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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

Feature	Description
Calendar Access	Users now have the option to access Outlook calendars using voice or DTMF commands.
Outlook Private Contacts	Interaction Mobile Office users may now access Outlook private contacts, in addition to Company Directory 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.
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.
Workgroup and Custom Status Support	Custom statuses in the TUI are automatically supported.
Recording of Personal (User) Prompts	The personal prompt recording menu is now speech enabled.
Undelete Message Support	The option to Undelete a message is available in all message menus, including message status selection menus.
Miscellaneous Changes	Corrections and miscellaneous improvements.

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:

Custom Attribute Name	Out of Office Text en-US
Custom Attribute Value	<any non-zero length string>

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] | faxes [message |  
messages])) | ([play | get | check | listen to] [my] (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]) |  
([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

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 if 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"

Note:

There is no current override to the built-in date/time grammar. Customers can still use the old status events defined in the MenuXML schema, as well as Custom events, to build custom menus with custom grammars.

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] [user] (name | username) [prompt]
(listen to | review) [my] [user] (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:

`$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 `$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

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 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.

\$status example:

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

\$datetime

The replacement string `$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"

\$datetime example:

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

\$username.gram

This substitution variable passes the IC user name to handlers.

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

\$now

This variable passes the current DateTime to handlers:

```
<choice event="application.getmeetings" dtmf="1" message="$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 grammar 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.

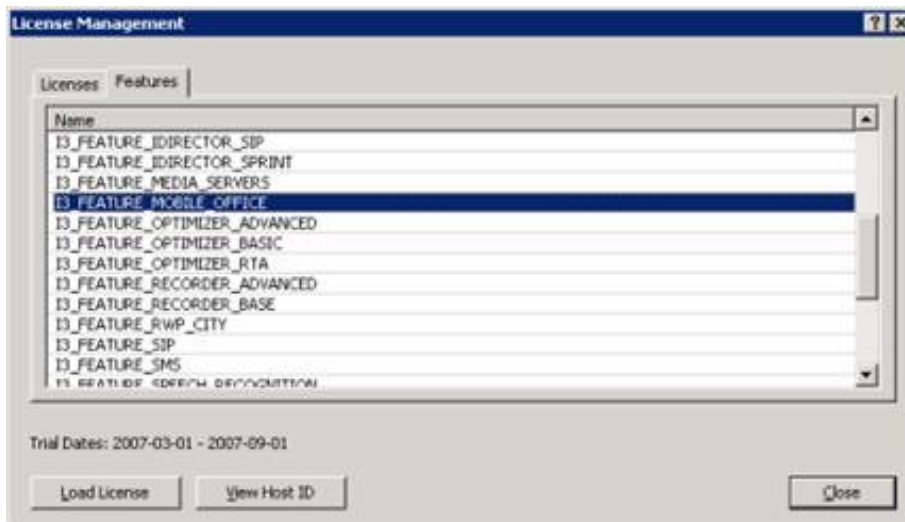
Note:

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.

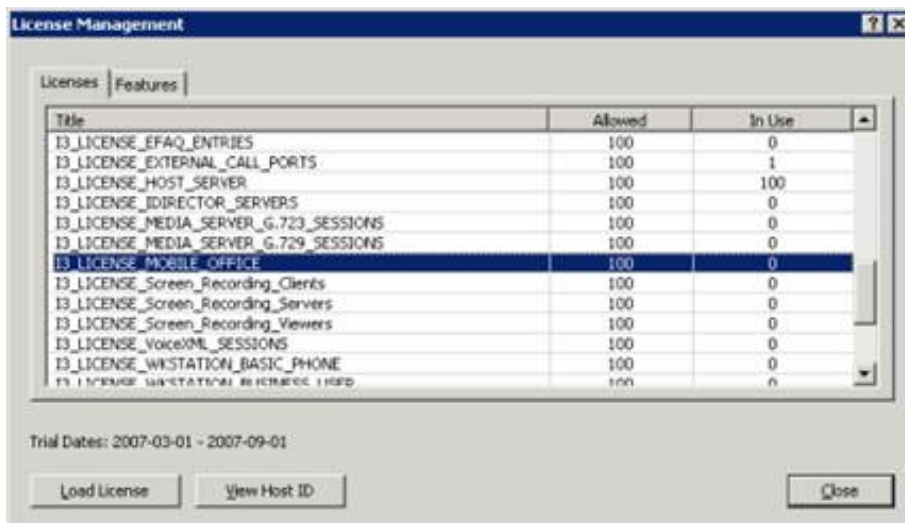
An Interaction Mobile Office port is a single session for a single user logged in to the TUI. Each port represents the ability to support 1 concurrent user. Each concurrent user consumes one port, which is released when the user logs out or hangs up. Ports work like available lines, in that a limited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

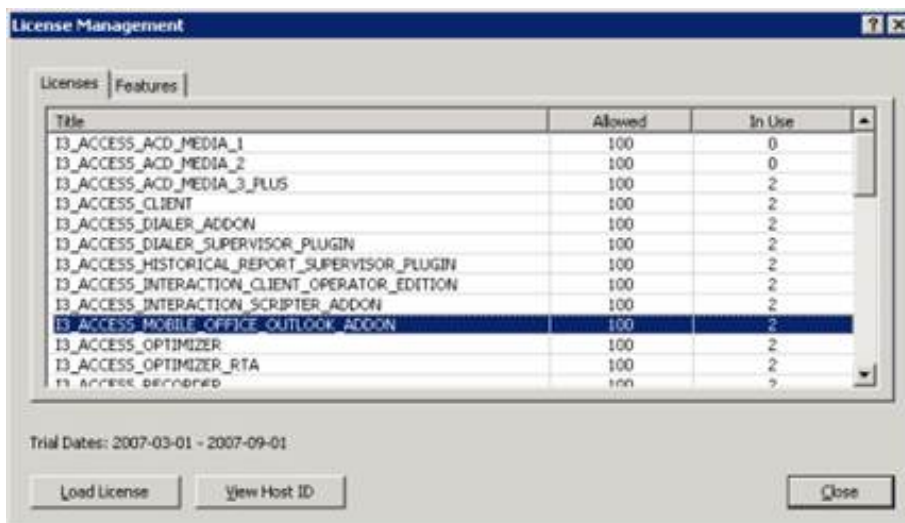
- **I3_FEATURE_MOBILE_OFFICE** controls whether a server has Interaction Mobile Office at all. It is a feature (Boolean) license, on or off.



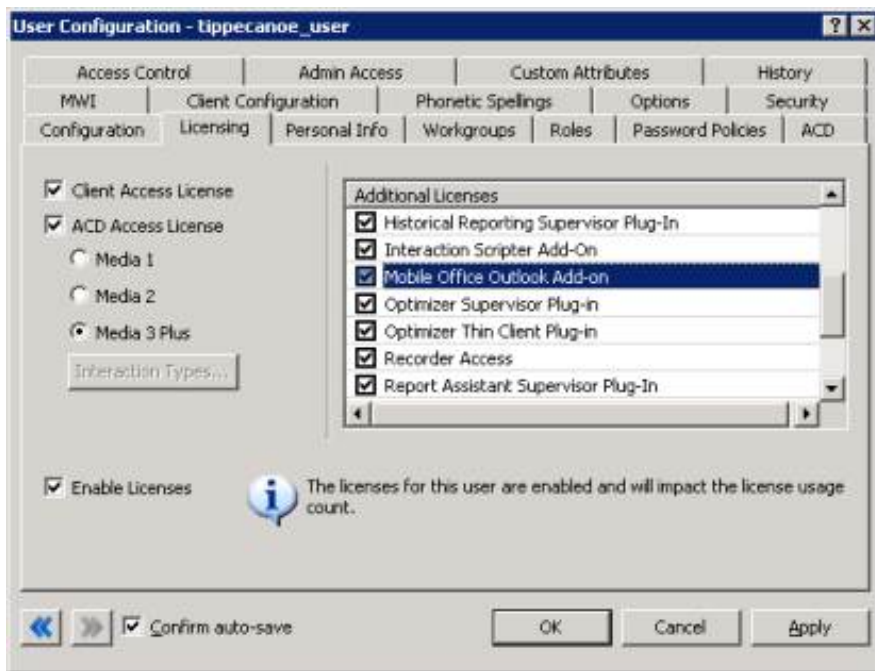
- **I3_LICENSE_MOBILE_OFFICE** sets the number of Interaction Mobile Office ports. This is the total number of users who can use Interaction Mobile Office concurrently.



- **I3_ACCESS_MOBILE_OFFICE_OUTLOOK_ADDON** is the number of user-based licenses allowed for the Microsoft® Office Outlook® module (calendar 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 (calendar and personal contacts). This license is not required for basic Interaction Mobile Office functionality.

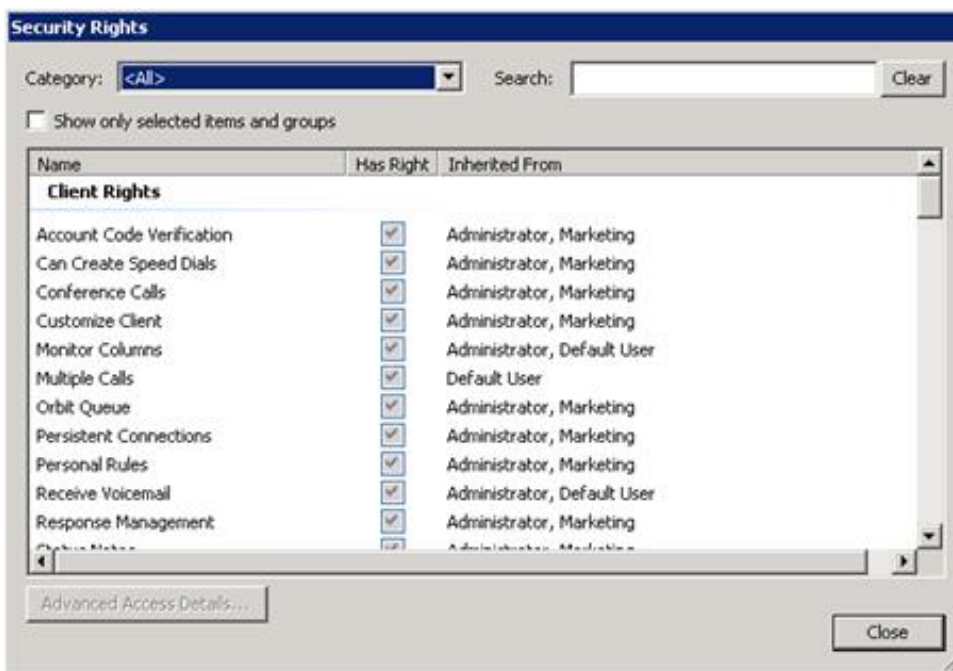
Grant user rights to access Mobile Office

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 version="1.0" ?>

<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<menuxml toplevel="change_status"
  language="en-US" application="TUIApplicationRoot.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.

```
<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 unrecognizable.

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.

```
<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.

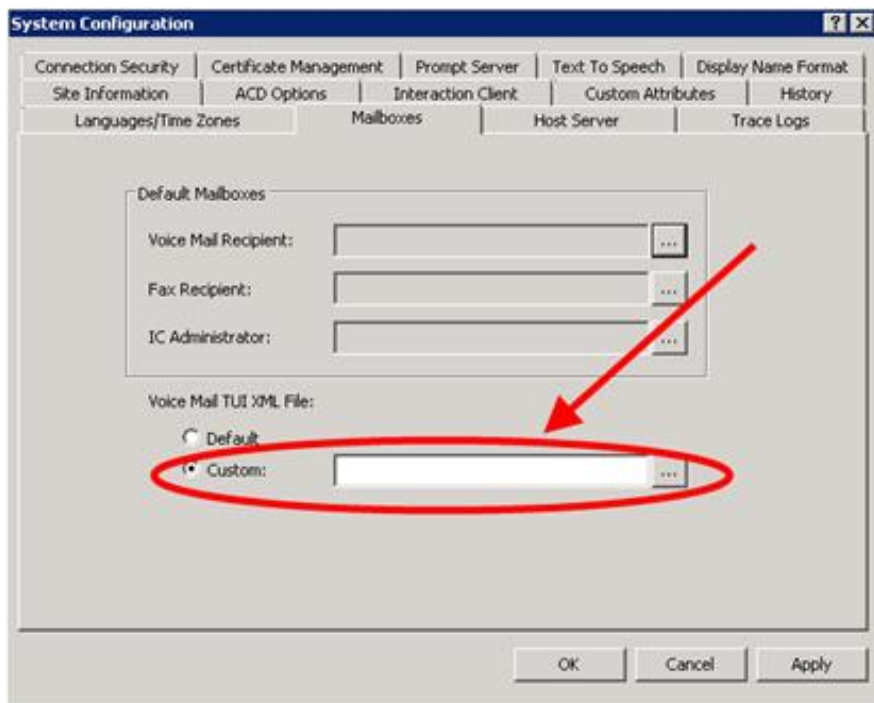
Configure CIC to use custom Interaction Mobile Office XML Files

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 synchronizes 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 `menxml` 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

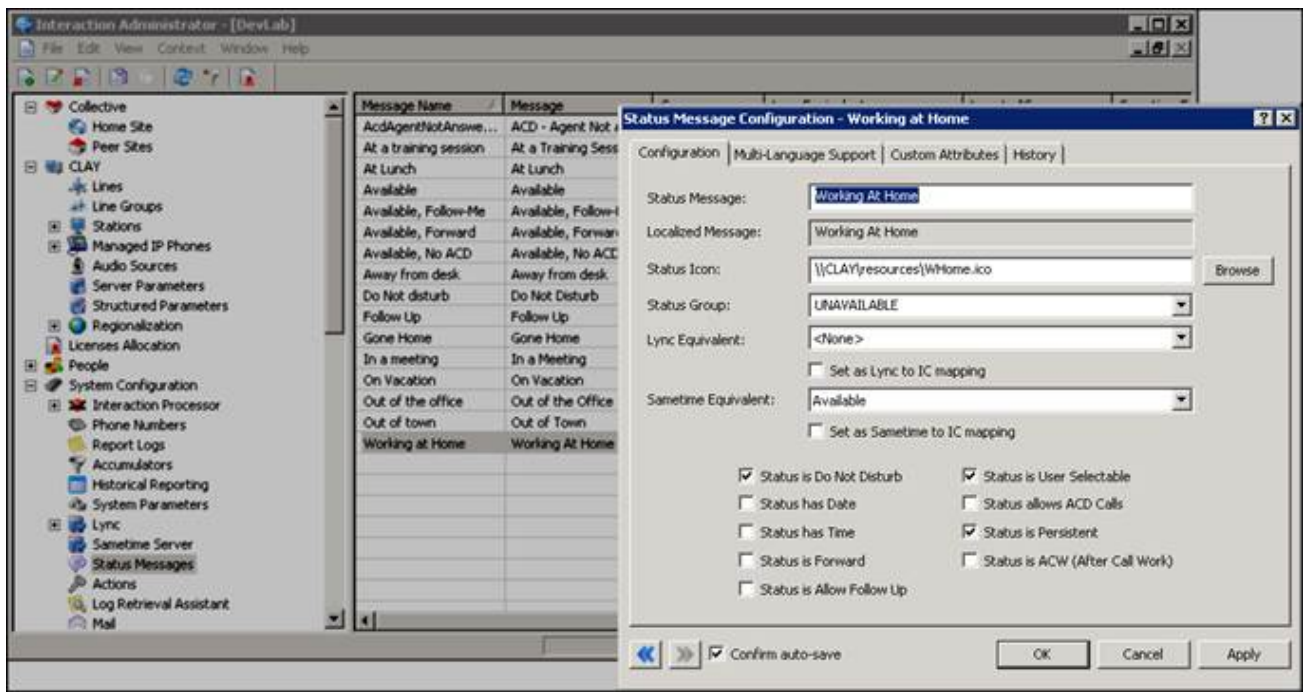
Administrators can define custom statuses using the **Status Messages** container in Interaction Administrator. Custom statuses are automatically supported by Interaction Mobile Office. By default, Interaction Mobile Office uses text-to-speech to play custom statuses. To improve the user experience, 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
```

or

```
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).

The screenshot shows the 'User Configuration - Uppecanoe_user' window. The 'Phonetic Spellings' tab is active. It displays a 'Text To Speech' field and an 'Automatic Speech Recognition' section. The 'Automatic Speech Recognition' section has a list of 'Alternate Spelling' with 'Rosy' entered. There are 'Add' and 'Delete' buttons next to this list. A 'New ASR Spelling' dialog box is open, prompting the user to 'Enter a new name spelling for ASR'. The text 'Rose' is entered in the dialog's text field. The main window has navigation buttons at the bottom, including 'Confirm auto-save' (checked), 'OK', 'Cancel', and 'Apply'.

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:
- XXXXXXXXXXXX
- 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.

MenuXML Document Type Definition

MenuXML.dtd defines elements and entities that can be used to construct TUI menus in XML format. To locate elements and entities in the DTD, click on the links below.

Elements: audio, catch, choice, custom, goto, help, log, menu, menuxml, noinput, nomatch, play, submenu

Entities: application.events, catch.content, catch.content, count.content, escape.events, followme.events, goto.events, grammar.content, mailbox.events, menu.content, menu.events, message.events, message.events.dialog, message.events.process, notification.events, option.events, plaintext.content, play.sources, recording.events, root.content, status.events, texttospeech.content, uri, useraudio.events, useroption.content, verbosity.content

 For comprehensive descriptions and examples, see "Elements" and "Events and Entities".

MenuXML.dtd Source Listing

```
<!-- MenuXML Document Type Definition file -->
<!ENTITY % application.events
"application.disconnect|application.thankyou|application.password|
application.forwardnumber|application.receivefax|application.userprompts|
application.playbackoptions|application.followmeoptions|
application.notificationoptions|application.attendantprompts|
application.officehunt|application.privatedirectory|application.changefolders|
application.adminoptions|application.sendmessage|application.sendtomessage|
application.forwardmessage|application.replymessage|application.privatecall|
application.deletedmessages|application.mainmenu|application.calendar|
application.administration|application.managerules|application.setstatus|
application.distributionlist|application.umstatus|application.placecall|
application.getmeetings">
<!ENTITY % useraudio.events
"useraudio.record|useraudio.save|useraudio.reset|useraudio.listen|
useraudio.disable|useraudio.enable">
<!-- Note about useraudio events...
- useraudio events used in a <choice> tag require the "message" attribute for a file type or file path
- the following file "message" values are supported:
Name Description
-----
eaprompt Out of office
nameprompt Name prompt
afprompt Available, Forward
fmprompt Follow-me
agentgreeting Agent Greeting
rnaprompt Standard Greeting
personalgreeting (Communitite only)
- otherwise from the names above, the "message" attribute is intended to be a *complete and valid path* with full access rights by the IC
admin user
- using useraudio.reset event with a file path is the same as a delete
- useraudio events will throw the following as a result of any read or write access, including a case of file not found:
error.com.inin.filenotfound
...end note -->
<!ENTITY % play.sources
"count.voice|count.voice.new|count.voice.saved|count.fax|count.fax.new|
count.fax.saved|count.email|count.email.new|count.email.saved|count.all|
user.prompt.name|user.number|user.number.forward|user.status|user.statusmenu|
message.type|message.envelope|message.from|message.date|message.subject|
message.phonenumber|message.body|message.audio|recording.review">
<!ENTITY % mailbox.events
"mailbox.sendmessage|mailbox.openfolder|mailbox.voice.new|
mailbox.voice.saved|mailbox.voice.today|mailbox.fax.new|mailbox.fax.saved|
mailbox.fax.today|mailbox.email.new|mailbox.email.saved|mailbox.email.today|
mailbox.outofoffice.on|mailbox.outofoffice.off">
<!ENTITY % message.events.process
"message.next|message.reply|message.forward|message.delete|message.save|
message.deletesubject|message.deletesender|message.undelete|message.callback|
message.get.phonenumber">
<!ENTITY % message.events.dialog
"message.stop|message.audio|message.envelope|message.body">
<!ENTITY % status.events
"status.set.atlunch|status.set.available|status.set.followme|
status.set.followup|status.set.forward|status.set.noacd|status.set.away|
status.set.dnd|status.set.atplay|status.set.gonehome|status.set.meeting|
status.set.outofoffice|status.set.training|status.set.outtown|
status.set.vacation|status.set.workinghome|status.set.remote|
status.set">
<!ENTITY % option.events
"options.setmode.verbose|options.setmode.oldest|options.setmode.priority|
options.setmode.playuser|options.setmode.playstatus|options.setmode.attachments|
options.setaccess.allvoice|options.setaccess.allfax|options.setaccess.allemail|
options.setaccess.savedvoice|options.setaccess.savedfax|
options.setaccess.savedemail|options.password|options.remotenummer">
<!ENTITY % notification.events
"notify.enable|notify.mode|notify.priority|notify.telephone|notify.address|
notify.pager|notify.id|notify.start|notify.end">
<!ENTITY % followme.events
"followme.enable|followme.timeout">
```

```

<!ENTITY % recording.events
"recording.start|recording.cancel|recording.send|recording.importance|
recording.sensitivity">
<!-- Note about recording events...
- the message attribute is used to send the importance and sensitivity strings to the vent handler. If the attribute is blank, the handler
will default as follows:
- sensitivity: Normal
- importance: Normal
...end note -->
<!ENTITY % escape.events
"escape.previous|escape.operator|help">
<!ENTITY % goto.events
"menu.system|menu.org|menu.group|menu.operator">
<!ENTITY % message.events
"%message.events.process;|%message.events.dialog;">
<!ENTITY % menu.events
"%application.events;|%escape.events;|%goto.events;|%mailbox.events;|
%message.events;|%status.events;| %option.events;|%useraudio.events;|
%recording.events;| system">
<!ENTITY % count.content "count CDATA '1'">
<!ENTITY % plaintext.content "#PCDATA">
<!ENTITY % verbosity.content "brief|verbose">
<!ENTITY % useroption.content
"Mailbox.Confirmation|Status.Confirmation|Follow.Me|Unified.Messaging|
Change.Folders|Allow.Email|Allow.Fax|Allow.Voice.Mail|Saved.Email|Saved.Fax|
Saved.Voice.Mail|Allow.Calendar|Allow.Place.Call|Attendant.Config|Ascending|
Verbose.Mode|Priority.Mode|Message.Notification|Mobile.Office|Outlook.Module|
usersetting">
<!ENTITY % grammar.content "%plaintext.content;">
<!ENTITY % texttospeech.content "%plaintext.content;">
<!ENTITY % catch.content "audio|choice|custom|goto|log|play">
<!ENTITY % root.content "catch|choice|custom|help|menu|noinput|nomatch|submenu">
<!ENTITY % menu.content "audio|catch|choice|custom|help|log|noinput|nomatch|play|submenu">
<!ENTITY % uri "CDATA">
<!--===== Root =====>
<ELEMENT audio (%texttospeech.content;)>
<ATTLIST audio
handler CDATA ""
prompt CDATA ""
src %uri; ""
useroption (%useroption.content;) #IMPLIED
verbosity (%verbosity.content;) #IMPLIED>
<ELEMENT catch (%catch.content;)*>
<ATTLIST catch
event %uri; #REQUIRED
%count.content;>
<ELEMENT choice (%grammar.content;)>
<ATTLIST choice
dtmf CDATA #IMPLIED
event (%menu.events;) #REQUIRED
message CDATA #IMPLIED
useroption (%useroption.content;) #IMPLIED
return %uri; #IMPLIED>
<ELEMENT custom (%grammar.content;)>
<ATTLIST custom
dtmf CDATA #IMPLIED
event NMTOKEN #REQUIRED
message CDATA #IMPLIED
useroption (%useroption.content;) #IMPLIED
return %uri; #IMPLIED>
<ELEMENT goto EMPTY>
<ATTLIST goto
next %uri; #REQUIRED>
<ELEMENT help (%catch.content;)*>
<ATTLIST help
event NMTOKEN #FIXED "help"
%count.content;>
<ELEMENT log EMPTY>
<ATTLIST log
expr CDATA #REQUIRED
label NMTOKEN #REQUIRED>
<ELEMENT menu (%menu.content;)*>
<ATTLIST menu
id NMTOKEN #REQUIRED
mode CDATA #IMPLIED
nospeechmenu %uri; #IMPLIED
return %uri; #IMPLIED
timeout CDATA "10"
skipahead CDATA #IMPLIED
skipback CDATA #IMPLIED
volumeup CDATA #IMPLIED
volumedown CDATA #IMPLIED>
<ELEMENT manifest_file (#PCDATA)>
<ELEMENT menuxml (%root.content;)*>
<ATTLIST menuxml
application %uri; #IMPLIED
toplevel NMTOKEN #IMPLIED
language CDATA "en-US"

```

```

version CDATA #IMPLIED>
<!ELEMENT menuxml_manifest (manifest_file)*>
<!ELEMENT nomatch (%catch.content;)*>
<!ATTLIST nomatch
event NMTOKEN #FIXED "nomatch"
%count.content;>
<!ELEMENT noinput (%catch.content;)*>
<!ATTLIST noinput
event NMTOKEN #FIXED "noinput"
%count.content;>
<!ELEMENT play EMPTY>
<!ATTLIST play
source (%play.sources;) #REQUIRED
useroption (%useroption.content;) #IMPLIED
verbosity (%verbosity.content;) #IMPLIED>
<!ELEMENT submenu (%grammar.content;)>
<!ATTLIST submenu
dtmf CDATA #IMPLIED
message CDATA #IMPLIED
next %uri; #REQUIRED
useroption (%useroption.content;) #IMPLIED
return %uri; #IMPLIED>

```

Elements

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

- a**
 - [audio](#) – plays a prompt.
- c**
 - [catch](#) watches for a specific event, so that a menus 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.
- g**
 - [goto](#) identifies a branch destination. Flow of control is passed to the file and anchor specified by the *next* attribute.
- h**
 - [help](#) is a special kind of catch used in a menu to play a handler's wave resource, usually to provide user assistance.
- l**
 - [log](#) is reserved for future use.
- m**
 - [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.
- n**
 - [noinput](#) is a catch for no user input conditions.
 - [nomatch](#) catches unrecognized user input.
- p**
 - [play](#) plays a prerecorded prompt.
- s**
 - [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.

Attribute	Data type	Default value
handler	string	""
prompt	string	""
src	string	""
useroption	NMTOKEN enumeration: "Mailbox.Confirmation", "Status.Confirmation", "Follow.Me", "Unified.Messaging", "Change.Folders", "Allow.Email", "Allow.Fax", "Allow.Voice.Mail", "Saved.Email", "Saved.Fax", "Saved.Voice.Mail", "Allow.Calendar", "Allow.Place.Call", "Attendant.Config", "Ascending", "Verbose.Mode", "Priority.Mode", "Message.Notification", "Mobile.Office", "Outlook.Module", "usersetting"	
verbosity	NMTOKEN enumeration: "brief", "verbose"	

handler

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

Optional `useroption.content` value passed to handler: "Mailbox.Confirmation", "Status.Confirmation", "Follow.Me", "Unified.Messaging", "Change.Folders", "Allow.Email", "Allow.Fax", "Allow.Voice.Mail", "Saved.Email", "Saved.Fax", "Saved.Voice.Mail", "Allow.Calendar", "Allow.Place.Call", "Attendant.Config", "Ascending", "Verbose.Mode", "Priority.Mode", "Message.Notification", "Mobile.Office", "Outlook.Module", "usersetting"

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

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

Play a wave audio file

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

Convert text-to-speech

```
<audio>Welcome to Acme Software</audio>
```

catch

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

Attribute	Data type	Default value
event	string	REQUIRED
count	string	"1"

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 the try again. If this occurs a second (or nth) 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.

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".

```
<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_VOICEMAILS">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.

Attribute	Data type	Default value
dtmf	string	
event	NMTOKEN enumeration: "application.disconnect", "application.thankyou", "application.password", "application.forwardnumber", "application.receivefax", "application.userprompts", "application.playbackoptions", "application.followmeoptions", "application.notificationoptions", "application.attendantprompts", "application.officehunt", "application.privatedirectory", "application.changefolders", "application.adminoptions", "application.sendmessage", "application.sendtomessage", "application.forwardmessage", "application.replymessage", "application.privatecall", "application.deletedmessages", "application.mainmenu", "application.calendar", "application.administration", "application.managerules", "application.setstatus", "application.distributionlist", "application.umstatus", "application.placecall", "application.getmeetings", "escape.previous", "escape.operator", "help", "menu.system", "menu.org", "menu.group", "menu.operator", "mailbox.sendmessage", "mailbox.openfolder", "mailbox.voice.new", "mailbox.voice.saved", "mailbox.voice.today", "mailbox.fax.new", "mailbox.fax.saved", "mailbox.fax.today", "mailbox.email.new", "mailbox.email.saved", "mailbox.email.today", "mailbox.outofoffice.on", "mailbox.outofoffice.off", "message.next", "message.reply", "message.forward", "message.delete", "message.save", "message.deletesubject", "message.deletesender", "message.undelete", "message.callback", "message.get.phonenumber", "message.stop", "message.audio", "message.envelope", "message.body", "status.set.atlunch", "status.set.available", "status.set.followme", "status.set.followup", "status.set.forward", "status.set.noacd", "status.set.away", "status.set.dnd", "status.set.atplay", "status.set.gonehome", "status.set.meeting", "status.set.outoffice", "status.set.training", "status.set.outtown", "status.set.vacation", "status.set.workinghome", "status.set.remote", "status.set", "options.setmode.verbose", "options.setmode.oldest", "options.setmode.priority", "options.setmode.playuser", "options.setmode.playstatus", "options.setmode.attachments", "options.setaccess.allvoice", "options.setaccess.allfax", "options.setaccess.allemail", "options.setaccess.savedvoice", "options.setaccess.savedfax", "options.setaccess.savedemail", "options.password", "options.remotenummer", "useraudio.record", "useraudio.save", "useraudio.reset", "useraudio.listen", "useraudio.disable", "useraudio.enable", "recording.start", "recording.cancel", "recording.send", "recording.importance", "recording.sensitivity", "system"	REQUIRED
message	string	
return	string	
useroption	NMTOKEN enumeration: "Mailbox.Confirmation", "Status.Confirmation", "Follow.Me", "Unified.Messaging", "Change.Folders", "Allow.Email", "Allow.Fax", "Allow.Voice.Mail", "Saved.Email", "Saved.Fax", "Saved.Voice.Mail", "Allow.Calendar", "Allow.Place.Call", "Attendant.Config", "Ascending", "Verbose.Mode", "Priority.Mode", "Message.Notification", "Mobile.Office", "Outlook.Module", "usersetting"	

Choice has the following attributes and a text 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:

```
<menu id="personal_prompts_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:

```
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 Element**
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:

```
<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](#).

Name	Data type	Default value
dtmf	string	
event	NMTOKEN	REQUIRED
message	string	
return	string	
useroption	NMTOKEN enumeration: "Mailbox.Confirmation", "Status.Confirmation", "Follow.Me", "Unified.Messaging", "Change.Folders", "Allow.Email", "Allow.Fax", "Allow.Voice.Mail", "Saved.Email", "Saved.Fax", "Saved.Voice.Mail", "Allow.Calendar", "Allow.Place.Call", "Attendant.Config", "Ascending", "Verbose.Mode", "Priority.Mode", "Message.Notification", "Mobile.Office", "Outlook.Module", "usersetting"	

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.

Attribute	Data type	Default value
next	string	REQUIRED

next

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="TUIMESSAGEMANAGEMENT_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.

Attribute	Data type	Default value
count	string	"1"
Event	NMTOKEN	FIXED: "help"

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 the try again. If this occurs a subsequent time, a different prompt is played, to refer the user to documentation.

```
<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.

Attribute	Data type	Default value
expr	string	REQUIRED
label	NMTOKEN	REQUIRED

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>
```

Parents

The following elements contain `manifest_file`: [menuxml_manifest](#).

menu

The `menu` element encapsulates elements that collectively build a menu and its error processing logic.

Attribute	Data type	Default value
id	NMTOKEN	REQUIRED
mode	string	
nospeechmenu	string	
return	string	
skipahead	string	
skipback	string	
timeout	string	"10"
volumedown	string	
volumeup	string	

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":

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

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

```
<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:

```
<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.

```
<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

```
<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.

Attributes	Data type	Default value
application	string	
language	string	"en-US"
toplevel	NMTOKEN	
version	string	

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

```
<?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

```
<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 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 [menu.content](#) and [root.content](#) entities.

Attribute	Data type	Default value
count	string	"1"
event	NMTOKEN	FIXED:"noinput"

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.

```
<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 `count=2` would be replayed.

Example:

Parents

The following elements contain `noinput`: [menu](#), [menuxml](#).

children

The following elements occur in `noinput`: [audio](#), [choice](#), [custom](#), [goto](#), [log](#), [play](#).

nomatch

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.

Attributes	Data type	Default value
count	string	"1"
event	NMTOKEN	FIXED:"nomatch"

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.

```
<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](#), [menuxml](#).

children

The following elements occur in `nomatch`: [audio](#), [choice](#), [custom](#), [goto](#), [log](#), [play](#).

play

This element plays a prerecorded prompt.

Attribute	Data type	Default value
source	NMTOKEN enumeration: "count.voice", "count.voice.new", "count.voice.saved", "count.fax", "count.fax.new", "count.fax.saved", "count.email", "count.email.new", "count.email.saved", "count.all", "user.prompt.name", "user.number", "user.number.forward", "user.status", "user.statusmenu", "message.type", "message.envelope", "message.from", "message.date", "message.subject", "message.phonenumber", "message.body", "message.audio", "recording.review"	REQUIRED
useroption	NMTOKEN enumeration: "Mailbox.Confirmation", "Status.Confirmation", "Follow.Me", "Unified.Messaging", "Change.Folders", "Allow.Email", "Allow.Fax", "Allow.Voice.Mail", "Saved.Email", "Saved.Fax", "Saved.Voice.Mail", "Allow.Calendar", "Allow.Place.Call", "Attendant.Config", "Ascending", "Verbose.Mode", "Priority.Mode", "Message.Notification", "Mobile.Office", "Outlook.Module", "usersetting"	
verbosity	NMTOKEN enumeration: "brief", "verbose"	

source

Any [play.sources](#) string.

useroptions

Any [useroption.content](#) string.

verbosity

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

Example

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

Parents

The following elements contain `play`: [catch](#), [help](#), [menu](#), [noinput](#), [nomatch](#).

submenu

The element creates a menu choice that branches to another menu.

Attribute	Data type	Default value
dtmf	string	
message	string	
next	string	REQUIRED
return	string	
useroption	NMTOKEN enumeration: "Mailbox.Confirmation", "Status.Confirmation", "Follow.Me", "Unified.Messaging", "Change.Folders", "Allow.Email", "Allow.Fax", "Allow.Voice.Mail", "Saved.Email", "Saved.Fax", "Saved.Voice.Mail", "Allow.Calendar", "Allow.Place.Call", "Attendant.Config", "Ascending", "Verbose.Mode", "Priority.Mode", "Message.Notification", "Mobile.Office", "Outlook.Module", "usersetting"	

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

```
<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](#)

[catch.content](#)

[count.content](#)

[escape.events](#)

[goto.events](#)

[grammar.content](#)

[mailbox.events](#)

[menu.content](#)

[menu.events](#)

[message.events](#)

[message.events.dialog](#)

[message.events.process](#)

[plaintext.content](#)

[play.sources](#)

[root.content](#)

[status.events](#)

[texttospeech.content](#)

[uri](#)

[useroption.content](#)

[verbosity.content](#)

[useraudio.events](#)

application.events

[%application.events](#); are referenced in !ENTITY % [menu.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="TUIMobileOffice.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>
```

application.userprompts

The application.userprompts event invokes the "personal prompts" IVR menu.

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

application.playbackoptions

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>
```

application.followmeoptions

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>
```

application.notificationoptions

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>
```

application.attendantprompts

The application.attendantprompts is reserved for future use.

application.officehunt

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

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

application.privatedirectory

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

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

application.changefolders

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

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

application.adminoptions

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

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

application.sendmessage

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

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

application.sendtomessage

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

```
<choice event="application.sendtomessage"
return="TUIMobileOffice.xml#main_menu_return">PreLoadedGrammar:MessageDirectory </choice>
```

application.forwardmessage

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

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

application.replymessage

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

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

application.privatecall

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

```
<choice event="application.privatecall"
return="TUIMobileOffice.xml#main_menu_return">PreLoadedGrammar:CallDirectory</choice>
```

application.deletedmessages

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

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

application.mainmenu

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

```
<choice event="application.mainmenu">([go] [back] [to] [the] main menu)</choice>
```

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:

Message Attribute Value	Type of Prompt
<code>eaprompt</code>	Out of office message
<code>nameprompt</code>	Name prompt
<code>afprompt</code>	Available, Forward message
<code>fmprompt</code>	Follow-me message
<code>agentgreeting</code>	Agent Greeting message
<code>rnprompt</code>	Standard Greeting message
<code>personalgreeting</code> (Communité only)	Personal Greeting message
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.filenotfound` [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.save
```

`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 (`rnprompt`).

