



EUS Networks
Connecting The Dots In Communications

HI!

My Name Is

Gastón



Multi-tenant Medical Dictation Server

Feature rich and personalized IVR

Dynamic recorder simulator with rich inline features

Extended logging for billing and reporting purposes

Customized feature codes

Initial production systems exceeding 8000 login accounts

Dictation Server

IVR management:

Per user IVR
IVR pool
#Detect

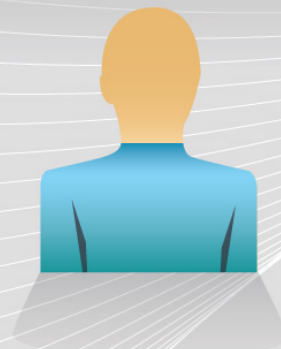
Text to speech

Reporting

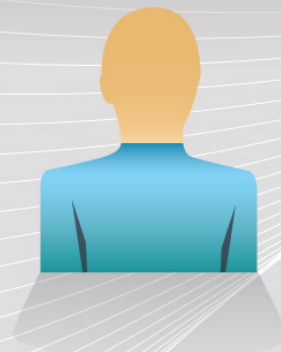
Session level
Key strokes^(*)

Recordings:

Specific key pads
Store all events
New functions
Silence detection



Toolkit

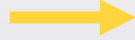


Simplified Solution Diagram

STAGE 1



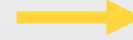
**Session
Initiation**



STAGE 2



**Session
Setup**

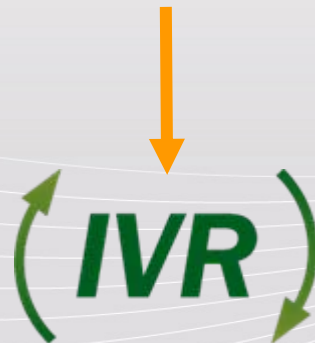
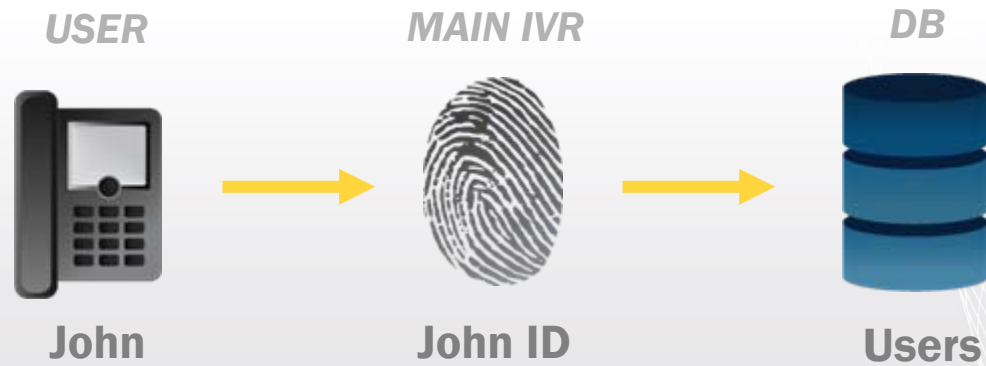


