

## Intelligent Speech-Enabled Scripting with Ellie Intelligent Virtual Agent

All rights reserved © December 2025

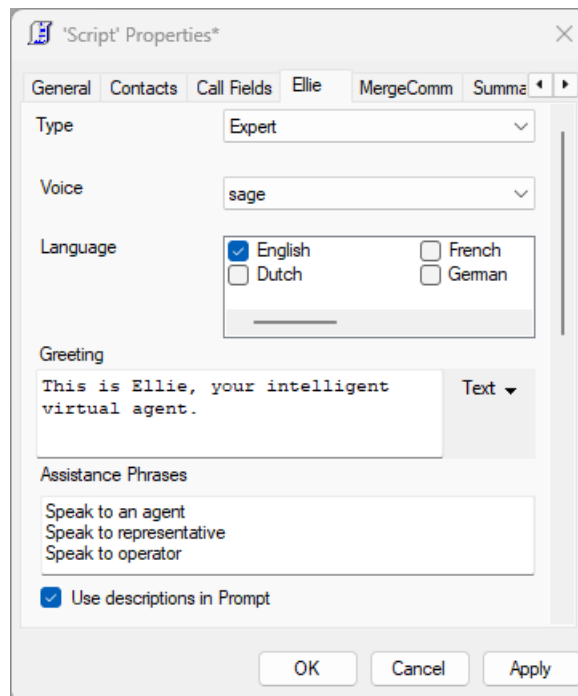
Amtelco's integrated Intelligent Virtual Agent (IVA), Ellie, uses Amtelco's patented Intelligent Speech-Enabled Scripting to collect information from the caller and follow a scripted call flow. Intelligent Speech-Enabled Scripting enables supervisors and script designers to build context and instructions that guide Ellie in properly communicating with the caller and gathering information. This document covers all of the information you need to get started in Intelligent Speech-Enabled Scripting.

### Adding Ellie to an Intelligent Messaging Script

Ellie settings at the script, screen, and input level are used to configure how the Ellie IVA uses the Intelligent Messaging script to interact with callers.

### Ellie Script Properties

In the Script Properties window, the Ellie tab provides access to script settings that determine how Ellie performs when taking messages.



## Type

The Type setting is used to configure the Artificial Intelligence (AI) Voice software that Ellie uses to interact with the caller.

- **Select “Expert” to have Ellie use OpenAI’s ChatGPT.**
- **Select “Deepgram” to have Ellie use Deepgram.**

## Voice

The Voice setting is used to select the voice that Ellie will use when talking with callers.

**Select the voice that the Ellie IVA should use.**

## Language

The Language check boxes determine which languages Ellie can use when talking with callers.

**Select the check boxes next to each language that the Ellie IVA should use when taking messages.**

## Greeting

The Greeting text box can be used to type a greeting for Ellie to use when connecting with a caller.

**Type the greeting that Ellie should say to the caller when answering a call.**

## Assistance Phrases

Assistance Phrases are the phrases that the caller can say to have Ellie transfer the call to a live agent.

**Type each phrase that you want the caller to be able to say to be transferred to a live agent. Press the enter key after each phrase.**

Use descriptions in Prompt

The “Use descriptions in Prompt” setting determines whether Ellie reads the text in the Description field of response elements to callers when taking a message.

- **Select this check box to have Ellie read the Description of response elements to the caller.**
- **Clear this check box to have Ellie not read the Description of response elements to the caller.**

## Context Information

Context is the amount of recent conversation history that the Artificial Intelligence (AI) model can use when generating responses. Enter the contextual information that you want the Ellie Intelligent Virtual Agent to use when handling calls using this Intelligent Messaging script.

**Enter or select any contextual information that the Ellie IVA should use when handling calls.**

**Example:** You are a helpful virtual agent answering calls for Mercy Medical Center Network hospitals and clinics. Be friendly, polite, and empathetic. Mercy Medical Center Network Locations: Metro General Hospital 1200 Main Street (Located across from the airport) McFarland, WI 53558, phone: (711) 555-2100; Northside Family Clinic 1590 Veterans Parkway Second Floor McFarland, WI 53558 phone: (711) 555-4194; Southside Family Clinic 2477 Columbia Highway McFarland, WI 53558 phone: (711) 555-8855. Appointment Scheduling Hours 8am to 5pm Monday through Friday.

## Voice Persona

Voice Persona is for providing guidelines on the characteristics that Ellie should emulate when generating responses. Enter the guidelines that you want the Ellie Intelligent Virtual Agent to follow when handling calls using this Intelligent Messaging script.

**Enter or select any voice persona guidelines that the Ellie IVA should follow when handling calls.**

**Example:** You are a professional and emotionally intelligent voice assistant.

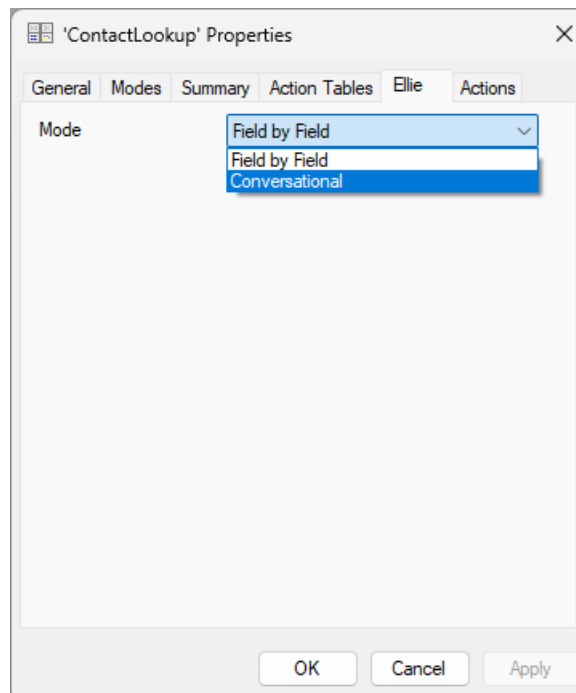
- **\*\*Voice\*\***: Professional, clear, and calm.
- **\*\*Tone\*\***:
  - ADAPT your tone and pacing to the caller's emotional state.
  - IF the caller is angry or frustrated:
  - REMAIN CALM and acknowledge their feelings with a sincere apology.
  - FOCUS on solving the issue efficiently.
  - DO NOT be defensive; provide solutions, not just explanations.

