



DEFINITY®

Enterprise Communications Server

Release 6

Administration and Feature Description

Call Center Module

555-230-525
Comcode 108215765
Issue 4
May 1998

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Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)

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- Low Voltage (73/23/EEC)
- Telecommunications Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

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Acknowledgment

This document was prepared by Product Documentation Development, Lucent Technologies, Denver, CO.

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Abandoned Call Search

Abandoned Call Search allows the switch to identify abandoned calls if the central office (CO) does not provide timely disconnect supervision. An abandoned call is one in which the calling party hangs up before the call is answered. Note that Abandoned Call Search is suitable only for older COs that do not provide timely disconnect supervision. Most COs provide timely disconnect supervision and do not require Abandoned Call Search.

Before an incoming Automatic Call Distribution (ACD) split rings a hunt group member or agent, the system checks to make sure that the calling party has not abandoned the call. If the calling party has abandoned the call, the call does not ring the hunt group member or agent.

If a call has been abandoned, the system determines if the calling party is still connected to the ground-start trunk at the CO. To do this, the system flashes (that is, opens the tip-ring loop for 150 to 200 ms) the CO end of the trunk. If the calling party is still connected, the CO does not respond. If the calling party has abandoned the call, the CO sends the system a disconnect signal within 800 ms. The system interprets this as an abandoned call, releases the trunk, and the call does not ring the hunt group member or agent.

Outside of the U.S., a flash of this duration may be handled differently. See [“Trunk Flash” on page 4-603](#) for more information.

How to administer Abandoned Call Search

Required forms

Form	Field	Page
Trunk Group	■ Abandoned Call Search	7-115
— CO		7-168
FX		7-194
WATS		7-270

You administer Abandoned Call Search on a per-trunk-group basis. Administer each ground-start CO, FX, and WATS trunk group either having Abandoned Call Search or not having it. Abandoned Call Search is not supported for tie trunks.

Considerations

⇒ NOTE:

Abandoned Call Search works with ground-start analog trunks that *do not* provide disconnect supervision and that *do* react to a 500-ms break.

Some older COs can take as long as two minutes to notify the switch of a disconnect. Thus, the switch must determine within one second whether the call has been abandoned, before extending the call. Even with Abandoned Call Search or disconnect supervision, there is a small probability that a call will be extended to the destination hunt group after the caller has hung up. Abandoned Call Search and disconnect supervision significantly reduce that probability.

Abandoned Call Search allows agents and hunt group members to answer more calls because time is not wasted on abandoned calls. In addition, call-handling statistics that the Call Management System (CMS) generates are more accurate because it is clear when a call is abandoned.

However, be aware that Abandoned Call Search adds an overhead of up to one second to each call delivered to an agent.

Interactions

None.

Add/Remove Skills

Add/Remove Skills allows an agent using Expert Agent Selection (EAS) to add or remove skills. A skill is a numeric identifier in the switch that refers to an agent's specific ability. For example, an agent who is able to speak English and Spanish could be assigned a Spanish-speaking skill with an identifier of 20. The agent then adds skill 20 to his or her set of working skills. If a customer needs a Spanish-speaking agent, the system routes the call to an agent with that skill.

Each agent can have up to 20 skills active at any one time. Agents can dial feature access codes (FACs) to add or remove a skill. Or a supervisor with console permission can enter an agent's login ID and add or remove an agent's skill. If a supervisor adds or removes a skill for an agent, the agent receives a change notification.

To determine if they need to add or remove a skill, agents and supervisors can use queue-status indications, VuStats, or Call Management System (CMS) or Basic Call Management System (BCMS) information. When adding a skill, the agent must specify the skill priority level (1 — 16).

On voice terminals with displays, the system prompts the agent through the process of adding or removing a skill and displays the updated set of skills.

How to administer Add/Remove Skills

Required forms

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Feature Access Code (FAC)	■ Add Agent Skills ■ Remove Agent Skills	5-113
Language Translations	■ 41-44 on Page 5	5-193
Hunt Group	■ Skill	5-158
Class of Service	■ Administer console permissions for supervisors	5-81

Considerations

- A skill cannot be removed from an agent's skill set if the agent is on a call for that skill or in the After-Call-Work (ACW) state for that skill.
- With EAS, agents cannot remove their Direct Agent Skill.

Interactions

- Auto-Available Splits (AAS)

If an agent adds a skill that is administered as Auto-Available, on the Agent Login ID form, you must set the AAS field to **y** for that agent's login ID.
- BCMS

BCMS begins tracking a new skill as soon as it is added. When an agent removes a skill, the real-time agent information specific to that skill is removed from the real-time reports, but it still appears on the historical reports.
- EAS-PHD

When EAS-PHD is set as an option, agents cannot remove their Direct Agent Skill. In an EAS environment, agents must have at least one skill assigned to them during a login session. With EAS-PHD, agents can specify up to 20 skills.

If EAS-PHD is not enabled, agents can specify only 4 skills.
- VuStats

Because VuStats displays information gathered by BCMS whether BCMS is enabled or not, the BCMS interaction above applies to VuStats.

Agent Call Handling

Agent Call Handling allows you to administer functions that Automatic Call Distribution (ACD) agents use to answer and process ACD calls.

You define the following agent capabilities:

- Agent login and logout
- Agent answering options: Automatic Answer (zip tone) or Manual Answer
- ACD work modes: Auxiliary Work (AUX Work), Auto-In, Manual-In, or After Call Work (ACW)
- Timed ACW
- Agent request for supervisor assistance
- ACD call disconnect (Release button)
- Stroke counts
- Call work codes
- Forced entry of stroke counts and call work codes

[“Agent capacity and related limits” on page 9-15](#) describes agent-capacity planning.

⇒ NOTE:

All of these agent capabilities are also supported through the CallVisor Adjunct/Switch Applications Interface (ASAI). For information, see [“CallVisor Adjunct-Switch Application Interface” on page 4-250](#).

How to administer Agent Call Handling

Required forms

Form	Field	Page
Feature Access Code (FAC)	■ Feature Access Codes for ACD features	5-113
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Station (multi-appearance)	■ Button/Feature Button Assignments	6-28
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	— auto-in	
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	— assist	
	— release	
	— work-code	
	— stroke-cnt	
	■ Active Station Ringing (DCP, Hybrid)	
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■ VuStats		
Stations (all)	■ Auto Answer	6-28
Attendant Console	■ Feature Button Assignments	5-35
	— after-call	
	— assist	
	— auto-in	
	— aux-work	
	— manual-in	
	— release	
	— work-code	
	— stroke-cnt	
	■ Auto Answer	
Agent LoginID (EAS only)	■ All	9-193

Detailed description

This section describes agents capabilities. For details on procedures that agents follow when using these capabilities, see *DEFINITY Enterprise Communications Server Generic 1, Generic 3, and System 75 Automatic Call Distribution (ACD) Agent Instructions*.

NOTE:

This information applies generally to ACD; see [“Expert Agent Selection”](#) on page 9-72 for additional EAS procedures.

Agent login and logout

To receive ACD calls, an agent must log into the system. An agent can be logged into multiple splits. If a hunt group is measured by Call Management System (CMS) or Basic Call Management System (BCMS) or is a skill, an agent must enter a login ID; otherwise, the login ID is optional.

Login

To log in, an agent goes off-hook and dials the login feature access code (FAC), followed by the split number and the log-in ID, if required. If login is successful, the agent automatically enters Auxiliary Work mode for that split. The Auxiliary Work button lamp for that split, lights steadily and the agent hears the confirmation tone.

If the split is measured, the system sends messages to CMS or BCMS that the agent (identified by login ID) has logged in and has entered Auxiliary Work mode.

Login is canceled and the agent receives intercept tone if any of the following occur during login:

- The agent dials an invalid login FAC or split number (that is, the number of a split that does not exist or to which the agent is not assigned).
- The agent is already logged into the maximum number of splits.
- The agent dials a split number for a split that he or she is already logged into.

Logout

The agent should log out when he or she leaves for an extended period of time and is unavailable for ACD calls. If the split is measured by CMS or BCMS and an agent logs out, a message is sent to the CMS or BCMS so that the agent's status is no longer measured. If an agent is logged into multiple splits, he or she should log out of each split.

When temporarily unavailable for calls, an agent should use Auxiliary work mode, rather than logging out. CMS or BCMS can continue tracking the agent's auxiliary work time.

To log out of a split, an agent goes off-hook and dials the logout FAC followed by the split number. If logout is successful, the agent hears confirmation tone and work-mode button lamps darken. The logout is canceled and the agent receives an intercept if any of the following occur during logout:

- The agent dials an invalid logout FAC or split number.
- The agent dials a split number for a split that he or she is not logged into.

If an agent is using a handset in Automatic Answer mode, the agent can log out simply by hanging up or turning off the headset. (This does not mean pressing the release button on a CALLMASTER voice terminal.) This does not apply to quick-disconnect. If the agent pulls the handset to log out, the agent is automatically logged out of all splits that he or she has logged into.

Agent answering options

An agent can answer ACD calls by using either a headset, handset, or speakerphone. You can assign an agent as either Automatic Answer or Manual Answer.

⇒ NOTE:

Use Automatic Answer with a headset. See "Considerations" on page 9-17 for more information.

Automatic Answer

The information in this section applies to ACD and EAS environments.

An agent assigned to Automatic Answer hears zip tone and connects directly to incoming calls without ringing.

⇒ NOTE:

You can administer Automatic Answer to apply only to ACD calls or to apply to all calls terminating to the agent's set. If all calls are Automatic Answer and the agent receives direct-extension calls, he or she should always activate Call Forwarding, or Send All Calls when leaving temporarily or for an extended period, so that calls do not terminate to an unstaffed station.

Manual Answer

An agent assigned to Manual Answer hears ringing, and then goes off-hook to answer the incoming call.

ACD work modes

At any given time, an agent can be in one of four work modes:

- Auxiliary Work (AUX)
- Auto-In
- Manual-In

- After Call Work (ACW)

An agent can change work modes at any time.

To enter any work mode, an agent presses the button or dials the FAC for that mode, depending on what you have administered. If the agent has no active or held calls, the work-mode button lamp lights steadily and CMS or BCMS is informed of the agent's mode change. If the agent has active or held calls, the lamp flashes until all calls are dropped, then the new work mode's lamp lights steadily and CMS or BCMS is informed of the agent's mode change.

The attempt is canceled and the agent receives an intercept if the agent:

- Tries to enter a work mode for an invalid split
- Tries to enter the work mode for a split of which he or she is not a member
- Dials an invalid FAC

Auxiliary work mode

An agent should enter Auxiliary Work mode for a split whenever taking a temporary break. This makes the agent unavailable for ACD calls to that split and removes them from the most-idle-agent queue. CMS and BCMS can continue to track the agent.

The agent is no longer available to answer other ACD calls to that split. However, the agent may be available for ACD calls to other splits that the agent is logged into, depending on the agent's state in those splits. The agent is still available for non-ACD calls. CMS or BCMS are notified whenever an agent in Auxiliary Work mode receives an incoming non-ACD call or makes an outgoing call. When an agent logs into a split, he or she automatically enters Auxiliary Work mode for that split.

⇒ NOTE:

Agents in vector-controlled splits can go into Auxiliary Work mode even if they are the last agent and calls are queued to that split.

Auto-In mode

In Auto-In mode, the agent automatically becomes available for answering new ACD calls upon disconnecting from an ACD call.

Manual-In mode

In Manual-In mode, the agent automatically enters ACW mode for that split upon disconnecting from an ACD call and is not available for any ACD calls. To become available for ACD calls, the agent must manually reenter either Auto-In mode or Manual-In mode.

After Call Work mode

An agent should enter ACW mode when he or she needs to perform ACD-related activities, such as filling out a form as a result of an ACD call. The agent is unavailable for ACD calls to all splits while in ACW mode. Switch administration determines whether the agent remains in the Most Idle Agent queue while in ACW.

When an agent is in the Manual-In mode and disconnects from an ACD call, he or she automatically enters ACW mode. Although no longer available for ACD calls, the agent is still available for non-ACD calls. CMS or BCMS is notified whenever an agent in ACW mode receives an incoming non-ACD call or makes an outgoing call.

Timed After Call Work

With Timed ACW administered, an Auto-In agent is immediately placed in ACW mode for a specific length of time after completing the currently-active ACD call. When the Timed ACW interval expires, the agent automatically returns to the Auto-In work mode. If the agent activates ACW while not on a call, the agent is placed in ACW (not timed) mode regardless of whether the agent is in Auto-In or Manual-In mode.

Use Timed ACW to allow agents to rest between incoming ACD calls, or to pace agents when they have to complete work from the previous call within an allotted time. In addition, if you have Home Agent, use Timed ACW to allow agents additional time to dial a FAC to place themselves in a different work mode after the current ACD call is completed.

Timed ACW and VDN

You can administer Timed ACW for all calls to a split/skill and/or to a VDN. Any completed calls to the split/skill or to the VDN, including direct agent calls, are followed by a timed ACW when the answering agent is in Auto-In work mode. If a VDN call routes to a split/skill, the Timed ACW interval for the VDN overrides the Timed ACW interval for the hunt group. VDN override applies to VDN-Timed ACW.

Cancelling Timed ACW

When an agent activates Auto-In or Manual-In mode during Timed ACW, the agent becomes available and timed ACW is cancelled. An agent can change to Manual-In mode before or during a call. The system cancels Timed ACW and applies ACW (not timed) mode when the call is released. The agent remains in ACW until he or she requests another mode. When the agent releases an ACD call, the ACW lamp (if provided) lights. At the end of the administered Timed ACW interval, the ACW lamp goes dark and the Auto-In lamp lights.

Timed ACW also is canceled when an agent presses the ACW button or dials the ACW FAC.

If an agent activates Auxiliary Work mode during Timed ACW, the agent is placed in that mode and Timed ACW is cancelled.

Agent request for supervisor assistance

To request assistance from the split supervisor, an agent, with or without an active ACD call, presses the Assist button or puts the call on hold and dials the Assist FAC plus the split number. The agent must be logged into the split. Assist generates 3-burst ringing at the supervisor's station. If a split supervisor is not assigned, the agent receives intercept tone.

Attendants should press the Start button before pressing the Assist button. This allows them to later transfer the call. This rings like a priority call at the supervisor's set.

When the agent presses the Assist button, the following happens:

1. If the agent is active on an ACD call, the ACD call is automatically placed on hold and a call is placed to the split supervisor. If the agent is not active on an ACD call, a call is automatically placed to the supervisor.
2. CMS or BCMS is notified of the request and the supervisor's display shows that the call is a request for assistance. This rings like a priority call at the supervisor's set.
3. The caller hears silence or music on hold.
4. After the agent has talked to the supervisor, the agent can drop the assist call and return to the ACD call, set up a conference call with the supervisor and the calling party, or transfer the call to the supervisor.

When the agent puts the call on hold and dials the Assist FAC plus the split number, the system handles the request as if the agent pressed the Assist button, except that the Assist call does not follow the supervisor's coverage path.

Stroke counts

Stroke counts allow you to record in CMS the number of times that a particular customer-related event occurs. For example, agents could press a button each time a customer requests information on a certain item.

Stroke counts are reported to CMS in real time. The system does not store stroke counts. Use stroke counts only when CMS is connected and you have defined ACD splits to be measured by CMS.

Stroke counts allow agents to record up to nine administrator-defined events on a per-call basis. You can assign 10 Stroke Count button types. Stroke Count 0 is reserved for tracking Audio Difficulty or poor transmission quality.

For troubleshooting purposes, CMS records the equipment location of the trunk that the agent was using when he or she pressed the Audio Difficulty button.

Make sure that agents are aware that pressing this does not improve audio transmission quality.

To enter a stroke count, an ACD agent presses a Stroke Count button while off-hook. The system validates that the agent is either active on an ACD call or in the ACW mode for an ACD split. If yes, the feature lamp lights steadily for two seconds to indicate activation and the stroke count is sent to CMS. If not, the feature lamp flutters and no message is sent.

Call work codes

Call work codes are up to 16-digit sequences that ACD agents enter to record such customer-related information as account codes, social security numbers, or phone numbers. You define the codes for your site. Codes that agents enter are sent to CMS for storage for splits measured by CMS and only when the link to the CMS is up. Agents must have multiappearance voice terminals (for example, CALLMASTER) to enter call work codes.

To enter call work codes, the agent must be off-hook and either:

- On an ACD call
- In ACW mode after disconnecting from a call while in Manual-In mode
- In Timed ACW after disconnecting from a call while in Auto-In mode
- In Auto-In mode and pending for ACW mode

The sequence of event is as follows:

1. The agent select Call Work Code (CWC) button.
2. The CWC lamp lights steadily and a C: prompt appears on the agent's display. The agent must wait for the ready indication before entering the call work code or the caller hears the touch-tone digits being dialed.
3. Agent enters up to 16 digits on the dial pad. The agent can press * to erase digits.
4. The agent presses # to send the code entry to CMS.
5. The Call Work Code lamp goes dark and the display returns to normal.
6. If the agent presses any feature button or hangs up during digit collection, the code entry is cancelled and data is sent to CMS. The CWC lamp goes dark and the display is cleared.

Call work codes may be used by as many as 100 agents simultaneously. If 100 agents are simultaneously using this function, and another agent attempts to enter a call work code, the agent receives a display message to try again later.

Forced entry of stroke counts and call work codes

You can administer a split so that agents must enter a stroke count and/or a call work code before becoming available for another call using Manual-In mode.

⇒ NOTE:

Multiappearance voice terminals or an attendant console are required for agents to enter stroke counts or call work codes.

To enter a stroke count and/or call work code, the agent must be on a call, or in ACW mode after releasing a call in Manual-In mode.

After releasing a call, the agent automatically enters ACW mode and cannot return to Manual-In mode until entering a stroke count or call work code. If the agent presses the Manual-In button or FAC before entering a stroke count or a call work code, the Manual-In lamp flutters or intercept tone is given.

Once the agent enters a stroke count or call work code and presses the Manual-In button or FAC, he or she returns to Manual-In mode and the Manual-In lamp lights.

Any of the agent's splits can have Forced Entry assigned. If the agent goes into Auxiliary Work mode in any split, the Forced Entry requirement for all other splits is removed.

Expanded technical information

Agent capacity and related limits

Agent Sizing adds an overriding capacity limit to the number of logged-in ACD agents. It can be used to limit the number of logged-in ACD agents to a number less than (or equal to) the maximum supported by the system configuration.

The logged-in ACD agents limit applies to ACD agents in traditional (or non-EAS) ACD splits or in Expert Agent Selection (EAS) skills. Auto-Available Split/Skill (AAS) agent ports are logged in and counted when they are first assigned, while the non-AAS agents are counted when they actually log in. Each logged-in agent is counted as a single agent independent of the number of splits or skills logged in to for the Logged-in ACD agents limit. AAS and non-AAS agents are counted towards this limit whether they are BCMS/CMS measured or not.

The agent sizing limit is administered by authorized Lucent Technologies personnel via the Logged-in ACD Agents option on the System-Parameters Customer-Options form. The maximum number of allowed logged-in ACD agents is set to correspond to the configuration you purchase.

For agent sizing, if you have agents working in shifts, you should purchase enough agent capacity to allow for a smooth shift change. If agents on a subsequent shift are logging in before agents in the previous shift have logged out, agents could be denied login because too many agents are currently logged in. Additionally, the non-ACD and/or non-agent (AAS/VRU) use of Hunt Group resources must be considered. Call Center managers need to be aware of their logged-in ACD agent and other related limits when adding agents to handle a

traffic peak or when planning a special campaign. Some of the resource utilization is displayed dynamically on the Display Capacities form.

Note that under certain configurations, the limit set in the Logged-In Agents field cannot be reached due to some other system limit being reached. In particular, note that the ECS R5r and later configurations with EAS only supports up to 500 agents logged in if each has the maximum 20 skills assigned due to the 10,000 Hunt Group member limit.

In addition to the logged-in ACD agents limit, the number of agents supported is dependent on the upper limits that the system platform supports. The following limits must also be considered.

- Maximum Hunt Group members
 - Non-ACD members include hunting groups with or without queues, Message Center Service groups, INTUITY/AUDIX groups and Remote AUDIX groups (see [“Hunt Group”](#) on page 5-158). Each line or port in a group is counted once when assigned.
 - ACD members (also called agent-split pairs or agent-skill pairs with EAS). For agents in multiple splits/skills, each combination (pair) is counted as a member (e.g., an EAS agent logged into 4 skills or a non-EAS agent assigned to 4 splits counts as 4 members). Non-EAS ACD members are counted when assigned (note that many more splits can be assigned to an agent than can be logged into but each agent-split pair is still counted towards the limit). EAS ACD members are counted when they log in.
- Hunt Group members per group — Count of non-ACD or ACD members within a group/split/skill. Counting is done as above for maximum Hunt Group members.
- Additional traditional ACD (non-EAS) agents limits:
 - Maximum logged-in agents system limit
 - Maximum splits an agent can log into
- Additional EAS limits:
 - ACD members (skill pairs) administered — Limits skill assignments to agents (each AAS port is counted as one skill pair)
 - Agent Login IDs Administered — Limits number of AAS ports and EAS agents that can be pre-assigned
 - Agent Login IDs Logged-In (staffed) system limit — Upper limit on the number of EAS agents (and AAS ports) that can be logged-in simultaneously
 - Skills per Agent — The maximum number of skills a particular agent can be assigned

- Call Management System (CMS) logged in ACD members (agent-split/skill pairs) limits assigned. Both a Lucent Technologies setup and customer-administered limit is assigned in CMS. These limits are related to the CMS memory/hardware configuration equipped and are passed over the link to the DEFINITY switch to reduce/set the externally measured logged-in ACD member component of the Hunt Group member limit to that supported by CMS.
- BCMS internally measured ACD agents system limit. Non-EAS ACD agents counted when assigned while EAS agents are counted when logged in.

When the maximum number of ACD agents are logged in or any of the other above limits are reached, an agent who attempts to log in hears reorder tone or is otherwise denied log in. Also with EAS, an agent logging in may not have all the assigned skills logged in if the ACD member limit is reached.

The administrator of a non-EAS system also can be blocked from adding agents to splits via the Hunt Group form or the administrator of an EAS system can be blocked from assigning additional Login IDs or skills to an agent via the Login ID form if the relevant system limits are reached.

Considerations

Release button

Agents using Automatic Answer are logged out of all splits when they disconnect from an ACD call by hanging up. Therefore, agents should use the Release button, if provided. This button is in addition to the fixed Release button on the attendant console.

Timed ACW

To prevent agents from canceling Timed ACW by pressing the Manual-In or ACW buttons, do not assign these buttons to the agents' voice terminals. Timed ACW cannot be assigned to AAS, adjunct-controlled, AUDIX, Remote AUDIX, or Message Center splits. In addition, VDN-Timed ACW does not apply to calls routed to a converse split by way of the *converse-on* vector command. Timed ACW assigned to a converse split hunt group applies.

BCMS and CentreVu CMS track Timed ACW as standard ACW work states. Time spent in Timed ACW is not specifically identified.

Nonvector-controlled splits

For nonvector-controlled splits, the last available agent in a split cannot enter Auxiliary Work mode if any calls remain in the split queue. (However, the agent can log out.)

When the last available agent tries to enter Auxiliary Work mode, the following occurs:

- The Auxiliary Work button flashes indicating the change is pending.
- New calls on the ACD split either receive busy tone or redirect to coverage. Calls in the queue continue to route to the last available agent until the queue is empty.
- At the last available voice terminal or console, the Auxiliary Work button lamp flashes until the queue is empty. The terminal then enters Auxiliary Work mode and the associated lamp lights steadily.

Agents logged into multiple splits

If an agent is logged into multiple splits, the agent may become unavailable for calls to one split because of activity at another split. For example, if an agent enters After Call Work mode for one split, the agent becomes unavailable for calls to other splits.

An agent should not log into a split while a call is on hold at his or her extension.

Agents with Automatic Answer

Agents who use Automatic Answer should use a headset. The agent hears zip tone through the headset and automatically connects to a call.

If either the incoming trunk group or the agent's extension is data-restricted, the agent does not hear zip tone. Therefore, do not assign data-restriction to a headset user's extension.

It is not recommended that you use Automatic Answer with a handset or speakerphone. The handset or speakerphone must be off-hook (handset lifted or speakerphone turned on) all the time for the agent to hear zip tone.

If automatic answer is assigned for all calls, when a non-ACD call arrives, non-ACD Auto-Answer agents hear Incoming Call ID tone, not ringing.

CALLMASTER terminals

Calls for CALLMASTER digital voice terminals and attendant stations are announced by double tones. The tones that are doubled are zip (Auto-Answer ACD agent calls) and Incoming Call ID (for End of VDN of Origin announcements and all other Auto-Answer calls). The user hears part of the first tone and all of the second tone.

Agents assigned to hunt-group and ACD calls

Do not use agents for hunt-group calls and ACD split calls simultaneously. Otherwise, all of the calls from one split (either ACD or hunt-group) are answered first.

The oldest call-waiting termination is supported only for agents who are servicing ACD calls only.

Interactions

- **Abbreviated Dialing**

Assign Abbreviated Dialing buttons to make agent login easier. You can program an Abbreviated Dialing button to dial access code, split number, and/or agent login ID. With DEFINITY switches (R4 or later) you can use Autodial feature buttons to assign log and logout feature buttons.

- **Auto-Available Split (AAS)**

An AAS cannot be administered for Timed ACW.

- **Bridging**

ACD split/skill calls are not bridged.

Station calls are bridged and agents are able to bridge onto them. If an agent bridges onto a call, the call is considered a non-ACD extension-in call. The agent is not available for an ACD call unless the agent is a member of a many-forced, one-forced, or one-per-skill MCH split/skill. The agent can put the call on hold and become available to receive ACD calls even in non-MCH splits/skills if only bridged appearances are active.

- **Call Coverage**

If an ACD call routes to an agent as a result of covering to a VDN (where the VDN is the last coverage point in the coverage path), Timed ACW applies as administered for the VDN or split/skill.

- **Call Forwarding**

If an ACD call routes to an agent after being call-forwarded to a VDN, Timed ACW applies as administered for the VDN or split/skill.

- **Call Pickup**

When an ACD agent answers a call via Call Pickup, the call is treated as an incoming non-ACD call. The agent can put the call on hold and become available for additional calls.

- **Call Work Codes**

The call work code 100-agent limit is shared with Reason Codes. Therefore, no more than 100 agents can simultaneously enter either a call work code or reason code.

- CallVisor ASAI Adjunct

If a split/skill hunt group has CallVisor ASAI as the controlling adjunct, you cannot administer Timed ACW for the split/skill. Additionally, if an ACD call is routed to an agent in an adjunct-controlled split/skill, the agent is not placed in Timed ACW when the call ends.

- CentreVu CMS

Timed ACW is reported on CMS reports in the same way as any other ACW. CMS gives exception notification only on ACW intervals that are longer than the defined threshold.

- Conference

If an agent receives an ACD call through a VDN and then conferences in other agents, the agents added to the call use the Timed ACW interval associated with the number dialed to conference them.

An ACD agent on conference with more than three parties may cause inaccurate CMS measurements.

- Expert Agent Selection

When EAS is active, all ACD hunt groups are assigned as vector-controlled skills. Agents log in using Logical Agent IDs. Skills can be preassigned to login IDs, however, assignment on the Login ID form does not actually assign a non-AAS login ID to the skills until the ID is logged in. When the login ID is logged in, each skill is counted as a hunt-group member towards the system hunt-group member limit, the per-group member limit, and each agent is counted as a logged-in ACD agent.

- Multiple Call Handling

If MCH calls are on hold at an agent's terminal and the agent completes a call that normally is followed by Timed ACW, the agent is not placed in ACW. If no MCH calls are on hold, but one is alerting at the station when the Timed ACW call completes, the agent is placed in ACW.

MCH affects when agents can enter different work modes and when calls are delivered to agents in Manual-In or Auto-In work modes. See "[Multiple Call Handling](#)" on page 9-104 for detailed information.

- Transfer

If an agent receives an ACD call through a VDN and then transfers the call to another agent, the second agent uses the Timed ACW interval assigned to the number that was dialed to transfer the call.

For an EAS agent, this is the Timed ACW interval associated with his or her Direct Agent skill. For an agent receiving a call transferred to a second VDN, this is the VDN Timed ACW interval of the second VDN. The agent who originally transferred the call uses the ACW associated with the VDN or split/skill that first received the call.

- VDN Override

If a VDN has VDN Override set to no and the vector routes a call to a second VDN, the first VDN's Timed ACW interval is used for Timed ACW. If VDN Override is set to yes, the second VDN's Timed ACW interval is used.

If no interval is set for the second VDN, no Timed ACW is associated with the call.

- Voice Response Integration

If an ACD call routes on a *converse* vector command, any VDN-Timed ACW associated with the call is ignored for agents in the converse split/skill. However, if the converse split/skill has an administered Timed ACW interval, the answering agent associated with the split/skill is placed in Timed ACW when *converse* vector command processing completes.

Auto-Available Split

Auto-Available Split (AAS) allows members of an ACD split to be in Auto-In work mode continuously. An agent in Auto-In work mode becomes available for another ACD call immediately after disconnecting from an ACD call.

Use AAS to bring ACD-split members back into Auto-In work mode after a system restart. Although not restricted to such, this feature is intended to be used for splits containing only nonhuman members — for example, recorders or voice-response units (VRUs).

How to administer AAS

Required forms

Form	Field	Page
Hunt Group	■ AAS	5-158
Agent LoginID (EAS only)	■ AAS	9-193

ACD must be set as a system option and the ACD field on the Hunt Group form must be set to **y**.

Detailed description

- Agent login with AAS

With AAS, ACD splits generally operate as usual. The major difference is in how work modes are handled.

For ACD splits with AAS, agents are automatically logged in under the following circumstances:

- Call Management System (CMS) completes an Agent Move request into an Auto-Available split.
- A maintenance-busied-out port, which is defined as an agent in an Auto-Available split, is released.
- The system reinitializes and requires agents to log in again.
- You administer a split on the Hunt Group form as AAS = y.
- You administer an agent into an existing AAS split.

Once an agent is logged into an Auto-Available split, it is immediately moved to the Auto-In work mode and subsequent requests to change out of that mode are denied.

- Agent logout with AAS

For ACD splits with AAS, agents are automatically logged out under the following circumstances:

- CMS completes an Agent Move request out of an Auto-Available split.
- The Auto-Available agent's port is unavailable because maintenance is being performed.
- You administer a split as AAS = n.
- You remove an agent from an existing AAS split.
- Redirection on No Answer (RONA) redirects a call that the agent has not answered after an administered number of rings.

Considerations

- AAS is intended primarily for non-BX.25 and non-ASAI PBX adjuncts such as Conversant VIS, that require extra help in getting PBX ports back online after a restart. AUDIX is incompatible with AAS because it uses BX.25 messages to automatically activate its ACD agent ports after a PBX restart.
- Because AAS is intended for nonhuman agents, do not administer an Auto-Answer terminal as a member of an AAS.
- AAS is not intended for any agent port hardware that can change its work mode state since a request to move to any state other than AUTO-IN is denied; however, administration of such terminals is not blocked.

Interactions

- Auto-Answer

Do not administer an Auto-Answer terminal as a member of an AAS.

Auto-Answer was originally implemented for human agents. Currently, if a nonanalog terminal is administered as Auto-Answer and that terminal is logged into a split, when the terminal goes on-hook, the terminal is logged out.

Agents at analog terminals defined as Auto-Answer who are logged into a split must dial a log-out FAC to log out. If a terminal is a member of an AAS, a log-out FAC is denied. To log the agent out, you must either remove the terminal from the split when it is not active on a call or busy-out the terminal.

If an agent in an AAS with an Auto-Answer terminal goes off-hook, his or her terminal is logged into any Auto-Available splits of which it is a member. To log out of the AAS splits, the agent goes on-hook, is placed in AUX work mode, and then presses the RELEASE button on nonanalog

sets or disconnects on analog sets. Because agents are not placed immediately in Auto-In work mode, they may place personal or emergency calls rather than answering ACD calls that may be in queue.

- CMS

For each agent, AAS notifies CMS of any login, logout, or change into the Auto-In work mode. In a non-EAS environment, an AAS agent is identified to CMS with a login ID equivalent to the agent's administered extension. With EAS, the AAS login ID and port are assigned on the Login ID form.

With CMS Move Agent, you can move a member from one AAS split to another while that member is logged in.

Automatic Call Distribution

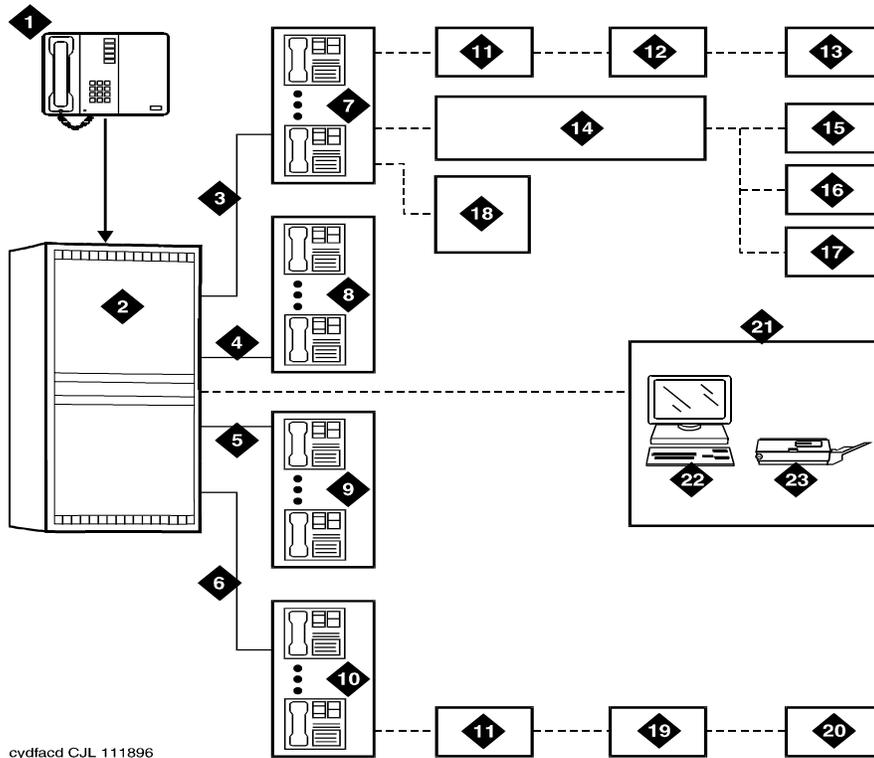
Automatic Call Distribution (ACD) allows incoming calls to connect automatically to specific splits. An ACD split is simply a hunt group that is designed to receive a high volume of similar calls. Calls to a specific split are automatically distributed among the agents, or hunt group members, assigned to that split. Calls queue to the split until an agent is available.

An ACD agent can be a voice-terminal extension, individual attendant extension, or, in an Expert Agent Selection (EAS) environment, an agent login ID. An agent can be logged into multiple splits. However, in a non-EAS environment, agents can be logged into only one split if that split is administered for Multiple Call Handling (MCH).

You can assign a supervisor to each split. The split supervisor can listen in on agent calls, monitor the split queue status, and assist agents on ACD calls. Although split supervisors can assist agents on ACD calls, the supervisors do not normally receive ACD calls unless they are also members of the split.

If you have Call Management System (CMS) or Basic Call Management System (BCMS), you can measure and create reports on the status of ACD agents, splits, and trunks. See [“Agent Call Handling” on page 9-7](#) and [“Call Management System” on page 9-58](#) or [“Basic Call Management System” on page 9-40](#) before setting up your ACD splits. See [“Agent Call Handling” on page 9-7](#) for detail on administering agent functions and operations.

[Figure 9-26](#) shows an a typical ACD arrangement.



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Figure Notes

- | | |
|---------------------------------------------|----------------------------------------------|
| 1. Incoming calls | 13. Announcement 2 |
| 2. ACD switch | 14. Intraflow (Call Coverage) |
| 3. Trunk group 1 | 15. Split 2 Personal Travel (3rd choice) |
| 4. Trunk group 2 | 16. Split 3 Group Travel (2nd choice) |
| 5. Trunk group 3 | 17. Split 4 General Information (1st choice) |
| 6. Trunk group 4 | 18. Supervisor (with Service Observing) |
| 7. Split 1 Business Travel (10 agents) | 19. Announcement |
| 8. Split 2 Personal Travel (8 agents) | 20. Disconnect |
| 9. Split 3 Group Travel (5 agents) | 21. Call Management System (CMS) |
| 10. Split 4 General Information (15 agents) | 22. Terminal |
| 11. Queues | 23. Printer |
| 12. Announcement 1 | |

Figure 9-1. Typical ACD Arrangement

How to administer ACD

Required forms

Form	Field	Page
Trunk Groups	<ul style="list-style-type: none"> ■ Incoming Destination 	<u>7-115</u>
CO		
FX		
Tie		
WATS		
Class of Restriction	<ul style="list-style-type: none"> ■ Can Be Service Observer? (optional) ■ Can Be Service Observed? (optional) 	<u>5-72</u>
Attendant Console	<ul style="list-style-type: none"> ■ Headset, Auto Answer 	<u>5-35</u>
Station	<ul style="list-style-type: none"> ■ Headset, Auto Answer ■ Button Assignments - Work-Mode, Queue Status, Call Info 	<u>6-28</u>
Hunt Group	<ul style="list-style-type: none"> ■ All 	<u>5-158</u>
Feature-Related System-Parameters	<ul style="list-style-type: none"> ■ Service Observing (optional) <ul style="list-style-type: none"> — Service Observing Warning Tone — Service Observing by FAC ■ Most Idle Agent <ul style="list-style-type: none"> — MIA Across Splits or Skills — ACW Agents on MIA List ■ Call Management System <ul style="list-style-type: none"> — ACD Login Identification Length 	<u>5-123</u>
Feature Access Code (FAC)	<ul style="list-style-type: none"> ■ Automatic Call Distribution page ■ Announcement Access Code ■ Service Observing Listen Only or Listen/Talk Access Code (optional) 	<u>5-113</u>
Announcements/Audio Sources	<ul style="list-style-type: none"> ■ All 	<u>5-26</u>

- Trunk Group forms — In the Group Number field, assign consecutive Group Numbers to trunk groups when you are using two or more trunk groups to support ACD applications.
- Hunt Group form — When the ACD field is set to y, complete the fields that apply. In the AAS field, enter **y** to enable Auto-Available Split. See “Auto-Available Split” on page 9-22 for more information.

Detailed description

You can administer an ACD split to use one of three methods to select an available agent:

- Direct Department Calling
- Uniform Call Distribution
- Expert Agent Distribution

Direct Department Calling

If you administer a split for Direct Department Calling (DDC), an incoming call is routed to the first available agent extension in the administered sequence. If the agent is not available, the call routes to the next available agent, and so on. Incoming calls are always routed to the first agent in the sequence, so calls are not evenly distributed among agents. DDC is not available with EAS.

Uniform Call Distribution

Uniform Call Distribution (UCD) uses the Most-Idle Agent (MIA) algorithm to route calls. The MIA algorithm creates a queue of agents who are available to receive calls. An incoming call is routed to the agent who has waited the longest time in the queue. When an agent receives a call, the agent is removed from the queue for the split/skill to which the call was delivered. If MIA Across Splits/Skills is active, the agent is also removed from all other agent queues. Otherwise, the agent remains in the MIA queue for any other splits/skills that he or she is logged into.

The agent is returned to the agent queue (or queues if MIA Across Splits/Skills is active), based on how you administer the following:

- If forced Multiple Call Handling applies, the agent is placed in the queue when the call stops alerting.
- If ACW Agents on MIA List is enabled, the agent is queued when the call completes.
- If ACW Agents on MIA List is disabled, the agent is queued when ACW completes.

UCD distributes calls evenly among agents logged in to a particular split/skill. UCD with MIA Across Splits/Skills distributes calls evenly among agents logged into the same splits/skills.

Expert Agent Distribution

Expert Agent Distribution (EAD) is available only with Expert Agent Selection (EAS). EAD also uses the MIA algorithm to route calls but maintains a queue of idle agents by agent skill level.

When you are using EAS Preference Handling Distribution (EAS-PHD), the agent can enter the MIA queue at one of 16 levels. The lower the level, the higher the level of expertise; so an agent with skill level 1 is the most qualified to answer a call to that skill. Without EAS-PHD, agents enter the MIA queue as either level 1 or level 2 agents.

When agents with a lower skill level become idle, they enter the MIA queue in front of agents with a higher skill level. See [“Expert Agent Selection” on page 9-72](#) for more information about EAS Call Distribution.

Queuing and announcements

You create a queue for an ACD split by setting Queue to **y** on the Hunt Group form. When all agents are active on calls or in After-Call Work mode, the queue allows incoming calls to wait for an idle agent. The next available agent is automatically connected to the call in the split queue.

For non-vector-controlled splits, calls do not queue to splits in these cases:

- No agents are logged in
- All logged-in agents are in Auxiliary Work mode
- No queue slots are available

The caller gets a busy signal (or busy coverage, if administered) unless a call comes in via an automatic-in central office (CO) facility. In this case, the caller hears ringback from the CO and the system continues trying to place the call in the queue.

You can assign two announcements to each split and administer a second announcement to repeat. When an incoming call is directed to an ACD split, the call is either directed to an agent or is automatically connected to the first announcement. See [“Announcement rules” on page 9-32](#) in this section for information on how announcements are affected by call forwarding and call coverage.

First announcement

After a call enters a split queue, the caller hears ringing and the first announcement delay interval begins. If an agent becomes available during the first announcement delay interval, the call is connected to the agent. Otherwise, the interval expires and the system tries to connect the incoming call to the first announcement, with one of the following results:

- If the first announcement is available, the caller hears ringing, then the first announcement.
- If the announcement is busy and has no queue, the caller hears ringing and the first announcement delay interval is reset. The system tries to access the announcement again when the interval expires.
- If the announcement is busy and has a queue, then:
 - If the queue is full, the caller hears ringing and the first announcement delay interval is reset. The system tries to access the announcement again when the interval expires.
 - If the queue is not full, the call enters the announcement queue and the caller hears ringing, then the first announcement. The system then tries to connect the call to an agent.
- If the announcement is not busy, but is still unavailable, the second-announcement delay interval begins and the system attempts to connect the call to the second announcement.

If there is no first or second announcement, the call remains in queue until answered or removed from the queue.

Forced first announcement

The first-announcement delay interval defines how long a call remains in queue before the call is connected to the first announcement. If this interval is 0 seconds, the incoming call is automatically connected to the first announcement. This is a forced first announcement — the call is not routed to an agent until after the caller hears the first announcement.

