

Lucent Technologies
Bell Labs Innovations



DEFINITY ONE™ Communications System

Release 2.0

Overview

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Comcode 108671413
Issue 2
June 2000

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About This Document

Purpose

This document provides a high-level overview of the features, components, and capabilities of the DEFINITY ONE™ Communications System (DEFINITY ONE). For information on how to install, administer, or maintain DEFINITY ONE, see the DEFINITY ONE Documents Main Menu on this CD.

This document is intended to provide an understanding of:

- DEFINITY ONE components
- DEFINITY ONE features
- Additional solutions to further tailor DEFINITY ONE to future needs

Intended audiences

This overview provides information for the following audiences:

- Customer end users and system administrators
- Lucent Technologies account executives, representatives, and distributors who require high-level information about the system and its use

How to use this document

This document provides a basic understanding of the components, features, and capabilities of DEFINITY ONE, and the starter packages. The information is useful in identifying applications to increase employee productivity and effectiveness.

Overview chapters are:

- [Chapter 1, Introduction](#): provides an overview of DEFINITY ONE, including features, hardware and software.
- [Chapter 2, Desktop/Console Solutions](#): describes the telephones and consoles available with DEFINITY ONE.
- [Chapter 3, Adjuncts](#): describes the adjuncts available with DEFINITY ONE.
- [Chapter 4, INTUITY AUDIX Messaging](#): describes the Lucent AUDIX application and features on DEFINITY ONE, and provides a high-level overview of application capabilities and functionality.
- [Chapter 5, Call Center](#): describes advanced call-handling applications and call center management capabilities.
- [Chapter 6, Wireless Solutions](#): describes applications that enable employees to stay in touch with co-workers and clients from both on-site and off-site locations.
- [Chapter 7, Computer Telephony Integration](#): describes the applications that enable employees to combine computer and telephone functions to access client information.

- [Chapter 8, Telecommuting/Virtual Office](#): describes applications that enable employees to work effectively off-site.
- [Chapter 9, System Administration](#): describes applications to help manage DEFINITY ONE, including the DEFINITY Site Administration (DSA) tool.
- [Chapter 10, Networking](#): describes connection applications for various voice and data networks.
- [Appendix A, Features](#): lists the features of DEFINITY ONE.

Conventions used in this document

The following conventions are used in this document:

- The term *system* is used to represent DEFINITY ONE.
- The term *switch* is used to represent other telecommunications switching products.

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- INTUITY[®]
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1 Introduction

The DEFINITY ONE Communications System (DEFINITY ONE) Release 2.0 provides Lucent customers an integrated set of applications that are administered through an easy-to-use interface. DEFINITY ONE offers sophisticated business features and functionality, such as voice mail, call center, and networking. The system is applicable to a single site or a network within large business satellite offices or worldwide branch offices.

Release 2.0 includes DEFINITY Release 8.2, INTUITY AUDIX Release 4.4, and DEFINITY Site Administration (DSA) Release 1.0, loaded on a single NT-based platform. Application integration results in easy administration on the Windows NT 4.0 operating system. In addition, outside adjuncts and associated connectivity and maintenance costs are eliminated and functionality is consolidated into a single cabinet. This creates a cost-effective platform.

The Application Starter Packages offer an array of prepackaged advanced applications that effectively help manage time and communication processes. DEFINITY ONE starter packages include:

- Automatic Call Distribution (ACD)
- Networking
- Virtual Office

DEFINITY ONE allows for business growth without additional investment. The circuit packs, phones, and cabinet (in some cases) can be reused in a larger DEFINITY system.

DEFINITY ONE Communications System

DEFINITY ONE with DEFINITY Release 8.2 software allows full functionality, including support for the 6200-, 6400-, 7400-, and 8400-series telephones and terminals. The following features are offered:

- DEFINITY station and trunk circuit packs, such as C-LAN and IP trunk
- Asynchronous Transfer Mode (ATM) and features, such as telecommuting
- Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) access and Distributed Communications System (DCS) and QSIG private networking

See [Appendix A, Features](#) for a complete list of DEFINITY ONE features.

What's new in release 2.0

DEFINITY ONE with DEFINITY Release 8.2 is an international release that offers significant new features and improvements to facilitate system administration and enhance call center functions. These features include customer access to Windows via Telnet and support of announcements. Several behind-the-scenes enhancements include eliminating non-essential hardware, and improving BCMS Vu Call Center connectivity. Web enhancements support multiple scheduled backups, and include additional files for Call Center SSP integrated announcements. The Definity LAN

Gateway (DLG) feature allows the Windows local area network (LAN) interface to be administered within the DEFINITY application. Upgrade procedures are supported via an installation wizard in the same manner as a new load within Release 1.0.

Improvements include:

- Processor Ethernet Access

This enhancement to the DEFINITY software frees up hardware slots which were occupied by a C-LAN board in earlier releases.

- DEFINITY LAN Gateway

The Adjunct-Switch Application Interface (ASAI) application in DEFINITY can be accessed via either processor ethernet or a C-LAN board without an external gateway board (TN801).

- Support of BCMS Vu Release 2, Version 2.0 in an external server (not TN795 co-resident). The connection to DEFINITY ONE is via the LAN only.
- Separate Telnet Ports for Direct Access to DEFINITY and AUDIX

In Release 8.2, Lucent Services logins are the same as for Release 7.2, but now favor the use of separate Telnet ports for direct access.

- New Commands

In Release 7.2 the commands for installation of license files were **installconfig** for system reboot and **siteconfig** for non-reboot. In Release 8.2 one command,

installconfig automatically determines whether a reboot is required. In addition, the new **stop** command is introduced as an alternate spelling of the **shutdown** command.

- Backup/Restore and Download Pages

The Backup/Restore feature is enhanced to support multiple backup schedules and to include files for Integrated SSP Announcements (ISSPA). Release 7.1 commands **autobackup** and **cancelbackup** were modified for use in Release 8.2, replacing **backupsources** and **backuppparams**. **Schedbackup** is a new command. The download pages are enhanced to download additional applications and applications in additional languages.

- Integrated SSP Announcements (ISSPA) (Feature will be available in a subsequent release.)

Announcements are supported on the CWY1 module of the processor board without a separate TN750C. This capability is equivalent to one TN750C and announcements are stored on the DEFINITY ONE hard drive. This enables backup similar to other DEFINITY translations. Other benefits include ISSPA support of one hour of announcement storage and elimination of the slot needed for the announcement board.

- Upgrade Support

The Installation Wizard supports functionality for upgrading Release 7.1 to Release 8.2, much the same as an upgrade of a new load within Release 8.2.

AUDIX

AUDIX provides a messaging communications solution for unified voice, fax, and e-mail messaging. Accessing voice mail, fax, e-mail, and file attachments via phone, PC, laptop, and wireless saves the user valuable time. This release of AUDIX includes several enhancements in media, access, and connectivity that offer the first truly “universal” messaging product. AUDIX provides voice, fax, and text messaging together with text-to-speech, and Message Manager functionality on a single processor. The new processor board provides DSP resources for messaging, and support for TCP/IP.

DEFINITY Site Administration (DSA)

DEFINITY Site Administration (DSA) is a Windows-based system management tool that provides an easy-to-use interface with DEFINITY and AUDIX. The built-in wizards globally update records, add users, and complete other administrative and maintenance tasks. The system is administered on the Windows-based graphical system administration terminal that has pull-down menus and on-line help. Shortcuts can be created to frequently used commands and to templates for frequently used tasks. A windows-based system access terminal (SAT), with pull-down menus and on-line help for more complex tasks, uses the Graphically Enhanced DEFINITY Interface (GEDI). The standard SAT interface remains available through terminal emulation.

Call Center

Call Center functionality in DEFINITY ONE consists of the following:

- DEFINITY Basic, Deluxe or Elite Call Center software
- Basic Call Management System (BCMS) monitoring and reporting
- Access to BCMS through DSA using terminal emulation (only one BCMS monitoring/reporting session may be active at one time)
- Scheduled printing of historical reports is not supported
- BCMS Vu support via the LAN (TN795 processor)
- Call Management System (CMS) support via the C-LAN board
- TSAPI support via the C-LAN board or the LAN (TN795 processor)
- Passageway Direct Connect support

Web browser access

DEFINITY ONE can be administered through a web interface and a standard browser and can schedule centralized automated backups of critical system information.

Call Accounting

Call Accounting controls communications costs with accurate reporting on calls processed and effective cost-allocation methods. Call Accounting stores call records from phone extensions and assigns costs to the calls. The system also creates ad-hoc reports to manipulate call data and charge-back call expenses to clients or departments. Detection of toll fraud and maintenance of call records also are features of call accounting. Station Message Detail Recording (SMDR) records are written in real time to a file on the local hard disk. Because of ethernet connectivity, this information is easily accessed from anywhere on the LAN or WAN.

Starter packages

DEFINITY ONE Starter Packages are designed to introduce simple, cost effective advanced applications that allow businesses to start small and grow. Starter Package capacity can increase with business expansion.

The following Starter Packages are available:

- Automatic Call Distribution (ACD)

The ACD Package can establish a call center operation with as few as six agents. It includes the following features:

- ~ ACD distributes calls evenly among agents and provides advanced call-handling capabilities

- ~ Basic Call Management System (BCMS) provides reports on the status of agents, splits, trunks, and incoming calls.

The package can be upgraded to support up to 50 agents.

- Virtual Office

The Virtual Office Starter Package provides voice and data access for off-site workers and telecommuters. This allows workers to remotely access a business LAN or Internet. Users also can receive calls using the same number.

- Wireless

The Wireless Starter Package enhances mobility within business locations, enabling employees to receive important calls away from their desks. It is available in single- and multi-zone packages for 1 to 25 users. The Wireless Starter Package provides convenient business calling features using compact handsets.

Packages are available for DEFINITY Wireless Business Systems and the TransTalk 9000 systems.

- Networking

The Networking Starter Package includes the hardware and software for consistent, cost-effective communications among multiple company locations. Depending on business needs, a networking package can be selected to provide: centralized voice mail, remote call coverage, and calling party/called party displays.

System administration

DEFINITY ONE offers the DEFINITY Site Administration (DSA) Release 1.0 package.

MasterDirectory and PhoneLine

The MasterDirectory and PhoneLine Starter Package includes software for collecting, modifying, and synchronizing directory information from a variety of sources. Sources include private branch exchanges (PBXs), telecom databases, and corporate databases. Current directory information in networked, stand-alone, and mobile-computing environments is accessed online. In addition, information in corporate directories is distributed to users throughout the organization.

AMIS Analog Networking

The Audio Messaging Interchange Specification (AMIS) Analog Networking feature lets subscribers exchange voice mail messages with voice messaging systems anywhere in the world, provided those systems also have AMIS analog networking capabilities. The Message Delivery feature allows subscribers to send recorded messages to any touch-tone telephone, including a residence telephone.

AMIS Networking involves:

- Establishing machine names
- Administration of dial strings for all AMIS nodes
- Administration of address ranges
- Testing with other vendors (this requires test mailboxes with password access)
- Post implementation support for five consecutive business days, with the understanding that the translations have not been changed or modified by the customer

Customers implementing AMIS or TCP/IP networking should consider using the Node Implementation and Testing Offer which includes administration and testing of end points. Ask your service representative for details.

Note: Customers who currently have DCP networking installed will need to purchase an Interchange to facilitate the TCP/IP-DCP conversion.

Note: DEFINITY ONE's TCP/IP design is targeted for Mach 4 systems. Systems using IP55 TCP/IP will not function with DEFINITY ONE.

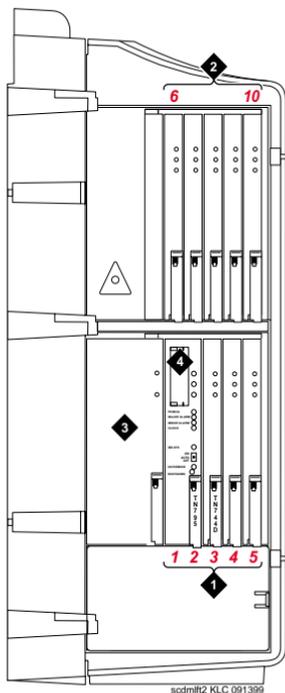
Hardware

DEFINITY ONE's major component is a new processor board, the TN795. This circuit pack contains:

- Windows NT 4.0 operating system with on-board Pentium processor chip
- Motorola processor running application firmware
- NT to firmware interface
- Tone clock functionality equivalent to a TN2182 circuit pack
- AUDIX software with virtual AUDIX ports

Compact modular cabinet

The 10-slot cabinet weighs 50-60 lbs. (fully loaded) and is approximately 11 x 25 x 25 inches. It includes slots for circuit packs and a power supply and supports up to 168 ports. Both shelves (see [Figure 1-1](#)) have five slots (1-5 on the bottom shelf and 6-10 on the top shelf). The TN795 circuit pack must be in slot 2. The cabinet is designed for wall mounting, but can be floor- or table-mounted. See [Figure 1-1](#).

Figure 1-1. Compact Modular Cabinet

1. Slots 1 - 5
2. Slots 6 - 10
3. 650 Power Supply
4. PCMCIA Hard Disk Drive

Slots 1 and 2 are reserved for the TN795 circuit pack. Slot 3 is recommended for the TN744D circuit pack, but any other slot is acceptable.

Software

DEFINITY ONE systems use DEFINITY Release 8.2 software. For more information, see *DEFINITY Enterprise Communications System Release 8.2 Feature Description*.

In addition to the basic software, optional packages (see [Starter application package on page 8-6](#)) are designed to enhance system capabilities. The basic software is required for the optional packages. See your account representative for more information.

Reliability

DEFINITY ONE provides a common communications solution featuring business communication, multimedia messaging, call accounting, and system management applications. The system is small in footprint and line size and the single-cabinet platform allows applications to work together, eliminating cost and complexity.

DEFINITY ONE offers superior reliability over traditional solutions for smaller businesses. Unnecessary boxes, cabling, and administration tasks are eliminated. The result is a system that is easier to install and configure than traditional solutions, with less risk of error. The integrated DEFINITY Site Administration tool simplifies the task of configuring DEFINITY and AUDIX. This reduces the likelihood of down time from administration errors.

DEFINITY ONE provides:

- System survival of minor power surges (including lightning-induced surges up to 2,500 peak volts) without service interruption
- System operation in less-than-ideal locations of above-average temperatures and humidity
- Automatic restoration of the last saved version following a power outage
- Remote diagnostics capability, enabling rapid troubleshooting and maintenance
- Scheduled centralized backups of critical system information at remote sites. In an emergency, multiple copies of translations, AUDIX subscriber information, and the Windows NT registry files are available. Saved information can be quickly restored.
- Self-diagnostics and self-correction of system errors, automatically calls the Lucent Technical Assistance Center for remote diagnostics support
- Automatic standard maintenance routines
- Automatic backup of user translations per-customer settings

Incomparable service

DEFINITY ONE customers enjoy incomparable service. Lucent's knowledgeable sales associates and technicians are thoroughly trained in remote alarming, expert systems, trouble-shooting, and disaster-recovery procedures.

2 Desktop/Console Solutions

The communications needs of people in your company vary widely. Some may require only basic telephone service. Others may need effective messaging services or high-speed data communications and access to a variety of host and personal computers.

DEFINITY ONE brings voice communications, data communications, and messaging together on the desktop, which enables you to customize the types of service for various users.

Note: Some applications and products are unavailable in some countries. Please check with your local distributor for further information about the features and applications available to you.

Telephones for the global marketplace

A wide variety of telephones, ranging from basic single-line to sophisticated digital service that integrates voice and data communications, are available with DEFINITY ONE. You can incorporate a mixture of telephone types based on user job function. All the telephones are easy to use and provide the ability to tap into the power of DEFINITY ONE.

Telephones fall into two basic families — Digital Communications Protocol (DCP) and analog. These terms describe how each type of telephone communicates with your DEFINITY ONE system. These families of telephones are designed to accommodate the types of communications various users require. All telephones have touch-tone dialing and the message-waiting lamp for notification of messages.

The following DEFINITY telephones are supported:

- 6400-Series digital telephones
- 7400-Series digital telephones
- 8400-Series digital telephones
- 9400-Series digital telephones (available in select European countries only)
- 6200-Series analog telephones
- 8100-Series analog telephones
- 9100-Series analog telephones
- 2500-Series analog telephones

Digital DCP telephones

Digital telephones using the DCP use digital transmission for integrated voice, data, and control signals. Transmission is over a connection consisting of one or two pair of wires. Each connection supports one signalling channel and two information (voice and data) channels.

DCP telephones are useful for people who receive a high volume of calls, require access to multiple applications or databases, use switch features heavily, or require messaging services. DCP telephones can be used to expand the capabilities of personal computers.

DCP telephones provide the full range of DEFINITY ONE features on your desktop. In addition to multiline and multifunction capabilities, they provide access to integrated voice and data applications and messaging services.

Some models include display screens. DCP telephones can save money by reducing the number of lines, modems, and ports that would normally be needed for analog facilities.

The following DCP telephones are available for sale:

- 6400-Series digital telephones
- 8400-Series digital telephones

6400-Series digital telephones

The 6400-Series digital telephones are versatile 2-wire DCP telephones that support all of the key/hybrid features of DEFINITY ONE. These telephones have a new, global design and include the following additional features:

- Date and time display
- Feature button that allows switchhook control of a headset
- Conference, Transfer, Hold, and Last Number Dialed fixed feature buttons
- Group Listen capability. This allows you to use your handset or headset while others in the room listen via a speakerphone. This 2-way handset, 1-way speaker mode allows you to serve as a spokesperson for a group.
- Station User Administration capability allows you to program certain features on the telephone yourself.
- Whisper Page. This allows an assistant to announce a second call to a company official during an active call on the official's telephone. The announcement is heard only by the official.
- Auto Call Times. This allows each call to be timed automatically upon answer. The elapsed call displays on the telephone. The timer is stopped automatically when a call is ended or placed on hold.

The 6400 Tip/Ring Module enables a 6400-series analog adjunct, such as a fax machine or modem to operate independently on the I2 channel with its own extension.

6400-Series telephones

DEFINITY ONE supports the following 6400-Series telephones:

- 6402 telephone

The 6402 telephone is a digital, single-line DCP telephone without a display that can be wall mounted. This cost-effective, entry-level telephone is designed for users with basic call handling requirements. The 6402 is ideal for areas where there is minimum use, such as reception areas, copy rooms, file rooms, or warehouse locations. This telephone has a Feature button for accessing up to 12 system features and a built-in, 1-way (listen-only) speakerphone that facilitates off-hook dialing and listening to voice mail or broadcast messages.

