInterpretationX.

## 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 $\geq 1$ | This stores the number of n-best hypotheses generated by the speech engine.                                                                                                                                                                                                                                                |
| nbstUtterance1<br>nbstUtterance2<br>...<br>nbstUtteranceX | string       | This set of element data stores the captured n-best utterances. While the maximum number of nbstUtteranceX values is equal to the maxnbst setting value, the actual number of these values available is determined by speech recognition at runtime, where nbstUtterance1 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><br><code>nbestInterpretation2</code><br>...<br><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><br><code>nbestConfidence2</code><br>...<br><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><br><code>nbestInputmode2</code><br>...<br><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><br>(Phone Initial) | Yes   | Yes  | Played when the voice element first begins. |

End

|                                                |    |    |                                                                                                   |
|------------------------------------------------|----|----|---------------------------------------------------------------------------------------------------|
| collect_noinput_audio_group<br>(Phone NoInput) | No | No | Played when a noinput event occurs.                                                               |
| collect_nomatch_audio_group<br>(Phone NoMatch) | No | No | Played when a nomatch event occurs.                                                               |
| collect_help_audio_group<br>(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<br>(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 <b>Java Exception</b> , <b>VXML Event</b> , or <b>Hotlink</b> as event handler for this element. |



# CHAPTER 41

## Phone\_With\_Confirm

The `Phone_With_Confirm` voice element captures a phone number input from the caller, and presents a confirmation menu allowing the caller to either accept their entry or re-enter the phone number. 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.

- [Settings, on page 173](#)
- [Element Data, on page 175](#)
- [Exit States, on page 175](#)
- [Audio Groups, on page 176](#)
- [Folder and Class Information, on page 177](#)
- [Events, on page 177](#)

## Settings

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

## Settings

|                                                          |                        |     |      |       |       |                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------|------------------------|-----|------|-------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_max_nomatch_count<br>(Phone Max NoMatch Count)   | int $\geq 0$           | Yes | true | false | 3     | The maximum number of nomatch events allowed during phone input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                           |
| confirm_max_noinput_count<br>(Confirm Max NoInput Count) | int $\geq 0$           | Yes | true | true  | 3     | The maximum number of noinput events allowed during phone input confirmation. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                       |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch Count) | int $\geq 0$           | Yes | true | false | 3     | The maximum number of nomatch events allowed during phone input confirmation. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                      |
| max_disconfirmed_count<br>(Max Disconfirmed Count)       | int $\geq 0$           | 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>(Phone Confidence Level)     | decimal<br>(0.0 – 1.0) | Yes | true | true  | 0.40  | The confidence level threshold to use during phone 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 Phone_With_Confirm element (the builtin phone 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 nbestUtterance1_secureLogging, *****. |
| Maxnbest<br>(Maxnbest)                                   | int $\geq 1$           | Yes | true | true  | 1     | The maximum number of speech recognition results that can be generated per voice input.                                                                                                                                                                                                                                                            |

Refer to the Element Data table that follows 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 $\geq 1$ | 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 <code>nbestUtteranceX</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>nbestUtterance1</code> holds the utterance of the top hypothesis in the n-best list and <code>nbestUtteranceX</code> 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 <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. |
| 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 <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.       |
| 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 |
|------|-------|
|      |       |

**Audio Groups**

|                  |                                                                                                                                   |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| 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 phone number captured was confirmed.                                                                                          |

## Audio Groups

### Phone Capture

| Name (Label)                                   | Req'd | Max1 | Notes                                                                                             |
|------------------------------------------------|-------|------|---------------------------------------------------------------------------------------------------|
| collect_initial_audio_group<br>(Phone Initial) | Yes   | Yes  | Played when the voice element first begins.                                                       |
| collect_noinput_audio_group<br>(Phone NoInput) | No    | No   | Played when a noinput event occurs.                                                               |
| collect_nomatch_audio_group<br>(Phone NoMatch) | No    | No   | Played when a nomatch event occurs.                                                               |
| collect_help_audio_group<br>(Phone Help)       | No    | No   | Played when the caller asked for help. If not specified, help is treated as a nomatch by default. |

### Phone Confirm

| Name (Label)                                     | Req'd | Max1 | Notes                                                                                                                 |
|--------------------------------------------------|-------|------|-----------------------------------------------------------------------------------------------------------------------|
| confirm_initial_audio_group<br>(Confirm Initial) | Yes   | Yes  | Played when confirmation first begins.                                                                                |
| confirm_noinput_audio_group<br>(Confirm NoInput) | No    | No   | Played when a noinput event occurs during confirmation. The noinput event count corresponds to the audio group count. |
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No    | No   | Played when a nomatch event occurs during confirmation. The nomatch event count corresponds to the audio group count. |

|                                            |    |    |                                                                                                                                                                                                                   |
|--------------------------------------------|----|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| confirm_help_audio_group<br>(Confirm Help) | No | No | Played when a help event occurs during confirmation. The help event count corresponds to the audio group count.                                                                                                   |
| disconfirmed_audio_group<br>(Disconfirmed) | No | No | Played after the caller disconfirms a captured phone entry. Upon reaching the <code>max_disconfirmed_count</code> , the prompt content should be about exiting with the <code>max_disconfirmed</code> exit state. |

**End**

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

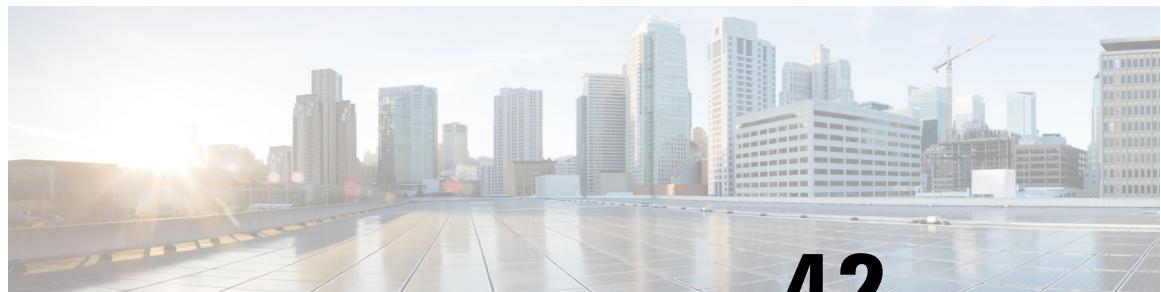
**Folder and Class Information**

| Studio Element Folder Name | Class Name                                                  |
|----------------------------|-------------------------------------------------------------|
| Number Capture             | com.audium.server.voiceElement.phone.MBasicPhoneWithConfirm |

**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. |





## CHAPTER 42

### POD\_Add

Use the `POD_Add` custom action element to create Piece of Data (POD). You can associate the POD with a customer by using the Customer ID field. The contributor of the POD is the VXML Server hostname.

**Note** If the `POD_Add` element is run successfully, the customer's phone number is automatically populated in the `Context_POD_Source_Phone` data element.

- [Settings, on page 179](#)
- [Element Data, on page 180](#)
- [Session Data, on page 180](#)
- [Exit States, on page 181](#)
- [Events, on page 181](#)

## Settings

| Name (Label) | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                  |
|--------------|--------|-------|----------------------|----------------------|---------|----------------------------------------------------------------------------------------|
| Customer ID  | string | No    | true                 | true                 | None    | The customer identification number.                                                    |
| Tags         | string | No    | true                 | true                 | None    | A comma-separated list of tags to be associated with the POD.                          |
| Field Sets   | string | Yes   | true                 | true                 | None    | A comma-separated list of fieldsets. Afieldset is a grouping of related data elements. |

## Element Data

| Name (Label)   | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|--------|-------|----------------------|----------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <DATA_ELEMENT> | string | No    | false                | true                 | None    | <p>User-defined data element that contains data about a POD.</p> <p>To add additional data elements, perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Right-click <b>Field Sets</b> setting name or the area below.</li> <li>2. Choose <b>Add Data Element</b>.</li> </ol> <p>You can add, delete, or update the data elements by using these options:</p> <ul style="list-style-type: none"> <li>• <b>Add Data Element</b></li> <li>• <b>Delete Data Element</b></li> <li>• <b>Update Name</b></li> </ul> |

## Element Data

| Name   | Type   | Notes                                                |
|--------|--------|------------------------------------------------------|
| pod_id | string | Contains the unique ID for the POD that was created. |

## Session Data

| Name  | Type   | Notes                                                                                                                                                                                                                                                                |
|-------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PodId | string | Contains the unique ID for the POD if the POD creation is successful.<br>When a subdialog returns, IVR subsystem populates the <code>POD.ID</code> ECC variable with <code>PodId</code> . The Call Server sends the <code>POD.ID</code> ECC variable to Unified ICM. |

# Exit States

| Name | Notes                               |
|------|-------------------------------------|
| done | The custom action element is added. |

# Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.





# CHAPTER 43

## POD\_Read

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Use the `POD_Read` element to read PODs that were created for a customer.

- [Settings, on page 183](#)
- [Element Data, on page 184](#)
- [Exit States, on page 184](#)
- [Events, on page 184](#)

## Settings

| Name (Label) | Type   | Req'd | Single Setting Value | Substitution Allowed | Default  | Notes                                                                                                |
|--------------|--------|-------|----------------------|----------------------|----------|------------------------------------------------------------------------------------------------------|
| ID Type      | String | Yes   | True                 | False                | Customer | This is a mandatory field.<br><br>User can select the type of id that is used for searching the POD. |
| ID           | String | Yes   | True                 | True                 | None     | This is a mandatory field.<br><br>User can specify the ID to search the POD with.                    |

## Element Data

| Name                         | Type   | Notes                                                                                                                                                            |
|------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| context_notes                | string | Contains the Context_Notes data element associated with the POD.                                                                                                 |
| context_pod_activity_link    | string | Contains the Context_POD_Activity_Link data element associated with the POD.                                                                                     |
| context_pod_source_cust_name | string | Contains the Context_POD_Source_Cust_Name data element associated with the POD.                                                                                  |
| context_pod_source_email     | string | Contains the Context_POD_Source_Email data element associated with the POD.                                                                                      |
| context_pod_source_phone     | string | Contains the Context_POD_Source_Phone data element associated with the POD.                                                                                      |
| media_type                   | string | Contains the mediaType associated with the POD.                                                                                                                  |
| pod_id                       | string | In case of a POD_Read by Customer ID, there might be multiple PODs matching the search criteria. In that case, this contains the POD ID of the last updated POD. |
| search_result_as_json        | string | Contains details of all the PODs that match the search criteria in JSON format.                                                                                  |
| state                        | string | Contains the state of the POD.                                                                                                                                   |
| tags                         | string | Contains the tags associated with the POD. Multiple tags are separated by spaces.                                                                                |

## Exit States

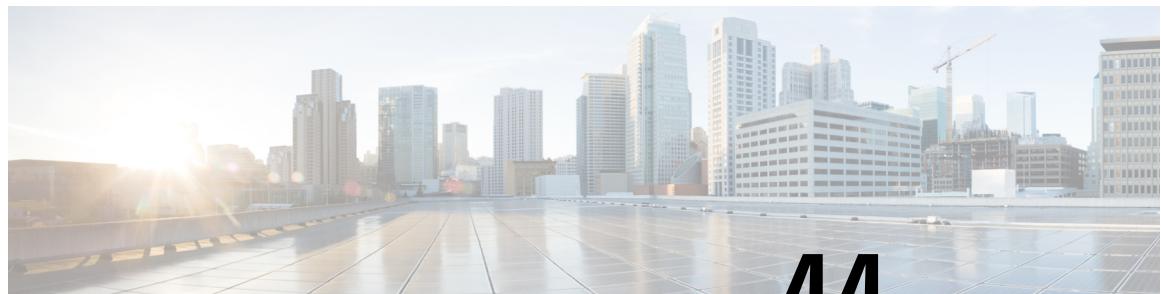
| Name | Notes                                                                     |
|------|---------------------------------------------------------------------------|
| done | The element is successfully run and the read POD operation is successful. |

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.





## CHAPTER 44

# POD\_Update

Use the `POD_Update` custom action element to update a POD. You can update a POD by providing the `pod_id`. The update contributor of the POD is the VXML Server hostname.

If you update the tags, fieldsets, or user-defined data elements with new values, the new values are appended.