```
<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 (`rnprompt`).

```
<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 to 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.events](#); referenced in !ENTITY % [menu.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.remotenumbers`

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.

root.content

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.

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

texttospeech.content

[%texttospeech.content](#); is referenced in !ELEMENT [audio](#).

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.

[%uri](#); is referenced in:

- !ATTLIST [audio](#)
 - !ATTLIST [catch](#)
 - !ATTLIST [choice](#)
 - !ATTLIST [custom](#)
 - !ATTLIST [goto](#)
 - !ATTLIST [menu](#)
 - !ATTLIST [menuxml](#)
 - !ATTLIST [submenu](#)
-

useroption.content

[%useroption.content](#); is referenced in:

- !ATTLIST [audio](#)
- !ATTLIST [choice](#)
- !ATTLIST [custom](#)
- !ATTLIST [play](#)
- !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.setoptionsfailed`

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.

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

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\TUIDefault`

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\TUICustom`

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)
- (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.

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 `TUIMainMenuDTMF` 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:

Tag	event	dtmf	next	useroption	
choice	escape.previous	*			Escape to previous menu
choice	escape.operator	0			Escape to Operator
choice	application.thankyou	7*			Exit menu
submenu		##	TUIMMobileOffice.xml#main_menu_return	Mobile.Office	

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

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

Tag	Text	event	dtmf	useroption	return	next	message	goto
choice	escape [go] back previous [menu] return	escape.previous	*					
choice	[transfer send get] [me] [to] [a an] operator	escape.operator	0					
choice	[play get check listen to [my]] (new unread) voice [mail mails E-mail E-mails] [message messages]	mailbox.voice.new		Allow.Voice.Mail	TUIMessageMenu.xml#voice_message_menu			
choice	[play get check listen to [my]] (old saved red) voice [mail mails E-mail E-mails] [message messages]	mailbox.voice.saved		Allow.Voice.Mail	TUIMessageMenu.xml#voice_message_menu			
choice	(([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)	mailbox.voice.today		Allow.Voice.Mail	TUIMessageMenu.xml#voice_message_menu			

Tag	Text	event	dtnf	useroption	return	next	message	goto
choice	[play get check listen to [my]] (new unread) (fax [mail mails E-mail E-mails] faxes [message messages])	mail box.fax.new		Allow.Fax	TUIM essa geMe nus. xml# fax_ mess age_ menu			
choice	[play get check listen to [my]] (old saved red) (fax [mail mails E-mail E-mails] faxes [message messages])	mail box.fax.saved		Allow.Fax	TUIM essa geMe nus. xml# fax_ mess age_ menu			
choice	(([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)	mail box.fax.today		Allow.Fax	TUIM essa geMe nus. xml# fax_ mess age_ menu			
choice	[play get check listen to [my]] (new unread) (mail mails E-mail E-mails) [message messages]	mail box.email.new		Allow.Email	TUIM essa geMe nus. xml# email_ messag e_ menu			
choice	[play get check listen to [my]] (old saved red) (mail mails E-mail E-mails) [message messages]	mail box.email.saved		Allow.Email	TUIM essa geMe nus. xml# email_ messag e_ menu			
choice	(([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)	mail box.email.today		Allow.Email	TUIM essa geMe nus. xml# email_ messag e_ menu			
submenu	[play get check listen to [my]] voice [mail mails E-mail E-mails] [message messages]			Allow.Voice.Mail	TUIM obil eOff ice. xml# main_ _men u_ re turn	TUI Mes sag eMe nus. xml# main_ _men u_ re oic e_ s umm ary		

Tag	Text	event	dtmf	useroption	return	next	message	goto
submenu	[play get check listen to [my]] (fax [mail mails E-mail E-mails] [message messages] faxes)			Allow.Fax	TUIM obil eOff ice. xml# main _men u_re turn	TUI Mes sag eMe nus .xm l#f ax_ sum mar y		
submenu	[play get check listen to [my]] (mail mails E-mail E-mails) [message messages]			Allow.Email	TUIM obil eOff ice. xml# main _men u_re turn	TUI Mes sag eMe nus .xm l#e mai l_s umm ary		
choice	(access get play read go to) [my] (calendar meetings) for \$datetime	appl icat ion. getm eeti ngs		Outlook. Module	TUIM obil eOff ice. xml# main _men u_re turn		voice	
submenu	(access get play read go to) [my] (calendar meetings)			Allow.Calendar	TUIM obil eOff ice. xml# main _men u_re turn	TUI Out loo kMe nus .xm l#c ale nda r_m enu _ge t_d ate		
submenu	[access go to] [my the] Outlook [options menu]			Outlook. Module	TUIM obil eOff ice. xml# main _men u_re turn	TUI Out loo kMe nus .xm l#o utl ook _me nu		
submenu	[access go to] [my the] Calendar (options menu)			Allow.Calendar	TUIM obil eOff ice. xml# main _men u_re turn	TUI Out loo kMe nus .xm l#c ale nda r_m enu		
submenu	[access go to] [my the] out-of- office assistant [options menu]			Outlook. Module	TUIM obil eOff ice. xml# main _men u_re turn	TUI Out loo kMe nus .xm l#o uto fof fic e_m enu		

Tag	Text	event	dtmf	useroption	return	next	message	goto
choice	turn on [my the] out-of-office assistant [message]	mail box. outofoffice.on		Outlook.Module	TUIMobileOffice.xml#main_menu_return			
choice	turn off [my the] out-of-office assistant [message]	mail box. outofoffice.off		Outlook.Module	TUIMobileOffice.xml#main_menu_return			
choice	PreLoadedGrammar:MessageDirectory	application.sendmessage			TUIMobileOffice.xml#main_menu_return			
choice	PreLoadedGrammar:CallDirectory	application.privatetelephone			TUIMobileOffice.xml#main_menu_return			
choice	URI:OPCMessageDirectory.\$username.gram	record.start			TUIMainMenu.xml#send_message_options			
choice	URI:OPCCallDirectory.\$username.gram	application.privatetelephone			TUIMobileOffice.xml#main_menu_return			
submenu	[access set change manage] [my] [personal] [user] (options configuration)					TUIOptionMenus.xml#personal_options_menu		

Tag	Text	event	dtmf	useroption	return	next	message	goto
submenu	[change set] [my your] status				TUIM obil eOff ice. xml# main _men u_re turn	TUI Sta tus Men us. xml #ch ang e_s tat us		
submenu	[record change] [my] [user personal] (prompts recordings)				TUIM obil eOff ice. xml# main _men u_re turn	TUI Pro mpt Men us. xml #pe rso nal _pr omp ts_ men u		
choice	[set change] [me my] [status] [to] \$status [until \$datetime]	stat us.s et	non e		TUIM obil eOff ice. xml# main _men u_re turn			
choice	[record] [my] (extended absence out- of-the-office) [prompt]	user audi o.re cord			TUIP romp tMen us.x ml#e a_pr ompt _men u		eaprom t	
choice	(listen to review) [my] (extended absence out of [the] office) [prompt]	user audi o.li sten					eaprom t	
choice	reset [my] (extended absence out of [the] office) [prompt]	user audi o.re set					eaprom t	
choice	[record] [my] (ring no answer standard greeting) [prompt]	user audi o.re cord			TUIP romp tMen us.x ml#r na_p romp t_me nu		rnaprom pt	
choice	(listen to review) [my] (ring no answer standard greeting) [prompt]	user audi o.li sten					rnaprom pt	
choice	reset [my] (ring no answer standard greeting) [prompt]	user audi o.re set					rnaprom pt	

Tag	Text	event	dtmf	useroption	return	next	message	goto
choice	[record] [my] [user] (name username) [prompt]	user audi o.re cord			TUIP romp tMen us.x ml#n ame_ prom pt_m enu		namepro mpt	
choice	(listen to review) [my] [user] (name username) [prompt]	user audi o.li sten					namepro mpt	
choice	reset [my] [user] (name username) [prompt]	user audi o.re set					namepro mpt	
choice	[record] [my] agent [greeting] [prompt]	user audi o.re cord			TUIP romp tMen us.x ml#a gent_ gre etin g_me nu		agentgr eeting	
choice	(listen to review) [my] agent [greeting] [prompt]	user audi o.li sten					agentgr eeting	
choice	reset [my] agent [greeting] [prompt]	user audi o.re set					agentgr eeting	
choice	[record] [my] [available] forward [prompt]	user audi o.re cord			TUIP romp tMen us.x ml#a f_pr ompt _men u		afpromp t	
choice	(listen to review) [my] [available] forward [prompt]	user audi o.li sten					afpromp t	
choice	reset [my] [available] forward [prompt]	user audi o.re set					afpromp t	
choice	[record] [my] [one number] follow me [prompt]	user audi o.re cord			TUIP romp tMen us.x ml#f m_pr ompt _men u		fmpromp t	
choice	(listen to review) [my] [one number] follow me [prompt]	user audi o.li sten					fmpromp t	
choice	reset [my] [one number] follow me [prompt]	user audi o.re set					fmpromp t	

Tag	Text	event	dtmf	useroption	return	next	message	goto
choice	okay ([okay] thanks) ([okay] thank you)	appl icat ion. than kyou	7*		TUIM obil eOff ice. xml# main _men u_re turn			
submenu	(switch change) [input] mode		##	Mobile.O ffice		TUI UMM ain Men uDT MF. xml #ma in_ men u		
submenu	[(what's what is)] [my] current status				TUIM obil eOff ice. xml# main _men u_re turn	TUI Sta tus Men us. xml #pl ay_ sta tus _me nu		
submenu	([I am] [all] done) ([I am] [all] finished) (thats it) (thats all) (you cant) (you cannot) good-bye					TUI Mob ile Off ice .xm l#g ood _by e_m enu		
submenu	[go] [back] [to] [the] main menu					TUI Mob ile Off ice .xm l#m ain _me nu		
choice	(exit log (out off))	appl icat ion. main menu						
catch		com. inin .cal enda r.no date						TUIOutlookMenus.xml#voice_get_date

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](#).

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	main_menu_superior
language	en-US
application	TUIApplicationRoot.xml

21 Subtags

Tag	Text	next	user option	return	dtmf	event	ct	id	timeout	mode	no speech menu	audio	goto	play	submenu	no input	no match
submenu	[check play get] (message messages)	TUI MessageMenus.xml#message_summary	Unified.Messaging	#main_menu_return													
submenu	[change set] [my your] status	TUI StatusMenus.xml#change_status		#main_menu_return													
submenu	something [else different]	TUI MainMenu.xml#main_menu		#main_menu_return													

submenu		TUI Mes sag eMe nus .xm l#v oic e_s umm ary	Allow .Voic e.Mai l		1											
submenu		TUI Mes sag eMe nus .xm l#f ax_ sum mar y	Allow .Fax		2											
submenu		TUI Mes sag eMe nus .xm l#e mai l_s umm ary	Allow .Emai l		3											
choice			Unifi ed.Me ssagi ng		4	appl icat ion. send mess age										
submenu		TUI Opt ion Men us. xml #pe rso nal_ op tio ns_ men u			5											
choice					6	appl icat ion. priv ated irec tory										
choice					7	appl icat ion. offi cehu nt										

choice			Change.Folders		8	application.chan gefolders										
submenu		TUI OutlookMenu.xml#outlook_menu	Outlook.Module		9											
nomatch							1					audio	#main_menu			
nomatch							2					audio	#main_menu			
nomatch							3					audio	menu.system			

help							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.	#main_menu				
menu				#main_menu_return			main_menu_superior	4	voice dtmf	TUIMainMenuDTMF.xml#main_menu_greeting	audio (3 occurrences)		play (2 occurrences)	submenu	noinput	
menu				menu.system			main_menu	6	voice dtmf		audio (3 occurrences)			submenu	noinput (3 occurrences)	

menu							m a i n - m e n u - r e t u r n	6	voic e dtmf		audi o			submenu	noin put	nomatch
menu							g o o d - b y e - m e n u	0			audi o				noin put	
menu				menu .sys tem			b a c k - t o - m a i n	0							noin put	

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

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	main_menu
language	en-US
application	TUIApplicationRoot.xml

7 Subtags

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

main_menu

4 Attributes

Name	Value
Id	main_menu
timeout	10
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

49 Subtags

Tag	Text	use rop tio n	ha ndl er	prompt	next	dt m f	event	c o u n t	audio	goto
audio	To retrieve your voicemail messages	All ow. Voi ce. Ma il	Pro mp t_T UI MA IN	TUIMAIN_MENU_VOICESELECTION						
audio	Press	All ow. Voi ce. Ma il	Pro mp t_A SR	ASR_PRESS						
audio	1	All ow. Voi ce. Ma il	Pro mp t_S yst em	N1						
submenu	[play get check] voice [mail mails E-mail E-mails] [message messages]	All ow. Voi ce. Ma il			TUIMessageMenus.xml#voice_summary	1				
audio	To retrieve your faxes	All ow. Fax	Pro mp t_T UI MA IN	TUIMAIN_MENU_FAXSELECTION						
audio	Press	All ow. Fax	Pro mp t_A SR	ASR_PRESS						
audio	2	All ow. Fax	Pro mp t_S yst em	N2						
submenu	[play get check] (fax [mail mails E- mail E-mails] [message messages] faxes)	All ow. Fax			TUIMessageMenus.xml#voice_message_menu	2				
audio	To retrieve your email messages	All ow. Em ail	Pro mp t_T UI MA IN	TUIMAIN_MENU_EMAILSELECTION						
audio	Press	All ow. Em ail	Pro mp t_A SR	ASR_PRESS						
audio	3	All ow. Em ail	Pro mp t_S yst em	N3						

submenu	[play get check] (mail mails E-mail E-mails) [message messages]	All ow. Em ail			TUIMessa geMenus.x ml#email_ summary	3				
audio	To send a voice message	Uni fie d. Me ssa gin g	Pro mp t_T UI MA IN	TUIMAIN _MENU_ SEND_V M_MESS AGE						
audio	Press	Uni fie d. Me ssa gin g	Pro mp t_A SR	ASR_PRE SS						
audio	4	Uni fie d. Me ssa gin g	Pro mp t_S yst em	N4						
choice	(compose create new send) [a] [message messages]	Uni fie d. Me ssa gin g				4	applicati on.send messag e			
audio	To manage your personal options		Pro mp t_T UI MA IN	TUIMAIN _MENU_ PERSON AL_OPTI ONS						
audio	Press		Pro mp t_A SR	ASR_PRE SS						
audio	5		Pro mp t_S yst em	N5						
submenu	[access set change] [my] [personal] [user] (options configuration)				TUIOption Menus.xml#personal _options_ menu	5				
audio	To access the company private directory.		Pro mp t_T UI MA IN	TUIMAIN _MENU_ PRIVATE _DIR						
audio	Press		Pro mp t_A SR	ASR_PRE SS						

audio	6		Pro mp t_S yst em	N6					
choice	[access] [the] [company] [private] directory					6	applicati on.privat edirecto ry		
audio	To initiate an office wide alert.		Pro mp t_T UI MA IN	TUIMAIN _MENU_ OFFICE_ ALERT					
audio	Press		Pro mp t_A SR	ASR_PRE SS					
audio	7		Pro mp t_S yst em	N7					
choice	office [wide] (alert hunt)					7	applicati on.offic ehunt		
audio	To change mail folders	Ch ang e.F old ers	Pro mp t_T UI MA IN	TUIMAIN _MENU_ CHANGE _MAIL_F OLDER					
audio	Press	Ch ang e.F old ers	Pro mp t_A SR	ASR_PRE SS					
audio	8	Ch ang e.F old ers	Pro mp t_S yst em	N8					
choice	[change traverse] folders	Ch ang e.F old ers				8	applicati on.chan gefolder s		
audio	To access your outlook options	Out loo k. Mo dul e	Pro mp t_T UI MA IN	TUIMAIN _MENU_ OUTLOO KSELECT ION					
audio	Press	Out loo k. Mo dul e	Pro mp t_A SR	ASR_PRE SS					

audio	9	Outlook Module	Prompt_System	N9						
submenu		Outlook Module			TUIOutlookMenus.xml#outlook_menu	9				
audio	To return to the previous menu		Prompt_UI_Main	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press		Prompt_ASR	ASR_PRESS						
audio	the star key		Prompt_UI_Main	TUIMAIN_MENU_THE_STAR_KEY						
audio	For an operator		Prompt_IVR	IVR_FOR_OPERATOR						
audio	Press		Prompt_ASR	ASR_PRESS						
audio	0		Prompt_System	N0						
catch						com.inin.mailbox.change.folder.success	1	Your folder has been changed.		#main_menu
noinput							1	audio		#main_menu
noinput							2	audio		#main_menu
noinput							3			menu.system
nomatch							1	audio		#main_menu
nomatch							2	audio		#main_menu
help							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.		#main_menu

send_message_options

4 Attributes

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

20 Subtags

Tag	Text	Unique Attributes	event	dtmf	next	message	count	goto	audio
audio	You may now send your message	2 unique attributes							
choice	([now] send [this the it] [message recording] [now]) do it okay		record.send	1					
choice	(review listen re-play play [back] repeat) [this the it] [message recording]		record.review	2					
choice	(record re-record) [this the it] [message][again]		record.start	3					
submenu	[set] [the] priority [of] [this the it] [message]			4	#priority_prompt_menu				
submenu	[set] [the] sensitivity [of] [this the it] [message]			5	#sensitivity_prompt_menu				
choice	(cancel (don't do not) send) [my] [recording message this it]	return = "TUIMobileOffice.xml#main_menu_return"	record.cancel	*					
choice	[set] [with] [the] [priority] [of] [this the it] [message] [to] high [priority]		record.importance			high			
choice	[set][with] [the] [priority] [of] [this the it] [message] [to] low [priority]		record.importance			low			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] normal [sensitivity]		record.sensitivity			normal			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] personal [sensitivity]		record.sensitivity			personal			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] private [sensitivity]		record.sensitivity			private			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] confidential [sensitivity]		record.sensitivity			confidential			
submenu	[more other] [what are my] options				send_message_options_2				
catch			com.inin.message.marked.success				1	#send_message_options	
catch			com.inin.recording.recorded				1	#send_message_options	
catch			com.inin.message.send.success				1	TUIMobileOffice.xml#main_menu_return	audio

noinput							1	#send_message_options	
noinput							2	#send_message_options_2	
noinput							1	#main_menu_return	

priority_prompt_menu

4 Attributes

Name	Value
id	priority_prompt_menu
timeout	1
mode	voice dtmf
return	#send_message_options

2 Subtags

Tag	Text	Unique Attributes	goto
audio	You may say 'low' or 'high' to set priority	2 unique attributes	
noinput		count = "1"	#send_message_options

sensitivity_prompt_menu

4 Attributes

Name	Value
id	sensitivity_prompt_menu
timeout	1
mode	voice dtmf
return	#send_message_options

2 Subtags

Tag	Text	Unique Attributes	goto
audio	You may say 'normal', 'personal', 'private' or 'confidential' to set sensitivity	2 unique attributes	
noinput		count = "1"	#send_message_options

send_message_options_2

4 Attributes

Name	Value
id	send_message_options_2
timeout	6
mode	voice dtmf
return	TUIMainMenu.xml#main_menu_return

38 Subtags

Tag	Text	handler	prompt	useroption	event	dtmf	next	return	message	count	goto	audio
-----	------	---------	--------	------------	-------	------	------	--------	---------	-------	------	-------

audio	To send your message,	Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SEND_NOW									
audio	Press	Prompt_A SR	ASR_PRESS	Allow.Voice.Mail								
audio	1	Prompt_S ystem	N1	Allow.Voice.Mail								
audio	To review your message,	Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_REVIEW									
audio	Press	Prompt_A SR	ASR_PRESS	Allow.Voice.Mail								
audio	2	Prompt_S ystem	N2	Allow.Voice.Mail								
audio	To re-record your message,	Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_RERECORD									
audio	Press	Prompt_A SR	ASR_PRESS	Allow.Voice.Mail								
audio	3	Prompt_S ystem	N3	Allow.Voice.Mail								
audio	To set priority for your message,	Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SET_PRIORITY									
audio	Press	Prompt_A SR	ASR_PRESS	Allow.Voice.Mail								
audio	4	Prompt_S ystem	N4	Allow.Voice.Mail								
audio	To set the sensitivity for this message,	Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SET_SENSITIVITY									
audio	Press	Prompt_A SR	ASR_PRESS	Allow.Voice.Mail								
audio	5	Prompt_S ystem	N5	Allow.Voice.Mail								
audio	To return to the previous menu without sending this message,	Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_DONT_SEND									
audio	Press	Prompt_A SR	ASR_PRESS	Allow.Voice.Mail								
audio	the star key	Prompt_T UIMain	TUIMAIN_MENU_THE_STAR_KEY									
choice	[now] send [this the it] [message recording] [now]				record.send	1						
choice	(review listen re-play play [back] repeat) [this the it] [message recording]				record.review	2						

choice	(record re-record) [this the it] [message] [again]				record.start	3						
submenu						4	#set_priority_menu					
submenu						5	#set_sensitivity_menu					
choice	(cancel (don't do not) send) [my] [recording message this it]				record.cancel	*		TUIMobileOffice.xml#main_menu_return				
submenu	[set] [the] priority [of] [this the it] [message]						#priority_prompt_menu					
submenu	[set] [the] sensitivity [of] [this the it] [message]						#sensitivity_prompt_menu					
choice	[set] [with] [the] [priority] [of] [this the it] [message] [to] high [priority]				record.importance				high			
choice	[set][with] [the] [priority] [of] [this the it] [message] [to] low [priority]				record.importance				low			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] normal [sensitivity]				record.sensitivity				normal			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] personal [sensitivity]				record.sensitivity				personal			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] private [sensitivity]				record.sensitivity				private			
choice	[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] confidential [sensitivity]				record.sensitivity				confidential			
catch					com.inin.recording.recorded					1	#send_message_options_2	

choice					record.c ancel	*		TUIMobil eOffice.x ml#main _menu_re turn				
catch					com.ini n.messa ge.send. success					1	TUI Mob ileO ffice .xml #ma in_ men u_re turn	audio
noinput										1	#se nd_ mes sag e_o ptio ns_ 2	
noinput										2	#se nd_ mes sag e_o ptio ns_ 2	
noinput										1	#ma in_ men u_re turn _2	

set_priority_menu

4 Attributes

Name	Value
id	set_priority_menu
timeout	6
mode	voice dtmf
return	#send_message_options

19 Subtags

Tag	Text	handler	prompt	useroption	event	message	dtmf	next	count	goto
audio	To set priority for this message to high,	Prompt_TUI MessageM anagement	TUIMESSAGEMAN AGEMENT_MENU_ PRIORITY_PRIORIT Y_HIGH							
audio	Press	Prompt_AS R	ASR_PRESS	Allow.Voic e.Mail						
audio	1	Prompt_Sys tem	N1	Allow.Voic e.Mail						
choice					record.imp ortance	high	1			
audio	To set priority for this message to low,	Prompt_TUI MessageM anagement	TUIMESSAGEMAN AGEMENT_MENU_ PRIORITY_PRIORIT Y_LOW							
audio	Press	Prompt_AS R	ASR_PRESS	Allow.Voic e.Mail						
audio	2	Prompt_Sys tem	N2	Allow.Voic e.Mail						
choice					record.imp ortance	low	2			
audio	To send this message without setting priority,	Prompt_TUI MessageM anagement	TUIMESSAGEMAN AGEMENT_MENU_ PRIORITY_PRIORIT Y_NONE							
audio	Press	Prompt_AS R	ASR_PRESS	Allow.Voic e.Mail						
audio	3	Prompt_Sys tem	N3	Allow.Voic e.Mail						
submenu							3	#sen d_m essa ge_o ption s		
audio	To return to the previous menu	Prompt_TUI Main	TUIMAIN_MENU_P REVIOUS_MENU							
audio	Press	Prompt_AS R	ASR_PRESS							
audio	the star key	Prompt_TUI Main	TUIMAIN_MENU_T HE_STAR_KEY							
catch					com.inin. message. marked.su ccess				1	#send_message_options
noinput									1	#set_priority_menu
noinput									2	#set_priority_menu
noinput									3	#send_message_options

set_sensitivity_menu

4 Attributes

Name	Value
id	set_sensitivity_menu
timeout	6
mode	voice dtmf
return	#send_message_options

23 Subtags

Tag	Text	handler	prompt	useroption	event	message	dtmf	count	goto
audio	To set the sensitivity for this message to normal,	Prompt_TUI MessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SENSITIVITY_NORMAL						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Voice.Mail					
audio	1	Prompt_System	N1	Allow.Voice.Mail					
choice					record.sensitivity	normal	1		
audio	To set sensitivity to personal,	Prompt_TUI MessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SENSITIVITY_PERSONAL						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Voice.Mail					
audio	2	Prompt_System	N2	Allow.Voice.Mail					
choice					record.sensitivity	personal	2		
audio	To set sensitivity to private,	Prompt_TUI MessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SENSITIVITY_PRIVATE						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Voice.Mail					
audio	3	Prompt_System	N3	Allow.Voice.Mail					
choice					record.sensitivity	private	3		
audio	To set sensitivity to confidential,	Prompt_TUI MessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_SENSITIVITY_CONFIDENTIAL						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Voice.Mail					
audio	4	Prompt_System	N4	Allow.Voice.Mail					
choice					record.sensitivity	confidential	4		
audio	To return to the previous menu	Prompt_TUI Main	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	the star key	Prompt_TUI Main	TUIMAIN_MENU_THE_STAR_KEY						
catch					com.inin.message.marked.succes			1	#send_message_options
noinput								1	#set_sensitivity_menu
noinput								2	#set_sensitivity_menu
noinput								3	#send_message_options

TUIMessageMenus.xml

TUIMessageMenus manage Voice Mail, Fax, and Email messages. See also: [TUIMessageMenus Source Listing](#).

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	message_summary
language	en-US
application	TUIApplicationRoot.xml

18 Subtags

Tag	Text	event	dtmf	id	timeout	mode	return	play	audio	submenu	noinput	nomatch	help	choice	catch
choice	un-delete [my last my last] [voice voice mail fax fax e- mail e- mail] message	message.undelete	77												
menu				message_summary	4	voice dtmf	TUIMobileOffice.xml#main_menu_return	count.all	audio	submenu (3 occurrences)	noinput	nomatch	help		
menu				voice_summary	3	voice dtmf	TUIMobileOffice.xml#main_menu_return		audio		noinput	nomatch		choice (3 occurrences)	
menu				voice_summary_2	10	voice dtmf	TUIMobileOffice.xml#main_menu_return	count.voice	audio (16 occurrences)		noinput (2 occurrences)	nomatch (2 occurrences)	help	choice (3 occurrences)	
menu				fax_summary	3	voice dtmf	TUIMobileOffice.xml#main_menu_return		audio		noinput	nomatch		choice (3 occurrences)	
menu				fax_summary_2	10		TUIMobileOffice.xml#main_menu_return	count.fax	audio (16 occurrences)		noinput (2 occurrences)	nomatch (2 occurrences)	help	choice (3 occurrences)	
menu				email_summary	3	voice dtmf	TUIMobileOffice.xml#main_menu_return		audio		noinput	nomatch		choice (3 occurrences)	

menu			email_summary_2	10		TUI MobileOffice.xml#main_menu_return	count.e mail	audio (16 occurrences)		noinput (2 occurrences)	nomatch (2 occurrences)	help	choice (3 occurrences)	
menu			voice_messages_menu_u	1		#voice_summary	play (3 occurrences)		submenu (2 occurrences)	noinput	nomatch	help	choice (15 occurrences)	catch (2 occurrences)
menu			voice_messages_menu_u_2	10		#voice_summary		audio	submenu (2 occurrences)	noinput (2 occurrences)	nomatch (2 occurrences)	help	choice (15 occurrences)	catch (2 occurrences)
menu			call_back_menu_u	6	voice dtmf	#voice_message_menu_2	message.phone number	audio (2 occurrences)		noinput	nomatch (2 occurrences)		choice (2 occurrences)	
menu			fax_message_menu_u	1		#fax_summary	play (2 occurrences)		submenu	noinput	nomatch	help	choice (12 occurrences)	catch (2 occurrences)
menu			fax_message_menu_u_2	10		#fax_summary		audio	submenu	noinput (2 occurrences)	nomatch (2 occurrences)	help	choice (12 occurrences)	catch (2 occurrences)
menu			email_messages_menu_u	1		#email_summary	play (3 occurrences)		submenu	noinput	nomatch	help	choice (13 occurrences)	catch (2 occurrences)
menu			email_messages_menu_u_2	10		#email_summary		audio	submenu	noinput (2 occurrences)	nomatch (2 occurrences)	help	choice (13 occurrences)	catch (2 occurrences)

menu				forward_instructions_email_menu	1		#email_message_menu_2		To forward a message , say a name after saying forward. To forward by extension, press 2.						
menu				forward_instructions_voice_menu	1		#fax_message_menu_2		To forward a message , say a name after saying forward. To forward by extension, press 2.						
menu				forward_instructions_fax_menu	1		#voice_message_menu_2		To forward a message , say a name after saying forward. To forward by extension, press 2.						

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

Name	Value
id	message_summary
timeout	4
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

8 Subtags

Tag	Text	Unique Attributes	next	dtmf	useroption	count	audio	goto
play		source = "count.all"						
audio	What would you like to check?	2 unique attributes						
submenu	[play get check] [my] voice [mail mails E-mail E-mails] [message messages]		#voice_summary	1	Allow.Voice.Mail			
submenu	[play get check] [my] (fax [mail mails E-mail E-mails] [message messages] faxes)		#fax_summary	2	Allow.Fax			
submenu	[play get check] [my] (mail mails E-mail E-mails) [message messages]		#email_summary	3	Allow.Email			
noinput						1	audio	#message_summary
nomatch						1	audio	#message_summary
help							audio	

voice_summary

4 Attributes

Name	Value
id	voice_summary
timeout	3
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

6 Subtags

Tag	Text	handler	prompt	event	dtmf	useroption	return	count	goto	audio
audio	Would you like to check new or saved voicemails?	Prompt_TUIMessageManagement	TUIMESSAGE MANAGEMENT_MENU_LIKE_VOICEMAIL							
choice	[play get check] (new unread) [voice] [mail mails E-mail E-mails] [message messages]			mailbox.voice.new	1	Allow.Voice.Mail	voice_message_menu			
choice	[play get check] (old saved red) [voice] [mail mails E-mail E-mails] [message messages]			mailbox.voice.saved	2	Allow.Voice.Mail	voice_message_menu			
choice	[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)			mailbox.voice.today	3	Allow.Voice.Mail	voice_message_menu			
noinput								1	#voice_summary_2	
nomatch								1	#voice_summary_2	audio

voice_summary_2

4 Attributes

Name	Value
id	voice_summary_2
timeout	10
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

25 Subtags

Tag	Text	source	handler	prompt	event	dtmf	useroption	return	count	audio	goto
play		count.voice									

audio	To listen to		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_TO_L ISTEN_T O							
audio	new		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_NEW							
audio	voicemail messages		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_TYP E_VOICE MESSAG ES							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	1		Prompt _Syste m	N1							
audio	To listen to		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_TO_L ISTEN_T O							
audio	Saved		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_SAV ED							
audio	voicemail messages		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_TYP E_VOICE MESSAG ES							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	2		Prompt _Syste m	N2							
audio	To listen to today's voicemails only,		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEMA NAGEME NT_VOIC EMESSA GES_TO DAY							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	3		Prompt _Syste m	N3							
audio	To return to the previous menu		Prompt _TUIMa in	TUIMAIN _MENU_ PREVIOU S_MENU							

audio	Press		Prompt _ASR	ASR_PRE SS							
audio	the star key		Prompt _TUIMain	TUIMAIN _MENU_ THE_ST AR_KEY							
choice	[play get check] (new unread) [voice] [mail mails E-mail E-mails] [message messages]				mailb ox.voi ce.new	1	Allow.Voice.Mail	voice_ mess age_m enu			
choice	[play get check] (old saved red) [voice] [mail mails E-mail E-mails] [message messages]				mailb ox.voi ce.sav ed	2	Allow.Voice.Mail	voice_ mess age_m enu			
choice	[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)				mailb ox.voi ce.to day	3	Allow.Voice.Mail	voice_ mess age_m enu			
noinput									1	audio	#voice_summary_2
noinput									2	audio	#voice_summary_2
nomatch									1	audio	#voice_summary_2
nomatch									2	audio	#voice_summary_2
help									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.	#voice_summary_2

fax_summary

4 Attributes

Name	Value
id	fax_summary
timeout	3
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

6 Subtags

Tag	Text	handler	prompt	event	dtmf	useroption	return	count	goto	audio
audio	Would you like to check new or saved faxes?	Prompt_T UIMessageManagement	TUIMESSAGE MANAGEMENT_MENU_ LIKE_FAXES							
choice	[play get check] (new unread) [fax faxes] [mail mails E-mail E-mails message messages]			mailbox.fax.new	1	Allow.Fax	fax_message_menu			
choice	[play get check] (old saved red) [fax faxes] [mail mails E-mail E-mails message messages]			mailbox.fax.saved	2	Allow.Fax	fax_message_menu			
choice	(([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))			mailbox.fax.today	3	Allow.Fax	fax_message_menu			
noinput								1	#fax_summary_2	
nomatch								1	#fax_summary_2	audio

fax_summary_2

3 Attributes

Name	Value
id	fax_summary_2
timeout	10
return	TUIMobileOffice.xml#main_menu_return

25 Subtags

Tag name/Text	Text	source	handler	prompt	event	dtmf	useroption	return	count	audio	goto
play		count.fax									

audio	To listen to		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_T O_LISTE N_TO							
audio	new		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_ NEW							
audio	faxes		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_T YPE_FA XMESS AGES							
audio	Press		Prompt _ASR	ASR_PR ESS							
audio	1		Prompt _Syste m	N1							
audio	To listen to		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_T O_LISTE N_TO							
audio	Saved		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_S AVED							
audio	Faxes		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_T YPE_FA XMESS AGES							
audio	Press		Prompt _ASR	ASR_PR ESS							
audio	2		Prompt _Syste m	N2							
audio	To listen to today's faxes only,		Prompt _TUIMe ssageM anagem ent	TUIMES SAGEM ANAGE MENT_F AXMES SAGES_ TODAY							
audio	Press		Prompt _ASR	ASR_PR ESS							
audio	3		Prompt _Syste m	N3							

audio	To return to the previous menu		Prompt _TUIMa in	TUIMAI N_MEN U_PREVI OUS_ME NU							
audio	Press		Prompt _ASR	ASR_PR ESS							
audio	the star key		Prompt _TUIMa in	TUIMAI N_MEN U_THE_ STAR_K EY							
choice	[play get check] (new unread) [fax faxes] [mail mails E-mail E-mails message messages]				mailb ox.fax .new	1	Allow.Fax	fax_m essag e_men u			
choice	[play get check] (old saved red) [fax faxes] [mail mails E-mail E-mails message messages]				mailb ox.fax .save d	2	Allow.Fax	fax_m essag e_men u			
choice	(([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)				mailb ox.fax .today	3	Allow.Fax	fax_m essag e_men u			
noinput									1	audio	#fax_summary_2
noinput									2	audio	#fax_summary_2
nomatch									1	audio	#fax_summary_2
nomatch									2	audio	#fax_summary_2
help									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.	#fax_summary_2

email_summary

4 Attributes

Name	Value
id	email_summary
timeout	3
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

5 Subtags

Tag	Text	handler	prompt	event	dtmf	useroption	return	count	goto	audio
audio	Would you like to check new or saved emails?	Prompt_TUIMessageManagement	TUIMESSAGEMANAGEMENT_MENU_LIKE_EMAILS							
choice	[play get check] (new unread) [mail mails E-mail E-mails] [message messages]			mailbox.new	1	Allow.Email	email_message_menu			
choice	[play get check] (old saved red) [mail mails E-mail E-mails] [message messages]			mailbox.saved	2	Allow.Email	email_message_menu			
choice	([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)			mailbox.today	3	Allow.Email	email_message_menu			
noinput								1	#email_summary_2	
nomatch								1	#email_summary_2	audio

email_summary_2

3 Attributes

Name	Value
id	email_summary_2
timeout	10
return	TUIMobileOffice.xml#main_menu_return

25 Subtags

Tag	Text	source	handler	prompt	event	dtmf	useroption	return	count	audio	goto
play		count.email									
audio	To listen to		Prompt_TUIMessageManagement	TUIMESSAGEMANAGEMENT_TO_LISTEN_TO							

audio	new		Prompt _TUIMessageManagement	TUIMESS AGEMAN AGEMEN T_NEW							
audio	emails		Prompt _TUIMessageManagement	TUIMESS AGEMAN AGEMEN T_TYPE_ EMAILM ESSAGE S							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	1		Prompt _System	N1							
audio	To listen to		Prompt _TUIMessageManagement	TUIMESS AGEMAN AGEMEN T_TO_LIS TEN_TO							
audio	Saved		Prompt _TUIMessageManagement	TUIMESS AGEMAN AGEMEN T_SAVE D							
audio	emails		Prompt _TUIMessageManagement	TUIMESS AGEMAN AGEMEN T_TYPE_ EMAILM ESSAGE S							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	2		Prompt _System	N2							
audio	To listen to today's emails only,		Prompt _TUIMessageManagement	TUIMESS AGEMAN AGEMEN T_EMAIL MESSAG ES_TOD AY							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	3		Prompt _System	N3							
audio	To return to the previous menu		Prompt _TUIMain	TUIMAIN _MENU_ PREVIOU S_MENU							
audio	Press		Prompt _ASR	ASR_PRE SS							
audio	the star key		Prompt _TUIMain	TUIMAIN _MENU_ THE_ST AR_KEY							

choice	[play get check] (new unread) [mail mails E-mail E-mails] [message messages]				mailbox.em ail.new	1	Allow.Email	email_message_m enu			
choice	[play get check] (old saved red) [mail mails E-mail E-mails] [message messages]				mailbox.em ail.saved	2	Allow.Email	email_message_m enu			
choice	(([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))				mailbox.em ail.to day	3	Allow.Email	email_message_m enu			
noinput									1	audio	#email_summary_2
noinput									2	audio	#email_summary_2
nomatch									1	audio	#email_summary_2
nomatch									2	audio	#email_summary_2
help									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 .	#email_summary_2

voice_message_menu

3 Attributes

Name	Value
id	voice_message_menu
timeout	1
return	#voice_summary

25 Subtags

Tag	Text	source	verbosity	event	dtmf	return	next	count	audio	goto
play		message.type	verbose							
play		message.envelope	verbose							

play		message.audio								
choice	save [this] [voice] [message] [voicemail]			message.save	1	voice_message_menu				
choice				message.forward	2	voice_message_menu_2				
submenu	forward [this] [voice] [message] [voicemail]					voice_message_menu_2	#forward_instruction_voice_menu			
choice	PreloadedGrammar:MessageDirectory			application.forwardmessage		voice_message_menu_2				
choice	URI:OPCMessageDirectory.\$username.gram			application.forwardmessage		voice_message_menu_2				
