Composer Help

User Input Block

4/30/2025

User Input Block

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Use to play a text-to-speech announcement, collect digits, and (optionally) verify the input digits. The User Input block has the following properties.

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Find this property's details under Common Properties.

Device ID Property

If specified, ORS will play treatments itself; otherwise, treatment playing is delegated to URS. The device should specify the DN where the call is currently located. If the call is on multiple DNs, specify the DN for which the treatment will be applied. Users can enter a value or select any runtime variable from the dropdown.

Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements reference in the Orchestration Server wiki.

Abort Digits Property

Select the variable to contain a sequence of up to two keys that the caller can enter to abort the recording process. The IP considers this as a failed recording attempt.

Backspace Digits Property

Select the variable to contain a sequence of up to two keys causing the previous keystroke to be discarded.

Ignore Digits Property

Select the variable to contain a sequence of up to two keys to be treated as though the keys have not been pressed.

Reset Digits Property

Select the variable to contain a sequence of up to two keys causing all the previous keystrokes to be discarded. The digit collection resumes.

Termination Digits Property

Select the variable to contain a sequence of up to two keys causing all the digits, not including the TERM_DIGITS, to be returned to the service logic as collected digits.

Language Property

To set the active language:

1. Select the Language row in the block's property table.

2. Click under Value to display a down arrow.

3. Select one of the following languages:

   - **English (US)**
   - **Spanish**
   - **Mandarin**
   - **Cantonese**
   - **Vietnamese**
   - **French**
   - **French (Canada)**
   - **German**
   - **Italian**
   - **Japanese**
   - **Korean**
   - **Russian**

Prompts Property

This property lets you define of a series of elements (prompts), which are pieced together. Each prompt can be described as interruptible or non-interruptible.

1. Click the **Prompts** row in the block's property table.

2. Click the button to open the Prompts dialog box.

3. Click **Add** to add a prompt.

4. Under **Type**, select one of the following:

   - **Announcement**--Plays an announcement to the calling party. In this case, the Value field contains a number of elements (from 1 to 10. Each element is named with a number ranging from 1 to 10 and contains a number of entries describing announcement elements.

   - **FormattedDigits**--Used to collect digits from the caller.

   - **Text**--Essentially the same as Recorded Announcement, except all elements are of type text. This option does not allow mixing recorded announcements with text-to-speech. Use when RecordedAnnouncement is not supported.

   - **User Announcement**--Announcements with a user association previously created with the

Create User Announcement block can be played via this type of prompt.

5. Under **Interruptible**, select true or false to indicate if the caller can interrupt the message .

6. Under **Value**, enter the prompt parameters.

7. Click **Add** again to enter another prompt, or click OK to finish.

Timeout Prompts Property

This property defines the list of prompts to be played to the caller if a timeout occurs while waiting for input.

1. Click the [ ] button to open the Timeout Prompts dialog box.

2. Click **Add** to add a prompt.

3. Under **Type**, select one of the following:

- **Announcement**--Plays an announcement to the calling party. In this case, the Value field contains a number of elements (from 1 to 10. Each element is named with a number ranging from 1 to 10 and contains a number of entries describing announcement elements.

- **FormattedDigits**--Used to collect digits from the caller.

- **Text**--Essentially the same as Recorded Announcement, except all elements are of type text. This option does not allow mixing recorded announcements with text-to-speech. Use when RecordedAnnouncement is not supported.

- **User Announcement**--Announcements with a user association previously created with the Create User Announcement block can be played via this type of prompt.

4. Under **Interruptible**, select true or false to indicate if the caller can interrupt the message .

5. Under **Value**, enter the prompt parameters.

6. Click **Add** again to enter another prompt, or click OK to finish.

Type of Prompts Property

Select one of the following:

- **Announcement**
- **Text-to-Speech**

Clear Input Property

Use this property to Indicate whether any information that has been input should be cleared before

digit collection starts. Select **true** or **false**.

Digit Timeout Property

Select the variable to contain the number of seconds the IP should wait between DTMF digits.

Number of Digits Property

Select the variable to contain the number of digits to be collected. The maximum number of digits that can be collected is 31. The maximum number of digits can be equal to 0. In this case, no time is spent waiting for the caller to input digits, and a response is returned indicating 0 digits collected. The standard does not specify whether the response should contain a success or a failure indication, so expect an undefined behavior.

Start Timeout Property

Select the variable to contain the number of seconds the IP should wait for the caller to begin DTMF input.

Total Timeout Property

Select the variable to contain the total number of seconds the IP should wait for the caller to provide the requested DTMF input.