- [Settings, on page 187](#)
- [Element Data, on page 188](#)
- [Exit States, on page 188](#)
- [Events, on page 188](#)

## Settings

| Name (Label) | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                  |
|--------------|--------|-------|----------------------|----------------------|---------|----------------------------------------------------------------------------------------|
| POD ID       | String | Yes   | True                 | True                 | None    | The unique ID for the POD.                                                             |
| Customer ID  | String | No    | True                 | True                 | None    | An optional setting, to update the Customer ID in the <code>POD_Update</code> element. |
| Tags         | String | No    | True                 | True                 | None    | A comma-separated list of tags to be associated with the POD.                          |
| Field Sets   | String | No    | True                 | True                 | None    | A comma-separated list of fieldsets. Afieldset is a grouping of related data elements. |

## Element Data

| Name (Label)   | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|--------|-------|----------------------|----------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <DATA_ELEMENT> | String | No    | False                | True                 | None    | <p>User-defined data element that contains data about a POD.</p> <p>To add more data elements, perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Right-click <b>Field Sets</b> setting name or the surrounding area.</li> <li>2. Choose <b>Add Data Element</b>.</li> </ol> <p>You can add, delete, or update the data elements by using these options:</p> <ul style="list-style-type: none"> <li>• <b>Add Data Element</b></li> <li>• <b>Delete Data Element</b></li> <li>• <b>Update Name</b></li> </ul> |

## Element Data

| Name   | Type   | Notes                                                |
|--------|--------|------------------------------------------------------|
| pod_id | string | Contains the unique ID for the POD that was updated. |

## Exit States

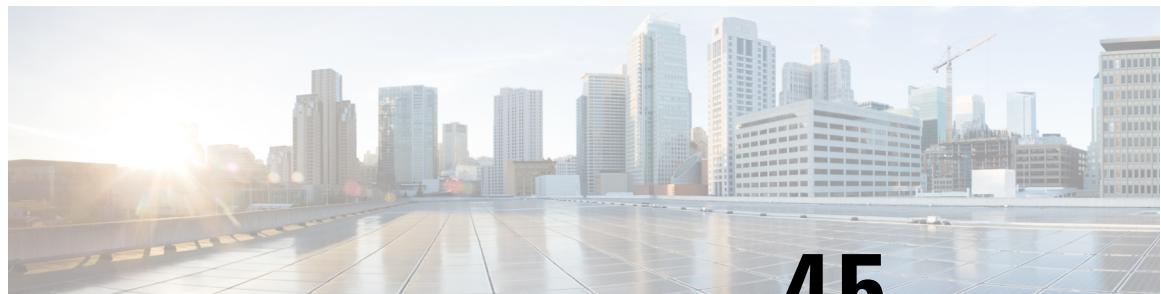
| Name | Notes                                 |
|------|---------------------------------------|
| done | The custom action element is updated. |

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.





# CHAPTER 45

## Record

The Record voice element makes a recording of the caller's voice. A prompt is played to the caller then the voice element records the caller's voice until a termination key is inputted, the recording time limit has been reached, or (if the configuration specifies so) the caller hung up. An audio cue (beep) may be activated to signal to the caller that the system is ready to record the caller's voice. Different voice browsers may have varying default maximum lengths for voice recording.

The recording is sent to the Record element by the voice browser and is stored in an audio file in the location specified by the developer. Any pre-existing file with the same name will be overwritten. The element can be configured to produce a non-repeating filename so all recordings can be retained. The format for this filename is audioNR.wav where N is the number of milliseconds since midnight January 1, 1970 (GMT) and R is a random number between 1 to 1000. All recordings are saved in the WAV format.

- [Settings, on page 191](#)
- [Element Data, on page 195](#)
- [Exit States, on page 195](#)
- [Audio Groups, on page 196](#)
- [Folder and Class Information, on page 196](#)
- [Events, on page 196](#)

## Settings

| Name (Label)                         | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                |
|--------------------------------------|--------|-------|----------------------|----------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |

## Settings

|                                                        |              |     |      |      |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------|--------------|-----|------|------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| max_noinput_count<br>(Max NoInput Count)               | int $\geq 0$ | Yes | true | true | 3     | The maximum number of noinput events allowed during input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| start_with_beep<br>(Start With Beep)                   | boolean      | Yes | true | true | true  | Whether or not to play a beep before recording begins.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| terminate_on_dtmf<br>(Terminate On DTMF)               | boolean      | Yes | true | true | true  | Whether or not the caller can end the recording by pressing a touchtone key.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| keep_recording_on_hangup<br>(Keep Recording On Hangup) | boolean      | Yes | true | true | false | Whether or not the recording is stored if the caller hung up while making the recording. Default = false                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| max_record_time<br>(Max Record Time)                   | string       | Yes | true | true | 180s  | <p>The maximum time (in seconds) the recording is allowed to last. Possible values are standard time designations including a positive integer followed by s (for seconds), for example, 30s. Default = 180s.</p> <p><b>Note</b> Special consideration must be taken for the "ivr record memory session" setting on the gateway and the configured values for the "Max Record Time" settings in the Record element. Depending on the combination of these settings, a caller may exhaust all available memory on the gateway for their session. At which point the gateway will drop the call.</p> |

|                                  |        |     |      |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------|--------|-----|------|------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                  |        |     |      |      |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Note</b><br>To prevent calls from being dropped while using the Record element, the following formula should be adhered to: "Max Record Time" in seconds * audio codec bitrate in kilobytes/second < "ivr record memory session" setting, in kilobytes. Testing should be done by increasing values for the gateway's "ivr record memory session" setting until an acceptable amount of recorded audio is accepted without exhausting the gateway's session memory (dropped calls). |
| final_silence<br>(Final Silence) | string | Yes | true | true | 4s          | <p>The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are standard time designations including both a positive integer and a time unit identifier, for example, 3s (for 3 seconds) or 300ms (for 300 milliseconds). Default = 4s.</p> <p><b>Note</b> For silence detection to work, you must enable Voice Activity Detection (VAD) in the gateway dial-peers. Manually remove NO VAD from the configuration script and replace it with VAD.</p> <p><b>Note</b> CUBE does not support silence detection.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| filename                         | string | No  | true | true | <i>None</i> | The filename of the recording (without extension). If left blank, an                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                          |             |     |      |      |       |  |                                                                                                                                                                                                           |
|------------------------------------------|-------------|-----|------|------|-------|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Filename)                               |             |     |      |      |       |  | auto-generated filename will be used.                                                                                                                                                                     |
| file_type<br>(File Type)                 | string enum | Yes | true | true | wav   |  | This specifies the audio type of the file that will hold the recording. Possible values are: wav   vox   au   other.                                                                                      |
| mime_type<br>(Mime Type)                 | string      | Yes | true | true | None  |  | This specifies the MIME type of the file that will hold the recording, if file_type is set to other.                                                                                                      |
| file_extension<br>(File Extension)       | string      | No  | true | true | None  |  | This specifies the file extension to use for the recorded file. A file extension different from the file type can be used. For example, with a mime type of vox, the file extension could be set to ulaw. |
| path<br>(Path)                           | string      | No  | true | true | None  |  | The path to the file that will hold the recording. Either the path, ftp host, or both must be specified.                                                                                                  |
| ftp_host<br>(FTP Host)                   | string      | No  | true | true | None  |  | The domain name of the host to ftp the recording. Either the path, ftp host, or both must be specified.                                                                                                   |
| Secure<br>(Secure)                       | boolean     | Yes | true | true | false |  | Whether or not to enable Secure File Transfer protocol (SFTP). Default = false, indicates file transfer happens over FTP by default.                                                                      |
| ftp_user<br>(FTP User)                   | string      | Yes | true | true | None  |  | The user name to use while FTPing the recording, if ftp_host is set.                                                                                                                                      |
| ftp_password<br>(FTP Password)           | string      | Yes | true | true | None  |  | The password to use while FTPing the recording, if ftp_host is set.                                                                                                                                       |
| ftp_path<br>(FTP Path)                   | string      | No  | true | true | None  |  | The directory in which to FTP the recording, if ftp_host is set.                                                                                                                                          |
| ftp_in_background<br>(FTP In Background) | boolean     | Yes | true | true | true  |  | Whether or not the FTP is to be performed in the background, if ftp_host is set.                                                                                                                          |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Note</b> | For recording, use these procedures:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|             | <ul style="list-style-type: none"> <li>• Nomatch events cannot be thrown in this voice element. Since all audio is recorded (except DTMF key presses), there is no reaction on spoken commands (including hotlinks).</li> <li>• A noinput event is possible if the voice browser detects no audio once recording has started. If the input timeout has been reached, the noinput event is thrown.</li> <li>• The path setting does not require a trailing slash. The voice element will determine the appropriate destination. The path may be specified in operating system specific format (for example, on Windows it might be specified as C:\directory\subdirectory\ and on UNIX it might be /usr/local/directory/).</li> <li>• For a recording to be stored, you can choose either to store it locally or remotely. For locally on the VXML server itself, configure only the filename (<code>myfile</code>) and the path (<code>c:/recordings/</code>). For remotely on a ftp server, configure the filename (<code>myfile</code>) and the FTP details such as: host, user, path, and password. Once your record element is configured, determine the url to access the recording from an external system. Run a simple test by playing the recording from your web browser. Make use of the url:<br/> <code>http://&lt;ftpserver&gt;/&lt;ftppath&gt;/filename</code>. Find the correct path to play the audio file and use the same url in the audio element settings.</li> <li>• If <code>terminate_on_DTMF</code> is <i>false</i> or off, recording will stop only after the voice browser reaches the input timeout.</li> <li>• Some voice browsers may not accept all options provided for the <code>file_type</code> and <code>mime_type</code> settings. Check your voice browser documentation for information on supported audio types.</li> <li>• It is important to ensure that VXML Server has permission to save audio files to the specified path.</li> <li>• VVB silence detection while recording is not supported currently.</li> </ul> |

## Element Data

| Name                 | Type    | Notes                                                                                            |
|----------------------|---------|--------------------------------------------------------------------------------------------------|
| filename             | string  | This stores the filename of the recording (without the path).                                    |
| filepath             | string  | This stores the path to the file holding the recording (including the filename).                 |
| hungUpWhileRecording | boolean | This stores a <i>true</i> if the caller hung up while making the recording, <i>false</i> if not. |

## Exit States

| Name        | Notes                                                                                                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------|
| max_noinput | The maximum number of noinput events has occurred. If the <code>max_noinput</code> count is 0, this exit state will never occur. |

**Audio Groups**

|      |                           |
|------|---------------------------|
| done | The message was recorded. |
|------|---------------------------|

# Audio Groups

## Record Capture

| Name (Label)                      | Req'd | Max1 | Notes                                       |
|-----------------------------------|-------|------|---------------------------------------------|
| initial_audio_group<br>(Initial)  | Yes   | Yes  | Played when the voice element first begins. |
| noinput_audio_group<br>(No Input) | No    | No   | Played when a noinput event occurs.         |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                    |
|----------------------------|-----------------------------------------------|
| Record                     | com.audium.server.voiceElement.record.MRecord |

## Events

| Name (Label)  | Notes                                                                                             |
|---------------|---------------------------------------------------------------------------------------------------|
| Event Handler | You can select either VXML Event or Java Exception as event handler type from the drop-down list. |



## CHAPTER 46

# Record\_With\_Confirm

The Record\_With\_Confirm voice element combines the functionality of the Record voice element with that of the MenuYesNo voice element. The voice element records the caller's voice, then prompts the caller to confirm that the recording is acceptable. The caller can then accept or reject the confirmation or ask to have the message replayed. If the caller accepts the recording, the voice element saves the file just as the Record voice element does. This voice element contains all settings and audio groups from both the Record and MenuYesNo voice elements, however audio groups that are found in both voice elements (nomatch, noinput, and help) are now named differently for them to be distinguished.