STAGE 3



Recording

Session Initiation

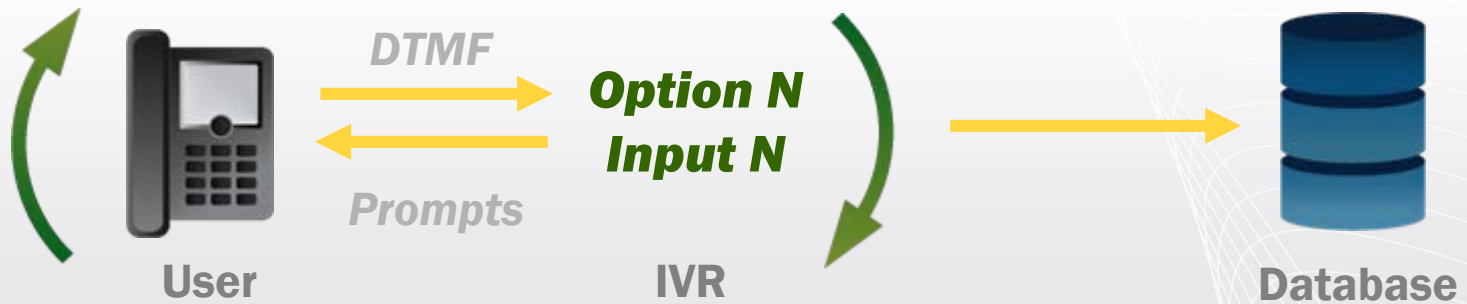


Initiation

Setup

Recording

Session Setup



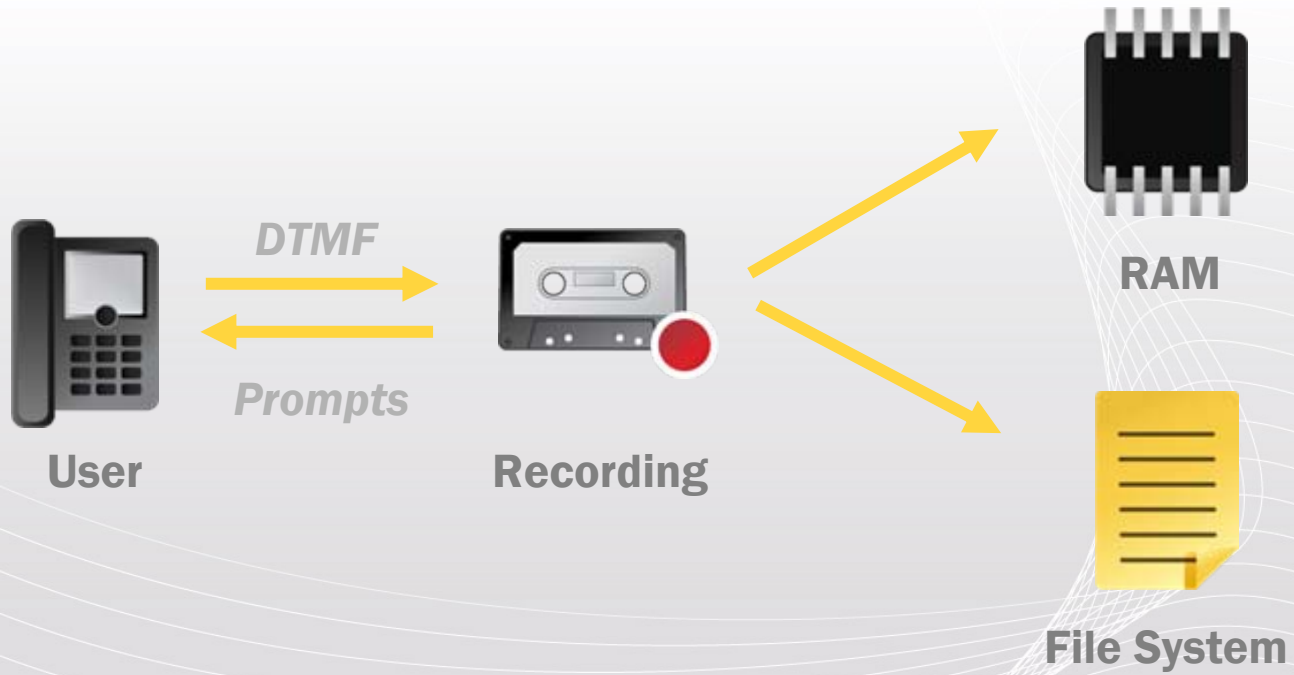
SESSION HEADERS

Initiation

Setup

Recording

Recording

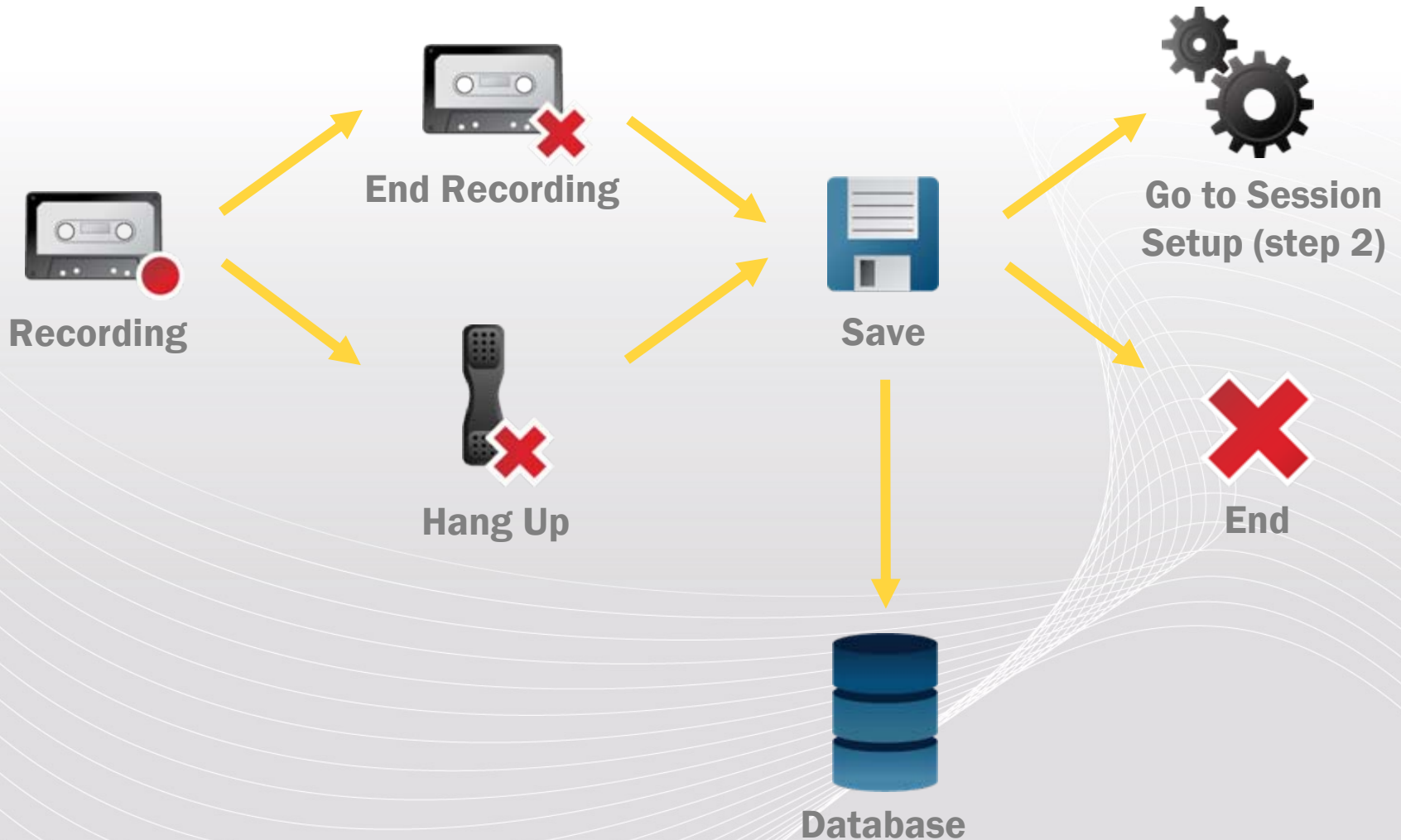


Initiation

Setup

Recording

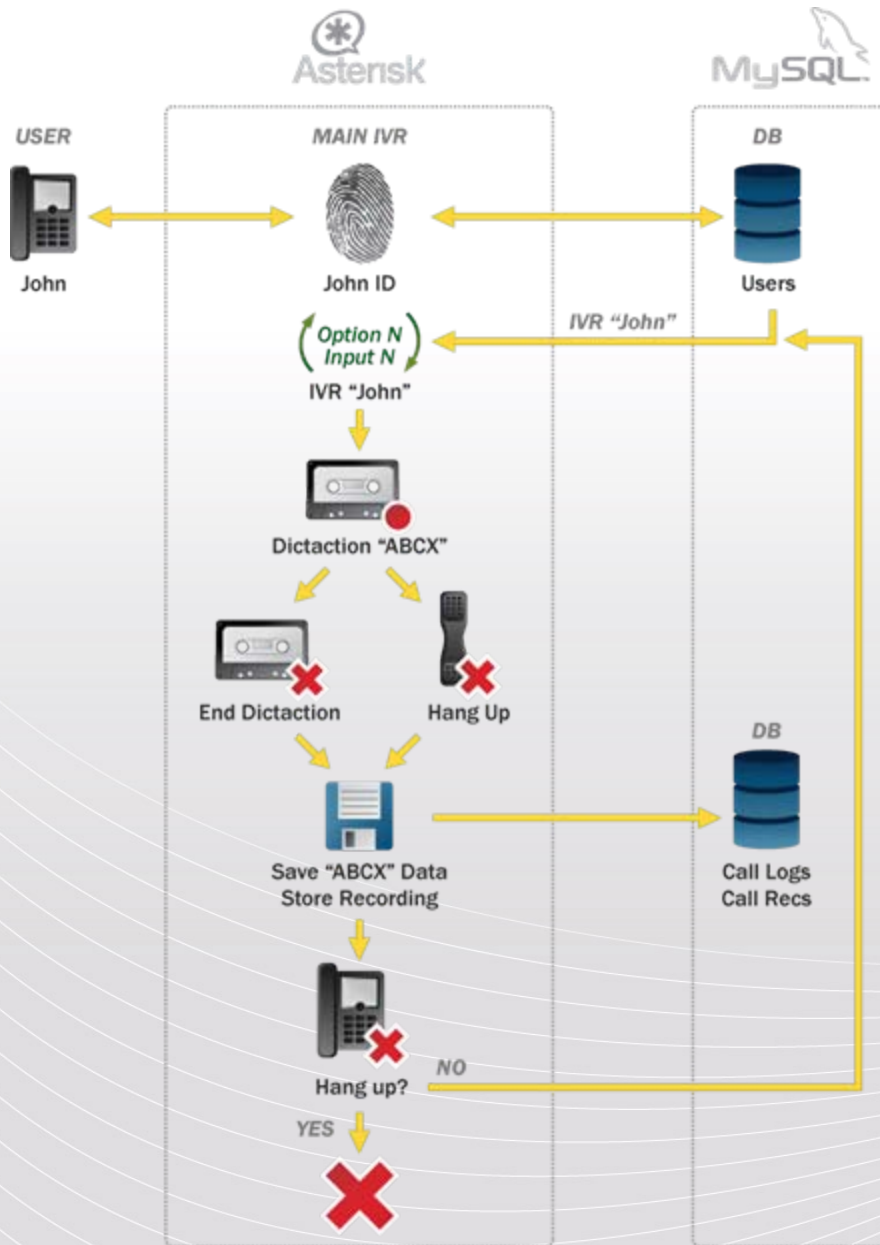
End Recording



Initiation

Setup

Recording



Solution Diagram

New Features: List



IVR

- # detect

Recording

- Priority set
- Overwrite mode
- Insert mode
- Silence detection

Keypad

- Extended keypad