- 6402D telephone

The 6402D telephone is a digital, single-line DCP telephone with a 2-line by 16-character display. This telephone has a Feature button for accessing up to 12 system features. The 6402D has a 1-way (listen-only) speakerphone and can be wall mounted. There are no soft keys associated with the display.

- 6408+ telephone

The 6408+ telephone is a digital, multiline DCP telephone that has eight call appearance/feature buttons. This telephone has no display and can be wall mounted. The 6408+ is designed for users who need multiple line appearances and extensive features. The 6408+ has a built-in 2-way speakerphone and programmable keys so users can access more system features from the telephone.

- 6408D+ telephone

The 6408D+ telephone is a digital, multiline DCP telephone that has eight call appearance/feature buttons and a 2-line by 24-character display. This telephone is designed for users who need multiple line appearances and extensive features. The 6408D+ has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys. The 6408D+ has a built-in 2-way speakerphone and can be wall mounted.

- 6416D+ telephone

The 6416D+ telephone is a digital, multiline DCP telephone that has 16 call appearance/feature buttons and a 2-line by 24-character display. This telephone is designed for users with call coverage responsibilities who need multiple line appearances and extensive features. The 6416D+ has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys. A 24-button expansion module can be added to provide 24 additional auxiliary buttons. (The 24-button expansion module requires power from the station or the closet.) The 6416D+ has a built-in 2-way speakerphone and can be wall mounted when not used with the 24-button expansion module.

- 6416D+M telephone

The 6416D+M telephone is a digital, multiline DCP telephone that has 16 call appearance/feature buttons and a 2-line by 24-character display. This telephone is designed for users with call coverage responsibility who need multiple line appearances and extensive features.

The 6416D+M has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys.

A 24-button expansion module can be added to provide 24 additional auxiliary buttons. (The 24-button expansion module requires power from the station or the closet.) The 6416D+M allows you to install a 100A Tip/Ring module, providing a connection between the telephone and such analog adjuncts as modems, fax machines, analog conference-quality speakerphones, answering machines, and TDD machines commonly used by the hearing impaired. The 6416D+M has a built-in 2-way speakerphone and can be wall mounted. The 6416D+M also has a built-in headset jack.

- 6424D+ telephone

The 6424D+ telephone is a digital, multiline DCP telephone that has 24 call appearance/feature buttons and a 2-line by 24-character display. This telephone is designed for the busy executive or executive assistant who requires extensive call handling and call coverage flexibility. The 6424D+ has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys. The 6424D+ has a built-in 2-way speakerphone and can be wall mounted. A 24-button expansion module can be added to provide 24 additional auxiliary buttons. (The 24-button expansion module requires power from the station or the closet.)

- 6424D+M telephone

The 6424D+M telephone is a digital, multiline DCP telephone that has 24 call appearance/feature buttons and a 2-line by 24-character display.

This telephone is designed for the busy executive or executive assistant who requires extensive call handling and call coverage flexibility. The 6424D+M has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys. The 6424D+M allows you to install a 100A Tip/Ring module, providing a connection between the telephone and such analog adjuncts as modems, fax machines, analog conference-quality speakerphones, answering machines, and TDD machines commonly used by the hearing impaired. The 6424D+M has a built-in 2-way speakerphone and can be wall mounted. A 24-button expansion module can be added to provide 24 additional auxiliary buttons. (The 24-button expansion module requires power from the station or the closet.) The 6424D+M also has a built-in headset jack.

Requirements

The 6400-Series telephones are compatible with the following 2-wire DCP circuit packs:

- TN 2181 (16-port circuit pack)
- TN 2224 (24-port circuit pack)
- TN 2214 (international 24-port circuit pack)

7400-Series digital telephones

The 7400-Series telephones are 4-wire, multiline, DCP telephones. Although these telephones are supported, they cannot take advantage of the latest set of DEFINITY ONE features. These telephones are not currently sold as new.

8400-Series digital telephones

The 8400-Series telephones are versatile 2-wire/4-wire DCP telephones that offer flexibility and cost savings and support most of the key/hybrid features of DEFINITY ONE. ([Table 2-1 on page 2-11](#) shows the differences between the 8400-Series telephones and 6400-Series telephones.) These telephones detect automatically whether they are plugged into a 2-wire or 4-wire digital line circuit card.

Note: The 8400-Series telephones are not offered with new DEFINITY systems sales. However, you can still purchase these telephones from Lucent.

DEFINITY ONE supports the following 8400-Series telephones:

- 8403 telephone

The 8403 is a 3-line telephone without a display that can be wall mounted. This telephone has a built-in, 1-way (listen-only) speakerphone and three programmable buttons.

- 8405B telephone

The 8405B is a 5-line telephone without a display and can be wall mounted. The 8405B has a built-in 1-way speaker and programmable keys.

- 8405D+ telephone

The 8405D+ is a 5-line telephone with a 2-line, 24-character display that can be wall mounted. This telephone has a built-in 2-way speaker and programmable keys.

- 8410B telephone
The 8410B is a 10-line telephone without a display that can be wall mounted. The 8410B has a built-in 2-way speakerphone and programmable keys.
- 8410D telephone
The 8410D is a 10-line telephone with a 2-line, 24-character display. The 8410D has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys. This telephone can be wall mounted.
- 8411D telephone
The 8411D is a 10-line telephone with a 2-line, 24-character display. This telephone is an enhanced version of the 8410D telephone that has a built-in RJ11C jack, which provides an interface to analog telephone devices (such as a telecopier or a modem) and an RS232 data interface for PassageWay Direct Connection. The 8411D has a built-in 2-way speakerphone and programmable keys. The 8411D has 12 additional features that are accessible via the 2-line by 24-character display and are selected by the four display-associated soft keys. This telephone cannot be wall mounted.
- 8434DX telephone
The 8434DX telephone is a 34-button telephone with a 2-line, 40-character display. The 8434DX has a built-in 2-way speakerphone and programmable keys. The 8434DX has 12 additional features that are accessible via the 2-line by 40-character display and are selected by the four display-associated soft keys. A 24-button expansion module can be added. (The 24-button expansion module requires power from the station or the closet.)

Table 2-1. Differences between the 6400-Series telephones and 8400-Series telephones

Feature	6400-Series telephones	8400-Series telephones
Whisper Page	Yes	Yes
Group Page	Yes	Yes
Bridged Appearance	Yes	Yes
Personal CO Line Appearance	Yes	Yes
Directed Call Pick-up	Yes	Yes
Group Listening	Yes	No
Station User Administration	Yes	No
Time/Day Default	Yes	No
Adjustable Display	Yes	No
Pull-out Tray	Yes	No
Headset without handset offhook	Yes	No

Table 2-1. Differences between the 6400-Series telephones and 8400-Series telephones

Feature	6400-Series telephones	8400-Series telephones
Dual-Purpose NEXT button	Yes	No
Auxiliary Jack	No	Yes
Tip/Ring Interface	6416D+M and 6424D+M only	Yes (8411)
2- and 4- wire	2-wire only	Yes
RS-232 CTI Interface	No	Yes (8411)
AD Labeling	Yes	Yes
Active Dialing	Yes	Yes
Context-Sensitive Help	Yes	Yes
Automatic Timer	Yes	No

Requirements

The 8400-Series telephones are compatible with all 2-wire and 4-wire DCP circuit packs.

9400-Series digital telephones

The 9400-Series telephones (used only in selected European countries) are digital telephones. The 9403 and 9434 telephones operate in both 2-wire and 4-wire configurations. The 9410 telephone operates only in the 2-wire DCP configuration.

Note: These telephones are not currently sold as new.

DEFINITY ONE supports the following 9400-Series telephones:

- 9403 telephone

The 9403 telephone is a 3-line digital telephone without a display and can be wall mounted. This telephone has a built-in, 1-way (listen-only) speakerphone and three programmable buttons. The 9403 operates in both 2-wire and 4-wire configurations.

- 9410 telephone

The 9410 telephone is a digital, multiline telephone that has 10 call appearance/feature buttons and a 2-line by 24-character display. The 9410 has a built-in 2-way speakerphone and can be wall mounted. This telephone operates only in the 2-wire DCP configuration.

- 9434 telephone

The 9434 telephone is a digital, multiline telephone that has 34 call appearance/feature buttons and a 2-line by 24-character display. The 9434 has a built-in 2-way speakerphone and can be wall mounted. The 9434 operates in both 2-wire and 4-wire configurations.

Requirements

The 9400-Series telephones are compatible with all 2-wire circuit packs. The connection is made via a 2-wire, 16-port or 24-port DCP interface card.

7300/ATL-Series hybrid telephones

The 7300/ATL-Series telephones are multiline, hybrid telephones. Although these telephones are supported, they cannot access the latest set of DEFINITY features. These telephones are not currently sold as new.

Analog (single-line) telephones

Single-line telephones are an economical choice for users who do not handle many calls and do not use modems and fax machines extensively.

All signals between analog telephones and the DEFINITY system are analog over a pair of wires. Only one incoming call can ring at a time, but the telephone can actually handle two calls — one active and one on hold.

Depending on the particular telephone, you can alternate between two calls or set up a three-way conference using the switchhook or flash button. You can access DEFINITY ONE voice features by either entering access codes from your touch-tone keypad or pressing feature buttons.

The following analog telephones are available:

- 6200-Series analog telephones
- 8100-Series analog telephones
- 9100-Series analog telephones
- 2500-Series analog telephones

6200-Series analog telephones

The 6200-Series telephones are single-line, analog telephones.

There are three 6200 telephones available:

- 6210 telephone

The 6210 telephone is a single-line analog telephone that can be wall mounted. This telephone has a built-in Data jack that allows a user to bridge a fax machine, modem, or laptop computer onto the single analog line.

- 6218 telephone

The 6218 telephone is a single-line analog telephone that can be wall mounted. This telephone has a built-in Data jack that allows a user to bridge a fax machine, modem, or laptop computer onto the single analog line. The 6218 also has 8 speed dial buttons and a 2-way speakerphone. The 6218 telephone is available in the U.S. only.

- 6220 telephone

The 6220 telephone is a single-line analog telephone that can be wall mounted. This telephone has a built-in data jack that allows a user to bridge a fax machine, modem, or laptop computer onto the single analog line. The 6220 also has 10 speed dial buttons and a 2-way speakerphone.

8100-Series analog telephones

The 8100-Series telephones are single-line analog telephones that require one tip-and-ring pair for operation. These telephones are not currently sold as new.

DEFINITY ONE supports the following 8100-Series telephones:

- 8101M telephone

The 8101M telephone is a single-line analog telephone that contains a Message light, selectable personalized ringing pattern, and a Data jack. This telephone allows users to access system features with the Flash button.

- 8101 telephone

The 8101 telephone is a single-line analog telephone that contains a Message light, selectable personalized ringing pattern, and a Data jack. This telephone allows users to access system features with the Flash button. The 8101 provides the added features of automatic redial, (with a Redial button) and a Hold button.

- 8102M telephone

The 8102M telephone is a single-line analog telephone that contains 12 programmable dialing buttons, automatic redial, selectable personalized ringing pattern, a Message light, a Hold button, a Data jack, and an Adjunct jack. This telephone allows users to access system features with the Flash button.

- 8110M telephone

The 8110M telephone is a single-line analog telephone that contains 12 programmable dialing buttons, automatic redial, selectable personalized ringing pattern, a Message light, and a Hold button. This telephone also has a built-in speakerphone. The 8110M allows users to access system features with the Flash button.

9100-Series analog telephones

The 9100-Series telephones are cost-effective analog telephones (sold outside North America only). These telephones are not currently sold as new.

DEFINITY ONE supports the following 9100-Series telephones:

- 9101 telephone

The 9101 telephone has the following features:

- ~ Standard alphanumeric dial pad
- ~ Convenient pulse or push-button tone dialing
- ~ A fully modular connection that provides maximum ease of installation
- ~ Telephone-line powered, unaffected by power interruption
- ~ Easily installed on desk or table
- ~ User-selectable ringer volume and pitch control
- ~ Flashing ringer light that indicates an incoming call
- ~ Flashing Message light
- ~ Flash button for accessing system features such as Hold and Transfer

- 9103 telephone

The 9103 telephone has the following features:

- ~ Convenient pulse or push-button tone dialing
- ~ A fully modular connection that provides maximum ease of installation
- ~ Battery backup in case of power interruption

- ~ Easily installed on desk or table
- ~ User-selectable ringer volume and pitch control
- ~ Flashing ringer light that indicates an incoming call
- ~ Flashing Message light
- ~ Flash button for accessing system features such as Hold and Transfer
- ~ Three memory-dialing buttons
- ~ Ability for you to program ten memory-dialing numbers on the numeric dial pad keys (0 and 1 through 9)
- ~ On-hook dialing with 1-way speaker
- ~ Last Number Redial feature
- ~ Save feature, which enables you to save a number in memory for a temporary period of time
- 9110 telephone

The 9110 telephone has the following features:

- ~ Convenient pulse or push-button tone dialing
- ~ Easily installed on desk or table
- ~ Hands-free 2-way speakerphone
- ~ Ten memory-dialing buttons to which you can program 20 memory-dialing numbers
- ~ Flashing ringer light that indicates an incoming call

- ~ Flashing Message light
- ~ Flash button for accessing system features such as Hold and Transfer
- ~ Last Number Redial feature
- ~ Save feature, which enables you to save a number in memory for a temporary period of time
- ~ Mute button
- ~ Speaker volume control
- ~ User-selectable ringer volume and pitch control
- ~ User-adjustable speakerphone volume control

2500-Series analog telephones

There are three models of 2500-Series single-line analog telephones. These telephones are not currently sold as new.

- 2500 MMGM telephone, which is a basic, desktop telephone
- 2500 YMGM telephone, which is a desktop telephone that has a Hold button, a Mute button, a Flash button, and a Redial button
- 2554 MMGM telephone, which is a basic, wall-mounted telephone

Attendant Consoles

To increase the effectiveness of attendants handling calls, DEFINITY ONE offers the following tools:

- DEFINITY 302C Attendant Console (requires connectivity to a 2-wire circuit pack)
- The DEFINITY 302B Attendant Console requires connectivity to a 4-wire circuit pack. The DEFINITY 302B Attendant Console is not currently sold as new.
- DEFINITY PC Console Release 2.0 or later

DEFINITY Attendant Console

The DEFINITY Attendant Console is a digital call-handling station with push-button control that enables call attendants to answer, place, and manage calls and monitor selected system operations. The Attendant Display shows call-related information that helps the attendant operate the console. Attendants may select one of several available display languages.

DEFINITY PC Console

The DEFINITY PC Console is a software application that enables call attendants to handle incoming calls efficiently using a personal computer. Using the familiar Microsoft Windows interface, attendants can easily track how long callers have been on hold and for whom they are waiting. Attendants can monitor up to six calls at once. They need not fumble with pen and paper when handling calls, as they can make notes on their computers about what each caller needs. Having the call-processing software on the same computer with spreadsheet, word-processing, or other software enables attendants to stay productive between calls.

Your company directory is displayed on screen with busy extensions shaded. A variety of search functions are available, so attendants can find names and extensions easily. Online telephone identification enables attendants to identify employees quickly. Calls are transferred with the press of a button. Online help makes it easy for attendants to remind themselves how to use the system.

The PC Console is easily customized, so even if attendants from different shifts share the same computer, they can each preserve their preferences in the call processing environment. The PC Console is available in English, Dutch, Spanish, French, German, Italian, and Portuguese. For example, if a Spanish-speaking attendant takes over for a French-speaking attendant, a single press of a button converts all labels, error messages, and online help to Spanish.

Requirements

The following requirements must be met for the PC Console to function properly:

- An IBM-compatible personal computer with:
 - ~ A Pentium-based, 100-Megahertz or higher processor
 - ~ A minimum of 16 megabytes (MB) of random-access memory (RAM)
 - ~ A minimum of 4 MB of read-only memory (ROM)
 - ~ A 3.5-inch diskette drive
 - ~ An available COM port
 - ~ Sufficient hard disk space. The space required to support PC Console depends on the number of users you are supporting, the amount of information stored for each person, and whether you will include each person's photograph in PC Console.
- Any of the following operating systems:
 - ~ Microsoft Windows 3.1 or later (R2.0 only)
 - ~ Microsoft Windows for Workgroups 3.11 or later (R2.0 only)
 - ~ Microsoft Windows 95
 - ~ Microsoft Windows NT
 - ~ Windows 98 (R3.0 only)
- A 2- or 4-wire DCP telephone with a PassageWay[®] adapter, an 8411 telephone, a CALLMASTER[®] IV, a CALLMASTER VI, a 6424D+M telephone, or a 6416D+M telephone.
- Local adjunct power (depending on your telephone)
- PassageWay direct connection

3 Adjuncts

DEFINITY ONE provides the following equipment to supplement the services and features of your system and telephones:

- Power systems
- On hold and delayed announcement systems
- Headsets
- Audio and visual paging
- Alerts and sensors
- Speakerphones
- Security devices
- Call Accounting systems

Power Systems

Lucent Technologies offers the following solutions to provide power for equipment and protection from power disturbances or disasters:

- Uninterruptible Power Systems (UPS)

A UPS safeguards your DEFINITY ONE and associated applications from utility power irregularities. During a power failure, the UPS battery activates and supplies power for a limited amount of time.

- Surge Protectors

Surge protectors help protect PCs, fax machines, and other equipment from electrical surge damage. Alternating Current (AC) Protectors prevent voltage surges from entering the system via the AC utility line. Line Protectors prevent voltage surges from entering the system via incoming central office lines or via wiring for phones that extend to or from another building.

- Terminal Power Supplies

Terminal Power Supplies provide local power for phones and adjuncts that require additional power, such as DCP phones with headset adapters or adjunct speakerphones.

On hold and delayed announcement systems

Lucent offers the following external announcement systems for DEFINITY ONE:

- Magic On Hold Express Systems

Magic On Hold Express systems provide businesses with fully customized, professionally produced announcements for customer-specific “on hold” environments. The announcements are delivered to your company from the production studio. Production options include legally licensed background music and/or customized information messages that play when a caller is placed on hold or in queue.