- [Settings, on page 197](#)
- [Element Data, on page 201](#)
- [Exit States, on page 202](#)
- [Audio Groups, on page 202](#)
- [Folder and Class Information, on page 203](#)
- [Events, on page 203](#)

## Settings

| Name (Label)                         | Type        | Req'd | Single Setting Value | Sub. Allowed | Default | Notes                                                                                                                                                                                                                                                                |
|--------------------------------------|-------------|-------|----------------------|--------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)            | string enum | Yes   | true                 | true         | both    | The type of entry allowed for input during confirmation. Possible values are: voice   dtmf   both.                                                                                                                                                                   |
| 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. |

|                                                          |              |     |      |      |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------|--------------|-----|------|------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| record_max_noinput_count<br>(Record Max NoInput Count)   | int $\geq 0$ | Yes | true | true | 3 | The maximum number of noinput events allowed during input capture. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| confirm_max_noinput_count<br>(Confirm Max NoInput Count) | int $\geq 0$ | Yes | true | true | 3 | The maximum number of noinput events allowed during confirmation. 0 = infinite noinputs allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| confirm_max_nomatch_count<br>(Confirm Max NoMatch Count) | int $\geq 0$ | Yes | true | true | 3 | The maximum number of nomatch events allowed during confirmation. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| max_disconfirmed_count<br>(Max Disconfirmed Count)       | int $\geq 0$ | Yes | true | true | 3 | <p>The maximum number of times a caller is allowed to reject a recording. 0 = infinite disconfirmations allowed.</p> <p><b>Note</b> Special consideration must be taken for the "ivr record memory session" setting on the gateway: Each time a caller "disconfirms" a recording made while using the Record_With_Confirm element, the disaffirmed recording(s) remain in memory on the gateway. Depending on the "ivr record memory session" setting on the gateway and the configured values for the "Max Disconfirmed Count" and "Max Record Time" settings in the Record_With_Confirm element, a caller may exhaust all available memory on the gateway for their session. At which point the gateway will drop the call.</p> |

|                                                        |                        |     |      |      |       |                                                                                                                                                                                                            |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------|------------------------|-----|------|------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                        |                        |     |      |      |       |                                                                                                                                                                                                            | <b>Note</b> | In general, to prevent calls from being dropped while using the Record_With_Confirm element, the following formula should be adhered to: ("Max Record Time" in seconds * audio codec bitrate in kilobytes/second) * "Max Disconfirmed Count" < "ivr record memory session" setting, in kilobytes. Testing should be done by increasing values for the gateway's "ivr record memory session" setting until an acceptable amount of audio/retries are accepted without exhausting the gateway's session memory (dropped calls). |
| confirm_confidence_level<br>(Confirm Confidence Level) | decimal<br>(0.0 – 1.0) | Yes | true | true | 0.50  | The confidence level threshold to use for the confirmation.                                                                                                                                                |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| start_with_beep<br>(Start With Beep)                   | boolean                | Yes | true | true | true  | Whether or not to play a beep before recording begins.                                                                                                                                                     |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| terminate_on_dtmf<br>(Terminate On DTMF)               | boolean                | Yes | true | true | true  | Whether or not the caller can end the recording by pressing a touchtone key.                                                                                                                               |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| keep_recording_on_hangup<br>(Keep Recording On Hangup) | boolean                | Yes | true | true | false | Whether or not the recording is stored if the caller hung up while making the recording or during the confirmation menu. Default = false.                                                                  |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| max_record_time<br>(Max Record Time)                   | string                 | Yes | true | true | 180s  | The maximum time (in seconds) the recording is allowed to last. Possible values are standard time designations including a positive integer followed by s (for seconds), for example, 30s. Default = 180s. |             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|                                    |             |     |      |      |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------|-------------|-----|------|------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| final_silence<br>(Final Silence)   | string      | Yes | true | true | 4s    | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are standard time designations including both a positive integer and a time unit identifier, for example, 3s (for 3 seconds) or 300ms (for 300 milliseconds). Default = 4s.<br><br><b>Note</b> For silence detection to work, you must enable Voice Activity Detection (VAD) in the gateway dial-peers. Manually remove NO VAD from the configuration script and replace it with VAD. |
| replay<br>(Replay)                 | boolean     | Yes | true | true | false | Adds an option to replay the confirm initial audio groups.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| filename<br>(Filename)             | string      | No  | true | true | None  | The filename of the recording (without extension). If left blank, an auto-generated filename will be used.                                                                                                                                                                                                                                                                                                                                                                                   |
| file_type<br>(File Type)           | string enum | Yes | true | true | wav   | This specifies the audio type of the file that will hold the recording. Possible values are: wav   vox   au   other.                                                                                                                                                                                                                                                                                                                                                                         |
| mime_type<br>(Mime Type)           | string      | Yes | true | true | None  | This specifies the MIME type of the file that will hold the recording, if file_type is set to other.                                                                                                                                                                                                                                                                                                                                                                                         |
| file_extension<br>(File Extension) | string      | No  | true | true | None  | This specifies the file extension to use for the recorded file. A file extension different from the file type can be used. For example, with a mime type of vox, the file extension could be set to ulaw.                                                                                                                                                                                                                                                                                    |
| path<br>(Path)                     | string      | No  | true | true | None  | The path to the file that will hold the recording. Either the path, ftp host, or both must be specified.                                                                                                                                                                                                                                                                                                                                                                                     |
| ftp_host<br>(FTP Host)             | string      | No  | true | true | None  | The domain name of the host to FTP the recording. Either the path, ftp host, or both must be specified.                                                                                                                                                                                                                                                                                                                                                                                      |
| Secure<br>(Secure)                 | boolean     | Yes | true | true | false | Whether or not to enable Secure File Transfer protocol (SFTP). Default =                                                                                                                                                                                                                                                                                                                                                                                                                     |

|                                          |         |     |      |      |      |                                                                                  |
|------------------------------------------|---------|-----|------|------|------|----------------------------------------------------------------------------------|
|                                          |         |     |      |      |      | false, indicates file transfer happens over FTP by default.                      |
| ftp_user<br>(FTP User)                   | string  | Yes | true | true | None | The user name to use while FTPing the recording, if ftp_host is set.             |
| ftp_password<br>(FTP Password)           | string  | Yes | true | true | None | The password to use while FTPing the recording, if ftp_host is set.              |
| ftp_path<br>(FTP Path)                   | string  | No  | true | true | None | The directory in which to FTP the recording, if ftp_host is set.                 |
| ftp_in_background<br>(FTP In Background) | boolean | Yes | true | true | true | Whether or not the FTP is to be performed in the background, if ftp_host is set. |

**Note** For settings, for Record\_With\_Confirm, follow these procedures:

- The path setting does not require a trailing slash. The voice element will determine the appropriate destination. The path may be specified in operating system specific format (for example, on Windows it might be specified as `C:\directory\subdirectory\` and on UNIX it might be `/usr/local/directory/`).
- For a recording to be stored, you can choose either to store it locally or remotely. For locally on the VXML server itself, configure only the filename (`myfile`) and the path (`c:/recordings/`). For remotely on a ftp server, configure the filename (`myfile`) and the FTP details such as: host, user, path, and password. Once your record element is configured, determine the url to access the recording from an external system. Run a simple test by playing the recording from your web browser. Make use of the url: `http://<ftpserver>/<ftppath>/filename`. Find the correct path to play the audio file and use the same url in the audio element settings.
- If `terminate_on_DTMF` is *false* or off, recording will stop only after the voice browser reaches the input timeout.
- Some voice browsers may not accept all options provided for the `file_type` and `mime_type` settings. Check your voice browser documentation for information on supported audio types.
- It is important to ensure that VXML Server has permission to save audio files to the specified path.

## Element Data

| Name                 | Type    | Notes                                                                                                                     |
|----------------------|---------|---------------------------------------------------------------------------------------------------------------------------|
| filename             | string  | This stores the filename of the recording (without the path).                                                             |
| filepath             | string  | This stores the path to the file holding the recording (including the filename).                                          |
| confirm_confidence   | float   | This is the confidence value of the utterance for the confirmation menu.                                                  |
| hungUpWhileRecording | boolean | This stores a <i>true</i> if the caller hung up while making the recording or the confirmation menu, <i>false</i> if not. |

# 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 recorded message was confirmed.                                                                                               |

# Audio Groups

## Record Capture

| Name (Label)                                   | Req'd | Max1 | Notes                                                |
|------------------------------------------------|-------|------|------------------------------------------------------|
| record_initial_audio_group<br>(Record Initial) | Yes   | Yes  | Played when the voice element first begins.          |
| record_noinput_audio_group<br>(Record NoInput) | No    | No   | Played when a noinput event occurs during recording. |

## Record Confirm

| Name (Label)                                     | Req'd | Max1 | Notes                                                                                                                 |
|--------------------------------------------------|-------|------|-----------------------------------------------------------------------------------------------------------------------|
| before_confirm_audio_group<br>(Before Confirm)   | No    | Yes  | Played before the recording is played back. The recording will be played back after this audio group is done playing. |
| after_confirm_audio_group<br>(After Confirm)     | No    | Yes  | Played after the recording is played back. At least one of the two confirm prompts must be specified.                 |
| confirm_nomatch_audio_group<br>(Confirm NoMatch) | No    | No   | Played when a nomatch event occurs during confirmation.                                                               |
| confirm_noinput_audio_group<br>(Confirm NoInput) | No    | No   | Played when a noinput event occurs during confirmation.                                                               |

|                                                    |    |     |                                                                                                                                                                                                       |
|----------------------------------------------------|----|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| confirm_help_audio_group<br>(Confirm Help)         | No | No  | Played when the caller asks for help during the confirmation menu. If not specified, help is treated as a nomatch by default.                                                                         |
| max_disconfirmed_audio_group<br>(Max Disconfirmed) | No | Yes | Played after the caller disconfirms the recorded entry, upon reaching the <code>max_disconfirmed_count</code> . The prompt should be about exiting with the <code>max_disconfirmed</code> exit state. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                               |
|----------------------------|----------------------------------------------------------|
| Record                     | com.audium.server.voiceElement.record.MRecordWithConfirm |

## Events

| Name (Label)  | Notes                                                                                             |
|---------------|---------------------------------------------------------------------------------------------------|
| Event Handler | You can select either VXML Event or Java Exception as event handler type from the drop-down list. |





## CHAPTER 47

# Rest\_Client

- Rest\_Client, on page 205

## Rest\_Client

The Rest\_Client element provides a flexible interface in order to interact with REST endpoints. The communication between the REST client and server is made completely secure using two-way Secure Sockets Layer (SSL). The Rest\_Client element permits users to send GET, POST, PUT, or DELETE requests to application servers.

For more information about Secure Socket Layer Authentication, see the *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-user-guide-list.html>.

## Settings

| Name (Label) | Type    | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                               |
|--------------|---------|-------|----------------------|----------------------|---------|-----------------------------------------------------------------------------------------------------|
| Endpoint URL | Boolean | Yes   | true                 | false                | Blank   | This settings specifies whether SNMP alert to be generated.                                         |
| HTTP method  |         | Yes   |                      |                      | GET     | Supported HTTP methods:<br>GET (Read);<br>PUT (Update/Replace);<br>POST (Create)<br>DELETE (Delete) |

| Name<br>(Label)               | Type | Req'd | Single<br>Setting Value | Substitution<br>Allowed | Default | Notes                                                                                                                                                                                                                                                                                               |
|-------------------------------|------|-------|-------------------------|-------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parameters                    |      | No    |                         |                         | Blank   | <p>Any additional parameters will be passed along with URL. (such as specifying the response format or the amount returned).</p> <p>Header parameters</p> <p>Path parameters</p> <p>Query string parameters</p> <p>Request body parameters.</p> <p>Example: 'Authentication type': 'Preemptive'</p> |
| Ignore Certificate Validation |      | Yes   |                         |                         | true    | The SSL security setting gets enabled when flag is set to false.                                                                                                                                                                                                                                    |
| Require HTTP authentication   |      | Yes   |                         |                         | false   | The http authentication (options true/false)                                                                                                                                                                                                                                                        |
| User Name                     |      | Yes   |                         |                         | Blank   | Username of REST end point to be accessed (available if Require HTTP auth is true).                                                                                                                                                                                                                 |
| Password                      |      | Yes   |                         |                         | Blank   | Password of REST end point to be accessed (available if Require HTTP auth is true).                                                                                                                                                                                                                 |

| Name<br>(Label) | Type | Req'd | Single<br>Setting Value | Substitution<br>Allowed | Default      | Notes |
|-----------------|------|-------|-------------------------|-------------------------|--------------|-------|
| Headers         |      | No    |                         |                         | <i>Blank</i> |       |

| Name<br>(Label) | Type | Req'd | Single<br>Setting Value | Substitution<br>Allowed | Default | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------|------|-------|-------------------------|-------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |      |       |                         |                         |         | <p>The meta-data associated with the API request and response.</p> <p>Options:</p> <p><b>Authorization:</b> Carries credentials containing the authentication information of the client for the resource being requested.</p> <p><b>WWW-Authenticate:</b> This is sent by the server if it needs a form of authentication before it can respond with the actual resource being requested. Often sent along with a response code of 401, which means ‘unauthorized’.</p> <p><b>Accept-Charset:</b> This is a header which is set with the request and tells the server about which character sets are acceptable by the client.</p> <p><b>Content-Type:</b> Indicates the media type of the response.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>text/html - - Indicates that the request body format is HTML</li> <li>application/json - Indicates that the request body format</li> </ul> |

| Name<br>(Label) | Type | Req'd | Single<br>Setting Value | Substitution<br>Allowed | Default | Notes                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------|------|-------|-------------------------|-------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                 |      |       |                         |                         |         | is JSON.<br><br>application/xml - Indicates that the request body format is XML.<br><br>application/x-www-form-urlencoded - Indicates that the request body is URL encoded.<br><br><b>Cache-Control:</b><br>This is the cache policy defined by the server for this response, a cached response can be stored by the client and re-used till the time defined by the Cache-Control header. |
| Body            |      | No    |                         |                         | Blank   |                                                                                                                                                                                                                                                                                                                                                                                            |
| Use Proxy       |      | Yes   |                         |                         | false   | Enable/Disable the proxy server (true/false)                                                                                                                                                                                                                                                                                                                                               |
| Use Host        |      | Yes   |                         |                         | false   | IP address or hostname of the HTTP proxy server                                                                                                                                                                                                                                                                                                                                            |
| Use Port        |      | Yes   |                         |                         | false   | Port of the HTTP proxy server                                                                                                                                                                                                                                                                                                                                                              |

**Element Data**

| Name<br>(Label)     | Type | Req'd | Single<br>Setting Value | Substitution<br>Allowed | Default   | Notes                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|------|-------|-------------------------|-------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| XPath /<br>JSONPath |      | No    |                         |                         | Blank     | <p>XPath expressions are used in JavaScript to return the values from the XML.</p> <p>JSONPath expressions are used in JavaScript to return the values from the JSON(JavaScript Object Notation).</p> <p>For more information about Xpath/JSONPath Expression, see the User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio</p> |
| Connect<br>Timeout  |      | Yes   |                         |                         | 3000 msec | HTTP request timeout                                                                                                                                                                                                                                                                                                                                  |
| Read<br>Timeout     |      |       |                         |                         | 5000 msec |                                                                                                                                                                                                                                                                                                                                                       |

**Element Data**

| Name          | Type   | Notes                                                                                       |
|---------------|--------|---------------------------------------------------------------------------------------------|
| response_body | string | This element data carries the REST response that is received from the REST end point.       |
| status_code   | string | This element data carries the REST response code received for the REST operation performed. |

**Exit States**

| Name | Notes                            |
|------|----------------------------------|
| done | The element is successfully run. |

## Events

| Name (Label) | Notes                                              |
|--------------|----------------------------------------------------|
| Event Type   | Java Exception event handler type can be selected. |





## CHAPTER 48

# ReqICMLabel

The `ReqICMLabel` element allows a Call Studio script to pass caller input, Call Peripheral Variables, and Expanded Call Context (ECC) variables to an ICM script. The `ReqICMLabel` must be inserted into a Call Studio script as a decision element. In Call Studio, the returned ICM label contains a result, which can be used by other elements in the same application, such as the Transfer or Audio element.