The Context Information and Voice Persona properties have a variable field type, which can be changed to use data obtained from other parts of the message script or from Info Pages. By default, the field type is set to Text. To change what type of information can be stored, click the field type.

More information about field types is provided in the “Easy Script Editor” section of the *Web Supervisor Reference Guide* and the *Intelligent Series Supervisor Reference Guide*.

## Ellie Screen Properties

In the Screen Properties window, the Ellie tab provides access to screen settings that determine how Ellie behaves at the screen level. It contains the Mode setting.



## Mode

The Mode setting determines which mode Ellie operates in when gathering information for this screen.

- In Field by Field mode, Ellie gathers information from the callers in order following the layout of the screen. Field by Field mode enables Ellie to perform Tab actions and Enter actions assigned to Response Elements and ensures that Ellie adheres to the script.

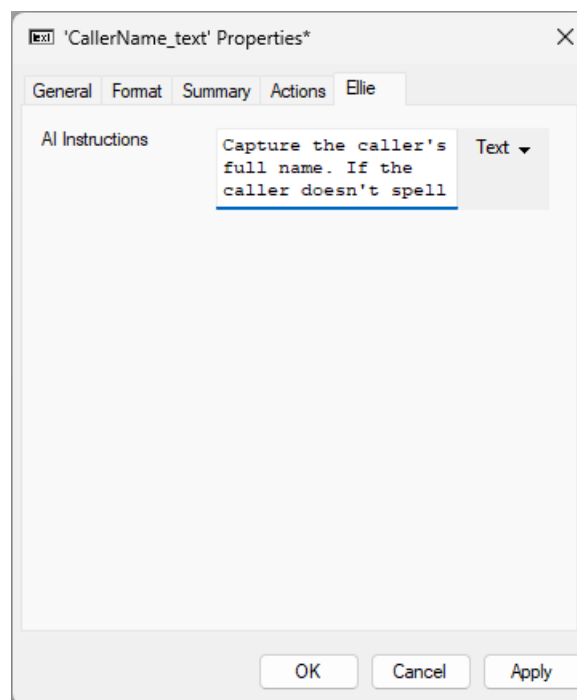
**Select “Field by Field” to have Ellie gather information from the callers in order following the layout of the screen.**

- In Conversational mode, Ellie accepts information from the caller in any order and stores that information in the appropriate Response Elements within the screen without requiring the caller to follow the flow of the script. In Conversational mode, Ellie will not perform any Tab actions or Enter actions.

**Select “Conversational” to have Ellie accept information from the caller in any order without requiring the caller to follow the flow of the script.**

## Ellie Input Properties

In the properties window for each Input response element, the Ellie tab is used to access settings that determine how Ellie behaves at the input level.



### AI Instructions

The AI Instructions field is used to provide instructions for the Ellie Intelligent Virtual Agent to follow when gathering information for the input response element. You may need to experiment with different instructions and ways of wording your instructions to get Ellie to perform according to your needs.

**Enter any instructions needed to help Ellie handle this input.**

**Example:** Capture the caller's full name. If the caller doesn't spell their last name, confirm the spelling of the last name politely and quickly and repeat it back.

## Activating a Script for Ellie Use

The Client Script Usage tab is used to select which script to display in Web Agent, Soft Agent, and Infinity Telephone Agent, which script to display in the optional miTeamWeb and IS Web applications, which script to display on the Internet, and which script to use for automated dispatching using MergeComm triggers, and which script to use with the Ellie Intelligent Virtual Agent (IVA).

When a script is selected for Ellie, the script is used by the Ellie behavior for Speech-Enabled Scripting if activated.

**To select a script to be used by the Ellie behavior for Speech-Enabled Scripting, click the Ellie menu.**

The names of the scripts created for this Client are displayed. Beneath a text divider labeled “System Scripts,” the names of all of the System Scripts are displayed.

**Select the name of the script that you want to use for Speech-Enabled Scripting.**


If you select a System Script, the label on the button changes from “Show” to “System.”

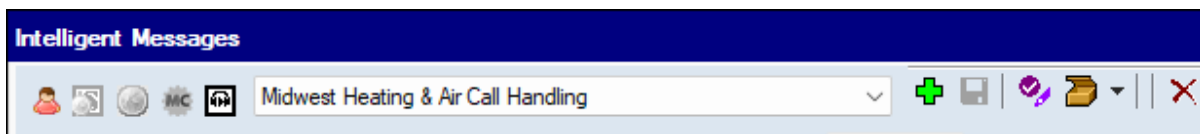
- **To display the selected System Script, click the System button.**


The script is displayed on the Scripts page of System Setup.

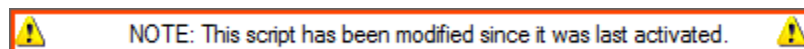
**Note:** Changes made to System Scripts affect all Clients linked to that script.

- **To display the selected Client Script, click the Show button.**

The Ellie icon  is displayed to the left of the script's name in the Intelligent Messages Toolbar to indicate the script has been selected for Speech-Enabled Scripting.



If the warning “This script has been modified since it was last activated” is displayed at the top of the script, the script must be activated using the Activate Script icon  before the latest version of the script will be available for Ellie use.

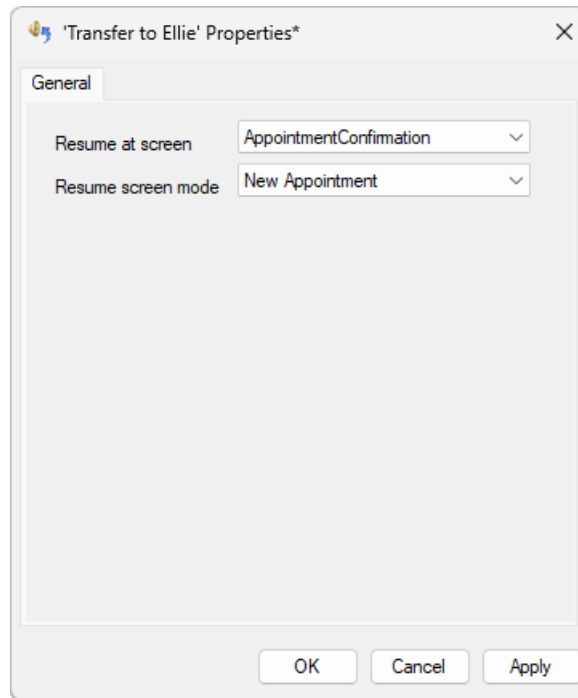


**To activate the script currently selected in the Script Navigation Menu, click the Active Script icon.** 

## Transferring to Ellie from an Agent Script

The Transfer to Ellie Infinity integration response element is an Intelligent Messaging script action that transfers a call to Ellie, freeing the agent to handle other calls. The Transfer to Ellie response element can be assigned to the click actions of a Button input within the script or can be programmed into the script navigation to automatically route the call to Ellie at a certain point in the call flow.

