Interaction Mobile Office

Technical Reference

Abstract

Interaction Mobile Office is a speech-enabled telephony user interface (TUI) that manages multimedia messages, faxes, and status settings from an ordinary phone. The TUI is controlled by XML configuration files which define options and operations that are tied to DTMF sequences or speech recognition grammars. This document describes the XML elements along with their functions and usage.

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Introduction to Interaction Mobile Office

Interaction Mobile Office is a Customer Interaction Center (CIC) subsystem that provides a speech-enabled telephone user interface (TUI), Microsoft® Office Outlook®, and telephony client functions in response to speech commands.

The first section of the Interaction Mobile Office Technical Reference explains how to customize its default vocabulary to recognize additional words and phrases. The second section explains how to use the TUI.

A TUI, or Telephone User Interface, processes user interactions over the telephone with an Interactive Voice Response system (IVR). Most TUI interactions are DTMF-based, meaning that users enter commands by pressing keys on the telephone keypad. The TUI provided by Interaction Mobile Office extends IC’s standard TUI by voice-enabling commonly used commands.

Interaction Mobile Office is intended to make development and customization of speech-enabled TUI menus, their structures, audio, and grammar definitions, much simpler. Interaction Mobile Office speech-enables portions of the IC TUI by providing speech-enabled shortcuts for direct links to actions like message management and retrieval, status updates, personal prompt and personal option updates, and extended functions. The system is designed to facilitate speech shortcuts and traditional DMTF processing. Speech shortcuts allow a user to jump directly to an action without traversing through complex menu structures to get there.

Administration of Interaction Mobile Office requires general familiarity with the Interaction Center platform and handler customization is assumed. A working knowledge of XML and schemas is required.
## Miscellaneous Features of Interaction Mobile Office 4.0

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<th>Description</th>
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<td>Users now have the option to access Outlook calendars using voice or DTMF commands.</td>
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<td><strong>Outlook Private Contacts</strong></td>
<td>Interaction Mobile Office users may now access Outlook private contacts, in addition to Company Directory contacts.</td>
</tr>
<tr>
<td><strong>Outlook Out of Office Assistant</strong></td>
<td>Users can now turn the Outlook Out-of-Office Assistant on or off from the CIC TUI. This controls whether or not their out-of-the-office message is active.</td>
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<td><strong>Read Today's Messages</strong></td>
<td>There are new global grammars for accessing &quot;today's&quot; messages*. This new feature allows a user to play unread voice, fax and e-mail messages received on the current day, only.</td>
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<tr>
<td><strong>Workgroup and Custom Status Support</strong></td>
<td>Custom statuses in the TUI are automatically supported.</td>
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<td><strong>Recording of Personal (User) Prompts</strong></td>
<td>The personal prompt recording menu is now speech enabled.</td>
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<tr>
<td><strong>Undelete Message Support</strong></td>
<td>The option to Undelete a message is available in all message menus, including message status selection menus.</td>
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<td>Corrections and miscellaneous improvements.</td>
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</table>
Calendar Access

Users now have the option to access Outlook calendars using voice or DTMF commands.

To access Outlook calendars via DTMF:

Use a new menu option at the main menu, option 9. This option branches to a menu for the new Outlook Module. The prompt for this option is "To access your outlook options, press 9."

The Outlook menu has two options. Users are prompted: "To access your calendar, press 1." "To access your out-of-office assistant options, press 2."

When control is passed to the calendar menu, it provides two options; "To hear your meetings for today, press 1." and "To hear your meetings for another day, press 2."

After pressing 2, the user is prompted, "Please enter the two digit month, the two digit day and the two digit year." Date entries are validated for 30 or 31 day months and 29 day Februarys on leap years (any year evenly divisible by 4, except for years evenly divisible by 1000).

Dates are also validated to be the current day or any day in the future. Past dates are not considered valid. Users are prompted again to enter a date until a valid date has been entered. Valid dates are always 6 digits, made up of two digits for month, day and year.

Once in the menu listing meetings for a day, the user has the following options during the playback:

- Option 2 - go to the prior meeting in the list (available for all meetings except the first)
- Option 3 - go to the next meeting in the list
- Option 4 - replay the current meeting

There is a short delay between meetings to catch these options.

Prior to the first meeting playback, the day and date are played. The first meeting is prefixed with "First Meeting" prompt. The last meeting is prefixed with "Last Meeting" prompt and all meetings in between are prefixed with "Next Meeting" prompts. This holds true when moving up and down the list with options 2 and 3 above.

If a user chooses to skip on the last meeting (option 3 above) or if the option menu times out after the last meeting, a prompt plays indicating the conclusion of the meetings for that day. Users are then returned to the calendar menu to choose today or another day for meetings.

As with all DTMF menus, pressing * returns the user back on level in the menu structure.

To access Outlook calendars via Voice Options: There are new global grammars for accessing the calendar options and menu:

(access | get | play | read | go to) [my] (calendar | meetings) for $datetime
(access | get | play | read | go to) [my] (calendar | meetings)
(access | go to) [my | the] Calendar (options | menu)

If a user does not include a date in the utterance, they are prompted for a date with the following grammars active:

[meetings] [for] today
[meetings] [for] $datetime

There is also a global grammar for going to the outlook module menu*:

(access | go to) [my | the] Outlook [options | menu]

Once in meeting playback, the following grammars are active for traversal of the meeting list.

([go] back [one] [meeting]) | previous [meeting]

The above command is active only after the first meeting. The additional commands are:

(skip | next) [meeting]
(repeat | replay) [this] [meeting]

The DTMF options listed above (2, 3 and 4) are also active during meeting playback.
Outlook Private Contacts

Interaction Mobile Office users may now access Outlook private contacts, in addition to Company Directory contacts. The name of an Outlook Private Contact may be spoken in any menu that allows a user in the Company Directory to Send, Forward, Reply or Place a Private Call (work, home or mobile). Access to Email address and telephone numbers from private contacts is limited to the values populated by the user for those contacts.

Outlook Out of Office Assistant

Users can now turn the Outlook Out-of-Office Assistant on or off from the CIC TUI. This controls whether or not their out-of-the-office message is active.

To control Out-of-Office Assistant via DTMF

Use a new menu option at the main menu, option 9. This option branches to a menu for the new Outlook Module. The prompt for this options is "To access your outlook options, press 9."

The new outlook menu has two options. The first, option 1, is for calendar access—calendar features are included in the Outlook Module feature set. The second, option 2, is for the Out-of-Office Assistant menu and is prompted with "To access your out-of-office assistant options, press 2."

The Out-of-Office Assistant menu has two options: "To turn on your Outlook out-of-office assistant, press 1" and "To turn off your Outlook out-of-office assistant, press 2." These options are followed by a confirmation prompt indicating the state (on/off) and a default failure prompt if the tool setting the assistant fails for any reason.

To control Out-of Office Assistant via Voice commands:

There are new global grammars for accessing the out-of-office assistant options and menu:

```
turn on [my | the] out-of-office assistant [message]
turn off [my | the] out-of-office assistant [message]
[access | go to] [my | the] out-of-office assistant [options | menu]
```

There is also a global grammar for going to the outlook module menu:

```
[access | go to] [my | the] Outlook [options | menu]
```

As with other speech menus, the DTMF options outlined above are supported.

Out-of-Office Message Text

The message text is a localizable string contained in the Strings._System.ihd string resource file. The string name is `SYSTEM_OUTOFOFFICE_TEXT`. It has the default English value of "I'm currently out of the office." This is a global, system-wide value.

Message Text Override

The default value and the string resource value can be overridden by setting a custom attribute at the User level in Interaction Administrator:

<table>
<thead>
<tr>
<th>Custom Attribute Name</th>
<th>Out of Office Text en-US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom Attribute Value</td>
<td>&lt;any non-zero length string&gt;</td>
</tr>
</tbody>
</table>

Handlers will use the value, returned from a successful lookup for the user currently in the TUI, and it will override the default value discussed above. The code for language at the end of the attribute name is matched to the language set on the call while in the TUI. The value is subjected to any restrictions that IA may have for entry or any restrictions DS Server may have for valid attribute values.
Read Today's Messages

There are new global grammars for accessing "today's" messages*. This new feature allows a user to play unread voice, fax and e-mail messages received on the current day, only. The "today" filter is added to other filtering mechanisms last so the other filters still apply: message limit, sort order, priority and message type. A mailbox is opened based on this list of filters. The filter for the current day is applied after the folder has been opened therefore all other filters are applied first.

DTMF Options

In the message summary menu (where users select new or saved messages after a message type selection has been made at the main menu), there is a new option, option 3, that allows hearing all the messages (unread) of the previously selected message type for the current day. Pressing this option will result in all unread messages of the previously selected type to be played. The user is prompted with "To listen to today's `<message type>` only, press 3." This option exists in all three message type menus where message status (read|unread) is selected. If saved messages is turned off by the user or if there are no saved messages, option two is skipped.

Voice Options

There are new global grammars for accessing "today's" messages*:

```
(play | get | check | listen to) today's voice [mail | mails | E-mail | E-mails] [message | messages]
| (for | from) today)
```

```
(play | get | check | listen to) today's (fax [mail | mails | E-mail | E-mails] | faxes [message | messages]) | (for | from) today)
```

```
(play | get | check | listen to) today's (mail | mails | E-mail | E-mails) [message | messages] for today)
```

The DTMF options listed above are also active for speech users.

Workgroup and Custom Status Support

Custom statuses in the TUI are automatically supported. The $status substitution variable makes it possible for Interaction Mobile Office to recognize custom statuses for each individual user. $status is a variable that developers can place inside choice elements. At runtime, a grammar is generated to recognize status messages that the user might say. Other variables pass the current time, username, or the utterance of a date or time to handlers. See Substitution Variables in the Interaction Mobile Office Administration Guide for additional information.

Custom statuses are supported as they are added to the server without having to change any handler or XML menus. Audio, speech grammars and menu options are generated automatically.

DTMF Options

The standard, shipping status options have not changed in this release. The default statuses all have a reserved space in the list of DTMF options that is hard-coded and cannot be changed without reverting to the older status events in the TUI MenuXML or modifying handlers. Modifying the handlers controlling this is not recommended but using the old status events still defined in the MenuXML schema can allow for these canned statuses to be altered.

Each status and its corresponding number is a fixed, reserved place in the status menu. This was done to avoid major documentation changes as well as to continue to support any auto-dial solutions there may be in the field for changing statuses quickly and to avoid training issues for users accustomed to the shipping status set.

Even after statuses are filtered based on workgroup status configuration, the statuses maintain their respective positions. Yes, that means the menu option numbers may not be contiguous, but that is normal based on implementation. Each status in the list has its own separate audio so only the statuses enabled for a certain user are read as options to that user.

The default statuses are:

1. Available
2. Available, Forward
3. At a training session
4. At Lunch
5. Do Not disturb
6. Follow Up (not user selectable by default)
7. Gone Home
8. In a meeting
9. Away from desk
10. Available, No ACD
11. On Vacation
12. Out of the office
13. Out of town
14. Working at Home
15. Available, Follow-Me

Custom statuses start at sixteen and are incrementally numbered from there. The first custom status is added to the menu as option 16, the second as option 17 and so forth. As with the default or “canned” statuses, custom statuses have their own separate audio, respectively. The user will hear options for only the custom statuses that are enabled for that user, if any.

The order of the custom statuses is determined by the order in which the list of status names is returned to handlers via the enabled user status tool. The names are normally returned in alphabetical order. As canned statuses are removed from the status name list to build the first fifteen default options, the custom statuses maintain their relative order. Therefore, the custom statuses should be added to the canned list, starting at 16, in alphabetical order.

This has the effect of having custom status option digits change as a new custom status is added and whose name falls between the names of two former custom statuses in the alphabet. To avoid this problem, administrators may desire to come up with a naming scheme that allows for adding statuses in a fixed order based on some leading string value.

Currently, the handlers are designed to process up to option 99 which means there can be no more than 84 custom statuses enabled for any one user. It is likely that this limitation is well beyond the limitations of even extreme business practices. This limitation was imposed to facilitate mapping of the menu options to the standard prompt set.

Voice Options

There are new global grammars for setting all statuses:

```
[set | change] [me | my] [status] [to] $status [until $datetime]
```

The replacement string, $status, is used under the covers to generate a grammar rule for each status enabled for the user logged into the TUI. These grammars are generated dynamically so each user has a unique rule set based on his/her status settings. The replacement string $datetime is used to catch any utterance including a date or time for a particular status.

The values that replace the $status string in each respective rule set, by default, comes from the "Status Message" attribute for each status. This is not the same as the status name as it appears in Interaction Administrator, but rather the first input on the status configuration page with the label Status Message. For localization purposes, the Localized Message is used. These appear internally as "Status Message.<language code>" where language code is en-US or other standardized language code. Handlers will look for this value first and then revert to the default value is not set for the current language.

There is a way to override the status message value for any language by setting a custom attribute in the status container. The handlers, before using the scheme outlined above, will look for a custom attribute, "Speech Text.<language code>,” which will override both the localized and status message values if it is set. For English, the attribute name would be "Speech Text_en-US" where the language code is separated from the attribute name with an underscore character ("_").

Using the above override for the Status Message value allows administrators to setup unique strings that better fit natural language requirements that may exist for the grammar rule set for any given prompt. The override is done individually for each prompt so only the ones needing special attention need to be dealt with.

The replacement for $datetime is a built-in grammar. You may want to contact the current developer for speech recognition support to get the best details on what is supported in that grammar. Most common date/time utterances are accepted based on the testing done for this and other SCRs. Utterances like the following are a good example:

"until one o'clock"
"until next Tuesday"
"until January 2nd"
"until three-thirty PM"
"until tomorrow at three o'clock"
"until eight AM Monday"
Recording of Personal (User) Prompts

The personal prompt recording menu is now speech enabled. The following global commands allow for recording or listening to prompts:

- `[record] [my] (extended absence | out-of-the-office) [prompt]`
- `[listen to | review] [my] (extended absence | out of [the] office) [prompt]`
- `[record] [my] (ring no answer | standard greeting) [prompt]`
- `[listen to | review] [my] (ring no answer | standard greeting) [prompt]`
- `[record] [my] (name | username) [prompt]`
- `[listen to | review] [my] (name | username) [prompt]`
- `[record] [my] agent [greeting] [prompt]`
- `[listen to | review] [my] agent [greeting] [prompt]`
- `[record] [my] [available] forward [prompt]`
- `[listen to | review] [my] [available] forward [prompt]`
- `[record] [my] [one number] follow me [prompt]`
- `[listen to | review] [my] [one number] follow me [prompt]`

When accessing the personal options menu, the prompt menu can be accessed by saying:

- `[record | change] [my] [user | personal] (prompts | recordings)`

In the personal prompt menu, the user is asked, "Which prompt would you like to record", at which time the user may respond with one of the prompt names. The user is prompted to record after the tone and press 1 to terminate (this is canned audio and currently not configurable except that both 1 and # will terminate the record.

Once a recording is complete, users may speak the following to manage the new recording:

- `save`
- `listen | review`
- `record [again] | re-record`
- `discard | delete`

Undelete Message Support

The option to Undelete a message is available in all message menus, including message status selection menus. Deleted data is preserved during a single TUI session. If a user leaves a message menu and returns, his or her prior delete action can be reversed.

This applies to deletion of a single message or deletes of all messages from a sender or which have the same subject.

Note:

*delete all from sender* and *all with same subject* span the boundary of read and unread messages.

Messages are restored to the folder from which they were deleted. Message read/unread status is also preserved. The message status is reset to unread when undeleted if the message was deleted as an unread message.

To undelete a message, press 77 during any message menu, or say:

- `un-delete [my | last | my last] [voice | voice mail | fax | fax e-mail | e-mail] message.`
Administration of Interaction Mobile Office

Interaction Mobile Office makes it possible for CIC users to interact verbally with TUI menus. By speaking commands into any telephone, users can retrieve voice mail messages, Faxes, Emails, manage personal options (such as client status), dial phone numbers from public and private directories, manage personal prompts, and perform many other activities that must traditionally be performed using the telephone keypad.

Interaction Mobile Office leverages speech recognition, handlers, and industry-standard XML technology to lay a foundation for full VoiceXML support in future releases of CIC. Speech support is provided for message management and retrieval actions, status updates, personal prompt and personal option updates, and extended functions. Extended functions can accommodate custom applications called from standard breakout points for both menu I/O objects and associated processing objects.

The Interaction Mobile Office TUI is fully customizable through one or more XML files. These files define a menu structure calling a supported set of menu actions, provide for event handling (events such as no input, no match, errors, etc.), provide multiple sources for audio, including text-to-speech (TTS), and they allow a way to define speech-enabled and DTMF commands by providing the key words or digits for a particular action.

Interaction Mobile Office XML files are validated against a schema named MenuXML.dtd. It provides the XML document type definition for tags that define speech-enabled commands, DTMF input, audio and event handling. A custom XML tag allows customers to call custom events from a menu and link their custom handler through a single provided breakout point.

The MenuXML files are used to build speech/DTMF grammars and data structures to be processed by a generic interpreter. Events driven by user input will be linked to specific synchronous and non-synchronous processing methods. The interface between the menu generation/management and the event processing is controlled by a data flow between the modules. Data is passed in each transaction signaled by a menu. The event process runs and passes a result indicating success or failure. This result may contain extended data to be used in the next menu operation, such as an operator escape or location of a voice mail wave file to be played.

Organization of Material

1. Interaction Mobile Office Administration Procedures describes Interaction Mobile Office and MenuXML for Administrators.
2. "MenuXML Document Type Definition" discusses elements and entities defined by MenuXML.dtd. The DTD defines the structure and format of XML menu files. Each tag is described with its supported attributes. Rules in the DTD specify which elements (markup tags) and attributes (values associated with specific tags) are allowed in your documents. "Throws and Catches" are discussed next. These notifications and error codes summarize the processing that occurred in response to an event, in terms of success or failure. Since the TUI is uncoupled from handlers in IC, the distributed logic requires additional messaging. Normal processing raises events. As a consequence, the status codes returned from events are not necessarily indicative of errors.
3. "XML Files" describes the Interaction Mobile Office menus that ship with CIC.
4. "Handlers and Voice Resources" transcribe prerecorded prompts that Interaction Mobile Office accesses from handlers.
5. "Procedures" explain how to "modify the Grammar of a command", "escalate the response" to user input, and how to "configure CIC to use custom Interaction Mobile Office XML files".

Related Documentation

Mobile Office Quick Reference lists frequently used voice shortcuts and sample grammars.

Advantages of Speech-Enabled TUI

A speech-enabled TUI jumps directly to an action without traversing a menu structure to get there. Extracting the process of actions from the menus that call them means a menu choice is no longer tied to a process, but rather points to a process. That means more than one menu item can point to the same process. It also means that it no longer matters where in the menu structure that item is or from where it was invoked by a speech shortcut or DTMF input.

Interaction Mobile Office is not hierarchical. You don't have to drill down through two or three menus to enter a command. Instead, Interaction Mobile Office provides global commands that can be spoken from any menu. Global commands perform a general action, and then direct control to a submenu that offers more specific functionality. In Interaction Mobile Office, menus work like subroutines. A specific task is performed and the menu is exited. After a user calls and logs in to the speech-enabled TUI, control is passed to the Interaction Mobile Office's main menu.
Interaction Mobile Office menus are XML files

The Interaction Mobile Office TUI is fully customizable through one or more XML files. This reduces the cost of ownership and allows the TUI to be customized using industry-standard XML. A new XML data definition, MenuXML, was developed to support these XML files. It describes tags that define speech-enabled commands, DTMF input, audio and event handling. A custom XML tag that calls custom events from menus is also provided, so that customers can call custom events from a menu and link their custom handler through a single provided breakout point. These files define the supported set of menu actions, provide for event handling (events such as no input, no match, errors, etc.), and allow speech-enabled and DTMF commands to be defined by specifying the key words or digits for a particular action.

Each TUI menu is defined by a set of definitions stored as XML documents. These documents can come from any URI. In this release, Interaction Mobile Office menu files are installed to the IC server in the \\servername\resources\share. See “XML Files” for details.

MenuXML.dtd defines the set of XML tags that are supported in source documents. Menu authors should check the validity of their menus using an XML editor with a function to validate against a data type definition (.dtd) file. Validating the XML menus before applying them to a server will reduce test time on the server.

Menu Structure Generation and Interpretation

The XML files must be translated into a form that handlers can use directly. The handler form contains information needed to define menu actions, their DTMF digits and spoken commands, audio for the menu (each option has its own audio segment) and definitions that handle errors and other returned events.

The menu structures, once in a handler usable form, are processed by a generic interpreter that dynamically builds the dialog interface with the user. It is responsible for collecting all input from the user and playing all output to the user. It is also responsible for handling events returned from the event processing after an action has been selected by a user. These events include operator escape, error handling and event status prompting.

MenuXML files build speech-enabled/DTMF grammars and data structures that are processed by a generic interpreter. The events driven by user input are linked to specific synchronous and non-synchronous processing methods. The interface between the menu generation/management and the event processing is controlled by a data flow between the modules. Data is passed in each transaction signaled by a menu. The event process runs and passes a result indicating success or failure. This result may contain extended data to be used in the next menu operation, such as an operator escape or location of a voicemail wave file to be played. The interpreter uses a dispatching mechanism to route events to the appropriate handler for processing. This dispatcher represents the superset of events that will branch quickly to the appropriate process. Any necessary branching for xIC and Communité will be handled at this level.

Menu I/O

The interpreter is responsible for all I/O during menu processing. The audio is defined by configuration and can be of multiple forms (IC internal prompts, wave files designated using full path or in the folder defined by the Resource Path server parameter, or plain text which is played via text-to-speech).

Recordings done by the user (name prompts or send message option) are also the responsibility of the menu interpreter functions. It records audio in a temp file and passes the file path to the appropriate event handler for final storage and associated configurations.

Menu Event Handling

Speech-enabled commands and DTMF input are interpreted and dispatched to an appropriate event handler. The interpreter passes name pair values, an event Id and any associated data that pertains to the event for processing. For example, the interpreter can pass a status event with a user Id and a status name in response to the user saying, “Status, At Lunch.” The event processor calls the necessary tools to update the status for the user and reports on success or failure. The interpreter uses that information to prompt the user accordingly.

Standard events and their associated data are standardized so that they can be used in menu definitions. It was necessary to construct a schema for these events because some can only be called as a result of a former, successful event process. For example, playing the next message can only be performed after the message type has been selected and pressing 1 or saying "yes" for a validation can only be done after an event has been performed that needs validation.
Menu Event Processing

A significant boundary exists between the menu interpreter/dispatcher and the event processor. The interpreter controls the dialogs with the user and the event processor controls the processing of events generated from the dialogs. The event processor receives name pair values from the interpreter and returns name pair values to the interpreter. The dispatcher takes care of the actual link to a process but the name pair values contain all of the information for handling the event.

Any specific event handler may be synchronous or asynchronous depending on the process at hand. Events that are handled as a sink (no return data expected or needed) can be managed by asynchronous handling so the interpreter does not have to wait, which has the potential for "dead air" for the user. Other events that require data to be returned are managed by synchronous handling. In cases where the return can take awhile, the interpreter may fill the time with audio such as ringback or hold music. In the case of delayed mailbox mapping, the event processor returns event data indicating the delay and the interpreter is required to prompt the user with a 'waiting' prompt. Conditions similar to this are handled in the same way.

Process Result Handling

Once the interpreter has produced an event for processing, it takes action on the return values from that event. There is a standardized set of return values for the interpreter to manage. Each synchronous event process has return values that pertain specifically to the event. See "Throws and Catches".

Global Event Handling

Some commands or DTMF input may signal a global event defined by the interpreter either by configuration or in the form of hard-coded behavior that exist outside the actively running menu. This is done to eliminate the need to replicate events such as operator escape or catastrophic error in every menu. These events will be active for all menus under the scope of the root or level where the global events are defined. Data returned from the event processor may trigger a global event in the interpreter but the interpreter must catch and process the events alone. Such an event may result in a subsequent event process but only one triggered by the interpreter.

Custom Break-outs

Menu definitions are interpreted and can only call event processes it knows about. To facilitate the addition of custom event processes and their corresponding additions to the menu event schema, custom breakout points were incorporated into the menu interpreter. This will allow additions to available menu options and provides a place to put specific processing for the event in the event processor.

Substitution Variables

Substitution variables dynamically implement grammars in a choice element. Substitution variables recognize dynamic input from the user, such as a custom status, date or time, or person's name. The following substitution variables are supported:

$\text{status}

Interaction Mobile Office uses this variable to support custom statuses as they are added to CIC, without the need to modify handlers or XML menus. The $\text{status}$ replacement string generates a grammar rule for each status that is enabled for the user logged into the speech-enabled TUI. Since grammars are generated dynamically, each user has a unique rule set based on his or her status settings.

To accommodate DTMF, default statuses have a fixed, reserved place in the DTMF status menu. Custom statuses are assigned numbers that follow the range of numbers reserved for standard statuses. The default assignments are:

1. Available
2. Available, Forward
3. At a training session
4. At Lunch
5. Do Not disturb
6. Follow Up (not user selectable by default)
7. Gone Home
8. In a meeting
9. Away from desk
Custom statuses start at sixteen and are numbered sequentially from there. The first custom status is added to the menu as option 16, the second as option 17 and so forth. Only the statuses that are enabled for a particular user are read as options.

Statuses maintain their respective positions even after statuses are filtered based on workgroup status configuration. Numeric gaps in the status menu are normal.

The order of the custom statuses in the menu is determined by the order in which the list of status names is returned to handlers by the enabled user status tool. Since the tool returns names in alphabetical order, custom status option digits will change if a new custom status is added and whose name falls between the names of two former custom statuses in the alphabet. To avoid this problem, administrators may desire to come up with a naming scheme that allows for adding statuses in a fixed order based on some leading string value.

Currently, the handlers are designed to process up to option 99 which means there can be no more than 84 custom statuses enabled for any one user. In all likelihood, this limitation is well beyond the limitations of even extreme business practices. This limitation was done to facilitate mapping of the menu options to the standard prompt set.

$\text{status}$ example:

```xml
<choice event="status.set" dtmf="none" return="TUIMobileOffice.xml#main_menu_return">[set | change] [me | my] [status] [to] $\text{status}$ [until $\text{datetime}$]</choice>
```

$\text{datetime}$

The replacement string $\text{datetime}$ is used to catch any utterance including a date or time for a particular status. This variable recognizes common date and time utterances, such as:

- 'until one o'clock'
- 'until next Tuesday’
- 'until January 2nd'
- 'until three-thirty PM”
- 'until tomorrow at three o'clock”
- 'until eight AM Monday”

$\text{datetime}$ example:

```xml
<choice event="status.set" dtmf="none" return="TUIMobileOffice.xml#main_menu_return">[set | change] [me | my] [status] [to] $\text{status}$ [until $\text{datetime}$]</choice>
```

$\text{username.gram}$

This substitution variable passes the IC user name to handlers.

```xml
<choice event="application.replymessage" return="voice_message_menu_2">URI:OPCMessageDirectory.$\text{username.gram}</choice>
```

$\text{now}$

This variable passes the current DateTime to handlers:

```xml
<choice event="application.getmeetings" dtmf="1" message="$\text{Now}$" return="#calendar_menu">[meetings] [for] today</choice>
```
PreLoaded Grammars

Some menus contain "PreLoadedGrammar" instructions. These tell handlers which dynamic grammars to load. A dynamic preloaded grammar might contain the names of people whom the user can send a message to, or the names of the user's private contacts. Preloaded grammars are not commands that customers need to worry about.

Examples:
PreLoadedGrammar:CallDirectory
URI:OPCMessageDirectory.$username.gram
URI:OPCCallDirectory.$username.gram

About menuhelp.gram

The menuhelp.gram file contains common definitions for words that people say when they want help. This grammer is always available in Interaction Mobile Office. It triggers help event and "cancel" catches in Interaction Mobile Office.

cancel {$.action="cancel";$.value=""} |
[please] help [me] [please] {$.action="help";$.value=""};

Examples:
"cancel"
"please help me"
"help"
"help me please"
Interaction Mobile Office Administration Procedures

Routine administrative procedures are:

- Relationship between licenses, ASR ports, and concurrent users
- Grant right to use Interaction Mobile Office
- Modify the Grammar of a command
- Escalate the response to user input
- Configure IC to use custom Interaction Mobile Office XML Files
- Use $status to support custom statuses in the speech-enabled TUI
- Tune ASR to recognize names
- Interaction Mobile Office Direct Dial
- How Interaction Mobile Office reverse lookup works

Relationship between licenses, ASR ports, and concurrent users

Interaction Mobile Office is governed by a license (I3_LICENSE_MOBILE_OFFICE) on the IC server. Your reseller can provide information about pricing. Each Interaction Mobile Office license provides a fixed number of ASR ports.

Note:
To view licenses in Interaction Administrator, pull down the File menu and select License Management. For complete instructions on updating your licenses, go to the License Management system at the PureConnect license Web site at https://my.inin.com/products/cic/Pages/Release-Information.aspx. You can also find information on licensing in IC Licensing Overview in the CIC Documentation Library at help.genesys.com/cic.

An Interaction Mobile Office port is a single session for a single user logged in to the TUI. Each port represents the ability to support 1 concurrent user. Each concurrent user consumes one port, which is released when the user logs out or hangs up. Ports work like available lines, in that a limited number of lines can support a large base of users.

Since ports are shared by concurrent users, the license determines the total number of concurrent users that the system will support. In most cases 8-24 ports are sufficient for most needs. You can have as many concurrent users as the number of ports that are licensed. Beyond that, users are limited to DTMF sessions.

- I3_FEATURE_MOBILE_OFFICE controls whether a server has Interaction Mobile Office at all. It is a feature (Boolean) license, on or off.

- I3_LICENSE_MOBILE_OFFICE sets the number of Interaction Mobile Office ports. This is the total number of users who can use Interaction Mobile Office concurrently.
I3_ACCESS_MOBILE_OFFICE_OUTLOOK_ADDON is the number of user-based licenses allowed for the Microsoft® Office Outlook® module (calendaring and personal contacts). This license is not required for basic Interaction Mobile Office functionality.

When I3_ACCESS_MOBILE_OFFICE_OUTLOOK_ADDON is assigned to users or workgroups, it enables user access to Microsoft® Office Outlook® calendar, private contacts, and Out of Office Assistant.
For additional information, see Speech Ordering Guide on the Genesys partner portal (http://genesyspartner.force.com).

Grant right to use Interaction Mobile Office

Important!
This procedure explains how to grant Mobile Office access to users. If access is not granted using one of the procedures below, speech commands are not recognized and users must enter DTMF commands using their telephone keypad. If ASR is not installed, only DTMF commands are recognized, regardless of the role assignment.

Users must be given access to use Interaction Mobile Office speech-enabled commands. This access is granted in Interaction Administrator by assigning the "Mobile Office User" user right.

Access to Interaction Mobile Office speech-enabled commands is regulated by additional factors:
- A feature license key (I3_FEATURE_MOBILE_OFFICE) controls whether a server has Interaction Mobile Office at all. It is a feature (Boolean) license, on or off
- ASR must be installed. If ASR is not installed, DTMF menus are always used, even if the user has the required license and roles.
- An additional license, I3_ACCESS_MOBILE_OFFICE_OUTLOOK_ADDON determines the number of user-based licenses allowed for the Microsoft® Office Outlook® module (calendaring and personal contacts). This license is not required for basic Interaction Mobile Office functionality.

Grant user rights to access Mobile Office

To grant user rights to access Mobile Office:
1. Start Interaction Administrator if it is not already running.
2. Expand the People container.
3. Select the Users container.
4. Double-click a user entry to display the User Configuration dialog, then click the Security tab (see figure).
5. Click the **Security Rights** button to display the Security Rights dialog (see figure).

6. Scroll down the Rights list to display the entry for Mobile Office in the Remote Access Rights group.
7. If the Mobile Office check box is unchecked, check it.
8. Click **Close**.
Modify the Grammar of a command

This procedure explains how to modify the grammar of an existing command. Specifically, we're going to modify TUIStatusMenus.xml so that users can say "change my client status to available" instead of "change my status to available".

1. Go to the CIC server. Open \d:\I3\IC\Resources\TUIStatusMenus.xml using Notepad or another text editor. Locate line 4 in the file:

   ```xml
   <choice event="status.set.available">[set | change] [me | my] [status] [to] available</choice>
   ```

2. Add [client] to line 4 as shown below. The brackets indicate that this word is optional.

   ```xml
   <choice event="status.set.available">[set | change] [me | my] [client] [status] [to] available</choice>
   ```

3. Save the file.

4. CIC won't implement this change until the XML data is converted to handler-ready form. Follow the "Configure CIC to use custom Interaction Mobile Office XML Files" procedure, specifying TUIStatusMenus.xml as the TUI file.

Escalate the response to user input

This procedure explains how to escalate the response to user input—for example, to repeat a menu the first time that a command is unrecognized, to play a custom prompt the next time, and finally to transfer the call to an operator if the user's third attempt is also unrecognized.

Several elements (catch, nomatch, help, and noinput) use a count attribute that makes this possible. Count is a fixed value that the system compares the number of execution attempts against. This is best understood by example.

```xml
<nomatch count="1">.
   <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_2">I'm sorry, but I did not understand you. Please try again.</audio>.
   <goto next="#voice_summary_2"/>
</nomatch>.
<nomatch count="2">.
   <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_3">Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.</audio>.
   <goto next="#voice_summary_2"/>.
</nomatch>.
<nomatch count="3">.
   <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOINPUT_3">Please wait while I transfer you to an operator.</audio>.
   <goto next="menu.operator"/>.
</nomatch>.
```

The nomatch elements are given control when a command is unrecognized. The system compares the number of execution attempts to the fixed value of count. When speech input is unrecognized for the first time, the user is prompted to try again. When this occurs a second time, a different prompt is played, to suggest a grammar that will be recognized. The call is transferred to an operator on the third unsuccessful attempt.

**Note:**
If only one element sets count, its value should be set to 1. Otherwise a match will never occur. When the number of executions exceeds the highest defined count, handling for the highest count is executed again.
Configure CIC to use custom Interaction Mobile Office XML Files

Use this procedure to implement a custom XML menu that conforms to the MenuXML.dtd. The XML menu structures will be stored in the registry in handler-usable form.

**Note:**
Handlers parse XML documents and compile them into a "handler-ready" form which is stored in Directory Services. The handler-ready form is stored in the DS branch that contains handler-ready Attendant data. This intermediate form facilitates a more efficient way to dynamically build grammars and menu options at runtime, based on a particular user's rights. XML files are compiled at install time, or compiled when the form in Interaction Administrator triggers an event.

1. From the desktop of the CIC server, click **Start**.
2. Select **Programs > PureConnect > Interaction Administrator**.
3. Select the **System Configuration** container.
4. Double-click the **Configuration** entry.
5. When the **System Configuration** property sheet appears, click on the **Mailboxes** tab.
6. Under **Voice Mail TUI XML File** select the **Custom** radio button.

7. Press the (…) button to browse for your custom XML file.
8. Navigate to the folder that contains your XML file. Select the XML file by name. Then press the **Open** button.
9. Select **OK** to close the **System Configuration** property sheet.
10. Close Interaction Administrator by selecting **Exit** from the **File** menu.

**Tip:**
You can update Company Directory grammars immediately.

Company directory grammars for Auto-Attendant and Interaction Mobile Office are updated once per day at 12:30 AM local time. Consequently an initial install will not have a company directory available for the first day. Likewise, grammars are not immediately updated if users are added or deleted. The solution is to re-generate the grammars by recompiling the TUI menus.

Currently, TUI menus are recompiled whenever the "Voice Mail TUI XML File" setting of the "System Configuration" container is changed in Interaction Administrator. Changing this to "Custom" and then back to default will force a re-compilation of the TUI menus as well as an update of the company directory grammars. This can be done at install time to generate the initial grammar, and whenever users are added or deleted if those changes should be reflected immediately in the grammars. One must also remove "Mobile Office" from the main company directory grammar, otherwise false duplicate results are returned. That syncronizes behavior with the way the grammar is generated at 12:30AM each day.
Give a specific user a specific default menu

Users may be given their own individual starting menu by setting the custom attribute "TUI Menu Root" in Interaction Administrator.
To assign a specific startup menu to a user:

1. Start Interaction Administrator.
2. Expand the People container.
3. Select the Users container.
4. In the right pane, double-click a user name to open Properties for the user.
5. Click on the Custom Attributes tab.
6. Press the Add button. The Add Custom Attribute dialog will appear:

7. Type TUI Menu Root in the Name field.
8. Type the name of the menuxml file, followed by a pound sign (#) and the name of the menu you want the user to start in. The file is assumed to reside in the Resources directory if you do not specify a path.
9. Press OK to close the dialog.
10. Press OK to close the properties sheet for the user.

Use $status to support custom statuses in the speech-enabled TUI

The $status substitution variable makes it possible for Interaction Mobile Office to recognize custom statuses for each individual user. $status is a variable that developers can place inside choice elements. At runtime, a grammar is generated to recognize status messages that the user might say. For more information, see Substitution Variables.
Play custom status .wav files

Administrators can define custom statuses using the Status Messages container in Interaction Administrator. Custom statuses are automatically supported by Interaction Mobile Office. By default, Interaction Mobile Office uses text-to-speech to play custom statuses. To improve the user experience, customers can play custom wave files instead of text-to-speech. Status .wav files must be placed in ..\Resources\TUI\StatusPrompts on the IC server. For each status, there are two possible prompts—one for the user, and another for callers. For example:

- Playback to callers: "John Smith is not available"
- Playback to user: "Your current status is: Available, No ACD"

Two .wav files should be recorded for each custom status. The first one is played to callers. The second is played to the user inside the TUI. Filenames must conform to a convention that identifies the custom status:

- STATUS_KEY.region-lang_caller.wav
- STATUS_KEY-USER.region-lang_user.wav

1. When naming files, replace STATUS_KEY-USER with the "Status Message" field as was configured for the status in an Interaction Administrator Status Message entry.

2. Replace "region-lang" to match the region and language that is configured in Interaction Administrator. For example: en-US, fr-CA, etc. A file without a region-lang identifier will be used as a fallback default. When Interaction Mobile Office looks for a .wav file in the StatusPrompts folder, the search order is:

- See if a file with region-lang of the call exists. If not,
- See if a file with just the region exists. If not,
- See if a file with no region exists. If not,
- For standard prompts, play the prompt in the CIC prompt library. Otherwise play TTS of the display name.

For example: With the status "Available, No ACD" and a call with en-US as the language, we would play the first available item in this list:

- the file "Available, No ACD.en-US_user.wav"
- the file "Available, No ACD.en-user.wav"
- the file "Available, No ACD.user.wav"
- the standard prompt (from handler prompt libraries) for this status. No custom .wav files are provided by default. The stock behavior is to play from prompt libraries.

This is for playback to a caller. For playback to the user, we would use files such as Available, No ACD-USER.en-US_caller.wav.
Localized Menus

Localized TUI XML files are handled as follows:

1. Localized XML files are stored in the Resources folder on the server. A naming convention identifies the language. Specifically, a language or language-region code must follow the menu filename. Localized versions of XML files will follow one of these templates:
   - TUIMessageMenus.en-US.xml
   - TUIMessageMenus.en.xml
   For example, the TUIMainMenu file for English - New Zealand would be named TuiMainMenu.en-NZ.xml. Localized files are compiled and stored under a language-specific subkey (e.g.: en-NZ) of TuiMenus in Directory Services.

2. At runtime, the language of the call will determine which plays to callers. Customers who want a multi-language TUI can set the appropriate language in Interaction Attendant before entering a remote access node.
   Customers are cautioned to avoid the use of extraneous periods in Interaction Mobile Office XML file names. If there is a .foo.xml suffix, foo will be interpreted as a language or language-region pair, if it is valid.

3. Navigation should specify the actual file name to be used. If you want to send a user from the French main menu in TuiMainMenu_FR-CA.xml to a menu in another French file, then you should specify it along these lines:

   <submenu next="TuiOptionsMenu_FR-CA.xml#admin_options_menu">....
Tune ASR to recognize names

Customers can tune ASR to better recognize user names by changing the phonetic spelling of names. This is done on the user's individual page in Interaction Administrator.

1. Start Interaction Administrator.
2. Click on the Users (or Workgroup) container. Then double-click a record to open its properties.
3. Click on the Phonetic Spellings tab. This page defines alternate (phonetic) spellings of a user name or workgroup name for Text To Speech (TTS) and Automatic Speech Recognition (ASR).

4. Optionally complete the Text to Speech field by typing a phonetic spelling of the user name or workgroup name.
5. To tune ASR to recognize a name or nickname, select the Add button.
6. Enter the phonetic spelling of the user or workgroup name. Spell the name like it sounds. For example if you have a user name spelled "Rose", but it is pronounced "Rosy", you would enter "Rosy".
7. Select OK to save the name.
8. Repeat steps 5-7 for variations of the user's name or nickname.
   For example, if you have a user named "John Smith", you might increase the coverage of the grammar by adding the following alternate spellings:
   - Johnny Smith
   - John Robert Smith
   - John R Smith
   But be careful not to add too many alternate spellings without actually knowing whether the spellings will be used by callers. If the grammar coverage becomes too broad, in particular if the company directory already contains a lot of similarly sounding names, the recognitions quality will be degraded because of the ambiguity.
9. When you are finished, select OK to dismiss the property page.
Interaction Mobile Office Direct Dial

When Interaction Mobile Office recognizes a caller's telephone number (ANI), it prompts the user to specify a voice mail password. This bypasses the need to ask the user to identify himself by name.

Setting the DID number used to dial Interaction Mobile Office

The ability to direct-dial Interaction Mobile Office is based on a configured DID line. DID is an acronym for Direct Inward Dial. A DID line is specially configured phone line that allows callers to dial inside a company without having to go through an operator or auto-attendant. The line used to dial Interaction Mobile Office is defined by setting IC Server parameter Mobile Office DID to a DID number. This is a string of digits that have the same format as the numbers provided by the telephone company. For example, if CIC sees the DNIS as 13178723000, then the value of the server parameter would be to set that (including the 1).

When users call the Mobile Office DID, the system can recognize the caller's ANI as a number associated with a user. It will then prompt them directly for the Voice Mail password and drop them directly into Interaction Mobile Office.

Note:
Limitations on the Interaction Mobile Office DID Number:
The Interaction Mobile Office DID should not be assigned to any queue in Interaction Administrator, nor should its number be the same as any user/station/workgroup extension. Those all have precedence over the Interaction Mobile Office DID. The order of precedence is as follows:
1. System DNIS Routing (assigned DID's in administrator)
2. Interaction Mobile Office DID
3. Attendant Processing

Interaction Mobile Office Reverse Lookups

Since telephone numbers stored in Directory Services have formatting that is specific to the site and possibly to a mail provider, the reverse lookup to identify a user based on an ANI, cannot test for a single exact match. For this reason a tool was created to perform reverse searches on a number of patterns. This tool look for common US number formats among the home, mobile, and business phone numbers. For more information, see "How Interaction Mobile Office reverse lookup works".

When the Interaction Mobile Office DID number is dialed, reverse lookup succeeds for fails:
- Reverse Look Fails: If the user can not be found, then the user is prompted to say his name, or enter his extension. "Speed" users can also enter or say their password here. So if a user has extension 101 and password 1234, the user can say (or press) "1011234" and (barring ambiguity) will be logged in. After the user is identified by spoken name or extension, the password is requested. It can be entered or spoken also.
- Reverse Look Succeeds: If the ANI is recognized, then the name is assumed and the user is simply asked for his password. In all cases, after three failed attempts at logging in, the call proceeds under normal inbound call flow.

Integration of Direct Dial with Interaction Attendant

By assigning an Attendant profile with the Interaction Mobile Office DID as the profile's DNIS, error processing behaviors can be customized in Interaction Attendant. After three failed attempts to log in, users would fall back to this profile.
How Interaction Mobile Office reverse lookup works

When the server performs a reverse lookup to identify a user based on an ANI, it tests a number of different patterns for the ANI. For example, the ANI might be 3178723000 but it might be stored in Directory Services as "(317) 872-3000" or "317-872-3000", etc. Since reverse lookup is performed by examining literal values stored in Directory Services, a tool was developed to test predefined patterns. Standard user attributes (home phone, work phone, etc.) are scanned by default.

"Mobile Office ANI" - custom user attribute

The attribute name(s) to use besides the standard phoneHome1, phoneMobile, etc. are defined in the custom user attribute "Mobile Office ANI" on a per-user basis. Given an ANI, the tool searches for a user who has this ANI set as attribute value for (in order):

- The custom attribute specified via the custom user attribute Mobile Office ANI is compared first, followed by:
  - Home Phone 1
  - Home Phone 2
  - Mobile Phone 1
  - Mobile Phone 2
  - Business Phone 1
  - Business Phone 2

"Mobile Office ANI Pattern" - server parameter

Patterns are defined in the "Mobile Office ANI Pattern" server parameter. Patterns use X for digits along with any other characters as literals, so the pattern +1 (XXX) XXX - XXXX would format 3178723000 as +1 (317) 872 - 3000.

Because the ANI may not be stored in the user’s settings in the same format in which it is received, the tool will try to use the following patterns (in order) for the search:

- Any pattern specified using the "Mobile Office ANI Pattern" server parameter is used first, followed by:
  - XXXXXXXXXXX
  - XXX-XXX-XXXX
  - (XXX) XXX-XXXX
  - (XXX) XXX-XXXX
  - 1-XXX-XXX-XXXX
  - 1-(XXX)-XXX-XXXX

For this server parameter, the format should be a pipe (|) delimited list of patterns. In the pattern, X is the next available digit of the ANI, and any other character is a literal. For example, if the ANI is 3178723000, and the pattern is ABC-XXX-123-XXX-XXXX, then the value used for the search would be ABC-317-123-872-3000.
Elements

This section describes the structure and permissible content of each element in MenuXML.dtd. The elements are:

- **audio** – plays a prompt.
- **catch** watches for a specific event, so that a menu can respond appropriately.
  - **choice** defines a user option message.
  - **custom** is similar to the choice element, but is intended for use with custom processing and requires handler modifications.
- **goto** identifies a branch destination. Flow of control is passed to the file and anchor specified by the `next` attribute.
- **help** is a special kind of catch used in a menu to play a handler’s wave resource, usually to provide user assistance.
- **log** is reserved for future use.
- **manifest_file** identifies xml files that belong to the Interaction Mobile Office system.
  - **menu** encapsulates elements that collectively build a menu and its error processing logic.
  - **menuxml** encapsulates all other menuxml tags.
  - **menuxml_manifest** encloses manifest_file tags in a manifest file.
- **noinput** is a catch for no user input conditions.
  - **nomatch** catches unrecognized user input.
- **play** plays a prerecorded prompt.
- **submenu** creates a menu choice that branches to another menu.

**audio**

The audio element plays a prompt. The prompt can be a `.wav` file, a recording embedded in a handler, or a text string that is converted to speech.
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>handler</td>
<td>string</td>
<td>&quot;&quot;</td>
</tr>
<tr>
<td>prompt</td>
<td>string</td>
<td>&quot;&quot;</td>
</tr>
<tr>
<td>src</td>
<td>string</td>
<td>&quot;&quot;</td>
</tr>
<tr>
<td>verbosity</td>
<td>NMTOKEN</td>
<td>enumeration: &quot;brief&quot;, &quot;verbose&quot;</td>
</tr>
</tbody>
</table>

**handler**

Case-insensitive name of the handler that contains the voice prompt, without the `.ihd` extension.

**prompt**

Case-insensitive name of a voice prompt in the handler, played by this element. The handler and prompt attributes are always used together. If you specify a handler, you must also specify a prompt.

**src**

The path to a wave audio (.wav) file. The handler looks in the Resources folder on this CIC server by default. You can optionally specify a URI, URL, or drive path.

**useroption**


**verbosity**

Specify "brief" or "verbose" to control the level of prompting that occurs.

**Text section**

Descriptive text that describes the prompt, usually a transcript of the prompt. If `handler`, `prompt`, or `src` attributes are not supplied, this text is played for the user using text-to-speech. See [Handlers and Prompts](#) for a list of prompts used in Interaction Mobile Office menus.

**Parents**

The following elements contain audio:

- `catch`
- `help`
- `menu`
- `noinput`
- `nomatch`

**Examples**

**Play a prompt embedded in a handler**

```xml
<audio useroption="Allow.Email" handler="Prompt_TUIMAIN"
      prompt="TUIMAIN_MENU_EMAILSELECTION">To retrieve your email messages</audio>
```

**Play a wave audio file**

```xml
<audio src="d:\prompts\welcome.wav">Welcome
to Acme Software</audio>
```

**Convert text-to-speech**

```xml
<audio>Welcome to Acme Software</audio>
```
**catch**

Catch watches for a specific event, so that a menu can respond appropriately.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>event</td>
<td>string</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>count</td>
<td>string</td>
<td>&quot;1&quot;</td>
</tr>
</tbody>
</table>

The `catch` element has the following attributes:

- **event**
  
  A catch string that summarizes the processing that occurred in response to an event, in terms of success or failure.

- **count**
  
  Several elements (catch, nomatch, help, and noinput) use a `count` attribute. The system compares the number of execution attempts with a fixed value (count), so that prompts can be escalated. If only one element sets `count`, its value should be set to 1. Otherwise a match will never occur. When the number of executions exceeds the highest defined `count`, handling for the highest count is executed again.

In the example below, when speech input is unrecognized for the first time, the user is prompted to try again. If this occurs a second (or nth) time, a different prompt is played, to suggest a grammar that will be recognized.

```xml
<nomatch count="1">
    <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_2">I'm sorry, but I did not understand you. Please try again</audio>
    <goto next="#voice_summary_2"/>
</nomatch>
<nomatch count="2">
    <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_3">Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.</audio>
    <goto next="#voice_summary_2"/>
</nomatch>
```

In the example above, if the speech input was not recognized on the third and subsequent attempts, the voice prompt for `count=2` would be replayed.