After the `ReqICMLabel` exits its done path, you can retrieve the values set by the ICM script by selecting the Element Data tab for the `ReqICMLabel` element. The element data value is `{Data.Element.ReqICMLabelElement.result}`. `ReqICMLabelElement` is the name of the `ReqICMLabel` element in the Studio script. The default name for this element is `ReqICMLabel_<n>`, where `<n>` is a number. The first `ReqICMLabel` you add to the script is named `ReqICMLabel_01`, the second is named `ReqICMLabel_02`, etc. For example, if you changed `ReqICMLabel` to `GetICMLabel`, the value returned from ICM would be `{Data.Element.GetICMLabel.result}`, where `result` is the variable of the `ReqICMLabel` element that contains the ICM label.

For more information on using the `ReqICMLabel`, refer to the [Configuration Guide for Cisco Unified Customer Voice Portal](#).

- [Settings, on page 213](#)
- [Element Data, on page 214](#)
- [Session Data, on page 215](#)
- [Exit States, on page 215](#)
- [Folder and Class Information, on page 215](#)
- [Events, on page 215](#)

## Settings

| Name (Label)                                               | Type   | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                            |
|------------------------------------------------------------|--------|-------|----------------------|----------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call Peripheral Variables 1 – 10<br>(callvar1 – callvar10) | string | No    | true                 | true                 | None    | Call Peripheral Variables passed by the Studio script to the ICM Server. Each of these settings can be a maximum length of 210 characters. The ICM Server returns a name-value pair for up to 10 Call Peripheral Variables in a result. Any value that is placed |

|                                                                               |              |     |      |      |           |                                                                                                                                                                                                                                                                                                              |                                                                                                      |
|-------------------------------------------------------------------------------|--------------|-----|------|------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
|                                                                               |              |     |      |      |           |                                                                                                                                                                                                                                                                                                              | in callvar<n> from a Call Studio script is returned unchanged, if the ICM Script does not change it. |
| Call Peripheral Variables Return 1 – 10<br>(callvarReturn1 – callvarReturn10) | string       | No  | true | true | None      | Call Peripheral Variables created upon the return of the ICM Label request, regardless of whether or not these variables are filled by the ICM Script. The reason we need two sets of these variables is to keep reporting the To ICM Call Peripheral Variables separate from what is returned from the ICM. |                                                                                                      |
| FromExtVXML0 - 3<br>(External VXML 0 – External VXML 3)                       | string array | No  | true | true | None      | Expanded Call Context (ECC) variables passed by the Studio script to the ICM Server. Each variable is a string of name-value pairs, separated by semicolons, for up to 4 external VXML variables. Each of these settings can be a maximum length of 210 characters.                                          |                                                                                                      |
| ToExtVXML0 - 4<br>(External VXML 0 – External VXML 4)                         | string array | No  | true | true | None      | Expanded Call Context (ECC) variables received from the ICM script. The ICM Server returns a string of name-value pairs, separated by semicolons, for up to 5 external VXML variables.                                                                                                                       |                                                                                                      |
| Timeout                                                                       | integer      | Yes | true | true | 3000 (ms) | The number of milliseconds the transfer request waits for a response from the ICM Server before timing out. Note: This value can only be increased or decreased by increments of 500 ms.                                                                                                                     |                                                                                                      |
| caller_input<br>(Caller Input)                                                | string       | No  | true | true | None      | This setting can be a maximum length of 210 characters. The value of this setting will be sent from VXML Server to ICM at runtime. Should a response from ICM be needed, the Call Peripheral Variables or ToExtVXML settings should be used.                                                                 |                                                                                                      |

## Element Data

| Name             | Type   | Notes                                                                                                                                           |
|------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| result           | string | ICM Label returned from an ICM server.                                                                                                          |
| callvar<n>       | string | Call Peripheral Variables that the Studio scripts passes to the ICM Server. Valid Call Peripheral Variables are callvar1 – callvar10.           |
| callvarReturn<n> | string | Call Peripheral Variables that the ICM script returns to the VXML Server. Valid Call Peripheral Variables are callvarReturn1 – callvarReturn10. |

|  |  |                                                                                                                                                                                                                                                                                                                                           |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>For example, if an ICM script contains call peripheral variable 3 with the string value “CompanyName=Cisco Systems, Inc”, you can access the value of CompanyName that is returned by the ICM script by using:</p> <pre>Data.Element.ReqICMLLabelElement.callvarReturn3.</pre> <p>The returned value is <i>Cisco Systems, Inc.</i></p> |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Session Data

| Name | Type   | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| name | string | <p>Value for a name-value pair contained in a <code>ToExtVXML</code> variable returned in the ICM label. You must know which name-value pairs are set in the ICM script to retrieve the correct value from the Call Studio script.</p> <p>For example, if an ICM script contains a <code>user.microapp.ToExtVXML0</code> variable with the string value <i>CustomerName=Mantle</i>, specify <code>Data.Session.CustomerName</code>. If the same ICM script contains a <code>user.microapp.ToExtVXML0</code> variable with the string value <i>BusinessType=Manufacturing</i>, you can access the customer business type returned by the ICM script by using <code>Data.Session.BusinessType</code>.</p> |

## Exit States

| Name  | Notes                                                       |
|-------|-------------------------------------------------------------|
| done  | The element is run successfully and the value is retrieved. |
| error | The element failed to retrieve the value.                   |

## Folder and Class Information

| Studio Element Folder Name | Class Name                               |
|----------------------------|------------------------------------------|
| Cisco                      | com.cisco.cvp.vxml.custelem.ReqICMLLabel |

## Events

| Name (Label) | Notes                                                |
|--------------|------------------------------------------------------|
| Event Type   | You can select Java Exception as event handler type. |

The output of the Customer\_Lookup element can be in JSON format . To know more about parsing the JSON Data refer to "Parsing JSON Data" section in *User Guide for Cisco Unified CVP VXML Server and Cisco Unified Call Studio*.



# CHAPTER 49

## Subdialog Invoke

The `Subdialog Invoke` element initiates a subdialog invocation to another VoiceXML application, and handles passing data to and from the application. For the entire duration while a subdialog application is handling a call, the calling application waits in a dormant state for the subdialog to return. The goal of the Subdialog Invoke element is to allow voice applications to be invoked across multiple servers, as well as giving temporary control of the call to a voice application (such as flat VoiceXML and JSPs) created outside Call Studio.

- [Settings, on page 217](#)
- [Exit States, on page 218](#)
- [Folder and Class Information, on page 218](#)
- [Events, on page 218](#)

## Settings

| Name (Label)                             | Type    | Req'd | Single Setting Value | Substitution Allowed | Default     | Notes                                                                                                                                                                                                                                                             |
|------------------------------------------|---------|-------|----------------------|----------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| subdialog_uri<br>(Subdialog URI)         | string  | Yes   | true                 | true                 | <i>None</i> | Specifies the URI of the subdialog to invoke. This may either be a relative or absolute URI, but must be accessible to the voice browser at runtime.                                                                                                              |
| local_application<br>(Local Application) | boolean | Yes   | true                 | true                 | <i>None</i> | Specifies whether or not the subdialog application is running on the same application server as the application in which the current element appears.                                                                                                             |
| parameter<br>(Parameter)                 | string  | No    | false                | true                 | <i>None</i> | Holds the name and value of a parameter to pass to the subdialog. The format is the name of the parameter followed by an equal sign (=) followed by the value of the parameter. For example: <i>name=John Doe</i> . The element will use the text up to the first |

**Exit States**

|                                |        |    |       |      |      |                                                                                                                                                                                                                                                             |
|--------------------------------|--------|----|-------|------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |        |    |       |      |      | equal sign as the name of the parameter and the remaining text as the value .                                                                                                                                                                               |
| return_value<br>(Return Value) | string | No | false | true | None | Holds the name of a return value from the subdialog. For example: <i>result</i> . The names specified here must match the variable names returned by the subdialog. Return values will be stored as element data, in a variable of the name specified here. |

## Exit States

| Name | Notes                            |
|------|----------------------------------|
| done | The element is successfully run. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                              |
|----------------------------|---------------------------------------------------------|
| General                    | com.audium.server.voiceElement.internal.SubdialogInvoke |

## Events

| Name (Label) | Notes                                                      |
|--------------|------------------------------------------------------------|
| Event Type   | The VXML Event handler type is available for this element. |



# CHAPTER 50

## Subdialog Return

In most situations, the `CVP Subdialog Return` element (see [CVP Subdialog Return](#)) **should be used instead of this one**, to offer full compatibility with ICM. However, there is **one exception** to this. If the voice application will *only* be called by a Subdialog Invoke element (that is, never by ICM), then the `Subdialog Start` and `Subdialog Return` elements may be used instead. In this scenario, using this element allows an arbitrary number of return values to be retrieved from the subdialog, whereas the `CVP Subdialog Return` element allows only four.

- [Settings, on page 219](#)
- [Exit States, on page 220](#)
- [Folder and Class Information, on page 220](#)

## Settings

| Name<br>(Label)                   | Type   | Req'd | Single<br>Setting<br>Value | Substitution<br>Allowed | Default     | Notes                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|--------|-------|----------------------------|-------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| return_value<br>(Return<br>Value) | string | No    | false                      | true                    | <i>None</i> | Optional return argument that holds a name/value pair to be returned to the calling application. The format should be: the name of the argument followed by an equal sign and the value of the argument. For example; <i>name=John Doe</i> . The element will take the text up to the first equal sign to be the name of the argument and the text following the equal sign to the value. |



**Note** The following characters are not allowed in the return argument:

<> " ' &

## Exit States

| Name | Notes                            |
|------|----------------------------------|
| done | The element is successfully run. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                                            |
|----------------------------|-----------------------------------------------------------------------|
| General                    | com.audium.server.voiceElement.internal.DefaultSubdialogReturnElement |



# CHAPTER 51

## Subdialog Start

In most situations, the [CVP Subdialog Start element](#) (see [CVP Subdialog Start](#)) **should be used instead of this one**, to offer full compatibility with ICM. However, there is **one exception** to this. If the voice application will *only* be called by a `Subdialog Invoke` element (that is, never by ICM), then the `Subdialog Start` and `Subdialog Return` elements may be used instead.

Data can be passed to the VoiceXML application either as HTTP parameters or VoiceXML parameters (using the `<param>` tag). In the first case (that is, as HTTP parameters), Call Services will automatically create session data using the name of the data received. In the second case (that is, as VoiceXML parameters), the `Subdialog Start` element must be configured appropriately in order for the data to be available as element or session data for the duration of the call session. For each data passed as a VoiceXML parameter, the repeatable `Parameter` setting must be configured with the same exact name as the data.

- [Settings, on page 221](#)
- [Exit States, on page 222](#)
- [Folder and Class Information, on page 222](#)

## Settings

| Name (Label)             | Type   | Req'd | Single Setting Value | Substitution Allowed | Default      | Notes                                                                                                                                                                                             |
|--------------------------|--------|-------|----------------------|----------------------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parameter<br>(Parameter) | string | No    | false                | true                 | <i>None</i>  | Holds the name of a parameter passed as input to the subdialog. It must match the exact value specified in the calling dialog. This is a repeatable setting, so multiple values can be specified. |
| Store As<br>(Store As)   | string | No    | false                | false                | Session Data | Set to <code>Session Data</code> to store the listed parameters in Session data, or to <code>Element Data</code> to store them in Element data.                                                   |

## Exit States

| Name | Notes                            |
|------|----------------------------------|
| done | The element is successfully run. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                                           |
|----------------------------|----------------------------------------------------------------------|
| General                    | com.audium.server.voiceElement.internal.DefaultSubdialogStartElement |



## CHAPTER 52

# Time

The `Time` voice element captures a time input from the caller. 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.

