Mitel Outbound Campaign IVR

Version 4 Release Notes

June 2021

Mitel

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1 REVISION HISTORY

1.1 VERSION 4.2.13: MARCH 26, 2021

- Bundled the Microsoft Text-to-Speech components with the application.

1.2 VERSION 4.2.13: MARCH 22, 2018

- If we fail trying to play likely due to call disconnect, we now mark the result as Disconnected instead of Failed.

1.3 VERSION 4.2.12: MARCH 14, 2018

- I found the root cause of the occasional TTS related crash. The callback from the TTS speak complete is not called in thread context so we could get a situation where the TTS object was deleted in one thread and then referenced in another thread.
- Fix for text to speech voice using the incorrect voice. Problem was that scripts were storing the current voice as campaign vs. call property so one call could affect another call's voice.
- Fix for the admin not allowing script to be browser or edited if the use TTS for prompts setting was enabled.

1.4 VERSION 4.2.11: MARCH 5, 2018

- I think I finally found the issue which I first tried to address in version 4.2.8. The problem was the same core issue of the TTS callback occurring while terminating a TTS play due to a call disconnecting but then trying to reference the nulled TTS object.

1.5 VERSION 4.2.10: FEBRUARY 28, 2018

- Still having problem with file open of TTS generated wave file. This version enabled wave logging when CTI logging is enabled and should let me confirm my current theory as the root cause of this issue.

1.6 VERSION 4.2.9: FEBRUARY 16, 2018

- Reworked previous fix as depending on why an audio play is canceled the same code path was not being followed when cleaning up a TTS generated wave file.

1.7 VERSION 4.2.8: FEBRUARY 8, 2018

- Fix for exception that resulting in stuck calls. Problem was related to a call disconnecting while we were building a TTS Audio file and as part of cleanup, we cleared our Speech Rec pointer but then fell into cleanup logic that tried to reference the new deleted object. The fix was to not clear the speech rec object when the speech rec was canceled but instead rely on the normal clean up logic.

1.8 VERSION 4.2.7: OCTOBER 31, 2017

- Added do-not-call feature to application.

1.9 VERSION 4.2.6: JULY 28, 2017

- Added system wide setting "Auto Pause Time" which if set will pause any campaigns that are active when the time occurs.

1.10 VERSION 4.2.5: MARCH 9, 2017

- Changed delay between calls from on second to ½ second to allow more simultaneous calls.

1.11 VERSION 4.2.4: FEBRUARY 6, 2017

- Rebuilt with COM object version 4.5.43 to make sure we aren't running with a memory fault version of the COM object.

1.12 VERSION 4.2.3: MARCH 16, 2016

- Rebuilt with COM object version 4.5.29 to address possible silence detection issue.

1.13 VERSION 4.2.2: JANUARY 22, 2016

- Added support for new server setting to control how datetimes are formatted when written to the CSV output file.

1.14 VERSION 4.2.1: MARCH 26, 2015

- Added support for new ttsvoice script element. See the updated documentation for information on usage. This allows the text to speech voice used in a script to be dynamically changed while the script is executing.
- Fix for defect where when using TTS to render currency amounts, if the quantity contained cents, we were spelling out cents instead of speaking the word.

1.15 VERSION 4.2.0: FEBRUARY 4, 2015

- The server now supports the Microsoft Server Text to Speech engine instead of the Desktop engine. This allows supports a wide selection of additional free voices including several foreign language voices. NOTE: With this change users will need to explicitly download and install one or more voices and then use the enhanced config Settings to configure a specific TTS voice to be used. See the updated User Guide in the sections covering TTS features.
- The admin now allows configuration of the desired TTS voice when more than one is installed as the default Windows TTS setting apply only to the Desktop TTS engine.

1.16 VERSION 4.1.0: SEPTEMBER 13, 2013

- Added support for inserting the number of calling cycles a given customer was called with into the output CSV file.
- Added a command line utility that can be run on demand to start, stop, pause, and resume a campaign.

1.17 VERSION 4.0.6: AUGUST 2, 2012

- Added support for playing a customer specific account code to an EXTERNAL account code service when the outbound call connects to a trunk. This uses a new system CSV field named "* AccountCode".

1.18 VERSION 4.2.5: JULY 24, 2012

- Fix for campaign failures when trying to play the transfer and/or repeat prompt(s) if the prompt path was relative to the campaign's default folder.

1.19 VERSION 4.0.4: APRIL 16, 2012

- When rendering telephone numbers, we would try to play a blank at the end resulting is a wave failure.