With a forced first announcement, the following occurs:

- If a first announcement is available, the caller hears ringing and then the first announcement. The system then tries to connect the call to an agent.
- If the announcement is busy and has no queue, the system waits 10 seconds and then tries to access the announcement.
- If the announcement is busy and has a queue, then:
 - If the queue is full, the system waits 10 seconds, then tries to access the announcement.
 - If the queue is not full, the call enters the announcement queue and the caller hears ringing, then the first announcement. The system then tries to connect the call to an agent.
- If the announcement is not busy but is still unavailable (for example, it may have been deleted), then the system tries to connect the call to an agent.

After a forced first announcement, the caller always hears ringback (or music-on-hold, if administered) until the call is answered or is connected to a second delay announcement. After a first or second delay announcement, the caller hears music-on-hold, if administered.

Second announcement

After the first announcement, the second-announcement delay interval begins and the caller hears ringing (if there is no forced first announcement), or music, if provided. If an agent becomes available during the interval, the call is connected. Otherwise, the interval expires and the system tries to connect the incoming call to the second announcement, resulting in one of the following:

- If the second announcement is available, the caller hears ringing or music, then the second announcement.
- If the announcement is busy and has no queue, the caller hears ringing and the second-announcement delay interval is reset. The system tries to access the announcement again when the interval expires.
- If the announcement is busy and has a queue, then:
 - If the queue is full, the caller hears ringing (only if the first announcement has not been heard) and the second-announcement delay interval is reset. The system tries to access the announcement again when the interval expires.
 - If the queue is not full, the call enters the announcement queue and the caller hears ringing (only if the first announcement has not been heard), then the second announcement. The system then connects the call to an agent.
- If the announcement is not busy but is still unavailable, the call remains in queue until answered or removed from the queue.

After the second announcement, the caller hears music, if provided, or silence and then:

- If you administered the split to repeat the second announcement, the system tries to connect the call to the second announcement after the delay expires.
- If you administered the split not to repeat the second announcement, the call remains in the queue until answered or removed from the queue.

Forced disconnect

You can connect an incoming call directly to an announcement and then disconnect the call after the announcement has completed in one of two ways:

- Administer an announcement extension as the incoming destination. The caller is directed to the announcement and is disconnected, without being queued for a split.
- Administer an announcement extension as a point in a split's coverage path. Calls that have been in the queue for a long time are forced to go directly to the announcement and are disconnected.

Announcement rules

The following rules govern announcements a caller hears:

- Calls that reach a split directly always hear a forced first announcement, if assigned, regardless of subsequent call coverage, call forwarding, night service, or busy signal processing. If these calls queue long enough, they hear first and second announcements.
- Calls that reach a split via call coverage receive a second announcement only, if administered. The assumption is that a caller has likely heard a first announcement at the original split or station before being redirected.
- Calls that reach a split via call forwarding receive first and second announcements at the destination split, if administered. These calls can receive a forced first announcement at the original split, if administered, but not at the split they are forwarded to.

Entering the queue

When a forced first announcement is not assigned, the system tries to connect an incoming call to an available agent. If an agent is available, the call is connected to the agent. If all agents are active (either on an ACD call or in ACW mode), the call enters the split queue.

If no queue is assigned, or if no queue slots are available and the incoming facility is a CO trunk, the caller hears ringing. The system continues trying to queue the call until a queue slot becomes available, or until the call is abandoned or an agent becomes available. When you have administered Intraflow and Interflow with Call Coverage and Call Forwarding All Calls, the caller hears a busy tone or the call is redirected in any of these cases:

- No split queue is assigned.
- The queue is full.
- No agents are logged in.
- All logged-in agents are in AUX work mode, and the incoming facility is a digit-oriented facility (digits are sent to the PBX as in DID, incoming wink, or immediate tie trunks)

NOTE:

Central office trunk (non-DID) calls receive ringback from the CO, so the PBX cannot give these callers a busy signal. The system tries to put such calls into queue until successful or until the call is abandoned.

Priority queuing

Priority queuing allows priority calls to be queued ahead of calls with normal priority. You can implement priority queuing in two ways:

- Assign Priority Queuing to a calling party's Class of Restriction (COR).
- Assign Priority on Intraflow to an ACD split. This allows calls from the split, when intraflowed into another split, to be queued ahead of nonpriority calls. For more information, see [“Information Forwarding” on page 9-89](#).

Queue status indications

You can assign queue status indications on agents' or supervisors' terminals or consoles for ACD calls in queue. For more information, see [“Queue Status Indications” on page 9-110](#).

Direct Agent Calling

NOTE:

Direct Agent Calling requires CallVisor Adjunct-Switch Application Interface (ASAI) or EAS. Both originating and called party Class of Restrictions (CORs) must be set to allow Direct Agent Dialing. See [“Expert Agent Selection” on page 9-72](#) for information on Direct Agent Announcements.

Direct Agent Calling (DAC) causes a call to a particular ACD agent to be treated as an ACD call. Agents can enter After Call Work mode for direct agent calls and CMS and BCMS correctly measure these calls as ACD calls.

If an agent is available to answer an ACD call, the direct agent call is delivered to the agent. An agent in Automatic Answer mode hears a zip tone.

An agent with a multifunction voice terminal or who is on-hook and not available to answer an ACD call hears a ring-ping. An agent with a single-line voice terminal and who is off-hook and not available hears the call-waiting tone, even when Call Waiting Termination is not assigned. The ring-ping or call waiting tone is given only once per call when the direct-agent call is queued. The lit work mode button lamp for the split on the agent's voice terminal flashes, indicating that a direct agent call is waiting. Flashing starts when the call queues and stops when all direct agent calls are removed from the queue (that is, they are answered, abandoned, or sent to coverage).

While on a direct-agent call, the agent becomes unavailable for subsequent ACD calls. If the agent logs off by unplugging the headset, he or she can still answer a direct-agent call in the queue by logging back in and becoming available. Agents who have direct-agent calls waiting are not allowed to log off using a FAC. If the agent is in Manual In mode or pushes the After Call Work (ACW) button while on a direct-agent call, the agent goes to ACW mode.

Generally, direct-agent calls are queued and served in first-in, first-out order before other calls, including priority calls. However, if you administer a skill level for Call Handling Preference, direct-agent calls must be assigned the highest priority for them to be delivered before other ACD calls. Otherwise, calls with a higher skill level are distributed before direct-agent calls.

Note that you can use Multiple Call Handling (MCH) to allow agents to answer a direct agent call with another ACD call active.

Direct-agent calls follow the receiving agent's coverage and call forwarding paths, if these features are administered. Once a call goes to coverage or is forwarded, the call is no longer treated as a direct-agent call, and CMS is informed that the call has been forwarded.

Considerations

Maximum Number of Agents

If an agent is assigned to more than one split, each assignment applies to the maximum number of agents. When computing the number of agents measured by BCMS, count one agent as one agent regardless of the number of splits that the agent will be logged into. For CMS sizing, count one agent for each agent in each split measured by CMS; one agent logged into three splits counts as three agents.

Using the Number of Agents System Capacity screen, you can view the Used, Available, and System Limit counts.

MIA Across Splits/Skills

MIA Across Splits/Skills distributes calls more equally to agents with multiple splits or skills. When agents handle a call for one split or skill, they go to the back of all their idle agent lists.

With MIA Across Splits/Skills, agents may not receive calls from all of their splits/skills. If, for example, split 20 has a very short average agent idle time and split 22 has a very long average agent idle time, agents with both of these skills may never become the most-idle for skill 22 because they continuously take calls for split 20.

Announcements

Announcements can be analog, aux trunk, DS1, or integrated. Integrated announcements use the 16-channel announcement board and queuing is based on whether one of the 16 channels is available. When a channel becomes available, any announcements on the board can be accessed, including the announcement already being played. A caller may be in queue for an announcement because a channel is not available, even though that

announcement is not being used. The maximum queue length for all digital announcements is shown in the Capacities Table in the *DEFINITY Enterprise Communications Server Release 6 System Description Pocket Reference*. Queues for analog and aux trunk announcements are on a per-announcement basis. You can also install multiple Integrated Announcement boards to allow for more announcements.

If a delay announcement is used, answer supervision is sent to the distant office when the caller is connected to the announcement. Charging for the call, if applicable, begins when answer supervision is returned.

Storing and retrieving messages

Leave Word Calling messages can be stored for an ACD split and retrieved by a split member, a covering user of the split, or a system-wide message retriever. The message retriever must have a voice terminal display and proper authorization. You can also assign a remote Automatic Message Waiting lamp to a split agent's terminal to indicate when a message has been stored for the split.

Class of Restriction

Each ACD split and each individual agent is assigned a COR. You can use Miscellaneous Restrictions to prohibit selected users from accessing certain splits. You can use Miscellaneous Restrictions or restrictions assigned through the COR to prevent agents from being accessed individually. Unless you administer such restrictions, each agent can be accessed individually as well as through the split.

An agent with origination and termination restriction can receive ACD calls and use the assist function. A terminal in a COR with termination restriction can receive ACD calls.

If you are using Service Observing, administer a COR for observers and agents being observed.

Trunk groups and ACD splits

- If you assign an ACD split extension as the incoming destination of a trunk group and that split's extension is later changed, you must also change the trunk group's incoming destination to a valid extension.
- Calls incoming on a non-DID trunk group can route to an ACD split instead of to an attendant. Calls incoming on any non-DID trunk group can have only one primary destination; therefore, the trunk group must be dedicated to the ACD split or a VDN.

- For MEGACOM 800 Service with DNIS over a wink/wink-tie trunk, if all agents are logged out or in AUX work mode, incoming MEGACOM calls receive a busy signal if no coverage path is provided (unlike other automatic-in trunk groups, which receive ringback from the central office).
- CO switches usually drop calls that remain unanswered after two to three minutes. Therefore, if an incoming CO call queues to a split without hearing an announcement or music, and the caller hears CO ringback for two to three minutes, the CO drops the call.

Agent considerations

- Agents should not be used for hunt group calls and ACD split calls simultaneously. Otherwise, all calls from one split (either ACD or hunt group) are answered first. For example, if ACD calls are answered first, none of the hunt-group calls are answered until all of the ACD calls are answered.
- Agents with multiappearance voice terminals can receive only one ACD call at a time unless Multiple Call Handling is active. Without MCH, a voice terminal is available for an ACD call only if all call appearances are idle. The agent may, however, receive non-ACD calls while active on an ACD call.

Vector-controlled splits

- You can enhance ACD by using Call Prompting, Call Vectoring and Expert Agent Selection. For detailed information on vector-controlled splits, see the *DEFINITY Enterprise Communications Server Call Vectoring/EAS Guide*. Vector-controlled splits/skills should not be called directly via the split/skill extension (instead of via a VDN mapped to a vector that terminates the call to a vector controlled split/skill). However, if split/skill extensions are called, the calls do not receive any announcements, are not forwarded or redirected to coverage, and do no intraflow/interflow to another hunt group.
- The oldest-call-waiting termination, which is available with Call Vectoring, is supported for agents who are servicing ACD calls only.

Changing hunt groups from ACD to non-ACD

Before you change a hunt group from ACD to non-ACD, all agents in that hunt group must be logged out. When you change a hunt group from ACD to non-ACD, the system places all agents in that hunt group in busy state. If any voice terminals in the hunt group have an Auxiliary Work button, the button lamp lights. To become available for calls, the agent presses the Auxiliary Work button or dials the Hunt Group Busy Deactivation FAC followed by the hunt-group number.

Interactions

- **Attendant Call Waiting**

An attendant can originate or extend a call to an ACD split. Attendant Call Waiting cannot be used on such calls. However, such calls can enter the split queue.

- **Attendant Intrusion**

Attendant Intrusion does not work with ACD split extensions because an ACD extension has many agent extensions. It is not possible to determine which agent extension to intrude upon.

- **Automatic Callback**

Automatic Callback calls cannot be activated toward an ACD split.

- **Call Coverage**

Calls can redirect to or from an ACD split. A vector-controlled split cannot be assigned a coverage path.

For a call to an ACD split to be redirected to call coverage on the Busy coverage criterion, one of the following conditions must exist:

- All agents in the split are active on at least one call appearance and the queue, if there is one, is full.
- No agents are logged in.
- All agents are in Auxiliary Work mode.

If the queue is not full, a call enters the queue when at least one agent is on an ACD call or in ACW mode. Queued calls remain in queue until the Coverage Don't Answer Interval expires before redirecting to coverage. If any split agent becomes available, the call is directed to the agent.

Calls that redirect on the Don't Answer coverage criterion are reported to BCMS/CMS as intraflowed calls.

If a call is queued for an ACD split and redirects via Call Coverage directly to an announcement, the call is dropped after the announcement.

Calls to a split that are directed to an agent's voice terminal do not follow the agent's call coverage path. If an agent activates Send All Calls it does not affect the distribution of ACD calls. An ACD split call directed to an agent's station follows the split's call coverage path, once the agent's Don't Answer interval is met.

- **Call Forwarding All Calls**

Call Forwarding All Calls activated for an individual extension does not affect the extension's ACD functions.

When activated for the split extension, calls directed to the split are forwarded from the split. Calls receive no announcements associated with that split (other than a forced first announcement, if administered). The

system reports to BCMS or CMS that calls are queued on the split. The system reports to CMS when the call is removed from the queue and forwarded.

Calls can be forwarded to an off-premises destination to activate Intraflow and Interflow. See "[Information Forwarding](#)" on page 9-89 in this book for more information.

- Data Call Setup

Voice-terminal or data-terminal dialing can be used on calls to or from a member of an ACD split.

- Data Restriction

If the trunk group used for an ACD call has data restriction activated, agents with Automatic Answer activated do not hear the usual zip tone.

- DCS

CMS cannot measure ACD splits on a DCS network as if they were one switch. Agents for a split must be all on the same switch. If a call to an ACD split is forwarded to a split at another DCS node, the caller does not hear the forced first announcement at the second split.

If an ACD split is in night service, with a split at second DCS node as the night service destination, a call to the first split is connected to the second split's first forced announcement.

- Dial Intercom

An agent with origination and termination restriction can receive ACD calls and can make and receive dial intercom calls.

- Hold

If an agent puts an ACD call on hold, information is reported to the CMS via Personal Call Tracking. CMS records the amount of time the agent actually talks on the call.

- Individual Attendant Access

Individual attendant extensions can be assigned to ACD splits. Unlike voice-terminal users, individual attendants can answer ACD calls as long as there is an idle call appearance and no other ACD call is on the console.

- Internal Automatic Answer (IAA)

Internal calls directed to an ACD split are eligible for IAA. You cannot administer IAA and ACD Automatic Answer simultaneously on the same station.

- Intraflow and Interflow

Intraflow and Interflow, when used with Call Forwarding All Calls or Call Coverage, allows splits to be redirected to other destinations on and outside the system. For more information, see "[Information Forwarding](#)" on page 9-89.

- Multiappearance Preselection and Preference
All assigned call appearances must be idle before an ACD call is directed to a voice terminal.
- Night Service – Hunt Group
When Hunt Group Night Service is activated for a split and the night-service destination is a hunt group, a caller hears the first forced announcement at the original split. The call is redirected to the night-service destination hunt group. If all agents in the hunt group are busy, the caller hears whatever you have assigned.
- Terminating Extension Group
A TEG cannot be a member of an ACD split.
- Transfer
Calls cannot be transferred to a busy split. The transfer fails and the agent transferring the call is re-connected to the call. If an agent presses the Transfer button, dials the hunt-group extension number, and then disconnects while the split is busy, the call is disconnected.
- Voice Terminal Display
For calls dialed directly to an ACD split extension, the identity of both the calling party and ACD split are shown on the voice terminal display.

Basic Call Management System

Basic Call Management System (BCMS) provides real-time and historical reports to assist you in managing agents, ACD splits (hunt groups), VDNs, and trunk groups. You can display BCMS reports on the Management Terminal or print them on the printer associated with the Management Terminal. In addition, you can schedule historical reports to print on the system printer.

BCMS provides the following reports:

- Real Time Reports
 - Split Status
 - System Status
 - VDN Status
- Historical Reports
 - Agent
 - Agent Summary
 - Split
 - Split Summary
 - Trunk Group
 - Trunk Group Summary
 - VDN
 - VDN Summary

For a detailed description of BCMS and the reports it provides, see *DEFINITY Enterprise Communications Server Release 6 Basic Call Management System (BCMS) Operations*.

How to administer BCMS

Required forms

Form	Field	Page
System Parameters Customer-Options	■ BCMS	5-277
	■ BCMS Service Level	
	■ ACD	
	■ BCMS/VuStats Login ID	
Agent LoginID	■ When BCMS is being used with EAS, complete all fields for each agent	9-193
BCMS/VuStats Login ID	■ When BCMS is being used without EAS, enter a Login ID and Name for each agent.	9-200
Feature-Related System Parameters	■ BCMS Parameters	5-123
	■ BCMS/VuStats Measurement Interval	
	■ ACD Login Identification Length	
	■ BCMS/VuStats Abandoned Call Timer	
	■ System Printer Extension	
	■ Lines Per Page	
Hunt Groups	■ Measured	5-158
	■ Acceptable Service Level	
Trunk Groups	■ Measured	7-115
Vector Directory Number (VDN)	■ Measured	9-214
	■ Acceptable Service Level	

All agents should log off before any changes are made to the BCMS/VuStats Login ID form.

Measurements can be turned off for a split while agents are logged in, but agents must be logged off to start measurements for a split.

Interactions

For information about how BCMS records redirected and conferenced calls, see *DEFINITY Enterprise Communications Server Basic Call Management System (BCMS) Operations*.

- Move Agents From CMS

If agents are moved from one split to another split by the CMS adjunct, measurements are stopped for the agent's "from" split and started for the agent's "to" split.

If the adjunct CMS attempts to move an agent that is not being measured by BCMS into a split that is being measured by BCMS, and the move would exceed the maximum number of measured agents, the switch rejects the move. Otherwise, internal BCMS measurements are started for the agent. If the adjunct CMS moves an agent from a split that is measured by BCMS to a split that is not BCMS-measured, internal measurements for the agent stop.

- Night Service

When night service is activated for a split, new calls go to the alternate destination. BCMS does not record these calls as OUTFLOW. If the destination is a measured split, BCMS treats the calls as new incoming calls (that is, BCMS does not record them as INFLOW).

- System Measurements

The system can produce BCMS reports, adjunct CMS reports, and switch traffic measurements simultaneously.

BCMS measurements are not determined in the same way as trunk group and hunt group measurements although some of the information is similar. Therefore, the two reports may represent data differently.

Table 9-2. System Capacity

	R6vs/csi/si	R6r
Maximum agents displays by Monitor BCMS Split command	100 ¹	100 ¹
Maximum BCMS terminals	3	4
Maximum active maintenance commands for system	1	5
Maximum BCMS terminals in monitor mode at same time ²	1	3



1. The Monitor Split command will only display status for the first 100 agents logged into the split regardless of how many additional agents log in to the split.

2. BCMS monitoring, being a maintenance command, is limited by the active maintenance commands limit, reduced by 2 in the "r" system configuration (since 2 active command slots are reserved for the INADs and SAT logins respectively).
-

Best Service Routing™

Best Service Routing™ (BSR) allows DEFINITY® ECS to compare specified splits or skills, identify the split or skill that will provide the best service to a call, and deliver the call to that resource. If no agents are currently available in that split or skill, the call is queued. To respond to changing conditions and operate more efficiently, BSR monitors the status of the specified resources and adjusts call processing and routing as appropriate.

BSR is available in single and multi-site versions. Single-site BSR compares splits or skills on the DEFINITY ECS where it resides to find the best resource to service a call. Multi-site BSR extends this capability across a network of DEFINITY switches, comparing local splits or skills, remote splits or skills, or both, and routing calls to the resource that will provide the best service.

Best Service Routing is summarized in this chapter. For complete information on how to get the most from BSR, see Chapter 9, “Best Service Routing” in the *DEFINITY® ECS Release 6 Call Vectoring/Expert Agent Selection (EAS)* manual.

Benefits of Best Service Routing

Both single- and multi-site BSR intelligently compare specific resources to find the one that can best service a call. In addition, multi-site BSR allows you to integrate a network of call centers for better load balancing and optimal agent utilization. Depending on your specific application, BSR can yield a variety of other benefits as shown below.

Table 9-3. Best Service Routing benefits

You can benefit by...	As a result of...
Improved customer satisfaction	<ul style="list-style-type: none"> <li data-bbox="617 1239 1185 1302">■ Lower average speed of answer (ASA), thus more calls handled¹ <li data-bbox="617 1323 1185 1407">■ Greater probability that expert agents will be available for a specific call type (for centers with Expert Agent Selection) <li data-bbox="617 1428 1185 1570">■ Lower abandonment rate By balancing the load between locations in a network, BSR reduces extremes in wait times between the locations.

Continued on next page

Table 9-3. Best Service Routing benefits — Continued

You can benefit by...	As a result of...
Increased revenue	<ul style="list-style-type: none"> ■ Lower average speed of answer (ASA), thus more calls handled ■ Lower abandonment rate ■ Lower network cost ■ Greater probability that high-revenue generating agents will be available for a specific call type (for centers with Expert Agent Selection)
Improved productivity	<ul style="list-style-type: none"> ■ Increased agent occupancy rates Improve your service without adding staff, or reduce staff while maintaining your current level of service. ■ Faster delivery of interflowed calls Agents at one location in a network are less likely to sit idle while calls wait in queue at another location.
Increased operating flexibility, easier staffing and scheduling	<ul style="list-style-type: none"> ■ Larger pool of agents available to take calls in a split or skill Spikes in call volume at a single call center can be distributed across all centers. Temporarily understaffed centers can be supported by the other centers in the network.
Improved service levels	<ul style="list-style-type: none"> ■ Lower average speed of answer (ASA), thus more calls handled
Increased performance	<ul style="list-style-type: none"> ■ Less messaging and processing required per call
Operating separate sites as an integrated “virtual call center”	<ul style="list-style-type: none"> ■ DEFINITY ECS’s ability to compare resources and queue a call to the best one ■ DEFINITY ECS’s enhanced information forwarding capabilities

1. A location’s ASA may be low because the location is underutilized and agents are frequently sitting idle. When BSR is implemented at such a location, ASA may rise because of the rise in incoming call volume.

Before you Start

For single-site BSR applications, your switch must meet the requirements shown below (except for LAI). To use multi-site BSR applications, both the switches involved and the network connecting them must meet all the requirements described in this section.

CAUTION:

To ensure your network meets the requirements for BSR support presented below, contact your Account Executive about BSR network certification.

Switch requirements

Your switch has to meet *all* of the requirements shown below to support Best Service Routing. Check the settings shown below before you try to use BSR.

Table 9-4. Requirements to use Best Service Routing

Form	Page	Field	Must be set to...
Software Version	1	Memory Resident	G3V6i.03 or G3V6r.03
System-Parameters Customer-Options ¹	1	G3 Version	V6 or higher
	2	ISDN-BRI Trunks?	Y
		ISDN-PRI Trunks?	Y
	3	Vectoring (G3V4 Advanced Routing)	Y
		Vectoring (Best Service Routing)	Y
Lookahead Interflow (LAI) ²		Y	
Feature-Related System Parameters	8	Adjunct CMS Release	R3V6 or higher, or left blank

1. ISDN connectivity is only necessary if you want to use multi-site BSR. One or both of these fields must be set to "Y." Multi-site BSR operates over both BRI and PRI trunks.
2. Lookahead Interflow is only necessary if you want to use multi-site BSR. For status poll and interflow calls used in multi-site BSR applications, set up trunks as you would for LAI. See [Chapter 9, "Look-Ahead Interflow"](#), for more information. Information Forwarding is not required for polling calls

 **NOTE:**

If you begin using BSR and then decide to turn it off, you will not be able to set Vectoring (Best Service Routing) to “N” until you remove all BSR commands from vectors.

Network requirements

To support BSR, networks must meet both the criteria for LAI call control operation over switched networks (see [“Look-Ahead Interflow” on page 9-98](#)) and the following criteria:

- The network must support end-to-end transport of codeset 0 user data, either as a User-to-User Information Element (UUI IE) or by QSIG Manufacturer Specific Information (MSI IE), in the ISDN SETUP and DISCONNECT messages. (For more information, see [“Information Forwarding” on page 9-89](#).)

Private networks can be configured for either QSIG (transport via MSI packaged in a codeset 0 Facility IE) or non-QSIG (transport via a codeset 0 UUI IE). Currently, public networks do not support QSIG and user data can only be transported via the UUI IE when supported by the network. Future public network offerings may support QSIG, possibly by Virtual Private Network.

- DEFINITY ECS must support the ISDN country protocol.
- The network byte limit for user information contents (the user data portion) must be large enough to carry the data needed for the customer application.

 **NOTE:**

Some public network providers may require service activation and/or fees for user information transport.

- Response time for ISDN signaling should be fast enough that an entire consider series can execute within a single ring cycle.

Enhanced information forwarding has been tested with several major carriers. To find out if these capabilities work with your carrier, check with your account team for the most current information.

If testing has not been done to verify operation over the public networks involved with the preferred specific configuration, use of private ISDN trunking between the nodes should be assumed until successful testing has been completed.

How to administer Best Service Routing

BSR administration varies, depending on whether your switch is configured for single- or multi-site BSR.

Single-site BSR

Required forms for administering single-site BSR

Form	Field	Page
System Parameters Customer-Options	<ul style="list-style-type: none"> ■ G3 Version ■ Vectoring (G3V4 Advanced Routing) ■ Vectoring (Best Service Routing) 	5-277
Feature-Related System Parameters	<ul style="list-style-type: none"> ■ Adjunct CMS Release 	5-123
VDN	<ul style="list-style-type: none"> ■ BSR Available Agent Strategy 	9-214
Call Vector	<ul style="list-style-type: none"> ■ Complete a form for each vector that uses BSR commands 	9-207

Multi-site BSR

Required forms for administering multi-site BSR

Form	Field	Page
System Parameters Customer-Options	<ul style="list-style-type: none"> ■ G3 Version ■ Vectoring (Best Service Routing) ■ Vectoring (G3V4 Advanced Routing) ■ Lookahead Interflow (LAI) 	5-277
Feature-Related System Parameters	<ul style="list-style-type: none"> ■ Adjunct CMS Release 	5-123
Trunk Group (ISDN-BRI) ¹	<ul style="list-style-type: none"> ■ Outgoing Display ■ Supplementary Service Protocol ■ UUI Treatment 	7-199
Trunk Group (ISDN-PRI)	<ul style="list-style-type: none"> ■ Outgoing Display ■ Supplementary Service Protocol ■ UUI Treatment 	7-221
Best Service Routing Application Plan	<ul style="list-style-type: none"> ■ Complete one form for each BSR application 	9-197
VDN	<ul style="list-style-type: none"> ■ BSR Application ■ BSR Available Agent Strategy 	9-214
Call Vector	<ul style="list-style-type: none"> ■ Complete a form for each vector (primary, status poll and interflow vectors) in a BSR application 	9-207

1. Settings in the fields Codeset to Send TCM, Lookahead and Send Codeset 6/7 LAI IE? on the ISDN trunk forms do not affect BSR.

Multi-site BSR requires that Look-Ahead Interflow (LAI) be enabled. See [“How to administer Look-Ahead Interflow” on page 9-99](#) for a list of required forms and fields. Since BSR can forward information such as VDN name, in-VDN time, and collected digits with interflowed calls, also see [“Administering User-to-User Information Transport” on page 9-90](#) for instructions.

Detailed description

To use Best Service Routing on a single switch, you simply use special commands and command elements that are part of the DEFINITY ECS call vectoring language. As a result, BSR for a single location can be easily added to existing vectors without modifying other parts of DEFINITY ECS.

Multi-site applications work similarly, but additional administration is required. Since steps in a multi-site BSR vector will contact one or more remote locations, you need to define these locations, tell DEFINITY ECS how to contact each one, and set up VDNs and vectors to handle communications between the sending switch and each remote switch.

Three VDN/vector pairs must be used in every multi-site BSR application. The Primary VDN/vector pair, on the sending switch, contacts the specified remote switches, collects information, compares the information, and delivers or queues the call to the resource that is likely to provide the best service. Two VDN/vector pairs are needed on each remote switch. A Status Poll VDN/vector pair provides information about the best resource at its location in response to inquiries from BSR applications on other switches. Finally, an Interflow VDN/vector pair is needed to receive and process the calls interflowed from BSR applications on other switches.

Call surplus situations

Every BSR application compares a set of predetermined resources (splits or skills) and selects the “best” resource to service the call. In a call surplus situation (no agents available), the best resource is the split or skill with the lowest Expected Wait Time (EWT). For purposes of calculating the best resource in a call surplus situation, BSR allows you to adjust the EWT figure for any split or skill. The actual EWT for calls in queue isn’t changed, of course; only the figure used in the calculations performed by the BSR feature is changed. You don’t have to enter adjustments, but the ability to adjust the EWT for splits or skills allows you to program preferences in vectors. Because of agent expertise, for example, or the availability or cost of tie trunks, you might prefer that some resources *not* service a call unless doing so significantly decreases the call’s time in queue.

Agent surplus situations

In an agent surplus situation (one or more agents available to take incoming calls), BSR will deliver a new call according to the BSR Available Agent Strategy specified on the VDN form. The “best” resource will be the split or skill that meets the criteria defined by the strategy you’ve chosen for that VDN. BSR can use any of the five strategies shown in the table below to select an agent when agents are available.

Table 9-5. BSR Available Agent Strategies

If BSR Available Agent Strategy is set to...	The call will be delivered to...
1st-found	the first available agent. BSR will not consider any other resources as soon as it finds an available agent.
ucd-mia	the agent who has been idle the longest. BSR will compare all the splits or skills specified in the vector before delivering the call.
ead-mia	the agent with the highest skill level relevant to the call who has been idle the longest. BSR will compare all the splits or skills specified in the vector before delivering the call.
ucd-loa	the least-occupied agent. ¹ BSR will compare all the splits or skills specified in the vector before delivering the call.
ead-loa	the agent with the highest skill level relevant to the call who is the least occupied. BSR will compare all the splits or skills specified in the vector before delivering the call.

1. LOA is a new agent selection method available as an option on DEFINITY ECS R6.3 and later switches. For more information, please see the *CentreVu® Advocate User Guide* (585-215-855).

When agents are available in one or more of the specified resources, BSR does not consider EWT adjustments in selecting an agent for a call.

NOTE:

The BSR Available Agent Strategy assigned to a VDN should match the agent selection method used in the splits or skills considered by a BSR application.

Vector commands for single-site BSR

The following table shows the vector commands and command elements used in single-site BSR applications.

Table 9-6. Vector commands and command elements for single-site BSR

Commands and command elements		Use this ...
Commands	<i>consider split/skill</i>	to obtain the Expected Wait Time or agent data needed to identify the best local resource. One <i>consider</i> step must be written for each split or skill you want to check. ¹
	<i>queue-to</i>	with the <i>best</i> keyword to queue calls to the best resource identified by the <i>consider</i> sequence.
	<i>check</i>	with the <i>best</i> keyword to queue calls to the best resource identified by the <i>consider</i> sequence if the resource meets certain conditions.

Continued on next page

Table 9-6. Vector commands and command elements for single-site BSR — *Continued*

Commands and command elements		Use this ...
Key word	<i>best</i>	in <i>queue-to</i> , <i>check</i> , and <i>goto</i> commands that refer to the resource identified as best by a series of consider steps
Conditional	<i>wait-improved</i>	to prevent calls from being queued to an additional split or skill when the reduction in Expected Wait Time isn't enough to be useful. "Wait improved" means that a call's EWT must be improved by a specific amount (a figure you specify in seconds) over its current EWT or DEFINITY ECS won't queue it to the additional split or skill.
User adjustment	<i>adjust-by</i>	to specify your preferences for the splits or skills that might handle calls in a particular vector. Any time a <i>consider</i> step returns EWT for a local split or skill, you can increase this value. ² As a result, this split or skill is less likely to service a call unless its EWT is significantly shorter than that of any other available split or skill. For example, you may prefer that the main split or skill in a vector handle as many calls as possible but want to use another split or skill as a backup. You can write the <i>consider</i> step that checks the backup split or skill to increase the returned EWT by a set amount.



1. Since the *consider* command is designed to compare two or more resources, *consider* commands are typically written in sequences of two or more with the sequence terminating in a *queue-to best* step. This set of *consider* commands and a *queue-to best* step is called a consider series.
2. Of course, DEFINITY ECS doesn't increase the actual wait time in a split or skill. It only adjusts EWT in the calculations used to identify the "best" split or skill to which to queue a call.

Vector commands for multi-site BSR

The following table summarizes the vector commands and command elements that support multi-site BSR applications.

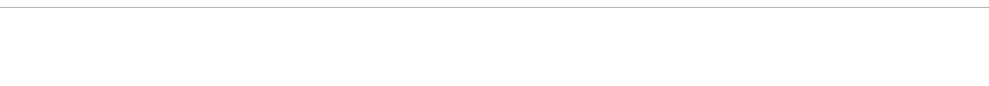
Table 9-7. Vector commands and command elements for multi-site BSR

Commands and command elements		Use this...
Commands	<i>consider split/skill</i>	to obtain the Expected Wait Time or agent data needed to identify the best local resource. One <i>consider</i> step must be written for each split or skill you want to check. ¹
	<i>consider location</i>	to obtain the Expected Wait Time or agent data needed to identify the best resource at a remote switch. One <i>consider</i> step must be written for each location you want to check. Routing information is obtained from the BSR Application plan for the active VDN.
	<i>reply-best</i>	to return data to another switch in response to a status poll
	<i>queue-to</i>	with the <i>best</i> keyword to queue calls to the best resource identified by the <i>consider</i> sequence.
	<i>check</i>	with the <i>best</i> keyword to queue calls to the best resource identified by the <i>consider</i> sequence if the resource meets certain conditions.

Continued on next page

Table 9-7. Vector commands and command elements for multi-site BSR — *Continued*

Commands and command elements		Use this...
Key word	<i>best</i>	in <i>queue-to</i> , <i>check</i> , and <i>goto</i> commands that refer to the resource identified as best by a series of <i>consider</i> steps
Conditional	<i>wait-improved</i>	to prevent calls from being queued to an additional split or skill—local or remote—when the reduction in Expected Wait Time isn't enough to be useful. "Wait improved" means that a call's EWT must be improved by a specific amount (a figure you specify in seconds) over its current EWT or DEFINITY ECS won't queue it to the additional split or skill.
User adjustment	<i>adjust-by</i>	control long-distance costs and limit trunk usage. Any time a vector polls a local or remote resource, you can increase the EWT returned by that resource by a preset amount. ² You might want to set this adjustment to reflect factors such as the availability of tie trunks or agent expertise at remote locations.



1. Since the *consider* command is designed to compare two or more resources, *consider* commands are typically written in sequences of two or more with the sequence terminating in a *queue-to best* step. This set of *consider* commands and a *queue-to best* step is called a *consider series*.
2. Of course, DEFINITY ECS doesn't increase the actual wait time in a split or skill. It only adjusts EWT in the calculations used to identify the "best" split or skill to which to queue a call.

Interactions

- Agent Terminal Display

If collected digits are forwarded with an interflowed call, the forwarded digits are displayed to the answering agent (unless they're overridden with newly collected digits).

- Best Service Routing (BSR)/LAI

Restrictions and interactions that apply to LAI also apply to BSR status poll and interflow calls. See the *DEFINITY® ECS Release 6 Call Vectoring/Expert Agent Selection (EAS) Guide* (555-230-521) or the "[Look-Ahead Interflow](#)" chapter in this manual for more information.

- BCMS

BCMS does not report accumulated in-VDN time.

BCMS does not log LAI attempts and therefore will not log BSR status polls, which are treated as LAI attempts.

- Call Vectoring

The following considerations apply to ALL vectors when BSR is enabled on your switch.

route-to VDN: If a call is routed to a new VDN, any "best" resource data defined by a series of consider steps in the previous VDN will be initialized (cleared)

goto vector: If a *goto vector* command is executed, any "best" resource data produced by a series of consider steps in the original VDN will remain with the call and can be used in the subsequent vector.

best keyword: The *best* keyword cannot be used as a replacement for split/skill in the following vector commands:

- *converse-on split/skill*
- *messaging split/skill*

The *best* keyword can be used in the following commands, but only with the conditionals listed:

- *goto step* or *goto vector* commands using the *expected-wait* or *wait-improved* conditionals
- *check* commands using the *unconditional*, *expected-wait*, or *wait-improved* conditionals

Consider command: Don't use other commands within a series of *consider* steps, since these may delay the execution of the series.

Splits or skills used in *consider* commands must be vector controlled.

Converse command: Collected digits forwarded with the call will be passed to VRU via the "digits" data passing type.

- Direct Department Calling

BSR will function when the considered splits use DDC call distribution. Once the best resource is determined, the actual call distribution will follow the split's DDC setting regardless of the BSR Available Agent Strategy. DDC may not be used as a BSR Available Agent Strategy.
- Expert Agent Selection

EAS is required to use the EAD-MIA or EAD-LOA Available Agent Strategy. EAS VDN skills (1st, 2nd, 3rd) can be used in *consider skill* commands.
- Facility Restriction Levels

The FRL applies to status poll and interflow calls in the same way it works with the "route-to number" command.
- ISDN

Best Service Routing and globally supported information transport are fully functional over ISDN PRI or ISDN BRI trunking facilities.
- Lucent Distributed Networking via QSIG - Manufacturers Specific Information (MSI)

BSR will not function with systems from other vendors (unless that vendor develops a corresponding capability that works with DEFINITY ECS).
- Multi-Split/Skill Queuing

A call may be queued up to 3 times by *queue-to* or *check* commands in the same vector. One vector may therefore contain up to 3 series of *consider* steps. Each series must be followed by a *queue-to best* step. Each consider series will select the best remote resource from the options you specify and queue the call to that resource.
- Network Access

BSR operates over public, private, or virtual private (for example, SDN) ISDN-BRI and -PRI networks that meet the criteria explained in "Network requirements" on page 9-47. Best Service Routing requires that the network support transport of user-to-user data via MSI or UUI as a codeset 0 Information Element. The numbers administered on the BSR Application Plan form are expected to access VDNs via ISDN trunks.

Administration or call processing will not prevent access to other types of routing numbers, but BSR is only intended to support the types of applications described in this section. Attempts to use the BSR feature for any other purposes may not work.
- Operating Support System Interface (OSSI)

The new administration commands, conditionals, keywords and forms are available via OSSI.

- QSIG

LAI, BSR, and information forwarding function over QSIG trunk facilities if the remote locations are DEFINITY systems. BSR and information forwarding require R3V6.3 or later switch software.
- Redirection on No Answer (RONA)

Calls redirected to a VDN by RONA can be subsequently processed and BSR or LAI applications. When the RONA feature redirects a call to a VDN, any best resource data defined in a previous vector will be initialized (cleared).
- Service Observing

You can observe a call in BSR or LAI processing as long as the call is still connected through the local DEFINITY ECS. All current restrictions on Service Observing still apply.
- Transfer

If a call is transferred to a VDN, any best resource data defined in previous vector processing will be initialized (cleared). In fact, transferred calls do not forward any of the information that is forwarded with interflows (previously collected digits, In-VDN time, etc.).
- Trunk Access Code (TAC)

Use of routing numbers (status poll or interflow) that utilize TACs is not recommended since the required in-band outpulsing slows the setup operation significantly.
- VDN Override

VDN Override applies to the BSR Application Number and the Available Agent Strategy option assigned on the VDN form. It also applies to the VDN name forwarded via Information Forwarding. When a *consider* step is executed, the application number and available agent strategy assigned to the active VDN for the call will be used.
- VDN Return Destination

The best resource data for a call is initialized when the call first leaves vector processing and therefore will not be available should the call return to vector processing.
- VuStats

No enhancements have been added for BSR.

Call Management System

Call Management System (CMS) allows you to collect and monitor ACD facilities and personnel. You can create reports on the status of agents, splits, trunks, vectors, and vector directory numbers. You can store historical CMS reports or display real-time reports at a terminal.

Unlike Basic Call Management System (BCMS), the CMS resides on an adjunct computer that connects to the switch via a data link. See [Figure 9-1](#) for a typical ACD CMS configuration.

This section describes how to administer the interface between DEFINITY and CMS. See *CentreVu Call Management System Release 3 Version 5 Administration* for more information on CMS.

How to administer the DEFINITY/CMS Interface

Required forms

Form	Field	Page
Feature-Related System Parameters	■ Adjunct CMS Release	5-123
	■ Automatic Call Distribution	
	■ ACD Log-in Identification Length	
	■ Minimum Agent Login ID	
	■ Password Length	
Processor Interface Data Module (R5si and later configurations only)	■ All (for one CMS link)	6-246
Processor/Trunk Data Module (PDM)	■ All (for one CMS link)	6-243
X.25 Data Module (R5r and later configurations only)	■ All (for one CMS link)	6-249
Processor Channel Assignment	■ All (for one CMS link)	5-248
Interface Links	■ All (for one CMS link)	5-179
Hunt Group	■ Measured	5-158
Trunk Group (All)	■ Measured	7-115
Vector Directory Number (VDN)	■ Measured	9-214
Packet Gateway Board (PGATE) (R5r and later configurations only)	■ All	5-246

- Feature-Related System Parameters form — In ACD Log-in Identification Length, enter the number of digits the agent must dial to log into the ACD split. Enter the appropriate Adjunct CMS Release number.
- Processor Interface Data Module form — Assign a physical channel and maintenance extension. For the PDM data module, assign a digital line port. For the X.25 data module, assign DTE/DCE as **dte** and Baud Rate as **9600**.
- Processor Channel Assignment form — Enter the CMS link number from the Interface Links Form. Enter the appropriate Interface Channel and Remote Proc Chan. Leave the Machine ID field blank.
- Communication Interface Link form — Enter in Destination Digits the extension assigned to the PDM data module. Set the Prot field **bx25**. Set the DTE/DCE field to **dte**.
- Complete the form that applies (Hunt Group, Trunk Group, and VDN Forms) when the Measured field is set to either external or both. See the *DEFINITY Enterprise Communications Server Release 6 System Description Pocket Reference* for the maximum number of hunt groups, trunk groups, agents, and VDNs that can be measured.
- Packet Gateway (PGATE) form — Enter the board location.

Considerations

CMS measurements may be inaccurate on calls to splits that intraflow to the attendant group.

Interactions

None.

Call Prompting

See the *DEFINITY Enterprise Communications Server Release 6 Call Vectoring/EAS Guide* for a detailed description of Call Prompting and its uses. The guide contains information that is critical to the effective and efficient use of this feature.

Call Prompting uses specialized vector commands to process incoming calls based on information collected from the caller or from an ISDN-PRI message. It can be used in various applications to better handle incoming calls. The following list gives a brief description of some Call Prompting applications.