- [Settings, on page 223](#)
- [Element Data, on page 224](#)
- [Exit States, on page 225](#)
- [Audio Groups, on page 225](#)
- [Folder and Class Information, on page 226](#)
- [Events, on page 226](#)

# Settings

| Name (Label)                                          | Type         | Req'd | Single Setting Value | Sub. Allowed | Default | Notes                                                                                                                                                                                                                                                                |
|-------------------------------------------------------|--------------|-------|----------------------|--------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)                             | string 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 $\geq 0$        | Yes | true | false | 3     | The maximum number of nomatch events allowed during time input capture. 0 = infinite nomatches allowed.                                                                                                                                                                                                                                         |
| collect_confidence_level<br>(Time Confidence Level)   | decimal (0.0 – 1.0) | Yes | true | true  | 0.40  | The confidence level threshold to use during time capture.                                                                                                                                                                                                                                                                                      |
| modal<br>(Disable Hotlinks)                           | boolean             | Yes | true | true  | false | If set to true, only the grammars of the current Time element 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, nbstUtteranceX and nbstInterpretationX are masked in VXML server logs. The format used to render secure element attributes is to add a <i>_secureLogging</i> suffix. For example nbstUtterance1_secureLogging, *****. |
| maxnbst<br>(Maxnbst)                                  | int $\geq 1$        | 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 nbstUtteranceX and nbstInterpretationX.

## 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 $\geq 1$ | This stores the number of n-best hypotheses generated by the speech engine.                                                                                                                                                                                                                                                                                                                           |
| nbstUtterance1<br>nbstUtterance2<br>...<br>nbstUtteranceX | string       | This set of element data stores the captured n-best utterances. While the maximum number of nbstUtteranceX values is equal to the maxnbst setting value, the actual number of these values available is determined by speech recognition at runtime, where nbstUtterance1 holds the utterance of the top hypothesis in the n-best list and nbstUtteranceX 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 <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. |
| 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 <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.       |
| 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. |
| done        | The time capture was completed.                                                                                     |

## 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. The noinput event count corresponds to the audio group count. |

**End**

|                                               |    |    |                                                                                                                                                   |
|-----------------------------------------------|----|----|---------------------------------------------------------------------------------------------------------------------------------------------------|
| collect_nomatch_audio_group<br>(Time NoMatch) | No | No | Played when a nomatch event occurs. 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. The help event count corresponds to the audio group count. If not specified, a help event is treated as nomatch. |

**End**

| Name (Label)               | Req'd | Max 1 | Notes                                                                                  |
|----------------------------|-------|-------|----------------------------------------------------------------------------------------|
| done_audio_group<br>(Done) | No    | Yes   | Played after the time capture is completed. If not specified, no audio will be played. |

## Folder and Class Information

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

## 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. |



## CHAPTER 53

# 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.

- [Settings, on page 227](#)
- [Element Data, on page 229](#)
- [Exit States, on page 230](#)
- [Audio Groups, on page 230](#)
- [Folder and Class Information, on page 231](#)
- [Events, on page 231](#)

## Settings

| Name (Label)                                          | Type                | Req'd | Single Setting Value | Sub. Allowed | Default | Notes                                                                                                                                                                                                                                                                |
|-------------------------------------------------------|---------------------|-------|----------------------|--------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| inputmode<br>(Input Mode)                             | string 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) | $\text{int} \geq 0$ | 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 $\geq 0$           | 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 $\geq 0$           | 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 $\geq 0$           | 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 $\geq 0$           | 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 nbestUtterance1_secureLogging, *****. |
| maxnbest<br>(Maxnbest)                                   | int $\geq 1$           | 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 yes option. If not specified, no audio will be played when this option is chosen. |

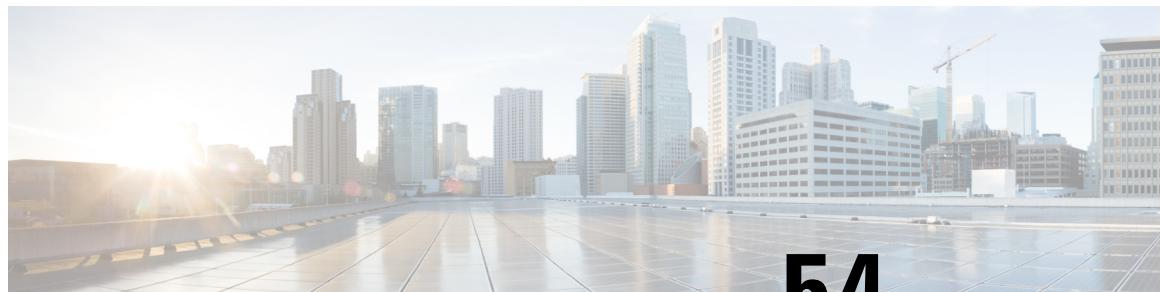
## Folder and Class Information

| 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. |





## CHAPTER 54

# Transcribe

The `Transcribe` element in Call Studio can be used to engage the Google Speech-to-Text services. The `Transcribe` element is located under the **Customer Virtual Assistant** group in the **Call Studio Elements**. This element is extension of the `Form` element and it engages the Speech Server resource on VVB to communicate with the Google Speech-to-Text Server. To indicate the Speech-to-Text server resource requirement, Call Studio creates a specific grammar - `builtin:speech/transcribe` - and sends it to VVB in a VXML Page. It does not specify which transcribe service is to be used; this is configured in VVB.

**Note**

- After playing non barge-in prompt for 120 seconds, VVB barges and creates recognition session for the `Transcribe` element. This causes the prompt to pause and skip a few seconds if the non barge-in prompt is longer than 120 seconds.
- The `Transcribe` element works both with Cisco DTMF and Nuance ASR adaptors.

- [Settings, on page 233](#)
- [Custom VoiceXML Properties, on page 235](#)
- [Element Data, on page 236](#)
- [Exit States, on page 236](#)
- [Audio Group, on page 237](#)
- [Folder and Class Information, on page 237](#)
- [Events, on page 237](#)

# Settings

| Name (Label)    | Type                | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                               |
|-----------------|---------------------|-------|----------------------|----------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Input Mode      | string              | Yes   | true                 | false                | voice   | The type of entry allowed for input. Possible values are <code>voice</code> (only voice input) and <code>dtrmf+voice</code> (voice and DTMF input). |
| NoInput Timeout | $\text{int} \geq 0$ | Yes   | true                 | true                 | 5s      | The maximum time allowed for silence before a noinput                                                                                               |

|                       |              |     |      |      |       |                                                                                                                                                                                                                 |                                                                                                                                                                                       |
|-----------------------|--------------|-----|------|------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       |              |     |      |      |       |                                                                                                                                                                                                                 | event is thrown. Possible values are standard time designations including both a non-negative number and a time unit.<br><br>For example, 3s for seconds or 3000 ms for milliseconds. |
| Max NoInput Count     | int $\geq 0$ | Yes | true | true | 3     | The maximum number of noinput events allowed during input capture. Possible values are int > 0 where 0 = infinite noinputs allowed.                                                                             |                                                                                                                                                                                       |
| Max NoMatch Count     | int $\geq 0$ | Yes | true | true | 3     | The maximum number of NoMatch events allowed during DTMF input capture. Possible values are int > 0 where 0 is infinite NoMatch events allowed.                                                                 |                                                                                                                                                                                       |
| DTMF Grammar          | string       | Yes | true | true | None  | This option is mandatory only if the input mode selected is DTMF and voice. It supports cisco DTMF regex.                                                                                                       |                                                                                                                                                                                       |
| Secure Logging        | boolean      | Yes | true | true | false | Whether or not to enable logging of potentially sensitive data of the element. If set to true, the element's potentially sensitive data will not be logged.                                                     |                                                                                                                                                                                       |
| Termination Character | string       | No  | true | true | #     | Terminate the voice stream or DTMF collection.                                                                                                                                                                  |                                                                                                                                                                                       |
| Max Input Time        | int $\geq 0$ | Yes | true | true | 30s   | The maximum time (in seconds) the voice input is allowed to last. Possible values are positive integer values followed by s. For example, 50s. Default value is 30s.                                            |                                                                                                                                                                                       |
| Final Silence         | int > 0      | Yes | true | true | 1s    | The interval of silence (in seconds or milliseconds) that indicates the end of speech. Possible values are positive integer values followed by either s or ms. For example, 3s and 3000ms. Default value is 1s. |                                                                                                                                                                                       |

|                              |        |    |      |      |      |                                                                                                                                                                                                    |
|------------------------------|--------|----|------|------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recognize.phraseHints        | String | No | true | true | None | This is comma separated string that lists the hints for recognition.<br><br>Hints are used to recognize a phrase or a word that is pronounced differently.<br><br>For example, Savings, Current.   |
| Recognize.alternateLanguages | String | No | true | true | None | Comma separated string of up to 3 additional BCP-47 language tags, listing possible alternative languages of the supplied audio other than the default language.<br><br>For example, en-US, en-IN. |

## Custom VoiceXML Properties

| Name (Label)              | Type    | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recognize.NBestCount      | Integer | Specifies the maximum number of SpeechRecognitionAlternative messages within each SpeechRecognitionResult. The server may return fewer than max_alternatives. Valid values are 0-30. A value of 0 or 1 returns a maximum of 1. If omitted, returns a maximum of 1.                                                                                                                                                                                                    |
| Recognize.regionId        | String  | Specifies the region to be used by the cloud speech-to-text transcription.<br><br>This property should be configured in the root document of the project.                                                                                                                                                                                                                                                                                                             |
| Recognize.singleUtterance | Boolean | Indicates whether this request should automatically end after speech is no longer detected. If this parameter is enabled, cloud speech-to-text will detect pauses, silence, or non-speech audio to determine when to end recognition. If this parameter is disabled, the stream will continue to listen and process audio until either the stream is closed directly, or the stream's length limit is reached.<br><br>The default setting for this parameter is true. |
| Recognize.model           | String  | This is used to specify the machine learning model to be used by the cloud speech-to-text transcription to improve the recognition results.<br><br>For example, see <a href="https://cloud.google.com/speech-to-text/docs/basics">https://cloud.google.com/speech-to-text/docs/basics</a>                                                                                                                                                                             |
| Recognize.modelEnhanced   | Boolean | Indicates whether enhanced model has been enabled. If it is enabled, the cloud speech-to-text transcription uses an enhanced                                                                                                                                                                                                                                                                                                                                          |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>speech recognition model to recognize speech and produce audio transcription more accurately.</p> <p>The default setting for this parameter is <code>true</code>.</p> <p>You can enable or disable data logging for enhanced speech model. For more information on data logging for enhanced speech model, see <a href="https://cloud.google.com/speech-to-text/docs/enhanced-models">https://cloud.google.com/speech-to-text/docs/enhanced-models</a>.</p> |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Element Data

| Element Data               | Notes                                                                                                                                                                                                                        |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>value</code>         | Transcribed text or DTMF collected.                                                                                                                                                                                          |
| <code>input_type</code>    | Indicates the type of input captured ( <code>dtmf</code> or <code>dtmf+voice</code> ).                                                                                                                                       |
| <code>confidence</code>    | The speech recognition confidence between 0.0 and 1.0. A higher number indicates a greater probability that the recognized words are correct. The default of 0.0 is a sentinel value indicating that confidence was not set. |
| <code>language_code</code> | The language code that was triggered during recognition.<br>Also see <code>Recognize.alternateLanguages</code> under <a href="#">Settings</a>                                                                                |

## Exit States

| Name                     | Notes                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>done</code>        | Transcription completed.                                                                                                                                                                                                                                                                                                                                             |
| <code>max_noinput</code> | The maximum number of <code>NoInput</code> events has occurred. If this is 0, this exit state will not occur.                                                                                                                                                                                                                                                        |
| <code>max_nomatch</code> | The maximum number of <code>NoMatch</code> events that has occurred.<br><br>This exit state will not occur if the maximum number of <code>nomatch</code> events is 0, and <code>input_type</code> is <code>voice</code> . If <code>input_type</code> is <code>dtmf</code> , <code>max_nomatch</code> is the maximum number of DTMF mismatch with DTMF Grammar regex. |

# Audio Group

## Form Data Capture

| Name (Label)                  | Required | Max1 | Notes                                                                                                       |
|-------------------------------|----------|------|-------------------------------------------------------------------------------------------------------------|
| initial_audio_group (Initial) | Yes      | Yes  | Played when the voice element begins.                                                                       |
| nomatch_audio_group (NoMatch) | No       | No   | Played when a NoMatch event occurs. This is applicable only when the input type selected is DTMF and voice. |
| noinput_audio_group (NoInput) | No       | No   | Played when a NoInput event occurs.                                                                         |

## End

| Name (Label)            | Required | Max1 | Notes                                                                                                |
|-------------------------|----------|------|------------------------------------------------------------------------------------------------------|
| done_audio_group (Done) | No       | Yes  | Played when the form data capture is completed and the voice element exits with the Done exit state. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                           |
|----------------------------|--------------------------------------|
| Form                       | com.audium.server.voiceElement.form. |

## Events

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





# CHAPTER 55

## Transfer

The `Transfer` voice element performs a call transfer to a phone number specified by a configuration setting. Depending on how the voice browser is configured, the call transfer can be a bridge transfer or a blind transfer. For a bridge transfer, the voice browser makes an outbound call while maintaining the original call and acts as a bridge between the two calls. The advantage of this is that once the secondary call ends, the original call can still continue with the IVR. The disadvantage is that two separate phone lines are used. For a blind transfer, the voice browser makes an outbound call and when connected, links the original call to the new caller through the use of a telephony switch. At this point, the voice browser (and as a result VXML Server) is no longer in control of the call. Blind transfers involve only one line.

