Automatic IVR Survey Generator
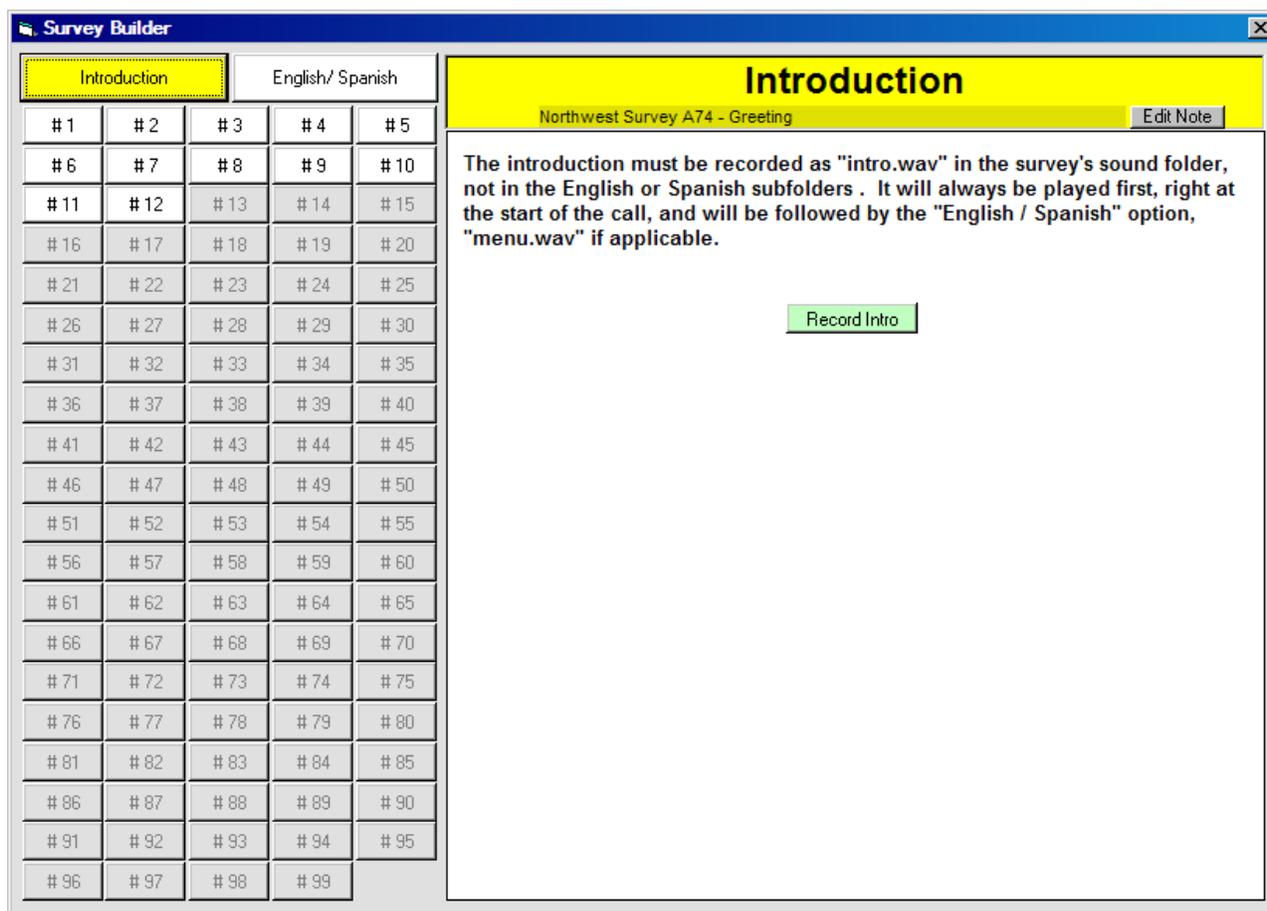## Database Systems Corp.

Survey Builder

This program is used to create a survey rules file called ivrrules.txt located in c:\AutoSurvey\IVRRules. The rules file provides the call instructions used by the SurveyEngine.exe call delivery program. This program will also help with the recording of your wave files as you define the survey. You can create a survey containing up to 99 section/actions.

