



Avaya CallPilot® Voice Forms Transcriber User Guide

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The following applies to server models 1006r, 1005r, 703t, and 1002rp:

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-

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Contents

Chapter 1: Customer service	7
Getting technical documentation.....	7
Getting product training.....	7
Getting help from a distributor or reseller.....	7
Getting technical support from the Avaya Web site.....	8
Chapter 2: Avaya CallPilot® Voice Forms and the transcription service	9
Introduction.....	9
Multiuser access to the transcription service.....	9
Notification of responses.....	10
About this guide.....	10
Important terms used in this guide.....	10
Types of responses.....	11
Customer Documentation Map.....	11
Chapter 3: Using the telephone to transcribe	15
Overview.....	15
Play mode and pause mode.....	15
Types of commands.....	15
Play and pause commands keypad layout.....	16
Play and pause commands.....	16
Response commands keypad layout.....	18
Response commands.....	18
Session commands keypad layout.....	19
Session commands.....	19
Logging on to the transcription service using the telephone.....	20
Playing responses.....	21
Overview.....	21
Resuming playback.....	21
Pausing playback.....	22
Skipping forward and backward within an answer.....	22
Moving to the next or previous field.....	23
When you reach the end of a response.....	23
Playing the next or previous response.....	23
Deleting a response.....	24
Restoring a deleted response.....	25
Marking a response as special.....	26
Switching between new and special response lists.....	26
Going to a specific response.....	26
Reaching the end of the response list.....	27
Logging on to another voice form.....	27
Playing the response envelope.....	28
Logging off.....	28
Chapter 4: Using My CallPilot to transcribe	29
Overview.....	29
Logging on using My CallPilot.....	29
To log on to My CallPilot.....	29
Retrieving responses.....	29

Playing responses.....	30
Overview.....	30
Playing an answer in a response.....	31
Deleting a response.....	31
Marking a response as special.....	32
Index.....	33

Chapter 1: Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com or go to one of the pages listed in the following sections.

Navigation

- [Getting technical documentation](#) on page 7
- [Getting product training](#) on page 7
- [Getting help from a distributor or reseller](#) on page 7
- [Getting technical support from the Avaya Web site](#) on page 8

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to www.avaya.com/support.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at www.avaya.com/support. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at www.avaya.com/support.

Chapter 2: Avaya CallPilot® Voice Forms and the transcription service

Introduction

The Avaya CallPilot Voice Forms application provides a simple, yet powerful, means of collecting information electronically. A voice form is an electronic equivalent of a paper form or questionnaire. A voice form contains a series of questions that is played to callers when they dial into the voice form service. Callers listen to each question and provide an answer. The set of answers is saved to the system in the form of a response. Voice forms are used for services such as credit card applications, registration forms, and customer complaints. Three groups of people are involved in the CallPilot Voice Forms application:

- the system administrator, who creates and maintains the voice forms on the CallPilot server
- the caller, who dials into the voice form service and answers the voice form questions over the telephone
- the transcriber, who retrieves, plays, listens, and transcribes caller responses

You can transcribe the responses in one of two ways:

- using the telephone
- using My CallPilot

Multiuser access to the transcription service

Many transcribers can access the same voice form at the same time, but only one transcriber can access a particular response. When you retrieve a response to transcribe, the system locks the response so that only you can transcribe this response. After you finish transcribing the response, you must delete it so that the response is not available to other transcribers.

Notification of responses

If you transcribe using the telephone, the system can notify you that you have responses to transcribe by your Message Waiting Indicator (MWI) on your telephone. A flashing MWI indicates that you have responses. When you play the message, the system indicates the voice form ID, the number of responses that you have, and the date that you receive the responses. When you finish transcribing all of your responses, the MWI stops flashing.

The system can also send a notification message to your mailbox. You can listen to the message using your telephone, or view the message using your desktop client or My CallPilot.

About this guide

The CallPilot Voice Forms Transcriber User Guide provides you with the basic information you need to know to transcribe using the telephone and using My CallPilot. To transcribe using the telephone, see the chapter [Using the telephone to transcribe](#) on page 15. To transcribe using My CallPilot, see the chapter [Using My CallPilot to transcribe](#) on page 29.

