

CMG Speech System Settings Maintenance Guide

SEPTEMBER 2017

VIRTUAL RECEPTION



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September 2017

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1 OVERVIEW

The CMG Speech system has latches controlling different aspects of the system's behavior. Latches are configured on a User Group level, enabling different behavior in different groups. Some latches apply only to particular applications, whereas others apply to all applications.

This document describes all latches in different categories in CMG Speech. Setting names, possible values and how the setting affects the system behavior are described.

Most settings can be configured using **CMG Speech CM**, with the exception of hidden settings. Hidden settings are listed written in *italic* within parenthesis.

Note: It is possible that the system doesn't display all settings. The ones displayed are the ones applicable to the current system configuration, for example the installed applications.

2 USER GROUP - GENERAL SETTINGS

2.1 GENERAL

General settings are general to the CMG Speech system.

Name	Value type	Allowed values (default)	Description
LogFilesLingerDays	Int	Any (30)	The numbers of days that log files linger in the system before getting removed by the File Manager service.
LogFilesRemoveEmpty Fld	Bool	1 or 0 (0=false)	This setting defines whether or not empty folders under the log directory are removed.
(SystemIdentifier)	Text	(CMG Speech)	The identifier used for the CMG Speech system, for example logged as sender when the system sends messages through the CMG Message table.

2.2 TELEPHONY

Telephony settings control how the system interacts with its telephony environment. These settings are divided into the following sub categories:

- Transfers
- Prefixes
- Call Control

2.2.1 TRANSFERS

Name	Value type	Allowed values (default)	Description
AllTransfersBlind	Bool	1 or 0 (0=false)	<p>Blind transfer means that the call is immediately redirected to the target number.</p> <p>The system cannot monitor the progress of a blind transfer, which means that a caller may be transferred to a busy or unavailable number, and hear the corresponding tones/indication first-hand.</p> <p>The opposite is a supervised transfer, when CMG Speech parks the caller and places an outbound call to the transfer target, and only connects the two if the target can be successfully reached. This approach has</p>

			<p>the drawback that while being parked, the caller doesn't get any information about the progress of the call.</p> <p>Set to 1 if all transfers performed by the system should be blind.</p>
BlindTranDelayExt	Int	Seconds (0)	<p>When transferring a call blindly to an external target:</p> <p>If CMG Speech hangs up before the call manager (called PBX in this document) has completed the outgoing call, the PBX will consider the outgoing call abandoned and it gets bounced back to the sender (CMG Speech). This can be avoided by defining the delay of the CMG Speech's call release X seconds.</p>
BlindTranDelayInt	Int	Seconds (0)	<p>When transferring a call blindly to an internal target:</p> <p>If CMG Speech hangs up before the PBX has completed the outgoing call, the PBX will consider the outgoing call abandoned and it gets bounced back to the sender (CMG Speech). To avoid this, use this setting to delay the CMG Speech's call release X seconds.</p>
BlindTranDelayNetGrp	Int	Seconds (0)	<p>When transferring a call blindly to an internal target situated on another PBX:</p> <p>If CMG Speech hangs up before the PBX has completed the outgoing call, the PBX will consider the outgoing call abandoned it gets bounced back to the sender (CMG Speech). To avoid this, use this setting to delay the CMG Speech's call release X seconds.</p>
NoAnswerTimeout	Int	Seconds (30)	<p>When transferring a call with supervised mode, this is the amount of seconds that pass without answer before we conclude there was no answer.</p>
NoAnswerTimeoutExt	Int	Seconds (30)	<p>Concerns transfers to external numbers. When transferring a call with supervised mode, this is the amount of seconds that pass without answer before we conclude there was no answer.</p>
NoAnswerTimeoutMob	Int	Seconds (30)	<p>Concerns transfers to mobile numbers. When transferring a call with supervised mode, this is the amount of seconds that pass without answer before we conclude there was no answer.</p>

OpGrpNbrTimeout	Int	Seconds (120)	When transferring a call to the switchboard, and using several transit numbers, they should be “set off” in the transfer table. If this is not done, we will still consider a transit number OK to use after these many seconds.
PBXBlindTransfer	Bool	1 or 0 (0=false)	Whether or not transfers to the operators should be made blindly or supervised; for a description on blind and supervised transfers, please refer to the setting AllTransfersBlind under Telephony settings .
PBXTranFictiveANbrs	Text	(empty string)	Sometimes fictive ANumbers that the PBX can monitor are needed to enable the switchboard operators to see who was called. When this is required, enter all fictive ANumbers in this field, separated by comma.

