

CALLMaster Multi-Lingual Processing.

CALLMaster can support applications in multiple languages as defined and set-up by the system administrator. Callers can then be given the option to select the language from the defined language set. The language set has to be defined in the System Parameters, the multi-lingual recording need to be made and the caller's language selection needs to be processed via Audiotex CallBasic scripts

Language Set Definition

- 1) Use the "Phone System Model" field in the System Parameters to define the default language and set flags for the other languages to be used. Set the flags as follow:
 - a) LNGDEF# - where # represents the default language. The default language is the language that CALLMaster uses to start the call.
Note: LNG0 is always English
 - b) LNG#XXX where
 - # is the language id. This number corresponds to the variable languageid set in an Audiotex module to denote language selected by the caller.
 - XXX is a 3 digit language code. This corresponds to the recording folder for Prompts and Greetings.

Language Selection

Variable languageid must be set in an Audiotex script to the language id selected by the caller. If using CALLMaster in Voice Mail and Attendant mode, the application needs to start in Audiotex mode using a script to set the languageid variable to the language selected by the caller.

Multi-lingual Recordings

- 1) Multilingual prompts need to be recorded. The prompts would be located in the CALLMaster\PMT\<XXX> folder where <XXX> corresponds to the 3 digit language code used to define the language in the System Parameters. Language Id 0 is the language whose prompts will be in the CALLMaster\PMT folder.
- 2) Audiotex Module recording and Mailbox greeting for multi-lingual applications would also need to set up in sub-folders with the language code. E.g. CALLMaster\GRT\<XXX> folder where <XXX> corresponds to the 3 digit language code used to define the language in the System Parameters.
- 3) To make recording:
 - a) Log in as the system administrator
 - b) Select * to access the Administrator's menu
 - c) Select option 7 to record prompts and 8 to record Audiotex modules
 - d) The system will then announce the current language id (Prompt 392 "the language id is ...") and then asks you to "Press 1 to change the language id". Enter 1 if you wish to change the language id. When CALLMaster prompts you to "enter the language id", enter the Language ID number corresponding to the language definition in System Parameters. If you do not wish to change the language id then do not enter any key. Follow system prompts to enter the audiotex module number or prompt number followed by the * key to make recording in the language selected.

Multi-lingual Example

Caller will be asked to enter 1 for English, 2 for Spanish and 3 for Italian
CALLMaster will start in English.

Set System Parameter “Phone System Model” field as follows:

LNGDEF0 LNG1SPN LNG2ITL

PMT folder should have the following structure:

CALLMaster\PMT\

0 – 11 - folders containing English prompts shipped with CALLMaster

SPN\ - create this folder to contain Spanish prompts. Sub-folders will be created for the prompts recorded in Spanish

ITL\ - create this folder to contain Italian prompts. Sub-folders will be created for the prompts recorded in Italian

GRT folder should have the following structure:

CALLMaster\GRT\

folders will be created for Audiotex recordings and Mailbox Greetings made in English.

SPN – create folder for Audiotex recordings and Mailbox Greetings made in Spanish

ITL -- create folder for Audiotex recordings and Mailbox Greetings made in Italian

Processing

- ❖ Start ports in Audiotex Mode
- ❖ Starting Audiotex Module should:
 - play message instructing caller to select language
 - “Press 1 for English, 2 for Spanish, or 3 for Italian”
 - execute script setting languageid variable
 - If caller selected 1 then languageid = 0
 - If caller selected 2 then languageid = 1
 - If caller selected 3 then languageid = 2
 - Have action set as desired
 - To Voice Mail if CALLMaster used for messaging
 - To Attendant if CALLMaster used for call routing
 - To Default Key if CALLMaster used for IVR