The CallPilot Voice Forms Transcriber User Guide describes procedures in the order that you are most likely going to use them. However, you can explore the procedures in the order that you prefer.

Important terms used in this guide

Three important terms used in this guide are answer, field, and response.

- An answer refers to the answer to one question in the voice form.
- A field is made up of three parts: before answer, answer, and after answer.
 - a. Before answer, depending on how the administrator configures the system, is the spoken name of the field, a beep, or nothing (no pause).
 - b. Answer is the caller's answer to a question.
 - c. After answer, depending on how the administrator configures the system, is a system stop or a delay.
- A response contains the answers to all of the questions in a voice form.

Types of responses

There are two types of responses:

1. A new response is a response that the system saves after the caller completes the voice form and sends to a transcriber.
2. A special response is a response that a transcriber attempts to transcribe but does not successfully complete the transcription. In this case, the transcriber marks the new response as special because the response requires further attention.

 **Note:**

When a transcriber retrieves a new or special response and begins transcribing, the system locks the response so that another transcriber cannot retrieve the response.

Customer Documentation Map

The following diagram shows the overall organization and content of the CallPilot documentation suite.

Table 1: CallPilot Customer Documentation Map

Fundamentals
Avaya CallPilot® Fundamentals Guide (NN44200-100)
Avaya CallPilot® Library Listing (NN44200-117)
Planning and Engineering
Avaya CallPilot® Planning and Engineering Guide (NN44200-200)
Avaya CallPilot® Network Planning Guide (NN44200-201)
Avaya Communication Server 1000 Converging the Data Network with VoIP Fundamentals (NN43001-260)
Solution Integration Guide for Avaya Communication Server 1000/CallPilot®/NES Contact Center/Telephony Manager (NN49000-300)
Installation and Configuration
Avaya CallPilot® Upgrade and Platform Migration Guide (NN44200-400)
Avaya CallPilot® High Availability: Installation and Configuration (NN44200-311)
Avaya CallPilot® Geographic Redundancy Application Guide (NN44200-322)

Avaya CallPilot® Installation and Configuration Task List Guide (NN44200-306)

Avaya CallPilot® Quickstart Guide (NN44200-313)

Avaya CallPilot® Installer Roadmap (NN44200-314)

Server Installation Guides

Avaya CallPilot® 201i Server Hardware Installation Guide (NN44200-301)

Avaya CallPilot® 202i Server Hardware Installation Guide (NN44200-317)

Avaya CallPilot® 202i Installer Roadmap (NN44200-319)

Avaya CallPilot® 703t Server Hardware Installation Guide (NN44200-304)

Avaya CallPilot® 1002rp Server Hardware Installation Guide
(NN44200-300)

Avaya CallPilot® 1002rp System Evaluation (NN44200-318)

Avaya CallPilot® 1005r Server Hardware Installation Guide
(NN44200-308)

Avaya CallPilot® 1005r System Evaluation (NN44200-316)

Avaya CallPilot® 1006r Server Hardware Installation Guide
(NN44200-320)

Avaya CallPilot® 600r Server Hardware Installation Guide
(NN44200-307)

Avaya CallPilot® 600r System Evaluation (NN44200-315)

Configuration and Testing Guides

Avaya Meridian 1 and Avaya CallPilot® Server Configuration Guide
(NN44200-302)

Avaya T1/SMDI and Avaya CallPilot® Server Configuration Guide
(NN44200-303)

Avaya Communication Server 1000 System and Avaya CallPilot® Server
Configuration Guide (NN44200-312)

Unified Messaging Software Installation

Avaya CallPilot® Desktop Messaging and My CallPilot Installation and
Administration Guide (NN44200-305)

Administration

Avaya CallPilot® Administrator Guide (NN44200-601)

Avaya CallPilot® Software Administration and Maintenance Guide (NN44200-600)

Avaya Meridian Mail to Avaya CallPilot® Migration Utility Guide (NN44200-502)