2.2.2 PREFIXES

Name	Value type	Allowed values (default)	Description
BusyPrefix	Text	(empty string)	Incoming calls to numbers starting with a BusyPrefix will be considered as of the reason BUSY. If for example 774949 is the called number and BusyPrefix is 77, the call is handled as a busy-call to extension 4949. To add multiple prefixes, separate with comma.
GeneralPrefix	Text	(empty string)	For all inbound calls to numbers starting with a GeneralPrefix, the prefix will be removed before resolving the called number. To add multiple prefixes, separate with comma.
InternalNumberPrefix	Text	(empty string)	Regardless of the length of a number, it will be considered internal if it starts with this prefix. Multiple prefixes are separated with comma.
NoAnswerPrefix	Text	(empty string)	Incoming calls to numbers starting with NoAnswerPrefix are interpreted as of reason NO ANSWER. If for example 884949 is the called number and NoAnswerPrefix is 88, the call is handled as if 4949 did not answer. To add multiple

			prefixes, separate with comma.
OpBreakThroughPrefixes	Text	(empty string)	<p>Only applicable for Sopho platforms. This prefix indicates that the call comes from the switchboard, and that it should be allowed to break-through on a referred extension.</p> <p>Note: This requires an individual B-number, executing a special application – an extension of CMG Speech.</p>
VirtualCallPrefix	Text	“v” or empty string (v)	<p>Concerns break-through calls from operator on Sopho installations only. Shall be set to a v.</p> <p>When an operator uses a CMG Speech adaptation (the Break-through application) to place a call to a diverted phone, the prefix stated here can be used to initially set up a virtual call to check line state.</p>

2.2.3 CALL CONTROL

Name	Value type	Allowed values (default)	Description
IntNbrLenOriginCtrl	Bool	1 or 0 (0=false)	<p>Some PBXs do not receive information about the origin of a call. This setting may then be used to use the length of the calling number, provided the PBX can deliver THAT, as indicator of the calls origin. If we have no caller number, the origin will be assumed external.</p> <p>By setting this to 1, the length of the caller number determines the origin of the call.</p>

2.3 MAILBOX SETTINGS

Mailbox settings are about the system's mailbox system. These settings are divided into the following sub categories:

- Internal
- External
- Cleanup

2.3.1 INTERNAL

Name	Value type	Allowed values (default)	Description
VMailBoxMaxSize	Int	Kb (10000)	The max size for a CMG Speech mailbox directory (Kb).
VMailMaxLength	Int	Seconds (120)	The maximum length of a recorded voicemail in seconds. Record will not go on longer than this.
VMailMaxSilence	Int	Seconds (5)	The maximum length of silence when a voicemail is recorded before we decide that the caller must have hung up.
VMailMinLength	Int	Seconds (4)	The minimum length of a voicemail to consider it containing anything. If the Voicemail is shorter than this, we regard it as empty.

2.3.2 EXTERNAL

Name	Value type	Allowed values (default)	Description
DelayIdentifier	Int	Quarter seconds (0)	When transferring to an external mailbox and dialing DTMF to identify the current mailbox extension, wait these many quarter seconds before playing the DTMF.
ExternalMailbox	Text	(empty string)	If an External mailbox is to be employed for a given group of users, enter the number to this external mailbox here.
ExtMBoxTransfIntro	Text	(ShortVoid)	If an introduction prompt should be played before the call is transferred to an external mailbox, the filename (without language prefix) should be stated here.
MboxTransferPtrn	Text	(empty string)	<p>Only applicable for external mailboxes.</p> <p>The external mailbox must know who was originally called in order to activate the correct mailbox. CMG Speech provides this information as a part of the call setup.</p> <p>The Mailbox Transfer Pattern controls how the transfer number to the external mailbox is constructed. It consists of <>-separated entities, that have a given meaning. These are the possible entities:</p> <p><NBR> is the number to the external mailbox itself.</p> <p><IDENT> means DTMF identification for the mailbox owner – the called extension in a regular referred call.</p> <p><ANBR> equals the calling party's number.</p> <p><BNBR> equals the called party's number.</p> <p><EXT> is the user's extension. Most often, this is the same as <BNBR>, except when the person is sought after through Speech Attendant.</p>