- Automated Attendant — Allows the caller to enter the extension of the party that he or she would like to reach. The call is routed to that extension.
- Data In/Voice Answer (DIVA) Capability — Allows the caller to hear an announcement based on the digits that he or she enters, or to be directed to a hunt group or another system extension.
- Data Collection — Allows the caller to enter data that can be used by a host/adjunct to assist in call handling. This data, for example, may be the caller's account number.
- CINFO (Caller Information Forwarding) Routing — Allows a call to be routed based on digits supplied by the network in an ISDN-PRI message.
- Message Collection — Gives the caller the option of leaving a message or waiting in queue for an agent.

How to administer Call Prompting

Required forms		
Form	Field	Page
System Parameters Customer-Options	■ Vectoring (Prompting)	<u>5-277</u>
	■ Vectoring (CINFO)	
	■ ISDN-PRI — for CINFO only	
	■ This form describes other vectoring options that may be required depending upon the application.	
Feature-Related System Parameters	■ Prompting Timeout	<u>5-123</u>
Vector Directory Number	■ All	<u>9-214</u>

Continued on next page

Required forms

Form	Field	Page
Announcements/Audio Sources	<ul style="list-style-type: none"> ■ Complete all fields for each extension that provides a Call Prompting announcement 	<u>5-26</u>
Hunt Group	<ul style="list-style-type: none"> ■ Vector 	<u>5-158</u>
Call Vector	<ul style="list-style-type: none"> ■ Complete a form for each Call Prompting vector 	<u>9-207</u>
Station (multi-appearance)	<ul style="list-style-type: none"> ■ Button/Feature Button Assignments - callr-info 	<u>6-14</u>
Attendant Console	<ul style="list-style-type: none"> ■ Feature Button Assignments -callr-info 	<u>5-35</u>

If Vectoring (Basic) is not enabled on the System-Parameters Customer-Options form, the Call Prompting feature cannot queue calls or make conditional checks based on queue or agent status, time of day, or day of week.

CINFO requires the AT&T Intelligent Call Processing (ICP) service, ISDN-PRI, and Vectoring (Prompting).

You can administer any display-equipped voice terminal or attendant console with a Caller Information CALLR-INFO button. The button displays digits collected for the last *collect digits* command.

You must have Call Vectoring software for CMS to use Call Prompting (with or without Call Vectoring) with CMS.

Considerations

Call prompting, with the exception of CINFO, competes with several features for ports on the call classifier - detector circuit pack or equivalent.

Interactions

The following interactions apply specifically to Call Prompting. For general Call Vectoring interactions that may affect Call Prompting applications see "Call Vectoring" on page 9-63.

- Authorization Codes

If authorization codes are enabled, and a *route-to* command in a prompting vector accesses AAR or ARS, if the VDN's FRL does not have the permission to use the chosen routing preference, then the system does not prompt for an authorization code and the *route-to* command fails.

- CallVisor ASAI

ASAI-provided digits can be collected by the Call Vectoring feature via the *collect* vector command as dial-ahead digits. CINFO is passed to CallVisor ASAI.

- Hold

With the exception of CINFO, if a call is put on hold during the processing of a *collect* command, the command restarts, beginning with the announcement prompt, when the call is taken off hold. All dialed-ahead digits are lost. Similarly, if a call to a vector is put on hold, vector processing is suspended when a *collect* command is encountered. When the call becomes active, the *collect* command resumes.

- Inbound Call Management (ICM)

You can use Call Prompting to collect information that may later be used by an adjunct to handle a call.

- Transfer

If a call to a VDN is transferred during a *collect* command, the *collect* command restarts when the transfer is complete, and all dialed-ahead digits are lost. Similarly, if a call to a vector is transferred, vector processing is suspended when a *collect* command is encountered. When the transfer is complete, the *collect* command resumes. This is not true when a *collect* command collects CINFO digits. In this case vector processing is not suspended. Attendant extended calls do suspend vector processing in the same way as transferred calls.

Call Vectoring

Call Vectoring processes incoming and internal calls according to a programmed set of commands. These commands, called vector commands, determine the type of processing that calls receive. For example, vector commands can direct calls to on-premise or off-premise destinations, to any hunt group, split, or skill, or to a specific call treatment such as an announcement, forced disconnect, forced busy, or delay. Vectors can queue or route calls based on a variety of different conditions.

There are many different applications for Call Vectoring. However, it primarily is used to handle the call activity of ACD splits/skills.

For more information about administering call vectoring, see [“Best Service Routing™” on page 9-44](#) and [“Look-Ahead Interflow” on page 9-98](#).

See the *DEFINITY Enterprise Communications Server Call Vectoring/EAS Guide* for a detailed description of Call Vectoring and its uses. The guide contains information that is critical to the effective and efficient use of this feature.

How to administer Call Vectoring

Required forms

Form	Field	Page
System Parameters Customer-Options	<ul style="list-style-type: none"> ■ Vectoring (Basic) ■ Vectoring (G3V4 Enhanced) ■ Vectoring (G3V4 Advanced Routing) ■ Vectoring (ANI/II-Digits Routing) 	5-277
Vector Directory Number	<ul style="list-style-type: none"> ■ All 	9-214
Announcements/Audio Sources	<ul style="list-style-type: none"> ■ Complete all fields for each extension that provides a vectoring announcement 	5-26
Hunt Group	<ul style="list-style-type: none"> ■ Vector ■ ACD 	5-158

Required forms

Form	Field	Page
Call Vector	<ul style="list-style-type: none"> ■ Complete a form for each vector 	<u>9-207</u>
Feature-Related System Parameters	<ul style="list-style-type: none"> ■ Vector Disconnect Timer ■ Music/Tone on Hold ■ Port ■ Music (or Silence) on Transferred Trunk Calls 	<u>5-123</u>
Vector Routing Table	<ul style="list-style-type: none"> ■ All 	<u>9-219</u>

Do not change a vector while it is processing calls since calls already in the vector could experience problems. Instead, add a new vector and change the VDN to point to the new vector.

You cannot enter a VDN extension in the fields listed in Table 9-8.

Table 9-8. VDN extension cannot be entered in these fields.

Form	Field
Announcements/Audio Sources	<ul style="list-style-type: none"> ■ Extension Number
Call Coverage Answer Group	<ul style="list-style-type: none"> ■ Group Member Assignments
Call Coverage Paths	<ul style="list-style-type: none"> ■ Coverage Point Assignments, other than the last coverage point
Console Parameters	<ul style="list-style-type: none"> ■ CAS Back-up Extension

Continued on next page

Table 9-8. VDN extension cannot be entered in these fields. — *Continued*

Form	Field
Feature-Related System Parameters	<ul style="list-style-type: none"> ■ ACA Long Holding Time Originating Extension ■ ACA Short Holding Time Originating Extension ■ Extensions With System wide Retrieval Permission ■ Controlled Outward Restriction Intercept Treatment ■ Controlled Termination Restriction (Do Not Disturb) ■ Controlled Station-to-Station Restriction
Hospitality	<ul style="list-style-type: none"> ■ Extension of PMS Log Printer ■ Extension of Journal/Schedule Printer ■ Extension of PMS ■ Extension to Receive Failed Wakeup LWC Messages
Hunt Group and Agent LoginID with EAS	<ul style="list-style-type: none"> ■ Supervisor Extension ■ Member Extensions
Intercom Group	<ul style="list-style-type: none"> ■ Member Extensions
Listed Directory Numbers	<ul style="list-style-type: none"> ■ LDN Extensions
Loudspeaker Paging and Code Calling Access	<ul style="list-style-type: none"> ■ Extension Numbers Assigned to Codes
Pickup Groups	<ul style="list-style-type: none"> ■ Member Extensions
Remote Access	<ul style="list-style-type: none"> ■ Remote Access Extension
Station Forms	<ul style="list-style-type: none"> ■ Hunt to Station
Terminating Extension Group	<ul style="list-style-type: none"> ■ Member Extensions

You can enter a VDN extension in the following fields.

Form	Field
Abbreviated Dialing Lists	
Call Coverage Paths	<ul style="list-style-type: none"> ■ allow it as the last coverage point only
Hunt Group	<ul style="list-style-type: none"> ■ Night Destination
Listed Directory Numbers	<ul style="list-style-type: none"> ■ Night Destination
Trunk Groups	<ul style="list-style-type: none"> ■ Night Destination ■ Incoming Destination

You cannot enter a VDN extension as auxiliary data for the following buttons:

- Bridged Appearance (brdg-app)
- Data Call Setup (data-ext)

You can enter a VDN extension as auxiliary data for the following buttons:

- Remote Message Waiting Indicator (aut-msg-wt)
- Facility Busy Indication (busy-ind)
- Manual Message Waiting (man-msg-wt)
- Manual Signaling (signal)

Interactions

- AP Demand Print

A VDN cannot be used as an argument to the feature access code for AP Demand Print.
- Attendant Control of Trunk Group Access

If a *route-to* step in a vector dials a controlled trunk group, vector processing continues at the next step.
- Attendant Recall

Attendant Recall to a VDN is blocked.
- AUDIX Interface

A *route-to* step in a vector may call the AUDIX extension. If a voice port can be seized to that adjunct, vector processing is terminated. The system sends a message to AUDIX requesting retrieval of messages for the originating extension (not the VDN).

AUDIX may also be accessed by the *queue-to main split* and *check-backup split* commands. Also, the messaging step may use an AUDIX hunt group in its operation.

- Authorization Codes

If authorization codes are enabled, and if a *route-to* command in a prompting vector accesses AAR or ARS and the VDN's FRL does not have the permission to utilize the chosen routing preference, then no authorization code is prompted for and the *route-to* command fails.

- Automatic Alternate Routing (AAR)/Automatic Route Selection (ARS)

Any *route-to* command in a vector can dial an AAR/ARS FAC followed by other digits. It cannot dial only the FAC.

- Automatic Callback

Automatic Callback cannot be used for calls placed to a VDN.

- Bridged Call Appearance

VDN extensions cannot be assigned to bridged appearance buttons. A *route-to* command to an extension with bridged appearances updates bridged appearance button lamps.

- Busy Verification of Terminals and Trunks

Busy verification of VDNs is denied and intercept tone is returned.

- Call Coverage

A VDN may be administered as the last point in a coverage path.

- Call Forwarding

Calls can be forwarded to a VDN. Calls placed by a *route-to* command to an extension that has call forwarding activated are forwarded.

An attendant or voice terminal with console permission cannot activation/deactivation call forwarding for a VDN.

An attendant or voice terminal with console permission cannot activation/deactivation call forwarding for a vector-controlled hunt group.

- Call Detail Recording

You can administer the Feature Related System Parameters form so that the VDN extension is used in place of the Hunt Group or Agent extension. This overrides the "Call to Hunt Group - Record" option of CDR for Call Vectoring calls.

If a vector interacts with an extension or group that has Call Forwarding All Calls active, normal Call Forwarding/CDR interactions apply.

For incoming calls to a VDN, the duration of the call is recorded from the time answer supervision is returned.

- If answer supervision is returned by the vector, and the call never goes to another extension, then the VDN extension is recorded as the called number in the CDR record.

- If the call terminates to a hunt group, then the VDN, hunt group, or agent extension is recorded as the called number as per the administration described above.
- If the call terminates to a trunk, then the following two CDR records are generated:
 - An incoming record with the VDN as the called number and the duration from the time answer supervision was provided to the incoming trunk.
 - An outgoing record containing the incoming trunk information as the calling number and the dialed digits and the outgoing trunk information as the called number.

Outgoing vector calls generate ordinary outgoing CDR records with the originating extension as the calling number.

No Ineffective Call Attempt records are generated for Call Vectoring *route-to* commands that are unsuccessful.

- Call Detail Recording — Account Code Dialing
If a *route-to number* command in a vector specifies an CDR account code, vector processing continues at the next step.
- Call Park
Calls cannot be parked on a VDN.
- Call Waiting Termination
If an extension is busy and has call waiting termination administered, the *route-to with cov n* operation is considered unsuccessful and vector processing continues at the next step. *Route-to with cov y* is successful (call will wait) and vector processing terminates.
- Class of Restriction
Each VDN in the system has a COR associated with it. This VDN COR is used to determine the calling permissions/restrictions, the AAR/ARS PGN, and the priority queuing associated with a vector.
- Code Calling Access
A VDN cannot be used as the argument to the code calling access feature access code.
If a *route-to number* command in a vector specifies the code calling feature access code, vector processing continues at the next step.
- Conference
A call to a VDN can be included as a party in a conference call only after vector processing terminates for that call.
- Data Restriction
Music will play on calls from data restricted extensions when the call receives music as the result of a wait-time vector step.

- Facilities Restriction Level

If a *route-to* command dials an external number via AAR/ARS, the FRL associated with the VDN COR is used to determine the accessibility of a routing preference in an AAR/ARS pattern.
- Facility Busy Indication

The facility busy lamp indication for a VDN is always off. A facility busy button may be used to call a VDN.
- Facility Test Calls

If a *route-to number* command in a vector specifies a Facility Test Call, vector processing continues at the next step.
- Forced Entry of Account Codes

If a COR requiring entry of account codes is assigned to a VDN, the *route-to number* commands executed by the associated vector are unsuccessful and vector processing continues at the next step.
- Individual Attendant Access

A call sent to an attendant by a *route-to number* command can wait in the attendant priority queue. The call is removed from vector processing.
- Integrated Directory

VDN names and extensions are not available in the Integrated Directory feature.
- Intercept Treatment

A VDN cannot be used for Intercept Treatment.
- Inter-PBX Attendant Calls

A *route-to number* command in a vector can dial the Inter-PBX Attendant. If the call attempts to access a controlled trunk group, vector processing continues at the next step.
- Intraflow and Interflow

The functionality of intraflow and interflow may be obtained using the *check-backup split* and *goto* Call Vectoring commands.

Calls may intraflow from an ACD split which is not vector-controlled into one that is vector-controlled.
- Leave Word Calling

LWC messages cannot be stored, canceled, or retrieved for a VDN.
- Night Service

A VDN can be administered as a night service destination.

Route-to commands that route to destinations with night service activated redirect to the night service destinations.
- Priority Calling

A VDN cannot be used with the priority calling access code. Intercept tone is supplied to the user. If a *route-to number* in a vector specifies the priority calling access code, vector processing continues at the next step.

- Property Management System Interface

VDNs cannot be used with the following features and functions: Message Waiting Notification, Check-In, Check-Out, Room Status, and Automatic Wakeup.

- Recorded Announcement

The first announcement extension, second announcement extension, first announcement delay, second announcement delay, and recurring second announcement do not exist for a vector-controlled hunt group.

- Redirection on No Answer

If an ACD split/skill or Direct Agent call is not answered after an administered number of rings, RONA can redirect that call to a VDN for alternate treatment.

- Ringback Queuing

External call attempts made via *route-to* commands with coverage no are not queue via Ringback Queuing when all trunks are busy. External call attempts made via *route-to* commands with coverage yes are.

- Send All Calls

If the destination of a *route-to with coverage no* command has the Send All Calls feature active, calls are not redirected. If there is an idle appearance, the call terminates and vector processing stops. If not, vector processing continues at the next step.

If the Send All Calls button is pressed after a vector call is terminated, button activation is denied.

- Time of Day Routing

Since a *route-to number* command in a vector can specify the AAR or ARS access codes, the TOD routing algorithm can be used to route the call.

- Timed After Call Work (ACW)

A Timed ACW interval can be assigned to a VDN.

- Timed Reminder

The attendant Timed Reminder is not available for calls placed, transferred, or extended to a VDN. Vectoring causes all other timers to be ignored.

- Transfer

Calls can be transferred to a VDN.

- Traveling Class Mark

A TCM is sent when a *route-to* command dials a seven-digit ETN or 10-digit DDD number via AAR/ARS. This TCM is the FRL associated with the VDN COR.

Expert Agent Selection

See the *DEFINITY Enterprise Communications Server Release 6 Call Vectoring/EAS Guide* for a detailed description of Expert Agent Selection. The guide contains information that is critical to the effective and efficient use of this feature.

Use Expert Agent Selection (EAS) to route incoming Automatic Call Distribution (ACD) calls to the agent who is best qualified to handle the call, that is, the agent with the specialized skills or experience required to best meet the caller's needs.

In addition, EAS provides the following capabilities:

- You assign all agent functions to the agent login ID and not to a physical voice terminal. Therefore, EAS agents can login to and work at any voice terminal in the system.
- Using the agent login ID, a caller places a call directly to a specific agent. These calls can be treated and reported as ACD calls.

EAS ensures the best possible service to the caller.

How to administer EAS

Required forms

Form	Field	Page
System Parameters Customer-Options	■ ACD	5-277
	■ Expert Agent Selection (EAS)	
	■ EAS-PHD	
	■ Vectoring (Basic)	
Agent LoginID	■ All	9-193
Hunt Group	■ Skill	5-158
	■ ACD	
	■ Vector	
	Set all three fields to y. ¹	
	■ Group Type (ucd/ead)	
Vector Directory Number	■ 1st/2nd/3rd Skill (optional)	9-214
Class of Restriction	■ Direct Agent Calling	5-72

Continued on next page

Required forms — Continued

Form	Field	Page
CDR System Parameters	■ Record Called Agent Login ID Instead of Group or Member	5-63
Call Vector	■ All	9-207
Feature-Related System Parameters	■ Expert Agent Selection (EAS) Enabled ■ Minimum Agent-LoginId Password Length ■ Direct Agent Announcement Extension/Delay ■ Message Waiting Lamp Indicates Status For	5-123

-
1. If the Message Center field is set to AUDIX on the Hunt Group form, the Skill and ACD fields must be set to y, but the Vector field can be set to either y or n.
-

EAS must be both optioned on the System Parameters Customer-Options form, and enabled on the Feature-Related System Parameters form. Once EAS is optioned, you can complete most of the EAS-related administration prior to enabling the feature.

When EAS is optioned on the System-Parameters Customer-Options form, Skill Hunt Groups replace splits. In addition, help messages, error messages and field titles change from “Split” to “Skill” on various forms.

Any EAS agent Login ID must be part of the station numbering plan.

Physical aspects of the voice terminal, such as the set type and button layout, are associated with the voice terminal and not the Login ID. On the Station form with the EAS featured optioned, when a work-mode button is selected, no “Gp” information can be entered. The assist and queue status buttons require that “Group” be entered.

How to administer Direct Agent Announcement

Direct Agent Announcement (DAA) enhances Direct Agent Calling capabilities for CallVisor Adjunct-Switch Application Interface (ASAI) and Expert Agent Selection (EAS). It plays an announcement to Direct Agent callers waiting in a queue. The following forms should be administered for DAA.

You must also have enabled either Expert Agent Selection (EAS) or ASAI Adjunct Routing (or both).

Required forms

Form	Field	Page
System-Parameters Customer-Options	■ ACD	5-277
	■ Vectoring (Basic)	
	■ Expert Agent Selection (EAS)	
OR		
Feature-Related System Parameters	■ Direct Agent Announcement Delay	5-123
	■ Direct Agent Announcement Extension	
Announcements/Audio Sources	■ All	5-26

Detailed administration for EAS

In general, EAS uses vectors to route calls to agents with the required skills. To administer EAS you must:

- Assign skills to VDNs on the Vector Directory Number form.
- Create vectors that will route a call to the correct skill.
- Assign skills with priority levels to agents on the Agent Login ID form.

VDN administration

You can administer up to three VDN skill preferences on the Vector Directory Number form in the 1st Skill, 2nd Skill and 3rd Skill fields. These fields indicate the skills that are required to handle calls to this VDN. All of the VDN skills on the VDN form are optional. For example, only the first and third, or only the second and third VDN skills might be assigned. Vector steps can then refer back to these fields to route calls. For example, *queue-to main skill 1st* routes calls the skill administered as 1st on the VDN form.

Vector administration

When a call routes to a VDN, the VDN directs the call to the vector that is specified on the Vector Directory number form. The vector then queues the call to the skill specified in a vector step. You can write vectors that route calls either to specific skill numbers or to the skill preferences administered on the Vector Directory Number form.

Agent administration

Assign skills to each agent. In addition, assign a skill level to each skill for the agent. When a vector routes incoming calls to a skill, the call is delivered to an available agent with the skill assigned. If no agents are available, the call is queued until it can be answered by an agent who has the skill required to handle the call.

Detailed description

Call distribution

The call distribution method and Call Handling Preference administration determine which agent will receive an incoming call.

Call Distribution Method

EAS can use either Uniform Call Distribution (UCD) or Expert Agent Distribution (EAD) routing as the call distribution method. Both methods use the Most-Idle Agent (MIA) algorithm to route calls. The MIA algorithm creates a queue of agents who are available to receive calls. With UCD routing, the queue is a single list of all available agents. When an agent becomes available, he or she is added to the bottom of the list. With EAD routing, the MIA queue is maintained by agent skill level. When an agent becomes available he or she is added to the bottom of the list of agents who have this skill assigned at the same level. Thus when a new call arrives, it is delivered to an available agent at the highest level (most expert).

Call Handling Preference administration

Call Handling Preference administration on the Agent Login ID form can route calls based either on greatest need or on agent skill level.

Table 9-9 summarizes how a call is routed based on greatest need or agent skill level administration with either UCD or EAD distribution.

Table 9-9. Call Handling Preference Call Distribution

	EAD with Skill Level	EAD with Greatest Need	UCD with Skill Level	UCD with Greatest Need
Agents are available. When a new call arrives it is delivered to:	Most-idle agent with the highest skill level for the calls' skill.	Most-idle agent with the highest skill level for the call's skill.	Most-idle agent with the call's skill.	Most-idle agent with the call's skill.
Agents are not available, calls are in queue. When an agent becomes available, he or she receives:	Highest priority oldest call waiting for agent's highest level skill with calls in queue.	Highest priority oldest call waiting for any of the agent's skills.	Highest priority oldest call waiting for the agent's highest level skill with calls in queue.	Highest priority oldest call waiting for any of the agent's skills.

MIA Across Splits/Skills

In addition, both UCD and EAD can be used in conjunction the MIA Across Splits/Skills option. With MIA Across Splits/Skills, when an agent answers a call from any skill, the agent is removed from the MIA queue for all the skills he or she is logged into.

See, [“Automatic Call Distribution” on page 9-25](#) for more information about UCD, EAD, and MIA Across Splits/Skills.

Additional Agent Login ID Capabilities

The following capabilities are also associated with agents' login IDs.

- **Auto-Answer** — When EAS is optioned, auto answer settings can be assigned to agents on the Agent LoginID form. An agent's auto answer setting will apply to the station where the agent logs in. If the auto answer setting for that station is different, the agent's setting overrides the station's.
- **Calls** — to call an EAS Agent, the caller dials the Login ID extension. The call is extended to the physical extension where the agent with that Login ID is logged in. Calls to the Login ID reach the agent independent of the voice terminal the agent is currently using. For example, when agents use multiple phones because they have multiple offices or rotate desks, login IDs allow these agents to be reached independent of their current location.

- Name — calls to the Login ID display the name associated with the Login ID and not the name associated with the voice terminal. This is also true for calls made from a voice terminal with an agent logged in.
- Coverage — when the agent is logged out, or when calls go to coverage because the agent is busy, or does not answer, calls to the Login ID go to the coverage path associated with the agent and not the voice terminal. When an agent is logged out, calls go to the agent's busy coverage destination.
- Restrictions — calls to the Login ID or from the agent use the restrictions associated with the agent and not the voice terminal.

Voice terminals are fully functional when an agent is not logged in. The restrictions, coverage, and name revert to the voice terminal administration when the agent logs out.

Direct Agent Calling

Calls to an agent's Login ID are treated as Direct Agent calls if the caller and the agent have the "Direct Agent Calling" class of restriction. Direct Agent calls can be originated by stations or trunks. If the caller or agent does not have the proper COR, the call is treated as a normal non-ACD (personal) call.

Direct Agent Calls are treated as ACD calls. For example they receive zip tone answer, queuing, after call work and are measured by BCMS and CMS.

Any of the agent's skills can be his or her Direct Agent skill. When greatest need is optioned as the Call Handling Preference, the agent will always get Direct Agent calls before any skill calls. This is because Direct Agent calls have a higher priority than skills calls. However, when skill level is optioned as the Call Handling Preference, the agent will get direct agent calls first only if the direct agent skill has the agent's highest skill level. Otherwise calls from a skill with a higher level will be distributed before Direct Agent calls. If the Direct Agent skill and another skill are the same skill level, the agent will always receive Direct Agent calls before the other skill calls because Direct Agent calls have a higher priority.

A *route-to* vector command with an EAS Login ID as the destination is treated as a Direct Agent call if the VDN and agent have the COR and the Direct Agent field is set to "y".

Considerations

Station User records cannot be shared between TTI ports and EAS LoginID extensions. This causes a reduction in the number of possible EAS LoginID extensions allowed by the System depending on the number of administered TTI ports. For example, if 2,000 TTI ports are administered, the maximum number of allowable EAS LoginIDs is reduced by 2,000.

EAS agent Login IDs are also tracked for personal calls. CMS uses the first skill an EAS Agent is logged into to track personal calls. If the first logged-into skill is unmeasured, CMS credits the agent Login ID with the personal call, but no skill hunt group is credited with the personal call.

The system can have either splits or skill hunt groups but not both simultaneously. Non-ACD hunt groups can exist with either splits or skill hunt groups. Skill hunt groups are required when using EAS.

Interactions

Unless otherwise specified, the feature interactions for skill hunt groups are the same as for vector-controlled splits.

- **Abbreviated Dialing**

Abbreviated dialing can be used to log in/out EAS agents. Abbreviated dialing lists/buttons can only be administered for stations.
- **Add/Remove Skills**

In the EAS environment, agents have the ability to add and remove skills during a login session by dialing a FAC. Other voice terminal users with console permissions can add or remove an agent's skill on behalf of the agent. (Note that the ability to add and remove skills depends on whether a user has a class of restriction (COR) that allows adding and removing skills.)
- **Administration Without Hardware**

EAS Login ID extensions are extensions without hardware. Login ID extensions require space in the dial plan.
- **Agent Work Mode States**

With EAS, agents can only be in a single work mode at any one time for all their skills.
- **Assist**

The Assist feature can be used with a skill hunt group (for example, where there is one supervisor per skill hunt group). When assist is selected, a call is placed to the supervisor associated with the skill for the active call.
- **AUDIX**

Calls to the EAS agent Login ID can cover to AUDIX.
- **Auto-Available Splits**

If a skill hunt group is administered as an Auto-Available Skill (AAS) the EAS Login IDs assigned to this skill must also be administered as Auto-Available. When the switch reinitializes, these Login IDs are automatically logged in with the Auto-In work-mode. If any switch features attempt to change the work-mode to anything except to Auto-In, this attempt is denied. This feature is not intended for human agents.

- Automatic Answering with Zip Tone

The Automatic Answer option can only be administered for a physical extension.
- Call Forwarding

Skill hunt groups (since they are vector-controlled) cannot be call forwarded. EAS agent Login IDs cannot be forwarded, but the physical extension where the EAS agent is logged in can be forwarded.
- Call Park

Calls cannot be parked on the skill hunt group extension.
- Call Pickup

Skill hunt group extensions and EAS Login ID extensions cannot be members of a call pickup group.
- Class of Restriction (COR)

Skill hunt groups do have a class of restriction. This is used if the skill hunt group extension is called directly.

The COR for an EAS agent Login ID overrides the physical extension's COR of the voice terminal an EAS agent logs into.
- Class of Service (COS)

EAS agents do not have a COS associated with their Login ID. Therefore, the COS of the voice terminal is not affected when an EAS agent logs into that terminal.
- Directed Call Pickup

An EAS agent can use the Directed Call Pickup feature to pick up a call and/or have his or her calls picked up by another terminal user. The Class of Restriction of the agent will override the Class of Restriction of the station where the agent is logged in.

If both the station's COR and the logged-in agent's COR allow the call to be picked up using Directed Call Pickup, the user picking up the call can use either the station's extension or the agent's loginID.
- Displays - Voice Terminal

When an EAS agent logs in, the display for originators who call the Login ID shows the Login ID and agent name (as administered via the Agent Login ID form). Calls that the agent originates show the Agent Login ID and agent name at the receiving terminal's display. However, the user can display the name of the physical terminal where the EAS agent is logged in. To do this, the user must be active on a call with the agent, and must have a terminal with an alphanumeric display and an inspect button. When the inspect button is pressed during a call to or from the EAS agent, the physical terminal name of the agent is displayed.

Calls to the physical extension show the physical extension's number and name on the originator's display.

- **Leave Word Calling**

EAS agents can retrieve LWC messages left for the Login ID of the agent using the message retrieval button.
- **Look Ahead Interflow**

VDN skills are not sent to another ACD/PBX when a call interflows using Look Ahead Interflow. If skills have the same meaning on both ACDs, then a Look Ahead Interflow command to a VDN with the same skills assigned can provide a mapping of the skills.
- **Message Waiting Lamp**

The Message Waiting Lamp by default tracks the status of messages waiting for the logged in EAS agent LoginID rather than messages for the physical terminal. The operation of the Message Waiting Lamp can be changed so that it tracks the status of messages waiting for the physical terminal where the agent is logged in. See "[Feature-Related System Parameters](#)" on page 5-123 for more information.
- **Queue Status Indications**

Physical extensions can be administered with Queue Status Indicator buttons and lamps for skill hunt groups. Queue Status Indicators can be administered for all skills needed by agents using that physical extension, given that enough buttons are available.
- **Service Observing**

The Service Observing feature is activated in the EAS environment by dialing either the physical extension of the terminal where an EAS agent is logged in or the Login ID of the agent.
- **VuStats**

VuStats displays can show an agent's skill assignments and can show some measurements by skill.

Inbound Call Management

Inbound Call Management (ICM) allows you to integrate DEFINITY features with host-application processing and routing, and automate delivery of caller information to agents' displays. You can create a sophisticated system to handle inbound calls for applications such as telemarketing and claims processing.

To implement ICM, you integrate DEFINITY features such as Automatic Call Distribution (ACD), Expert Agent Selection (EAS) Call Vectoring, Direct Agent Calling, and Call Prompting with an application on a host processor. The host application, or adjunct, can be a CallVisor/PC, CONVERSANT voice system, Telephony Services Server serving a local-area network, or a vendor application using the CallVisor Adjunct/Switch Applications Interface (ASAI). A CallVisor ASAI link between the switch and adjunct allows the adjunct to control incoming call processing and routing.

In addition, you can automate ACD agent terminal displays and associate them with new and transferred calls, and assist calls to a supervisor. You can display incoming call information such as Calling Party Number (CPN), Billing Number (BN), and Dialed Number Identification Service (DNIS). Or, you can set up the adjunct to retrieve caller information from a database and display it on a particular agent's screen, based on the service dialed.

See "[Detailed description](#)" on [page 9-83](#) for more information on applications. See *DEFINITY Communications System Generic 3 CallVisor ASAI Planning* for information on vendor application partners.

How to administer ICM

Display the System-Parameters Customer-Options and ensure that the ACD option is enabled. If you are using CallVisor ASAI or Call Vectoring, ensure appropriate ASAI Capability Groups options or the Vectoring (Basic) and/or Vectoring (Prompting) options are enabled.

Required forms

Form	Field	Page
System-Parameters Customer-Options	<ul style="list-style-type: none"> ■ ACD ■ Vectoring (Basic) ■ Vectoring (Prompting) ■ ASAI Capability Groups 	<u>5-277</u>
Trunk Group (ISDN-PRI)	<ul style="list-style-type: none"> ■ Per Call CPN/BN 	<u>7-221</u>
Hunt Groups	<ul style="list-style-type: none"> ■ Group Type ■ ACD ■ Queue ■ Vector ■ Measured ■ Supervisor Extension ■ Controlling Adjunct ■ Queue Length ■ Calls Warning Threshold ■ Calls Warning Port ■ Time Warning Threshold ■ Time Warning Port 	<u>5-158</u>
Class of Restriction	<ul style="list-style-type: none"> ■ Direct Agent Calling (optional) 	<u>5-72</u>
Call Vector	<ul style="list-style-type: none"> ■ All 	<u>9-207</u>
Station (agent stations)	<ul style="list-style-type: none"> ■ All 	<u>6-28</u>
Agent LoginID (EAS only)	<ul style="list-style-type: none"> ■ All 	<u>9-193</u>

- **Trunk Group form** — Administer the Per Call CPN/BN field for the appropriate ISDN-PRI trunk group. The corresponding information is sent with a call-offered event report to the adjunct.
- **Hunt Group form** — Complete a Hunt Group form for each split that the ICM adjunct will monitor.

- **Call Vector** form — If you are using Call Vectoring, an ASAI link interface extension number is required for **adjunct routing** vector commands. This extension is the same as the one you enter on the Station form.

See [“Automatic Call Distribution” on page 9-25](#), [“Call Vectoring” on page 9-63](#), [“Call Prompting” on page 9-60](#) and [“CallVisor Adjunct-Switch Application Interface” on page 4-250](#) and any other features you are implementing for ICM for additional administration requirements.

Detailed description

Applications

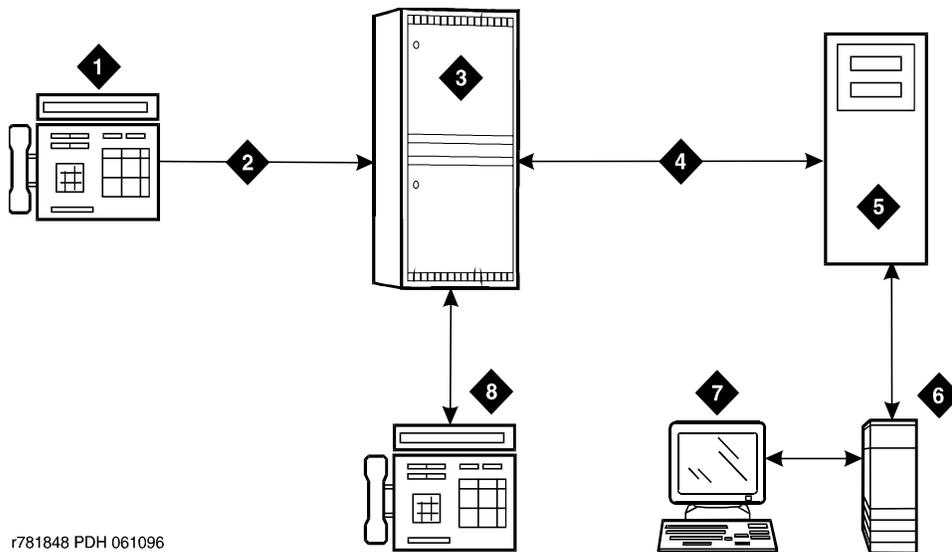
The following are some typical ICM applications:

- The system passes calling party/billing number (CPN/BN) information and the call is routed to an adjunct application for screen pop and supervisory transfers, with screen duplication.
- The system sends to the adjunct application both caller and prompter information about all incoming calls to a particular number. According to caller information in a database, the application directs the switch to route the call. For example, the call could be routed to a preferred agent, to best customer treatment, or to accounts receivable.
- The system uses Call Prompting to obtain a customer account number and then passes this information to the adjunct for call routing or screen pop.
- The system connects the caller to a voice response unit (VRU), along with caller CPN/BN and DNIS information. The caller then interacts with the VRU to direct how the call is handled. The system can verify a caller's identity and provide access to database information such as claims status or account balance.
- With Direct Agent Calling, an adjunct application can transfer a call to a specific ACD agent and have the call treated as an ACD call and tracked on Call Management System (CMS).
- An adjunct application can attach information used by another application to an ICM call using User-to-User Information fields. The adjunct transfers the call, along with the application-specific information, over primary rate interface (PRI) trunk to a CallVisor ASAI application at another switch. For example, an application at one switch can determine a caller's account or claim number and pass this information to a special list on another switch, where an application will transfer the call.

See *DEFINITY Communications System Generic 3 CallVisor ASAI Technical Reference* for additional application scenarios.

Agent data screen delivery applications

You can use the CONVERSANT voice system to deliver appropriate display data about callers to agents. You can pass information such as CPN/BN, DNIS, and Lookahead Interflow information, digits collected from Call Prompting, and which agent is selected to a CONVERSANT voice system. CONVERSANT delivers the appropriate data screen to the agent who takes the voice call. CONVERSANT can transfer or duplicate data screens for transferred or conferenced calls. A simplified configuration of this type of application is shown in [Figure 9-2](#). CONVERSANT VIS is used as an example — other adjunct processors have similar capabilities but should be verified for a particular application. If the host supports ASAI, CONVERSANT is not needed.



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Figure Notes

- | | |
|-------------------|-------------------------|
| 1. Voice terminal | 5. CONVERSANT |
| 2. ISDN-PRI | 6. Host |
| 3. DEFINITY ECS | 7. Agent data terminal |
| 4. ASAI | 8. Agent voice terminal |

Figure 9-2. Simplified ICM Configuration for Data Screen Delivery

General processing for this type of application occurs as follows.

1. The CONVERSANT voice system or host requests notification for events such as call offered, call ended, call connected, call dropped, call transfer, and alerting.
2. The switch notifies CONVERSANT with event reports when the call arrives, when the agent answers, when the call drops, and so on.
3. CONVERSANT sends information to the host application so that it can send a data screen to the agent's data terminal.

CONVERSANT can determine when a call drops before being answered and can track abandoned calls or use CPN/BN information for callbacks.

Integration with speech processing adjuncts

ICM can be used to provide integration with VRUs. The advantages of using ICM with CallVisor ASAI in addition to tip/ring interfaces are as follows:

- Data-screen integration is provided on transferred calls.
- Answer notification is provided on internal calls (CallVisor ASAI capabilities let you know what happens with the call).
- ISDN network information such as CPN/BN and DNIS is delivered to agents (call prompting for this information is not necessary).

A simplified configuration of this application is shown in [Figure 9-3](#).

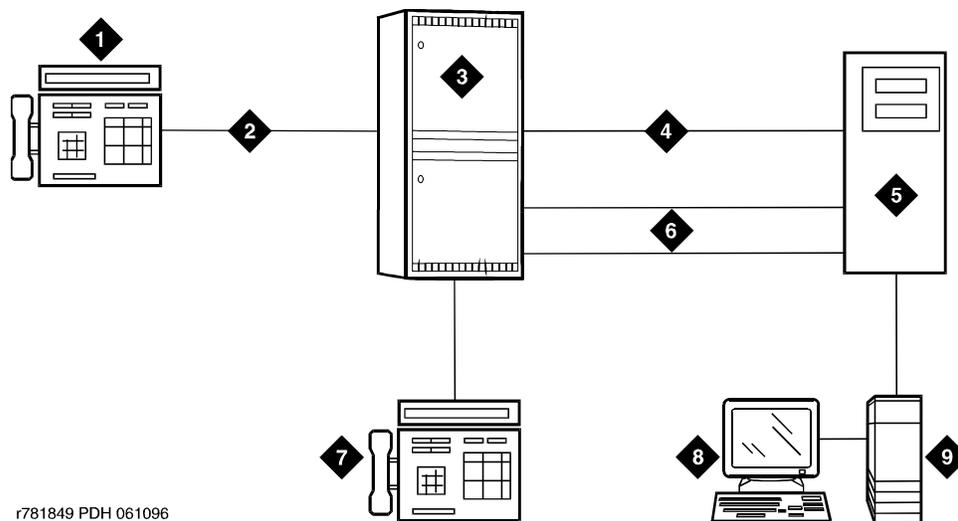


Figure Notes

- | | |
|-------------------|-------------------------|
| 1. Voice terminal | 5. Speech processor |
| 2. ISDN-PRI | 6. Tip/ring lines |
| 3. DEFINITY ECS | 7. Agent voice terminal |
| 4. ASAI | 8. Agent data terminal |
| | 9. Host |

Figure 9-3. Simplified ICM Configuration for Speech Processor Integration

General processing for this type of application occurs as follows

1. The switch uses CallVisor ASAI link to pass incoming call information to the CONVERSANT voice system.
2. The ACD split or EAS skill on the switch distributes the call to an available voice line.
3. After digits are collected via a DTMF keypad, CONVERSANT transfers the call back to an ACD split or specific agent on the switch via CallVisor ASAI.
4. If the call is transferred to a split agent, the switch uses CallVisor ASAI link to pass an event report on which agent receives the call.
5. CONVERSANT forwards the agent ID to the host application, which delivers a data screen to the agent.

6. Agents can display collected digits on their data terminals. Except for the dialed number, information from a CONVERSANT voice system cannot be carried with the call and displayed on a voice terminal. For example, digits collected in a CONVERSANT voice system adjunct cannot be passed to the switch for display.
7. If the collected digits are the extension where the call is being routed, these routing digits are passed to the switch as the destination in the CallVisor ASAI third-party make-call request. CONVERSANT uses the request to set up various types of calls.

Host/adjunct call routing

The host or CONVERSANT adjunct uses incoming call information to route the call to a split, vector, particular agent, or location off the switch. CONVERSANT can also direct the system to handle the call as a priority call. Routing can be based on the caller's area code or country code, digits collected via Call Prompting, dialed number or service, agent availability, or information in a customer database.

To implement this type of call routing, make sure that calls come into a vector that contains an *adjunct routing* vector command. This command causes the switch to initiate the route CallVisor ASAI capability. Vector processing occurs while the caller waits. A default split or answering position can also be specified in the vector, in case CONVERSANT does not respond in the administered amount of time (determined by the announcement/wait steps). Announcement and wait steps are needed to give the host time to respond.

For adjunct routing, if the call queues to a split or leaves vector processing, a route-end request is sent to CONVERSANT.

Considerations

Administrators and planners must consider:

- ICM traffic
- Rated switch capacity
- CallVisor ASAI interface traffic
- Rated capacity of the adjunct application processor

Lucent Technologies Technical Design Center can provide planning assistance.

In addition, you must consider the following:

- CallVisor ASAI and BX.25 CPN/BN-ANI are not supported simultaneously.
- Direct Agent Calls (DACs) are allowed only if the caller and the receiving agent have a Class of Restriction (COR) that allows Direct Agent Calling.

- DACs cannot go through vectors.
- DACs cannot be made over a DCS link. If the receiving agent is not an internal extension, the call is denied.

Interactions

- Call Prompting
Digits collected by Call Prompting are passed with current call information to a CONVERSANT adjunct.
- Direct Agent Calling
Direct Agent Calling allows an adjunct to direct a call to a particular ACD agent and have the call treated as an ACD call. Calls that enter the switch as ACD calls and are routed to a particular agent via adjunct routing, or are transferred via a third-party make-call request, are treated as ACD calls for the duration of the call. See [“Automatic Call Distribution” on page 9-25](#) for more information on Direct Agent Calls.
- Priority Calling
CallVisor ASAI allows both Priority Calling and Direct Agent Calling for the same call.