Avaya CallPilot® Application Builder Guide (NN44200-102)

Avaya CallPilot® Reporter Guide (NN44200-603)

Maintenance

Avaya CallPilot® Troubleshooting Reference Guide (NN44200-700)

Avaya CallPilot® Preventative Maintenance Guide (NN44200-505)

Server Maintenance and Diagnostics

Avaya CallPilot® 201i Server Maintenance and Diagnostics Guide (NN44200-705)

Avaya CallPilot® 202i Server Maintenance and Diagnostics Guide (NN44200-708)

Avaya CallPilot® 703t Server Maintenance and Diagnostics Guide (NN44200-702)

Avaya CallPilot® 1002rp Server Maintenance and Diagnostics Guide (NN44200-701)

Avaya CallPilot® 1005r Server Maintenance and Diagnostics Guide (NN44200-704)

Avaya CallPilot® 1006r Server Maintenance and Diagnostics Guide (NN44200-709)

Avaya CallPilot® 600r Server Maintenance and Diagnostics Guide (NN44200-703)

Avaya NES Contact Center Manager Communication Server 1000/ Meridian 1 & Voice Processing Guide (297-2183-931)

End User Information

End User Cards

Avaya CallPilot® Unified Messaging Quick Reference Card (NN44200-111)

Avaya CallPilot® Unified Messaging Wallet Card (NN44200-112)

Avaya CallPilot® A-Style Command Comparison Card (NN44200-113)

Avaya CallPilot® S-Style Command Comparison Card (NN44200-114)

Avaya CallPilot® Menu Interface Quick Reference Card (NN44200-115)

Avaya CallPilot® Alternate Command Interface Quick Reference Card (NN44200-116)

Avaya CallPilot® Multimedia Messaging User Guide (NN44200-106)

Avaya CallPilot® Speech Activated Messaging User Guide (NN44200-107)

Avaya CallPilot® Desktop Messaging User Guide for Microsoft Outlook (NN44200-103)

Avaya CallPilot® Desktop Messaging User Guide for Lotus Notes (NN44200-104)

Avaya CallPilot® Desktop Messaging User Guide for Novell Groupwise
(NN44200-105)

Avaya CallPilot® Desktop Messaging User Guide for Internet Clients
(NN44200-108)

Avaya CallPilot® Desktop Messaging User Guide for My CallPilot
(NN44200-109)

Avaya CallPilot® Voice Forms Transcriber User Guide (NN44200-110)

The Map was created to facilitate navigation through the suite by showing the main task groups and the documents contained in each category. It appears near the beginning of each guide, showing that guide's location within the suite.

Chapter 3: Using the telephone to transcribe

Overview

The transcription service keyboard layouts on your telephone keypad for Avaya CallPilot® Voice Forms are very similar to the Meridian Mail (MM) Voice Forms. When you press different keys on the keypad, you can perform all of the commands necessary to transcribe a caller response. If you are not familiar with MM Voice Forms, the Help service provides a series of system prompts to guide you through the transcription process.

Play mode and pause mode

The transcription service is in one of two modes: the play mode or the pause mode. When you play back a response, the service is in the play mode. The service goes into the pause mode when you press the pause key, or 2, during playback. Certain keys on the telephone keypad function differently depending on whether the service is in play mode or pause mode.

Types of commands

There are three types of commands: play and pause commands, response commands, and session commands.