- Magic On Hold Systems

Magic On Hold systems provide businesses up to 3 minutes of continuous radio programming for customer-specific requirements. Production options include legally licensed background music and/or customized information messages that play when a caller is placed on hold or in queue.

- Professional Announcement Recordings

Professional Announcement Recordings (PARs) enhance Auto Attendant, Automatic Call Distribution (ACD), and Integrated Voice Response (IVR) applications. PARs greet and guide business callers using crisp, clear, concise voice messages that optimize a caller’s personal perception of automated communications. Callers hear professional productions that deliver important information.

- Delay Announcement Systems

Delay announcement systems serve announce only, information announcement, in-queue announcement, and broadcast messaging for businesses with automatic messaging applications. These systems occupy callers during the call process.

Headsets

Headsets help increase productivity in telephone-intensive work assignments. Headsets are proven to reduce neck strain and muscle tension when telephones are used at least 3 hours per day. Lucent provides a complete product line for Call Center, traditional business office, computer telephony, and mobile applications.

Audio and visual paging

Lucent's overhead voice paging equipment allows telephone users to make announcements by speaking into a telephone handset. DEFINITY ONE supports as many as 9 paging zones, and 1 zone can be set up to activate every zone at the same time. A zone is the location of the loudspeakers: for example, conference rooms, warehouses, or storerooms.

Visual paging includes indoor LED message display signboards, wireless keyboards for sign programming, connector kits for integrating with the PagePac Plus equipment, and optional software for "ad-hoc" visual message programming.

Alerts and sensors

Lucent provides a complete product line of alerts and sensors for your business. With alert devices, you can select the type of sound for incoming calls. For example, bell, horn, or chime sounds, or use visual signals such as flashing lights to indicate a ringing call, a voice mailbox message, or a voice paging message.

Sensors detect and analyze central office ringing signals to determine if the signal is a standard voice, data, or fax call. Once it determines the type of signal, the sensor device routes the call to the appropriate end point.

External speakerphones

External speakerphones provide total telephone operation without using a handset. Turning on a speakerphone is equivalent to lifting a handset when placing or answering a call. Turning off the speakerphone is equivalent to hanging up the handset. Although the majority of Lucent phones have built-in speakerphones, external speakerphones are preferred for applications such as conference calls.

Security devices

Lucent provides the following security devices:

- Access Security Gateway (ASG)

The Access Security Gateway (ASG) is a built-in authentication feature that offers a more secure alternative to static login passwords for remote access to DEFINITY ONE. Using an encryption algorithm, the Access Security Gateway uses session-based challenge and response technology to limit access to the DEFINITY ONE system's remote maintenance and administration port, system administration terminal, and NET CON channels. See *DEFINITY ONE Communications System Release 2.0 Installation and Upgrades* (555-233-109) for information on how to administer this feature.

- Remote Port Security Device

The Remote Port Security Device (RPSD) is a single-line dial-up port protection system that prevents unauthorized access to a host resource. Host resource dial-up ports are protected by the installation of the RPSD lock on the analog telephone line leading to the port. Access is provided only when the calling party uses the RPSD key, a unit that is installed on the analog telephone line at the calling party's end.

The RPSD works with all data communications protocols and can be used in the following applications:

- ~ Protecting organizations with remote and home offices that communicate over the public telephone network via dial-up lines
- ~ Safeguarding companies that administer their communication and voice processing systems remotely from a centralized site, helping to ensure that critical network routing information, traffic data, and PBX feature translations are not compromised
- ~ Controlling dial-up access by a supplier that provides remote maintenance services ensuring that only the service provider has access to the maintenance ports.

Call Accounting Systems

Note: Call Accounting Systems (CAS) do not run co-resident on the DEFINITY ONE platform. They are supported **ONLY** if they can interface to the DEFINITY ONE system for CDR records.

Lucent provides the following call accounting systems to reduce service expenses, optimize resources, assign costs, and identify abuse. These products aid in clearly understanding these issues and communicating them to others.

- **DEFINITY Network Telemangement (DNT)**

DEFINITY Network Telemangement is a state-of-the-art, multi-user telemangement system. Designed in the industrial-strength, on-line, dynamic server-based Informix NT, this application is unmatched in its performance and speed.

DEFINITY Network Telemangement provides a full 32-bit seamless application for client/server environments that use local area networks (LANs) and wide area networks (WANs). DEFINITY Network Telemangement is ODBC-compliant and uses MAPI/TAPI conventions. DEFINITY Network Telemangement is a fully distributed network-based product.

DEFINITY Network Telemangement can support as many simultaneous users as required and is offered in various modules that include call management (call accounting), asset management (inventory control), and service management (work/service orders).

- **Call Accounting System for Windows (CFW)**

The Call Accounting System for Windows (CFW) allows you to generate comprehensive and accurate accounting reports using the Microsoft Windows 98 or 95 environment. Detailed or summary reports can be expressed in 2- or 3-dimensional color charts and graphs, or in text files suitable for downloading to other applications. The optional toll-fraud detection module enables you to detect fraudulent use of your long-distance services.

You can generate reports that identify:

- ~ Most frequently dialed numbers
- ~ Most expensive calls
- ~ Longest duration calls

In addition, you can search the accounting data for a variety of information, including dialed numbers, partial numbers, dates, times, call types, departments, and calling extensions.

You can define up to 5 levels of reporting hierarchy for assignment of costs. The system archives your data for one accounting period. A flexible markup capability allows service businesses to adjust call pricing for each client.

CFW can generate 20 standard historical or real-time reports from as many as 100 locations and 10,000 stations. An individual system is capable of polling different types of call detail storage units or other CFW systems. The remote systems forward call records and alarms as they are generated.

A traffic engineering option allows you to monitor trunk usage, calling patterns, incoming traffic, and outgoing calls by area code. This allows you to analyze trends summarizing how your equipment is being used.

CFW is widely compatible and requires little maintenance, even while collecting data, generating reports, and managing remote data collection sites.

- Call Accounting System XP (CAS XP)

Call Accounting System XP has equivalent functionality to the call accounting portion of DEFINITY Network Telemanagement. Call Accounting System XP is a LAN/WAN-based application that supports customers with multi-user requirements. It is offered at a base size of 50 stations, but can be upgraded to 10,000 stations. As an option, you can purchase an Internet module that provides employee Internet usage reports.

CAS XP is supported with a mandatory professional service offer for on-site installation, initialization, and training provided by the vendor. CAS XP supports up to 100 sites, 10,000 stations, and 5 simultaneous users. Hacker Tracker is also an available option. CAS XP runs on Windows 98, Windows NT 4.0, and Windows 2000.

4 INTUITY AUDIX Messaging

Fewer than 30 percent of person-to-person business calls reach the intended party on the first attempt. This makes day-to-day business communications frustrating and can impact productivity. Integration of communications with the Lucent Technologies' INTUITY AUDIX messaging system helps ensure that calls are not lost.

In addition to call-answer capability, AUDIX provides new opportunities through multimedia messaging. A multimedia message can include text, voice, and fax components. Multimedia messaging allows users to mail a single message to persons on a mailing list, send a message with multiple components to other subscribers, or categorize and store messages for later reference.

This section provides a high-level overview of AUDIX and describes its application and features within DEFINITY ONE. This section includes:

- Application overview
- Additional sources of information
- Accessing AUDIX administration
- Features of AUDIX

Application overview of AUDIX

AUDIX is a multimedia messaging application on the DEFINITY ONE platform that allows users to integrate voice, text, fax messages, and binary files into a single message.

For example, a sales manager who wants to inform a distributed sales force of a new compensation plan can send a message with both voice and text. The voice component might be, “This message is going to all members of the Northeast Sales region. Congratulations on your excellent results last year. As of January 1st, the compensation plan for new product sales will be changed. Please print the attached text message for detailed information.” The text message could be created in Message Manager and specify the plan details.

Additional sources of information

The following additional information for administering AUDIX is available:

- AUDIX System Administration documentation on the DEFINITY ONE documentation CD
- The Message Manager Installation chapter in *DEFINITY ONE™ Communications System Release 2.0 Installation and Upgrades* (555-233-109)
- AUDIX help topics in the DEFINITY Site Administration (DSA) online help application

- Command Line Administration Quick Reference on the DEFINITY ONE documentation CD

The DEFINITY ONE documentation CD contains the following information:

- Messaging Solutions Quick Reference Guide
- AUDIX Wallet Card
- Message Manager Quick Reference Guide

Accessing AUDIX Administration

AUDIX Administration tools can be accessed one of two ways:

- Through the DEFINITY Site Administration (DSA) application
- Dialing directly to the AUDIX application using Telnet or a terminal emulator that uses Telnet

Using DEFINITY Site Administration (DSA)

To establish a connection for AUDIX administration:

1. On DSA window browser, click **Tasks** tab, then click **Add System**.
2. Click **Add Voice Mail System**.
3. Choose a name for AUDIX in DSA in the System Name field.

Note: Your telecommunications manager can assign a name or you can choose a name. The name will appear in the **Tree** tab.

4. Indicate the connection method:
 - ~ Modem or data module
 - ~ Direct serial port connection
 - ~ LAN connection
5. When prompted by the Add Voice Mail System Wizard, provide additional information about the connection.
6. Indicate automatic or manual DSA login to AUDIX each time you login.
7. If DSA automatically logs in, enter the AUDIX login and password information.

Review and test the DSA connection

To review and test the DSA connection:

1. Review the Voice Mail System Summary and make any needed corrections.
2. Click **Test** to try the connection.

If the connection works, DSA displays the login prompt or the AUDIX Command Prompt screen. If the connection does not work, DSA displays an error dialog box with troubleshooting information.

3. Click **Next** and **Finish**.

4. Click the **Tree** tab and confirm that it displays in the tree.

To later change the voice mail system or connection information, right-click **Voice Mail System** in the DSA **Tree** tab and choose properties.

Add as many systems as desired to DSA. If connecting to systems directly using serial ports, you can connect as many switches or AUDIX systems that have ports. If connecting to systems over a network, you can connect to as many systems as needed.

To connect to AUDIX administration:

1. On the DSA browser pane of the DSA window, click the **Tree** tab.
2. Right-click the AUDIX system you want to administer.
3. In the pull-down menu, select **4410 Emulation** or **513 Emulation**.
4. At the `login:` prompt enter login/user name.
5. At the `password:` prompt, enter your password.
6. At the `TERM:` prompt, click **F7** (Continue).

The system displays the **AUDIX Command Prompt** screen.

7. For more information see the following documentation on the DEFINITY ONE documentation CD.
 - ~ AUDIX System Administration
 - ~ Command Line Administration Quick Reference
 - ~ Online help topics available from AUDIX administration screens

Using Telnet to access AUDIX Administration

To access AUDIX via Telnet or another terminal emulator:

1. Set up a connection to local Telnet or other terminal emulator using the following information:
 - ~ Local machine name for host name
 - ~ Specified port number for port
 - ~ VT100 for Term type
2. Once the connection is established, enter login/user name at the Telnet login prompt.
3. Enter a password at the password prompt.
4. At the TERM prompt: enter a terminal type, such as vt100, 4410, or 514.

The system displays the **AUDIX Command Prompt** screen.

For a more information about using Telnet, see Chapter 2, “Connectivity and Access” in *DEFINITY ONE Communications System Release 2.0 Installation and Upgrades*, (555-233-109).

Features of AUDIX

The following AUDIX features allow users to send, receive, and organize voice, text, and fax messages:

- Voice Messaging
- Voice Mailbox
- Transmission Control Protocol/Internet Protocol (TCP/IP)
- Message Manager
- Fax Messaging
- Automated Attendant
- Bulletin Board

Voice Messaging

The AUDIX Voice Messaging software permits recording and exchanging voice messages with other users. It contains stored voice prompts that help users create, send, retrieve, answer, save, or forward spoken messages. The feature also answers calls for users who are busy or unavailable. In addition to a personal answering service, AUDIX can be used as a messenger to individuals or groups, an information service, an office receptionist, or as an automated attendant.

Users and callers instruct the AUDIX Voice Messaging feature by pressing touch-tone keys in response to detailed voice prompts.

Nuances and inflection are integral parts of person-to-person communication. The AUDIX software uses a high-quality voice-encoding algorithm known as Code-Excited Linear Prediction (CELP) to capture the nuances and subtle inflections of the human voice.

Voice Messaging is similar to an electronic mail system in that messages can be sent to other individuals or groups without directly calling the recipient. The message is stored in the recipient's AUDIX mailbox. Recipients can access stored messages at their convenience.

Voice Messaging enables a user to:

- Send messages to other AUDIX and Message Manager users
- Listen to messages received from other AUDIX and Message Manager users
- Forward messages received with comments attached
- Reply to messages received from other AUDIX and Message Manager users
- Create mailing lists containing up to 250 recipients

In addition to basic capabilities, the Outcalling function of AUDIX Voice Messaging allows the feature to:

- Automatically place a call from AUDIX to a user when messages are waiting
- Specify the number to be called by AUDIX when messages are waiting (may be an office, home, car, or pager)

Call Answer

Call Answer answers a call and records a message when the user is unavailable. This function enables the Voice Messaging feature to:

- Answer incoming calls
- Create personal greetings for incoming calls
- Disable call answer so that a caller hears a greeting, but cannot leave a message
- Customize a set of standard greetings
- Record up to 9 different personal greetings using the Multiple Personal Greeting function
- Play a single greeting for all calls, or assign various personal greetings to play in response to different types of calls, for example, internal and external, busy and no answer, or out-of-hours

Voice Messaging languages

The AUDIX Voice Messaging feature provides a standard American English announcement set. The announcement set can be replaced or augmented with a number of options, including non-English languages and Telecommunications Device for the Deaf (TDD). For the most recent list of language alternatives, contact your Lucent account representative.

Multilingual support Optional multilingual functions allow callers to interact with the AUDIX application using different languages. For example, callers can follow voice prompts in languages that may or may not match the language of the people they are calling. An administrator can install up to 9 languages on the AUDIX application and operate them simultaneously.

Users also can record personal greetings in two different languages. Prompts are delivered in the selected languages.

Customized announcements

Announcements comprise sets of spoken instructions or voice prompts in the AUDIX Voice Messaging application. For example: “To access your mailbox, press star R.”

Voice mailbox

A mailbox is a storage area on a computer disk for messages, personal greetings, and mailing lists. Lucent AUDIX users acquire a mailbox when they are administered on the application. Each user accesses this mailbox with a private password.

Callers can leave messages in a user’s mailbox, but cannot perform other operations related to the user’s mailbox. After a user logs in, the feature voices the name of the user and reports the number of new messages received. Each message consists of a message header and a message body.

Incoming mailbox

Mailboxes are divided into two sections, the incoming mailbox, and the outgoing mailbox. The incoming mailbox receives messages from other users, the AUDIX application, and callers redirected to the mailbox because no one answered.

The user can save, delete, reply to, or forward messages. There are three categories of incoming messages: New, Unopened, and Old. [Table 4-1 on page 4-11](#) describes each category.

Table 4-1. Incoming mailbox categories

Category	Description
New	A message and header that a user has not listened to. The Message Waiting Indicator (MWI) on the user's telephone turns on when a new message is present and turns off after the user has listened to it.
Unopened	A message with a header that has been listened to, but not the message itself. The MWI does not stay on for this type of message.
Old	A message that the user has listened to but not deleted.

The system administrator can set the order in which these categories are played to the user.

Outgoing mailbox

The outgoing section of a mailbox stores messages that users create, send, or forward. In most cases, messages remain in the outgoing section until delivered. [Table 4-2 on page 4-12](#) describes the outgoing mailbox categories listed in default order. The AUDIX administrator can change this order.

Table 4-2. Outgoing mailbox categories

Category	Description
Filed	Messages that users create and save in the outgoing section of a mailbox. Users can later access these messages to modify, address and send again, or delete.
Undelivered	Messages that have not been sent or messages scheduled for delivery at a future time or date. Users can review, change, or cancel messages and their addresses at any time before delivery.
Nondelivered	Messages that AUDIX could not deliver. The application attempts to deliver a message 10 times (or the administered number of times), then places the message in this category. This usually indicates that the intended recipient's incoming mailbox is full, that the recipient's application cannot recognize or accept a message component (for example, is not fax-enabled), or that there were transmission problems (for example, with an AMIS analog line).

1 of 2

Table 4-2. Outgoing mailbox categories

Category	Description
Nondeliverable	Messages defined as “nondeliverable” can be rescheduled for delivery with a new address, or altered to allow forwarding, if needed.
Delivered	Message headers that identify messages delivered but not yet listened to or that identify messages containing nondeliverable components. The latter type of message header is an <i>Incomplete Delivery</i> header. For example, if a message contains more than the four components allowable (that is, a voice, fax, text, and file attachment), the additional components are not delivered, and the message header indicates that a component was not delivered.
Accessed	Message headers that identify messages that have been listened to. A message is considered accessed even if only the header has been listened to.
2 of 2	

TCP/IP

AUDIX Transmission Control Program/Internet Protocol (TCP/IP) provides the ability to exchange messages with subscribers on other AUDIX systems. The remote system can be next to or geographically distant from the local DEFINITY ONE system.

AUDIX TCP/IP uses the proprietary AUDIX digital protocol to exchange messages, user profiles, and message-status information with other machines.

The digital protocol uses a digital file format, similar to a data-file transfer between two computer systems, to transmit the information. Digitally transmitted messages are communicated quickly and with excellent sound quality.

TCP/IP allows you to exchange voice, fax, text messages, and attached files from other AUDIX systems. This enables a user to:

- Address messages by name only, known as name addressing. This function applies *only* to administered remote recipients. *Administered* refers to remote users who have been entered in the database of the local application.
- Include the names and telephone numbers of remote recipients in personal mailing lists. Nonadministered remote recipients can be included only by telephone number.
- Hear the spoken name of the intended recipient. If the administrator has not recorded these names, the user hears only the remote mailbox ID.
- Access the names and number directory (N) to look up telephone numbers by name.
- Assign aliases to remote recipients on systems administered for AUDIX TCP/IP. Administered remote recipients can be included by name or telephone number. Nonadministered remote recipients can be included by telephone number only.
- Use automatic addressing to respond to incoming messages.

TCP/IP enhances AUDIX Messaging in many ways:

- Customers who exceed the capacity of one AUDIX application at a single location can network multiple machines. This enables users to exchange messages as if they were on the same machine.
- Customers with business offices in more than one location, whether in the same building or in different cities, can exchange messages with every location

The following functions can be used for messages exchanged between remote users:

- The ability to play a recorded name, when addressing or receiving a message, if a name is recorded for the remote user.
- The ability to forward messages to one user or a group of users, respond to messages, and create group mailing lists.