**Catch Example**

This example catches an event that fires when there are no more messages in the user's mailbox. When this event is raised, the menu plays a handler prompt and then passes control to an anchor point in the menu named "voice_summary".

```xml
<catch event="com.inin.mailbox.no.more.messages" count="1">
    <audio handler="Prompt_TUIMessageManagement" prompt="TUIMESSAGEMANAGEMENT_END_OF_MESSAGES">That completes this set of voicemails</audio>
    <goto next="#voice_summary"/>
</catch>
```

**Parents**

The following elements contain `catch`: `menu`, `menuxml`.

**Children**

The following elements occur in `catch`: `audio`, `choice`, `custom`, `goto`, `log`, `play`.

---

**choice**

The choice element defines a user option message. You must specify an event to raise, DTMF keys that correspond to this menu selection and/or speech shortcuts that the user may speak.
### Attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>dtmf</td>
<td>string</td>
<td>REQUIRED</td>
</tr>
</tbody>
</table>

### Message Element
- **event**
  - The event raised when this menu choice is selected. This data is pass to handlers that process the interaction.

- **dtmf**
  - The DTMF choice that the user may press to select this option using a telephone keypad.

- **return**
  - This optional attribute specifies where control should be passed after handlers process the choice. The **return** attribute is a URI that indicates which menu will be invoked after the selection is processed. This URI is the id attribute of a **menu** tag. An example id might be:

  ```xml
  <menu id="personal_prompts_menu">
  ...
  </menu>
  ```

  The **return** attribute can specify just the id, or the id may be prefixed with a filename and pound sign delimiter. Both of the following are valid:

  ```xml
  return="#personal_prompts_menu"
  return="TUIPromptMenus.xml#personal_prompts_menu"
  ```

  The **filename**#id form is required if the destination id is in a different menuxml file.

- **text**
  - This text is recognized as a speech shortcut. It defines the grammar to use, or a preloaded grammar moniker assigned in Interaction Administrator. Command syntax is denoted using plain text, pipes, brackets and parenthesis:
    - Plain text must be spoken.
    - Pipes (|) separate optional text (OR operator)
    - Parenthesis (()) indicate one option that must be used. Users must choose one.
    - Brackets ([[]]) indicate one option that may be used. Users may optionally choose one.

### Example

For example, a text element might be:

```xml
<choice event="message.audio" dtmf="4">[play | get | check] (new | unread) voice [mail | mails | E-mail | E-mails] [message | messages]</choice>
```

An Interaction Mobile Office user can check mail by saying:
- "Play new voice mail"
- "Get unread voice mail messages"
- "Check voice mail messages"
- ... or any other valid combination of the command words.

### Parents
The following elements contain choice: catch, help, menu, menuxml, noinput, nomatch.
**custom**

This element is similar to the choice element, but is intended for use with custom processing and requires handler modifications.

The `custom` element is referenced in these entities: `catch.content, menu.content, root.content`.

<table>
<thead>
<tr>
<th>Name</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>dtmf</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>event</td>
<td>NMTOKEN</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>message</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>return</td>
<td>string</td>
<td></td>
</tr>
</tbody>
</table>

Parents

The following elements contain custom: `catch, help, menu, menuxml, noinput, nomatch`.

---

**goto**

The `goto` element identifies a branch destination. Flow of control is passed to the file and anchor specified by the `next` attribute. Only one `goto` element may be used in a `catch` block.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>next</td>
<td>string</td>
<td>REQUIRED</td>
</tr>
</tbody>
</table>

The location to jump to. The destination can be an anchor in the current document, such as `#send_message_options` or it can be a combination of filename and anchor (`TUIMobileOffice.xml#main_menu_return`).

Examples

```
<catch event = "com.inin.recording.recorded" count="1">
  <goto next="#send_message_options"/>
</catch>

<catch event = "com.inin.message.send.success" count="1">
  <audio handler="Prompt_TUIMessageManagement" prompt="TUNMESSAGEMANAGEMENT_MESSAGE_SENT">Your message has been sent.</audio>
  <goto next="TUIMobileOffice.xml#main_menu_return"/>
</catch>
```

Parents

The following elements contain `goto`: `catch, help, noinput, nomatch`. 
**help**

Help is a special kind of catch used in a menu to play a handler's wave resource, usually to provide user assistance.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>count</td>
<td>string</td>
<td>&quot;1&quot;</td>
</tr>
<tr>
<td>Event</td>
<td>NMTOKEN</td>
<td>FIXED: &quot;help&quot;</td>
</tr>
</tbody>
</table>

The `help` element has the following attributes:

- **count**

Several elements (catch, nomatch, help, and noinput) use a `count` attribute. The system compares the number of execution attempts with a fixed value (count), so that prompts can be escalated. If only one element sets count, its value should be set to 1. Otherwise a match will never occur. When the number of executions exceeds the highest defined count, handling for the highest count is executed again.

In the example below, when speech input is unrecognized for the first time, the user is prompted to try again. If this occurs a subsequent time, a different prompt is played, to refer the user to documentation.

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml_manifest>
  <manifest_file>TUIMainMenu.xml</manifest_file>
  <manifest_file>TUIMainMenuDTMF.xml</manifest_file>
  <manifest_file>TUIMessageMenus.xml</manifest_file>
  <manifest_file>TUIMessageMenusDTMF.xml</manifest_file>
  <manifest_file>TUIMobileOffice.xml</manifest_file>
  <manifest_file>TUIOptionMenus.xml</manifest_file>
  <manifest_file>TUIOptionMenusDTMF.xml</manifest_file>
  <manifest_file>TUIOutlookMenus.xml</manifest_file>
  <manifest_file>TUIOutlookMenusDTMF.xml</manifest_file>
  <manifest_file>TUIPromptMenus.xml</manifest_file>
  <manifest_file>TUIPromptMenusDTMF.xml</manifest_file>
  <manifest_file>TUIStatusMenus.xml</manifest_file>
  <manifest_file>TUIStatusMenusDTMF.xml</manifest_file>
</menuxml_manifest>
```

Parents

The following elements contain `manifest_file`: menuxml, menuxml_manifest

```xml
<help count="1">
  <audio>You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts.
  </audio>
  <goto next="#fax_summary_2"/>
</help>

<help count="2">
  <audio>Please see your documentation for a list of available voice commands.
  </audio>
  <goto next="#fax_summary_2"/>
</help>
```

In the example above, if the speech input was not recognized on the third and subsequent attempts, the voice prompt for `count=2` would be replayed.

Parents

The following elements contain `help`: menu, menuxml

Children

The following elements occur in `help`: audio, choice, custom, goto, log, play

**log**

The `log` element is reserved for future use and should be ignored in this release of Interaction Mobile Office.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>expr</td>
<td>string</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>label</td>
<td>NMTOKEN</td>
<td>REQUIRED</td>
</tr>
</tbody>
</table>

The `log` element is referenced by catch.content and menu.content entities.

Parents

The following elements contain `log`: catch, help, menu, noinput, nomatch

**manifest_file**

The `manifest_file` element identifies xml files that belong to the Interaction Mobile Office system. It is used in the Menuxml_manifest.xml file. Listed files are cached by Interaction Processor at startup. If a file is not in this list, it is not initially cached. Customers should not modify the manifest.

```
<?xml version="1.0"?>
<!DOCTYPE menuxml_manifest SYSTEM "menuxml.dtd">
<menuxml_manifest>
  <manifest_file>TUIMainMenu.xml</manifest_file>
  <manifest_file>TUIMainMenuDTMF.xml</manifest_file>
  <manifest_file>TUIMessageMenus.xml</manifest_file>
  <manifest_file>TUIMessageMenusDTMF.xml</manifest_file>
  <manifest_file>TUIMobileOffice.xml</manifest_file>
  <manifest_file>TUIOptionMenus.xml</manifest_file>
  <manifest_file>TUIOptionMenusDTMF.xml</manifest_file>
  <manifest_file>TUIOutlookMenus.xml</manifest_file>
  <manifest_file>TUIOutlookMenusDTMF.xml</manifest_file>
  <manifest_file>TUIPromptMenus.xml</manifest_file>
  <manifest_file>TUIPromptMenusDTMF.xml</manifest_file>
  <manifest_file>TUIStatusMenus.xml</manifest_file>
  <manifest_file>TUIStatusMenusDTMF.xml</manifest_file>
</menuxml_manifest>
```
The `menu` element encapsulates elements that collectively build a menu and its error processing logic.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>NMTOKEN</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>mode</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>nospeechmenu</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>return</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>skipahead</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>skipback</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>timeout</td>
<td>string</td>
<td>&quot;10&quot;</td>
</tr>
<tr>
<td>volumedown</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>volumeup</td>
<td>string</td>
<td></td>
</tr>
</tbody>
</table>

**id**  
A unique name for the menu, used when control is passed to it. For example, a menu tag might name a menu, "custom_menu":

```xml
<menu id="custom_menu"
```

Later, control can be passed to the menu by specifying its name as an attribute of the goto tag:

```xml
<goto next="#custom_menu"/>
```

**mode**  
Mode can be "voiceonly" or "voice dtmf" (the default). Voice-only mode uses legacy telephony tools for digit collection, rather than newer ASR tools, which are used by the dual speech and DTMF mode.

**nospeechmenu**  
Uses a URI to specify which XML file should receive control if there is no speech input within the timeout period.

**return**  
A URI that identifies the destination that control will be passed to by this menu. This can be an anchor in the current file, or a filename#anchor pair. Both of the following are valid:

```xml
<menu return="#main_menu_return"
<menu return="TUIMobileOffice.xml#main_menu_return"
```

**skipahead**  
This attribute assigns a DTMF key that advances playback of a voice messages by a few seconds.

**skipback**  
This attribute assigns a DTMF key that rewinds playback of a voice messages by a few seconds.

**timeout**  
The duration of time that the menu will wait for user input before timing out. The default is ten seconds, but this can be any interval in seconds. The sample below times out in 4 seconds.

```xml
<menu id="main_menu_superior" timeout="4" mode="voice dtmf" nospeechmenu="TUIMainMenuDTMF.xml" return="#main_menu_return"
```

**volumedown**  
This attribute assigns a DTMF key to decrease volume during playback of voice messages.

**volumeup**  
This attribute assigns a DTMF key to increase volume during playback of voice messages.

**Example**  
```xml
<menu id="voice_message_menu" timeout="1" return="#voice_summary" skipback="5" skipahead="6" volumedown="8" volumeup="9"
```

**Parents**  
The following elements contain menu: menuxml.

**children**  
The following elements occur in menu: audio, catch, choice, custom, help, log, noinput, nomatch, play, submenu.
**Menuxml**

The `menuxml` tag encapsulates all other menuxml tags. It names the menu, application, and language encoding.

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>application</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>language</td>
<td>string</td>
<td>&quot;en-US&quot;</td>
</tr>
<tr>
<td>toplevel</td>
<td>NMTOKEN</td>
<td></td>
</tr>
<tr>
<td>version</td>
<td>string</td>
<td></td>
</tr>
</tbody>
</table>

An Interaction Mobile Office XML file is structured using menuxml tags as follows:

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml language="en-US">
!-other statements here-->
</menuxml>
```

**Application**

The name of this menu file.

**Language**

A case-insensitive 2-letter language code, followed by a dash, and a 2-letter country code. Examples: "en-US" or "en-GB" or "fr-CA".

**Toplevel**

The name of the toplevel menu, where control is passed by default.

**Version**

Optional menu version number for identification purposes.

**Example**

```xml
<menuxml toplevel="main_menu" language="en-US" application="TUIApplicationRoot.xml">
```

**Children**

The following elements occur in `menuxml`: `catch`, `choice`, `custom`, `help`, `menu`, `noinput`, `nomatch`, `submenu`.

**menuxml_manifest**

This element encloses `manifest_file` tags in a manifest file.

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml_manifest SYSTEM "menuxml.dtd">
<menuxml_manifest>
<manifest_file>TUIMainMenu.xml</manifest_file>
<manifest_file>TUIMainMenuDTMF.xml</manifest_file>
<manifest_file>TUIMessageMenus.xml</manifest_file>
<manifest_file>TUIMessageMenusDTMF.xml</manifest_file>
<manifest_file>TUIMobileOffice.xml</manifest_file>
<manifest_file>TUIOptionMenus.xml</manifest_file>
<manifest_file>TUIOptionMenusDTMF.xml</manifest_file>
<manifest_file>TUIOutlookMenus.xml</manifest_file>
<manifest_file>TUIOutlookMenusDTMF.xml</manifest_file>
<manifest_file>TUIPromptMenus.xml</manifest_file>
<manifest_file>TUIPromptMenusDTMF.xml</manifest_file>
<manifest_file>TUIStatusMenus.xml</manifest_file>
<manifest_file>TUIStatusMenusDTMF.xml</manifest_file>
</menuxml_manifest>
```

**children**

The following elements occur in `menuxml_manifest`: `manifest_file`. 
noinput

This element is a catch for no user input conditions. Its count attribute makes it possible to perform different actions based upon the number of non-responses from the user. This element is referenced by \texttt{menu.content} and \texttt{root.content} entities.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>count</td>
<td>string</td>
<td>&quot;1&quot;</td>
</tr>
<tr>
<td>event</td>
<td>NMTOKEN</td>
<td>FIXED:&quot;noinput&quot;</td>
</tr>
</tbody>
</table>

\texttt{count}

Several elements (catch, nomatch, help, and noinput) use a \texttt{count} attribute. The system compares the number of execution attempts with a fixed value (count), so that prompts can be escalated. If only one element sets count, its value should be set to 1. Otherwise a match will never occur. When the number of executions exceeds the highest defined count, handling for the highest count is executed again.

In the example below, when the user fails to respond for the first time, the user is prompted to speak a command. If this occurs a subsequent time, a different prompt is played.

```xml
<noinput count="1">
    <audio handler="Prompt_TUIMain"
        prompt="TUIMAIN_MENU_WHAT_YOU_LIKE">What would you like to do today?</audio>
    <goto next="#main_menu"/>
</noinput>

<noinput count="2">
    <audio handler="Prompt_TUIMain"
        prompt="TUIMAIN_NOINPUT_2">Do you need help? Say 'help,' or 'operator' for assistance.</audio>
    <goto next="#main_menu"/>
</noinput>
```

In the example above, if there was no input on the third and subsequent attempts, the voice prompt for \texttt{count=2} would be replayed.

Example:

Parents

The following elements contain noinput: \texttt{menu}, \texttt{menuxml}.

children

The following elements occur in noinput: \texttt{audio}, \texttt{choice}, \texttt{custom}, \texttt{goto}, \texttt{log}, \texttt{play}.  

44
The nomatch element catches unrecognized user input. Its count attribute makes it possible to perform different actions based upon the number of non-matching responses.

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>count</td>
<td>string</td>
<td>&quot;1&quot;</td>
</tr>
<tr>
<td>event</td>
<td>NMTOKEN</td>
<td>FIXED:&quot;nomatch&quot;</td>
</tr>
</tbody>
</table>

count

Several elements (catch, nomatch, help, and noinput) use a count attribute. The system compares the number of execution attempts with a fixed value (count), so that prompts can be escalated. If only one element sets count, its value should be set to 1. Otherwise a match will never occur. When the number of executions exceeds the highest defined count, handling for the highest count is executed again.

In the example below, when the user fails to respond for the first time, the user is prompted to speak a command. If this occurs a subsequent time, a different prompt is played.

```xml
<nomatch count="1">
  <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_1">I'm sorry, but I did not understand you. Please try again.</audio>
  <goto next="#main_menu"/>
</nomatch>

<nomatch count="2">
  <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_2">Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.</audio>
  <goto next="#main_menu"/>
</nomatch>
```

In the example above, if there was no input on the third and subsequent attempts, the voice prompt for count=2 would be replayed.

Parents

The following elements contain nomatch: menu, menusml.

children

The following elements occur in nomatch: audio, choice, custom, goto, log, play.

play

This element plays a prerecorded prompt.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>source</td>
<td>NMTOKEN</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>verbosity</td>
<td>NMTOKEN</td>
<td>enumeration: &quot;brief&quot;, &quot;verbose&quot;</td>
</tr>
</tbody>
</table>

source

Any play sources string.

useroptions

Any useroption content string.

verbosity

Specify "brief" or "verbose" to control the verbosity of standard system prompts.

Example

```xml
<play source = "count.all"/>
```

Parents

The following elements contain play: catch, help, menu, noinput, nomatch.
The element creates a menu choice that branches to another menu.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Data type</th>
<th>Default value</th>
</tr>
</thead>
<tbody>
<tr>
<td>dtmf</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>message</td>
<td>string</td>
<td></td>
</tr>
<tr>
<td>next</td>
<td>string</td>
<td>REQUIRED</td>
</tr>
<tr>
<td>return</td>
<td>string</td>
<td></td>
</tr>
</tbody>
</table>

**dtmf**

The DTMF key that corresponds to this menu selection and/or speech shortcuts that the user may speak.

**message**

The `message` attribute specifies additional data provided to handlers. The optional `return` attribute specifies flow of control that will happen after handlers process the event.

**next**

The URI of the menu that control will branch to.

**return**

URI of the menu that control will return from.

**useroption**

Any `useroption.content` string.

**Example**

```xml
<submenu next="TUIStatusMenus.xml#change_status" dtmf="1" return="TUIOptionMenus.xml#personal_options_menu">[change | set] [my | your] status</submenu>
```

**Parents**

The following elements contain `submenu`: `menu`, `menuxml`.
Events and Entities

This section describes events and entities defined by the MenuXML document type definition.

An event in Interaction Mobile Office is a predefined value passed to a handler that identifies some action the handler should perform. For example, when the `application.thankyou` event is used in a `choice` tag, the handler plays a 'thank you' prompt for the user.

An entity is a data type that is not necessarily restricted to predefined values. For example, the URI entity represents any formatted string that identifies a resource by name, location, or some other characteristic.

```
%application.events;
```

These events call DTMF handlers.

```
application.disconnect
The application.disconnect event disconnects a call:

```
<menu id="good_bye_menu" timeout="0">
  <audio handler="Prompt_TUIMain" prompt="TUIMAN_THANKYOU_GOOD_BYE">Okay. Thanks for calling. Good-bye.</audio>
  <noinput count="1">
    <choice event="application.disconnect"/>
  </noinput>
</menu>
```

```
application.thankyou
The application.thankyou event plays the ‘thank you’ prompt:

```
<choice event="application.thankyou" dtmf="7*" return="TUMobileOffice.xml#main_menu_return"> okay | ([okay] thanks) | ([okay] thank you) </choice>
```

```
application.password
The application.password event invokes the ‘change password’ IVR menu.

```
<choice event="application.password" dtmf="3">[set | change] [my] password</choice>
```

```
application.forwardnumber
The application.forwardnumber event invokes the ‘change forward number’ IVR menu.

```
<choice event="application.forwardnumber" dtmf="2">[set | change] [my] forward [number]</choice>
```

```
application.receivefax
The application.receivefax event invokes the ‘receive fax’ IVR menu.

```
<choice event="application.receivefax" dtmf="4" return="fax_message_menu_2">(receive | send | accept) [this] [fax] [message] [mail] [E-mail]</choice>
```
The `application.userprompts` event invokes the "personal prompts" IVR menu.

```
<choice event="application.userprompts" dtmf="5">
  [record | change] [my] [user | personal] [prompts | recordings]
</choice>
```

The `application.playbackoptions` event invokes the "personal playback options" IVR menu.

```
<choice event="application.playbackoptions" dtmf="4" useroption="Unified.Messaging">
  [set | change] [my] [playback options]
</choice>
```

The `application.followmeoptions` event invokes the "follow me options" IVR menu.

```
<choice event="application.followmeoptions" dtmf="6" useroption="Follow.Me">
  [set | change] [my] follow-me [options]
</choice>
```

The `application.notificationoptions` event invokes the "notify options" IVR menu.

```
<choice event="application.notificationoptions" dtmf="8" useroption="Message.Notification">
  [manage | change] [my] (notification | notifications) [options]
</choice>
```

The `application.attendantprompts` is reserved for future use.

The `application.officehunt` event invokes the "hunt" IVR menu.

```
<choice event="application.officehunt" dtmf="6">
  office [wide] (alert | hunt)
</choice>
```

The `application.privatedirectory` event invokes the "private directory" IVR menu.

```
<choice event="application.privatedirectory" dtmf="7">
  [access] [the] [company] [private] directory
</choice>
```

The `application.changefolders` event invokes the "change folders" IVR menu.

```
<choice event="application.changefolders" dtmf="8" useroption="Change.Folders">
  [change | traverse] folders
</choice>
```

The `application.adminoptions` event invokes the "administrative options" IVR menu.

```
<choice event="application.adminoptions" dtmf="9">
  [manage | change] (administration | interaction) [options | prompts]
</choice>
```

The `application.sendmessage` event invokes the "send message" IVR menu.

```
<choice event="application.sendmessage" dtmf="4">
  (compose | create | new | send) [a] [message | messages]
</choice>
```

The `application.sendtomessage` event invokes the "send IVR with known destination" menu.

```
<choice event="application.sendtomessage">
  [change [a] message [messages]]
</choice>
```

The `application.forwardmessage` event calls the "forward" IVR menu.

```
<choice event="application.forwardmessage">
  PreloadedGrammar:MessageDirectory
</choice>
```

The `application.replymessage` event calls the "reply" IVR menu.

```
<choice event="application.replymessage">
  PreloadedGrammar:MessageDirectory
</choice>
```

The `application.privatecall` event calls the "private destination with known destination" IVR menu.

```
<choice event="application.privatecall">
  PreloadedGrammar:CallDirectory
</choice>
```

The `application.deletedmessages` event calls the "delete message" IVR menu.

```
<choice event="application.deletedmessages" dtmf="7">
  [manage] [my] deleted messages
</choice>
```

The `application.mainmenu` event returns the call to the main system menu.
application.calendar

This event passes control to calendar access (play meetings). Requires “outlook” module licensing (I3_ACCESS_MOBILE_OFFICE_OUTLOOK_ADDON).

application.administration

Used internally by Communité. No additional information is available at this time.

application.managerrules

Used internally by Communité. No additional information is available at this time.

application.setstatus

Included for backward compatibility.

application.distributionlist

Used internally by Communité. No additional information is available at this time.

application.umstatus

Used internally by Communité. No additional information is available at this time.

application.placecall

Used internally by Communité. No additional information is available at this time.

application.getmeetings

The application.getmeetings event calls the “get meetings” IVR menu. Users accessing the TUI can review their meetings for the current day, or any other day specified.
useraudio.events

useraudio events invoke operations that manipulate recorded messages. When a useraudio event is used in a `<choice>` tag, the message attribute specifies the type of message that will be recorded, saved, reset, listened to, disabled, or enabled. The message attribute supports these values:

<table>
<thead>
<tr>
<th>Message Attribute Value</th>
<th>Type of Prompt</th>
</tr>
</thead>
<tbody>
<tr>
<td>eaprompt</td>
<td>Out of office message</td>
</tr>
<tr>
<td>nameprompt</td>
<td>Name prompt</td>
</tr>
<tr>
<td>afprompt</td>
<td>Available, Forward message</td>
</tr>
<tr>
<td>fmprompt</td>
<td>Follow-me message</td>
</tr>
<tr>
<td>agentgreeting</td>
<td>Agent Greeting message</td>
</tr>
<tr>
<td>maprompt</td>
<td>Standard Greeting message</td>
</tr>
<tr>
<td>personalgreeting (Communauté only)</td>
<td>Personal Greeting message</td>
</tr>
</tbody>
</table>

Any fully qualified path that the CIC Administrative user has full access rights to.

If you do not specify one of the above message attributes, the "message" attribute can be a complete and valid path to a location that the CIC administrative user has full access rights to.

For example to record an extended absence prompt (out of office message), specify `useraudio.record` as the event, and `eaprompt` as the message attribute:

```
<choice event="useraudio.record" message="eaprompt" return="#ea_prompt_menu" dtmf="1">[record] [my] (extended absence | out-of-the-office) [prompt]</choice>
```

The message attribute specifies additional data provided to handlers, in this case a prompt type or file path. The optional return attribute specifies flow of control that will happen after handlers process the event.

If a read or write error occurs (including a case of file not found), useraudio events throw the error.com.inin.filenoerror error.

useraudio.record

This event invokes recording (or re-recording) of a prompt. For example, to re-record a name prompt:

```
<choice event="useraudio.record" message="nameprompt" dtmf="3">record [again] | re-record</choice>
```

useraudio.reset

The reset event returns a prompt to a generic recording. Using the useraudio.reset event with a file path is the same as a delete.

```
<choice event="useraudio.reset" message="eaprompt">reset [my] (extended absence | out of [the] office) [prompt]</choice>
```

useraudio.listen

This event replays the prompt specified in the message attribute. The example below plays the out of office message:

```
<choice event="useraudio.listen" message="eaprompt">(listen to | review) [my] (extended absence | out of [the] office) [prompt]</choice>
```

useraudio.disable

This event disables the out of the office greeting (`eaprompt`) or the standard greeting message (`rnaprompt`).

```
<choice event="useraudio.disable" message="eaprompt" dtmf="8">disable [my] (extended absence | out of [the] office) [prompt]</choice>
```

useraudio.enable

This event enables (activates) the out of the office greeting (`eaprompt`) or the standard greeting message (`rnaprompt`).

```
<choice event="useraudio.enable" message="eaprompt" dtmf="7">(enable | set) [my] (extended absence | out of [the] office) [prompt]</choice>
```

catch.content

The catch.content entity catches events returned from audio, choice, custom, goto, log, or play. catch.content entities are referenced in catch, help, noinput, and nomatch.

Example:

```
<nomatch count="1">  
    <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_1">I'm sorry, but I did not understand you. Please try again.</audio>  
    <goto next="#main_menu"/>
</nomatch>
```
**count.content**

Defines the `count` attribute used by `catch`, `nomatch`, `help`, and `noinput`.

The system compares the number of execution attempts with a fixed value (count), so that prompts can be escalated. If only one element sets `count`, its value should be set to 1. Otherwise a match will never occur. When the number of executions exceeds the highest defined count, handling for the highest count is executed again.

In the example below, when speech input is unrecognized for the first time, the user is prompted the try again. If this occurs a subsequent time, a different prompt is played, to suggest a grammar that will be recognized.

```
<nomatch count="1">
  <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_2">
    I'm sorry, but I did not understand you. Please try again
  </audio>
  <goto next="#voice_summary_2"/>
</nomatch>

<nomatch count="2">
  <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_3">
    Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.
  </audio>
  <goto next="#voice_summary_2"/>
</nomatch>
```

In the example above, if the speech input was not recognized on the third and subsequent attempts, the voice prompt for `count=2` would be replayed.

**escape.events**

%escape.events; are referenced in !ENTITY & menu.events.

- `escape.previous`  
  Escape to previous menu.

- `escape.operator`  
  Escape to the CIC operator.

- `help`  
  The help event provides user assistance for tasks in the current context.

Example:
```
<choice event="escape.operator" dtmf="0">[transfer | send | get] [me] [to] [a | an] operator</choice>
```

**goto.events**

%goto.events; are referenced in !ENTITY & menu.events.

- `menu.system`  
  Returns the call to the main system menu.

- `menu.org`  
  Returns the call to the menu.org (Communauté only).

- `menu.group`  
  Returns the call to the menu.grp (Communauté only).

- `menu.operator`  
  Returns the call to the operator.

Example:
```
<nomatch count="3">
  <audio handler="Prompt_TUIMain" prompt="TUIMAIN_NOMATCH_2">
    Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.
  </audio>
  <goto next="menu.system"/>
</nomatch>
```

**grammar.content**

%grammar.content; are referenced in:

- !ELEMENT choice
- !ELEMENT custom
- !ELEMENT submenu
mailbox.events

mailbox.sendmessage
Send a new email, fax, or voice message.

mailbox.openfolder
Open the user's designated mailbox folder.

mailbox.voice.new
Create a new voice message.

mailbox.voice.saved
Save new voice message.

mailbox.voice.today
Retrieve voice mails received on the current day.

mailbox.fax.new
Create a new Fax message.

mailbox.fax.saved
Save new Fax message.

mailbox.fax.today
Retrieve faxes received on the current day.

mailbox.email.new
Create a new email message.

mailbox.email.saved
Save new email message.

mailbox.email.today
Retrieve emails received on the current day.

mailbox.outofoffice.on
Activate out-of-office prompt.

mailbox.outofoffice.off
Deactivate out-of-office prompt.

Example:
<choice event="mailbox.fax.new" dtmf="1" useroption="Allow.Fax" return="fax_message_menu">[play | get | check] (new | unread) [fax | faxes] [mail | mails | E-mail | E-mails | message | messages]<choice>

manifest_file

This tag is not used in Interaction Mobile Office menus. It identifies xml files that belong to the Interaction Mobile Office system. See manifest_file element for details.

menu.content

The menu.content entity defines which elements can occur in a menu element: audio, catch, choice, custom, help, log, noinput, nomatch, play, submenu. Menu is contained within a menuxml element.
menu.events

The **menu.events** element aggregates other event types to form a set of events that are used as the required event attribute in a `choice` tag. Events are processed by an event processor that invokes handlers and other application logic. Generally speaking, events tell a handler what type of work it should perform. The aggregated events are:

- application.events
- escape.events
- goto.events
- mailbox.events
- message.events
- status.events
- option.events
- useraudio.events
- recording.events

The “system” `menu.event` is reserved for possible use as a customization point. Customers should not use this element.

message.events

%message.events are referenced in `!ENTITY % menu.events`.

message.events.dialog

%message.events.dialog are referenced in `!ENTITY % message.events` and may include `message.stop`, `message.audio`, `message.envelope`, and `message.body`.

message.events.process

These events perform operations on voice messages. For example, you can skip to the next message, delete, or reply to a message. `message.events.process` is referenced in `message.events`.

message.next
  - Skip to the next message.

message.reply
  - Reply to current message.

message.forward
  - Forward message to extension.

message.delete
  - Delete message and play next message.

message.save
  - Save the current message.

message.deletesubject
  - Delete messages with this subject line.

message.deletesender
  - Delete all messages from this sender.

message.undelete
  - Undelete last deleted message.

message.callback
  - Call back the person who sent this message.

message.get.phonenumber
  - Prompt for phone number of message recipient.

notification.events

notify.enable

This event is reserved for future use.
**followme.events**

These events pertain to Follow-me routing. If someone calls while you are away from your office, you can configure Interaction Desktop to search for you at different telephone numbers. After locating you, Interaction Desktop transfers the call to you at that location.

- **followme.enable**
  Enables Follow-me routing by setting your status to Available, Follow-Me.

- **followme.timeout**
  Prompts to set the number of seconds that Interaction Desktop will ring each Follow-me number. The default is 15 seconds.

**option.events**

These events manage personal options.

- **options.setmode.verbose**
  Set verbose/brief playback mode.

- **options.setmode.oldest**
  Sort by oldest messages first.

- **options.setmode.priority**
  Play high priority messages first.

- **options.setmode.playuser**
  Play the user’s name prompt.

- **options.setmode.playstatus**
  Play current status greeting.

- **options.setmode.attachments**
  Access attachment(s) of the current message.

- **options.setaccess.allvoice**
  Access all voice messages.

- **options.setaccess.allfax**
  Access all fax messages.

- **options.setaccess.allemail**
  Access all email messages.

- **options.setaccess.savedvoice**
  Access only saved voice messages.

- **options.setaccess.savedfax**
  Access only saved fax messages.

- **options.setaccess.savedemail**
  Access only saved email messages.

- **options.password**
  Change CIC password.

- **options.remotenumber**
  Set remote follow-me number.

**plaintext.content**

%plaintext.content; are referenced in:

- !ENTITY % grammar.content)
- !ENTITY % texttospeech.content)

**play.sources**

The play element plays a prerecorded prompt. Its source attribute must be one of the play.sources values listed below. These values determine what is played for the user.

It defines a string that contains these values:

- count.voice
Plays a count of voice messages. For example:
<play source="count.voice"/>

count.voice.new
Plays the number of new voice messages.
count.voice.saved
Plays the number of saved voice mails.
count.fax
Plays the total count of fax messages, whether read or unread.
count.fax.new
Total number of new (unread) fax messages.
count.fax.saved
Plays the number of read fax messages.
count.email
Total number of emails in the current folder.
count.email.new
Plays the number of unread email messages.
count.email.saved
Plays the number of read email messages.
count.all
Plays all message counts serially.
user.prompt.name
Plays the name of the user ("John Smith").
user.number
Plays the user’s telephone number.
user.number.forward
Plays the user’s forwarding number.
user.status
Plays the user’s current status condition (Available, At Lunch, etc.)
user.statusmenu
Plays a list of available status conditions that the user can set.
message.type
Valid in message menus only. Plays the message type (Email, Fax, or Voice).
message.envelope
Plays the message envelope (To, From, Subject, etc.)
message.from
Plays the sender’s name.
message.date
Plays the message send date.
message.subject
Plays the message subject.
message.phonenumber
Plays the phone number of the person who sent the message.
message.body
Plays the message body.
message.audio
Plays the message wave audio.
recording.review
Used when recording a message to review (play back) a recording that has not been saved.
The root.content entity determines which elements can occur in menuxml. The valid elements are: catch, choice, custom, help, menu, noinput, nomatch, submenu.

**recording.events**

These events manage recordings, and optionally set priority and sensitivity attributes.

- **recording.start**
  - Starts recording a voice message.

- **recording.cancel**
  - Cancels recording of a voice message.

- **recording.send**
  - Sends a recorded voice message.

- **Send message**
  - Sends the message that contains the recording.

- **recording.importance**
  - Sets priority for a message to high, low, or none.

- **recording.sensitivity**
  - Set sensitivity of a voice message to normal, personal, private, or confidential.

**Note:**
The `message` attribute is used to send the importance and sensitivity strings to the event handler. If the attribute is blank, the handler will default as follows:

- **Sensitivity:** Normal
- **Importance:** Normal

**status.events**

These events assign an availability indicator to the user's client status.

<table>
<thead>
<tr>
<th>Event</th>
<th>Sets Status to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>status.set.atlunch</td>
<td>&quot;At Lunch&quot;</td>
</tr>
<tr>
<td>status.set.available</td>
<td>&quot;Available&quot;</td>
</tr>
<tr>
<td>status.set.followme</td>
<td>&quot;Available, Follow-me&quot;</td>
</tr>
<tr>
<td>status.set.followup</td>
<td>&quot;Follow Up&quot;</td>
</tr>
<tr>
<td>status.set.forward</td>
<td>&quot;Available, Forward&quot;</td>
</tr>
<tr>
<td>status.set.noacd</td>
<td>&quot;Available, No ACD&quot;</td>
</tr>
<tr>
<td>status.set.away</td>
<td>&quot;Away from Desk&quot;</td>
</tr>
<tr>
<td>status.set.dnd</td>
<td>&quot;Do Not Disturb&quot;</td>
</tr>
<tr>
<td>status.set.atplay</td>
<td>&quot;At Play&quot;</td>
</tr>
<tr>
<td>status.set.gonehome</td>
<td>&quot;Gone Home&quot;</td>
</tr>
<tr>
<td>status.set.meeting</td>
<td>&quot;In a Meeting&quot;</td>
</tr>
<tr>
<td>status.set.outoffice</td>
<td>&quot;Out of the Office&quot;</td>
</tr>
<tr>
<td>status.set.training</td>
<td>&quot;At a Training Session&quot;</td>
</tr>
<tr>
<td>status.set.outtown</td>
<td>&quot;Out of Town&quot;</td>
</tr>
<tr>
<td>status.set.vacation</td>
<td>&quot;On Vacation&quot;</td>
</tr>
<tr>
<td>status.set.workinghome</td>
<td>&quot;Working at Home&quot;</td>
</tr>
<tr>
<td>status.set.remote</td>
<td>&quot;At a Remote Site&quot;</td>
</tr>
<tr>
<td>status.set</td>
<td>Prompt user to change status</td>
</tr>
</tbody>
</table>
**uri**

URI stands for Uniform Resource Identifier. A URI is a formatted string that identifies a resource on the Internet by name, location, or some other characteristic. It also describes how that resource should be accessed. The URI is a superset of the Uniform Resource Locator or URL, routinely used to identify pages on the world wide web.

**useroption.content**

Useroption.content is referenced in:

- `!ATTLIST audio`
- `!ATTLIST catch`
- `!ATTLIST choice`
- `!ATTLIST custom`
- `!ATTLIST goto`
- `!ATTLIST menu`
- `!ATTLIST menuxml`
- `!ATTLIST submenu`

Useroption.content defines a string that contains these values:

**Mailbox.Confirmation**

Turns greeting on or off for a mailbox (TUI only).

**Status.Confirmation**

Turns status confirmation on or off (TUI only).

**Follow.Me**

Indicates whether or not this right was assigned to the user in Interaction Administrator.

**Unified.Messaging**

Reserved for future use—a license driven right.

**Change.Folders**

True by default, but this value changes at runtime if the Mail server doesn’t s folders in addition to the default Inbox.

**Allow.Email**

Indicates the status of Allow Email Access Via TUI right in Interaction Administrator, which determines whether this user may participate in Email interactions using the Telephone User Interface (TUI).

**Allow.Fax**

Indicates the status of Allow Fax Access Via TUI right in Interaction Administrator, which determines whether this user may participate in Fax interactions using the Telephone User Interface (TUI).

**Allow.Voice.Mail**

Indicates the status of Allow Voice Mail Access Via TUI right in Interaction Administrator, which determines whether this user may participate in Voice Mail interactions using the Telephone User Interface (TUI).

**Saved.Email**

This TUI-only option toggles saved Email counts on or off.

**Saved.Fax**

This TUI-only option toggles saved Fax counts on or off.

**Saved.Voice.Mail**

This TUI-only option toggles saved Voice Mail counts on or off.

**Attendant.Config**

An IA right that enables or disables unplanned schedules in Interaction Attendant.

**Ascending**

TUI-only option that sets the order of messages from oldest to newest.
Verbose.Mode
TUI-only option that determines whether Voice/Email messages are verbose or short.

Priority.Mode
This TUI-only option allows users to hear high priority messages first.

Message.Notification
Indicates whether the user has the Message Notification right assigned in Interaction Administrator.

Allow.Calendar
Whether the user is allowed calendar access.

Allow.Place.Call
Whether the user is allowed to place external calls.

Attendant.Config
Whether the user is allowed to modify Attendant profiles (unplanned schedules) via the TUI.

Mobile.Office
Whether the user has Mobile Office rights.

Outlook.Module
Whether the user has the “outlook” module license assigned to him.

verbosity.content
%verbosity.content% is referenced in:
- !ATTLIST audio
- !ATTLIST play

brief
Triggered by useroption, indicates that message verbosity should be brief.

verbose
Triggered by useroption, indicates that message verbosity should be verbose.

Example:
<play source="message.type" verbosity="verbose"/>

Throws and Catches

Catch strings are status codes returned from Events. They summarize the processing that occurred in response to an event, in terms of success or failure. For example, com.inin.status.set.success is a success code; error.com.inin.user.setstatusfailed indicates that an event failed. To ensure that these codes are unique, they are prefixed with a namespace: com.inin. A catch analyzes a response from an event, potentially to invoke another action.

- **Informational Codes** provide confirmation that an action succeeded.
- **Error Codes** indicate a failure of some sort.
- **Special Error Codes** are returned from ASR during speech Input only.
**Informational Codes**

- **com.inin.status.set.success**: This string indicates that the user's client status was set successfully.
- **com.inin.mailbox.no.more.messages**: This string indicates that there are no more messages in the folder.
- **com.inin.message.delete.success**: This string indicates that the delete message operation succeeded.
- **com.inin.message.deleted.last**: This string indicates that the message last deleted was the last message in the folder, so don't try to delete another.
- **com.inin.message.forward.success**: Indicates that the message was forwarded successfully.
- **com.inin.message.saved.last**: This string indicates that the message last saved was the last message in the folder.
- **com.inin.message.saved.success**: This message indicates that the save message attempt succeeded.
- **com.inin.message.forward.success**: This message indicates that the attempt to forward a message succeeded.
- **com.inin.thankyou**: This proof-of-concept, no-op event is used for testing. It queues 'thank you' as the response, so that the system can respond, 'You're Welcome'.

Example:

```
<catch event="com.inin.mailbox.no.more.messages" count="1"> 
<audio handler="Prompt_TUIMessageManagement" prompt="TUIMESSAGEMANAGEMENT_END_OF_MESSAGES">That completes this set of</audio>  
<audio handler="Prompt_TUIMessageManagement" prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES">voicemails</audio>
```
Error Codes

error.com.inin.user.setstatusfailed
   This code indicates that the attempt to change client status failed.

error.com.inin.connection.disconnect
   This code indicates that a call was disconnected successfully.

error.com.inin.user.setupoptionsfailed
   This code indicates that the attempt to change setup options failed.

error.com.inin.asr.grammar.registration.failure
   Indicates a possible problem with the XML file. This code is generated when a handler tells the speech recognition subsystem which grammar to use, and that operation fails, because the grammar does not exist, a parse failed, a URL was malformed, etc.

error.com.inin.asr.initialization.failure
   Indicates that a connect to ASR failed, due to server down, link failure, etc.

error.com.inin.asr.invalid.calltype
   ASR rejected the call, due to unknown call type.

error.com.inin.asr.unknown.failure
   A failure occurred in the ASR subsystem.

error.com.inin.lost.ownership
   The ASR subsystem lost ownership of the call object.

error.com.inin.mailbox.get.count.failed
   The system was unable to obtain a count of mailbox messages.

error.com.inin.mailbox.no.messages
   There are no messages in the mailbox.

error.com.inin.message.delete.failed
   A message delete operation failed.

error.com.inin.message.open.attachment.failed
   The system was unable to open a message attachment.

error.com.inin.message.open.failed
   The message could not be opened.

error.com.inin.message.parse.cookie.failed
   The system could not read a cookie file.

error.com.inin.private.no.forward
   Forwarding is not allowed.

error.com.inin.save.failed
   The system could not save a message.

error.com.inin.send.failed
   The system could not send a message.

error.com.inin.mailbox.no.folder.access (this is for folder traverse only)
   The system could not access folders other than the Inbox.

Special Error Codes

error.com.inin.<error text returned from ASR tool>
   This message is returned from ASR during speech input only. It provides the error text returned from the ASR tool.
XML Files

This section describes Interaction Mobile Office menus that ship with CIC. Menus are XML files based on the `MenuXML.dtd`. Menus define choices (or options if you prefer), that raise events when invoked. Events are processed by an event processor that invokes handlers and other application logic.

<table>
<thead>
<tr>
<th>Mobile Office Menus</th>
<th>DTMF-Only Menus</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUIApplicationRoot.xml</td>
<td>TUlDTMFRoot.xml</td>
<td>These root documents define global grammars (voice and DTMF commands) that XML menus can inherit.</td>
</tr>
<tr>
<td>TUIMobileOffice.xml</td>
<td>No equivalent.</td>
<td>Mobile Office main menu</td>
</tr>
<tr>
<td>TUIMainMenu.xml</td>
<td>TUIMainMenuDTMF.xml</td>
<td>Provides access to message and option menus.</td>
</tr>
<tr>
<td>TUIMessageMenus.xml</td>
<td>TUIMessageMenusDTMF.xml</td>
<td>Manage Voice, Fax, and Email messages.</td>
</tr>
<tr>
<td>TUIOptionMenus.xml</td>
<td>TUIOptionMenusDTMF.xml</td>
<td>Manage client password, client status, forward number, playback options, personal prompts, follow-me options, deleted messages, notification and administration options.</td>
</tr>
<tr>
<td>TUIStatusMenus.xml</td>
<td>TUIStatusMenusDTMF.xml</td>
<td>Manage client status settings.</td>
</tr>
<tr>
<td>TUIOutlookMenus.xml</td>
<td>TUIOutlookMenusDTMF.xml</td>
<td>Manage calendar and out-of-office assistant.</td>
</tr>
<tr>
<td>TUIPromptMenus.xml</td>
<td>TUIPromptMenusDTMF.xml</td>
<td>Manage personal voice prompt recordings.</td>
</tr>
</tbody>
</table>

Types of TUI menus:
- **DTMF-Only menus** do not support speech commands. These menus have "DTMF" in the filename, and are for users who have not been granted voice menu access to Mobile Office.
- **Interaction Mobile Office menus** recognize any combination of speech-enabled and DTMF commands. These menus are provided to users who have been granted Mobile Office access.

Where Interaction Mobile Office XML files are stored

```
\IC\Resources
```

The xml files that Interaction Mobile Office uses are stored in the `\IC\Resources` folder on the CIC server. This is where "live" versions of files are stored. Any change to these files is reflected immediately in the TUI behavior.

**Note:**

In releases before IC 3.0, a manual process was used to recompile XML files. Handlers parsed XML documents and compiled them into a handler-ready form which is stored in Directory Services. In IC 3.0, 4.0, and later, a new tool performs compilation automatically at runtime. Changes made to menu files in the `\IC\resources` folder go into effect immediately.

```
\IC\Resources\TUI\Default
```

When Interaction Mobile Office is installed, a backup copy of each xml menu is placed in this folder. Customers should not modify files in this folder. If the TUI becomes unusable due to bad edits of live XML files, copying files from this folder to the `\IC\Resources` folder should correct the problem.

```
\IC\Resources\TUI\Custom
```

This folder is not created by the install, but customers are encouraged to create it as a repository for backup copies of modified XML menus. This is especially important since service updates and upgrade installs may overwrite XML files in the `\IC\Resources` directory.

Starting with IC 3.0, menu files are demand-loaded. Since changes become effective immediately, it is relatively easy for customers to break their TUI by putting the XML in an unusable state through invalid edits.

Customers are strongly advised to:
- Keep backup copies of all custom menus, so that the TUI can be quickly restored to a usable state.
- Make a backup before making any changes to live system menus, since all changes (good or bad) take effect immediately.
- If necessary, files from the `\IC\Resources\TUI\Default` can be copied to the `\IC\Resources` directory to restore the TUI to the state in which it was shipped to the customer.

How to interpret voice command syntax

To distinguish words that must be spoken from words that may optionally be spoken, command syntax is denoted using plain text, pipes, brackets and parenthesis:

- Plain text must be spoken.
- Pipes `|` separate optional text (OR operator)
- `{}` indicate one option that must be used. Choose one.
- `[]` indicate one option that may be used. Optionally choose one.

For example, the command to check Email messages is:

```
[play | get | check] (new | unread) voice [mail | mails | E-mail | E-mails] [message | messages]
```

You can check voice mail by saying:

- "Play new voice mail"
- "Get unread voice mail messages"
- "Check unread voice mail messages"
- ... or any other valid combination of the command keywords.

Root XML Documents
Root documents define global grammars (speech-enabled or DTMF commands) that can be inherited by other menus. Two root documents are provided; one for DTMF-only menus, and another for Interaction Mobile Office menus. Speech calls go to TUIMobileOffice to start. DTMF calls go to TUI(MainMenuDTMF to start. Branches to the other documents depend on user selections.

- **TUIDTMFRoot.xml** defines global grammars (keyboard commands) that are available in DTMF-Only menus.
- **TUIApplicationRoot.xml** is the root document for Interaction Mobile Office menus. It defines global grammars used to navigate, exit, and escape menus, to set client status, and which manage multimedia messages (Email, Fax, Voice Mail, etc.).

