Angel Review
Did it get easier?
<table>
<thead>
<tr>
<th>Problem</th>
</tr>
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<tbody>
<tr>
<td>Design!?!??</td>
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<tr>
<td>Multiple Toppings on Question Pages?</td>
</tr>
<tr>
<td>Logic Pages?</td>
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<tr>
<td>Data Pages?</td>
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<tr>
<td>Variables?</td>
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</table>
Types Of Pages

Message Page
Question Page
Data Page
Voicemail Page
Logic Page
Variables
What does it do?

Reads text-to-speech prompts

Can play stored variables
What does it do?

Relays a Message
What does it do?

Reads text-to-speech prompts

Can play stored variables

Can record users response to questions

Stores users response to questions
What does it do?

Asks a question, records a response as a variable
Site Commands

What callers press to access this page from anywhere in your Voice Site.

Say

Press

Main

No Input
No Match
Confirmation
ASR Settings

Advanced Options

Initial Prompts

Hey there! If you want to know what the weather's like, just tell me, what's your zipcode?

Delete Add Prompt: Audio Text-to-Speech Variable Using Variables

Response Type

Number ▼ Store in Variable zip code ▼

Callers can say or enter a numeric, touch-tone response. Sample Responses

Type Say Save Value
N Natural Number (eg: "twenty five") (eg: 25)
D Digit Sequence (eg: "two five") (eg: 25)
✓ Limit range: from 5 digit(s) long to, 5 digit(s) long (Max: 30)

Add Page Commands

After a response, go to 1100 - GetWeatherFromData

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What does it do?

Asks a question, records a response as an audio file
Variables
What do they do?

Store users responses

Allows responses to be used in the system

Can be manipulated
What do they do?

Enable re-use
Site Variables

Variables are used to represent dynamic data in the system. Responses from Question Pages, Voicemail Pages and Lookup/Name/Address Capture Pages are stored into variables. Variables can be replayed in prompts and submitted in Transaction Pages and Data Pages. Using Variables

<table>
<thead>
<tr>
<th>VARIABLE NAME</th>
<th>INITIAL VALUE</th>
<th>PAGES USED</th>
<th>LIST</th>
<th>PRIVATE</th>
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<tr>
<td>_100_GetZipCode</td>
<td></td>
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</tr>
<tr>
<td>needJacket</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>temperature</td>
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</tr>
<tr>
<td>zipcode</td>
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</tbody>
</table>

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Logic Pages
Example: Weather 2

1000
GetZipCode

1100
GetWeather
FormData

1300
DoINeed
AJacket

1400
TellWeather
Logic Pages!
Logic Pages!
Logic Pages!

• Condition And/Or/If statements:
  
  If temperature is <60 say “Bring a jacket”
Logic Pages!

• Condition **And/Or/If statements:**
  If temperature is <60 say “Bring a jacket”

• Assignment of **new variable:**
  temperature = \( a \), play “The temperature is <\( a \)>”
Logic Pages!

- Condition And/Or/If statements:
  If temperature is <60 say “Bring a jacket”

- Assignment of new variable:
  temperature = a, play “The temperature is <a>”

- Transformation change existing variable a = a+1
Site Commands

What callers press to access this page from anywhere in your Voice Site.

Say

Press

- If temperature is less than or equal to 60, ask if the caller needs a jacket.
- If temperature is greater than 60, inform the caller that they can leave their jacket.

If the caller says yes, direct them to 1300 - TellWeather.
Site Commands

What callers press to access this page from anywhere in your Voice Site.

Say

Press

Initial Prompts

- It's currently

- temperature

- at that location.

- DoINeedAJacket

- Thanks for calling!

Actions

End the Call
Data Pages
Data Pages (advanced)

- Two Kinds of Data Pages
  - Put Data In *(Coke/Pepsi)*
  - Take Data Out
- We’ll need **both** (2 separate data pages) to identify users
Old Call flow

1000 GetZipCode

1100 GetWeather FromData

1300 DoINeed AJacket

1400 TellWeather

Weather_2 011.xls

zipcode temp
New Call flow

1000 GetZipCode

1050 StoreZipCode

1100 GetWeather FromData

1300 DoINeed AJacket

1400 TellWeather

500 GetStored ZipCode

1100 GetWeather FromData

Weather_2 011.xls

zipcode temp

new caller

known caller
New Call flow

500 GetStored ZipCode

1000 GetZipCode

1050 StoreZipCode

1100 GetWeather FromData

1300 DoINeed AJacket

1400 TellWeather

Weather_2 011.xls

zipcode

temp

new caller

known caller
GetWeatherFromData

Site Commands
What callers press to access this page from anywhere in your Voice Site.
Say
Press

Main Prompts Advanced Options
Put Data In - Insert or update information.
Get Data Out - Find and extract information.