The following are additional sources of information:

- AUDIX System Administration documentation on the DEFINITY ONE documentation CD
- Online help topics available from the TCP/IP browser screens

Lucent Message Manager

Lucent Message Manager is a combination of communications modules that function as one software feature. Users can create, send, and receive compound messages

containing multiple media types — voice, fax, text, or file attachments to other users inside or outside the corporate environment.

Message Manager is a Windows-based graphical user interface (GUI) that allows AUDIX application message headers to be viewed on a PC screen through a local area network (LAN) connection. The AUDIX application is called the “AUDIX server” when it connects to a LAN.

What distinguishes Message Manager from ordinary voice messaging products is the way users interact with the feature. Users access information visually, instead of listening to voice prompts and using a touch-tone keypad. Viewing message headers on-screen is faster for users because they can quickly view who called, when, and why, without having to listen to prompts, press keys, or remember instructions. The on-screen information helps users access and prioritize important data, more easily develop mailing lists, and track multiple personal greetings.

Message Manager is available in the following languages:

- English
- French
- Spanish
- Brazilian
- Portuguese
- German

- Dutch
- Czech

Additional languages are being considered for future releases.

Message Manager includes the basic functions listed in [Table 4-3 on page 4-17](#).

Table 4-3. Message Manager functions and descriptions

Function	Description
Send messages to multiple recipients	You can create and send a message to one or several people, with one or more message components. The message is delivered as soon as possible or can be scheduled for a later delivery time.
Addressing	You can send the message to just one person, a list of people, or someone who is on a remote AUDIX system.
Send faxes	The fax software for Message Manager is used to create and send a new fax message. Creating a new fax is similar to printing a hard copy of your work in another program.
Fax from other applications	Although faxes can be stored in and sent from Message Manager, creating and sending a new fax is actually done from any other Microsoft Windows application that allows printing.
<i>1 of 4</i>	

Table 4-3. Message Manager functions and descriptions

Function	Description
Create a custom fax cover page	You can use the Fax Cover Page Designer to add text or bitmap graphics to the fax cover page. You can also use the Designer to change the location and size of the Message Manager text display areas.
Use the Outgoing Folder	After a message is sent, you can check delivery status by opening the Outgoing Folder. The Outgoing Folder lists all messages sent, the time sent, and whether the recipient has received or accessed the message. Additional information is available by double-clicking a message header in this folder.
Build Personal Phonebook	You can use the Personal Phonebook in Message Manager to store “cards” with the addresses of AUDIX subscribers, as well as other numbers and notes. As subscribers are added to the Phonebook, you can quickly add them to an address list. The Personal Phonebook is stored on your PC and can be used while working offline.
Build AUDIX lists	With AUDIX lists, you can store the addresses of sets of people you want to send simultaneous messages to, such as a project team or a corporate department. You can quickly address a message to an entire address list. AUDIX lists are stored on the AUDIX server and are not available offline.

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Table 4-3. Message Manager functions and descriptions

Function	Description
Work offline	<p>If you work away from the office, you may want to edit messages you have received or compose new messages, then later log in and send them during a single call. This saves toll charges because an AUDIX server connection is not required, except when ready to send or receive messages.</p>
Minimize or lock Message Manager	<p>You can minimize Message Manager and still be notified of new messages. Log in to Message Manager, then use standard Windows techniques to minimize the program and keep it active. Later, you can restore the program to retrieve messages or to create and send new messages.</p> <p>A Lock function provides additional security. When you click the Lock button, the application is minimized and requires your AUDIX password to be restored. Locking Message Manager prevents others from accessing your AUDIX mailbox. This function is inactive while working offline.</p>

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Table 4-3. Message Manager functions and descriptions

Function	Description
Record your name or greetings	When you install Message Manager, you can use the name and personal greeting that were recorded through the AUDIX telephone interface. You can also select a menu option to record your name or display a screen to record and manage greetings. The AUDIX server uses the choices you make in Message Manager for playing names or greetings to your callers.
Outcalling	If away from the office, you can be notified of new AUDIX messages. Use the Outcalling function to enter a telephone number that the AUDIX server dials to notify you of new messages.
Sound card	Message Manager uses an audio connection to your telephone to play or record voice messages or greetings. However, you can use your computer's sound card with speakers and a microphone instead. This is the only way to play or record voice messages while working offline.

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The following information is available to Message Manager users:

- Message Manager Quick Reference Guide, available on the DEFINITY ONE documentation CD
- Message Manager online help, available by selecting Contents from the Message Manager Help menu

- A file customized just for your site, described in the Updating Your Site-Specific Information section of the Message Manager Installation chapter in *DEFINITY ONE™ Communications System Release 2.0 Installation and Upgrades* (555-233-109)

FAX Messaging

The Lucent FAX Messaging feature combines the send and receive capabilities of a stand-alone fax machine or fax modem on a PC with the capabilities of Lucent messaging. Besides sending, receiving, and printing a fax over the telephone, a user can also forward a fax, annotate a fax with a voice message, send and broadcast a fax to multiple telephone users. These features allow a user to handle a fax message just as they would a voice message.

The following information can be provided to FAX Messaging users who have Message Manager:

- Message Manager Quick Reference Guide, available on the DEFINITY ONE documentation CD
- Message Manager online help, available by selecting Contents from the Message Manager Help menu

The following information can be provided to FAX Messaging users who do not have Message Manager

- Messaging Solutions Quick Reference Guide, available on the DEFINITY ONE documentation CD
- Online help available from the telephone user interface by pressing [H] or [4] at any time

Automated Attendant

An automated attendant is an interactive telephone answering system. It answers incoming calls with a prerecorded announcement and routes each one based on the caller's response to menu options and prompts.

The system administrator sets up an automated attendant so that callers hear a menu of options. Callers indicate the menu option wanted by pressing the corresponding touch-tone key. The automated attendant executes the selected option. Callers from rotary or dial-pulse button telephones are, typically, told that they can hold or call another number to speak with a live attendant.

An automated attendant menu system, or *menu tree*, can be designed to contain subordinate layers of menus or bulletin boards. These sub-menus, or *nested menus*, play additional options, including a choice leading to another nested menu.

The voiced menu options that callers hear are actually personal greetings that the administrator records for the automated attendant's extension.

The content of the message can be changed like any personal greeting. The Multiple Personal Greetings function can provide different menus and options for different types of callers.

If your messaging system has multiple language sets available, the menu options route callers to a sub-menu voiced entirely in another language. The Multiple Personal Greetings function can record menus in various languages.

For more information on setting up and maintaining automated attendants, see the AUDIX System Administration documentation on the DEFINITY ONE documentation CD.

Bulletin Board

A bulletin board is an electronic messaging system. Callers dial the bulletin board's telephone number and the system answers and plays a recorded message. The major difference between a bulletin board and an automated attendant is that a bulletin board does not have an option to route callers to a live attendant.

5 Call Center

The DEFINITY ONE Call Center applications are designed to efficiently connect each caller to the appropriate representative. Before the call is routed, information is captured about the caller and integrated with existing databases (see [Chapter 7, Computer Telephony Integration](#)). The combined data is used to match the caller to an agent. Additional features politely inform callers waiting in queue (a holding place for incoming calls) of the length of time it will take to process the call. Detailed call statistics are constantly available to the agents and supervisors.

Calls into the DEFINITY ONE Call Center are queued up and routed based on information the system continually acquires. Each caller can be presented with a variety of options for leaving a voice message, a fax, or monitoring the status of the call. Using CONVERSANT voice response software, the system responds appropriately to spoken information.

The following are switch features:

- Automatic Call Distribution, which manages call traffic and work flow
- Basic Call Management System (BCMS), which provides call management reporting for smaller Call Center operations
- Attendant Vectoring
- Call Center Basic, Call Center Deluxe, and Call Center Elite, which enable you to set up a Call Center (switch)
- CentreVu Virtual Routing
- CentreVu Advocate

The following are PC applications:

- BCMS Vu, which enhances the capabilities of the Basic Call Management System
- CentreVu Computer Telephony (CT)
- CentreVu Call Management System (CMS).

CMS add-ons enhance CMS, and include:

- ~ CentreVu Supervisor
- ~ CentreVu Explorer II
- ~ CentreVu Visual Vectors

CentreVu Compact Call Center Solutions packages are available in Basic and Enhanced versions.

DEFINITY ONE provides an applications platform that consists of several elements. When these elements are integrated to meet business requirements, advanced call distribution and management capabilities deliver the performance and growth necessary for your business success.

Note: Some applications and products are unavailable in some countries. Please check with your local distributor for further information about which features and applications are available to you.

Automatic Call Distribution (ACD)

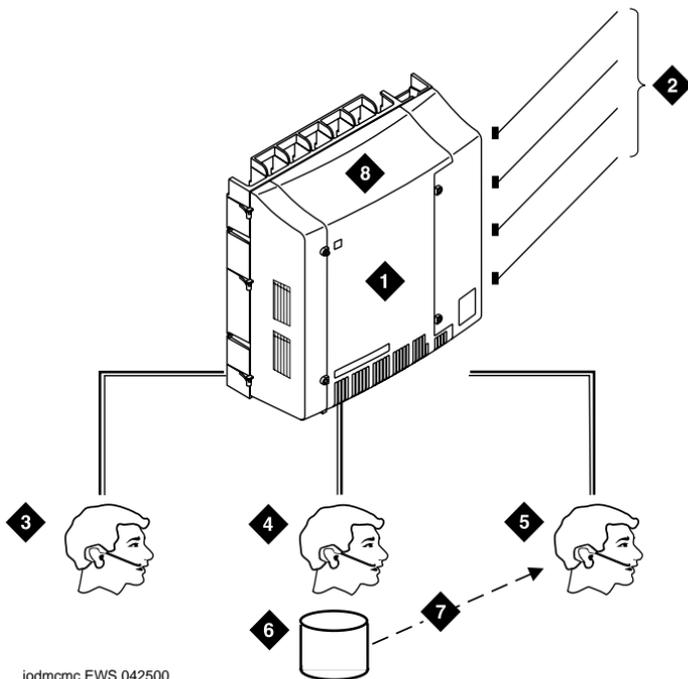
If your company has departments (such as sales, billing, or customer service) that handle large volumes of incoming calls, you can benefit by using DEFINITY ONE's powerful ACD capabilities. ACD is the basic building block for Call Center applications.

ACD offers a method of distributing incoming calls efficiently and equitably among available employees or agents. ACD also offers a number of ways to connect an agent to a call. For example, with most idle agent distribution, an incoming call is routed to the agent who has been available for the longest time, resulting in more balanced agent workload.

Agents in an ACD environment are assigned to a hunt group, a group of agents handling the same types of calls. DEFINITY ONE supports up to 99 different hunt groups. Each hunt group has associated trunks, stations, recordings, and queues. You can assign many ACD features on a per-hunt group basis to meet the different needs of diverse agent groups. You can link a telephone number to an ACD hunt group by associating a published number (often an 800 number) with the hunt group's extension number.

In the [Figure 5-1](#) example of a travel agency, Hunt Group A receives calls only when agents are available since it has no queue. Calls to Hunt Group B can be queued while agents are unavailable and then redirected to Hunt Group C if not answered within an administrable time. Calls to Hunt Group C are redirected to AUDIX if not answered within an administrable time.

Figure 5-1. A Basic Example of Automatic Call Distribution



- | | |
|-----------------------------|---------------------------------|
| 1) DEFINITY | 5) Group C: General Information |
| 2) Incoming Trunks | 6) Queues |
| 3) Group A: Business Travel | 7) Call Coverage to Group C |
| 4) Group B: Personal Travel | 8) AUDIX |

DEFINITY places all Automatic Call Distribution calls into a queue. Each call stays in the queue until an agent becomes available, until an optional timed interval elapses, or until the caller abandons. If the call has not been answered after an administrable period of time, an announcement can be played for the queued caller. The call can then be connected to music to let the caller know that the call has not been dropped, sent to a coverage path, or connected to another announcement.

You can set a maximum queue length in a group to anywhere from 0 to 200 calls, and establish a queue warning level. If the preset maximum queue length is reached, additional incoming calls are redirected to a call-coverage path (if administered), ensuring that calls are routed to an extension that will answer or give a busy signal. A priority-queuing feature allows you to designate which calls should receive priority; these calls override the standard first-in-first-out queuing pattern.

Two features provide for redirection of ACD hunt group calls:

- Intraflow allows an ACD call to be redirected from one hunt group to another through coverage paths that are assigned to determine call-redirection criteria.

- Interflow allows new calls in a hunt group's queue to overflow and be sent to another ACD hunt group on another system using the Call Forwarding All Calls feature. Interflow can be useful during the evening, during peak operation times, or at other times when agents are unavailable.

ACD agents can use any DEFINITY telephone. The CALLMASTER digital telephone is particularly recommended to meet the needs of ACD agents. A number of special ACD agent features can be assigned to agents' telephones to enable them to perform their jobs effectively. In addition, special features are available to assist supervisors in observing and monitoring the performance of these agents.

Additional features provide even more options when using ACD:

- Queue-Status lamps or displays (on telephones with a digital display) show call status for calls waiting in an ACD queue. Queue-Status also displays oldest call waiting time.
- Dialed Number Identification Service allows agents to identify (via display telephones) the purpose of each incoming call and appropriately greet the caller.
- Automatic Available hunt group allows the CONVERSANT Voice Information System or other "nonhuman" agent positions to be staffed automatically and made available.
- Each agent can be logged into as many as four hunt groups at once.

- Malicious Call Trace allows you to designate stations that can trace emergency or threatening calls. When an agent receives a malicious call, the agent presses the Malicious Call Trace button. The system gathers trace information and connects a voice recorder to the call. All equipment used to complete the call is held up (the call cannot be disconnected) until the feature is deactivated.
- Redirection on No Answer allows an unanswered, ringing call to be redirected to an ACD queue or to a Vector Directory Number after an administered interval. The agent position will also be taken out of service.
- Station Hunting allows calls to be routed first to the called extension, then according to a linear, circular, or modified circular sequence of extensions. The circular sequences work to distribute calls equitably, ensuring that there are no overworked “first” extensions in a hunt group.

Basic Call Management System

The Basic Call Management System (BCMS), an integrated, internal capability of DEFINITY ONE, is a cost-effective solution for small start-up Call Centers or for existing companies with minimum system-measuring/reporting requirements. BCMS helps you fine tune your Call Center's operation by providing reports with the data necessary to measure Call Center agent performance.

This feature offers call-management control and reporting at a low cost for Call Centers of up to 50 agents. BCMS is ideal for companies that need call management features.

BCMS collects and processes DEFINITY ONE ACD call data (up to 7 days) within the system; an adjunct processor is not required to produce call-management reports.

BCMS provides various measurements for monitoring the operations of an ACD application. BCMS software organizes ACD calls and Call Center measurements into different reports that supply useful information for managing ACD facilities and personnel. The reports can be displayed on the system administration terminal in real time.

The following reports can be generated:

- Real-time reports
 - ~ Agent Status
 - ~ System Status
 - ~ Vector Directory Number Status

- Historical reports
 - ~ Agent
 - ~ Agent Summary
 - ~ Split
 - ~ Split Summary
 - ~ Trunk Group
 - ~ Vector Directory Number

Attendant Vectoring

This is a DEFINITY ONE feature for calls seeking an attendant. It provides a lower-price solution for customers who want to vector attendant calls that go to an attendant without purchasing the full vectoring software. This alternative provides some powerful capabilities, such as announcement in queue, time-of-day routing, and routing with coverage. Some of the vector steps include:

- Announcement
- Busy
- Disconnect after announcement

- Go to step/vector:
 - ~ Time-of-day
 - ~ Unconditionally
 - ~ Queue-fail
- Queue-to:
 - ~ Attendant group
 - ~ Attendant
 - ~ Hunt-group
- “Route-to number with coverage y/n”
- Wait-time hearing silence/ring back/music
- Stop

Call Center Basic

The Call Center Basic package, a DEFINITY ONE feature, enhances your Call Center by providing the following features:

- Automatic Call Distribution (ACD)
- Auto Available Split
- Most Idle Access (MIA) Across Splits/Skills Option

- MIA Treatment for After Call Work (ACW)
- Multiple Call Handling on Request
- Forced Multiple Call Handling
- Move Agent/Change Skills while Staffed
- Multiple Announcement Boards
- Redirect on no Answer (RONA)
- Service Observing by Class of Restriction
- Service Observing Remote
- Timed After Call Work/Agent Pause Between Calls
- VuStats (including the Service Level and Login IDs enhancements)

Note: 12-Agent Call Center Basic is included with DEFINITY ONE Release 2.0 software.

Call Center Deluxe

The Call Center Deluxe package, a DEFINITY ONE feature, enhances the basic package by including sophisticated Call Center capabilities such as advanced routing, vectoring, and expected wait-time announcements. The Call Center Deluxe package includes the capabilities of the basic package, plus the following features:

- Call Work Codes (CWC)
- Call Vectoring
- Call Prompting (Administrable Interdigit Timeout and Administrable Converse Data-Passing Rate)
- Redirect on no Answer to Vector Directory Number
- Support Network-Provided Digits (Caller Information Forwarding)
- Service Observing on Vector Directory Numbers
- Vector Directory Number-of-Origin Announcement
- Vector Directory Number Return Destination
- Vector Administration (Route-to with/without Coverage and Multiple Audio/Music Sources)
- Vector-Initiated Service Observing
- Vectoring Advanced Routing

- Automatic Number Identification/Information Indicator (ANI/II) Digits Routing
- ASA Routing
- Best-Service Routing Single Site
- Estimated Wait Time Routing (EWT) Routing
- Vector Directory Number Calls Routing
- Wildcard Matching

Call Center Elite

The Call Center Elite package, a DEFINITY ONE feature, enhances your Call Center by including all the capabilities of the deluxe package in addition to the following features:

- Expert Agent Selection
- Reason Codes for Login, Logout, and ACW

CentreVu Virtual Routing

CentreVu Virtual Routing, a DEFINITY ONE feature, helps you provide the best possible service to your customers while using all your Call Center resources wisely and cost-effectively. CentreVu Virtual Routing allows multiple locations to work together as a single virtual Call Center. Its smart routing capabilities monitor and anticipate changing conditions across your virtual Call Center network to find the best place to deliver each call, every time.