**TUIDTMFRoot.xml**

This root document defines global grammars (keyboard commands) that are available in DTMF-Only menus. The global DTMF commands are:

<table>
<thead>
<tr>
<th>Tag</th>
<th>event</th>
<th>dtmf</th>
<th>next</th>
<th>useroption</th>
</tr>
</thead>
<tbody>
<tr>
<td>choice</td>
<td>escape.previous</td>
<td>*</td>
<td></td>
<td>Escape to previous menu</td>
</tr>
<tr>
<td>choice</td>
<td>escape.operator</td>
<td>0</td>
<td></td>
<td>Escape to Operator</td>
</tr>
<tr>
<td>choice</td>
<td>application.thankyou</td>
<td>?*</td>
<td></td>
<td>Exit menu</td>
</tr>
<tr>
<td>submenu</td>
<td></td>
<td>##</td>
<td>TUIMobileOffice.xml#main_menu_return</td>
<td>Mobile.Office</td>
</tr>
</tbody>
</table>

To inherit global grammars from this document, other XML menu files must define TUIDTMFRoot.xml as the application's root document:

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml toplevel="voice_summary" language="en-US" application="TUIDTMFRoot.xml">

See also: [TUIDTMFRoot Source Listing](#)

**TUIApplicationRoot.xml**

TUIApplicationRoot.xml establishes global grammars (speech-enabled commands) that can be invoked from any Interaction Mobile Office menu. (See also: [TUIApplicationRoot Source Listing](#)) All commands in TUIApplicationRoot.xml are global. Commands in other files that are outside the menu tag are global to that document. To inherit global grammars from this document, other XML menu files must define TUIApplicationRoot.xml as the application's root document:

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml toplevel="message_summary" language="en-US" application="TUIApplicationRoot.xml">

See also: [TUIApplicationRoot Source Listing](#)

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>event</th>
<th>dtmf</th>
<th>useroption</th>
<th>return</th>
<th>next</th>
<th>message</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>choice</td>
<td>[go] back</td>
<td>previous</td>
<td>[menu]</td>
<td>return</td>
<td>escape.previous</td>
<td>*</td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>[transfer</td>
<td>send</td>
<td>get]</td>
<td>[me]</td>
<td>[to]</td>
<td>[a</td>
<td>an]</td>
<td>operator</td>
</tr>
<tr>
<td>choice</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to]</td>
<td>[my]</td>
<td>[new</td>
<td>unread]</td>
<td>voice</td>
</tr>
<tr>
<td>choice</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to]</td>
<td>[my]</td>
<td>[old</td>
<td>saved</td>
<td>red]</td>
</tr>
<tr>
<td>choice</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to]</td>
<td>[today's]</td>
<td>voice</td>
<td>[mail</td>
<td>mails</td>
</tr>
</tbody>
</table>

See also: [TUIApplicationRoot Source Listing](#)
<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>event</th>
<th>dtmf</th>
<th>useroption</th>
<th>return</th>
<th>next</th>
<th>message</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>choice</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to [my]] (new</td>
<td>unread) (fax [mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails]</td>
</tr>
<tr>
<td>choice</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to [my]]</td>
<td>(old</td>
<td>saved</td>
<td>red) (fax [mail</td>
<td>mails</td>
</tr>
<tr>
<td>choice</td>
<td>([play</td>
<td>get</td>
<td>check</td>
<td>listen to] today's (fax [mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails]</td>
<td>faxes [message</td>
</tr>
<tr>
<td>choice</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to [my]]</td>
<td>(new</td>
<td>unread) (mail</td>
<td>mails</td>
<td>E-mail</td>
</tr>
<tr>
<td>choice</td>
<td>(old</td>
<td>saved</td>
<td>red) (mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails] [message</td>
<td>messages]</td>
<td>mail</td>
</tr>
<tr>
<td>choice</td>
<td>([play</td>
<td>get</td>
<td>check</td>
<td>listen to] today's (mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails] [message</td>
<td>messages])</td>
</tr>
<tr>
<td>submenu</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to [my]]</td>
<td>voice</td>
<td>[mail</td>
<td>mails</td>
<td>E-mail</td>
</tr>
<tr>
<td>Tag</td>
<td>Text</td>
<td>event</td>
<td>dtmf</td>
<td>useroption</td>
<td>return</td>
<td>next</td>
<td>message</td>
<td>goto</td>
</tr>
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<td>------</td>
</tr>
<tr>
<td>submenu</td>
<td>[play</td>
<td>get</td>
<td>check</td>
<td>listen to [my]]</td>
<td>Allow.Fax</td>
<td>TUI</td>
<td>obil</td>
<td>Mes</td>
</tr>
<tr>
<td>submenu</td>
<td>(fax [mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails]</td>
<td>Allow.Em</td>
<td>TUI</td>
<td>obil</td>
<td>eOff</td>
</tr>
<tr>
<td>choice</td>
<td>[access</td>
<td>get</td>
<td>play</td>
<td>read</td>
<td>go to]</td>
<td>Application</td>
<td>TUI</td>
<td>obil</td>
</tr>
<tr>
<td>submenu</td>
<td>[access</td>
<td>get</td>
<td>play</td>
<td>read</td>
<td>go to]</td>
<td>Allow.Ca</td>
<td>TUI</td>
<td>obil</td>
</tr>
<tr>
<td>submenu</td>
<td>[access</td>
<td>go to]</td>
<td>my</td>
<td>the</td>
<td>Outlook</td>
<td>Outlook</td>
<td>TUI</td>
<td>obil</td>
</tr>
<tr>
<td>submenu</td>
<td>[access</td>
<td>go to]</td>
<td>my</td>
<td>the</td>
<td>Calendar</td>
<td>Allow.Ca</td>
<td>TUI</td>
<td>obil</td>
</tr>
<tr>
<td>submenu</td>
<td>[access</td>
<td>go to]</td>
<td>my</td>
<td>the</td>
<td>out-of-office assistant</td>
<td>Outlook</td>
<td>TUI</td>
<td>obil</td>
</tr>
<tr>
<td>Tag</td>
<td>Text</td>
<td>event</td>
<td>dtmf</td>
<td>useroption</td>
<td>return</td>
<td>next</td>
<td>message</td>
<td>goto</td>
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<td>--------------</td>
<td>-----------------------------------------------------------</td>
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<td>------</td>
</tr>
<tr>
<td>choice</td>
<td>turn on [my</td>
<td>the] out-of-office assistant [message]</td>
<td>mail box. out of office on</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>turn off [my</td>
<td>the] out-of-office assistant [message]</td>
<td>mail box. out of office off</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>choice</td>
<td>PreLoadedGrammar:MessageDirectory</td>
<td>appl icat ion. send to me ssage</td>
<td></td>
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<tr>
<td>choice</td>
<td>PreLoadedGrammar:CallDirectory</td>
<td>appl icat ion. priv ate call</td>
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</tr>
<tr>
<td>choice</td>
<td>URI:OPCMessageDirectory.$username.gram record start</td>
<td>reco rd.start</td>
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</tr>
<tr>
<td>choice</td>
<td>URI:OPCCallDirectory.$username.gram application options</td>
<td>appl icat ion. priv ate call</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>submenu</td>
<td>[access</td>
<td>set</td>
<td>change</td>
<td>manage] [my] [personal] [user] (options</td>
<td>configuration)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tag: turn on [my | the] out-of-office assistant [message]

turn off [my | the] out-of-office assistant [message]

PreLoadedGrammar:MessageDirectory

PreLoadedGrammar:CallDirectory

URI:OPCMessageDirectory.$username.gram record.start

URI:OPCCallDirectory.$username.gram application.options

[access | set | change | manage] [my] [personal] [user] (options | configuration)

TUI Option Men us. xml #pe rsonal _op tions _men u
<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>event</th>
<th>dtmf</th>
<th>useroption</th>
<th>return</th>
<th>next</th>
<th>message</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>submenu</td>
<td>[change</td>
<td>set] [my</td>
<td>your] status</td>
<td>TUIM</td>
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<td>TUI</td>
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<td></td>
<td>obil</td>
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<td>xml#</td>
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<td>main</td>
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<td>([you cant])</td>
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Interaction Mobile Office Menus

Interaction Mobile Office menus provide speech-enabled commands to users who have been granted access to Mobile Office. ASR must also be installed. The Interaction Mobile Office menus are:

- **TUIMobileOffice.xml** is the main entry point to Interaction Mobile Office.
- **TUIMainmenu.xml** provides access to message and option menus.
- **TUIMessageMenus.xml** manage Voice Mail, Fax, and Email messages.
- **TUIOptionMenus.xml** manages client password, client status, forward number, playback options, personal prompts, follow-me options, deleted messages, notification and administration options.
- **TUIStatusMenus.xml** manage client status settings.
- **TUIOutlookMenus.xml** manage Microsoft® Office Outlook® calendar and Interaction Desktop out-of-office assistant.
- **TUIPromptMenus.xml** manage prompts.

See also: [Source Listings](#).

### TUIMobileOffice.xml

TUIMobileOffice.xml is the main entry point for Interaction Mobile Office. See also: [TUIMobileOffice Source Listing](#).

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#### Subtags

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<th>mode</th>
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<th>play</th>
<th>submenu</th>
<th>no input</th>
<th>no match</th>
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- **submenu** [check | play | get] (message | messages)
  - TUIUnifiedMessaging #message_summary
  - #main_menu_return

- **submenu** [change | set] [my | your] status
  - TUIStatusMenus.xml #change_status
  - #main_menu_return

- **submenu** something [else | different]
  - TUIMainMenu.xml #main_menu
  - #main_menu_return
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You may speak one of several voice command s to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

| help | 1 | You may speak one of several voice command s to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands. | #main menu |

<p>| menu | #main_menu | main_menu_return | main_menu | main_menu_2 | main_menu_set_user_options | main_menu_greeting | main_menu_dtmf audio (3 occurrences) | main_menu_dtmf play (2 occurrences) | submenu | noinput | 72 |</p>
<table>
<thead>
<tr>
<th>menu</th>
<th>main_menu</th>
<th>main_menu_return</th>
<th>submenu</th>
<th>submenu_input</th>
<th>nomatch</th>
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<td>voicemu</td>
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<td></td>
<td>dtmf</td>
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<td>nomatch</td>
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<td></td>
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<td></td>
<td>nomatch</td>
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<td>menu</td>
<td></td>
<td>0</td>
<td>goodbye</td>
<td>audio</td>
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<td></td>
<td></td>
<td></td>
<td>menu</td>
<td>nomatch</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>0</td>
<td>back_to_main_menu</td>
<td>nomatch</td>
<td></td>
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<tr>
<td>menu</td>
<td></td>
<td>menu.sys</td>
<td>0</td>
<td>nomatch</td>
<td></td>
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<td></td>
<td></td>
<td>tem</td>
<td></td>
<td>nomatch</td>
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</tbody>
</table>
**TUIMainMenu.xml**

TUIMainMenu is invoked when speech users say "something else" from the TUIMobileOffice menu, indicating that they want to do something besides simple message checking or status changes. See also: [TUIMainMenu Source Listing](#).

### DocType

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<td>system external dtd</td>
<td>menuxml.dtd</td>
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### 3 Attributes

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<tr>
<td>language</td>
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<td>application</td>
<td>TUIApplicationRoot.xml</td>
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### 7 Subtags

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<th>timeout</th>
<th>mode</th>
<th>return</th>
<th>audio</th>
<th>submenu</th>
<th>choice</th>
<th>catch</th>
<th>noinput</th>
<th>nomatch</th>
<th>help</th>
</tr>
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<tbody>
<tr>
<td>menu</td>
<td>main_menu</td>
<td>10</td>
<td>voice dtmf</td>
<td>TUIMobileOffice.xml#main_menu_return</td>
<td>audio (33 occurrences)</td>
<td>submenu (5 occurrences)</td>
<td>choice (4 occurrences)</td>
<td>catch</td>
<td>noinput</td>
<td>nomatch</td>
<td>help</td>
</tr>
<tr>
<td>menu</td>
<td>send_message_options</td>
<td>6</td>
<td>voice dtmf</td>
<td>TUIMainMenu.xml#main_menu_return</td>
<td>audio</td>
<td>submenu (3 occurrences)</td>
<td>choice (10 occurrences)</td>
<td>catch</td>
<td>noinput</td>
<td>nomatch</td>
<td>help</td>
</tr>
<tr>
<td>menu</td>
<td>priority_prompt_menu</td>
<td>1</td>
<td>voice dtmf</td>
<td>#send_message_options</td>
<td>audio</td>
<td>noinput</td>
<td></td>
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<td>menu</td>
<td>sensitivity_prompt_menu</td>
<td>1</td>
<td>voice dtmf</td>
<td>#send_message_options</td>
<td>audio</td>
<td>noinput</td>
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<td>send_message_options_2</td>
<td>6</td>
<td>voice dtmf</td>
<td>TUIMainMenu.xml#main_menu_return</td>
<td>audio (18 occurrences)</td>
<td>submenu (4 occurrences)</td>
<td>choice (11 occurrences)</td>
<td>catch</td>
<td>noinput</td>
<td>nomatch</td>
<td>help</td>
</tr>
<tr>
<td>menu</td>
<td>set_priority_menu</td>
<td>6</td>
<td>voice dtmf</td>
<td>#send_message_options</td>
<td>audio (12 occurrences)</td>
<td>submenu</td>
<td>choice (2 occurrences)</td>
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<td>noinput</td>
<td>nomatch</td>
<td>help</td>
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<tr>
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<td>set_sensitivity_menu</td>
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<td>audio (15 occurrences)</td>
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### main_menu

#### 4 Attributes

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49 Subtags
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<th>Text</th>
<th>use</th>
<th>operation</th>
<th>handle</th>
<th>prompt</th>
<th>next</th>
<th>dtmf</th>
<th>event</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
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<tr>
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<td>To retrieve your voicemail messages</td>
<td>All ow. Voi ce. Ma il</td>
<td>Pro mp L_T UI MA IN</td>
<td>TUIMAIN <em>MENU</em> VOICESE LECTION</td>
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</tr>
<tr>
<td>audio</td>
<td>Press</td>
<td>All ow. Voi ce. Ma il</td>
<td>Pro mp L_A SR</td>
<td>ASR_PRES S</td>
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<td>Pro mp L_S yst em</td>
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<td>submenu</td>
<td>[play</td>
<td>get</td>
<td>check] voice [mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails] [message</td>
<td>messages]</td>
<td>All ow. Voi ce. Ma il</td>
<td>TUIMessage Menus.xml#voice_summary</td>
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<td>To retrieve your faxes</td>
<td>All ow. Fax</td>
<td>Pro mp L_T UI MA IN</td>
<td>TUIMAIN <em>MENU</em> FAXSE LECTION</td>
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<td>Press</td>
<td>All ow. Fax</td>
<td>Pro mp L_A SR</td>
<td>ASR_PRES S</td>
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<td>Pro mp L_S yst em</td>
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<td>[play</td>
<td>get</td>
<td>check] (fax [mail</td>
<td>mails</td>
<td>E-mail</td>
<td>E-mails] [message</td>
<td>messages]</td>
<td>faxes)</td>
<td>All ow. Fax</td>
<td>TUIMessage Menus.xml#voice_message_menu</td>
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<td>audio</td>
<td>To retrieve your email messages</td>
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<td>Pro mp L_T UI MA IN</td>
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<td>Pro mp L_S yst em</td>
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<td>mails</td>
<td>E-mail</td>
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<td>To send a voice message</td>
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<td>TUIMAIN_SEND_VMESSAGES</td>
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<td>Press</td>
<td>Unified Messaging</td>
<td>Prompt t_ASR</td>
<td>ASR_PRESS</td>
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<td><strong>Audio</strong></td>
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<td>(compose</td>
<td>create</td>
<td>new</td>
<td>send) [a] [message</td>
<td>messages]</td>
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<td><strong>Audio</strong></td>
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<td>To manage your personal options</td>
<td>Prompt t_TUIMAIN</td>
<td>TUIMAIN_PERSONAL_OPTIONS</td>
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<td>Prompt t_ASR</td>
<td>ASR_PRESS</td>
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<td><strong>Audio</strong></td>
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<td>[access</td>
<td>set</td>
<td>change] [my] [personal] [user] [options</td>
<td>configuration]</td>
<td>TUIOptionMenus.xmif#personal_options_menu</td>
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<td>To access the company private directory.</td>
<td>Prompt t_TUIMAIN</td>
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<td>Prompt t_ASR</td>
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<td>N6</td>
<td>6 application, private directory</td>
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<td>----------------------------------</td>
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<td>&lt;access&gt; [the] [company] [private] directory</td>
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<td>To initiate an office wide alert.</td>
<td>Prompt LT Ul MAIN</td>
<td>TUIMAIN <em>MENU</em> OFFICE ALERT</td>
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<td>ASR_PRESS</td>
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<td>Prompt System</td>
<td>N7</td>
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<td>choice</td>
<td>office [wide] (alert</td>
<td>hunt)</td>
<td>7 application, officehunt</td>
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<td>To change mail folders</td>
<td>Ch ang e.F old ers</td>
<td>TUIMAIN <em>MENU</em> CHANGE_MAIL_FOLDER</td>
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<td>Press</td>
<td>Ch ang e.F old ers</td>
<td>ASR_PRESS</td>
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<td>audio</td>
<td>8</td>
<td>Ch ang e.F old ers</td>
<td>N8</td>
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<tr>
<td>choice</td>
<td>[change</td>
<td>traverse] folders</td>
<td>Ch ang e.F old ers</td>
<td>8 application, changefolder</td>
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<td>To access your outlook options</td>
<td>Outlook Module</td>
<td>TUIMAIN <em>MENU</em> OUTLOOK KSELECT ION</td>
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<td>Outlook Module</td>
<td>ASR_PRESS</td>
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<td>Prompt System N9</td>
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<td>Outlook Module</td>
<td>Outlook Module</td>
<td>TUIOutlook kMenus.xml#outlook_menu</td>
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<td>audio</td>
<td>To return to the previous menu</td>
<td>Prompt T_UI Main</td>
<td>TUIMAIN_MENU_PREVIOUS_MENU</td>
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<td>Prompt_ASR</td>
<td>ASR_PRES</td>
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<td>the star key</td>
<td>Prompt T_UI Main</td>
<td>TUIMAIN_MENU_THE_STAR_KEY</td>
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<td>audio</td>
<td>For an operator</td>
<td>Prompt IVR</td>
<td>IVR_FOR_OPERATOR</td>
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<td>audio</td>
<td>Press</td>
<td>Prompt_ASR</td>
<td>ASR_PRES</td>
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<tr>
<td>audio</td>
<td>0</td>
<td>Prompt System N0</td>
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<td>catch</td>
<td></td>
<td>com.inin.mailbox.change.folder.success</td>
<td>1 Your folder has been changed.</td>
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<td>1</td>
<td>#main_menu</td>
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<tr>
<td>noinput</td>
<td></td>
<td>audio</td>
<td>2</td>
<td>#main_menu</td>
</tr>
<tr>
<td>noinput</td>
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<td>menu.system</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>nomatch</td>
<td></td>
<td>audio</td>
<td>1</td>
<td>#main_menu</td>
</tr>
<tr>
<td>nomatch</td>
<td></td>
<td>audio</td>
<td>2</td>
<td>#main_menu</td>
</tr>
<tr>
<td>help</td>
<td></td>
<td>audio</td>
<td>1 You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.</td>
<td></td>
</tr>
</tbody>
</table>

**send_message_options**

4 Attributes
### Message Options

**Name** | **Value**
--- | ---
id | send_message_options
timeout | 6
mode | voice dtmf
return | TUIMainMenu.xml#main_menu_return

### 20 Subtags

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<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>Unique Attributes</th>
<th>event</th>
<th>dtmf</th>
<th>next</th>
<th>message</th>
<th>count</th>
<th>goto</th>
<th>audio</th>
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<tbody>
<tr>
<td>audio</td>
<td>You may now send your message</td>
<td>2 unique attributes</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>(now) send [this</td>
<td>the</td>
<td>it] [message</td>
<td>recording] [now]</td>
<td>do it</td>
<td>okay</td>
<td>record.send</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>review</td>
<td>listen</td>
<td>replay</td>
<td>play [back]</td>
<td>repeat</td>
<td>[this</td>
<td>the</td>
<td>it] [message</td>
<td>recording]</td>
</tr>
<tr>
<td>choice</td>
<td>(record</td>
<td>re-record) [this</td>
<td>the</td>
<td>it] [message] [again]</td>
<td>record.start</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>submenu</td>
<td>[set] [the] priority [of] [this</td>
<td>the</td>
<td>it] [message]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>#priority_prompt_menu</td>
</tr>
<tr>
<td>submenu</td>
<td>[set] [the] sensitivity [of] [this</td>
<td>the</td>
<td>it] [message]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>#sensitivity_prompt_menu</td>
</tr>
<tr>
<td>choice</td>
<td>(cancel</td>
<td>don't</td>
<td>do not) send [my] [recording</td>
<td>message</td>
<td>this</td>
<td>it]</td>
<td>return = &quot;TUIMobileOffice.xml #main_menu_return&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>[set] [with] [the] priority [of] [this</td>
<td>the</td>
<td>it] [message] [to] high [priority]</td>
<td></td>
<td></td>
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### priority_prompt_menu

**4 Attributes**

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**2 Subtags**

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### sensitivity_prompt_menu

**4 Attributes**

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**2 Subtags**

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### send_message_options_2

**4 Attributes**

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**38 Subtags**

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### choice

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**set_priority_menu**

4 Attributes

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19 Subtags
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<th>prompt</th>
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**set_sensitivity_menu**

4 Attributes
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23 Subtags
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TUIMessageMenus.xml

TUIMessageMenus manage Voice Mail, Fax, and Email messages. See also: TUIMessageMenus Source Listing.

DocType

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3 Attributes

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18 Subtags

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<th>audio</th>
<th>submenu</th>
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<th>nomatch</th>
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87
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<th>noinput (2 occurrences)</th>
<th>nomatch (2 occurrences)</th>
<th>help</th>
<th>choice (3 occurrences)</th>
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<td>submenu (2 occurrences)</td>
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<td>nomatch</td>
<td>help</td>
<td>choice (15 occurrences)</td>
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<td>nomatch</td>
<td>help</td>
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<td>nomatch</td>
<td>help</td>
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<td>fax</td>
<td>message</td>
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<td>submenu</td>
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<td>nomatch (2 occurrences)</td>
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<td>submenu</td>
<td>noinput</td>
<td>nomatch</td>
<td>help</td>
<td>choice (13 occurrences)</td>
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<td>email</td>
<td>summary</td>
<td>10</td>
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<td>audio</td>
<td>submenu</td>
<td>noinput (2 occurrences)</td>
<td>nomatch (2 occurrences)</td>
<td>help</td>
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message_summary

This menu recognizes general commands for accessing Voice Mail, Fax, and E-mail messages. It passes control to message-specific submenus: (voice_summary, fax_summary, or email_summary).

4 Attributes

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8 Subtags

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<td>source = &quot;count.all&quot;</td>
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<td>What would you like to check?</td>
<td>2 unique attributes</td>
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<td>get</td>
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<td>messages]</td>
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<td>get</td>
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<td>E-mail</td>
<td>E-mails) [message</td>
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**voice_summary**

4 Attributes

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6 Subtags

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<th>goto</th>
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**voice_summary_2**

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### fax_summary_2

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### email_summary

**4 Attributes**

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**5 Subtags**

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<td>unread) [mail</td>
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<td>check) (old</td>
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<td>get</td>
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<td>mails</td>
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<td>E-mails) [message</td>
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<td>([play</td>
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### email_summary_2

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**25 Subtags**

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**voice_message_menu**

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25 Subtags

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<tr>
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</tr>
</tbody>
</table>


help

You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

voice_message_menu_2

3 Attributes

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>voice_message_menu_2</td>
</tr>
<tr>
<td>timeout</td>
<td>10</td>
</tr>
<tr>
<td>return</td>
<td>#voice_summary</td>
</tr>
</tbody>
</table>

25 Subtags

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>handler</th>
<th>prompt</th>
<th>event</th>
<th>dtmf</th>
<th>return</th>
<th>next</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>Just say...save, delete, forward, replay, repeat, or next</td>
<td>Prompt_TUIMessagingManagement</td>
<td>TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>save [this] [voice] [message] [voicemail]</td>
<td>message_save</td>
<td>voice_message_menu</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>choice</td>
<td>submenu</td>
<td>message.forward</td>
<td>voice.message.menu_2</td>
<td>forwar.d_instruction_voice.menu</td>
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<td></td>
</tr>
<tr>
<td>choice</td>
<td>PreloadedGrammar:MessageDirectory</td>
<td>application.forward.message</td>
<td></td>
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</tr>
<tr>
<td>choice</td>
<td>URI:OPCMessageDirectory.$username.gram</td>
<td>application.forward.message</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>(next</td>
<td>skip) [this] [message</td>
<td>voicemail]</td>
<td>message.next</td>
<td>voice.message.menu</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>(repeat</td>
<td>play</td>
<td>again) [this] [message</td>
<td>voicemail]</td>
<td>message.audio</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>reply [to] [this] [message</td>
<td>voicemail]</td>
<td>message.reply</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>submenu</td>
<td>(call ([back]</td>
<td>this) [person]</td>
<td>[this] [person] [back]) [now]</td>
<td>live reply</td>
<td>voice.message.menu</td>
<td></td>
<td>#call_back_reply</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>PreloadedGrammar:MessageDirectory</td>
<td>application.reply.message</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>choice</td>
<td>URI:OPCMessageDirectory.$username.gram</td>
<td>application.reply.message</td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>choice</td>
<td>[play] (envelope information</td>
<td>header) [for] [this] [message</td>
<td>voicemail]</td>
<td>message.envelope</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>delete [this] [message</td>
<td>voicemail]</td>
<td>message.delete</td>
<td>voice.message.menu</td>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>delete [all] [messages</td>
<td>voicemails] [with] [same] subject</td>
<td>message.deletes.subject</td>
<td>voice.message.menu</td>
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<td>voicemails] [from] [same] sender</td>
<td>message_deleted</td>
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<td>--------</td>
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<td></td>
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<tr>
<td>choice</td>
<td>[play] (body</td>
<td>text) [of] [this] [message</td>
<td>voicemail]</td>
<td>message_body</td>
<td>8</td>
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<td></td>
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</tr>
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<td>choice</td>
<td>(stop</td>
<td>end)</td>
<td>message_stopped</td>
<td>#</td>
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<td></td>
</tr>
<tr>
<td>catch</td>
<td></td>
<td>com.in.inbox.no.messages</td>
<td>1</td>
<td>audio (2 occurrences)</td>
<td>#voice_summary</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>catch</td>
<td></td>
<td>com.in.inbox.no.messages</td>
<td>1</td>
<td>audio</td>
<td>#voice_summary</td>
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</tr>
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<td>noinput</td>
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<td>#voice_message_menu_2</td>
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</tr>
<tr>
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<td>audio</td>
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<tr>
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<td></td>
<td>1</td>
<td>audio</td>
<td>#voice_message_menu_2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>nomatch</td>
<td></td>
<td></td>
<td>2</td>
<td>audio</td>
<td>#voice_message_menu_2</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>help</td>
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<td>1</td>
<td>You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.</td>
<td>#voice_message_menu_2</td>
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</table>
### call_back_menu

4 Attributes

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<tr>
<td>mode</td>
<td>voice dtmf</td>
</tr>
<tr>
<td>timeout</td>
<td>6</td>
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<tr>
<td>return</td>
<td>#voice_message_menu_2</td>
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</tbody>
</table>

8 Subtags

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>handler</th>
<th>prompt</th>
<th>source</th>
<th>event</th>
<th>return</th>
<th>count</th>
<th>goto</th>
<th>audio</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>The phone number is...</td>
<td>Prompt_IVR</td>
<td>IVR_REMOTE_VM_REPLY_PHONE_NUMBER</td>
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<td>play</td>
<td>Would you like to call back using this number?</td>
<td>Prompt_TUIMessageManagement</td>
<td>TUIMESSAGEMANAGEMENT_CALL_THIS_NUMBER</td>
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<td>choice</td>
<td>(yes</td>
<td>yep</td>
<td>[correct] [dial] call)</td>
<td>message.callback</td>
<td>voice_message_menu_2</td>
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<td>choice</td>
<td>no</td>
<td>message.get_phonenumber</td>
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<tr>
<td>noinput</td>
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<td>1</td>
<td></td>
<td>#voice_message_menu_2</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>nomatch</td>
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<td></td>
<td></td>
<td>1</td>
<td></td>
<td>#call_back_menu</td>
<td>audio</td>
<td></td>
<td></td>
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<tr>
<td>nomatch</td>
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<td></td>
<td></td>
<td>2</td>
<td></td>
<td>#voice_message_menu_2</td>
<td>audio</td>
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### fax_message_menu

3 Attributes

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<tr>
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<tr>
<td>return</td>
<td>#fax_summary</td>
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</tbody>
</table>

20 Subtags

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>source</th>
<th>verbosity</th>
<th>event</th>
<th>dtmf</th>
<th>return</th>
<th>next</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
</tr>
</thead>
<tbody>
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<td>message.type</td>
<td>verbose</td>
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<td>play</td>
<td></td>
<td>message.env</td>
<td>verbose</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>save [this] [fax] [message] [mail] [E-mail]</td>
<td>message.save</td>
<td>1</td>
<td></td>
<td></td>
<td>fax_message_menu</td>
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<td></td>
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</tr>
<tr>
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<td>menu</td>
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</tr>
<tr>
<td></td>
<td>forward [this] [fax] [message] [mail] [E-mail]</td>
<td>messag...</td>
<td>fax_m...</td>
<td>#forwar...</td>
<td>#forwar...</td>
<td>#forwar...</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PreloadedGrammar:MessageDirectory</td>
<td>applic...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>URI:OPCMessageDirectory.$username.grammar</td>
<td>applic...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(next</td>
<td>skip) [this] [fax] [message] [mail] [E-mail]</td>
<td>messag...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>(receive</td>
<td>send</td>
<td>accept) [this] [fax] [message] [mail] [E-mail]</td>
<td>applic...</td>
<td>fax_m...</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>[play] (envelope information</td>
<td>header) [for] [this] [fax] [message] [mail] [E-mail]</td>
<td>messag...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>delete [this] [message] [fax] [E-mail]</td>
<td>messag...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>delete [all] [messages</td>
<td>faxes] [with] [same] subject</td>
<td>messag...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>delete [all] [messages</td>
<td>faxes] [from] [same] sender</td>
<td>messag...</td>
<td>fax_m...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>[play] (body</td>
<td>text) [of] [this] [fax] [message] [mail] [E-mail]</td>
<td>messag...</td>
<td>fax_m...</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(stop</td>
<td>end)</td>
<td>messag...</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>catch</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>Unique Attributes</th>
<th>event</th>
<th>dtmf</th>
<th>return</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>Just say... save, delete, forward, replay, repeat, or next</td>
<td>2 unique attributes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>save [this] [fax] [message] [mail] [E-mail]</td>
<td>message.save</td>
<td>1</td>
<td></td>
<td>fax_message_menu_2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>message.forward</td>
<td>message.forward</td>
<td>2</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

### fax_message_menu_2

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>fax_message_menu_2</td>
</tr>
<tr>
<td>timeout</td>
<td>10</td>
</tr>
<tr>
<td>return</td>
<td>#fax_summary</td>
</tr>
</tbody>
</table>

3 Attributes

- **id**: fax_message_menu_2
- **timeout**: 10
- **return**: #fax_summary

21 Subtags
<table>
<thead>
<tr>
<th>Submenu</th>
<th>Forward/Message/Email</th>
<th>Next = &quot;forward_instruction_fax_menu&quot;</th>
<th>Fax/Message/Menu_2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice</td>
<td>PreloadedGrammar:MessageDirectory</td>
<td>application.forward_message</td>
<td></td>
</tr>
<tr>
<td>Choice</td>
<td>URI:OPCMessageDirectory.$username.grammar</td>
<td>application.forward_message</td>
<td></td>
</tr>
<tr>
<td>Choice</td>
<td>(next</td>
<td>skip) [this] [fax] [message] [mail] [E-mail]</td>
<td>message.next</td>
</tr>
<tr>
<td>Choice</td>
<td>(receive</td>
<td>send</td>
<td>accept) [this] [fax] [message] [mail] [E-mail]</td>
</tr>
<tr>
<td>Choice</td>
<td>[play] (envelope information</td>
<td>header) [for] [this] [fax] [message] [mail] [E-mail]</td>
<td>message.envelope</td>
</tr>
<tr>
<td>Choice</td>
<td>delete [this] [message]</td>
<td>fax</td>
<td>E-mail</td>
</tr>
<tr>
<td>Choice</td>
<td>delete [all] [messages</td>
<td>faxes] [with]</td>
<td>same</td>
</tr>
<tr>
<td>Choice</td>
<td>delete [all] [messages</td>
<td>faxes] [from]</td>
<td>same</td>
</tr>
<tr>
<td>Choice</td>
<td>[play] (body</td>
<td>text) [of] [this] [fax] [message] [mail] [E-mail]</td>
<td>message.body</td>
</tr>
<tr>
<td>Choice</td>
<td>(stop</td>
<td>end)</td>
<td>message.stop</td>
</tr>
<tr>
<td>Catch</td>
<td>com.in.mail.box.no.more.messages</td>
<td>1</td>
<td>audio (2 occurrences)</td>
</tr>
<tr>
<td>Catch</td>
<td>com.in.mail.box.no.mess ages</td>
<td>1</td>
<td>audio</td>
</tr>
<tr>
<td>Noinput</td>
<td>1</td>
<td>#fax_message_menu_2</td>
<td></td>
</tr>
<tr>
<td>Noinput</td>
<td>2</td>
<td>audio</td>
<td>#fax_message_menu_2</td>
</tr>
<tr>
<td>Nomatch</td>
<td>1</td>
<td>audio</td>
<td>#fax_message_menu_2</td>
</tr>
<tr>
<td>Nomatch</td>
<td>2</td>
<td>audio</td>
<td>#fax_message_menu_2</td>
</tr>
</tbody>
</table>
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>source</th>
<th>verbosity</th>
<th>event</th>
<th>dtmf</th>
<th>return</th>
<th>next</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
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<td>verbose</td>
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<td>play</td>
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<td>message.envelope</td>
<td>verbose</td>
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<td>message.body</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>save [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message.save</td>
<td>1</td>
<td>email_message_menu</td>
<td></td>
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<td></td>
<td></td>
</tr>
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<td>choice</td>
<td></td>
<td>message.forward</td>
<td>2</td>
<td>email_message_menu_2</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>submenu</td>
<td>forward [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>email_message_menu_2</td>
<td></td>
<td>#forward_instruction_email_menu</td>
<td></td>
<td></td>
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<td>choice</td>
<td>PreloadedGrammar.MessageDirectory</td>
<td>application.forwardmessage</td>
<td>email_message_menu_2</td>
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<td>choice</td>
<td>URI:OPCMessageDirectory.$username.gram</td>
<td>application.forwardmessage</td>
<td>email_message_menu_2</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>(next</td>
<td>skip) [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message.next</td>
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<td>message</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>reply [to] [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message reply</td>
<td>5</td>
<td>email_message_menu_2</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>[play] (envelope information</td>
<td>header) [for] [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message envelope</td>
<td>6</td>
<td>email_message_menu_2</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>delete [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message delete</td>
<td>7</td>
<td>email_message_menu</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>delete [all] [messages</td>
<td>E-mails] [with] [same] subject</td>
<td>message deletes subject</td>
<td>71</td>
<td>email_message_menu</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>delete [all] [messages</td>
<td>E-mails] [from] [same] sender</td>
<td>message deletes sender</td>
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<td>email_message_menu</td>
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<tr>
<td>choice</td>
<td>[play] [body</td>
<td>text] [of] [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message body</td>
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<td></td>
<td></td>
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<td>choice</td>
<td>(stop</td>
<td>end)</td>
<td>message stop</td>
<td>#</td>
<td>email_message_menu_2</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>catch</td>
<td></td>
<td>com.in.imailbox.nomore.messages</td>
<td>1</td>
<td>audio (2 occurrences)</td>
<td>#email_summary</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>catch</td>
<td></td>
<td>com.in.imailbox.nomore.messages</td>
<td>1</td>
<td>audio</td>
<td>#email_summary</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>noinput</td>
<td></td>
<td>com.in.imailbox.nomore.messages</td>
<td>1</td>
<td>audio</td>
<td>#email_message_menu_2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>nomatch</td>
<td></td>
<td>com.in.imailbox.nomore.messages</td>
<td>1</td>
<td>audio</td>
<td>#email_message_menu_2</td>
<td></td>
<td></td>
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</tbody>
</table>
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

### email_message_menu_2

3 Attributes

<table>
<thead>
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<th>Value</th>
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</thead>
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<td>email_message_menu_2</td>
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<tr>
<td>timeout</td>
<td>10</td>
</tr>
<tr>
<td>return</td>
<td>#email_summary</td>
</tr>
</tbody>
</table>

22 Subtags

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>Unique Attributes</th>
<th>event</th>
<th>dtmf</th>
<th>return</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>Just say...save, delete, forward, replay, repeat, or next</td>
<td>2 unique attributes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td>save [this] [message</td>
<td>mail</td>
<td>E-mail]</td>
<td>message.save</td>
<td>1</td>
<td>email_message_menu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>choice</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

#email_message_menu_2
| submenu | forward [this] [message | mail | E-mail] | next = "#forward_instruction_email_menu" | email_message_menu_2 |
|---------|------------------|--------------------------------|-----------------------------|
| choice  | PreloadedGrammar:MessageDirectory | application.forward.message |  |
| choice  | URI:OPCMessageDirectory.$username.grammar | application.forward.message |  |
| choice  | (next | skip) [this] [message | mail | E-mail] | message.next | email_message_menu |
| choice  | (repeat | play | again) [this] [message | mail | E-mail] [again] | message.body |  |
| choice  | reply [to] [this] [message | mail | E-mail] | message.reply |  |
| choice  | [play] (envelope information | header) [for] [this] [message | mail | E-mail] | message.envelope |  |
| choice  | delete [this] [message | mail | E-mail] | message.delete | email_message_menu |
| choice  | delete [all] [messages | E-mails] [with] [same] subject | message.deletesubject | email_message_menu |
| choice  | delete [all] [messages | E-mails] [from] [same] sender | message.deletesender | email_message_menu |
| choice  | [play] (body | text) [of] [this] [message | mail | E-mail] | message.body | # |
| choice  | (stop | end) | message.stop |  |
| catch   | com.in.mail.box.no.more.messages | audio (2 occurrences) | #email_summary |
| catch   | com.in.mail.box.no.messages | audio | #email_summary |
| noinput |  |  | #email_message_menu_2 |
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

---

**forward_instruction_email_menu**

3 Attributes

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<th>Value</th>
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</thead>
<tbody>
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<td>forward_instruction_email_menu</td>
</tr>
<tr>
<td>timeout</td>
<td>1</td>
</tr>
<tr>
<td>return</td>
<td>#email_message_menu_2</td>
</tr>
</tbody>
</table>

1 Subtag

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>To forward a message, say a name after saying forward. To forward by extension, press 2.</td>
</tr>
</tbody>
</table>

---

**forward_instruction_voice_menu**

3 Attributes

<table>
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<th>Value</th>
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</thead>
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</tr>
<tr>
<td>timeout</td>
<td>1</td>
</tr>
<tr>
<td>return</td>
<td>#fax_message_menu_2</td>
</tr>
</tbody>
</table>

1 Subtag

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>To forward a message, say a name after saying forward. To forward by extension, press 2.</td>
</tr>
</tbody>
</table>

---

**forward_instruction_fax_menu**

3 Attributes

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<tr>
<td>timeout</td>
<td>1</td>
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<tr>
<td>return</td>
<td>#voice_message_menu_2</td>
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</tbody>
</table>

1 Subtag

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
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</thead>
<tbody>
<tr>
<td>audio</td>
<td>To forward a message, say a name after saying forward. To forward by extension, press 2.</td>
</tr>
</tbody>
</table>
These menus manage client password, client status, forward number, playback options, personal prompts, follow-me options, deleted messages, notification and administration options. See also: [TUIOptionMenus Source Listing](#).

DocType

<table>
<thead>
<tr>
<th>root element name</th>
<th>menuxml</th>
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<tbody>
<tr>
<td>system external dtd</td>
<td>menuxml.dtd</td>
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### 3 Attributes

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<td>application</td>
<td>TUIApplicationRoot.xml</td>
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### 2 Subtags

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<th>return</th>
<th>audio</th>
<th>submenu</th>
<th>choice</th>
<th>noinput</th>
<th>nomatch</th>
<th>help</th>
</tr>
</thead>
<tbody>
<tr>
<td>menu</td>
<td>personal_options_menu</td>
<td>3</td>
<td>voice dtmf</td>
<td>TUIMobileOffice.xml#main_menu_return</td>
<td>audio</td>
<td>submenu (2 occurrences)</td>
<td>choice (7 occurrences)</td>
<td>noinput</td>
<td>nomatch</td>
<td>help</td>
</tr>
<tr>
<td>menu</td>
<td>personal_options_menu_2</td>
<td>6</td>
<td>voice dtmf</td>
<td>TUIMobileOffice.xml#main_menu_return</td>
<td>audio (30 occurrences)</td>
<td>submenu (2 occurrences)</td>
<td>choice (7 occurrences)</td>
<td>noinput (2 occurrences)</td>
<td>nomatch (2 occurrences)</td>
<td>help</td>
</tr>
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### personal_options_menu

### 4 Attributes

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</tr>
<tr>
<td>mode</td>
<td>voice dtmf</td>
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<tr>
<td>return</td>
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### 13 Subtags

<table>
<thead>
<tr>
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<th>Text</th>
<th>handler</th>
<th>prompt</th>
<th>next</th>
<th>dtmf</th>
<th>return</th>
<th>event</th>
<th>useroption</th>
<th>count</th>
<th>goto</th>
<th>audio</th>
</tr>
</thead>
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<td>What would you like to do today?</td>
<td>Prompt_TUIMain</td>
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<tr>
<td>submenu</td>
<td>[change</td>
<td>set] [my</td>
<td>your] status</td>
<td>TUIMenuMenus.xml#change_status</td>
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<tr>
<td>choice</td>
<td>[set</td>
<td>change] [my] forward [number]</td>
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<td>[set</td>
<td>change] [my] password</td>
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<td>choice</td>
<td>[set</td>
<td>change] [my] [playback] options</td>
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<td>submenu</td>
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<td>change] [my] [user</td>
<td>personal] (prompts</td>
<td>recordoptions)</td>
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<td>TUIOptionMenus.xml#personal_options_menu</td>
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<tr>
<td>choice</td>
<td>[set</td>
<td>change] [my] follow-me options</td>
<td>6</td>
<td>application. follow-me options</td>
<td>Follow.Me</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>choice</td>
<td>[manage] [my] deleted messages</td>
<td>7</td>
<td>application. delete messages</td>
<td>Change.Folders</td>
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<tr>
<td>choice</td>
<td>[manage</td>
<td>change] [my] (notification</td>
<td>notifications)</td>
<td>options</td>
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<td>Message.Notification</td>
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<td>interaction attendant) [options</td>
<td>prompts]</td>
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<td></td>
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</tr>
<tr>
<td>help</td>
<td></td>
<td>1</td>
<td>#personal_options_menu_2</td>
<td>You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.</td>
<td></td>
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personal_options_menu_2

4 Attributes
<table>
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<tr>
<th>Name</th>
<th>Value</th>
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</thead>
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</tr>
<tr>
<td>timeout</td>
<td>6</td>
</tr>
<tr>
<td>mode</td>
<td>voice dtmf</td>
</tr>
<tr>
<td>return</td>
<td>TUIMobileOffice.xml#main_menu_return</td>
</tr>
</tbody>
</table>

44 Subtags

<table>
<thead>
<tr>
<th>Tag</th>
<th>Text</th>
<th>handler</th>
<th>prompt</th>
<th>next</th>
<th>dtmf</th>
<th>return</th>
<th>event</th>
<th>useroption</th>
<th>count</th>
<th>audio</th>
<th>goto</th>
</tr>
</thead>
<tbody>
<tr>
<td>audio</td>
<td>To change your current status</td>
<td>Prompt_</td>
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<td>Prompt _TUIPersonalOp tions</td>
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<td>the star key</td>
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You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

**TUIStatusMenus.xml**

These menus manage Interaction Desktop status settings. See also: [TUIStatusMenus Source Listing](#).

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<td>change] [me</td>
<td>my] [status] [to] $status [until $datetime]</td>
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4 Attributes

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<td>What should your new status</td>
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change_status_return

4 Attributes

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<td>ASR_PRESS</td>
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3 Subtags

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TUIOutlookMenus.xml

This menu invokes submenus for Microsoft® Office Outlook® calendar and Interaction Desktop out-of-office assistant.

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11 Subtags
You may speak one of several voice commands to access your calendar or out-of-office assistant. Please see your documentation for a list of available voice commands.
outlook_menu

This menu provides access to Microsoft® Office Outlook® calendar and out-of-office assistant options.

4 Attributes

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outlook_menu_2

This menu provides access to Microsoft® Office Outlook® calendar and out-of-office assistant options.

4 Attributes

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5 Subtags

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### calendar_menu_get_date

**4 Attributes**

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**9 Subtags**

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## Attributes

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## Subtags

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4 Attributes

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8 Subtags

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17 Subtags
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### outofoffice_menu_2

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Use this menu to change personal prompts, to set forward numbers, and other personal options.

**Attributes**

- **id**: personal_options_menu
- **timeout**: 3
- **mode**: voice dtmf
- **return**: TUIMobileOffice.xml#main_menu_return

**Subtags**

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You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

personal_options_menu_2

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44 Subtags

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DTMF-only Menus

DTMF-only menus are used if ASR is not installed. The DTMF-only menus are:
- **TUIMainMenuDTMF.xml** provides access to message and option menus.
- **TUIMessageMenusDTMF.xml** manages Voice Mail, Fax, and Email messages.
- **TUIOptionMenusDTMF.xml** manages personal options, such as client status, forwarding and *follow me* numbers, IC password, message playback order, greetings and personal prompt recordings, deleted messages, and alert notification messages.
- **TUIClientStatusMenusDTMF.xml** manages client status.
- **TUIOutlookMenusDTMF.xml** manages Outlook menus.
- **TUIPromptMenusDTMF.xml** manages prompts.

**TUIMainMenuDTMF.xml**

This menu provides access to message and option menus. See also: [TUIMainMenuDTMF Source Listing](#).

**DocType**

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<td><code>submenu</code> (5 occurrences)</td>
<td><code>choice</code> (4 occurrences)</td>
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<td><code>main_menu</code></td>
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**main_menu_greeting**

**4 Attributes**

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**48 Subtags**

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noinput | 1 | #main_menu |

noinput | 2 | menu.system |

nomatch | 1 | #main_menu |
This menu manages voice, Fax, and Email messages. See also: TUIMessageMenusDTMF Source Listing.