Play and pause commands keypad layout

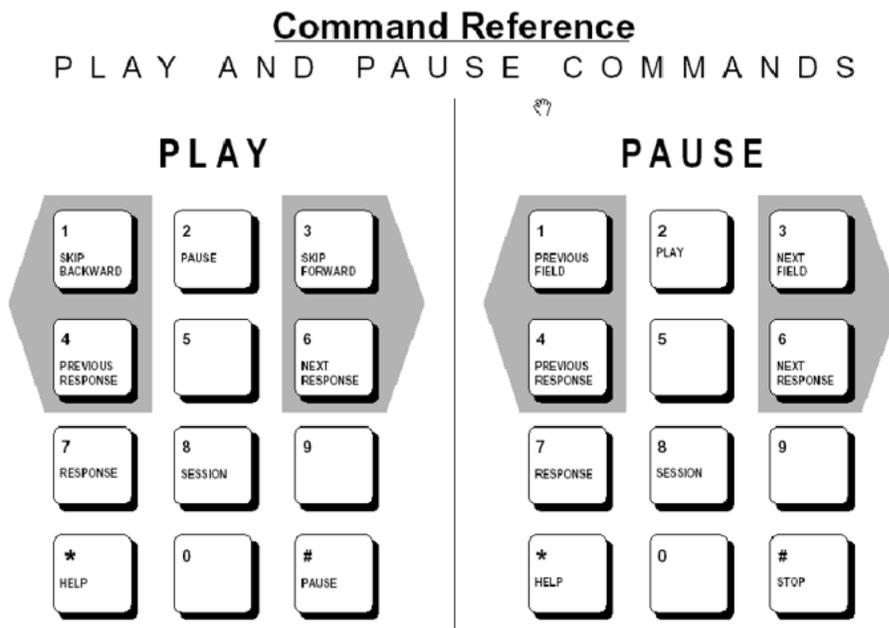


Figure 1: Play and pause commands keypad layout

Play and pause commands

Play and pause commands are single-digit commands. The following table shows various tasks and associated play and pause commands that are available on your keypad when the system is in play or pause mode. You can use these commands at different times when you transcribe responses.

Table 2: Play and pause keypad commands

Command	Key	When to use	Result
SKIP BACKWARD	1	PLAY mode	System skips back within an answer.
PAUSE	2	PLAY mode	System stops playback and puts service in PAUSE mode.
SKIP FORWARD	3	PLAY mode	System skips forward within an answer.

Command	Key	When to use	Result
PREVIOUS RESPONSE	4	PLAY or PAUSE mode	System skips to the previous response.
NEXT RESPONSE	6	PLAY or PAUSE mode	System skips to the next response.
HELP	*	Anytime	System plays prompts to help guide you through the transcription process.
PAUSE	#	PLAY mode	System stops playback and puts service in PAUSE mode.
PREVIOUS FIELD	1	PAUSE mode	System skips to the previous field.
PLAY	2	PAUSE mode	System begins playback.
NEXT FIELD	3	PAUSE mode	System skips to the next field.
STOP	#	PLAY or PAUSE mode	System stops playback and plays a period of silence or pause.
PLEASE PRESS POUND	#	When system prompts you	Indicates to system that you have completed entering the information requested.
CANCEL	#	Anytime	Cancels a function that is in progress.