choice	(next skip) [this] [message voicemail]			message.next	3	voice_message_menu				
choice	(repeat play again) [this] [message voicemail] [again]			message.audio	4	voice_message_menu_2				
choice	reply [to] [this] [message voicemail]			message.reply	5	voice_message_menu_2				
submenu	(call ([back] [this] [person] [this] [person] [back])) [now]) live reply				9	voice_message_menu_2	#call_back_menu			
choice	PreloadedGrammar:MessageDirectory			application.replymessage		voice_message_menu_2				
choice	URI:OPCMessageDirectory.\$username.gram			application.replymessage		voice_message_menu_2				
choice	[play] (envelope information header) [for] [this] [message voicemail]			message.envelope	6	voice_message_menu_2				

choice	delete [this] [message voicemail]			mess age.d elete	7	voice_ mess age_m enu				
choice	delete [all] [messages voicemails] [with] [same] subject			mess age.d eletes ubject	71	voice_ mess age_m enu				
choice	delete [all] [messages voicemails] [from] [same] sender			mess age.d eletes ender	72	voice_ mess age_m enu				
choice	[play] (body text) [of] [this] [message voicemail]			mess age.b ody	8	voice_ mess age_m enu_2				
choice	(stop end)			mess age.st op	#	voice_ mess age_m enu_2				
catch				com.i nin.m ailbox .no.m ore.m essag es			1	audio (2 occur rence s)	#voice_summary	
catch				com.i nin.m ailbox .no.m essag es			1	audio	#voice_summary	
noinput							1		#voice_message_menu_2	
nomatch							1	audio	#voice_message_menu_2	

help								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.	#voice_message_menu_2
------	--	--	--	--	--	--	--	---	--	-----------------------

voice_message_menu_2

3 Attributes

Name	Value
id	voice_message_menu_2
timeout	10
return	#voice_summary

25 Subtags

Tag	Text	handler	prompt	event	dtmf	return	next	count	audio	goto
audio	Just say...save, delete, forward, replay, repeat, or next	Prompt_TUIMessageManagement	TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE							
choice	save [this] [voice] [message] [voicemail]			message.save	1	voice_message_menu				

choice				message.forward	2					
submenu	forward [this] [voice] [message] [voicemail]					voice_message_menu_2	#forward_instruction_voice_menu			
choice	PreloadedGrammar:MessageDirectory			application.forwardmessage						
choice	URI:OPCMessageDirectory.\$username.gram			application.forwardmessage						
choice	(next skip) [this] [message voicemail]			message.next	3	voice_message_menu				
choice	(repeat play again) [this] [message voicemail] [again]			message.audio	4					
choice	reply [to] [this] [message voicemail]			message.reply	5					
submenu	(call ([back] [this] [person] [this] [person] [back]) [now]) live reply				9	voice_message_menu_2	#call_back_menu			
choice	PreloadedGrammar:MessageDirectory			application.replymessage						
choice	URI:OPCMessageDirectory.\$username.gram			application.replymessage						
choice	[play] (envelope information header) [for] [this] [message voicemail]			message.envelope	6					
choice	delete [this] [message voicemail]			message.delete	7	voice_message_menu				
choice	delete [all] [messages voicemails] [with] [same] subject			message.deletesubject	71	voice_message_menu				

choice	delete [all] [messages voicemails] [from] [same] sender			message.deletesender	72	voice_message_menu				
choice	[play] (body text) [of] [this] [message voicemail]			message.body	8					
choice	(stop end)			message.stop	#					
catch				com.inn.mailbox.no.more.messages				1	audio (2 occurrences)	#voice_summary
catch				com.inn.mailbox.no.messages				1	audio	#voice_summary
noinput								1		#voice_message_menu_2
noinput								2	audio	#voice_message_menu_2
nomatch								1	audio	#voice_message_menu_2
nomatch								2	audio	#voice_message_menu_2

help								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.	#voice_message_menu_2
------	--	--	--	--	--	--	--	---	---	-----------------------

call_back_menu

4 Attributes

Name	Value
id	call_back_menu
mode	voice dtmf
timeout	6
return	#voice_message_menu_2

8 Subtags

Tag	Text	handler	prompt	source	event	return	count	goto	audio
audio	The phone number is...	Prompt_IVR	IVR_REMOTE_VM_REPLACE_PHONE_NUMBER						
play				message.phonenumber					
audio	Would you like to call back using this number?	Prompt_TUIMessageManagement	TUIMESSAGEMANAGEMENT_CALL_THIS_NUMBER						
choice	(yes yup yep) [correct] [dial call]				message.callback	voice_message_menu_2			
choice	no				message.get.phonenumber	voice_message_menu_2			
noinput							1	#voice_message_menu_2	
nomatch							1	#call_back_menu	audio
nomatch							2	#voice_message_menu_2	audio

fax_message_menu

3 Attributes

Name	Value
id	fax_message_menu
timeout	1
return	#fax_summary

20 Subtags

Tag	Text	source	verbosity	event	dtmf	return	next	count	audio	goto
play		message.type	verbose							
play		message.envelope	verbose							
choice	save [this] [fax] [message] [mail] [E-mail]			message.save	1	fax_message_menu				

choice				message.forward	2	fax_message_menu_2				
submenu	forward [this] [fax] [message] [mail] [E-mail]					fax_message_menu_2	#forward_instruction_fax_menu			
choice	PreloadedGrammar:MessageDirectory			application.forwardmessage		fax_message_menu_2				
choice	URI:OPCMessageDirectory.\$username.gram			application.forwardmessage		fax_message_menu_2				
choice	(next skip) [this] [fax] [message] [mail] [E-mail]			message.next	3	fax_message_menu				
choice	(receive send accept) [this] [fax] [message] [mail] [E-mail]			application.receivefax	4	fax_message_menu_2				
choice	[play] (envelope information header) [for] [this] [fax] [message] [mail] [E-mail]			message.envelope	6	fax_message_menu_2				
choice	delete [this] [message fax E-mail]			message.delete	7	fax_message_menu				
choice	delete [all] [messages faxes] [with] [same] subject			message.deletesubject	71	fax_message_menu				
choice	delete [all] [messages faxes] [from] [same] sender			message.deletesender	72	fax_message_menu				
choice	[play] (body text) [of] [this] [fax] [message] [mail] [E-mail]			message.body	8	fax_message_menu_2				
choice	(stop end)			message.stop	#	fax_message_menu_2				
catch				com.in.mailbox.no.more.messages			1	audio (2 occurrences)	#fax_summary	

catch				com.in.mailbox.no.messages				1	audio	#fax_summary
noinput								1		#fax_message_menu_2
nomatch								1	audio	#fax_message_menu_2
help								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.	#fax_message_menu_2

fax_message_menu_2

3 Attributes

Name	Value
id	fax_message_menu_2
timeout	10
return	#fax_summary

21 Subtags

Tag	Text	Unique Attributes	event	dtmf	return	count	audio	goto
audio	Just say...save, delete, forward, replay, repeat, or next	2 unique attributes						
choice	save [this] [fax] [message] [mail] [E-mail]		message.save	1	fax_message_menu			
choice			message.forward	2				

submenu	forward [this] [fax] [message] [mail] [E-mail]	next = "#forward _instructi on_fax_m enu"			fax_m essag e_men u_2			
choice	PreloadedGrammar:MessageDirectory		applica tion.fo rward messa ge					
choice	URI:OPCMessageDirectory.\$username.gram		applica tion.fo rward messa ge					
choice	(next skip) [this] [fax] [message] [mail] [E-mail]		messa ge.next	3	fax_m essag e_men u			
choice	(receive send accept) [this] [fax] [message] [mail] [E-mail]		applica tion.re ceivefa x	4				
choice	[play] (envelope information header) [for] [this] [fax] [message] [mail] [E-mail]		messa ge.env elope	6				
choice	delete [this] [message fax E-mail]		messa ge.dele te	7	fax_m essag e_men u			
choice	delete [all] [messages faxes] [with] [same] subject		messa ge.dele tesubj ect	71	fax_m essag e_men u			
choice	delete [all] [messages faxes] [from] [same] sender		messa ge.dele tesend er	72	fax_m essag e_men u			
choice	[play] (body text) [of] [this] [fax] [message] [mail] [E-mail]		messa ge.bod y	8				
choice	(stop end)		messa ge.sto p	#				
catch			com.in in.mail box.no .more. messa ges			1	audio (2 occurrences)	#fax_summary
catch			com.in in.mail box.no .mess ages			1	audio	#fax_summary
noinput						1		#fax_message_menu_2
noinput						2	audio	#fax_message_menu_2
nomatch						1	audio	#fax_message_menu_2
nomatch						2	audio	#fax_message_menu_2

help						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.	#fax_message_menu_2
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email_message_menu

3 Attributes

Name	Value
id	email_message_menu
timeout	1
return	#email_summary

22 Subtags

Tag	Text	source	verbosity	event	dtnrf	return	next	count	audio	goto
play		message.type	verbose							
play		message.envelope	verbose							
play		message.body								
choice	save [this] [message mail E-mail]			message.save	1	email_message_menu				
choice				message.forward	2	email_message_menu_2				
submenu	forward [this] [message mail E-mail]					email_message_menu_2	#forward_instruction_email_menu			
choice	PreloadedGrammar:MessageDirectory			application.forwardmessage		email_message_menu_2				
choice	URI:OPCMessageDirectory.\$username.gram			application.forwardmessage		email_message_menu_2				
choice	(next skip) [this] [message mail E-mail]			message.next	3	email_message_menu				

choice	(repeat play again) [this] [message mail E-mail] [again]			message.body	4	email_message_menu_2				
choice	reply [to] [this] [message mail E-mail]			message.reply	5	email_message_menu_2				
choice	[play] (envelope information header) [for] [this] [message mail E-mail]			message.envelope	6	email_message_menu_2				
choice	delete [this] [message mail E-mail]			message.delete	7	email_message_menu				
choice	delete [all] [messages E-mails] [with] [same] subject			message.deletesubject	71	email_message_menu				
choice	delete [all] [messages E-mails] [from] [same] sender			message.deletesender	72	email_message_menu				
choice	[play] (body text) [of] [this] [message mail E-mail]			message.body	8	email_message_menu_2				
choice	(stop end)			message.stop	#	email_message_menu_2				
catch				com.inn.mailbox.no.more.messages			1	audio (2 occurrences)	#email_summary	
catch				com.inn.mailbox.no.messages			1	audio	#email_summary	
noinput							1		#email_message_menu_2	
nomatch							1	audio	#email_message_menu_2	

help								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.	#email_message_menu_2
------	--	--	--	--	--	--	--	---	--	-----------------------

email_message_menu_2

3 Attributes

Name	Value
id	email_message_menu_2
timeout	10
return	#email_summary

22 Subtags

Tag	Text	Unique Attributes	event	dtmf	return	count	audio	goto
audio	Just say...save, delete, forward, replay, repeat, or next	2 unique attributes						
choice	save [this] [message mail E-mail]		message.save	1	email_message_menu			
choice			message.forward	2				

submenu	forward [this] [message mail E-mail]	next = "#forward _instructi on_email_ menu"			email_ mess age_m enu_2			
choice	PreloadedGrammar:MessageDirectory		applic ation.f orward messa ge					
choice	URI:OPCMessageDirectory.\$username.gram		applic ation.f orward messa ge					
choice	(next skip) [this] [message mail E-mail]		messa ge.nex t	3	email_ mess age_m enu			
choice	(repeat play again) [this] [message mail E-mail] [again]		messa ge.bod y	4				
choice	reply [to] [this] [message mail E-mail]		messa ge.repl y	5				
choice	[play] (envelope information header) [for] [this] [message mail E-mail]		messa ge.env elope	6				
choice	delete [this] [message mail E-mail]		messa ge.del ete	7	email_ mess age_m enu			
choice	delete [all] [messages E-mails] [with] [same] subject		messa ge.del etesub ject	71	email_ mess age_m enu			
choice	delete [all] [messages E-mails] [from] [same] sender		messa ge.del etesen der	72	email_ mess age_m enu			
choice	[play] (body text) [of] [this] [message mail E-mail]		messa ge.bod y	8				
choice	(stop end)		messa ge.sto p	#				
catch			com.in in.mail box.no .more. messa ges			1	audio (2 occurrences)	#email_summary
catch			com.in in.mail box.no .mess ages			1	audio	#email_summary
noinput						1		#email_message_menu_2

noinput						2	audio	#email_message_menu_2
nomatch						1	audio	#email_message_menu_2
nomatch						2	audio	#email_message_menu_2
help						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.	#email_message_menu_2

forward_instruction_email_menu

3 Attributes

Name	Value
id	forward_instruction_email_menu
timeout	1
return	#email_message_menu_2

1 Subtag

Tag	Text
audio	To forward a message, say a name after saying forward. To forward by extension, press 2.

forward_instruction_voice_menu

3 Attributes

Name	Value
id	forward_instruction_voice_menu
timeout	1
return	#fax_message_menu_2

1 Subtag

Tag	Text
audio	To forward a message, say a name after saying forward. To forward by extension, press 2.

forward_instruction_fax_menu

3 Attributes

Name	Value
id	forward_instruction_fax_menu
timeout	1
return	#voice_message_menu_2

1 Subtag

Tag	Text
audio	To forward a message, say a name after saying forward. To forward by extension, press 2.

TUIOptionMenus.xml

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

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	personal_options_menu
language	en-US
application	TUIApplicationRoot.xml

2 Subtags

Tag	id	timeout	mode	return	audio	submenu	choice	noinput	nomatch	help
menu	personal_options_menu	3	voice dtmf	TUIMobileOffice.xml#main_menu_return	audio	submenu (2 occurrences)	choice (7 occurrences)	noinput	nomatch	help
menu	personal_options_menu_2	6	voice dtmf	TUIMobileOffice.xml#main_menu_return	audio (30 occurrences)	submenu (2 occurrences)	choice (7 occurrences)	noinput (2 occurrences)	nomatch (2 occurrences)	help

personal_options_menu

4 Attributes

Name	Value
id	personal_options_menu
timeout	3
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

13 Subtags

Tag	Text	handler	prompt	next	dtmf	return	event	useroption	count	goto	audio
audio	What would you like to do today?	Prompt_TUIMain	TUIMAIN_MENU_WHAT_YOU_LIKE								
submenu	[change set] [my your] status			TUIStatusMenus.xml#change_status	1	TUIOptionMenus.xml#personal_options_menu					
choice	[set change] [my] forward [number]				2		application.forwardnumber				
choice	[set change] [my] password				3		application.password				

choice	[set change] [my] [playback] options				4		application. playback options	Unified.Messaging			
submenu	[record change] [my] [user personal] (prompts recordings)			TUIPromptMenus.xml#personal_prompts_menu	5	TUIOptionMenus.xml#personal_options_menu					
choice	[set change] [my] follow-me [options]				6		application. followme options	Follow.Me			
choice	[manage] [my] deleted messages				7		application. delete messages	Change.Folders			
choice	[manage change] [my] (notification notifications) [options]				8		application. notification options	Message.Notification			
choice	[manage change] (administration [interaction] attendant) [options prompts]				9		application. admin options	Attendant.Config			
noinput									1	#personal_options_menu_2	
nomatch									1	#personal_options_menu_2	audio
help									1	#personal_options_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.

personal_options_menu_2

4 Attributes

Name	Value
id	personal_options_menu_2
timeout	6
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

44 Subtags

Tag	Text	handler	prompt	next	dtmf	return	event	useroption	count	audio	goto
audio	To change your current status	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_CHANGE_STATUS								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	1	Prompt_System	N1								
submenu	[change set] [my your] status			TUIStatusMenus.xml#change_status	1	TUIOptionMenus.xml#personal_options_menu					
audio	To set your forward number	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_SET_REMOTE_TN								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	2	Prompt_System	N2								
choice	[set change] [my] forward [number]				2		application. forward number				
audio	To change your password	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_CHANGE_PASSWORD								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	3	Prompt_System	N3								
choice	[set change] [my] password				3		application. password				

audio	To configure your playback options	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_PLAYBACK_OPTIONS					Unified.Messaging			
audio	Press	Prompt_ASR	ASR_PRESS					Unified.Messaging			
audio	4	Prompt_System	N4					Unified.Messaging			
choice	[set change] [my] [playback] options				4		application.playbackoptions	Unified.Messaging			
audio	To manage your personal prompts	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MANAGE_PERSONAL_PROMPTS								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	5	Prompt_System	N5								
submenu	[record change] [my] [user personal] (prompts recordings)			TUIPromptMenus.xml#personal_prompts_menu	5	TUIOptionMenus.xml#personal_options_menu					
audio	To manage your one-number follow-me option	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_6					Follow.Me			
audio	Press	Prompt_ASR	ASR_PRESS					Follow.Me			
audio	6	Prompt_System	N6					Follow.Me			
choice	[set change] [my] follow-me [options]				6		application.followmeoptions	Follow.Me			
audio	To manage recently deleted messages	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_7					Change.Folders			

audio	Press	Prompt _ASR	ASR_PRE SS					Change.Fol ders			
audio	7	Prompt _Syste m	N7					Change.Fol ders			
choice	[manage] [my] deleted messages				7		applic ation. delete dmes sages	Change.Fol ders			
audio	To manage your notification options	Prompt _TUIPer sonalO ptions	TUIPERS ONALOP TIONS_R EMOTE_ VM_MEN U_8					Message.N otification			
audio	Press	Prompt _ASR	ASR_PRE SS					Message.N otification			
audio	8	Prompt _Syste m	N8					Message.N otification			
choice	[manage change] [my] (notification notifications) [options]				8		applic ation. notifi cation options	Message.N otification			
audio	For administration options	Prompt _TUIPer sonalO ptions	TUIPERS ONALOP TIONS_R EMOTE_ VM_MEN U_9					Attendant. Config			
audio	Press	Prompt _ASR	ASR_PRE SS					Attendant. Config			
audio	9	Prompt _Syste m	N9					Attendant. Config			
choice	[manage change] (administration [interaction] attendant) [options prompts]				9		applic ation. admin options	Attendant. Config			
audio	To return to the previous menu	Prompt _TUIMa in	TUIMAIN _MENU_P REVIOUS _MENU								
audio	Press	Prompt _ASR	ASR_PRE SS								
audio	the star key	Prompt _TUIMa in	TUIMAIN _MENU_T HE_STAR _KEY								
noinput									1	audio	#personal_options_menu_2
noinput									2	audio	#personal_options_menu_2

nomatch									1	audio	#personal_options_menu_2
nomatch									2	audio	#personal_options_menu_2
help									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.	#personal_options_menu_2

TUIStatusMenus.xml

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

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	change_status
language	en-US
application	TUIApplicationRoot.xml

17 Subtags

Tag	Text	event	return	id	timeout	mode	audio	play	noinput	nomatch	help
choice	[set change] [me my] [status] [to] \$status [until \$datetime]	status.select	TUIMobileOffice.xml #main_menu_return								
menu			TUIOptionMenus.xml #personal_options_menu	change_status	3	voice dtmf	audio (2 occurrences)	user.status	noinput	nomatch	
menu			TUIOptionMenus.xml #personal_options_menu	change_status_return	6	voice dtmf	audio (3 occurrences)	user.status menu	noinput (3 occurrences)	nomatch (2 occurrences)	help
menu			TUIMobileOffice.xml #main_menu_return	play_status_menu	1	voice dtmf	audio	user.status	noinput		

change_status

4 Attributes

Name	Value
id	change_status
timeout	3
mode	voice dtmf
return	TUIOptionMenus.xml#personal_options_menu

5 Subtags

Tag	Text	handler	prompt	source	count	audio	goto
audio	Your current status is	Prompt_TUIMain	TUIMAIN_CURRENT_STATUS				
play				user.status			
audio	What should your new status be?	Prompt_TUIMain	TUIMAIN_NAME_NEW_STATUS				
noinput					1	audio	#change_status_return
nomatch					1	audio	#change_status_return

change_status_return

4 Attributes

Name	Value
id	change_status_return
timeout	6
mode	voice dtmf
return	TUIOptionMenus.xml#personal_options_menu

10 Subtags

Tag	Text	source	handler	prompt	count	goto	audio
play		user.statusmenu					
audio	To return to the previous menu		Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU			
audio	Press		Prompt_ASR	ASR_PRESS			
audio	the star key		Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY			
noinput					1	#change_status_return	
noinput					2	#change_status_return	
noinput					3	TUIMobileOffice.xml#main_menu_return	
nomatch					1	#change_status_return	audio
nomatch					2	#change_status_return	audio
help					1	#change_status_return	audio

play_status_menu

4 Attributes

Name	Value
id	play_status_menu
timeout	1
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

3 Subtags

Tag	Text	Unique Attributes	goto
audio	Your current status is	2 unique attributes	
play		source = "user.status"	
noinput		count = "1"	TUIMobileOffice.xml#main_menu_return

TUIOutlookMenus.xml

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

DocType

root element name	menuxml
system external dtd	menuxml.dtd

2 Attributes

Name	Value
language	en-US
application	TUIApplicationRoot.xml

11 Subtags

Tag	count	id	timeout	mode	return	audio	goto	submenu	noinput	nomatch	choice	catch
help	1					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					
menu		outlook_menu	6	voice dtmf	TUIMainMenu.xml#main_menu	audio		submenu (2 occurrences)	noinput	nomatch		
menu		outlook_menu_2	6	voice dtmf	TUIMainMenu.xml#main_menu	audio		submenu (2 occurrences)	noinput	nomatch		
menu		outlook_menu_3	6	voice dtmf	TUIMainMenu.xml#main_menu	audio (9 occurrences)		submenu (2 occurrences)	noinput	nomatch		
menu		calendar_menu_get_date	6	voice dtmf	TUIMainMenu.xml#main_menu	audio			noinput	nomatch	choice (3 occurrences)	catch (3 occurrences)
menu		calendar_menu	6	voice dtmf	#outlook_menu	audio			noinput	nomatch	choice (2 occurrences)	catch (3 occurrences)
menu		calendar_menu_2	6	voice dtmf	#outlook_menu	audio			noinput	nomatch	choice (2 occurrences)	catch (3 occurrences)
menu		calendar_menu_3	6	voice dtmf	#outlook_menu	audio (9 occurrences)			noinput (2 occurrences)	nomatch	choice (2 occurrences)	catch (3 occurrences)
menu		outoffice_menu	6	voice dtmf	#outlook_menu	audio			noinput	nomatch	choice (2 occurrences)	
menu		outoffice_menu_2	6	voice dtmf	#outlook_menu	audio			noinput	nomatch	choice (2 occurrences)	
menu		outoffice_menu_3	6	voice dtmf	#outlook_menu	audio (9 occurrences)			noinput (2 occurrences)	nomatch	choice (2 occurrences)	

outlook_menu

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

4 Attributes

Name	Value
id	outlook_menu
timeout	6
mode	voice dtmf
return	TUIMainMenu.xml#main_menu

5 Subtags

Tag	Text	Unique Attributes	next	dtmf	count	goto
audio	Outlook Menu	2 unique attributes				
submenu		useroption = "Allow.Calendar"	#calendar_menu	1		
submenu			#outofoffice_menu	2		
noinput					1	#outlook_menu_2
nomatch					1	#outlook_menu_2

outlook_menu_2

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

4 Attributes

Name	Value
id	outlook_menu_2
timeout	6
mode	voice dtmf
return	TUIMainMenu.xml#main_menu

5 Subtags

Tag	Text	Unique Attributes	next	dtmf	count	goto	audio
audio	Say Access my Calendar or Out-of-Office Assistant.	2 unique attributes					
submenu		useroption = "Allow.Calendar"	#calendar_menu	1			
submenu			#outofoffice_menu	2			
noinput					1	#outlook_menu_3	
nomatch					1	#outlook_menu_3	audio

outlook_menu_3

4 Attributes

Name	Value
id	outlook_menu_3
timeout	6
mode	voice dtmf
return	TUIMainMenu.xml#main_menu

13 Subtags

Tag	Text	handler	prompt	useroption	next	dtmf	count	goto
audio	To access your calendar,	Prompt_TUIMAIN	TUIMAIN_OUTLOOK_MENU_CALENDAR	Allow.Calendar				
audio	Press	Prompt_AS	ASR_PRESS	Allow.Calendar				
audio	1	Prompt_System	N1	Allow.Calendar				
submenu				Allow.Calendar	#calendar_menu	1		
audio	To access your out-of-office assistant options,	Prompt_TUIMAIN	TUIMAIN_OUTLOOK_MENU_OUTOFFICE_ASSISTANT					
audio	Press	Prompt_AS	ASR_PRESS	Allow.Calendar				
audio	2	Prompt_System	N2					
submenu					#outofoffice_menu	2		
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU					
audio	Press	Prompt_AS	ASR_PRESS					
audio	the star key	Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY					
noinput							1	TUIMainMenu.xml#main_menu
nomatch							1	TUIMainMenu.xml#main_menu

calendar_menu_get_date

4 Attributes

Name	Value
id	calendar_menu_get_date
timeout	6
mode	voice dtmf
return	TUIMainMenu.xml#main_menu

9 Subtags

Tag	Text	Unique Attributes	event	dtmf	message	return	count	audio	goto
audio	Meetings for what day?	2 unique attributes							
choice	[meetings] [for] today		application.getmeetings	1	\$Now	#calendar_menu			
choice	[meetings] [for] \$datetime		application.getmeetings	2		#calendar_menu			
choice	[access get play read goto] [my] [calendar meetings] [for] \$datetime	useroption = "Outlook.Module"	application.getmeetings		voice	TUIMobileOffice.xml#main_menu_return			
catch			com.inin.calendar.nomeetingstoday				1	audio	#calendar_menu_2
catch			com.inin.calendar.nomeetingsanotherday				1	audio	#calendar_menu_2
catch			error.com.inin.calendar.accessfailed				1	audio	#outlook_menu
noinput							1		#calendar_menu_2
nomatch							1	audio	#calendar_menu_2

calendar_menu

4 Attributes

Name	Value
id	calendar_menu
timeout	6
mode	voice dtmf
return	#outlook_menu

8 Subtags

Tag	Text	Unique Attributes	event	dtmf	return	count	audio	goto
audio	Calendar Menu	2 unique attributes						
choice		message = "\$Now"	application.getmeetings	1	#calendar_menu			
choice			application.getmeetings	2	#calendar_menu			
catch			com.inin.calendar.nomeetingstoday			1	audio	#calendar_menu
catch			com.inin.calendar.nomeetingsanotherday			1	audio	#calendar_menu
catch			error.com.inin.calendar.accessfailed			1	audio	#outlook_menu
noinput						1		#calendar_menu_2
nomatch						1	audio	#calendar_menu_2

calendar_menu_2

4 Attributes

Name	Value
id	calendar_menu_2
timeout	6
mode	voice dtmf
return	#outlook_menu

8 Subtags

Tag	Text	Unique Attributes	event	dtmf	return	count	audio	goto
audio	Say Access my Calendar for today or an other upcoming day.	2 unique attributes						
choice		message = "\$Now"	application.getmeetings	1	#calendar_menu			
choice			application.getmeetings	2	#calendar_menu			
catch			com.inin.calendar.nomeetingtoday			1	audio	#calendar_menu
catch			com.inin.calendar.nomeetingsanotherday			1	audio	#calendar_menu_2
catch			error.com.inin.calendar.accessfailed			1	audio	#outlook_menu
noinput						1		#calendar_menu_3
nomatch						1	audio	#calendar_menu_3

calendar_menu_3

4 Attributes

Name	Value
id	calendar_menu_3
timeout	6
mode	voice dtmf
return	#outlook_menu

17 Subtags

Tag	Text	handler	prompt	event	return	dtmf	count	audio	goto
audio	To hear your meetings for today,	Prompt_T UIMAIN	TUIMAIN_CALENDAR_MENU_TODAY						
audio	Press	Prompt_A SR	ASR_PRESS						
audio	1	Prompt_S ystem	N1						
choice				application.getmeetings	#calendar_menu				
audio	To hear your meetings for an other day,	Prompt_T UIMAIN	TUIMAIN_CALENDAR_MENU_ANOTHERDAY						
audio	Press	Prompt_A SR	ASR_PRESS						
audio	2	Prompt_S ystem	N2						
choice				application.getmeetings	#calendar_menu	2			
audio	To return to the previous menu	Prompt_T UIMain	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press	Prompt_A SR	ASR_PRESS						
audio	the star key	Prompt_T UIMain	TUIMAIN_MENU_THE_STAR_KEY						
catch				com.inin.calendar.no meetingstoday			1	audio	#calendar_menu_2
catch				com.inin.calendar.no meetingsanotherday			1	audio	#calendar_menu_2
catch				error.com.inin.calendar.accessfailed			1	audio	#outlook_menu
noinput							1		#calendar_menu_3
noinput							2		#outlook_menu
nomatch							1	audio	#outlook_menu

outofoffice_menu

4 Attributes

Name	Value
id	outofoffice_menu
timeout	6
mode	voice dtmf
return	#outlook_menu

5 Subtags

Tag	Text	handler	prompt	event	dtmf	count	goto	audio
audio	Out-of-Office Assistant Menu	Prompt_TUIMAIN	TUIMAIN_OUTOFOFFICE_MENU_INTRO					
choice				mailbox.outofoffice.on	1			
choice				mailbox.outofoffice.off	2			
noinput						1	#outofoffice_menu_2	
nomatch						1	#outofoffice_menu_2	audio

outofoffice_menu_2

4 Attributes

Name	Value
id	outofoffice_menu_2
timeout	6
mode	voice dtmf
return	#outlook_menu

5 Subtags

Tag	Text	handler	prompt	event	dtmf	count	goto	audio
audio	Say turn On or Off my Out-of-Office Assistant.	Prompt_TUIMAIN	TUIMAIN_OUTOFOFFICE_MENU_VOICE					
choice				mailbox.outofoffice.on	1			
choice				mailbox.outofoffice.off	2			
noinput						1	#outofoffice_menu_3	
nomatch						1	#outofoffice_menu_3	audio

outoffice_menu_3

4 Attributes

Name	Value
id	outoffice_menu_3
timeout	6
mode	voice dtmf
return	#outlook_menu

14 Subtags

Tag	Text	handler	prompt	event	dtmf	count	goto	audio
audio	To turn on your Outlook out-of-office assistant,	Prompt_TUI MAIN	TUIMAIN_OUTOFOFFICE_ASSIST ANT_ENABLE					
audio	Press	Prompt_AS R	ASR_PRESS					
audio	1	Prompt_Sys tem	N1					
choice				mailbox.outof fice.on	1			
audio	To turn off your Outlook out-of-office assistant,	Prompt_TUI MAIN	TUIMAIN_OUTOFOFFICE_ASSIST ANT_DISABLE					
audio	Press	Prompt_AS R	ASR_PRESS					
audio	2	Prompt_Sys tem	N2					
choice				mailbox.outof fice.off	2			
audio	To return to the previous menu	Prompt_TUI Main	TUIMAIN_MENU_PREVIOUS_ME NU					
audio	Press	Prompt_AS R	ASR_PRESS					
audio	the star key	Prompt_TUI Main	TUIMAIN_MENU_THE_STAR_KE Y					
noinput						1	#outoffic e_menu_3	
noinput						2	#outlook_m enu	
nomatch						1	#outlook_m enu	audio

TUIPromptMenus.xml

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	personal_options_menu
language	en-US
application	TUIApplicationRoot.xml

2 Subtags

Tag	id	timeout	mode	return	audio	submenu	choice	noinput	nomatch	help
menu	personal_options_menu	3	voice dtmf	TUIMobileOffice.xml#main_menu_return	audio	submenu (2 occurrences)	choice (7 occurrences)	noinput	nomatch	help
menu	personal_options_menu.2	6	voice dtmf	TUIMobileOffice.xml#main_menu_return	audio (30 occurrences)	submenu (2 occurrences)	choice (7 occurrences)	noinput (2 occurrences)	nomatch (2 occurrences)	help

personal_options_menu

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

4 Attributes

Name	Value
id	personal_options_menu
timeout	3
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

13 Subtags

Tag	Text	handler	prompt	next	dtmf	return	event	useroption	count	goto	audio
audio	What would you like to do today?	Prompt_TUIMain	TUIMAIN_MENU_WHAT_YOU_LIKE								
submenu	[change set] [my your] status			TUIStatusMenus.xml#change_status	1	TUIOptionMenus.xml#personal_options_menu					
choice	[set change] [my] forward [number]				2		application.forwardnumber				
choice	[set change] [my] password				3		application.password				

choice	[set change] [my] [playback] options				4		application. playback options	Unified.Messaging			
submenu	[record change] [my] [user personal] (prompts recordings)			TUIPromptMenus.xml#personal_prompts_menu	5	TUIOptionMenus.xml#personal_options_menu					
choice	[set change] [my] follow-me [options]				6		application. followme options	Follow.Me			
choice	[manage] [my] deleted messages				7		application. delete messages	Change.Folders			
choice	[manage change] [my] (notification notifications) [options]				8		application. notification options	Message.Notification			
choice	[manage change] (administration [interaction] attendant) [options prompts]				9		application. admin options	Attendant.Config			
noinput									1	#personal_options_menu_2	
nomatch									1	#personal_options_menu_2	audio
help									1	#personal_options_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.

personal_options_menu_2

4 Attributes

Name	Value
id	personal_options_menu_2
timeout	6
mode	voice dtmf
return	TUIMobileOffice.xml#main_menu_return

44 Subtags

Tag	Text	handler	prompt	next	dtmf	return	event	useroption	count	audio	goto
audio	To change your current status	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_CHANGE_STATUS								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	1	Prompt_System	N1								
submenu	[change set] [my your] status			TUIStatusMenus.xml#change_status	1	TUIOptionMenus.xml#personal_options_menu					
audio	To set your forward number	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_SET_REMOTE_TN								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	2	Prompt_System	N2								
choice	[set change] [my] forward [number]				2		application. forward number				
audio	To change your password	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_CHANGE_PASSWORD								
audio	Press	Prompt_ASR	ASR_PRESS								
audio	3	Prompt_System	N3								
choice	[set change] [my] password				3		application. password				

audio	To configure your playback options	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_PLAYBACK_OPTIONS					Unified.Messaging			
audio	Press	Prompt_ASRS	ASR_PRESS					Unified.Messaging			
audio	4	Prompt_System	N4					Unified.Messaging			
choice	[set change] [my] [playback] options				4		application. playback options	Unified.Messaging			
audio	To manage your personal prompts	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_MANAGE_PERSONAL_PROMPTS								
audio	Press	Prompt_ASRS	ASR_PRESS								
audio	5	Prompt_System	N5								
submenu	[record change] [my] [user personal] (prompts recordings)			TUIPromptMenus.xml #personal_prompts_menu	5	TUIOptionMenus.xml #personal_options_menu					
audio	To manage your one-number follow-me option	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_6					Follow.Me			
audio	Press	Prompt_ASRS	ASR_PRESS					Follow.Me			
audio	6	Prompt_System	N6					Follow.Me			
choice	[set change] [my] follow-me [options]				6		application. follow-me options	Follow.Me			
audio	To manage recently deleted messages	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_7					Change.Folders			

audio	Press	Prompt _ASR	ASR_PRE SS					Change.Fol ders			
audio	7	Prompt _Syste m	N7					Change.Fol ders			
choice	[manage] [my] deleted messages				7		applic ation. delete dmes sages	Change.Fol ders			
audio	To manage your notification options	Prompt _TUIPer sonalO ptions	TUIPERS ONALOP TIONS_R EMOTE_ VM_MEN U_8					Message.N otification			
audio	Press	Prompt _ASR	ASR_PRE SS					Message.N otification			
audio	8	Prompt _Syste m	N8					Message.N otification			
choice	[manage change] [my] (notification notifications) [options]				8		applic ation. notifi cation options	Message.N otification			
audio	For administration options	Prompt _TUIPer sonalO ptions	TUIPERS ONALOP TIONS_R EMOTE_ VM_MEN U_9					Attendant. Config			
audio	Press	Prompt _ASR	ASR_PRE SS					Attendant. Config			
audio	9	Prompt _Syste m	N9					Attendant. Config			
choice	[manage change] (administration [interaction] attendant) [options prompts]				9		applic ation. admin options	Attendant. Config			
audio	To return to the previous menu	Prompt _TUIMa in	TUIMAIN _MENU_P REVIOUS _MENU								
audio	Press	Prompt _ASR	ASR_PRE SS								
audio	the star key	Prompt _TUIMa in	TUIMAIN _MENU_T HE_STAR _KEY								
noinput									1	audio	#personal_options_menu_2
noinput									2	audio	#personal_options_menu_2

nomatch									1	audio	#personal_options_menu_2
nomatch									2	audio	#personal_options_menu_2
help									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.	#personal_options_menu_2

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.
- [TUIStatusMenusDTMF.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

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	main_menu_greeting
language	en-US
application	TUIDTMFRoot.xml

2 Subtags

Tag	id	timeout	mode	return	audio	play	submenu	choice	noinput	nomatch
menu	main_menu_greeting	10	dtmf	menu.system	audio (35 occurrences)	play (2 occurrences)	submenu (5 occurrences)	choice (4 occurrences)	noinput	nomatch
menu	main_menu	10	dtmf	menu.system	audio (33 occurrences)		submenu (5 occurrences)	choice (4 occurrences)	noinput (2 occurrences)	nomatch

main_menu_greeting

4 Attributes

Name	Value
id	main_menu_greeting
timeout	10
mode	dtmf
return	menu.system

48 Subtags

Tag	Text	handler	prompt	useroption	source	next	dtmf	event	count	goto
audio	Welcome to voice mail for extension	Prompt_TUIMain	TUIMAIN_MENU_WELCOME	Mailbox.Confirmation						
play				Mailbox.Confirmation	user.number					
audio	Your current status is	Prompt_TUIMain	TUIMAIN_CURRENT_STATUS	Status.Confirmation						

play				Status.Confirmation	user.status					
audio	To retrieve your voicemail messages	Prompt_TUIMAIN	TUIMAIN_MENU_VOICSELECTION	Allow.Voice.Mail						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Voice.Mail						
audio	1	Prompt_System	N1	Allow.Voice.Mail						
submenu				Allow.Voice.Mail		TUIMessageMenu sDTMF.xml#voice_summary	1			
audio	To retrieve your faxes	Prompt_TUIMAIN	TUIMAIN_MENU_FAXSELECTION	Allow.Fax						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Fax						
audio	2	Prompt_System	N2	Allow.Fax						
submenu				Allow.Fax		TUIMessageMenu sDTMF.xml#fax_summary	2			
audio	To retrieve your email messages	Prompt_TUIMAIN	TUIMAIN_MENU_EMAILSELECTION	Allow.Email						
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Email						
audio	3	Prompt_System	N3	Allow.Email						
submenu				Allow.Email		TUIMessageMenu sDTMF.xml#email_summary	3			
audio	To send a voice message	Prompt_TUIMAIN	TUIMAIN_MENU_SEND_VM_MESSAGE	Unified.Messaging						
audio	Press	Prompt_ASR	ASR_PRESS	Unified.Messaging						
audio	4	Prompt_System	N4	Unified.Messaging						
choice				Unified.Messaging			4	application.send message		
audio	To manage your personal options	Prompt_TUIMAIN	TUIMAIN_MENU_PERSONAL_OPTIONS							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	5	Prompt_System	N5							

submenu						TUIOptionMenusDTMF.xml#personal_options_menu	5			
audio	To access the company private directory.	Prompt_TUIMAIN	TUIMAIN_MENU_PRIVATE_DIR							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	6	Prompt_System	N6							