### DocType

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24 Subtags

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```
choice
  Allow.Voice.Mail mailb ox.voi ce.ne w 1 voice_ messa ge_me nu
choice
  Saved.Voice.Mail mailb ox.vo i ce.sav ed 2 voice_ messa ge_me nu
choice
  Allow.Voice.Mail mailb ox.vo i ce.tod ay 3 voice_ messa ge_me nu
```

```
noinput 1 #voice_summary
noinput 2 #voice_summary
noinput 3 #TUIMainMenuDTMF.xml#main_menu
nomatch 1 #voice_summary
```

### fax_summary

**4 Attributes**

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**24 Subtags**

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### email_summary

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#### 24 Subtags:

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choice
- Allow.Email mailbox.email.new 1 email_message_menu
- Saved.Email mailbox.email.saved 2 email_message_menu
- Allow.Email mailbox.email.today 3 email_message_menu

noinput
- 1 #email_summary
- 2 #email_summary
- 3 #TUIMainMenuDTMF.xml#main_menu

nomatch
- 1 #email_summary

---

**voice_message_menu**

7 Attributes

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**voice_message_menu_2**

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43 Subtags

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TUIOptionMenusDTMF.xml

This menu provides options for managing personal options, such as client status, forwarding and follow me numbers, IC password, message playback order, greetings and personal prompt recordings, deleted messages, and alert notification messages. See also: TUIOptionMenusDTMF Source Listing.

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3 Attributes

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1 Subtag

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<th>return</th>
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personal_options_menu

4 Attributes

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42 Subtags

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**submenu**

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**choice**

<table>
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<th>Prompt _TUIPersonalOptions</th>
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**choice**

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<th>Message.Notification</th>
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<td>Message.Notification</td>
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<td>ASR_PRESS</td>
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<td>1 #personal_options_menu</td>
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<td>2 #personal_options_menu</td>
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This menu updates client status settings. See also: TUIStatusMenusDTMF Source Listing.

**DocType**

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### 3 Attributes

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### 3 Subtags

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### change_status_greeting

### 4 Attributes

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### 8 Subtags

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change_status

4 Attributes

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7 Subtags

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TUIOutlookMenusDTMF.xml

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<td>choice (2 occurrences)</td>
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### outlook_menu

**4 Attributes**

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**14 Subtags**

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### calendar_menu

**4 Attributes**

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TUIPromptMenusDTMF.xml

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personal_prompts_menu

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42 Subtags

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Handlers and Voice Resources

Interaction Mobile Office plays voice resources from various handlers. This section lists prompts and transcripts for the handlers that Interaction Mobile Office uses.

The handlers installed with Interaction Mobile Office are:

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<th>SystemCompileVoicemailTUIProcess.i3pub</th>
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Handlers with Voice Prompts (click for transcript)

The handlers that contain voice prompts are listed below. Click on the handler name to view transcripts.

- **Prompt_ASR**
- **Prompt_System**
- **Prompt_TUIMain**
- **Prompt_TUIMessageManagement**
- **Prompt_TUIPersonalOptions**

**Prompt_ASR**

**ASR_IVR_TRANSFERRING_CALL_TO_OPERATOR**

Transferring your call to an operator.

**ASR_IVR_STILL_DONT_UNDERSTAND**

Sorry, but I still don't understand.

**ASR_IVR_NAME_REPEATED**

Name repeated

**ASR_IVR_DONT_RECOGNISE_DEPARTMENT_A**

I'm sorry, but I don't recognize that name or department.

**ASR_IVR_DIDNT_UNDERSTAND_YOU**

Sorry, but I didn't understand you.

**IVR_ASR_STANDARD_DIGITS**

To hear a list of standard digit options, press the star key.

**IVR_ASR_LAST_ONLY**

If you do not know your party's first name, say the last name only and you can select from a list of matching entries.

**IVR_ASR_FIRST_OR_LAST**

You may say your party's first or last name.

**ASR_IVR_STILL_DIDNT_HEAR**

Sorry, but I still didn't hear you.

**ASR_IVR_SPEAK_TO_OPERATOR**

Say 'operator' or press zero to speak with an operator.

**ASR_IVR_NO_MATCH_NAME**
Sorry, but that does not match a known name.

ASR_IVR_NAMES_YOU_SAID
...names sound like what you said.

ASR_IVR_LISTEN_TO_FOLLOWING_CHOICES
Please listen to the following choices.

ASR_IVR_COULD_NOT_HEAR_YOU
Sorry, but I could not hear you.

ASR_IVR_CANCELLED_TRANSFER
Transfer cancelled

IVR_ASR_TRY_AGAIN
Please try again.

IVR_ASR_TRANSFER_ERROR
An error occurred while transferring your call.

IVR_ASR_MULTIPLE_MATCH
Several people match that name. Listen to each name and say 'Yes' when you hear your party's name.

IVR_ASR_FIRST_ONLY
If you do not know your party's last name, say the first name only and you can select from a list of matching entries.

ASR_IVR_TRANSFER_TO_OPERATOR
Transferring your call to an operator.

ASR_IVR_REPEATING_LAST_ENTRY
Repeating last entry

ASR_IVR_LISTEN_TO_CHOICES
Please listen to my choices.

ASR_IVR_COULD_UNDERSTAND_YOU
Sorry, but I could not understand you.

ASR_IVR_CANCELLED_SELECTION
Selection cancelled

IVR_ASR_WELCOME
Welcome to the speech enabled auto-attendant.

IVR_ASR_TRANSFER_TO_WORKGROUPS
...to be transferred to those workgroups.

IVR_ASR_NO_MATCH
Sorry, that does not match a known name.

ASR_IVR_LIKE_TO_CALL
Would you like to call...

ASR_PRESS
Press

ASR_IVR_OPERATOR
Operator

180
Dialing

Please say the name of the party or department you wish to call.

I can't authenticate your login, let's try it again.

please enter or say your pin

...people match that name.

Do you wish to continue?

Help

Is this correct?

Say the first and last name for best results.

If this is not your party, say 'Cancel' or press the star key to return to the main menu.

You may say your party's first and last name.

Would you like to hear the names again?

You seem to be having difficulty.

Sorry, but I don't recognize that name.

As I read the names, please say 'yes' when you hear the name of the party you wish to call. For names that do not match, you may either wait and I will continue after a brief pause, or say 'no' and I will continue immediately. You may also say 'cancel' to go back to the main menu, or 'operator' for further assistance.

Are you sure?

You may say...

The speech enabled auto-attendant is currently not available.

Transferring you to an operator.
Say 'operator' to speak with an operator.

Repeating name

I'm not certain what you said.

Sorry, but that does not match a known command.

I'm sorry, but that doesn't match a known command.

I'm sorry, but I didn't understand you.

...from...

Please enter your extension and password followed by the pound sign.

Sorry, but that does not match a known name or command.

For assistance with the speech enabled auto-attendant, please say 'Help'.

You may say 'Operator' or press 0 for further assistance.

Welcome

I heard...

Sorry, but I didn't hear you.

You may also say...

...or...

Would you prefer to be transferred to an operator?

Please say the name of the party you'd like to call.

Did you mean...

182
Transferring your call to...

ASR_IVR_DOESNT_MATCH_KNOWN

Sorry, but that doesn't match a known command.

ASR_IVR_DIDNT_HEAR_YOU_A

I'm sorry, but I didn't hear you.

IVR_ASR_DID_YOU_SAY

Did you say...

IVR_ASR_CHOOSE_OPTIONS

Please choose from the following options.

ASR_IVR_STILL_DONT_UNDERSTAND_A

I'm sorry, but I still cannot understand. I'm transferring you to an operator.

ASR_IVR_REPEATING

Repeating

ASR_IVR_OPERATOR_ASSISTANCE

Do you need operator assistance?

ASR_IVR_LAST_ENTRY_REPEATED

Last entry repeated

ASR_IVR_HEAR_AGAIN_A

Those were the matching users. Would you like to hear the names again?

ASR_IVR_FOR

For

ASR_IVR_DONT_RECOGNISE_NAME_A

I'm sorry, but I don't recognize that name.

ASR_IVR_NOT_YOUR_PARTY

If this is not your party, say 'Cancel' or press the star key.

ASR_IVR_DONT_RECOGNISE_DEPARTMENT

Sorry, but I don't recognize that name or department.

ASR_IVR_BEST_RESULTS

For best results, say the first and last name. You may also say 'operator' or press zero for further assistance.

IVR_ASR_SHORT_SILENCE

IVR_ASR_IN

...in ...

IVR_ASR_CANCEL

Say 'Cancel' at any time to return to the main menu.

ASR_IVR PLEASE SAY_NAME_OF_PARTY

Please say the name of the party you would like to call.

ASR_IVR_MATCH_THAT ENTRY

...people match that entry.
ASR_IVR_LISTEN_EACH_NAME
Listen to each name and say 'Yes' when you hear your party's name.

ASR_IVR_LIKE_TO_HEAR_HELP
Would you like to hear the help?

ASR_IVR_COULD_NOT_HEAR_YOU_A
I'm sorry, I did not hear you.

Prompt_System

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### Prompt_TUIMain

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<thead>
<tr>
<th>Prompt</th>
<th>Transcript of Prompt</th>
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<tbody>
<tr>
<td>TUIMAIN_ACCESSING_MAILBOX</td>
<td>Accessing your mailbox</td>
</tr>
<tr>
<td>TUIMAIN_CURRENT_STATUS</td>
<td>Your current status is . . .</td>
</tr>
<tr>
<td>TUIMAIN_DIDNT_GET_THAT</td>
<td>I didn’t get that...</td>
</tr>
<tr>
<td>TUIMAIN_ERR_OPENING_MAILBOX</td>
<td>I’m sorry; your mailbox could not be opened at this time. Please contact your system administrator.</td>
</tr>
<tr>
<td>TUIMAIN_GREETING</td>
<td>Welcome to the speech-enabled mobile office for...</td>
</tr>
<tr>
<td>TUIMAIN_HELLO</td>
<td>Hello</td>
</tr>
<tr>
<td>TUIMAIN_HELP_BASIC</td>
<td>I am still not sure what you mean. Please wait while I transfer you to an operator.</td>
</tr>
<tr>
<td>TUIMAIN_HELP_YOU</td>
<td>How may I help you today?</td>
</tr>
<tr>
<td>TUIMAIN HOW ELSE HELP</td>
<td>How else may I help you?</td>
</tr>
<tr>
<td>TUIMAIN_MENU_1</td>
<td>Just say...</td>
</tr>
<tr>
<td>TUIMAIN_MENU_2</td>
<td>Check my messages...</td>
</tr>
<tr>
<td>TUIMAIN_MENU_3</td>
<td>Change my status, or something else.</td>
</tr>
<tr>
<td>TUIMAIN_MENU_CHANGE_MAIL_FOLDER</td>
<td>To change mail folders</td>
</tr>
<tr>
<td>TUIMAIN_MENU_EMAILSELECTION</td>
<td>To retrieve your email messages</td>
</tr>
<tr>
<td>TUIMAIN_MENU_ENTERSAY_FORWARD_NUMBER</td>
<td>Please enter or say your forward number</td>
</tr>
<tr>
<td>TUIMAIN_MENU_FAXSELECTION</td>
<td>To retrieve your faxes</td>
</tr>
<tr>
<td>TUIMAIN_MENU_IF_THIS_IS_CORRECT</td>
<td>If this is correct...</td>
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<tr>
<td>TUIMAIN_MENU_OFFICE_ALERT</td>
<td>To initiate an office wide alert.</td>
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<td>TUIMAIN_MENU_PERSONAL_OPTIONS</td>
<td>To manage your personal options</td>
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<td>TUIMAIN_MENU_PREVIOUS_MENU</td>
<td>To return to the previous menu...</td>
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<td>TUIMAIN_MENU_PRIVATE_DIR</td>
<td>To access the company private directory.</td>
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<td>TUIMAIN_MENU_SAY_NO</td>
<td>...say no</td>
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<tr>
<td>TUIMAIN_MENU_SAY_YES</td>
<td>...say yes</td>
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<tr>
<td>TUIMAIN_MENU_SAY_YES_NO</td>
<td>...say yes or no</td>
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<td>TUIMAIN_MENU_SEND_VM_MESSAGE</td>
<td>To send a voice message</td>
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<td>TUIMAIN_MENU_THE_STAR_KEY</td>
<td>The star key.</td>
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<td>TUIMAIN_MENUVOICESELECTION</td>
<td>To retrieve your voicemail messages</td>
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<tr>
<td>TUIMAIN_MENU_WELCOME</td>
<td>Welcome to voicemail for extension...</td>
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<td>Transcript of Prompt</td>
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<tr>
<td>TUIMAIN_MENU_WHAT_YOU_CHECK</td>
<td>What would you like to check?</td>
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<td>TUIMAIN_MENU_WHAT_YOU_LIKE</td>
<td>What would you like to do today?</td>
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<td>TUIMAIN_NAME_NEW_STATUS</td>
<td>What should your new status be?</td>
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<tr>
<td>TUIMAIN_NOINPUT_2</td>
<td>Do you need help? Say ‘help,’ or ‘operator’ for assistance.</td>
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<tr>
<td>TUIMAIN_NOINPUT_3</td>
<td>Please wait while I transfer you to an operator.</td>
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<tr>
<td>TUIMAIN_NOMATCH_1</td>
<td>Sorry. I did not understand what you said. For assistance, please say ‘help’ or ‘operator’.</td>
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<tr>
<td>TUIMAIN_NOMATCH_2</td>
<td>I’m sorry, but I did not understand you. Please try again.</td>
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<tr>
<td>TUIMAIN_NOMATCH_3</td>
<td>Sorry. I still did not understand what you said. For assistance, please say ‘help’ or ‘operator’.</td>
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<tr>
<td>TUIMAIN_TO_CANCEL</td>
<td>To cancel.</td>
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<tr>
<td>TUIMAIN_YOURE_WELCOME</td>
<td>You’re welcome.</td>
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<tr>
<td>TUIMAN_THANKYOU_GOOD_BYE</td>
<td>Okay. Thanks for calling. Good-bye.</td>
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**Prompt_TUIMessageManagement**

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<tr>
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<td>TUIMESSAGEMANAGEMENT_ATTACHMENT</td>
<td>This message has an attachment.</td>
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<td>TUIMESSAGEMANAGEMENT_ATTACHMENTS</td>
<td>This message has attachments.</td>
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<td>TUIMESSAGEMANAGEMENT_BADMESSAGE</td>
<td>This message cannot be opened.</td>
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<td>That completes this group of...</td>
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<td>Envelope information for this...</td>
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<td>Sorry. That’s not a valid extension.</td>
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<td>I’m sorry, an error occurred getting to your configuration information. Please contact your provider for assistance.</td>
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<td>TUIMESSAGEMANAGEMENT_ERR_REPLY_CANNOT_LOCATE</td>
<td>We are unable to locate...</td>
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<td>An error occurred while sending your voicemail. Please contact your system administrator.</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_DELETE_MESSAGE</td>
<td>To delete this message</td>
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<td>To listen to the envelope information for this message.</td>
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<td>To delete this fax...</td>
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<td>To forward this fax...</td>
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<td>To listen to the envelope information for this fax.</td>
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<td>To hear the text of the fax message body...</td>
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<td>To receive this fax...</td>
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<td>To save this fax</td>
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<td>To skip this fax</td>
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<td>To forward this message</td>
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<td>To record a comment</td>
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<td>To send this message now</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_DBN</td>
<td>To dial by name</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_ENTER</td>
<td>Please enter the extension number for the party you would like to receive this message. If there are multiple extensions, please separate them with</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_LAST_EXT</td>
<td>When you have entered the last extension</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_WORKGROUP_EXT</td>
<td>To hear a list of workgroup extensions</td>
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<td>TUIMESSAGEMANAGEMENT_MENULIKE_EMAILS</td>
<td>Would you like to check new or saved emails?</td>
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<td>TUIMESSAGEMANAGEMENT_MENULIKE_FAXES</td>
<td>Would you like to check new or saved faxes?</td>
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<td>TUIMESSAGEMANAGEMENT_MENULIKE_VOICEMAIL</td>
<td>Would you like to check new or saved voicemails?</td>
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<td>To listen to the envelope information for this message...</td>
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<td>To move this message to your saved messages</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_PERMENTANTLY_DELETE</td>
<td>To permanently delete this message</td>
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<td>To play the text of this message,</td>
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<td>Please select voicemails, faxes or emails.</td>
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<td>To set priority for this message to high.</td>
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<td>To set priority for this message to low.</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_NONE</td>
<td>To send this message without setting priority</td>
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<tr>
<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE</td>
<td>To replay this message</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_CALL</td>
<td>If you want to call back using this number</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_END</td>
<td>To return to the voicemail menu...</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_ENTER_PHONE_NUMBER</td>
<td>To place a call to a different number</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_ERROR_PHONE</td>
<td>The phone number can not be retrieved from the message. Please enter the destination phone number followed by</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_LISTEN_AGAIN</td>
<td>To listen to this number again</td>
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<tr>
<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE</td>
<td>To reply to this message</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_OWN_NUMBER</td>
<td>Please enter the phone number you wish to call followed by.</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_RECORD</td>
<td>Please record your message after the tone. When you have finished recording</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_REPLY_VOICEMAIL</td>
<td>If you would like to reply using voicemail and return to the message menu</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_SAVE_MESSAGE</td>
<td>To save this message</td>
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<tr>
<td>TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE</td>
<td>To skip this message</td>
</tr>
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<td>TUIMESSAGEMANAGEMENT_MENU_SPECIAL_OPTIONS</td>
<td>for special options</td>
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<td>TUIMESSAGEMANAGEMENT_MENU_VOICEMESSAGE_REPLAY_TEXT</td>
<td>To replay the text of this message.</td>
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<tr>
<td>TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE</td>
<td>Just say: save, delete, forward, repeat, reply, or next.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_MESSAGE_DELETED</td>
<td>Your message has been deleted.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_MESSAGE_SAVED</td>
<td>Your message has been saved</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_MESSAGE_SENT</td>
<td>Your message has been successfully sent.</td>
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<td>TUIMESSAGEMANAGEMENT_NEW</td>
<td>...new...</td>
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<td>TUIMESSAGEMANAGEMENT_NEXTVOICE</td>
<td>...next...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_NO_MESSAGES</td>
<td>There are no messages of that type.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_PRIORITYEMAIL</td>
<td>...priority email message.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_PRIORITYFAX</td>
<td>...priority fax message.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_PRIORITYVOICE</td>
<td>...priority voicemail message.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_PRIVATE_WARNING</td>
<td>This message cannot be forwarded because it is marked private.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_RECEIVED</td>
<td>Received...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_REPLY_HOLD</td>
<td>Please hold while we connect your call.</td>
</tr>
<tr>
<td>Prompt</td>
<td>Transcript of Prompt</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_REPLY_PHONE_NUMBER</td>
<td>The phone number is...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_REPLY_RETURN</td>
<td>If you place a call now, your voicemail session will be terminated.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_REPLYING_TO</td>
<td>Replying to...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_SAVED</td>
<td>...saved...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_SUBJECT</td>
<td>...regarding...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGE</td>
<td>...email message.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES</td>
<td>...email messages.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGE</td>
<td>...fax...</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGES</td>
<td>...faxes</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGE</td>
<td>...voicemail message.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES</td>
<td>...voicemail messages.</td>
</tr>
<tr>
<td>TUIMESSAGEMANAGEMENT_YOU_HAVE</td>
<td>You have...</td>
</tr>
</tbody>
</table>

### Prompt_TUIPersonalOptions

<table>
<thead>
<tr>
<th>Prompt</th>
<th>Transcript of Prompt</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUIPERSONALOPTIONS_UPDATE_CONFIG_ERR</td>
<td>An error occurred while updating your follow-me configuration. Please try again later.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_IN_MEETING</td>
<td>In a meeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_TRAINING</td>
<td>...at a training session.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_MEETING</td>
<td>...in a meeting.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_DATE</td>
<td>To set the until date for this status</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_VERIFICATION_ON</td>
<td>Password verification for this entry is currently on. To turn it off</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_TOO_SHORT</td>
<td>The password you entered is too short. Please enter a password that is at least...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_ERROR</td>
<td>You entered an invalid password</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_DIGITS_LONG</td>
<td>...digits long.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_UM_DISCONNECT_CALL</td>
<td>To disconnect this call</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_MAIN_TIME_ENTRY</td>
<td>Please enter the time in a twelve hour format. For example, oh-six-thirty or ten-fifteen. Next, you can choose AM or PM.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_EXTERNAL_CALLS</td>
<td>For all external calls</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_INTRO</td>
<td>This is your one number follow me service.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_GOODBYE</td>
<td>Goodbye.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CURRENT_PHONE_NUM</td>
<td>...is configured with a telephone number of...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_INVALID_NUMBER</td>
<td>That number is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_FORWARD_ALL_WARNING</td>
<td>Forward All call coverage is set to all calls. To change other call coverage types you must first change this setting.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_VACATION</td>
<td>On vacation</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AT_FORWARDED_NUMBER</td>
<td>At a forwarded number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_BAD_DAY</td>
<td>The day value you entered is not valid for the month you indicated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_UPDATE_ERROR</td>
<td>An error occurred updating your greeting. Please contact your system administrator for assistance.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_RECORD_MENU1</td>
<td>Please record your prompt after the tone. When you are finished</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_ACTIVE</td>
<td>Your out of the office greeting is now active.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CONFIGURE_EMAIL</td>
<td>To configure email messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_FORWARD_COVERAGE_OPTIONS</td>
<td>To modify Forward coverage options.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_MAIN</td>
<td>Forward Busy call coverage is set to all calls. To change other call coverage types you must first change this setting.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ENTER_PASSWORD</td>
<td>Please enter your voicemail password for verification.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_NO_NUMBER_DEFINED</td>
<td>You have no Call Coverage number defined.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_VACATION</td>
<td>...on vacation.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_TIME</td>
<td>To set the return time for this status</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_MENU_9</td>
<td>For administration options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_MENU_8</td>
<td>To manage your notification options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_MENU_7</td>
<td>To manage recently deleted messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_MENU_6</td>
<td>To manage your one number follow me option</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_LISTENEMAIL</td>
<td>To listen to your deleted email messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_UNIQUE</td>
<td>The password you entered has digits that are the same. Please try again.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VERBOSE_VERBOSE</td>
<td>For verbose playback mode</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_DND_COVERAGE_OPTIONS</td>
<td>To modify do not disturb coverage options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_UPDATE_TIMEOUT</td>
<td>Please enter the number of seconds you want the system to alert this entry.</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ENTER_TELEPHONE_NUMBER</td>
<td>If this is a long distance number, enter the area code first.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_FORWARD</td>
<td>Forward</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_DND_ALL_WARNING</td>
<td>Forward Do Not Disturb call coverage is set to all calls. To change other call coverage types you must first change this setting.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_ENTER_CODE</td>
<td>Please enter the code now.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_UNTIL</td>
<td>...until...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_SKIP_SET</td>
<td>To skip this option</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_RESET_FWD</td>
<td>To reset your forward number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_OUTTOWN</td>
<td>...out of town.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_LAST_MESSAGE</td>
<td>...last...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_FOLLOW</td>
<td>...follow up.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_BAD_YEAR</td>
<td>The year value you entered is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_SAVED</td>
<td>Your prompt has been successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_SEQ_DIGITS</td>
<td>The password you entered has sequential digits. Please try again.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_RECENT</td>
<td>The password you entered is one you have recently used. Please try again.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_FAX</td>
<td>You have an incoming fax.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_CONFIG_MAIN_TUIPERSONALOPTIONS_4</td>
<td>To set your telephone number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_CONFIG_ERR</td>
<td>There was an error accessing your notification options. Please try again later.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_FAX_ON</td>
<td>Fax notification is currently turned on.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_VM_GREETING</td>
<td>To record your voicemail greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_CONFIRM_DELETE_ENTRY_1</td>
<td>To confirm that you want to delete this entry</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_CONFIRM_AND_CONTINUE</td>
<td>to confirm and continue</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CONFIGURE_VM</td>
<td>To configure voicemail messages.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_OFF_MESSAGE</td>
<td>To turn off message notification.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHANGE_STATUS</td>
<td>To change your current status</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_RNA_COVERAGE_OPTIONS</td>
<td>To modify no answer coverage options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_PHONE_COVERAGE_OPTIONS</td>
<td>To modify on the phone coverage options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_DEFINE_VM_BOX</td>
<td>to set your call coverage voicemail box to your voicemail box</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_ALL_CALLS</td>
<td>...coverage on for all calls</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_FM_NO_NUMBERS_CONFIGURED</td>
<td>You currently have no follow-me telephone numbers configured.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CONFIRM_DEACTIVATE_2</td>
<td>To change your client to another status</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_VM_SET_TO</td>
<td>Your Voicemail box has been set to...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_VERBOSE_DEACTIVATE</td>
<td>You are now in brief playback mode.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_GET_PASSWORD</td>
<td>Please enter your new password followed by</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_FORFAX</td>
<td>For fax messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ERASE_1</td>
<td>If you are sure that you want to erase all the message of this type</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ACTIVATE</td>
<td>To activate...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_TEMP</td>
<td>Your prompt has been saved in a temporary location awaiting action from you in your client interface.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_SUCCESS</td>
<td>Your password has been successfully changed.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_NUMBER_UPDATE_SUCCESS</td>
<td>Your number has been successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_AM_PM</td>
<td>for PM</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_STATUS_CONFIRMATION</td>
<td>For status confirmation</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT</td>
<td>To record your prompt</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_HEAR_VM_GREETING</td>
<td>To hear your voicemail greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_LISTEN_NEXT_ENTRY</td>
<td>To hear the next entry</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_EDIT_TELEPHONE_NUMBER</td>
<td>To edit a telephone number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_COFIGURE_FAX</td>
<td>To configure fax messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ENTER_TELEPHONE_NUM</td>
<td>Enter the telephone number to which you want to transfer the call.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_TO_TURN</td>
<td>To turn...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_ALL</td>
<td>...calls is now set to all calls</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ERR_BAD_PASSWORD</td>
<td>I'm sorry, the password you entered is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ON</td>
<td>...on...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_TIME_UPDATE_SUCCESS</td>
<td>Your message notification time schedule has been successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_EMAIL</td>
<td>Your message alert method is set to notify you through email.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_MAILBOX_CONFIRMATION</td>
<td>For mailbox confirmation</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_VOICEMAIL_ALL_URGENT_EVERY</td>
<td>To receive a message alert for every voicemail message</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_REMOTE_IVR_TRANSFER_TO_ANOTHER_NUMBER</td>
<td>To transfer this call to another telephone number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_ALERT_FAX_OFF</td>
<td>To turn it off,</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_UPDATE_PASSWORD_ON_SUCCESS</td>
<td>Password verification for this entry is on.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ENTRY_NUMBER</td>
<td>Entry number...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_NOANS</td>
<td>No Answer</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ADD_ENTRY_SUCCESS</td>
<td>A new entry has been successfully added.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_FOREMAIL</td>
<td>For email messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ERROR</td>
<td>I'm sorry, an error has occurred setting your forward number. Please contact your system administrator.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_OFF</td>
<td>...off...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_INVALID_TIME_ENTERED</td>
<td>I'm sorry. The time you have entered is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_PHONE</td>
<td>Your message alert method is set to notify you by phone.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VERBOSE_BREIF</td>
<td>For brief play back mode</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_SET_REMOTE_TN</td>
<td>To set your remote telephone number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_CONFIG_MAIN_IVR_CHANGE_ALERT_METHOD</td>
<td>To change your notification alert method</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_INVALID_DIALING_PRIV</td>
<td>You do not have the appropriate dialing privileges to transfer to this telephone number. Sending the call to voicemail.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CURRENTLY_ACTIVE</td>
<td>Your Follow-Me functionality is currently active. To turn it off</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_PHONE_SET_TO</td>
<td>Your Call Coverage Phone number has been set to...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_NUMBER_MENU</td>
<td>to keep this number or</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_OUT_OF_OFFICE</td>
<td>Out of the office</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AT_TRAINING_SESSION</td>
<td>At a Training session</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_VERBOSE_ACTIVATE</td>
<td>You are now in verbose playback mode.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_REENTER</td>
<td>For verification, please reenter you password followed by the pound sign.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_OUTOFICE</td>
<td>...out of the office.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ERR_REMOTE_NUMBER</td>
<td>An error occurred updating your remote telephone number. Please contact your system administrator.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_ERROR</td>
<td>An error occurred updating your prompt. Please try again or you may contact an administrator for help.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_VERIFICATION_OFF</td>
<td>Password verification for this entry is currently off. To turn it on.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_EXPIRED</td>
<td>Your password has expired, please enter a new one.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_PAGER</td>
<td>Your message alert method is set to notify you by pager.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT</td>
<td>To save your prompt.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_LISTEN_EDIT_ENTRY</td>
<td>To edit this entry.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_ROMOTE_IVR_CONNECT_CALL</td>
<td>To connect this call.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_DELETE_TELEPHONE_NUMBER</td>
<td>To delete a telephone number.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_ENTER_NUMBER</td>
<td>Please enter an internal number or IC extension and press the pound sign.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_GONE_HOME</td>
<td>Gone home.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_DND</td>
<td>Do not disturb.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_GONEHOME</td>
<td>...gone home.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_FOLLOWME</td>
<td>...available, follow-me</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_EXTENDED2</td>
<td>To erase all message</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_DEACTIVATE</td>
<td>To deactivate...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_CORRECT</td>
<td>If this is correct,</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU8</td>
<td>To turn off your out of the office greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU7</td>
<td>To activate your out of the office greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU6</td>
<td>To review your name</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU5</td>
<td>To record your name</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU4</td>
<td>To review your current standard greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU3</td>
<td>To record your standard greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU2</td>
<td>To hear your current out of the office greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU1</td>
<td>To record your out of the office greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_ENTER_NEW</td>
<td>Please enter a new password.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NO_TELPHONE_ENTRY</td>
<td>No entry was found with that telephone number.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_START_OR_END_TIME_END</td>
<td>To enter an end time for message notification</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_EDIT_PHONE_NUM_CHANGE_PASSWORD_ENTRY</td>
<td>To change password verification for this entry</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_EDIT_PHONE_NUM_CHANGE_ALERT_ENTRY</td>
<td>To change the alert time of this entry</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_DEACTIVATING</td>
<td>If you are deactivating your follow-me functionality, your client status will change to away from desk.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHANGE_PASSWORD</td>
<td>To change your password</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_UPDATE_PASSWORD_OFF_SUCCESS</td>
<td>Password verification for this entry is off.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_NUMBER_MENU2</td>
<td>to change it.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_INTERNAL</td>
<td>...calls is now set to Internal calls.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_DND</td>
<td>Do Not Disturb</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AWAY_FROM DESK</td>
<td>Away from the desk</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_SEND_TO_VOICEMAIL</td>
<td>Sending the call to voicemail</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_LISTENFAX</td>
<td>To listen to your deleted fax messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_DATE_PAST</td>
<td>The date you entered has already passed this year.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_BAD_HOUR</td>
<td>The hour value you entered is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_NOTACTIVE</td>
<td>Your out of the office greeting is now turned off.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU9</td>
<td>To turn off your standard greeting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_ERROR_RETRY</td>
<td>You entered an invalid password.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_FAX_OFF</td>
<td>Fax notification is currently turned off.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT</td>
<td>To discard your prompt.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_CONFIG_MAIN_IVR_ALERT_TIME_REASON</td>
<td>To set up an alert time schedule</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_ADD_TN_RETRY</td>
<td>To add a telephone number and retry this function.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_UPDATE_PHONE_SUCCESS</td>
<td>The telephone number for this entry was successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CURRENT_PINAUTH</td>
<td>...seconds, and has password verification turned...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_VM_YOUR_VM</td>
<td>Your Voicemail box has been set to your mailbox</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_WORKING_AT_HOME</td>
<td>Working at home</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_OUT_OF_TOWN</td>
<td>Out of town</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_CURRENT_NUMBER</td>
<td>Forward number is currently set to...</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_GENERAL_ERROR</td>
<td>An error has occurred. Please contact your system administrator for assistance.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_VM</td>
<td>You have a voicemail message.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_CARRIER</td>
<td>Your message alert method is set to send notifications to your pager carrier.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_TIME_SCH_MAIN_START_AND_END</td>
<td>To set up a start and end time schedule</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_TIME_SCH_MAIN_ALL_TIMES</td>
<td>To receive message alerts at all times</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FORWARDNUMBER_REMOTE</td>
<td>To enter your remote Telephone number.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_ROMOTE_IVR_SEND_TO_VM</td>
<td>To send this call to voicemail.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_ADD_TELEPHONE_NUMBER</td>
<td>To add a telephone number</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_ACTIVATING</td>
<td>Activating your follow-me functionality, will set your client status to Available, Follow-Me.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_NOANS_ALL_WARNING</td>
<td>Forward No Answer call coverage is set to all calls. To change other call coverage types you must first change this setting.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AVAILABLE_NOACD</td>
<td>Available, No ACD</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_TO</td>
<td>To...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_SUCCESS</td>
<td>Your forward number has been successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_UM_TUIPERSONALOPTIONS_1A</td>
<td>Then enter your extension number and password.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_VM_ON</td>
<td>Voicemail notification is currently turned on.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_PASSWORD_VERIFICATION_ON</td>
<td>To turn on password verification</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_PAGER_ALERTS</td>
<td>To turn on pager based alerts</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_NEW_PHONE_NUM</td>
<td>Enter a new telephone number for this entry.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN.Dialplan_ERROR</td>
<td>Either you entered an invalid number or you do not have security rights to use this telephone number.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLER_NOT_AVAIALABLE</td>
<td>...is not available. Goodbye.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_COVERAGE_FOR</td>
<td>Coverage for...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_TRANSFER_CALLER_TO</td>
<td>Transferring the call to...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AT_LUNCH</td>
<td>At lunch</td>
</tr>
<tr>
<td>Key</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_LISTENVOICE</td>
<td>To listen to your deleted voicemail messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_EXTENDED</td>
<td>To restore all messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ENTER_DATE</td>
<td>Please enter the two digit month, the two digit day and the two digit year.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_BAD_MONTH</td>
<td>The month value you entered is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_CALL_WAITING_OFF</td>
<td>Call waiting is currently turned off.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_NONE</td>
<td>Your message notifications are currently turned off.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NO_ENTRIES</td>
<td>You currently have no entries configured.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PLAYBACK_OPTIONS</td>
<td>To configure your playback options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_CONFIG_MAIN_IVR_CHANGE_ALERT_REASON</td>
<td>To change alert reason</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_LISTEN_DELETE_ENTRY</td>
<td>To delete this entry</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_PASSWORD_VERIFICATION_OFF</td>
<td>To turn password verification off</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_LISTEN_FM_OPTIONS</td>
<td>To listen to the follow-me options</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_PHONE_ALERTS</td>
<td>To turn on phone based alerts</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_PAGE_CARRIER_ALERTS</td>
<td>To turn on pager-carrier based alerts.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_COVERAGE_PHONE_NUMBER</td>
<td>To change the coverage phone number,</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_INVALID_TELEPHONE</td>
<td>That is an invalid telephone number. Sending the call to voicemail.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CONFIG_ERR</td>
<td>There was an error accessing your follow-me configuration. Please try again later.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_BUSY</td>
<td>On the Phone</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_AVAILABLE</td>
<td>...available.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_PRIORITY_MESSAGE_PLAYBACK</td>
<td>For priority message playback</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_CONFIGURE_SAVED_PLAYBACK</td>
<td>To configure saved message playback</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_VOICEMAIL_ALL_URGENT_URGENT_ONLY</td>
<td>To receive message alerts only for urgent voicemail messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_MANAGE_PERSONAL_PROMPTS</td>
<td>To manage your personal prompts</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FORWARDNUMBER_CALLCOVERAGE</td>
<td>to enter Call coverage settings</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_DEFINE_PHONE_NUMBER</td>
<td>to set it to your call coverage phone number voicemail box.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_UPDATE_TIMEOUT_SUCCESS</td>
<td>The timeout value for this entry was successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_DELETE_SUCCESS</td>
<td>The entry was successfully deleted.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CURRENTLY_DEACTIVATED</td>
<td>Your Follow-Me functionality is currently not active. To turn it on</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CURRENT_ALERTTIMEOUT</td>
<td>...has an alert timeout of...</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ENTER_TIME</td>
<td>Please enter the time you will return in military time. For example, for eight AM enter zero eight zero zero. For one thirty PM, use thirteen-thirty.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_DISTURB</td>
<td>...do not disturb.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_BAD_MINUTE</td>
<td>The minute value you entered is invalid.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PERSONAL_PROMPT_CANCELLED</td>
<td>Your recording has been cancelled.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_CALL_WAITING_ON</td>
<td>Call waiting is currently turned on.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_VM_OFF</td>
<td>Voicemail notification is currently turned off.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_ALERT_NUMBER_IS</td>
<td>The phone number is...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_TIME_SCH_MAIN_SPECIFIC</td>
<td>To receive message alerts only during a specific time schedule</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_NOTIFY_START_OR_END_TIME_START</td>
<td>To enter a start time for message notification</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_VM_DESTINATION</td>
<td>To set voicemail destination,</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_FEATURE_OFF</td>
<td>To turn this feature off</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_LISTEN_UPDATE_TIMEOUT_ERR</td>
<td>Please enter a timeout value higher than zero seconds.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_CURRENT_PHONE</td>
<td>Your current Call Coverage Phone number is...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_UNABLE_TO_LOCATE</td>
<td>The system was unable to locate your party.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AVAILABLE_FOLLOWME</td>
<td>For Available Follow-me</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_STATUS_AVAILABLE</td>
<td>For available</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_VALID_PASSWORD</td>
<td>A valid new password consists of one to ten characters</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_STATUS_SET</td>
<td>Your status has been successfully updated</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_ERR_SETTING_STATUS</td>
<td>I'm sorry, an error has occurred updating your status. Please contact your system administrator.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_UM_ENTER_VM</td>
<td>To enter your mailbox</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_MESSAGE_SORTING</td>
<td>For message sorting</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_CONFIGURE_MESSAGE_TYPE</td>
<td>To configure message type</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT</td>
<td>To review your prompt</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_UNKNOWN_CALLS</td>
<td>For all unknown calls</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_ENTER_ALERT_TIMEOUT</td>
<td>Enter the number of seconds you want the system to call this telephone number. To use the default value of fifteen seconds, please wait.</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_UNKNOWN</td>
<td>calls is now set to Unknown calls.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_EXTERNAL</td>
<td>calls is now set to external calls.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALL_FROM</td>
<td>You have a telephone call from...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_FORVOICE</td>
<td>For voicemail messages</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_REMOTE_VM_EMAIL</td>
<td>email messages.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_PASSWORD_ACCOUNT_LOCKED</td>
<td>Your account has been locked out. Please contact your administrator.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_UPDATE_SUCCESS</td>
<td>Your message notification option has been successfully updated.</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_NOTIFY_MAIN</td>
<td>This is your message notification service. At...</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_VM_OPTIONS_VERBOSE_PLAYBACK</td>
<td>For verbose playback</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_RESTORE_RESTORE_ALL</td>
<td>If you are sure you want to restore all messages of this type</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_RESTORE_CANCEL_OPERATION</td>
<td>To cancel this operation</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_FM_EDIT_PHONE_NUM_CHANGE_TN_ENTRY</td>
<td>To change the telephone number of this entry</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_EMAIL_ALERTS</td>
<td>To turn on email based alerts</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_MENU_ALERT_FAX_ON</td>
<td>To turn it on,</td>
</tr>
<tr>
<td>TUIPERSONALOPTIONS_CALLCOVERAGE_ONLY_BE_SET</td>
<td>Your call coverage mailbox can only be set if you have a call coverage phone number defined.</td>
</tr>
</tbody>
</table>
XML Menu Source Listings

This section contains source listings for XML files included in Interaction Mobile Office.

Manifest

MenuXMLManifest.xml

Root XML Documents

- TUIMDTMFRoot.xml Source Listing
- TUIApplicationRoot.xml Source Listing

Speech-Enabled Menus

- TUIMobileOffice.xml Source Listing
- TUIMainMenu.xml Source Listing
- TUIMessageMenus.xml Source Listing
- TUIOptionMenus.xml Source Listing
- TUIStatusMenus.xml Source Listing
- TUIOutlookMenus.xml Source Listing
- TUIPromptMenus.xml Source Listing

DTMF-only Menus

- TUIMainMenuDTMF.xml Source Listing
- TUIMessageMenusDTMF.xml Source Listing
- TUIOptionMenusDTMF.xml Source Listing
- TUIStatusMenusDTMF.xml Source Listing
- TUIOutlookMenusDTMF.xml Source Listing
- TUIPromptMenusDTMF.xml Source Listing

MenuXMLManifest.xml Source Listing

This manifest identifies xml files that belong to the Interaction Mobile Office system. Files in this list are cached by Interaction Processor at startup and compiled. If a file is not in this list, it is not initially cached.

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml_manifest SYSTEM "menuxml.dtd">
<menuxml_manifest>
  <manifest_file>TUIMainMenu.xml</manifest_file>
  <manifest_file>TUIMainMenuDTMF.xml</manifest_file>
  <manifest_file>TUIMessageMenus.xml</manifest_file>
  <manifest_file>TUIMessageMenusDTMF.xml</manifest_file>
  <manifest_file>TUIOutlookMenus.xml</manifest_file>
  <manifest_file>TUIOutlookMenusDTMF.xml</manifest_file>
  <manifest_file>TUIPromptMenus.xml</manifest_file>
  <manifest_file>TUIPromptMenusDTMF.xml</manifest_file>
</menuxml_manifest>
```

When IP is started, this file is read to obtain a list of files to compile. This manifest file allows files to be added or removed without handler modification. To add a new XML file, enclose its filename in `<manifest_file>` tags.
TUIDTMFRoot.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml language="en-US">
<!-- Global DTMF Escape Choices -->
<choice event="escape.previous" dtmf="*"/>
<choice event="escape.operator" dtmf="0"/>
<!-- Global DTMF Misc. Choices -->
<choice event="application.thankyou" dtmf="??"/>
<submenu next="TUIUMobileOffice.xml#main_menu_return" dtmf="##" useroption="Mobile.Office"/>
</menuxml>

TUIApplicationRoot.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml language="en-US">
<!-- Global Escape Grammars -->
<choice event="escape.previous" dtmf="*">escape | [go] back | previous [menu] | return</choice>
<choice event="escape.operator" dtmf="0">[transfer | send | get] [me] [to] [a | an] operator</choice>
<!-- Global Mailbox Grammars -->
<choice event="mailbox.voice.new" useroption="Allow.Voice.Mail" return="TUMessageMenus.xml#voice_message_menu">[play | get | check | listen to [my]] (new | unread) voice [mail | mails | E-mail | E-mails] [message | messages]</choice>
<choice event="mailbox.voice.saved" useroption="Allow.Voice.Mail" return="TUMessageMenus.xml#voice_message_menu">[play | get | check | listen to [my]] (old | saved | red) voice [mail | mails | E-mail | E-mails] [message | messages]</choice>
<choice event="mailbox.voice.today" useroption="Allow.Voice.Mail" return="TUMessageMenus.xml#voice_message_menu">([play | get | check | listen to] today's voice [mail | mails | E-mail | E-mails] [message | messages]) | ([play | get | check | listen to] [my] voice [mail | mails | E-mail | E-mails] [message | messages] (for | from) today)</choice>
<choice event="mailbox.email.new" useroption="Allow.Email" return="TUMessageMenus.xml#email_message_menu">[play | get | check | listen to [my]] (new | unread) (mail | mails | E-mail | E-mails) [message | messages]</choice>
</menuxml>
<submenu next="TUIOptionMenus.xml#personal_options_menu">[access | set | change | manage] [my] [personal] [user] (options | configuration)</submenu>

<submenu next="TUIStatusMenus.xml#change_status">return="TUIMobileOffice.xml#main_menu_return" [change | set] [my | your] status</submenu>

<submenu next="TUIPromptMenus.xml#personal_prompts_menu">return="TUIMobileOffice.xml#main_menu_return" [record | change] [my] [user | personal] (prompts | recordings)</submenu>

<!-- Global Status Grammars -->
<choice event="status.set" dtmf="none" return="TUIMobileOffice.xml#main_menu_return">[set | change] [me | my] [status] [to] $status [until $datetime]</choice>

<!-- Global Prompt Grammars -->
<choice event="useraudio.record" message="eaprompt" return="TUIPromptMenus.xml#ea_prompt_menu">[record] [my] (extended absence | out-of-the-office) [prompt]</choice>
<choice event="useraudio.listen" message="eaprompt">(listen to | review) [my] (extended absence | out of [the] office) [prompt]</choice>
<choice event="useraudio.reset" message="eaprompt">reset [my] (extended absence | out of [the] office) [prompt]</choice>

<choice event="useraudio.record" message="rnaprompt" return="TUIPromptMenus.xml#rna_prompt_menu">[record] [my] (ring no answer | standard greeting) [prompt]</choice>
<choice event="useraudio.listen" message="rnaprompt">(listen to | review) [my] (ring no answer | standard greeting) [prompt]</choice>
<choice event="useraudio.reset" message="rnaprompt">reset [my] (ring no answer | standard greeting) [prompt]</choice>

<choice event="useraudio.record" message="nameprompt" return="TUIPromptMenus.xml#name_prompt_menu">[record] [my] [user] (name | username) [prompt]</choice>
<choice event="useraudio.listen" message="nameprompt">(listen to | review) [my] [user] (name | username) [prompt]</choice>
<choice event="useraudio.reset" message="nameprompt">reset [my] [user] (name | username) [prompt]</choice>

<choice event="useraudio.record" message="agentgreeting" return="TUIPromptMenus.xml#agent_greeting_menu">[record] [my] [agent] [greeting] [prompt]</choice>
<choice event="useraudio.listen" message="agentgreeting">(listen to | review) [my] [agent] [greeting] [prompt]</choice>
<choice event="useraudio.reset" message="agentgreeting">reset [my] [agent] [greeting] [prompt]</choice>

<choice event="useraudio.record" message="afprompt" return="TUIPromptMenus.xml#af_prompt_menu">[record] [my] [available] forward [prompt]</choice>
<choice event="useraudio.listen" message="afprompt">(listen to | review) [my] [available] forward [prompt]</choice>
<choice event="useraudio.reset" message="afprompt">reset [my] [available] forward [prompt]</choice>

<choice event="useraudio.record" message="fmprompt" return="TUIPromptMenus.xml#fm_prompt_menu">[record] [my] [one number] follow me [prompt]</choice>
<choice event="useraudio.listen" message="fmprompt">(listen to | review) [my] [one number] follow me [prompt]</choice>
<choice event="useraudio.reset" message="fmprompt">reset [my] [one number] follow me [prompt]</choice>

<!-- Global Misc. Grammars -->
<choice event="application.thankyou" dtmf="7*" return="TUIMobileOffice.xml#main_menu_return"> okay | ([okay] thanks) | ([okay] thank you)</choice>
<submenu next="TUIMainMenuDTMF.xml#main_menu" dtmf="##" useroption="Mobile.Office"> (switch | change) [input] [mode] </submenu>
<submenu next="TUIStatusMenus.xml#play_status_menu" return="TUIMobileOffice.xml#main_menu_return"> [(what's | what is)] [my] current status </submenu>
<submenu next="TUIMobileOffice.xml#good_bye_menu"> ([I am] [all] done) | ([I am] [all] finished) | (thats it) | (thats all) | (you cant) | (you cannnot) | good-bye</submenu>
<choice event="application.mainmenu">(exit | log (out|off))</choice>

<!-- Global Catches -->
<catch event="com.inin.calendar.nodate"> goto next="TUIOutlookMenus.xml#voice_get_date"</catch>
</menuxml>

TUIMobileOffice.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml toplevel="main_menu_superior" language="en-US" application="TUIApplicationRoot.xml">

<!-- Document Grammars -->
<submenu next="TUIMessageMenus.xml#message_summary" useroption="Unified.Messaging" return="#main_menu_return">[check | play | get] (message | messages)</submenu>
<submenu next="TUIStatusMenus.xml#change_status" return="#main_menu_return">[change | set] [my | your] status</submenu>
<submenu next="TUIMainMenu.xml#main_menu" return="#main_menu_return">something [else | different]</submenu>
<submenu next="TUIMessageMenus.xml#voice_summary" dtmf="1" useroption="Allow.Voice.Mail"/>
<submenu next="TUIMessageMenus.xml#fax_summary" dtmf="2" useroption="Allow.Fax"/>
<submenu next="TUIMessageMenus.xml#email_summary" dtmf="3" useroption="Allow.Email"/>
<choice event="application.sendmessage" dtmf="4" useroption="Unified.Messaging"/>
<submenu next="TUIOptionMenus.xml#personal_options_menu" dtmf="5"/>
<choice event="application.privatedirectory" dtmf="6"/>
<choice event="application.officehunt" dtmf="7"/>
<choice event="application.changefolders" dtmf="8" useroption="Change.Folders"/>
<submenu next="TUIOutlookMenus.xml#outlook_menu" dtmf="9" useroption="Outlook.Module"/>

</menuxml>
<noinput count="2">
    <audio handler="Prompt_TUIMain"
        prompt="TUIMAIN_NOINPUT_2">Do you need help? Say 'help,' or 'operator' for assistance.</audio>
    <goto next="#main_menu"/>
</noinput>
<noinput count="3">
    <goto next="TUIMainMenu.xml#main_menu"/>
</noinput>
</menu>

<!-- Return Menu -->
<menu id="main_menu_return" timeout="6"
        mode="voice dtmf">
    <audio handler="Prompt_TUIMain"
        prompt="TUIMAIN_HOW_ELSE_HELP">How else may I help you?</audio>
    <submenu next="#back_to_main" dtmf="*"/>
    <noinput count="1">
        <goto next="#good_bye_menu"/>
    </noinput>
    <nomatch count="1">
        <goto next="#good_bye_menu"/>
    </nomatch>
</menu>

<!-- Good-bye Menu -->
<menu id="good_bye_menu" timeout="0">
    <audio handler="Prompt_TUIMain"
        prompt="TUIMAN_THANKYOU_GOOD_BYE">Okay. Thanks for calling. Good-bye.</audio>
    <noinput count="1">
        <choice event="application.disconnect"/>
    </noinput>
</menu>

<!-- Return to Main Menu -->
<menu id="back_to_main" timeout="0"
        return="menu.system">
    <noinput count="1">
        <goto next="menu.system"/>
    </noinput>
</menu>
</menuxml>

**TUIMainMenu.xml Source Listing**

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml
toplevel="main_menu"
        language="en-US"
        application="""

<!-- DTMF Main Menu -->
<menu
    id="main_menu"
    timeout="10"
    mode="voice"
    dtmf=""
    return="""
</menu>