Information Forwarding

Whenever DEFINITY ECS interflows a call over ISDN trunk facilities (for example, PRI or BRI) by means of a *route-to* (with Lookahead Interflow active), *queue-to best*, or *check best* command, the following information is sent with the call via user-to-user information transport (via UUI IE or QSIG MSI) and can be used by adjuncts or displayed at the receiving switch:

- ASAI user information
- the name of the active VDN (LAI DNIS)
- other LAI information (a time stamp showing when the call entered the current queue, the call's priority level in its current queue, and the type of interflow)
- any collected digits (this does not include dial-ahead digits). These digits are available for processing at remote vectors and/or displaying to the agent.
- the number of seconds that the call has already spent in vector processing (called "in-VDN time")
- Universal Call ID (UCID)



NOTE:

Sending of information depends on priority settings and activated features.

Forwarding of the last three items, collected digits, in-VDN time, and UCID is new in DEFINITY ECS G3V6.3.

Interactions

- Best Service Routing
Best Service Routing-related data is sent in addition to the associated ASAI user data and UCID. For more information, see *Call Vectoring/Expert Agent Selection* (555-230-521).

User-to-User Information Transport

In the past, lookahead interflow transported the LAI Information Element (IE) in codeset 6 or 7, which functioned over non-QSIG private networks, but only over certain public networks.

Now, call centers can transport application information (including the LAI information) over many more public ISDN networks because of using User to User Signaling (UUS) Supplementary Services that incorporate user-to-user information (codeset 0 UUI). Information passes over QSIG private networks using manufacturer specific information (MSI—codeset 0 Facility IE) in various messages.

This feature

- enables multiple DEFINITY applications to share the contents of the UUI IE or MSI
- allows for backwards compatibility with pre-R6.3 DEFINITY software.

For more information about how to administer user-to-user information transport, see the Information Forwarding chapter in the *Call Vectoring/Expert Agent Selection (EAS)* guide, 555-230-521.

Support of new features

Information transport supports these call center features:

- Enhanced Look-Ahead Interflow—routes calls from busy call centers to centers that are less busy.



NOTE:

Look-Ahead Interflow information can be forwarded using information transport or the traditional codeset 6/7 LAI IE.

- Best Service Routing—routes calls to the best available agents wherever they are.
- Universal Call ID—provides a means to collect and trace call data from multiple call centers.

For information about enhanced lookahead interflow, see [Look-Ahead Interflow](#) on 9-98. For information about Best Service Routing, see [Best Service Routing™](#) on 9-44. For information about Universal Call ID, see [Universal Call ID](#) on 9-130.

Administering User-to-User Information Transport

This section outlines the procedure to administer your incoming and outgoing trunk groups to send user data over your network. Before administering the trunk group, review these guidelines:

- If you are using shared UUI (any Supplementary Service other than **b**), then you must administer the UUI Treatment for the trunk groups (both outgoing and incoming at the remote end) as **shared**. Use this option when you want to forward information to R6.3 or later DEFINITY switches in non-QSIG networks.
- With QSIG (Supplementary Service **b**), you need to administer Shared UUI to include ASAI user information with MSI transport. If UUI Treatment is the default **service-provider**, DEFINITY forwards the ASAI user data (if provided) in a non-shared codeset 0 UUI IE while forwarding the other data as MSI.

⇒ NOTE:

You do not need to complete this procedure if you do not intend to send user data over the network.

Table 9-10 lists the form and fields needed to administer information transport on trunk groups.

Table 9-10. Forms needed to administer information transport

Form needed	Fields needed	Why is this field needed?	Is field optional?	Page
ISDN Trunk Group (BRI or PRI)	UUI IE Treatment	Set field to either <ul style="list-style-type: none"> ■ shared (for trunk groups connected to DEFINITY R6.3 or later if you want shared data). ■ service-provider (for trunk groups connected to pre-DEFINITY R6.3 switches or if you want service provider functionality). 	Y However, this field cannot be blank.	for BRI 7-209 for PRI 7-235
	Maximum Size of UUI IE Contents	Set according to what the network supports. 128 (default) is recommended for private networking.	Y	7-209 7-235
	Shared UUI Feature Priority fields	Set the priority for each type of user data (such as UCID, ASAI, and other application information). Only needed for non-QSIG trunk groups.	Y If blank, info not sent.	7-212 7-238

To administer Shared UUI information transport:

1. In the command line, enter **change trunk-group n** and press RETURN.
The Trunk Group administration form comes up. *n* is the number of the trunk group you want to administer.
2. Go to page 2 of the form.
3. In the UUI Treatment field, enter **shared** and press RETURN.

⚠ CAUTION:

*If the trunk group is connected to a pre-DEFINITY 6.3 switch or if you want service provider functionality, do not enter **shared**. Instead, leave the default **service-provider** in this field. You cannot use*

Shared UUI unless the trunk group is connected to a DEFINITY 6.3 (or later) switch.

The `Maximum Size of UUI IE Contents` field appears.

If you enter **shared** and the `Send Codeset 6/7 LAI trunk group` option is on, you send the LAI information twice (unless the LAI Name and Other LAI data items' priorities are blank with non-QSIG—with QSIG, both are always sent), and you may exceed the maximum ISDN message size.

4. If you want to change the default size of 128 in the `Maximum Size of UUI IE Contents` field, then enter the number for the maximum UUI size. If you want to keep the default size, go to Step 5.

You must administer the trunk groups to send the appropriate amount of user information over the connected network. For example, if the public network only supports 32 bytes of user information, and you enter a number larger than 32, the network may reject the entire UUI IE.

DEFINITY accepts a range from 32 to 128.

5. Go to page 4 (the `Shared UUI Feature Priorities` page which comes up only when the `UUI Treatment` field is set to **shared**).

Notice that all feature names (whether enabled or not) appear on this page. The default values were assigned when Shared UUI was enabled.

6. Either leave the default settings, or reassign numbers from 1 to 6 (1 is the highest priority) to each feature. For more information about user needs, see *Determining User Information Needs* in the next section.

⇒ NOTE:

If you leave a feature field blank, that feature will not transport in the UUI IE. If the public network supports less than 82 bytes, you need to choose what feature information you want to send, and give that feature field a higher priority.

7. Press `(ENTER)` to save your changes.

Determining User Information Needs

The network byte limit on user information contents (the user data part of the UUI IE) must be large enough to carry the data needed for the customer application.

If you want to forward information over a network that does not support at least 82 bytes of user data, you must determine the space required for the application and adjust priorities accordingly. For more information, see "Determining User Information Needs" in the *Information Forwarding* chapter of the *Call Vectoring/Expert Agent Selection (EAS)* guide, 555-230-521.

Considerations

- Enhanced information forwarding has been tested with several major carriers. To find out if these capabilities work with your carrier, check with your account team for the most current information. If testing has not been done to verify operation over the public networks involved with the preferred specific configuration, use of private ISDN trunking between the nodes should be assumed until successful testing has been completed.
- Any switch that acts as tandem node *must* have priorities assigned to the Shared UUI features for non-QSIG trunk groups. Even if this switch does not create anything, the priorities must be set correctly to pass the information along. For more information, see the Troubleshooting section.
- The `Send codeset 6/7 LAI` trunk group option operates independently of the `UUI IE Treatment` trunk group option. However, if you turn both of these options on, you'll send the same information twice and possibly exceed the maximum ISDN message size. DEFINITY provides a warning message when both options are administered. There are two ways to correct when the user data exceeds the maximum message size, either:
 - put a blank in the priority fields for `VDN Name` and `Other LAI Information` on the Shared UUI Feature Priorities form, or
 - disable the `Send codeset 6/7 LAI` option.
- For non-QSIG or QSIG trunk groups to DEFINITY R6.3 (or later) switches that require information forwarding, the `UUI IE Treatment` should be **shared** and the `Send Codeset 6/7 LAI IE` should be **n**. For more information, see the *DEFINITY ECS Call Vectoring/Expert Agent Selection (EAS)* guide, 555-230-521.
- Information transported via the Shared UUI is DEFINITY-proprietary; the information will not work with non-DEFINITY switches unless these switches adhere to the proprietary encoding.

Troubleshooting

The following troubleshooting hints should be reviewed when information is not forwarded, even though you received no error messages while administering the Shared UUI feature, and all software and connections meet the minimum requirements:

- If DCS is used, make sure *all* ISDN trunks between DEFINITY switches used for DCS or remote AUDIX are configured in the D-channel mode.
- For each ISDN trunk administered with the Shared UUI option, make sure the UUI size does not exceed the UUI IE size that the network can support.
- For all non-QSIG ISDN trunks, make sure the `UUI IE Treatment` field is set to **shared**.

- Make sure trunk group options are set correctly for the application and configuration.
- Applications may fail on networks supporting limited UUI transport. Administration determines which application's UUI will be transported in these cases. If a given application is failing, first check the administration to determine if the application in question has the highest priority. This applies to tandem nodes as well as originating nodes.

Applications that originate UUI on tandem nodes can request that assigned priorities at the tandem node be applied to the resulting UUI. Therefore, it is possible for a tandem node to erase UUI information received from the originator.

In other words, passing UUI through a tandem node transparently as required for UUS Service 1, does not apply to DEFINITY's proprietary shared UUI procedures.

Intraflow and Interflow

Intraflow and Interflow allow you to redirect ACD calls from one split to another split when the splits are not vector-controlled. Intraflow redirects calls to other splits within the system using Call Coverage or Call Forwarding All Calls. Interflow redirects calls to an external split or location using Call Forwarding All Calls.

Intraflow

Use Call Coverage with Intraflow to redirect ACD calls from one split to another *conditionally*, according to the coverage path's redirection criteria. For example, you can define a split's coverage path to automatically redirect incoming ACD calls to another split when a terminal is busy or unanswered. You can redirect calls to less busy splits, for more efficient call handling.

Use Call Forwarding with Intraflow to *unconditionally* forward a split's calls.

Interflow

Interflow allows you to redirect ACD calls from a split on one switch to a split on another switch or external location. Use Call Forwarding All Calls with Interflow to *unconditionally* forward calls directed to a split extension to an off-premises location. Calls can be forwarded to destinations off the PBX (that is, phone numbers on the public telephone network). You cannot use Call Coverage with Interflow. If a coverage point station or split is forwarded/interflowed, it is taken out of the coverage path.

For details on how to forward calls to an external extension, see [“Call Forwarding”](#) on page 4-224. See [“Call Vectoring”](#) on page 9-63 and [“Look-Ahead Interflow”](#) on page 9-98 for information on advanced Interflow capabilities. See [“Call Coverage”](#) on page 4-146 for information on Call Coverage redirection criteria.

How to administer Intraflow and Interflow

Required forms

Form	Field	Page
Feature-Related System Parameters	■ Coverage — Don't Answer Interval for Subsequent Redirection	5-123
Feature Access Code (FAC)	■ Call Forwarding Activation ■ Call Forwarding Deactivation	5-113
Hunt Group	■ Inflow Threshold ■ Priority on Intraflow	5-158
Coverage Paths	■ Don't Answer ■ Busy ■ Number of Rings	5-94

Detailed description

Assign an inflow threshold for each split receiving Intraflow and Interflow calls. This threshold prevents a split from receiving new ACD calls if the oldest call in the queue has been there longer than the threshold. If an ACD call is forwarded or redirected through Call Coverage, but cannot be routed to another split or coverage path point, it remains in queue at the original split even though coverage tone may be heard.

For a split with Intraflow and Call Coverage assigned, you can also assign Priority on Intraflow. When an ACD call intraflowing from a split with Priority on Intraflow to a covering split enters the split's queue, that call is placed ahead of nonpriority calls but behind other priority calls already in the queue. All priority calls are answered before any nonpriority calls.

Calls intraflowed via Call Coverage to a covering split are never connected to the first delay announcement at the covering split. Calls redirected via Call Forwarding receive the delay first announcement at the forwarded-to split, but never receive a forced first announcement.

As an illustration of how Intraflow works, assume the following:

- A call is intraflowed from split 1 to split 2 via Call Coverage.
- Split 1 is assigned priority on intraflow.
- Split 2 has a queue with three priority calls and four nonpriority calls.
- Split 2 has an inflow threshold of 90 seconds and the oldest call in queue at split 2 has been in queue for 60 seconds.

- Split 2 has been assigned a second delay announcement and has a second delay announcement interval of 45 seconds.
- Music-on-Hold is provided.

When the call is intraflowed from split 1 to split 2, the call is placed in the split 2 queue as the fourth priority call, ahead of the four nonpriority calls. The call stays in the queue for 45 seconds and is still not answered. Then the call is connected to the second delay announcement for split 2. After the announcement, the caller hears music until an agent answers the call.

You can assign a Coverage ICI button to an agent's multiappearance voice terminal. The agents use the button to identify a call that is intraflowed from another split. When an agent receives such a call, the button lamp lights.

Considerations

The same coverage path can be used for as many splits as desired. You should administer redirection criteria for a split's coverage path so that calls are redirected under Busy or Don't Answer conditions. Do not use All or Send All Calls as redirection criteria.

Interactions

- **Call Coverage**

All splits with the same coverage path are automatically assigned the same Don't Answer Interval. The default Don't Answer Interval is 2.

If Intraflow via Coverage is active, the Coverage Don't Answer Interval associated with Call Coverage begins when a call enters the split queue.

If the Coverage Don't Answer interval expires before either of the two delay-announcement intervals expires, a call is redirected to coverage. If either of the delay-announcement intervals expires before the Coverage Don't Answer interval, the call is connected to a delay announcement, if available.

If no coverage point is available to handle a call, a call remains in queue and may then be connected to a delay announcement.

- **Temporary Bridged Appearance**

If an ACD call is routed to a split agent but is intraflowed to another split before being answered, the Temporary Bridged Appearance at the agent's terminal or console is no longer maintained.

Look-Ahead Interflow

Use Look-Ahead Interflow to balance the load of ACD calls across multiple locations. With Look-Ahead Interflow, you can optionally route a call to a backup location based on your system's ability to handle the call within parameters defined in a vector. In turn, the backup system can accept or deny the call also based on parameters defined in a vector.

DEFINITY 6.3 release includes an enhanced Look-Ahead Interflow that

- results in First in First Out (FIFO) or near FIFO call routing via a new conditional
- uses less computer processing resources during Look-Ahead Interflow than pre-DEFINITY 6.3 software.
- provides enhanced, globally-supported information forwarding over public or private ISDN (for example, PRI and BRI) networks using non-QSIG or QSIG protocols. For more information, see [Information Forwarding](#) on [9-89](#).

 **NOTE:**

The rest of this section assumes you will read the *DEFINITY Enterprise Communications Server Call Vectoring/EAS Guide* (555-230-521) for a detailed description of Look-Ahead Interflow and its uses. The guide contains information that is critical to the effective and efficient use of this feature.

How to administer Look-Ahead Interflow

Required forms

Form	Field	Page
System Parameters Customer-Options	■ Vectoring (Basic)	5-277
	■ ISDN-PRI	
	■ Lookahead Interflow	
Trunk Group (ISDN)	■ Outgoing Display	7-221
	■ Codeset to Send TCM, Lookahead	
	■ Supplementary Service Protocol	
	■ UUI Treatment	
Feature-Related System Parameters	■ Interflow-Qpos EWT Threshold	5-141
ISDN Numbering - Public/Unknown	■ Ext Len	7-95
	■ Ext Code	
	■ CPN Prefix	
Call Vector	■ Complete a form for each Look-Ahead Interflow vector	9-207

See [“Call Vectoring” on page 9-63](#) for associated Call Vectoring administration.

- System-Parameters Customer-Options — For full functionality, options must be enabled at both the sending and receiving switches. If Look-Ahead Interflow is not optioned on the receiving switch, interflow still results on a look-ahead basis. However, the forwarded Dialed Number Identification Service (DNIS) (sending switch VDN name) information is ignored and tandem Look-Ahead Interflow is not provided.
- Trunk Group Form (ISDN) — If you do not want the call originator's display to update on each Look-Ahead Interflow call attempt, look-ahead calls should be routed over trunk groups with the `Outgoing Display` field set to **n**.
- Feature-Related System Parameters Form — Administer the `Interflow-Qpos EWT Threshold` field when working with enhanced Look-Ahead Interflow. Any calls that will be answered before this threshold will not be interflowed (therefore saving CPU resources).
- ISDN Numbering - Public/Unknown Form — Administer a CPN Prefix for each Vector Directory Number (VDN) that maps to a vector used to place Look-Ahead Interflow calls. If you do not, a Look-Ahead Interflow DNIS of all blanks displays on the answering agent's voice terminal.

For private network non-QSIG connectivity with direct facilities between DEFINITY systems, administer Look-Ahead Interflow DS1/E1 circuit packs with Country Protocol Option 1 independent of the country where the system is located.

Considerations

- LAI has been tested with several major carriers. To find out if these capabilities work with your carrier, check with your account team for the most current information. If testing has not been done to verify operation over the public networks involved with the preferred specific configuration, use of private ISDN trunking between the nodes should be assumed until successful testing has been completed.
- All calls routed over ISDN facilities by a **route-to number with cov n** or **route-to digits with cov n** vector command on a switch where Look-Ahead Interflow is enabled are treated as Look-Ahead Interflow call attempts.

A vector may route a call over an ISDN facility to a destination that is not a VDN. The sending switch processes this call as a Look-Ahead Interflow call even though it is not. ISDN processing at the receiving switch causes the call to always be accepted. However, the DNIS and any other information in the Look-Ahead Interflow information forwarded with the call are ignored.

- Until the lookahead attempt is accepted by the receiving switch, the caller continues to hear any feedback applied by the sending switch vector and will remain in any split/skill queues.
- **Route-to number with coverage y** or **route-to digits with coverage y** commands never result in a Look-Ahead Interflow call attempt. The sending end assumes the call is always going to be accepted. This command always completes the call. Moreover, the command should not be used if the vector at the receiving switch might deny the call, since the caller in this case would be given a busy signal or would be disconnected. Use this command with coverage y only when you want unconditional interflow (with Look-Ahead Interflow active) and the terminating switch is set up accordingly.
- Audible feedback may be provided to the caller before interflow is attempted. Therefore, another audible feedback from the receiving switch may confuse the caller. For example, a caller hearing ringback on the sending switch may be confused if music is applied suddenly when the call interflows to the receiving switch.

Interactions

- AAR/ARS

ISDN facilities used to provide Look-Ahead Interflow to a VDN on another switch in a private network can use the AAR feature if private facilities are to be used for call routing.

- Agent Terminal Display

If collected digits are forwarded with an interflowed call, the forwarded digits are displayed to the answering agent (unless they're overridden with newly collected digits).

- Attendant Control of Trunk Group Access

Calls will not route over a trunk with Attendant Control of Trunk Group Access set.

- Authorization Codes

Authorization Codes must not be required for interflow routing. Assign a high enough FRL to the VDN so that the route desired for routing interflow calls can be used without requiring an Authorization Code entry. If a route choice is encountered that requires a higher FRL, the interflow is considered an invalid destination (rejected for Look-Ahead Interflow or not available for standard interflow) without the application of recall dial tone.

- BCMS

BCMS does not log LAI attempts, nor does it report accumulated in-VDN time.

- Call Detail Recording — Sending Switch

No Ineffective Call Attempt or Outgoing Call CDR records are generated for vector *route-to* commands that are unsuccessful including denied Look-Ahead Interflow attempts.

If a local (on-switch) call to a VDN generates a Look-Ahead Interflow call attempt that is accepted, and answer supervision is returned from the receiving switch, then one Outgoing Call CDR record is generated with the originating extension as the calling number.

If an incoming (off-switch) call to a VDN generates a Look-Ahead Interflow call attempt that is accepted, and no answer supervision is returned from the receiving switch, then one incoming CDR record is generated. The VDN is the called number, and the duration is from the time answer supervision was provided to the incoming trunk.

If an incoming (off-switch) call to a VDN generates a Look-Ahead Interflow call attempt that is accepted, and answer supervision is returned from the receiving switch, then two incoming CDR records are generated:

- An incoming record with the VDN as the called number and the duration as the time since answer supervision was provided to the incoming trunk. This is generated if the call is initially answered in the sending switch before interflow takes place.

- An outgoing record containing the incoming trunk information as the calling number and the dialed digits and the outgoing trunk information as the called number.

- Call Detail Recording — Receiving Switch

On the receiving switch, an incoming Look-Ahead Interflow call is treated like any other incoming vector call.

If answer supervision is returned by the vector, and the call is never terminated to another destination, then the VDN extension is recorded as the called number in the CDR record.

If the call terminates to a hunt group, then the VDN, hunt group, or agent extension is recorded as the called number. If the `Record VDN in Record` field of the Feature Related System Parameters is **y**, then the VDN extension overrides the `Call to Hunt Group - Record` administration option for vector calls.

- Call Prompting

Digits collected at the sending switch, no matter how they are collected (caller-entered, ASAI provided, CINFO provided, etc.) are forwarded with interflowed calls and available at the remote switch via information forwarding. For more information, see [Information Forwarding](#).

⇒ NOTE:

Dial-ahead digits are not forwarded with the call. There is a maximum of 16 forwarded digits.

- Centralized Attendant Service

A centralized attendant can be a Look-Ahead Interflow destination.

- Display - 27 Character

The VDN name (part of the LAI information forwarded with calls) can be up to 15 characters long. Any characters over this limit will be dropped.

- Facilities Restriction Level and Traveling Class Marks

The FRL for interflow over ARS/AAR route choices is assigned to the original VDN used for the incoming call.

- Incoming Call Management

The adjunct routing capabilities of vectoring can be used at the sending switch to determine if a call should be interflowed. Adjunct routing at the receiving switch can be used to tandem the call to a far-end switch.

If the call terminates to a trunk (tandem), then two CDR records are generated:

- An incoming record with the VDN as the called number and the duration as the time since answer supervision was provided to the incoming trunk.

- An outgoing record containing the incoming trunk information as the calling number and the dialed digits and the outgoing trunk information as the called number.
- Lucent Distributed Networking - Manufacturers Specific Information (MSI)
LAI (whether enhanced or not) may not function with systems from other vendors (unless that vendor develops a corresponding capability that works with DEFINITY ECS).
- Network Access
LAI operates over public, private, or virtual private (for example, SDN) ISDN-BRI and -PRI networks that meet minimum network requirements.
The sending of a Look-Ahead Interflow codeset 6/7 information element is counted toward Message Associated User-to-User Information (MA-UUI) counts.
- QSIG
LAI and information forwarding function over QSIG trunk facilities if the remote locations are DEFINITY systems. You may get LAI call control functionality with other vendors if DEFINITY is the starting point.
- Redirect on No Answer (RONA)
Calls redirected to a VDN by RONA can be subsequently processed and routed by LAI applications.
- Service Observing
You can observe a call in LAI processing via VDN observing throughout the life of the call (as long as the call is still connected through the local DEFINITY ECS). All current restrictions on Service Observing still apply. Incoming calls can be service observed at the remote switch.
- Trunk-to-Trunk Transfer
Interflowed calls may be transferred by a receiving switch to another trunk connection.
- VDN Override
The name of the active VDN for a call is displayed at the remote answering agent.

Multiple Call Handling

Multiple Call Handling (MCH) allows agents to receive an ACD call while other types of calls are alerting, active, or on hold.

How to administer MCH

Required forms

Form	Field	Page
Hunt Group	■ ACD	5-158
	■ Multiple Call Handling	

The MCH column on the List Hunt Group form contains the value that you enter in Multiple Call Handling.

Detailed description

Applications

Use Multiple Call Handling in applications where you want agents to take additional calls without dropping the active call. Examples of applications include:

- An agent and a caller may need to wait on a call for information. MCH allows the agent to put the call on hold and handle other ACD calls until information is available.
- ACD calls may be more important to your business than non-ACD calls. Use MCH to interrupt agents on non-ACD calls with an ACD call.
- In an EAS environment, calls from one skill may be more important than calls from another skill. Use MCH to interrupt an agent who has a call from the less-important skill with a call from the more-important skill.

You can use MCH in an Expert Agent Selection (EAS) or non-EAS environment.

- With EAS, you can administer any combination of MCH and non-MCH skills for an agent. If an EAS agent is a member of both MCH and non-MCH skills, he or she can handle multiple simultaneous ACD or Direct Agent Calls only in the MCH skills.
- Without EAS, agents can be logged into only one split if it is an MCH split. Similarly, a non-EAS agent logged in to a non-MCH split cannot log into an MCH split.

MCH example

In this example, an agent is logged into 4 skills, each with a different MCH option. [Table 9-11](#) shows how calls are delivered when an unrestricted-line appearance is available and the agent is in Auto-In or Manual-In work mode (AUX work mode is not pending).

Table 9-11. MCH Call Delivery Example

Condition	Calls Delivered?			
	Skill 1 (MCH= on-request)	Skill 2 (MCH= one-forced)	Skill 3 (MCH=one - per-skill)	Skill 4 (MCH= many- forced)
No calls on set	yes	yes	yes	yes
One active extn call	no	yes	yes	yes
Skill 1 call active	no	yes	yes	yes
Skill 2 or 4 call active	no	no	yes	yes
Skill 3 call active	no	no	no	yes
Extn call held, no other action	no	yes	yes	yes
Skill 1, 2, or 4 call held, no other action	no	no	yes	yes
Skill 3 call held, no other action	no	no	no	yes
Extn call held, then AI/MI selected	yes	yes	yes	yes
Skill 1,2,3, or 4 call held, then AI/MI selected	yes	yes	yes	yes

Agents and supervisors in on-request MCH splits or skills can use Queue Status, VuStats, and BCMS/CMS reports to determine if a call is waiting that must be answered immediately.

MCH settings

On request

In on-request splits or skills, the following is true.

- If an agent goes into Auto-In or Manual-In work mode, but there are no calls in the queue, the agent is placed at the bottom of the MIA queue or at the bottom of their skill level in the EAD queue, or is made available in the DDC queue.

- Agents must select Auto-In or Manual-In work mode for each new ACD call they take while a call is on hold.
- The agent can take additional ACD calls as long as there is an available line appearance.

Use on-request MCH in conjunction with a feature such as VuStats, which agents can use to see when the split queue is getting full and take additional calls.

One forced

An agent who is idle or active on a non-ACD call is automatically interrupted with an ACD call from this split or skill when no other ACD call for any of the agent's splits or skills are alerting, active, or held. In addition, the following must also be true:

- The agent is in Manual-In or Auto-In work mode.
- The agent is the most idle or next available.
- An unrestricted line appearance is available.
- AUX work or Move from CMS are not pending.

As long as an ACD call is active or held, the agent does not automatically receive an additional call from the one-forced split or skill. An agent in a one-forced split/skill in Auto-In or Manual-In work mode is unavailable for that split/skill from the time that an ACD call rings until all ACD calls are abandoned, redirected, or dropped. However, the agent can request another ACD call from a one-forced split or skill by placing the active call on hold and selecting Manual-In or Auto-In work mode.

If an agent with multiple skills is active on an ACD call for a group with one-forced MCH, the agent could be forced to take an ACD call for one of his or her other skills, depending on that skill's MCH settings.

Because one-forced MCH forces an ACD call to alert an agent who is not on an ACD call, use it when you want ACD calls to take precedence over other calls.

One per skill

You must have EAS to use one-per-skill MCH. An agent with no ACD calls for this skill is automatically interrupted with a single ACD call from this skill under the same conditions listed for one-forced.

If a one-per-skill call is active or held, the agent does not automatically receive additional calls from that skill. However, the agent can request another ACD call from a one-per-skill in the usual way.

If an agent with multiple skills is active on an ACD call for a one-per-skill group, the agent could be forced an ACD call for one of his or her other skills if those skills are many-forced or one-per-skill MCH.

Use one-per-skill MCH when calls from one skill are of higher priority than other ACD calls.

Many forced

Agents are automatically interrupted with an ACD call under the same conditions listed for one-forced. As soon as an agent answers an alerting ACD call, the agent immediately becomes available to receive another ACD call from a many-forced split or skill.

Agents in many-forced groups in Auto-In or Manual-In work mode are unavailable only when an ACD call is ringing.

Use many-forced MCH when agents must answer important or urgent calls, even when they must put equally important calls on hold. It can also be used to force Direct Agent calls to an agent.

Considerations

- Agents can receive multiple calls only when in Auto-In or Manual-In work mode. All forced MCH calls are delivered with ringing at the agent's station, not with zip tone. Requested MCH calls are delivered with ringing or zip tone.
- Agents can toggle between Auto-In and Manual-In work mode.
- If an agent selects ACW or AUX work mode with calls on hold, the work mode is pending until all calls complete or until a Manual-In call completes. New ACD calls are not delivered when AUX work is pending. When an ACD or Direct Agent call with pending ACW completes, the agent enters ACW. When an agent is active on a non-ACD call with ACW pending, the agent can receive forced MCH calls.
- If an agent is either in Auto-In work mode and active on an ACD or Direct Agent call, or in Auto-In or Manual-In work mode and active on a non-ACD call and a Manual-In ACD or Direct Agent call abandons from hold, the agent is pending for ACW work mode and the after-call button lamp flashes.
- If an agent reconnects to an ACD or Direct Agent call on hold, his or her work mode changes to the call's work mode (Auto-In or Manual-In).
- Do not use forced MCH with DDC distribution because the first agent continues to receive calls until all line appearances are busy.

Interactions

- Automatic Hold

To answer a ringing ACD call, an agent in a many-forced, one-forced, or one-per-skill split/skill pushes the line-appearance button. If automatic hold is administered, the active call is automatically placed on hold. Otherwise, the agent must first push hold.

- Call Work Codes and Stroke Counts

Agents handle multiple ACD calls simultaneously with MCH can enter CWCs and Stroke Counts. When an agent does so with multiple calls on the station, the code/count is associated with the last call the agent handled. If an agent enters a code/count during an active call with calls on hold, the code/count is associated with the active call.

If an agent with on-request MCH is active on a call that requires forced entry of CWC or stroke counts and places the call on hold without entering a code/count, he or she cannot request another call.

If agents with many-forced MCH are in a split/skill with forced entry of CWC or stroke counts, they are forced to handle an ACD call even if they have not entered a code/count.

- Direct Agent Calling

Agents can handle multiple Direct Agent calls if their direct agent skills have MCH. The queue-status indicator is not lit when a Direct Agent call queues to a split/skill. Agents are notified that calls are waiting with a ring ping and a flashing current-work-mode lamp.

- Move Agent While Staffed

An agent with a move pending can place a call on hold and request another ACD call. All calls and ACW must complete before the pending move occurs.

- Non-ACD calls

If an agent activates Auto-In or Manual-In work mode with calls on hold, he or she can answer or originate a non-ACD call. With on-request MCH, the agent is temporarily unavailable for ACD or Direct Agent calls. With forced MCH, a call can be delivered. If an agent in ACW reconnects to an AUXIN/AUXOUT call, the agent remains in ACW.

- Queueing

When an agent is available, the agent is placed at the end of the queue for Uniform Call Distribution (UCD) hunt groups or at the bottom of the skill type for Expert Agent Distribution (EAD) hunt groups, or is made available for Direct Department Calling (DDC) hunt groups. When the agent becomes the most available according to group type (UCD, EAD, or DDC), he or she receives a queued ACD or Direct Agent call.

If the last agent on a forced MCH split is pending for AUX work mode in a nonvector-controlled split, the agent must empty the queue before going to AUX work mode. The agent continues receiving ACD calls until the queue is emptied.

- **Redirection on No Answer**

If an agent has a call active or on hold and the RONA timer expires for another ringing ACD call, RONA redirects the alerting call back to the split/skill or administered VDN. The agent is not taken out of service when the call redirects, but is placed at the bottom of the Most Idle Agent (MIA) or Expert Agent Distribution (EAD) queue.

- **Restricted line appearance**

If you administer last-available line appearance as Restricted Last Appearance for an agent's terminal, the agent does not receive additional ACD calls because the appearance is reserved for making conference or transfer calls.

Queue Status Indications

Queue Status Indications allows you to assign queue-status indicators for Automatic Call Distribution (ACD) calls based on the number of calls queued and time in queue. You can assign these indications to lamps on agent, supervisor, or attendant terminals or consoles to help users monitor queue activity.

In addition, you can define auxiliary queue warning lamps to track queue status. On voice terminals and consoles with displays, you can display the number of calls queued and time in queue of a split's oldest call.

How to administer Queue Status Indications

Required forms

Form	Field	Page
Hunt Groups	■ Queue Length	5-158
	■ Calls Warning Threshold (per split or attendant group)	
	■ Time Warning Threshold (per split or attendant group)	
	■ Time Warning Port (per split)	
	■ Calls Warning Port (per split)	
Station (multi-appearance)	■ Button/Feature Button Assignments	6-14
	— q-calls	
	— q-time	
Attendant Console	■ Feature Button Assignments	5-35
	— atd-qcalls	
	— atd-qtime	
	— q-calls	
	— q-time	
System Capacity	■ Queue Status Buttons	

Detailed description

There are two types of Queue Status Indications:

- Number of queued calls (NQC)
The system reports the total number of calls, excluding direct agent calls (DACs), in queue at a hunt group.
- Oldest queued time (OQT)
The system reports the time in queue of the oldest call in a split queue.

You can also use auxiliary queue warning lamps to provide both types of indications. Install the lamps at any location convenient to split agents.

If a queue status threshold is reached, the lamp next to the associated button flashes. If calls are queued but the threshold is not reached, the lamp lights steadily. If no calls are queued, the lamp goes dark.

If agents at voice terminals and consoles with displays press either the OQT or NQC button, the following information is briefly displayed:

- Split name (or extension, if name is not assigned)
- Oldest queued time
- Number of queued calls

You can use Queue Status Indications to provide status information for attendant groups or other hunt group types (DDC and UCD). With attendant groups, the button names (AQT and AQC) are different than for split queues, the display shows OPERATOR instead of split name or extension, and all status information applies to the attendant group queue.

If you need to know how many queue status buttons you've administered, or how many your system will allow you to administer, check page 5 of the System Capacity form.

Interactions

- Attendant and Voice Terminal Displays Timer
The timer and the queue status information can be displayed at the same time. On 1-line displays, the timer is displayed in the last eight display positions and the number of queued calls is not displayed. On 2-line displays, the timer is displayed on the first line and the queue status information is displayed on the second line.
- CMS
When you use CMS to move an agent from one split to another, all buttons associated with the first split, including NQC and OQT buttons, become associated with the second split.

Reason Codes

Reason Codes allows agents to enter a numeric code that describes their reason for entering Auxiliary (AUX) work mode or for logging out of the system. Reason codes give call center managers detailed information about how agents spend their time. Use this data to develop more precise staffing forecasting models or use it with schedule-adherence packages to ensure that agents are performing scheduled activities at the scheduled time.

You can administer the codes so that entry is forced or optional. Ten reason codes are available, including a default code. You can assign two system-wide names to each code — one for entering AUX work mode and one for logging out.

You can use VuStats to display the reason code name or number. Use VuStats or CMS to gather historical and real-time reason-codes statistics.

You must have Expert Agent Selection (EAS) enabled to use reason codes.

How to administer Reason Codes

Required forms

Form	Field	Page
System Parameters Customer-Options	<ul style="list-style-type: none"> ■ ACD ■ EAS ■ Reason Codes 	5-277
Attendant Console	<ul style="list-style-type: none"> ■ RC 	5-35
Feature-Related System Parameters	<ul style="list-style-type: none"> ■ EAS ■ Aux Work Reason Code Type ■ Logout Reason Code Type ■ CMS Release (Release 5 and later configurations, or none) 	5-123
Feature Access Code (FAC) (optional)	<ul style="list-style-type: none"> ■ Aux Work Reason Code Type ■ Logout Reason Code Type 	5-113
Language Translations	<ul style="list-style-type: none"> ■ Line 49 	5-193
Reason Code Names	<ul style="list-style-type: none"> ■ All 	5-193
Station	<ul style="list-style-type: none"> ■ RC 	6-28

Detailed description

Forced reason codes

If you have administered forced reason codes, agents cannot enter AUX work mode or log out until they enter a code. Agents can enter codes 1 — 9, but not default code 0.

If an agent enters an invalid code or fails to enter a code within the administered timeout interval, the change is denied and the agent remains in the current work mode. If the agent dialed a FAC, the agent hears an intercept tone. If the agent pressed the AUX button, the AUX lamp flutters and then goes dark (or lights steadily if the agent was already in AUX with a different reason code).

Requested reason codes

If you have administered requested reason codes, agents need not enter a code to enter AUX work mode or log out. Agents can enter the codes 0 — 9. If an agent enters an invalid code or fails to enter a code within the timeout interval, the agent enters AUX work mode or logs out with default code 0.

Entering AUX work mode

An agent can enter an AUX reason code in one of three ways:

- Pressing an AUX work button with an assigned code
- Pressing an AUX work button with no assigned code and responding to the prompt for a reason code
- Dialing an AUX work FAC and responding to the dialtone prompt for a reason code

If there are no calls ringing, active, or held at the voice terminal, agents enter AUX work mode immediately and the AUX lamp lights steadily. Otherwise, the AUX lamp blinks until the agent completes all calls at the terminal.

If a button for AUX work is associated with the reason code that the agent entered, the button lamp lights. If no such AUX button exists, the system lights the first AUX button lamp with no administered reason code.

You can assign an AUX button without a reason code to an agent's voice terminal. This allows agents with a limited number of buttons to use all 10 reason codes.

Logging out

To log out with a reason code, the agent dials the logout FAC, hears a second dial tone and enters a reason code. The agent hears confirmation tone and is logged out.

Default code

Default code 0 is used when the system puts an agent into AUX work mode or logs the agent out without the involvement of the agent. For example:

- When an agent logs in and is put into AUX mode
- When an agent makes or receives a non-ACD call from the available state
- When a call is redirected as a result of Redirection on No Answer (RONA) and the agent is logged out or put into AUX mode
- When agent skill assignments are changed while an agent is staffed (the system automatically logs the agent out and back in)
- When an agent forces a logout without entering a code (for example, by pulling the headset)
- When an agent who is requested to enter a reason code fails to enter a valid code within the 10-second timeout period
- When an agent with requested reason codes enters # or *

Considerations

- If an agent in Auto-In or Manual-In work mode dials the logout FAC but fails to enter a reason code and logout reason codes are forced, the agent is returned to the available state. ACD calls are delivered even if the agent has left the voice terminal. To prevent this, be certain that agents enter AUX or ACW work mode before logging out.
- When an agent changes to AUX work mode and the AUX Work Reason Code Type is set to none, the agent is put into AUX work mode with the default reason code even if you have administered a different reason code for the AUX button. Setting AUX Work Reason Code in this way allows you to complete button administration before activating the feature.
- Do not administer AUX buttons without a reason code for hybrid station sets.
- When an agent in AUX work mode is active on a non-ACD call, the agent cannot immediately change the reason code. A change is pending until the call drops.
- There is a limit to the number of agents who can simultaneously be entering either a reason code or a Call Work Code. See the *DEFINITY Enterprise Communications Server Release 6 System Description Pocket Reference* for this limit.

Interactions

- **Abbreviated Dialing**

You can program FACs for AUX work mode or logout with or without an associated Reason Code on automatic-dial buttons or in abbreviated-dial lists. At the reason code prompt, when an agent selects an abbreviated-dial or automatic-dial button, the first digit of the button is taken as the reason code.
- **Agents in Multiple Skills**

When an agent who is assigned to multiple skills enters AUX work mode with a reason code, the agent enters AUX work for all of his or her skills with the same reason code.
- **ASAI**

ASAI allows a host to log an agent out and place an agent in AUX work mode with a reason code. The host can query the agent's current work mode and receive the reason code associated with the AUX work mode.
- **Auto-Available Split**

The system logs AAS agents out for Redirection on No Answer with the default reason code.
- **Basic Call Management System**

Statistics about AUX work mode by reason code are not available in BCMS reports.
- **CMS**

CMS tracks time in AUX work mode by reason code and displays reason codes for agents currently in that mode. When an agent is moved from CMS while the agent is staffed, the system logs the agent out using the default code, and then logs the agent back in again. If an agent is in AUX work mode when moved, the agent is returned to AUX work mode with the same reason code when the move is completed.
- **Direct Agent Calling**

When a Direct Agent call is queued for an agent in AUX work mode with a reason code, the appropriate AUX button lamp flutters to alert the agent to the queued call. If there is no AUX button lamp, agents receive an audible alert (ring-ping or call-waiting tone). If there is an AUX button with no assigned reason code administered, then that lamp flutters.
- **Redirection on No Answer**

When a call is redirected via RONA, an agent is placed into AUX work mode with the default code or is logged out with the default code if the agent is in an auto-available skill.

Redirection on No Answer

Redirection on No Answer (RONA) redirects a ringing ACD split or skill call or Direct Agent Call after an administered number of rings. RONA prevents an unanswered call from ringing indefinitely. The call can redirect either to the split or skill to be answered by another agent or to a VDN for alternative call handling. Direct Agent Calls route to the agent's coverage path, or to a VDN if no coverage path is administered.

You must have ACD enabled to use RONA. Administer RONA for each ACD split hunt group as required. RONA can be used in Auto-Available Splits (AAS), or in splits and skills with agents operating in Manual-In work mode. You can administer RONA for vector-controlled or nonvector-controlled splits or skills.

Do not administer RONA for splits controlled by adjuncts or AUDIX or for auto-answer agents assigned splits or skills because calls must ring at a terminal to be redirected.

How to administer RONA

Required forms

Form	Field	Page
Hunt Group	■ ACD	5-158
	■ AAS	
	■ Vector	
	■ Controlling Adjunct	
	■ Message Center	
	■ Redirect On No Answer (Rings)	
	■ Redirect to VDN	
Station (multifunction)	■ Button Assignments — noans-alrt	6-14

You must set Controlling Adjunct to **none**.

Detailed description

When RONA is invoked for a call, the system:

- Places an agent in AUX work mode, and thus unavailable to receive calls from other splits or skills. In an AAS, the agent is logged out.

- Redirects split or skill calls back to the split or skill or administered VDN.
Redirected calls are requeued at the highest priority so that they are distributed before any other split or skill calls. See [“RONA Routing Sequences”](#) on page 9-118 for more information about call redirection.
- Sends a message to CMS.
When a RONA timeout occurs, the Noans-alrt lamp for the split/skill lights steadily. The supervisor presses the Noans-alrt button to display the login ID or the extension and name of the last agent timed out with RONA.
- Records the redirection in BCMS or CMS. See [“Using BCMS/CMS reports with RONA”](#) on page 9-119 for additional information.

Application examples

VRU applications

Typically, RONA is used with VRU applications in AAS configurations. RONA detects VRU failures and provides alternate operation. For example, an adjunct port failure is not detected by ACD call processing. RONA detects the failure, takes the port out of service, and provides notification of the failure.