The Transfer element defines exit states for the different ways bridge transfers can end such as the person being called hung up, there was no answer, there was a busy signal, or some other phone-related error occurred. Since blind transfers take the call away from the voice browser and VXML Server, a Transfer element performing a blind transfer would never return an exit state. Instead, a special event would be thrown by the voice browser, caught in the root document for the call, and VXML Server would terminate the session by interrupting the Transfer element.

The number to transfer to can be any phone number allowed by the voice browser telephony provider (some may place restrictions on outbound dialing). Please note that different voice browsers may or may not accept certain kinds of phone numbers. Check your voice browser documentation for specific requirements and restrictions for call transfer.

- [Settings, on page 239](#)
- [Element Data, on page 241](#)
- [Exit States, on page 241](#)
- [Audio Groups, on page 241](#)
- [Folder and Class Information, on page 242](#)
- [Events, on page 242](#)

## Settings

| Name (Label) | Type | Req'd | Single Setting Value | Sub. Allowed | Default | Notes |
|--------------|------|-------|----------------------|--------------|---------|-------|
|              |      |       |                      |              |         |       |

## Settings

|                                                 |        |     |      |      |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------|--------|-----|------|------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| transfer_destination<br>(Transfer Destination)  | string | Yes | true | true | <i>None</i>        | The phone number to transfer to. It may contain non-numerical characters to allow support for phone extensions.<br><br>If the destination_type is <code>sip</code> , make sure that the value for transfer_destination is in the SIP URI (number@domain) format.                                                                                                                                                                                                                                                                                                                                |
| destination_type<br>(Destination Type)          | string | No  | true | true | <code>tel</code>   | The type of transfer destination to which the voice element is to connect. Possible values are: <code>tel</code>   <code>sip</code> .                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| connect_timeout<br>(Connect Timeout)            | string | Yes | true | true | 60s                | The maximum time (in seconds) that voice element is allowed to wait for an answer, before exiting with a <code>noanswer</code> exit state. Possible values are standard time designations including both a positive integer and a time unit s, for example, 10s (for 10 seconds). Default = 60s.                                                                                                                                                                                                                                                                                                |
| max_transfer_time<br>(Max Transfer Time)        | string | Yes | true | true | 0s                 | The maximum duration (in seconds) that the transfer is allowed to last. Possible values are standard time designations including both a non-negative integer and a time unit s, for example, 30s (for 30 seconds). Default = 0s (means no limit). This setting only applies when bridge is set to <code>true</code> .                                                                                                                                                                                                                                                                           |
| bridge<br>(Bridge)                              | binary | Yes | true | true | <code>false</code> | Determines whether the application remains connected to the caller after the transfer is initiated. Possible values are: <code>true</code>   <code>false</code> . Default = <code>false</code> . When set to <code>false</code> (that is, a blind transfer), the application redirects the caller to the callee without remaining in the connection; the transfer outcome is completely unsupervised. When set to <code>true</code> (that is, a bridge transfer), the application stays connected to the caller and adds the callee to the connection for the duration of the transferred call. |
| transfer_audio<br>(Transfer Audio)              | string | No  | true | true | <i>None</i>        | The URI location of the audio file to be played while connecting the call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| aai<br>(Application-to-application Information) | string | No  | true | true | <i>None</i>        | A string containing Application-to-Application Information data to be sent to an application on the far-end.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                          |        |    |      |      |      |                                                                      |
|------------------------------------------|--------|----|------|------|------|----------------------------------------------------------------------|
| terminate_on_dtmf<br>(Terminate on DTMF) | string | No | true | true | None | Terminates the bridge transfer call when a DTMF match is identified. |
|------------------------------------------|--------|----|------|------|------|----------------------------------------------------------------------|

## Element Data

| Name   | Type   | Notes                                                                             |
|--------|--------|-----------------------------------------------------------------------------------|
| result | string | The value returned by the transfer field. This is dependent on the voice browser. |

## Exit States

| Name        | Notes                                       |
|-------------|---------------------------------------------|
| busy        | The number was busy.                        |
| noanswer    | There was no answer.                        |
| phone_error | There was some sort of phone-related error. |
| done        | The call transfer completed successfully.   |

|             |                                                                                                                                                                                                                                                                                                                                   |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Note</b> | Hosting voice browsers may disable call transfers for developer accounts. You should verify with your provider that transfer is enabled for your application.                                                                                                                                                                     |
| <b>Note</b> | Some voice browsers use a code to indicate which call transfers will be allowed. This code appears before the phone number.                                                                                                                                                                                                       |
| <b>Note</b> | Some voice browsers support the inclusion of an extension in the phone number so that the system can transfer to a particular extension. It is up to the developer to pass this voice element a string containing the appropriate format. Check the platform specific documentation for support of extension dialing in transfer. |

## Audio Groups

### Transfer Audio

| Name (Label)                     | Req'd | Max1 | Notes                                                                                |
|----------------------------------|-------|------|--------------------------------------------------------------------------------------|
| initial_audio_group<br>(Initial) | No    | Yes  | Played to introduce the transfer. If there is none, the transfer occurs immediately. |

**End**

|                                          |    |     |                                                                                                                                     |
|------------------------------------------|----|-----|-------------------------------------------------------------------------------------------------------------------------------------|
| busy_audio_group<br>(Busy)               | No | Yes | Played when there is a busy signal, right before the voice element exits with the "busy" exit state.                                |
| noanswer_audio_group<br>(No Answer)      | No | Yes | Played when there is no answer, right before the voice element exits with the <i>noanswer</i> exit state.                           |
| phone_error_audio_group<br>(Phone Error) | No | Yes | Played when there is some kind of phone-related error, right before the voice element exits with the <i>phone_error</i> exit state. |

**End**

| Name (Label)               | Req'd | Max 1 | Notes                                                                                                        |
|----------------------------|-------|-------|--------------------------------------------------------------------------------------------------------------|
| done_audio_group<br>(Done) | No    | Yes   | Played when the call transfer completes with the party called hanging up and the caller staying on the line. |

## Folder and Class Information

| Studio Element Folder Name | Class Name                                        |
|----------------------------|---------------------------------------------------|
| Call Control               | com.audium.server.voiceElement.transfer.MTransfer |

## Events

| Name (Label)  | Notes                                                                                             |
|---------------|---------------------------------------------------------------------------------------------------|
| Event Handler | You can select either VXML Event or Java Exception as event handler type from the drop-down list. |



# CHAPTER 56

## VideoConnect

---

The VideoConnect element plays a specific video file (identified using the dialed number) from the video media server and collect digits during the video file playback.

This chapter contains the following topics:

- [Settings, on page 243](#)
- [Element Data, on page 244](#)
- [Exit States, on page 244](#)
- [Events, on page 244](#)
- [Others, on page 244](#)

## Settings

| Name (Label)          | Type   | Required | Single Setting Value | Substitution Allowed | Default    | Notes                                                                                                                                                                                                                                                 |
|-----------------------|--------|----------|----------------------|----------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Video Media Server DN | String | Yes      | True                 | True                 | None       | Video Media Server Destination Number. Example: 5000. Must be a valid dialed number on Cisco UBE and the Video Media Server.                                                                                                                          |
| Digit Match Pattern   | String | No       | True                 | True                 | None       | Pattern to use for matching incoming digit collection. Leave blank for no digit collection. Example: 600. Must be a valid pattern for Cisco IOS gateway. The Pattern format is same as the destination-pattern format used in IOS gateway dial-peers. |
| No-input Timeout      | String | No       | True                 | True                 | No timeout | Maximum time (seconds) to wait for caller input. Example: 15.                                                                                                                                                                                         |

**Note**

- If you enter the DTMF that do not match the configured pattern. It results in an automatic retry for digit collection, so unmatched patterns does not cause the video element to exit.
- If the intent is to explicitly trap no-matches, then you can collect any single digit and return to the application.

## Element Data

Element data is created *only* when the exit state is not set to *done*.

| Name       | Type   | Notes                            |
|------------|--------|----------------------------------|
| callerdtmf | String | The digit string value captured. |
| result     | String | Video call outcome.              |

## Exit States

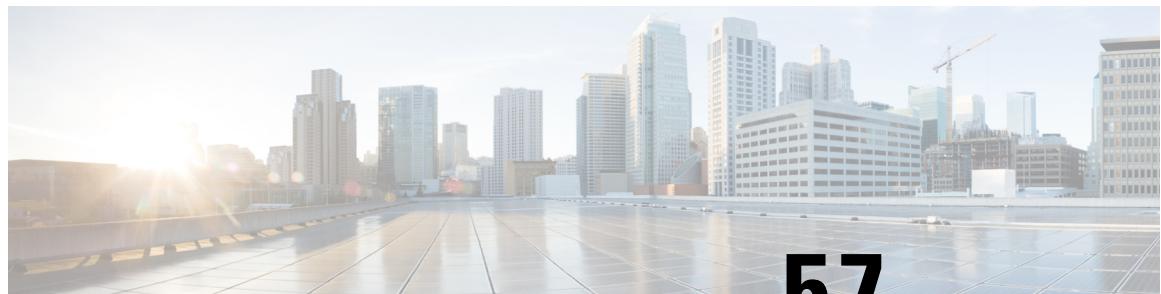
| State        | Description                                                                                            |
|--------------|--------------------------------------------------------------------------------------------------------|
| End_of_media | The Video played to completion and the video server gets disconnected.                                 |
| Caller_input | The Caller entered a DTMF string that matched the specified digit collection pattern.                  |
| No_input     | A digit collection pattern was specified, but no input was received before the input timeout occurred. |
| Error        | This exit state is used when an error occurs and for all other unexpected termination reasons.         |

## 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. |

## Others

|                       |                                          |
|-----------------------|------------------------------------------|
| Studio Element Folder | Video                                    |
| Class Name            | com.cisco.cvp.vxml.custelem.VideoConnect |



## CHAPTER 57

# Web Service

Along with Action and Decision elements, another way to perform backend interactions and obtain real-time data is via the Web Service element. This element leverages industry standards, such as the Web Service Definition Language (WSDL) for service definitions and SOAP for message encapsulation to provide simple, seamless interaction with remote web services.

Unlike one-off web service implementations using custom code, this element provides an intuitive graphical interface that dynamically adjusts to match each of your web services. It uses WSDL to discover required and optional settings, setting dependencies, and even valid enumerated values. Like other elements in @audiumstudio.field@, it ensures that the values you enter are of the right type, while still allowing the use of Substitution throughout.

Web Service elements provides a dynamic graphical interface for embedding web service interactions into the call flow.

This element is designed to work with the following technologies:

- WSDL 1.1 (using namespace <http://schemas.xmlsoap.org/wsdl/>)
  - Binding Styles
    - RPC/encoded
    - RPC/literal
    - Document/literal
    - Document/literal (wrapped)
- SOAP 1.1 encoding (using namespace <http://schemas.xmlsoap.org/soap/encoding/>)
  - Includes built-in support for 1-dimensional SOAP-encoded arrays that do not use href references for array items.
  - To parse n-dimensional SOAP-encoded arrays (where n is greater than 1) or href references in web service response messages, use the "Store Full Response XML" option and process the response with custom code.
- XML schemas (using namespace <http://www.w3.org/2001/XMLSchema>)
  - Includes built-in support for 1-dimensional arrays (that is, sequences).
  - To parse n-dimensional arrays (where n is greater than 1) in web service response messages, use the "Store Full Response XML" option and process the response with custom code.