Response commands keypad layout

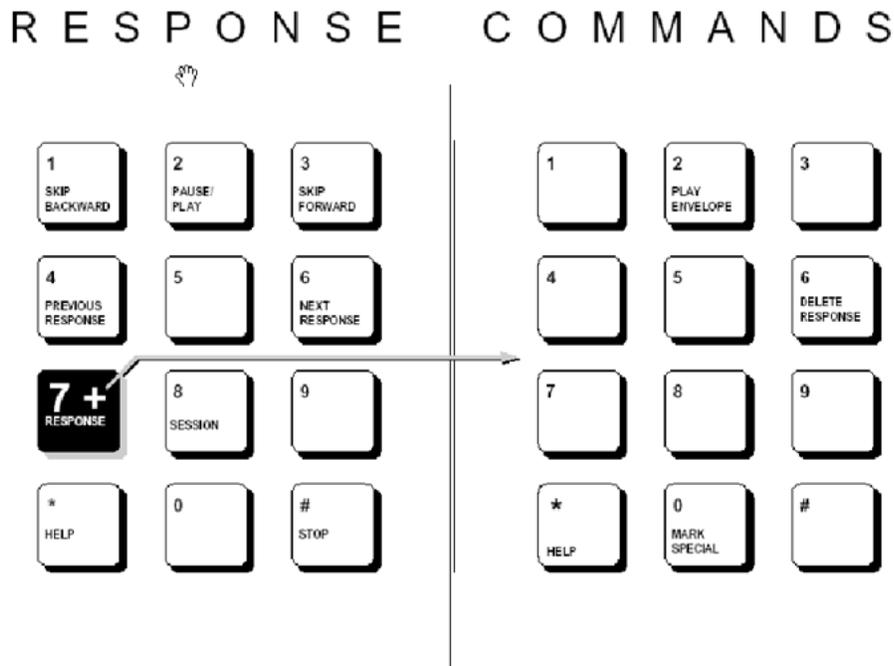


Figure 2: Response commands keypad layout

Response commands

Response commands are double-digit commands. All response commands begin by pressing 7 on your telephone keypad. Using response commands, you can play the response envelope, delete or restore a response, and mark a response as special or new. The following table shows the response commands that are available on your keypad when the system is in play or pause mode. You can use these commands at different times when you transcribe responses.

Table 3: Response keypad commands

Command	Keys	When to use	Result
PLAY ENVELOPE	7 + 2	PLAY or PAUSE mode	System plays the response envelope.
DELETE RESPONSE	7 + 6	PLAY or PAUSE mode	System deletes the response.

Command	Keys	When to use	Result
MARK SPECIAL	7 + 0	PLAY or PAUSE mode	System marks the response special.
CANCEL	7 + #	Anytime	System cancels a function that is in progress.

Session commands keypad layout

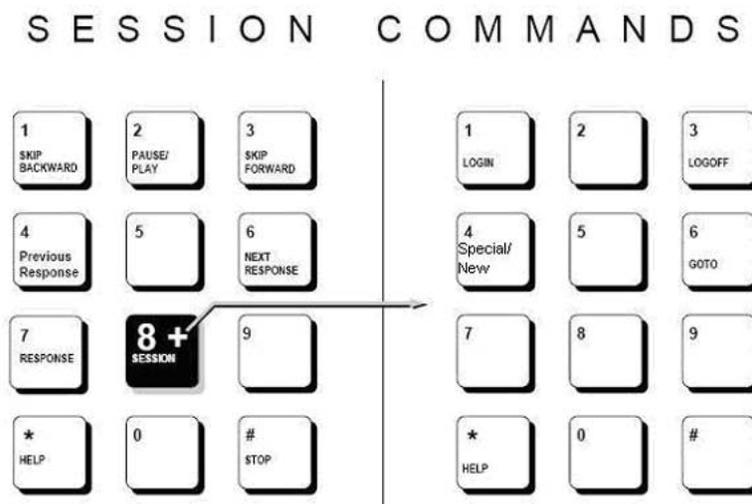


Figure 3: Session commands keypad layout

Session commands

Like response commands, session commands are double-digit commands. All session commands begin with 8 on your telephone keypad. Using session commands, you can go to a particular response, switch response queues, log off the transcription service, or log on to another voice form from the current voice form without logging off the service. The following table shows the session commands that are available on your keypad when the system is in play or pause mode. You can use these commands at different times when you transcribe responses.

Table 4: Session keyboard commands

Command	Keys	When to use	Result
LOGIN	8 + 1	Anytime	System logs on to another voice form.
LOGOFF	8 + 3	Anytime	System logs off the voice form.
SPECIAL/NEW	8 + 9	Anytime	System toggles back and forth from special to new response lists.
GOTO	8 + 6	Anytime	System goes to a specific response.
CANCEL	8 + #	PLAY or PAUSE mode	System cancels a function that is in progress.

Logging on to the transcription service using the telephone

When you receive notification that you have responses to transcribe, you can log on to the transcription service and play the responses.

To log on using your telephone

1. Dial the transcription service access number provided by your administrator.
Result: The system asks you for the voice form ID.
2. Enter the voice form ID, followed by the pound (#) key.
Result: The system asks you for the voice form password.
3. Enter your password corresponding to the voice form, followed by the pound (#) key.

 **Note:**

If the system does not prompt you for a password, the system automatically logs you on to the transcription service.

