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# Custom Text Overview

## Overview

Custom Text is an NexTalk feature that allows users and groups to save customized text strings such as an address, name, or phone number. Custom Text is most useful for and can easily be referenced in user created call flow scripts.

All custom text is owned by a user or group. The owner of a specific custom text is identified at the time it is created. The Custom Text module is only available to NexTalk users with administrative privileges.

# Options

## **Menu Bar**

File | Close

This option closes the Custom Text module.

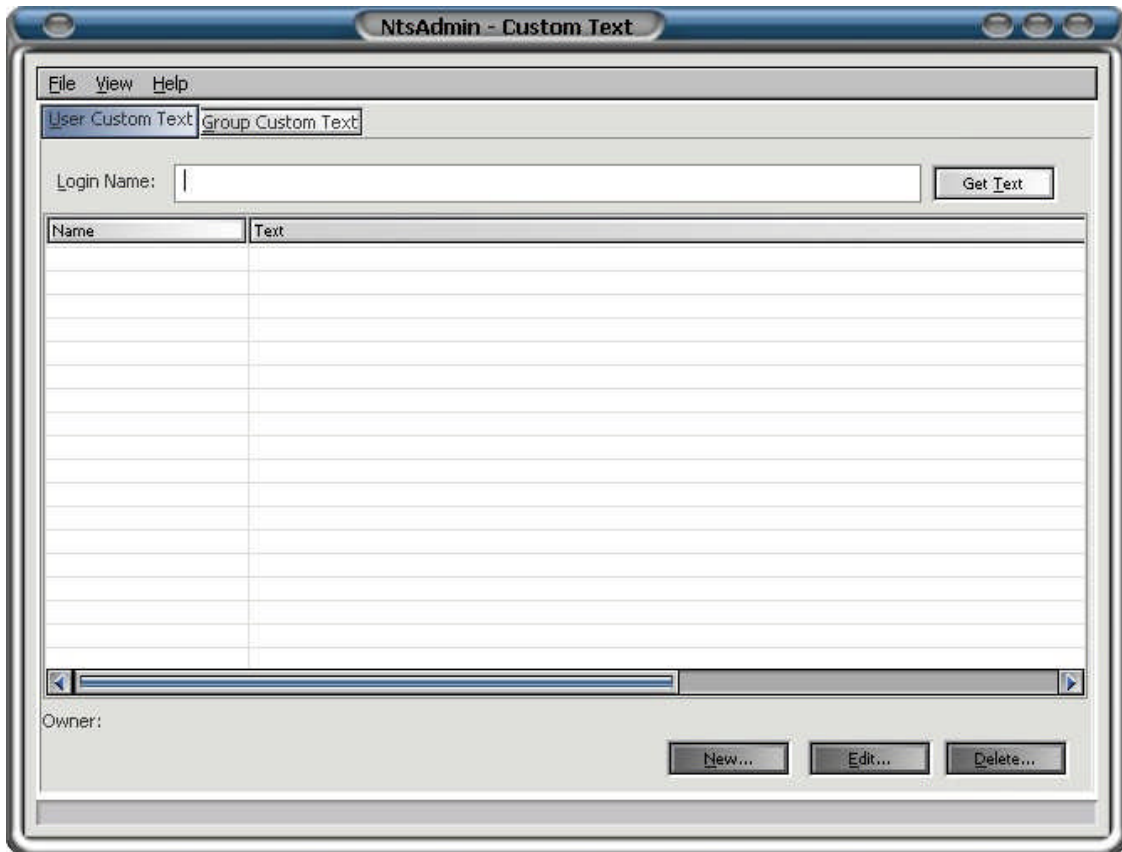
View | Always on Top

This option keeps the Custom Text window in front of all other open windows.

# Using Custom Text

## Create Custom Text

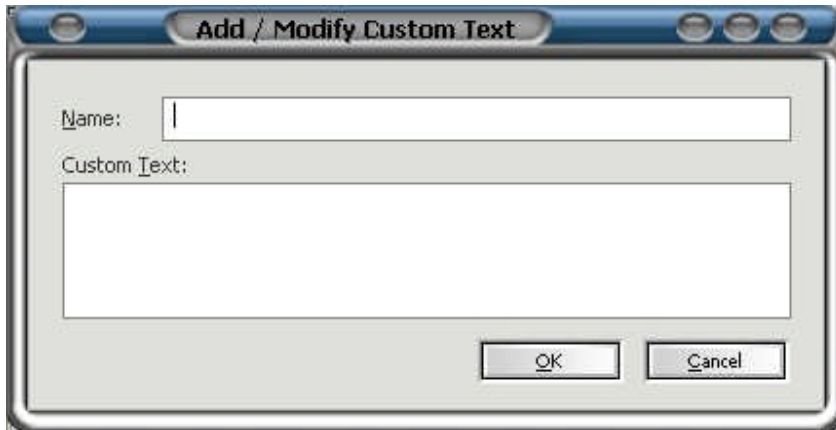
To create Custom Text, select Custom Text from the Admin menu.



