

How to periodically offer Voice Mail call transfer during queue waiting

This article details how to configure Imagicle Advanced Queuing to offer caller party the possibility to leave a message in a voice mailbox, instead of waiting a long time to be served by an operator.

Imagicle provides a simple script, attached to this KB, to enable VoiceMail transfer feature. Before actually loading the script, it should be edited by configuring the following parameters:

- `<var name="dialog.target" expr="'nnnnn'" />`

where *nnnnn* should be replaced with Voice Mail number to transfer the call.

- `<property name="timeout" value="10s" />`

where *10s* is the timeout while waiting for a DTMF digit. Once timeout is expired, the call returns to the queue.

- `<choice dtmf="1" next="#TransferTo" />`

1 is the expected DTMF digit to trigger call transfer to Voice Mail number. Any other digit is ignored.

- `<audio expr="session.AudioPath + 'transferVM.wav'">`
- `<audio expr="session.AudioPath + 'two.wav'">`
- `<audio expr="session.AudioPath + 'three.wav'">`

â These are the voice messages played during VM transfer transaction. You can create them in WAV format, following the suggested content in below table:

File name	Content
transferVM.wav	Intro message: "Please press 1 if you want to leave a message or just hold the line to avoid losing the acquired queue priority"
two.wav	Please wait, while I connect your call.
three.wav	I'm sorry. I can't connect you with the voice mail service

Once audio files have been created, please copy them in the following UCS folder:

C:\Program Files (x86)\StonevoiceAS\Apps\QME\Data\AudioFiles\User\Shared

Now you can include the amended "transferVM.xml" script into the queue of your choice, by uploading it from the following web menu: Advanced Queuing â Double-click on existing queue entry â Voice Messages tab â Manage messages.. Please save configuration and wait one minute; then refresh the Voice Messages web page.

Now you can select new VM script from "Long wait message" pull-down menu and you can configure "Loop interval (sec.)" for the desired frequency between each VM transfer request.

Long wait message

TransferVM

Loop interval (sec.)

90

Can be interrupted

☐

Finally, you need to modify the following setting file, to enable DTMF digits recognition within the script:

C:\Program Files (x86)\StonevoiceAS\Apps\QME\Settings\QME.Opal.Config.xml

Please add the following line, between <Configuration> statements, like below sample:

imagicle

```
<preference key="voip.exclude.additionalcodecs.whendtmf.notrequired" value="" />
```

```
<?xml version="1.0" encoding="utf-8"?>
<configuration version="1.0.1.0">
  <preference key="voip.exclude.additionalcodecs.whendtmf.notrequired" value="" />
</configuration>
```

Save XML file and restart Imagicle Advanced Queuing service from Advanced Queuing → Manage Service menu option.