TECHNICAL MEMORANDUM

1. Introduction

PEC DialSaver is a bulletproof solution for mass dialing. Where Admin create schedule and upload Phone number in the form of Microsoft Access Database, where date time matches system automatically starts dialing and dials until all the number not finished.

This featured introduced here where Admin wants all the Dialing Status of all phone number in Database automatically reset to open when dialing completed for a particular schedule.
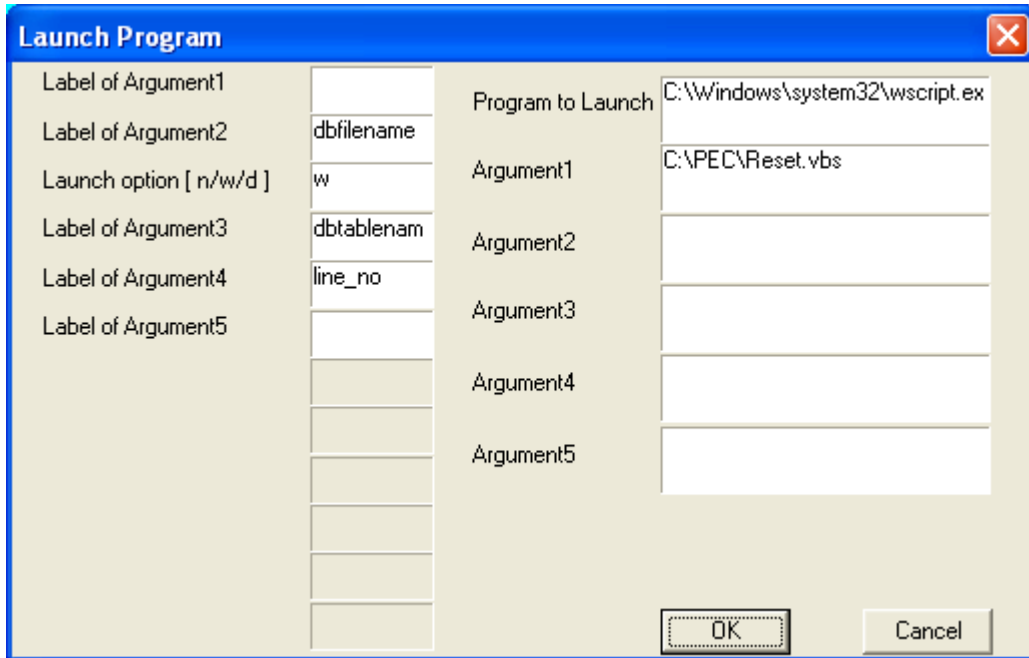
2. Perquisites

1. PEC DialSaver Standard Installation.
2. DialSaver IVR.ivr, IVR.obj & IVR.dbg file in C:\PEC\Dialout Folder.
3. IVRDLL.dll file in C:\PEC Directory
4. Visual Basic Script File Reset.vbs should be in C:\PEC\ Folder.
5. Schedule Dialout Tries Should be set to 1 Tries (NOT Until Connect).

3. How this feature work.

DialSaver IVR Call the Reset.vbs file when all the number are finished. This reset.vbs file take 3 command line argument (Database file Name, Table Name, Line No.) and maintain a flag mechanism so that multiple lines cannot call the Reset.vbs at the same time. The flag file extension is .flag and located in C:\PEC\ directory.

To call the Visual Basic Script file, Insight IVR uses Windows WSCript.exe file which is located in System32 Folder. This path can be edited by going to the line no 110 of IVR.ivr file. The default value of this parameter is : C:\Windows\system32\wscript.exe

As the following screen shot, here the actual Script File is called with the given command line argument :

Launch Program

Label of Argument1		Program to Launch	C:\Windows\system32\wscript.ex
Label of Argument2	dbfilename		
Launch option [n/w/d]	w	Argument1	C:\PEC\Reset.vbs
Label of Argument3	dbtablenam	Argument2	
Label of Argument4	line_no	Argument3	
Label of Argument5		Argument4	
		Argument5	

OK   Cancel

4. Logs and Reports.

Reset.vbs file update **Reset_Log.log** file every time which is located in C:\PEC directory. The content of this log file is as following:

This contents
1. Date & Time of when Reset.vbs Called.
2. [L=##] Line number which called the Reset.vbs
3. Before reset, this script generates the summary of dialed data and save this information in log file which appeared in Report Summary Section.

```
17/Dec/2010 18:5:32 [L=11] [STARTING_RESET_PROCESS] START
17/Dec/2010 18:5:32 [L=11] [DATABASE_FILE_NAME]
C:\Databases\List_Area732_Part1_06.Mdb
17/Dec/2010 18:5:32 [L=11] [TABLE_NAME] CALLS
17/Dec/2010 18:5:32 [L=11] [Connect To Database] Connected
17/Dec/2010 18:5:32 [L=11] [Executing Summary SQL : ] Select
CALL_STATUS, COUNT(*) From CALLS Group By CALL_STATUS ORDER By
CALL_STATUS
17/Dec/2010 18:5:33 [L=11] [Report Summary : ] Call Report before Reset
                ANSMACH     9046
                CONNECT     5392
                DIALING     8
                FAX    212
                INTERCEPT   16629
                OPEN  3681
                REDIAL      30144

                Total : 65112
17/Dec/2010 18:5:33 [L=11] [Reset Database] Start Reset
```

```
17/Dec/2010 18:5:33 [L=11] [Create SQL] Execute SQL : Update CALLS Set
CALL_STATUS = 'OPEN', CALL_DATE = '', CALL_TIME = ''
17/Dec/2010 18:5:37 [L=11] [Close Connection] Closing
17/Dec/2010 18:5:37 [L=11] [Database Reset DONE] Reset Completed
```

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