choice							6	application.private directory		
audio	To initiate an office wide alert.	Prompt_TUIMAIN	TUIMAIN_MENU_OFFICE_ALERT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	7	Prompt_System	N7							
choice							7	application.office hunt		
audio	To change mail folders	Prompt_TUIMAIN	TUIMAIN_MENU_CHANGE_MAIL_FOLDER	Change.Folders						
audio	Press	Prompt_ASR	ASR_PRESS	Change.Folders						
audio	8	Prompt_System	N8	Change.Folders						
choice				Change.Folders			8	application.change folders		
audio	To access your outlook options	Prompt_TUIMAIN	TUIMAIN_MENU_OUTLOOKSELECTION	Outlook.Module						
audio	Press	Prompt_ASR	ASR_PRESS	Outlook.Module						
audio	9	Prompt_System	N9	Outlook.Module						
submenu				Outlook.Module		TUIOutlookMenusDTMF.xml#outlook_menu	9			
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU							

audio	Press	Prompt _ASR	ASR_PRESS							
audio	the star key	Prompt _TUIMain	TUIMAIN_MENU _THE_STAR_KEY							
audio	For an operator	Prompt _IVR	IVR_FOR_OPERA TOR							
audio	Press	Prompt _ASR	ASR_PRESS							
audio	0	Prompt _System	N0							
noinput								1	#main_menu	
nomatch								1	#main_menu	

main_menu

4 Attributes

Name	Value
id	main_menu
timeout	10
mode	dtmf
return	menu.system

45 Subtags

Tag	Text	useroption	handler	prompt	next	dtmf	event	count	goto
audio	To retrieve your voicemail messages	Allow.Voice.Mail	Prompt_TUIMAIN	TUIMAIN_MENU_VOICSELECTION					
audio	Press	Allow.Voice.Mail	Prompt_ASR	ASR_PRESS					
audio	1	Allow.Voice.Mail	Prompt_System	N1					
submenu		Allow.Voice.Mail			TUIMessageMenusDTMF.xml#voice_summary	1			
audio	To retrieve your faxes	Allow.Fax	Prompt_TUIMAIN	TUIMAIN_MENU_FAXSELECTION					
audio	Press	Allow.Fax	Prompt_ASR	ASR_PRESS					
audio	2	Allow.Fax	Prompt_System	N2					
submenu		Allow.Fax			TUIMessageMenusDTMF.xml#fax_summary	2			
audio	To retrieve your email messages	Allow.Email	Prompt_TUIMAIN	TUIMAIN_MENU_EMAILSELECTION					
audio	Press	Allow.Email	Prompt_ASR	ASR_PRESS					

audio	3	Allow.Email	Prompt_System	N3					
submenu		Allow.Email			TUIMessageMenusDTMF.xml#email_summary	3			
audio	To send a voice message	Unified.Messaging	Prompt_TUIMAIN	TUIMAIN_MENU_SEND_VM_MESSAGE					
audio	Press	Unified.Messaging	Prompt_ASR	ASR_PRESS					
audio	4	Unified.Messaging	Prompt_System	N4					
choice		Unified.Messaging				4	application.sendmessage		
audio	To manage your personal options		Prompt_TUIMAIN	TUIMAIN_MENU_PERSONAL_OPTIONS					
audio	Press		Prompt_ASR	ASR_PRESS					
audio	5		Prompt_System	N5					
submenu					TUIOptionMenusDTMF.xml#personal_options_menu	5			
audio	To access the company private directory.		Prompt_TUIMAIN	TUIMAIN_MENU_PRIVATE_DIR					
audio	Press		Prompt_ASR	ASR_PRESS					
audio	6		Prompt_System	N6					
choice						6	application.private_directory		
audio	To initiate an office wide alert.		Prompt_TUIMAIN	TUIMAIN_MENU_OFFICE_ALERT					
audio	Press		Prompt_ASR	ASR_PRESS					
audio	7		Prompt_System	N7					
choice						7	application.officehunt		
audio	To change mail folders	Change.Folders	Prompt_TUIMAIN	TUIMAIN_MENU_CHANGE_MAIL_FOLDER					
audio	Press	Change.Folders	Prompt_ASR	ASR_PRESS					
audio	8	Change.Folders	Prompt_System	N8					

choice		Change.Folders				8	application.changefolders		
audio	To access your outlook options	Outlook.Module	Prompt_TUIMAIN	TUIMAIN_MENU_OUTLOOKSELECTION					
audio	Press	Outlook.Module	Prompt_ASR	ASR_PRESS					
audio	9	Outlook.Module	Prompt_System	N9					
submenu		Outlook.Module			TUIOutlookMenusDTMF.xml#outlook_menu	9			
audio	To return to the previous menu		Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU					
audio	Press		Prompt_ASR	ASR_PRESS					
audio	the star key		Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY					
audio	For an operator		Prompt_IVR	IVR_FOR_OPERATOR					
audio	Press		Prompt_ASR	ASR_PRESS					
audio	0		Prompt_System	N0					
noinput								1	#main_menu
noinput								2	menu.system
nomatch								1	#main_menu

TUIMessageMenusDTMF.xml

This menu manages voice, Fax, and Email messages. See also: [TUIMessageMenusDTMF Source Listing](#).

DocType

Root Element Name	menuxml
System External Dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	voice_summary
language	en-US
application	TUIDTMFRoot.xml

10 Subtags

Tag	Unique Attributes	id	timeout	mode	return	play	audio	choice	noinput	nomatch	catch
choice	2 unique attributes										
menu		voice_summary	6	dtmf	TUIMainMenuDTMF.xml#main_menu	count.voice	audio (16 occurrences)	choice (3 occurrences)	noinput (3 occurrences)	nomatch	
menu		fax_summary	6	dtmf	TUIMainMenuDTMF.xml#main_menu	count.fax	audio (16 occurrences)	choice (3 occurrences)	noinput (3 occurrences)	nomatch	
menu		email_summary	6	dtmf	TUIMainMenuDTMF.xml#main_menu	count.email	audio (16 occurrences)	choice (3 occurrences)	noinput (3 occurrences)	nomatch	
menu	4 unique attributes	voice_message_menu	1		#voice_summary	play (3 occurrences)		choice (11 occurrences)	noinput	nomatch	catch (2 occurrences)
menu		voice_message_menu_2	10		#voice_summary		audio (27 occurrences)	choice (11 occurrences)	noinput (2 occurrences)	nomatch	catch (2 occurrences)
menu		fax_message_menu	1		#fax_summary	play (2 occurrences)		choice (10 occurrences)	noinput	nomatch	catch (2 occurrences)
menu		fax_message_menu_2	10		#fax_summary		audio (24 occurrences)	choice (10 occurrences)	noinput (2 occurrences)	nomatch	catch (2 occurrences)
menu		email_message_menu	1		#email_summary	play (3 occurrences)		choice (12 occurrences)	noinput	nomatch	catch (2 occurrences)
menu		email_message_menu_2	10		#email_summary		audio (27 occurrences)	choice (11 occurrences)	noinput (2 occurrences)	nomatch	catch (2 occurrences)

voice_summary

4 Attributes

Name	Value
id	voice_summary
timeout	6
mode	dtmf
return	TUIMainMenuDTMF.xml#main_menu

24 Subtags

Tag	Text	source	handler	prompt	useroption	event	dtmf	return	count	goto
play		count.v oice								
audio	To listen to		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_T O_LISTEN_ TO						
audio	new		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_N EW						
audio	voicemail messages		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_T YPE_VOIC EMESSAG ES						
audio	Press		Prompt_ ASR	ASR_PRES S						
audio	1		Prompt_ System	N1						
audio	To listen to		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_T O_LISTEN_ TO	Saved.Voic e.Mail					
audio	Saved		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_S AVED	Saved.Voic e.Mail					
audio	voicemail messages		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_T YPE_VOIC EMESSAG ES	Saved.Voic e.Mail					
audio	Press		Prompt_ ASR	ASR_PRES S	Saved.Voic e.Mail					
audio	2		Prompt_ System	N2	Saved.Voic e.Mail					
audio	To listen to today's voicemails only,		Prompt_ TUIMess ageMana gement	TUIMESSA GEMANAG EMENT_V OICEMESS AGES_TOD AY						

audio	Press		Prompt_ ASR	ASR_PRES S						
audio	3		Prompt_ System	N3						
audio	To return to the previous menu		Prompt_ TUIMain	TUIMAIN_ MENU_ PR EVIOUS_ M ENU						
audio	Press		Prompt_ ASR	ASR_PRES S						
audio	the star key		Prompt_ TUIMain	TUIMAIN_ MENU_ TH E_ STAR_ K EY						
choice					Allow.Voic e.Mail	mailb ox.voi ce.ne w	1	voice_ messa ge_me nu		
choice					Saved.Voic e.Mail	mailb ox.voi ce.sav ed	2	voice_ messa ge_me nu		
choice					Allow.Voic e.Mail	mailb ox.voi 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

Name	Value
id	fax_summary
timeout	6
mode	dtmf
return	TUIMainMenuDTMF.xml#main_menu

24 Subtags

Tag	Text	source	handler	prompt	useroption	event	dtmf	return	count	goto
play		count.f ax								
audio	To listen to		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_TO_LIS TEN_TO						
audio	new		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_NEW						

audio	faxes		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_TYPE_F AXMESSAGE S						
audio	Press		Prompt_A SR	ASR_PRESS						
audio	1		Prompt_S ystem	N1						
audio	To listen to		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_TO_LIS TEN_TO	Saved.Fax					
audio	Saved		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_SAVED	Saved.Fax					
audio	Faxes		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_TYPE_F AXMESSAGE S	Saved.Fax					
audio	Press		Prompt_A SR	ASR_PRESS	Saved.Fax					
audio	2		Prompt_S ystem	N2	Saved.Fax					
audio	To listen to today's faxes only,		Prompt_T UIMessag eManage ment	TUIMESSAG EMANAGEM ENT_FAXME SSAGES_TO DAY						
audio	Press		Prompt_A SR	ASR_PRESS						
audio	3		Prompt_S ystem	N3						
audio	To return to the previous menu		Prompt_T UIMain	TUIMAIN_M ENU_PREVIO US_MENU						
audio	Press		Prompt_A SR	ASR_PRESS						
audio	the star key		Prompt_T UIMain	TUIMAIN_M ENU_THE_S TAR_KEY						
choice					Allow.Fax	mailb ox.fax .new	1	fax_m essag e_men u		
choice					Saved.Fax	mailb ox.fax .saved	2	fax_m essag e_men u		
choice					Allow.Fax	mailb ox.fax .today	3	fax_m essag e_men u		

noinput									1	#fax_summary
noinput									2	#fax_summary
noinput									3	TUIMainMenuDTMF.xml#main_menu
nomatch									1	#fax_summary

email_summary

4 Attributes:

Name	Value
id	email_summary
timeout	6
mode	dtmf
return	TUIMainMenuDTMF.xml#main_menu

24 Subtags:

Tag	Text	source	handler	prompt	useroption	event	dtmf	return	count	goto
play		count. email								
audio	To listen to		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_TO_LISTEN_TO						
audio	new		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_NEW						
audio	emails		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES						
audio	Press		Prompt_A SR	ASR_PRESS						
audio	1		Prompt_System	N1						
audio	To listen to		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_TO_LISTEN_TO	Saved.Email					
audio	Saved		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_SAVED	Saved.Email					
audio	emails		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES	Saved.Email					
audio	Press		Prompt_A SR	ASR_PRESS	Saved.Email					
audio	2		Prompt_System	N2	Saved.Email					

audio	To listen to today's emails only,		Prompt_T UIMessageManagement	TUIMESSAGEMANAGEMENT_EMAILMESSAGES_TODAY						
audio	Press		Prompt_A SR	ASR_PRESS						
audio	3		Prompt_S ystem	N3						
audio	To return to the previous menu		Prompt_T UIMain	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press		Prompt_A SR	ASR_PRESS						
audio	the star key		Prompt_T UIMain	TUIMAIN_MENU_THE_STAR_KEY						
choice					Allow.Email	mailbox.email.new	1	email_message_menu		
choice					Saved.Email	mailbox.email.saved	2	email_message_menu		
choice					Allow.Email	mailbox.email.today	3	email_message_menu		
noinput									1	#email_summary
noinput									2	#email_summary
noinput									3	#TUIMainMenuDTMF.xml#main_menu
nomatch									1	#email_summary

voice_message_menu

7 Attributes

Name	Value
id	voice_message_menu
timeout	1
return	#voice_summary
skipback	5
skipahead	6
volumedown	8
volumeup	9

18 Subtags

Tag	source	verbosity	event	dtmf	return	count	audio	goto
play	message.type	verbose						
play	message.envelope	verbose						
play	message.audio							
choice			message.save	1	voice_message_menu			
choice			message.forward	2	voice_message_menu_2			
choice			message.next	3	voice_message_menu			
choice			message.audio	4	voice_message_menu_2			
choice			message.reply	5	voice_message_menu_2			
choice			message.envelope	6	voice_message_menu_2			
choice			message.delete	7	voice_message_menu			
choice			message.deletesubject	71	voice_message_menu			
choice			message.deletesender	72	voice_message_menu			
choice			message.body	8	voice_message_menu_2			
choice			message.stop	#	voice_message_menu_2			
catch			com.inin.mailbox.no.more.messages			1	audio (2 occurrences)	#voice_summary
catch			com.inin.mailbox.no.messages			1	audio	#voice_summary
noinput						1		#voice_message_menu_2
nomatch						1		#voice_message_menu_2

voice_message_menu_2

3 Attributes

Name	Value
id	voice_message_menu_2
timeout	10
return	#voice_summary

43 Subtags

Tag	Text	handler	prompt	event	dtmf	return	count	audio	goto
audio	To save this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_SAVE_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						

audio	1	Prompt_System	N1						
choice				message.save	1	voice_message_menu			
audio	To forward this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_FORWARD_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	2	Prompt_System	N2						
choice				message.forward	2				
audio	To skip this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	3	Prompt_System	N3						
choice				message.next	3	voice_message_menu			
audio	To replay this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	4	Prompt_System	N4						
choice				message.audio	4				
audio	To reply to this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	5	Prompt_System	N5						
choice				message.reply	5				
audio	To play the envelope information for this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_MESSAGE_LISTEN_TO_ENVELOPE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	6	Prompt_System	N6						

choice				message.en velope	6				
audio	To delete this message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAG EMENT_MENU_DELET E_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	7	Prompt_Syst em	N7						
choice				message.de lete	7	voice_ messa ge_me nu			
choice				message.de letesubject	71	voice_ messa ge_me nu			
choice				message.de letesender	72	voice_ messa ge_me nu			
audio	To play the text of the message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAG EMENT_MENU_PLAY_ TEXT						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	8	Prompt_Syst em	N8						
choice				message.bo dy	8				
audio	To return to the previous menu	Prompt_TUI Main	TUIMAIN_MENU_PRE VIOUS_MENU						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	the star key	Prompt_TUI Main	TUIMAIN_MENU_THE_ STAR_KEY						
choice	stop end			message.st op	#				
catch				com.inin.ma ilbox.no.mo re.messages			1	audio (2 occur rence s)	#voice_summary
catch				com.inin.ma ilbox.no.me ssages			1	audio	#voice_summary
noinput							1		#voice_message_menu_2
noinput							2		#voice_summary
nomatch							1		#voice_message_menu_2

fax_message_menu

3 Attributes

Name	Value
id	fax_message_menu
timeout	1
return	#fax_summary

16 Subtags

Tag	source	verbosity	event	dtmf	return	count	audio	goto
play	message.type	verbose						
play	message.envelope	verbose						
choice			message.save	1	fax_message_menu			
choice			message.forward	2	fax_message_menu_2			
choice			message.next	3	fax_message_menu			
choice			application.receivefax	4	fax_message_menu_2			
choice			message.envelope	6	fax_message_menu_2			
choice			message.delete	7	fax_message_menu			
choice			message.deletesubject	71	fax_message_menu			
choice			message.deletesender	72	fax_message_menu			
choice			message.body	8	fax_message_menu_2			
choice			message.stop	#	fax_message_menu_2			
catch			com.inin.mailbox.no.more.messages			1	audio (2 occurrences)	#fax_summary
catch			com.inin.mailbox.no.messages			1	audio	#fax_summary
noinput						1		#fax_message_menu_2
nomatch						1		#fax_message_menu_2

fax_message_menu_2

3 Attributes

Name	Value
id	fax_message_menu_2
timeout	10
return	#fax_summary

39 Subtags

Tag	Text	handler	prompt	event	dtmf	return	count	audio	goto
audio	To save this fax	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGE MANAGEMENT_MENU_FAXMESSAGE_SAVE_FAX						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	1	Prompt_System	N1						
choice				message.save	1	fax_message_menu			
audio	To forward this fax	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGE MANAGEMENT_MENU_FAXMESSAGE_FORWARD						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	2	Prompt_System	N2						
choice				message.forward	2				
audio	To skip this fax	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGE MANAGEMENT_MENU_FAXMESSAGE_SKIP_FAX						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	3	Prompt_System	N3						
choice				message.next	3	fax_message_menu			
audio	To receive this fax	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGE MANAGEMENT_MENU_FAXMESSAGE_RECEIVE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	4	Prompt_System	N4						
choice				application.receivefax	4				
audio	To play the envelope information for this fax	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGE MANAGEMENT_MENU_FAXMESSAGE_LISTEN_TO_ENVELOPE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	6	Prompt_System	N6						
choice				message.envelope	6				

audio	To delete this fax	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_DELETE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	7	Prompt_System	N7						
choice				message.delete	7	fax_message_menu			
choice				message.delete.subject	71	fax_message_menu			
choice				message.delete.sender	72	fax_message_menu			
audio	To play the text of the fax message body	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_PLAY_TEXT						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	8	Prompt_System	N8						
choice				message.body	8				
audio	To return to the previous menu	Prompt_TUI Main	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	the star key	Prompt_TUI Main	TUIMAIN_MENU_THE_STAR_KEY						
choice				message.stop	#				
catch				com.inin.mailbox.no.more.messages			1	audio (2 occurrences)	#fax_summary
catch				com.inin.mailbox.no.messages			1	audio	#fax_summary
noinput							1		#fax_message_menu_2
noinput							2		#fax_summary
nomatch							1		#fax_message_menu_2

email_message_menu

3 Attributes

Name	Value
id	email_message_menu
timeout	1
return	#email_summary

19 Subtags

Tag	source	verbosity	event	dtmf	return	count	audio	goto
play	message.type	verbose						
play	message.envelope	verbose						
play	message.body							
choice			message.save	1	email_message_menu			
choice			message.forward	2	email_message_menu_2			
choice			application.forwardmessage		email_message_menu_2			
choice			message.next	3	email_message_menu			
choice			message.body	4	email_message_menu_2			
choice			message.reply	5	email_message_menu_2			
choice			message.envelope	6	email_message_menu_2			
choice			message.delete	7	email_message_menu			
choice			message.deletesubject	71	email_message_menu			
choice			message.deletesender	72	email_message_menu			
choice			message.body	8	email_message_menu_2			
choice			message.stop	#	email_message_menu_2			
catch			com.inin.mailbox.no.more.messages			1	audio (2 occurrences)	#email_summary
catch			com.inin.mailbox.no.messages			1	audio	#email_summary
noinput						1		#email_message_menu_2
nomatch						1		#email_message_menu_2

email_message_menu_2

3 Attributes

Name	Value
id	email_message_menu_2
timeout	10
return	#email_summary

43 Subtags

Tag	Text	handler	prompt	event	dtmf	return	count	audio	goto
audio	To save this message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_SAVE_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	1	Prompt_System	N1						
choice				message.save	1	email_message_menu			
audio	To forward this message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_FORWARD_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	2	Prompt_System	N2						
choice				message.forward	2				
audio	To skip this message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	3	Prompt_System	N3						
choice				message.next	3	email_message_menu			
audio	To replay this message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_REPLAY_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	4	Prompt_System	N4						
choice				message.boddy	4				
audio	To reply this message	Prompt_TUI MESSAGE MANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						

audio	5	Prompt_System	N5						
choice				message.reply	5				
audio	To play the envelope information for this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_MESSAGE_LISTEN_TO_ENVELOPE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	6	Prompt_System	N6						
choice				message.envelope	6				
audio	To delete this message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_DELETE_MESSAGE						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	7	Prompt_System	N7						
choice				message.delete	7	email_message_menu			
choice				message.delete.subject	71	email_message_menu			
choice				message.delete.sender	72	email_message_menu			
audio	To play the text of the message	Prompt_TUI MESSAGEMANAGEMENT	TUIMESSAGEMANAGEMENT_MENU_PLAY_TEXT						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	8	Prompt_System	N8						
choice				message.body	8				
audio	To return to the previous menu	Prompt_TUI Main	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press	Prompt_ASR	ASR_PRESS						
audio	the star key	Prompt_TUI Main	TUIMAIN_MENU_THE_STAR_KEY						
choice				message.stop	#				
catch				com.inin.mailbox.no.more.messages			1	audio (2 occurrences)	#email_summary

catch				com.inin.m ailbox.no.m essages			1	audio	#email_summary
noinput							1		#email_message_menu_2
noinput							2	audio	#email_summary
nomatch							1	audio	#email_message_menu_2

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](#).

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	personal_options_menu
language	en-US
application	TUIDTMFRoot.xml

1 Subtag

Tag name/Text	id	timeout	mode	return	audio	submenu	choice	noinput
menu	personal_options_menu	6	dtmf	TUIMainMenuDTMF.xml#main_menu	audio (30 occurrences)	submenu (2 occurrences)	choice (7 occurrences)	noinput (3 occurrences)

personal_options_menu

4 Attributes

Name	Value
id	personal_options_menu
timeout	6
mode	dtmf
return	TUIMainMenuDTMF.xml#main_menu

42 Subtags

Tag	Text	handler	prompt	next	dtmf	return	event	useroption	count	goto
audio	To change your current status	Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_CHANGE_STATUS							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	1	Prompt_System	N1							

submenu				TUIStatusMenusDTMF.xml#change_status_greeting	1	TUIOptionMenuSDTMF.xml#personal_options_menu				
audio	To set your forward number	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_SET_REMOTE_TN							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	2	Prompt_System	N2							
choice					2		application.forwardnumber			
audio	To change your password	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_CHANGE_PASSWORD							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	3	Prompt_System	N3							
choice					3		application.password			
audio	To configure your playback options	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_PLAYBACK_OPTIONS					Unified.Messaging		
audio	Press	Prompt_ASR	ASR_PRESS					Unified.Messaging		
audio	4	Prompt_System	N4					Unified.Messaging		
choice					4		application.playbackoptions	Unified.Messaging		

audio	To manage your personal prompts	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_MENU_MANAGE_PERSONAL_PROMPTS							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	5	Prompt_System	N5							
submenu				TUIPromptMenusDTMF.xml#personal_prompts_menu	5					
audio	To manage your one-number follow-me option	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_6					Follow.Me		
audio	Press	Prompt_ASR	ASR_PRESS					Follow.Me		
audio	6	Prompt_System	N6					Follow.Me		
choice					6		application.follow meoptions	Follow.Me		
audio	To manage recently deleted messages	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_7					Change.Folders		
audio	Press	Prompt_ASR	ASR_PRESS					Change.Folders		
audio	7	Prompt_System	N7					Change.Folders		
choice					7		application.delete messages	Change.Folders		
audio	To manage your notification options	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_REMOTE_VM_MENU_8					Message.Notification		

audio	Press	Prompt _ASR	ASR_PRE SS					Message.N otification		
audio	8	Prompt _Syste m	N8					Message.N otification		
choice					8		applic ation. notific ationo ptions	Message.N otification		
audio	For administration options	Prompt _TUIPer sonalOp tions	TUIPERS ONALOP TIONS_R EMOTE_ VM_MEN U_9					Attendant. Config		
audio	Press	Prompt _ASR	ASR_PRE SS					Attendant. Config		
audio	9	Prompt _Syste m	N9					Attendant. Config		
choice					9		applic ation. admin option s	Attendant. Config		
audio	To return to the previous menu	Prompt _TUIMai n	TUIMAIN _MENU_P REVIOUS _MENU							
audio	Press	Prompt _ASR	ASR_PRE SS							
audio	the star key	Prompt _TUIMai n	TUIMAIN _MENU_T HE_STAR _KEY							
noinput									1	#personal_options_menu
noinput									2	#personal_options_menu
noinput									3	TUIMainMenuDTMF.xml#main_menu

TUIStatusMenusDTMF.xml

This menu updates client status settings. See also: [TUIStatusMenusDTMF Source Listing](#).

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	change_status_greeting
language	en-US
application	TUIDTMFRoot.xml

3 Subtags

Tag	event	return	id	timeout	mode	audio	play	noinput	nomatch
choice	status.set	TUIOptionMenusDTMF.xml#personal_options_menu							
menu		TUIOptionMenusDTMF.xml#personal_options_menu	change_status_greeting	10	dtmf	audio (4 occurrences)	play (2 occurrences)	noinput	nomatch
menu		TUIOptionMenusDTMF.xml#personal_options_menu	change_status	10	dtmf	audio (3 occurrences)	user.status menu	noinput (2 occurrences)	nomatch

change_status_greeting

4 Attributes

Name	Value
id	change_status_greeting
timeout	10
mode	dtmf
return	TUIOptionMenusDTMF.xml#personal_options_menu

8 Subtags

Tag	Text	handler	prompt	source	count	goto
audio	Your current status is	Prompt_TUIMain	TUIMAIN_CURRENT_STATUS			
play				user.status		
play				user.statusmenu		
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU			
audio	Press	Prompt_ASR	ASR_PRESS			
audio	the star key	Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY			
noinput					1	#change_status
nomatch					1	#change_status

change_status

4 Attributes

Name	Value
id	change_status
timeout	10
mode	dtmf
return	TUIOptionMenusDTMF.xml#personal_options_menu

7 Subtags

Tag	Text	source	handler	prompt	count	goto
play		user.status menu				
audio	To return to the previous menu		Prompt_TUI Main	TUIMAIN_MENU_PREV IOUS_MENU		
audio	Press		Prompt_AS R	ASR_PRESS		
audio	the star key		Prompt_TUI Main	TUIMAIN_MENU_THE_ STAR_KEY		
noinput					1	#change_status
noinput					2	TUIOptionMenusDTMF#personal_options_menu
nomatch					1	#change_status

TUIOutlookMenusDTMF.xml

DocType

root element name	menuxml
system external dtd	menuxml.dtd

2 Attributes

Name	Value
language	en-US
application	TUIDTMFRoot.xml

4 Subtags

Tag	id	timeout	mode	return	audio	submenu	noinput	choice	catch
menu	outlook_menu	6	dtmf	TUIMainMenuDTMF. xml#main_menu	audio (9 occurrence s)	submenu (2 occurrences)	noinput (3 occurrences)		
menu	calendar_menu	6	dtmf	#outlook_menu	audio (9 occurrence s)		noinput (3 occurrences)	choice (2 occurrences)	catch (2 occurrences)
menu	calendar_menu_2	6	dtmf	#outlook_menu	audio (6 occurrence s)		noinput (3 occurrences)	choice (2 occurrences)	catch
menu	outofoffice_menu	6	dtmf	#outlook_menu	audio (6 occurrence s)		noinput (3 occurrences)	choice (2 occurrences)	

outlook_menu

4 Attributes

Name	Value
id	outlook_menu
timeout	6
mode	dtmf
return	TUIMainMenuDTMF.xml#main_menu

14 Subtags

Tag	Text	handler	prompt	useroption	next	dtmf	count	goto
audio	To access your calendar,	Prompt_TUIMAIN	TUIMAIN_OUTLOOK_MENU_CALENDAR	Allow.Calendar				
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Calendar				
audio	1	Prompt_System	N1	Allow.Calendar				
submenu				Allow.Calendar	#calendar_menu	1		
audio	To access your out-of-office assistant options,	Prompt_TUIMAIN	TUIMAIN_OUTLOOK_MENU_OUTOFFICE_ASSISTANT					
audio	Press	Prompt_ASR	ASR_PRESS	Allow.Calendar				
audio	2	Prompt_System	N2					
submenu					#outofoffice_menu	2		
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU					
audio	Press	Prompt_ASR	ASR_PRESS					
audio	the star key	Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY					
noinput							1	#outlook_menu
noinput							2	#outlook_menu
noinput							3	TUIMainMenuDTMF.xml#main_menu

calendar_menu

4 Attributes

Name	Value
id	calendar_menu
timeout	6
mode	dtmf
return	#outlook_menu

17 Subtags

Tag	Text	handler	prompt	event	dtmf	message	return	count	audio	goto
audio	To hear your meetings for today,	Prompt_TUIMAIN	TUIMAIN_CALENDAR_MENU_TODAY							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	1	Prompt_System	N1							
choice				application.getmeetings	1	\$Now	#calendar_menu			
audio	To hear your meetings for an other day,	Prompt_TUIMAIN	TUIMAIN_CALENDAR_MENU_ANOTHERDAY							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	2	Prompt_System	N2							
choice				application.getmeetings	2		#calendar_menu			
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	the star key	Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY							
catch				com.inin.calendar.nomeetingstoday				1	audio	#calendar_menu_2
catch				com.inin.calendar.nomeetingsanotherday				1	audio	#calendar_menu_2
catch				error.com.inin.calendar.accessfailed				1	audio	#outlook_menu
noinput								1		#calendar_menu
noinput								2		#calendar_menu
noinput								3		#outlook_menu

calendar_menu_2

4 Attributes

Name	Value
id	calendar_menu_2
timeout	6
mode	dtmf
return	#outlook_menu

13 Subtags

Tag	Text	event	dtmf	message	return	handler	prompt	count	audio	goto
choice		application.getmeetings	1	\$Now	#calendar_menu					
audio	To hear your meetings for an other day,					Prompt_TUIMAIN	TUIMAIN_CALENDAR_MENU_ANNOTHERDAY			
audio	Press					Prompt_ASR	ASR_PRESS			
audio	2					Prompt_System	N2			
choice		application.getmeetings	2		#calendar_menu					
audio	To return to the previous menu					Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU			
audio	Press					Prompt_ASR	ASR_PRESS			
audio	the star key					Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY			
catch		com.inin.calendar.nomeetingsanotherday						1	audio	#calendar_menu_2
catch		error.com.inin.calendar.accessfailed						1	audio	#outlook_menu
noinput								1		#calendar_menu_2
noinput								2		#calendar_menu_2
noinput								3		#outlook_menu

outofoffice_menu

4 Attributes

Name	Value
id	outofoffice_menu
timeout	6
mode	dtmf
return	#outlook_menu

11 Subtags

Tag	Text	handler	prompt	event	dtmf	count	goto
audio	To turn on your Outlook out-of-office assistant,	Prompt_TUI MAIN	TUIMAIN_OUTOFOFFICE_ASSIS TANT_ENABLE				
audio	Press	Prompt_AS R	ASR_PRESS				
audio	1	Prompt_Sys tem	N1				
choice				mailbox.outofo ffice.on	1		
audio	To turn off your Outlook out-of-office assistant,	Prompt_TUI MAIN	TUIMAIN_OUTOFOFFICE_ASSIS TANT_DISABLE				
audio	Press	Prompt_AS R	ASR_PRESS				
audio	2	Prompt_Sys tem	N2				
choice				mailbox.outofo ffice.off	2		
noinput						1	#outofoffice_menu
noinput						2	#outofoffice_menu
noinput						3	#outlook_menu

TUIPromptMenusDTMF.xml

DocType

root element name	menuxml
system external dtd	menuxml.dtd

3 Attributes

Name	Value
toplevel	personal_prompts_menu
language	en-US
application	TUIDTMFRoot.xml

4 Subtags

Tag	id	timeout	mode	return	audio	choice	noinput	submenu
menu	personal_prompts_menu	6	dtmf	TUIMainMenuDTMF.xml#main_menu	audio (30 occurrences)	choice (9 occurrences)	noinput (3 occurrences)	
menu	name_prompt_menu	6	dtmf	TUIPromptMenusDTMF.xml#personal_prompts_menu	audio (15 occurrences)	choice (3 occurrences)	noinput (3 occurrences)	submenu
menu	ea_prompt_menu	6	dtmf	TUIPromptMenusDTMF.xml#personal_prompts_menu	audio (15 occurrences)	choice (3 occurrences)	noinput (3 occurrences)	submenu
menu	rna_prompt_menu	6	dtmf	TUIPromptMenusDTMF.xml#personal_prompts_menu	audio (15 occurrences)	choice (3 occurrences)	noinput (3 occurrences)	submenu

personal_prompts_menu

3 Attributes

Name	Value
id	personal_prompts_menu
timeout	6
mode	dtmf

42 Subtags

Tag	Text	handler	prompt	event	message	return	dtmf	count	goto
audio	To record your out of the office greeting	Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_PROMPT_MENU1						
audio	Press	Prompt_ASR	ASR_PRESSES						
audio	1	Prompt_System	N1						
choice				useraudio.record	eaprompt	#ea_prompt_menu	1		
audio	To hear your current out of the office greeting	Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_PROMPT_MENU2						

audio	Press	Prompt_ ASR	ASR_PRES S						
audio	2	Prompt_ System	N2						
choice				usera udio.li sten	eapromp t		2		
audio	To record your standard greeting	Prompt_ TUIPers onalOpti ons	TUIPERSO NALOPTIO NS_PERSO NAL_PRO MPT_MEN U3						
audio	Press	Prompt_ ASR	ASR_PRES S						
audio	3	Prompt_ System	N3						
choice				usera udio.r ecord	rnaprom pt	#rna_p rompt_ menu	3		
audio	To review your current standard greeting	Prompt_ TUIPers onalOpti ons	TUIPERSO NALOPTIO NS_PERSO NAL_PRO MPT_MEN U4						
audio	Press	Prompt_ ASR	ASR_PRES S						
audio	4	Prompt_ System	N4						
choice				usera udio.li sten	rnaprom pt		4		
audio	To record your name	Prompt_ TUIPers onalOpti ons	TUIPERSO NALOPTIO NS_PERSO NAL_PRO MPT_MEN U5						
audio	Press	Prompt_ ASR	ASR_PRES S						
audio	5	Prompt_ System	N5						
choice				usera udio.r ecord	namepro mpt	#name _prom pt_me nu	5		
audio	To review your name	Prompt_ TUIPers onalOpti ons	TUIPERSO NALOPTIO NS_PERSO NAL_PRO MPT_MEN U6						
audio	Press	Prompt_ ASR	ASR_PRES S						

audio	6	Prompt_System	N6						
choice				useraudio.listen	nameprompt		6		
audio	To activate your out of the office greeting	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU7						
audio	Press	Prompt_ASR	ASR_PRESSES						
audio	7	Prompt_System	N7						
choice				useraudio.enable	eatprompt		7		
audio	To turn off your out of the office greeting	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU8						
audio	Press	Prompt_ASR	ASR_PRESSES						
audio	8	Prompt_System	N8						
choice				useraudio.disable	eatprompt		8		
audio	To turn off your standard greeting	Prompt_TUIPersonalOptions	TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU9						
audio	Press	Prompt_ASR	ASR_PRESSES						
audio	9	Prompt_System	N9						
choice				useraudio.disable	rnprompt		9		
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU						
audio	Press	Prompt_ASR	ASR_PRESSES						
audio	the star key	Prompt_TUIMain	TUIMAIN_MENU_THE_STAR_KEY						

noinput								1	#personal_prompts_menu
noinput								2	#personal_prompts_menu
noinput								3	TUIOptionMenusDTMF.xml#personal_options_menu

name_prompt_menu

3 Attributes

Name	Value
id	name_prompt_menu
timeout	6
mode	dtmf

22 Subtags

Tag	Text	handler	prompt	event	message	return	dtmf	next	count	goto
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	1	Prompt_System	N1							
choice				useraudio.save	nameprompt	#personal_prompts_menu	1			
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	2	Prompt_System	N2							
choice				useraudio.listen	nameprompt		2			

audio		Prompt _TUIPer sonalO ptions	TUIPER SONAL OPTIO NS_ME NU_PE RSONA L_PRO MPT_R ECORD _RECO RD_PR OMPT							
audio	Press	Prompt _ASR	ASR_P RESS							
audio	3	Prompt _Syste m	N3							
choice				usera udio.r ecord	namepro mpt		3			
audio		Prompt _TUIPer sonalO ptions	TUIPER SONAL OPTIO NS_ME NU_PE RSONA L_PRO MPT_R ECORD _DISCA RD_PR OMPT							
audio	Press	Prompt _ASR	ASR_P RESS							
audio	4	Prompt _Syste m	N4							
submenu							4	#per son al_p rom pts_ men u		
audio	To return to the previous menu	Prompt _TUIMa in	TUIMAI N_ME NU_PR EVIQU S_MEN U							
audio	Press	Prompt _ASR	ASR_P RESS							
audio	the star key	Prompt _TUIMa in	TUIMAI N_ME NU_TH E_STA R_KEY							
noinput									1	#name_prompt_menu
noinput									2	##name_prompt_menu

noinput									3	TUIPromptMenusDTMF.xml#personal_prompts_menu
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ea_prompt_menu

3 Attributes

Name	Value
id	ea_prompt_menu
timeout	6
mode	dtmf

22 Subtags

Tag	Text	handler	prompt	event	message	return	dtmf	next	count	goto
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	1	Prompt_System	N1							
choice				useraudio.save	ea_prompt	#personal_prompts_menu	1			
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	2	Prompt_System	N2							
choice				useraudio.listen	ea_prompt		2			

audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	3	Prompt_System	N3							
choice				useraudio.record	ea_prompt		3			
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	4	Prompt_System	N4							
submenu							4	#personal_prompts_menu		
audio	To return to the previous menu	Prompt_TUIMain	TUIMAIN_MENU_PREVIOUS_MENU							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	the star key	Prompt_TUIMain	TUIMAIN_MENU_STAR_KEY							
noinput									1	#ea_prompt_menu
noinput									2	#ea_prompt_menu

noinput									3	TUIPromptMenusDTMF.xml#personal_prompts_menu
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rna_prompt_menu

4 Attributes

Name	Value
id	rna_prompt_menu
timeout	6
mode	dtmf
return	TUIPromptMenusDTMF.xml#personal_prompts_menu

4 SubTags

Tag	Text	handler	prompt	event	message	return	dtmf	next	count	goto
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	1	Prompt_System	N1							
choice				useraudio.save	rnaprompt	#personal_prompts_menu	1			
audio		Prompt_TUIPersonalOptions	TUIPERSONAL_OPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT							
audio	Press	Prompt_ASR	ASR_PRESS							
audio	2	Prompt_System	N2							
choice				useraudio.listen	rnaprompt		2			

audio		Prompt _TUIPer sonalO ptions	TUIPER SONAL OPTIO NS_ME NU_PE RSONA L_PRO MPT_R ECORD _RECO RD_PR OMPT							
audio	Press	Prompt _ASR	ASR_P RESS							
audio	3	Prompt _Syste m	N3							
choice				usera udio.r ecord	rnaprom pt		3			
audio		Prompt _TUIPer sonalO ptions	TUIPER SONAL OPTIO NS_ME NU_PE RSONA L_PRO MPT_R ECORD _DISCA RD_PR OMPT							
audio	Press	Prompt _ASR	ASR_P RESS							
audio	4	Prompt _Syste m	N4							
submenu							4	#per son al_p rom pts_ men u		
audio	To return to the previous menu	Prompt _TUIMa in	TUIMAI N_ME NU_PR EVIUO S_MEN U							
audio	Press	Prompt _ASR	ASR_P RESS							
audio	the star key	Prompt _TUIMa in	TUIMAI N_ME NU_TH E_STA R_KEY							
noinput									1	#rna_prompt_menu
noinput									2	#rna_prompt_menu

noinput									3	TUIPromptMenusDTMF.xml#personal_prompts_menu