**Note:** The script must be activated for Ellie use in order to use the Transfer to Ellie response element.



### General

The General properties determine the screen and screen mode that are selected when Ellie resumes the script.

#### Resume at screen

**To set Ellie to resume the script at a screen other than the current screen, select the name of the desired screen from the “Resume at screen” menu.**

#### Resume screen mode

**To set Ellie to resume using a screen mode other than the default screen mode, select the name of the desired screen mode from the “Resume screen mode” menu.**

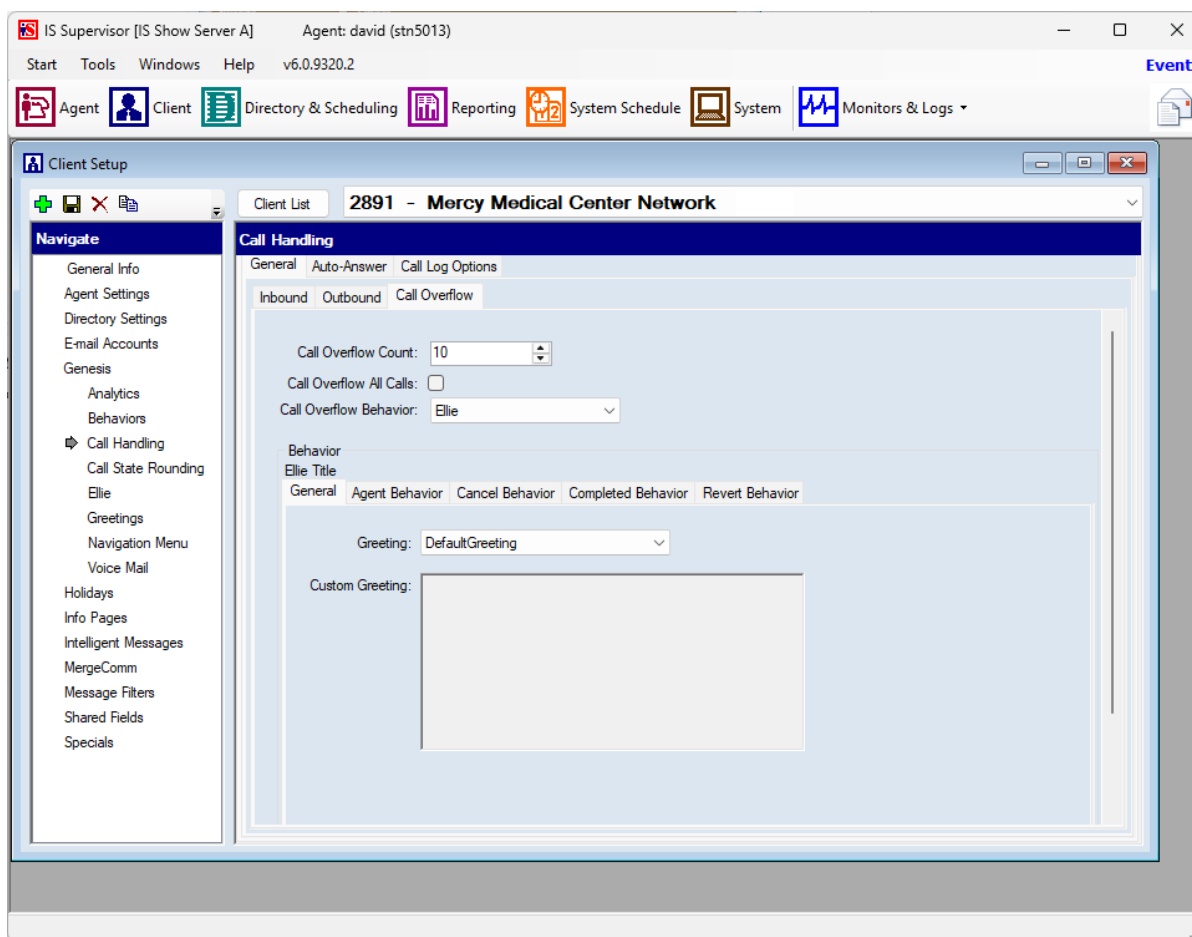
Screen modes are defined under the Modes tab of the Screen Properties.

## Configuring Ellie as a Client Behavior

The Ellie behavior routes calls to the Ellie IVA. Ellie can be selected as the Default, Scheduled, Override, Automatic Number Identification (ANI) Match, or Client Status behavior for an account, or can be added to one of the branches of a Navigation Menu.

More information about selecting behaviors and configuring Navigation Menus is provided in the “Client Setup” section of the *Intelligent Series Supervisor Reference Guide*.

The Ellie behavior also can be assigned as the Call Overflow Behavior for the Client. The Call Overflow Behavior setting is located in the Genesis pages of Client Setup under Call Handling, General, Call Overflow.



Setting the Call Overflow Behavior to Ellie configures IS to route overflow calls for this Client to the Ellie Intelligent Virtual Agent.

**Follow the Client Setup instructions for adding a behavior to a client account.**

**Select the “Ellie” behavior.**

General, Agent Behavior, Cancel Behavior, Completed Behavior, and Revert Behavior tabs are displayed when the Ellie behavior is selected.

