Input Digits DTMF + ASR

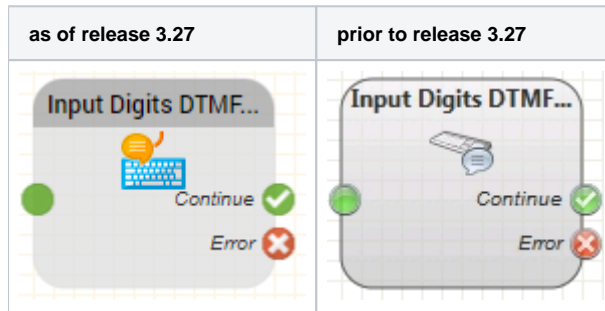| as of release 3.27	prior to release 3.27
Input Digits DTMF... Continue ✓ Error ✗	Input Digits DTMF... Continue ✓ Error ✗

Function

Saves the result of a DTMF input (tone dialling) or ASR input (Automatic Speech Recognition) with several digits in a variable.

First of all an (optional) prompt is played and an (optional) beep is played if this option is activated. After that, the system waits for the input of digits.

Speech input is performed by speaking the digits individually. Example: *one two nine seven two*. Not allowed is for example *twelve thousand nine hundred and seventy two*.

A combination of speech and DTMF is not allowed. It is not for example possible to complete a sequence of DTMFs by speaking the remaining digits or vice-versa.

When input is completed, the minimum and maximum lengths are checked. Execution of the routing application continues at the exit *Continue* if the input conforms to the constraining parameters. If not, execution continues at the error output.

Parameters

Object Name	The name of this object instance
Prompt Type	Choose a prompt type
Voice Prompt	Choose a prompt
Play Tone	If you use this option, the system will play a beep indicating when the caller is expected to respond.
Barge In	If activated, input is allowed whilst voice prompts are being played. Otherwise it is allowed when playing has completed. If long inputs are to be expected, it is better to deactivate this option.
Minimum Number of Digits	The minimum number of digits which is required to be entered (without #).
Maximum Number of Digits	The maximum number of digits which is required to be entered (without #).
# stops input	If this option is activated, pressing the # key stops input and the system evaluates the digits entered previously.

Timeout no Digit	This option specifies how long the system waits at the beginning of input before a key is pressed or the caller starts speaking. If this timeout is exceeded, execution continues using the error output of the object.
Timeout between Digits	This option specifies how long the system waits after a key has been pressed or a word is spoken before the next key is pressed or word is spoken.If this timeout is exceeded, the previous input is evaluated using the constraining parameters.

Note: When asking callers to input long digit sequences it is recommended to use the option *# stops input* and to increase both timeout values.

Outputs

Output	Used when ...
Continue	when the length of the input is valid according to the constraining parameters.
Error	when the input is too short or too long.