<!-- audio useroption="Allow.Voice.Mail"To retrieve your voicemail messages, press 1.""
<audio
    useroption="""
    handler="""
```
To retrieve your voicemail messages

To retrieve your faxes, press 2.

To retrieve your email messages, press 3.

To send a voice message, press 4.
To return to the previous menu
Press
the star key
For an operator
Press
the star key
</audio>
</catch>
<catch event="&quot;com.inin.mailbox.change.folder.success"="&quot;">
Your folder has been changed.</catch>
</noinput>
</noinput>
<noinput count="2">
Do you need help? Say 'help,' or 'operator' for assistance.
</noinput>
</noinput>
<nomatch count="1">
I'm sorry, but I did not understand you. Please try again.
</nomatch>
</nomatch>
<help count="1">
You may speak one of several voice commands to access your mailbox or
change your status, user options, and prompts. Please see your documentation for
a list of available voice commands.
</help>
</help>
</menu>
<choice event="record.send" dtmf="1"> ([now] send [this | the | it] [message | recording] [now]) | do it | okay</choice>
<choice event="record.review" dtmf="2"> (review | listen | re-play | play [back] | repeat) [this | the | it] [message | recording]
</choice>
<choice event="record.start" dtmf="3"> (record | re-record) [this | the | it] [message][again]
</choice>
<submenu next="#priority_prompt_menu" dtmf="4"> [set] [the] priority [of] [this | the | it] [message]
</submenu>
<submenu next="#sensitivity_prompt_menu" dtmf="5"> [set] [the] sensitivity [of] [this | the | it] [message]
</submenu>
<choice event="record.cancel" dtmf="*"> (cancel | (don't | do not) send) [my] [recording | message | this | it])</choice>
<choice event="record.importance" message="high"> [set] [with] [the] [priority] [of] [this | the | it] [message] [to] high [priority] </choice>
<choice event="record.importance" message="low"> [set] [with] [the] [priority] [of] [this | the | it] [message] [to] low [priority] </choice>
<choice event="record.sensitivity" message="normal"> [set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] normal [sensitivity] </choice>
<choice event="record.sensitivity" message="personal"> [set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] personal [sensitivity] </choice>
<choice event="record.sensitivity" message="private"> [set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] private [sensitivity] </choice>
<choice event="record.sensitivity" message="confidential"> [set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] confidential [sensitivity] </choice>
<submenu next="#send_message_options_2"> [more | other] [what are my] options </submenu>
<catch event="com.inin.message.marked.success" count="1">
<goto next="#send_message_options"/>
</catch>
<catch event=""com.inin.recording.recorded"="com.inin.recording.recorded" count="1">
<goto next="#send_message_options"/>
</catch>
<catch event="com.inin.message.send.success"=quot;com.inin.message.send.success" count="1">
<audio
handler="Prompt_TUILabelMessageManagement"
prompt=""TIUMESSAGEMANAGEMENT.MESSAGE_SENT"">Your message has been sent.</audio>
<goto next="#TIUMobileOffice.xml#main_menu_return"/>
</catch>
</noinput count="1">
<goto next="#send_message_options"/>
</noinput>
<noinput count="2">
<goto next="#send_message_options_2"/>
</noinput>
<noinput count="1">
<goto next="#main_menu_return"/>
</noinput>
</menu>

<!-- Priority Prompt Menu -->
<menu>
id="priority_prompt_menu"
timeout="1"
mode="voice"
dtmf="dtmf"
return="#send_message_options">
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SAY_PRIORITY"">You may say 'low' or 'high' to set priority</audio>
<noinput count="1">
    <goto next="#send_message_options"/>
</noinput>
</menu>

<!-- Sensitivity Prompt Menu -->
<menu
    id="sensitivity_prompt_menu"
    timeout="1"
    mode="voice"
dtmf="dtmf"
return="#send_message_options">
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SAY_SENSITIVITY"">You may say 'normal', 'personal', 'private' or 'confidential' to set sensitivity</audio>
<noinput count="1">
    <goto next="#send_message_options"/>
</noinput>
</menu>

<!-- Send Message Options 2 -->
<menu
    id="send_message_options_2"
    timeout="6"
    mode="voice"
dtmf="dtmf"
return="#send_message_options_2">
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SEND_NOW"">To send your message, press</audio>
<audio
    useroption="Allow.Voice.Mail"
    handler="Prompt_ASR"
    prompt="ASR_PRESS">Press</audio>
<audio
    useroption="Allow.Voice.Mail"
    handler="Prompt_System"
    prompt="N1">1</audio>
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_REVIEW"">To review your message, press</audio>
<audio
    useroption="Allow.Voice.Mail"
    handler="Prompt_ASR"
    prompt="ASR_PRESS">Press</audio>
<audio
    useroption="Allow.Voice.Mail"
    handler="Prompt_System"
    prompt="N2">2</audio>
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_RERECORD"">To re-record your message, press</audio>
<audio
    useroption="Allow.Voice.Mail"
    handler="Prompt_ASR"
    prompt="ASR_PRESS">Press</audio>
<audio
To set priority for your message,

To set the sensitivity for this message,

To return to the previous menu without sending this message,

The star key

[set] the priority of this message

[set] the sensitivity of this message

[set] with the priority of this message to high priority

[set] with the priority of this message to low priority

[set] with the sensitivity of this message to normal sensitivity

[set] with the sensitivity of this message to personal sensitivity

[set] with the sensitivity of this message to private sensitivity

[set] [the] sensitivity of [this | the | it] [message] [to] private sensitivity

[set] [the] sensitivity of [this | the | it] [message] [to] personal sensitivity

[set] [the] sensitivity of [this | the | it] [message] [to] normal sensitivity

[set] [the] sensitivity of [this | the | it] [message] [to] low priority

[set] [the] priority of [this | the | it] [message] [to] high priority

(cancel | (don't | do not) send) [my] [recording | message | this | it]
message="confidential">
[set]
[with] [the] [sensitivity] [of] [this] [the] [it] [message] [to] confidential [sensitivity]
</choice>
</catch>
<catch

event="&quot;com.inin.recording.recorded"="&quot;com.inin.recording.recorded"

count="1"
></catch>
<goto next="#send_message_options_2"/>
</choice>
<catch

event="&quot;com.inin.message.send.success"="&quot;com.inin.message.send.success"

count="1"
</catch>
<audio

handler="Prompt_TUIMessageManagement"

prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SENT"">
Your message has been sent.</audio>
</catch>
</noinput>
</noinput>
</noinput>
</noinput>
</menu>
<!-- Set Priority Menu -->
<menu

id="set_priority_menu"
	timeout="6"

timeout="6"
	mode="voice"

dtmf="dtmf"

prompt="#send_message_options_2"
return="#send_message_options">
</audio>
<handler="Prompt_TUIMessageManagement"

prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SENT"/>
>To set priority for this message to high,
</audio>
<body>
<audio

useroption="Allow.Voice.Mail"

handler="Prompt_ASR"

prompt="ASR_PRESS">Press</audio>
</audio>
<audio

useroption="Allow.Voice.Mail"

handler="Prompt_System"

prompt="N1">1</audio>
</choice>
<choice

event="record.importance"

message="high"

dtmf="1"
</choice>
</audio>
<handler="Prompt_TUIMessageManagement"

prompt="TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_HIGH"
To set priority for this message to low,
</audio>
<audio

useroption="Allow.Voice.Mail"

handler="Prompt_ASR"

prompt="ASR_PRESS">Press</audio>
</audio>
<audio

useroption="Allow.Voice.Mail"

handler="Prompt_System"

prompt="N2">2</audio>
</choice>
<choice

event="record.importance"

message="low"

dtmf="2"
</choice>
</menu>
<audio handler="Prompt_TUIMessageManagement" prompt="TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_NONE" To send this message without setting priority,
</audio>

<audio
useroption="Allow.Voice.Mail"
handler="Prompt_ASR"
prompt="ASR_PRESS">Press</audio>
<audio
useroption="Allow.Voice.Mail"
handler="Prompt_System"
prompt="N3">3</audio>
<submenu next="#send_message_options" dtmf="3"/>
<audio
handler="Prompt_TUIMain"
prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu
</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
<audio
handler="Prompt_TUIMain"
prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>
<catch
event="com.inin.message.marked.success"
count="1">
<goto next="#send_message_options"/>
</catch>

<noinput count="1">
<goto next="#set_priority_menu"/>
</noinput>
<noinput count="2">
<goto next="#set_priority_menu"/>
</noinput>
<noinput count="3">
<goto next="#send_message_options"/>
</noinput>
</menu>

<!-- Set Sensitivity Menu -->

<menu
id="set_sensitivity_menu"
timeout="6"
mode="voice"
dtmf="" return="#send_message_options">
<audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENTMESSAGE_SENSITIVITY_NORMAL" To set the sensitivity for this message to normal,
</audio>

<audio
useroption="Allow.Voice.Mail"
handler="Prompt_ASR"
prompt="ASR_PRESS">Press</audio>
<audio
useroption="Allow.Voice.Mail"
handler="Prompt_System"
prompt="N1">1</audio>
<choice
event="record.sensitivity"
message="normal"
dtmf="N1"/>
<audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENTMESSAGE_SENSITIVITY_PERSONAL">To set sensitivity to personal,
</audio>

<audio
useroption="Allow.Voice.Mail"
handler="Prompt_ASR"
prompt="ASR_PRESS">Press</audio>
<audio>
  <useroption>"Allow.Voice.Mail"
  <handler>"Prompt_System"
  <prompt>"N2"">2</audio>
  <choice>
    <event>"record.sensitivity"
    <message>"personal"
    <dtmf>"2""/>
    <audio>
      <handler>"Prompt_TUIMessageManagement"
      <prompt>"TUIMESSAGEMANAGEMENT_MESSAGE_SENSITIVITY_PRIVATE"">To set sensitivity to private,
    <audio>
      <useroption>"Allow.Voice.Mail"
      <handler>"Prompt_ASR"
      <prompt>"ASR_PRESS"">Press</audio>
    <audio>
      <useroption>"Allow.Voice.Mail"
      <handler>"Prompt_System"
      <prompt>"N3"">3</audio>
    <choice>
      <event>"record.sensitivity"
      <message>"private"
      <dtmf>"3""/>
      <audio>
        <handler>"Prompt_TUIMessageManagement"
        <prompt>"TUIMESSAGEMANAGEMENT_MESSAGE_SENSITIVITY_CONFIDENTIAL"">To set sensitivity to
        <audio>
          <useroption>"Allow.Voice.Mail"
          <handler>"Prompt_ASR"
          <prompt>"ASR_PRESS"">Press</audio>
        <audio>
          <useroption>"Allow.Voice.Mail"
          <handler>"Prompt_System"
          <prompt>"N4"">4</audio>
        <choice>
          <event>"record.sensitivity"
          <message>"confidential"
          <dtmf>"4""/>
          <audio>
            <handler>"Prompt_TUIMain"
            <prompt>"TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu
          </audio>
        </audio>
      <audio>
        <handler>"Prompt_TUIMain"
        <prompt>"TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
    </catch>
    <noinput count="1"">To return to the previous menu</noinput>
  </audio>
  <noinput count="2"">To return to the previous menu</noinput>
  <noinput count="3"">To return to the previous menu</noinput>
  <noinput count="4"">To return to the previous menu</noinput>
</menu>
</menuxml>

TUIMessageMenus.xml Source Listing

<?xml version="1.0"?>
<menuxml
toplevel=""message_summary"
language=""en-US"
application=""TUIApplicationRoot.xml"">

<choice event=""message.undelete"" dtmf=""#77">un-delete [my 
 | last | my last] [voice | voice mail | fax | fax e-mail | e-mail] message</choice>

<!-- Message Count Menu -->
<menu
 id=""message_summary"
timeout=""4"
mode=""voice"
dtmf=""dtmf"
return=""TUIMobileOffice.xml#main_menu_return"">
 <play source=""count.all""/>
 <audio
 handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_WHAT_YOU_CHECK"">What would you like to check?</audio>
 <submenu
 next="#voice_summary"
dtmf=""1"
useroption=""Allow.Voice.Mail"">[play
 | get | check] [my] voice [mail | mails | E-mail | E-mails] [message | messages]</submenu>
 <submenu
 next="#fax_summary"
dtmf=""2"
useroption=""Allow.Fax"">[play
 | get | check] [my] (fax [mail | mails | E-mail | E-mails] [message | messages]
 | faxes)</submenu>
 <submenu
 next="#email_summary"
dtmf=""3"
useroption=""Allow.Email"">[play | get | check] [my] (mail | mails | E-mail | E-mails) [message | messages]</submenu>
 <noinput count=""1"">
  <audio
 handler=""Prompt_TUIMessageManagement"
prompt=""TUIMESSAGEMANAGEMENT_MENU_PLEASE_SELECT"">Please select voicemails, faxes or emails.
 </audio>
  <goto next="#message_summary"/>
 </noinput>
 <nomatch count=""1"">
  <audio
 handler=""Prompt_TUIMain"
prompt=""TUIMAIN_NOMATCH_2"">I'm sorry, but I did not understand you. Please try again</audio>
  <goto next="#message_summary"/>
 </nomatch>
 <help>
  <audio
 handler=""Prompt_TUIMessageManagement"
prompt=""TUIMESSAGEMANAGEMENT_MENU_PLEASE_SELECT"">Please select voicemails, faxes or emails.
 </audio>
 </help>
 </menu>

<!-- Voice Menu -->
<menu
 id=""voice_summary"
timeout=""3"
mode=""voice"
dtmf=""dtmf"
return=""TUIMobileOffice.xml#main_menu_return"">
 <audio
 handler=""Prompt_TUIMessageManagement"
prompt=""TUIMESSAGEMANAGEMENT_MENU_LIKE_VOICEMAIL"">Would you like to check new or saved voicemails?</audio>
</menu>

<help>
</help>
</menuxml>
<choice
event=""mailbox.voice.new"
 dtmf=""1"
 useroption=""Allow.Voice.Mail"
 return=""voice_message_menu"">
    [play | get | check] (new | unread) [voice] [mail | mails | E-mail | E-mails] [message | messages]</choice>

<choice
event=""mailbox.voice.saved"
 dtmf=""2"
 useroption=""Allow.Voice.Mail"
 return=""voice_message_menu"">
    [play | get | check] (old | saved | red) [voice] [mail | mails | E-mail | E-mails] [message | messages]
</choice>

<choice
event=""mailbox.voice.today"
 dtmf=""3"
 useroption=""Allow.Voice.Mail"
 return=""voice_message_menu"">
    [play | get | check] today's voice [mail | mails | E-mail | E-mails] [message | messages] | (play | get | check) voice [mail | mails | E-mail | E-mails] [message | messages] (for | from) today</choice>

<noinput count=""1"
<goto next="#voice_summary_2"/>
</noinput>

<nomatch count=""1"
<audio
 handler=""Prompt_TUIMain"
 prompt=""TUIMAIN_NOMATCH_2"">I'm sorry, but I did not understand you. Please try again</audio>
<goto next="#voice_summary_2"/>
</nomatch>
</menu>

<!-- Voice Menu -->
<menu
 id=""voice_summary_2"
 timeout=""10"
 mode=""voice"
 dtmf="""">221
 return=""TUIImageMessageManagement"
</menu>

<play source=""count.voice"
<audio
 handler=""Prompt_TUIImageMessageManagement"
 prompt=""TUIImageMessageManagement_TO_LISTEN_TO"">To listen to</audio>
<audio
 handler=""Prompt_TUIImageMessageManagement"
 prompt=""TUIImageMessageManagement_NEW"">new</audio>
<audio
 handler=""Prompt_TUIImageMessageManagement"
 prompt=""TUIImageMessageManagement_TYPE_VOICEMESSAGES"">voicemail messages</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
<audio handler=""Prompt_System"" prompt=""W1"">1</audio>
<audio handler=""Prompt_TUIImageMessageManagement"
 prompt=""TUIImageMessageManagement_TO_LISTEN_TO"">To listen to</audio>
<audio handler=""Prompt_TUIImageMessageManagement"
 prompt=""TUIImageMessageManagement_SAVED"">Saved</audio>
<audio handler=""Prompt_TUIImageMessageManagement"
 prompt=""TUIImageMessageManagement_TYPE_VOICEMESSAGES"">voicemail messages</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
<audio handler=""Prompt_System"" prompt=""N2"">2</audio>

<audio
    handler=""Prompt_TUIMessageManagement"
    prompt=""TUIMESSAGEMANAGEMENT_VOICEMESSAGES_TODAY"">To listen to today's voicemails only,</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>

<choice
    event=""mailbox.voice.new"
    dtmf=""1"
    useroption=""Allow.Voice.Mail"
    return=""voice_message_menu"
    play | get | check (new | unread) [voice] [mail | mails | E-mail | E-mails] [message | messages]>
</choice>

<choice
    event=""mailbox.voice.saved"
    dtmf=""2"
    useroption=""Allow.Voice.Mail"
    return=""voice_message_menu"
    play | get | check (old | saved | red) [voice] [mail | mails | E-mail | E-mails]
    [message | messages]>
</choice>

<choice
    event=""mailbox.voice.today"
    dtmf=""3"
    useroption=""Allow.Voice.Mail"
    return=""voice_message_menu"
    play | get | check today's voice [mail | mails | E-mail | E-mails] [message | messages]) | (play | get | check voice [mail | mails | E-mail | E-mails]
    [message | messages] (for | from) today)>
</choice>

<noinput count=""1"
    <audio
        handler=""Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_MENU_LIKE_VOICEMAIL"">Would you like to check new or saved voicemails?</audio>
    <goto next="#voice_summary_2"/>
</noinput>

<noinput count=""2"
    <audio
        handler=""Prompt_TUIMain"
        prompt=""TUIMAIN_NOINPUT_2"">Do you need help? Say 'help,' or 'operator' for assistance.
    </audio>
    <goto next="#voice_summary_2"/>
</noinput>

<nomatch count=""1"
    <audio
        handler=""Prompt_TUIMain"
        prompt=""TUIMAIN_NOMATCH_2"">I'm sorry, but I did not understand you. Please try again</audio>
    <goto next="#voice_summary_2"/>
</nomatch>

<nomatch count=""2"
    <audio
        handler=""Prompt_TUIMain"
        prompt=""TUIMAIN_NOMATCH_3"">Sorry.
        I still did not understand what you said. For assistance, please say 'help' or 'operator'.
    </audio>
</nomatch>
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

Would you like to check new or saved faxes?

To listen to new faxes.
Would you like to check new or saved faxes?

Press the star key.
Do you need help? Say 'help,' or 'operator' for assistance.

I'm sorry, but I did not understand you. Please try again.

Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.

You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

Would you like to check new or saved emails?

Would you like to check new or saved emails?
I'm sorry, but I did not understand you. Please try again.

To listen to:

1. Saved

2. To listen to today's emails only

3. To return to the previous menu

The star key

[play | get | check] (new | unread) [mail | mails | E-mail | E-mails] [message | messages]
<menu id="voice_message_menu" timeout="1"
    return="#voice_summary">
    <play source="message.type" verbosity="verbose"/>
    <play source="message.envelope" verbosity="verbose"/>
    <play source="message.audio"/>
    <choice event="message.save"
        dtmf="1"
        return="#voice_message_menu">save [this] [voice] [message] [voicemail]</choice>
</menu>

<!-- Voice Message Menu-->

<menu id="voice_summary" timeout="1"
    return="#main">
    <play source="message.type" verbosity="verbose"/>
    <play source="message.envelope" verbosity="verbose"/>
    <play source="message.audio"/>
    <choice event="message.save"
        dtmf="1"
        return="#voice_message_menu">save [this] [voice] [message] [voicemail]</choice>
</menu>
<choice event=""message.forward""><dtmf=""2"">return=""voice_message_menu_2""/></choice>
<submenu next="#forward_instruction_voice_menu"
return=""voice_message_menu_2"">forward [this] [voice] [message] [voicemail]</submenu>

<choice event=""application.forwardmessage"
return=""voice_message_menu_2"">PreloadedGrammar:MessageDirectory</choice>

<choice event=""application.forwardmessage"
return=""voice_message_menu_2"">URI:OPCMessageDirectory.$username.gram</choice>

<choice event=""message.next"
<dtmf=""3"
return=""voice_message_menu_2">(next | skip) [this] [message | voicemail]</choice>

<choice event=""message.audio"
<dtmf=""4"
return=""voice_message_menu_2">(repeat | play | again) [this] [message | voicemail] [again]</choice>

<choice event=""message.reply"
<dtmf=""5"
return=""voice_message_menu_2">reply [to] [this] [message | voicemail]</choice>

<submenu next="#call_back_menu"
<dtmf=""9"
return=""voice_message_menu_2">(call ([back] [this] [person] | [this] [person] [back]) [now]) | live reply</submenu>

<choice event=""application.replymessage"
return=""voice_message_menu_2"">PreloadedGrammar:MessageDirectory</choice>

<choice event=""application.replymessage"
return=""voice_message_menu_2"">URI:OPCMessageDirectory.$username.gram</choice>

<choice event=""message.envelope"
<dtmf=""6"
return=""voice_message_menu_2">[play] (envelope information | header) [for] [this] [message | voicemail]</choice>

<choice event=""message.delete"
<dtmf=""7"
return=""voice_message_menu_2">delete [this] [message | voicemail]</choice>

<choice event=""message.deletesubject"
<dtmf=""71"
return=""voice_message_menu_2">delete [all] [messages | voicemails] [with] [same] subject</choice>

<choice event=""message.deletesender"
<dtmf=""72"
return=""voice_message_menu_2">delete [all] [messages | voicemails] [from] [same] sender</choice>

<choice event=""message.body"
<dtmf=""8"
return=""voice_message_menu_2">[play] (body | text) [of] [this] [message | voicemail]</choice>

<choice event=""message.stop"
<dtmf=""#"
return=""voice_message_menu_2">(stop | end)</choice>

<catch event=""com.inin.mailbox.no.more.messages"
228
That completes this set of voicemails.

There are no messages of that type.

I'm sorry, but I did not understand you. Please try again.

You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

Just say... save, delete, forward, replay, repeat, or next.

Save [this] [voice] [message] [voicemail]

Forward [this] [voice] [message] [voicemail]

PreloadedGrammar:MessageDirectory

URI:OPCMessageDirectory.$username.gram

(next | skip) [this] [message | voicemail]

(repeat | play | again) [this] [message | voicemail] [again]
<dtmf="9"
  return="voice_message_menu_2">(call ([back] [this] [person] | [this] [person] [back]) [now]) | live reply</submenu>
  <choice event="application.replymessage">PreloadedGrammar:MessageDirectory</choice>
  <choice event="application.replymessage">URI:OPCMessageDirectory.&username.gram</choice>
  <choice event="message.envelope" dtmf="6">[play] (envelope information | header) [for] [this]
    [message | voicemail]</choice>
  <choice
    event="message.delete"
    dtmf="6"
    return="voice_message_menu">delete [this] [message | voicemail]</choice>
  <choice
    event="message.deletesubject"
    dtmf="71"
    return="voice_message_menu">delete [all] [messages | voicemails] [with] [same] subject</choice>
  <choice
    event="message.deletesender"
    dtmf="72"
    return="voice_message_menu">delete [all] [messages | voicemails] [from] [same] sender</choice>
  <choice event="message.body" dtmf="8">[play] (body | text) [of] [this] [message | voicemail]
</choice>
  <choice event="message.stop" dtmf="#">(stop | end)</choice>
</choice>
<catch
  event="com.inin.mailbox.no.more.messages"
  count="1">
  <audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_END_OF_MESSAGES">That completes this set of</audio>
  <audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES">voicemails</audio>
  <goto next="#voice_summary"/>
</catch>
<catch
  event="com.inin.mailbox.no.messages"
  count="1">
  <audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_NO_MESSAGES">There are no messages of that type</audio>
  <goto next="#voice_summary"/>
</catch>
<noinput count="1">
  <goto next="#voice_message_menu_2"/>
</noinput>
<noinput count="2">
  <audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_NOINPUT_2">Do you need help? Say 'help,' or 'operator' for assistance.</audio>
  <goto next="#voice_message_menu_2"/>
</noinput>
<nomatch count="1">
  <audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_NOMATCH_2">I'm sorry, but I did not understand you. Please try again</audio>
  <goto next="#voice_message_menu_2"/>
</nomatch>
<nomatch count="2">
  <audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_NOMATCH_3">Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.
</audio>
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

The phone number is...

Would you like to call back using this number?

(yes | yup | yep) [correct] [dial | call]

no

I'm sorry, but I did not understand you. Please try again.

I still did not understand what you said. For assistance, please say 'help' or 'operator'.

save [this] [fax] [message] [mail] [E-mail]
<choice
event=""message.forward"
  dtmf=""2"
  return=""""fax_message_menu_2"">forward [this] [fax] [message] [mail] [E-mail]<\/choice>

<submenu
next="#forward_instruction_fax_menu"
return=""""fax_message_menu_2">forward [this] [fax] [message] [mail] [E-mail]<\submenu>

<choice
event=""application.forwardmessage"
return=""""fax_message_menu_2">PreloadedGrammar:MessageDirectory</choice>

<choice
event=""application.forwardmessage"
return=""""fax_message_menu_2">URI:OPCMessageDirectory.$username.gram</choice>

<choice
event=""message.next"
  dtmf=""7"
  return=""""fax_message_menu_2">(next | skip) [this] [fax] [message] [mail] [E-mail]<\choice>

<choice
event=""application.receivefax"
  dtmf=""4"
  return=""""fax_message_menu_2">(receive | send | accept) [this] [fax] [message] [mail] [E-mail]<\choice>

<choice
event=""message.envelope"
  dtmf=""6"
  return=""""fax_message_menu_2">[play] (envelope information | header) [for] [this] [fax] [message] [mail] [E-mail]<\choice>

<choice
event=""message.delete"
  dtmf=""71"
  return=""""fax_message_menu_2">delete [this] [message | fax | E-mail]<\choice>

<choice
event=""message.deletesubject"
  dtmf=""71"
  return=""""fax_message_menu_2">delete [all] [messages | faxes] [with] [same] subject</choice>

<choice
event=""message.deletesender"
  dtmf=""72"
  return=""""fax_message_menu_2">delete [all] [messages | faxes] [from] [same] sender</choice>

<choice
event=""message.body"
  dtmf=""8"
  return=""""fax_message_menu_2">[play] (body | text) [of] [this] [fax] [message] [mail] [E-mail]<\choice>

<choice
event=""message.stop"
  dtmf=""#"
  return=""""fax_message_menu_2">(stop | end)</choice>

<catch
event=""com.inin.mailbox.no.moremessages"
  count=""1"
  >That completes this set of</catch>

<catch
event=""com.inin.mailbox.no.messages"
  count=""1"
  >There are no messages of that type</catch>
You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.

Just say...save, delete, forward, replay, repeat, or next
That completes this set of fax messages.

There are no messages of that type.

Do you need help? Say 'help,' or 'operator' for assistance.

I'm sorry, but I did not understand you. Please try again.

Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator.'

You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.
There are no messages of that type.

You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.
<catch event=""com.inin.mailbox.no.more.messages"" count=""1"">
    <audio handler=""Prompt_TUIMessageManagement"" prompt=""TUIMESSAGEMANAGEMENT_END_OF_MESSAGES"">That completes this set of email messages.</audio>
    <goto next="#email_summary"/>
</catch>

<catch event=""com.inin.mailbox.no.messages"" count=""1"">
    <audio handler=""Prompt_TUIMessageManagement"" prompt=""TUIMESSAGEMANAGEMENT_NO_MESSAGES"">There are no messages of that type</audio>
    <goto next="#email_summary"/>
</catch>

<noinput count=""1"">
    <goto next="#email_message_menu_2"/>
</noinput>

<noinput count=""2"">
    <audio handler=""Prompt_TUIMain"" prompt=""TUIMAIN_NOINPUT_2"">Do you need help? Say 'help,' or 'operator' for assistance.</audio>
    <goto next="#email_message_menu_2"/>
</noinput>

<nomatch count=""1"">
    <audio handler=""Prompt_TUIMain"" prompt=""TUIMAIN_NOMATCH_2"">I'm sorry, but I did not understand you. Please try again</audio>
    <goto next="#email_message_menu_2"/>
</nomatch>

<nomatch count=""2"">
    <audio handler=""Prompt_TUIMain"" prompt=""TUIMAIN_NOMATCH_3"">Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.</audio>
    <goto next="#email_message_menu_2"/>
</nomatch>

<help count=""1"">
    <audio>You may speak one of several voice commands to access your mailbox or change your status, user options, and prompts. Please see your documentation for a list of available voice commands.</audio>
    <goto next="#email_message_menu_2"/>
</help>

</menu>

<menu id=""forward_instruction_email_menu"" timeout=""1"
    return=""#email_message_menu_2"">
    <audio>To forward a message, say a name after saying forward. To forward by extension, press 2.</audio>
</menu>

<menu id=""forward_instruction_voice_menu""
When playing a message body in the TUI XML, the voice, volume and speed of text-to-speech can be set in a message attribute.

Examples:

```xml
<play source="message.body" message="voice:NameFromIA;volume:77;speed:2"/>
<choice event="message.body" dtmf="4" message="volume:92;speed:2"/>
```

- The **Voice** value (`NameFromIA`, above) must be a name configured in Interaction Administrator as a TTS Voice Name.
- The **Volume** value must be between 1 and 100.
- The **Speed** value must be between -10 and 10.
- The handler will validate each of the parameters supplied, if any, and invalid values are ignored. The default TTS values are used in that case.

**TUIOptionMenus.xml Source Listing**