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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:

SystemCompileVoicemailTUIProcess.i3pub	SystemCompileVoicemailTUIProcess.ihd
TUICatchDefault.i3pub	TUICatchDefault.ihd
TUIForwardMessage.i3pub	TUIForwardMessage.ihd
TUIGetDirectoryResult.i3pub	TUIGetDirectoryResult.ihd
TUIPlacePrivateCall.i3pub	TUIPlacePrivateCall.ihd
TUISetICUserOptions.i3pub	TUISetICUserOptions.ihd
TUISetUserData.i3pub	TUISetUserData.ihd

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_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

ASR_IVR_DIALING

Dialing

IVR_ASR_MENU

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

ASR_IVR_PASSWORD_FAIL

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

ASR_IVR_PASSWORD

please enter or say your pin

ASR_IVR_MATCH_THAT_NAME

...people match that name.

ASR_IVR_DO_CONTINUE

Do you wish to continue?

IVR_ASR_HELP

Help

ASR_IVR_IS_THIS_CORRECT

...is this correct?

ASR_IVR_FIRST_LAST_FOR_BEST

Say the first and last name for best results.

IVR_ASR_TRANSFER_CANCEL

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

IVR_ASR_FIRST_AND_LAST

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

ASR_IVR_HEAR_AGAIN

Would you like to hear the names again?

ASR_IVR_HAVING_DIFFICULTY

You seem to be having difficulty.

ASR_IVR_DONT_RECOGNISE_NAME

Sorry, but I don't recognize that name.

ASR_IVR_CONFIRMATION_HELP

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.

ASR_IVR_ARE_YOU_SURE

Are you sure?

IVR_ASR_YOU_SAY

You may say...

IVR_ASR_NOT_AVAILABLE

The speech enabled auto-attendant is currently not available.

ASR_IVR_TRANSFERRING_YOU_TO_OPERATOR

Transferring you to an operator.

ASR_IVR_SPEAK_TO_OPERATOR_A

Say 'operator' to speak with an operator.

ASR_IVR_REPEATING_NAME

Repeating name

ASR_IVR_NOT_CERTAIN

I'm not certain what you said.

ASR_IVR_NO_MATCH_COMMAND

Sorry, but that does not match a known command.

ASR_IVR_DOESNT_MATCH_KNOWN_A

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

ASR_IVR_DIDNT_UNDERSTAND_YOU_A

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

IVR_ASR_FROM

...from...

IVR_ASR_ENTER_AUTH_CODE

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

ASR_IVR_NO_MATCH_NAME_OR_COMMAND

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

IVR_ASR_SAY_HELP

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

IVR_ASR_OPERATOR_ASSISTANCE

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

ASR_IVR_WELCOME_MAIN

Welcome

ASR_IVR_I_HEARD

I heard...

ASR_IVR_DIDNT_HEAR_YOU

Sorry, but I didn't hear you.

IVR_ASR_YOU_ALSO_SAY

You may also say...

IVR_ASR_OR

...or...

ASR_IVR_PREFER_OPERATOR

Would you prefer to be transferred to an operator?

ASR_IVR_PLEASE_SAY_PARTY_NAME

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

ASR_IVR_DID_YOU_MEAN

Did you mean...

IVR_ASR_TRANSFER_CALL

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

Prompt	Transcript of Prompt
N31	thirty-one
N30	thirty
T_PM	PM
N39	thirty-nine
N38	thirty-eight
N37	thirty-seven
N36	thirty-six
N35	thirty-five
N34	thirty-four
N33	thirty-three
N32	thirty-two
NUM_POINT	point
NUM_DOLLARS	dollars
N_NEGATIVE	negative
N40	forty
T_MONTH9	September
T_MONTH8	August
T_MONTH7	July
T_MONTH6	June
T_MONTH5	May
T_MONTH4	April
T_MONTH3	March
T_MONTH2	February
T_MONTH1	January
N_MILLION	million
N49	forty-nine

Prompt	Transcript of Prompt
N48	forty-eight
N47	forty-seven
N46	forty-six
N45	forty-five
N44	forty-four
N43	forty-three
N42	forty-two
N41	forty-one
N400	four hundred
N300	three hundred
N200	two hundred
N100	one hundred
T_AM	AM
N_OH	oh
N900	nine hundred
N800	eight hundred
N700	seven hundred
N600	six hundred
N500	five hundred
T_DOW5	Thursday
T_DOW4	Wednesday
T_DOW3	Tuesday
T_DOW2	Monday
T_DOW1	Sunday
NUM_CENT	cent
N59	fifty-nine
N58	fifty-eight
N57	fifty-seven
N56	fifty-six
N55	fifty-five
N54	fifty-four
N53	fifty-three
N52	fifty-two

Prompt	Transcript of Prompt
N51	fifty-one
N50	fifty
T_DOW7	Saturday
T_DOW6	Friday
N_HUNDRED	hundred
N_THOUSAND	thousand
N69	sixty-nine
N68	sixty-eight
N67	sixty-seven
N66	sixty-six
N65	sixty-five
N64	sixty-four
N63	sixty-three
N62	sixty-two
N61	sixty-one
N60	sixty
N79	seventy-nine
N78	seventy-eight
N77	seventyseven
N76	seventy-six
N75	seventy-five
N74	seventy-four
N73	seventy-three
N72	seventy-two
N71	seventy-one
N70	seventy
T_YESTERDAY	yesterday
NUM_DOLLAR	dollar
NUM_CENTS	cents
T_NOON	noon
T_HOUR	hour
N89	eighty-nine
N88	eighty-eight

Prompt	Transcript of Prompt
N87	eighty-seven
N86	eighty-six
N85	eighty-five
N84	eighty-four
N83	eighty-three
N82	eighty-two
N81	eighty-one
N80	eighty
N04	oh four
N03	oh three
N02	oh two
N01	oh one
T_TODAY	today
T_MONTH12	December
T_MONTH11	November
T_MONTH10	October
T_MINUTES	minutes
T_MINUTE	minute
NUM_AND	and
N09	oh nine
N08	oh eight
N07	oh seven
N06	oh six
N05	oh five
T_HOURS	hours
N99	ninety-nine
N98	ninety-eight
N97	ninety-seven
N96	ninety-six
N95	ninety-five
N94	ninety-four
N93	ninety-three
N92	ninety-two

Prompt	Transcript of Prompt
N91	ninety-one
N90	ninety
N13	thirteen
N12	twelve
N11	eleven
N10	ten
N19	nineteen
N18	eighteen
N17	seventeen
N16	sixteen
N15	fifteen
N14	fourteen
T_MIDNIGHT	midnight
N4	four
N3	three
N22	twenty-two
N21	twenty-one
N20	twenty
N2	two
N1	one
N0	zero
N_BILLION	billion
N9	nine
N8	eight
N7	seven
N6	six
N5	five
N29	twenty-nine
N28	twenty-eight
N27	twenty-seven
N26	twenty-six
N25	twenty-five
N24	twenty-four

Prompt	Transcript of Prompt
N23	twenty-three

Prompt_TUIMain

Prompt	Transcript of Prompt
TUIMAIN_ACCESSING_MAILBOX	Accessing your mailbox
TUIMAIN_CURRENT_STATUS	Your current status is . . .
TUIMAIN_DIDNT_GET_THAT	I didn't get that...
TUIMAIN_ERR_OPENING_MAILBOX	I'm sorry; your mailbox could not be opened at this time. Please contact your system administrator.
TUIMAIN_GREETING	Welcome to the speech-enabled mobile office for...
TUIMAIN_HELLO	Hello
TUIMAIN_HELP_BASIC	I am still not sure what you mean. Please wait while I transfer you to an operator.
TUIMAIN_HELP_YOU	How may I help you today?
TUIMAIN_HOW_ELSE_HELP	How else may I help you?
TUIMAIN_MENU_1	Just say...
TUIMAIN_MENU_2	Check my messages...
TUIMAIN_MENU_3	Change my status, or something else.
TUIMAIN_MENU_CHANGE_MAIL_FOLDER	To change mail folders
TUIMAIN_MENU_EMAILSELECTION	To retrieve your email messages
TUIMAIN_MENU_ENTERSAY_FORWARD_NUMBER	Please enter or say your forward number
TUIMAIN_MENU_FAXSELECTION	To retrieve your faxes
TUIMAIN_MENU_IF_THIS_IS_CORRECT	If this is correct...
TUIMAIN_MENU_OFFICE_ALERT	To initiate an office wide alert.
TUIMAIN_MENU_PERSONAL_OPTIONS	To manage your personal options
TUIMAIN_MENU_PREVIOUS_MENU	To return to the previous menu...
TUIMAIN_MENU_PRIVATE_DIR	To access the company private directory.
TUIMAIN_MENU_SAY_NO	...say no
TUIMAIN_MENU_SAY_YES	...say yes
TUIMAIN_MENU_SAY_YES_NO	...say yes or no
TUIMAIN_MENU_SEND_VM_MESSAGE	To send a voice message
TUIMAIN_MENU_THE_STAR_KEY	The star key.
TUIMAIN_MENU_VOICSELECTION	To retrieve your voicemail messages
TUIMAIN_MENU_WELCOME	Welcome to voicemail for extension...

Prompt	Transcript of Prompt
TUIMAIN_MENU_WHAT_YOU_CHECK	What would you like to check?
TUIMAIN_MENU_WHAT_YOU_LIKE	What would you like to do today?
TUIMAIN_NAME_NEW_STATUS	What should your new status be?
TUIMAIN_NOINPUT_2	Do you need help? Say 'help,' or 'operator' for assistance.
TUIMAIN_NOINPUT_3	Please wait while I transfer you to an operator.
TUIMAIN_NOMATCH_1	Sorry. I did not understand what you said. For assistance, please say 'help' or 'operator'.
TUIMAIN_NOMATCH_2	I'm sorry, but I did not understand you. Please try again.
TUIMAIN_NOMATCH_3	Sorry. I still did not understand what you said. For assistance, please say 'help' or 'operator'.
TUIMAIN_TO_CANCEL	To cancel.
TUIMAIN_YOURE_WELCOME	You're welcome.
TUIMAIN_THANKYOU_GOOD_BYE	Okay. Thanks for calling. Good-bye.

Prompt_TUIMessageManagement

Prompt	Transcript of Prompt
TUIMESSAGEMANAGEMENT_AND	...and...
TUIMESSAGEMANAGEMENT_ATTACHMENT	This message has an attachment.
TUIMESSAGEMANAGEMENT_ATTACHMENTS	This message has attachments.
TUIMESSAGEMANAGEMENT_BADMESSAGE	This message cannot be opened.
TUIMESSAGEMANAGEMENT_END_OF_MESSAGES	That completes this group of...
TUIMESSAGEMANAGEMENT_ENVELOPE	Envelope information for this...
TUIMESSAGEMANAGEMENT_ERR_BAD_EXTENSION	Sorry. That's not a valid extension.
TUIMESSAGEMANAGEMENT_ERR_CONFIG_FAILURE	I'm sorry, an error occurred getting to your configuration information. Please contact your provider for assistance.
TUIMESSAGEMANAGEMENT_ERR_REPLY_CANNOT_LOCATE	We are unable to locate...
TUIMESSAGEMANAGEMENT_ERR_REPLY_ERROR_SEND	An error occurred while sending your voicemail. Please contact your system administrator.
TUIMESSAGEMANAGEMENT_EXTENSION	Extension...
TUIMESSAGEMANAGEMENT_FIRST	First...
TUIMESSAGEMANAGEMENT_FIRST_NEW	First new...
TUIMESSAGEMANAGEMENT_FIRST_SAVED	First saved...
TUIMESSAGEMANAGEMENT_FOR	For
TUIMESSAGEMANAGEMENT_FROM	From...

Prompt	Transcript of Prompt
TUIMESSAGEMANAGEMENT_MENU_DELETE_MESSAGE	To delete this message
TUIMESSAGEMANAGEMENT_MENU_DELETED_MESSAGE_ENVELOPE_INFORMATION	To listen to the envelope information for this message.
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_DELETE	To delete this fax...
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_FORWARD	To forward this fax...
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_LISTEN_TO_ENVELOPE	To listen to the envelope information for this fax
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_PLAY_TEXT	To hear the text of the fax message body...
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_RECEIVE	To receive this fax...
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_SAVE_FAX	To save this fax
TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_SKIP_FAX	To skip this fax
TUIMESSAGEMANAGEMENT_MENU_FORWARD_MESSAGE	To forward this message
TUIMESSAGEMANAGEMENT_MENU_FORWARD_RECORD_COMMENT	To record a comment
TUIMESSAGEMANAGEMENT_MENU_FORWARD_SEND_MESSAGE	To send this message now
TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_DBN	To dial by name
TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_ENTER	Please enter the extension number for the party you would like to receive this message. If there are multiple extensions, please separate them with
TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_LAST_EXT	When you have entered the last extension
TUIMESSAGEMANAGEMENT_MENU_GET_EXTENSIONS_WORKGROUP_EXT	To hear a list of workgroup extensions
TUIMESSAGEMANAGEMENT_MENU_LIKE_EMAILS	Would you like to check new or saved emails?
TUIMESSAGEMANAGEMENT_MENU_LIKE_FAXES	Would you like to check new or saved faxes?
TUIMESSAGEMANAGEMENT_MENU_LIKE_VOICEMAIL	Would you like to check new or saved voicemails?
TUIMESSAGEMANAGEMENT_MENU_MESSAGE_LISTEN_TO_ENVELOPE	To listen to the envelope information for this message...
TUIMESSAGEMANAGEMENT_MENU_MOVE_TO_SAVED	To move this message to your saved messages
TUIMESSAGEMANAGEMENT_MENU_PERMENTANTLY_DELETE	To permanently delete this message
TUIMESSAGEMANAGEMENT_MENU_PLAY_TEXT	To play the text of this message,
TUIMESSAGEMANAGEMENT_MENU_PLEASE_SELECT	Please select voicemails, faxes or e-mails.
TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_HIGH	To set priority for this message to high.
TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_LOW	To set priority for this message to low

Prompt	Transcript of Prompt
TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_NONE	To send this message without setting priority
TUIMESSAGEMANAGEMENT_MENU_REPLAY_MESSAGE	To replay this message
TUIMESSAGEMANAGEMENT_MENU_REPLY_CALL	If you want to call back using this number
TUIMESSAGEMANAGEMENT_MENU_REPLY_END	To return to the voicemail menu...
TUIMESSAGEMANAGEMENT_MENU_REPLY_ENTER_PHONE_NUMBER	To place a call to a different number
TUIMESSAGEMANAGEMENT_MENU_REPLY_ERROR_PHONE	The phone number can not be retrieved from the message. Please enter the destination phone number followed by
TUIMESSAGEMANAGEMENT_MENU_REPLY_LISTEN_AGAIN	To listen to this number again
TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE	To reply to this message
TUIMESSAGEMANAGEMENT_MENU_REPLY_OWN_NUMBER	Please enter the phone number you wish to call followed by.
TUIMESSAGEMANAGEMENT_MENU_REPLY_RECORD	Please record your message after the tone. When you have finished recording
TUIMESSAGEMANAGEMENT_MENU_REPLY_VOICEMAIL	If you would like to reply using voicemail and return to the message menu
TUIMESSAGEMANAGEMENT_MENU_SAVE_MESSAGE	To save this message
TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE	To skip this message
TUIMESSAGEMANAGEMENT_MENU_SPECIAL_OPTIONS	for special options
TUIMESSAGEMANAGEMENT_MENU_VOICEMESSAGE_REPLAY_TEXT	To replay the text of this message.
TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE	Just say: save, delete, forward, repeat, reply, or next.
TUIMESSAGEMANAGEMENT_MESSAGE_DELETED	Your message has been deleted.
TUIMESSAGEMANAGEMENT_MESSAGE_SAVED	Your message has been saved
TUIMESSAGEMANAGEMENT_MESSAGE_SENT	Your message has been successfully sent.
TUIMESSAGEMANAGEMENT_NEW	...new...
TUIMESSAGEMANAGEMENT_NEXTVOICE	...next...
TUIMESSAGEMANAGEMENT_NO_MESSAGES	There are no messages of that type.
TUIMESSAGEMANAGEMENT_PRIORITYEMAIL	...priority email message.
TUIMESSAGEMANAGEMENT_PRIORITYFAX	...priority fax message.
TUIMESSAGEMANAGEMENT_PRIORITYVOICE	...priority voicemail message.
TUIMESSAGEMANAGEMENT_PRIVATE_WARNING	This message cannot be forwarded because it is marked private.
TUIMESSAGEMANAGEMENT_RECEIVED	Received...
TUIMESSAGEMANAGEMENT_REPLY_HOLD	Please hold while we connect your call.

Prompt	Transcript of Prompt
TUIMESSAGEMANAGEMENT_REPLY_PHONE_NUMBER	The phone number is...
TUIMESSAGEMANAGEMENT_REPLY_RETURN	If you place a call now, your voicemail session will be terminated.
TUIMESSAGEMANAGEMENT_REPLYING_TO	Replying to...
TUIMESSAGEMANAGEMENT_SAVED	...saved...
TUIMESSAGEMANAGEMENT_SUBJECT	...regarding...
TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGE	...email message.
TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES	...email messages.
TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGE	...fax...
TUIMESSAGEMANAGEMENT_TYPE_FAXMESSAGES	...faxes
TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGE	...voicemail message.
TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES	...voicemail messages.
TUIMESSAGEMANAGEMENT_YOU_HAVE	You have...

Prompt_TUIPersonalOptions

TUIPERSONALOPTIONS_UPDATE_CONFIG_ERR	An error occurred while updating your follow-me configuration. Please try again later.
TUIPERSONALOPTIONS_STATUS_IN_MEETING	In a meeting
TUIPERSONALOPTIONS_REMOTE_VM_TRAINING	...at a training session.
TUIPERSONALOPTIONS_REMOTE_VM_MEETING	...in a meeting.
TUIPERSONALOPTIONS_REMOTE_VM_DATE	To set the until date for this status
TUIPERSONALOPTIONS_PASSWORD_VERIFICATION_ON	Password verification for this entry is currently on. To turn it off
TUIPERSONALOPTIONS_PASSWORD_TOO_SHORT	The password you entered is too short. Please enter a password that is at least...
TUIPERSONALOPTIONS_PASSWORD_ERROR	You entered an invalid password
TUIPERSONALOPTIONS_PASSWORD_DIGITS_LONG	...digits long.
TUIPERSONALOPTIONS_NOTIFY_UM_DISCONNECT_CALL	To disconnect this call
TUIPERSONALOPTIONS_NOTIFY_MAIN_TIME_ENTRY	Please enter the time in a twelve hour format. For example, oh-six-thirty or ten-fifteen. Next, you can choose AM or PM.
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_EXTERNAL_CALLS	For all external calls
TUIPERSONALOPTIONS_INTRO	This is your one number follow me service.

TUIPERSONALOPTIONS_GOODBYE	Goodbye.
TUIPERSONALOPTIONS_CURRENT_PHONE_NUM	...is configured with a telephone number of...
TUIPERSONALOPTIONS_CALLCOVERAGE_INVALID_NUMBER	That number is invalid.
TUIPERSONALOPTIONS_CALLCOVERAGE_FORWARD_ALL_WARNING	Forward All call coverage is set to all calls. To change other call coverage types you must first change this setting.
TUIPERSONALOPTIONS_STATUS_VACATION	On vacation
TUIPERSONALOPTIONS_STATUS_AT_FORWARDED_NUMBER	At a forwarded number
TUIPERSONALOPTIONS_REMOTE_VM_BAD_DAY	The day value you entered is not valid for the month you indicated.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_UPDATE_ERROR	An error occurred updating your greeting. Please contact your system administrator for assistance.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_RECORD_MENU1	Please record your prompt after the tone. When you are finished
TUIPERSONALOPTIONS_PERSONAL_PROMPT_ACTIVE	Your out of the office greeting is now active.
TUIPERSONALOPTIONS_MENU_COFIGURE_EMAIL	To configure email messages
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_FORWARD_COVERAGE_OPTIONS	To modify Forward coverage options.
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_MAIN	Forward Busy call coverage is set to all calls. To change other call coverage types you must first change this setting.
TUIPERSONALOPTIONS_ENTER_PASSWORD	Please enter your voicemail password for verification.
TUIPERSONALOPTIONS_CALLCOVERAGE_NO_NUMBER_DEFINED	You have no Call Coverage number defined.
TUIPERSONALOPTIONS_REMOTE_VM_VACATION	...on vacation.
TUIPERSONALOPTIONS_REMOTE_VM_TIME	To set the return time for this status
TUIPERSONALOPTIONS_REMOTE_VM_MENU_9	For administration options
TUIPERSONALOPTIONS_REMOTE_VM_MENU_8	To manage your notification options
TUIPERSONALOPTIONS_REMOTE_VM_MENU_7	To manage recently deleted messages
TUIPERSONALOPTIONS_REMOTE_VM_MENU_6	To manage your one number follow me option
TUIPERSONALOPTIONS_REMOTE_VM_LISTENEMAIL	To listen to your deleted email messages
TUIPERSONALOPTIONS_PASSWORD_UNIQUE	The password you entered has digits that are the same. Please try again.
TUIPERSONALOPTIONS_MENU_VERBOSE_VERBOSE	For verbose playback mode
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_DND_COVERAGE_OPTIONS	To modify do not disturb coverage options

TUIPERSONALOPTIONS_LISTEN_UPDATE_TIMEOUT	Please enter the number of seconds you want the system to alert this entry.
TUIPERSONALOPTIONS_ENTER_TELEPHONE_NUMBER	If this is a long distance number, enter the area code first.
TUIPERSONALOPTIONS_CALLCOVERAGE_FORWARD	Forward
TUIPERSONALOPTIONS_CALLCOVERAGE_DND_ALL_WARNING	Forward Do Not Disturb call coverage is set to all calls. To change other call coverage types you must first change this setting.
TUIPERSONALOPTIONS_TUIPERSONALOPTIONS_NOTIFY_ALERT_ENTER_CODE	Please enter the code now.
TUIPERSONALOPTIONS_REMOTE_VM_UNTIL	...until...
TUIPERSONALOPTIONS_REMOTE_VM_SKIP_SET	To skip this option
TUIPERSONALOPTIONS_REMOTE_VM_RESET_FWD	To reset your forward number
TUIPERSONALOPTIONS_REMOTE_VM_OUTTOWN	...out of town.
TUIPERSONALOPTIONS_REMOTE_VM_LAST_MESSAGE	...last...
TUIPERSONALOPTIONS_REMOTE_VM_FOLLOW	...follow up.
TUIPERSONALOPTIONS_REMOTE_VM_BAD_YEAR	The year value you entered is invalid.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_SAVED	Your prompt has been successfully updated.
TUIPERSONALOPTIONS_PASSWORD_SEQ_DIGITS	The password you entered has sequential digits. Please try again.
TUIPERSONALOPTIONS_PASSWORD_RECENT	The password you entered is one you have recently used. Please try again.
TUIPERSONALOPTIONS_NOTIFY_FAX	You have an incoming fax.
TUIPERSONALOPTIONS_NOTIFY_CONFIG_MAIN_TUIPERSONALOPTIONS_4	To set your telephone number
TUIPERSONALOPTIONS_NOTIFY_CONFIG_ERR	There was an error accessing your notification options. Please try again later.
TUIPERSONALOPTIONS_NOTIFY_ALERT_FAX_ON	Fax notification is currently turned on.
TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_VM_GREETING	To record your voicemail greeting
TUIPERSONALOPTIONS_MENU_FM_CONFIRM_DELETE_ENTRY_1	To confirm that you want to delete this entry
TUIPERSONALOPTIONS_MENU_FM_CONFIRM_AND_CONTINUE	to confirm and continue
TUIPERSONALOPTIONS_MENU_COFIGURE_VM	To configure voicemail messages.
TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_OFF_MESSAGE	To turn off message notification.
TUIPERSONALOPTIONS_MENU_CHANGE_STATUS	To change your current status
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_RNA_COVERAGE_OPTIONS	To modify no answer coverage options
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_PHONE_COVERAGE_OPTIONS	To modify on the phone coverage options

TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_DEFINE_VM_BOX	to set your call coverage voicemail box to your voicemail box
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_ALL_CALLS	...coverage on for all calls
TUIPERSONALOPTIONS_FM_NO_NUMBERS_CONFIGURED	You currently have no follow-me telephone numbers configured.
TUIPERSONALOPTIONS_CONFIRM_DEACTIVATE_2	To change your client to another status
TUIPERSONALOPTIONS_CALLCOVERAGE_VM_SET_TO	Your Voicemail box has been set to...
TUIPERSONALOPTIONS_REMOTE_VM_VERBOSE_DEACTIVATE	You are now in brief playback mode.
TUIPERSONALOPTIONS_REMOTE_VM_GET_PASSWORD	Please enter your new password followed by
TUIPERSONALOPTIONS_REMOTE_VM_FORFAX	For fax messages
TUIPERSONALOPTIONS_REMOTE_VM_ERASE_1	If you are sure that you want to erase all the message of this type
TUIPERSONALOPTIONS_REMOTE_VM_ACTIVATE	To activate...
TUIPERSONALOPTIONS_PERSONAL_PROMPT_TEMP	Your prompt has been saved in a temporary location awaiting action from you in your client interface.
TUIPERSONALOPTIONS_PASSWORD_SUCCESS	Your password has been successfully changed.
TUIPERSONALOPTIONS_NOTIFY_NUMBER_UPDATE_SUCCESS	Your number has been successfully updated.
TUIPERSONALOPTIONS_NOTIFY_AM_PM	for PM
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_STATUS_CONFIRMATION	For status confirmation
TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_RECORD_PROMPT	To record your prompt
TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_HEAR_VM_GREETING	To hear your voicemail greeting
TUIPERSONALOPTIONS_MENU_LISTEN_NEXT_ENTRY	To hear the next entry
TUIPERSONALOPTIONS_MENU_FM_EDIT_TELEPHONE_NUMBER	To edit a telephone number
TUIPERSONALOPTIONS_MENU_COFIGURE_FAX	To configure fax messages
TUIPERSONALOPTIONS_ENTER_TELEPHONE_NUM	Enter the telephone number to which you want to transfer the call.
TUIPERSONALOPTIONS_CALLCOVERAGE_TO_TURN	To turn...
TUIPERSONALOPTIONS_CALLCOVERAGE_ALL	...calls is now set to all calls
TUIPERSONALOPTIONS_REMOTE_VM_ERR_BAD_PASSWORD	I'm sorry, the password you entered is invalid.
TUIPERSONALOPTIONS_ON	...on...
TUIPERSONALOPTIONS_NOTIFY_TIME_UPDATE_SUCCESS	Your message notification time schedule has been successfully updated.

TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_EMAIL	Your message alert method is set to notify you through email.
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_MAILBOX_CONFIRMATION	For mailbox confirmation
TUIPERSONALOPTIONS_MENU_NOTIFY_VOICEMAIL_ALL_URGENT EVERY	To receive a message alert for every voicemail message
TUIPERSONALOPTIONS_MENU_FM_ROMOTE_IVR_TRANSFER_TO_ANOTHER_NUMBER	To transfer this call to another telephone number
TUIPERSONALOPTIONS_MENU_ALERT_FAX_OFF	To turn it off,
TUIPERSONALOPTIONS_LISTEN_UPDATE_PASSWORD_ON_SUCCESS	Password verification for this entry is on.
TUIPERSONALOPTIONS_ENTRY_NUMBER	Entry number...
TUIPERSONALOPTIONS_CALLCOVERAGE_NOANS	No Answer
TUIPERSONALOPTIONS_ADD_ENTRY_SUCCESS	A new entry has been successfully added.
TUIPERSONALOPTIONS_REMOTE_VM_FOREMAIL	For email messages
TUIPERSONALOPTIONS_REMOTE_VM_ERROR	I'm sorry, an error has occurred setting your forward number. Please contact your system administrator.
TUIPERSONALOPTIONS_OFF	...off...
TUIPERSONALOPTIONS_NOTIFY_INVALID_TIME_ENTERED	I'm sorry. The time you have entered is invalid.
TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_PHONE	Your message alert method is set to notify you by phone.
TUIPERSONALOPTIONS_MENU_VERBOSE_BREIF	For brief play back mode
TUIPERSONALOPTIONS_MENU_SET_REMOTE_TN	To set your remote telephone number
TUIPERSONALOPTIONS_MENU_NOTIFY_CONFIG_MAIN_IVR_CHANGE_ALERT_METHOD	To change your notification alert method
TUIPERSONALOPTIONS_INVALID_DIALING_PRIV	You do not have the appropriate dialing privileges to transfer to this telephone number. Sending the call to voicemail.
TUIPERSONALOPTIONS_CURRENTLY_ACTIVE	Your Follow-Me functionality is currently active. To turn it off
TUIPERSONALOPTIONS_CALLCOVERAGE_PHONE_SET_TO	Your Call Coverage Phone number has been set to...
TUIPERSONALOPTIONS_CALLCOVERAGE_NUMBER_MENU	to keep this number or
TUIPERSONALOPTIONS_STATUS_OUT_OF_OFFICE	Out of the office
TUIPERSONALOPTIONS_STATUS_AT_TRAINING_SESSION	At a Training session
TUIPERSONALOPTIONS_REMOTE_VM_VERBOSE_ACTIVATE	You are now in verbose playback mode.
TUIPERSONALOPTIONS_REMOTE_VM_REENTER	For verification, please reenter your password followed by the pound sign.

TUIPERSONALOPTIONS_REMOTE_VM_OUTOFFICE	...out of the office.
TUIPERSONALOPTIONS_REMOTE_VM_ERR_REMOTE_NUMBER	An error occurred updating your remote telephone number. Please contact your system administrator.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_ERROR	An error occurred updating your prompt. Please try again or you may contact an administrator for help.
TUIPERSONALOPTIONS_PASSWORD_VERIFICATION_OFF	Password verification for this entry is currently off. To turn it on
TUIPERSONALOPTIONS_PASSWORD_EXPIRED	Your password has expired, please enter a new one.
TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_PAGER	Your message alert method is set to notify you by pager.
TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_SAVE_PROMPT	To save your prompt
TUIPERSONALOPTIONS_MENU_LISTEN_EDIT_ENTRY	To edit this entry
TUIPERSONALOPTIONS_MENU_FM_ROMOTE_IVR_CONNECT_CALL	To connect this call.
TUIPERSONALOPTIONS_MENU_FM_DELETE_TELEPHONE_NUMBER	To delete a telephone number
TUIPERSONALOPTIONS_CALLCOVERAGE_ENTER_NUMBER	Please enter an internal number or IC extension and press the pound sign.
TUIPERSONALOPTIONS_STATUS_GONE_HOME	Gone home
TUIPERSONALOPTIONS_STATUS_DND	Do not disturb
TUIPERSONALOPTIONS_REMOTE_VM_GONEHOME	...gone home.
TUIPERSONALOPTIONS_REMOTE_VM_FOLLOWME	...available, follow-me
TUIPERSONALOPTIONS_REMOTE_VM_EXTENDED2	To erase all message
TUIPERSONALOPTIONS_REMOTE_VM_DEACTIVATE	To deactivate...
TUIPERSONALOPTIONS_REMOTE_VM_CORRECT	If this is correct,
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU8	To turn off your out of the office greeting
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU7	To activate your out of the office greeting
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU6	To review your name
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU5	To record your name
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU4	To review your current standard greeting
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU3	To record your standard greeting
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU2	To hear your current out of the office greeting
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU1	To record your out of the office greeting
TUIPERSONALOPTIONS_PASSWORD_ENTER_NEW	Please enter a new password.

TUIPERSONALOPTIONS_NO_TELPHONE_ENTRY	No entry was found with that telephone number.
TUIPERSONALOPTIONS_MENU_NOTIFY_START_OR_END_TIME_END	To enter an end time for message notification
TUIPERSONALOPTIONS_MENU_FM_EDIT_PHONE_NUM_CHANGE_PASSWORD_ENTRY	To change password verification for this entry
TUIPERSONALOPTIONS_MENU_FM_EDIT_PHONE_NUM_CHANGE_ALERT_ENTRY	To change the alert time of this entry
TUIPERSONALOPTIONS_MENU_FM_DEACTIVATING	If you are deactivating your follow-me functionality, your client status will change to away from desk.
TUIPERSONALOPTIONS_MENU_CHANGE_PASSWORD	To change your password
TUIPERSONALOPTIONS_LISTEN_UPDATE_PASSWORD_OFF_SUCCESS	Password verification for this entry is off.
TUIPERSONALOPTIONS_CALLCOVERAGE_NUMBER_MENU2	to change it.
TUIPERSONALOPTIONS_CALLCOVERAGE_INTERNAL	...calls is now set to Internal calls.
TUIPERSONALOPTIONS_CALLCOVERAGE_DND	Do Not Disturb
TUIPERSONALOPTIONS_STATUS_AWAY_FROM_DESK	Away from the desk
TUIPERSONALOPTIONS_SEND_TO_VOICEMAIL	Sending the call to voicemail
TUIPERSONALOPTIONS_REMOTE_VM_LISTENFAX	To listen to your deleted fax messages
TUIPERSONALOPTIONS_REMOTE_VM_DATE_PAST	The date you entered has already passed this year.
TUIPERSONALOPTIONS_REMOTE_VM_BAD_HOUR	The hour value you entered is invalid.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_NOTACTIVE	Your out of the office greeting is now turned off.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU9	To turn off your standard greeting
TUIPERSONALOPTIONS_PASSWORD_ERROR_RETRY	You entered an invalid password.
TUIPERSONALOPTIONS_NOTIFY_ALERT_FAX_OFF	Fax notification is currently turned off.
TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_DISCARD_PROMPT	To discard your prompt.
TUIPERSONALOPTIONS_MENU_NOTIFY_CONFIG_MAIN_IVR_ALERT_TIME_REASON	To set up an alert time schedule
TUIPERSONALOPTIONS_MENU_FM_ADD_TN_RETRY	To add a telephone number and retry this function.
TUIPERSONALOPTIONS_LISTEN_UPDATE_PHONE_SUCCESS	The telephone number for this entry was successfully updated.
TUIPERSONALOPTIONS_CURRENT_PINAUTH	...seconds, and has password verification turned...
TUIPERSONALOPTIONS_CALLCOVERAGE_VM_YOUR_VM	Your Voicemail box has been set to your mailbox
TUIPERSONALOPTIONS_STATUS_WORKING_AT_HOME	Working at home
TUIPERSONALOPTIONS_STATUS_OUT_OF_TOWN	Out of town

TUIPERSONALOPTIONS_REMOTE_VM_CURRENT_NUMBER	Forward number is currently set to...
TUIPERSONALOPTIONS_PERSONAL_PROMPT_GENERAL_ERROR	An error has occurred. Please contact your system administrator for assistance.
TUIPERSONALOPTIONS_NOTIFY_VM	You have a voicemail message.
TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_CARRIER	Your message alert method is set to send notifications to your pager carrier.
TUIPERSONALOPTIONS_MENU_NOTIFY_TIME_SCH_MAIN_START_AND_END	To set up a start and end time schedule
TUIPERSONALOPTIONS_MENU_NOTIFY_TIME_SCH_MAIN_ALL_TIMES	To receive message alerts at all times
TUIPERSONALOPTIONS_MENU_FORWARDNUMBER_REMOTE	to enter your remote Telephone number.
TUIPERSONALOPTIONS_MENU_FM_ROMOTE_IVR_SEND_TO_VM	To send this call to voicemail.
TUIPERSONALOPTIONS_MENU_FM_ADD_TELEPHONE_NUMBER	To add a telephone number
TUIPERSONALOPTIONS_MENU_FM_ACTIVATING	Activating your follow-me functionality, will set your client status to Available, Follow-Me.
TUIPERSONALOPTIONS_CALLCOVERAGE_NOANS_ALL_WARNING	Forward No Answer call coverage is set to all calls. To change other call coverage types you must first change this setting.
TUIPERSONALOPTIONS_STATUS_AVAILABLE_NOACD	Available, No ACD
TUIPERSONALOPTIONS_REMOTE_VM_TO	To...
TUIPERSONALOPTIONS_REMOTE_VM_SUCCESS	Your forward number has been successfully updated.
TUIPERSONALOPTIONS_NOTIFY_UM_TUIPERSONALOPTIONS_1A	Then enter your extension number and password.
TUIPERSONALOPTIONS_NOTIFY_ALERT_VM_ON	Voicemail notification is currently turned on.
TUIPERSONALOPTIONS_MENU_FM_PASSWORD_VERIFICATION_ON	To turn on password verification
TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_PAGER_ALERTS	To turn on pager based alerts
TUIPERSONALOPTIONS_LISTEN_NEW_PHONE_NUM	Enter a new telephone number for this entry.
TUIPERSONALOPTIONS_LISTEN_DIALPLAN_ERROR	Either you entered an invalid number or you do not have security rights to use this telephone number.
TUIPERSONALOPTIONS_CALLER_NOT_AVAILABLE	...is not available. Goodbye.
TUIPERSONALOPTIONS_CALLCOVERAGE_COVERAGE_FOR	Coverage for...
TUIPERSONALOPTIONS_TRANSFER_CALLER_TO	Transferring the call to...
TUIPERSONALOPTIONS_STATUS_AT_LUNCH	At lunch

TUIPERSONALOPTIONS_REMOTE_VM_LISTENVOICE	To listen to your deleted voicemail messages
TUIPERSONALOPTIONS_REMOTE_VM_EXTENDED	To restore all messages
TUIPERSONALOPTIONS_REMOTE_VM_ENTER_DATE	Please enter the two digit month, the two digit day and the two digit year.
TUIPERSONALOPTIONS_REMOTE_VM_BAD_MONTH	The month value you entered is invalid.
TUIPERSONALOPTIONS_NOTIFY_CALL_WAITING_OFF	Call waiting is currently turned off.
TUIPERSONALOPTIONS_NOTIFY_ALERT_TYPE_NONE	Your message notifications are currently turned off.
TUIPERSONALOPTIONS_NO_ENTRIES	You currently have no entries configured.
TUIPERSONALOPTIONS_MENU_PLAYBACK_OPTIONS	To configure your playback options
TUIPERSONALOPTIONS_MENU_NOTIFY_CONFIG_MAIN_IVR_CHANGE_ALERT_REASON	To change alert reason
TUIPERSONALOPTIONS_MENU_LISTEN_DELETE_ENTRY	To delete this entry
TUIPERSONALOPTIONS_MENU_FM_PASSWORD_VERIFICATION_OFF	To turn password verification off
TUIPERSONALOPTIONS_MENU_FM_LISTEN_FM_OPTIONS	To listen to the follow-me options
TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_PHONE_ALERTS	To turn on phone based alerts
TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_PAGE_CARRIER_ALERTS	To turn on pager-carrier based alerts.
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_COVERAGE_PHONE_NUMBER	To change the coverage phone number,
TUIPERSONALOPTIONS_INVALID_TELEPHONE	That is an invalid telephone number. Sending the call to voicemail.
TUIPERSONALOPTIONS_CONFIG_ERR	There was an error accessing your follow-me configuration. Please try again later.
TUIPERSONALOPTIONS_CALLCOVERAGE_BUSY	On the Phone
TUIPERSONALOPTIONS_REMOTE_VM_AVAILABLE	...available.
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_PRIORITY_MESSAGE_PLAYBACK	For priority message playback
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_CONFIGURE_SAVED_PLAYBACK	To configure saved message playback
TUIPERSONALOPTIONS_MENU_NOTIFY_VOICEMAIL_ALL_URGENT_URGENT_ONLY	To receive message alerts only for urgent voicemail messages
TUIPERSONALOPTIONS_MENU_MANAGE_PERSONAL_PROMPTS	To manage your personal prompts
TUIPERSONALOPTIONS_MENU_FORWARDNUMBER_CALLCOVERAGE	to enter Call coverage settings
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_DEFINE_PHONE_NUMBER	to set it to your call coverage phone number voicemail box.
TUIPERSONALOPTIONS_LISTEN_UPDATE_TIMEOUT_SUCCESS	The timeout value for this entry was successfully updated.
TUIPERSONALOPTIONS_DELETE_SUCCESS	The entry was successfully deleted.
TUIPERSONALOPTIONS_CURRENTLY_DEACTIVATED	Your Follow-Me functionality is currently not active. To turn it on

TUIPERSONALOPTIONS_CURRENT_ALERTTIMEOUT	...has an alert timeout of...
TUIPERSONALOPTIONS_REMOTE_VM_ENTER_TIME	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.
TUIPERSONALOPTIONS_REMOTE_VM_DISTURB	...do not disturb.
TUIPERSONALOPTIONS_REMOTE_VM_BAD_MINUTE	The minute value you entered is invalid.
TUIPERSONALOPTIONS_PERSONAL_PROMPT_CANCELLED	Your recording has been cancelled.
TUIPERSONALOPTIONS_NOTIFY_CALL_WAITING_ON	Call waiting is currently turned on.
TUIPERSONALOPTIONS_NOTIFY_ALERT_VM_OFF	Voicemail notification is currently turned off.
TUIPERSONALOPTIONS_NOTIFY_ALERT_NUMBER_IS	The phone number is...
TUIPERSONALOPTIONS_MENU_NOTIFY_TIME_SCH_MAIN_SPECIFIC	To receive message alerts only during a specific time schedule
TUIPERSONALOPTIONS_MENU_NOTIFY_START_OR_END_TIME_START	To enter a start time for message notification
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_VM_DESTINATION	To set voicemail destination,
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_FEATURE_OFF	To turn this feature off
TUIPERSONALOPTIONS_LISTEN_UPDATE_TIMEOUT_ERR	Please enter a timeout value higher than zero seconds.
TUIPERSONALOPTIONS_CALLCOVERAGE_CURRENT_PHONE	Your current Call Coverage Phone number is...
TUIPERSONALOPTIONS_UNABLE_TO_LOCATE	The system was unable to locate your party.
TUIPERSONALOPTIONS_STATUS_AVAILABLE_FOLLOWME	For Available Follow-me
TUIPERSONALOPTIONS_STATUS_AVAILABLE	For available
TUIPERSONALOPTIONS_REMOTE_VM_VALID_PASSWORD	A valid new password consists of one to ten characters
TUIPERSONALOPTIONS_REMOTE_VM_STATUS_SET	Your status has been successfully updated
TUIPERSONALOPTIONS_REMOTE_VM_ERR_SETTING_STATUS	I'm sorry, an error has occurred updating your status. Please contact your system administrator.
TUIPERSONALOPTIONS_NOTIFY_UM_ENTER_VM	To enter your mailbox
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_MESSAGE_SORTING	For message sorting
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_CONFIGURE_MESSAGE_TYPE	To configure message type
TUIPERSONALOPTIONS_MENU_PERSONAL_PROMPT_RECORD_REVIEW_PROMPT	To review your prompt
TUIPERSONALOPTIONS_MENU_CALLCOVERAGE_CALL_UNKNOWN_CALLS	For all unknown calls

TUIPERSONALOPTIONS_ENTER_ALERT_TIMEOUT	Enter the number of seconds you want the system to call this telephone number. To use the default value of fifteen seconds, please wait.
TUIPERSONALOPTIONS_CALLCOVERAGE_UNKNOWN	...calls is now set to Unknown calls.
TUIPERSONALOPTIONS_CALLCOVERAGE_EXTERNAL	...calls is now set to external calls.
TUIPERSONALOPTIONS_CALL_FROM	You have a telephone call from...
TUIPERSONALOPTIONS_REMOTE_VM_FORVOICE	For voicemail messages
TUIPERSONALOPTIONS_REMOTE_VM_EMAIL	...email messages.
TUIPERSONALOPTIONS_PASSWORD_ACCOUNT_LOCKED	Your account has been locked out. Please contact your administrator.
TUIPERSONALOPTIONS_NOTIFY_UPDATE_SUCCESS	Your message notification option has been successfully updated.
TUIPERSONALOPTIONS_NOTIFY_MAIN	This is your message notification service. At...
TUIPERSONALOPTIONS_MENU_VM_OPTIONS_VERBOSE_PLAYBACK	For verbose playback
TUIPERSONALOPTIONS_MENU_RESTORE_RESTORE_ALL	If you are sure you want to restore all messages of this type
TUIPERSONALOPTIONS_MENU_RESTORE_CANCEL_OPERATION	To cancel this operation
TUIPERSONALOPTIONS_MENU_FM_EDIT_PHONE_NUM_CHANGE_TN_ENTRY	To change the telephone number of this entry
TUIPERSONALOPTIONS_MENU_CHOOSE_ALERT_TYPE_EMAIL_ALERTS	To turn on email based alerts
TUIPERSONALOPTIONS_MENU_ALERT_FAX_ON	To turn it on,
TUIPERSONALOPTIONS_CALLCOVERAGE_ONLY_BE_SET	Your call coverage mailbox can only be set if you have a call coverage phone number defined.

XML Menu Source Listings

This section contains source listings for [XML files](#) included in Interaction Mobile Office.

Manifest

[MenuXMLManifest.xml](#)

Root XML Documents

- [TUIDTMFRoot.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 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>
```