2.3.3 CLEANUP

Name	Value type	Allowed values (default)	Description
DelVMailsLingerDays	Int	Days (5)	Decides how many days deleted voicemails should linger untouched in the user's waste basket before being finally removed from the system. For more information on voicemail cleaning routine, see the VMailsLingerDays setting.
VMailsLingerDays	Int	Days (5)	Voicemails are removed in two steps, with the possibility to retrieve them during the first. A read voicemail that has been read but not otherwise affected during X days (as specified by this setting), is given a DELETED state and is moved to a waste basket. Here, it will linger for an additional number of days before the system removes it permanently. While in the waste basket, the user may revoke it.

2.4 SYSTEM BEHAVIOR

These settings control different aspects of the system's behavior, for example how activities are presented, and what information elements are omitted in the referral flow. These settings are divided into the following sub categories:

- Admin flow
- IVR flow
- Activities
- Voicemails
- BluStar Web
- CMG Settings

2.4.1 ADMIN FLOW

These settings control the behavior of the administrative telephony interface.

Name	Value type	Allowed values (default)	Description
AdminNewVMailsDirectly	Bool	1 or 0 (1=true)	If True, the Admin flow immediately presents new voicemails (if any) when the caller has logged in.
AdmVMailFFwdSecs	Int	Seconds (2)	Concerns Voicemail presentation. The number of seconds that a voicemail is fast-forwarded when pressing 9 while listening to it in the Admin flow. Should fit the overall voicemail length. For 10 minute voicemails, this setting should be increased to offer sane forward chunks
AdmVMailRewSecs	Int	Seconds (4)	Concerns Voicemail presentation. The number of seconds that a voicemail is re-winded when pressing 7 while listening to it in the Admin flow. Should fit to the overall voicemail length and mostly be larger than the setting for fast-forward (AdmVMailFFwdSecs).
CallLenAdmin	Int	Seconds (300)	The maximum call length of the Admin flow in seconds. Should relate to the maximum voicemail length, since listening to long voicemails require a prolonged Admin session. Divide by 60 to get minutes; the default equals 5 minutes.
GreetingMaxLen	Int	Seconds (60)	The max length of User-recorded greetings in seconds.
NoPINRequired	Bool	1 or 0 (0=false)	If this setting is 1, the caller will not have to enter PIN to log in when calling the system directly from his office phone. Note: This does not apply if there are several CMG Speech Users sharing the same extension.
NoPINRequiredDev	Bool	1 or 0 (0=false)	If this setting is 1, the caller will not have to enter PIN to log in when calling the system directly from one of his registered devices, provided that the current device can be associated with only the current user.
PresentVMailSender	Bool	1 or 0 (0=false)	If true, the number that recorded a certain greeting is presented along with the greeting – otherwise it is omitted.

DefaultVMPinChange Req	Bool	1 or 0 (0 = false).	If set to true, new and existing voicemail users are prompted to change the PIN if the PIN and the extension number are the same.
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2.4.2 IVR FLOW

These settings control the behavior of the IVR telephony flow.