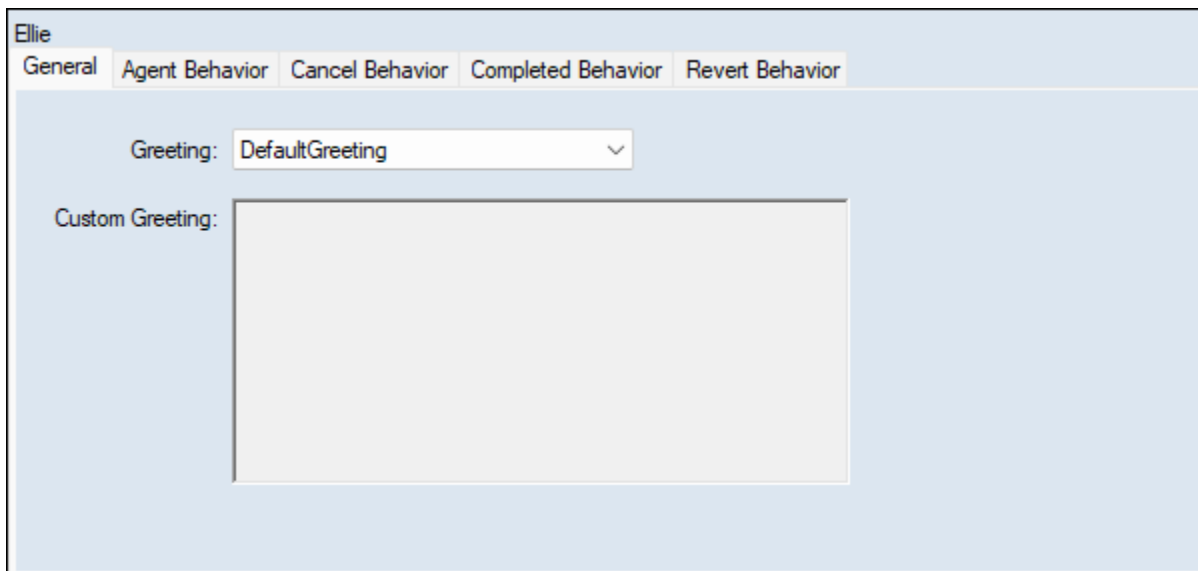
- **Click the General tab to select a recorded greeting or type a custom greeting that IS Voice Services will read to the caller.**

- Click the **Agent Behavior** tab to select the behavior to be performed when Ellie executes a Transfer to Agent.
- Click the **Cancel Behavior** tab to select the behavior to be performed when Ellie cancels an Intelligent Messaging script.
- Click the **Completed Behavior** tab to assign names to behaviors that can be performed when Ellie completes a script.
- Click the **Revert Behavior** tab to select the behavior to be performed if an error occurs.

## General

The General tab is used to select a recorded greeting or to type a custom greeting that IS Voice Services will use Text To Speech (TTS) to read to the caller.

**Note:** These greetings are not performed by the Ellie IVA, so you may want to leave them blank and have Ellie handle the greeting by configuring the greeting it in the Script Properties.



The screenshot shows the 'Ellie' configuration window with the 'General' tab selected. At the top, there are five tabs: 'General', 'Agent Behavior', 'Cancel Behavior', 'Completed Behavior', and 'Revert Behavior'. Below the tabs, there are two main sections. The first section is labeled 'Greeting:' and contains a dropdown menu with 'DefaultGreeting' selected. The second section is labeled 'Custom Greeting:' and contains a large, empty text input area.

## Greeting

A recorded greeting can be played before Ellie answers the call.

**To play a recorded greeting, select the name of the greeting.**

Greetings can be recorded and saved to IS from the Greetings page.

## Custom Greeting

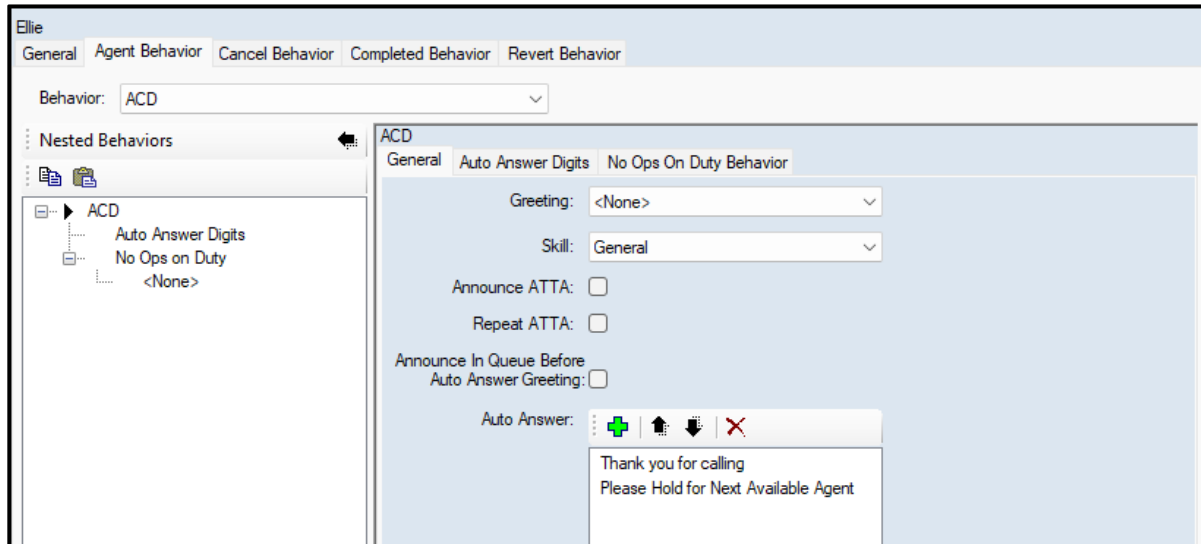
If a recorded greeting is not provided, text to speech (TTS) can be used to play a greeting before Ellie answers the call. If no recording is assigned to the Greeting property, Genesis uses the text-to-speech engine to play the text entered in the TTS Greeting field.