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="7*" />
  <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="TUIMessageMenus.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="TUIMessageMenus.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="TUIMessageMenus.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.fax.new"
useroption="Allow.Fax"
return="TUIMessageMenus.xml#fax_message_menu">[play | get |
check | listen to [my]] (new | unread) (fax [mail | mails | E-mail |
E-mails] | faxes [message | messages])</choice>
  <choice event="mailbox.fax.saved"
useroption="Allow.Fax"
return="TUIMessageMenus.xml#fax_message_menu">[play | get |
check | listen to [my]] (old | saved | red) (fax [mail | mails | E-mail
| E-mails] | faxes [message | messages])</choice>
  <choice event="mailbox.fax.today"
useroption="Allow.Fax"
return="TUIMessageMenus.xml#fax_message_menu">([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)</choice>
  <choice event="mailbox.email.new"
useroption="Allow.Email"
return="TUIMessageMenus.xml#email_message_menu">[play | get
| check | listen to [my]] (new | unread) (mail | mails | E-mail |
E-mails) [message | messages]</choice>
```

```

<choice event="mailbox.email.saved"
useroption="Allow.Email"
return="TUIMessageMenus.xml#email_message_menu">[play | get
| check | listen to [my]] (old | saved | red) (mail | mails | E-mail |
E-mails) [message | messages]</choice>
<choice event="mailbox.email.today"
useroption="Allow.Email"
return="TUIMessageMenus.xml#email_message_menu">([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)</choice>
<submenu next="TUIMessageMenus.xml#voice_summary"
useroption="Allow.Voice.Mail"
return="TUIMobileOffice.xml#main_menu_return">[play | get |
check | listen to [my]] voice [mail | mails | E-mail | E-mails] [message
| messages]</submenu>
<submenu next="TUIMessageMenus.xml#fax_summary"
useroption="Allow.Fax"
return="TUIMobileOffice.xml#main_menu_return">[play | get |
check | listen to [my]] (fax [mail | mails | E-mail | E-mails] [message
| messages] | faxes)</submenu>
<submenu next="TUIMessageMenus.xml#email_summary"
useroption="Allow.Email"
return="TUIMobileOffice.xml#main_menu_return">[play | get |
check | listen to [my]] (mail | mails | E-mail | E-mails) [message |
messages]</submenu>

<!-- Global Outlook Grammars -->
<choice event="application.getmeetings"
useroption="Outlook.Module" message="voice"
return="TUIMobileOffice.xml#main_menu_return">(access | get
| play | read | go to) [my] (calendar | meetings) for
$datetime</choice>
<submenu next="TUIOutlookMenus.xml#calendar_menu_get_date"
useroption="Allow.Calendar"
return="TUIMobileOffice.xml#main_menu_return">(access | get
| play | read | go to) [my] (calendar | meetings)</submenu>
<submenu next="TUIOutlookMenus.xml#outlook_menu"
useroption="Outlook.Module"
return="TUIMobileOffice.xml#main_menu_return">[access | go
to] [my | the] Outlook [options | menu]</submenu>
<submenu next="TUIOutlookMenus.xml#calendar_menu"
useroption="Allow.Calendar"
return="TUIMobileOffice.xml#main_menu_return">[access | go
to] [my | the] Calendar (options | menu)</submenu>
<submenu next="TUIOutlookMenus.xml#outofoffice_menu"
useroption="Outlook.Module"
return="TUIMobileOffice.xml#main_menu_return">[access | go
to] [my | the] out-of-office assistant [options | menu]</submenu>
<choice event="mailbox.outofoffice.on"
useroption="Outlook.Module"
return="TUIMobileOffice.xml#main_menu_return">turn on [my |
the] out-of-office assistant [message]</choice>
<choice event="mailbox.outofoffice.off"
useroption="Outlook.Module"
return="TUIMobileOffice.xml#main_menu_return">turn off [my
| the] out-of-office assistant [message]</choice>

<!-- Global Preloaded Directory Grammars -->
<choice event="application.sendtomessage"
return="TUIMobileOffice.xml#main_menu_return">PreLoadedGrammar:MessageDirectory</choice>
<choice event="application.privatecall"
return="TUIMobileOffice.xml#main_menu_return">PreLoadedGrammar:CallDirectory</choice>
<choice event="record.start"
return="TUIMainMenu.xml#send_message_options">URI:OPCMessageDirectory.$username.gram</choice>
<choice event="application.privatecall"
return="TUIMobileOffice.xml#main_menu_return">URI:OPCCallDirectory.$username.gram</choice>

<!-- Global Menu "Jump" Grammars -->
<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="TUIUMainMenuDTMF.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 cannot) | good-bye</submenu>
<submenu next="TUIMobileOffice.xml#main_menu">[go]
[back] [to] [the] main menu</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"/>

```

```

<!-- Document Catches -->
<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>
<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>
<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="#main_menu"/>
</help>

<!-- Greeting Menu -->
<menu id="main_menu_superior" timeout="4"
mode="voice dtmf"
nospeechmenu="TUIMainMenuDTMF.xml#main_menu_greeting"
return="#main_menu_return">
  <audio handler="Prompt_TUIMain"
    prompt="TUIMAIN_GREETING"
    useroption="Mailbox.Confirmation">Welcome to the speech
    enabled Mobile Office for</audio>
    <play source="user.prompt.name"
    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 handler="Prompt_TUIMain"
    prompt="TUIMAIN_HELP_YOU">How may I help you?</audio>
    <submenu next="#back_to_main" dtmf="*/>
    <noinput count="1">
      <goto next="#main_menu"/>
    </noinput>
  </menu>

<!-- Main Menu -->
<menu id="main_menu" timeout="6" mode="voice
dtmf" return="menu.system">
  <audio handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_1">Just say...</audio>
    <audio handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_2"
    useroption="Unified.Messaging">Check my
    messages</audio>
    <audio handler="Prompt_TUIMain"
    prompt="TUIMAIN_MENU_3">Change my status, or something
    else</audio>
    <submenu next="#back_to_main" dtmf="*/>
    <noinput count="1">
      <goto next="#main_menu"/>
    </noinput>
  </menu>

```

```

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

    <!-- DTMF Main Menu -->
    <menu
        id=""main_menu""
        timeout=""10""
        mode=""voice""
        dtmf=""dtmf""
        return=""TUIMobileOffice.xml#main_menu_return"">
        <!--audio useroption="Allow.Voice.Mail">To retrieve your voicemail
        messages, press 1.</audio-->
        <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="\"TUIMessageMenus.xml#voice_summary\""
    dtmf="\"1\""
    useroption="\"Allow.Voice.Mail\"">[play
| get | check] voice [mail | mails | E-mail | E-mails] [message | messages]
</submenu>
<!--audio useroption="Allow.Fax">To retrieve your faxes, press
2.</audio-->
<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="\"TUIMessageMenus.xml#voice_message_menu\""
    dtmf="\"2\""
    useroption="\"Allow.Fax\"">[play
| get | check] (fax [mail | mails | E-mail | E-mails] [message | messages] |
faxes)
</submenu>
<!--audio useroption="Allow.Email">To retrieve your email messages,
press 3.</audio-->
<audio
    useroption="\"Allow.Email\""
    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="\"TUIMessageMenus.xml#email_summary\""
    dtmf="\"3\""
    useroption="\"Allow.Email\"">[play | get | check] (mail | mails | E-mail | E-mails) [message |
messages]
</submenu>
<!--audio>To send a voice message, press 4.</audio-->
<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""
    dtmf=""4""
    useroption=""Unified.Messaging"">(compose | create | new | send) [a] [message | messages]</choice>
<!--audio>To manage your personal options, press 5.</audio-->
<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=""TUIOptionMenus.xml#personal_options_menu""
    dtmf=""5"">[access | set | change] [my] [personal] [user] (options | configuration)</submenu>
<!--audio>To access the company private directory, press 6.</audio-->
<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"">[access] [the] [company] [private] directory
</choice>
<!--audio>To initiate an office wide alert, press 7.</audio-->
<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"">office [wide] (alert | hunt)</choice>
<!--audio>To change mail folders, press 8.</audio-->
<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"">[change | traverse] folders
</choice>
<!--audio>To access outlook options, press 9.</audio-->
<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=""TUIOutlookMenus.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>
<catch
  event=""&quot;com.inin.mailbox.change.folder.success=""&quot;com.inin.mailbox.change.folder.success""
  count=""1"">
  <audio>Your folder has been changed.</audio>
  <goto next=""#main_menu""/>
</catch>
<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>
<noinput count=""3"">
  <goto next=""menu.system""/>
</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=""#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>
<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=""#main_menu""/>
</help>
</menu>

<!-- Send Message Options-->
<menu
  id=""send_message_options""
  timeout=""6""
  mode=""voice""
  dtmf=""dtmf""
  return=""TUIMainMenu.xml#main_menu_return"">
  <audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MESSAGE_MAY_NOW_SEND"">You may now send your message</audio>

```

```

        <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=""*""
            return=""TUIMobileOffice.xml#main_menu_return"">(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=""&quot;com.inin.recording.recorded=""&quot;com.inin.recording.recorded""
            count=""1"">
            <goto next=""#send_message_options""/>
        </catch>
        <catch
            event=""&quot;com.inin.message.send.success=""&quot;com.inin.message.send.success""
            count=""1"">
            <audio
                handler=""Prompt_TUIMessageManagement""
                prompt=""TUIMESSAGEMANAGEMENT_MESSAGE_SENT"">Your message has been sent.</audio>
            <goto next=""TUIMobileOffice.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="TUIMainMenu.xml#main_menu_return">
<audio
  handler="Prompt_TUIMessageManagement"
  prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SEND_NOW">To send your message,
</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,
</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,</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>
<audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MESSAGE_SET_PRIORITY"">To set priority for your message,</audio>
<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>
<audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MESSAGE_SET_SENSITIVITY"">To set the sensitivity for this message,
</audio>
<audio
    useroption=""Allow.Voice.Mail""
    handler=""Prompt_ASR""
    prompt=""ASR_PRESS"">Press</audio>
<audio
    useroption=""Allow.Voice.Mail""
    handler=""Prompt_System""
    prompt=""N5"">5</audio>
<audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MESSAGE_DONT_SEND"">To return to the previous menu without sending
this message,</audio>
<audio
    useroption=""Allow.Voice.Mail""
    handler=""Prompt_ASR""
    prompt=""ASR_PRESS"">Press</audio>
<audio
    handler=""Prompt_TUIMain""
    prompt=""TUIMAIN_MENU_THE_STAR_KEY"">the star key</audio>
<choice event=""record.send"" dtmf=""1"">[now] send [this | the | it] [message | recording] [now]
</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=""#set_priority_menu"" dtmf=""4""/>
<submenu next=""#set_sensitivity_menu"" dtmf=""5""/>
<choice
    event=""record.cancel""
    dtmf=""*""
    return=""TUIMobileOffice.xml#main_menu_return"">(cancel | (don't | do not) send) [my] [recording |
message | this | it]</choice>
<submenu next=""#priority_prompt_menu"">[set] [the] priority [of] [this | the | it] [message]
</submenu>
<submenu next=""#sensitivity_prompt_menu"">[set] [the] sensitivity [of] [this | the | it] [message]
</submenu>
<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>
    <catch
        event="&"
        quot;com.inin.recording.recorded="quot;com.inin.recording.recorded"
        count="1">
        <goto next="#send_message_options_2"/>
    </catch>
    <choice
        event="record.cancel"
        dtmf="*"
        return="TUIMobileOffice.xml#main_menu_return"/>
    <catch
        event="&"
        quot;com.inin.message.send.success="quot;com.inin.message.send.success"
        count="1">
        <audio
            handler="Prompt_TUIMessageManagement"
            prompt="TUIMESSAGEMANAGEMENT_MESSAGE_SENT">Your message has been sent.</audio>
            <goto next="TUIMobileOffice.xml#main_menu_return"/>
        </catch>
        <noinput count="1">
            <goto next="#send_message_options_2"/>
        </noinput>
        <noinput count="2">
            <goto next="#send_message_options_2"/>
        </noinput>
        <noinput count="1">
            <goto next="#main_menu_return_2"/>
        </noinput>
    </menu>