Name	Value type	Allowed values (default)	Description
BlockAllRecInfo	Bool	1 or 0 (0=false)	Concerns called party presentation. If this value is 1, called party presentation (“you have called...”) is never played. (Regardless of the called party’s greeting status.) Compare with the setting BlockRecInfo .
BlockRecInfo	Bool	1 or 0 (0=false)	Concerns called party presentation. If this value is 1, called party presentation (“you have called...”) will be omitted if the called party has recorded a greeting.
CallLenIVR	Int	Seconds (300)	The maximum call length (seconds) of referred calls. Should relate to the maximum voicemail length, since recording longer voicemails require a longer overall IVR session. Divide by 60 to get minutes; the default equals 5 minutes.
DelayActivity	Int	Quarter-Secs (0)	This setting creates a pause of X quarter-seconds before the called party’s activity is presented.
DelayLangQst	Int	Quarter-Secs (0)	This setting creates a pause of X quarter-seconds before the caller is asked to select an alternative language.
DelayMenu	Int	Quarter-Secs (0)	This setting creates a pause of X quarter-seconds before presenting the called party’s menu.
DelayRecInfo	Int	Quarter-Secs (0)	This setting creates a pause of X quarter-seconds before presenting the called party.
DelayWelcome	Int	Half-secs (0)	Concerns external calls or internal calls with enforced welcome. This setting delays the presentation of the first Welcome phrase X half-seconds. Calibrate it until the call is always connected before the prompt is played.
DelayVMailBeep	Int	Quarter-Secs (0)	This setting creates a pause of X quarter-seconds before the voicemail introduction beep

			file is played.
EnableHotprompt	Bool	0 or 1 (0=false)	If true, a user may record a Hot prompt which, if it exists, is played immediately after the Welcome Phrase.
EnforceInternalLangChoice	Bool	1 or 0 (0=false)	Concerns alternative language. If true, alternative languages are also offered internal in calls with internal origin, with consequence that the Welcome Phrase is also played for those. See also EnforceLangChoice .
EnforceLangChoice	Bool	1 or 0 (0=false)	Concerns alternative language. Only active when the Welcome phrase is played. If true, alternative languages are offered regardless of whether or not the System Voices are active or inactive. If false, when System Voice is inactive, an alternative language is not offered.
EnforceWelcome	Bool	1 or 0 (0)	Concerns external calls. Generally, when a user has turned off the System Voice, no system-defined phrases are presented, including the welcome phrase. However, some customers want to omit the welcome phrase from this rule. Set to 1 to make sure the system always presents the welcome phrase.
ImmTransferIntro	Bool	1 or 0 (0=false)	Concerns immediate transfer. If 1, an introduction prompt “Your call will now be transferred. Please hold” is played before the transfer is carried out.
MainMenuTimeout	Int	Seconds (10)	Concerns main menu presentation. Defines the number of seconds that pass before the caller times out (without making a choice) in the referral main menu, and the default choice is activated.
MenuPhraseSpace	Int	Quarter-secs (0)	Concerns main menu presentation. Some customers think that the menu is too quick. This setting makes it possible to insert a space between each menu option presentation, consisting of X quarter-seconds. To delay each option half a second, set the setting to 2.
OrigVoice	Text	(empty string)	Concerns alternative languages. Requires additional phrases on the telephony

			<p>server.</p> <p>Some customers want to present alternative languages with the same voice as the one used for the welcome phrase (rather than the default, when each alternative language is presented by the attached voice itself). In this setting, each language that should be presented with the original flow voice should be listed in uppercase letters, separated by comma.</p>
RefPhraseSelection	Bool	1 or 0 (1=true)	<p>Concerns main menu presentation.</p> <p>The ordinary menu in the referral flow can be presented either using Long phrases (1 – for example “to record a voicemail, press 5”), or Short phrases (0 – for example “for voicemail, press 5”). By default, long phrases are used.</p>
SysMenuInitial	Bool	1 or 0 (1=true)	<p>Concerns main menu presentation.</p> <p>Generally, the system menu is presented before the default menu action (for example recording a Voicemail) is performed. Some customers want to skip the menu presentation until the default action has been carried out. To make the latter happen, set this setting to 0.</p>