CentreVu Virtual Routing can help you:

- Save on network costs
- Optimize existing resources
- Balance agent workloads
- Ensure consistent and reliable customer call handling and service
- Equalize enterprise-wide call volume across sites or across multiple splits/skills at a single site

CentreVu Virtual Routing provides Best Service Routing — the ability to automatically deliver each call to the best place based on a combination of criteria. You can use Best Service Routing with CentreVu Advocate to make your multisite routing even more precise and effective. Once Best Service Routing delivers a call to the “right” Call Center or split/skill, CentreVu Advocate determines the best agent to handle the call based on the caller’s needs and this caller’s value to your business.

In addition to Best Service Routing, CentreVu Virtual Routing offers Enhanced Look-Ahead Interflow (LAI) multisite routing. LAI can help improve customer service and satisfaction by speeding the distribution of calls among locations or skills/splits with low call volumes and long hold times.

CentreVu Virtual Routing also supports enhanced information forwarding to provide valuable details along with each routed call. The information “attached” to each call may include:

- Vector Directory Number (VDN)
- Caller-supplied collected digits
- Dialed Number Identification Service (DNIS)
- Accumulated time waiting

CentreVu Virtual Routing also passes along a Universal Call ID (UCID), a unique identification “tag” that is attached to each call and remains with the call as it is routed throughout your network. By passing Universal Call ID, CentreVu Virtual Routing enables lifetime tracking of calls routed among Call Centers, DEFINITY ONE systems, or adjuncts such as CONVERSANT for interactive voice response.

CentreVu Advocate

You can leverage your Call Center as a strategic business asset with Lucent Technologies' innovative CentreVu Advocate software solution. CentreVu Advocate, a DEFINITY ONE feature, eliminates the chaos and randomness associated with call handling and provides directed routing with customer-pleasing results. This breakthrough software offers new methodology for aligning your enterprise objectives with agent and management performance and customer needs.

With CentreVu Advocate, you can drive Call Centrally Center performance according to your business plan. The application features expert routing algorithm software from Bell Labs that lets you implement complex customer service, agent resource, and enterprise planning strategies as a critical formula in Call Center operations. With CentreVu Advocate, you can transform your Call Center into a powerful strategic advantage for your enterprise. CentreVu Advocate works in conjunction with and requires Expert Agent Selection (EAS).

Advocate will provide your Call Center with the most innovative methods and enhanced flexibility in selecting the optimum agent for a call or the best call for an agent. With CentreVu Advocate, you determine which call to select the moment an agent becomes available.

CentreVu Advocate provides the following features:

- Service Objective

This capability enables you to establish a unique service objective for each skill in your Call Center. Service Objective can be used to establish different levels of service for multiple types of calls with various media and priority handling needs. You can match the service levels your customers expect by combining the power of your service-level plan with the power of Service Objective.

- Predicted Wait Time

Predicted Wait Time will enable your Call Center to predict service-affecting events while minimizing the impact on your key Call Center metrics. By balancing the average speed of call answering across skills, this feature provides more uniform customer service levels. By matching the needs of your caller to the skills of your agent, Predicted Wait Time ensures that all calls are given the best possible service. Predicted Wait Time will help your Call Center build stronger customer relationships and will improve your overall Call Center efficiency.

- Least Occupied Agent

This capability distributes calls evenly across all available agents in order to balance the workload among those with few skills and those with several skills. When one or more agents are available, Least Occupied Agent uses agent occupancy rather than position in an idle agent queue to determine which agent to select when a call arrives. Least Occupied Agent can help you maintain your staff by promoting agent fairness and eliminating hot seats.

- Service Level Supervisor with Reserve Agents

Service Level Supervisor gives you the ability to set Estimated Wait Time (EWT) thresholds for skills and to assign agents as reserve, in the event a skill overruns its threshold. Service Level Supervisor will override your agents normal call handling preference to assist calls from a skill whose threshold has been exceeded. This feature allows your Call Center to rapidly adjust to high traffic conditions with the flexibility of automatically activating predefined Reserve Agents when a skill is in an over-threshold condition. This feature will improve your overall efficiency by eliminating the need for your supervisors to manually intervene when traffic conditions change and by effectively scheduling workloads for agents with multiple skills.

- Percent Allocation

Percent Allocation allows you to designate the percentage of time your agents spend in each skill. Incoming calls are matched to those agents with the “best fit” based on their allocated skill percentage. By scheduling an agent’s time among multiple skills, you can better utilize and schedule your agents. Percent Allocation can also improve agent performance and satisfaction by assuring them a certain amount of time in each skill.

BCMS Vu

BCMS Vu Release 2 is a 32-bit client/server software application that works with the Basic Call Management (BCMS) software. The BCMS Vu client runs on Windows 95/98, Windows NT 4.0 or Windows 2000. (BCMS Vu client does not support Windows 3.1 or later or Windows for Workgroup 3.11 or later.) The BCMS Vu server runs on Windows NT 4.0 or Windows 2000.

Using BCMS Vu, Call Center managers can:

- Capture BCMS historical data and store the data on the PC for up to 1 year (depending on the amount of information being stored)
- Report on the historical data
- Monitor the BCMS real-time data in graphical and tabular form
- Display BCMS real-time data on a wallboard
- Display text messages on a wallboard
- Schedule printing of real-time reports

BCMS Vu comes with pcAnywhere software, enabling Lucent Technologies' maintenance engineers to perform remote diagnostics and maintenance for BCMS Vu.

CentreVu CT

Computer Telephony Integration (CTI) is the linking of telephone communication systems to personal computers, which can increase productivity and customer satisfaction through the exchange of information between the PC and the telephone. CTI applications integrate data processing, data communications, and voice communications.

Requirements

System requirements for single machines running BCMS Vu and CentreVU CT are:

- An IBM-compatible Pentium single processor
- A minimum of 64 megabytes (MB) of RAM for the server (Windows NT or 2000) and 32 MB of RAM for the clients (Windows 95 or 98)
- A minimum of 500 MB of hard-disk space is recommended.
- The requirements for disk space on a user's PC depend on the size of the Call Center configuration and on the requirements for storing the historical data.
- 10 Base-T network interface card
- A double-speed (2X) or higher CD-ROM drive

- A second serial port is required for remote maintenance using pcAnywhere if connecting to an external modem. A third serial port is required if you are connected to a wallboard.
- A PC with:
 - ~ A sound board and speakers are required for CD-ROM training
- Microsoft Windows NT 4.0 or Windows 2000 is required for BCMS Vu Server and CentreVu CT and Windows 95/98/NT/2000 is required for BCMS Vu Client.
- BCMS software installed on DEFINITY ONE
- LAN connectivity between the BCMS Vu Server and DEFINITY ONE

For more information on LAN connectivity and installing BCMS Vu, see the *BCMS Vu Software Release 2.0 Version 2 Installation Guide*.

CentreVu Call Management System (CMS)

The performance of the CentreVu Call Center is critical to your business success. The CentreVu Call Management System (CMS) supplies the tools needed to use the knowledge of the present as well as the past to improve performance in the future. Call Center supervisors and managers can answer questions about call handling, agent workload, and traffic capacities to create a Call Center that delivers maximum productivity while controlling expenses.

CentreVu CMS offers you one of the most comprehensive and advanced Call Center management systems in the industry. CentreVu CMS has sophisticated control mechanisms and reporting capabilities for effective management of Call Centers of all sizes, including multi-location operations.

CentreVu CMS provides a comprehensive array of real-time and historical reports on virtually every aspect of Call Center operations. Managers can get real-time reports, updated as often as every three seconds, and historical reports that summarize call data into daily, weekly, or monthly totals.

Enhanced features built into the standard software include customization of real-time and historical reports, exception notification, and the ability to design, test, change, and store call vectors in real-time. These features allow your Call Center managers to fine tune the Call Center on the fly to maintain peak performance levels. You will be able to quickly:

- Analyze trends
- Establish performance benchmarks
- Plan new marketing or customer service campaigns
- Match personnel resources to caller volumes and skill needs
- Identify areas for productivity gains and cost savings
- Identify training needs by agent and application

Optional features include Multiple ACD reports and “what if” forecasting. CentreVu CMS provides the information needed to manage the people, traffic load, and equipment in an ACD environment.

CentreVu CMS operates on a Sun SPARCserver or Ultra enterprise 3500 platform with a high performance reduced-instruction-set computer (RISC) processor in conjunction with the ACD features of CentreVu Call Center. Status information is sent to CentreVu CMS from the DEFINITY ONE while ACD activities are in progress. This information includes specific event data on calls by agent, agent group, station, queued calls, trunks, trunk groups, and agent actions. With optional Call Vectoring, vector and Vector Directory Number (VDN) data is also tracked and stored. CentreVu CMS provides the information needed to manage the people, traffic load, and equipment in an ACD environment.

Note: DEFINITY ONE does not support the CMS High Availability option.

CMS add-on packages

The following sections describe CMS add-on packages:

- CentreVu Supervisor
- CentreVu Explorer II
- CentreVu Visual Vectors

CentreVu Supervisor

CentreVu Supervisor is an effective management tool that expands the capabilities of the CentreVu Call Management System (CMS). CentreVu Supervisor gives call center managers access to these capabilities and much more — all from the convenience of a desktop or laptop PC.

Now you can view your Call Center through a user-friendly, graphical user interface (GUI). With CentreVu Supervisor, the powerful capabilities of CentreVu CMS are expanded to provide a variety of administrative tools and reports to maximize your Call Center performance. CentreVu Supervisor enables you to:

- Generate status reports in full customizable color graphical formats that are easy to interpret at a glance
- Perform administration tasks easily using a mouse versus a series of commands
- Run other PC applications while actively monitoring Call Center conditions

- Create thresholds for each individual supervisor or manager
- Connect to a LAN allowing a CentreVu Supervisor users to print reports on any network printer for which the user has permissions
- View reports on the Web, saving time and distribution costs
- Schedule reports, printing and other administrative operations at a later time
- Access multi-site, real-time reporting for optimal Call Center management

CentreVu Supervisor gives Call Centers access to these capabilities from the convenience of desktop PC supported by Windows 95, Windows 98, or Windows NT 4.0.

The recommended PC configuration to support Call Center client applications in a Windows environment is:

- Processor: Pentium 133 MHz or faster
- RAM: 48 megabytes
- Resolution: SVGA with a graphics adapter supporting 16-bit color (64K colors) or higher, with 800x600 resolution or higher
- Available free disk space: 30 megabytes or more before installation of CentreVu Supervisor (English)
- Communications: TCP/IP protocol stack

CentreVu Explorer II

CentreVu Explorer II takes your CentreVu CMS reporting capabilities to the next level by providing a more granular view of agent and call activity throughout your call center operation. CentreVu Explorer II is an optional, server-based application that collects and stores the historical information that is gathered in CentreVu CMS. Using standard web-browser software and CentreVu Explorer II's graphical user interface, you can easily access CentreVu Explorer's unique query and reporting capabilities from virtually any client PC.

CentreVu Explorer II gives your Call Center the following advantages:

- Cradle-to-Grave Reporting

All queries result in the return of accurate information produced by your Call Center. With CentreVu Explorer II, you have a complete view of all touch points for a caller, including the number of times the caller was transferred or placed on hold plus each call's total hold and call-handling time for the caller for months and even years after the actual call was received.

- Continuous Query Engine

CentreVu Explorer II's query engine enables thousands of query combinations to transform your current Call Center information into strategic knowledge.

- Reporting Engine

Common queries can be created and shared with all system users for efficient and consistent reporting.

- Efficient Automatic Number Identification (ANI) Analysis

CentreVu Explorer II implements powerful analysis and queries of ANI.

- Customer Classification

Using Information Indicator (II) digits, available with ISDN, CentreVu Explorer II allows the analysis of a call's origin, identifying customers who call from pay phones, prisons, hotels, coin, and cellular phones (to mention a few).

- Abandoned Call Analysis

CentreVu Explorer II provides details not only for callers who abandon the queue, but also those callers who abandon while placed on hold by the agent. Without expensive custom software, information is rarely available regarding callers who abandon a Call Center.

- Special Call Treatment Analysis

CentreVu Explorer II tracks and stores unique call events such as calls marked as malicious, having audio problems, or those which were service observed.

Detailed call information, along with the CentreVu Explorer II software, is stored on a Microsoft Windows NT server with SQL 7.0 connected to the Call Center's local area network (LAN). Call Center personnel simply use their desktop PCs, equipped with standard Web browsers, to access the server and retrieve, sort, and analyze call data stored in the CentreVu Explorer II's local database. CentreVu Explorer II enables you to track how each and every incoming call was handled.

You can use your Windows-based workstations with a Web browser to connect to the LAN and use the CentreVu Explorer II GUI to access the local data base and access details such as how many times a call has been put on hold, or transferred, and by whom. With CentreVu Explorer II, your Call Center managers can select and analyze a comprehensive array of detailed call criteria, produce a variety of reports, and perform database administration, all from the convenience of their desktop PCs.

CentreVu Explorer II transforms valuable CentreVu Call Center information into powerful knowledge. With CentreVu Explorer II, you can feel confident that you're making informed decisions and evaluating your business armed with all the knowledge available to you.

CentreVu Visual Vectors

CentreVu Visual Vectors is a client application that communicates with CentreVu CMS through CentreVu Visual Vectors server software residing on the CMS platform. CentreVu Visual Vectors is a Java application that provides a GUI for creating and editing vectors and administering VDN assignments. Icons are provided for vector steps, with the capability to display actual vector contents in text format. Customers can use "drag and drop" operations to construct or edit vectors. Additional information can be associated with the vector steps. For example, comments can be attached with descriptions of announcements or route-to destinations. The vector editor can be used in a stand-alone mode to create or edit vectors and store them in a local scratchpad on the client for later installation on an ACD.

CentreVu Compact Call Center Solutions Packages

The CentreVu Compact Call Center solutions are an easy and cost-effective way for businesses to implement small Call Centers. Two packages are available:

- Basic Package

The Basic Package offers the following features:

- ~ Support for 6, 12, 25, or 50 agents
- ~ DEFINITY Release 8 and Release 8 Deluxe Call Center software Right-to-Use (RTU) license
- ~ Basic Call Management System RTU license
- ~ BCMS Vu Release 2 single-user license
- ~ CD-ROM-based ACD/Vectoring training
- ~ CD-ROM-based Basic Call Management System administrative training

- Enhanced Package

The Enhanced Package offers the following features:

- ~ Support for 6, 12, 25, or 50 agents
- ~ DEFINITY Release 8 Deluxe Call Center software RTU license
- ~ Basic Call Management System RTU license
- ~ BCMS Vu Release 2 single-user license
- ~ CD-ROM-based ACD/Vectoring training

- ~ CD-ROM-based Basic Call Management System administrative training
- ~ DEFINITY ONE Integrated Announcement circuit pack, which is the hardware that connects into the DEFINITY system to enable delayed announcements
- ~ DEFINITY Call Classifier circuit pack, which enables calls centers to offer callers simplified call prompting capabilities for basic menu selections and routing options without the need for a CONVERSANT system

6 Wireless Solutions

Most businesses today struggle to improve customer service and increase profits while controlling staff size and costs. To maintain a balance between service and costs, employees must be more productive, responsive, and mobile in performing their jobs. Wireless solutions offer cost control by:

- Reducing time and resources paging employees
- Interrupting work to find a telephone
- Not having to rush to answer calls
- Not having to be tethered to a desk waiting for an important call

Reliable wireless tools remove the fear of losing customers who cannot reach you at your desk.

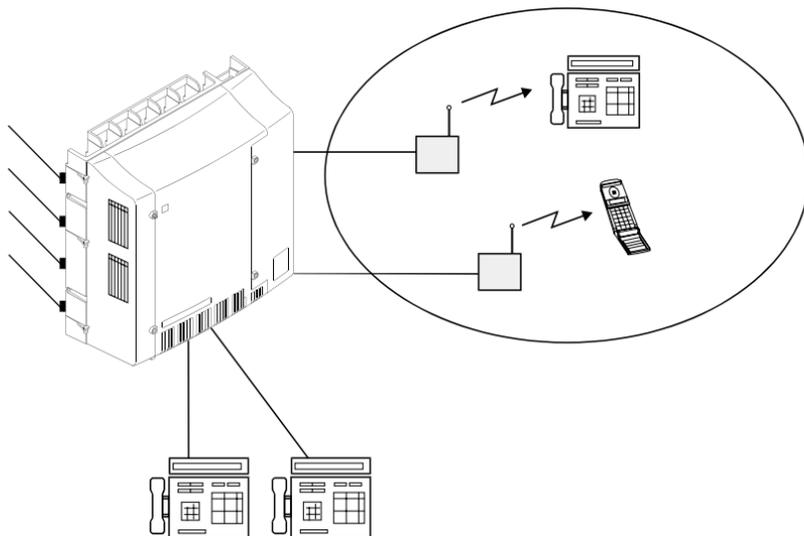
Lucent Technologies is the top U. S. provider of wireless solutions for business. Lucent's cordless telephones and speakerphones provide the freedom to place and receive calls while out of the immediate work area. Lucent's Mobility Solutions offer a range of options, from cordless telephones to integrated cellular business systems that greatly enhance the flexibility of wireless services.

Note: Some applications and products are unavailable in some countries. Please check with your local distributor for further information about features and applications available to you.

Medium-Range mobility

The TransTalk 9000 depicted in [Figure 6-1](#) is a multi-line, single- or multi-zone solution that allows you to roam up to 700 feet (213 meters) from the base station. In most business environments it covers up to 500,000 square feet (45,000 square meters).