If you do not know the voice form password, ask your administrator.

Result 1: The system plays the response header and announces the number of new responses followed by the number of special responses.

Result 2: Depending on how the administrator configures the service, the system plays the response envelope, which states the type of response, the voice form ID, and the time of day that the response is recorded. At this point, you are logged on to the transcription service and ready to transcribe responses.

Result 3: The system plays the first answer in the response.

 **Note:**

After the first answer field plays to the end, depending on how your administrator configures the system, the system responds in one of the following ways to give you time to transcribe the answer:

- the system stops playback
- the system stops playback for a specified period of time set by your administrator and then resumes playing the next answer, advancing automatically through all answers of the response until the system reaches the end of the response.

Playing responses

Overview

You can play a response as many times as you like. You can pause, stop, or resume playback at any time. You can navigate from one answer to the next answer or to the previous answer. You can navigate to the next response and back to the previous response. You can also skip forward or backward within an answer.

 **Important:**

Deleting a response

After you transcribe all answers in a response, you must delete the response. If you do not delete the response, the response stays in the list of responses and another transcriber can retrieve and transcribe this response.

Resuming playback

If the system stops playback, the system is in pause mode.

To resume playback (when you are in the middle of an answer)

Press 2 to play.

Result: The system resumes playing the response from the place you were prior to pausing or stopping the system.

Pausing playback

If the system stops playback and then automatically resumes playing the next answer before you finish transcribing the answer, you can stop or pause playback. You can use the pause command at any time while the system plays a response. Pause the system when you need to catch up. If an answer is especially long, you can pause as many times as you need to transcribe the response.

To pause playback

Press 2 to pause.



Note:

When the system is in play mode, you can also use the pound (#) key to stop playback.

Skipping forward and backward within an answer

When you play an answer, you can skip forward or backward within the answer.

To skip forward within an answer

Press 3 to skip forward.

Result: The system skips forward by 3 seconds and continues playing the answer from this point.



Note:

If you skip forward within 3 seconds of the end of the answer, the system skips to the beginning of the next answer.

To skip backward within an answer

Press 1 to skip backward.

Result: The system skips backward by 3 seconds and continues playing the answer from this point.



Note:

To skip backward more than 3 seconds, press 1 again. You can press 1 as many times as you like. If you skip backward to the beginning of an answer, depending on

how your administrator configures the system, the system plays a short tone or the name of the answer field.

Moving to the next or previous field

The system must be in pause mode to navigate to the next or previous answer field using the NEXT FIELD and PREVIOUS FIELD keys. If the system is in play mode, press 2, the pause key, or the pound (#) key to navigate to pause mode.

To move to the next field

Press 3.

Result: The system skips to the beginning of the next field.



Note:

If you press the NEXT FIELD command when you play the last answer of a response, the system announces “End of response.”

To move to the previous field

Press 1.

Result: The system skips to the beginning of the previous field.

When you reach the end of a response



Important:

Deleting a response

When you successfully transcribe all answers in a response, you must delete the response. If you do not delete the response, the response stays in the list of responses and another transcriber can retrieve and transcribe the same response.

When you play the last answer of a response, you are at the end of a response. When you reach the end of a response, you can play the response again, navigate to the next or previous response, delete the response, or mark the response as special.

Playing the next or previous response

You can navigate through the responses to retrieve the next response or the previous response. You can press the NEXT RESPONSE and PREVIOUS RESPONSE commands at

any time, either during playback of a response or when you stop or pause playback. When the system retrieves the next or previous response, the system plays either the response envelope or the response header.

To play the next response

Press 6.

Result: The system skips to the beginning of the next response.



Note:

If no more responses are available when you play the next response, the system announces "End of response list."

To play the previous response

Press 4.

Result: The system skips to the beginning of the previous response.



Note:

If you play the previous response while you play the first response, the system issues an error tone "<Error tone> There is no previous response."

Deleting a response

When you delete a response, the system marks the response for deletion but does not permanently delete the response from the response list.



Important:

Deleting a response

When you finish transcribing a response, you must delete the response. If you do not delete the response, other transcribers can transcribe the response.