**To use text to speech to play a greeting, enter the greeting text in this field.**

**Note:** The TTS Greeting will not be played if a recording is assigned to the Greeting property.

## Agent Behavior

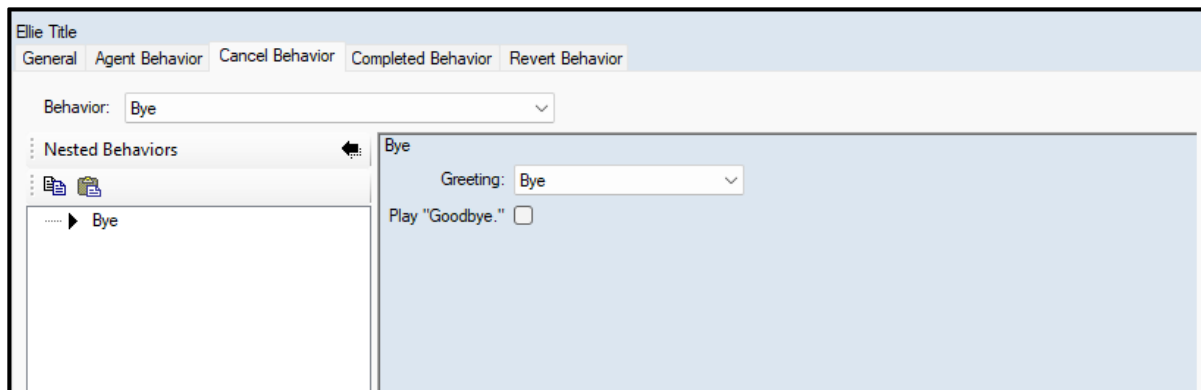
The behavior selected under the Agent Behavior tab is the behavior to be performed when Ellie executes a Transfer to Agent. The Assistance Phrases that the caller can say to request to be transferred to an agent must be specified in the Assistance Phrases property under the Ellie tab of the Script Properties window.



More information about behaviors is provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

## Cancel Behavior

The behavior selected under the Cancel Behavior tab is the behavior to be performed when Ellie cancels an Intelligent Messaging script. This behavior will be performed if the Ellie-activated script performs a Navigate action with the Navigation Type set to “Cancel.”



More information about behaviors is provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

## Completed Behavior

The Completed Behavior tab is used to assign names to behaviors that can be performed when Ellie completes a script. The Intelligent Messaging script must set a field named “Ellie\_Action” for the name of the behavior to be performed.

The screenshot shows the 'Completed Behavior' tab in the Ellie Intelligent Speech-Enabled Scripting interface. On the left, there is a 'Behaviors' toolbar with a green plus icon (Add) and a red X icon (Delete). Below the toolbar is a list of behaviors: 'End Call' and 'Transfer Call'. The 'Transfer Call' behavior is selected, and its configuration is shown in the main area. The configuration includes a 'Name' field set to 'Transfer Call', a 'Behavior' dropdown set to 'Auto Attendant', and a sub-section for 'Auto Attendant' settings. These settings include: 'Greeting' dropdown set to '<None>', 'TTS Greeting' text area, 'Transfer Type' dropdown set to 'Blind', 'Transfer Prompt' dropdown set to 'None', 'Dialout Number' field with a red 'Required!' error message, 'Dialout Timeout' spinner set to 120, 'Route' spinner set to 0, and an 'Ask for Digits' checkbox which is unchecked.

### Behaviors Toolbar

The Behaviors Toolbar is displayed beneath the Completed Behavior tab. The Behaviors Toolbar is used to assign names to behaviors that can be selected by the Ellie-activated script to be performed at the successful completion of the script.

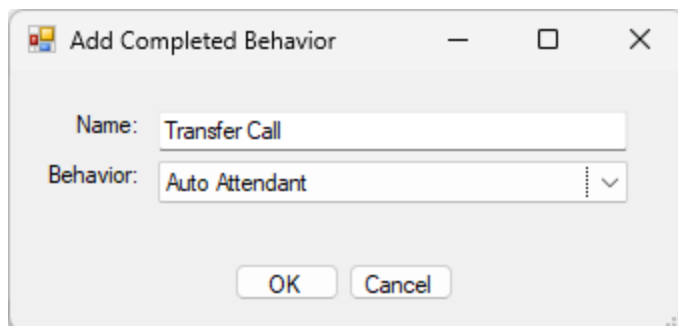
Icon	Description
	The <b>Add</b> icon is used to name and add a behavior.
	The <b>Delete</b> icon removes the selected behavior.

### Adding Behaviors

The Add icon is used to name and add a behavior that can be performed when Ellie completes a script.

**To name and add a behavior, click the Add icon.** 

The Add Completed Behavior window is displayed.



## Name

The Name field is used to assign a name to a behavior that can be performed when Ellie completes a script. The Ellie-activated Intelligent Messaging script must set a field named “Ellie\_Action” to the name of the behavior to be performed. The Ellie\_Action field can be set to different behavior names within different branches of the script.

**Enter a name that the script will use to select this behavior.**

## Behavior

The Behavior setting determines the behavior that will be performed when Ellie completes the script with the Ellie\_Action field set to the value entered in the Name field.

**Select the behavior to perform when Ellie completes the script.**

**Click the OK button to name and add the behavior.**

OR

**Click the Cancel button to discard the name and behavior.**

If you clicked OK, the Name is displayed in the Behaviors list. The specified Name, Behavior, and behavior properties are displayed to the right of the list.

**Configure the behavior properties.**

More information about behaviors is provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

## Ellie Parameters

If you are using the Auto Attendant behavior, the following field names can be used to pass parameters to the behavior. Add these parameters to your script by using the Set Field response element.

Field Name	Function
<b>Ellie_Param1</b>	Set the Ellie_Param1 field to the phone number that the Auto Attendant behavior should dial.
<b>Ellie_Param2</b>	Set the Ellie_Param2 field to the route number that the Auto Attendant behavior should use.
<b>Ellie_Param3</b>	Set the Ellie_Param3 field to 0 (zero) to perform a blind transfer, 1 (one) to perform a supervised transfer, or 2 to perform a patch.