**Exit States**

|             |                                                                                                                                                    |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Note</b> | The earlier application that contains Web Service element has to imported again to Call Studio latest version before deploying in new VXML server. |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------|

- [Exit States, on page 246](#)
- [Element Data, on page 246](#)
- [Settings, on page 247](#)
- [Configuring Request Parameters, on page 252](#)
- [Configuring Response Parameters, on page 253](#)

## Exit States

| Name                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| done                 | This exit state is followed when the web service was successfully invoked at runtime, and responded within the time specified in the "Connection Timeout" setting.                                                                                                                                                                                                                                                                |
| Java Exception-error | This exit state is followed when the element encounters any error at runtime. Some examples include a web service that cannot be reached, the web service taking too long (more than the value specified in the "Connection Timeout" setting) to respond, or receiving unexpected data from the service. If this exit state is followed, refer to the @audiumcallservices.field@ logs for additional information about the cause. |
| fault                | This exit state is only present when the loaded WSDL specifies a possible fault message for the selected operation. This exit state is followed when the web service is successfully contacted at runtime, but it responds with its fault message.                                                                                                                                                                                |

## Element Data

|              |                                                                                                                                                                                                      |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| response_xml | Only created if the "Store Full Response XML" checkbox has been checked. Holds the full XML response from the web service at runtime, for later processing by custom code or for debugging purposes. |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

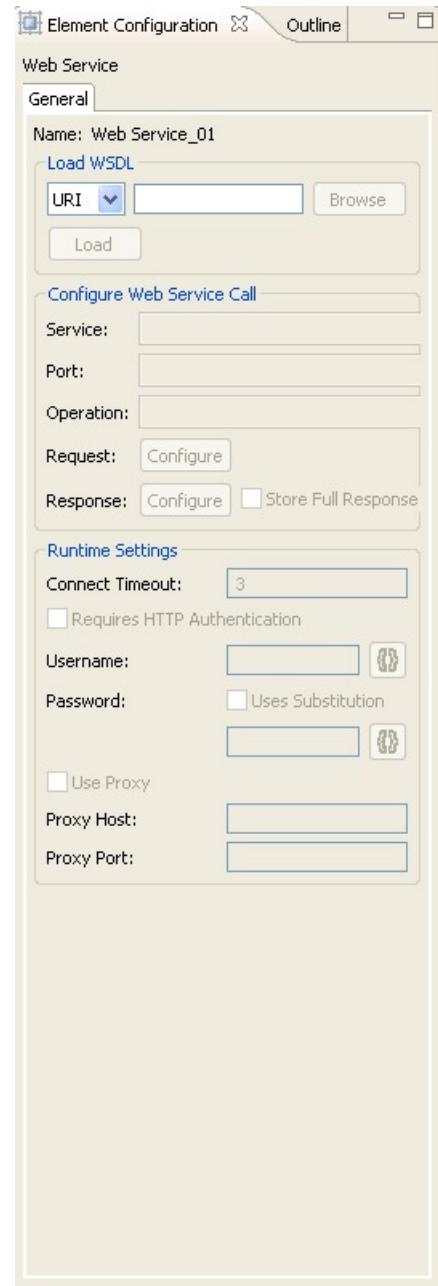


**Note** This element may also create numerous other element or session data variables (with user-specified names), depending on the settings specified in the "Configure Response Parameters" dialog.

# Settings

The Web Service element has just one Element Configuration tab, named "General". Refer to the image below and description of each setting for more information.

**Figure 1: Element Configuration Tab**



| Group     | Name          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Load WSDL | WSDL Location | In order for the Web Service element to be configurable, a WSDL file defining the desired web service must first be loaded. First, choose either "URI" or "File" from the drop-down, then either browse for a local file or enter a remote URI where the WSDL can be retrieved, the URI can be HTTP or HTTPS. Then, click the "Load" button to initiate @audiumstudio.field@'s download, caching, and parsing of the WSDL. Once WSDL is loaded, the other configuration options become available. |

| Group                      | Name                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configure Web Service Call | Service                 | This drop-down allows you to select which service you would like this element to invoke at runtime. Generally, WSDL files only define a single service so this list may have just one item. Each service's namespace is listed alongside it in parenthesis.                                                                                                                                                                                                 |
|                            | Port                    | This drop-down allows you to specify which port you would like to use to connect to the web service at runtime. Each port has a name, and may define completely different connection properties than other ports. Please refer to your web service's documentation, or the WSDL file, for information about what each port represents. Note that this port list is dependent on which service is selected, and so it will update as the service is changed. |
|                            | Operation               | This drop-down allows you to specify which operation you would like to run against the previously-selected service. Note that this operation list is dependent on which port is selected, and so it will update as the port is changed.                                                                                                                                                                                                                     |
|                            | Request                 | Click the "Configure" button next to the "Request" label to bring up the "Configure Request Parameters" dialog. Using that dialog, you can specify which values to send to the web service as inputs at runtime.                                                                                                                                                                                                                                            |
|                            | Response                | Click the "Configure" button next to the "Response" label to bring up the "Configure Response Parameters" dialog. Using that dialog, you can specify in which element or session data variable each potential return value from the web service should be stored at runtime.                                                                                                                                                                                |
|                            | Store Full Response XML |                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Group | Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |      | <p>Check this box if you would like the full XML response from the web service to be stored in element data at runtime, for later processing by your own custom code, or for debug purposes. Note that checking this box may be memory intensive if the response XML documents are large. Even if this checkbox has been selected, response parameter storage settings from the "Configure Response Parameter" dialog will still be used.</p> |

| Group            | Name                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Runtime Settings | Connect Timeout              | <p>This setting allows you to specify how many seconds @audiumcallservices.field@ should wait for the web service socket connection to get established at runtime, before timing-out and following the "error" exit state.</p> <p><b>Note</b> This is the tcp connect timeout (sun.net.client.defaultConnectTimeout) which specifies the timeout (in milliseconds) to establish the connection to the host. Depending on which service uses it (http or ftp), it is used for the connection set up and not for the read timeout.</p> |
|                  | Requires HTTP Authentication | Check this box if you would like HTTP authentication to be used when accessing the web service at runtime.                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                  | Username                     | Only available if the "Requires HTTP Authentication" checkbox has been selected. This field allows you to specify the username to use for HTTP authentication when accessing the web service at runtime.                                                                                                                                                                                                                                                                                                                             |
|                  | Password                     | Only available if the "Requires HTTP Authentication" checkbox has been selected. This field allows you to specify the password to use for HTTP authentication when accessing the web service at runtime.                                                                                                                                                                                                                                                                                                                             |
|                  | Use Proxy                    | Check this box if you would like a proxy to be used when accessing the web service at runtime.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                  | Proxy Host                   | Only available if the "Use Proxy" checkbox has been selected. This field allows you to specify the proxy host to use to access the web service at runtime.                                                                                                                                                                                                                                                                                                                                                                           |
|                  | Proxy Port                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Group | Name | Description                                                                                                                                                |
|-------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |      | Only available if the "Use Proxy" checkbox has been selected. This field allows you to specify the proxy port to use to access the web service at runtime. |

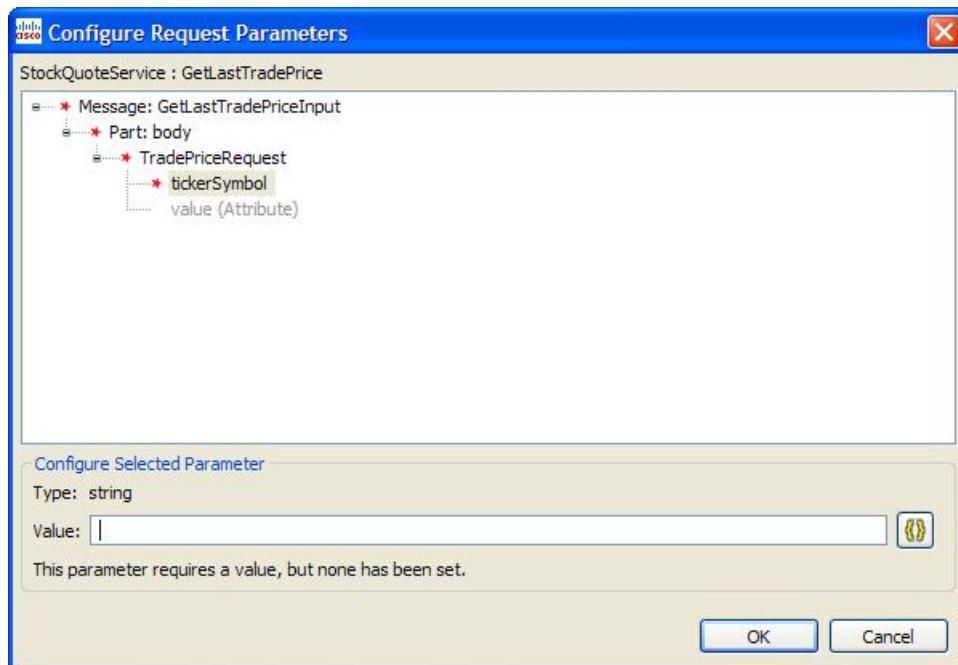
## Configuring Request Parameters



**Note** Unified CVP Call Studio does not support SOAP Encode Schema. For all request and response parameters use the XMLSchema namespace format as listed in the [XML Schema document](#).

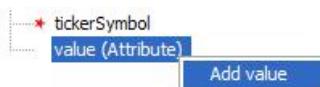
When the "Configure" button for Request Parameters is clicked, the following dialog is displayed:

**Figure 2: Configure Request Parameters**



Its contents are pre-populated with parameters that the loaded WSDL specifies. These parameters are displayed in a tree format, and use the same symbols for required and repeatable that the settings of other elements use. If a setting is optional it is greyed-out by default (like "value" in the image above), and can be added by right-clicking on it and choosing "Add PARAM\_NAME":

**Figure 3: Add Parameter**



Each parameter has a type, such as string, integer, or float. Some parameters cannot hold a value (they will show "N/A" as their type), because they are intended to either only contain child parameters, or to act as markers. An example of a marker parameter might be "disable\_logging"; if it is defined, then no logging will be performed on the service end. Only variables with a type can hold a value. The value you enter will be validated as you type it (a warning message may be displayed below the value field), and also when you validate the entire project before deploying.

If a setting is repeatable it will have its index in the list in brackets, such as the "item" parameter in the following example:

**Figure 4: Repeatable Parameters**



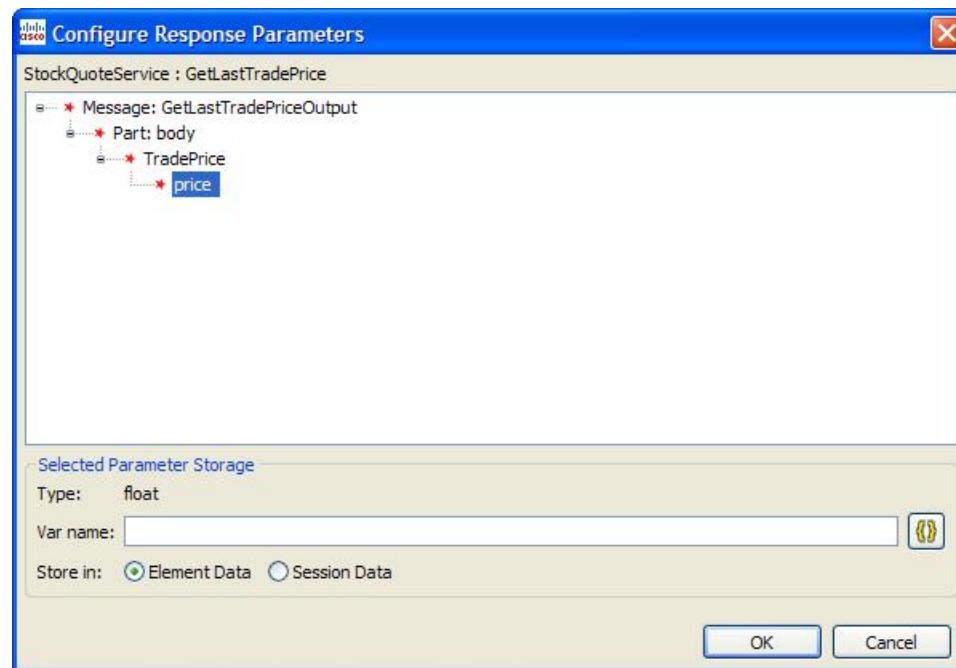
You can add additional parameters to the list by right-clicking on any list item and choosing "Add PARAM\_NAME". To remove a parameter from the list, right-click on it and choose "Delete PARAM\_NAME". This same functionality can be used to disable (gray-out) an optional parameter, regardless of whether it is repeatable or not.

Similar to element settings, all required parameters must be configured with a value in order for the voice application project to pass validation.

## Configuring Response Parameters

Response parameters (data sent back by a web service) are handled in much the same way as request parameters. The "Configure Request Parameters" dialog is also tree-based, and it allows for parameters to be added or deleted as desired.

**Figure 5: Configure Response Parameters**



## Configuring Response Parameters

However, there are a few differences. First, you must specify whether each parameter should be stored in Element or Session data. Additionally, the text input field is used to specify the variable name to create, rather than a value to pass to the service.

No type-checking is performed in this dialog; the response parameter type is listed only for convenience.

The most significant difference between this dialog and the "Configure Request Parameters" dialog is that parameters marked as required do not need to be configured. Any parameter not configured in this dialog will simply not be stored in element or session data at runtime; if it is present in the web service's response, it will be ignored.