Figure 6-1. TransTalk 9000



TransTalk 9000 is available in two configurations:

- Complete System: carrier that holds up to six radio modules, MDW 9031 pocketphone, and corresponding charging cradles, radio modules, and holsters
- Stand-alone: a single radio module, wireless telephone, charging cradle, and holster

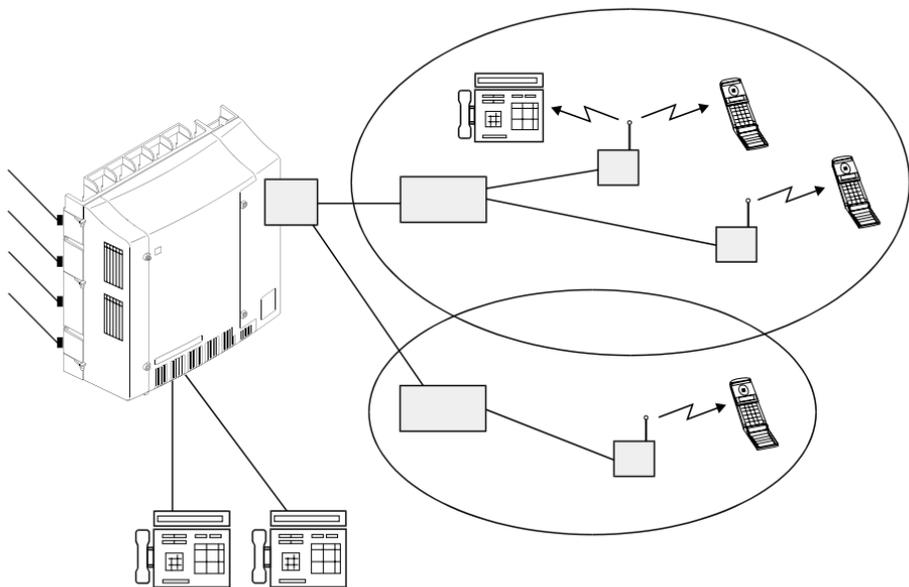
Lucent's wireless telephones offer the following features:

- Crystal-clear voice quality
- Consistent privacy and secure operation
- Intercom feature
- Conference and transfer capabilities
- Programmable feature buttons
- Automatic registration
- Trouble lights
- Extended battery life
- Battery pack and optional battery backup
- Rapid battery charger (2½ hours)
- Dynamic power adjustment
- Mute button
- Mobility-range test capabilities

Long-Range mobility

Lucent offers two powerful long-range solutions for contact with customers, coworkers, and suppliers from anywhere in the office. In both systems, overlapping zones enable mobility without changing telephones. (See [Figure 6-2](#).) The telephone connection is “handed off” from one transmitter to another, as directed by a single radio controller.

Figure 6-2. Long-Range mobility



The DEFINITY Wireless Business System PWT, when integrated with DEFINITY ONE, offers inherent efficiencies.

This solution is supported by a patented software product unique to the wireless industry. Lucent's Wireless System-Engineering Expert-Design System analyzes a building or campus space and determines how the wireless system should be configured. By determining the ideal location for base stations within the structure or structures, this software simplifies one of the most difficult aspects of wireless implementation — ensuring maximum efficiency and lower lifecycle costs.

DEFINITY Wireless Business System PWT

The DEFINITY Wireless Business System PWT relies on DEFINITY ONE to manage mobility. It uses Personal Wireless Telecommunications-based technology, which is a leading protocol in the United States. This protocol permits up to 12 simultaneous conversations per base station and defines the radio interface between the portable telephones and the base stations in the system.

The DEFINITY Wireless Business System PWT is fully integrated with DEFINITY ONE, offering full access to DEFINITY ONE features. This configuration has the following maximum capacities:

- 1,500 wireless telephones
- 240 base stations
- 7,000 to 40,000 calls per busy hour (depending on DEFINITY ONE configuration)
- 6 million square-foot (360,000 square-meter) coverage area

Application starter package

The Wireless Starter Package enhances mobility within your business environment by allowing employees to receive important calls when away from their desks. It is available in a single- or a multi-zone package for 1 to 25 users. The Wireless Starter Package provides workers convenient business calling features in compact handsets. The DEFINITY ONE Starter Package for wireless is a DEFINITY Wireless Business System R1-PWT.

Availability may vary by location. Call your sales representative for details.

7 Computer Telephony Integration

Computer Telephony Integration (CTI) is the linking of telephone communication systems to personal computers, which can increase productivity and customer satisfaction through the exchange of information between the PC and the telephone. CTI applications integrate data processing, data communications, and voice communications.

DEFINITY ONE supports the following types of CTI applications.

- Server-based solutions that require the Lucent CentreVu Telephony server, the co-resident DEFINITY LAN Gateway (DLG) function (which resides on the DEFINITY ONE Processor Board TN795) and connectivity to DLG via the TN795 Processor Board, or optionally via the TN799 C-LAN board.
- DEFINITY IP Softphone, enables users to control telephone calls (both incoming and outgoing) directly from a personal computer.

Server-Based solutions

DEFINITY ONE supports third-party CTI applications via ASAI and TCP/IP links. These CTI links are supported on DEFINITY ONE via the DEFINITY LAN Gateway functionality which is co-resident on the DEFINITY ONE Processor board (TN795).

The co-resident DEFINITY LAN Gateway supports one ASAI link. The ASAI link is normally routed from the CTI Server (an external Windows NT or Windows 2000 server) running CentreVu and the TN795 Processor card via TCP/IP.

For security reasons, the link may be routed from the CTI Server to a C-LAN board (TN799) in the DEFINITY ONE system. The C-LAN board requires use of one additional slot in the DEFINITY ONE cabinet. The maximum message rate over the ASAI link is 100 messages per second full duplex, regardless of whether the link is going directly to the TN795 Processor board or being routed via a TN799 C-LAN board.

ASAI links from CentreVu CT to DEFINITY ONE via the TN80153 MAPD board are not supported.

Third-Party applications

All of the third-party CTI applications currently supported by DEFINITY are also supported by DEFINITY ONE, except for those that require adjunct routing. The following is a list of some CTI applications that are currently available. Availability varies by country.

- Intuition

Intuition is designed to be a cost-effective software application providing easier entry into CTI for small Call Center customers. Intuition automates the business process by using sophisticated rules-based intelligence. It “listens” for events such as inbound and outbound calls, Dynamic Data Exchange (DDE), hot key and time-based events, then applies the rules you define. For example, you can define an Intuition Rule that runs a script or opens a spreadsheet when you get a call from a stockbroker.

While Intuition is similar to Sixth Sense, Intuition integrates closely with SoftPhone Agent v.5 and includes the following new features:

- ~ Script Recorder for creating scripts by recording user keystrokes
- ~ Simulation for telephony events
- ~ Auto-attendant support for scriptless call handling
- ~ Enhanced User Interface

- FastCall Agent 3.0

FastCall Agent is the next generation of Lucent's CTI middleware product called FastCall. The new release is designed to offer even easier installation and usability. FastCall Agent provides a broad range of CTI functionality without requiring changes to applications or development of custom software programs.

FastCall Agent resides between the telephone system and computer applications – thus the term “middleware.” This approach allows the agent to enable these applications with inbound and outbound CTI capabilities without computer code changes within the application itself. This provides a great degree of flexibility for companies with multiple departments, particularly when each department has a different application.

In addition, changes to the application do not affect FastCall Agent. FastCall Agent can be reconfigured to adapt to a new application quickly and easily. FastCall Agent “screen pops” populate a call center agent's Windows-based application screen based on the calling number (ANI), called number (DID, DNIS, ACD group, or other telephone system identifier), or the caller's touch tone input as the incoming call is received. These applications could include databases, help desk packages, sales force automation programs, personal information managers (PIMs), contact managers, word processors, spreadsheets, customized inquiry systems, or a combination.

DEFINITY IP Softphone

DEFINITY IP Softphone enables the end user to control telephone calls (both incoming and outgoing) directly from a personal computer. DEFINITY IP Softphone enables the end user to log into your company's DEFINITY server remotely and make and receive telephone calls from the telephone extension.

With DEFINITY IP Softphone, end users can

- Use LAN-based H.323 multimedia endpoints to make and receive calls
- Access the DEFINITY system as a “local” station user or as an “outside” trunk user from across a local area network or the Internet
- Use the Internet as a pathway for audio calls between switches (that is, IP trunking)

DEFINITY IP Softphone operates on the DEFINITY IP platform, which brings together the flexibility of IP networks with the richness of voice communication, providing investment protection and optimization in IP, ATM, and PSTN networks. With DEFINITY IP, full applications, features, and management capabilities are carried into the IP environment. Remote workers have full access to communication system features from their PCs. (See [Chapter 10, Networking](#) for more information about DEFINITY IP.)

8 Telecommuting/Virtual Office

Lucent Technologies' research and independent industry studies show that telecommuters are generally 15 to 30 percent more productive. Telecommuters convert travel time into productive work time, are less likely to be distracted by normal office routines, and frequently end up working longer hours with greater output. During severe weather, telecommuters can continue working while others are stuck at home without access to work-related systems and tools.

Special DEFINITY ONE system modules are available for telecommuting workers. In addition, many standard DEFINITY ONE and voice messaging features are effective for telecommuters.

DEFINITY ONE features for telecommuting

DEFINITY ONE includes several features that make telecommuting more convenient.

Remote Call Coverage/ Call Forwarding Off-Net/Coverage of Calls Redirected Off-Net

Remote Call Coverage and Call Forwarding Off-Net allow calls to be redirected to a remote location. This allows calls, placed to your office telephone number, to be redirected to your home office. If not answered, you can administer the system to monitor calls and retrieve them for additional processing, or leave calls at the remote location. There is a one-second delay before the caller connects to the remote telephone.

Extended User Administration of Redirected Calls (Telecommuting Access)

Extended User Administration of Redirected Calls (also called Telecommuting Access) allows you to change the active call coverage path or forwarding extension from any on-site or off-site location. This feature allows you to change the path or extension from your home office.

Personal Station Access

Personal Station Access allows you to transfer telephone station preferences and permissions to any other compatible telephone. Preferences can include the definition of terminal buttons, abbreviated dial lists, and Class of Service and Class of Restrictions permissions. It can be used on-site or off-site using DEFINITY Extender. This feature has several telecommuting applications. For example, several telecommuting employees can share an office on different days of the week.

Station Security Codes

Station Security Codes protect access to telephone stations and can be changed by the telephone users. This feature allows you to ensure protection of your console features.

All of these features are described in detail in *DEFINITY Enterprise Communications Server Release 8.2 Administrator's Guide*, (555-230-506), which is on the documentation CD under the following feature names:

- Call Coverage
- Call Forwarding
- Extended User Administration of Redirected Calls
- Personal Station Access
- Station Security Codes

Pipeline 15

The Ascend Pipeline 15 is an Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) terminal adapter that provides single user access to remote services, such as corporate headquarters, intranet, or the internet over an ISDN-BRI line. The Pipeline 15 supports high-speed digital connections while simultaneously offering two analog ports for sharing the ISDN-BRI line with analog devices such as a telephone, fax machine, answering machine, and/or modem.

By combining separate transmission services over a single line, the Pipeline15 allows users to consolidate billing and achieve superior consolidated performance.

Installing and configuring the PipeLine 15 is easy. The Pipeline 15 connects to an IBM-compatible PC, Macintosh, or UNIX workstation via an RS-232 serial cable and has a powerful graphical user interface that lets users set up and configure their unit in less than 15 minutes.

The Pipeline 15 supports integrated Multilink PPP, Multilink Protocol Plus, and Bandwidth Allocation Control Protocol, which will save users money each year by dynamically adding and subtracting bandwidth based on need. The Pipeline 15 also supports caller line ID devices on its two analog ports and advanced analog calling features such as hold, drop, conference, and transfer.

Additionally, a comprehensive series of Pipeline and SuperPipe access routers are available.

DEFINITY Extender

DEFINITY Extender is a single-box remote voice and data solution for telecommuters, remote agents, and branch offices using DEFINITY ONE.

DEFINITY Extender helps increase the productivity and performance of remote workers by allowing them to access the features of the DEFINITY ONE system and their corporate LAN. With the DEFINITY Extender, remote voice access is just as simple as remote data access for off-premises employees.

The DEFINITY Extender product family provides off-site employees with all of the features of their DEFINITY ONE system, no matter where they are located, over analog or ISDN-BRI connections. A switch module located at the DEFINITY ONE location and a remote module located at the off-premises location are all you need to provide an off-premises employee with full voice and data communications functionality.

AUDIX features for telecommuting

The following AUDIX features are useful for telecommuting:

- Multiple Personal Greetings allow subscribers to prepare a pool of up to 9 personal greetings to save time and provide personalized customer service. Separate messages can indicate the subscriber is on the telephone, away from the desk, or on vacation.

Note: Multiple Personal Greetings only works in a centralized environment. With the Mode Codes interface, you cannot set up separate internal and external greetings.

- Outcalling automatically dials a prearranged telephone number or pager when messages are received in a user's mailbox. The system tells whoever answers that messages have been received and allows them to log in to the AUDIX system.
- Priority Outcalling provides outcalling notification of priority messages only. This allows the telecommuter to be relatively undisturbed by notifications of messages that do not require immediate attention.

- Call Answering for Nonresident Subscribers provides AUDIX system mailboxes for remote users who do not have a telephone but do have an extension number on DEFINITY ONE.

For example, when working at home, you set Priority Outcalling so the system will call you when you have messages marked “priority” by the caller. Then you activate a personal greeting that says something like, “Thanks for calling. I’m working away from the office today. I’ll be checking voice mail periodically, so please leave a message. If your message is urgent, press 2 after recording it. This will give your message priority status. The system will notify me of your priority message almost immediately.”

Starter application package

The Virtual Office Starter Package provides voice and data access for off-site workers and telecommuters. This package allows workers to access your business LAN or the Internet from a remote office or home and is ideal for businesses with employees who often work at home or other remote locations.

Call your Sales Representative for details.

9 System Administration

DEFINITY ONE offers a variety of modular tools for managing your system.

Terminal and facility administration features allow you to administer telephones, computers, facilities, and features throughout your system or network. Traffic management features allow you to measure, manage, and report on the voice and data communications traffic throughout your system or network. Maintenance features allow you to view the health of your system and perform maintenance procedures on your own system.

Lucent's broad system management philosophy extends DEFINITY ONE's power and flexibility into the tools for managing the system. These tools are based on the user-friendly architecture that is the hallmark of DEFINITY products.

DEFINITY Site Administration release 2.0

DEFINITY ONE applications are pre-loaded on the hardware platform. The actual set up of customer translations are administered through DEFINITY Site Administration (DSA), which is integrated into the hardware platform. DSA is a general-purpose DEFINITY System Management tool that makes simplifies basic administration of the DEFINITY system. With this application, users can navigate, display, add, modify, and/or remove the DEFINITY system and related objects more easily than they could using an SAT terminal. The standard SAT interface is still available for use through terminal emulation.

DSA streamlines common system administration tasks by providing:

- Short cuts to administration commands
- The ability to schedule tasks to run at a later date
- The ability to print button labels
- The ability to easily create AUDIX subscribers with either a default mailbox or a custom mailbox

DSA provides a Windows 32-bit graphical user interface and runs on Windows 98, Windows 95, and Windows NT 4.0 or later. Designed to support DEFINITY AUDIX and INTUITY AUDIX systems, DSA requires an active DEFINITY system or AUDIX connection for proper operation.

DSA provides the following functionality:

- Browser

The Browser provides navigation and access to features and services. The user creates hosts and related data objects and accesses DEFINITY and/or AUDIX hosts from the Browser. The Browser is based on a standard tree view and forms the central user interface component in DSA.

- Emulation

DSA's emulation support includes AT&T 4410 and provides the most basic form of System Administration.

- Graphically Enhanced DEFINITY Interface (GEDI)

The Graphically Enhanced DEFINITY Interface feature provides users with a Windows-like interface to:

- ~ Add DEFINITY objects
- ~ Remove DEFINITY objects
- ~ Change DEFINITY objects
- ~ View the status of DEFINITY objects
- ~ Duplicate DEFINITY objects
- ~ Test DEFINITY objects
- ~ Generate tasks that may be scheduled to run at a later date and time

- Scheduler

The Scheduler lets users specify a task to run at a specific date and time. A task is a collection of one or more operations that users specify to run at a predetermined time. Tasks are generated from either the Graphically Enhanced DEFINITY Interface, the Add User Wizard, or Call Accounting Data Export.

- Event Log

The Event Log allows users to view the results of running and completed tasks.

- Job Viewer

The Job Viewer allows users to view the task or job status while it is being executed. The Job Viewer also shows the queue of jobs to be run.

- Button Label Printing

The Button Label Printing feature lets users print button labels for the handsets using a standard Windows laser printer. This feature also provides a graphical print preview. The Button Label Printing feature supports printing multiple labels of the same type.

- Add User Wizard

The Add User Wizard assists in creating station and subscriber details by automatically providing help such as available extensions and ports and allowing users to base the creation on an existing template.

- Call Accounting Data Export

The Call Accounting Data Export feature lets users export information on stations, trunks, agent login identification, Authorization Codes, and trunk circuits from the DEFINITY ONE system to share with any third party call accounting program that supports DSA.

- Import/Export Capability

DSA provides easy graphical exporting and importing of agent login, coverage paths, hunt groups, data modules, stations, trunk groups, and VDNs. Users can export data fields to databases such as Microsoft Excel. Users can then change the data, import the data back into DSA, and then resend the data to the DEFINITY ONE system. The import/export capability can also assist users in creating corporate directories and custom reports.

- Global Change Capability

The global change capability lets users select and change field values in one or more of the following objects that matches a search filter:

- ~ Agent login ID
- ~ Coverage path
- ~ Data module
- ~ Hunt group
- ~ Station
- ~ Trunk group
- ~ VDN

- Create Station Templates Wizard

The Create Station Templates wizard steps users through instructions on how to create station templates.

- Add Bridged Appearances Wizard

The Add Bridged Appearances wizard steps users through instructions on how to add bridged appearances to telephones.

- Out of Service Trunks

The Out-of-Service Trunks feature creates a task that checks periodically for out-of-service trunks. If an out-of-service trunk is found, the users are notified either in the DSA message box or by email.

- Reports

DEFINITY Site Administration provides the following reports:

- ~ Browse Dial Ranges lets users quickly and easily view the complete dial ranges in the DEFINITY ONE system.
- ~ Browse Stations lets users quickly view all assigned stations in the DEFINITY ONE system.
- ~ Browse Unused Ports lets users view the available ports in the system.
- ~ Find Unused Extension lets users view unused and available extensions.

Terminal administration

DEFINITY ONE includes features that simplify and accelerate the administration process from a terminal.

Portless Administration/Administration Without Hardware

The Administration Without Hardware feature offers the capability to administer station forms without specifying a port location. Administered stations will not cause alarms or errors when the station is translated but not yet installed. These station types are referred to as “phantom” stations. Phantom extensions are used for Automatic Call Distribution Dialed-Number Identification Service (ACD-DNIS). This feature allows a phantom extension to be administered on the switch for each call type that needs to be identified to agents. The phantom ACD extension either is “call forwarded” (via an attendant console) to an ACD split or has its coverage path defined to include the ACD split. The name field administered for the phantom extension will identify to the ACD agent which service the caller is attempting to reach, allowing the agent to properly address the caller.