<!-- Set Priority Menu -->
<menu
    id="set_priority_menu"
    timeout="6"
    mode="voice"
    dtmf="dtmf"
    return="#send_message_options">
    <audio
        handler="Prompt_TUIMessageManagement"
        prompt="TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_HIGH">To set priority for this message to
high,</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.importance"
            message="high"
            dtmf="1"/>
        <audio
            handler="Prompt_TUIMessageManagement"
            prompt="TUIMESSAGEMANAGEMENT_MENU_PRIORITY_PRIORITY_LOW">To set priority for this message to
low,</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.importance"

```

```

        message="low"
        dtmf="2"/>
<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="dtmf"
    return="#send_message_options">
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_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="1"/>
<audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_MESSAGE_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>
<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
confidential,</audio>
<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 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_sensitivity_menu""/>
</noinput>
<noinput count=""2"">
  <goto next=""#set_sensitivity_menu""/>
</noinput>
<noinput count=""3"">
  <goto next=""#send_message_options""/>
</noinput>
</menu>
</menuxml>

```

TUIMessageMenus.xml Source Listing

```
<?xml version="1.0"?>
```

```

<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<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>

```

```

<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=""dtmf""
  return=""TUIMobileOffice.xml#main_menu_return"">
  <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"">To listen to</audio>
  <audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_SAVED"">Saved</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=""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>

<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>

```

```

        <goto next=""#voice_summary_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=""#voice_summary_2""/>

</help>
</menu>

<!-- Fax Menu -->
<menu
    id=""fax_summary""
    timeout=""3""
    mode=""voice""
    dtmf=""dtmf""
    return=""TUIMobileOffice.xml#main_menu_return"">
    <audio
        handler=""Prompt_TUIMessageManagement""
        prompt=""TUIMESSAGEMANAGEMENT_MENU_LIKE_FAXES"">Would you like to check new or saved faxes?
</audio>
    <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>
    <choice
        event=""mailbox.fax.saved""
        dtmf=""2""
        useroption=""Allow.Fax""
        return=""fax_message_menu"">[play
            | get | check] (old | saved | red) [fax | faxes] [mail | mails | E-mail |
            E-mails | message | messages]</choice>
    <choice
        event=""mailbox.fax.today""
        dtmf=""3""
        useroption=""Allow.Fax""
        return=""fax_message_menu"">([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)</choice>
    <noinput count=""1"">
        <goto next=""#fax_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=""#fax_summary_2""/>

</nomatch>
</menu>

<!-- Fax Menu -->
<menu
    id=""fax_summary_2""
    timeout=""10""
    return=""TUIMobileOffice.xml#main_menu_return"">
    <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"">To listen to</audio>
<audio
  handler=""Prompt_TUIMessageManagement""
  prompt=""TUIMESSAGEMANAGEMENT_SAVED"">Saved</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=""N2"">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"">[play
| get | check] (new | unread) [fax | faxes] [mail | mails | E-mail | E-mails |
message | messages]</choice>
<choice
  event=""mailbox.fax.saved""
  dtmf=""2""
  useroption=""Allow.Fax""
  return=""fax_message_menu"">[play
| get | check] (old | saved | red) [fax | faxes] [mail | mails | E-mail |
E-mails | message | messages]</choice>
<choice
  event=""mailbox.fax.today""
  dtmf=""3""
  useroption=""Allow.Fax""
  return=""fax_message_menu"">([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)</choice>
<noinput count=""1"">
  <audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MENU_LIKE_FAXES"">Would you like to check new or saved faxes?
</audio>
    <goto next=""#fax_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=""#fax_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=""#fax_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=""#fax_summary_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=""#fax_summary_2""/>

</help>
</menu>

<!-- E-mail Menu -->
<menu
  id=""email_summary""
  timeout=""3""
  mode=""voice""
  dtmf=""dtmf""
  return=""TUIMobileOffice.xml#main_menu_return"">
  <audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MENU_LIKE_EMAILS"">Would you like to check new or saved emails?
  </audio>
  <choice
    event=""mailbox.email.new""
    dtmf=""1""
    useroption=""Allow.Email""
    return=""email_message_menu"">[play
    | get | check] (new | unread) [mail | mails | E-mail | E-mails] [message |
    messages]</choice>
  <choice
    event=""mailbox.email.saved""
    dtmf=""2""
    useroption=""Allow.Email""
    return=""email_message_menu"">[play
    | get | check] (old | saved | red) [mail | mails | E-mail | E-mails] [message |
    messages]</choice>
  <choice
    event=""mailbox.email.today""
    dtmf=""3""
    useroption=""Allow.Email""
    return=""email_message_menu"">([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)</choice>

  <noinput count=""1"">
    <goto next=""#email_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="#email_summary_2"/>
  </nomatch>
</menu>

<!-- E-mail Menu -->
<menu
  id="email_summary_2"
  timeout="10"
  return="TUIMobileOffice.xml#main_menu_return">
  <play source="count.email"/>
  <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_EMAILMESSAGES">emails</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">To listen to</audio>
  <audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_SAVED">Saved</audio>

  <audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES">emails</audio>

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

  <audio handler="Prompt_System" prompt="N2">2</audio>

  <audio
    handler="Prompt_TUIMessageManagement"
    prompt="TUIMESSAGEMANAGEMENT_EMAILMESSAGES_TODAY">To listen to today's emails 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.email.new"
    dtmf="1"
    useroption="Allow.Email"
    return="email_message_menu">[play
  | get | check] (new | unread) [mail | mails | E-mail | E-mails] [message |
  messages]</choice>
</choice>

```

```

        event=""mailbox.email.saved""
        dtmf=""2""
        useroption=""Allow.Email""
        return=""email_message_menu">[play
        | get | check] (old | saved | red) [mail | mails | E-mail | E-mails] [message |
        messages]</choice>
<choice
    event=""mailbox.email.today""
    dtmf=""3""
    useroption=""Allow.Email""
    return=""email_message_menu">([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)</choice>
<noinput count=""1"">
    <audio
        handler=""Prompt_TUIMessageManagement""
        prompt=""TUIMESSAGEMANAGEMENT_MENU_LIKE_EMAILS"">Would you like to check new or saved emails?
</audio>

        <goto next=""#email_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=""#email_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=""#email_summary_2""/>

</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=""#email_summary_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_summary_2""/>

</help>
</menu>

<!-- Voice Message Menu-->
<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>

```

```

<choice
  event=""message.forward""
  dtmf=""2""
  return=""voice_message_menu_2""/>
<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"">(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"">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""
  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""

```

```

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>
<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>
<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=""#voice_message_menu_2""/>

</help>
</menu>

<!-- Voice Message Menu-->
<menu
  id=""voice_message_menu_2""
  timeout=""10""
  return=""#voice_summary"">
  <audio
    handler=""Prompt_TUIMessageManagement""
    prompt=""TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE"">Just say...save, delete, forward, replay, repeat,
or next</audio>
  <choice
    event=""message.save""
    dtmf=""1""
    return=""voice_message_menu"">save [this] [voice] [message] [voicemail]</choice>
  <choice event=""message.forward"" dtmf=""2""/>

  <submenu
    next=""#forward_instruction_voice_menu""
    return=""voice_message_menu_2"">forward [this] [voice] [message] [voicemail]</submenu>

  <choice event=""application.forwardmessage"">PreloadedGrammar:MessageDirectory</choice>
  <choice event=""application.forwardmessage"">URI:OPCMessageDirectory.$username.gram</choice>
  <choice
    event=""message.next""
    dtmf=""3""
    return=""voice_message_menu"">(next | skip) [this] [message | voicemail]</choice>
  <choice event=""message.audio"" dtmf=""4"">(repeat | play | again) [this] [message | voicemail]
[again]</choice>

  <choice event=""message.reply"" dtmf=""5"">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"">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=""7""
            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>
        <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_VOICEMAILS"">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>

```

```

        <goto next=""#voice_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=""#voice_message_menu_2""/>

</help>
</menu>

<!-- Call Back Menu -->
<menu
    id=""call_back_menu""
    mode=""voice""
    dtmf=""dtmf""
    timeout=""6""
    return=""#voice_message_menu_2"">
    <audio
        handler=""Prompt_IVR""
        prompt=""IVR_REMOTE_VM_REPLY_PHONE_NUMBER"">The phone number is...</audio>

    <play source=""message.phonenumber""/>

    <audio
        handler=""Prompt_TUIMessageManagement""
        prompt=""TUIMESSEGE MANAGEMENT_CALL_THIS_NUMBER"">Would you like to call back using this number?
</audio>
    <choice
        event=""message.callback""
        return=""voice_message_menu_2"">(yes | yup | yep) [correct] [dial | call]</choice>
    <choice
        event=""message.get.phonenumber""
        return=""voice_message_menu_2"">no</choice>
    <noinput count=""1"">
        <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=""#call_back_menu""/>

    </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_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"">save [this] [fax] [message] [mail] [E-mail]</choice>

```

```

<choice
  event=""message.forward""
  dtmf=""2""
  return=""fax_message_menu_2""/>
<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=""3""
  return=""fax_message_menu"">(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=""7""
  return=""fax_message_menu"">delete [this] [message | fax | E-mail]</choice>
<choice
  event=""message.deletesubject""
  dtmf=""71""
  return=""fax_message_menu"">delete [all] [messages | faxes] [with] [same] subject</choice>
<choice
  event=""message.deletesender""
  dtmf=""72""
  return=""fax_message_menu"">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.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>
<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">
    <audio
        handler="Prompt_TUIMain"
        prompt="TUIMAIN_NOMATCH_2">I'm sorry, but I did not understand you. Please try again</audio>
    <goto next="#fax_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="#fax_message_menu_2"/>

</help>
</menu>

<!-- Fax Message Menu -->
<menu
    id="fax_message_menu_2"
    timeout="10"
    return="#fax_summary">
    <audio
        handler="Prompt_TUIMessageManagement"
        prompt="TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE">Just say...save, delete, forward, replay, repeat,
or next</audio>
    <choice
        event="message.save"
        dtmf="1"
        return="fax_message_menu">save [this] [fax] [message] [mail] [E-mail]</choice>
    <choice event="message.forward" dtmf="2"/>

    <submenu
        next="#forward_instruction_fax_menu"
        return="fax_message_menu">forward [this] [fax] [message] [mail] [E-mail]</submenu>
    <choice event="application.forwardmessage">PreloadedGrammar:MessageDirectory</choice>
    <choice event="application.forwardmessage">URI:OPCMessageDirectory.$username.gram</choice>
    <choice
        event="message.next"
        dtmf="3"
        return="fax_message_menu">(next | skip) [this] [fax] [message] [mail] [E-mail]</choice>
    <choice event="application.receivefax" dtmf="4">(receive | send | accept) [this] [fax] [message]
[mail] [E-mail]</choice>
    <choice event="message.envelope" dtmf="6">[play]
        (envelope information | header) [for] [this] [fax] [message] [mail] [E-mail]</choice>
    <choice
        event="message.delete"
        dtmf="7"
        return="fax_message_menu">delete [this] [message | fax | E-mail]</choice>
    <choice
        event="message.deletesubject"
        dtmf="71"
        return="fax_message_menu">delete [all] [messages | faxes] [with] [same] subject</choice>
    <choice
        event="message.deletesender"
        dtmf="72"
        return="fax_message_menu">delete [all] [messages | faxes] [from] [same] sender</choice>
    <choice event="message.body" dtmf="8">[play] (body | text) [of] [this] [fax] [message] [mail] [E-
mail]</choice>
    <choice event="message.stop" dtmf="#">(stop | end)</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_FAXMESSAGES">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>
<noinput count="2">
    <audio>
        handler="Prompt_TUIMain"
        prompt="TUIMAIN_NOINPUT_2">Do you need help? Say 'help,' or 'operator' for assistance.
</audio>
        <goto next="#fax_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="#fax_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="#fax_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="#fax_message_menu_2"/>

</help>
</menu>

<!-- 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">save [this] [message | mail | E-mail]</choice>
    <choice
        event="message.forward"

```

```

        dtmf=""2""
        return=""email_message_menu_2""/>
<submenu
    next=""#forward_instruction_email_menu""
    return=""email_message_menu_2"">forward [this] [message | mail | E-mail]</submenu>
<choice
    event=""application.forwardmessage""
    return=""email_message_menu_2"">PreloadedGrammar:MessageDirectory</choice>

<choice
    event=""application.forwardmessage""
    return=""email_message_menu_2"">URI:OPCMessageDirectory.$username.gram</choice>

<choice
    event=""message.next""
    dtmf=""3""
    return=""email_message_menu"">(next | skip) [this] [message | mail | E-mail]</choice>
<choice
    event=""message.body""
    dtmf=""4""
    return=""email_message_menu_2"">(repeat | play | again) [this] [message | mail | E-mail] [again]
</choice>
    <choice
        event=""message.reply""
        dtmf=""5""
        return=""email_message_menu_2"">reply [to] [this] [message | mail | E-mail]</choice>
    <choice
        event=""message.envelope""
        dtmf=""6""
        return=""email_message_menu_2"">[play] (envelope information | header) [for] [this] [message |
mail | E-mail]</choice>
    <choice
        event=""message.delete""
        dtmf=""7""
        return=""email_message_menu"">delete [this] [message | mail | E-mail]</choice>
    <choice
        event=""message.deletesubject""
        dtmf=""71""
        return=""email_message_menu"">delete [all] [messages | E-mails] [with] [same] subject</choice>
    <choice
        event=""message.deletesender""
        dtmf=""72""
        return=""email_message_menu"">delete [all] [messages | E-mails] [from] [same] sender</choice>
    <choice
        event=""message.body""
        dtmf=""8""
        return=""email_message_menu_2"">[play] (body | text) [of] [this] [message | mail | E-mail]
</choice>
    <choice
        event=""message.stop""
        dtmf=""#""
        return=""email_message_menu_2"">(stop | end)</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_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>
<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>
<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>

<!-- Email Message Menu -->
<menu
    id="email_message_menu_2"
    timeout="10"
    return="#email_summary">
    <audio
        handler="Prompt_TUIMessageManagement"
        prompt="TUIMESSAGEMANAGEMENT_MESSAGE_CHOICE">
        Just say...save, delete, forward, replay, repeat, or next
    </audio>
    <choice
        event="message.save"
        dtmf="1"
        return="email_message_menu">save [this] [message | mail | E-mail]</choice>
    <choice event="message.forward" dtmf="2"/>

    <submenu
        next="#forward_instruction_email_menu"
        return="email_message_menu_2">forward [this] [message | mail | E-mail]</submenu>
    <choice event="application.forwardmessage">PreloadedGrammar:MessageDirectory</choice>
    <choice event="application.forwardmessage">URI:OPCMessageDirectory.$username.gram</choice>
    <choice
        event="message.next"
        dtmf="3"
        return="email_message_menu">(next | skip) [this] [message | mail | E-mail]</choice>
    <choice event="message.body" dtmf="4">(repeat | play | again) [this] [message | mail | E-mail]
[again]</choice>
    <choice event="message.reply" dtmf="5">reply [to] [this] [message | mail | E-mail]</choice>
    <choice event="message.envelope" dtmf="6">[play] (envelope information | header) [for] [this]
[message | mail | E-mail]</choice>
    <choice
        event="message.delete"
        dtmf="7"
        return="email_message_menu">delete [this] [message | mail | E-mail]</choice>
    <choice
        event="message.deletesubject"
        dtmf="71"
        return="email_message_menu">delete [all] [messages | E-mails] [with] [same] subject</choice>
    <choice
        event="message.deletesender"
        dtmf="72"
        return="email_message_menu">delete [all] [messages | E-mails] [from] [same] sender</choice>
    <choice event="message.body" dtmf="8">[play] (body | text) [of] [this] [message | mail | E-mail]
</choice>
    <choice event="message.stop" dtmf="#">(stop | end)</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_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_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"

```

```

        timeout="1"
        return="#fax_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_fax_menu"
        timeout="1"
        return="#voice_message_menu_2">
        <audio>To forward a message, say a name after saying forward. To forward by
            extension, press 2.</audio>

    </menu>

</menuxml>

```

Notes About Message Play XML

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:

```

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

    <!-- Personal Options Menu -->
    <menu
        id="personal_options_menu"
        timeout="3"
        mode="voice"
        dtmf="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]

```

```

(prompts | recordings)</submenu>
  <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>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=""#personal_options_menu_2""/>

  </help>
</menu>

<!-- Personal Options Menu 2 -->
<menu
  id=""personal_options_menu_2""
  timeout=""6""
  mode=""voice""
  dtmf=""dtmf""
  return=""TUIMobileOffice.xml#main_menu_return"">
  <!-- audio>To change your current status, press 1.</audio -->
  <audio
    handler=""Prompt_TUIPersonalOptions""
    prompt=""TUIPERSONALOPTIONS_MENU_CHANGE_STATUS"">To change your current status</audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

  <audio handler=""Prompt_System"" prompt=""N1"">1</audio>

  <submenu
    next=""TUIStatusMenus.xml#change_status""
    dtmf=""1""
    return=""TUIOptionMenus.xml#personal_options_menu"">[change | set] [my | your] status</submenu>
  <!-- audio>To set your forward number, press 2.</audio -->
  <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>

  <audio handler=""Prompt_System"" prompt=""N2"">2</audio>

  <choice event=""application.forwardnumber"" dtmf=""2"">[set | change] [my] forward [number]</choice>
  <!-- audio>To change your password, press 3.</audio -->
  <audio
    handler=""Prompt_TUIPersonalOptions""

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```

        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"">[set | change] [my] password</choice>
<!-- audio useroption="Unified.Messaging">To configure your playback
options, press 4.</audio -->
<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"">[set | change] [my] [playback] options</choice>
<!-- audio>To manage your personal prompts, press 5.</audio -->
<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="""TUIPromptMenus.xml#personal_prompts_menu""
    dtmf="""5""
    return="""TUIOptionMenus.xml#personal_options_menu"">[record | change] [my] [user | personal]
(prompts | recordings)</submenu>
<!-- audio useroption="Follow.Me">To manage your one-number follow-me
option, press 6.</audio -->
<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"">[set | change] [my] follow-me [options]</choice>
<!-- audio useroption="Change.Folders">To manage recently deleted
messages, press 7.</audio -->
<audio
    handler="""Prompt_TUIPersonalOptions""
    prompt="""TUIPERSONALOPTIONS_REMOTE_VM_MENU_7""
    useroption="""Change.Folders"">To manage recently deleted messages</audio>
<audio
    handler="""Prompt_ASR""
    prompt="""ASR_PRESS""
    useroption="""Change.Folders"">Press</audio>
<audio
    handler="""Prompt_System""
    prompt="""N7""
    useroption="""Change.Folders"">7</audio>
<choice

```

```

        event="application.deletedmessages"
        dtmf="7"
        useroption="Change.Folders">[manage] [my] deleted messages</choice>
<!-- audio useroption="Message.Notification">To manage your
notification options, press 8.</audio -->
<audio
    handler="Prompt_TUIPersonalOptions"
    prompt="TUIPERSONALOPTIONS_REMOTE_VM_MENU_8"
    useroption="Message.Notification">To manage your notification options</audio>
<audio
    handler="Prompt_ASR"
    prompt="ASR_PRESS"
    useroption="Message.Notification">Press</audio>
<audio
    handler="Prompt_System"
    prompt="N8"
    useroption="Message.Notification">8</audio>
<choice
    event="application.notificationoptions"
    dtmf="8"
    useroption="Message.Notification">[manage | change] [my] (notification | notifications)
[options]</choice>
<!-- audio useroption="Attendant.Config">For administration options,
press 9.</audio -->
<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="Attendant.Config">Press</audio>
<audio
    handler="Prompt_System"
    prompt="N9"
    useroption="Attendant.Config">9</audio>
<choice
    event="application.adminoptions"
    dtmf="9"
    useroption="Attendant.Config">[manage | change] (administration | [interaction] attendant)
[options | prompts]</choice>
<!-- audio>To return to the previous menu, press the star key.</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>
<noinput count="1">
    <audio
        handler="Prompt_TUIMain"
        prompt="TUIMAIN_MENU_WHAT_YOU_LIKE">What would you like to do today?</audio>
        <goto next="#personal_options_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="#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>
<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=""#personal_options_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=""#personal_options_menu_2""/>

</help>
</menu>

</menuxml>

```

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>
        <nomatch count=""1"">

            <audio
                handler=""Prompt_TUIMain""
                prompt=""TUIMAIN_DIDNT_GET_THAT"">I didn't get that.</audio>
            <goto next=""#change_status_return""/>

        </nomatch>
    </menu>

```

```

<menu
  id=""change_status_return""
  timeout=""6""
  mode=""voice""
  dtmf=""dtmf""
  return=""TUIOptionMenus.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_return""/>

  </noinput>
  <noinput count=""2"">

    <goto next=""#change_status_return""/>

  </noinput>
  <noinput count=""3"">

    <goto next=""TUIMobileOffice.xml#main_menu_return""/>

  </noinput>
  <nomatch count=""1"">

    <audio
      handler=""Prompt_TUIMain""
      prompt=""TUIMAIN_DIDNT_GET_THAT"">I didn't get that.</audio>
    <goto next=""#change_status_return""/>

  </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=""#change_status_return""/>

  </nomatch>
  <help count=""1"">

    <audio/>
    <goto next=""#change_status_return""/>

  </help>
</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""/>

  <noinput count=""1"">

```

```

        <goto next=""TUIMobileOffice.xml#main_menu_return""/>

    </noinput>
</menu>

</menuxml>

```

TUIMainMenuDTMF.xml Source Listing

```

<?xml version="1.0"?>
<!DOCTYPE menuxml SYSTEM "menuxml.dtd">
<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""

```

```

        dtmf=""2""
        useroption=""Allow.Fax""/>
<audio
    useroption=""Allow.Email""
    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=""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""
    dtmf=""4""
    useroption=""Unified.Messaging""/>
<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""/>

<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

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```

        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>
<nomatch count=""1"">
    <goto next=""#main_menu""/>

</nomatch>
</menu>

<!-- DTMF Main Menu -->
<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</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"
    dtmf="2"
    useroption="Allow.Fax"/>
<audio
    useroption="Allow.Email"
    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="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"
    dtmf="4"
    useroption="Unified.Messaging"/>
<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"/>

<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>

```

```
</menu>
```

```
</menuxml>
```

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"/>

  <!-- 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"
      useroption="Saved.Voice.Mail">Press</audio>
    <audio
      handler="Prompt_System"
      prompt="N2"
      useroption="Saved.Voice.Mail">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>

    <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"/>
<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="6"
    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=""6""
  mode=""dtmf""
  return=""TUIMainMenuDTMF.xml#main_menu"">
  <play source=""count.email""/>
  <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_EMAILMESSAGES\">emails</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.Email\">To listen to</audio>
<audio
  handler="\"Prompt_TUIMessageManagement\"
  prompt="\"TUIMESSAGEMANAGEMENT_SAVED\"
  useroption="\"Saved.Email\">Saved</audio>
<audio
  handler="\"Prompt_TUIMessageManagement\"
  prompt="\"TUIMESSAGEMANAGEMENT_TYPE_EMAILMESSAGES\"
  useroption="\"Saved.Email\">emails</audio>
<audio
  handler="\"Prompt_ASR\"
  prompt="\"ASR_PRESS\"
  useroption="\"Saved.Email\">Press</audio>
<audio
  handler="\"Prompt_System\"
  prompt="\"N2\"
  useroption="\"Saved.Email\">2</audio>
<audio
  handler="\"Prompt_TUIMessageManagement\"
  prompt="\"TUIMESSAGEMANAGEMENT_EMAILMESSAGES_TODAY\">To listen to today's emails 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.email.new\"
  dtmf="\"1\"
  useroption="\"Allow.Email\"
  return="\"email_message_menu\"/>
<choice
  event="\"mailbox.email.saved\"
  dtmf="\"2\"
  useroption="\"Saved.Email\"
  return="\"email_message_menu\"/>
<choice
  event="\"mailbox.email.today\"
  dtmf="\"3\"
  useroption="\"Allow.Email\"
  return="\"email_message_menu\"/>
<noinput count="\"1\">
  <goto next="\"#email_summary\"/>

</noinput>
<noinput count="\"2\">
  <goto next="\"#email_summary\"/>

```

```

</noinput>
<noinput count="3">
  <goto next="#TUIMainMenuDTMF.xml#main_menu"/>

</noinput>
<nomatch count="1">
  <goto next="#email_summary"/>

</nomatch>
</menu>

<!-- Voice Message Menu-->
<menu
  id="voice_message_menu"
  timeout="1"
  return="#voice_summary"
  skipback="5"
  skipahead="6"
  volumedown="8"
  volumeup="9">
  <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>
    <audio
      handler="Prompt_TUIMessageManagement"
      prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMESSAGES">voicemails</audio>
    </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>
  </audio>
  <goto next="#voice_summary"/>
</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>

    <audio handler="Prompt_System" prompt="N1">1</audio>

    <choice
      event="message.save"
      dtmf="1"
      return="voice_message_menu"/>
    </choice>
    <audio
      handler="Prompt_TUIMESSAGEMANAGEMENT"
      prompt="TUIMESSAGEMANAGEMENT_MENU_FORWARD_MESSAGE">To forward this message</audio>
    </audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

    <audio handler="Prompt_System" prompt="N2">2</audio>

    <choice event="message.forward" dtmf="2"/>
    </choice>
    <audio
      handler="Prompt_TUIMESSAGEMANAGEMENT"
      prompt="TUIMESSAGEMANAGEMENT_MENU_SKIP_MESSAGE">To skip this message</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="voice_message_menu"/>
    </choice>
    <audio
      handler="Prompt_TUIMESSAGEMANAGEMENT"
      prompt="TUIMESSAGEMANAGEMENT_MENU_REPLAY_MESSAGE">To replay this message</audio>
  </audio>
</menu>

```

```

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

<audio handler=""Prompt_System"" prompt=""N4"">4</audio>

<choice event=""message.audio"" dtmf=""4""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE"">To reply to this message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N5"">5</audio>

<choice event=""message.reply"" dtmf=""5""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_MESSAGE_LISTEN_TO_ENVELOPE"">To play the envelope information
for this messag</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N6"">6</audio>

<choice event=""message.envelope"" dtmf=""6""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_DELETE_MESSAGE"">To delete this message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N7"">7</audio>

<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""/>
<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_PLAY_TEXT"">To play the text of the message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N8"">8</audio>

<choice event=""message.body"" dtmf=""8""/>

<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=""message.stop"" dtmf=""#"">stop | end</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""

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```

        prompt="TUIMESSAGEMANAGEMENT_TYPE_VOICEMAILS">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">
    <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"/>

```

```

<choice
  event="message.stop"
  dtmf="#"
  return="fax_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_FAXMESSAGES">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>
</menu>

<!-- 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"/>

  <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=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_RECEIVE"">To receive this fax</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N4"">4</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 handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N6"">6</audio>

<choice event=""message.envelope"" dtmf=""6""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_FAXMESSAGE_DELETE"">To delete this fax</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N7"">7</audio>

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

<audio handler=""Prompt_System"" prompt=""N8"">8</audio>

<choice event=""message.body"" dtmf=""8""/>

<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=""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>
<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>
<noinput count="2">
  <goto next="#fax_summary"/>

</noinput>
<nomatch count="1">
  <goto next="#fax_message_menu_2"/>

</nomatch>
</menu>

<!-- 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.body"
    dtmf="4"
    return="email_message_menu_2"/>
  <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"/>
  <choice

```

```

        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</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>
<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>

    <audio handler="Prompt_System" prompt="N1">1</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>

    <audio handler="Prompt_System" prompt="N2">2</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>

<audio handler=""Prompt_System"" prompt=""N3"">3</audio>

<choice
  event=""message.next""
  dtmf=""3""
  return=""email_message_menu""/>
<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_REPLAY_MESSAGE"">To replay this message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N4"">4</audio>

<choice event=""message.body"" dtmf=""4""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_REPLY_MESSAGE"">To reply this message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N5"">5</audio>

<choice event=""message.reply"" dtmf=""5""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_MESSAGE_LISTEN_TO_ENVELOPE"">To play the envelope information
for this messag</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N6"">6</audio>

<choice event=""message.envelope"" dtmf=""6""/>

<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_DELETE_MESSAGE"">To delete this message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N7"">7</audio>

<choice
  event=""message.delete""
  dtmf=""7""
  return=""email_message_menu""/>
<choice
  event=""message.deletesubject""
  dtmf=""71""
  return=""email_message_menu""/>
<choice
  event=""message.deletesender""
  dtmf=""72""
  return=""email_message_menu""/>
<audio
  handler=""Prompt_TUIMESSAGEMANAGEMENT""
  prompt=""TUIMESSAGEMANAGEMENT_MENU_PLAY_TEXT"">To play the text of the message</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N8"">8</audio>

<choice event=""message.body"" dtmf=""8""/>

<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=""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>
</menuxml>

```

TUIOptionMenusDTMF.xml Source Listing

```

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

  <!-- Personal Options Menu -->
  <menu
    id=""personal_options_menu""
    timeout=""6""
    mode=""dtmf""
    return=""TUIMainMenuDTMF.xml#main_menu"">
    <audio
      handler=""Prompt_TUIPersonalOptions""
      prompt=""TUIPERSONALOPTIONS_MENU_CHANGE_STATUS"">To change your current status</audio>
    <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  </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>

<audio handler=""Prompt_System"" prompt=""N2"">2</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""/>

<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""

```

```

        prompt=""TUIPERSONALOPTIONS_REMOTE_VM_MENU_7""
        useroption=""Change.Folders"">To manage recently deleted messages</audio>
<audio
    handler=""Prompt_ASR""
    prompt=""ASR_PRESS""
    useroption=""Change.Folders"">Press</audio>
<audio
    handler=""Prompt_System""
    prompt=""N7""
    useroption=""Change.Folders"">7</audio>
<choice
    event=""application.deletedmessages""
    dtmf=""7""
    useroption=""Change.Folders""/>
<audio
    handler=""Prompt_TUIPersonalOptions""
    prompt=""TUIPERSONALOPTIONS_REMOTE_VM_MENU_8""
    useroption=""Message.Notification"">To manage your notification options</audio>
<audio
    handler=""Prompt_ASR""
    prompt=""ASR_PRESS""
    useroption=""Message.Notification"">Press</audio>
<audio
    handler=""Prompt_System""
    prompt=""N8""
    useroption=""Message.Notification"">8</audio>
<choice
    event=""application.notificationoptions""
    dtmf=""8""
    useroption=""Message.Notification""/>
<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=""Attendant.Config"">Press</audio>
<audio
    handler=""Prompt_System""
    prompt=""N9""
    useroption=""Attendant.Config"">9</audio>
<choice
    event=""application.adminoptions""
    dtmf=""9""
    useroption=""Attendant.Config""/>
<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=""#personal_options_menu""/>

</noinput>
<noinput count=""2"">
    <goto next=""#personal_options_menu""/>

</noinput>
<noinput count=""3"">
    <goto next=""TUIMainMenuDTMF.xml#main_menu""/>

</noinput>
</menu>

```

</menuxml>

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>
    <nomatch count=""1"">
      <goto next=""#change_status""/>

    </nomatch>
  </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>
    <noinput count=""2"">
      <goto next=""TUIOptionMenusDTMF#personal_options_menu""/>
```

```

        </noinput>
        <nomatch count="1">
            <goto next="#change_status"/>

        </nomatch>
    </menu>

</menuxml>

```

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

```

```

        next="#calendar_menu"
        dtmf="1"
        useroption="Allow.Calendar"/>
<submenu next="#outofoffice_menu" dtmf="2"/>
<noinput count="1">

        <goto next="#outlook_menu_3"/>

</noinput>
<nomatch count="1">

        <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"/>

</nomatch>
</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">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"/>

</noinput>
<nomatch count="1">

```

```

        <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>
    <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=""#calendar_menu_2""/>

    </nomatch>
</menu>

<menu
    id=""calendar_menu""
    timeout=""6""
    mode=""voice""
    dtmf=""dtmf""
    return=""#outlook_menu"">
    <audio
        handler=""Prompt_TUIMAIN""
        prompt=""TUIMAIN_CALENDAR_MENU_INTRO"">Calendar Menu</audio>

    <choice
        event=""application.getmeetings""
        dtmf=""1""
        message=""$Now""
        return=""#calendar_menu""/>

    <choice
        event=""application.getmeetings""
        dtmf=""2""
        return=""#calendar_menu""/>
    <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""/>

    </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""/>

    </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>
    <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=""#calendar_menu_2""/>

    </nomatch>
</menu>

<menu
    id=""calendar_menu_2""
    timeout=""6""
    mode=""voice""
    dtmf=""dtmf""
    return=""#outlook_menu"">
    <audio
        handler=""Prompt_TUIMAIN""
        prompt=""TUIMAIN_CALENDAR_MENU_VOICE"">Say Access my Calendar for today or an other upcoming day.
    </audio>
    <choice
        event=""application.getmeetings""
        dtmf=""1""
        message=""$Now""
        return=""#calendar_menu""/>

    <choice
        event=""application.getmeetings""
        dtmf=""2""
        return=""#calendar_menu""/>
    <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""/>

    </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_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=""#calendar_menu_3""/>

```

```

    </nomatch>
</menu>

<menu
  id=""calendar_menu_3""
  timeout=""6""
  mode=""voice""
  dtmf=""dtmf""
  return=""#outlook_menu"">
  <audio
    handler=""Prompt_TUIMAIN""
    prompt=""TUIMAIN_CALENDAR_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=""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_3""/>

</noinput>
<noinput count=""2"">

        <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_OUTOFOFFICE_ASSISTANT_ENABLE"">To turn on your Outlook out-of-office assistant,
    </audio>
    <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
    <audio handler=""Prompt_System"" prompt=""N1"">1</audio>

    <choice event=""mailbox.outofoffice.on"" dtmf=""1""/>
    <audio
        handler=""Prompt_TUIMAIN""
        prompt=""TUIMAIN_OUTOFOFFICE_ASSISTANT_DISABLE"">To turn off your Outlook out-of-office assistant,
    </audio>
    <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
    <audio handler=""Prompt_System"" prompt=""N2"">2</audio>

    <choice event=""mailbox.outofoffice.off"" 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=""#outofoffice_menu_3""/>

    </noinput>
    <noinput count=""2"">

        <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>

</menuxml>

```

TUIOutlookMenusDTMF.xml Source Listing

```

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

    <!-- Outlook Menu -->
    <menu
        id=""outlook_menu""
        timeout=""6""

```

```

mode="dtmf"
return="TUIMainMenuDTMF.xml#main_menu">
<audio
  handler="Prompt_TUIMAIN"
  prompt="TUIMAIN_OUTLOOK_MENU_CALEDAR"
  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">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="#outlook_menu"/>