To delete a response

Press 7 + 6.

Result: When you delete a response, the system announces "Response deleted." The system goes to the next oldest available response.



Caution:

If you accidentally delete a response

The system stores two responses at a time during a transcription session. If you delete a response, the system marks the response for deletion until you finish transcribing the next response. However, when you begin transcribing the third

response (the second response after the response that you deleted), the system permanently deletes the response that is marked for deletion. You can restore a response that the system marks for deletion. You cannot restore a response that the system permanently deletes.

Restoring a deleted response

You can restore a response marked for deletion in two ways:

- press 7 + 6 (DELETE RESPONSE)
- press 7 + 0 (MARK SPECIAL)

To restore a deleted response using 7+ 6 or DELETE RESPONSE

Press 7 + 6.

Result: The system announces "Response restored."

 **Note:**

To restore a response using 7 + 6, you use the same command as you use to delete a response. The DELETE RESPONSE command toggles between delete and restore.

 **Note:**

When you restore a response, the system returns the response to the list of stored responses to be transcribed and plays the next available response.

To restore a deleted response using 7 + 0 or MARK SPECIAL

Press 7 + 0.

Result: The system announces "Response <ID> saved as special" or "Response <ID> saved as new," depending on which list you are transcribing.

 **Note:**

When you restore a response, the system returns the response to the list of stored responses to be transcribed and plays the next available response.

 **Note:**

The MARK SPECIAL command toggles between restore as new, or restore as special, depending on which list you are transcribing. When you transcribe special responses and you press 7 + 0, or MARK SPECIAL, the system restores the

response as a new response. When you transcribe new responses and you press 7 + 0, or MARK SPECIAL, the system restores the response as a special response.

Marking a response as special

If you have problems transcribing a response, or if a response requires further attention by another person such as the administrator, you can mark the response as special.

To mark a response as special

Press 7 + 0.

Result: The system announces “Response <response ID> marked as special” and retrieves the next available response.



Note:

If you need to retrieve the response later, you can write the response ID down.

You can also use the MARK SPECIAL command to return a special response back to new.

Switching between new and special response lists

When you log on to a voice form, you can retrieve responses from the list of new responses in this voice form. If you transcribe special responses, you must specifically request to access the special response list using the SPECIAL/NEW command.

To go to the special response list

Press 8 + 9.

Result: The system announces the number of special responses and retrieves the oldest available special response.



Note:

You can use the SPECIAL/NEW command to toggle between the two response lists. For example, if you are transcribing responses in the special response list and you want to go to the new response list, use the SPECIAL/NEW command to return to the new response list.

Going to a specific response

You can use the GOTO command to go to special or new responses. You can also use the GOTO command to go to a specific response. Before you use the GOTO command to go to a

specific response, note the response number that you are transcribing so that you can return to this response.

To go to a specific response

1. Press 8 + 6.

Result: The system announces "Go to:"

2. Enter the response ID followed by the pound (#) key.

Result: The system goes to the response with the response ID that you specify.

Reaching the end of the response list

When you finish transcribing the last response, the system plays the following prompt: "End-of-response list." To ensure that no new responses have been added to the response list while you are logged on, go to the next response after you hear the end-of-response-list prompt.

Checking for new responses

Press 6.

Result: If there are no new responses, the system plays the following prompt: "End-of-response list." If there are new responses, the system goes to the next response.

If you reach the end of the response list, you can log off the transcription service.

Logging on to another voice form

If you finish transcribing responses for one voice form and want to transcribe another voice form, use the LOGIN command. When you use the LOGIN command, you do not have to log off the transcription service and then log on again to retrieve another form.

To log on to another form

Press 8 + 1.

Result: The system exits the current form and prompts you for a new form ID and password, depending on how your administrator configured the system.

Playing the response envelope

You can play the envelope for a response you transcribe at any time by pressing the PLAY ENVELOPE command.

To play the response envelope

Press 7+ 2.

