

Subject: Handling of incoming calls by
Outdial Mailbox Type

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April 1, 2005
Document No. 2005-0089
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TECHNICAL MEMORANDUM

Purpose

To answer the incoming calls in **Dial Out** type mailboxes by specified IVR. (“**O**” Type box supersedes the “**E**” type box).

Procedure

To configure this feature

1. Open the Box setup, access the desired mailbox, for example AAA1 (Dial Out Mailbox, in case of a system with mboxsize = 4) .
2. Set Type to “**O**” (to enable Dial outs), set the appropriate IVR File Path.
3. Set Options to “**I**” (enable incoming requests to be handled by the same IVR Application.
4. Click “**F10**” to save the Mailbox setup.
5. Open the designated IVR Application in the Application Generator Screen.
6. In the first line, have a “*Get Line#*” Command Block.
7. Click the “*Get Line#*” Command Block, select option “*Get number of Active Lines*”, set Option = “**call_rcv**”.
8. Click “**Ok**”.
9. Corresponding Label to the “*Get Line#*” Command Block will be designated as “**OUT_BOUND**” or “**IN_BOUND**”, depending upon the Source of activation of the IVR Application.
10. This label allows the software to differentiate an Inbound call from an outbound call.
11. Save the IVR Application and compile.

Applicable Since

This functionality needs to be requested while compilation of the VoiceSaver platform, and it would be present only in executables with later than April 01st 2005.