1.20 VERSION 4.0.3: APRIL 6, 2012

- Fixes to admin and server to work better with large campaigns including:

  - Increasing WCF internal buffer sizes for both admin and server.
  - Lots of UI enhancements for the admin to improve responsiveness.
  - Setting hourglass cursor for long operations involving large campaigns.

1.21 VERSION 4.0.2: JANUARY 4, 2012

- Admin client would fail to connect to server if run from an account that wasn't authorized on the server. Error returned was "The server has rejected the client credentials." Changed the authentication to allow client to connect to server regardless of account the admin is run from.

1.22 VERSION 4.0.1: DECEMBER 31, 2016

- Added support for text to speech (TTS) using the default MS Speech support.
  - Campaigns now have a setting for using TTS vs. pre-recorded prompts.
  - Added support in scripts for using TTS. Support includes:
    - Using the new <ttson> and <ttsoff> script node sub-types to control the automatic use if TTS for items that were previously only rendered using multiple prompt files such as dates, times, and currency amounts.
    - TTS support coexists with prompt file support and can be mixed even within the same play node.
    - New play node types to directly control TTS including:
      - <tts>"text to play>"</tts>
        <tts>Message</tts>
        Used in a script to directly play text to speech using a string constant or a variable.
      - <ttsstartstyle emphasis="<emphasis>" rate="<rate> volume=<volume> />
        Allows setting one or more of the "styles" used to generate the text. There must be a corresponding <ttsendstyle/> further down in the same play statement. All text to speech generated between the two uses the current style(s). Styles can be nested. Valid values for the <emphasis> are: none, reduced, moderate, and strong. Valid values for the rate are extraslow, slow, medium, fast, and extrafast. Valid values for volume are default, silent, extrasoft, soft, medium, loud, and extraloud.
      - ttsstartpargraph> and </ttsendparagraph> Can be used to bracket a paragraph within a play statement. Must be paired. Nesting is not allowed.
      - <ttsstartsentance> and </ttsendsentance> Can be used to bracket a sentence within a play statement. Must be paired. Nesting is not allowed.
      - <ttsbreak break="<delay>" /> Allows a pause to be inserted into the TTS generated audio stream. Valid values are none, extrasmall, small, medium, large, and extralarge.

  - <telephone>Phone_Number</telephone> New node type can be used for playing phone numbers. Plays "Area code" + the digits. Usable with prompts or TTS.

1.23 VERSION 4.0.1: DECEMBER 12, 2011

- The installer was not registering the COM Object.

- Files entered as relative to the campaigns default folder but including paths (such as Folder\File.csv were being stored as full paths.

- If none of the lines in the input file were processed (such as none with enough input fields) then no error was shown, and admin would close server window. It now displays an error and avoids subsequent closing.

1.24 VERSION 4.0.0: SEPTEMBER 1, 2011

- Application rewritten as a server application with a separate admin client. Most of the features and functions remain the same. Changes include the following:

  - Capability of running multiple campaigns at the same time.

  - Support for a weekly schedule to control running campaigns automatically.

  - Default folder setting for campaigns to simplify management of campaign resources such as prompts, scripts, input, and output files.

  - The Debug feature present is the earlier versions was removed.

1.25 VERSION 3.3.2: JUNE 23, 2011

- Added support for a registry setting (TwentyFourHourTime="true") to write the call date and time with a 24 hour format for the time with two digit hour with a leading zero if needed.

1.26 VERSION 3.3.1: JUNE 16, 2011

- Added support for a registry setting (NoSpacesInOutputFile="true") to remove spaces between fields in the output file generated by the application.

1.27 VERSION 3.3.0: MAY 26, 2011

- Added new setting to write a header line as the first line of the output file. The header line will start with a pound sign ('#') followed by each field name separated by a comma and space from the next field (if any.)

- As part of the support to write a header line, also added another setting to allow changing the default labels written for system variables.

1.28 VERSION 3.2.9: MAY 20, 2011

- If a file name contained embedded periods we would not append .wav to the file name. We now append .wav if the file name does not actually end with .wav.

1.29 VERSION 3.2.8: APRIL 21, 2011

- Plays were defaulting to zero repeat and zero timeout for even if they used the on*= and/or onset* attributes.

1.30 VERSION 3.2.7: APRIL 14, 2011

- Cleaned up the handling of plays which don't capture input:

  - Repeat now defaults to 0 vs. two repeats.

  - Timeout now default to 0 vs. the system timeout setting.

  - Plays now continues to next script step or the campaign level repeat and/or transfer prompts if present. This restores this behavior removed in 3.2.5 while continuing to correctly respect the repeat attribute if set.