Use Call Vectoring for flexible call handling in case of a VRU failure. Assign RONA a converse split connected to the Conversant or to equivalent VRU ports. Whenever RONA times out on a ringing call delivered via the *converse-on* command to a VRU port, the agent is logged out and the call is redirected back to the converse split.¹ With a complete VRU failure, all VRU ports are eventually logged out and vector processing for the *converse-on* command bypasses that step for new calls.

The [Screen 9-1](#) vector shows how to provide automatic backup for a complete VRU failure.

```
CALL VECTOR
01 wait-time 0 secs hearing ringback
02 converse-on split... (VRU returns the digit "1" as a return code
    followed by additional digits for the application)
03 collect 1 digits after announcement none
04 goto step 6 if digits = "1"
05 goto vector xxx (for backup when the VRU fails)
06 collect 2 digits after announcement none
07 ...
```

Screen 9-1. Call Vector

1. RONA can't redirect a call to an administered VDN from a *converse* step.

In [Screen 9-1](#), the application works as expected as long as the VRU returns the digit string, which includes a return code of 1. In this case, the condition in Step 4 is satisfied and the program branches to Step 6, which provides normal application processing.

On the other hand, if all VRU ports in an AAS split are logged out by a RONA timeout, the *converse-on* command step (Step 2) is skipped, and no digits are collected by Step 3 (after the 10-second timeout). The condition in Step 4 is not satisfied and vector processing proceeds to Step 5, which branches to vector xxx to connect the call to an agent.

Other applications

You can use RONA for applications that involve human agents with manual answering and other adjunct applications, such as Home Agent. For example, a call may not be answered because an agent left without entering AUX work mode or logging out. You can use RONA to make the nonanswering agent unavailable and redirect calls to another agent or to the RONA VDN.

RONA Routing Sequences

[Table 9-12](#) and [Table 9-13](#) describe how RONA redirects split or skill calls and Direct Agent calls.

Table 9-12. RONA Routing Sequence for Direct Agent Calls

Redirection Destination	Explanation
Coverage path	Direct Agent calls redirect to a coverage path, if one exists. Priority calls do not route to coverage.
RONA VDN	If no coverage path exists but a VDN is administered for RONA, Direct Agent calls redirect to the VDN.
VDN return destination	For external calls, if neither a coverage path nor a RONA VDN are administered, then Direct Agent calls redirect to the VDN Return Destination extension.
None	Calls continue ringing.

Table 9-13. RONA Routing Sequence for Split/Skill Calls

Redirection Destination	Explanation
RONA VDN	If a RONA VDN is administered, calls redirect to the VDN.
Requeue to split/skill	If a RONA VDN is not administered, calls redirect to the split or skill.
Coverage path	In nonvector-controlled splits, if calls cannot requeue to the split, they redirect to the split's coverage path if one is administered.
VDN return destination	For external calls, if a split coverage path or a RONA VDN is not administered and calls can not requeue, they redirect to the VDN Return Destination extension.

Using BCMS/CMS reports with RONA

You can use BCMS and CMS reports to determine which agents had RONA timeouts and how calls were redirected.

With R3V2 and later releases of CMS, the exception report lists agents who were timed out and made unavailable. With BCMS and earlier releases of CMS, you can determine which agents were in AUX work mode or logged-out with AAS.

With R3 CMS, you can use the real-time "Split Status" report to see which agents are in AUX work mode, but you need a custom report to see logged-out agents.

With BCMS, use SAT to create a list of unstaffed agents for the split to see which agents are logged out (for AAS applications). With EAS, list agent-loginid specifying unstaffed and AAS = yes.

With BCMS, agents' changes to AUX work mode appears in the BCMS Split (AGENT) Status report. In an AAS split, agents log out, so they do not appear in the Split Status report. When the call is requeued, the System Status report shows only the AVG ANSW SPEED time and AVG ABAND TIME time for the requeued call. The Historical Split and System reports show both a FLOWOUT (primary split) and FLOWIN (redirected split) for requeued calls, while the VDN report shows only a FLOWOUT.

Direct Agent calls are recorded as ACD split calls but the flowout is recorded only if an agent's coverage path requeues the call to a split.

Since BCMS does not report exceptions, RONA events are not reported. If you have BCMS, use the RONA split lamp indicator for RONA event indication.

Returning AAS agents to service

When RONA redirects a call that was directed to an AAS, the agent is logged out. To return an AAS agent to service, readminister the agent as a member of the AAS split to be logged in again in one of the following ways:

- For ACD splits, remove the agent from the split and then resubmit the split Hunt Group form with the agent added to it. Alternatively, administer the agent in a different location in the split members list on the Hunt Group form. Use the *list unstaffed-agents* command to get a list of all AAS agents that have been logged out, not just AAS agents that were logged out because of a RONA timeout.
- For EAS skills, readminister the Agent LoginID form so that the AAS agent is automatically logged in. To determine which EAS agents are logged out, use the *list agent-loginid* command.
- For ACD splits and for EAS skills, you can busy-out the AAS agent station with the *G3-MT busyout station* command and release it with the *release station* command. Releasing the AAS agent station automatically logs the agent in. If all AAS agent ports on the circuit pack had a RONA timeout, busy-out and release the entire circuit pack.
- Use CMS Move Agents to move up to 32 agents at a time into a dedicated unused split/skill and then move the agents back into the AAS split/skill. You can set this up using the timetable on a manual-scheduled basis to activate when the VRU has been restored to service after a failure.
- Use ASAI to log the logged-out agents back in via ASAI login request messages.

Considerations

- RONA can timeout while an agent is actually at the terminal if the agent does not answer soon enough or has selected another work mode while a call is ringing. RONA handles the call as usual, making the agent unavailable. With ACD splits, agents at multifunction terminals know that they have been made unavailable when they see the AUX-Work lamp lit. They press the Auto-In or Manual-In button to become available.
- Specify a coverage path or VDN for redirection for nonvector-controlled splits or for Logical Agent IDs with EAS Direct Agent Calls to ensure that calls are always redirected.

Interactions

- **AAS**

Use AAS with RONA for VRU ACD non-ASAI adjunct-controlled split applications. Assign AAS only to ACD hunt groups. When all lines in a vector-controlled AAS split are logged out, the split is considered unavailable, and vector processing skips the step in the vector for new calls.

If RONA occurs on the last VRU port in an AAS split, the call is not requeued to the converse split, but is processed by the next vector step.

Any calls queued to a split that has been taken out of service may be left at this split. When the system reinitializes, all busied-out ports are automatically logged back into the AAS splits. New calls cause a RONA timeout if the adjunct or agent still does not answer after the system reinitializes.

- **Abandoned Call Search**

Abandoned Call Search, if defined for a trunk, is reapplied to call on that trunk that RONA requeued whenever the calls are routed to another agent.

- **Agents in multiple splits**

When a RONA timeout occurs, an ACD split agent is placed in AUX work mode with notification to CMS for all splits that the agent is logged into. The agent is responsible for becoming available in each split. In an AAS, agents are logged out of all splits that they are logged into. You must log agents back into the AAS splits.

- **Agent logout**

An agent can log out from a multifunction set while an ACD call subject to RONA is ringing the set. However, if the agent logs out before RONA times out, RONA timing is canceled, and RONA redirection and notification occur immediately.

- **Agent work modes**

If an agent presses the ACW button with an ACD call ringing, the change request is pending. If the agent has a pending change to ACW before a RONA timeout occurs on a ringing ACD call, RONA timing continues. At timeout, the call is redirected, CMS is notified, and the agent is placed in AUX work (overriding the pending ACW request).

If an agent presses the AUX-Work button with an ACD call ringing, the change request is pending. With ACD splits, since the RONA time-out changes the state to AUX-Work, there is no conflict with the pending AUX-Work change request. With AAS splits, an agent-initiated AUX-Work change is denied per existing operation.

- ASAI

RONA applies to vector-processed calls that are routed by an adjunct to an ACD split or agent as a Direct Agent Call.

You can assign RONA to ASAI adjunct-monitored splits and adjunct-monitored calls. An event report is not sent to the ASAI adjunct when a RONA timeout puts an agent into AUX work mode.

The adjunct makes an agent query (as part of the value query capability group) to determine the agent's state. Once the call is requeued to the split, the adjunct receives a call-queued event report if event reporting is active for the domain (VDN or nonvector-controlled split).

An adjunct-monitored split can be assigned as an auto-available split. The logout event for an AAS split is sent to the adjunct when RONA timeout logs an agent out.

You cannot assign RONA to an adjunct-controlled split. An adjunct-controlled split cannot be an AAS.

ASAI CONVERSANT VRU applications are configured with nonvector-controlled splits using manual-answer operation on analog lines to CONVERSANT ports. The ASAI link provides event notification for the ACD split for enhanced services. In addition, you can log in and log out the ports as required. (AAS splits are not used for this application because the ASAI link controls the login or logout).

You can assign RONA to these splits to detect failure conditions in the same manner as non-ASAI VRU applications. RONA does not notify CONVERSANT of AUX work mode changes. ASAI CONVERSANT cannot query to determine the states of its ports. You must restore ports manually after a failure via CONVERSANT management screens. Complete failure is automatically restored when CONVERSANT reinitializes. [Table 9-14](#) describes ASAI events that the switch sends the adjunct for various stages of the RONA call. Also included are the ASAI associations (assuming that they are active) for which the events are provided. For the split to have Notification association active, the split must not be vector-controlled or adjunct-controlled.

Table 9-14. RONA/ASAI Events

Stage of Call	ASAI Event	ASAI Associations
1. RONA timeout	Logout (for AAS)	Domain (agent) control
2. Call redirected to split	Call redirected	Domain (station) control (for agent ext call is leaving)
	Call queued (only if the call queues)	Domain (station) control, (for new agent & for internal originator) call control, notification
3. Call redirected to VDN processing	Call redirected	Domain (station) control (for agent ext that call is leaving)
	Call redirected (only if call is redirected to a VDN with Notification active)	Notification
	Call offered to Domain	Notification (VDN)
4. Call delivered to agent	Alerting	Domain (station) control, (for new agent & for internal originator) call control, notification
5. Call routed to split's coverage path	Call redirected followed by existing operation of ASAI Events	Domain (station) control (for agent ext that call is leaving)
6. Infinite feedback to caller	Call redirected	Domain (station) control (for agent ext that call is leaving)
7. Continue vector processing	Call redirected followed by existing ASAI events	Domain (station) control (for agent ext that call is leaving redirecting to VDN)
8. Call routed to direct agent's coverage path	Call redirected followed by existing operation of ASAI events	Domain (station) control (for agent ext that call is leaving)

When a call is redirected via ASAI Redirect Call, the RONA timer is canceled.

- Attendant return call

If an attendant extends a call to an ACD split or VDN for which the return call timer is not activated, the call does not interact with RONA. The Attendant Return Call Timer is not set if an attendant extends the call to another attendant.

- AUDIX Transfer

RONA applies to a call transferred by AUDIX to an ACD split. A redirected call to AUDIX does not go to split or agent coverage after it is transferred out of AUDIX. If RONA times out on this type of call, the call cannot be redirected.

- Automatic answering

If an agent with automatic answering receives a call with zip tone instead of ringing, RONA timing is canceled.

- Call Coverage

Direct Agent calls are redirected to the agent's coverage path if a path is administered. A temporary bridged call appearance is not maintained for a call directed to an ACD hunt group or VDN, or for a Direct Agent call.

When a call is redirected to an ACD split or direct agent logical ID as a point in the coverage path via Expert Agent Selection (EAS), the Coverage Subsequent Redirection/CFWD No Answer timer is started on the call. Covered calls go to the next point in the split's coverage path.

If no other point is available to accept the call, the call remains queued or continues to ring the current coverage point. When RONA times out at the coverage point, the following occurs:

- RONA does not reset the Subsequent Redirection/CFWD No Answer timer. The timer that expires first controls the call.
- If the coverage point for a covered call is a direct agent logical agent ID whose split has RONA, and if RONA times out first, the call is sent to the next point in the split's coverage path, not to the agent's coverage path. The Subsequent Redirection/CFWD No Answer timer is reset when the call is redirected to the next coverage point.
- If RONA was applied to an ACD call that was a previously redirected coverage call (that is, the RONA split was a point in the coverage path), RONA is used to requeue the call as specified for a noncovered call. However, the call is not designed to go to split coverage or forwarding. The Subsequent Redirection/CFWD No Answer timer is reset if RONA requeues the call to the RONA split. Both the RONA timer and Subsequent Redirection/CFWD No Answer timer are reapplied.
- If RONA applies to an ACD call that was a previously-redrafted coverage call (for example, the RONA split was the second point in the coverage path), the call is redirected to the next coverage point in the principal's coverage path if the call cannot be requeued to the RONA split. The Subsequent Redirection/CFWD No Answer timer is reset.

— If no other point in the coverage path exists or other points are unavailable, the split-covered call that cannot be requeued or the direct-agent-covered call receives call-cannot-be-redirected handling.

■ Call Detail Recording (CDR)

When an agent is assigned to be recorded on the CDR record as the called number, the RONA redirected-to answering destination is recorded as the final called number. You can administer CDR to record the VDN, the hunt group, or the answering agent as the called number.

■ Call Forwarding All

If an adjunct Direct Agent call is made to an agent's extension that has Call Forwarding All assigned and it is redirected by RONA, the call follows the agent's coverage path.

A call forwarded via Call Forwarding to a split or logical agent ID with RONA is sent to the principal's coverage path instead of going to the split's coverage path (if the call cannot be requeued) or to the agent's coverage path (for a Direct Agent call) on RONA redirection.

■ Call Pickup

A member of an agent's pickup group can pick up an ACD call that is being timed for RONA. RONA is cancelled.

■ Call Vectoring

RONA applies to vector-controlled ACD splits when calls are queued via the *queue-to main split*, or *converse-on split*, or *check-backup split* commands. Also, RONA applies to nonvector-controlled and vector-controlled ACD splits when calls are routed to the split via a *route-to* or a *messaging split* command. Basic Call Vectoring handles an AAS with all agents logged out as unavailable and skips the relevant step, just as it does for a split with all queue slots busy. With an *adjunct routing* or *route-to with coverage* step that routes to a vector-controlled split with all agents logged out, the call is given a busy tone just as when the call cannot queue to a nonvector controlled split according to the existing operation.

Vector events are generated for a RONA timeout when *converse-on* processes a call or results in a RONA redirection failure, and when a vector step is skipped because all AAS agents are logged out.

Do not assign vector-controlled splits coverage, forwarding, or night service, because Call Vectoring provides these functions. These functions do not apply to RONA-redirected calls involving vector-controlled splits.

■ Calling/Called Number Display

A call to a split that RONA redirects is similar to a direct call to the split. If the call goes to coverage, the destination display looks like it does for a normal covered call.

An internal or DCS caller to an ACD hunt group or VDN sees displayed the hunt-group or VDN name and extension. This display remains when the call rings an agent. A Direct Agent call (with EAS) initiated at a voice terminal displays the agent name and logical ID when the call rings the agent's terminal. If the ACD-split or Direct Agent call goes to coverage, the name remains, but the extension or logical ID portion changes to "cover." This also happens when RONA redirects a call.

- Delay announcements

Delay announcements assigned to non-vector-controlled splits are applied to requeued RONA calls as usual for redirected calls.

- Direct Agent Calling

RONA applies to Direct Agent calls from splits with RONA assigned. RONA timing applies when a Direct Agent call (from an adjunct or voice terminal) is delivered to and rings an agent with manual answering. Agents are placed in AUX work mode or logged out even if they are the last agent in the split and ACD split calls are queued. Direct agent calls that are queued for an agent remain queued and are not delivered because the agent is unavailable. Don't-answer (DA) coverage continues for the queued calls.

If an agent with a coverage path is made unavailable by a RONA time-out on a non-covered Direct Agent call, the call follows the agent's coverage path. With EAS, the agent's logical extension coverage path for Direct Agent calls is used. If the agent has no coverage path or if the path is unavailable, the call cannot be redirected and the caller hears previously-provided feedback.

If Direct Agent call comes from a split that has forwarding or night service, the call is forwarded, precluding RONA timing. If the agent has forwarding or Send-All-Calls, the Direct Agent call is forwarded (ACD calls only) or goes to coverage, precluding RONA timing.

- Direct Department Calling

RONA applies to DDC-type hunt-group ACD calls.

- Home Agent

RONA applies to Home Agent lines that terminate on the CONVERSANT Home Agent system as a means to detect port failures. Home Agent lines use Manual Answer and are not present in AAS. Once RONA notification is made, you can correct the failure and restore service manually on CONVERSANT.

- Inbound Call Management (ICM)

RONA applies to ICM-managed calls that ring an agent in an ACD split with RONA assigned.

- Message Center/Server Service

You can assign RONA to Message Center/Server ACD splits.

- Multiple Call Handling (MCH)

If an MCH agent has a call active or on hold and the Redirection on No Answer timer expires for another ringing ACD call, the ringing call is redirected to the split/skill or administered VDN. When the call redirects, the agent is not made unavailable, but is placed in the Most Idle Agent (MIA) queue.

- Music-on-Hold access — Music on Transferred trunk call

Trunk callers who are transferred to another destination continue to hear administered music (or silence), not ringback, while the call rings. This applies while the transferred call queues to a split.

If the trunk call (an ACD call or Direct Agent call) is transferred to a split with RONA, timeout applies to the call, but the caller continues to hear the previous feedback instead of ringback.

- Night Service

When Night Service is activated, calls (including RONA calls) for the hunt group redirect to the night station extension. If the night service split has RONA assigned, RONA timing is reapplied to the redirected call.

- Queue status indications

Calls that RONA requeues are counted in the queued calls total. When a RONA call is queued, the call's call-wait time is reset, so RONA does not affect the oldest call waiting (OCW) time.

- Queuing

When redirected to a split, RONA timed-out ACD calls in a nonvector-controlled split are queued at the highest priority. These calls are distributed before any other calls, except Direct Agent calls.

- Stations

RONA applies to ACD split or direct agent ACD calls that ring at multifunction or hybrid stations with Manual Answering in an ACD hunt group.

RONA applies to Off-Premises Station (OPS) lines in an ACD split.

- Voice Response Integration (VRI)

You can assign RONA to converse splits. RONA timing applies to calls that a *converse-on* command queues and delivers. RONA timing is canceled if a call is delivered to an agent in another split to whom the system previously tried to queue a call.

RONA interacts with a converse split that is an AAS like any other AAS.

If RONA must redirect a call to an agent port in a converse split and the queue is full or all AAS agents are logged out, the call is processed by the next vector step while the caller continues to hear the previous vector feedback.

Interactions with other ringing call timers

Several features time the ringing when an ACD call is delivered to an agent. You can use RONA's timer in conjunction with other timers.

NOTE:

The timer that expires first applies to the call. RONA is canceled if any of the other timers expires first, except in the case of coverage timers.

When a coverage timer expires, RONA timing is canceled only when the call goes to coverage. If RONA times out first, the other timers continue timing or are stopped and may later be reset. The timers that may interact with RONA are listed in [Table 9-15](#) and [Table 9-16](#). [Table 9-16](#) indicates what happens to the timer if RONA times out first

Table 9-15. Timer Description

Timer	Description
Split DA	Split Call Coverage Don't Answer (nonvector-controlled)
Covering DA	Covering Point DA - Subsequent Redirection No Answer
Agent DA	Agent DA Coverage (Direct Agent Calls)
NATO	DID/CO Trk No Answer Timeout
WAST	Wait Answer Supervision Timer

Table 9-16. RONA/Timer Interaction

Timer	RONA Timeout	Restarted After Redirection?
Split DA	Stopped	If requeued or delivered to another agent
Covering DA	Stopped	If redirects to covering point
Agent DA	Stopped	If covers to Direct Agent with coverage
NATO	Continues	N/A
WAST	Stopped	If ringing destination or RONA redirection fails

If you want RONA notification and redirection, set the number of rings (or equivalent time) for a RONA timeout to shorter than other timeout periods. DA timers start when a call is placed in queue and continue when the call rings the

station. Since RONA starts only when the call is ringing, the RONA interval is usually set to two or three rings, while the DA interval is set to 10 or more rings.

Since queue time is variable, assign a coverage timeout period that is greater than the longest expected queue time plus three or four rings (the time the call could ring the agent).

The NATO timer starts when the call seizes the incoming trunk. The timer could thus be timing before the call is queued by vector processing. Therefore, set the NATO timer to greater than the longest expected time before the call rings the agent (including time before and after being queued) plus three or four rings.

The WAST timer starts when the call rings the agent. Set the RONA timer to a slightly shorter interval (fewer than 10 rings) than the WAST 50-second interval.

Universal Call ID

Universal Call ID (UCID) is a unique tag assigned to a call.

In simple call scenarios, the tag stays with that call within a DEFINITY-based network connected by ISDN lines. In complex call scenarios, the tag often merges with other tags.

⇒ NOTE:

The UCID data element is “universal” because it does not just identify a call on one particular DEFINITY switch; a UCID uniquely identifies a call across a network of DEFINITY switches.

What is UCID’s purpose?

The purpose of UCID is to tag a call with a unique identifier.

UCID provides a way to track calls across multiple DEFINITY switches and Voice Response Units (INTUITY CONVERSANT for DEFINITY R6.3).

Call centers can use UCID to track call history. Because UCID can uniquely identify every call in a network of any size, it is possible to track call-related data from multiple sources (DEFINITY and INTUITY CONVERSANT) and multiple sites. For example, you can combine data from many locations and print reports that enable you to track a call throughout its lifecycle. For information about such reports, refer to the CentreVu® Call Management System R3V6 Reports manual 585-215-851.

⇒ NOTE:

Although UCID is intended for call centers, a DEFINITY ECS configured to create UCIDs will assign one to *every* call—not just to Automatic Call Distribution (ACD) calls.

In the near future, a client tool will use UCIDs to present a unified call record.

What does UCID look like?

The Universal Call ID is an 8-byte data element that displays as a 20-character number. It looks something like this:

01035051001071518260

How Does UCID Work?

For every new call that comes into or is originated by a DEFINITY or CONVERSANT product, the product creates a UCID. Depending on the call scenario, the UCID will either remain unique to that call or merge with other UCIDs.

What creates UCIDs?

Both DEFINITY ECS and CONVERSANT can create UCIDs once the capability has been enabled. In other words, neither product automatically creates UCIDs until the feature is enabled.

When are UCIDs created?

Once DEFINITY ECS or CONVERSANT is administered to create UCIDs, these products assign a UCID to each call. For incoming calls over ISDN trunks, DEFINITY ECS determines whether or not the call already has a UCID. If so, the switch preserves the existing UCID and does not create a new one. If the call does not have a UCID, the switch creates one when call processing begins. For incoming calls over non-ISDN trunks, DEFINITY ECS creates a UCID for the call because non-ISDN trunks do not support the transmission of UCID.

For outgoing calls, DEFINITY ECS creates a UCID when the caller goes off-hook.

How are UCIDs transmitted?

How DEFINITY ECS transmits UCIDs depends on the sending and receiving equipment. See [Table 9-17](#) for an overview.

Table 9-17. UCID Transmission

Sender	Receiver	Connection	UCID contained in
DEFINITY ECS	DEFINITY ECS	ISDN (BRI or PRI) trunks using QSIG service protocol	codeset 0 Facility IE as manufacturer specific information (MSI) IE ¹
DEFINITY ECS	DEFINITY ECS	ISDN (BRI or PRI) trunks using Shared UUI service protocol	codeset 0 shared user-to-user information (UUI) IE ¹
DEFINITY ECS	INTUITY CONVERSANT	ASAI	various ASAI messages
INTUITY CONVERSANT	DEFINITY ECS	ISDN-PRI	codeset 0 shared UUI IE ¹
DEFINITY ECS	<i>CentreVu</i> CMS	BX.25	SETUP5 CMS message
DEFINITY ECS	CTI adjunct	ASAI	various ASAI messages

1. Refer to [Information Forwarding](#) section.

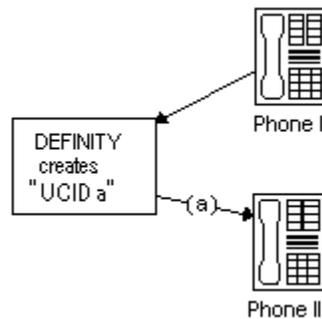
How are UCIDs tracked?

The way a network maintains and tracks a UCID depends on the call path. To illustrate UCID transport throughout a call's life cycle, this section describes several call scenarios:

- Station-to-station Calls
- Incoming Trunk Calls
- Outgoing Trunk Calls
- Simple Transfer or Conference
- Complex Transfer *and* Conference

Station-to-Station Calls

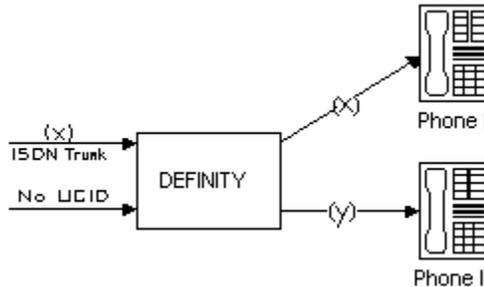
This scenario describes what happens when Phone I calls Phone II (both phones are on the same switch).



DEFINITY creates a new UCID (such as UCID "a") for any call originated by an internal station user.

Incoming Trunk Calls

UCID is assigned to an incoming call.



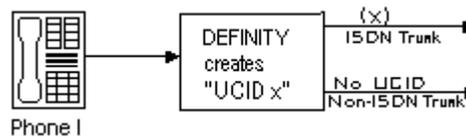
DEFINITY either

- receives UCID "x" information from an incoming call over an ISDN trunk.
- creates UCID "y" for incoming calls that do not already have a UCID.

There is one CMS call history record for each incoming call.

Outgoing Trunk Calls

UCID is associated with the outgoing trunk call from Phone I.



DEFINITY creates a UCID (such as UCID "x") for an outgoing trunk call and then sends it over an outgoing shared UI or QSIG ISDN trunk.

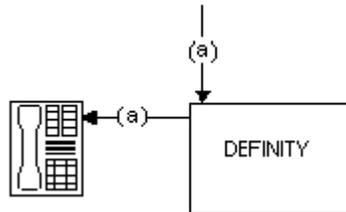
DEFINITY creates a UCID (such as UCID "x") for an outgoing trunk call even if the trunk (such as a non-ISDN trunk) does not support the transmission of a UCID.

Simple Transfer or Conference

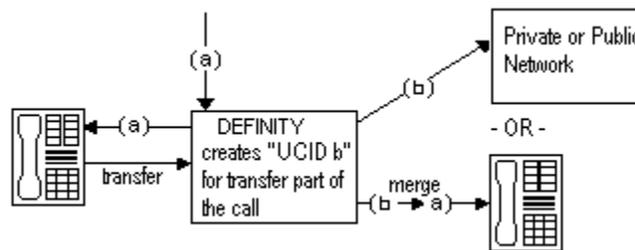
This scenario describes a simple transfer or conference call scenario.

When an incoming trunk or station call is received by the station user at Phone I and transferred to or conferenced with another station user or outside party:

1. DEFINITY creates a UCID for the incoming call if it needs one.



2. DEFINITY creates a new UCID for the temporary conference or transfer portion of the call.



3. DEFINITY merges the temporary portion of the call with the original call when the conference or transfer is completed within the DEFINITY switch. This is when the overriding UCID (such as UCID "a"), becomes the UCID for all parties within the DEFINITY.

⇒ NOTE:

If the outgoing trunk does not support the sending of UCIDs, then the UCID of the outgoing call at the receiving switch will be "null".

If the call is transferred to another switch, only the UCID for the transfer (UCID "b") gets passed on. This is because the DEFINITY cannot merge UCIDs if the call is not completed within the switch.

⇒ NOTE:

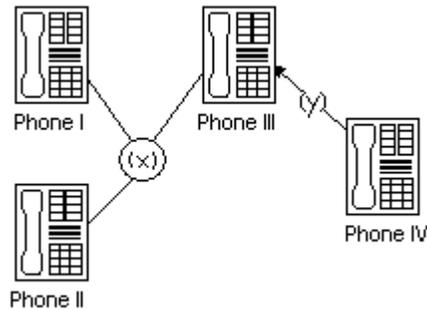
If, during the conference or transfer, the incoming call drops before the operation is complete, the two UCIDs will not appear to be associated because no merge of the two parts of the call was done.

Complex Conference

The following complex call scenario illustrates when a station user adds an incoming call to an existing conference.

In this scenario,

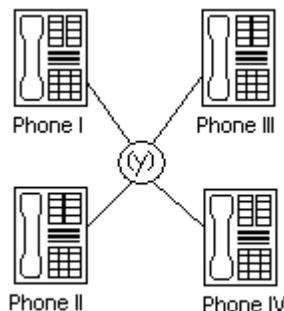
1. Phones I, II, and III are in the same conference call with UCID "x".
2. The person at Phone III receives an incoming call from Phone IV (this call has UCID "y" associated with it).



3. The person at Phone III puts the conference call on hold and answers the incoming call from Phone IV.
4. The person at Phone III decides to add Phone IV into the conference call.
5. The person at Phone III
 - a. presses the Conference button
 - b. presses the call appearance button to return to the conference call
 - c. presses the Conference button again.

This brings the conference call into the call between Phones III and IV.

6. UCID "y" overrides UCID "x" because the DEFINITY views Phone IV as the primary party in the conference initiated by step 5.



7. The UCIDs associated with each segment of the complex conference are sent to CMS if the parties in the call are measured (for this example, if the parties are ACD agents in a measured split/skill).

DEFINITY before INTUITY CONVERSANT

The following scenarios describe what happens to UCID information when a call comes in to DEFINITY before it goes to INTUITY CONVERSANT. In this configuration, the INTUITY CONVERSANT serves as a Voice-Response Unit (VRU) that controls the routing of incoming ACD calls.

⇒ NOTE:

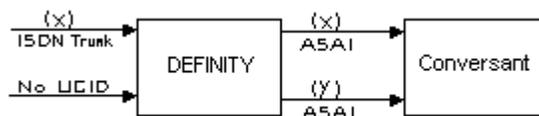
This configuration is more common than a call coming in to INTUITY CONVERSANT before reaching DEFINITY.

This section describes two scenarios:

- Simple call tracking
- CONVERSANT transfers a call

Simple call tracking

The following call scenario describes when a call comes in to DEFINITY before INTUITY CONVERSANT.



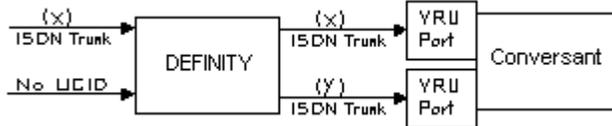
When DEFINITY is before INTUITY CONVERSANT:

1. DEFINITY ECS receives an incoming call over an ISDN trunk.
2. DEFINITY does one of two things:
 - If the incoming call has a UCID (such as UCID “x”), then DEFINITY passes it along.
 - If the incoming call does not have an associated UCID, DEFINITY creates a new one (such as UCID “y”).
3. DEFINITY passes the UCID to INTUITY CONVERSANT through an ASA1 connection (via the activation of split/skill or VDN “event notification” by the INTUITY CONVERSANT).
4. UCID information is sent to CMS if trunk, VDN(s), and/or split/skill(s) involved in the call are measured.

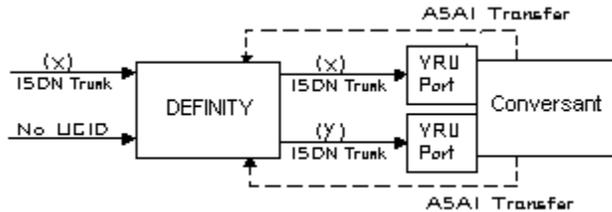
INTUITY CONVERSANT Transfers a Call

The following call scenario involves a CONVERSANT behind DEFINITY configuration when CONVERSANT initiates a call transfer after the call is answered by a port on the INTUITY CONVERSANT that serves as an ACD agent.

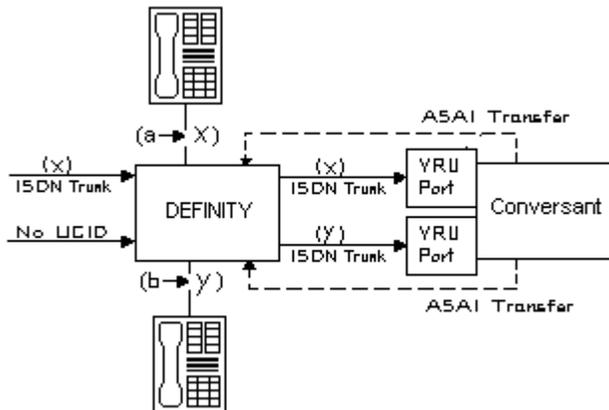
1. Call is directed to INTUITY CONVERSANT VRU port (typically by call vectoring) with UCID information (UCID "x" or UCID "y").



2. INTUITY CONVERSANT determines the call's destination and transfers the call (via an ASAI "third-party transfer" operation).



3. DEFINITY ECS temporarily creates a new UCID (such as UCID "a" or UCID "b") for the transfer portion of the call (the original UCID is quickly merged into the call).



4. The UCIDs of the transfer segment and merged call are returned to INTUITY CONVERSANT in ASAI acknowledgment messages.

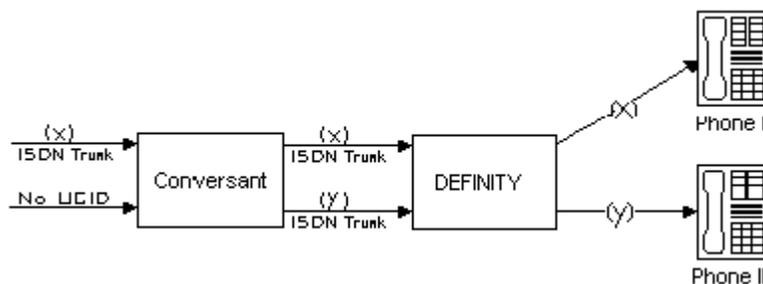
5. DEFINITY sends UCID information to CMS if trunk, VDN(s), and/or split/skill(s) involved in the call are measured.

INTUITY CONVERSANT before DEFINITY

This scenario illustrates a system configuration where a call comes in to INTUITY CONVERSANT before reaching DEFINITY. In this configuration, INTUITY CONVERSANT provides voice response services and/or call screening so that the number of incoming calls to the DEFINITY ECS is reduced.

⇒ NOTE:

This configuration is less common than the DEFINITY before INTUITY CONVERSANT configuration.



When INTUITY CONVERSANT is before DEFINITY

1. INTUITY CONVERSANT receives an incoming call with UCID "x".

or

INTUITY CONVERSANT creates a new UCID "y" and associates it with the incoming call (if the call has no UCID already associated with it).

⇒ NOTE:

For INTUITY CONVERSANT to recognize an incoming UCID (such as UCID "x") from an ISDN trunk, special INTUITY CONVERSANT scripting is required. When INTUITY CONVERSANT receives a call from the public network, it automatically creates a new UCID because it cannot recognize whether or not the call already has a UCID.

2. INTUITY CONVERSANT sends UCID to DEFINITY ECS over an ISDN-PRI trunk.
3. DEFINITY receives UCID and reuses it for the incoming call.
4. DEFINITY reports UCID to CMS if the trunks, VDNs, and/or splits/skills associated with the call are measured.

Interactions

- Distributed Communications System (DCS)

If DCS is used in a network of DEFINITY switches where UCIDs are tracked, the DCS feature must be configured with ISDN trunks having the Shared UUI service protocol. Otherwise, calls that are handled through one of the many DCS features (such as DCS Coverage) will not retain the UCID initially assigned to the call.
- Remote AUDIX

For remote AUDIX over DCS, the DCS trunk(s) used to accomplish the remote AUDIX operation must be configured (as described previously in “Distributed Communications System”) to retain the UCID associated with a call.
- Tandem Calls

When a call is tandemed through a DEFINITY ECS switch, the UCID information may be blocked or passed through the tandem switch. To pass a UCID through a tandem switch, both the incoming and outgoing trunks at the tandem switch must be configured to handle UCIDs. See [“Information Forwarding” on page 9-89](#) for proper private and public network information forwarding administration.

Before You Start

Before you start to administer the UCID feature, be aware that UCIDs are successfully transmitted *only* when all DEFINITY network components meet the requirements (software and connections) specified below.

Some requirements vary, depending on how you want to use UCID. [Table 9-18](#) shows the requirements for different applications of UCID.

Table 9-18. Requirements for UCID Applications

What do you want to do?	Your system must meet the following software requirements...	Your system must have the following connections ...
Have DEFINITY create UCIDs	DEFINITY R6.3 or later	
Have DEFINITY send UCID to another DEFINITY	DEFINITY R6.3 or later	ISDN (BRI/PRI) trunks with Shared UUI or QSIG service protocol
Have DEFINITY send UCID to CONVERSANT	DEFINITY R6.3 or later CONVERSANT 7.0 or later	ASAI link to CONVERSANT

Table 9-18. Requirements for UCID Applications

What do you want to do?	Your system must meet the following software requirements...	Your system must have the following connections...
Have DEFINITY receive UCID from CONVERSANT	DEFINITY R6.3 or later CONVERSANT 7.0 or later	ISDN-PRI connection (with shared UUI) between switch and CONVERSANT
Have DEFINITY send UCIDs to CMS	DEFINITY R6.3 or later CMS R3V6 or later	BX.25 connection from switch to CMS
Have DEFINITY send UCIDs to a CTI Application	DEFINITY R6.3 or later T-Server R3.1.0 or later DEFINITY PBX Driver (G3PD)- R3.1.0 or later CallVisor PC V6 or later	ASAI link to adjunct

⇒ NOTE:

You can check your software version numbers by typing **list config software** at the SAT terminal. Because “V6” (version 6) includes 6.1 through 6.3, you may have to check that your network has the separate 6.3 upgrade (this is the earliest DEFINITY version to support UCID).

To maximize the benefits of UCID, it is recommended that all switches be configured with DEFINITY R6.3 (or later) software. However, because upgrading a network is often a gradual process, there may be a switch that cannot yet support UCIDs. In this environment, disallow the UCID transmission for any trunk group connected to a pre-DEFINITY R6.3 switch. For information about enabling or disabling UCID transmission on a trunk group, see “How to Administer Universal Call ID” later in this chapter.

In the case of a DEFINITY network component that cannot support UCIDs, it is recommended that the component (ISDN trunk group, ASAI connection, or CMS software) be administered to disallow the sending or receiving of UCID. For example, if a DEFINITY R6.3 is connected to a non-Lucent Technologies PBX, then the connecting ISDN trunk must be administered to not send UCID over that trunk for outgoing calls.

How to Administer Universal Call ID

These instructions assume you’re using the SAT (Subscriber Access Terminal) screen or a terminal emulator to access the DEFINITY software.

There are three tasks involved in administering UCID on DEFINITY ECS. Complete these tasks in the following order:

Task a. Check ASAI Interface before enabling UCID

Task b. Set DEFINITY ECS to create and send UCIDs

Task c. Enable UCID Transmission on Trunk Groups

Task a: Check ASAI Interface before enabling UCID

If this procedure is not performed, you may encounter the “ASAI Interface feature not assigned” error message in later steps.

Table 9-19. Form Needed to Check ASAI Interface

Form needed	Field needed?	Why is this field needed?	Is field optional?	Page
Optional Features	ASAI Interface	Global setting to send UCIDs to ASAI	Y	<u>5-277</u>

To check the ASAI interface:

1. In the command line, enter **change system-parameters customer-options** and press RETURN.
2. On page 1, enter **y** in the **ASAI Interface** field.
3. Log out and log back in if this and any other fields in this form have changed.

Task b: Set DEFINITY ECS to create and send UCIDs

You must administer each DEFINITY switch that you want to create UCIDs. If you do not administer a switch, it will pass along an already-created UCID, but it won't create one if a call comes to it first.

Table 9-20. Forms Needed for DEFINITY to Create and Send UCID

Form needed	Fields needed	Why is this field needed?	Is field optional?	Page
Feature-Related System Parameters	Create Universal Call ID (UCID)?	To generate a UCID for each call when necessary.	N	5-133
	UCID Network Node ID	Important component of the UCID tag.	N	5-133
	Send UCID to ASAI?	So that ASAI receives UCIDs.	Y	5-141
	Adjunct CMS Release	So that CMS receives UCIDs.	Y	5-145

For DEFINITY to create and send UCIDs:

1. If your network includes CMS and you want CMS to track UCIDs, then enter **busyout mis** in the command line. If not, go to step 2.
2. In the command line, enter **change system-parameters feature** and press RETURN.
The Feature-Related System Parameters form comes up.
3. Go to page 4 of the form.
4. In the `Create Universal Call ID (UCID)?` field, enter **y**.
5. In the `UCID Network Node ID` field, enter the node ID number.

Valid numbers are from 1 to 32,767.

CAUTION:

*The UCID Network Node ID **must** be unique for every DEFINITY and CONVERSANT in the system. If it is not unique, the integrity of the UCID is compromised.*

6. If your network includes ASAI, go to page 7 of the form. If not, go to step 8.
7. In the `Send UCID to ASAI?` field, enter **y**.

8. If you have performed the **busyout mis** command, go to step 9. If not, you are done with this task (Task b), so press **(ENTER)** to save your work and go to Task c.
9. Go to page 8 of the form.
10. In the `Adjunct CMS Release` field, enter **R3V6**.
11. Press **(ENTER)** to save your work.
12. In the command line, enter **release mis**.

Task c: Enable UCID Transmission on Trunk Groups

When you send UCIDs over ISDN trunks, it is administered on a trunk group basis. [Table 9-21](#) provides the form and field information that you need to perform this task.

Table 9-21. Enabling UCID transmission on trunk groups

Form needed	Fields needed	Why is this field needed?	Is field optional?	Page
Trunk Group	Group Type	To specify correct trunk type: ISDN is the only type that supports UCID.	N	7-203
	Supplementary Service Protocol	Specify correct service type. b is for QSIG, others are for UUI.	N	7-203
	Send UCID?	Allows or blocks UCID transmission.	N	7-209

To enable UCID transmission on a trunk group:

1. In the command line, enter **change trunk-group n** and press RETURN.
The Trunk Group administration form comes up. *n* is the number of the trunk group you want to administer.
2. On page 1, enter **ISDN** in the Group Type field.
3. In the `Supplementary Service Protocol` field, enter the letter of the service protocol you want for this trunk group.
b is for QSIG, other protocols are for UUI.
4. Go to page 2 of the form.
5. In the `Send UCID?` field, enter **y**.
6. Press **(ENTER)** to save your changes.

You also need to administer your trunk groups to send user data over your private and public networks. To administer the trunk groups, see [“Information Forwarding”](#) on page 9-89.

Considerations

- UCID has been tested with several major carriers. To find out if these capabilities work with your carrier, check with your account team for the most current information. If testing has not been done to verify operation over the public networks involved with the preferred specific configuration, use of private ISDN trunking between the nodes should be assumed until successful testing has been completed.