The Administration Without Hardware feature also supports the ability to store station templates (models). These can later be used with the duplicate station command to implement many station forms of the same type in the switch.

The Administration Without Hardware feature can be used to streamline system initializations, major additions, and rearrangement/changes by allowing telephone translations to be entered before the actual ports are assigned.

The Administration Without Hardware feature can be used on the following terminal types:

- Analog telephones
- Digital Communications Protocol (DCP) telephones
- Hybrid telephones

DEFINITY ONE's configurations support additional terminal types to those listed above. These include:

- Attendant consoles
- Voice/computers (such as DCP terminals with voice and data capabilities)
- Data modules
- Analog queue warning ports
- Announcement circuit packs

Automatic Station Relocation/Terminal Translation Initialization

Terminal Translation Initialization is a feature that works with the Administration Without Hardware feature. Terminal Translation Initialization is part of the Portless Administration/Administration Without Hardware feature, but can also be a stand-alone feature. Terminal Translation Initialization associates the terminal translation data with a specific port location through the entry of a special feature-access code, a terminal translation initialization security code, and an extension number from a terminal that is connected to a wired — but untranslated — jack.

After a terminal is connected to an appropriate jack, the terminal user can dial the appropriate codes followed by a pretranslated extension number of an Administration Without Hardware terminal. The system will complete the administration of the terminal by associating the translation data with the port location and performing appropriate checks.

Terminal Translation Initialization reduces labor associated with system initializations, major additions, rearrangement and changes, and building wiring. Translation data entry can be performed without knowledge of the physical layout of circuit packs. End-users can move their own station equipment if a building is wired to support it, reducing costs for station moves. Individual lines need only be wired to the correct type of port, rather than a specific port.

System administrators maintain control over the use of terminal translation initialization through security codes. By activating and deactivating security codes, administrators can control who uses terminal translation initialization and when they use it.

Scheduling

DEFINITY ONE's functional scheduling allows you to specify the time a command will be executed or specify that it should be executed on a periodic basis. Only commands that do not require user interaction after being entered on the command line (such as list, display, test) can be scheduled.

DEFINITY ONE also supports scheduling of “one shot” requests — commands that are executed only once and then removed from the scheduling queue automatically by the feature, such as save translation commands.

Functional scheduling enhances administration. For example, scheduling of save translations is particularly important when large numbers of translation changes are made during the day, and ensures they will be saved to tape at the specified time. The “one shot” report is particularly useful for scheduling large print jobs at night that are normally run only once.

Basic reporting

DEFINITY ONE has built-in capabilities for generating reports. These reports are available without special hardware or software.

- System Measurements reports supply information on the status of all communication facilities. These reports help determine the efficiency of resources, including but not limited to trunk groups, hunt groups, and the attendant group.
- System Status reports supply information associated with the attendant group, major and minor alarms, and traffic measurements.
- The Recent Change History feature reports on the most recent administration and maintenance commands entered. DEFINITY ONE also supplies:
 - ~ New site data on the station form. New fields include the set color, building, floor, and headset. In addition, user-defined validation checks are provided for a subset of the site data items.
 - ~ Scaling enhancements, as well as a ranging and filtering capability, for large switches. These enhancements allow your system administrator to restrict data reporting to only the desired amount of switch parameters.

DEFINITY ONE also includes the following reports:

- The Class-of-Restriction report lists the extensions that have a particular Class of Restriction value or that fall within a range of Class of Restriction values.

- The Class-of-Service report lists the extensions that have a particular Class of Service value or that fall within a range of Class of Service values.
- The Site Data report lists, by extension, the site data associated with stations in the system. Ranging and filtering capabilities are provided for selected site fields.

Performance measurements

A number of performance measurements are available on DEFINITY ONE. These measurements are available in the form of switch-based reports for local or remote access, and can be collected for subsequent analysis and reporting by adjuncts and operation support systems using the operation support system interface protocol.

These reports include:

- Call Coverage reports
- Coverage Points

These measurements can be used to engineer group sizes at coverage points and to detect station user abuse of the call-coverage feature.

- Processor Occupancy report

These measurements are listed for the last hour, today's peak hour, and yesterday's peak hour.

- The Traffic Summary report offers additional measurements that help configure the switch, determine the switch's capacity for growth, and report unauthorized switch-access attempts.

These measurements can be used to verify that your system and its users are not experiencing performance degradation due to overloaded switch resources.

- Attendant Position report
- Security Violations report
- Tandem Traffic report

The following measurements are useful in helping you evaluate the network engineering design for possible reconfiguration. They can help you decide how to reconfigure networks for lower-cost operation.

- Hunt Group Measurements
- Automatic Route Selection Pattern Measurements
- Trunk Group Detailed Measurements

The following measurements and reports are needed for engineering and load balancing a large switch. These measurements include:

- Blockage Study report
- Port Network and Link Usage

All of these measurements are accessible to an external host via the operation support system interface.

ECS Reports Generator

The ECS Reports Generator is an easy to use, graphical reporting tool that does the following:

- Maintains a location database of all the systems managed (in addition to DEFINITY ONE, it supports Lucent Technologies' System 75, G1, and G3 systems)
- Provides automated connections via predefined scripts to the various systems
- Captures all predefined reports immediately, or schedules off-peak downloading to your personal computer
- Creates faxable order forms and keeps a record of all purchases for all systems in the network
- Provides cut-through administration capability with a 513 terminal emulator
- Provides flexible sorting and formatting options for report display and export to other applications
- Provides an easy-to-navigate interface, with simple setup procedures

The scheduler can be used for off-peak, automatic polling of systems for daily reports required for monitoring your DEFINITY ONE environment. It can also be set up to invoke special scripts or personal computer applications.

The ECS Reports Generator produces all standard reports, plus the following.

- The Unused Extension Report shows all unused extensions.

- The Configuration Pictorial graphically depicts your system, with cabinet, carrier, and slot representation. It maps the station data to the configuration data so you can easily determine where stations are assigned for a port on a circuit pack. You can easily see which ports are free on which slots and what the port names are.
- The Configuration Summary provides a total system inventory with totals of circuit packs in use and the total number of free ports. It also recommends ways to consolidate and conserve resources.
- The Station Reports allow you to sort station data in a variety of columns.
- The Phone Directory allows you to create and maintain a directory list for general distribution. You can define some extensions as unlisted, and they will not be printed in the directory.
- The Out of Service Trunks report notifies you during off-peak hours of any trunks that are not functioning.

All of these reports can export data formatted for use by other database management applications.

Call Charge information

DEFINITY ONE provides two ways to know the approximate charge for outgoing calls:

- Advice of Charge — For ISDN trunks

Advice of Charge collects charge information from the public network for each outgoing call. Charge advice is a number representing the cost of a call; it is recorded as either a charging or currency unit.

- Periodic Pulse Metering — For non-ISDN trunks

Periodic Pulse Metering accumulates pulses transmitted from the public network at periodic intervals during an outgoing call. At the end of the call, the number of pulses collected is the basis for determining charges.

Call-charge information helps you to account for the cost of outgoing calls without waiting for the next bill from your network provider. This information is especially important in countries where telephone bills are not itemized. You can also use this information to let employees know the cost of their telephone calls, encouraging them to save money on toll calls.

Note: This is unavailable in some countries. Please check with your Account Executive or local distributor for availability in your country.

Call Detail Recording

Call Detail Recording (CDR) helps you manage call costs by letting you monitor and analyze call patterns and usage in your system.

Call Detail Recording features

DEFINITY ONE Release 2.0 CDR includes the following capabilities:

- Distinguish voice from data on trunk calls
- Determine if a data call used a conversion resource, such as a modem pool
- Choose whether to record the vector directory number in the “Dialled Number” field of the CDR record, or record either the split or the agent extension in the same field
- Allow CDR records to be generated for internal calls (calls to and from a set of extensions, including data endpoints) so administered (a maximum of 500 extensions in large configurations)
- With Call Privacy, allow up to seven digits of the dialed number to be blanked from the CDR record
- Provide CDR call splitting, which allows incoming and outgoing calls to be split into separate call records in order to track calls that transferred to other internal parties

Variable format records

DEFINITY ONE provides many different selectable formats. This offers a flexible means of incorporating new fields in the call detail record as new switch features and new CDR devices become available. The variable format allows you to define a record in terms of its content (from a set of available data elements), the position of its fields, and the spacing between the fields. This method can be used to construct the 15-, 18-, and 24-word standard formats and custom formats.

If calls come in while the CDR link is down and the buffer is filled to maximum, DEFINITY ONE gives you the following administrable call-record handling options:

- Block the calls with reorder
- Allow the calls to overwrite records
- Route the calls to an attendant with the option to proceed as a non-Call Detail Recording call

Call Detail Recording devices

There is no RS-232 interface provided by DEFINITY ONE for LAN. Your CDR Output Records are stored in D: Lucent Data/CDR/ in files Cas.in and Cdr.out.

Call Accounting Systems

Several options are available to you for call accounting, depending on what type of system administration tools you are using.

DEFINITY Network Telemangement (DNT)

DEFINITY Network Telemangement (DNT) is a multi-user telemangement system. See “[Call Accounting Systems](#)” in [Chapter 3, Adjuncts](#) for more information.

Call Accounting System for Windows (CFW)

The Call Accounting System for Windows allows you to generate comprehensive and accurate accounting reports using the Microsoft Windows environment. See “[Call Accounting Systems](#)” in [Chapter 3, Adjuncts](#), for more information.

Call Accounting System XP

The Call Accounting System XP has functionality equivalent to DEFINITY Network Telemangement, but only offers call accounting. Call Accounting System XP is a LAN/WAN-based application that supports customers with multi-user requirements.

Call Accounting System Terminal

Lucent Technologies’ Call Accounting System Terminal is an easy-to-install hardware and software package that enables you to assign expenses to as many as three organizational levels. For example, you might assign costs at the department, cost center, or extension level.

The system makes it easy for you to generate a wide variety of accounting and system reports. For example, the Facility Grade of Service Report helps identify the number of trunk lines needed to respond efficiently to incoming calls. You can also generate toll fraud reports and alarms that identify excessive personal calls, unauthorized calls, and calls to expensive dial-up recordings.

INTUITY Call Accounting System

If you are using any of the INTUITY voice messaging products, the INTUITY Call Accounting System is probably the most effective call accounting solution.

Security

Besides the toll-fraud detection options available with the DEFINITY ONE Call Accounting Systems described in the previous section, DEFINITY ONE includes many other security features, some of which are an integral part of the system design.

Call restrictions

By dialing an access code, administrators and attendants have the ability to restrict users from making or receiving certain types of calls. There are five restrictions:

- Outward — Users cannot place external calls.
- Station-to-station — Users cannot place or receive internal calls.
- Termination — Users cannot receive any calls (except priority calls).
- Toll — Users cannot place toll calls.
- Total — Users can neither place nor receive any calls.

Starter application package

The System Administration Starter Package has all the functionality of the DEFINITY Site Administration package but for a single site. This Windows-based software application lets you make changes to your DEFINITY ONE system administration quickly and efficiently from your PC. If you grow, this package can be upgraded to the full multi-site version. Call your Sales Representative for details.

DEFINITY ONE provides powerful voice and data capabilities and connections to a variety of voice and data networks. DEFINITY ONE builds on Lucent's established networking strengths to offer you network-management features, network interfaces, a variety of private-network configurations, and end-to-end ISDN capabilities. Lucent Technologies' leadership in developing and supporting open international networking standards is also apparent in DEFINITY ONE's compatibility with the QSIG global standards.

Note: Some applications or products are unavailable in some countries. Please check with your local distributor for further information.

Uniform Dial Plan

Uniform Dial Plan provides a common 4- or 5-digit dial plan that can be shared among a group of private-network switches. Interswitch and intraswitch dialing both require 4- or 5-digit dialing. This feature is used with either:

- An electronic tandem network (ETN)
- A main/satellite/tributary

configuration and Distributed Communications Systems (DCS). In addition, it can provide uniform 4- or 5-digit dialing between 2 or more private-switching systems without ETN, main, satellite, and tributary switches, or DCS.

With Uniform Dial Plan (UDP), a unique 4- or 5-digit number is assigned to each station in the network. A unique number (private-network location code plus extension) can be used at any location in the ETN to access that station. DEFINITY ONE enhances the standard uniform dial plan with the unrestricted 5-digit uniform dial plan, which allows up to five digits to be parsed for call routing.

Distributed Communication System — Integrated SDN and Non-Integrated SDN

For a multilocation company that requires several systems, DCS may be the answer. DCS is an arrangement of private-network switches, referred to as nodes. The maximum number of nodes that can be in a DCS complex varies from 20 to 63, depending on the particular configuration of switches. DCS nodes can be physically located in the same building, spread across a campus, or scattered across the country or around the world. Digital trunks interconnect the switches that serve the DCS complex. The links connecting a Distributed Communication System may also be provided via a Virtual Private Network (VPN).

The functions and features of Distributed Communication System are made possible by the use of an advanced interprocessor data link connecting each switch, allowing call-processing information to be passed from one switch to another. The data link supplies selected feature transparency and efficient utilization of shared facilities.

Feature transparency means that features work the same from a user's perspective, whether the telephones involved are assigned to the same switch or different switches. Users in a DCS can dial each other with four or five digits as if they were all on the same switch.

Here are some examples of feature transparency in a Distributed Communication System:

- Leave Word Calling (LWC) allows you to press a button on your voice-terminal and leave a standard “call me” message with your name and phone number. When your DEFINITY ONE is linked with other switches in a DCS, you can call any employee in the DCS complex and press the LWC button to automatically leave a standard message.
- Calling-Party Name Display — If your telephone is equipped with a digital display, information about the person calling you is displayed before you pick up the receiver. With DCS, you can know who is calling whether that person is in a nearby building or even across the country.
- Centralized Messaging services for an entire DCS complex (subnetwork) may be coordinated by one system, depending on the traffic volumes and versions of the main and remote switches. This means that switches with smaller messaging requirements do not share a voice messaging system with another switch.

DEFINITY ONE's Distributed Communication System features DCS over ISDN-PRI with path replacement for optimizing trunks. Thus when you transfer out of your AUDIX voice messaging system, for example, DEFINITY ONE sets up a new path that optimizes system resources.

Distributed Communications System and ISDN

Distributed Communication System nodes are connected by digital trunks (for example, using DS1 or ISDN-Primary Rate Interface facilities). DEFINITY ONE can send DCS messages over ISDN-Primary Rate Interface D channels. As a result, you are not limited to private or leased facilities between your various locations. You can also use public-network services. (See [Figure 10-1](#).)

The Software Defined Network supports every DCS transparency except the following:

- DCS attendant control of trunk group access
- DCS attendant direct trunk group selection
- DCS busy verification of terminals

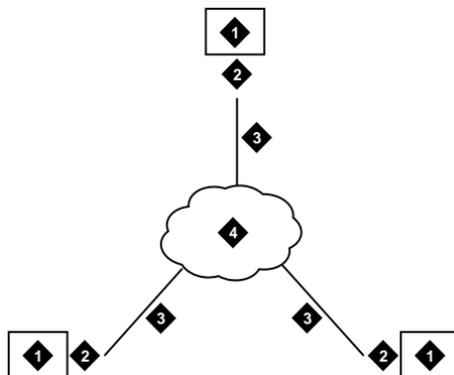
All other capabilities and limitations associated with the DCS still apply.

AUDIX systems networked via DCS can also be supported over ISDN-Primary Rate Interface. (See [Chapter 4, INTUITY AUDIX Messaging](#), for more information.)

DEFINITY ONE DCS networks

If your company has two or more sites with DEFINITY ONE, you can network them together using the DCS over ISDN-PRI feature (DCS+). This requires a system to use ISDN-PRI signaling. The network connections can be either ISDN-PRI or DS1 private-network dedicated facilities. [Figure 10-1](#) shows a network using ISDN-PRI signaling.

Figure 10-1. A Network Using DCS with ISDN-PRI



- 1) DEFINITY switch
 - 2) Signaling via ISDN-PRI
 - 3) Transmission via ISDN-PRI or Private Network T1/E1 Facilities
 - 4) Public or Private Network
-

QSIG global networking

DEFINITY ONE is a pioneer in providing compatibility with the QSIG global networking protocol. This means you can connect DEFINITY ONE with other switches throughout the world. Lucent Technologies developed QSIG Global Networking feature to comply with the QSIG standards developed by the European Computer Manufacturer's Association and the International Standardization Organization. It supports the ISDN-Primary Rate Interface connection from switch to switch as long as both switches support the same protocol.

The Lucent Technologies' implementation of QSIG features the Name Identification supplementary service and the Call Forwarding and Call Transfer features. QSIG enables the system to move calls from their original paths to new paths that cost less or use resources more efficiently. New paths can be set up after a call has been transferred or after a call has been forwarded using the Diversion with Rerouting feature. DEFINITY ONE's implementation of QSIG also supports the ISO QSIG private network diversion supplementary service, as described in the QSIG standard.

World Class Routing

DEFINITY ONE is a world-class system that meets the needs of global customers. One capability essential in meeting these needs is the ability for users to flexibly dial any location in the world, regardless of the dial plan used at that location. To fulfill this requirement, DEFINITY ONE provides World Class Routing.

World Class Routing is a powerful enhancement to DEFINITY ONE's call-routing capabilities, linking several call-routing features to build a communications network capable of providing flexible call routing for any type of dialing plan while accommodating changes in both international and domestic dialing plans.

The following are key components of World Class Routing:

- Digit Conversion converts a dialed number for public network number to a private network number and vice versa. Dialed numbers matching entries in the digit conversion tables are treated and converted. Converted calls can be routed via the most optimum route, resulting in reduced network charges and appropriate use of the private network.
- Toll Analysis compares a dialed number to entries in the system's list. Based on the results, calls may be restricted from completion.
- Automatic Route Selection (ARS) digit analysis compares a dialed public network number with entries in the system's tables, mapping the number to a selected public network routing pattern.

- Automatic Alternate Routing (AAR) digit analysis compares a dialed private network number with entries in the system's tables, mapping the number to a selected private network routing pattern.

World Class Routing supports the ARS and AAR as separate features, but through generalized administration applicable to both features, provides both the same routing abilities. In addition, there are a number of capabilities that enhance the flexibility of routing in supporting your domestic and/or global calling requirements. For example, 18-digit routing allows DEFINITY ONE to determine call routing by analyzing up to 18 digits with no restriction on the grouping or format of the digits, eliminating any assumptions about the use of a particular dialing plan.