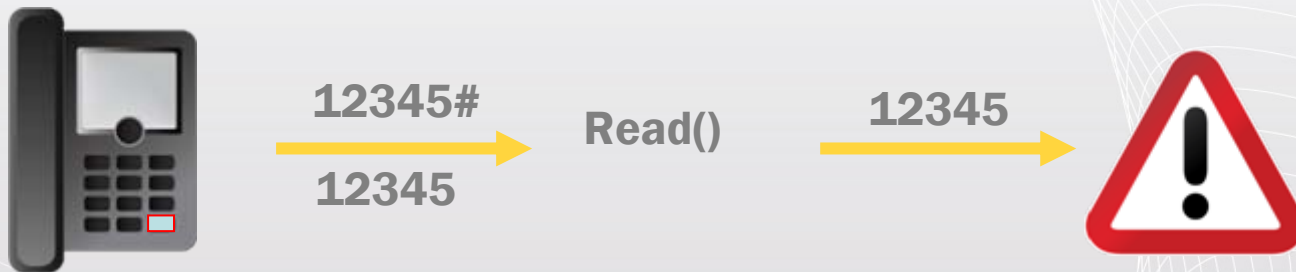


New Features: Priority Set



New Features: IVR # detect issue

Option N
Input N
IVR



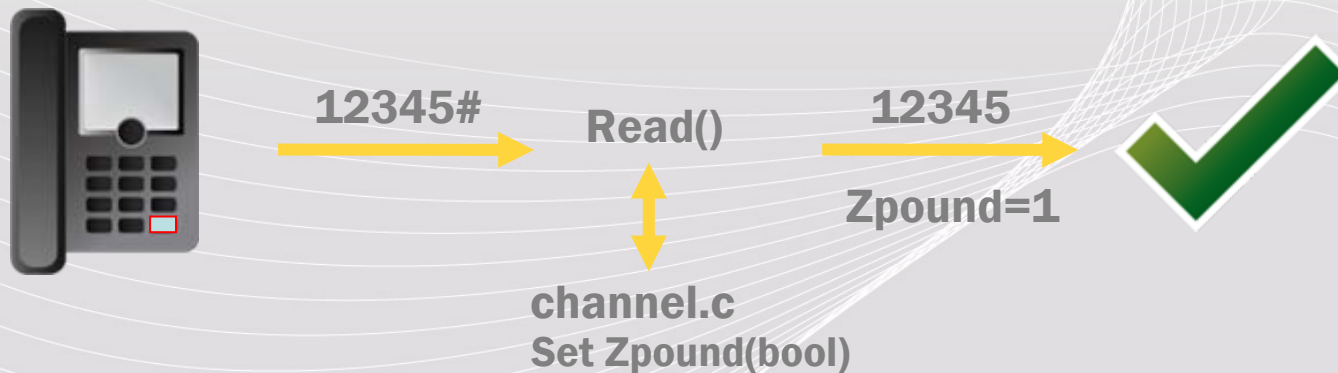
New Features:

IVR # detect issue

Option N
Input N
IVR



Solution:



New Features:

IVR # detect (channel.c)



```
int ast_readstring_full(struct ast_channel *c, char *s, int len, int timeout, int ftimeout, char *enders, int audiofd, int ctrlfd) {  
    int pos = 0; /* index in the buffer where we accumulate digits */  
    int to = ftimeout;  