Troubleshooting

The following troubleshooting hints should be reviewed when UCIDs are not transmitted, even though you received no error messages while administering the UCID feature, and all software and connections meet the minimum requirements:

- A tandem switch has the `Send UCID?` option set to **y** for all trunk groups that AAR/ARS or station users may use to tandem an incoming call.
- If DCS is used, make sure *all* ISDN trunks between DEFINITY switches used for DCS or remote AUDIX are configured in the D-channel mode.
- For CMS tracking purposes, make sure all trunks, VDN, and split/skills that handle calls for which UCIDs are tracked are administered as “measured” (either “both” or “external”).

VDN in a Coverage Path

VDN in a Coverage Path (VICP) enhances Call Coverage and Call Vectoring to allow you to assign Vector Directory Numbers (VDNs) as the last point in coverage paths. Calls that go to coverage can be processed by vectoring/prompting to extend Call Coverage treatments.

How to administer VICP

Required Forms

Form	Field	Page
Coverage Paths	■ All	5-94
Call Vector	■ All	9-207
Vector Directory Number	■ All	9-214

- Call Coverage Path form — Set one of the following to the extension of the VDN to be used as a coverage point: Point 1, Point 2, Point 3, Point 4, Point 5, Point 6.

Considerations

A VDN is not allowed as a member of a coverage answer group. A vector cannot route a covered call to a coverage answer group — a coverage answer group can only be a point in a coverage path.

Removing a VDN from the system with the *remove vdn <extension>* command automatically removes the VDN from any coverage paths.

Interactions

None

VDN of Origin Announcement

VDN of Origin Announcement (VOA) provides agents with a short message about a caller's city of origin or requested service based on the VDN used to process the call.

Use VOA messages to help agents to respond appropriately to callers. For example, if you have two 800 numbers, one for placing orders and one for technical support, you can administer two VDNs to route calls to the same set of agents. When an incoming call is routed to a VDN with a VOA assigned (for example, "new order" or "tech help"), the VDN routes the call to a vector, which can place the call in an agent queue. When an agent answers the call, he or she hears the VOA message and can respond appropriately to the caller's request.

How to administer VOA

Required forms

Form	Field	Page
Attendant Console	<ul style="list-style-type: none"> ■ Feature Button Assignments — VOA Repeat 	5-35
Class of Restriction (COR)	<ul style="list-style-type: none"> ■ VDN of Origin Announcements 	5-72
Feature-Related System Parameters	<ul style="list-style-type: none"> ■ Hear Zip Tone Following VOA? 	5-123
Announcements/Audio Sources	<ul style="list-style-type: none"> ■ All 	5-26
Vector Directory Number	<ul style="list-style-type: none"> ■ VDN of Origin Annc. Extension 	9-214
Voice Terminals	<ul style="list-style-type: none"> ■ Feature Button Assignments — VOA Repeat 	6-4

- Announcements/Audio Sources — Assign each VOA you want to use. You can administer aux-trunk types with queue, without queue, and with barge-in. You can administer integrated types with queue and without queue. Do not administer analog and integrated repeating announcement types as VOAs.

The VDN for which you are administering a VOA must be in a vector command line.

Detailed description

The agent cannot hear the caller while the VOA message is playing. The caller is not connected to the agent until after the message completes and cannot hear the message or the agent during the message. The caller hears ringback while the agent is listening to the VOA.

Agents logged in at multiline terminals see the call-appearance button for an incoming call flash until after the VOA completes. An agent can press the flashing call-appearance button to stop the VOA.

To repeat the VOA, an agent presses the VOA Repeat button. The VOA Repeat button lamp lights during the VOA. The VOA Repeat button lamp remains lit if the repeat request is queued. If an agent presses the VOA Repeat button while the lamp is lit, the VOA is stopped. If an agent presses the VOA Repeat button but there is no VOA or the system cannot play the VOA within three seconds, the lamp flutters.

You assign VOAs for each VDN. However, the VOA applies to a COR, so you must administer a COR for agents who will receive VOAs.

You can set up VOAs in four ways:

- Agents can hear a unique announcement based on the dialed number identification service (DNIS) received from the service office or carrier switch. Assign each DNIS as the VDN of a vector. Set up the VOA to announce the services associated with the DNIS.

⇒ NOTE:

The announcement associated with the current VDN only plays if the VDN Override for the previous VDN is set to y. If VDN Override for the previous VDN is set to n, the VOA associated with that VDN plays.

- Use vector steps, an integrated prompting, or *converse-on* step to route calls to a VDN. Set up the VOA to announce the service the caller requested or to announce a condition that caused the call to *route-to* the VDN.
- You can route calls to a voice response system, directly or through a vector. Use voice prompting to direct the caller to enter a touchtone response, and route the call to a specific VDN based on the caller's response. Set up the VOA to indicate the service the caller selected.
- If agents require a caller's city of origin, assign the trunk group to a particular VDN. Set up the VOA to provide the location of the origin of the trunk group. Subsequent VDNs can be used to handle the call, or multiple VDNs can be assigned to a single vector.

⇒ NOTE:

VDN Override applies to VOA in the same way that VDN Override applies to display information. If a VDN with a VOA has VDN Override enabled, the system overrides the original VOA with VOAs in subsequent VDNs to which the call is routed.

Considerations

- Because callers are kept waiting while a VOA plays, messages should be kept very brief — no more than 1.5 seconds in length. Agents should use a speakerphone or headset, so they do not miss the VOA while they are picking up the handset. If agents cannot use a speakerphone or headset, administer voice terminals with a VOA Repeat button.
- If you have multiple announcement boards, you should place shorter VOAs on one board and longer recorded announcements on the other to avoid delaying delivery of VOAs. If you have only one announcement board, place VOAs on the integrated board and consider installing an auxiliary announcement device for longer announcements.
- Agents must be on the same switch as the VOA.
- A VOA can be assigned to multiple VDNs, but a VDN can have only one VOA.
- If you use the TN750 circuit board for integrated announcements, the system maintains a separate logical queue for VOAs. If the VOA cannot be delivered to the agent within 1 second because of traffic or inoperative equipment, the system does not provide the announcement. VOAs are higher priority than other announcements on the TN750. A burst of VOAs can delay other announcements. Therefore, record non-VDN of Origin Announcements as auxiliary or analog.
- Auxiliary announcements are connected for a duration of 1 to 2 seconds on a barge-in basis, immediately after the agent answers (or is assigned the call for auto-answer) and the incoming call is extended to the agent. Integrated and non-barge-in auxiliary announcements are connected for the duration of the announcement. The switch does not ensure that the integrated announcement is shorter than the allowed playback time.
- VOA supports Auxiliary Trunks (aux-trunk) with barge-in, queue, or without queue. For aux-trunk with or without queue, when the trunk is idle, a VDN call seizes the trunk to start the VOA and the system plays the entire announcement (not just 1 to 2 seconds). However, if the announcement is busy and if aux-trunk has barge-in, the call does not queue but bridges onto the announcement for 1 to 2 seconds. When the VOA completes, the trunk is released along with the listeners, and the next call requiring the VOA starts the process over again. For this reason, your aux-trunk announcements should consist of one short announcement that repeats during the full announcement time. For example, you might want to record “New Order” as many times as possible, so that when a call bridges to the announcement, the agent hears “New Order” no matter where the agent bridges into the announcement.
- If you use aux-trunk or integrated announcement without queue and a port is busy when a VDN call comes in, the system cannot play an announcement. If you use aux-trunk or integrated announcement with queue, the system plays the current announcement for an agent and then connects the next agent in the queue.

Interactions

- Agent Call Handling (Answering Options)

- Automatic Answer

ACD agents at voice terminals in Auto Answer mode hear a zip tone, then the VOA. You can also administer a zip tone after the VOA completes, to alert agents that an announcement is complete and a caller is connected.

Non-ACD agents can receive a VOA if a call is routed to them via vector processing. When non-ACD agents at voice terminals in Automatic Answer mode receive calls, they hear a call ID tone then the VOA. Agents hear a second zip tone after the VOA indicating connection to the caller.

- Manual Answer

When non-ACD agents at voice terminals in Manual Answer mode receive calls they hear ringing, answer the call, and hear the VOA.

- ASAI Adjunct Routing

If a vector step includes Adjunct Routing, the VOA is played for the agent to whom the call is routed.

- Auto-Available Split (AAS)

AAS is intended to be used for splits containing only nonhuman adjuncts such as AUDIX or Conversant; however, VOAs can be directed to Auto-Available splits.

- Call Forwarding

VOAs apply to forwarded calls, including those forwarded to a hunt group. The answering station must be on the same switch. If a VOA is forwarded, the message is played only if the destination extension is administered with a COR that allows VOA.

- Call Pickup

Call Pickup allows an agent to pick up a ringing call on another extension. If the pick-up extension has COR permissions for VOA, the agent can receive a VOA.

- Conference

If an agent receives a call and then conferences in additional stations, any station on the connection can use VOA Repeat button to replay the VOA. Only the person using the button can hear the VOA unless the call is being service observed.

- **Converse-on split**

A converse-on split is one used in a *converse-on* vector step. When a *converse-on* vector step is executed, a VOA is not applied. After returning to the vector, the call can be routed to a station or VDN where the answering agent receives the VOA (as if the *converse-on* step had not been processed).
- **Coverage**

VOA applies to coverage paths.
- **Data Restriction**

Data Restriction prevents tones from being applied to line or trunk circuits during a data call. VOAs are not played for data-restricted calls.
- **Direct Agent Calling**

Direct Agent Calling allows a vector to route a call to particular ACD agent and have the call treated as an ACD call. The VOA only applies to direct agent calls if the calls reach an agent through vector processing. Direct agent calls from a voice terminal on a switch are not vector-processed and cannot cause a VOA to be played.
- **Enhanced Automatic Wake-up**

If you are using enhancements to Automatic Wake-up with integrated announcements, there can be contention for integrated announcement ports. VOAs have priority over Automatic Wake-Up announcements.
- **Expert Agent Selection (EAS)**

When you are using EAS, the logical agent COR definition determines the assignment of VOAs for each extension. EAS uses the COR of the logical agent instead of the COR for the terminal being used by the agent.
- **Hold**

Agents cannot use the VOA Repeat button if their calls are all on hold. The VOA Repeat button only applies to active calls.
- **Home Agent**

You can assign an initial VOA to a home-agent port on the switch. However, home agents cannot use a VOA Repeat button because home agents need a dial access code (DAC) to reach features and VOA replay does not use a DAC.
- **Hunt Groups**

VOAs apply to calls routed to a hunt group. The COR for the answering station's extension determines whether the station can receive a VOA.

- Lookahead Interflow

VOAs apply only to the switch where the VDN is defined. If a call interflows to another switch, the VOA is lost. You can have the interflow to another switch access a VDN with the same VOA message as on the original switch.

- Redirection on No Answer (RONA)

If a call re-queues to a split or skill because the RONA timer expired, the VOA applies to the call when an agent answers the call.

- Service Observing

The system handles Service Observing calls as conference connections. If the observer presses the VOA Repeat button only he or she hears the announcement. However, if another party on the call presses the VOA Repeat button, the user and the observer hear the VOA.

- Supervisor Assist

If an agent requests supervisor assistance and conferences the supervisor into a call, either the agent or the supervisor can use their VOA Repeat button to replay the VOA, but only the person who presses the button hears the VOA.

- Transfers

If an agent receives a VDN call and transfers the call, the answering party can use the VOA Repeat button to replay the message.

- VOA distribution

If you use long VOAs or multiple VOAs, there may be a delay between the zip tone and the announcement. The system provides multiple announcement circuit packs to help prevent announcement delays. Contact your Lucent representative for more information.

Voice Response Integration

Voice Response Integration (VRI) integrates Call Vectoring with the capabilities of voice response units (VRUs) such as the Lucent Technologies CONVERSANT Voice Information System (CVIS). With VRI, you can:

- Run a VRU script while retaining control of a call in vector processing
- Run a VRU script while a call is queued, retaining its position in the queue
- Pool CONVERSANT ports for multiple applications
- Use a VRU as a flexible external-announcement device
- Pass data between the system and a VRU
- Tandem VRU data through a switch to an ASAI host

The *converse-on* command, which is part of Basic Call Vectoring, provides these capabilities. Use a *converse-on* call-vector step to integrate a VRU with Automatic Call Distribution (ACD). VRI allows you to use VRU capabilities while controlling a call in ACD.

Include VRUs with vector processing to take advantage of the following:

- Access to local and host databases
- Validation of caller information
- Text-to-speech capabilities
- Speech recognition
- Increased recorded announcement capacity
- Audiotex applications
- Interactive voice-response (IVR) applications
- Transaction-processing applications

VRI allows users to make productive use of queuing time. For example, while a call is queued, a caller can listen to product information via an audiotex application or can complete an interactive voice-response transaction. It may be possible to resolve the caller's questions while the call is queued, which helps reduce queuing time for other callers during peak times.

For more information on VRI and the *converse-on* command, see the *DEFINITY Enterprise Communications Server Release 6 Call Vectoring/Expert Agent Selection (EAS)*.

How to administer VRI

Enable Call Prompting to allow the system to collect digits from the caller and CONVERSANT to return data. You must have Call Prompting to administer the Converse Data Return Code and use the digits keyword for the <data_1> or <data_2> fields on the *converse-on* command.

Required forms

Form	Field	Page
System Parameters Customer-Options	■ Call Prompting	5-277
Feature Access Code (FAC)	■ Converse Data Return Code	5-113
Feature-Related System Parameters	■ Converse Delay Data1/Data2 ■ Converse Signaling Tone/Pause	5-123
Call Vector	■ All	9-207

Detailed description

A call queued to an ACD split retains position in the queue while a VRU script is being run. When an agent becomes available, the line to the VRU is dropped and the caller connects to the agent.

The *converse-on* command delivers a call to a predetermined converse split (skill). A converse split is administered and operates exactly like other splits. Nonconverse splits are ACD splits accessed by *queue-to main* and *check-backup* vector steps.

Members of a converse split are the ports connected to the VRU. If all VRU ports are busy, a call queues to the converse split with the administered priority. After the VRU answers the call, the *converse-on* command may pass up to 2 data items to the VRU, depending on command parameters specified. You can pass data required by a VRU script or data that selects the VRU script to be run.

Whether or not you pass data, a caller is connected to the VRU, which runs the VRU script. Audible feedback provided by the vector is not heard and no further vector steps are run until the VRU script completes. The VRU may return data to the system and then drops the line to the system. Vector processing continues at the step following the *converse-on* command.

If the call was queued to a nonconverse split before the *converse-on* command was run, the call retains its queue position. If an agent becomes available while the VRU script runs, the system drops the line to the VRU and connects the caller to the agent. The VRU detects the disconnect and terminates the VRU script. For *converse-on* command syntax, see *DEFINITY Enterprise Communications Server Release 6 Call Vectoring/Expert Agent Selection (EAS)*.

Call Prompting allows you to collect and use digits that the VRU returns. These digits are handled as dial-ahead digits. Rules for collecting and processing VRU digits are the same as for Call Prompting.

You can use digits returned from the VRU in the following ways:

- To display for the answering agent's (automatically for 2-line displays or with the CALLR-INFO button for other displays)

- As an extension in a *route-to digits* vector step. For example:

```
converse-on split . . . (VRU returns 4 digits)
collect 4 digits after announcement none
route-to digits coverage y
```

- For vector-conditional branching in an *if digits equals* vector step. For example:

```
converse-on split . . . (VRU returns 1 digit)
collect 1 digit after announcement none
goto vector 101 if digits = 1
goto vector 102 if digits = 2
goto vector 103 if unconditionally
```

- Tandemed to an ASAI host

Collected digits are passed to ASAI hosts in Call Offered to Domain Event reports and in *route request* messages, thus caller digits or database information returned from the VRU can be tandemed through the system to ASAI hosts. For example:

```
converse-on split ... (VRU returns 9 digits)
collect 9 digits after announcement none
adjunct route link Y
```

In this vector, the digits returned from the VRU are forwarded to the ASAI host in the adjunct routing *route request* message.

SECURITY ALERT:

When you use a VRU application that returns data for a collect-digits step, the opportunity for toll fraud exists when the VRU application does not return any data. Take the following precautions:

- If the collected digits are used to route calls internally, ensure that the Class of Restriction (COR) for the vector directory number (VDN) does not allow calls to route externally.

- If the collected digits are used to route calls externally, use a password to verify that the collected digits have been passed by the VRU application. For example, in the following vector, the VRU application returns a 3-digit password followed by the 8-digit external number. The vector routes calls without the correct password to a vector 23.

```
converse-on split 10 pri m passing none and none (VRU returns 11 digits)
```

```
collect 3 digits after announcement none
```

```
goto vector 23 if digits <> 234
```

```
collect 8 digits after announcement none
```

```
route-to digits with coverage n
```

Interactions

Converse splits interact like other vector-controlled splits unless noted here.

- Adjunct Switch Applications Interface (ASAI)

When a *converse-on* vector step places a call to an ASAI-monitored domain, ASAI event messages are sent over the ASAI link. When a *converse-on* step places an ASAI-monitored call, the ALERT message sent to the ASAI adjunct includes a cause IE, Coding Standard 3 value 23 (CS3/23), which informs the adjunct that the call has not been dequeued from any nonconverse splits.

If a *converse-on* step is run while an adjunct routing request is outstanding, the request is canceled.

ASAI cannot transfer or conference calls, but can direct the system to do this.

- Agents

Although not recommended, you can use a *converse-on* step to deliver a call to a group of human agents. To agents, the call looks like an ACD call, except they cannot use certain features, such as Transfer, Conference, and Supervisor Assist.

The agent can return data to vector processing by pushing the transfer button (or flash hook on analog) and dialing the converse-on data return code and required digits.

- Answer supervision

Answer supervision is returned only once during a call. If a call is answered because of a *converse-on* step, answer supervision is sent if it hasn't previously been sent. If digits are passed to the VRU, answer supervision is sent after digits are sent.

- INTUITY AUDIX

If a *converse-on* step calls AUDIX, the call is handled as a direct call to AUDIX. The caller hears the AUDIX welcome message and can retrieve messages as usual.

If a call is forwarded to a VDN and then delivered to an AUDIX hunt group by a *converse-on* step, the call to AUDIX is treated as a redirected call, and the caller may leave a message.

- Auto-Available Split (AAS)

A *converse-on* vector step can place a call to an AAS. Use auto-available converse splits for VRI except when ASAI controls the converse split.

- Automatic answering

When you administer CONVERSANT ports as agents of a converse split, do not administer agents as automatic answer. The system-provided zip tone may interfere with the interaction between CONVERSANT and the calling party.

- BCMS/CMS

BCMS tracks calls that a *converse-on* step places to a BCMS-measured hunt group. CMS tracks calls that a *converse-on* step places to a CMS-measured hunt group, split, or skill.

The VDN tracks such calls as waiting in the vector. A call is considered answered when answered by a nonconverse split agent, not when answered by a converse split agent. The converse split tracks this as a separate "answered" call when the VRU answers. Though trunk and split totals may no longer match, VDN and trunk totals match.

- Call Detail Recording

The duration of a call to a VDN is recorded from when answer supervision is returned after a successful *converse-on* step. Unsuccessful *converse-on* steps do not generate ineffective call-attempt records. *Converse-on* steps cannot place calls; these steps simply direct a call to a hunt group.

- Call Park

Calls that a *converse-on* step placed cannot be parked.

- Call Pickup

Do not use Call Pickup with *converse-on* steps.

- Class of Restriction

The system does not check CORs when a *converse-on* vector step routes a call to a split.

- Conference

You cannot conference a call routed by a *converse-on* step.

- Direct Department Calling
You can administer a converse split as a DDC split.
- Distributed Communications System
If an incoming DCS call is placed to a vector with a *converse-on split x pri m passing ani...* step, the caller's DCS extension is sent to the VRU.
- Expert Agent Selection
Converse-on steps can place calls to a skill hunt group.
- Hold
An agent answering a converse call can put the call on hold, but the caller does not hear music on hold. If a call is queued to a backup split before it was sent to the VRU and a nonconverse split agent answers the call on hold, the agent who placed the call on hold is dropped, and the caller connects to the answering agent.
- Hold — Automatic
Automatic hold applies to converse-on calls.
- Hunt Groups
A *converse-on* step can deliver a call to a vector-controlled or AUDIX hunt group, ACD split, agent skill, or message center.
- ISDN
You can administer a *converse-on* step to send a caller's calling party/billing number (CPN/BN) to CONVERSANT using the caller keyword.
- Intraswitch CDR
If a converse-on call is answered and either the caller or the VDN associated with the call is administered for intraswitch recording, timing for the call is started and the CDR record shows "calling party to VDN" as the originating and answering parties.
- Line-side T1 connectivity
T1 connectivity between the DEFINITY ECS and CONVERSANT is supported for VRI. The DS1 board must be a TN767E (or later) or TN464F (or later). Administer all converse agents as DS1FD-type stations. Operation of the converse step using Line-side T1 is identical to that over a tip/ring line. In particular, delay-timing and outpulsing speed is the same as for analog lines. T1 connectivity to CONVERSANT is supported only in the United States and Canada.
- Look-Ahead Interflow
If an incoming call or a call routed by a *converse-on* vector step is answered by a VRU, or is queued to the converse split while a Look-Ahead Interflow call attempt is outstanding, the attempt is accepted.

- Message Center

Converse-on steps can deliver calls to message hunt groups. Such calls are handled as direct calls to the message hunt group.

If a call is forwarded to a VDN and a *converse-on* step delivers it to a message split, it is handled as a redirected call.

A *converse-on* step can queue a call to three different skills and then to a converse skill group or split.

- Music-on-Hold

During the data return phase of a *converse-on* step, the caller is placed on hold, but does not hear music.

- Nonvector-controlled splits

A *converse-on* step cannot route a call to a nonvector-controlled split.

- Queuing

Converse-on calls queue when they are delivered to busy hunt groups. Call Vectoring audible feedback is not disconnected while a *converse-on* call is queued.

If a *converse-on* step is run while a call is queued to a non-converse split, the call remains in queue, even after being answered by the VRU.

Converse-on steps can queue calls at one of four priority levels: low, medium, high or top. You administer the queue priority of a call on the *converse-on* step.

- R2-MFC Signaling

R2-MFC signaling trunks can send ANI to VRUs via the ani data item on the *converse-on* step.

- Recorded announcement

Use VRI to increase the system's recorded announcement capacity by offloading some recorded announcements to a VRU, such as CONVERSANT. Using the *converse-on* step, redirect callers to a group of VRU ports by passing the number of the announcement to be played. CONVERSANT can play any announcement on any port.

Although only one caller can be connected to each port, up to 48 callers can be connected simultaneously to CONVERSANT. The maximum number of callers that can be connected to a VRU simultaneously varies with each VRU.

- Redirection on No Answer (RONA)

If a *converse-on* step calls a hunt group with "no answer timeout" administered, and the call rings an agent/port for longer than the timeout interval, the call redirects and the agent/port is put into AUX work mode (or logged out if the agent is an AAS member).

With RONA, the call is requeued to the split. The call cannot requeue to the split if it is an AAS with all agents logged out or if the queue is full. If the call cannot be requeued, the *converse-on* step fails, a vector event is logged, and processing restarts at the next vector step.

- Service Observing

Calls delivered by a *converse-on* step can be observed. To prevent the observer from hearing tones associated with data being sent to the VRU, the observer is not connected to the call until after data is passed. If the VRU returns data, the observer is put in service-observing-pending mode and the caller is put on hold while the data is sent. When the *converse-on* session ends and the VRU drops the line, the observer remains in service-observing-pending mode and waits for the next call.

In addition, the observer observing a VDN does not hear data being sent. After data is sent, the observer rejoins the call.

Do not administer a service observing warning tone because the warning tone may interfere with the interaction between CONVERSANT and the caller.

- System measurements

System measurements track *converse-on* calls to hunt groups.

- Touch-tone dialing

A caller can use touch-tone dialing while digits are passed in a *converse-on* session. The data is not corrupted. The system does not collect the dialed numbers as dial-ahead digits.

After the system sends digits to CONVERSANT, a caller can enter touch-tone digits at a CONVERSANT prompt. After CONVERSANT has returned data to the system and an additional *collect <#> digits* vector step is run, a caller can enter a touch-tone response to a system prompt.

- Transfer

A call delivered by a *converse-on* step cannot be transferred.

If an attempt to transfer a *converse-on* call is made, a vector event is logged, the line to CONVERSANT is dropped, and processing restarts at the next vector step.

If a human agent tries to transfer a call, the transfer fails and the agent reconnects to the call.

- Transfer out of AUDIX

If a *converse-on* step delivers a call to an AUDIX hunt group and the caller tries to transfer out of AUDIX, the transfer fails and processing continues at the next vector step.

- Uniform Call Distribution (UCD)

You can administer a *converse* split as a UCD split.

- VDN display override

If a call that accesses multiple VDNs encounters a *converse-on* step that passes vdn, normal display override rules determine which VDN number is sent to the VRU.

- Vector-controlled splits

Converse-on steps can deliver calls only to skills or vector-controlled splits.

VuStats

VuStats presents Basic Call Management System (BCMS) statistics on voice terminal displays. Agents, supervisors, call center managers, and other users can press a button and view statistics for agents, splits or skills, VDNs, and trunk groups.

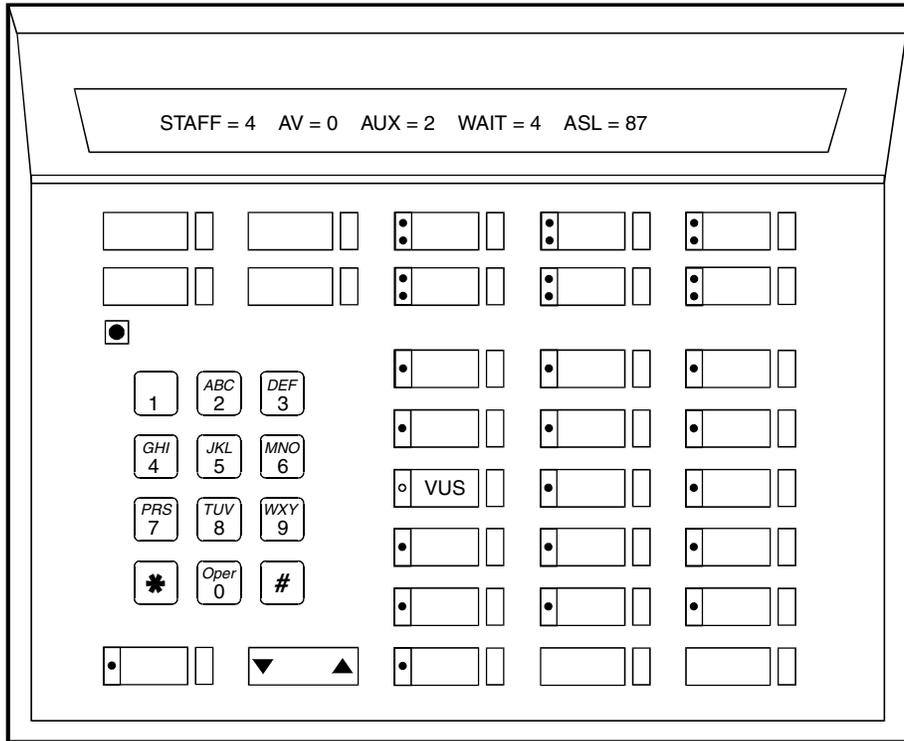
These statistics reflect information collected during the current BCMS interval, information collected since the agent logged in or since the day began, or historical data accumulated over an administered number of intervals. The information is limited to 40 characters displayed at a time. VuStats can display on demand or update periodically.

With VuStats, any digital-display voice-terminal user can view BCMS statistics otherwise available only on BCMS reports or management terminals. These statistics can help agents monitor their own performance or can be used to manage splits or small call centers.

 **NOTE:**

Although VuStats can run with either BCMS or CMS enabled, neither is required.

Figure 9-4 illustrates a CallMaster terminal with a VuStats display.



callmstr CJL 061896

Figure 9-4. CallMaster Terminal with VuStats Display

How to administer VuStats

Table 9-22. System-Parameter Customer-Options form

Form	Field	Page
System Parameter Customer-Options	■ ACD	5-277
	■ BCMS/VuStats Login ID	
	■ BCMS/VuStats Service Level	
	■ VuStats or VuStats (G3V4 Enhanced)	

Display the System-Parameter Customer-Options form and ensure that ACD, BCMS/VuStats Login IDs, BCMS/VuStats Service Level, and VuStats or VuStats (G3V4 Enhanced) are set to **yes**.

Required forms

Form	Field	Page
Feature-Related System Parameters	■ ACD Login Identification Length	5-123
	■ BCMS/VuStats Measurement Interval	
	■ BCMS/VuStats Abandoned Call Timer	
	■ Validate BCMS/VuStats Login IDs	
	■ Clear VuStats Shift Data	
Trunk Group	■ Measured	7-115
Attendant Console	■ Feature Buttons	5-35
BCMS/VuStats Login ID	■ Login ID, Name	9-200
Hunt Group	■ ACD	5-158
	■ Acceptable Service Level	
	■ Measured	
	■ Objective	
Voice Terminals (Station)	■ Feature Buttons	6-14
Vector Directory Number	■ Acceptable Service Level	9-214
	■ Measured	
VuStats	■ All	9-161

- Feature-Related System-Parameters form
 - **ACD Login Identification Length** — If you are not using EAS, enter a number (1–9) that identifies the length of Agent Login IDs used by BCMS/VuStats. If you are not using BCMS/VuStats Login IDs, accept the default 0. This field defines the ACD login ID length and the BCMS login ID length, so you must coordinate with the BCMS administrator before changing this field.
 - **BCMS/VuStats Measurement Interval** — This interval determines how frequently BCMS polls and records data for BCMS reports and VuStats displays. Set this field to **half-hour** or **hour**.

If you specify **hour**, an entire day of traffic information is available for BCMS history reports. Otherwise, only half a day is available. There is a maximum of 25 measurement intervals, including the current interval.
 - **BCMS/VuStats Abandon Call Timer** — Set this field to 1–10, or leave blank. This value is the number of seconds a call can last and still be recorded as an abandoned call. For example, if you set this field to 5, a call could last up to 5 seconds and be recorded as abandoned. Thus, very short calls are not included as ACD calls in BCMS and VuStats statistics. Abandoned time is measured from the time the call is answered until the agent hangs up. Any time an agent is on a call that is within the abandon call timer value is recorded as total AUX time with the default reason code. Use this timer if your central office does not provide disconnect supervision.
 - **Validate BCMS/VuStats Login IDs** — Set to **n** to allow entry of any ACD login of the proper length. Set to **y** to allow entry only of login-IDs that have been entered on the BCMS/VuStats Login-ID form.
 - **Clear VuStats Shift Data**. Set to **on-login** or **at-midnight** to specify when shift data for an agent is cleared.
- Agent Login ID form — Administer Agent Login IDs for EAS. With EAS, VuStats accesses agent and agent-extension object type information based on agent login ID. Agents logging in agent IDs (administered on this form or BCMS/VuStats Login ID form) can view their own statistics on any VuStats voice terminal they are using. If agent IDs are not administered, VuStats displays only statistics collected for the agent's extension.
- Trunk Group form — For each trunk group that will have VuStat display statistics, set Measured to **internal** or **both**. Specify **internal** to record statistics for BCMS/VuStats. Specify **both** to record statistics for BCMS/VuStats and CMS.

- Attendant Console form — Administer a VuStats feature button (vu-display) to allow an attendant to display VuStats statistics. There is no limit to the number of VuStats buttons that can be administered.
 - **Fmt** — When you assign VuStats feature buttons, an Fmt field appears. You can associate a VuStats feature button with a particular display format. The Fmt value identifies the VuStats format used to display the information. Specify 1 — 50 in the Fmt (1 is the default format). See "Format Number" in this section for additional information.
 - **ID number** — Optionally administer an ID number for each vu-display button. Use the ID number to define the agent, split, trunk group, or VDN that the VuStats display will describe. The ID can be an agent login ID or extension number, a split or trunk group number, or a VDN extension. For example, a vu-display button administered with split ID 6 is used to view statistics for split number 6.

Do not administer IDs for VuStats displays with the agent object type. Agent object type displays are limited to statistics for the logged-in agent.

IDs allow supervisors and agents to bypass entering an agent extension, split, or VDN number when viewing statistics. IDs can also be used to limit access to certain statistics to designated voice terminals.
- BCMS/VuStats Login ID form — Administer Agent Login IDs if you do not have EAS. BCMS/VuStats Login IDs can be used to track statistics by specific agent rather than extension number. Specify any character, except a space, to be used as a placeholder for data in Format Description text. \$ is the default. Each character holds a place for one character of data. See "Data Field Character" in this section for more information.
- Hunt Group form
 - **ACD** — Set this field to **y**.
 - **Acceptable Service Level** — Specify the number of seconds within which calls to this hunt group are answered. Calls answered within this time are considered acceptable. BCMS and VuStats use this value to determine the percentage of calls that meet the acceptable service level.
 - **Measured** — Set this field to **internal** or **both**. Specify **internal** to record statistics for BCMS/VuStats. Specify **both** to record statistics for BCMS/VuStats and CMS.
 - **Objective** — Specify an objective, or goal, for the split. Examples include an agent objective of a number of ACD calls to be handled, an average talk time, or a percent of calls to be answered within the acceptable service level.

- Voice Terminal (Station) form — Administer a VuStats feature button (vu-display) to allow agents to display VuStats statistics. See “Attendant Console form” above for more information.
- Vector Directory Number form

For each VDN that has statistics displayed by VuStats, administer the following fields:

- **Acceptable Service Level** — Specify the number of seconds within which calls to this VDN are answered. Calls answered within this time are considered acceptable. BCMS and VuStats use this value to determine the percentage of calls that meet the acceptable service level.
- **Measured** — Set this field to **internal** or **both**. Specify **internal** to record statistics for BCMS/VuStats. Specify **both** to record statistics for BCMS/VuStats and CMS.
- VuStats Display Format form
 - **Format Number** — The system generates a format number automatically when it creates a VuStats display. You cannot change this number. You can create 50 different display formats. Format Number 1 is a predefined sample format that you can modify. See “Attendant Console form” in this section for more information.
 - **Next Format Number** — Specify the number of the display to be shown after the current display when a user presses the “next” button. To link displays, administer a next button Attendant Console or Station form. In general, you only link displays with the same object type.
 - **Number of Intervals** — Specify the number of BCMS intervals used to collect data when you have specified **interval** as the period for a historical Data Type. For example, if the BCMS interval is 1 hour and you specify 8 in this field, historical data with a period of interval is based on the previous 8 hours. See “Period” in this section for more information.
- **Object Type** — Set this field to one of five object types: **agent**, **agent-extension**, **split**, **trunk-group**, and **VDN**. Each object type displays specific types of data.
 - **Agent** — Provides agents with their own statistics, or statistics about the splits/skills they log into.
 - **Agent-extension** — Provides supervisors with statistics about agents or the splits/skills the agents log into. VuStats can automatically display statistics for a specific agent (if you administer agent login ID or BCMS/Mustats Login ID). Or, supervisors can enter the ID of any agent they want to review.
 - **Split** — Displays statistics about a specific split/skill. You must administer the split as Measured (internal or both) on the Hunt Group form.

- **Trunk-group** — Displays statistics about a specific trunk group. You must administer the trunk group as Measured (internal or both) on the Trunk Group form.
- **VDN** — Displays statistics about a specific VDN. You must administer the VDN as Measured (internal or both) on the Vector Directory Number form.

See “[What information is displayed](#)” on page 9-170 in this section for a description of data that is displayed for each object type.

- **Data Type** — Specify data types to define what data is displayed for each object type. You can specify up to 10 data types for each display. See [Table 9-173](#) for a description of data types associated with each object type.
- **Period** — Set the amount of time to be used to collect the historical data for display. Set this field to **day**, **interval**, or leave blank. Day displays all data collected for a Data Type since midnight. Interval displays all data collected for a Data Type during the number of intervals specified in Number of Intervals ending with the current interval. Leaving the field blank displays only the data collected for the current interval.
- **Threshold** — Specify the conditions under which the VuStats button lamp flashes, alerting agents when there is a problem. Set both a comparator and a threshold value. For example, if you want to alert agents when the percent of calls within acceptable service level drops below 90%, specify the split-percent-in-service-level data type with a Threshold comparator of <= and a threshold value of 90.
- **Split Reference** — Some data types associated with agent and agent-extension object types display statistics about the split/skill an agent is logged into. These data types usually begin with the word split. For example, the data type “split-agents-available” displays how many agents are available on a specific split or all splits the agent is logged into.
- Specify a reference number with the data type to define which split the displayed data is for. The reference number also describes the order in which an agent logged into the split. For example, specifying reference number 1 for the data type “split-agents-available” displays the number of agents available on the first split the agent is logged into.

Specify **Top** to display the first-administered highest-level skill for EAS agents, or the first split logged into for non-EAS agents. Specifying **All** displays data for all splits the agent is logged into and is valid only for acd-calls, average-acd-talk-time, shift-acd-calls, and shift-average-acd-talk-time data types.

- **Data Field Character** — Specify any character, except a space, to be used as a placeholder for data in the Format Description. \$ is the default. For example, in the entry “AUX=\$\$” the dollar signs each hold a place for one character of data.
- **Format Description** — Specify the text to be displayed with a data type, followed by Data Field Characters needed as placeholders for data-type data. List data types in the Data Type fields in the same order that the data type text appears in Format Description.

For example, in [Screen 9-2](#), STAFF, AV, AUX, WAIT, and ASL are all text labels for data types. STAFF is associated with the first data type, split-agents-staffed, AV is associated with the second data type, split-agents-available, and so on.

```

                                VUSTATS DISPLAY FORMAT
Format Number: 1                      Object Type: agent
Next Format Number: 2                  Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals:

Format Description: STAFF=$$ AV=$$ AUX=$$ WAIT=$$$$$$ ASL=$$$$

Data Type                               Format   Period   Threshold   Ref
1: split-agents-staffed                   .           .           .           1
2: split-agents-available                  .           .           .           1
3: split-agents-in-aux-all                .           .           .           1
4: split-oldest-call-waiting              m:ss       .           .           1
5: split-acceptable-service-level         m:ss       .           .           1
.
.
.
    
```

Screen 9-2. Format Description Example

If the data for a field is too large for the number of data field characters entered, VuStats displays asterisks. If name database items are too large for the number of data field characters, VuStats truncates the data. VuStats also displays Split Objective (assigned on the Hunt Group form) as asterisks if the information exceeds the data field size.

- **Format** — Specify the format of data that has a time value. Format is required for time-value data types such as “split-oldest-call-waiting”. Specify one of the following:
 - **ccs** -- Hundred-call seconds (CCS) rounded to the nearest CCS
 - **h** -- Hours rounded to the nearest hour
 - **h:mm** -- Hours and minutes rounded to the nearest minute
 - **h:mm:ss** -- Hours, minutes, and seconds

- **m** -- Minutes rounded to the nearest minute
 - **m:ss** -- Minutes and seconds
 - **s** -- Seconds
- **Update Interval** — Set the interval at which the VuStats display data is updated to one of the following:
- **no-update** — The display does not update and appears only for the interval specified in the Display Interval field.
 - **polled** — The display updates every hour or half-hour depending upon the value in BCMS/ VuStats Measurement Interval on the Feature-Related System-Parameters form.

Specifying polled may impact system performance at the time of the measurement interval.
 - **10, 20, 30, 60, 120** — The display updates every 10, 20, 30, 60, or 120 seconds.
- **On Change** — Specify whether the display will update whenever the agent changes work state. Set this field to **y** or **n**. If set to y, the display updates when the agent changes state and updates according to the Update Interval.
- **Display Interval** — Administer only if you specified a no update Update Interval. Specify one of the following:
- **not-cleared** — The display does not clear. The display remains until it is overwritten by another feature or the user presses the normal button.
 - **5, 10, 15, 30** — The display clears after 5, 10, 15, or 30 seconds.

Detailed description

What information is displayed

The following forms and fields determine information that VuStats displays.

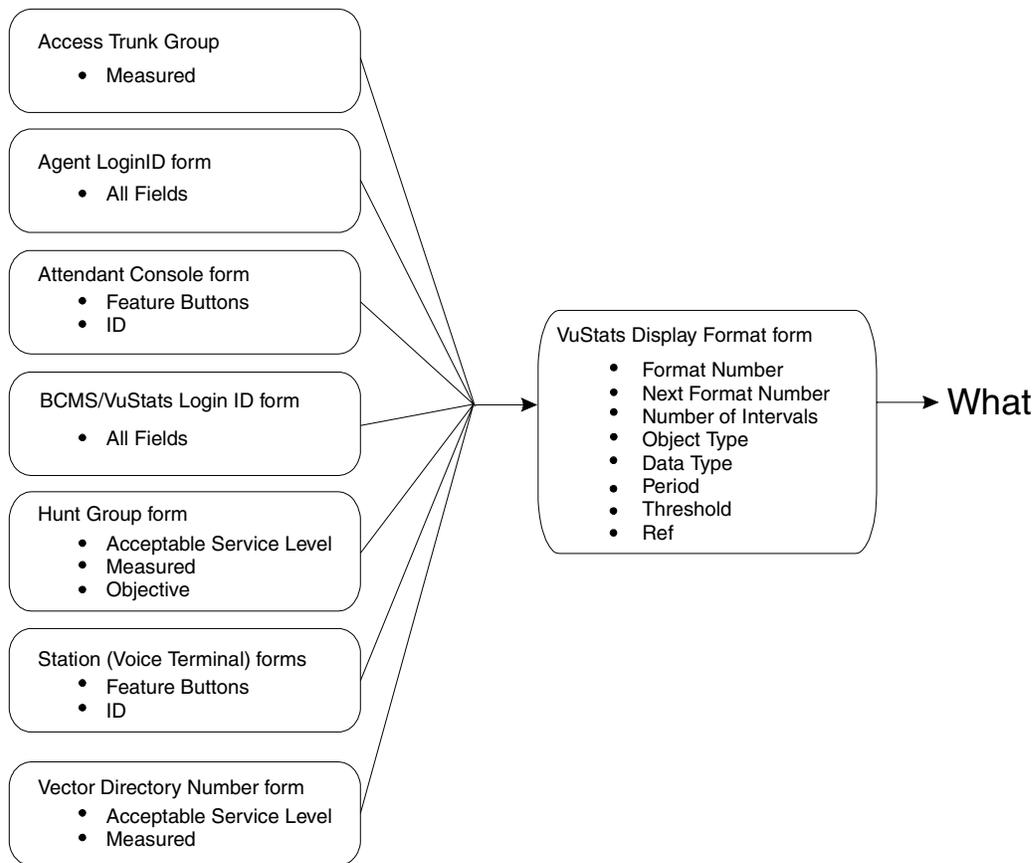


Figure 9-5. Forms that Determine What Information Appears on the VuStats Display

Data Type

Data type defines what data is displayed for an object type. For example, for an agent object type, VuStats can display information agents are interested in, such as the total number of calls the agent has answered since login, the average time the agent has spent on ACD calls, the number of agents available to receive calls for a split, and the percent of calls within the acceptable service level.