## CHAPTER 58

# WxM PCS

The `wxm PCS` element can be used to engage Post Call Survey with Webex Experience Management. The `wxm PCS` element is located under the `wxm` group in the `Call Studio Elements`. This element is an extension of the `Form` element and connects with Webex Experience Management to play the configured survey questions through VVB.

- [Settings, on page 255](#)
- [Element Data, on page 256](#)
- [Exit States, on page 256](#)
- [Audio Group, on page 257](#)
- [Custom Prefills, on page 257](#)
- [Folder and Class Information, on page 258](#)
- [Events, on page 258](#)

## Settings

| Name (Label)      | Type         | Req'd | Single Setting Value | Substitution Allowed | Default | Notes                                                                                                                                                                                                                                                                      |
|-------------------|--------------|-------|----------------------|----------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NoInput Timeout   | string       | Yes   | true                 | true                 | 5s      | The maximum time length 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 300ms (for milliseconds). Default = 5s. |
| Max NoInput Count | int $\geq 0$ | Yes   | true                 | true                 | 3       | The maximum number of noinput events allowed during input capture. Possible values int > 0. 0 = infinite noinputs allowed.                                                                                                                                                 |
| Max NoMatch Count | int $\geq 0$ | Yes   | true                 | true                 | 3       | The maximum number of nomatch events allowed during input capture. Possible values int > 0. 0 = infinite match allowed.                                                                                                                                                    |

**Element Data**

|                |         |     |      |      |       |                                                                                                                                                       |
|----------------|---------|-----|------|------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Survey Name    | string  | No  | true | Yes  |       | WxM survey name to be played as a part of Post Call Survey. If this field is empty, its value is retrieved from ICM.                                  |
| Survey Token   | string  | No  | true | Yes  |       | WxM survey taken required to submit survey back to WxM. If this field is empty, it will be retrieved from WxM through api call.                       |
| Auth Token     | string  | No  | true | true |       | WXM auth token. If the field is empty, auth token would be retrieved from WXM auth token API call.                                                    |
| Barge In       | boolean | Yes | true | true | true  | If the value is true then barge in is allowed.                                                                                                        |
| Secure Logging | boolean | Yes | true | true | false | Whether or not to enable logging of potentially sensitive data of the element. If set to true, the element's potentially sensitive data will not log. |

**Element Data**

| Name  | Type   | Notes                                                                                           |
|-------|--------|-------------------------------------------------------------------------------------------------|
| value | string | This field holds the questions and answers along with prefills in JSON format submitted to WXM. |

**Exit States**

| Name        | Notes                                                                                                       |
|-------------|-------------------------------------------------------------------------------------------------------------|
| done        | This state is returned after getting DTMF response for all the questions successfully.                      |
| max_noinput | The maximum number of noinput events occurred. If the noinput max count is 0, this exit state never occurs. |
| max_nomatch | The maximum number of nomatch events occurred. If the nomatch max count is 0, this exit state never occurs. |

# Audio Group

## Form Data Capture

| Name (Label)                  | Required | Max1 | Notes                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------|----------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| noinput_audio_group (NoInput) | No       | No   | <p>Played when a NoInput event occurs.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>1. If noinput_audio_group is not configured, question text is played to the user for configured number of times (Max NoInput Count).</li> <li>2. If noinput_audio_group is configured, question text is not played if no input event occurs. Only the prompt in noinput_audio_group will be played.</li> </ul> |
| nomatch_audio_group (NoMatch) | No       | No   | <p>Played when a nomatch event occurs.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>1. If nomatch_audio_group is not configured, question text is played to the user for configured number of times (Max NoMatch Count).</li> <li>2. If nomatch_audio_group is configured, question text is not played if no match event occurs. Only the prompt in nomatch_audio_group will be played.</li> </ul> |

## Custom Prefills

The following Custom Prefills can be added from the Call Studio as element data in Data tab:

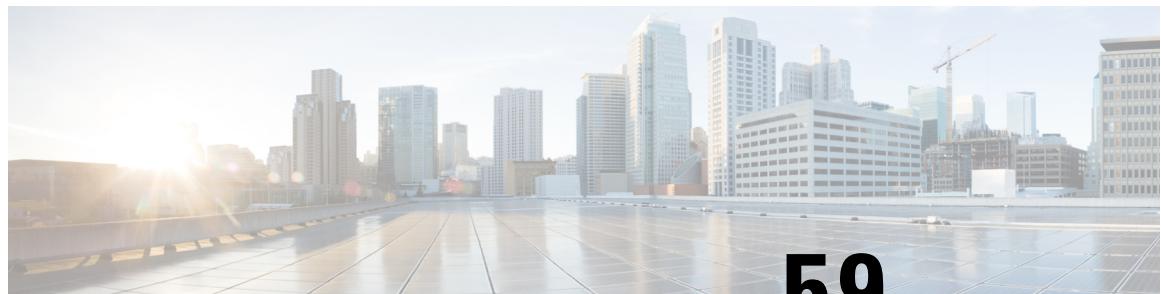
| Name   | Value                          | Substitution Allowed | Default |
|--------|--------------------------------|----------------------|---------|
| Name   | Prefills tag from Cloud Cherry | No                   | empty   |
| Value  | Value of the prefill           | Yes                  | empty   |
| Type   | Data type of the value         | No                   | String  |
| Create |                                | No                   | Before  |

# Folder and Class Information

| Studio Element Folder Name | Class Name                          |
|----------------------------|-------------------------------------|
| Form                       | com.audium.server.voiceElement.form |

## Events

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



# CHAPTER 59

## Yes\_No\_Menu

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- [Settings, on page 259](#)
- [Element Data, on page 260](#)
- [Exit States, on page 260](#)
- [Audio Groups, on page 261](#)
- [Folder and Class Information, on page 261](#)
- [Events, on page 261](#)

## Settings

The `Yes_No_Menu` voice element presents a yes/no menu. It can be configured to accept DTMF entry (1 for yes and 2 for no) or spoken input (*yes* or *no* and other synonymous utterances, however this is dependent on the voice browser). There is an optional feature that allows the word *replay* to be spoken (or DTMF button 3) that replays the `initial_audio_group`. The voice element uses the browser specific VoiceXML builtin grammar for the boolean field type. A separate exit state exists for the yes and no choices (there is no exit state for replay since running of dialog is still within the confines of the voice element).

| Name (Label)                             | Type         | Req'd | Single Setting Value | Sub. Allowed | Default | Notes                                                                                                                                                                  |
|------------------------------------------|--------------|-------|----------------------|--------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| max_noinput_count<br>(Max NoInput Count) | int $\geq 0$ | Yes   | true                 | true         | 3       | 0 = infinite noinputs allowed.                                                                                                                                         |
| max_nomatch_count<br>(Max NoMatch Count) | int $\geq 0$ | Yes   | true                 | true         | 3       | 0 = infinite nomatches allowed.                                                                                                                                        |
| inputmode<br>(Input Mode)                | string enum  | Yes   | true                 | false        | both    | The type of entry allowed for input (using speech recognition, DTMF entry, or both). Possible values are: <code>voice</code>   <code>dtmf</code>   <code>both</code> . |
| replay<br>(Replay)                       | boolean      | Yes   | true                 | true         | false   | True adds a <i>replay</i> option which replays the initial prompt.                                                                                                     |

|                                        |                        |     |      |      |       |                                                                                                                                                                                                                                                                      |
|----------------------------------------|------------------------|-----|------|------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |
| confidence_level<br>(Confidence Level) | decimal<br>(0.0 – 1.0) | Yes | true | true | 0.50  | The confidence level threshold to use.                                                                                                                                                                                                                               |
| modal<br>(Disable Hotlinks)            | boolean                | Yes | true | true | false | Whether or not to temporarily disable all hotlink grammars (global or local) and universal grammars. If set to true, only the boolean builtin grammar will be enabled for the duration of the element. Otherwise all active grammars will be enabled.                |

## Element Data

| Name             | Type   | Notes                                                                     |
|------------------|--------|---------------------------------------------------------------------------|
| value            | string | This is the value chosen by the caller. Can be: <i>yes</i> or <i>no</i> . |
| value_confidence | float  | This is the confidence value of the utterance.                            |

## 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. |
| yes         | The utterance was recognized as <i>yes</i> .                                                                        |
| no          | The utterance was recognized as <i>no</i> .                                                                         |



**Note** The replay option, when activated, resets all the event counts (noinput and nomatch).

# Audio Groups

## Yes / No Capture

| Name (Label)                     | Req'd | Max1 | Notes                                                                                                  |
|----------------------------------|-------|------|--------------------------------------------------------------------------------------------------------|
| initial_audio_group<br>(Initial) | Yes   | Yes  | Played when the voice element first begins.                                                            |
| nomatch_audio_group<br>(NoMatch) | No    | No   | Played when a nomatch event occurs.                                                                    |
| noinput_audio_group<br>(NoInput) | No    | No   | Played when a noinput event occurs.                                                                    |
| help_audio_group<br>(Help)       | No    | No   | Played when the caller asks for help. If not specified, help is treated as a nomatch event by default. |

## End

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

## Folder and Class Information

| Studio Element Folder Name | Class Name                                     |
|----------------------------|------------------------------------------------|
| Menu                       | com.audium.server.voiceElement.menu.MYesNoMenu |

## 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. |





# CHAPTER 60

## Throw

The Throw functionality is part of event handler feature. The `Throw` element is used to raise a custom exception when running a call flow. It can be used in a main flow or in a subflow. The `Throw` element is used to throw recently caught Java Exceptions, VXML Exception or user defined custom exceptions.

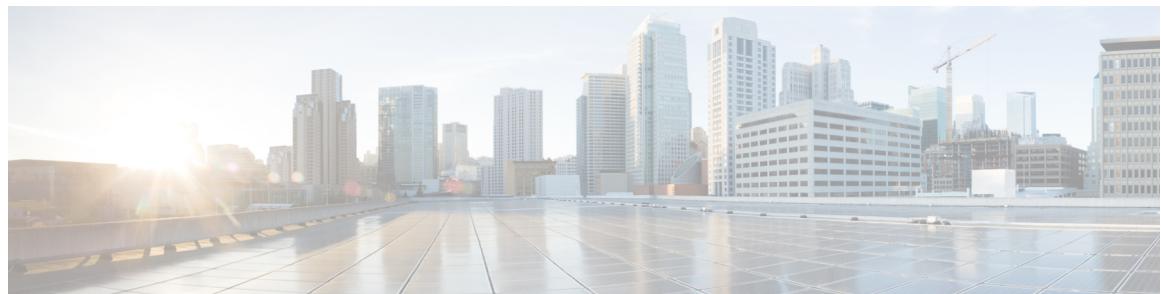
Example, `com.audium.MyException`

- [General, on page 263](#)

## General

| Name (Label)                                      | Type   | Req'd | Default | Notes                                                                                                                                                                                                     |
|---------------------------------------------------|--------|-------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Event Code*                                       | String | Yes   |         | This is a mandatory field to be filled if you are using the Throw element in the call flow. You can define the name of the custom event or exception in this field.                                       |
| Message                                           | String | Yes   |         | You can enter custom exception message and create a substitution tag in this field. For example, {Data.Session.lastException.message}.                                                                    |
|                                                   |        |       |         |                                                                                                                                                                                                           |
| Custom Field1<br>Custom Field 2<br>Custom Field 3 | String | Yes   |         | You can enter the value in this field from the substitutions tag, the last exception session variable will be used for the same. The last exception session variable will hold the last thrown exception. |





## INDEX

### A

Application\_Modifier **19**  
defined **19**

### C

Counter **25**  
action element defined **25**  
courtesy callback **39**  
set up defaults **39**  
Currency element **49**  
defined with use of different grammars **49**  
CVP Subdialog Return **61**  
when to use and exception **61**  
CVP Subdialog Start **63**  
when it must be used **63**

### D

Database element **65**  
four types of commands **65**  
Digits element **101**  
capture a string of numbers **101**

### F

Form element **119**  
purpose and multiple grammars possible **119**

### J

JNDI Database connections **68**  
how to create in Tomcat **68**

### M

Math element **146**  
list of operators and functions **146**  
Menu Support element **151**  
described **151**

### N

Numbers element **157**  
different from digits **157**

### P

Phone element **169**  
capture a phone number **169**

### R

Record element **191**  
record a caller's voice input **191**  
ReqICMLLabel **213**  
purpose **213**

### S

Subdialog Invoke **217**  
purpose **217**  
Subdialog Return **219**  
only time it should be used **219**  
Subdialog Start **221**  
only time it should be used **221**

### T

Time element **223**  
capture time input from a caller **223**  
Tomcat **68**  
JNDI database connection **68**  
creating **68**  
Transfer element **239**  
call transfer to a specific number **239**

### V

VideoConnect **243**  
Voice input **191**  
use Record element **191**

**Y**

Yes\_No\_Menu [259](#)

Yes\_No\_Menu (*continued*)  
how it is used [259](#)