Select the User Custom Text tab to access user owned custom text or select the Group Custom Text tab to access group owned custom text. To view existing or to create new user owned custom text, type the user name in the provided box then choose the Get Text button. If any Custom Text already exists for that user, it will appear in the custom text table. To view existing or to create new group owned Custom Text, select a group name from the automatically generated drop down list. Existing Custom Text will appear in the custom text table.

Choose the New button to make a new entry. The Add/Modify Custom Text window will pop up.

## Custom Text



Enter the name of your new Custom Text in the Name space then enter your custom text in the Custom Text space. Carriage returns are not allowed in the Custom Text. When you are finished, choose the OK button. If you have chosen a name that is already associated with other Custom Text, a window will pop up asking you to rename your new Custom Text. To exit the Add/Modify window without adding a new Custom Text, simply choose the Cancel button.

### **Edit Custom Text**

You can edit existing Custom Text either by double clicking on the entry in the table or by highlighting the entry in the table and choosing the Edit button at the bottom right side of the window. To delete existing Custom Text, select the entry in the table and either hit the delete key on your keyboard or choose the Delete button.

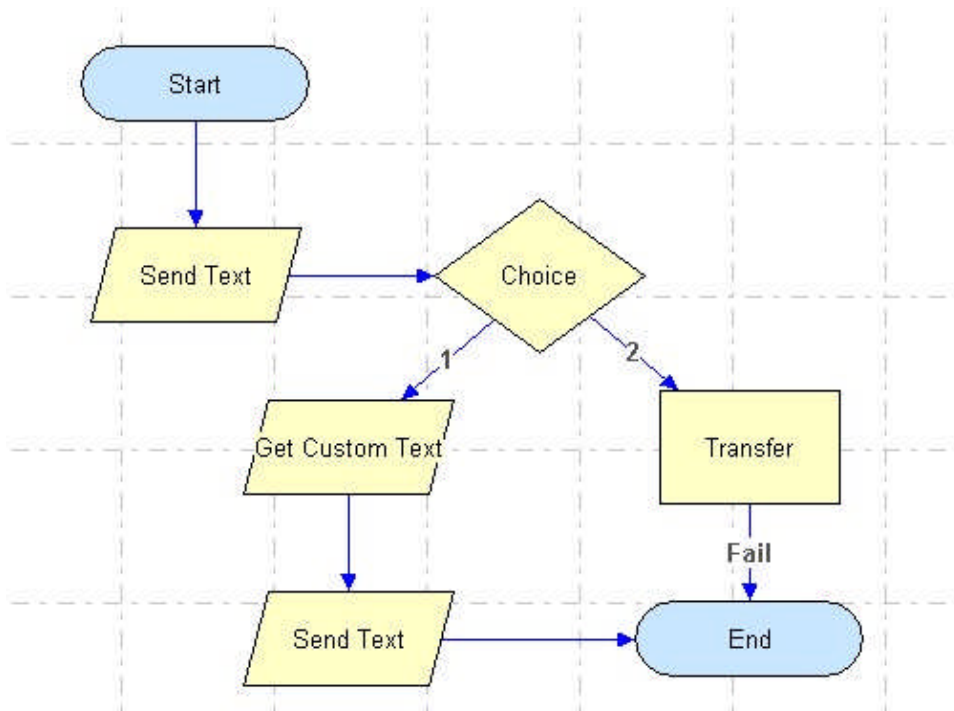
### **Custom Text and Adaptable Call Flow Scripts**

**Note:** This application example involves writing a script. If you are not yet familiar with the Script Editing GUI, read the Script Editing manual before continuing.

The Custom Text tool is useful to easily customize one call flow script for use by many different users or groups. For more detailed instructions on writing this sample script, see the Script Editing GUI manual, Example 2.