```xml
<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml
toplevel=""personal_options_menu"
language="en-US"
application=""TUIApplicationRoot.xml"
>
<!-- Personal Options Menu -->
<menu
timeout=""3"
mode=""voice"
dtmf="""
return=""TUIMobileOffice.xml#main_menu_return"
>
<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_WHAT_YOU_LIKE"">What would you like to do today?</audio>
<submenu
next=""TUIStatusMenus.xml#change_status"
dtmf=""1"
return=""TUIOptionMenus.xml#personal_options_menu"
>[change | set] [my | your] status</submenu>
<choice event=""application.forwardnumber"" dtmf=""2"">[set | change] [my] forward [number]</choice>
<choice event=""application.password"" dtmf=""3"">[set | change] [my] password</choice>
<choice
event=""application.playbackoptions"
dtmf=""4"
useroption=""Unified.Messaging"">[set | change] [my] [playback] options</choice>
<submenu
next=""TUIPromptMenus.xml#personal_prompts_menu"
dtmf=""5"
return=""TUIOptionMenus.xml#personal_options_menu"
>[record | change] [my] [user | personal]
```
<choice event=""application.followmeoptions"" dtmf=""6"">
  useroption=""Follow.Me"">[set | change] [my] follow-me [options]</choice>

<choice event=""application.deletedmessages"" dtmf=""7"">
  useroption=""Change.Folders"">[manage] [my] deleted messages</choice>

<choice event=""application.notificationoptions"" dtmf=""8"">
  useroption=""Message.Notification"">[manage | change] [my] (notification | notifications)

[options]</choice>

<choice event=""application.adminoptions"" dtmf=""9"">
  useroption=""Attendant.Config"">[manage | change] (administration | [interaction] attendant)

[options | prompts]</choice>

<noinput count=""1"">goto next="#personal_options_menu_2"</noinput>

<nomatch count=""1"">audio handler=""Prompt_TUIMain"">
  prompt=""TUIMAIN_NOMATCH_1"">I'm sorry, but I did not understand you. Please try again</audio>
goto next="#personal_options_menu_2"</nomatch>

<help count=""1"">audio handler=""Prompt_TUIPersonalOptions"
  prompt=""TUIPERSONALOPTIONS_MENU_CHANGE_STATUS"">To change your current status</audio>
</help>

<!-- Personal Options Menu 2 -->
<menu id=""personal_options_menu_2"
  timeout=""5"
  mode=""voice"
  dtmf=""
  return=""TUIMobileOffice.xml#main_menu_return"">

</menu>
To change your password:

Press 3

To configure your playback options, press 4.

Press 4

To manage your personal prompts, press 5.

Press 5

To manage your one-number follow-me option, press 6.

Press 6

To manage recently deleted messages, press 7.
TUIStatusMenus.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml
toplevel=""change_status"
language="en-US"
application=""TUIApplicationRoot.xml"">
<choice
event=""status.select"
return=""TUIMobileOffice.xml#main_menu_return"">
[set | change] [me | my] [status] [to] $status [until $datetime]
</choice>

<menu
id=""change_status"
timeout=""3"
mode=""voice"
dtmf=""dtmf"
return=""TUIOptionMenus.xml#personal_options_menu"">
<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_CURRENT_STATUS"">Your current status is</audio>
<play source=""user.status""/>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_NAME_NEW_STATUS"">What should your new status be?</audio>
<noinput count=""1"">
<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_DIDNT_GET_THAT"">I didn't get that.</audio>
<goto next=""#change_status_return""/>
</noinput>

</menu>
</menuxml>
<menu id="change_status_return"
timeout="6"
mode="voice"
dtmf="dtmf"
return="TUIOptionMenus.xml#personal_options_menu">
<play source="user.statusmenu"/>
</menu>

<menu id="play_status_menu"
timeout="1"
mode="voice"
dtmf="dtmf"
return="TUIMobileOffice.xml#main_menu_return">
<audio handler="Prompt_TUIMain"
prompt="TUIMAIN_CURRENT_STATUS">Your current status is</audio>
<play source="user.status"/>
</menu>
<menuxml
toplevel=""main_menu_greeting"
language=""en-US"
application=""TUIDTMFRoot.xml"
>

<menu
id=""main_menu_greeting"
timeout=""10"
mode=""dtmf"
return=""menu.system"
>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_WELCOME"
useroption=""Mailbox.Confirmation"">Welcome to voice mail for extension</audio>

<play
source=""user.number"
useroption=""Mailbox.Confirmation"
/>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_CURRENT_STATUS"
useroption=""Status.Confirmation"">Your current status is</audio>

<play
source=""user.status"
useroption=""Status.Confirmation"
/>

<audio
useroption=""Allow.Voice.Mail"
handler=""Prompt_TUIMAIN"
prompt=""TUIMAIN_MENU_VOICESELECTION"">To retrieve your voicemail messages</audio>

<audio
useroption=""Allow.Voice.Mail"
handler=""Prompt_ASR"
prompt=""ASR_PRESS"">Press</audio>

<audio
useroption=""Allow.Voice.Mail"
handler=""Prompt_System"
prompt=""N1"">1</audio>

<submenu
next=""TUIMessageMenusDTMF.xml#voice_summary"
dtmf=""1"
useroption=""Allow.Voice.Mail"
/>

<audio
useroption=""Allow.Fax"
handler=""Prompt_TUIMAIN"
prompt=""TUIMAIN_MENU_FAXSELECTION"">To retrieve your faxes</audio>

<audio
useroption=""Allow.Fax"
handler=""Prompt_ASR"
prompt=""ASR_PRESS"">Press</audio>

<audio
useroption=""Allow.Fax"
handler=""Prompt_System"
prompt=""N2"">2</audio>

<submenu
next=""TUIMessageMenusDTMF.xml#fax_summary"
/>
<audio useroption=""Allow.Fax"" handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_MENU.EmailSelection"">To retrieve your email messages</audio>
<audio useroption=""Allow.Email"" handler=""Prompt_ASR"
        prompt=""ASR.PRESS"">Press</audio>
<audio useroption=""Allow.Email"" handler=""Prompt_System"
        prompt=""N3"">3</audio>
<submenu next=""TUIMessageMenusDTMF.xml#email_summary"
         dtmf=""3"
         useroption=""Allow.Email"" />
<audio useroption=""UnifiedMessaging"" handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_MENU_SEND_VM_MESSAGE"">To send a voice message</audio>
<audio useroption=""UnifiedMessaging"" handler=""Prompt_ASR"
        prompt=""ASR.PRESS"">Press</audio>
<audio useroption=""UnifiedMessaging"" handler=""Prompt_System"
        prompt=""N4"">4</audio>
<choice event=""application.sendmessage"
        dtmf=""4"
        useroption=""UnifiedMessaging"" />
<audio handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_MENU_PERSONAL_OPTIONS"">To manage your personal options</audio>
<audio handler=""Prompt_ASR"
        prompt=""ASR.PRESS"">Press</audio>
<audio handler=""Prompt_System"
        prompt=""N5"">5</audio>
<submenu next=""TUIOptionMenusDTMF.xml#personal_options_menu"
         dtmf=""5"
         useroption=""UnifiedMessaging"" />
<audio handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_MENU_PRIVATE_DIR"">To access the company private directory.</audio>
<audio handler=""Prompt_ASR"
        prompt=""ASR.PRESS"">Press</audio>
<audio handler=""Prompt_System"
        prompt=""N6"">6</audio>
<choice event=""application.privatedirectory"
        dtmf=""6"
        useroption=""UnifiedMessaging"" />
<audio handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_MENU_OFFICE_ALERT"">To initiate an office wide alert.</audio>
<audio handler=""Prompt_ASR"
        prompt=""ASR.PRESS"">Press</audio>
<audio handler=""Prompt_System"
        prompt=""N7"">7</audio>
<choice event=""application.officehunt"
        dtmf=""7"
        useroption=""UnifiedMessaging"" />
<audio handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_MENU_CHANGE_MAIL_FOLDER"
        useroption=""Change.Folders"">To change mail folders</audio>
<audio
<menu id="main_menu" timeout="10" mode="dtmf" return="menu.system">
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_TUIMAIN"
    <prompt>"TUIMAIN_MENU_VOICESELECTION""To retrieve your voicemail messages</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_TUIMAIN"
    <prompt>"TUIMAIN_MENU_VOICESELECTION""To retrieve your voicemail messages</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
    <handler>"Prompt_ASR"
    <prompt>"ASR_PRESS""Press</prompt>
  </audio>
  <audio useroption=""Allow.Voice.Mail"">
<audio useroption=""Allow.Voice.Mail"" handler="Prompt_TUIMAIN" prompt=""TUIMAIN_MENU_FAXSELECTION"">To retrieve your faxes</audio>

<audio useroption=""Allow.Fax"" handler="Prompt_ASR" prompt=""ASR_PRESS">Press</audio>

<audio useroption=""Allow.Fax"" handler="Prompt_System" prompt=""N2">2</audio>

_submenu

<audio useroption=""Allow.Fax"" handler="Prompt_TUIMAIN" prompt=""TUIMAIN_MENU_EMAILSELECTION"">To retrieve your email messages</audio>

<audio useroption=""Allow.Email"" handler="Prompt_ASR" prompt=""ASR_PRESS">Press</audio>

<audio useroption=""Allow.Email"" handler="Prompt_System" prompt=""N3">3</audio>

_submenu

<audio useroption=""Unified.Messaging"" handler="Prompt_TUIMAIN" prompt=""TUIMAIN_MENU_SEND_VM_MESSAGE"">To send a voice message</audio>

<audio useroption=""Unified.Messaging"" handler="Prompt_ASR" prompt=""ASR_PRESS">Press</audio>

<audio useroption=""Unified.Messaging"" handler="Prompt_System" prompt=""N4">4</audio>

-choice

_event=""application.sendmessage"

<audio useroption=""Unified.Messaging"" handler="Prompt_TUIMAIN" prompt=""TUIMAIN_MENU_PERSONAL_OPTIONS"">To manage your personal options</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>

<audio handler=""Prompt_System"" prompt=""N5">5</audio>

_submenu

<audio handler=""Prompt_TUIMAIN"" prompt=""TUIMAIN_MENU_PRIVATE_DIR"">To access the company private directory.</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>

<audio handler=""Prompt_System"" prompt=""N6">6</audio>
<choice event="application.privatedirectory" dtmf="6"/>

<audio
    handler="Prompt_TUIMAIN"
    prompt="TUIMAIN_MENU_OFFICE_ALERT">
To initiate an office wide alert.</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N7">7</audio>

<choice event="application.officehunt" dtmf="7"/>

<audio
    handler="Prompt_TUIMAIN"
    prompt="TUIMAIN_MENU_CHANGE_MAIL_FOLDER"
    useroption="Change.Folders">
To change mail folders</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">
    useroption="Change.Folders">Press</audio>
<audio
    handler="Prompt_System"
    prompt="N8"
    useroption="Change.Folders">8</audio>

<choice event="application.changefolders" dtmf="8"
    useroption="Change.Folders"/>

<audio useroption="Outlook.Module"
    handler="Prompt_TUIMAIN"
    prompt="TUIMAIN_MENU_OUTLOOKSELECTION">
To access your outlook options</audio>
<audio useroption="Outlook.Module"
    handler="Prompt_ASR"
    prompt="ASR_PRESS">Press</audio>
<audio useroption="Outlook.Module"
    handler="Prompt_System"
    prompt="N9">9</audio>

<submenu
    next="TUIOutlookMenusDTMF.xml#outlook_menu"
    dtmf="9"
    useroption="Outlook.Module"/>

<audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_PREVIOUS_MENU">
To return to the previous menu</audio>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_THE_STAR_KEY">
the star key</audio>
<audio handler="Prompt_IVR" prompt="IVR_FOR_OPERATOR">For an operator</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N0">0</audio>

<noinput count="1">goto next="#main_menu"/
</noinput>
<noinput count="2">goto next="#menu.system"/
</noinput>
<nomatch count="1">goto next="#main_menu"/
</nomatch>
TUIMessageMenusDTMF.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml
toplevel="voice_summary"
language="en-US"
application="TUIDTMFRoot.xml">
  <choice event="message.undelete" dtmf="77"/>
</menuxml>

<!-- Voice Menu -->
<menu id="voice_summary"
timeout="6"
mode="dtmf"
return="TUIMainMenuDTMF.xml#main_menu">
  <play source="count.voice"/>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_TO_LISTEN_TO">To listen to</audio>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_NEW">new</audio>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES">voicemail messages</audio>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N1">1</audio>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_TO_LISTEN_TO"
useroption="Saved.Voice.Mail">To listen to</audio>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_SAVED"
useroption="Saved.Voice.Mail">Saved</audio>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES"
useroption="Saved.Voice.Mail">voicemail messages</audio>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N2">2</audio>
  <audio
handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_VOICEMESSAGES_TODAY">To listen to today's voicemails only</audio>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N3">3</audio>
</menu>

</menu>
</menuxml>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<choice event=""mailbox.voice.new"
        dtmf=""1"
        useroption=""Allow.Voice.Mail"
        return=""voice_message_menu""/>

<choice event=""mailbox.voice.saved"
        dtmf=""2"
        useroption=""Saved.Voice.Mail"
        return=""voice_message_menu""/>

<choice event=""mailbox.voice.today"
        dtmf=""3"
        useroption=""Allow.Voice.Mail"
        return=""voice_message_menu""/>

<noinput count=""1">
    <goto next=""#voice_summary""/>
</noinput>

<noinput count=""2">
    <goto next=""#voice_summary""/>
</noinput>

<noinput count=""3">
    <goto next=""#TUIMainMenuDTMF.xml#main_menu""/>
</noinput>

<nomatch count=""1">
    <goto next=""#voice_summary""/>
</nomatch>

</menu>

!-- Fax Menu -->

<menu id=""fax_summary"
      timeout=""5"
      mode=""dtmf"
      return=""TUIMainMenuDTMF.xml#main_menu"
      play source=""count.fax""/>

<audio handler=""Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_TO_LISTEN_TO"">To listen to</audio>

<audio handler=""Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_NEW"">new</audio>

<audio handler=""Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGES"">faxes</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N1"">1</audio>

<audio handler=""Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_TO_LISTEN_TO"
        useroption=""Saved.Fax"">To listen to</audio>

<audio handler=""Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_SAVED"
        useroption=""Saved.Fax"">Saved</audio>
<audio handler="Prompt_TUIMessageManagement"
  prompt="TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGES"
  useroption="Saved.Fax">Faxes</audio>

<audio handler="Prompt_ASR"
  prompt="ASR_PRESS"
  useroption="Saved.Fax">Press</audio>

<audio handler="Prompt_System"
  prompt="N2"
  useroption="Saved.Fax">2</audio>

<audio handler="Prompt_TUIMessageManagement"
  prompt="TUIMESSAGEMANAGEMENT_FAXMESSAGES_TODAY"">To listen to today's faxes only,</audio>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N3">3</audio>

<audio handler="Prompt_TUIMain"
  prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_TUIMain"
  prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>

<choice event="mailbox.fax.new"
  dtmf="1"
  useroption="Allow.Fax"
  return="fax_message_menu"/>

<choice event="mailbox.fax.saved"
  dtmf="2"
  useroption="Saved.Fax"
  return="fax_message_menu"/>

<choice event="mailbox.fax.today"
  dtmf="3"
  useroption="Allow.Fax"
  return="fax_message_menu"/>

<noinput count="1">
  <goto next="#fax_summary"/>
</noinput>

<noinput count="2">
  <goto next="#fax_summary"/>
</noinput>

<noinput count="3">
  <goto next="TUIMainMenuDTMF.xml#main_menu"/>
</noinput>

<nomatch count="1">
  <goto next="#fax_summary"/>
</nomatch>

</menu>

<-- E-mail Menu -->
<menu id="email_summary"
  timeout="15"
  mode="dtmf"
  return="TUIMainMenuDTMF.xml#main_menu">
  <play source="count.email"/>
  <audio handler="Prompt_TUIMessageManagement"/>
To listen to new emails

Press 1

To listen to today's emails only,

Press 3

To return to the previous menu

the star key

mailbox.email.new

mailbox.email.saved

mailbox.email.today

email_message_menu

email_message_menu

email_message_menu

email_summary
<!-- Voice Message Menu-->
<menu
 id="voice_message_menu"
 timeout="1"
 return="#voice_summary"
 skipback="5"
 skipahead="6"
 volumedown="5"
 volumeup="6"
>
 <play source="message.type" verbosity="verbose"/>
 <play source="message.envelope" verbosity="verbose"/>
 <play source="message.audio"/>
 <choice
 event="message.save"
 dtmf="1"
 return="voice_message_menu"/>
 <choice
 event="message.forward"
 dtmf="2"
 return="voice_message_menu_2"/>
 <choice
 event="message.next"
 dtmf="3"
 return="voice_message_menu"/>
 <choice
 event="message.audio"
 dtmf="4"
 return="voice_message_menu_2"/>
 <choice
 event="message.reply"
 dtmf="5"
 return="voice_message_menu_2"/>
 <choice
 event="message.envelope"
 dtmf="6"
 return="voice_message_menu_2"/>
 <choice
 event="message.delete"
 dtmf="7"
 return="voice_message_menu"/>
 <choice
 event="message.deletesubject"
 dtmf="71"
 return="voice_message_menu"/>
 <choice
 event="message.deletesender"
 dtmf="72"
 return="voice_message_menu"/>
 <choice
 event="message.body"
 dtmf="8"
 return="voice_message_menu_2"/>
 <choice
 event="message.stop"
 dtmf="#"
 return="voice_message_menu_2"/>
<catch event="com.inin.mailbox.no.more.messages"
count="1">
    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_END_OF_MESSAGES">That completes this set of</audio>
    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES">voicemails</audio>
</catch>

</catch>

<catch event="com.inin.mailbox.no.messages" count="1">
    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_NO_MESSAGES">There are no messages of that type</audio>
</catch>

</catch>

<noinput count="1">
    <goto next="#voice_message_menu_2"/>
</noinput>

<nomatch count="1">
    <goto next="#voice_message_menu_2"/>
</nomatch>

</menu>

<!-- Voice Message Menu-->
<menu
    id="voice_message_menu_2"
    timeout="10"
    return="#voice_summary">
    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_MENU_SAVE_MESSAGE">To save this message</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <choice event="message.save" dtmf="1" return="#voice_message_menu"/>

    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_MENU_FORWARD_MESSAGE">To forward this message</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <choice event="message.forward" dtmf="2"/>

    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE">To skip this message</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <choice event="message.next" dtmf="3"/>

    <audio handler="Prompt_TUIMessageManagement"
prompt="TUIMESSAGEMANAGEMENT_MENU_REPLAY_MESSAGE">To replay this message</audio>
</menu>
<catch event=""com.inin.mailbox.no.messages"" count=""1"">  
  <audio handler=""Prompt_TUIMessageManagement""  
    prompt=""TUIMESSAGEMANAGEMENT_NO_MESSAGES"">There are no messages of that type</audio>  
  <goto next=""#voice_summary""/>  
</catch>  
  
<noinput count=""1"">  
  <goto next=""#voice_message_menu_2""/>  
</noinput>  
  
<noinput count=""2"">  
  <goto next=""#voice_summary""/>  
</noinput>  
  
<nomatch count=""1"">  
  <goto next=""#voice_message_menu_2""/>  
</nomatch>  
  
</menu>  

<!-- Fax Message Menu -->  
<menu id=""fax_message_menu""  
  timeout=""1""  
  return=""#fax_summary"">  
  <play source=""message.type"" verbosity=""verbose""/>  
  <play source=""message.envelope"" verbosity=""verbose""/>  
  <choice  
    event=""message.save""  
    dtmf=""1""  
    return=""#fax_message_menu""/>  
  <choice  
    event=""message.forward""  
    dtmf=""2""  
    return=""#fax_message_menu_2""/>  
  <choice  
    event=""message.next""  
    dtmf=""3""  
    return=""#fax_message_menu""/>  
  <choice  
    event=""application.receivefax""  
    dtmf=""4""  
    return=""#fax_message_menu_2""/>  
  <choice  
    event=""message.envelope""  
    dtmf=""6""  
    return=""#fax_message_menu_2""/>  
  <choice  
    event=""message.delete""  
    dtmf=""7""  
    return=""#fax_message_menu""/>  
  <choice  
    event=""message.deletesubject""  
    dtmf=""71""  
    return=""#fax_message_menu""/>  
  <choice  
    event=""message.deletesender""  
    dtmf=""72""  
    return=""#fax_message_menu""/>  
  <choice  
    event=""message.body""  
    dtmf=""8""  
    return=""#fax_message_menu_2""/>  
</menu>
<choice event=""message.stop"">
  dtmf=""#"
  return=""#fax_message_menu_2""/>
</choice>

<catch event=""com.inin.mailbox.no.more.messages"
  count=""1">
  <audio handler=""Prompt_TUIMessageManagement"
    prompt=""TUIMESSAGEMANAGEMENT_END_OF_MESSAGES"">That completes this set of fax messages.</audio>
  <goto next=""#fax_summary""/>
</catch>

<catch event=""com.inin.mailbox.no.messages"
  count=""1">
  <audio handler=""Prompt_TUIMessageManagement"
    prompt=""TUIMESSAGEMANAGEMENT_NO_MESSAGES"">There are no messages of that type</audio>
  <goto next=""#fax_summary""/>
</catch>

<noinput count=""1">
  <goto next=""#fax_message_menu_2""/>
</noinput>

<nomatch count=""1">
  <goto next=""#fax_message_menu_2""/>
</nomatch>

<!-- Fax Message Menu -->
<menu id=""#fax_message_menu_2"
  timeout=""10"
  return=""#fax_summary"">
  <audio handler=""Prompt_TUIMESSAGEMANAGEMENT"
    prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_SAVE_FAX"">To save this fax</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N1"">1</audio>
  <choice event=""message.save"
    dtmf=""1"
    return=""#fax_message_menu""/>

  <audio handler=""Prompt_TUIMESSAGEMANAGEMENT"
    prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_FORWARD"">To forward this fax</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N2"">2</audio>
  <choice event=""message.forward"
    dtmf=""2"
    return=""#fax_message_menu""/>

  <audio handler=""Prompt_TUIMESSAGEMANAGEMENT"
    prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_SKIP_FAX"">To skip this fax</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N3"">3</audio>
  <choice event=""message.next"
    dtmf=""3"
    return=""#fax_message_menu""/>

  <audio handler=""Prompt_TUIMESSAGEMANAGEMENT"
    prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N3"">3</audio>
  <choice event=""message.next"
    dtmf=""3"
    return=""#fax_message_menu""/>
</menu>
<audio handler=""Prompt_TUIMESSAGEMANAGEMENT"">
  prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_RECEIVE"">To receive this fax</audio>
</audio>

<audio handler=""Prompt_ASR"" prompt=""ASRPRESS"">Press</audio>

<choice event=""application.receivefax"" dtmf=""4""/>  

<audio handler=""Prompt_TUIMESSAGEMANAGEMENT"">
  prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_LISTEN_TO_ENVELOPE"">To play the envelope information for this fax</audio>
</audio>

<choice event=""message.envelope"" dtmf=""6""/>

<choice event=""message.delete"" dtmf=""7"" return=""fax_message_menu""/>

<choice event=""message.deletesubject"" dtmf=""71"" return=""fax_message_menu""/>

<choice event=""message.deletesender"" dtmf=""72"" return=""fax_message_menu""/>

<audio handler=""Prompt_TUIMESSAGEMANAGEMENT"">
  prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_PLAY_TEXT"">To play the text of the fax message body</audio>
</audio>

<choice event=""message.body"" dtmf=""8""/>

<audio handler=""Prompt_ASR"" prompt=""ASRPRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N8"">8</audio>

<choice handler=""""/>

<choice event=""message.stop"" dtmf=""#""/>

<catch event=""com.inin.mailbox.no.more.messages"
  count=""1"">  

  <audio handler=""Prompt_TUIMessageManagement"">
    prompt=""TUIMESSAGEMANAGEMENT_END_OF_MESSAGES"">That completes this set of</audio>

  <audio handler=""Prompt_TUIMessageManagement"">
    prompt=""TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGES"">fax messages.</audio>

  <goto next=""#fax_summary""/>

</catch>
<audio handler="Prompt_TUIMessageManagement" prompt="MESSAGE_NOMESSAGES">There are no messages of that type</audio>

<noinput count="1"/>

<noinput count="2"/>

<nomatch count="1"/>

<!-- Email Message Menu -->

<menu id="email_message_menu" timeout="1"
      return="#email_summary">
  <play source="message.type" verbosity="verbose"/>
  <play source="message.envelope" verbosity="verbose"/>
  <play source="message.body"/>
  <choice event="message.save" dtmf="1"
          return="#email_message_menu"/>
  <choice event="message.forward" dtmf="2"
          return="#email_message_menu_2"/>
  <choice event="application.forwardmessage"
          return="#email_message_menu_2"/>
  <choice event="message.next" dtmf="3"
          return="#email_message_menu"/>
  <choice event="message.reply" dtmf="5"
          return="#email_message_menu_2"/>
  <choice event="message.envelope" dtmf="6"
          return="#email_message_menu_2"/>
  <choice event="message.delete"
          dtmf="7"
          return="#email_message_menu"/>
  <choice event="message.deletesubject"
          dtmf="71"
          return="#email_message_menu"/>
event="message.deletesender"
   dtmf="72"
   return="email_message_menu"/>
<choice
   event="message.body"
   dtmf="8"
   return="email_message_menu_2"/>
<choice
   event="message.stop"
   dtmf="#"
   return="email_message_menu_2"/>
<catch
   event="com.inin.mailbox.no.more.messages"
   count="1">
   <audio
      handler="Prompt_TUIMessageManagement"
      prompt="TUIMESSAGEMANAGEMENT_END_OF_MESSAGES">That completes this set of email messages.</audio>
   <goto next="#email_summary"/>
</catch>
<catch event="com.inin.mailbox.no.messages" count="1">
   <audio
      handler="Prompt_TUIMessageManagement"
      prompt="TUIMESSAGEMANAGEMENT_NO_MESSAGES">There are no messages of that type</audio>
   <goto next="#email_summary"/>
</catch>
<noinput count="1">
   <goto next="#email_message_menu_2"/>
</noinput>
<nomatch count="1">
   <goto next="#email_message_menu_2"/>
</nomatch>
</menu>

<!-- Email Message Menu -->

<menu
   id="email_message_menu_2"
   timeout="10"
   return="#email_summary">
   <audio
      handler="Prompt_TUIMessageManagement"
      prompt="TUIMESSAGEMANAGEMENT_MENU_SAVE_MESSAGE">To save this message</audio>
   <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
   <choice
      event="message.save"
      dtmf="1"
      return="email_message_menu"/>
   <audio
      handler="Prompt_TUIMessageManagement"
      prompt="TUIMESSAGEMANAGEMENT_MENU_FORWARD_MESSAGE">To forward this message</audio>
   <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
   <choice
      event="message.forward"
      dtmf="2"/>
   <audio
      handler="Prompt_TUIMessageManagement"
      prompt="TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE">To skip this message</audio>
   <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
</menu>
<audio handler="Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
<choice event=""message.stop"" dtmf=""#""/>

<catch
event=""com.inin.mailbox.no.more.messages"
    count=""1"">
    <audio
        handler="Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_END_OF_MESSAGES"">That completes this set of</audio>
    <audio
        handler="Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES"">email messages.</audio>
    <goto next=""#email_summary""/>
</catch>

<catch event=""com.inin.mailbox.no.messages"" count=""1">
    <audio
        handler="Prompt_TUIMessageManagement"
        prompt=""TUIMESSAGEMANAGEMENT_NO_MESSAGES"">There are no messages of that type</audio>
    <goto next=""#email_summary""/>
</catch>

<noinput count=""1">
    <goto next=""#email_message_menu_2""/>
</noinput>

<noinput count=""2">
    <audio
        handler="Prompt_TUIMain"
        prompt=""TUIMAIN_NOINPUT_2"">Do you need help? Say 'help,' or 'operator' for assistance.</audio>
    <goto next=""#email_summary""/>
</noinput>

<nomatch count=""1">
    <audio
        handler="Prompt_TUIMain"
        prompt=""TUIMAIN_NOMATCH_2"">I'm sorry, but I did not understand you. Please try again</audio>
    <goto next=""#email_message_menu_2""/>
</nomatch>
</menu>
<audio handler=""Prompt_System"" prompt=""N1"">1</audio>

<submenu
next=""TUIStatusMenusDTMF.xml#change_status_greeting"
 dtmf=""1"
 return=""TUIOptionMenusDTMF.xml#personal_options_menu""/>

<audio
 handler=""Prompt_TUIPersonalOptions"
 prompt=""TUIPERSONALOPTIONS_MENU_SET_REMOTE_TN"">To set your forward number</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<choice event=""application.forwardnumber"" dtmf=""2""/>

<audio handler=""Prompt_TUIPersonalOptions"
 prompt=""TUIPERSONALOPTIONS_MENU_CHANGE_PASSWORD"">To change your password</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N3"">3</audio>

<choice event=""application.password"" dtmf=""3""/>

<audio handler=""Prompt_TUIPersonalOptions"
 prompt=""TUIPERSONALOPTIONS_MENU_PLAYBACK_OPTIONS"
 useroption=""Unified.Messaging"">To configure your playback options</audio>

<audio handler=""Prompt_ASR"
 prompt=""ASR_PRESS"
 useroption=""Unified.Messaging"">Press</audio>

<audio handler=""Prompt_System"
 prompt=""N4"
 useroption=""Unified.Messaging"">4</audio>

<choice event=""application.playbackoptions"
 dtmf=""4"
 useroption=""Unified.Messaging""/>

<audio handler=""Prompt_TUIPersonalOptions"
 prompt=""TUIPERSONALOPTIONS_MENU_MANAGE_PERSONAL_PROMPTS"">To manage your personal prompts</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N5"">5</audio>

<submenu
next=""TUIPromptMenusDTMF.xml#personal_prompts_menu"
 dtmf=""5"
 return=""TUIPromptMenusDTMF.xml#personal_prompts_menu""/>

<audio handler=""Prompt_TUIPersonalOptions"
 prompt=""TUIPERSONALOPTIONS_REMOTE_VM_MENU_6"
 useroption=""Follow.Me"">To manage your one-number follow-me option</audio>

<audio handler=""Prompt_ASR"
 prompt=""ASR_PRESS"
 useroption=""Follow.Me"">Press</audio>

<audio handler=""Prompt_System"
 prompt=""N6"
 useroption=""Follow.Me"">6</audio>

<choice event=""application.followmeoptions"
 dtmf=""6"
 useroption=""Follow.Me""/>

<audio handler=""Prompt_TUIPersonalOptions""/>
<audio handler=""Prompt_ASR""
prompt=""ASR_PRESS"
useroption="""">Press</audio>
<audio handler=""Prompt_System"
prompt=""7"
useroption="""">7</audio>
<choice event=""application.deletedmessages"
dtmf=""7"
useroption="""/>
<audio handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_REMOTE_VM_MENU_7"
useroption=""Change.Folders"">To manage recently deleted messages</audio>
<choice event=""application.notificationoptions"
dtmf=""8"
useroption="""/>
<audio handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_REMOTE_VM_MENU_8"
useroption=""Message.Notification"">To manage your notification options</audio>
<choice event=""application.adminoptions"
dtmf=""9"
useroption="""/>
<audio handler=""Prompt_ASR"
prompt=""ASR_PRESS"
useroption="""">Press</audio>
<audio handler=""Prompt_System"
prompt=""9"
useroption="""">9</audio>
<choice event=""application.adminoptions"
dtmf=""9"
useroption="""/>
<audio handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_REMOTE_VM_MENU_9"
useroption=""Attendant.Config"">For administration options</audio>
<audio handler=""Prompt_ASR"
prompt=""ASR_PRESS"
useroption="""">Press</audio>
<audio handler=""Prompt_System"
prompt=""9"
useroption="""">9</audio>
<choice event=""application.adminoptions"
dtmf=""
useroption="""/>
<audio handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
<audio handler=""Prompt_ASR"
prompt=""ASR_PRESS"">Press</audio>
<noinput count=""1"">
<goto next=""#personal_options_menu""/>
</noinput>
<noinput count=""2"">
<goto next=""#personal_options_menu""/>
</noinput>
<noinput count=""3"">
<goto next=""TUIMainMenuDTMF.xml#main_menu""/>
</noinput>
</noinput>
</menu>
TUIStatusMenusDTMF.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml

toplevel=""change_status_greeting"
language=""en-US"
application=""TUIDTMFRoot.xml"

<choice
  event=""status.set"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu""></choice>

<!-- Change Status Greeting Menu -->
<menu
  id=""change_status_greeting"
  timeout=""10"
  mode=""dtmf"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu"">
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_CURRENT_STATUS"">Your current status is</audio>
  <play source=""user.status""/>
  <play source=""user.statusmenu""/>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>

  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"
    <goto next="#change_status"/>
  </noinput>

  </menu>

<!-- Change Status Menu -->
<menu
  id=""change_status"
  timeout=""10"
  mode=""dtmf"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu"">
  <play source=""user.statusmenu""/>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"
    <goto next="#change_status"/>
  </noinput>

  </menu>

<!-- Change Status Greeting Menu -->
<menu
  id=""change_status_greeting"
  timeout=""10"
  mode=""dtmf"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu"">
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_CURRENT_STATUS"">Your current status is</audio>
  <play source=""user.status""/>
  <play source=""user.statusmenu""/>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>

  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"
    <goto next="#change_status"/>
  </noinput>

  </menu>

<!-- Change Status Menu -->
<menu
  id=""change_status"
  timeout=""10"
  mode=""dtmf"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu"">
  <play source=""user.statusmenu""/>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"
    <goto next="#change_status"/>
  </noinput>

  </menu>

<!-- Change Status Greeting Menu -->
<menu
  id=""change_status_greeting"
  timeout=""10"
  mode=""dtmf"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu"">
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_CURRENT_STATUS"">Your current status is</audio>
  <play source=""user.status""/>
  <play source=""user.statusmenu""/>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>

  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"
    <goto next="#change_status"/>
  </noinput>

  </menu>

<!-- Change Status Menu -->
<menu
  id=""change_status"
  timeout=""10"
  mode=""dtmf"
  return=""TUIOptionMenusDTMF.xml#personal_options_menu"">
  <play source=""user.statusmenu""/>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"
    <goto next="#change_status"/>
  </noinput>

  </menu>
TUIOutlookMenus.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml
    language="en-US"
    application="TUIApplicationRoot.xml">
    <!-- Document Catches -->
    <help count="1">
        <audio>You may speak one of several voice commands to access your calendar or
        out-of-office assistant. Please see your documentation for a list of available
        voice commands.</audio>
        <goto next="#outlook_menu"/>
    </help>

    <!-- Outlook Menus -->
    <menu
        id="outlook_menu"
        timeout="6"
        mode="voice"
        dtmf="dtmf"
        return="TUIMainMenu.xml#main_menu">
        <audio
            handler="Prompt_TUIMAIN"
            prompt="TUIMAIN_OUTLOOK_MENU_INTRO">Outlook Menu</audio>
        <submenu
            next="#calendar_menu"
            dtmf="1"
            useroption="Allow.Calendar"/>
        <submenu
            next="#outofoffice_menu"
            dtmf="2"/>
        <noinput count="1">
            <goto next="#outlook_menu_2"/>
        </noinput>
        <nomatch count="1">
            <audio
                handler="Prompt_TUIMAIN"
                prompt="TUIMAIN_NOMATCH_1">I'm sorry, but I did not understand you. Please try again.</audio>
            <goto next="#outlook_menu_2"/>
        </nomatch>
    </menu>

    <menu
        id="outlook_menu_2"
        timeout="6"
        mode="voice"
        dtmf="dtmf"
        return="TUIMainMenu.xml#main_menu">
        <audio
            handler="Prompt_TUIMAIN"
            prompt="TUIMAIN_OUTLOOK_MENU_VOICE">Say Access my Calendar or Out-of-Office Assistant.</audio>
        <submenu>
<menu>
  <audio handler=""Prompt_TUIMain""
    prompt=""TUIMAIN_NOMATCH_2"">
    Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.
  </audio>
  <goto next=""#outlook_menu_3""/>
</menu>

<menu id=""outlook_menu_3"
    timeout=""6"
    mode=""voice"
    dtmf=""dtmf"
    return=""TUIMainMenu.xml#main_menu"">
  <audio handler=""Prompt_TUIMAIN"
    prompt=""TUIMAIN_OUTLOOK_MENU_CALENDAR"
    useroption=""Allow.Calendar"">
    To access your calendar,
  </audio>
  <audio handler=""Prompt_ASR"
    prompt=""ASR_PRESS"
    useroption=""Allow.Calendar"">
    Press
  </audio>
  <audio handler=""Prompt_System"
    prompt=""N1"
    useroption=""Allow.Calendar"">
    1
  </audio>
  <submenu next=""#calendar_menu"
    dtmf=""1"
    useroption=""Allow.Calendar""/>
  <audio handler=""Prompt_TUIMAIN"
    prompt=""TUIMAIN_OUTLOOK_MENU_OUTOFOFFICE_ASSISTANT"
    useroption=""Allow.Calendar"">
    To access your out-of-office assistant options,
  </audio>
  <audio handler=""Prompt_ASR"
    prompt=""ASR_PRESS"
    useroption=""Allow.Calendar"">
    Press
  </audio>
  <audio handler=""Prompt_System"
    prompt=""N2"">
    2
  </audio>
  <submenu next=""#outofoffice_menu"
    dtmf=""2""/>
  <audio handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">
    To return to the previous menu
  </audio>
  <audio handler=""Prompt_ASR"
    prompt=""ASR_PRESS"">
    Press
  </audio>
  <audio handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">
    the star key
  </audio>
  <noinput count=""1""/>
  <goto next=""TUIMainMenu.xml#main_menu""/>
</menu>
<goto next="TuIMainMenu.xml#main_menu"/>

</nomatch>
</menu>

<!-- Calendar Menus -->
<menu id="calendar_menu_get_date" timeout="6" mode="voice" dtmf="dtmf" return="TuIMainMenu.xml#main_menu">
  <audio handler="Prompt_TUIMAIN" prompt="TuIMAIN_CALENDAR_MENU_WHAT_DAY">Meetings for what day?</audio>
  <choice event="application.getmeetings" dtmf="1" message="$Now" return="#calendar_menu">[meetings] [for] today</choice>
  <choice event="application.getmeetings" dtmf="2" return="#calendar_menu">[meetings] [for] $datetime</choice>
  <choice event="application.getmeetings" useroption="Outlook.Module" message="voice" return="TuIMobileOffice.xml#main_menu_return">[access | get | play | read | goto] [my] [calendar | meetings] [for] $datetime</choice>
  <catch event="com.inin.calendar.nomeetingstoday" count="1">
    <audio handler="Prompt_TUIMAIN" prompt="TuIMAIN_CALENDAR_MEETINGS_NONE_TODAY">There are no meetings for today.</audio>
    <goto next="#calendar_menu_2"/>
  </catch>
  <catch event="com.inin.calendar.nomeetingsanotherday" count="1">
    <audio handler="Prompt_TUIMAIN" prompt="TuIMAIN_CALENDAR_MEETINGS_NONE_ANOTHERDAY">There are no meetings for that today.</audio>
    <goto next="#calendar_menu_2"/>
  </catch>
  <catch event="error.com.inin.calendar.accessfailed" count="1">
    <audio handler="Prompt_TUIMAIN" prompt="TuIMAIN_ERR_OPENING_CALENDAR">I'm sorry. Your calendar could not be opened at this time. Please contact your system administrator.</audio>
    <goto next="#outlook_menu"/>
  </catch>
  <noinput count="1">
    <goto next="#calendar_menu_2"/>
  </noinput>
</catch>
</noinput>
<nomatch count="1">
  <audio handler="Prompt_TUIMAIN">
</nomatch>
</menu>
<menu id="calendar_menu_3"
    timeout="6"
    mode="voice"
    dtmf="dtmf"
    return="#outlook_menu">
    <audio handler="Prompt_TUIMAIN" prompt="TUIMAINCALENDAR_MENU_TODAY">To hear your meetings for today,</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_System" prompt="N1">1</audio>
    <choice event="application.getmeetings"
        return="#calendar_menu"/>
    <audio handler="Prompt_TUIMAIN" prompt="TUIMAINCALENDAR_MENU_ANOTHERDAY">To hear your meetings for an other day,</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_System" prompt="N2">2</audio>
    <choice event="application.getmeetings"
        dtmf="2"
        return="#calendar_menu"/>
    <audio handler="Prompt_TUIMain" prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_TUIMain" prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>
    <catch event="com.inin.calendar.nomeetingstoday"
        count="1">
        <audio handler="Prompt_TUIMAIN" prompt="TUIMAINCALENDAR_MEETINGS_NONE_TODAY">There are no meetings for today.</audio>
        <goto next="#calendar_menu_2"/>
    </catch>
    <catch event="com.inin.calendar.nomeetingsanotherday"
        count="1">
        <audio handler="Prompt_TUIMAIN" prompt="TUIMAINCALENDAR_MEETINGS_NONE_ANOTHERDAY">There are no meetings for that today.</audio>
        <goto next="#calendar_menu_2"/>
    </catch>
    <catch event="error.com.inin.calendar.accessfailed"
        count="1">
        <audio handler="Prompt_TUIMAIN" prompt="TUIMAIN_ERR_OPENING_CALENDAR">I'm sorry. Your calendar could not be opened at this time. Please contact your system administrator.</audio>
        <goto next="#outlook_menu"/>
    </catch>
    <noinput count="1"/>
<goto next=""#calendar_menu_3""/>

</noinput>

<goto next=""#outlook_menu""/>

</noinput>

<nomatch count=""1"">

<audio
    handler=""Prompt_TUIMAIN"
    prompt=""TUIMAIN_NOMATCH_1"">I'm sorry, but I did not understand you. Please try again.
</audio>

<goto next=""#outlook_menu""/>

</nomatch>

</menu>

<!-- Out-of-Office Assistant Menus -->

<menu
    id=""outofoffice_menu"
    timeout=""6"
    mode=""voice"
    dtmf=""dtmf"
    return=""#outlook_menu"">
    <audio
        handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_OUTOFOFFICE_MENU_INTRO"">Out-of-Office Assistant Menu</audio>
    <choice event=""mailbox.outofoffice.on"" dtmf=""1""/>
    <choice event=""mailbox.outofoffice.off"" dtmf=""2""/>
    <noinput count=""1"">
        <goto next=""#outofoffice_menu_2""/>
    </noinput>
    <nomatch count=""1"">
        <audio
            handler=""Prompt_TUIMAIN"
            prompt=""TUIMAIN_NOMATCH_1"">I'm sorry, but I did not understand you. Please try again.
</audio>
        <goto next=""#outofoffice_menu_2""/>
    </nomatch>
</menu>

<menu
    id=""outofoffice_menu_2"
    timeout=""6"
    mode=""voice"
    dtmf=""dtmf"
    return=""#outlook_menu"">
    <audio
        handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_OUTOFOFFICE_MENU_VOICE"">Say turn On or Off my Out-of-Office Assistant.</audio>
    <choice event=""mailbox.outofoffice.on"" dtmf=""1""/>
    <choice event=""mailbox.outofoffice.off"" dtmf=""2""/>
    <noinput count=""1"">
        <goto next=""#outofoffice_menu_3""/>
    </noinput>
    <nomatch count=""1"">
        <audio
            handler=""Prompt_TUIMAIN"
            prompt=""TUIMAIN_NOMATCH_1"">I'm sorry, but I did not understand you. Please try again.
</audio>
        <goto next=""#outofoffice_menu_3""/>
    </nomatch>
</menu>

<menu
    id=""outofoffice_menu_3"
    timeout=""6"
    mode=""voice"
    dtmf=""dtmf"
    return=""#outlook_menu"">
    <audio
        handler=""Prompt_TUIMAIN"
        prompt=""TUIMAIN_NOMATCH_1"">I'm sorry, but I did not understand you. Please try again.
</audio>
    <goto next=""#outofoffice_menu_3""/>
To turn on your Outlook out-of-office assistant, press 1.

To turn off your Outlook out-of-office assistant, press 2.

To return to the previous menu, press the star key.

I'm sorry, but I did not understand you. Please try again.
To access your calendar,

1

To access your out-of-office assistant options,

2

To return to the previous menu

the star key

To hear your meetings for today,

1

To return to the previous menu

1
<audio handler="Prompt_TUIMAIN"
prompt=""TUIMAIN_CALENDAR_MENU_ANOTHERDAY"">To hear your meetings for an other day,"</audio>
<audio handler="Prompt_ASR" prompt=""ASR_PRESS"">Press</audio>
<audio handler="Prompt_System" prompt=""N2"">2</audio>

<choice
event=""application.getmeetings"
dtmf=""2"
return=""#calendar_menu""/>

<audio handler="Prompt_TUIMAIN"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
<audio handler="Prompt_ASR" prompt=""ASR_PRESS"">Press</audio>
<audio handler="Prompt_TUIMAIN" prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>

<catch
event=""com.inin.calendar.nomeetingstoday"
count=""1"
>
<audio handler="Prompt_TUIMAIN"
prompt=""TUIMAIN_CALENDAR_MEETINGS_NONE_TODAY"">There are no meetings for today.</audio>
<goto next=""#calendar_menu_2""/>
</catch>

<catch
event=""com.inin.calendar.nomeetingsanotherday"
count=""1"
>
<audio handler="Prompt_TUIMAIN"
prompt=""TUIMAIN_CALENDAR_MEETINGS_NONE_ANOTHERDAY"">There are no meetings for that today.</audio>
<goto next=""#calendar_menu_2""/>
</catch>

<catch
event=""error.com.inin.calendar.accessfailed"
count=""1"
>
<audio handler="Prompt_TUIMAIN"
prompt=""TUIMAIN_ERR_OPENING_CALENDAR"">I'm sorry. Your calendar could not be opened at this time. Please contact your system administrator.</audio>
<goto next=""#outlook_menu""/>
</catch>

<noinput count=""1"
>
<goto next=""#calendar_menu""/>
</noinput>

<noinput count=""2"
>
<goto next=""#calendar_menu""/>
</noinput>

<noinput count=""3"
>
<goto next=""#outlook_menu""/>
</noinput>

</menu>
<menu
  id="calendar_menu_2"
  timeout="6"
  mode="dtmf"
  return="#outlook_menu">
  <choice
    event="application.getmeetings"
    dtmf="1"
    message="$Now"
    return="#calendar_menu"/>

  <audio
    handler="Prompt_TUIMAIN"
    prompt="TUIMAINCALENDAR_MENU_ANOTHERDAY">To hear your meetings for an other day,</audio>

  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

  <audio handler="Prompt_System" prompt="N2">2</audio>

  <choice
    event="application.getmeetings"
    dtmf="2"
    return="#calendar_menu"/>

  <audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>

  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

  <audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>

  <catch
    event="com.inin.calendar.nomeetingsanotherday"
    count="1">

    <audio
      handler="Prompt_TUIMAIN"
      prompt="TUIMAINCALENDAR_MEETINGS_NONE_ANOTHERDAY">There are no meetings for that today.</audio>

    <goto next="#calendar_menu_2"/>
  </catch>

  <catch
    event="error.com.inin.calendar.accessfailed"
    count="1">

    <audio
      handler="Prompt_TUIMAIN"
      prompt="TUIMAIN_ERR_OPENING_CALENDAR">I'm sorry. Your calendar could not be opened at this time. Please contact your system administrator.</audio>

    <goto next="#outlook_menu"/>
  </catch>

  <noinput count="1">
    <goto next="#calendar_menu_2"/>
  </noinput>

  <noinput count="2">
    <goto next="#calendar_menu_2"/>
  </noinput>

  <noinput count="3">
    <goto next="#outlook_menu"/>
  </noinput>
</menu>
To turn on your Outlook out-of-office assistant, press 1.

To turn off your Outlook out-of-office assistant, press 2.

For more options, please refer to the TUIPromptMenus.xml file.
<choice event=""useraudio.record"" message=""rnaprompt"" return=""#rna_prompt_menu"" dtmf=""3"">[record] [my] (ring no answer | standard greeting) [prompt]</choice>

<choice event=""useraudio.listen"" message=""rnaprompt"" dtmf=""4"">(listen to | review) [my] (ring no answer | standard greeting) [prompt]</choice>

<choice event=""useraudio.record"" message=""nameprompt"" return=""#name_prompt_menu"" dtmf=""5"">[record] [my] [user] (name | username) [prompt]</choice>

<choice event=""useraudio.listen"" message=""nameprompt"" dtmf=""6"">(listen to | review) [my] [user] (name | username) [prompt]</choice>

<choice event=""useraudio.enable"" message=""eaprompt"" return=""#ea_prompt_menu"" dtmf=""7"">(enable | set) [my] (extended absence | out of [the] office) [prompt]</choice>

<choice event=""useraudio.disable"" message=""eaprompt"" return=""#ea_prompt_menu"" dtmf=""8"">disable [my] (extended absence | out of [the] office) [prompt]</choice>

<choice event=""useraudio.disable"" message=""rnaprompt"" return=""#ea_prompt_menu"" dtmf=""9"">disable [my] (ring no answer | standard greeting) [prompt]</choice>

</noinput>

</menu>

<-- Personal Prompts Menu 2 -->

<menu id=""personal_prompts_menu_2"" timeout=""6"" mode=""voice"" dtmf=""dtmf"" return=""TUIMainMenu.xml#main_menu"">  
  <audio handler=""Prompt_TUIPersonalOptions"" prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU1"">To record your out of the office greeting</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N1"">1</audio>

  <choice event=""useraudio.record"" message=""eaprompt"" return=""#ea_prompt_menu"" dtmf=""1"">[record] [my] (extended absence | out of the office) [prompt]</choice>

  <audio handler=""Prompt_TUIPersonalOptions"" prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU2"">To hear your current out of the office greeting</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N2"">2</audio>

  <choice event=""useraudio.listen"" message=""eaprompt"" dtmf=""2"">(listen to | review) [my] (extended absence | out of the office) [prompt]</choice>

  </noinput>

</menu>
To turn off your standard greeting, press 9 to disable your ring no answer or standard greeting. To return to the previous menu, press the star key. For name prompts, press 1 to save your name, press 2 to listen or review your name. To record, press 1, then the star key to return to the previous menu.
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<choice event="useraudio.record"
message="nameprompt"
dtmf="N3">record [again] | re-record</choice>

<audio handler="Prompt_TUIPersonalOptions"
prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT"/>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N4">4</audio>

<submenu next="#personal_prompts_menu" dtmf="N4">discard | delete</submenu>

<audio handler="Prompt_TUIMain"
prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_TUIMain"
prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>

<noinput count="1">
  <goto next="#name_prompt_menu"/>
</noinput>

<noinput count="2">
  <goto next="#name_prompt_menu"/>
</noinput>

<noinput count="3">
  <goto next="#personal_prompts_menu"/>
</noinput>

<!-- Record EA Prompt Menu -->

<menu id="ea_prompt_menu"
timeout="6"
mode="voice"
dtmf="dtmf"
return="#personal_prompts_menu"/>

<audio handler="Prompt_TUIPersonalOptions"
prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT"/>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N1">1</audio>

<choice event="useraudio.save"
message="eaprompt"
return="#personal_prompts_menu"
dtmf="N1">save</choice>

<audio handler="Prompt_TUIPersonalOptions"
prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT"/>

<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N2">2</audio>
<choice
event=""useraudio.listen"
message=""eaprompt"
dtmf=""2"">
listen | review</choice>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_System"
prompt=""N3""></audio>

<choice
event=""useraudio.record"
message=""eaprompt"
dtmf=""3"">
record [again] | re-record</choice>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_System"
prompt=""N4""></audio>

<submenu
next="#personal_prompts_menu"
dtmf=""4"
>discard | delete</submenu>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_THE_STAR_KEY""></audio>

<noinput
count=""1"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""2"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""3"">
<goto
next=""TUIPromptMenus.xml#personal_prompts_menu"/>
</noinput>

</menu>

<!-- Record RNA Prompt Menu -->

<menu
id=""rna_prompt_menu"
timeout=""6"
mode=""voice"
dtmf=""dtmf"
>return=""TUIPromptMenus.xml#personal_prompts_menu""></menu>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_THE_STAR_KEY""></audio>

<noinput
count=""1"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""2"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""3"">
<goto
next=""TUIPromptMenus.xml#personal_prompts_menu"/>
</noinput>

</menu>

<!-- Record RNA Prompt Menu -->

<menu
id=""rna_prompt_menu"
timeout=""6"
mode=""voice"
dtmf=""dtmf"
>return=""TUIPromptMenus.xml#personal_prompts_menu""></menu>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_THE_STAR_KEY""></audio>

<noinput
count=""1"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""2"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""3"">
<goto
next=""TUIPromptMenus.xml#personal_prompts_menu"/>
</noinput>

</menu>

<!-- Record RNA Prompt Menu -->

<menu
id=""rna_prompt_menu"
timeout=""6"
mode=""voice"
dtmf=""dtmf"
>return=""TUIPromptMenus.xml#personal_prompts_menu""></menu>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_THE_STAR_KEY""></audio>

<noinput
count=""1"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""2"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""3"">
<goto
next=""TUIPromptMenus.xml#personal_prompts_menu"/>
</noinput>

</menu>

<!-- Record RNA Prompt Menu -->

<menu
id=""rna_prompt_menu"
timeout=""6"
mode=""voice"
dtmf=""dtmf"
>return=""TUIPromptMenus.xml#personal_prompts_menu""></menu>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_THE_STAR_KEY""></audio>

<noinput
count=""1"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""2"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""3"">
<goto
next=""TUIPromptMenus.xml#personal_prompts_menu"/>
</noinput>

</menu>

<!-- Record RNA Prompt Menu -->

<menu
id=""rna_prompt_menu"
timeout=""6"
mode=""voice"
dtmf=""dtmf"
>return=""TUIPromptMenus.xml#personal_prompts_menu""></menu>

<audio
handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU""></audio>

<audio
handler=""Prompt_ASR"
prompt=""ASR_PRESS""></audio>

<audio
handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_THE_STAR_KEY""></audio>

<noinput
count=""1"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""2"">
<goto
next="#ea_prompt_menu"/>
</noinput>

<noinput
count=""3"">
<goto
next=""TUIPromptMenus.xml#personal_prompts_menu"/>
</noinput>

</menu>
<menu id="agent_greeting_menu"
  timeout="5"
  mode="voice"
  dtmf="""/>
  <audio handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_AGENT_GREETING_RECORD_SAVE_PROMPT"
  />
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N1">1</audio>
  <choice event=""useraudio.listen"
    message=""rnagentgreeting"
    dtmf=""1">listen</choice>
  <audio handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_AGENT_GREETING_RECORD_REVIEW_PROMPT"
  />
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N2">2</audio>
  <choice event=""useraudio.listen"
    message=""rnagentgreeting"
    dtmf=""2">listen</choice>
  <audio handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_AGENT_GREETING_RECORD_DISCARD_PROMPT"
  />
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N3">3</audio>
  <choice event=""useraudio.record"
    message=""rnagentgreeting"
    dtmf=""3">record</choice>
  <audio handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_AGENT_GREETING_RECORD_DELETE_PROMPT"
  />
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N4">4</audio>
  <submenu next="#agent_greeting_menu" dtmf=""4">discard</submenu>
  <audio handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS">Press</audio>
  <audio handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>
  <noinput count=""1"">To return to the previous menu</noinput>
  <noinput count=""2"">the star key</noinput>
  <go to next="#personal_prompts_menu"/>
  <go to next="#personal_prompts_menu"/>
  <go to next="#personal_prompts_menu"/>
  <go to next="#personal_prompts_menu"/>
  </menu>
</menu>
<!-- Record AgentGreeting Prompt Menu -->
<menu id="agent_greeting_menu"
  timeout="5"
  mode="voice"
  dtmf=""""/>
event=""useraudio.save"
message=""agentgreeting"
return=""#personal_prompts_menu"
dtmf=""1"">
  <choice
event=""useraudio.listen"
message=""agentgreeting"
dtmf=""2"">save</choice>
  <audio
    handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT""/>
  <audio
    handler=""Prompt_ASR"
    prompt=""ASR_PRESS"">Press</audio>
  <audio
    handler=""Prompt_System"
    prompt=""N2"">2</audio>
  <choice
event=""useraudio.listen"
message=""agentgreeting"
dtmf=""3"">listen | review</choice>
  <audio
    handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT""/>
  <audio
    handler=""Prompt_ASR"
    prompt=""ASR_PRESS"">Press</audio>
  <audio
    handler=""Prompt_System"
    prompt=""N3"">3</audio>
  <choice
event=""useraudio.record"
message=""agentgreeting"
dtmf=""3"">record [again] | re-record</choice>
  <audio
    handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT""/>
  <audio
    handler=""Prompt_ASR"
    prompt=""ASR_PRESS"">Press</audio>
  <audio
    handler=""Prompt_System"
    prompt=""N4"">4</audio>
  <submenu next="#personal_prompts_menu" dtmf=""4"">discard | delete</submenu>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>
  <audio
    handler=""Prompt_ASR"
    prompt=""ASR_PRESS"">Press</audio>
  <audio
    handler=""Prompt_TUIMain"
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
  <noinput count=""1"">
    <goto next="#agent_greeting_menu"/>
  </noinput>
  <noinput count=""2"">
    <goto next="#agent_greeting_menu"/>
  </noinput>
  <noinput count=""3"">
    <goto next="#TUIPromptMenus.xml#personal_prompts_menu"/>
  </noinput>
</choice>
</menu>

<!-- Record AF Prompt Menu -->
<menu
  id=""af_prompt_menu"
  timeout=""5"
  mode=""voice"
dtmf=""dtmf"
return="#TUIPromptMenus.xml#personal_prompts_menu"">
  <audio
    handler=""Prompt_TUIPersonalOptions"
    prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT""/>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<choice event=""useraudio.save"
message=""afprompt"
return=""#personal_prompts_menu"
dtmf=""1"">save</choice>

<audio handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT""/>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<choice event=""useraudio.listen"
message=""afprompt"
dtmf=""2"">listen | review</choice>

<audio handler=""Prompt_TUIPersonalOptions"
prompt=""TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT""/>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<submenu next=""#personal_prompts_menu"" dtmf=""4"">discard | delete</submenu>

<audio handler=""Prompt_TUIMain"
prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>

<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<noinput count=""1""> goto next=""#af_prompt_menu"
</noinput>

<noinput count=""2""> goto next=""#af_prompt_menu"
</noinput>

<noinput count=""3""> goto next=""TUIPromptMenus.xml#personal_prompts_menu"
</noinput>
TUIPromptMenusDTMF.xml Source Listing

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml
toplevel="personal_prompts_menu"
language="en-US"
application="TUIDTMFRoot.xml">
  <!-- Personal Prompts Menu -->
  <menu
    id="personal_prompts_menu"
    timeout="6"
    mode="dtmf"
    return="TUIDMainMenuDTMF.xml#main_menu">
    <audio
      handler="Prompt_TUIPersonalOptions"
      prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU1">
      To record your out of the office greeting
    </audio>
    <audio handler="" prompt="ASR_PRESS">Press</audio>
    <audio handler="" prompt="N1">1</audio>
    <choice
      event="useraudio.record"
      message="eaprompt"
      return="#ea_prompt_menu"
      dtmf="1"/>
    <audio
      handler="Prompt_TUIPersonalOptions"
      prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU2">
      To hear your current out of the office greeting
    </audio>
    <audio handler="" prompt="ASR_PRESS">Press</audio>
    <audio handler="" prompt="N2">2</audio>
    <choice
      event="useraudio.listen"
      message="eaprompt"
      dtmf="2"/>
    <audio
      handler="Prompt_TUIPersonalOptions"
      prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU3">
      To record your standard greeting
    </audio>
    <audio handler="" prompt="ASR_PRESS">Press</audio>
    <audio handler="" prompt="N3">3</audio>
    <choice
      event="useraudio.record"
      message="rnaprompt"
      return="#RNA_prompt_menu"
      dtmf="3"></choice>
    <audio
      handler="Prompt_TUIPersonalOptions"
      prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU4">
      To review your current standard greeting
    </audio>
    <audio handler="" prompt="ASR_PRESS">Press</audio>
    <audio handler="" prompt="N4">4</audio>
    <choice
      event="useraudio.listen"
      message="rnaprompt"
      dtmf="4"/>

</menu>
</menuxml>
<audio handler=""Prompt_TUIPersonalOptions""><prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU5"">To record your name</audio>

<choice event=""useraudio.record"" message=""nameprompt"" return=""#name_prompt_menu""><dtmf=""5""/>

<audio handler=""Prompt_TUIPersonalOptions""><prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU6"">To review your name</audio>

<choice event=""useraudio.listen"" message=""nameprompt"" dtmf=""6""/>

<audio handler=""Prompt_TUIPersonalOptions""><prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU7"">To activate your out of the office greeting</audio>

<choice event=""useraudio.enable"" message=""eaprompt"" dtmf=""7""/>

<audio handler=""Prompt_TUIPersonalOptions""><prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU8"">To turn off your out of the office greeting</audio>

<choice event=""useraudio.disable"" message=""eaprompt"" dtmf=""8""/>

<audio handler=""Prompt_TUIPersonalOptions""><prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU9"">To turn off your standard greeting</audio>

<choice event=""useraudio.disable"" message=""rnaprompt"" dtmf=""9""/>

<audio handler=""Prompt_TUIMain""><prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>

<choice event=""useraudio.disable"" message=""rnaprompt"" dtmf=""9""/>

<audio handler=""Prompt_TUIMain""><prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>

<noinput count=""1""> <goto next=""#personal_prompts_menu""/></noinput>
<!-- Record Name Prompt Menu -->
<menu id="name_prompt_menu"
      timeout="6"
      mode="dtmf"
      return="TUIPromptMenusDTMF.xml#personal_prompts_menu">
  <audio handler="Prompt_TUIPersonalOptions"
         prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT"/>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N1">1</audio>
  <choice event="useraudio.save"
           message="nameprompt"
           return="#personal_prompts_menu"
           dtmf="1"/>
  <audio handler="Prompt_TUIPersonalOptions"
         prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT"/>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N2">2</audio>
  <choice event="useraudio.listen"
           message="nameprompt"
           dtmf="2"/>
  <audio handler="Prompt_TUIPersonalOptions"
         prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT"/>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N3">3</audio>
  <choice event="useraudio.record"
           message="nameprompt"
           dtmf="3"/>
  <audio handler="Prompt_TUIPersonalOptions"
         prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT"/>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
  <audio handler="Prompt_System" prompt="N4">4</audio>
  <submenu next="#personal_prompts_menu" dtmf="4"/>
  <audio handler="Prompt_TUIMain"
         prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>
  <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
</menu>
<menu id="ea_prompt_menu" timeout="6" mode="dtmf" return="TUIPromptMenusDTMF.xml#personal_prompts_menu">
    <audio handler="Prompt_TUIMain" prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>
    <noinput count="1"><goto next="#name_prompt_menu"/></noinput>
    <noinput count="2"><goto next="#name_prompt_menu"/></noinput>
    <noinput count="3"><goto next="TUIPromptMenusDTMF.xml#personal_prompts_menu"/></noinput>
</menu>

<!-- Record EA Prompt Menu -->

<menu id="ea_prompt_menu" timeout="6" mode="dtmf" return="TUIPromptMenusDTMF.xml#personal_prompts_menu">
    <audio handler="Prompt_TUIPersonalOptions" prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT"/>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_System" prompt="N1"">1</audio>
    <choice event="useraudio.save" message="eaprompt" return="#personal_prompts_menu" dtmf="1"/>
    <audio handler="Prompt_TUIPersonalOptions" prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT"/>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_System" prompt="N2"">2</audio>
    <choice event="useraudio.listen" message="eaprompt" dtmf="2"/>
    <audio handler="Prompt_TUIPersonalOptions" prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT"/>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_System" prompt="N3"">3</audio>
    <choice event="useraudio.record" message="eaprompt" dtmf="3"/>
    <audio handler="Prompt_TUIPersonalOptions" prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT"/>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>
    <audio handler="Prompt_System" prompt="N4"">4</audio>
    <submenu next="#personal_prompts_menu" dtmf="4"/>
</menu>
<audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_PREVIOUS_MENU">To return to the previous menu</audio>

<audio
    handler="Prompt_ASR"
    prompt="ASR_PRESS">Press</audio>

<audio
    handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_THE_STAR_KEY">the star key</audio>

<noinput count="1">
    <goto next="#ea_prompt_menu"/>
</noinput>

<noinput count="2">
    <goto next="#ea_prompt_menu"/>
</noinput>

<noinput count="3">
    <goto next="#TUIPromptMenusDTMF.xml#personal_prompts_menu"/>
</noinput>

<!-- Record RNA Prompt Menu -->

<menu
    id="rna_prompt_menu"
    timeout="5"
    mode="dtmf"
    return="#TUIPromptMenusDTMF.xml#personal_prompts_menu">
    <audio
        handler="Prompt_TUIPersonalOptions"
        prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT"/>

    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

    <audio handler="Prompt_System" prompt="N1">1</audio>

    <choice
        event="useraudio.save"
        message="rnaprompt"
        return="#personal_prompts_menu"
        dtmf="1"/>

    <audio
        handler="Prompt_TUIPersonalOptions"
        prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT"/>

    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

    <audio handler="Prompt_System" prompt="N2">2</audio>

    <choice
        event="useraudio.listen"
        message="rnaprompt"
        dtmf="2"/>

    <audio
        handler="Prompt_TUIPersonalOptions"
        prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT"/>

    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

    <audio handler="Prompt_System" prompt="N3">3</audio>

    <choice
        event="useraudio.record"
        message="rnaprompt"
        dtmf="3"/>

    <audio
        handler="Prompt_TUIPersonalOptions"
        prompt="TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT"/>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N4"">4</audio>

<submenu next=""#personal_prompts_menu"" dtmf=""4""/>

<audio handler=""Prompt_TUIMain"
  prompt=""TUIMAIN_MENU_PREVIOUS_MENU"">To return to the previous menu</audio>

<audio handler=""Prompt_ASR"" prompt=""ASRPRESS"">Press</audio>

<audio handler=""Prompt_TUIMain"
  prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>

<noinput count=""1"
  goto next=""#rna_prompt_menu""/>

<noinput count=""2"
  goto next=""#rna_prompt_menu""/>

<noinput count=""3"
  goto next=""TUIPromptMenusDTMF.xml#personal_prompts_menu""/>

</noinput>
</menu>
</menuxml>
Access to Interaction Mobile Office speech-enabled commands is regulated by these additional factors:

- A feature license key (I3_FEATURE_MOBILE_OFFICE) controls whether a server has Interaction Mobile Office at all. It is a feature (Boolean) license, on or off.
- ASR must be installed. If ASR is not installed, DTMF menus are always used, even if the user has the required license and roles.
- An additional license, I3_ACCESS_MOBILE_OFFICE_OUTLOOK_ADDON determines the number of user-based licenses allowed for the Microsoft® Office Outlook® module (calendaring and personal contacts). This license is not required for basic Interaction Mobile Office functionality.

<table>
<thead>
<tr>
<th>Other Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calendar Access</td>
<td>Users now have the option to access Microsoft® Office Outlook® calendars using voice or DTMF commands.</td>
</tr>
<tr>
<td>Outlook Private Contacts</td>
<td>Interaction Mobile Office users may now access Microsoft® Office Outlook® private contacts, in addition to Company Directory contacts.</td>
</tr>
<tr>
<td>Outlook Out of Office Assistant</td>
<td>Users can now turn the Microsoft® Office Outlook® Out-of-Office Assistant on or off from the TUI. This controls whether or not their out-of-the-office message is active.</td>
</tr>
<tr>
<td>Read Today’s Messages</td>
<td>There are new global grammars for accessing “today’s” messages*. This new feature allows a user to play unread voice, fax and e-mail messages received on the current day, only.</td>
</tr>
<tr>
<td>Workgroup and Custom Status Support</td>
<td>Custom statuses in the TUI are automatically supported.</td>
</tr>
<tr>
<td>Recording of Personal (User) Prompts</td>
<td>The personal prompt recording menu is now speech enabled.</td>
</tr>
<tr>
<td>Undelete Message Support</td>
<td>The option to Undelete a message is available in all message menus, including message status selection menus.</td>
</tr>
<tr>
<td>Miscellaneous Changes</td>
<td>Corrections and miscellaneous improvements.</td>
</tr>
<tr>
<td>Schema Changes</td>
<td>New events and entities were added to the MenuXML.dtd schema.</td>
</tr>
</tbody>
</table>
Microsoft® Office Outlook® Calendar Access

Users now have the option to access Microsoft® Office Outlook® calendars using voice or DTMF commands.

To access Microsoft® Office Outlook® calendars via DTMF:

- Use a new menu option at the main menu, option 9. This option branches to a menu for the new Outlook Module. The prompt for this option is "To access your outlook options, press 9."
- The Outlook menu has two options. Users are prompted: "To access your calendar, press 1." "To access your out-of-office assistant options, press 2."
- When control is passed to the calendar menu, it provides two options; "To hear your meetings for today, press 1." and "To hear your meetings for another day, press 2."
- After pressing 2, the user is prompted, "Please enter the two digit month, the two digit day and the two digit year." Date entries are validated for 30 or 31 day months and 29 day Februarys on leap years (any year evenly divisible by 4, except for years evenly divisible by 1000).
- Dates are also validated to be the current day or any day in the future. Past dates are not considered valid. Users are prompted again to enter a date until a valid date has been entered. Valid dates are always 6 digits, made up of two digits for month, day and year.
- Once in the menu listing meetings for a day, the user has the following options during the playback:
  - Option 2 - go to the prior meeting in the list (available for all meetings except the first)
  - Option 3 - go to the next meeting in the list
  - Option 4 - replay the current meeting

There is a short delay between meetings to catch these options.
- Prior to the first meeting playback, the day and date are played. The first meeting is prefixed with "First Meeting" prompt. The last meeting is prefixed with "Last Meeting" prompt and all meetings in between are prefixed with "Next Meeting" prompts. This holds true when moving up and down the list with options 2 and 3 above.
- If a user chooses to skip on the last meeting (option 3 above) or if the option menu times out after the last meeting, a prompt plays indicating the conclusion of the meetings for that day. Users are then returned to the calendar menu to choose today or another day for meetings.
- As with all DTMF menus, pressing * returns the user back on level in the menu structure.

To access Microsoft® Office Outlook® calendars via Voice Options:

- There are new global grammars for accessing the calendar options and menu:

```
(access | get | play | read | go to) [my] (calendar
| meetings) for $datetime
(access | get | play | read | go to) [my] (calendar
| meetings)
[access | go to] [my | the] Calendar (options |
menu)
```

- If a user does not include a date in the utterance, they are prompted for a date with the following grammars active:

```
[meetings] [for] today
[meetings] [for] $datetime
```

- There is also a global grammar for going to the outlook module menu*:

```
[access | go to] [my | the] Outlook [options |
menu]
```

- Once in meeting playback, the following grammars are active for traversal of the meeting list.

