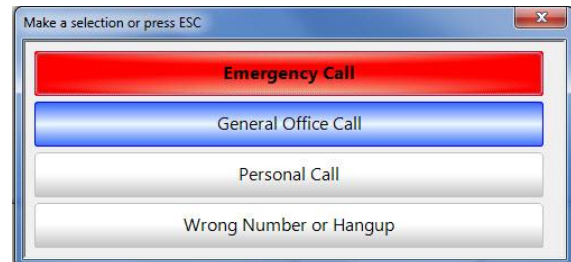


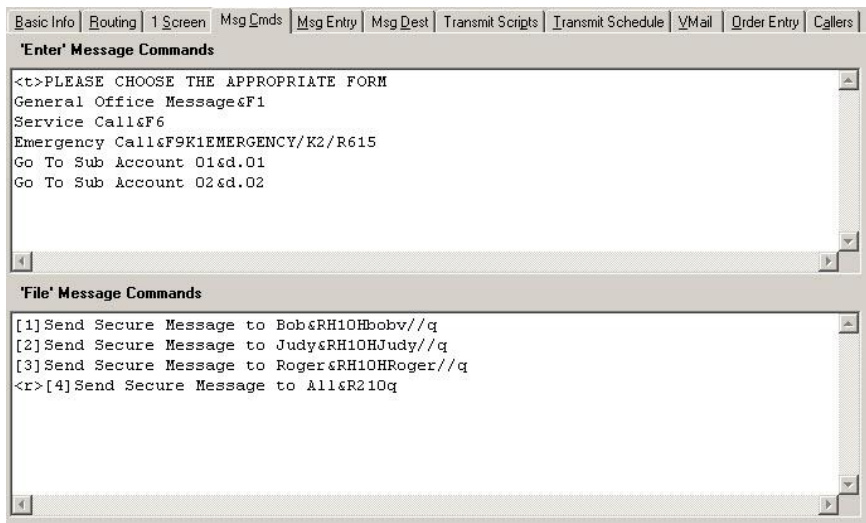
Spectrum Message Commands Offer Optional Pop-up Lists of Command Choices for Operators.

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For those who do not want to commit to fully scripted accounts, Message Commands provide a powerful alternative similar to decision tables in scripts. Message Commands free up space on Information Screens, and offer extra space for long hypertext commands such as those containing a website link or several ‘K’ commands.



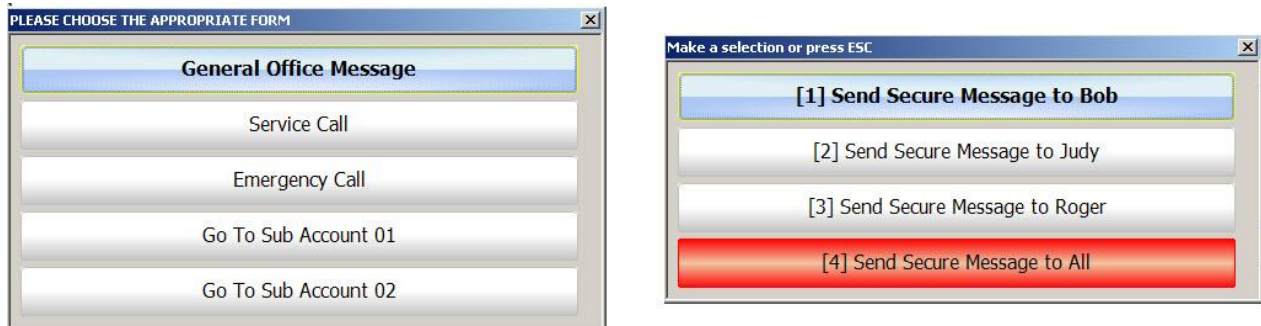
It is common to use hypertext commands on an Information Screen as a way to select from alternative message types. In this case, use of a pop-up list of choices when pressing the ‘Enter Message’ key may be more intuitive for the operator. For example: If multiple message forms, scripts or procedures are used on an account, ‘Enter Message’ commands would be helpful to outline the choices at the start of the call. If only one form is needed, but various methods of dispatching the message are needed based on the information gathered on the call, ‘File’ Message Commands offer multiple choices when the ‘File’ key is pressed. Of course, the ‘Enter’ and ‘File’ commands can be used separately or in combination.