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1.31 VERSION 3.2.6: APRIL 13, 2011

- Fixed the problem introduced in Version 3.2.4 which broke the handling of CSV fields with embedded blanks (they were being removed causing parsing errors.)

1.32 VERSION 3.2.5: APRIL 12, 2011

- If a play didn't have an ExitDigits or MaxDigits set, then the Repeat (set or default 2) was ignored.
- When writing output fields, if the field contains a comma, we now quote the field.

1.33 VERSION 3.2.4: APRIL 6, 2011

- CSV Input file now supports fields with embedded commas if the field is quoted.

1.34 VERSION 3.2.3: MARCH 15, 2011

- If we branch to the end of the script due to an onnoresponse play attribute the script would get stuck and the call would not terminate until hung up.

1.35 VERSION 3.2.2: MARCH 1, 2011

- If we get an async failure when making a call, we will end up referencing a null value trying to see if the script had an onerrorgoto label.

1.36 VERSION 3.2.1: FEBRUARY 14, 2011

- If the output file exists but was locked, then we would throw an exception trying to delete it.
- Silence detection threshold was being ignored and reset to 1000 when the OCIVR was started.

1.37 VERSION 3.2.0: JUNE 28, 2009

- Silence detection added to support waiting for humans and answering machines to finish before leaving messages or starting IVR interaction.
- A large number of script improvements including labels, goto, variables, switches, play enhancements and other additions.
- Integrated campaign and script debugger added.
- Setting added to generate unique output file names each time a campaign is run.
- Main window now has a splitter between the top and bottom panes.
- New outbound call state "Waiting For Far End Answer" to explicitly show when the IVR is waiting for this state.

1.38 VERSION 3.1.0: MARCH 25, 2009

- Mitel Outbound Campaign IVR is now a licensed application.

1.39 VERSION 3.0.1: NOVEMBER 6, 2009

- Now support a demo version that limits total calls per campaign to 3.

1.40 VERSION 3.0.0: AUGUST 24, 2009

- External calls that are transferred by the application can continue to be tracked until they disconnect. This allows the application to avoid exceeding available agents or queuing up more calls than desired.

- Allowed more flexible campaigns including allowing transfer without a key press and skipping a message completely.

- Campaigns now support an optional auto-pause time setting. If a campaign is running when this time is passed, then the campaign will automatically pause.

- Added support for setting a call property with the value of an input field before the call is transferred. This way, when (if) the call presents to a desktop or other application it can provide context to that application.

- Added support for an XML based script as an alternative to a simple message prompt. This script feature supports more complex user interactions by allowing a combination of pre-recorded and built up prompts to play dates, times, dollar amounts and so on. In addition, scripts can capture user input in response to prompts and save these results into fields in the output CSV file assuming that one is written by the campaign.

- A few other improvements including a more flexible user interface, better handling of errors, minor bug fixes and so on.

1.41 VERSION 2.1: AUGUST 19, 2009

- Added predefined field "CallerID" that can be added as one of the CSV inputs fields via the CSV Fields dialog. If defined, then it is used as the caller ID when calling a party as part of a campaign.

- Added support for running a campaign from the command line. If a campaign is auto-started then, when the campaign completes, the application will automatically exit. When started with command line parameters, the application will now provide exit codes of 0 for success or -1 if there was a problem trying to run the campaign.

1.42 VERSION 2.0: APRIL 10, 2009

- Added Copy button to copy an existing campaign.

- Added CSV Fields dialog to control which fields in the input CSV file contain the phone number and optional name and to define the order of the input fields. Also controls the fields that will appear in the output CSV file.

- All prompts for a campaign are now soft. There are no longer any "canned" prompts.

- Campaign dialog is clearer and more flexible to support a few IVR scenarios.

- Campaign dialog's Output CSV parameter is now optional. If not set, then no output file is generated.

- Campaign dialog now supports a way for the called party to request that the message they just heard be repeated.

- Campaign dialog now supports a Prompt Recorder dialog to directly record prompts from a phone call.

1.43 VERSION 3.2.0: JUNE 28, 2009

- Silence detection added to support waiting for humans and answering machines to finish before leaving messages or starting IVR interaction.

- A large number of script improvements including labels, goto, variables, switches, play enhancements and other additions.

- Integrated campaign and script debugger added.

- Setting added to generate unique output file names each time a campaign is run.

- Main window now has a splitter between the top and bottom panes.

- New outbound call state "Waiting for Far End Answer" to explicitly show when the IVR is waiting for this state.

1.44 VERSION 1.0: MARCH 6, 2009

- Initial release.