Data File
weather_2011.xls

Find the First row of data where:

Column
Variable
Test Value
Delete Add Condition

Load Data – If a row is found, load its values into the following variables:
Variable Column
zipcode
with value from zipcode
Delete

If a row is found, go to
1200 – TellWeather
If no row is found, go to
1000 – GetZipcode

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GetWeatherFromData

Site Commands
What callers press to access this page from anywhere in your Voice Site.
Say

Press

Put Data In - Insert or update information.
Get Data Out - Find and extract information.

Data File
weather_2011.xls

Find the First row of data where:
- Column
- zipcode matches zipcode

Delete Add Condition

Load Data – If a row is found, load its values into the following variables:
- Variable
- zipcode with value from zipcode
- temperature with value from temperature

Delete

If a row is found, go to 1200 – TellWeather
If no row is found, go to 1000 – GetZipcode

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Store User Data

Site Commands
What callers press to access this page from anywhere in your Voice Site.

Say

Press

Main
Prompts

Put Data In - Insert or update information.
Get Data Out - Find and extract information.

Data File
Weather2011_Users.xls

The system will insert data into a new row
Update an existing row instead

Insert this data:

☐ Variable
☐ CallerID into Phone
☐ zip into Stored Zip

Delete

After inserting the row, go to 1100 – GetWeatherFromData

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Store User Data

CallerID Variable: Set for you!
Get Stored User Data

Site Commands
What callers press to access this page from anywhere in your Voice Site.
Say
Press

Main Prompts Advanced Options

- Get Data In - Insert or update information.
- Get Data Out - Find and extract information.

Data File: Weather2011_Users.xls

Find the first row of data where:
- Column
- Variable matches CallerID
- Test Value

Load Data - If a row is found, load its values into the following variables:
- Column
- Variable with value from Stored Zip

Delete Add Condition
Delete Add

If a row is found, go to 1100 - GetWeatherFromData
If no row is found, go to 1000 - GetZipcode

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Angel
Angel

• Angel’s strong suits:
  • Speech recognition (arguably)
  • User experience construction
  • Fast development
Angel

- Angel’s strong suits:
  - Speech recognition (arguably)
  - User experience construction
  - Fast development

- Angel’s weaknesses:
  - Communicating with the outside world
Solutions
Solutions

• Angel knows it’s limitations
Solutions

• Angel knows it’s limitations
• Transaction pages allow for extended functionality
  • Communicate with websites
  • Communicate with devices
  • Store and retrieve tons of data
  • More complex logic
  • Other cool stuff
Transaction Pages
New Call flow

1000 GetZipCode

1050 StoreZipCode

1100 GetWeather FromGoogle

1300 DoINeed AJacket

1400 TellWeather

new caller

known caller

zipcode temp

Google Weather

Monday, October 15, 12
New Call flow

500 GetStored ZipCode

new caller

1000 GetZipCode

1050 StoreZipCode

1100 GetWeather FromGoogle

1300 DoINeed AJacket

1400 TellWeather

Monday, October 15, 12
How it works

Cell Phone → Data → Custom Script → ZIP → WeatherXML → Google

Weather → ZIP → Data → CUSTOM SCRIPT → ZIP → WeatherXML
Specifics

- HTTP Request to a specific URL
Specifics

- HTTP Request to a specific URL
- Variable and constants sent as parameters
Specifics

- HTTP Request to a specific URL
- Variable and constants sent as parameters
- Acceptable response types:
  - Text-To-Speach
  - Audio file
    - Internal (relative)
    - External (Absolute)
  - Link to Voice Page
  - Phone Number
  - AngelXML
Running the Code

- PHP, Python, Perl, etc....
How it works

angel.com

ZIP

Data

Custom Script

ZIP

WeatherXML

Cell Phone

Weather

ZIP

Google