

# Compunetix Voice Prompts & Customization Installation Verification Checklist

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Installation Engineer: \_\_\_\_\_

Installation Engineer  
Signature: \_\_\_\_\_

Installation Pictures taken (unless prohibited by customer)

## System Components

The customer's system consists of the following components:

### Required Test Equipment

- CONTEX Summit or Summit Olympus
- Maintenance Client (MC)
- Windows Operator Client (WOC)
- Third-party audio application or professionally recorded messages

## Installation Test Procedures

FEATURE	RESULT
<b>1 Upload Voice Prompts</b>	
<p><b>1.1 MC Audio Window</b></p> <p>Open the Audio window in the Maintenance Client. In the <i>Local Files</i> section, navigate to the folder containing new prompt messages. In the <i>Bridge Messages</i> section, select Standard Messages and the preferred CIVR Mode and Language. Ensure that the branded prompts are available in the Local Files and are the appropriate .WAV files.</p> <p><b>Comments:</b></p>	<input type="checkbox"/> <b>Pass</b> <input type="checkbox"/> <b>Fail</b>
<p><b>1.2 Upload Standard Messages</b></p> <p>Use the drag &amp; drop feature to assign local files to system messages. Check that the <i>Local File Assignment</i> field shows the folder location of the new files. Highlight the messages with Local File Assignments and click the <b>Update Changes</b> button. Verify that the bridge message status changes to converting to sending to present.</p> <p><b>Comments:</b></p>	<input type="checkbox"/> <b>Pass</b> <input type="checkbox"/> <b>Fail</b>

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### 1.3 Verify Messages

In the MC Ports/Parties window, set a port as an operator and call out to connect the phone line. You will use this line to listen to prompts.

In the Audio window, highlight an uploaded message and click the **Play Message** button. In the Message Player 1 window, click the Play button. Listen to the operator phone and verify that the uploaded message plays and is in the correct assignment.

Call parties into a conference set for the desired CIVR Mode and Language. Verify that the new messages play to the callers.

Repeat steps 1.2 and 1.3 for each set of CIVR Mode and Language that will be used.

#### **Comments:**

- Pass**
- Fail**

<p><b>1.4 Upload Custom Messages</b></p> <p>Note: Custom Messages can be uploaded and played from the MC or WOC.</p> <p>In the Bridge Messages section of the Audio window, select Custom Messages from the Message Type drop down menu. Click the <b>New Custom Message</b> button. In the Add New Custom Message window, enter a Message Label and Message Description, and click OK to save and Yes to confirm. Verify that the new message is listed in the Custom Message list with the status <i>Missing</i>.</p> <p>Use the drag &amp; drop feature to assign a local file to the new custom message. Verify that a Local File Assignment is shown. Select the custom message and click the <b>Upload Changes</b> button. Verify that the bridge message status changes to converting to sending to present.</p> <p><b>Comments:</b></p>	<p><input type="checkbox"/> <b>Pass</b></p> <p><input type="checkbox"/> <b>Fail</b></p>
<p><b>1.5 Verify Messages</b></p> <p>Use the MC Operator phone to play the new custom messages (see instructions in 1.2). Verify that the messages uploaded correctly.</p> <p><b>Comments:</b></p>	<p><input type="checkbox"/> <b>Pass</b></p> <p><input type="checkbox"/> <b>Fail</b></p>

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## **2 Audio Branding**

### **2.1 Assign Passcode Confirmation**

In the WOC, open the Unattended Directory and create a new passcode conference with required fields. (Alternate: Use the Passcode Server to create a new passcode conference.) In the Message field for Host and Guest, select a Custom Message from step 1.3. Save the new conference.

Call in a Host and Guest into the new conference. Verify that both parties hear the custom message after they enter their passcode, instead of Standard Messages 001 or 148.

#### **Comments:**

- Pass**
- Fail**

<p><b>2.2 Assign DNIS Greeting</b></p> <p>In the WOC, open the DNIS directory and open or create a DNIS entry. (Alternate: Use the Passcode Server to create a new DNIS entry.) In the DNIS/DID String Configuration window, select the Answer or passcode override. Verify that the Message Override drop down menu becomes active. Select a Custom Message from step 1.3. Save the new DNIS.</p> <p>Call into the new DNIS. Verify that the caller hears the custom message instead of the default operator or passcode greeting.</p> <p><b>Comments:</b></p>	<input type="checkbox"/> <b>Pass</b> <input type="checkbox"/> <b>Fail</b>
<p><b>2.3 Assign DNIS Language</b></p> <p>In the WOC, open the DNIS directory and open or create a DNIS entry. (Alternate: Use the Passcode Server to create a new DNIS entry.) In the DNIS/DID String Configuration window, select the Answer or passcode override. Verify that the Language Override drop down menu becomes active. Select a Language Set and save the new DNIS.</p> <p>Call into the new DNIS. Verify that the caller hears the message prompts for the specified language set instead of the default operator or passcode greeting.</p> <p><b>Comments:</b></p>	<input type="checkbox"/> <b>Pass</b> <input type="checkbox"/> <b>Fail</b>

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**2.4 DNIS Description in Answer Window**

Assign a DNIS Description to a new DNIS or DNIS used in steps 2.2 or 2.4. Call into the Summit using the DNIS, pressing \*0 to reach the Operator Greeting (if necessary). Open the WOC Answer Window. The calling party should be listed in the Incoming Queue.

If WOC.ini variable DISPLAY\_DNIS\_DESCRIPTION~1, the party will be listed with the DNIS Description visible. If the variable is set to 0, the DNIS Description will be visible at the bottom of the Answer window. Verify that the DNIS Description is visible in either location.

This feature allows operators to greet incoming callers with brand-specific greetings when answering incoming callers.

**Comments:**

- Pass**
- Fail**