</noinput>
<noinput count="2">

  <goto next="#outlook_menu"/>

</noinput>
<noinput count="3">

  <goto next="TUIMainMenuDTMF.xml#main_menu"/>

</noinput>
</menu>

<!-- Calendar Menu -->
<menu
  id="calendar_menu"
  timeout="6"
  mode="dtmf"
  return="#outlook_menu">
<audio
  handler="Prompt_TUIMAIN"
  prompt="TUIMAIN_CALEDAR_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"
  dtmf="1"

```

```

        message="$Now"
        return="#calendar_menu"/>

<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=""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.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>
  <noinput count=""2"">

    <goto next=""#calendar_menu_2""/>

  </noinput>
  <noinput count=""3"">

    <goto next=""#outlook_menu""/>

  </noinput>
</menu>

```

```

<menu
  id=""outofoffice_menu""
  timeout=""6""
  mode=""dtmf""
  return=""#outlook_menu"">
  <audio
    handler=""Prompt_TUIMAIN""
    prompt=""TUIMAIN_OUTOFOFFICE_ASSISTANT_ENABLE"">To turn on your Outlook out-of-office assistant,
  </audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N1"">1</audio>

  <choice event=""mailbox.outofoffice.on"" dtmf=""1""/>
  <audio
    handler=""Prompt_TUIMAIN""
    prompt=""TUIMAIN_OUTOFOFFICE_ASSISTANT_DISABLE"">To turn off your Outlook out-of-office assistant,
  </audio>
  <audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>
  <audio handler=""Prompt_System"" prompt=""N2"">2</audio>

  <choice event=""mailbox.outofoffice.off"" dtmf=""2""/>
  <noinput count=""1"">
    <goto next=""#outofoffice_menu""/>

  </noinput>
  <noinput count=""2"">

    <goto next=""#outofoffice_menu""/>

  </noinput>
  <noinput count=""3"">

    <goto next=""#outlook_menu""/>

  </noinput>
</menu>
</menuxml>

```

TUIPromptMenus.xml Source Listing

```

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

  <!-- Personal Prompts Menu -->
  <menu
    id=""personal_prompts_menu""
    timeout=""4""
    mode=""voice""
    dtmf=""dtmf""
    return=""TUIMainMenu.xml#main_menu"">
    <audio
      handler=""Prompt_TUIPersonalOptions""
      prompt=""TUIPERSONALOPTIONS_PROMPT_MENU"">Which prompt would you like to record?</audio>
    <choice
      event=""useraudio.record""
      message=""eaprompt""
      return=""#ea_prompt_menu""
      dtmf=""1"">[record] [my] (extended absence | out-of-the-office) [prompt]</choice>
    <choice
      event=""useraudio.listen""
      message=""eaprompt""
      dtmf=""2"">(listen to | review) [my] (extended absence | out of [the] office) [prompt]</choice>
  </menu>

```

```

<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""
  dtmf=""7"">(enable | set) [my] (extended absence | out of [the] office) [prompt]</choice>
<choice
  event=""useraudio.disable""
  message=""eaprompt""
  dtmf=""8"">disable [my] (extended absence | out of [the] office) [prompt]</choice>
<choice
  event=""useraudio.disable""
  message=""rnaprompt""
  dtmf=""9"">disable [my] (ring no answer | standard greeting) [prompt]</choice>
<noinput count=""1"">
  <goto next=""TUIPromptMenus.xml#personal_prompts_menu_2""/>

</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>
  <audio

```

```

        handler="Prompt_TUIPersonalOptions"
        prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU3">To record your standard greeting</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N3">3</audio>

<choice
    event="useraudio.record"
    message="rnaprompt"
    return="#rna_prompt_menu"
    dtmf="3">[record] [my] (ring no answer | standard greeting) [prompt]</choice>
<audio
    handler="Prompt_TUIPersonalOptions"
    prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU4">To review your current standard
greeting</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N4">4</audio>

<choice
    event="useraudio.listen"
    message="rnaprompt"
    dtmf="4">(listen to | review) [my] (ring no answer | standard greeting) [prompt]</choice>
<audio
    handler="Prompt_TUIPersonalOptions"
    prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU5">To record your name</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N5">5</audio>

<choice
    event="useraudio.record"
    message="nameprompt"
    return="#name_prompt_menu"
    dtmf="5">[record] [my] [user] (name | username) [prompt]</choice>
<audio
    handler="Prompt_TUIPersonalOptions"
    prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU6">To review your name</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N6">6</audio>

<choice
    event="useraudio.listen"
    message="nameprompt"
    dtmf="6">(listen to | review) [my] [user] (name | username) [prompt]</choice>
<audio
    handler="Prompt_TUIPersonalOptions"
    prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU7">To activate your out of the office
greeting</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N7">7</audio>

<choice
    event="useraudio.enable"
    message="eaprompt"
    dtmf="7">(enable | set) [my] (extended absence | out of [the] office) [prompt]</choice>
<audio
    handler="Prompt_TUIPersonalOptions"
    prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU8">To turn off your out of the office
greeting</audio>
<audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

<audio handler="Prompt_System" prompt="N8">8</audio>

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

```

```

<audio
  handler=""Prompt_TUIPersonalOptions""
  prompt=""TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU9"">To turn off your standard greeting</audio>
<audio handler=""Prompt_ASR"" prompt=""ASR_PRESS"">Press</audio>

<audio handler=""Prompt_System"" prompt=""N9"">9</audio>

<choice
  event=""useraudio.disable""
  message=""rnaprompt""
  dtmf=""9"">disable [my] (ring no answer | standard greeting) [prompt]</choice>
<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=""#personal_prompts_menu_2""/>

</noinput>
<noinput count=""2"">
  <goto next=""#personal_prompts_menu_2""/>

</noinput>
<noinput count=""3"">
  <goto next=""TUIOptionMenus.xml#personal_options_menu""/>

</noinput>
</menu>

<!-- Record Name Prompt Menu -->
<menu
  id=""name_prompt_menu""
  timeout=""6""
  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>

<audio handler=""Prompt_System"" prompt=""N1"">1</audio>

<choice
  event=""useraudio.save""
  message=""nameprompt""
  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>

<audio handler=""Prompt_System"" prompt=""N2"">2</audio>

<choice
  event=""useraudio.listen""
  message=""nameprompt""
  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>

<audio handler=""Prompt_System"" prompt=""N3"">3</audio>

<choice
  event=""useraudio.record""
  message=""nameprompt""
  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=""#name_prompt_menu""/>

</noinput>
<noinput count=""2"">
  <goto next=""#name_prompt_menu""/>

</noinput>
<noinput count=""3"">
  <goto next=""TUIPromptMenus.xml#personal_prompts_menu""/>

</noinput>
</menu>

<!-- Record EA Prompt Menu -->
<menu
  id=""ea_prompt_menu""
  timeout=""6""
  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>

    <audio handler=""Prompt_System"" prompt=""N1"">1</audio>

    <choice
      event=""useraudio.save""
      message=""eaprompt""
      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>

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

<audio handler="Prompt_System" prompt="N3">3</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 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="#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">
<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">save</choice>

<audio
  handler="Prompt_TUIPersonalOptions"

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```

        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">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="rnaprompt"
    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="#rna_prompt_menu"/>

</noinput>
<noinput count="2">
    <goto next="#rna_prompt_menu"/>

</noinput>
<noinput count="3">
    <goto next="TUIPromptMenus.xml#personal_prompts_menu"/>

</noinput>
</menu>

<!-- Record AgentGreeting Prompt Menu -->

<menu
    id="agent_greeting_menu"
    timeout="6"
    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>

<audio handler="Prompt_System" prompt="N1">1</audio>

<choice

```

```

        event=""useraudio.save""
        message=""agentgreeting""
        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>

<audio handler=""Prompt_System"" prompt=""N2"">2</audio>

<choice
    event=""useraudio.listen""
    message=""agentgreeting""
    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>

<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>
</menu>

<!-- Record AF Prompt Menu -->
<menu
    id=""af_prompt_menu""
    timeout=""6""
    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>

<audio handler=""Prompt_System"" prompt=""N1"">1</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>

<audio handler=""Prompt_System"" prompt=""N2"">2</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>

<audio handler=""Prompt_System"" prompt=""N3"">3</audio>

<choice
  event=""useraudio.record""
  message=""afprompt""
  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=""#af_prompt_menu""/>

</noinput>
<noinput count=""2"">
  <goto next=""#af_prompt_menu""/>

</noinput>
<noinput count=""3"">
  <goto next=""TUIPromptMenus.xml#personal_prompts_menu""/>

</noinput>
</menu>

<!-- Record FM Prompt Menu -->
<menu
  id=""fm_prompt_menu""
  timeout=""6""

```

```

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>

<audio handler="Prompt_System" prompt="N1">1</audio>

<choice
  event="useraudio.save"
  message="fmprompt"
  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>

<audio handler="Prompt_System" prompt="N2">2</audio>

<choice
  event="useraudio.listen"
  message="fmprompt"
  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>

<audio handler="Prompt_System" prompt="N3">3</audio>

<choice
  event="useraudio.record"
  message="fmprompt"
  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="#fm_prompt_menu"/>

</noinput>
<noinput count="2">
  <goto next="#fm_prompt_menu"/>

</noinput>
<noinput count="3">
  <goto next="TUIPromptMenus.xml#personal_prompts_menu"/>

</noinput>

```

```
</menu>
```

```
</menuxml>
```

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="TUIMainMenuDTMF.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"/>
    <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"/>
    <audio
      handler="Prompt_TUIPersonalOptions"
      prompt="TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU3">To record your standard greeting</audio>
    <audio handler="Prompt_ASR" prompt="ASR_PRESS">Press</audio>

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

    <audio handler="Prompt_System" prompt="N4">4</audio>

    <choice
      event="useraudio.listen"
      message="rnaprompt"
      dtmf="4"/>
```

```

<audio
  handler="\"Prompt_TUIPersonalOptions\""
  prompt="\"TUIPERSONALOPTIONS_PERSONAL_PROMPT_MENU5\"">To record your name</audio>
<audio handler="\"Prompt_ASR\"" prompt="\"ASR_PRESS\"">Press</audio>

<audio handler="\"Prompt_System\"" prompt="\"N5\"">5</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>
<audio handler="\"Prompt_ASR\"" prompt="\"ASR_PRESS\"">Press</audio>

<audio handler="\"Prompt_System\"" prompt="\"N6\"">6</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>
<audio handler="\"Prompt_ASR\"" prompt="\"ASR_PRESS\"">Press</audio>

<audio handler="\"Prompt_System\"" prompt="\"N7\"">7</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>
<audio handler="\"Prompt_ASR\"" prompt="\"ASR_PRESS\"">Press</audio>

<audio handler="\"Prompt_System\"" prompt="\"N8\"">8</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>
<audio handler="\"Prompt_ASR\"" prompt="\"ASR_PRESS\"">Press</audio>

<audio handler="\"Prompt_System\"" prompt="\"N9\"">9</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>

<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="\"#personal_prompts_menu\"" />

```

```

</noinput>
<noinput count="2">
  <goto next="#personal_prompts_menu"/>

</noinput>
<noinput count="3">
  <goto next="TUIOptionMenusDTMF.xml#personal_options_menu"/>

</noinput>
</menu>

<!-- 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>

```

```

<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"/>

```

```

<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>
</menu>

<!-- Record RNA Prompt Menu -->
<menu
  id="rna_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="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=""ASR_PRESS"">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>
<noinput count=""2"">
  <goto next=""#rna_prompt_menu""/>

</noinput>
<noinput count=""3"">
  <goto next=""TUIPromptMenusDTMF.xml#personal_prompts_menu""/>

</noinput>
</menu>
</menuxml>

```

Miscellaneous Notes about Interaction Mobile Office Administration

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 (calendar and personal contacts). This license is not required for basic Interaction Mobile Office functionality.

Other Features	Description
Calendar Access	Users now have the option to access Microsoft® Office Outlook® calendars using voice or DTMF commands.
Outlook Private Contacts	Interaction Mobile Office users may now access Microsoft® Office Outlook® private contacts, in addition to Company Directory contacts.
Outlook Out of Office Assistant	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.
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.
Workgroup and Custom Status Support	Custom statuses in the TUI are automatically supported.
Recording of Personal (User) Prompts	The personal prompt recording menu is now speech enabled.
Undelete Message Support	The option to Undelete a message is available in all message menus, including message status selection menus.
Miscellaneous Changes	Corrections and miscellaneous improvements.
Schema Changes	New events and entities were added to the MenuXML.dtd schema

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:

Custom Attribute Name	Out of Office Text en-US
Custom Attribute Value	<any non-zero length string>

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] | faxes [message | messages])) | ([play | get | check | listen to]
[my] (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]) | ([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

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 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 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"

Note:

There is no current override to the built-in date/time grammar. Customers can still use the old status events defined in the MenuXML schema, as well as Custom events, to build custom menus with custom grammars.

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] [user] (name | username) [prompt]
(listen to | review) [my] [user] (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.
```

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.

Task	Voice Command
Access unread voice messages	[play get check listen to [my]] (new unread) voice [mail mails E-mail E-mails] [message messages]
Access read voice messages	[play get check listen to [my]] (old saved read) voice [mail mails E-mail E-mails] [message messages]
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)
Access new Fax messages	[play get check listen to [my]] (new unread) (fax [mail mails E-mail E-mails] faxes [message messages])
Access saved Fax messages	[play get check listen to [my]] (old saved read) (fax [mail mails E-mail E-mails] faxes [message messages])
Access unread Email messages	[play get check listen to [my]] (new unread) (mail mails E-mail E-mails) [message messages]
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)
Get Today's E-mails	(([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)
Access voice messages	[play get check listen to [my]] voice [mail mails E-mail E-mails] [message messages]
Access Fax messages	[play get check listen to [my]] (fax [mail mails E-mail E-mails] [message messages] faxes)
Access messages	[play get check listen to [my]] (mail mails E-mail E-mails) [message messages]

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/previously 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.

Task	Voice Command
Access personal options	[access set change manage] [my] [personal] [user] (options configuration)
Change status	[change set] [my your] status
Change prompts	[record change] [my] [user personal] (prompts recordings)

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:

Menu Prompt	Voice Command
For available, Press 1	"Available"
At a Forwarded Number, Press 2	"Available, Forward" followed by forward number.
At a training session, Press 3	"At a Training Session"
At Lunch, Press 4	"At Lunch"
Do Not Disturb, Press 5	"Do Not Disturb"
Gone Home, Press 7	"Gone Home"
In a Meeting, Press 8	"In a Meeting"
Away from Desk, Press 9	"Away from Desk"
Available, No ACD, Press 10	"Available, No ACD"
On Vacation, Press 11	"On Vacation"
Out of the Office, Press 12	"Out of the Office"
Out of Town, Press 13	"Out of Town"
Working at Home, Press 14	"Working at Home"
Available Follow-Me, Press 15	"Available, Follow Me"
To return to the previous menu, Press the star key.	<code>escape [go] back previous [menu] return</code>

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.

Task	Voice Command
Set your status	<code>[set change] [me my] [status] [to] \$status [until \$datetime]</code>

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.

Task	Voice Command
Previous menu	escape [go] back previous [menu] return
Transfer to an operator	[transfer send get] [me] [to] [a an] operator

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.

Task	Voice Command
Record extended absence prompt	[record] [my] (extended absence out-of-the-office) [prompt]
Listen to extended absence prompt	(listen to review) [my] (extended absence out of [the] office) [prompt]
Reset extended absence prompt	reset [my] (extended absence out of [the] office) [prompt]
Record no answer prompt	[record] [my] (ring no answer standard greeting) [prompt]
Listen to no answer prompt	(listen to review) [my] (ring no answer standard greeting) [prompt]
Record username prompt	[record] [my] [user] (name username) [prompt]
Listen to username prompt	(listen to review) [my] [user] (name username) [prompt]
Reset username prompt	reset [my] [user] (name username) [prompt]
Record greeting prompt	[record] [my] agent [greeting] [prompt]
Listen to greeting prompt	(listen to review) [my] agent [greeting] [prompt]
Reset greeting prompt	reset [my] agent [greeting] [prompt]
Record Available, Forward prompt	[record] [my] [available] forward [prompt]
Reset Available, Forward prompt	reset [my] [available] forward [prompt]
Record follow me prompt	[record] [my] [one number] follow me [prompt]
Listen to follow me prompt	(listen to review) [my] [one number] follow me [prompt]
Reset follow me prompt	reset [my] [one number] follow me [prompt]

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-the-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.

Task	Voice Command
Access Calendar for a specific date	(access get play read go to) [my] (calendar meetings) for \$datetime
Access Calendar	(access get play read go to) [my] (calendar meetings)
Access Outlook options	[access go to] [my the] Outlook [options menu]
Access Calendar options	[access go to] [my the] Calendar (options menu)
Access out-of-office assistant	[access go to] [my the] out-of-office assistant [options menu]
Turn on out-of-office message	turn on [my the] out-of-office assistant [message]
Turn off out-of-office message	turn off [my the] out-of-office assistant [message]

Access Calendar for a specific date

The *\$datetime* variable tells Interaction Mobile Office to recognize common date and time utterances.

(access | get | play | read | go to) [my] (calendar | meetings) for \$datetime

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

(access | get | play | read | go to) [my] (calendar | meetings)

Examples:

- "access my calendar"
- "get my meetings"
- "read my calendar"

Access Outlook options

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

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.

Task	Voice Command
Say Thanks	okay ([okay] thanks) ([okay] thank you)
Exit and end the call	([I am] [all] done) ([I am] [all] finished) (that's it) (that's all) (you cant) (you cannot) good-bye
Return to the Main Menu	([go] [back] [to] [the] main menu)
Switch Input Mode	(switch change) [input] mode
Determine current status	[(what's what is)] [my] current status
Log Off	(quit exit log (out off))

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."

TUIMobileOffice.xml (Main Entry Point)

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?"

Task	Voice Command
Check Messages	[check play get] (message messages)
Change Status	[change set] [my your] status
Something else	something [else different]

Respond by speaking one of the shortcuts above or any [global command](#).

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](#).

TUIMainMenu.xml

TUIMainMenu (TUIMainMenu.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

Task	DTMF	Voice Command
Retrieve Voicemail Messages	1	[play get check] voice [mail mails E-mail E-mails] [message messages]
Retrieve Faxes	2	[play get check] (fax [mail mails E-mail E-mails] [message messages] faxes)
Retrieve E-mail Messages	3	[play get check] (mail mails E-mail E-mails) [message messages]
Compose a Voice Message	4	(compose create new send) [a] [message messages]
Manage Personal Options	5	[access set change] [my] [personal] [user] (options configuration)
Access Company Private Directory	6	[access] [the] [company] [private] directory
Initiate Office-Wide Alert	7	office [wide] (alert hunt)
Change Mail Folders	8	[change traverse] folders
Access Outlook options	9	[access go to] [my the] Outlook [options menu]
Return to Previous Menu	*	escape [go] back previous [menu] return
Speak with Operator	0	[transfer send get] [me] [to] [a an] operator

This menu 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.

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.

Task	DTMF	Voice Command
To send the recorded message	1	([now] send [this the it] [message recording] [now]) do it okay
To review a recording	2	(review listen re-play play [back] repeat) [this the it] [message recording]
To re-record a message	3	(record re-record) [this the it] [message][again]
Set priority of a message	4	[set] [the] priority [of] [this the it] [message]
Set priority to high or low		[set] [with] [the] [priority] [of] [this the it] [message] [to] high [priority] [set] [with] [the] [priority] [of] [this the it] [message] [to] low [priority]
Set sensitivity of a message	5	[set] [the] sensitivity [of] [this the it] [message]
Set sensitivity to Normal, Personal, Private, or Confidential		[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] normal [sensitivity] [set] [with] [the] [sensitivity] [of] [this the it] [message] [to] personal [sensitivity] [set] [with] [the] [sensitivity] [of] [this the it] [message] [to] private [sensitivity] [set] [with] [the] [sensitivity] [of] [this the it] [message] [to] confidential [sensitivity]
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

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

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:

```
[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.

```
[set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] normal [sensitivity]  
[set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] personal [sensitivity]  
[set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] private [sensitivity]  
[set] [with] [the] [sensitivity] [of] [this | the | it] [message] [to] confidential [sensitivity]
```

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:

```
(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

Task	DTMF	Voice Command
To send your message	1	[now] send [this the it] [message recording] [now]
To review your message	2	(review listen re-play play [back] repeat) [this the it] [message recording]
To re-record your message	3	(record re-record) [this the it] [message][again]
To set priority for your message	4	[set] [the] priority [of] [this the it] [message]
Set priority to high or low		[set] [with] [the] [priority] [of] [this the it] [message] [to] high [priority] [set] [with] [the] [priority] [of] [this the it] [message] [to] low [priority]
To set the sensitivity for this message	5	[set] [the] sensitivity [of] [this the it] [message]
Set sensitivity to Normal, Personal, Private, or Confidential		[set] [with] [the] [sensitivity] [of] [this the it] [message] [to] normal [sensitivity] [set] [with] [the] [sensitivity] [of] [this the it] [message] [to] personal [sensitivity] [set] [with] [the] [sensitivity] [of] [this the it] [message] [to] private [sensitivity] [set] [with] [the] [sensitivity] [of] [this the it] [message] [to] confidential [sensitivity]
To cancel a recording	*	(cancel (don't do not) send) [my] [recording message this it]

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]  
[set] [with] [the] [priority] [of] [this | the  
| it] [message] [to] low [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 the [sensitivity_prompt_menu](#).

Set sensitivity to Normal, Personal, Private, or Confidential

```
[set] [with] [the] [sensitivity] [of] [this | the  
| it] [message] [to] normal [sensitivity]  
[set] [with] [the] [sensitivity] [of] [this | the  
| it] [message] [to] personal [sensitivity]  
[set] [with] [the] [sensitivity] [of] [this | the  
| it] [message] [to] private [sensitivity]  
[set] [with] [the] [sensitivity] [of] [this | the  
| it] [message] [to] confidential [sensitivity]
```

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.

Task	DTMF
To set priority for this message to high	1
To set priority for this message to low	2
To send this message without setting priority	3
To return to the previous menu	*

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.

Task	DTMF
To set the sensitivity for this message to normal	1
To set sensitivity to personal	2
To set sensitivity to private	3
To set sensitivity to confidential	4
To return to the previous menu	*

TUIMessageMenus.xml

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:

message_summary	General commands for accessing voice, Fax, and e-mail messages. It passes control to message-specific submenus.
voice_summary	Listen to new or saved messages, or messages received today.
voice_summary_2	Listen to new or saved messages, or messages received today.
fax_summary	Access unread or read Fax messages, or faxes received today.
fax_summary_2	Access read or unread Fax messages, or faxes received today.
email_summary	Listen to read or unread E-mail messages, or E-mail messages received today.
email_summary_2	Listen to read or unread E-mail messages, or E-mail messages received today.
voice_message_menu	Forward, skip, reply, reply, or delete voice messages.
voice_message_menu_2	Forward, skip, reply, reply, or delete voice messages.
call_back_menu	This menu confirms your intent to call back, before dialing.
fax_message_menu	Perform actions on fax mails, such as saving, forwarding, or deleting.
fax_message_menu_2	Perform actions on fax mails, such as saving, forwarding, or deleting.
email_message_menu	Performs actions on emails, such as saving, forwarding, or deleting.
email_message_menu_2	Performs actions on emails, such as saving, forwarding, or deleting.
forward_instruction_email_menu	Forwards an email to the person specified by name.
forward_instruction_voice_menu	Forwards a voice to the person specified by name.
forward_instruction_fax_menu	Forwards a fax to the person specified by name.

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?

Task	DTMF	Voice Command
Access unread Voicemail messages	1	[play get check] (new unread) [voice] [mail mails E-mail E-mails] [message messages]
Access saved Voicemail messages	2	[play get check] (old saved read) [voice] [mail mails E-mail E-mails] [message messages]
Access voice mail or e-mail messages received today	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.

Task	DTMF	Voice Command
To listen to new voicemail messages	1	[play get check] (new unread) [voice] [mail mails E-mail E-mails] [message messages]
To listen to Saved voicemail messages	2	[play get check] (old saved read) [voice] [mail mails E-mail E-mails] [message messages]
To listen to today's voicemails only	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)
To return to the previous menu	*	

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.

Task	DTMF	Voice Command
Listen to new faxes	1	[play get check] (new unread) [fax faxes] [mail mails E-mail E-mails message messages]
Listen to saved Faxes	2	[play get check] (old saved read) [fax faxes] [mail mails E-mail E-mails] message messages]
Play fax messages for today	3	([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)

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"

fax_summary_2

Use this menu to access unread or read Fax messages, or faxes received today.

Task	DTMF	Voice Command
Listen to new faxes	1	[play get check] (new unread) [fax faxes] [mail mails E-mail E-mails message messages]
Listen to saved Faxes	2	[play get check] (old saved read) [fax faxes] [mail mails E-mail E-mails] message messages]
Play fax messages for today	3	([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)

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.

Task	DTMF	Voice Command
Play new E-mail messages	1	[play get check] (new unread) [mail mails E-mail E-mails] [message messages]
Play saved E-mail messages	2	[play get check] (old saved read) [mail mails E-mail E-mails] [message messages]
Play today's E-mail messages	3	([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)

This menu prompts, "Would you like to check new or saved emails?" After a voice command is processed, this menu returns control to the TUI MobileOffice 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.

Task	DTMF	Voice Command
To listen to new emails	1	[play get check] (new unread) [mail mails E-mail E-mails] [message messages]
To listen to Saved emails	2	[play get check] (old saved red) [mail mails E-mail E-mails] [message messages]
To listen to today's emails only	3	([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)

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.

Task	Voice Command
Save this voice message	save [this] [voice] [message] [voicemail]
Forward this voice message	forward [this] [voice] [message] [voicemail]
Skip to next message	(next skip) [this] [message voicemail]
Replay the current message	(repeat play again) [this] [message voicemail] [again]
Reply to voice message	reply [to] [this] [message voicemail]
Call back	(call ([back] [this] [person] [this] [person] [back]) [now]) live reply
Play envelope portion of a message	[play] (envelope information header) [for] [this] [message voicemail]
Delete Message	delete [this] [message voicemail]
Delete Messages with same Subject	delete [all] [messages voicemails] [with] [same] subject
Delete Messages from the same Sender	delete [all] [messages voicemails] [from] [same] sender
Play body text of a message	[play] (body text) [of] [this] [message voicemail]
Stop Playing Messages	(stop end)

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"

voice_message_menu_2

Use this menu to forward, skip, replay, reply to, or delete voice messages.

Task	Voice Command
Save this voice message	save [this] [voice] [message] [voicemail]
Forward this voice message	forward [this] [voice] [message] [voicemail]
Skip to next message	(next skip) [this] [message voicemail]
Replay the current message	(repeat play again) [this] [message voicemail] [again]
Reply to voice message	reply [to] [this] [message voicemail]
Call back	(call ([back] [this] [person] [this] [person] [back]) [now]) live reply
Play envelope portion of a message	[play] (envelope information header) [for] [this] [message voicemail]
Delete Message	delete [this] [message voicemail]
Delete Messages with same Subject	delete [all] [messages voicemails] [with] [same] subject
Delete Messages from the same Sender	delete [all] [messages voicemails] [from] [same] sender
Play body text of a message	[play] (body text) [of] [this] [message voicemail]
Stop Playing Messages	(stop end)

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.

Task	DTMF	Voice Command
Save Fax Message	1	save [this] [fax] [message] [mail] [E-mail]
Forward Fax Message	2	forward [this] [fax] [message] [mail] [E-mail]
Skip Fax Message	3	(next skip) [this] [fax] [message] [mail] [E-mail]
Receive Fax Message	4	(receive send accept) [this] [fax] [message] [mail] [E-mail]
Play Fax Header	6	[play] (envelope information header) [for] [this] [fax] [message] [mail] [E-mail]
Delete Fax Message	7	delete [this] [message fax E-mail]
Delete all Fax Messages with same Subject	71	delete [all] [messages faxes] [with] [same] subject
Delete all Fax Messages from same Sender	72	delete [all] [messages faxes] [from] [same] sender
Play body of Fax Message	8	[play] (body text) [of] [this] [fax] [message] [mail] [E-mail]
Stop Playing Fax Message	#	(stop end)

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.

Task	DTMF	Voice Command
Save Fax Message	1	save [this] [fax] [message] [mail] [E-mail]
Forward Fax Message	2	forward [this] [fax] [message] [mail] [E-mail]
Skip Fax Message	3	(next skip) [this] [fax] [message] [mail] [E-mail]
Receive Fax Message	4	(receive send accept) [this] [fax] [message] [mail] [E-mail]
Play Fax Header	6	[play] (envelope information header) [for] [this] [fax] [message] [mail] [E-mail]
Delete Fax Message	7	delete [this] [message fax E-mail]
Delete all Fax Messages with same Subject	71	delete [all] [messages faxes] [with] [same] subject
Delete all Fax Messages from same Sender	72	delete [all] [messages faxes] [from] [same] sender
Play body of Fax Message	8	[play] (body text) [of] [this] [fax] [message] [mail] [E-mail]
Stop Playing Fax Message	#	(stop end)

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:

```
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"

email_message_menu

Task	DTMF	Voice Command
Save E-mail Message	1	save [this] [message mail E-mail]
Forward E-mail Message	2	forward [this] [message mail E-mail]
Skip E-mail Message	3	(next skip) [this] [message mail E-mail]
Repeat E-mail Message	4	(repeat play again) [this] [message mail E-mail] [again]
Reply to E-mail Message	5	reply [to] [this] [message mail E-mail]
Play E-mail Header	6	[play] (envelope information header) [for] [this] [message mail E-mail]
Delete E-mail Message	7	delete [this] [message mail E-mail]
Delete all E-mail messages with the same Subject	71	delete [all] [messages E-mails] [with] [same] subject
Delete all E-mail messages from the same Sender	72	delete [all] [messages E-mails] [from] [same] sender
Play E-mail Message Body	8	[play] (body text) [of] [this] [message mail E-mail]
Stop Playing E-mail Messages	#	(stop end)

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.

Task	DTMF	Voice Command
Save E-mail Message	1	save [this] [message mail E-mail]
Forward E-mail Message	2	forward [this] [message mail E-mail]
Skip E-mail Message	3	(next skip) [this] [message mail E-mail]
Repeat E-mail Message	4	(repeat play again) [this] [message mail E-mail] [again]
Reply to E-mail Message	5	reply [to] [this] [message mail E-mail]
Play E-mail Header	6	[play] (envelope information header) [for] [this] [message mail E-mail]
Delete E-mail Message	7	delete [this] [message mail E-mail]
Delete all E-mail messages with the same Subject	71	delete [all] [messages E-mails] [with] [same] subject
Delete all E-mail messages from the same Sender	72	delete [all] [messages E-mails] [from] [same] sender
Play E-mail Message Body	8	[play] (body text) [of] [this] [message mail E-mail]
Stop Playing E-mail Messages	#	(stop end)

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

Task	DTMF	Voice Command
Forward Email Message	2	<i>forward name</i>

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

Task	DTMF	Voice Command
Forward Voice Message	2	<i>forward name</i>

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

Task	DTMF	Voice Command
Forward Email Message	2	<i>forward name</i>

To forward a fax message, say a name after saying forward. To forward by extension, press 2.

Example:

"forward John Doe"

TUIOptionMenus.xml

personal_options_menu

Task	DTMF	Voice Command
Change Status	1	[change set] [my your] status
Change Forward Number	2	[set change] [my] forward [number]
Change Password	3	[set change] [my] password
Change Playback Options	4	[set change] [my] [playback] options
Change Personal Prompts	5	[record change] [my] [user personal] (prompts recordings)
Change Follow-me Options	6	[set change] [my] follow-me [options]
Manage Deleted Messages	7	[manage] [my] deleted messages
Change Notification Options	8	[manage change] [my] (notification notifications) [options]
Change Administration Options	9	[manage change] (administration [interaction] attendant) [options prompts]
Return to previous menu	*	

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:

[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:

[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.

personal_options_menu_2

Change your status, password, forward number, playback notification, follow-me options, or manage deleted messages, notifications, or Attendant prompts.

Task	DTMF	Voice Command
To change your current status	1	[change set] [my your] status
To set your forward number	2	[set change] [my] forward [number]
To change your password	3	[set change] [my] password
To configure your playback options	4	[set change] [my] [playback] options
To manage your personal prompts	5	[record change] [my] [user personal] (prompts recordings)
To manage your one-number follow-me option	6	[set change] [my] follow-me [options]
To manage recently deleted messages	7	[manage] [my] deleted messages
To manage your notification options	8	[manage change] [my] (notification notifications) [options]
For administration options	9	[manage change] (administration [interaction] attendant) [options prompts]
To return to the previous menu	*	

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.

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personal_options_menu

What would you like to do today?

Task	DTMF	Voice Command
Change your status	1	[change set] [my your] status
Change forward number	2	[set change] [my] forward [number]
Change your IC password	3	[set change] [my] password
Change playback options	4	[set change] [my] [playback] options
Record personal prompts	5	[record change] [my] [user personal] (prompts recordings)
Change follow-me options	6	[set change] [my] follow-me [options]
Manage deleted messages	7	[manage] [my] deleted messages
Manage notification options	8	[manage change] [my] (notification notifications) [options]
Manage Interaction Attendant options	9	[manage change] (administration [interaction] attendant) [options prompts]

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

Task	DTMF	Voice Command
To change your current status	1	[change set] [my your] status
To set your forward number	2	[set change] [my] forward [number]
To change your password	3	[set change] [my] password
To configure your playback options	4	[set change] [my] [playback] options
To manage your personal prompts	5	[record change] [my] [user personal] (prompts recordings)
To manage your one-number follow-me option	6	[set change] [my] follow-me [options]
To manage recently deleted messages	7	[manage] [my] deleted messages
To manage your notification options	8	[manage change] [my] (notification notifications) [options]
For administration options	9	[manage change] (administration [interaction] attendant) [options prompts]
To return to the previous menu	*	escape [go] back previous [menu] return

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"

TUIStatusMenus.xml

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]".

TUIOutlookMenus.xml

This menu provides access to your Outlook calendar and out-of-office assistant options.

- [outlook_menu](#)
- [outlook_menu_2](#)
- [outlook_menu_3](#)
- [calendar_menu_get_date](#)
- [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:

Task	DTMF
To access your calendar	1
To access your out-of-office assistant options	2
To return to the previous menu	*

outlook_menu_2

This menu prompts, "Say Access my Calendar or Out-of-Office Assistant".

outlook_menu_3

Task	DTMF
To access your calendar	1
To access your out-of-office assistant options	2
To return to the previous menu	*

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."

Task	DTMF	Voice Command
Turn on out-of-office message	1	turn on [my the] out-of-office assistant [message]
Turn off out-of-office message	2	turn off [my the] out-of-office assistant [message]
To return to the previous menu	*	escape [go] back previous [menu] return

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.

Date	Changes
31-October-2011	Initial release of this document, which combines and updates the former (1) Interaction Mobile Office Administration Guide and (2) Interaction Mobile Office TUI Guide.
29-August-2014	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.
12-June-2015	Updated cover page to reflect new color scheme and logo. Updated copyright and trademark information.
22-September-2015	Changed Interaction Client references to Interaction Desktop. Updated documentation to reflect 2016 R1 Release
14-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".