2.4.3 ACTIVITIES

Name	Value type	Allowed values (default)	Description
ActivityWithExt	Bool	1 or 0 (1=true)	When presenting an activity, the called extension may be used to introduce the activity, for example as in the sentence “Extension 395 is at lunch”. To enable this, make sure this setting is 1.
ActivityWithName	Bool	1 or 0 (1=true)	When presenting an activity, the called party’s name – self-recorded or generated by the system – may be used to introduce the activity, for example as in the sentence “Harold Robinson is at lunch”. To enable this, make sure this setting is 1.
CheckMobileStatus	Bool	1 or 0 (0=false)	This is only applicable for systems where a person’s mobile status is indicated by a CMG Field. If 1, the mobile status will override the cause stored as CMG activities (for example if the mobile is busy, “Busy” is the activity we will present).
DelayICPFetch	Int	Seconds (10)	Only applicable for MD110/Meridian. Concerns fetching of call information. If CMG Speech cannot find current call information, we will retry during these many seconds before deciding that there is no call info.
PresentReturnTime	Bool	1 or 0 (1=true)	If true, activity return time is presented.
PresentReturnTimeInt	Bool	1 or 0 (1=true)	If true, activity return time is presented for internal calls.
TTSOnlyOnNarrLang	Bool	1 or 0 (0=false)	TTS prompts - User’s names - are generated by a Narrator for one or several given Languages. For example, the name is generated in Swedish but the incoming diverted call is handled in English. Some customers do not want generated Swedish to be presented under such circumstances, due to mixed voices. To avoid this, set this setting to True.

2.4.4 VOICEMAILS

These settings relate to CMG VoiceMail (CMG Speech internal voicemails).

Name	Value type	Allowed values (default)	Description
(NotifierSign)	Text	(CMG Speech)	Concerns Notifications through CMG. When registering a CMG Message as a CMG VoiceMail Notification, this value will be entered as sender. Note that this value must NOT be the same as the SystemIdentifier value under General settings .
VMailSenderBlockExt	Bool	1 or 0 (0=false)	If this setting is 1, the external calling parties' numbers are not saved as voicemail senders.
VmailSenderBlockInt	Bool	1 or 0 (0=false)	If this setting is 1, the internal calling parties' numbers are not saved as voicemail senders.

2.4.5 BLUSTAR WEB

These settings apply to the behavior of BluStar Web.

Name	Value type	Allowed values (default)	Description
OfficeWebDevices	Bool	1 or 0 (1=true)	Controls if User Devices are shown and can be altered using BluStar Web. To disable devices on BluStar Web, set to False.
OfficeWebGreetings	Bool	1 or 0 (1=true)	Controls if Greetings are shown and editable from BluStar Web. To disable greetings on BluStar Web, set to False.
OfficeWebMenus	Bool	1 or 0 (0=false)	Controls if Menus are shown and editable from BluStar Web. To enable menus on BluStar Web, set to True.
RecInfoNotOnWeb	Bool	1 or 0 (0=false)	This setting controls if the Name Phrase can be recorded and viewed from BluStar Web. To enable Name Phrase control by BluStar Web, set to true.

2.4.6 CMG SETTINGS

Attributes in this category specify CMG related settings.

Name	Value type	Allowed values (default)	Description
CMGSend2MultAddr	Bool	1 or 0 (0=false)	If this value is true and there are multiple addresses stored for a person's delivery channel, the message will be sent on all addresses.
OmitICPCodes	Text	List of integers	If some diversion codes should be disregarded when parsing user's activities, list those codes here.
OmitICPTypes	Text	List of integers (0)	When fetching the called party's activities, activities that are of these types of ICP should not be considered (for example "transferred to mobile").

2.5 ASR RELATED

If Speech Attendant is installed, there is one set of ASR Related parameters.

2.5.1 GENERAL

These settings are related to Speech Attendant in general.

Name	Value type	Allowed values (default)	Description
AmbiguityCeiling	Int	Max amb hits (3)	Maximum number of ambiguous hits. If exceeded, call is transferred to operator.
LocationMiscFieldIndex	Int	>= 0	The index of the Misc field in CMG where the person's locations are stored. Used for disambiguation for example "do you mean John Smith in Stockholm or London?"
MaxTriesInt	Int	Nbr of tries (3)	Maximum number of failed attempts for internal callers, before being transferred to operator.
MaxTriesExt	Int	Max nbr of tries (3)	Max number of failed attempts for external callers, before being transferred to operator.

2.5.2 NAME DIALER

These settings are related to Speech Attendant in general.

Name	Value type	Allowed values (default)	Description
UseInternalWelcomePrompt	Bool	1 or 0 (0=false)	This setting defines if a specific welcome prompt should be used for internal calls when calling the Name Dialer.



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