    char *zpound = "0"; /* ADDED: Create zpound and store '0' in it */  
    pbx_builtin_setvar_helper(c, "ZPOUND", zpound); /* ADDED: Set the channel variable ZPOUND */  
    /* Stop if we're a zombie or need a soft hangup */  
    if (ast_test_flagc, AST_FLAG_ZOMBIE) || ast_check_hangup(c)  
        return -1;  
    if (!len)  
        return -1;  
    for (;;) {  
        int d;  
        if (c->stream) {  
            d = ast_waitstream_full(c, AST_DIGIT_ANY, audiofd, ctrlfd);  
            ast_stopstream(c);  
            usleep(1000);  
            if (!d)  
                d = ast_waitfordigit_full(c, to, audiofd, ctrlfd);  
        } else {  
            d = ast_waitfordigit_full(c, to, audiofd, ctrlfd);  
        }  
        -----  
        if (strchr(enders, d) || (pos >= len)) {  
            s[pos]='\0';  
            zpound = "1"; /* ADDED: Assign 1 to zpound */  
            pbx_builtin_setvar_helper(c, "ZPOUND", zpound); /* ADDED: Set the channel variable ZPOUND */  
            return 0;  
        }  
        to = timeout;  
    }  
    /* Never reached */  
    return 0;  
}
```