Field Name	Function
------------	----------

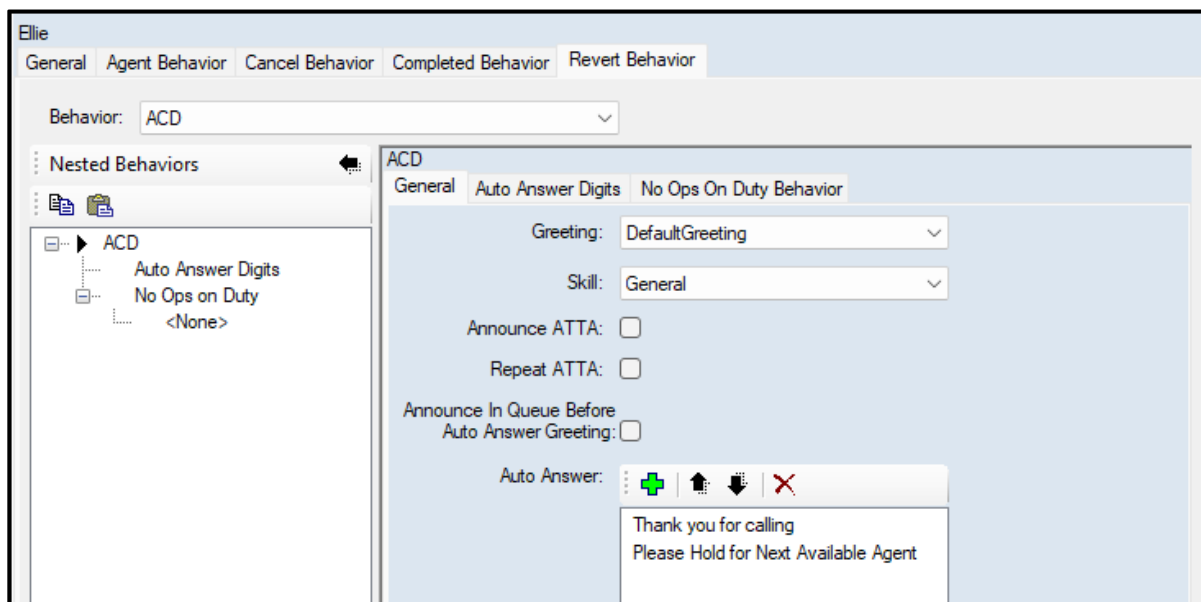
<b>Ellie_Param4</b>	Set Ellie_Param4 to the name of the prompt that you want IS Voice Services to say to the caller before performing the Auto Attendant action. The prompt names that can be used are:
---------------------	---

- PleaseStandBy = “Please stand by.”
- XferOp = “Please hold while your call is being transferred.”
- HoldFor = “Please hold for...” followed by the phone number.

More information about the Set Field response element is provided in the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.

## Revert Behavior

The behavior selected under the Revert Behavior tab is the behavior to be performed when an error occurs.




## Behavior

The Behavior setting determines the call behavior that is performed when an error occurs.

### Configure the behavior properties.

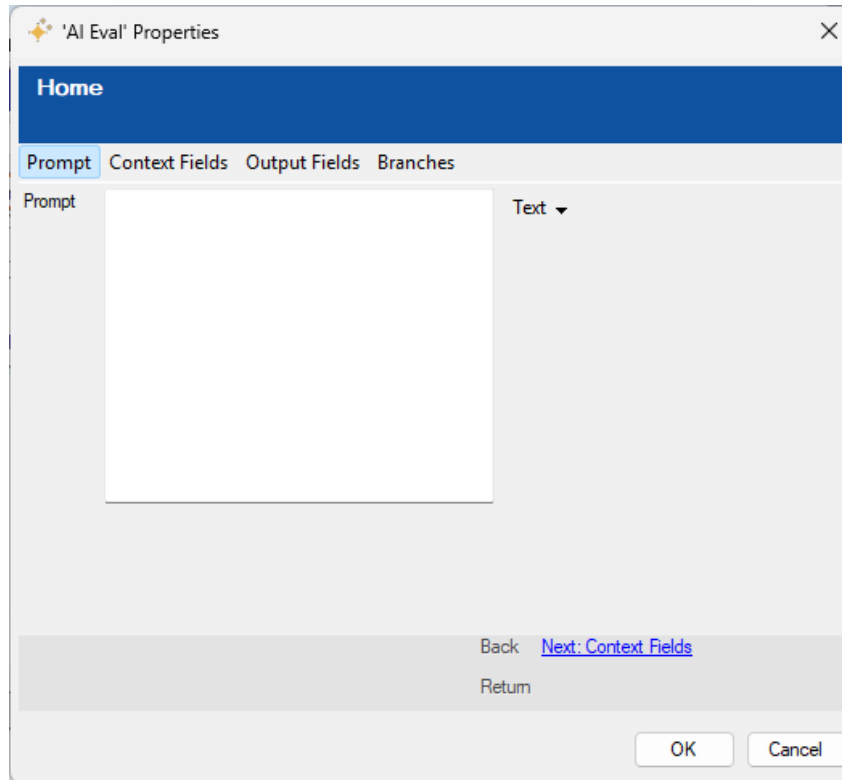
More information about behaviors is provided in the “Behaviors” section of the *Intelligent Series Supervisor Reference Guide*.

## Saving Your Changes

When you have finished configuring the Ellie behavior settings, click the Save icon  to save your changes.

## Adding AI Functions to Your Ellie Scripts

The AI Eval calculation response element is used to generate an Artificial Intelligence (AI) generated text response by performing a Chat Completion with OpenAI's ChatGPT. The AI Eval response element can populate multiple output fields and can perform branching based on the AI response.



### Home

The AI Eval properties open at the Home screen. The Home screen contains tabs for Prompt, Context Fields, Output Fields, and Branches.

The Prompt tab is selected by default.

### Prompt

The Prompt tab is used to configure the prompt given to the AI's Large Language Model (LLM) that is used to generate text responses.

### Prompt

The Prompt property is used to enter a prompt that will be passed to ChatGPT at runtime.

#### **Enter the prompt to send to ChatGPT.**

By default, the field type is set to Text. To change what type of information can be stored, click the field type.

More information about field types is provided in the "Easy Script Editor" section of the *Intelligent Series Supervisor Reference Guide*.

To display the Context Fields Properties, click the [Next: Context Fields](#) hyperlink or the Context Fields tab.

## Context Fields

The Context Fields tab is used to create context fields that are given to the LLM as a part of the context to perform the operation described by the prompt.

The Contact Fields Toolbar contains icons for adding, editing, deleting, and rearranging context fields.

More information about adding items to a list is provided in the “Easy Script Editor” section of the *Intelligent Series Supervisor Reference Guide*.

### Context Field Properties

The Context Field properties tabs are displayed when adding or editing a context field.

#### Name of context field

The “Name of context field” property is used to provide a name for a context field.

**Enter a name for the context field.**

#### Description of context field

The “Description of context field” property is used to provide a description of the context field.