This screen shot shows the Message Commands Tab in the Account Master Record Setup window. It is labeled “Msg Cmds” and consists of two parts: the top section shows the ‘Enter’ Message Commands and the bottom section shows the ‘File’ Message Commands.

The ‘Enter’ and ‘File’ Command features are activated if any text is entered into the corresponding fields. If only one option is entered into either field, it is implemented rather than offering the pop-up list. This allows for a string of hypertext commands to be activated instantly. If more than one option is offered in either field, a pop-up list is presented when the corresponding key is pressed.

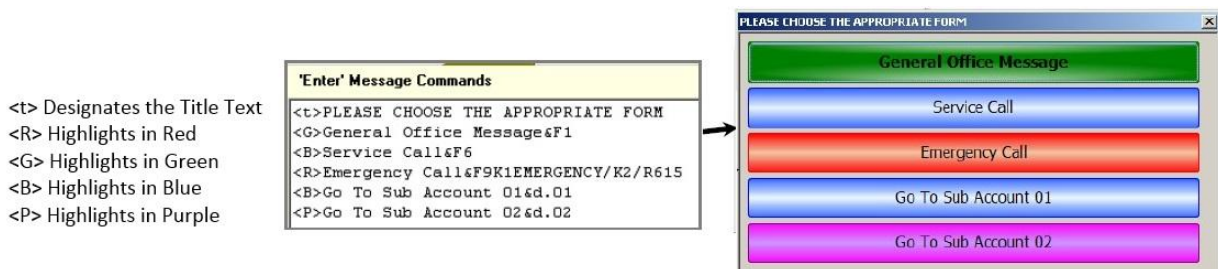
The screenshots below show the ‘Enter’ and ‘File’ Command pop-up buttons from the preceding example.



Menu selections can be made either by the use of a mouse click on the appropriate button, or by the use of the up and down arrow keys to select a button and the ‘Enter’ key to activate the selection. The buttons also can be chosen via a single keystroke by typing the number or letter enclosed in square brackets preceding the text. (See an example in the ‘File’ command image above.)

‘Empty’ commands are allowed to be used as ‘hints’ or ‘warnings’. If selected, they have no effect. There are also special codes to enhance the buttons with special colors demonstrated in the image below.

Note that the ‘Enter’ Command list in the examples shown above and below has a special command to change the text in the title bar from the default “Make a selection or press ESC” to “PLEASE CHOOSE THE APPROPRIATE FORM.” This is accomplished by placing the command code <t> in front of the text.



‘Enter’ Message Commands

Various hypertext commands can be combined to perform multiple actions including opening a message form, adding pre-defined text, attaching a Page ticket, bringing up a particular Information Screen, taking the operator to a sub-account, etc.

Given that the hypertext commands in the string could be used to perform other functions besides starting a message or script, the pop-up list can be re-displayed while message entry is in progress. If a selection were made under these circumstances, all commands other than those beginning a message or script would be implemented.

In the example above the “Emergency Call” option opens a special form, puts “EMERGENCY” into the ‘FOR’ field and attaches a page ticket to transmit via Transmission Script 6 with a 15 minute repeat. Then, if needed, the operator can re-display the list and choose to take the message to a sub-account by choosing one of the “Go To Sub Account” buttons. This is also helpful for bringing up websites, Information Tables or particular Information Screens.

'File' Message Commands

The 'File' Message Commands introduce new functionality by offering multiple options for message dispatching. They can be used in conjunction with 'Auto-when-taken' commands or to easily bypass auto-transmit of messages that should not be handled in the 'pre-programmed' way.

Hypertext commands can be combined to perform multiple actions including attaching a Page ticket, bringing up an Information Screen, copying a message to another account, etc.

Special hypertext commands were created to be used in 'File' Message Commands which emulate the pressing of the 'File' key since that key is used to present the pop-up list.

For example 'q' emulates pressing the 'File' key and 'W' automatically files the message to the 'Delivered' list.