Running the program

To build your survey, Double click the desktop shortcut icon named "Survey Builder" to start the Survey Builder program.

If an ivrrules.txt file already exists from a previous build session, the builder screen will fill out the display allowing the user to select, edit and view the currently defined rules. If the ivrrules.txt file does not exist, it will be created in the C:\AutoSurvey\IVRRules folder and used from then on. To create a new survey, move aside or delete the existing ivrrules.txt file.

Introduction

The first rule encountered is the "Introduction". This is the first wave file that the caller will listen to. It is generally an initial identifying greeting. The wave file is named "intro.wav" and is located in the c:\AutoSurvey\Sounds folder. You can click the "Record Intro" button to bring up the Windows Sound Recorder utility to record your initial wave file.

On any action you can click the "Edit Note" button and give the action a brief description. This description will also be displayed in the call results files that are located in the C:\AutoSurvey\SurveyResults folder.

English / Spanish

The next step is to click the "English / Spanish" button and establish the survey language option.

For an English only survey select "Default English, no Spanish available". For a Spanish only survey select "Default Spanish, no English available". To give the caller the option to choose a Spanish script, select "Para Espanol, oprima el numero 3 (For Spanish, press the number 3)". This will give the caller the option to press 3 for a Spanish survey. This option will play the default wave file named "menu.wav" located in the C:\AutoSurvey|sounds folder. This wave file is not recorded using the Survey Builder program, but can be replaced if necessary.

Defining Sections

Select the survey section/action to edit. #1 will be your only choice if you're
defining a new survey. It's action will be to "End the phone call" and selecting
any other action will open up the next section/action that you can then define.

The user can play and record the wave files associated to each section/action
for both English and Spanish surveys. Note: The English/Spanish selection will
not stop the user from recording a Spanish wave file even though the selected
option was for an English only survey.

When you record a wave file, the Sound Recorder is started and given the name of
the wave and the folder location to store the wave file. The path and file name
are established by the Survey Builder and should not be changed. Once the wave
file is recorded and saved, it can be found in C:\AutoSurvey\Sounds in a folder
named "engl" or "span" and it will be named Wnn.wav where nn is the current

section/action number being define. All wave files must be saved as a standard Windows PCM 8.000 kHz, 8 Bit, Mono wave file.

End the phone call. – Plays the corresponding wave and then ends the survey. This could be used on an established survey to end the survey early at a specific section/action.

As an example, if this action is selected for section/action #1 and nothing else was defined, the survey would play the introduction wave (intro.wav), if the English/Spanish option is "both", the caller would get the option to press 3 for Spanish (menu.wav), the caller would listen to the W01.wav in the language selected and the call would hang up.

Only play the recorded wave file. – Play the corresponding wave file and continue to the next survey section.

Don't play the recording, just skip over to the next question. – Does exactly that, could also be used to put "place holders" into the script in case an unexpected new survey question needs to be inserted in the future.

Record a "30" second audio response. Stop the recording early if the caller presses "#". – This option will play the corresponding wave file and then record an audio file of the caller's response. The recording length can set from 5 seconds to 600 seconds or 10 minutes. You can also define the early ending character to be either a "*" or a "#" press. I.E. at the tone please state your address, press # when you are finished." All recording files are stored on the system and can be found in the C:\AutoSurvey\SurveyRecordings folder and will be associated with an htm call report located in the C:\AutoSurvey\SurveyResults folder. Just after the wave file is played, a beep (tone.wav) is played to indicate to the caller to start their response.

The caller recorded wave files are named phonenumber_callid_Wnn.wav - the phone number of the person called, the unique call id associated with the call, and the corresponding section/action.   The recording file will be part of the call results report file named phonenumber_callid.htm.

Wait for the caller to press one of the following keys in response… - This option will play the corresponding wave file and then wait for up to 5 seconds for the caller to press a key. If the caller presses any key other than what the action is expecting, the wave file will be replayed. If the caller does not press any key the wave will replay up to 3 times before ending the call.