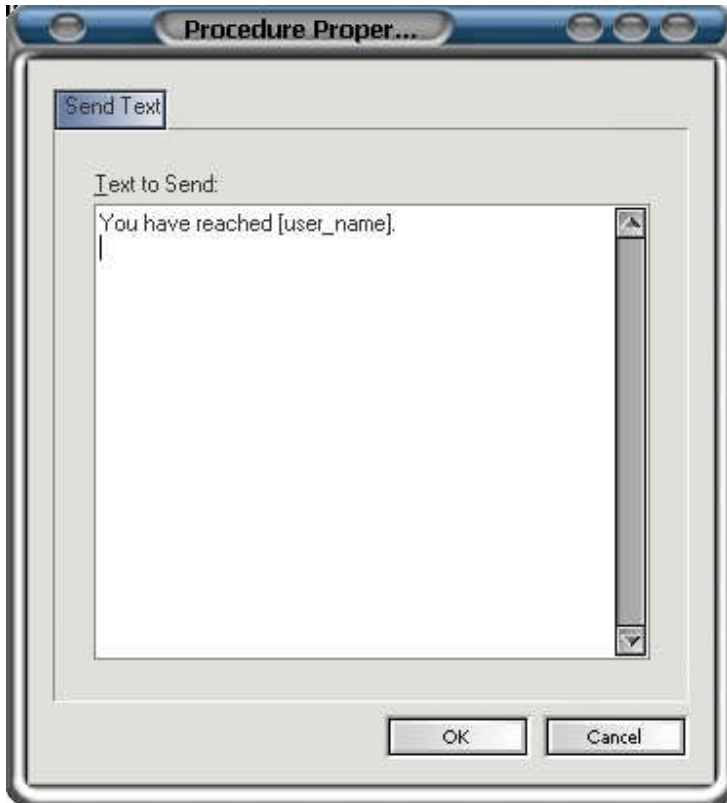
To start, identify what user or group specific information will be used in the call flow script and create the appropriate Custom Text for each relevant user or group. For example, a call flow script that provides a mailing address will need a Custom Text called “address” for any user or group who will be using the script. An example script is shown below.

## Using Custom Text

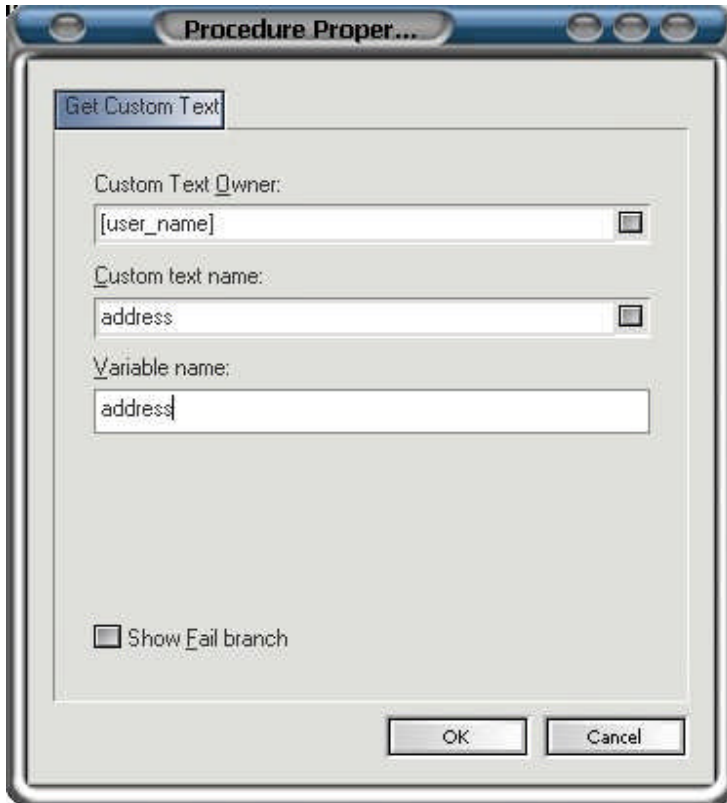


There are two important features in this script that make it customizable: the Get Custom Text block and the variable "user\_name" employed in the introductory Send Text block and in the Get Custom Text block.

## Custom Text



## Using Custom Text



Once you have written the script, you must implement it in a telephony routing table. The "user\_name" variable is a "token" that is defined when the telephony routing table is configured. This variable can be set to *any* NexTalk username (i.e. user\_name=bob) and the result is a customized call flow script. See the Telephony Services manual for help routing incoming calls to a script and defining script tokens.