New Features: dictate_app



```
/*
 * headers
 *
 * application data
 *
 * type definitions
 *
 * function prototypes
 *
 * functions
 */

/* dictate_exec main app */

static int dictate_exec(struct ast_channel *chan, void *data)
{
    ..
    ..
    ..
}

/* unload module */
static int unload_module(void)
{
    int res;
    res = ast_unregister_application(app);
    return res;
}

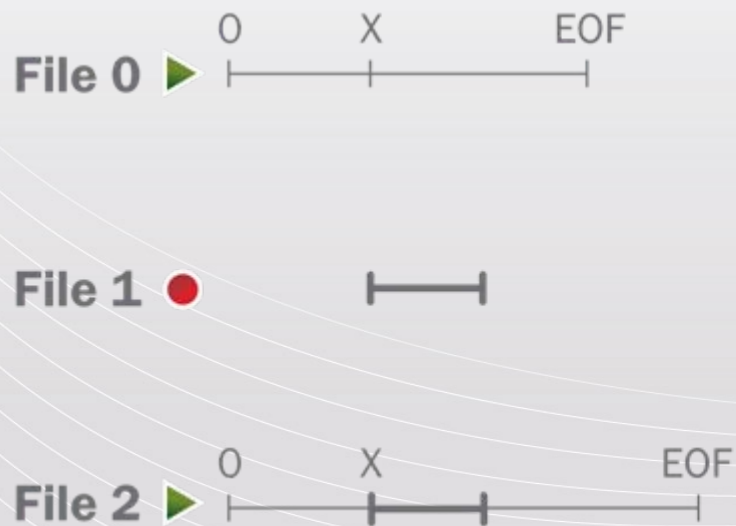
/* load module */
static int load_module(void)
{
    return ast_register_application(app, dictate_exec, synopsis, desc);
}
```



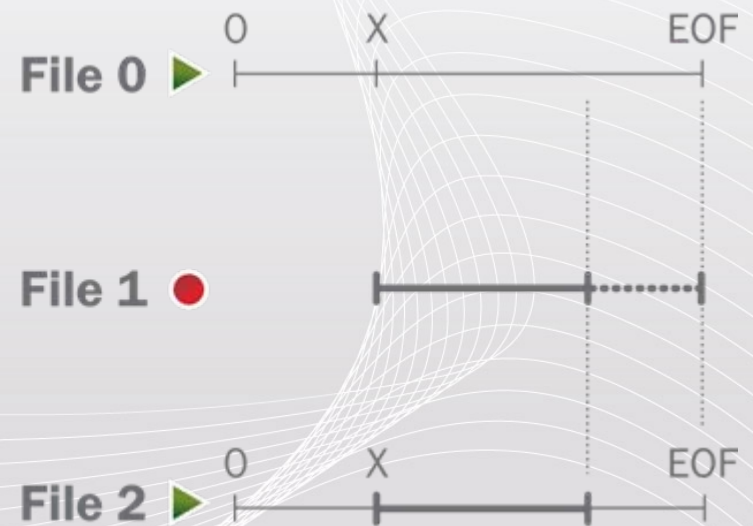
New Features:



Insert



Overwrite



Questions



Thank You!



GASTON DRAQUE

gdraque@eusnetworks.com

www.eusnetworks.com



The End