For split object types, VuStats can display split description and performance information, such as average speed of answer, number of calls waiting, and agent work states. VuStats can also display an objective, acceptable service level, or percent of calls answered within the acceptable service level for a split.

See [Table 9-182](#) and [Table 9-186](#) for more information on data types.

Period

VuStats can show statistics that have accumulated for the day, or for an administered number of intervals. For example, if you administer VuStats to display the number of ACD calls for the past 4 completed intervals, it displays the number of ACD calls received in the past 2 hours (1/2-hour intervals) or 4 hours (1-hour intervals) plus those completed during the current interval. Using historical data can affect processor occupancy, depending upon the number of active users, their update rates, and the number of historical data types.

With agent or agent-extension object types, shift data is available for the number of ACD calls answered, the average ACD talk time, and AUX work mode time by Reason Code for an agent. You can clear shift data at midnight or the next time an agent logs in.

Threshold

Many data types can be administered with a threshold comparator and value. When the condition defined by the threshold is true, and the data type is shown on the display, the VuStats button lamp flashes. For example, suppose a format is created in which the oldest call waiting data type is administered with a threshold of \geq (greater than or equal to) five minutes. Whenever that VuStats format is displayed, if the oldest call in queue has been waiting for five minutes or longer, the VuStats lamp flashes on the voice terminal. Each time the display updates, the threshold is checked for each data type being displayed.

Format description

Use Format Description to create labels on the display to identify data. For example, in [Figure 9-4](#) "AUX=" identifies the data type "split-agents-in-aux-all" (that is, the number of agents currently in AUX work mode for a specified split). Text appears on the display exactly as you enter it in the field. Text is optional.

Because of the 40-character limit, use abbreviations when possible. For example, use "S=" to indicate "split number".

Display linking

Link display formats to increase the amount of information users can view. For example, link a display of information for an agent's first split to a display of information for the agent's second split. Or, link a display of information about the work states of all agents on a split linked to another display of information about calls waiting, number of calls abandoned, or oldest call waiting for the split.

If you use display linking, assign a Next button on agent terminals.

How the information looks

The following fields on the VuStats Display form determine how information looks on the VuStats display.

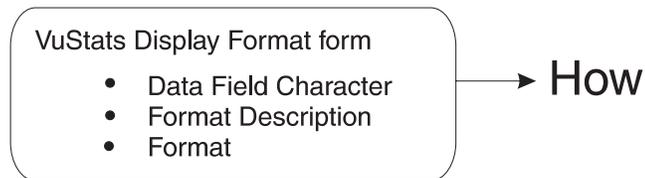


Figure 9-6. Fields that Determine What Information Appears on the VuStats Display

VuStats statistics appear on the second line of 2-line DCP terminal displays or on the first line of 1-line DCP terminals and all BRI terminals. On voice terminals with 2 x 24 displays, the display automatically wraps to the second line of the display. When VuStats is activated, it overwrites and cancels any display feature on the second line of a 2-line display and on the first line of a 1-line display.

You define the following format information on the VuStats Display Format form:

- Labels for data types and the amount of space reserved for data
- Order in which data types appear on the display
- Format for time-related data types
- Display links

When the information updates

The following forms and fields determine when VuStats displays update.

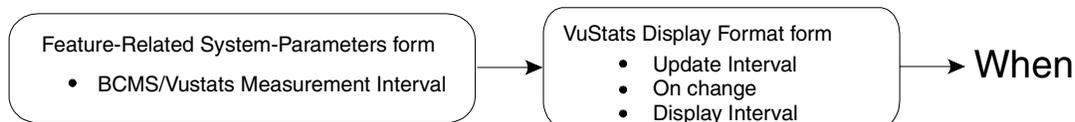


Figure 9-7. Fields that Determine When Information Updates on the VuStats Display

Most display features that use the second line of a 2-line display or the first line of a 1-line display overwrite and cancel VuStats. Reason Codes and Call Work Codes only suspend VuStats; when the prompt is removed, the VuStats display reappears.

User press the normal button to clear the VuStats display.

Administer VuStats to display information until agents press the normal button or another operation overwrites the VuStats display. Or, administer VuStats to display for an interval of 5, 10, 15, or 30 seconds.

You can also administer VuStats to update displayed statistics every 10, 20, 30, 60 or 120 seconds or every time an agent changes work mode or a BCMS Measurement Interval is completed, or not update at all.

Tables of Data Types

[Table 9-23](#), [Table 9-24](#), [Table 9-25](#) and [Table 9-26](#) describe the data types you can define for each object type.

Table 9-23. Agent and Agent-Extension Data Types

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
acd-calls	Split/skill calls and direct agent calls answered by an agent	Split status/VDN Status/Agent Report: ACD CALLS
agent-extension	The extension for a specific agent; if either BCMS/VuStats Login IDs or EAS is optioned, then this shows the agent's login ID.	Split Status: Login ID or EXT
agent-name	The administered name for a specific agent.	Split Status/Agent Report/Agent Summary Report: Agent
agent-state	The agent's current work state	Split Status: STATE
average-acd-call-time	The average of hold-time plus talk-time.	None

Continued on next page

Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
average-acd-talk-time	The average time a specific agent has spent talking on completed ACD calls during a specified time period for all internally-measured splits/skills that the agent was logged into. This does not include the time a call was ringing or was on hold at an agent's terminal.	Agent Report/Agent Summary Report: AVG TALK TIME
average-extension-time	The average amount of time an agent spent on non-ACD calls while logged into at least one split/skill during the reported interval. This average does not include time when the agent was holding the EXTN call.	Agent Report/Agent Summary Report: AVG EXTN TIME
call-rate	The current rate of ACD calls handled per agent per hour for all split/skills.	None
current-reason-code	The number of the Reason Code associated with the agent's current AUX work mode, or with the agent's logout.	None
current-reason-code-name	The name of the Reason Code associated with the agent's current AUX work mode or with the agent's logout.	None
elapsed-time-in-state	The amount of time an agent has been in the current state.	None
extension-calls	The number of incoming and outgoing non-ACD calls that an agent completed while logged into at least one split/skill.	Agent Report: EXTN CALLS
extension-incoming-calls	The number of non-ACD calls that an agent receives while logged into at least one split/skill.	Split Report: EXT IN CALLS
extension-outgoing-calls	The number of non-ACD calls that an agent places while logged into at least one split/skill.	Split Report: EXT OUT CALLS

Continued on next page

Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
shift-acd-calls	The number of ACD calls answered by an agent during the administered period.	None
shift-aux-time-1	The amount of time an agent has spent in AUX work mode for Reason Code 1 during the administered period.	None
shift-aux-time-2	The amount of time an agent has spent in AUX work mode for Reason Code 2 during the administered period.	None
shift-aux-time-3	The amount of time an agent has spent in AUX work mode for Reason Code 3 during the administered period.	None
shift-aux-time-4	The amount of time an agent has spent in AUX work mode for Reason Code 4 during the administered period.	None
shift-aux-time-5	The amount of time an agent has spent in AUX work mode for Reason Code 5 during the administered period.	None
shift-aux-time-6	The amount of time an agent has spent in AUX work mode for Reason Code 6 during the administered period.	None
shift-aux-time-7	The amount of time an agent has spent in AUX work mode for Reason Code 7 during the administered period.	None
shift-aux-time-8	The amount of time an agent has spent in AUX work mode for Reason Code 8 during the administered period.	None
shift-aux-time-9	The amount of time an agent has spent in AUX work mode for Reason Code 9 during the administered period.	None
shift-aux-time-all	The amount of time an agent has spent in AUX work mode for all Reason Codes during the administered period.	None

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Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
shift-aux-time-default	The amount of time an agent has spent in AUX work mode for the default Reason Code (code 0) during the administered period.	None
shift-aux-time-non-default	The amount of time an agent has spent in AUX work mode for Reason Codes 1 through 9 during the administered period.	None
shift-aux-time-reason-code	The amount of time an agent has spent in AUX work mode for the agent's current Reason Code during the administered period.	None
shift-average-acd-talk-time	The average talk time for ACD calls for a specific agent during the administered period.	None
skill-level	The skill level at which the skill was assigned to the agent.	None
split-acceptable-service-level	The number of seconds within which calls must be answered to be considered acceptable. Identified on a per-hunt group basis. Timing begins when the call enters the hunt group queue.	Split Status: Acceptable Service Level
split-acd-calls	Split/skill calls and direct agent calls answered by an agent.	System Status/Split Report/Split Summary Report: ACD CALLS
split-after-call-sessions	The number of times all agents have entered After Call Work (ACW) for a specific split/skill.	None
split-agents-available	The number of agents currently available to receive ACD calls for a specific split. This includes agents in Auto-In or Manual-In work mode.	Split Status: Avail
split-agents-in-after-call	For a specific split, the number of agents currently in ACW.	Split Status: ACW

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Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
split-agents-in-aux-1	For a specific skill, the number of agents currently in Aux work mode with Reason Code 1.	None
split-agents-in-aux-2	For a specific skill, the number of agents currently in Aux work mode with Reason Code 2.	None
split-agents-in-aux-3	For a specific skill, the number of agents currently in Aux work mode with Reason Code 3.	None
split-agents-in-aux-4	For a specific skill, the number of agents currently in Aux work mode with Reason Code 4.	None
split-agents-in-aux-5	For a specific skill, the number of agents currently in Aux work mode with Reason Code 5.	None
split-agents-in-aux-6	For a specific skill, the number of agents currently in Aux work mode with Reason Code 6.	None
split-agents-in-aux-7	For a specific skill, the number of agents currently in Aux work mode with Reason Code 7.	None
split-agents-in-aux-8	For a specific skill, the number of agents currently in Aux work mode with Reason Code 8.	None
split-agents-in-aux-9	For a specific skill, the number of agents currently in Aux work mode with Reason Code 9.	None
split-agents-in-aux- all	For a specific split/skill, the total number of agents currently in Aux work mode for all Reason Codes.	Split Status: AUX
split-agents-in-aux- default	For a specific split/skill, the number of agents currently in Aux work mode with the default Reason Code (code 0).	None

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Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
split-agents-in-aux-non-default	For a specific skill, the number of agents currently in Aux work mode with Reason Codes 1 through 9.	None
split-agents-in-other	The number of agents currently who: are on a call for another split, are in ACW work mode for another split, have a call on hold but are not in another state, or have a call ringing at their terminals, or are dialing a number while in AI/MI.	Split Status: Other
split-agents-on-acd-calls	The number of agents currently on split/skill or direct agent ACD calls for a specific split.	Split Status: ACD
split-agents-on-extension-calls	The number of agents in a specific split who are currently on non-ACD calls.	Split Status: Extn
split-agents-staffed	The number of agents currently logged into a split.	Split Status: Staffed
split-average-acd-talk-time	The average talk time for ACD calls during a specific period/day for a specified split.	System Status/Split Report/Split Summary Report: AVG TALK TIME
split-average-after-call-time	The average time for call-related ACW completed by agents for this split (the same as average-after-call-time, but only available for agent and agent-extension object types). Call-related ACW time is recorded when an agent leaves the ACW state. If an agent is in call-related ACW when an interval completes, all of the ACW time will be recorded for the interval in which the agent leaves ACW.	System Status: AVG AFTER CALL
split-average-speed-of-answer	The average speed for answering split and direct agent ACD calls that have completed for a specified split/skill.	System Status/Split Report/Split Summary Report: AVG SPEED ANS

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Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
split-average-time-to-abandon	The average time calls waited in queue and ringing before abandoning.	System Status/Split Report/Split Summary Report: AVG ABAND TIME
split-call-rate	The current rate of ACD calls handled per agent per hour for a specific split or skill.	None
split-calls-abandoned	The number of calls that abandoned from queue (provided this is the first split/skill queued to) or abandoned from ringing.	System Status/Split Report/Split Summary Report: ABAND CALLS
split-calls-flowed-in	The total number of calls for a specific split/skill that were received as a coverage point (intraflowed) from another internally-measured split/skill, or were call-forwarded (interflowed) to the split/skill.	Split Report/Split Summary Report: FLOW IN
split-calls-flowed-out	The total number of calls for a specific split/skill that successfully extended to the split/skill's coverage point, were call-forwarded out, or were answered via call pick-up.	Split Report/Split Summary Report: FLOW OUT
split-calls-waiting	The number of calls that have encountered a split but have not been answered, abandoned, or outflowed.	System Status: CALLS WAIT
split-extension	The administered extension for a split.	None
split-name	The administered name for a split/skill.	Split Report/Split Status: Split Name System Status: SPLIT
split-number	The administered number for a split/skill.	Split Report/Split Status: Split Name System Status: SPLIT
split-objective	The administered objective for a split/skill.	None

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Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
split-oldest-call-waiting	The time the oldest call has been waiting for a specific split/skill.	System Status: OLDEST CALL
split-percent-in-service-level	For a specific split/skill, the percentage of calls answered within the administered service level on the hunt group form.	System Status/Split Report/Split Summary Report: % WITHIN SERVICE LEVEL
split-total-acd-talk-time	For a specified split/skill, the total time agents spent talking on split/skill calls and direct agent calls for this split.	None
split-total-after-call-time	The total time an agent spent in call-related ACW for this split/skill and non-call-related ACW for any split/skill during a specific time period, excluding time spent on incoming or outgoing extension calls while in ACW.	Split Report/Split Summary Report: TOTAL AFTER CALL
split-total-aux-time	The total time an agent spent in AUX mode for this split/skill.	Split Report/Split Summary Report: TOTAL AUX/OTHER
total-acd-call-time	The total talk time plus the total hold time for split/skill and Direct Agent ACD calls.	None
total-acd-talk-time	The total time agents spent talking on split/skill calls and direct agent calls.	None
total-after-call-time	The total time an agent spent in call-related or non-call-related ACW for any split during a specific time period, excluding time spent on incoming or outgoing extension calls while in ACW. (With EAS, all non-call related ACW time is associated with the first skill logged into.)	Agent Report/Agent Summary Report: TOTAL AFTER CALL

Continued on next page

Table 9-23. Agent and Agent-Extension Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
total-aux-time	The total time an agent spent in AUX work for all splits/skills (simultaneously) that the agent was logged into. If an agent entered AUX in one interval, but ended AUX in another, each of the intervals will reflect the appropriate amount of time spent in the interval (agent reports also include OTHER time).	Agent Report/Agent Summary Report: TOTAL AUX/OTHER
total-available-time	The time an agent was available in at least one split/skill.	Agent Report: TOTAL AVAIL TIME
total-hold-time	The total amount of time ACD calls were on hold at a specific agent's voice terminal. This time is the "caller's hold time" and is independent of the agent's state. This time does not include hold time for non-ACD calls on hold.	Agent Report: TOTAL HOLD TIME
total-staffed-time	The total amount of time an agent was logged into one or more splits/skills during a specific period/day. An agent is clocked for staff time as long as he or she is logged into any split.	Agent Report: TOTAL TIME STAFFED

Table 9-24. Split Data Types

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
acceptable-service-level	The number of seconds within which calls must be answered to be considered acceptable. Identified on a per-hunt group basis. Timing begins when the call enters the hunt group queue.	Split Status/Split Report: Acceptable Service Level
acd-calls	Split calls and direct agent calls answered by an agent	Split status/VDN Status/Agent Report: ACD CALLS
after-call sessions	The number of times all agents have entered After Call Work (ACW).	None
agents-available	The number of agents currently available to receive ACD calls. This includes agents in Auto-In or Manual-In work mode.	Split Status: Avail
agents-in-after-call	The number of agents currently in ACW mode.	Split Status: ACW
agents-in-aux-1	The number of agents currently in Aux work mode for Reason Code 1 for the referenced skill.	None
agents-in-aux-2	The number of agents currently in Aux work mode for Reason Code 2 for the referenced skill.	None
agents-in-aux-3	The number of agents currently in Aux work mode for Reason Code 3 for the referenced skill.	None
agents-in-aux-4	The number of agents currently in Aux work mode for Reason Code 4 for the referenced skill.	None
agents-in-aux-5	The number of agents currently in Aux work mode for Reason Code 5 for the referenced skill.	None
agents-in-aux-6	The number of agents currently in Aux work mode for Reason Code 6 for the referenced skill.	None

Continued on next page

Table 9-24. Split Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
agents-in-aux-7	The number of agents currently in Aux work mode for Reason Code 7 for the referenced skill.	None
agents-in-aux-8	The number of agents currently in Aux work mode for Reason Code 8 for the referenced skill.	None
agents-in-aux-9	The number of agents currently in Aux work mode for Reason Code 9 for the referenced skill.	None
agents-in-aux-all	The number of agents currently in Aux work mode for all Reason Codes for the referenced split/skill.	Split Status: AUX
agents-in-aux-default	The number of agents currently in Aux work mode for the default Reason Code (code 0) for the referenced split/skill.	None
agents-in-aux-non-default	The number of agents currently in Aux work mode for Reason Codes 1 through 9 for the referenced skill.	None
agents-in-other	The number of agents who currently: are on a call for another split, are in ACW work mode for another split, have a call on hold but are not in another state, or have a call ringing at their terminal, or are dialing a number from AI/MI mode.	Split Status: Other
agents-on-acd-calls	The number of agents currently on split/skill or direct agent ACD calls for a specific split.	Split Status: ACD
agents-on-extension-calls	The number of agents in a specific split who are currently on non-ACD calls.	Split Status: Extn
agents-staffed	The number of agents currently logged into the specified split.	Split Status: Staffed

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Table 9-24. Split Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
average-acd-talk-time	The average talk time for ACD calls during a specific period/day for a specified split.	System Status/Split Report: AVG TALK TIME
average-after-call-time	The average time for call-related ACW completed by agents in this split. Call-related ACW time is recorded when an agent leaves the ACW state. If an agent is in call-related ACW when an interval completes, all of the ACW time will be recorded for the interval in which the agent leaves ACW.	System Status: AVG AFTER CALL
average-speed-of-answer	The average speed for answering split/skill and direct agent ACD calls that have completed for a specified split/skill during a specified time. This includes queue time and ringing time for this split.	System Status/Split Report: AVG SPEED ANS
average-time-to-abandon	The average time calls waited before abandoning.	System Status/Split Report: AVG ABAND TIME
call-rate	The current rate of ACD calls handled per agent per hour for all split/skills.	none
calls-abandoned	The number of calls that abandoned.	System Status/Split Report: ABAND CALLS
calls-flowed-in	The total number of calls for a specific split that were received as a coverage point (intraflowed) from another internally-measured split, or were call-forwarded (interflowed) to the split. This does not include calls that were interflowed from a remote switch by the Look Ahead Interflow feature.	Split Report/Split Summary Report: FLOW IN

Continued on next page

Table 9-24. Split Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
calls-flowed-out	The number of calls the split extended to its coverage point, calls that call-forward out or are answered by call pickup, calls that queued to this split as a primary split and were answered or abandoned from ringing in another split.	Split Report/Split Summary Report: FLOW OUT
calls-waiting	The number of calls that have encountered a split/skill but have not been answered, abandoned, or outflowed.	System Status: CALLS WAIT
oldest-call-waiting	The time the oldest call has been waiting in the split/skill. Timing begins when the call enters the split/skill.	System Status: OLDEST CALL
percent-in-service- level	The percentage of calls offered to the split that were answered within the service level administered on the hunt group form.	System Status/Split Report/Split Summary Report: % IN SERV LEVEL
split-extension	The administered extension for a split.	None
split-name	The administered name for a split.	Split Report/Split Status: Split Name System Status: SPLIT
split-number	The administered number for a split.	Split Report/Split Status: Split Name System Status: SPLIT
split-objective	The administered objective for a split.	None
total-acd-talk-time	The total time agents spent talking on split/skill calls and direct agent calls for this split.	None

Continued on next page

Table 9-24. Split Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
total-after-call-time	The total time agents spent in call-related or non-call-related ACW for any split during a specific time period.	Split Report/Split Summary Report: TOTAL AFTER CALL
total-aux-time	The total time agents spent in AUX work mode for all Reason Codes for the referenced split/skill during the administered period.	Split Report/Split Summary Report: TOTAL AUX/OTHER

Table 9-25. VDN Data Types

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
acceptable-service-level	The number of seconds within which calls must be answered to be considered acceptable. Identified on a per-VDN basis. Timing begins when the call enters the vector.	VDN Status/VDN Report: Acceptable Service Level
acd-calls	Split calls and direct agent calls answered by an agent	VDN Status: ACD CALLS
average-acd-talk-time	The average talk time for ACD calls during a specific period/day for a specified VDN.	VDN Status/Split Report: AVG TALK HOLD
average-speed-of-answer	The average speed for answering ACD and CONNect calls that have completed for a specified VDN during a specified time. This includes time in vector processing.	VDN Status/VDN Report/VDN Summary Report: AVG SPEED ANS
average-time-to-abandon	The average time calls waited before abandoning.	VDN Status/VDN Report: AVG ABAND TIME

Continued on next page

Table 9-25. VDN Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
calls-abandoned	The number of calls that abandoned.	VDN Status/VDN Report/VDN Summary Report: ABAND CALLS
calls-flowed-out	The total number of calls for a specific VDN that successfully routed to another VDN or off the switch.	VDN Status/VDN Report/VDN Summary Report: FLOW OUT
calls-forced-busy-or-disc	The number of calls given forced busy or forced disconnect.	VDN Status/VDN Report/VDN Summary Report: CALLS BUSY/DISC
calls-offered	All calls offered to a VDN, including ACD calls, connected calls, abandoned calls, busy calls (calls that received a busy signal), disconnected calls (calls disconnected by the switch), and outflow calls (calls directed to another VDN or off-switch destination).	VDN Status/VDN Report/VDN Summary Report: CALLS OFFERED
calls-waiting	The number of calls that have encountered a VDN, but have not been answered, abandoned, or outflowed.	VDN Status: CALLS WAIT
non-acd-connected-calls	The number of non-ACD calls routed from a specific VDN that were connected to an extension.	VDN Status/VDN Report/VDN Summary Report: CONN CALLS
oldest-calling-waiting	The time the oldest call has been waiting in the VDN. Timing begins when the call enters the vector.	VDN Status: OLDEST CALL
percent-in-service-level	The percentage of calls offered to the VDN that were answered within the service level administered for the VDN.	VDN Status/VDN Report/VDN Summary Report: % IN SERV LEVEL
total-acd-talk-time	The total time agents spent talking on split/skill calls and direct agent calls.	None

Continued on next page

Table 9-25. VDN Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
vdn-extension	The extension of a vector directory number (VDN).	VDN Status/VDN Report: VDN EXT
vdn-name	The name of a vector directory number (VDN).	VDN Status/VDN Summary Report: VDN NAME

Table 9-26. Trunk Group Data Types

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
average-incoming-call-time	Average holding time for incoming trunk calls.	Trunk Group: INCOMING TIME
average-outgoing-call-time	Average holding time for outgoing trunk calls.	Trunk Group: OUTGOING TIME
incoming-abandoned-calls	Incoming calls abandoned during a specified time period for a specified trunk group.	Trunk Group: INCOMING ABAND
incoming-calls	Incoming calls carried by a specified trunk group.	Trunk Group: INCOMING CALLS
incoming-usage	The total trunk holding time for incoming calls in hundred call seconds.	Trunk Group: INCOMING CCS
number-of-trunks	The number of trunks in a specified trunk group.	Trunk Group: Number of Trunks
outgoing-calls	The number of outgoing calls carried by a specified trunk group.	Trunk Group: OUTGOING CALLS
outgoing-completed-calls	The number of outgoing calls that received answer supervision or answer timeout.	Trunk Group: OUTGOING COMP
outgoing-usage	The total trunk holding time for outgoing calls in hundred call seconds.	Trunk Group: OUTGOING CCS

Continued on next page

Table 9-26. Trunk Group Data Types — Continued

VuStats Data Type	Description	BCMS Report: Field Name/Column Heading
percent-all-trunks-busy	The percent of time all the trunks in a specified trunk group were busy during a specified period/day. Timing for a call begins when the last trunk is seized.	Trunk Group: % ALL BUSY
percent-trunks-maint-busy	The percent of time trunks were busied out for maintenance during a specified period/day.	Trunk Group: % TIME MAINT
trunk-group-name	The name administered for a specific trunk group.	Trunk Group: Trunk Group Name
trunk-group-number	The number administered for a specific trunk group.	Trunk Group: Trunk Group Number
trunks-in-use	The number of trunks currently in use (not idle).	None
trunks-maint-busy	The number of trunks currently busied out for maintenance.	None

Considerations

Some VuStats data is accumulated for an agent's login session. This shift data clears either at midnight or the next time the agent logs in depending upon how the system is administered. If the data clears at login and agents log out to go to lunch, the system clears their accumulated data when they log back in after lunch.

To accumulate a full day's statistics, you can require agents and supervisors to keep a running total of all their login sessions, or, to avoid this, use historical data, require agents to use AUX work mode when temporarily unavailable, or administer the system to clear shift data at midnight.

Interactions

- **BCMS**

You must have BCMS activated to receive BCMS reports. VuStats displays data collected by BCMS, but BCMS need not be enabled for you to use VuStats.
- **Call Prompting**

When Call Prompting digits are displayed, VuStats is canceled. When an agent reactivates VuStats, the VuStats display overwrites the Call Prompting display.
- **Call Work Codes (CWC)**

The CWC-display prompt suspends VuStats, so when the CWC prompt is removed, the VuStats display reappears.

If VuStats is activated while a CWC is being entered (that is, the pound (#) sign is not yet dialed), the CWC display is overwritten. The CWC must be reentered.
- **Change skills**

An agent changing skills automatically cancels VuStats. Display of the new skills overwrites the VuStats display. When the agent reactivates VuStats, the VuStats display overwrites the new skills display.
- **CMS**

Moving an agent from one split or skill to another does not affect the ID assigned to the vu-display button.

If an agent is moved from one split or skill to another, the system does not associate VuStat buttons from the agent's previous split or skill to the new split or skill. Therefore if you must frequently move agents between splits or skills, do not associate agents' VuStats buttons with a specific split or skill. Instead, associate the VuStats button with the agent format (without an ID) on each agent's voice terminal and use a split reference to view the agent's split/skill.
- **EAS-PHD**

When you have EAS-PHD enabled, VuStats can provide statistical data for all twenty skills. However, agent statistics by skill (agent or agent-extension object types) are available only for the current interval or for the "shift-acd-calls" and "shift-average-acd-talk-time" data types.
- **Integrated Directory**

If an agent activates Integrated Directory, VuStats is automatically cancelled. The Integrated Directory display overwrites the VuStats display and the VuStats button extinguishes. When VuStats is reactivated, the VuStats display overwrites the Integrated Directory display.

- Queue-Status Indications

The queue-status button display automatically cancels VuStats. When VuStats is reactivated, the VuStats display overwrites the queue-status display.

- Reason Codes

Using certain VuStats data types, you can report real-time and historical AUX work mode time by Reason Code or AUX work mode time summed for each Reason Code.

The Reason Codes display prompt suspends VuStats; when the Reason Codes prompt is removed, the VuStats display reappears.

- Service Observing

On terminals with a 1-line display, the Service Observing button display automatically cancels VuStats. When VuStats is reactivated, the VuStats display overwrites the Service Observing display.

Call Center Forms

Agent LoginID

This form is used to administer Agent LoginIDs for the Expert Agent Selection feature.

Administration Commands

Use the following administration commands to administer the Agent LoginID form.

Action	Object	Qualifier ¹
add	agent-loginid	xxxxx (extension) or "next"
change	agent-loginid	xxxxx (extension)
display	agent-loginid	xxxxx (extension) ['print' or 'schedule']
remove	agent-loginid	xxxxx (extension)
list	agent-loginid	['staffed' 'unstaffed' ['name' x]][['aas' y/n]]

1. Brackets [] indicate the qualifier is optional. Single quotes (') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

Form Instructions

Make assignments as required for the following fields on the form:

- **Login ID** — Display-only field. Contains the identifier for the Logical Agent as entered on the command line.
- **Name** — Enter up to a 27-character string naming the agent. Any alpha-numeric character is valid. Default is blank.
- **TN** — Enter the Tenant Partition number. Default is "1."
- **COR** — Enter the Class of Restriction (from 0 to 95) for the agent. Default is 1.
- **Coverage Path** — Enter the number of the Coverage Path used by calls to the LoginID or leave blank (default). This is used when the agent is logged out, busy, or does not answer.
- **Security Code** — Enter the 4-digit security code (password) for the Demand Print messages feature. This field may be blank (default).
- **Direct Agent Skill** — Enter the number of the skill that is used to handle Direct Agent calls.
- **Call Handling Preference** — Choices are **skill-level**, **greatest-need**, and **percent-allocation**. When calls are in queue and an agent becomes available, "skill-level" delivers the oldest, highest priority call waiting for

the agent's highest level skill. "Greatest-need" delivers the oldest, highest priority call waiting for any of the agent's skills. "Percent-allocation" is a new call selection method available only with Lucent's CentreVu[®] Advocate software. For more information, please see the *CentreVu[®] Advocate User Guide* (585-215-855).

- **Service Objective** — This field is displayed only when the call handling preference is **greatest-need** or **skill-level**. Service Objective is a new feature that is part of Lucent's CentreVu[®] Advocate software. For more information, please see the *CentreVu[®] Advocate User Guide* (585-215-855).
- **Direct Agent Calls First** (not shown) — This field replaces the Service Objective field when **percent-allocation** is entered in the Call Handling Preference field. Percent allocation is only available with Lucent's CentreVu[®] Advocate software. For more information, please see the *CentreVu[®] Advocate User Guide* (585-215-855).
- **AAS** — Enter "y" if this extension will be used as a port for an Auto Available Split/Skill. Default is "n."

 **WARNING:**

Entering "y" in the AAS field clears the password and requires execution of the "remove agent-loginid" command. To set AAS to "n", this logical agent must be removed then re-added.

 **WARNING:**

This option is intended for switch adjunct equipment ports only, not human agents.

- **AUDIX** — Enter "y" if this extension will be used as a port for an AUDIX. Default is "n."

 **NOTE:**

The AAS and AUDIX fields cannot both be "y".

- **LWC Reception** — Enter where LWC messages will be stored for this Agent LoginID. For R5r configurations, valid entries are "audix", "msa" "spe" (default), and "none". For R5si configurations, valid entries are "audix", "msa-spe" (default), and "none."
- **Port Extension** (not shown) — Only displayed if either the AAS or AUDIX field is "y". Enter the assigned extension for the AAS or AUDIX port. This extension cannot be a VDN or an Agent LoginID.
- **AUDIX Name for Messaging** — Only applicable to R5r configurations. Enter the name of the AUDIX used for LWC Reception and/or the name of the AUDIX that provides coverage for this Agent LoginID or leave blank (default).

- **Messaging Server Name for Messaging** — Only applicable to R5r configurations. Enter the name of the Messaging Server used for LWC Reception and/or the name of the Messaging Server that provides coverage for this Agent LoginID or leave blank (default).
- **LoginID for ISDN Display** — Enter “y” if the Agent LoginID CPN and Name field is to be included in ISDN messaging over network facilities. In this case, the physical station extension CPN and Name is sent. Default is “n.”
- **Password** — Only displayed if both the AAS and AUDIX fields are “n.” Enter up to nine digits as the password the Agent must enter upon login. Valid entries are the digits 0 through 9. The minimum number of digits that must be entered in this field is specified in the Minimum Agent-LoginID Password Length field on the Feature-Related System Parameters form.

⇒ NOTE:

Values entered into this field will not be echoed to the screen.

- **Password (enter again)** — Only displayed if both the AAS and AUDIX fields are “n.” Reenter the same password exactly as it was entered in the Password field.

⇒ NOTE:

Values entered into this field will not be echoed to the screen.

- **Auto Answer** — Valid entries are **all**, **acd**, **none**, and **station**. When Expert Agent Selection is optioned, the agent's auto answer setting will apply to the station where the agent logs in. If the auto answer setting for that station is different, the agent's setting will override the station's.

The entries **all**, **acd**, and **none** have the same effect as the corresponding entries on the Station form. Enter **all** to allow all calls (ACD and non-ACD) terminated to the agent to be cut through immediately. Enter **acd** to allow only ACD split /skill calls and direct agent calls to auto answer. If this field is **acd**, Non-ACD calls terminated to the agent ring audibly. Enter **none** (default) to cause all calls terminated to this agent to receive an audible ringing treatment. Enter **station** if you want auto answer for the agent to be controlled by the auto answer field on the Station form.

- **SN (Skill Number)** — Enter the Skill Hunt Group(s) that this agent handles. The same skill may not be entered twice. If EAS-PHD is not optioned, up to 4 skills can be entered. If EAS-PHD is optioned, up to 20 skills can be entered.
- **RL (Reserve Level)** — Enter the reserve level (if any) assigned to this agent with the Service Level Supervisor feature. Service Level Supervisor is available as part of Lucent's CentreVu[®] Advocate software. For more information, please see the *CentreVu[®] Advocate User Guide* (585-215-855).

- **SL (Skill Level)** — Enter the priority level that each skill has for this particular agent. If EAS-PHD is not optioned, 2 priority levels are available. If EAS-PHD is optioned, 16 priority levels are available. In releases prior to R3V5, level 1 was the primary skill and level 2 was the secondary skill.
- **PA (Percent Allocation)** — This field is displayed only when the call handling preference is **percent-allocation**. Percent Allocation is available as part of Lucent's CentreVu[®] Advocate software. For more information, please see the *CentreVu[®] Advocate User Guide* (585-215-855).

```

add agent-loginID 9011                                     Page 1 of 1
                                AGENT LOGINID

Login ID: 9011_                                           AAS? _
Name: _____ AUDIX? _
TN: 1_                                                    LWC Reception: msa-spe
COR: 1                                                    AUDIX Name for Messaging: _____
Coverage Path: _____ Messaging Server Name for Messaging: _____
Security Code: _____ LoginID for ISDN Display? n
Direct Agent Skill: _____ Password: _____
Call Handling Preference: skill-level                    Password (enter again): _____
Service Objective? _                                    Auto Answer: _____

SN  RL  SL  PA      SN  RL  SL  PA      SN  RL  SL  PA      SN  RL  SL  PA
1:  _  _  _  _      6:  _  _  _  _      11: _  _  _  _      16: _  _  _  _
2:  _  _  _  _      7:  _  _  _  _      12: _  _  _  _      17: _  _  _  _
3:  _  _  _  _      8:  _  _  _  _      13: _  _  _  _      18: _  _  _  _
4:  _  _  _  _      9:  _  _  _  _      14: _  _  _  _      19: _  _  _  _
5:  _  _  _  _      10: _  _  _  _      15: _  _  _  _      20: _  _  _  _

WARNING: Agent must log in again before skill changes take effect
    
```

Screen 9-3. Agent LoginID Form

Implementation Notes

The Port Extension field is only displayed if either the AAS or AUDIX field is “y”.

The AUDIX Name for Messaging and Messaging Server Name for Messaging fields are only displayed for R5r configurations.

The Password and Password (enter again) fields are only displayed when both the AAS and AUDIX fields are “n”.

Best Service Routing (BSR) Application Plan

Use this form to identify the remote locations used in each BSR application.

**NOTE:**

For an explanation of BSR application plans see [“Best Service Routing™”](#) on page 9-44.

Administration Commands

Use the following administration commands to administer the BCMS/VuStats Login ID form. Valid application numbers are 1–255.

Action	Object	Qualifier ¹
add	best-service-routing	xxx (application number) or 'next'
change	best-service-routing	xxx (application number)
display	best-service-routing	xxx (application number)
remove	best-service-routing	xxx (application number)
list ²	best-service-routing	

1. Brackets [] indicate the qualifier is optional. Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.
2. The command “list best-service-routing” displays the List Best Services Routing Applications form. This is a display-only form and is shown below.

Form Instructions

Make assignments as required for the following fields on the form:

- **Application Number**—This display-only field shows the identifying number of the plan you’re working with. Numbered from 1 to 255.
- **Application Name**—Give the application plan a name with up to 15 characters.
- **Location Number**—One plan may have 1–255 locations. Location numbers are identifiers, and therefore need not be in sequential order. For example, you could assign locations with the identifiers 1, 3, 14 and 89 to one application plan.


```
list best-service-routing
      BEST SERVICE ROUTING APPLICATIONS

      Number          Name
      xxx             International
      xxx             Tech Support
      xxx             Sales
```

Screen 9-5. List Best Service Routing Applications Form

BCMS/VuStats Login ID

If you want to monitor call activity by agent login IDs, and if the "BCMS/VuStats Login ID" field on the System-Parameters Customer-Options form is set to "y" but the EAS feature is not optioned, the administrator uses this form to administer valid logins.

You do not have to enter names. If you do not use names with the login IDs, the data you receive from BCMS and/or VuStats defaults to "ID xxxxxxxx" where "xxxxxxx" is the login ID.

NOTE:

Only agents using one of the administered login IDs can successfully log in to a split measured by BCMS.

Administration Commands

Use the following administration commands to administer the BCMS/VuStats Login ID form.

Action	Object	Qualifier ¹
add	bcms/vustats login IDs	
change	bcms/vustats login IDs	[login ID]
display	bcms/vustats login IDs	[login ID]
list	bcms/vustats login IDs	[login ID] count X

1. Brackets [] indicate the qualifier is optional.

Form Instructions

Make assignments as required for the following fields on the form:

- **Login ID** — A number up to nine digits that an agent must enter to be measured in a split by BCMS. The login IDs are restricted to up to five digits if you are using EAS. The system validates each login ID. If you enter a duplicate login ID, the system displays an error message and places the cursor at the duplicate field. Also, the login ID must be the same length as the number in the "ACD Login Identification Length" field on the Feature-Related System-Parameters form. If the login ID you enter does not match the length specified in the "ACD Login Identification Length" field, the system displays an error message and places the cursor at the field that is incorrect.

⇒ NOTE:

The administered login length may change to another value, but doing so changes the allowed length for all IDs entered on this form. Before agents with logins that do not match the administered login length can log on, you must readminister either the ACD login identification length to fit the existing logins or change the logins to match the ACD login identification length.

- **Name** — A name associated with the login ID (optional).

```
change bcms/vu-stats login IDs
```

Page 1 of x

```

BCMS/VU-STATS LOGIN IDS
Assigned Numbers: 300 of 400
  Login Id  Name                Login Id  Name
 1: _____ 17: _____
 2: _____ 18: _____
 3: _____ 19: _____
 4: _____ 20: _____
 5: _____ 21: _____
 6: _____ 22: _____
 7: _____ 23: _____
 8: _____ 24: _____
 9: _____ 25: _____
10: _____ 26: _____
11: _____ 27: _____
12: _____ 28: _____
13: _____ 29: _____
14: _____ 30: _____
15: _____ 31: _____
16: _____ 32: _____

```

Screen 9-6. BCMS/VuStats Login IDs Form

Implementation Notes

The form appears only two pages (64 IDs) at a time. If you are adding login IDs, you can fill two pages and then reissue the command to fill an additional two pages, and so on. If you are changing or displaying login IDs, the system displays two pages of login IDs beginning with the ID you specified; if you did not specify a login ID when you issued the command, the display begins with the first login ID. The **list** command lists all login IDs and may run to 63 pages.

Call Center System Parameters

Call Center System Parameters are listed on pages 7 and 8 of the Feature-Related System Parameters form. They are duplicated here for your convenience.

Page 7 of the form

Page 7 of 8

CALL CENTER SYSTEM PARAMETERS

EAS

Expert Agent Selection (EAS) Enabled? n

Minimum Agent-LoginID Password Length:

Direct Agent Announcement Extension: _____ Delay: ____

Message Waiting Lamp Indicates Status For: station

VECTORING

Converse First Data Delay: 0 Second Data Delay: 2

Converse Signaling Tone (msec): 100 Pause (msec): 70_

Prompting Timeout (secs): 10

Interflow-qpos EWT Threshold: 2

SERVICE OBSERVING

Service Observing Warning Tone? n

ASAI

Call Classification After Answer Supervision? n Send UCID to ASAI? n

Screen 9-7. Feature-Related System Parameters form (page 7 of 8)

EAS parameters:

- **Expert Agent Selection (EAS) Enabled** — Only displays if Expert Agent Selection (EAS) on the System-Parameters Customer-Options form is **y**. Enter **y** to enable Expert Agent Selection. To enable this field, either no ACD or vectoring hunt groups may exist or, existing ACD or vectoring hunt groups must be "skilled." Default is **n**.
- **Minimum Agent-LoginID Password Length** — Only displays if Expert Agent Selection (EAS) on the System-Parameters Customer-Options form is **y**. Enter the minimum number of digits that must be administered as an EAS Agent's LoginID password. Valid entries are **0** through **9** or blank. Entering a **0** or blank indicates no password is required. Default is blank.
- **Direct Agent Announcement Extension** — Only displays if Expert Agent Selection (EAS) or ASAI on the System-Parameters Customer-Options form is **y**. Enter a valid announcement extension (consistent with the dial plan).

- **Direct Agent Announcement Delay** — Only displays if `Expert Agent Selection (EAS)` or `ASAI` on the System-Parameters Customer-Options form is **y**. Enter the number of seconds (**0** to **99**) the caller will hear ringback before the Direct Agent Announcement is heard by the calling party.
- **Message Waiting Lamp Indicates Status For** — Only displays if `Expert Agent Selection (EAS)` on the System-Parameters Customer-Options form is **y**. If `Expert Agent Selection (EAS) Enabled` is **y**, you can enter either **station** or **loginID**, otherwise you can only enter **station**.

Vectoring parameters:

- **Converse First Data Delay/Second Data Delay** — Only displays if `Vectoring (Basic)` on the System-Parameters Customer-Options form is **y**. The `First Data Delay` prevents data from being outpulsed (as a result of a converse vector step) from the system to a voice response unit (VRU) before the unit is ready. The delay commences when the VRU port answers the call. Enter the number of seconds (**0** to **9**) for the delay. Default is **0**. The `Second Data Delay` is used when two groups of digits are being outpulsed (as a result of a converse vector step) from the system to the VRU. The `Second Data Delay` prevents the second set from being outpulsed before the VRU is ready. The delay commences when the first group of digits has been outpulsed. Enter the number of seconds (**0** to **9**) for the delay. Default is **2**.
- **Converse Signaling Tone/Pause** — Only displays if `Vectoring (Basic)` and `DTMF` on the System-Parameters Customer-Options form are **y**. In the `Signaling Tone` field, enter the length in milliseconds of the digit tone for digits being passed to a voice response unit (VRU). In the `Pause` field, enter the length in milliseconds of the delay between digits being passed. The optimum timers for the VRU are a 100 msec tone and 70 msec pause.