```
((go back [one] [meeting]) | previous [meeting]

```

The above command is active only after the first meeting. The additional commands are:

```
(skip | next) [meeting]
(repeat | replay) [this] [meeting]
```

The DTMF options listed above (2, 3 and 4) are also active during meeting playback.
Microsoft® Office Outlook® Private Contacts

Interaction Mobile Office users may now access Microsoft® Office Outlook® private contacts, in addition to Company Directory contacts. The name of an Microsoft® Office Outlook® Private Contact may be spoken in any menu that allows a user in the Company Directory to Send, Forward, Reply or Place a Private Call (work, home or mobile). Access to Email address and telephone numbers from private contacts is limited to the values populated by the user for those contacts.

Microsoft® Office Outlook® Out of Office Assistant

Users can now turn the Microsoft® Office Outlook® Out-of-Office Assistant on or off from the IC TUI. This controls whether or not their out-of-the-office message is active.

To control Out-of Office Assistant via DTMF

Use a new menu option at the main menu, option 9. This option branches to a menu for the new Outlook Module. The prompt for this options is "To access your outlook options, press 9."

The new outlook menu has two options. The first, option 1, is for calendar access—calendar features are included in the Outlook Module feature set. The second, option 2, is for the Out-of-Office Assistant menu and is prompted with "To access your out-of-office assistant options, press 2."

The Out-of-Office Assistant menu has two options; "To turn on your Outlook out-of-office assistant, press 1" and "To turn off your Outlook out-of-office assistant, press 2." These options are followed by a confirmation prompt indicating the state (on/off) and a default failure prompt if the tool setting the assistant fails for any reason.

To control Out-of Office Assistant via Voice commands:

There are new global grammars for accessing the out-of-office assistant options and menu:

- turn on [my | the] out-of-office assistant [message]
- turn off [my | the] out-of-office assistant [message]
- [access | go to] [my | the] out-of-office assistant [options | menu]

There is also a global grammar for going to the Outlook module menu:

- [access | go to] [my | the] Outlook [options | menu]

As with other speech menus, the DTMF options outlined above are supported.

Out-of-Office Message Text

The message text is a localizable string contained in the Strings_System.ihd string resource file. The string name is SYSTEM_OUTOFOFFICE_TEXT. It has the default English value of "I'm currently out of the office." This is a global, system-wide value.

Message Text Override

The default value and the string resource value can be overridden by setting a custom attribute at the User level in Interaction Administrator:

<table>
<thead>
<tr>
<th>Custom Attribute Name</th>
<th>Out of Office Text en-US</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custom Attribute Value</td>
<td>&lt;any non-zero length string&gt;</td>
</tr>
</tbody>
</table>

Handlers will use the value, returned from a successful lookup for the user currently in the TUI, and it will override the default value discussed above. The code for language at the end of the attribute name is matched to the language set on the call while in the TUI. The value is subjected to any restrictions that IA may have for entry or any restrictions DS Server may have for valid attribute values.
Read Today's Messages

There are new global grammars for accessing "today's" messages*. This new feature allows a user to play unread voice, fax and e-mail messages received on the current day, only. The "today" filter is added to other filtering mechanisms last so the other filters still apply: message limit, sort order, priority and message type. A mailbox is opened based on this list of filters. The filter for the current day is applied after the folder has been opened therefore all other filters are applied first.

DTMF Options

In the message summary menu (where users select new or saved messages after a message type selection has been made at the main menu), there is a new option, option 3, that allows hearing all the messages (unread) of the previously selected message type for the current day. Pressing this option will result in all unread messages of the previously selected type to be played. The user is prompted with "To listen to today's <message type> only, press 3." This option exists in all three message type menus where message status (read|unread) is selected. If saved messages is turned off by the user or if there are no saved messages, option two is skipped.

Voice Options

There are new global grammars for accessing "today's" messages*:

```
((play | get | check | listen to) today's voice [mail | mails | E-mail | E-mails] [message | messages]) | ((play | get | check | listen to) [my] voice [mail | mails | E-mail | E-mails] [message | messages] (for | from) today)
```

```
((play | get | check | listen to) today's (fax [mail | mails | E-mail | E-mails] [message | messages]) | ((play | get | check | listen to) [my] (fax [mail | mails | E-mail | E-mails] [message | messages]) | ((play | get | check | listen to) [my] (fax [mail | mails | E-mail | E-mails) [message | messages] (for | from) today)
```

```
((play | get | check | listen to) today's (mail | mails | E-mail | E-mails) [message | messages]) | ((play | get | check | listen to) [my] (mail | mails | E-mail | E-mails) [message | messages] for today)
```

The DTMF options listed above are also active for speech users.

Workgroup and Custom Status Support

Custom statuses in the TUI are automatically supported. The $status substitution variable makes it possible for Interaction Mobile Office to recognize custom statuses for each individual user. $status is a variable that developers can place inside choice elements. At runtime, a grammar is generated to recognize status messages that the user might say. Other variables pass the current time, username, or the utterance of a date or time to handlers. See "Substitution Variables" in the Interaction Mobile Office Administration Guide for additional information.

Custom statuses are supported as they are added to the server without having to change any handler or XML menus. Audio, speech grammars and menu options are generated automatically.

DTMF Options

The standard, shipping status options have not changed in this release. The default statuses all have a reserved space in the list of DTMF options that is hard-coded and cannot be changed without reverting to the older status events in the TUI MenuXML or modifying handlers. Modifying the handlers controlling this is not recommended but using the old status events still defined in the MenuXML schema can allow for these canned statuses to be altered.

Each status and its corresponding number is a fixed, reserved place in the status menu. This was done to avoid major documentation changes as well as to continue to support any auto-dial solutions there may be in the field for changing statuses quickly and to avoid training issues for users accustomed to the shipping status set.

Even after statuses are filtered based on workgroup status configuration, the statuses maintain their respective positions. Yes, that means the menu option numbers may not be contiguous, but that is normal based on implementation. Each status in the list has its own separate audio so only the statuses enabled for a certain user are read as options to that user.

The default statuses are:
1. Available
2. Available, Forward
3. At a training session
4. At Lunch
Custom statuses start at sixteen and are incrementally numbered from there. The first custom status is added to the menu as option 16, the second as option 17 and so forth. As with the default or "canned" statuses, custom statuses have their own separate audio, respectively. The user will hear options for only the custom statuses that are enabled for that user, if any.

The order of the custom statuses is determined by the order in which the list of status names is returned to handlers via the enabled user status tool. The names are normally returned in alphabetical order. As canned statuses are removed from the status name list to build the first fifteen default options, the custom statuses maintain their relative order. Therefore, the custom statuses should be added to the canned list, starting at 16, in alphabetical order.

This has the effect of having custom status option digits change as a new custom status is added and whose name falls between the names of two former custom statuses in the alphabet. To avoid this problem, administrators may desire to come up with a naming scheme that allows for adding statuses in a fixed order based on some leading string value.

Currently, the handlers are designed to process up to option 99 which means there can be no more than 84 custom statuses enabled for any one user. It is likely that this limitation is well beyond the limitations of even extreme business practices. This limitation was imposed to facilitate mapping of the menu options to the standard prompt set.

Voice Options

There are new global grammars for setting all statuses:

```
[set | change] [me | my] [status] [to] $status [until $datetime]
```

The replacement string, $status, is used to generate a grammar rule for each status enabled for the user logged into the TUI. These grammars are generated dynamically so each user has a unique rule set based on his/her status settings. The replacement string $datetime is used to catch any utterance including a date or time for a particular status.

The values that replace the $status string in each respective rule set, by default, comes from the Status Message attribute for each status. This is not the same as the status name as it appears in Interaction Administrator, but rather the first input on the status configuration page with the label Status Message. For localization purposes, the Localized Message is used. These appear internally as Status Message.<language code> where language code is en-US or other standardized language code. Handlers will look for this value first and then revert to the default value if it is not set for the current language.

There is a way to override the status message value for any language by setting a custom attribute in the status container. The handlers, before using the scheme outlined above, will look for a custom attribute, Speech Text_<language code>, which will override both the localized and status message values if it is set. For English, the attribute name would be Speech Text_en-US where the language code is separated from the attribute name with an underscore character (_).

Using the above override for the Status Message value allows administrators to setup unique strings that better fit natural language requirements that may exist for the grammar rule set for any given prompt. The override is done individually for each prompt so only the ones needing special attention need to be dealt with.

The replacement for $datetime is a built-in grammar. You may want to contact the current developer for speech recognition support to get the best details on what is supported in that grammar. Most common date/time utterances are accepted based on the testing done for this and other SCRs. Utterances like the following are a good example:

- "until one o'clock"
- "until next Tuesday"
- "until January 2nd"
- "until three-thirty PM"
- "until tomorrow at three o'clock"
- "until eight AM Monday"
Recording of Personal (User) Prompts

The personal prompt recording menu is now speech enabled. The following global commands allow for recording or listening to prompts:

- **[record]** [my] (extended absence | out-of-the-office) [prompt]
- **[listen to]** [my] (extended absence | out-of-the-office) [prompt]
- **[listen to]** [my] (ring no answer | standard greeting) [prompt]
- **[record]** [my] (ring no answer | standard greeting) [prompt]
- **[record]** [my] [user] (name | username) [prompt]
- **[listen to]** [my] [user] (name | username) [prompt]
- **[record]** [my] agent [greeting] [prompt]
- **[listen to]** [my] agent [greeting] [prompt]
- **[record]** [my] [available] forward [prompt]
- **[listen to]** [my] [available] forward [prompt]
- **[record]** [my] [one number] follow me [prompt]
- **[listen to]** [my] [one number] follow me [prompt]

When accessing the personal options menu, the prompt menu can be accessed by saying:

- **[record]** [my] [user | personal] (prompts | recordings)

In the personal prompt menu, the user is asked, "Which prompt would you like to record", at which time the user may respond with one of the prompt names. The user is prompted to record after the tone and press 1 to terminate (this is canned audio and currently not configurable except that both 1 and # will terminate the record).

Once a recording is complete, users may speak the following to manage the new recording:

- **save**
- **listen** | **review**
- **record** [again] | **re-record**
- **discard** | **delete**

Undelete Message Support

The option to Undelete a message is available in all message menus, including message status selection menus. Deleted data is preserved during a single TUI session. If a user leaves a message menu and returns, his or her prior delete action can be reversed. This applies to deletion of a single message or deletes of all messages from a sender or which have the same subject.

Note: delete all from sender and all with same subject span the boundary of read and unread messages.

Messages are restored to the folder from which they were deleted. Message read/unread status is also preserved. The message status is reset to unread when undeleted if the message was deleted as an unread message.

To undelete a message, press 77 during any message menu, or say:

- **un-delete** [my | last | my last] [voice | voice mail | fax | fax e-mail | e-mail] message.
Interaction Mobile Office TUI (Telephone User Interface)

Interaction Mobile Office executes TUI functions in response to voice commands. Traditional TUI menus are hierarchical; Interaction Mobile Office is not. You don't have to drill down through two or three menus to enter a command. Instead, Interaction Mobile Office provides global commands that you can say from any menu.

Global commands perform a general action, and then direct control to a submenu that offers more specific functionality. Interaction Mobile Office menus work like subroutines. A specific task is performed and the menu is exited. After you connect and login, control is passed to the Interaction Mobile Office's main menu. For more information about the menu, see TUIMainMenu.xml.

DTMF commands are always available in Interaction Mobile Office menus

DTMF commands are always available in Interaction Mobile Office menus. Users may respond using any combination of DTMF and speech commands. DTMF is always available in the event that a user is in an extremely noisy location.

For more information, see the following:
- Interaction Mobile Office in technical terms
- Access required by Interaction Mobile Office
- Connect to Interaction Mobile Office from any telephone
- How to interpret speech command syntax

For information about global commands that work from any menu and the tasks that you can perform by speaking shortcuts, see Global Grammars.

Interaction Mobile Office in technical terms

Interaction Mobile Office speech-enables portions of the IC TUI by providing verbal shortcuts for direct links to actions like message generation and retrieval, status updates, personal prompt and personal option updates, and other extended functions. The system has been redesigned to facilitate verbal shortcuts. This allows a user to jump directly to an action without traversing through complex menu structures to get there.

The Interaction Mobile Office TUI is fully customizable through one or more XML files. This reduces the cost of ownership and allows the TUI to be customized using industry-standard XML. A new XML data definition, MenuXML was developed to support these XML files. It describes tags that define voice commands, DTMF input, audio and event handling. A custom XML tag that calls custom events from menus is also provided, so that customers can call custom events from a menu and link their custom handler through a single provided breakout point. These files define the supported set of menu actions, provide for event handling (events such as no input, no match, errors, etc.), and allow speech and DTMF commands to be defined by specifying the key words or digits for a particular action.

MenuXML files build voice/DTMF grammars and data structures that are processed by a generic interpreter. The events driven by user input are linked to specific synchronous and non-synchronous processing methods. The interface between the menu generation/management and the event processing is controlled by a data flow between the modules. Data is passed in each transaction signaled by a menu. The event process runs and passes a result indicating success or failure. This result may contain extended data to be used in the next menu operation, such as an operator escape or location of a voicemail wave file to be played. The interpreter uses a dispatching mechanism to route events to the appropriate handler for processing. This dispatcher represents the superset of events that will branch quickly to the appropriate process.

The XML files must be translated into a form that handlers can use directly. The menu structures, once in a handler usable form, are processed by a generic interpreter that dynamically builds the dialog interface with the user. It is responsible for collecting all input from the user and playing all output to the user. It is also responsible for handling events returned from the event processing after an action has been selected by a user. These events include operator escape, error handling and event status prompting.

If you are a system administrator or developer and want to extend or customize Interaction Mobile Office, see the Interaction Mobile Office Administration Guide.
Access required by Interaction Mobile Office

Interaction Mobile Office voice commands are available to users who have been granted access to Interaction Mobile Office in Interaction Administrator. Without this access, users can still enter DTMF commands using their telephone keypad. Voice command access is created automatically when Automatic Speech Recognition (ASR) is installed on the CIC server. However, no users or workgroups are given access by default.

Note:
If Interaction Mobile Office does not recognize speech commands, contact your CIC system administrator.

Connect to Interaction Mobile Office from any telephone

Use this procedure to dial Interaction Mobile Office and login to the telephony user interface (TUI).

1. Lift the receiver to take your telephone off-hook. If you are using an CIC station phone, press the star (*) key. Otherwise, dial the main CIC (corporate) phone number. After a moment, the system will respond:

   "Welcome to <Your Company>. Please say the name of the party you would like to call."

2. Say: "Interaction Mobile Office". The system will respond: "For?"

3. Say your first and last name. e.g.: "John Smith". The system will respond:

   Welcome, <Your Name>. Please say or enter your PIN.

4. To respond to the password prompt, say the PIN numbers or key them in using the key pad. If your CIC password is 1234, for example, you would say "one two three four", or press 1234.

   Tip:
   Each digit must be spoken individually. In other words, "1234" must be spoken as "one two three four" and may not be spoken as "twelve thirty-four" or "twelve hundred thirty four".

   If the password is correct, the system responds:

   "Welcome to the Speech Enabled Interaction Mobile Office for <Your Name>. How may I help you today?"

   Think of this audio prompt as Interaction Mobile Office's "main menu". It indicates that you are using the Interaction Mobile Office Voice-Enabled TUI. All global commands are available from this level.

   If the password is incorrect, the system will respond:

   "I can't authenticate your login. Let's try it again." Control passes back to step 3.

   Once you are logged into the telephony user interface, you may use voice commands to engage Message, Status, and Private Directory menus. In this release of IC, not all menus are voice enabled. Some are DTMF-only, meaning that you must use your telephone keypad to operate them.

5. To proceed, enter a Global command, or any TUI Interaction Mobile Office menu command. For more information, see Global Grammars.

How to interpret speech command syntax

To distinguish words that must be spoken from words that may optionally be spoken, command syntax is denoted using plain text, pipes, brackets and parenthesis:

- Plain text must be spoken.
- Pipes (|) separate optional text (OR operator)
- Parenthesis (()) indicate one option that must be used. Choose one.
- Brackets ([ ]) indicate one option that may be used. Optionally choose one.

For example, the command to check Email messages is:

```
[play | get | check] (new | unread) voice [mail | mails | E-mail | E-mails]
[message | messages]
```

You can check voice mail by saying:

- "Play new voice mail"
- "Get unread voice mail messages"
- "Check unread voice mail messages"
- ... or any other valid combination of the command keywords.
Global Grammars

A grammar is a collection of linguistic elements that define a language. Global grammars are voice commands that Interaction Mobile Office always recognizes, regardless of the current menu interaction. Most voice commands are recognized when Interaction Mobile Office is processing a specific menu. Global grammars work in all menus.

For example, global commands are recognized in DTMF menus that do not support voice shortcuts. When you speak a global command, control is passed from the current menu to the menu that processes the interaction.

Note:
The following grammars are defined in TUIApplicationRoot.xml.

Several sets of global grammars are provided with Interaction Mobile Office. Each grammar defines voice commands that you can invoke anytime.

- **Mailbox Grammars** access multimedia messages in your Email system.
- **Jump Grammars** manage personal options and your client status.
- **Status Grammars** change client status in response to a single phrase.
- **Escape Grammars** pass control to a previous menu or transfer to an operator.
- **Prompt Grammars** allow you to review and record the prompts that play when you are not available to answer your phone.
- **Outlook Grammars** help you check your calendar, and toggle your out-of-the-office message on or off.
- **Miscellaneous Grammars** pass control to the main menu, switch between ASR and DTMF modes or end a Interaction Mobile Office call.
- **Private Directory** grammars allow you to call a contact from your private Microsoft® Outlook® directory, or leave a voice message.
# Global Mailbox Grammars

Use global Mailbox Grammars to access multimedia messages in your email system, anytime.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access unread voice messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Access read voice messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Get Today's Voice Messages</strong></td>
<td>([play</td>
</tr>
<tr>
<td><strong>Access new Fax messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Access saved Fax messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Access unread Email messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Get Today's Faxes</strong></td>
<td>([play</td>
</tr>
<tr>
<td><strong>Get Today's E-mails</strong></td>
<td>([play</td>
</tr>
<tr>
<td><strong>Access voice messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Access Fax messages</strong></td>
<td>[play</td>
</tr>
<tr>
<td><strong>Access messages</strong></td>
<td>[play</td>
</tr>
</tbody>
</table>

## Access unread voice messages

To access unread voice messages, say:

[play | get | check | listen to [my]] (new | unread) voice [mail | mails | E-mail | E-mails] [message | messages]

Examples:

- "listen to new voice messages"
- "check unread voice mail"
- "get new voice E-mails"

If there are messages of this type, Interaction Mobile Office will speak the date and time when the message was received before playing the recording.
Access read voice messages

To access previously read voice messages again, say:

[play | get | check | listen to [my]] (old | saved | read) voice [mail | mails | E-mail | E-mails] [message | messages]

Examples
- "listen to saved voice mails"
- "listen to old voice messages"
- "get read voice E-mail"

After playing the message, the system will prompt to Save, Delete, Forward, Repeat, Reply, or skip to the Next message.

Get today's voice messages

([] play | get | check | listen to] today's voice [mail | mails | E-mail | E-mails] [message | messages]) | ([] play | get | check | listen to] [my] voice [mail | mails | E-mail | E-mails] [message | messages] (for | from) today

Examples:
- "play today's voice messages"
- "listen to voice mail messages from today"
- "voice messages today"

Get today's Faxes

([] play | get | check | listen to] today's (fax [mail | mails | E-mail | E-mails] | faxes [message | messages])) | ([] play | get | check | listen to] [my] (fax [mail | mails | E-mail | E-mails] | faxes [message | messages]) (for | from) today

Examples:
- "get today's faxes"
- "play faxes from today"

Get today's Emails

([] play | get | check | listen to] today's (mail | mails | E-mail | E-mails) [message | messages]) | ([] play | get | check | listen to] [my] (mail | mails | E-mail | E-mails) [message | messages] (for today)

Examples:
- "get today's E-mail messages"
- "listen to my E-mail messages for today"
- "check my E-mails for today"
Access new Fax messages

To access new/unread Fax messages, say:

[play | get | check | listen to [my]] (new | unread) (fax [mail | mails | E-mail | E-mails] | faxes [message | messages])

Examples:
- "play new faxes"
- "get unread fax mails"
- "get unread faxes"
- "listen to my new faxes"

Note:
Interaction Mobile Office cannot read Fax messages, since CIC does not provide an OCR engine and the required handler modifications by default. However, a skilled developer can potentially extend CIC to provide this capability.

The system responds with: "first saved fax received [timestamp]". It then prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through other messages of this type.

Access saved Fax messages

To access saved/previous read Fax messages, say:

[play | get | check | listen to [my]] (old | saved | read) (fax [mail | mails | E-mail | E-mails] | faxes [message | messages])

Examples:
- "play saved faxes"
- "get old fax mail"
- "check read fax messages"

Note:
Interaction Mobile Office cannot read Fax messages, since CIC does not provide an OCR engine and the required handler modifications by default. However, a skilled developer can potentially extend CIC to provide this capability.

The system responds with: "first saved fax received [timestamp]". It then prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through other messages of this type.

Access unread Email messages

To access unread Email messages, say:

[play | get | check | listen to [my]] (new | unread) (mail | mails | E-mail | E-mails) [message | messages]

Examples:
- "play new messages"
- "get unread mail"
- "listen to new mail messages"
Access read Email messages

To access previously read messages, say:

[play | get | check | listen to [my]] (old | saved | read) (mail | mails | E-mail | E-mails) (message | messages)

Examples:
- "play old mail"
- "get saved E-mail"
- "check read mail"
- "listen to saved E-mail messages"

Access voice messages

To access voice messages, whether read or unread, say:

[play | get | check | listen to [my]] voice (mail | mails | E-mail | E-mails) (message | messages)

Examples:
- "play voice messages"
- "listen to my voice mail"
- "check voice E-mail"

The system will ask whether you want to check new or saved voice mails. After the message is played, you can say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through messages of this type.

Access Fax messages

To access Fax messages, whether read or unread, say:

[play | get | check | listen to [my]] (fax mail | mails | E-mail | E-mails) (message | messages | faxes)

Note:
Interaction Mobile Office cannot read Fax messages, since IC does not provide an OCR engine and the required handler modifications by default. However, a skilled developer can potentially extend IC to provide this capability.

The system responds with: "First [new | saved] fax received [time] from voice mail." Then it prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through other messages of this type.

Examples:
- "play fax messages"
- "listen to my faxes"
- "get fax E-mails"
Access messages

To access Emails, whether read or unread, say:

[play | get | check | listen to [my]] (mail | mails | E-mail | E-mails) [message | messages]

Examples:
- "check mail"
- "play E-mail messages"
- "listen to mail messages"

The system asks, "would you like to check new or saved E-mails?" If you respond "new", it says:

"First new email message received [DateTime] from [sender] regarding" …followed by the text of the message.

If you respond "saved", it says:

"First saved email message received [DateTime] from [sender] regarding: …followed by the text of the message.

Then it prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through other messages of this type.

Global Jump Grammars

Global Jump commands manage personal options, prompts, and client status, anytime.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access personal options</td>
<td>[access</td>
</tr>
<tr>
<td>Change status</td>
<td>[change</td>
</tr>
<tr>
<td>Change prompts</td>
<td>[record</td>
</tr>
</tbody>
</table>

Access personal options

Personal options affect items such as client status, forwarding and "follow me" numbers, CIC password, message playback order, greetings and personal prompt recordings, deleted messages, and alert notification messages. The command is:

[access | set | change | manage] [my] [personal] [user] (options | configuration)

This command passes control to the personal_options_menu.

Examples:
- "Manage my personal configuration"
- "Change my user options"
- "Set my configuration"
Change status

This command passes control to the change_status submenu.

[change | set] [my | your] status

Examples:

- "change my status"
- "set status"

The system responds, "Your current status is [status]. What should your new status be? Respond by speaking a status condition:

<table>
<thead>
<tr>
<th>Menu Prompt</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>For available, Press 1</td>
<td>&quot;Available&quot;</td>
</tr>
<tr>
<td>At a Forwarded Number, Press 2</td>
<td>&quot;Available, Forward&quot; followed by forward number.</td>
</tr>
<tr>
<td>At a training session, Press 3</td>
<td>&quot;At a Training Session&quot;</td>
</tr>
<tr>
<td>At Lunch, Press 4</td>
<td>&quot;At Lunch&quot;</td>
</tr>
<tr>
<td>Do Not Disturb, Press 5</td>
<td>&quot;Do Not Disturb&quot;</td>
</tr>
<tr>
<td>Gone Home, Press 7</td>
<td>&quot;Gone Home&quot;</td>
</tr>
<tr>
<td>In a Meeting, Press 8</td>
<td>&quot;In a Meeting&quot;</td>
</tr>
<tr>
<td>Away from Desk, Press 9</td>
<td>&quot;Away from Desk&quot;</td>
</tr>
<tr>
<td>Available, No ACD, Press 10</td>
<td>&quot;Available, No ACD&quot;</td>
</tr>
<tr>
<td>On Vacation, Press 11</td>
<td>&quot;On Vacation&quot;</td>
</tr>
<tr>
<td>Out of the Office, Press 12</td>
<td>&quot;Out of the Office&quot;</td>
</tr>
<tr>
<td>Out of Town, Press 13</td>
<td>&quot;Out of Town&quot;</td>
</tr>
<tr>
<td>Working at Home, Press 14</td>
<td>&quot;Working at Home&quot;</td>
</tr>
<tr>
<td>Available Follow-Me, Press 15</td>
<td>&quot;Available, Follow Me&quot;</td>
</tr>
</tbody>
</table>

To return to the previous menu, Press the star key.

Change prompts

This command allows you to change the recordings that users hear when you are unable to answer the phone, are out of the office, etc.

[record | change] [my] [user | personal] (prompts | recordings)

Examples:

- "record my personal prompt"
- "change personal prompts"
- "record prompts"

Global Status Grammars

Global status grammar allows you to change your status to any custom or standard status, at any time.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set your status</td>
<td>[set</td>
</tr>
</tbody>
</table>
Set your status

This command changes client status, anytime.

```
[set | change] [me | my] [status] [to] $status
[until $datetime]
```

$status

The `$status` substitution variable is a placeholder for standard and custom statuses. Interaction Mobile Office generates the status grammar at runtime, so that it can recognize status messages that the user might say.

**Note:**
Substitution variables dynamically implement grammars. Substitution variables recognize dynamic input from the user, such as a custom status, date or time, or person's name.

The default statuses are:
- "Available"
- "Available, Forward" followed by forward number.
- "At a Training Session"
- "At Lunch"
- "Do Not Disturb"
- "Gone Home"
- "In a Meeting"
- "Away from Desk"
- "Available, No ACD"
- "On Vacation"
- "Out of the Office"
- "Out of Town"
- "Working at Home"
- "Available, Follow Me"

$datetime

This variable catches any utterance that includes a date or time for a particular status. `$datetime` recognizes common date and time utterances, such as:
- "until one o'clock"
- "until next Tuesday"
- "until January 2nd"
- "until three-thirty PM"
- "until tomorrow at three o'clock"
- "until eight AM Monday"

Examples:
- "set my status to Available"
- "change status to At Lunch"
- "Change my status to At Lunch until three-thirty pm"

Global Escape Grammars

These commands pass control to a previous menu, or transfer you to an operator, anytime.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous menu</td>
<td>escape</td>
</tr>
<tr>
<td>Transfer to an operator</td>
<td>[transfer</td>
</tr>
</tbody>
</table>
Previous menu

To return to the previous menu, press the * key or say:

escape | [go] back | previous [menu] | return

This command passes control to the previous Interaction Mobile Office menu, if one is available. If a parent menu is not available, control is passed to Interaction Attendant.

Examples:
- "escape"
- "go back"
- "back"
- "previous"
- "previous menu"
- "return"

Transfer to an operator

The speak with an operator, say:

[transfer | send | get] [me] [to] [a | an] operator

Examples:
- "get me an operator"
- "transfer me to an operator"
- "get an operator"
- "transfer to operator"
- "operator"

The system will respond, "Please wait for an operator."


Global Prompt Grammars

Global prompt grammars allow you to review and record the prompts that play when you are not available to answer your phone.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record extended absence prompt</td>
<td>[record] [my] (extended absence</td>
</tr>
<tr>
<td>Listen to extended absence prompt</td>
<td>(listen to</td>
</tr>
<tr>
<td>Reset extended absence prompt</td>
<td>reset [my] (extended absence</td>
</tr>
<tr>
<td>Record no answer prompt</td>
<td>[record] [my] (ring no answer</td>
</tr>
<tr>
<td>Listen to no answer prompt</td>
<td>(listen to</td>
</tr>
<tr>
<td>Record username prompt</td>
<td>[record] [my] [user] (name</td>
</tr>
<tr>
<td>Listen to username prompt</td>
<td>(listen to</td>
</tr>
<tr>
<td>Reset username prompt</td>
<td>reset [my] [user] (name</td>
</tr>
<tr>
<td>Record greeting prompt</td>
<td>[record] [my] agent [greeting] [prompt]</td>
</tr>
<tr>
<td>Listen to greeting prompt</td>
<td>(listen to</td>
</tr>
<tr>
<td>Reset greeting prompt</td>
<td>reset [my] agent [greeting] [prompt]</td>
</tr>
<tr>
<td>Record Available, Forward prompt</td>
<td>[record] [my] [available] forward [prompt]</td>
</tr>
<tr>
<td>Reset Available, Forward prompt</td>
<td>reset [my] [available] forward [prompt]</td>
</tr>
<tr>
<td>Record follow me prompt</td>
<td>[record] [my] [one number] follow me [prompt]</td>
</tr>
<tr>
<td>Listen to follow me prompt</td>
<td>(listen to</td>
</tr>
<tr>
<td>Reset follow me prompt</td>
<td>reset [my] [one number] follow me [prompt]</td>
</tr>
</tbody>
</table>

**Record extended absence prompt**

[record] [my] (extended absence | out-of-the-office) [prompt]

Examples:
- "record my out-of-the-office prompt"
- "record extended absence prompt"

**Listen to extended absence prompt**

(listen to | review) [my] (extended absence | out of [the] office) [prompt]

Examples:
- "listen to my out-of-the-office prompt"
- "review extended absence prompt"
Reset extended absence prompt

reset [my] (extended absence | out of [the] office) [prompt]

Examples:
- "reset my out-of-office prompt"
- "reset extended absence prompt"

Record no answer prompt

[record] [my] (ring no answer | standard greeting) [prompt]

Examples:
- "record my ring no answer prompt"
- "record standard greeting prompt"

Listen to no answer prompt

(listen to | review) [my] (ring no answer | standard greeting) [prompt]

Examples:
- "listen to my standard greeting prompt"
- "review ring no answer prompt"

Record username prompt

[record] [my] [user] (name | username) [prompt]

Examples:
- "record my username prompt"
- "record name prompt"

Listen to username prompt

(listen to | review) [my] [user] (name | username) [prompt]

Examples:
- "listen to my username prompt"
- "review my name prompt"

Reset username prompt

reset [my] [user] (name | username) [prompt]

Examples:
- "reset my username prompt"
- "reset name prompt"

Record greeting prompt

[record] [my] agent [greeting] [prompt]

Examples:
- "record my agent greeting prompt"
- "record agent prompt"
Listen to greeting prompt

(listen to | review) [my] agent [greeting] [prompt]

Examples:
- "listen to my agent greeting prompt"
- "review agent greeting"

Reset greeting prompt

reset [my] agent [greeting] [prompt]

Examples:
- "reset to my agent greeting prompt"
- "reset agent greeting"

Record Available, Forward prompt

[record] [my] [available] forward [prompt]

Examples:
- "record my available forward prompt"
- "record forward"

Reset Available, Forward prompt

reset [my] [available] forward [prompt]

Examples:
- "reset my available forward prompt"
- "reset forward"

Record follow me prompt

[record] [my] [one number] follow me [prompt]

Examples:
- "record my one number follow me prompt"
- "record follow me"

Listen to follow me prompt

(listen to | review) [my] [one number] follow me [prompt]

Examples:
- "listen to my one number follow me prompt"
- "review follow me"

Reset follow me prompt

reset [my] [one number] follow me [prompt]

Examples:
- "reset my one number follow me prompt"
- "reset follow me"
Global Outlook Grammars

Global Outlook grammars help you check your calendar, and toggle your out-of-the-office message on or off.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Calendar for a specific date</td>
<td>(access</td>
</tr>
<tr>
<td>Access Calendar</td>
<td>(access</td>
</tr>
<tr>
<td>Access Outlook options</td>
<td>[access</td>
</tr>
<tr>
<td>Access Calendar options</td>
<td>[access</td>
</tr>
<tr>
<td>Access out-of-office assistant</td>
<td>[access</td>
</tr>
<tr>
<td>Turn on out-of-office message</td>
<td>turn on [my</td>
</tr>
<tr>
<td>Turn off out-of-office message</td>
<td>turn off [my</td>
</tr>
</tbody>
</table>

Access Calendar for a specific date

The $datetime variable tells Interaction Mobile Office to recognize common date and time utterances.

Examples:
- *access my calendar for today“
- *read my meetings for July 2“
- *get meetings for next Wednesday“
- *play calendar for July 5“
- *access calendar for Tuesday“
- *read meetings for today“
- *go to my calendar for tomorrow“

Access Calendar

Examples:
- *access my calendar“
- *get my meetings“
- *read my calendar“

Access Outlook options

Examples:
- *access my Outlook options“
- *go to the Outlook menu“
- *Outlook“
Access Calendar options

[access | go to] [my | the] Calendar (options | menu)

Examples:
- "access my Calendar options"
- "go to the Calendar menu"
- "Calendar"

Access out-of-office assistant

[access | go to] [my | the] out-of-office assistant [options | menu]

Examples:
- "access my out-of-office assistant options"
- "out-of-office assistant"

Turn on out-of-office message

turn on [my | the] out-of-office assistant [message]

Examples:
- "turn on my out-of-office assistant message"
- "turn on out-of-office assistant"

Turn off out-of-office message

turn off [my | the] out-of-office assistant [message]

Examples:
- "turn off my out-of-office assistant message"
- "turn off out-of-office assistant"

Miscellaneous Global commands:

These commands pass control to the main menu, switch between ASR and DTMF modes, or end a Interaction Mobile Office call, anytime.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Say Thanks</td>
<td>okay</td>
</tr>
<tr>
<td>Exit and end the call</td>
<td>([I am] [all] done)</td>
</tr>
<tr>
<td>Return to the Main Menu</td>
<td>([go] [back] [to] [the] main menu)</td>
</tr>
<tr>
<td>Switch Input Mode</td>
<td>(switch</td>
</tr>
<tr>
<td>Determine current status</td>
<td>([what's</td>
</tr>
<tr>
<td>Log Off</td>
<td>(quit</td>
</tr>
</tbody>
</table>
Say Thanks

This command doesn’t perform actions, but it does indicate that you are within Interaction Mobile Office, and that the system is responding to voice commands. Say:

okay | ([okay] thanks) | ([okay] thank you)

The system will respond, “You’re Welcome. How else may I help you?” Speak another command or hang up.

Examples:
- “thanks”
- “thank you”
- “OK”

Exit and end the call

To exit Interaction Mobile Office and terminate the call, say:

([I am] [all] done) | ([I am] [all] finished) | (that's it) | (that's all) | (you cant) | (you cannot) | good-bye

Examples:
- “goodbye”
- “I am all done”
- “I am finished”
- “done”
- “that's it”
- “that's all”
- “you can't”

The system responds, “OK, thanks for calling. Goodbye.”

Return to the Main Menu

To return to the main menu, say:

([go] [back] [to] [the] main menu)

Examples:
- “go back to the main menu”
- “main menu”

The system responds, “just say, check messages, change my status, or something else.” This indicates that Interaction Mobile Office is listening for general commands.

Switch Input Mode

To toggle between voice recognition and DTMF mode, say:

(switch | change) [input] mode

Example:
- “switch mode”
- “change input mode”
Determine current status

To find out your current status, say:

[(what’s | what is)] [my] current status

Examples:
- "what’s my current status"
- "current status"
- "what is current status"

Log Off

To exit Interaction Mobile Office and logoff, say:

(quit | exit | log (out|off))

Examples:
- "quit"
- "exit"
- "log out"
- "log off"

Private Directory Grammars

Use the Private Directory grammars to call a contact from your private Microsoft® Outlook® directory, or leave a voice message. Replace <username> with a person’s name or nickname.

- Call user
- Leave voice message for user.

Call user

(((place) [a] [private] call [to] | dial) <username> ([[at] work [phone] [number] | [[at] home [phone] [number]] | [[on] (cell | mobile) [phone] [number]]) ([[private]) ([[and] record [it] [the] [call])])

Examples:
- "call John Smith"
- "call John Smith at work private"
- "call John Smith at home"
- "call John Smith on cell and record the call"

Leave voice message for user.

Leave a message for <name>.

Examples:
- "Leave a message for John Smith"

Mobile Office will respond: “Please record your message after the tone. When you have finished recording, press 1 for special options.”
The TUI Interaction Mobile Office menu (TUIMobileOffice.xml) is the main entry point into Interaction Mobile Office voice processing. Speech shortcuts are initially processed by this menu. Control is passed to other menus based on user input. By the way, the entry point for DTMF processing is TUIMainMenuDTMF.xml. That menu is used when ASR server is not available, or when a user has not been granted access to Interaction Mobile Office.

This top level menu plays: "Welcome to the Speech Enabled Interaction Mobile Office for [user name]. How may I help you?"

**Check Messages**

To check messages, say:

[check | play | get] (message | messages)

Examples:

- "check messages"
- "play messages"
- "get message"

Control is passed to the message_summary menu.

**Change Status**

To change your Interaction Desktop status, say:

[change | set] [my | your] status

Examples:

- "change my status"
- "set status"
- "status"

Control is passed to the change_status menu.

**Something else**

If you don't want to check messages, or change status, say:

something [else | different]

Examples:

- "something else"
- "something different"

Control is passed to TUI Main Menu.
TUI MainMenu.xml

TUI MainMenu (TUI MainMenu.xml) is invoked when speech users say "something else" from the TUI Interaction Mobile Office menu, indicating that they want to do something besides simple message checking or status changes.

For more information, see the following:
- main_menu
- send_message_options
- send_message_options_2

**main_menu**

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retrieve Voicemail Messages</td>
<td>1</td>
<td>[play</td>
</tr>
<tr>
<td>Retrieve Faxes</td>
<td>2</td>
<td>[play</td>
</tr>
<tr>
<td>Retrieve E-mail Messages</td>
<td>3</td>
<td>[play</td>
</tr>
<tr>
<td>Compose a Voice Message</td>
<td>4</td>
<td>(compose</td>
</tr>
<tr>
<td>Manage Personal Options</td>
<td>5</td>
<td>[access</td>
</tr>
<tr>
<td>Access Company Private Directory</td>
<td>6</td>
<td>[access] [the] [company] [private] directory</td>
</tr>
<tr>
<td>Initiate Office-Wide Alert</td>
<td>7</td>
<td>office [wide] (alert</td>
</tr>
<tr>
<td>Change Mail Folders</td>
<td>8</td>
<td>[change</td>
</tr>
<tr>
<td>Access Outlook options</td>
<td>9</td>
<td>[access</td>
</tr>
<tr>
<td>Return to Previous Menu</td>
<td>*</td>
<td>escape</td>
</tr>
<tr>
<td>Speak with Operator</td>
<td>0</td>
<td>[transfer</td>
</tr>
</tbody>
</table>

This menu is invoked when speech users say "something else" from the TUI Mobile Office menu, indicating that they want to do something besides simple message checking or status changes.

Respond by pressing a key, speaking a global command, or by speaking one of the commands below. To return to the previous menu press the star key (*). To speak with an operator, press 0.

**To retrieve your voicemail messages**

Press 1 or say:

[play | get | check] voice [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "play voice mails"
- "get voice E-mails"
- "check voice messages"

Control is passed to the voice_summary menu.
To retrieve your faxes

Press 2 or say:

[play | get | check] (fax [mail | mails | E-mail | E-mails] [message | messages] | faxes)

Examples:
- "play fax mails"
- "check faxes"
- "get fax messages"

Control is passed to the voice_message_menu.

To retrieve your email messages

Press 3 or say:

[play | get | check] (mail | mails | E-mail | E-mails) [message | messages]

Examples:
- "play mail messages"
- "get E-mails"
- "check E-mail messages"

Control is passed to the email_summary menu.

To compose a voice message

Press 4 or say:

(compose | create | new | send) [a] [message | messages]

Examples:
- "compose a message"
- "new message"
- "create a message"
- "send a message"

You are prompted to enter the extension number for the party that will receive the message. Enter a number, and then follow subsequent voice prompts.

To manage your personal options

Press 5 or say:

[access | set | change] [my] [personal] [user] (options | configuration)

Examples:
- "access my personal configuration"
- "set user options"
- "change my personal options"
- "personal options"

Control is passed to the personal_options_menu.
To access the company private directory

Press 6 or say:

[access] [the] [company] [private] directory

This is often used to look up a contact's home phone number.

Examples:
- "access directory"
- "access the company directory"
- "access private directory"

1. Say, "access directory" or something equivalent. The system will prompt: "Please enter the extension of the party whose private telephone number you would like to query and press the pound sign. It is possible that not every individual has private numbers listed. To dial by name, press 2."
2. Key in an extension number, followed by the # sign. The system will respond:
   - "Press 1 to dial the extension of [user name]"
   - "Press 2 to dial their home telephone number"
   - "Press 3 to dial the contact's cell number."

To initiate an office wide alert

Press 7 or say:

office [wide] (alert | hunt)

Examples:
- "office alert"
- "office wide hunt"
- "office hunt"

Then follow subsequent voice prompts.

To change mail folders

Press 8 or say:

[change | traverse] folders

This command tells Interaction Mobile Office to process messages in an alternate folder. The system will retrieve and speak a list of folder names, which you can select by number.

Examples:
- "folders"
- "change folders"
- "traverse folders"

The system will respond, "To access [foldername] subfolder, press [digit]."

To access your Outlook options

Press 9 or say this global command:

[access | go to] [my | the] Outlook [options | menu]

Examples:
- "access my Outlook options"
- "go to the Outlook menu"
- "Outlook"
To return to the previous menu

Press * or say this global command:

```
escape | [go] back | previous [menu] | return
```

Examples:
- "back"
- "return"
- "go back"
- "previous menu"

For an operator

Press 0 or say this global command:

```
[transfer | send | get] [me] [to] [a | an] operator
```

send_message_options

Use this menu to record, re-record or replay a voice message. You can assign priority and sensitivity settings to the message before sending it. You may also cancel a message that you have recorded, but not sent.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>To send the recorded message</td>
<td>1</td>
<td>([now] send [this</td>
</tr>
<tr>
<td>To review a recording</td>
<td>2</td>
<td>(review</td>
</tr>
<tr>
<td>To re-record a message</td>
<td>3</td>
<td>(record</td>
</tr>
<tr>
<td>Set priority of a message</td>
<td>4</td>
<td>[set]</td>
</tr>
<tr>
<td>Set priority to high or low</td>
<td></td>
<td>[set]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[to]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[set]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[to]</td>
</tr>
<tr>
<td>Set sensitivity of a message</td>
<td>5</td>
<td>[set]</td>
</tr>
<tr>
<td>Set sensitivity to Normal, Personal, Private, or Confidential</td>
<td></td>
<td>[set]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[to]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[set]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[to]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[set]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[to]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[set]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[to]</td>
</tr>
</tbody>
</table>

To cancel a recording               *    | (cancel | (don't | do not) | send) | [my] | [recording | message | this | it] |

What are my options?                |      | [more | other] | [what are my] options
To send the recorded message

Press 1 or say:

([now] send [this | the | it] [message | recording] [now]) | do it | okay

Examples:

- "send the message now"
- "now send it"
- "do it"

After the message is sent, control is passed to the TUIMainMenu.

To review a recording

Press 2 or say:

(review | listen | re-play | play [back] | repeat) [this | the | it] [message | recording]

Examples:

- "review the message"
- "re-play the recording"
- "repeat it"

Afterwards, control returns to TUIMainMenu.

To re-record a message

Press 3 or say:

(record | re-record) [this | the | it] [message][again]

Examples:

- "record it again"
- "re-record the message"
- "re-record it"

Afterwards, control returns to TUIMainMenu.

Set priority of a message

Use this command to rank the importance of the message (Low or High).

Press 4 or say:

[set] [the] priority [of] [this | the | it] [message]

Examples:

- "set the priority of this message"
- "priority"

Control is passed to the priority_prompt_menu.
Set priority to high or low

Examples:
- "set the priority of this message to high"
- "high priority"
- "with low priority"
- "low"

Afterwards, control returns to TUIMainMenu.

Set sensitivity of a message

To branch to a menu that sets the sensitivity of a message, press 5 or say:

\[
\text{[set] [the] sensitivity [of] [this | the | it] [message]}
\]

Control is passed to the sensitivity_prompt_menu.

Set sensitivity to Normal, Personal, Private, or Confidential

The sensitivity of a message is for advisory purposes only. The recipient can take any action on the message, such as forwarding it to another person.

Examples:
- "set the sensitivity of this message to normal sensitivity"
- "set the sensitivity to personal"
- "set the sensitivity to private"
- "normal sensitivity"
- "normal"
- "personal"
- "private"
- "confidential"

Afterwards, control returns to TUIMainMenu.

To cancel a recording

To cancel a recording and prevent it from being sent, press * or say:

\[
\text{(cancel | (don't | do not) send) [my] [recording | message | this | it]}
\]

Examples:
- "cancel message"
- "don't send this"
- "do not send it"
- "cancel this"

After cancellation, control returns to TUIMobileOffice.
What are my options?

For additional message options, say:

[more | other] [what are my] options

Examples:
- "more options"
- "what are my options"
- "options"

Control is passed to send_message_options_2.

priority_prompt_menu

This menu prompts you to say "low" or "high" to set the priority of a message. Afterwards, control is returned to the send_message_options menu.

Examples:
- "low"
- "high"

sensitivity_prompt_menu

This menu prompts you to say "normal", "personal", "private" or "confidential" to set the sensitivity of a message. Afterwards, control is returned to the send_message_options menu.

Examples:
- "normal"
- "personal"
- "private"
- "confidential"
### send_message_options_2

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To send your message</strong></td>
<td>1</td>
<td>[now] send [this</td>
</tr>
<tr>
<td><strong>To review your message</strong></td>
<td>2</td>
<td>(review</td>
</tr>
<tr>
<td><strong>To re-record your message</strong></td>
<td>3</td>
<td>(record</td>
</tr>
<tr>
<td><strong>To set priority for your message</strong></td>
<td>4</td>
<td>[set] [the] priority [of] [this</td>
</tr>
<tr>
<td><strong>Set priority to high or low</strong></td>
<td></td>
<td>[set] [with] [the] [priority] [of] [this</td>
</tr>
<tr>
<td><strong>To set the sensitivity for this message</strong></td>
<td>5</td>
<td>[set] [with] [the] [sensitivity] [of] [this</td>
</tr>
<tr>
<td><strong>Set sensitivity to Normal, Personal, Private, or Confidential</strong></td>
<td></td>
<td>[set] [with] [the] [sensitivity] [of] [this</td>
</tr>
<tr>
<td><strong>To cancel a recording</strong></td>
<td>*</td>
<td>(cancel</td>
</tr>
</tbody>
</table>

#### To send your message

Press 1 or say:

[now] send [this | the | it] [message |recording] [now]

Examples:
- "send the message now"
- "now send it"
- "do it"

After the message is sent, control is passed to the TUIMainMenu.

#### To review your message

Press 2 or say:

(review | listen | re-play | play [back] | repeat) [this | the | it] [message |recording]

Examples:
- "re-play this message"
- "review this recording"
To re-record your message

Press 3 or say:

(record | re-record) [this | the | it] [message][again]

Examples:
- "record this message again"
- "re-record"

To set priority for your message

Use this command to rank the importance of the message (Low or High).

Press 4 or say:

[set] [the] priority [of] [this | the | it] [message]

Examples:
- "Set priority"
- "set the priority of this message"

Set priority to high or low

[set] [with] [the] [priority] [of] [this | the | it] [message] [to] high [priority]

Examples:
- "set the priority of this message to high"
- "high priority"
- "with low priority"
- "low"

Afterwards, control returns to TUIMainMenu.

To set the sensitivity for this message

To branch to a menu that sets the sensitivity of the message, press 5 or say:

[set] [the] sensitivity [of] [this | the | it] [message]

Control is passed to sensitivity_prompt_menu.
Set sensitivity to Normal, Personal, Private, or Confidential

Examples:

- "set the sensitivity of this message to normal sensitivity"
- "set the sensitivity to personal"
- "set the sensitivity to private"
- "normal sensitivity"
- "normal"
- "personal"
- "private"
- "confidential"
To cancel a recording

To cancel a recording and prevent it from being sent, press * or say:
(cancel | (don't | do not) send) [my] [recording | message | this | it]

Examples:
- "cancel message"
- "don't send this"
- "do not send it"
- "cancel this"

After cancellation, control returns to TUIMobileOffice.

set_priority_menu

This DTMF-only menu prompts to set the priority of a message. Afterwards, control is returned to the send_message_options menu.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
</tr>
</thead>
<tbody>
<tr>
<td>To set priority for this message to high</td>
<td>1</td>
</tr>
<tr>
<td>To set priority for this message to low</td>
<td>2</td>
</tr>
<tr>
<td>To send this message without setting priority</td>
<td>3</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
</tr>
</tbody>
</table>

set_sensitivity_menu

This DTMF-only menu prompts to set the sensitivity of a message. Afterwards, control is returned to the send_message_options menu.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
</tr>
</thead>
<tbody>
<tr>
<td>To set the sensitivity for this message to normal</td>
<td>1</td>
</tr>
<tr>
<td>To set sensitivity to personal</td>
<td>2</td>
</tr>
<tr>
<td>To set sensitivity to private</td>
<td>3</td>
</tr>
<tr>
<td>To set sensitivity to confidential</td>
<td>4</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
</tr>
</tbody>
</table>
Message Menu commands are defined in TUIMessageMenus.xml. These menus manage Email, Voicemail, and Fax messages. You can listen and reply to messages, leave voice mails, and place calls. Emails are read using text-to-speech synthesis. Voice recordings are played over the phone.

Where Interaction Mobile Office looks for messages

Interaction Mobile Office looks for messages in your Inbox by default. It does not access messages in other folders unless you use the Change Folders command to select a different folder. If your Email system is configured to route incoming messages to other folders, Interaction Mobile Office won't see those messages unless you tell it to look in that location. For example, if you use Outlook rules to move messages out of the Inbox, based upon who sent the message, whom it was addressed to, or other criteria, Interaction Mobile Office can't access them by default, since they are not in your Inbox.

The TUI Message Menus are:

<table>
<thead>
<tr>
<th>Message Menu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>message_summary</td>
<td>General commands for accessing voice, Fax, and e-mail messages. It passes control to message-specific submenus.</td>
</tr>
<tr>
<td>voice_summary</td>
<td>Listen to new or saved messages, or messages received today.</td>
</tr>
<tr>
<td>voice_summary_2</td>
<td>Listen to new or saved messages, or messages received today.</td>
</tr>
<tr>
<td>fax_summary</td>
<td>Access unread or read Fax messages, or faxes received today.</td>
</tr>
<tr>
<td>fax_summary_2</td>
<td>Access read or unread Fax messages, or faxes received today.</td>
</tr>
<tr>
<td>email_summary</td>
<td>Listen to read or unread E-mail messages, or E-mail messages received today.</td>
</tr>
<tr>
<td>email_summary_2</td>
<td>Listen to read or unread E-mail messages, or E-mail messages received today.</td>
</tr>
<tr>
<td>voice_message_menu</td>
<td>Forward, skip, reply, reply, or delete voice messages.</td>
</tr>
<tr>
<td>voice_message_menu_2</td>
<td>Forward, skip, reply, reply, or delete voice messages.</td>
</tr>
<tr>
<td>call_back_menu</td>
<td>This menu confirms your intent to call back, before dialing.</td>
</tr>
<tr>
<td>fax_message_menu</td>
<td>Perform actions on fax mails, such as saving, forwarding, or deleting.</td>
</tr>
<tr>
<td>fax_message_menu_2</td>
<td>Perform actions on fax mails, such as saving, forwarding, or deleting.</td>
</tr>
<tr>
<td>email_message_menu</td>
<td>Performs actions on emails, such as saving, forwarding, or deleting.</td>
</tr>
<tr>
<td>email_message_menu_2</td>
<td>Performs actions on emails, such as saving, forwarding, or deleting.</td>
</tr>
<tr>
<td>forward_instruction_email_menu</td>
<td>Forwards an email to the person specified by name.</td>
</tr>
<tr>
<td>forward_instruction_voice_menu</td>
<td>Forwards a voice to the person specified by name.</td>
</tr>
<tr>
<td>forward_instruction_fax_menu</td>
<td>Forwards a fax to the person specified by name.</td>
</tr>
</tbody>
</table>
**Undelete last message**

The option to Undelete a message is available in all message menus, including message status selection menus. Deleted data is preserved during a single TUI session. If a user leaves a message menu and returns, his or her prior delete action can be reversed.

This applies to deletion of a single message or deletes of all messages from a sender or which have the same subject.

**Note:**
- “delete all from sender” and “all with same subject” span the boundary of read and unread messages.

Messages are restored to the folder from which they were deleted. Message read/unread status is also preserved. The message status is reset to unread when undeleted if the message was deleted as an unread message.

To undelete a message, press 77 during any message menu, or say:

```
un-delete [my | last | my last] [voice | voice mail | fax | fax e-mail | e-mail] message
```

Examples:
- “un-delete my last voice message”
- “undelete message”

**message_summary**

This menu recognizes general commands for accessing voice, Fax, and E-mail messages. It passes control to message-specific submenus.

- Check Voice messages
- Access Fax messages
- Access Email messages

**Check Voice messages**

To listen to voice messages in your inbox, say:

```
[play | get | check] [my] voice [mail | mails | E-mail | E-mails] [message | messages]
```

Examples:
- “play my voice messages”
- “check voice mails”
- “get voice E-mail messages”

The system will respond, “First new voice mail message, received [datetime] from [sender].” After playing the message, it will prompt to Save, Delete, Forward, Repeat, Reply, or skip to the Next message. When all messages have been reviewed, it says, “That completes this group of voice mail messages.”

**Access Fax messages**

To access Fax messages, whether read or unread, say:

```
[play | get | check] [my] (fax [mail | mails | E-mail | E-mails] [message | messages] | faxes)
```

Examples:
- “play fax messages”
- “get fax messages”
- “check faxes”

The system responds with: “First [new | saved] fax received [time] from voice mail.” Then it prompts you to say “Save”, “Delete”, “Forward”, “Repeat”, “Reply”, or “Next” to traverse through other messages of this type.

**Interaction Mobile Office cannot read Fax messages, since CIC does not provide an OCR engine and the required handler modifications by default. However, a skilled developer can potentially extend CIC to provide this capability.**
Access Email messages

To listen to E-mail messages, say:

[play | get | check] [my] (mail | mails | E-mail | E-mails) [message | messages]

Examples:
- "play E-mail messages"
- "get my mail"
- "check E-mails"

Control is passed to the email_summary submenu, which offers additional commands related to this message type.

voice_summary

Use this menu to listen to new or saved messages, or messages received today. When you enter this menu, it prompts: Would you like to check new or saved voicemails?

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access unread Voicemail</td>
<td>1</td>
<td>[play</td>
</tr>
<tr>
<td>messages</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access saved Voicemail</td>
<td>2</td>
<td>[play</td>
</tr>
<tr>
<td>messages</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Access voice mail or e-mail| 3    | [play | get | check] today's voice [mail | mails | E-mail | E-mails] [message | messages] | ([play | get | check] voice [mail | mails | E-mail | E-mails] [message | messages] (for | from) today)

Access unread Voicemail messages

To listen to unread voice mail messages, press 1 or say:

[play | get | check] (new | unread) [voice] [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "check new voice mail"
- "play unread E-mail"
- "get new voice mails"

If the mail folder does not contain unread voice messages, the system responds, "There are no messages of that type. How else may I help you." Otherwise it plays the message. When all voice messages have been read, it says, "That completes this group of voice mail messages. How else may I help you?"

Access saved Voicemail messages

To listen to saved Voicemail messages, press 2 or say:

[play | get | check] (old | saved | read) [voice] [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "play saved voice mail messages"
- "play old voice E-mail messages"
- "play read voice mail message"

The system responds with: "First [new | saved] voice mail received [time] from voice mail." Then it prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through other messages of this type.
Access voice mail or e-mail messages received today

To listen to messages received today, press 3 or say:

[play | get | check] today's voice [mail | mails | E-mail | E-mails] [message | messages] |
((play | get | check) voice [mail | mails | E-mail | E-mails] [message | messages] (for | from) today)

Examples:
- *check today's voice mail*
- *play voice mail for today*

**voice_summary_2**

This menu allows you to listen to new or saved voicemail messages, or to messages received today.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>To listen to new voicemail messages</td>
<td>1</td>
<td>[play</td>
</tr>
<tr>
<td>To listen to Saved voicemail messages</td>
<td>2</td>
<td>[play</td>
</tr>
<tr>
<td>To listen to today's voicemails only</td>
<td>3</td>
<td>[play</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
<td></td>
</tr>
</tbody>
</table>

**To listen to new voicemail messages**

Press 1 or say:

[play | get | check] (new | unread) [voice] [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- *check new voice messages*
- *get unread voice mail*

**To listen to Saved voicemail messages**

Press 2 or say:

[play | get | check] (old | saved | red) [voice] [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- *play old voice messages*
- *get saved mail messages*
To listen to today's voicemails only

Press 3 or say:

[play | get | check] today's voice [mail | mails | E-mail | E-mails] [message | messages]) | ((play | get | check) voice [mail | mails | E-mail | E-mails] [message | messages] {for | from} today)

Examples:
- "check today's voice mail"
- "get voice messages for today"

Press the star key (*) to return to the previous menu.

**fax_summary**

Use this menu to access unread or read Fax messages, or faxes received today.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to new faxes</td>
<td>1</td>
<td>[play</td>
</tr>
<tr>
<td>Listen to saved Faxes</td>
<td>2</td>
<td>[play</td>
</tr>
<tr>
<td>Play fax messages for today</td>
<td>3</td>
<td>([play</td>
</tr>
</tbody>
</table>

This menu provides access to Faxes. It prompts, "Would you like to check new or saved faxes?" Interaction Mobile Office cannot convert Fax messages to speech, since CIC does not provide an OCR engine and the required handler modifications by default. However, a skilled developer could extend CIC to provide this capability.

**Listen to New Faxes**

To access Fax messages, press 1 or say:

[play | get | check] (new | unread) [fax | faxes] [mail | mails | E-mail | E-mails | message | messages]

Examples:
- "check unread faxes"
- "get new fax messages"
- "check unread fax mails"

The system responds with: "First new Fax received [timestamp] from [source]". It prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through messages of this type.

**Listen to saved Faxes**

To listen to saved Fax messages, press 2 or say:

[play | get | check] (old | saved | read) [fax | faxes] [mail | mails | E-mail | E-mails] | message | messages]

Examples:
- "play saved fax messages"
- "get old fax mail"
- "check read fax messages"

The system responds with: "First saved fax received [timestamp]". It prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through messages of this type.
To access fax messages received today, press 3 or say:

```
((play | get | check) today's (fax [mail | mails | E-mail | E-mails] | faxes [message | messages])) | ((play | get | check) [my] (fax [mail | mails | E-mail | E-mails] | faxes [message | messages]) (for | from) today)
```

Examples:
- "check today's fax messages"
- "get today's fax mails"
- "play fax messages for today"

## Fax Summary 2

Use this menu to access unread or read Fax messages, or faxes received today.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to new faxes</td>
<td>1</td>
<td>(play</td>
</tr>
<tr>
<td>Listen to saved Faxes</td>
<td>2</td>
<td>(play</td>
</tr>
<tr>
<td>Play fax messages for today</td>
<td>3</td>
<td>((play</td>
</tr>
</tbody>
</table>

This menu provides access to Faxes. It prompts, "Would you like to check new or saved faxes?" Interaction Mobile Office cannot convert Fax messages to speech, since CIC does not provide an OCR engine and the required handler modifications by default. However, a skilled developer could extend CIC to provide this capability.

### Listen to new Faxes

To access Fax messages, press 1 or say:

```
[play | get | check] (new | unread) [fax | faxes] [mail | mails | E-mail | E-mails] | message | messages]
```

Examples:
- "check unread faxes"
- "get new fax messages"
- "check unread fax mails"

The system responds with: "First new Fax received [timestamp] from [source]." It prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through messages of this type.

### Listen to saved Faxes

To listen to saved Fax messages, press 2 or say:

```
[play | get | check] (old | saved | read) [fax | faxes] [mail | mails | E-mail | E-mails] | message | messages]
```

Examples:
- "play saved fax messages"
- "get old fax mail"
- "check read fax messages"

The system responds with: "First saved fax received [timestamp]." It prompts you to say "Save", "Delete", "Forward", "Repeat", "Reply", or "Next" to traverse through messages of this type.
Play Fax messages for today

To access fax messages received today, press 3 or say:

((play | get | check) today's (fax [mail | mails | E-mail | E-mails] | faxes [message | messages])) | ((play | get | check) [my] (fax [mail | mails | E-mail | E-mails] | faxes [message | messages]) (for | from) today)

Examples:
- "check today's fax messages"
- "get today's fax mails"
- "play fax messages for today"

Press the star key to return to the previous menu.

email_summary

Use this menu to listen to read, unread E-mail messages, or E-mail messages received today.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play new E-mail messages</td>
<td>1</td>
<td>(play</td>
</tr>
<tr>
<td>Play saved E-mail messages</td>
<td>2</td>
<td>(play</td>
</tr>
<tr>
<td>Play today's E-mail messages</td>
<td>3</td>
<td>([play</td>
</tr>
</tbody>
</table>

This menu prompts, "Would you like to check new or saved emails?" After a voice command is processed, this menu returns control to the TUIMobileOffice menu. On nomatch or noinput conditions, it passes control to the email_summary_2 menu.

Play new E-mail messages

Press 1 or say:

(play | get | check) (new | unread) [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "play new E-mail messages"
- "get unread mail messages"
- "check unread mail messages"

Play saved E-mail messages

Press 2 or say:

(play | get | check) (old | saved | read) [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "check old mail messages"
- "play saved mail messages"
- "get read E-mail messages"
Play today's E-mail messages

Press 3 or say:

[play | get | check] today's (mail | mails | E-mail | E-mails) [message | messages]) | ([play | get | check] [my] (mail | mails | E-mail | E-mails) [message | messages] for today)

Examples:
- "check today's mail messages"
- "get today's e-mail"
- "play e-mail messages for today"

email_summary_2

Use this menu to listen to read, unread E-mail messages, or E-mail messages received today.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>To listen to new emails</td>
<td>1</td>
<td>[play</td>
</tr>
<tr>
<td>To listen to Saved emails</td>
<td>2</td>
<td>[play</td>
</tr>
<tr>
<td>To listen to today's emails only</td>
<td>3</td>
<td>([play</td>
</tr>
</tbody>
</table>

To listen to new emails

Press 1 or say:

[play | get | check] (new | unread) [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "play unread mail messages"
- "check new e-mail messages"

To listen to Saved emails

Press 2 or say:

[play | get | check] (old | saved | red) [mail | mails | E-mail | E-mails] [message | messages]

Examples:
- "play saved mail messages"
- "play old mail messages"

To listen to today's emails only

Press 3 or say:

([play | get | check] today's (mail | mails | E-mail | E-mails) [message | messages]) | ([play | get | check] [my] (mail | mails | E-mail | E-mails) [message | messages] for today)

Examples:
- "play today's e-mail messages"
- "check mail messages for today"

Press the star key (*) to return to the previous menu
### voice_message_menu

Use this menu to forward, skip, replay, reply to, or delete voice messages.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save this voice message</td>
<td><code>save [this] [voice] [message] [voicemail]</code></td>
</tr>
<tr>
<td>Forward this voice message</td>
<td><code>forward [this] [voice] [message] [voicemail]</code></td>
</tr>
<tr>
<td>Skip to next message</td>
<td>`(next</td>
</tr>
<tr>
<td>Replay the current message</td>
<td>`(repeat</td>
</tr>
<tr>
<td>Reply to voice message</td>
<td>`reply [to] [this] [message</td>
</tr>
<tr>
<td>Call back</td>
<td>`(call ([back] [this] [person]</td>
</tr>
<tr>
<td>Play envelope portion of a message</td>
<td>`[play] (envelope information</td>
</tr>
<tr>
<td>Delete Message</td>
<td>`delete [this] [message</td>
</tr>
<tr>
<td>Delete Messages with same Subject</td>
<td>`delete [all] [messages</td>
</tr>
<tr>
<td>Delete Messages from the same Sender</td>
<td>`delete [all] [messages</td>
</tr>
<tr>
<td>Play body text of a message</td>
<td>`[play] (body</td>
</tr>
<tr>
<td>Stop Playing Messages</td>
<td>`(stop</td>
</tr>
</tbody>
</table>

This menu performs actions on voice mails, such as saving, forwarding, replying, and so forth. After commands are processed, control is passed to the voice_summary menu.

### Save this voice message

To save the current voice message, say:

```plaintext
save [this] [voice] [message] [voicemail]
```

Examples:
- "save this voice message"
- "save voicemail"
- "save this message"

### Forward this voice message

To forward this voice message, say:

```plaintext
forward [this] [voice] [message] [voicemail]
```

Examples:
- "forward message"
- "forward this message"
- "forward this voicemail"

The system responds, "To forward a message, say a name after saying forward. To forward by extension, press 2." You can also say "Save", "Delete", "Forward", "Delete", "Reply", or "Next".
Skip to next message
To skip to the next voice message, say:
(next | skip) [this] [message | voicemail]
Examples:
• "skip this message"
• "next message"
• "next"

Replay the current message
To replay the current message, say:
(repeat | play | again) [this] [message | voicemail] [again]
Examples:
• "repeat this message"
• "play message again"
• "repeat"

Reply to a voice message
To reply to the current message, say:
reply [to] [this] [message | voicemail]
Examples:
• "reply to this message"
• "reply to voicemail"

Call back
To call the person who left the message, say:
(call ([back] [this] [person] | [this] [person] [back]) [now]) | live reply
Examples:
• "call this person back"
• "call back"
• "reply"

Play Envelope portion of a message
To hear just the envelope, or header of the message (and not the message body), say:
[play] (envelope information | header) [for] [this] [message | voicemail]
Examples:
• "play envelope information for this message"
• "play header for this voicemail"
• "play header"
Delete Message

To delete the current message, say:

```
delete [this] [message | voicemail]
```

Examples:
- "delete"
- "delete this message"
- "delete this voicemail"

Delete Messages with the same Subject

To delete all messages with the same subject, say:

```
delete [all] [messages | voicemails] [with] [same] subject
```

Examples:
- "delete all messages with same subject"
- "delete all voicemails with same subject"

Delete Messages from the same Sender

To delete all messages sent by the sender of the current message, say:

```
delete [all] [messages | voicemails] [from] [same] sender
```

Examples:
- "delete all messages from same sender"
- "delete voicemails from sender"

Play body text of a message

To replay the body text of the current message, but not its header information, say:

```
[play] (body | text) [of] [this] [message | voicemail]
```

Examples:
- "play body of this message"
- "play text of message"
- "play text of this voicemail"

Stop Playing Messages

To stop playing messages, and return to the previous menu, say:

```
(stop | end)
```

Examples:
- "stop"
- "end"
Use this menu to forward, skip, replay, reply to, or delete voice messages.

<table>
<thead>
<tr>
<th>Task</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save this voice message</td>
<td>save [this] [voice] [message] [voicemail]</td>
</tr>
<tr>
<td>Forward this voice message</td>
<td>forward [this] [voice] [message] [voicemail]</td>
</tr>
<tr>
<td>Skip to next message</td>
<td>(next</td>
</tr>
<tr>
<td>Replay the current message</td>
<td>(repeat</td>
</tr>
<tr>
<td>Reply to voice message</td>
<td>reply [to] [this] [message</td>
</tr>
<tr>
<td>Call back</td>
<td>(call ([back] [this] [person]</td>
</tr>
<tr>
<td>Play envelope portion of a message</td>
<td>[play] (envelope information</td>
</tr>
<tr>
<td>Delete Message</td>
<td>delete [this] [message</td>
</tr>
<tr>
<td>Delete Messages with same Subject</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Delete Messages from the same Sender</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Play body text of a message</td>
<td>[play] (body</td>
</tr>
<tr>
<td>Stop Playing Messages</td>
<td>(stop</td>
</tr>
</tbody>
</table>

This menu performs actions on voice mails, such as saving, forwarding, replying, and so forth. After commands are processed, control is passed to the voice_summary menu.

**Save this voice message**

To save the current voice message, say:

```
save [this] [voice] [message] [voicemail]
```

Examples:
- "save this voice message"
- "save voicemail"
- "save this message"

**Forward this voice message**

To forward this voice message, say:

```
forward [this] [voice] [message] [voicemail]
```

Examples:
- "forward message"
- "forward this message"
- "forward this voicemail"

The system responds, "To forward a message, say a name after saying forward. To forward by extension, press 2." You can also say "Save", "Delete", "Forward", "Delete", "Reply", or "Next".
Skip to next message

To skip to the next voice message, say:

(next | skip) [this] [message | voicemail]

Examples:
- "skip this message"
- "next message"
- "next"

Replay the current message

To replay the current message, say:

(repeat | play | again) [this] [message | voicemail] [again]

Examples:
- "repeat this message"
- "play message again"
- "repeat"

Reply to a voice message

To reply to the current message, say:

reply [to] [this] [message | voicemail]

Examples:
- "reply to this message"
- "reply to voicemail"

Call back

To call the person who left the message, say:

call ([back] [this] [person] | [this] [person] [back]) [now] | live reply

Examples:
- "call this person back"
- "call back"
- "reply"

Play Envelope portion of a message

To hear just the envelope, or header, of the message (and not the message body), say:

[play] (envelope information | header) [for] [this] [message | voicemail]

Examples:
- "play envelope information for this message"
- "play header for this voicemail"
- "play header"
Delete Message

To delete the current message, say:

delete [this] [message | voicemail]

Examples:
- "delete"
- "delete this message"
- "delete this voicemail"

Delete Messages with the same Subject

To delete all messages with the same subject, say:

delete [all] [messages | voicemails] [with] [same] subject

Examples:
- "delete all messages with same subject"
- "delete all voicemails with same subject"

Delete Messages from the same Sender

To delete all messages sent by the sender of the current message, say:

delete [all] [messages | voicemails] [from] [same] sender

Examples:
- "delete all messages from same sender"
- "delete voicemails from sender"

Play body text of a message

To replay the body text of the current message, but not its header information, say:

[play] (body | text) [of] [this] [message | voicemail]

Examples:
- "play body of this message"
- "play text of message"
- "play text of this voicemail"

Stop Playing Messages

To stop playing messages, and return to the previous menu, say:

(stop | end)

Examples:
- "stop"
- "end"
**call_back_menu**

This menu confirms your intent to call back, before dialing.

It prompts:

"The phone number is..."
"Would you like to call back using this number?"

Respond by saying:

(yes | yup | yep) [correct] [dial | call] no

Examples:

- "yes"
- "no"
- "yup"
- "yep"
- "correct"
- "dial"
- "call"

After your response is processed, control is passed to **voice_message_menu_2**.

**fax_message_menu**

The commands in this menu are active when a Fax message is accessed.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save Fax Message</td>
<td>1</td>
<td>save [this] [fax] [message] [mail] [E-mail]</td>
</tr>
<tr>
<td>Forward Fax Message</td>
<td>2</td>
<td>forward [this] [fax] [message] [mail] [E-mail]</td>
</tr>
<tr>
<td>Skip Fax Message</td>
<td>3</td>
<td>(next</td>
</tr>
<tr>
<td>Receive Fax Message</td>
<td>4</td>
<td>(receive</td>
</tr>
<tr>
<td>Play Fax Header</td>
<td>6</td>
<td>[play] [envelope information</td>
</tr>
<tr>
<td>Delete Fax Message</td>
<td>7</td>
<td>delete [this] [message</td>
</tr>
<tr>
<td>Delete all Fax Messages with same Subject</td>
<td>71</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Delete all Fax Messages from same Sender</td>
<td>72</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Play body of Fax Message</td>
<td>8</td>
<td>[play] (body</td>
</tr>
<tr>
<td>Stop Playing Fax Message</td>
<td>#</td>
<td>(stop</td>
</tr>
</tbody>
</table>

This menu performs actions on Fax mails, such as saving, forwarding, deleting, and so forth. After commands are processed, control is passed to the **fax_summary** menu.
Save Fax Message

To save the current Fax message, say:

save [this] [fax] [message] [mail] [E-mail]

Examples:
- "save this fax"
- "save fax message"
- "save fax E-mail"

Forward Fax Message

To forward the current Fax message, say:

forward [this] [fax] [message] [mail] [E-mail]

...followed by the name of the person or an extension number.

Examples:
- "forward this fax message John Smith"
- "forward fax"
- "forward"

Skip Fax Message

To skip to the next Fax message, say:

(next | skip) [this] [fax] [message] [mail] [E-mail]

Examples:
- "next"
- "skip this fax message"
- "skip fax E-mail"

Receive Fax Message

To receive a Fax, say:

(receive | send | accept) [this] [fax] [message] [mail] [E-mail]

Examples:
- "receive this fax message"
- "accept fax mail"

Play Fax Header

To play Fax header information, say:

[play] (envelope information | header) [for] [this] [fax] [message] [mail] [E-mail]

Examples:
- "play header"
- "play envelope information for this fax message"
- "play header for fax mail"
Delete Fax Message
To delete the current Fax, say:

```
delete [this] [message | fax | E-mail]
```

Examples:
- "delete fax"
- "delete this fax"  
- "delete message"
- "delete E-mail"

Delete all Faxes with the same Subject
To delete all Fax messages that have the same subject as the current Fax, say:

```
delete [all] [messages | faxes] [with] [same] subject
```

Examples:
- "delete all faxes with same subject"
- "delete messages with subject"
- "delete all messages with same subject"

Delete all Faxes from same Sender
To delete all Fax messages from the same sender as the current Fax, say:

```
delete [all] [messages | faxes] [from] [same] sender
```

Examples:
- "delete all faxes from same sender"
- "delete messages from sender"

Play body of Fax Message
To have Fax body text read, say:

```
(play) (body | text) [of] [this] [fax] [message] [mail] [E-mail]
```

Examples:
- "play body of this fax message"
- "play text of message"

Stop Playing Fax Message
To stop playback of a Fax, say:

```
(stop | end)
```

Examples:
- "stop"
- "end"
fax_message_menu_2

The commands in this menu are active when a Fax message is accessed.

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
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<td>1</td>
<td>save [this] [fax] [message] [mail] [E-mail]</td>
</tr>
<tr>
<td>Forward Fax Message</td>
<td>2</td>
<td>forward [this] [fax] [message] [mail] [E-mail]</td>
</tr>
<tr>
<td>Skip Fax Message</td>
<td>3</td>
<td>(next</td>
</tr>
<tr>
<td>Receive Fax Message</td>
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<td>Stop Playing Fax Message</td>
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</tr>
</tbody>
</table>

This menu performs actions on Fax mails, such as saving, forwarding, deleting, and so forth. After commands are processed, control is passed to the fax_summary menu.

**Save Fax Message**

To save the current Fax message, say:

save [this] [fax] [message] [mail] [E-mail]

Examples:
- "save this fax"
- "save fax message"
- "save fax E-mail"

**Forward Fax Message**

To forward the current Fax message, say:

forward [this] [fax] [message] [mail] [E-mail]

...followed by the name of the person or an extension number.

Examples:
- "forward this fax message John Smith"
- "forward fax"
- "forward"
Skip Fax Message

To skip to the next Fax message, say:

(next | skip) [this] [fax] [message] [mail] [E-mail]

Examples:
- "next"
- "skip this fax message"
- "skip fax E-mail"

Receive Fax Message

To receive a Fax, say:

(receive | send | accept) [this] [fax] [message] [mail] [E-mail]

Examples:
- "receive this fax message"
- "accept fax mail"

Play Fax Header

To play Fax header information, say:

[play] (envelope information | header) [for] [this] [fax] [message] [mail] [E-mail]

Examples:
- "play header"
- "play envelope information for this fax message"
- "play header for fax mail"

Delete Fax Message

To delete the current Fax, say:

delete [this] [message | fax | E-mail]

Examples:
- "delete fax"
- "delete this fax"
- "delete message"
- "delete E-mail"

Delete all Fax messages with the same Subject

To delete all Fax messages that have the same subject as the current Fax, say:

delete [all] [messages | faxes] [with] [same] subject

Examples:
- "delete all faxes with same subject"
- "delete messages with subject"
- "delete all messages with same subject"
Delete all Fax messages from same Sender

To delete all Fax messages from the same sender as the current Fax, say:

\[ \text{delete [all] [messages | faxes] [from] [same] sender} \]

Examples:
- "delete all faxes from same sender"
- "delete messages from sender"

Play body of Fax Message

To have Fax body text read, say:

\[ \text{[play] (body | text) [of] [this] [fax] [message] [mail] [E-mail]} \]

Examples:
- "play body of this fax message"
- "play text of message"

Stop Playing Fax Message

To stop playback of a Fax, say:

\[ \text{(stop | end)} \]

Examples:
- "stop"
- "end"

email_message_menu

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save E-mail Message</td>
<td>1</td>
<td>save [this] [message</td>
</tr>
<tr>
<td>Forward E-mail Message</td>
<td>2</td>
<td>forward [this] [message</td>
</tr>
<tr>
<td>Skip E-mail Message</td>
<td>3</td>
<td>(next</td>
</tr>
<tr>
<td>Repeat E-mail Message</td>
<td>4</td>
<td>(repeat</td>
</tr>
<tr>
<td>Reply to E-mail Message</td>
<td>5</td>
<td>reply [to] [this] [message</td>
</tr>
<tr>
<td>Play E-mail Header</td>
<td>6</td>
<td>[play] (envelope information</td>
</tr>
<tr>
<td>Delete E-mail Message</td>
<td>7</td>
<td>delete [this] [message</td>
</tr>
<tr>
<td>Delete all E-mail messages with the same Subject</td>
<td>71</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Delete all E-mail messages from the same Sender</td>
<td>72</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Play E-mail Message Body</td>
<td>8</td>
<td>[play] (body</td>
</tr>
<tr>
<td>Stop Playing E-mail Messages</td>
<td>#</td>
<td>(stop</td>
</tr>
</tbody>
</table>

This menu performs actions on E-mails, such as saving, forwarding, deleting, and so on. After commands are processed, control is passed to the email_summary menu. On nomatch or noinput conditions, it passes control to the email_message_menu_2 menu.
Save E-mail Message

To save this E-mail message, say:

```
save [this] [message | mail | E-mail]
```

Examples:
- "save this E-mail"
- "save this message"
- "save E-mail"
- "save message"

Forward E-mail Message

To forward the current E-mail message, say:

```
forward [this] [message | mail | E-mail]
```

Examples:
- "forward this E-mail"
- "forward this message"
- ...followed by the name of the person or an extension number.

Skip E-mail Message

To skip playback of an E-mail message, say:

```
(next | skip) [this] [message | mail | E-mail]
```

Examples:
- "skip this message"
- "next E-mail"
- "next"

Repeat E-mail Message

To replay the current E-mail message, say:

```
(repeat | play | again) [this] [message | mail | E-mail] [again]
```

Examples:
- "repeat this message"
- "play this message again"
- "again"
- "play E-mail again"

Reply to E-mail Message

To reply the current E-mail message, say:

```
reply [to] [this] [message | mail | E-mail]
```

Examples:
- "reply to this message"
- "reply to message"
- "reply to this E-mail"
- "reply"
Play E-mail Header

To play the header portion of the E-mail message, say:

[play] (envelope information | header) [for] [this] [message | mail | E-mail]

Examples:
- "play envelope information for this E-mail"
- "play header for this message"
- "play header"

Delete E-mail Message

To delete the current E-mail message, say:

delete [this] [message | mail | E-mail]

Examples:
- "delete this message"
- "delete E-mail"
- "delete"

Delete all E-mail messages with the same Subject

To delete all E-mail messages that have the same subject, say:

delete [all] [messages | E-mails] [with] [same] subject

Examples:
- "delete all E-mails with same subject"
- "delete messages with same subject"
- "delete with same subject"

Delete all E-mail messages from same Sender

To delete all messages from the same sender as the current message, say:

delete [all] [messages | E-mails] [from] [same] sender

Examples:
- "delete all messages from same sender"
- "delete E-mails from same sender"
- "delete all from sender"

Play E-mail Message Body

To play the body text of an E-mail message, say:

[play] (body | text) [of] [this] [message | mail | E-mail]

Examples:
- "play text of message"
- "play body of this E-mail"
- "play body"
Stop Playing E-mail Messages

To stop playing E-mail messages and return to the previous menu, say:

(stop | end)

Examples:
- "stop"
- "end"

email_message_menu_2

This menu performs actions on E-mails, such as saving, forwarding, deleting, and so forth. After commands are processed, control is passed to the email_summary menu. On nomatch or noinput conditions, it passes control to the email_message_menu_2 menu.

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<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save E-mail Message</td>
<td>1</td>
<td>save [this] [message</td>
</tr>
<tr>
<td>Forward E-mail Message</td>
<td>2</td>
<td>forward [this] [message</td>
</tr>
<tr>
<td>Skip E-mail Message</td>
<td>3</td>
<td>(next</td>
</tr>
<tr>
<td>Repeat E-mail Message</td>
<td>4</td>
<td>(repeat</td>
</tr>
<tr>
<td>Reply to E-mail Message</td>
<td>5</td>
<td>reply [to] [this] [message</td>
</tr>
<tr>
<td>Play E-mail Header</td>
<td>6</td>
<td>[play] [envelope information</td>
</tr>
<tr>
<td>Delete E-mail Message</td>
<td>7</td>
<td>delete [this] [message</td>
</tr>
<tr>
<td>Delete all E-mail messages with the same Subject</td>
<td>71</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Delete all E-mail messages from the same Sender</td>
<td>72</td>
<td>delete [all] [messages</td>
</tr>
<tr>
<td>Play E-mail Message Body</td>
<td>8</td>
<td>[play] [body</td>
</tr>
<tr>
<td>Stop Playing E-mail Messages</td>
<td>#</td>
<td>(stop</td>
</tr>
</tbody>
</table>

Save E-mail Message

To save this E-mail message, say:

save [this] [message | mail | E-mail]

Examples:
- "save this E-mail"
- "save this message"
- "save E-mail"
- "save message"
Forward E-mail Message

To forward the current E-mail message, say:

`forward [this] [message | mail | E-mail]`

...followed by the name of the person or an extension number.

Examples:
- "forward this E-mail"
- "forward this message"

Skip E-mail Message

To skip playback of an E-mail message, say:

`(next | skip) [this] [message | mail | E-mail]`

Examples:
- "skip this message"
- "next E-mail"
- "next"

Repeat E-mail Message

To replay the current E-mail message, say:

`(repeat | play | again) [this] [message | mail | E-mail] [again]`

Examples:
- "repeat this message"
- "play this message again"
- "again"
- "play E-mail again"

Reply to E-mail Message

To reply the current E-mail message, say:

`reply [to] [this] [message | mail | E-mail]`

Examples:
- "reply to this message"
- "reply to message"
- "reply to this E-mail"
- "reply"

Play E-mail Header

To play the header portion of the E-mail message, say:

`[play] (envelope information | header) [for] [this] [message | mail | E-mail]`

Examples:
- "play envelope information for this E-mail"
- "play header for this message"
- "play header"
Delete E-mail Message

To delete the current E-mail message, say:

```
delete [this] [message | mail | E-mail]
```

Examples:
- "delete this message"
- "delete E-mail"
- "delete"

Delete all E-mail messages with the same Subject

To delete all E-mail messages that have the same subject, say:

```
delete [all] [messages | E-mails] [with] [same] subject
```

Examples:
- "delete all E-mails with same subject"
- "delete messages with same subject"
- "delete with same subject"

Delete all E-mail messages from same Sender

To delete all messages from the same sender as the current message, say:

```
delete [all] [messages | E-mails] [from] [same] sender
```

Examples:
- "delete all messages from same sender"
- "delete E-mails from same sender"
- "delete all from sender"

Play E-mail Message Body

To play the body text of an E-mail message, say:

```
[play] (body | text) [of] [this] [message | mail | E-mail]
```

Examples:
- "play text of message"
- "play body of this E-mail"
- "play body"

Stop Playing E-mail Messages

To stop playing E-mail messages and return to the previous menu, say:

```
(stop | end)
```

Examples:
- "stop"
### forward_instruction_email_menu

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward Email Message</td>
<td>2</td>
<td>forward name</td>
</tr>
</tbody>
</table>

To forward an e-mail message, say a name after saying forward. To forward by extension, press 2.

Example:
"forward John Doe"

### forward_instruction_voice_menu

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward Voice Message</td>
<td>2</td>
<td>forward name</td>
</tr>
</tbody>
</table>

To forward a voice message, say a name after saying forward. To forward by extension, press 2.

Example:
"forward John Doe"

### forward_instruction_fax_menu

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward Email Message</td>
<td>2</td>
<td>forward name</td>
</tr>
</tbody>
</table>

To forward a fax message, say a name after saying forward. To forward by extension, press 2.

Example:
"forward John Doe"
personal_options_menu

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Status</td>
<td>1</td>
<td>[change</td>
</tr>
<tr>
<td>Change Forward Number</td>
<td>2</td>
<td>[set</td>
</tr>
<tr>
<td>Change Password</td>
<td>3</td>
<td>[set</td>
</tr>
<tr>
<td>Change Playback Options</td>
<td>4</td>
<td>[set</td>
</tr>
<tr>
<td>Change Personal Prompts</td>
<td>5</td>
<td>[record</td>
</tr>
<tr>
<td>Change Follow-me Options</td>
<td>6</td>
<td>[set</td>
</tr>
<tr>
<td>Manage Deleted Messages</td>
<td>7</td>
<td>[manage] [my] deleted messages</td>
</tr>
<tr>
<td>Change Notification Options</td>
<td>8</td>
<td>[manage</td>
</tr>
<tr>
<td>Change Administration Options</td>
<td>9</td>
<td>[manage</td>
</tr>
<tr>
<td>Return to previous menu</td>
<td>*</td>
<td></td>
</tr>
</tbody>
</table>

After this menu is processed, control returns to the TUIMobileOffice menu. No input or nomatch conditions pass control to the personal_options_menu_2.

Change Status

This shortcut passes control to the change_status menu. Press 1 or say:

[change | set] [my | your] status

Examples:

- "change my status"
- "set status"
- "set your status"

Afterwards you will be prompted to speak a particular status condition (e.g.: "Available").

Change Forward number

To review and change your Forward number, and also set status to "Available, Forward", press 2 or say:

[set | change] [my] forward [number]

Examples:

- "change my forward number"
- "set forward number"

The system will respond: "your forward number is currently set to nnn-nnn-nnnn. Is this correct? Say yes or no."

If you reply "no" you are prompted: "please say or enter your forward number." Respond by speaking or pressing telephone number digits. The system will respond: "Your Forward number has been successfully updated. Your status has been successfully updated. How else may I help you?"

If you respond "yes", you are not prompted to specify a number and your status is set to Available, Forward.
**Change Password**

To change your client password, press 3 or say:

```
[set | change] [my] password
```

Examples:
- "change my password"
- "set password"

The system will prompt, "Please enter your new password, followed by the pound sign. A valid password consists of one to ten characters." Enter 1-10 digits, and then press #. The system will respond: "For verification, please re-enter your password, followed by the pound sign." If both match and are valid, the password is changed.

**Change Playback Options**

Playback options include message verbosity, sorting, priority playback, and other items. To change playback options, press 4 or say:

```
[set | change] [my] [playback] options
```

Examples:
- "change playback options"
- "set my options"

The system will prompt:

- "For verbose playback press 1"
- "For message sorting, press 2"
- "For priority message playback, press 3"
- "For mailbox confirmation, press 4"
- "For status confirmation, press 5"
- "To configure message type, press 6"
- "To configure saved message playback, press 7"
- "To return to the previous menu, press the star key"

To proceed, make selections using the keypad, and respond to subsequent voice prompts.

**Change Personal Prompts**

To record personal prompts, press 5 or say:

```
[record | change] [my] [user | personal] (prompts | recordings)
```

Examples:
- "record my personal prompts"
- "change my personal recordings"
- "record user prompts"
- "change my personal prompts"

The system will respond:

- "To record your out of the office greeting, press 1"
- "To record your standard greeting, press 3"
- "To record your name, press 5"
- "To record your review your name, press 6"
- "To return to the previous menu, press the star key"

To proceed, make selections using the keypad, and respond to subsequent voice prompts.
**Change Follow-me Options**

To change Follow-me options, press 6 or say:

\[
\text{[set | change] [my] follow-me [options]}
\]

Examples:
- "change my follow-me options"
- "set follow-me options"

The system will respond:

- "Your follow-me functionality is currently [active|inactive].
- "To turn it [on|off], press 1."
- "To listen to the follow-me options, press 2"
- "To add a telephone number, press 3"
- "To edit a telephone number, press 4"
- "To delete a telephone number, press 5"
- "To return to the previous menu, press the star key"

To proceed, make selections using the keypad, and respond to subsequent voice prompts.

**Manage Deleted Messages**

To manage deleted messages, press 7 or say:

\[
\text{[manage] [my] deleted messages}
\]

Examples:
- "manage my deleted messages"
- "deleted messages"

The system will respond:

- "To listen to your deleted E-mail messages, press 3"
- "To restore all messages, press 4"
- "To erase all messages, press 5"
- "To return to the previous menu, press the star key"

To proceed, make selections using the keypad, and respond to subsequent voice prompts.
Change Notification Options

To change notification options, press 8 or say:

[manage | change] [my] (notification | notifications) [options]

Examples:
- "manage my notification options"
- "change notifications"

The system will respond:

"Your message notifications are currently turned [on|off].
"To change your notification alert method, press 1"
"To change alert reason, press 2"
"To set up an alert time schedule, press 3"
"To return to the previous menu, press the star key."

To proceed, make selections using the keypad, and respond to subsequent voice prompts.

Change Administration Options

To change administration options, press 9 or say:

[manage | change] (administration | [interaction] attendant) [options | prompts]

Examples:
- "manage administration options"
- "change interaction attendant prompts"
- "manage attendant options"

The system will respond:

"To manage unplanned schedules, press 1"
"To record Attendant audio files, press 2"
"To return to the previous menu, press the star key."

To proceed, make selections using the keypad, and respond to subsequent voice prompts.
Change your status, password, forward number, playback notification, follow-me options, or manage deleted messages, notifications, or Attendant prompts.

<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>To change your current status</strong></td>
<td>1</td>
<td>[change</td>
</tr>
<tr>
<td><strong>To set your forward number</strong></td>
<td>2</td>
<td>[set</td>
</tr>
<tr>
<td><strong>To change your password</strong></td>
<td>3</td>
<td>[set</td>
</tr>
<tr>
<td><strong>To configure your playback options</strong></td>
<td>4</td>
<td>[set</td>
</tr>
<tr>
<td><strong>To manage your personal prompts</strong></td>
<td>5</td>
<td>[record</td>
</tr>
<tr>
<td><strong>To manage your one-number follow-me option</strong></td>
<td>6</td>
<td>[set</td>
</tr>
<tr>
<td><strong>To manage recently deleted messages</strong></td>
<td>7</td>
<td>[manage] [my] deleted messages</td>
</tr>
<tr>
<td><strong>To manage your notification options</strong></td>
<td>8</td>
<td>[manage</td>
</tr>
<tr>
<td><strong>For administration options</strong></td>
<td>9</td>
<td>[manage</td>
</tr>
<tr>
<td><strong>To return to the previous menu</strong></td>
<td>*</td>
<td></td>
</tr>
</tbody>
</table>

**To change your current status**

Press 1 or say:

[change | set] [my | your] status

Examples:
- "set my status"
- "change status"

**To set your forward number**

Press 2 or say:

[set | change] [my] forward [number]

Examples:
- "set my forward number"
- "change forward"

**To change your password**

Press 3 or say:

[set | change] [my] password

Examples:
- "change my password"
- "set password"
To configure your playback options

Press 4 or say:

(set | change) [my] [playback] options

Examples:
- "change my playback options"
- "set options"

To manage your personal prompts

Press 5 or say:

(record | change) [my] [user | personal] (prompts | recordings)

Examples:
- "record my personal prompts"
- "change my recordings"

To manage your one-number follow-me option

Press 6 or say:

(set | change) [my] follow-me [options]

Examples:
- "change my follow-me options"
- "set follow-me options"

To manage recently deleted messages

Press 7 or say:

(manage) [my] deleted messages

Examples:
- "manage my deleted messages"
- "deleted messages"

To manage your notification options

Press 8 or say:

(manage | change) [my] (notification | notifications) [options]

Examples:
- "manage my notifications"
- "change notification options"

For administration options

Press 9 or say:

(manage | change) (administration | [interaction] attendant) [options | prompts]

Examples:
- "change administration prompts"
- "manage attendant prompts"
- "manage interaction attendant options"
To return to the previous menu

Press the star (⋆) key.
# personal_options_menu

What would you like to do today?

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</tr>
<tr>
<td>Change forward number</td>
<td>2</td>
<td>[set</td>
</tr>
<tr>
<td>Change your IC password</td>
<td>3</td>
<td>[set</td>
</tr>
<tr>
<td>Change playback options</td>
<td>4</td>
<td>[set</td>
</tr>
<tr>
<td>Record personal prompts</td>
<td>5</td>
<td>[record</td>
</tr>
<tr>
<td>Change follow-me options</td>
<td>6</td>
<td>[set</td>
</tr>
<tr>
<td>Manage deleted messages</td>
<td>7</td>
<td>[manage] [my] deleted messages</td>
</tr>
<tr>
<td>Manage notification options</td>
<td>8</td>
<td>[manage</td>
</tr>
<tr>
<td>Manage Interaction Attendant options</td>
<td>9</td>
<td>[manage</td>
</tr>
</tbody>
</table>

## Change your status

Press 1 or say:

[change | set] [my | your] status

Examples:
- "change my status"
- "set status"

## Change forward number

Press 2 or say:

[set | change] [my] forward [number]

Examples:
- "change my forward number"
- "set forward number"

## Change your CIC password

Press 3 or say:

[set | change] [my] password

Examples:
- "change my password"
- "set password"
Change playback options

Press 4 or say:

[set | change] [my] [playback] options

Examples:
- "change my playback options"
- "set options"

Record personal prompts

Press 5 or say:

[record | change] [my] [user | personal] (prompts | recordings)

Examples:
- "record my personal prompts"
- "change user recordings"
- "change my personal prompts"

Change follow-me options

Press 6 or say:

[set | change] [my] follow-me [options]

Examples:
- "change my follow-me options"
- "set follow-me"

Manage deleted messages

Press 7 or say:

[manage] [my] deleted messages

Examples:
- "manage my deleted messages"
- "deleted messages"

Manage notification options

Press 8 or say:

[manage | change] [my] (notification | notifications) [options]

Examples:
- "manage my notifications"
- "change notification options"

Manage Interaction Attendant options

Press 9 or say:

[manage | change] (administration | [interaction] attendant) [options | prompts]

Examples:
- "manage interaction attendant options"
- "change attendant prompts"
### personal_options_menu_2

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>To change your current status</td>
<td>1</td>
<td>[change</td>
</tr>
<tr>
<td>To set your forward number</td>
<td>2</td>
<td>[set</td>
</tr>
<tr>
<td>To change your password</td>
<td>3</td>
<td>[set</td>
</tr>
<tr>
<td>To configure your playback options</td>
<td>4</td>
<td>[set</td>
</tr>
<tr>
<td>To manage your personal prompts</td>
<td>5</td>
<td>[record</td>
</tr>
<tr>
<td>To manage your one-number follow-me option</td>
<td>6</td>
<td>[set</td>
</tr>
<tr>
<td>To manage recently deleted messages</td>
<td>7</td>
<td>[manage] [my] deleted messages</td>
</tr>
<tr>
<td>To manage your notification options</td>
<td>8</td>
<td>[manage</td>
</tr>
<tr>
<td>For administration options</td>
<td>9</td>
<td>[manage</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
<td>escape</td>
</tr>
</tbody>
</table>

#### To change your current status

Press 1 or say:

[change | set] [my | your] status

Examples:
- "change status"
- "set my status"

#### To set your forward number

Press 2 or say:

[set | change] [my] forward [number]

Examples:
- "change my forward number"
- "set forward number"

#### To change your password

Press 3 or say:

[set | change] [my] password

Examples:
- "change my password"
- "set password"
To configure your playback options
Press 4 or say:
[set | change] [my] [playback] options
Examples:
- "change my playback options"
- "set playback options"

To manage your personal prompts
Press 5 or say:
[record | change] [my] [user | personal] (prompts | recordings)
Examples:
- "record my personal prompts"
- "change recordings"
- "change prompts"

To manage your one-number follow-me option
Press 6 or say:
[set | change] [my] follow-me [options]
Examples:
- "set my follow-me options"
- "change follow-me options"

To manage recently deleted messages
Press 7 or say:
[manage] [my] deleted messages
Examples:
- "manage my deleted messages"
- "deleted messages"

To manage your notification options
Press 8 or say:
[manage | change] [my] (notification | notifications) [options]
Examples:
- "manage notifications"
- "change my notification options"

For administration options
Press 9 or say:
[manage | change] (administration | [interaction] attendant) [options | prompts]
Examples:
- "manage attendant prompts"
- "change interaction attendant options"
To return to the previous menu

Press * or say this global command:

escape | [go] back | previous [menu] | return

Examples:
- "back"
- "return"
- "go back"
- "previous menu"
The following Status Menus manage client status:

- To change your status:
- change_status
- change_status_return
- play_status_menu

To change your status:

This command is available whenever the TUIStatusMenu has control. You are prompted: "Your current status is [status]. What should your new status be?"

Respond by saying:

[set | change] [me | my] [status] [to] $status [until $datetime]

Examples:

- "change my status to Available"
- "set my status to gone home"
- "set my status to on vacation until July 10th"

The TUI Status Menus are:

- change_status
- change_status_return
- play_status_menu

change_status

When this menu has control, it prompts: "Your current status is [Status]. What should your new status be?" After processing any of the commands below, control is passed to the personal_options_menu. On nomatch or noinput conditions, control is passed to the change_status_return menu.
**change_status_return**

To return to the previous menu, press the star (\*) key

This menu prompts to change status settings using the telephone keypad. It is invoked when a user is unable to change status using voice commands. The prompt is:

- For available, press 1
- At a Forwarded Number press 2
- At a training session press 3
- At lunch, press 4
- Do not Disturb, press 5
- Gone Home, press 7
- In a meeting, press 8
- Away from the desk, press 9
- Available, no ACD, press 10
- On vacation, press 11
- Out of the office, press 12
- Out of the town, press 13
- Working at home, press 14
- Available follow-me, press 15

To return to the previous menu, press the star key

This menu times out after 6 seconds. If there is no user input, the menu is repeated twice. If a third timeout occurs, control is passed to the main menu.

If user input does not match, the menu prompts: "Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'." Then the menu restarts from the top.

**play_status_menu**

This menu reports your current status. It prompts, "Your current status is {status}".
This menu provides access to your Outlook calendar and out-of-office assistant options.

- **outlook_menu**
- **outlook_menu_2**
- **outlook_menu_3**
- **calendar_menu**
- **calendar_menu_2**
- **calendar_menu_3**
- **outofoffice_menu**
- **Out of Office Menu**
- **outofoffice_menu_2**
- **outofoffice_menu_3**

### outlook_menu

This menu prompts "Outlook Menu". The following keys are valid:

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
</tr>
</thead>
<tbody>
<tr>
<td>To access your calendar</td>
<td>1</td>
</tr>
<tr>
<td>To access your out-of-office assistant options</td>
<td>2</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
</tr>
</tbody>
</table>

### outlook_menu_2

This menu prompts, "Say Access my Calendar or Out-of-Office Assistant".

### outlook_menu_3

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
</tr>
</thead>
<tbody>
<tr>
<td>To access your calendar</td>
<td>1</td>
</tr>
<tr>
<td>To access your out-of-office assistant options</td>
<td>2</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
</tr>
</tbody>
</table>

### calendar_menu_get_date

This menu prompts for a calendar date. It says, "Meetings for what day?"

- **Meetings for Today**
- **Meetings for a Particular Date**

### Meetings for Today

To listen to today's meeting, say:

```
[meetings] [for] today
```

Examples:

"meetings for today"
Meetings for a Particular Date

To listen to meetings for a particular date, say:

[meetings] [for] $datetime

Examples:

*meetings for July 10th*

calendar_menu

This menu plays audio = Calendar Menu.

calendar_menu_2

Access my Calendar for today or an other upcoming day

Say:

[access | get | play | read | goto] [my] [calendar | meetings] [for] $datetime

Examples:

* get my calendar for July 10th*
* read meetings for July 10th*
* access my calendar for today*
* access my calendar for July 10th*
* access my calendar for Friday*

calendar_menu_3

* To hear your meetings for today
* To hear your meetings for another day
* To return to the previous menu

To hear your meetings for today

Press 1 or say:

[meetings] [for] today

Examples:

*meetings for today*

To hear your meetings for another day

Press 2 or say:

[meetings] [for] $datetime

Examples:

*meetings for July 10th*
* get my calendar for July 10th*
* read meetings for July 10th*
To return to the previous menu

Press * or say this global command:

escape | [go] back | previous [menu] | return

Examples:
- "back"
- "return"
- "go back"
- "previous menu"

outofoffice_menu

Use this menu to enable or disable your Out-of-Office message. It prompts, "Say turn On or Off my Out-of-Office Assistant."

<table>
<thead>
<tr>
<th>Task</th>
<th>DTMF</th>
<th>Voice Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn on out-of-office message</td>
<td>1</td>
<td>turn on [my</td>
</tr>
<tr>
<td>Turn off out-of-office message</td>
<td>2</td>
<td>turn off [my</td>
</tr>
<tr>
<td>To return to the previous menu</td>
<td>*</td>
<td>escape</td>
</tr>
</tbody>
</table>

Out of Office Menu

Plays audio for Out-of-Office Assistant Menu. The prompt is: "Say Access my Calendar".

outofoffice_menu_2

Plays prompt: "Say turn On or Off my Out-of-Office Assistant."

outofoffice_menu_3

Plays prompt for the Outlook out-of-office assistant:

  To turn on your Outlook out-of-office assistant, Press 1.
  To turn off your Outlook out-of-office assistant, Press 2
  To return to the previous menu Press the star key."
# Change log

The following table lists the changes to the *Interaction Mobile Office Technical Reference* since its initial release.

<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>31-October-2011</td>
<td>Initial release of this document, which combines and updates the former (1) <em>Interaction Mobile Office Administration Guide</em> and (2) <em>Interaction Mobile Office TUI Guide</em>.</td>
</tr>
<tr>
<td>29-August-2014</td>
<td>Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.</td>
</tr>
<tr>
<td>12-June-2015</td>
<td>Updated cover page to reflect new color scheme and logo. Updated copyright and trademark information.</td>
</tr>
<tr>
<td>22-September-2015</td>
<td>Changed Interaction Cient references to Interaction Desktop. Updated documentation to reflect 2016 R1 Release</td>
</tr>
<tr>
<td>14-June-2019</td>
<td>Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, &quot;In this section...&quot;.</td>
</tr>
</tbody>
</table>