Verify Input Property

This property determines if the User Input block should also verify the collected input against a set of specified digits. If set to true, digits verification will be enabled and will allow for multiple attempts.

- If set to **true**, will generate <dialog:playandverify>.
- If set to **false**, block will generate <dialog:playandcollect>.

Collected Digits Variable Property

Select the variable to contain the collected digits.

Extensions Property

Select the variable to retrieve extensions data in `dialog.collect.done,` `dialog.playandcollect.done, dialog.playandverify.done` as described in the *Orchestration Developers Guide*, Orchestration Extensions, Dialog Log Interface section of the Orchestration Server wiki.

Request ID Property

Select the variable to hold the ID associated with the treatment request from the orchestration application or the resource.

Wait For Treatment End Property

Select **true** or **false**.

- If true, the transition to the next block occurs when the treatment is finished (or if a timeout occurs).

- If set to false, processing goes to the next block once the treatment is successfully started instead of waiting for the treatment to complete. The Request ID variable holds the ID of the treatment.

Failure Prompts Property

This property defines the prompts to be played to the caller if input verification against the specified digits fails.

1. Click the **Failure Prompts** row in the block's property table.

2. Click the button to open the Prompts dialog box.

3. Click **Add** to add a prompt.

4. Under **Type**, select one of the following:

   - **Announcement**--Plays an announcement to the calling party. In this case, use the Value field to specify the prompt elements (can be up to 10). Each element is named with a number ranging from 1 to 10 and contains a number of entries describing the announcement elements. Announcement prompts do not have a user association.

   - **FormattedDigits**--Used to collect digits from the caller.

   - **Text**--Essentially the same as Announcement, except all elements are of type text. This option does not allow mixing recorded announcements with text-to-speech. Use when Announcement is not supported.

   - **User Announcement**--Announcements with a user association previously created with the Create User Announcement block can be played via this type of prompt.

5. Under **Interruptible**, select true or false to indicate if the caller can interrupt the message .

6. Under **Value**, enter the prompt parameters.

7. Click **Add** again to enter another prompt, or click OK to finish.

Retry Prompts Property

This property defines prompts to be played to the caller if input verification against specified digits fails.

1. Click the **Failure Prompts** row in the block's property table.

2. Click the [icon] button to open the Prompts dialog box.

3. Click **Add** to add a prompt.

4. Under **Type,** select one of the following:

   - **Announcement**--Plays an announcement to the calling party. In this case, use the Value field to specify the prompt elements (can be up to 10). Each element is named with a number ranging from 1 to 10 and contains a number of entries describing the announcement elements. Announcement prompts do not have a user association.

   - **FormattedDigits**--Used to collect digits from the caller.

   - **Text**--Essentially the same as Announcement, except all elements are of type text. This option does not allow mixing recorded announcements with text-to-speech. Use when Announcement is not supported.

   - **User Announcement**--Announcements with a user association previously created with the Create User Announcement block can be played via this type of prompt.

5. Under **Interruptible**, select true or false to indicate if the caller can interrupt the message .

6. Under Value, enter the prompt parameters.

7. Click **Add** again to enter another prompt, or click OK to finish.

Success Prompts Property

This property defines this list of prompts to be played to the caller if input is successfully verified against specified digits.

1. Click the **Failure Prompts** row in the block's property table.

2. Click the [icon] button to open the Prompts dialog box.

3. Click **Add** to add a prompt.

4. Under **Type**, select one of the following:

   - **Announcement**--Plays an announcement to the calling party. In this case, use the Value

field to specify the prompt elements (can be up to 10). Each element is named with a number ranging from 1 to 10 and contains a number of entries describing the announcement elements. Announcement prompts do not have a user association.

- **FormattedDigits**--Used to collect digits from the caller.

- **Text**--Essentially the same as Announcement, except all elements are of type text. This option does not allow mixing recorded announcements with text-to-speech. Use when Announcement is not supported.

- **User Announcement**--Announcements with a user association previously created with the Create User Announcement block can be played via this type of prompt.

5. Under **Interruptible**, select true or false to indicate if the caller can interrupt the message .

6. Under **Value**, enter the prompt parameters.

7. Click **Add** again to enter another prompt, or click OK to finish.

Dtmf Verification Option Property

This attribute determines which verification scheme is used. Select one of the following:

- **Compare Digits**--Input is compared against specified digits.
- **Local Table**--Lookup Local table indexing associated with a user id.
- **Compare Dialing Plan Format**--Format compliance with a specified dialing plan.

Verification Attempts Property

Select the variable to contain the number that determine the number of attempts to be made for verifying collected digits.

Verification Data Property

Select the variable to contain the verification data. This property determines what the input digits are compared against.