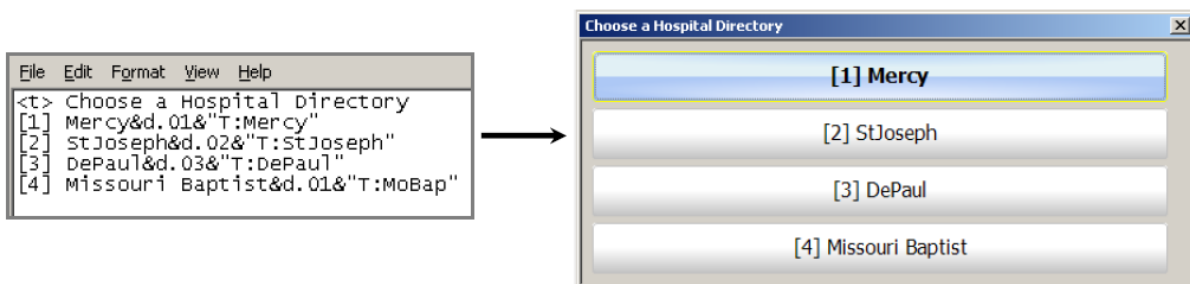
General Purpose & Meet-Me-Patch Pop-up Menus

The 'General Purpose Menu' feature allows you to create pop-up menus that are not specifically tied to the 'Enter' or 'File' command keys. The 'Meet-Me Patch Menu' feature is designed specifically to assist in managing Inbound-to-Inbound patches.

To create one of these special menus, an associated text file is manually built using notepad, and placed in SDM's 'Scripts' folder. These menus can be activated using a special hypertext command from any valid hypertext context, e.g. from an Information Screen, from a mnemonic key, or from another menu.

For example, the command {Show Menu of Hospitals&mmHospitals} opens the file Hospitals.men. Its contents are displayed to the operator as a menu, in the same style as an 'Enter' or 'File' Message Command menu. The contents of the file should be formatted in the same way.

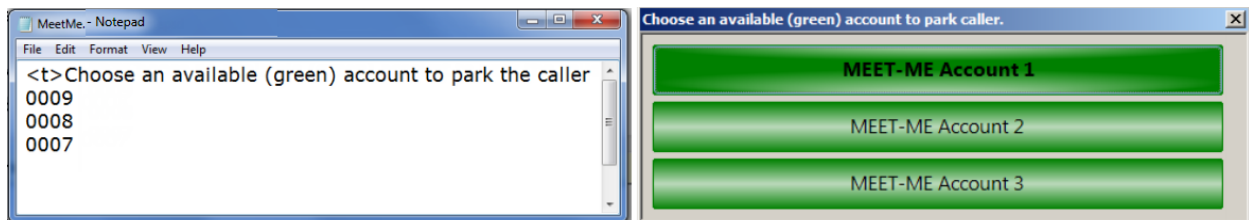
For example, the contents of Hospitals.men could be something like the following:



The 'Meet-Me Patch Menu' feature is designed specifically to assist in managing Inbound-to-Inbound Patches by presenting a list of accounts or sub-accounts at which to 'park' the inbound caller before putting the call into a 'Meet-Me-Patch' hold (or wait) state.

If you have a client that receives multiple and often overlapping ‘Meet-Me’ calls, it would be possible to set up a set of accounts at which to park the calls while they wait for their particular inbound caller. Prism could then be programmed with a separate DID for each of these accounts. When a ‘Meet-Me’ call is parked at one of these accounts, the DID associated with the chosen account could be sent in the message to the particular person who will be calling in. When they call in to their assigned DID, they will go directly to the account of their ‘parked’ call and the operator can complete the patch without the need to determine which of the possibly multiple ‘parked’ calls to choose.

To implement this, once the accounts and their DID’s are set up in SDM and Prism, create a text file with a list of the accounts, one per line. Give the file a name with an extension of “.men,” for instance “MeetMe.men,” and put the file in SDM’s ‘Scripts’ folder. The contents of the file would look like the image on the left, the menu would look like the image on the right.



The caption of each selection is the ‘Name’ field in the AMR of the associated account. In this example, the accounts were named “MEET-ME Account 1,” etc.

When the command is invoked, each account is examined to determine if there is already a call in ‘Meet-Me’ wait mode on that account. If there are none, its menu item appears green. If there is already a call in ‘Meet-Me’ wait mode on the account, its menu item appears red.

When the operator chooses a green option from the menu, the call is taken to the chosen account in preparation for parking the call. Choosing a red option has no effect.

The basic goal is to provide a tool that assists operators in accurately pairing the second caller in a ‘Meet-Me’ patch with their parked caller, when multiple ‘Meet-Me-Patch’ calls overlap.

Requirements:

- Spectrum Data Manager R2-15 or later
- Spectrum Agent R2-15 or later
- Information Table Editor R2-15 or later