Values entered in the `Tone/Pause` fields are rounded up or down depending upon the type of circuit pack used to outpulse the digits.

- **TN742B or later suffix analog board** — Tone and pause round up or down to the nearest 25 msec. For example a 130 msec tone rounds down to 125 msec, a 70 msec pause rounds up to 75 msec for a total of 200 msec per tone.
- **TN464F, TN767E or later suffix DS1 boards** — Tone and pause round up to the nearest 20 msec. For example a 130 msec tone rounds up to 140 msec, a 70 msec pause rounds up to 80 msec for a total of 220 msec per tone.

If a circuit pack has been used for end-to-end signalling to the VRU, and has then been used to send digits to a different destination, the VRU timers may stay in effect. To reset your timers to the system default, pull and reseal the circuit pack.

- **Prompting Timeout (secs)** — Only displays if `Vectoring (Prompting)` on the System-Parameters Customer-Options form is **y**. Enter the number of seconds, from **4** to **10** (default), before the Collect Digits command times out for callers using rotary dialing.
- **Interflow-qpos EWT Threshold** — Part of enhanced Look-Ahead Interflow. Any calls predicted to be answered before this threshold will not be interflowed (therefore saving CPU resources). Enter the number of seconds for this threshold. The default is 2 seconds.

Service Observing parameters:

- **Service Observing Warning Tone** — `Service Observing (Basic)` on the System-Parameters Customer-Options form must be **y** before this field may be administered. Enter **y** to assign a warning tone to be given to voice terminal users and calling parties whenever their calls are being monitored using the Service Observing feature. Default is **n**.

 **NOTE:**

The use of Service Observing features may be subject to federal, state, or local laws, rules or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves and comply with all applicable laws, rules, and regulations before using these features.

ASAI parameters

- **Call Classification After Answer Supervision?** — For use with ASAI Outbound Call Management (OCM). Enter **y** to force the switch to rely on the network to provide answer/busy/drop classification to the switch. After the call has been answered, a call classifier can be added to perform answering machine, modem and voice answering detection. Enter **n** for standard operation.
- **Send UCID to ASAI?** — Enter **y** to enables transmission of Universal Call ID (UCID) information to ASAI. Enter **n** (default) to prevent transmission of UCID information to ASAI.

Page 8 of the form

Page 8 of 8

CALL CENTER SYSTEM PARAMETERS

AGENT AND CALL SELECTION

MIA Across Splits or Skills? n
ACW Agents Considered Idle? y
Call Selection Measurement: current-wait-time

REASON CODES

Aux Work Reason Code Type: none
Logout Reason Code Type: none

CALL MANAGEMENT SYSTEM

Adjunct CMS Release:
ACD Login Identification Length: 0
BCMS/VuStats Measurement Interval: hour
BCMS/VuStats Abandon Call Timer (seconds):
Validate BCMS/VuStats Login IDs? n
Clear VuStats Shift Data: on-login

Screen 9-8. Feature-Related System Parameters form (page 8 of 8)

Agent and Call Selection Parameters:

- **MIA Across Splits or Skills?** — Enter **y** to remove an agent from the MIA queue for all the splits/skills/hunt groups that he or she is available in when the agent answers a call from any of his or her splits/skills/hunt groups. The default is **n**.
- **ACW Agents Considered Idle?** — Enter **y** (default) to have agents who are in After Call Work included in the Most-Idle Agent queue. Enter **n** to exclude ACW agents from the queue.
- **Call Selection Measurement** — Valid entries are **current-wait-time** (default) and **predicted-wait-time**. This field determines how DEFINITY ECS selects a call for an agent when the agent becomes available and there are calls in queue. Current Wait Time selects the oldest call waiting for any of the agent's skills. Predicted Wait Time is a feature of CentreVu[®] Advocate. For more information, please see the *CentreVu[®] Advocate User Guide* (585-215-855).

Reason Codes Parameters:

- **Aux Work Reason Code Type** — Enter **none** if you do not want an agent to enter a Reason Code when entering AUX work. Enter **requested** if you want an agent to enter a Reason Code when entering AUX mode but do not want to force the agent to do so. Enter **forced** to force an agent to enter a Reason Code when entering AUX mode. To enter **requested** or **forced**, the Reason Codes and EAS on the System-Parameters Customer-Option form must be **y**.

- **Logout Reason Code Type** — Enter **none** if you do not want an agent to enter a Reason Code when logging out. Enter **requested** if you want an agent to enter a Reason Code when logging out but do not want to force the agent to do so. Enter **forced** to force an agent to enter a Reason Code when logging out. Enter **forced** to force an agent to enter a Reason Code when entering AUX mode. To enter **requested** or **forced**, the `Reason Codes` and `EAS` on the System-Parameters Customer-Option form must be **y**.

Call Management System Parameters:

- **Adjunct CMS Release** — Specifies the release of the CMS adjunct used with the system. For CMS, this field cannot be blank. Default is blank.
- **ACD Login Identification Length** — Enter the number of digits (**0** through **9**) for an ACD Agent Login ID if `Expert Agent Selection (EAS)` on the System-Parameters Customer-Options form is **n**. Default is **0**. If `BCMS/VuStats Login IDs` is **y**, the ACD Login ID length must be greater than 0. This field identifies an ACD agent to CMS. The number you enter in this field must equal the number of characters in the agent's login ID. For CMS, this field cannot be 0.

- **BCMS/VuStats Measurement Interval** — You can enter **half-hour** or **hour** (default) for polling and reporting measurement data if the `BCMS (Basic)` and/or the `VuStats` on the System-Parameters Customer-Options form is **y**. If neither of these features is optioned, and if you enter a value in the `BCMS Measurement Interval` field, the system displays the following error message:

<value> cannot be used; assign either BCMS or VuStats first

If you receive this message, see your Lucent Technologies representative to turn on `BCMS (Basic)` and/or `VuStats` on the System-Parameters Customer-Options form.

There are a maximum of 25 time slots available for measurement intervals. If **hour** is specified, an entire day of traffic information will be available for history reports; otherwise, only half a day will be available. This does not affect daily summaries as they always reflect traffic information for the entire day. The interval may be changed at any time, but will not go into effect until the current interval completes.

- **BCMS/VuStats Abandon Call Timer (seconds)** — Enter **none** or **1–10** to specify the number of seconds for calls to be considered abandoned. Calls with talk time that is less than this number (and that are not held) are tracked by BCMS and displayed by VuStats as ABAND calls.
- **Validate BCMS/VuStats Login IDs** — Enter **n** to allow entry of any ACD login of the proper length. Enter **y** to allow entry only of login-IDs that have been entered on the BCMS Login-ID form.
- **Clear VuStats Shift Data** — Enter **on-login** to clear shift data for an agent when the agent logs in. Enter **at-midnight** to clear shift data for all agents at midnight.

Call Vector

This form programs a series of commands that specify how to handle calls directed to a Vector Directory Number (VDN). Refer to *DEFINITY Enterprise Communications Server Release 5 Call Vectoring/EAS Guide* for additional information.

Administration Commands

Use the following commands to administer the Call Vector form.

Action	Object	Qualifier ¹
change ²	vector	1-MAX
display	vector	1-MAX ['print' or 'schedule']
list	vector	1-MAX ['count' 1-MAX] ['print' or 'schedule']

1. Brackets [] indicate the qualifier is optional. Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration.
2. Do not change a call vector while it is processing a call. It is recommended to add a new vector with the Call Vector form, and then use the Vector Directory Number form to point an existing VDN to the new vector.

Form Instructions

Page 1 of 3

CALL VECTOR

Number: _____ Name: _____ Multimedia? n Lock? n

Basic? y EAS? n G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? n
 Prompting? y LAI? n G3V4 Adv Route? y CINFO? y BSR? n

01 _____
 02 _____
 03 _____
 04 _____
 05 _____
 06 _____
 07 _____
 08 _____
 09 _____
 10 _____
 11 _____

Screen 9-9. Call Vector Form (Page 1 of X)

Form Instructions

CALL VECTOR Page 2 of 3

12 _____
13 _____
14 _____
15 _____
16 _____
17 _____
18 _____
19 _____
20 _____
21 _____
22 _____

Screen 9-10. Call Vector Form (Page 2 of X)

CALL VECTOR Page 3 of 3

23 _____
24 _____
25 _____
26 _____
27 _____
28 _____
29 _____
30 _____
31 _____
32 _____

Screen 9-11. Call Vector Form (Page 3 of X)

Make assignments as required for the following fields on the form:

- **Number** — Display-only field when the form is accessed using a **change** or **display** administration command. Enter a vector number when completing a paper form.
- **Name** — Enter up to 27 alphanumeric characters to represent the vector name. This is an optional field. Default is blank.
- **Multimedia** — Indicates whether the vector should receive early answer treatment for multimedia calls. This only applies if Multimedia Call Handling is enabled. If you expect this vector to receive multimedia calls, set this field to **y**. Valid values are **y** or **n**. If this value is **y**, the call is considered to be answered at the start of vector processing, and billing for the call starts at that time. See "Multimedia Call Handling" on page 11-31 for more information.

- **Lock**—This field controls access to the vector from Lucent CentreVu® products. Enter **n** to give CentreVu® CMS and CentreVu® Control Center users the ability to administer this vector from these client programs. Enter **y** if you do not want this vector to be accessible to these client programs. Locked vectors can only be displayed and administered through the SAT or a terminal emulator.

⇒ NOTE:

Always lock vectors that contain secure information (for example, access codes).

- **Basic** — Display-only field. Indicates whether the `Vectoring (Basic)` option is enabled on the System-Parameters Customer-Options form. Valid values are **y** or **n**.
- **EAS** — Display-only field. Indicates whether the `Expert Agent Selection (EAS)` option is enabled on the System-Parameters Customer-Options form. Valid values are **y** or **n**.

⇒ NOTE:

When `Expert Agent Selection (EAS)` is enabled, the help messages and error messages associated with this form will reflect a terminology change from "Split" to "Skill". In addition, the vector commands entered also will be affected by this terminology change (for example, *check backup split* becomes *check backup skill* when EAS is enabled).

- **G3V4 Enhanced** — Display-only field. Indicates whether you can use G3V4 Enhanced Vector Routing commands and features.
- **ANI/II-Digits** — Display-only field. Indicates whether you can use ANI and II-Digits Vector Routing Commands. ANI/II-Digits Routing requires that `G3V4 Enhanced` be set to **y**.
- **ASAI Routing** — Display-only field. Indicates whether or not the `CallVisor Adjunct/Switch Applications Interface (ASAI) Routing` option is enabled on the System-Parameters Customer-Options form. Valid values are **y** or **n**.
- **Prompting** — Display-only field. Indicates whether the `Vectoring (Prompting)` option is enabled on the System-Parameters Customer-Options form. Valid values are **y** or **n**.
- **LAI** — Display-only field. Indicates whether Look-Ahead Interflow is enabled.
- **G3V4 Adv Route** — Display-only field. Indicates whether you can use the G3V4 Advanced Vector Routing commands.
- **CINFO** — Display-only field. Indicates whether the `Vectoring (CINFO)` option is enabled on the System-Parameters Customer-Options form. Valid values are **y** or **n**.

- **BSR**—A **y** in this display-only field indicates that the Vectoring (Best Service Routing) option is enabled on the System-Parameters Customer-Options form. Thus, you can use BSR commands and command elements in your vectors. An **n** indicates that the BSR option is not enabled.
- **01 through XX** — Enter vector commands as required (up to the maximum allowed in your configuration).

Reason Code Names

Use the Reason Code Names form to assign names to Reason Codes. You can assign a different name to each Reason Code for Aux Work and for Logout.

Administration Commands

Use the following administration commands to access the Reason Code Names form.

Action	Object
display	reason-code-names
change	reason-code-names

Form Instructions

Make assignments as required for the following fields on the form.

- **Aux Work** — For each Reason Code enter the name to be associated with this Reason Code when the agent uses this Reason Code to enter Aux Work mode. Names can be up to ten characters long.
- **Logout** — For each Reason Code enter the name to be associated with this Reason Code when the agent uses this Reason Code to log out. Names can be up to ten characters long.

REASON CODE NAMES

	Aux Work	Logout
Reason Code 1:	_____	_____
Reason Code 2:	_____	_____
Reason Code 3:	_____	_____
Reason Code 4:	_____	_____
Reason Code 5:	_____	_____
Reason Code 6:	_____	_____
Reason Code 7:	_____	_____
Reason Code 8:	_____	_____
Reason Code 9:	_____	_____
Default Reason Code:	_____	_____

Screen 9-12. Reason Code Names form (Page 1 of 1)

SIT Treatment for Call Classification

This form is used to provide the capability of specifying the treatment of Special Information Tones (SITs) used for Outbound Call Management type calls with USA tone characteristics. The TN744 Call Classifier circuit pack ports are used to detect SITs. The TN744 is capable of detecting the following six SITs:

- SIT Ineffective Other
- SIT Intercept
- SIT No Circuit
- SIT Reorder
- SIT Vacant Code
- SIT Unknown
- AMD Treatment

Administration Commands

Use the following administration commands to administer the SIT Treatment For Call Classification form. In some cases, just the most commonly used commands are shown. Refer to [Appendix B, "Administration Commands"](#), for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

Action	Object	Qualifier ¹
change	sit-treatment	—
display	sit-treatment	['print' or 'schedule']

1. Brackets [] indicate the qualifier is optional. Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

Form Instructions

Make assignments as required for the following fields on the form:

In the field following each type of SIT, enter "answered" to specify that the call is classified as answered, and is therefore sent to an agent; or enter "dropped" to specify that the call is classified as not answered, and is therefore not sent to an agent.

- **SIT Ineffective Other** — Sample announcement following this SIT — "You are not required to dial a "1" when calling this number." Valid entries are "answered" and "dropped." Default is "dropped."

- **SIT Intercept** — Sample announcement following this SIT — “XXX-XXXX has been changed to YYY-YYYY, please make a note of it.” Valid entries are “answered” and “dropped.” Default is “answered.”
- **SIT No Circuit** — Sample announcement following this SIT — “All circuits are busy, please try to call again later.” Valid entries are “answered” and “dropped.” Default is “dropped.”
- **SIT Reorder** — Sample announcement following this SIT — “Your call did not go through, please hang up and dial again.” Valid entries are “answered” and “dropped.” Default is “dropped.”
- **SIT Vacant Code** — Sample announcement following this SIT — “Your call cannot be completed as dialed, please check the number and dial again.” Valid entries are “answered” and “dropped.” Default is “dropped.”
- **SIT Unknown** — A situation or condition that is unknown to the network is encountered. Valid entries are “answered” and “dropped.” Default is “dropped.”
- **AMD (Answering Machine Detected)** — An ASAI adjunct can request AMD for a switch-classified call. If Answering Machine is detected, one of two treatments is specified. Valid entries are “dropped” and “connected.” Default is “dropped.”

AMD Treatment has two separately administrable subfields. Talk Duration is for full seconds and Pause Duration is for fractions of a second, separated by a display-only decimal point. Talk Duration defaults to 2.0 seconds and allows a range from 0.1 seconds to 5.0 seconds in increments of 0.1 seconds. Pause duration defaults to 0.5 seconds and allows a range from 0.1 seconds to 2.0 seconds in increments of 0.1 seconds.

```
SIT TREATMENT FOR CALL CLASSIFICATION
SIT Ineffective Other:  dropped
SIT Intercept:         answered
SIT No Circuit:       dropped
SIT Reorder:          dropped
SIT Vacant Code:     dropped
SIT Unknown:          dropped
AMD Treatment:        dropped
Pause Duration (seconds): 0.5
Talk Duration (seconds): 2.0
```

Screen 9-13. SIT Treatment For Call Classification Form

Vector Directory Number

This form is used to define vector directory numbers (VDNs) for the Call Vectoring feature. A VDN is an extension number used to access a call vector. Each VDN is mapped to one call vector.

VDNs are software extension numbers (that is, not assigned to physical equipment). A VDN is accessed via direct dial CO trunks mapped to the VDN (incoming destination or night service extension), DID trunks, and LDN calls. The VDN may be Night Destination for LDN.

For more information, refer to the *DEFINITY Enterprise Communications Server Release 5 Call Vectoring/EAS Guide*.

Administration Commands

Use the following administration commands to administer the Vector Directory Number form

Action	Object	Qualifier ¹
add	vdn	xxxxx (extension number of VDN to be added) or 'next'
change	vdn	xxxxx (extension number of VDN to be changed)
display	vdn	xxxxx (extension number of VDN to be displayed) ['print' or 'schedule']
list	vdn	xxxxx (extension number of VDN to be listed) ('count' 1-MAX) ['print' or 'schedule']
	vdn	bsr xxx (number of a BSR application plan)
remove	vdn	xxxxx (extension number of VDN to be removed)

-
1. Brackets [] indicate the qualifier is optional. Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to *DEFINITY ECS Release 5 — System Description Pocket Reference*.

Form Instructions

Make assignment as required for the following fields on the form:

- **Extension** — Enter the extension associated with the VDN when completing a paper form. The extension is a 1- to 5-digit number that starts with a valid first digit and length as defined by the System's dial plan. This is a display-only field when using an administration command such as add or change to access the form.

- **Name** — Enter up to a 27-character alphanumeric name that identifies the VDN. This is an optional field that need not contain any data. The name may be truncated on agents' displays depending on the application. When information is forwarded with an interflowed call, only the first 15 characters are sent.
- **Allow VDN Override?** — This entry affects the operation of an agent's display and certain options/data assigned to the VDN when a call is routed through several VDNs. If it is set to **n**, the name of this VDN appears on the agent's display and the VDN's AUDIX mail is accessed. If any subsequent VDNs are used to process this call, their names will not appear on the terminating display and the AUDIX mail for the original VDN is accessed. If the field is set to **y**, the name of the VDN appearing on the terminating display will depend on the administration and chaining of the subsequent VDNs and the AUDIX mail for the last VDN is accessed. Default is "n."

For Expert Agent Selection (EAS), if this field is **y** on the original VDN, the Skills of the new VDN will be used. If this field is **n** on the original VDN, the Skills of the original VDN will be used.

For Best Service Routing (BSR), if this field is **y** on the original VDN, the BSR Application and Available Agent Strategy of the new VDN will be used. If this field is **n** on the original VDN, the BSR Application and Available Agent Strategy of the original VDN will be used.

- **COR** — Enter a 1- to 2-digit number that specifies the class of restriction (COR) to be assigned the VDN. The default value is "1." The field cannot be blank and must have an entry in the range from 0 through 95.
- **TN** — Enter the Tenant Partition number. The default value is "1".
- **Vector Number** — Enter a 1- to 3-digit vector number that specifies a particular call vector that is accessed through the VDN. Valid entries are in the range from 1 through the maximum number allowed in your system configuration. The field cannot be blank.
- **AUDIX Name** — Only displayed for R5r and later configurations. If this VDN is associated with the AUDIX vector, enter the name of the AUDIX machine as it appears in the Adjunct Names form.
- **Messaging Server Name** — Only displayed for R5r configurations. If this VDN is associated with MSA, enter the name of the server as it appears in the Adjunct names form.
- **Measured** — Used to collect measurement data for this VDN. Valid entries are "internal," "external," "both," or "none." Data may be collected for reporting by BCMS or CMS. Default is "none."

 **NOTE:**

The BCMS feature must be enabled on the System-Parameters Customer-Options form for the Measured field to be set to "internal" or "both." In addition, the appropriate CMS release must be

administered on the Feature-Related System Parameters form if the field is being changed to “external” or “both.”

- **Acceptable Service Level (sec)** — Only displayed when the BCMS/VuStats Service Level option is enabled on the System-Parameters Customer-Options form and the Measured field is “internal” or “both.” Enter the number of seconds within which calls to this VDN should be answered. This will allow BCMS to print out a percentage of calls that were answered within the specified time. Valid entries are 0 through 9999 seconds. Default is blank.

The following field appears only if VDN of Origin Announcements is enabled on the System-Parameters Customer-Options form.

- **VDN of Origin Annc. Extension** — Enter the extension number of the VDN of Origin announcement. Default is none.
- **1st/2nd/3rd Skill** — Only displayed when Expert Agent Selection is enabled on the System-Parameters Customer-Options form. Enter the desired Skill numbers (or leave blank) in each field.
- **Return Destination** — The VDN extension number to which an incoming trunk call will be routed if it returns to vector processing after the agent drops the call.
- **VDN Timed ACW Interval** — When a value is entered in this field, an agent in auto-in work mode who receives a call from this VDN is automatically placed into After Call Work (ACW) when the call drops. Enter the number of seconds the agent should remain in ACW following the call. When the administered time is over, the agent automatically becomes available. This field has priority over the “Timed ACW Interval” field on the Hunt Group form.
- **BSR Application** — To use multi-site Best Service Routing with this VDN, enter a 1- to 3-digit number to specify an application plan for the VDN. This field only appears if Lookahead Interflow (LAI) and Vectoring (Best Service Routing) are enabled on the System Parameters Customer-Options form.
- **BSR Available Agent Strategy** — The available agent strategy determines how Best Service Routing identifies the “best” split or skill to service a call in an agent surplus situation. To use Best Service Routing with this VDN, enter an agent selection strategy in this field. Acceptable entries are 1st-found, UCD-LOA, UCD-MIA, EAD-LOA, and EAD-MIA.

This field only appears if Vectoring (Best Service Routing) is enabled on the System Parameters Customer-Options form.

```

Page 1 of 1
VECTOR DIRECTORY NUMBER
Extension: 50000
Name:
Allow VDN Override? n
COR: 59
TN: 1
Vector Number: 234
AUDIX Name:
Messaging Server Name:
Measured: none
Acceptable Service Level (sec):
VDN of Origin Annc. Extension: 301
1st Skill:
2nd Skill:
3rd Skill:
Return Destination:
VDN Timed ACW Interval:
BSR Application:
BSR Available Agent Strategy: 1st-found
    
```

Screen 9-14. Vector Directory Number — Add/Change Form

```

VECTOR DIRECTORY NUMBERS
Name           Ext  Ovrdr  COR  TN  Num  Meas  Annc  Orig  Event
              Adj  1st  2nd  3rd
Tech Support   50000  y    59  1  234  none  301
Customer Serv. 50001  n    1   1   1  none  302
New Orders     50002  y    23  1   5  none  303
Denver         50003  y    23  1  123  int   304
San Francisco  50004  y    39  1  123  ext   305
Chicago        50005  y    12  1  123  both  306
    
```

Screen 9-15. Vector Directory Numbers — List Form

Implementation Notes

AUDIX Name and Messaging Server Name are only displayed for a R5r configuration.

The BCMS feature must have been optioned if the Measured field is set to "internal" or "both." In addition, the appropriate CMS release must be administered on the Feature-Related System Parameters form if the field is being changed to "external" or "both."

The 1st/2nd/3rd Skill fields are only displayed when Expert Agent Selection is enabled on the System-Parameters Customer-Options form.

The BCMS Acceptable Service Level (sec) field is only displayed if the BCMS Acceptable Service Level option is enabled on the System-Parameters Customer-Options form and the Measured field is "internal" or "both."

Data for the Orig Annc column appears only when VDN of Origin Announcement is enabled on the System-Parameters Customer-Options form.

To list all VDNs using the same BSR Application Plan, type the administration command **list VDN BSR xxx** (xxx is the number of the BSR Application Plan used by one or more VDNs).

Vector Routing Table

This form is used to store “ani” or “digits” that you refer to in your “goto” vector steps. It is available to you only if the Vectoring (G3V4 Enhanced) field on the System-Parameters Customer-Options form is set to yes.

For more information, refer to [“Call Vectoring” on page 9-63](#) or to *DEFINITY Enterprise Communications Server Release 5 Call Vectoring /EAS Guide*.

Administration Commands

You can use the commands listed in the table below to administer Vector Routing Tables. In addition, you can use the “List Usage” command to see the vectors and digit fields used by a Vector Routing Table.

Action	Object	Qualifier
add	VRT	1 through x, or next
change	VRT	1 through x, or next
display	VRT	1 through x, or next
remove	VRT	1 through x, or next
list	VRT	none - all Routing Tables will display

Form Instructions

Make assignment as required for the following fields on the form:

- **Number** — This is the table number that you entered on the command line. It is a display only field.
- **Name** — Enter a 1 to 15-character alphanumeric table name. You may leave this field blank.
- **Sort?** — Enter “y” if you want the digit fields to be sorted. Default is “n.” If you elect not to sort the numbers, they will remain in the order that you entered them. If you elect to sort the number fields, they will be sorted as described below. Remember that leading zeros are significant. That means that 02 will sort ahead of a 2 followed by a space.
 - Any Plus signs (+) will sort first.
 - Any question marks (?) will sort second.
 - All numbers (0–9) will sort last.

- **Number (1-32)** — Enter a number. Entries in this field also can include the “+” and/or “?” wildcard. The “+” represents a group of digits. The “?” represents a single digit. The field is limited to 16 characters and these characters are restricted as follows:
 - You may enter only a plus sign (+), a question mark (?), or the numbers 0 through 9. No other entries are valid.
 - You may enter one plus sign (+) as either the first or last character in the number field. However, you cannot use this character as the sixteenth character of the number field.
 - You may use as many question marks (?) as you wish, anywhere in the number field.
 - You may not embed blanks in the number field.
 - You may leave the field entirely blank. If you leave the field blank DEFINITY ECS will store the entry as a null value.

Page 1 of 3

VECTOR ROUTING TABLE

Number: ____	Name: _____	Sort? n
1: _____		17: _____
2: _____		18: _____
3: _____		19: _____
4: _____		20: _____
5: _____		21: _____
6: _____		22: _____
7: _____		23: _____
8: _____		24: _____
9: _____		25: _____
10: _____		26: _____
11: _____		27: _____
12: _____		28: _____
13: _____		29: _____
14: _____		30: _____
15: _____		31: _____
16: _____		32: _____

Screen 9-16. Vector Routing Table Form (1 of 3)

VuStats Display Format

Use the VuStats Display Format form to define the content and layout of information on VuStats voice terminal displays. The system has 50 different display formats; the first display is a predefined example format, which can be changed; displays 2 through 50 are blank. Each display format can contain up to ten data items. However, the amount of data to be displayed is limited to 40 characters, due to the physical limitations on display voice terminals.

Administration Commands

Use the following administration commands to access the VuStats Display Format form.

Action	Object	Qualifier ¹
change	vustats-display-format	1-50
display	vustats-display-format	1-50
list	vustats-display-format	1-50 count ##

1. Specify a number from 1 to 50 to indicate the number of the display format to be to changed or displayed. "Count ##" is the number of display formats to list.

Form Instructions

Enter the data as required for the following fields on the form:

- **Format Number** — This is the display format number you entered on the command line. It is a display only field and cannot be modified.
- **Next Format Number** — To link this display to another display, enter the number of the display format that should appear when a VuStats user presses the next button, or enter "none."
- **Data Field Character** — The character that will be used in the Format Description field to identify the position and length of each data field (see the Format Description field description below). The default is "\$." Enter another character if the "\$" is needed for fixed text in the Format Description field. Any character is valid except a space.
- **Number of Intervals** — If you intend to display interval-based historical data, specify the number of measurement intervals in this field. You can enter a number between 1 and 24. If you enter 24, and the BCMS measurement interval on the Feature-Related System Parameters form is set to 1 hour, you will receive information on the previous 24 hours. If the

BCMS measurement interval is set to half-hour, you will receive information on the previous 12 hours. You can also leave this field blank. If you do, you will receive information on the current interval.

- **Object Type** — The type of object for which data will be displayed. Enter one of the following values: “agent” (for staffed agents to view their own statistics), “agent-extension” (for other users to view agent statistics), “split” (default), “trunk-group,” or “vdn.”
- **Update Interval** — The interval, in seconds, between display updates. Enter one of the following values:

Valid Input	Description
no-update	The display is not updated, and appears only for the interval specified in the Display Interval field
polled	Updates the display hourly or half-hourly, based on the value in "BCMS Measurement Interval" (System-Parameters Features form)
10	Updates every 10 seconds
20	Updates every 20 seconds
30	Updates every 30 seconds, default value
60	Updates every 1 minute
120	Updates every 2 minutes

- **On Change** — Enter “y” to update the display whenever the agent’s state changes. The update on agent state change is in addition to the update as a result of the value entered in the Update Interval field. If “n” is entered, an update will only occur based on the Update Interval and not on the agent state change.
- **Display Interval** — The interval, in seconds, for which data is displayed if “no update” is entered in the Update Interval field. Enter one of the following values:

Valid Input	Description
Body	
5	Display clears after 5 seconds
10	Display clears after 10 seconds, default value
15	Display clears after 15 seconds
30	Display clears after 30 seconds
not-cleared	The display does not clear, and the data appears until the display is used for another operation or until you press the Normal button.

- **Format Description** — The definition of the layout for the 40-character display. Specify the starting position and the length of the data items by entering, for each data field, an optional label for the field followed the appropriate number of data field characters (such as \$s). Each “\$” represents one character in the display. For example, if the data will be a maximum of five characters long (for example, to display 5-digit agent extensions), enter “\$\$\$\$\$.”

 **NOTE:**

Some data types have preset maximum field length limits based on switch administration. For example, the data type “acceptable-service-level” is taken from the BCMS Acceptable Service Level field on the Hunt Group and Vector Directory Number forms; on this form, the field allows a maximum number of four characters. Therefore, for the acceptable-service-level, you should not create a VuStats display field that consists of more than four characters (that is, “\$\$\$\$”). Other data types have similar limits.

Field lengths for data items that appear as time must match the value in the Format field, which is discussed below. Remember to account for possible colons when the display will be in a time format.

Format descriptions can be all text (such as a message of the day) or they can be all data fields, in which case users will have to memorize the labels or use customer-provided overlays above or below the display.

 **NOTE:**

If the numeric data for a field is too large for the number of data field characters entered, the VuStats display will show asterisks instead of data. If name database items are too large for the number of data field characters, the VuStats display will truncate the data to fit the data field size. The split objective, as entered on the Hunt Group form, will display as asterisks if the information exceeds the data field size.

Data Item Fields

On lines 1 through 10, beneath the Data Type field label enter data items for the display format. These data items are associated with the sets of data field characters in the Format Description field. Each data item is defined by one or more of the following fields: Data Type, Format, Period, Threshold, and Split Reference. Input for these fields is described in more detail below.

Enter each data item in the same order as data fields are defined in the Format Description field. For example, Line 1 of the Data Type field must contain the data item for the first data field (that is, the first set of \$s).

- **Data Type** — The data item to be included in the current display format. For a complete list of data types available for each object type, see “Tables of Data Types” on page 3-540.

- **Format** — The format for displaying the data type. The format is required only for a data type with a time value. Enter one of the following Format values.

Valid Input	Description	Minimum Input Length
ccs	Hundred call seconds (CCS) rounded to the nearest CCS	1
h	Hours rounded to the nearest hour	1
h:mm	Hours and minutes rounded to the nearest minute	4
h:mm:ss	Hours, minutes, and seconds	7
m	Minutes rounded to the nearest minute	1
m:ss	Minutes and seconds	4
s	Seconds	1

- **Period** — Enter the measurement period for the data type. If the data type is historical data, you cannot leave this field blank. Valid entries are “day” (midnight to the current time), “interval” (the time specified in the “Number of Intervals” field), or blank. Refer to [“Tables of Required and Allowed Fields” on page 9-227](#) to determine if a measurement period is required for a particular Data Type.
- **Threshold** — The threshold field is always an optional field. It contains two subfields, the threshold comparator and the threshold value. The threshold value is used with the threshold comparator to determine if a threshold warning should be generated. A threshold warning is generated if the specified condition is met for one or more of the data items. If the specified condition is not met for any of the data items, then no threshold warning is generated. The threshold value can be any numeric value from 0 to 999. Valid threshold comparators are:
 - = (equal to)
 - <> (not equal to)
 - < (less than)
 - <= (less than or equal to)
 - > (greater than)
 - >= (greater than or equal to)

- **Ref** — A reference to a split/skill; this field does not appear unless the Object Type is either “agent” or “agent-extension.” This field is required only if the data type is an agent-related data type collected on a per-split basis or a split-related data type for one of the agent’s logged-in splits. Enter one of the following values:

- “Top” references the first-administered, highest-level skill for EAS agents, or the first split logged into for non-EAS agents.

⇒ NOTE:

With EAS, the “top” skill for VuStats is the first administered, highest level skill measured “internally” or “both.” For CMS it is the first-administered, highest-level skill measured “externally” or “both.” Therefore, it is possible for the top skill to be a different number skill for CMS than it is for VuStats. To avoid this, measure all skills as “both.”

- “All” displays the combined data for all splits the agent is logged into.
- Any number from 1-20. The number represents a split to which the agent has logged in. For example, if the Ref field contains “1,” VuStats displays the data for the first split the agent logged into, if the Ref field contains “2,” VuStats displays the data for the second split the agent logged into, and so on.

VUSTATS DISPLAY FORMAT

Format Number: _____ Object Type: _____
 Next Format Number: _____ Update Interval: _____ On Change? _
 Data Field Character: _ Display Interval: _____
 Number of Intervals: _____

Format Description: _____

Data Type	Format	Period	Threshold	Ref
1:	_____	_____	_____	_____
2:	_____	_____	_____	_____
3:	_____	_____	_____	_____
4:	_____	_____	_____	_____
5:	_____	_____	_____	_____
6:	_____	_____	_____	_____
7:	_____	_____	_____	_____
8:	_____	_____	_____	_____
9:	_____	_____	_____	_____
10:	_____	_____	_____	_____

Screen 9-17. VuStats Display Format — Blank Change/Display Form

Screen 9-18 shows an example of a completed VuStats Display Format screen.

```

change display-format 11                                     Page 1 of 1
                                VUSTATS DISPLAY FORMAT
      Format Number: 11                                Object Type: agent
  Next Format Number: 12                            Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals: 16

Format Description: SPLIT=$$ ASL=$$ ASA=$$ PSL=$$$

  Data Type                Format  Period  Threshold  Ref
1: split-number                s
2: split-acceptable-service-level  s
3: split-average-speed-of-answer  s      interval  1
4: split-percent-in-service-level  s      interval  1
5:
6:
7:
8:
9:
10:

```

Screen 9-18. VuStats Display Format — Example Change/Display Form

List VuStats Display Format Screen

A second VuStats Display Format screen is available with the **list** command. The purpose of this screen is to present the format of all, or a selected number, of VuStats displays. The List VuStats Display Format screen displays the Format Number, Next Format Number, Number of Intervals, Object Type, Update Interval, and Format Description fields, and all designated data items, including the Data Type, Format, Threshold, and Ref (split reference).

Use this screen to compare VuStats displays to each other. This “list” presentation is most helpful when trying to see how displays are linked to each other. The screen includes the Next field, which contains the number of the next display (if any) to which a display is linked.

Screen 9-19 shows an example of the List VuStats Display Format screen. The fields for this screen are described below. Refer to the previous field descriptions in this section for more information.

No — Number. The unique identifying number of each display format.

Next — The number of the next display if the current display is linked to (followed by) another display format, or “none” if the current display format is not linked to another display format.

Int — Number of Intervals. The number of measurement intervals.

Object Type — The type of object for which data will be displayed.

Update — Update Interval. The time between display updates.

Format Description — The definition of the display's layout. The first line of the Format Description contains the text that precedes the data on a display plus the length of each data field (indicated by \$s). The succeeding lines of the Format Description identify the data items, in the order they are to appear. The data items are the actual measurements and other information that tell how agents, splits, vector directory numbers (VDNs), trunk groups, and the call center are performing. The data items are followed by the format (if any), which identifies how the data is to appear in the display, the period and threshold (if any), and the split reference (if any).

```

                                                    Page 1
VUSTATS DISPLAY FORMATS
No Next Int Object Type Update Format Description
1 none split 30 SPLIT=$$ WAITING=$$$ OLDEST=$$$$$$
  split-number
  calls-waiting
  oldest-call-waiting m:ss
2 none agent-extension on-change AGENT=$$$$ STATE=$$$$$$$$ TIME=$$$$$$$$
  agent extension
  agent state 1
  time-agent-entered-state 1

press CANCEL to quit -- press NEXT PAGE to continue
    
```

Screen 9-19. VuStats Display Formats — List Form

Tables of Required and Allowed Fields

Table 9-27. Required and Allowed Fields — Agent and Agent-Extension Data Types

VuStats Data Type	Format	Period	Threshold	Reference
acd-calls		required	allowed	required
agent-extension				
agent-name				
agent-state				required
average-acd-call-time	required	required	allowed	
average-acd-talk-time	required	required	allowed	required

Continued on next page

Table 9-27. Required and Allowed Fields — Agent and Agent-Extension Data Types — *Continued*

VuStats Data Type	Format	Period	Threshold	Reference
average-extension-time	required	required	allowed	
call-rate		required	allowed	
current-reason-code			allowed	
current-reason-code-name			allowed	
elapsed-time-in-state				
extension-calls		required	allowed	
extension-incoming-calls			allowed	
extension-outgoing-calls			allowed	
shift-acd-calls			allowed	required
shift-aux-time-1	required		allowed	
shift-aux-time-2	required		allowed	
shift-aux-time-3	required		allowed	
shift-aux-time-4	required		allowed	
shift-aux-time-5	required		allowed	
shift-aux-time-6	required		allowed	
shift-aux-time-7	required		allowed	
shift-aux-time-8	required		allowed	
shift-aux-time-9	required		allowed	
shift-aux-time-all	required		allowed	
shift-aux-time-default	required		allowed	
shift-aux-time-non-default	required		allowed	
shift-aux-time-reason-code	required		allowed	
shift-average-acd-talk-time	required		allowed	required
skill-level				required
split-acceptable-service-level	required			required
split-acd-calls		required	allowed	required
split-after-call-sessions			allowed	required
split-agents-available			allowed	required

Continued on next page

Table 9-27. Required and Allowed Fields — Agent and Agent-Extension Data Types — *Continued*

VuStats Data Type	Format	Period	Threshold	Reference
split-agents-in-after-call			allowed	required
split-agents-in-aux-1			allowed	required
split-agents-in-aux-2			allowed	required
split-agents-in-aux-3			allowed	required
split-agents-in-aux-4			allowed	required
split-agents-in-aux-5			allowed	required
split-agents-in-aux-6			allowed	required
split-agents-in-aux-7			allowed	required
split-agents-in-aux-8			allowed	required
split-agents-in-aux-9			allowed	required
split-agents-in-aux-all			allowed	required
split-agents-in-aux-default			allowed	required
split-agents-in-aux-non-default			allowed	required
split-agents-in-other			allowed	required
split-agents-on-acd-calls			allowed	required
split-agents-on-extension-calls			allowed	required
split-agents-staffed			allowed	required
split-average-acd-talk-time	required	required	allowed	required
split-average-after-call-time	required		allowed	required
split-average-speed-of-answer	required	required	allowed	required
split-average-time-to-abandon	required	required	allowed	required
split-call-rate			allowed	required
split-calls-abandoned		required	allowed	required
split-calls-flowed-in		required	allowed	required
split-calls-flowed-out		required	allowed	required
split-calls-waiting			allowed	required
split-extension				required
split-name				required

Continued on next page

Table 9-27. Required and Allowed Fields — Agent and Agent-Extension Data Types — *Continued*

VuStats Data Type	Format	Period	Threshold	Reference
split-number				required
split-objective				required
split-oldest-calling-waiting	required		allowed	required
split-percent-in-service-level		required	allowed	required
split-total-acd-talk-time	required	required	allowed	required
split-total-after-call-time	required	required	allowed	required
split-total-aux-time	required	required	allowed	required
time-agent-entered-state				required
total-acd-call-time	required	required	allowed	
total-acd-talk-time	required	required	allowed	
total-after-call-time	required	required	allowed	
total-aux-time	required	required	allowed	
total-available-time	required	required	allowed	
total-hold-time	required	required	allowed	
total-staffed-time	required	required	allowed	

**Table 9-28. Required and Allowed Fields —
Split Data Types**

VuStats Data Type	Format	Period	Threshold
acceptable-service-level	required		
acd-calls		required	allowed
after-call sessions			allowed
agents-available			allowed
agents-in-after-call			allowed
agents-in-aux-1			allowed
agents-in-aux-2			allowed
agents-in-aux-3			allowed
agents-in-aux-4			allowed
agents-in-aux-5			allowed
agents-in-aux-6			allowed
agents-in-aux-7			allowed
agents-in-aux-8			allowed
agents-in-aux-9			allowed
agents-in-aux-all			allowed
agents-in-aux-default			allowed
agents-in-aux-non-default			allowed
agents-in-other			allowed
agents-on-acd-calls			allowed
agents-on-extension-calls			allowed
agents-staffed			allowed
average-acd-talk-time	required	required	allowed
average-after-call-time	required		allowed
average-speed-of-answer	required	required	allowed
average-time-to-abandon	required	required	allowed
call-rate			allowed
calls-abandoned		required	allowed

Continued on next page

**Table 9-28. Required and Allowed Fields —
Split Data Types — *Continued***

VuStats Data Type	Format	Period	Threshold
calls-flowed-in		required	allowed
calls-flowed-out		required	allowed
calls-waiting			allowed
oldest-calling-waiting	required		allowed
percent-in-service-level		required	allowed
split-extension			
split-name			
split-number			
split-objective			
total-acd-talk-time	required	required	allowed
total-after-call-time	required	required	allowed
total-aux-time	required	required	allowed

Table 9-29. Required and Allowed Fields — VDN Data Types

VuStats Data Type	Format	Period	Threshold
acceptable-service-level	required		
acd-calls		required	allowed
average-acd-talk-time	required	required	allowed
average-speed-of-answer	required	required	allowed
average-time-to-abandon	required	required	allowed
calls-abandoned		required	allowed
calls-flowed-out		required	allowed
calls-forced-busy-or-disc		required	allowed
calls-offered		required	allowed
calls-waiting			allowed
non-acd-connected-calls		required	allowed
oldest-calling-waiting	required		allowed
percent-in-service-level		required	allowed
total-acd-talk-time	required	required	allowed
vdn-extension			
vdn-name			

Table 9-30. Required and Allowed Fields — Trunk Group Data Types

VuStats Data Type	Format	Period	Threshold
average-incoming-call-time	required	required	allowed
average-outgoing-call-time	required	required	allowed
incoming-abandoned-calls		required	allowed
incoming-calls		required	allowed
incoming-usage	required	required	allowed
number-of-trunks			
outgoing-calls		required	allowed
outgoing-completed-calls		required	allowed
outgoing-usage	required	required	allowed
percent-all-trunks-busy		required	allowed
percent-trunks-maint-busy		required	allowed
trunk-group-name			
trunk-group-number			
trunks-in-use			allowed
trunks-maint-busy		required	allowed