**Enter a description of the purpose of the context field.**

#### Value expression for context field

The “Value expression for context field” property is used to enter the context information that will be passed to ChatGPT within this context field.

**Enter the context information to send to ChatGPT.**

By default, the field type is set to Text. To change what type of information can be stored, click the field type.

More information about field types is provided in the “Easy Script Editor” section of the *Intelligent Series Supervisor Reference Guide*.

To display the Output Fields properties, click the [Next: Output Fields](#) hyperlink or the Output Fields tab.

## Output Fields

The Output Fields tab is used to create output fields that the LLM populates based on the instructions entered in the prompt and context fields.

The Output Fields Toolbar contains icons for adding, editing, deleting, and rearranging output fields.

More information about adding items to a list is provided in the “Easy Script Editor” section of the *Intelligent Series Supervisor Reference Guide*.

### Output Field Properties

The Output Field properties tabs are displayed when adding or editing an output field.

### Name of output field

The “Name of output field” property is used to provide a name for an output field.

**Enter a name for the output field.**

The name of the field will show in the Script Fields accessible through the Expression Builder and any response element that has a variable field type.

More information about field types is provided in the “Easy Script Editor” section of the *Intelligent Series Supervisor Reference Guide*.

### Instructions for output field

The “Instructions for output field” property is used to provide instructions to ChatGPT regarding what information should be returned in the field.

**Enter instructions to tell ChatGPT what information to return in the field.**

**To display the Branches properties, click the [Next: Branches](#) hyperlink or the Branches tab.**

## Branches

The Branches tab is used to create branches that can be executed based on the result of the LLM request. The LLM chooses which branch should be executed after the request is completed.

The Branches Toolbar contains icons for adding, editing, deleting, and rearranging branches.

More information about adding items to a list is provided in the “Easy Script Editor” section of the *Intelligent Series Supervisor Reference Guide*.

### Branch Field Properties

The Branch Field properties tabs are displayed when adding or editing a branch.

#### Name of branch field

The “Name of branch field” property is used to provide a name for a branch that can be selected by ChatGPT.

Enter a name for the branch.

The name of the branch will appear as a node under the AI Eval response element in Tree View. To assign actions to the node, right-click the node in Tree View and selecting “Insert.”

#### Instructions for branch field

The “Instructions for branch field” property is used to provide instructions to ChatGPT regarding the circumstances under which this branch should be selected.

**Enter instructions to tell ChatGPT when to select this branch.**

**To navigate back to the Output Fields properties, click the [Back: Output Fields](#) hyperlink or the Output Fields tab.**

**Click the OK button to save your settings and close the AI Eval Properties window.**

OR

**Click the Cancel to discard your changes and close the AI Eval Properties window.**

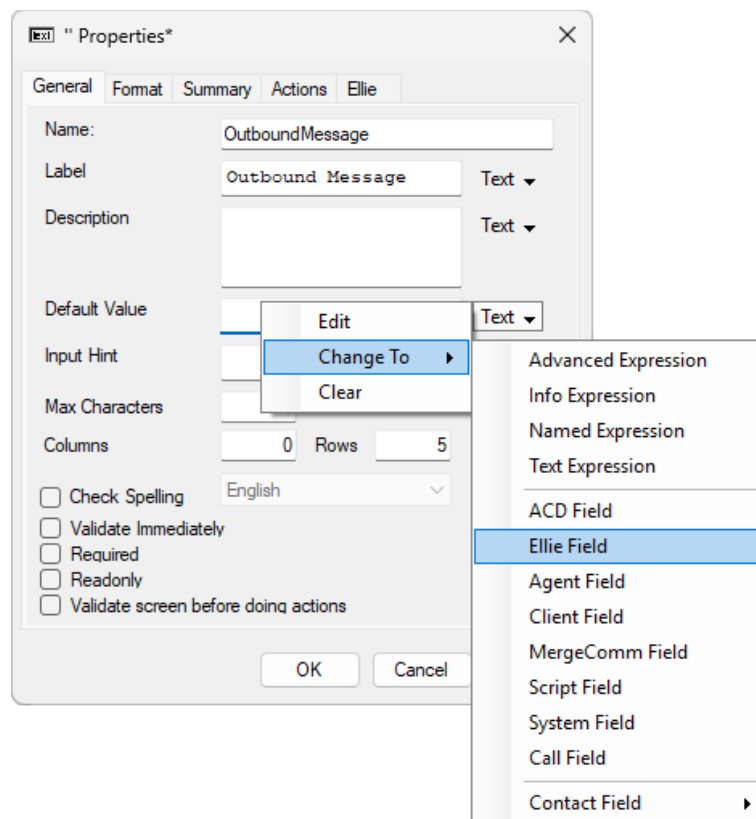
## Ellie Fields

Ellie Fields are fields that are either supplied by the IS Server for use with the optional Ellie Intelligent Virtual Agent (IVA) or are created by the script designer using the AI Eval calculation response element. Server-provided fields are denoted by an underscore (   ) character at the front of the field name. Output Fields created in the properties of the AI Eval response element are displayed in the Script Fields section below the server-provided Ellie fields.

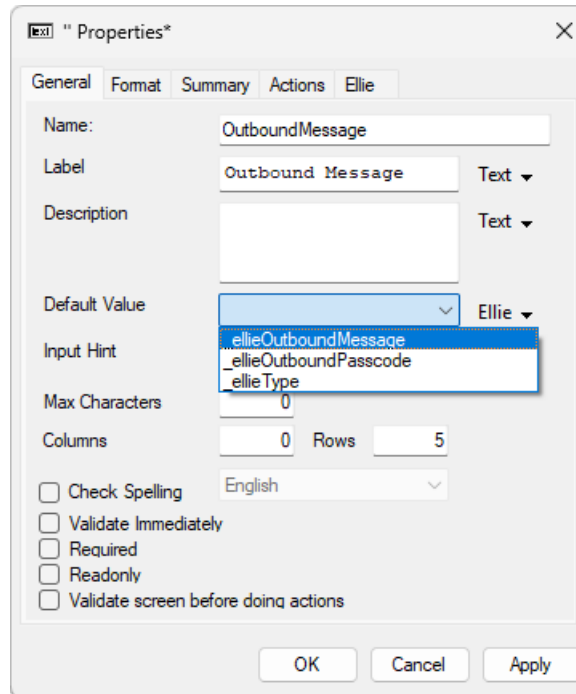
More information about the AI Eval calculation response element is provided in the “Response Element Library” section of the *Intelligent Series Supervisor Reference Guide*.