Result: The system plays the response envelope in the following format:

<Status> <Form spoken name> Response <response ID> Received <time stamp>

 **Note:**

If you do not enter a command within 3.5 seconds, you hear the prompt “For help, press star.” When the system plays the response envelope, the system does not automatically resume playback. To resume playback, use the PLAY command. Playback begins at the point at which the PLAY ENVELOPE command was given.

Logging off

When you finish transcribing all responses, you can log off the transcription service.

To log off

Press 8 + 3.

Result: The system terminates the session, disconnects your call, and plays the following prompt: “Goodbye.”

Chapter 4: Using My CallPilot to transcribe

Overview

If you are an Avaya CallPilot® user with transcription privileges, you can use My CallPilot to retrieve and transcribe caller responses. For more information about using My CallPilot to transcribe, ask your administrator.

Logging on using My CallPilot

Your administrator provides you with the URL to launch My CallPilot. Bookmark this address in your Web browser for easy access.

To log on to My CallPilot

1. In your Web browser, navigate to the My CallPilot address.
 2. On the Welcome page, in the Mailbox box, type your mailbox number.
 3. In the Password box, type your Avaya CallPilot password.
 4. Click Login.
-

Retrieving responses

After you log on to My CallPilot, the following Web page appears.

To retrieve responses

1. Click the Voice Forms Transcription tab. This tab does not appear for users without transcription permission.

Result: A Web page appears that lists the voice form IDs and voice form titles. These IDs and titles are links to the various voice forms.

2. Select an item listed under Voice Form ID or Voice Form Title.

Result: A Web page appears that prompts you for the voice form password, if the voice form is password protected. Otherwise, proceed to Step 4.

3. Type your password.

Result: A Web page appears showing the list of responses.

 **Note:**

The type of list that appears depends on the list that you selected in your last session. For example, if you asked the system to display all responses, the All Responses list appears. You can toggle between the three types of lists by clicking on the buttons at the top of the page.

4. Select a response that you want to transcribe.

Result: A Web page appears that contains a list of all answers in the voice form.

 **Note:**

There are two types of fields: voice answer field, which is the caller's spoken answer in audio format, and keypad input field, which is the caller's answer entered through the keypad. The voice answer fields have a play button icon in the left column to play back the fields.

 **Note:**

When you select a response, the system locks the response so that another transcriber cannot retrieve this response.

Playing responses

Overview

After you retrieve a response, you can play the voice answer fields of the response using the CallPilot player, or any player that supports WAV format. You can view the keypad input fields in the DTMF column of the response page.

You can navigate to the next or previous response, delete a response, and mark a response as special.

Playing an answer in a response

To play an answer in a response

1. Click the play button icon in the column that corresponds to the field that you want to transcribe, or click the field name under the column Field Name.

Result: The system plays the answer through to the end and then stops.

2. To skip backward within the answer, press the rewind button on your player.
3. To skip forward within an answer, press the fast forward button on your player.
4. To stop playback, press the stop button on your player.
5. To navigate to the next response, click the Next Response button.
6. To navigate to the previous response, click the Previous Response button.
7. Play and transcribe all answers in the response.
8. When you finish transcribing all answers in the response, delete the response.



Important:

Deleting responses

When you finish transcribing a response, you must delete the response so that another transcriber cannot retrieve this response.

Deleting a response

To delete a response

1. Select the response that you want to delete.
2. Click the Delete Response button.

Result: A message appears asking you to confirm the deletion. The system permanently deletes the response if you confirm the deletion.

3. Click the OK button to return to the list of responses.



Important:

Deleting responses

When you finish transcribing a response, you must delete the response so that another transcriber cannot retrieve this response.

Marking a response as special

If you have problems transcribing a response, or if a response requires further attention by another person such as the administrator, you can mark the response as special.

To mark a response as special

1. Click the Mark Special button.

Result: The status of the response changes to special, and the system goes to the next response.

2. Click Close to return to the list of responses.

Index

C

customer service[7](#)

D

distributor[7](#)

documentation[7](#), [11](#)

 map[11](#)

R

reseller[7](#)

T

training[7](#)