**To access the Ellie Fields, edit the properties of a response element.**

**Click the field type of the desired field. The Field Type menu is displayed.**



**Select “Change To” from the menu, and select “Ellie.” The field changes to a drop menu of Ellie Fields.**



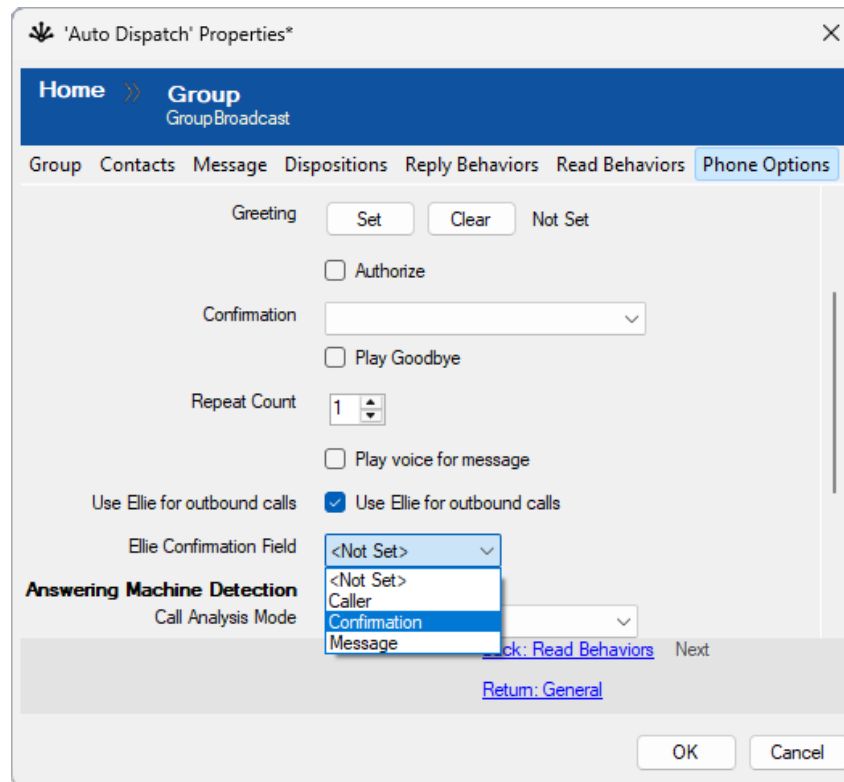
By default, the following values are available in Ellie Fields.

Field	Description
<b><code>_ellieType</code></b>	The Ellie Type field contains the value “Inbound” if Ellie is handling an inbound call. The <code>_ellieType</code> field contains the value “Outbound” if Ellie is handling an outbound Auto Dispatch call. This value can be used to have the Ellie-activated script branch perform different actions for inbound calls and outbound calls.
<b><code>_ellieOutboundMessage</code></b>	The Ellie Outbound Message field holds the content of the messages configured for outbound calls within the Auto Dispatch element properties. This field can be used within the Ellie-activated script to have Ellie recite the outbound message to the caller.
<b><code>_ellieOutboundPasscode</code></b>	The Ellie Outbound Passcode field contains the value of the Passcode field found under the Genesis tab within the Listing Properties for the IS Directory Listing selected by the Auto Dispatch element. This value can be used in the Ellie-activated script to have Ellie verify that the person who answers the phone is the intended recipient of the message.

## Using Ellie for Outbound Auto Dispatch Phone Calls

Amtelco's Intelligent Virtual Agent (IVA), Ellie, can handle outbound phone calls using the Auto Dispatch element with the optional MergeComm platform. Ellie uses the Intelligent Messaging script to interact with callers contacted by phone through Auto Dispatch and can check for confirmations.

**Note:** The Auto Dispatch response element is a component of the optional MergeComm platform.



To edit the Auto Dispatch properties, right-click the Auto Dispatch response element in the Tree View of the Easy Script Editor.

The Auto Dispatch properties open at the Home screen. The General tab is selected by default.

### Groups Toolbar

The Groups Toolbar contains icons for adding, editing, deleting, and rearranging auto dispatch groups. Each group can be configured with different parameters for dispatching a message.

**To edit an auto dispatch group, click the name of the group and then click the Edit icon.** ✎

The Group properties tabs are displayed.

**Click the Phone Options tab.**

## Phone Options

The Phone Options tab under the Group properties is used to automate outbound calls using Text to Speech, prerecorded greetings, and Call Analysis through the optional IS Voices Services platform. Two settings are used to program the Auto Dispatch element to use Ellie for outbound calls:

### Use Ellie for outbound calls

The “Use Ellie for outbound calls” check box enables the optional Ellie Intelligent Virtual Agent (IVA) to handle the outbound calls for this Auto Dispatch action.

- **Select this check box to use Ellie to generate the outbound call using the optional Ellie IVA feature.**

Ellie will use the Intelligent Messaging script to handle the call, starting at the beginning of the script that is activated for Ellie use for the Client.

**Note:** In order to use this feature, a script must be activated for Ellie use on this Client. It can be the same script that is launching the Auto Dispatch action, or a different script.

- **Clear this check box to have MergeComm generate the outbound calls for this Auto Dispatch action using the optional IS Voice Services feature.**

MergeComm will use Text to Speech to play the Message Text.

### Ellie Confirmation Field

The Ellie Confirmation Field is available when the “Use Ellie for outbound calls” check box is selected. The Ellie Confirmation Field indicates which script field MergeComm will use to determine whether the message is confirmed.

- If no field is selected, MergeComm will consider the message confirmed if the outbound call is answered.
- If a field is selected, MergeComm will look at the value assigned to the selected script field at the completion of the Ellie call to determine if the message is confirmed. If the field is set to the value “true,” the message will be confirmed. If the field is set to any other value, the message will not be confirmed.

### Requirements:

- IS Server 6.0.9335.19348 or later
- IS Messaging
- Active Insights licenses
- Ellie Intelligent Virtual Agent (IVA) licenses
- Media Services Server

**Amtelco Part Number:** 232MP391-R30