International Direct Distance Dialed calls generally consist of an international access code, a country code, and a national number. Both codes may vary in length. DEFINITY ONE's support for International Direct Distance Dialed calls eliminates any restriction on the grouping and format of digits on ARS numbers. Call routing is determined by the digits and the length of the dialed number.

Multinational World Class Automatic Alternate Routing allows the Automatic Alternate Routing number (Electronic Tandem Network number) to be any number of digits in length.

Digit conversion can be used to reroute numbers, initially dialed to use ARS, to be converted to use AAR and vice versa. This utility can analyze a maximum of 18 digits. In this way, destinations in a customer's network can be called using the public network number. This feature can also be used to reroute certain Direct Distance Dialed destinations to specified alternate destinations (such as intercept, attendant, or another Direct Distance Dialed number).

Network management features

DEFINITY ONE has a variety of features that enable you to manage your network resources effectively. Here are just a few examples of DEFINITY ONE features that can be used to manage your network:

- Time of Day Routing
- Automatic Route Selection (ARS)
- Automatic Alternate Routing (AAR)
- Additional Network Feature Path Replacement
- Subnetwork Trunking
- Generalized Route Selection
- Facility Restriction Level
- Bearer Capacity Class
- Remote Network Access
- Public Network Call Priority
- Authorization Codes

Time of Day Routing

Time of Day Routing allows you to select the most economical routing of Automatic Route Selection and Automatic Alternate Routing calls based on the time of day and week a call is made.

With Time of Day Routing, your company can take advantage of lower calling rates during specific times. If your company has locations in different time zones, you can maximize the use of your public or private network facilities by utilizing those in the location that has the lowest calling rates at the particular time a call is made. You can also use this feature to change the routing patterns when an office is closed and to eliminate unauthorized calls. You can set up eight separate time of day charts to control routing at different times of the day.

Automatic Route Selection

ARS routes public network calls on the most desirable (usually the most economical) trunking facilities available on your DEFINITY ONE when the call destinations are accessible through your public network.

DEFINITY ONE supports up to 254 routing patterns. Each routing pattern consists of up to 6 routing preferences (types of facilities) set up in the order you want them checked when a call is placed. Typically, the least expensive facility will be first on the list; the most expensive will be last.

If Generalized Route Selection is not being used when a call is made, the system selects a routing pattern based on the digits dialed. The routing preferences in that pattern are checked in the order they were listed, and the first available facility is used to place the call. If a facility is not available, the call can be queued until a facility becomes available.

Automatic Alternate Routing

AAR enables you to ensure that private network calls will be routed over the various trunking facilities available in your private network in the most effective manner possible. As with ARS, you set up various patterns for routing calls — in this case, with the private network. Depending on your DEFINITY ONE's configuration, you can have up to 254 routing patterns. Each pattern includes a primary preference — the most preferred and direct route — and 5 alternate preferences. If the primary preference in a pattern is unavailable, the system searches the alternate preferences in the specified order until it finds one available.

Generalized Route Selection

Generalized Route Selection gives you the capability to not only select the optimal call routing based on the dialed number, but also select the appropriate facility based on the type of call. Generalized Route Selection enhances ARS and AAR by incorporating additional parameters such as the type of call to be used in the decision of how a call is routed.

Different types of calls require the use of different types of facilities. For example, high-speed data calls must use digital facilities, whereas voice and voice-grade data calls can use either analog or digital facilities. DEFINITY ONE uses Generalized Route Selection to differentiate between these and other types of calls and route them on the appropriate trunks. Based on the call types and available trunk facilities, voice and data calls may be routed over different trunk types or integrated on the same trunk group. DEFINITY ONE also provides the capability to route calls based on the data format and the need for restricted or unrestricted facilities.

In order to select the appropriate trunking facility for a call, DEFINITY ONE must know the type of call being made. In order to do this, each originating facility such as a telephone or data module has a bearer-capability class assigned. Some originating facilities, such as data modules, may have multiple bearer-capability classes. Each trunk group in the routing pattern is assigned a list of allowed bearer-capability classes. When a user makes a call, the system queries the originating facility for its bearer-capability class and then tries to route the call on a trunk group with a bearer-capability class that matches the bearer-capability class of the originating facility. If an exact match is not found, the system then tries to find a trunk group with a compatible bearer-capability class.

Since the system automatically chooses the right trunk based on the system administration, DEFINITY ONE's dial plan can be independent of the type of call being dialed. This flexibility makes life easier for your system users, who do not have to worry about dialing a different access number for different call types.

Facility Restriction Level

Facility Restriction Levels are used to limit user calling privileges for incoming and outgoing calls. The Facility Restriction Level determines if a call attempt is permitted and which routes can be used or denied in the routing process. Eight levels of Facility Restriction Levels can be assigned to telephones, computers, system management tools. DEFINITY ONE does not require the Facility Restriction Level to be in an ascending order when administered in the patterns or preferences through system management.

When a call is attempted, the system compares the Facility Restriction Level of the telephone with the Facility Restriction Level of the trunk routes available to complete the call. If the Facility Restriction Level of the telephone is equal to or higher than the Facility Restriction Level of trunks, the call is completed; if it is lower, the call is blocked on that preference and compared to the Facility Restriction Level of the next route available. If the call fails to match the Facility Restriction Level on the available preferences, the call may queue for the first available and compatible trunk group (equal to or higher).

DEFINITY ONE also provides a feature called Alternate Facility Restriction Levels that allows the attendant to temporarily change the Facility Restriction Levels on originating facilities to a different set of Facility Restriction Levels. It is used to grant users greater access to trunking facilities than is normally provided, such as when charges are lower during evening hours.

Authorization codes

Authorization codes are used on particular calls to temporarily raise a telephone's Facility Restriction Level. This feature is useful for those who make calls from telephones other than their own or from outside the network. If a call you dial is blocked because the telephone's Facility Restriction Level is too low, you can enter your authorization code. If the Facility Restriction Level associated with the authorization code is equal to or higher than the Facility Restriction Level of the trunk facilities required to place the call, the call is then completed. Up to 5,000 different authorization codes will be in effect for your system at any one time. Using DEFINITY ONE's system management tools, you can assign authorization codes and change their associated Facility Restriction Level and network access permissions.

Network interfaces and equipment

DEFINITY ONE supports a variety of interfaces to voice and data networks. Trunks supply links between DEFINITY ONE, the public network, and other switches. DS1 interfaces offer high-speed digital connectivity between switches.

Trunk group circuits

Trunks provide the communications links between DEFINITY ONE and other switches, including central office switches and other premises switches. Trunks that perform the same function are grouped together and administered as trunk groups. Trunks interface with DEFINITY ONE via port circuit packs. DEFINITY ONE's trunk group circuit types include the following.

Local exchange trunks

Local exchange trunks connect DEFINITY ONE to a central office. The following are some of the types available:

- central office trunks, which connect DEFINITY ONE to the local central office for incoming and outgoing calls
- foreign exchange trunks, which connect DEFINITY ONE to a central office other than the local one

- Wide Area Telecommunications Service trunks, which allow you to place long-distance outgoing voice-grade calls to telephones in defined service areas, priced according to distance in the service area, length of the call, time of day, and the day of the week
- 800-service trunks, which let your business pay the charges for inbound long-distance calls so that callers can reach you toll-free
- Direct Inward Dialing (DID) trunks, which connect DEFINITY ONE to the local central office for incoming calls dialed directly to stations without attendant assistance
- Digital Service 1 (DS1) trunks, which can be used to provide ISDN Primary Rate Interface local exchange trunk services. DS1 by itself can be used to provide local exchange trunk services

Tie trunks

Tie trunks carry communications between DEFINITY ONE and other switches in a private network. Several types of trunks can be used, depending on the type of private network you establish.

Auxiliary trunks

Auxiliary trunks connect devices with the switch. Some of the features that are supported with this type of trunk are recorded announcements, telephone dictation service, malicious call trace, and loudspeaker paging.

Miscellaneous trunks

Miscellaneous trunks perform functions that do not fit neatly into any of those already described:

- release-link trunks are used between switch locations to provide Centralized Attendant Service.
- remote-access trunks provide off-premises users with access to DEFINITY ONE's features and networking.

Digital interfaces

Lucent Technologies supports both T1 and E1 facilities. As industry standards around the world, T1 and E1 facilities provide the latest alternative to analog trunking.

E1 interface

DEFINITY ONE supports E1 connections. T1/E1 access and conversion allows simultaneous connection to both T1 (1.544 Mbps) and E1 (2.048 Mbps) facilities (using separate circuit packs).

T1 interfaces

When planning your networking requirements, one of the options you should consider is multiplexing over Digital Services 1 (DS1) facilities. As the industry standard for interconnecting digital systems, DS1 is an economical alternative to analog trunking arrangements. Multiplexing up to 24 digitized voice/data communications paths onto a single T1 carrier or other high-speed digital facility (such as fibre or microwave) can reduce your network trunking and equipment costs.

Used to connect switches to the public network or to other switches in a private network, DS1 also delivers high-speed, end-to-end digital connectivity. Voice and data calls are completed at transmission speeds of up to 64 Kbps.

DEFINITY ONE offers several options in supporting the DS1 interface. The options include support for voice-grade DS1, alternate voice/data, and Digital Multiplexed Interface. The voice-grade DS1 interface is a T1 D4 channel-bank-compatible interface.

ISDN

DEFINITY ONE provides complete ISDN support. ISDN eliminates the need for multiple, separate access arrangements for voice, data, facsimile, and video services and networks. Using inexpensive twisted copper, ISDN can deliver voice, data, and video services in digital format.

ISDN is a global access standard established by the Consultative Committee for International Telephone and Telegraph designed to help you move and manage information with unprecedented ease and productivity — anywhere in the world. ISDN uses a layered protocol that conforms to layers one, two, and three (physical, link, and network layers) of the 7-layer Open Systems Interconnect Reference Model of the International Standards Organization.

DEFINITY ONE supports the ISDN Primary Rate Interface, which is used for connecting premises equipment such as switches to the network and acts as a powerful interface between intelligent equipment such as switches and computers. However, trunk-side BRI is supported in countries that support the Euro-ISDN (ETSI) standards.

Centralized Attendant Service

DEFINITY ONE owners who have more than one switch location can benefit greatly by using the Centralized Attendant Service (CAS) feature. CAS reduces the number of required attendants, and, in most cases, all those attendants can be located at one of the switch locations, called “main.” Switches at the other locations, called “branches,” redirect their calls to the CAS main. Thus, a company can have a centralized attendant group at the headquarters office and can handle calls from there for the branch offices.

All locations in a CAS arrangement have a listed directory number. Calls to a branch listed directory number terminate at the main location, even if the branch location has an attendant. These listed directory number calls are routed to the centralized attendant group over trunk circuits called release-link trunks or over QSIG trunks. These release-link trunks are used only for centralized attendant calls and signaling.

After a call is processed by the centralized attendant, it can be extended back to the branch location. The release-link trunk is then dropped and made available for other calls to the centralized attendant.

If a DEFINITY ONE is a node within a Distributed Communication System and Centralized Attendant Service is provided, a centralized attendant can do the following:

- Control access to specific trunks at other nodes
- Directly access to specific trunks at another location
- Place test calls to telephones and trunk groups at other nodes
- Receive a visual warning that all trunks in a remote trunk group are busy or that the number of busy trunks in a remote group has reached a specified level

This feature ensures that all calls directed to an attendant at your company are handled efficiently.

Main/Satellite/Tributary

If you have modest network requirements, a main/satellite/tributary configuration is an attractive possibility for private networking. In this configuration, one DEFINITY ONE location is the main, and remote switches are satellites or tributaries. Attendant positions and public network facilities are usually concentrated at the main.

All calls to or from a satellite pass through the switch at the main. The system appears to be a single switch with one listed directory number. A uniform dial plan provides a common 4-digit or 5-digit dial plan for a main/satellite configuration.

A tributary is similar to a satellite, but it has one or more attendant positions and its own listed directory number. Calls to its listed directory number go directly to the tributary.

The switches in a main/satellite/tributary network are connected by tie trunks. Trunks and switching facilities can be added as requirements grow.

An important DEFINITY ONE networking feature is Main/Satellite Extended Trunk Access. Extended Trunk Access allows dialed digits that are undefined at a satellite or tributary switch to be routed over a trunk group to a main switch for interpretation. This flexibility means changes to the network numbering plan do not have to be propagated to all switches. Extended Trunk Access improves your control and reduces administration costs by making trunk networks considerably easier to maintain.

Electronic Tandem Network

If your company requires a medium-to-large network spanning a large geographic area, nationwide or even worldwide, Electronic Tandem Network (ETN) is the answer. An ETN is a wide-area private network that tandems calls through one or more switches to route the calls to their destinations.

An ETN consists of tandem switches, inter-tandem tie trunks that interconnect them, access or bypass trunks from tandem switches to main switches, and the software and equipment to support call routing over the trunking facilities. Different ETN locations are connected via analog or digital tie trunks.

For example, a DS1 interface can act as a high-speed (1.544 Mbps) digital backbone for voice and data communications between ETN locations.

An ETN can be configured hierarchically. An ETN can connect individual switches; it can also connect other private networks (such as Main/Satellite/Tributary networks) together.

Within an ETN, each location is identified by a unique private network location code, similar to the public network office codes that exist within an area code. When accessing the ETN, a user dials a feature access code for the Automatic Alternate Routing feature plus the 7-digit number, for a total of eight digits.

Starter application package

The Networking Starter Package includes the hardware and software you need to provide consistent, enhanced communications among multiple company locations cost effectively. Depending on your business needs, you can select a networking package to provide centralized voice mail, remote call coverage, interoffice Calling Party/Called Party displays, and other productivity-enhancing features.

Call your Sales Representative for details.

This appendix provides a list of the features of DEFINITY ONE arranged in the following categories:

- Automatic Routing Features
- Basic Features
- Call Center Features
- Private Networking Features
- Trunk Group Features

This appendix lists all DEFINITY ONE capabilities available anywhere. *Some of the listed features are optional.* Please check with your local Lucent Technologies' representative for further information about system features and what is available in your country.

The *DEFINITY ECS Release 8.2 Administrator's Guide* (555-233-506) describes each feature in detail and provides complete implementation and administration information. Some features are systems of their own and have their own documentation, such as Call Detail Recording, AUDIX voice messaging system, and Call Management System. See your local distributor for more information on each of these features.

Automatic routing features

DEFINITY ONE provides a variety of automatic-routing features for public and private networks. Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) are the foundation for these automatic-routing features. They route calls based on the preferred (normally the least expensive) route available at the time the call is placed. Generally, AAR routes calls over a private network and ARS routes calls using the public network numbering plan. However, both AAR and ARS support public and private networks. You can use the other features listed in this section when you use AAR and ARS.

- Automatic Alternate Routing (AAR)
- Automatic Route Selection (ARS)
- AAR/ARS Overlap Sending
- AAR/ARS Partitioning
- Alternate Facility Restriction Levels
- Facility Restriction Levels and Traveling Class Marks
- Generalized Route Selection
- Subnet Trunking
- Time of Day Routing

Basic features

The following features are supported with DEFINITY ONE:

- Abbreviated Dialing
- Administered Connections
- Administrable Language Displays
- Administration Without Hardware
- Alphanumeric Dialing
- Alternate Operations Support System Alarm Number
- Answer Detection
- Attendant Auto-Manual Splitting
- Attendant Backup Alerting
- Attendant Call Waiting
- Attendant Calling of Inward Restricted Stations
- Attendant Console
- Attendant Control of Trunk Group Access
- Attendant Crisis Alert

- Attendant Direct Extension Selection
With Busy Lamp Field
- Attendant Direct Trunk Group Selection
- Attendant Display
- Attendant Intrusion (Call Offer)
- Attendant Override of Diversion Features
- Attendant Priority Queue
- Attendant Recall
- Attendant Release Loop Operation
- Attendant Serial Calling
- Attendant Split Swap
- Audible Message Waiting
- Audio Information Exchange Interface
- Authorization Codes
- Auto Start and Don't Split
- Automatic Callback
- Automatic Call Timer

- Automatic Circuit Assurance
- Automatic Exclusion
- Automatic Incoming Call Display
- Automatic Route Selection/Automatic Alternate Routing Shortcut Dialing
- Automatic Transmission Measurement System
- Block Collect Call
- Bridged Call Appearance —
Multi-Appearance Telephone
- Bridged Call Appearance —
Single-Line Telephone
- Bulletin Board
- Busy Verification of Terminals and Trunks
- Call Charge Information
- Call Coverage
- Call Detail Recording
- Call Forwarding
- Call Park
- Call Pickup

- Call Waiting Termination
- Class of Restriction
- Class of Service
- Code Calling Access
- Conference — Attendant
- Conference — Terminal
- Consult
- Controlled Toll Restriction
- Coverage Callback
- Coverage Incoming Call Identification
- Crisis Alert to a Digital Station
- Customer-Provided Equipment Alarm
- Data Call Setup
- Data Hot Line
- Data Privacy
- Data Restriction
- Default Dialing

- Demand Print
- Dial Access to Attendant
- Dial Plan
- Dialed Number Identification Service
- Distinctive Ringing
- Dual DCP I-Channels
- Easy Beyond Today
- Emergency Access to the Attendant
- Enhanced Abbreviated Dialing
- Enhanced Voice Terminal Display
- Extended User Administration
of Redirected Calls
- External Device Alarming
- Facility Busy Indication
- Facility Test Calls
- Fiber Link Administration
- Go to Cover

- Group Listen
- Group Paging
- Hold
- Hold — Automatic
- Hunt Groups
- Individual Attendant Access
- Integrated Directory
- Integrated Services Digital Network — Basic Rate Interface (ISDN-BRI)
- Intercept Treatment
- Intercom — Automatic
- Intercom — Dial
- Internal Automatic Answer
- Last Number Redial
- Leave Word Calling
- Line Lockout
- Listed Directory Number

- Loudspeaker Paging Access
- Manual Message Waiting
- Manual Originating Line Service
- Manual signaling
- Misoperation Handling
- Modem Pooling
- Multi-Appearance Preselection and Preference
- Music-on-Hold Access
- Night Service
- Numeric Terminal Display
- PC/PBX Connection
- Personal Station Access
- Personalized Ringing
- Power Failure Transfer (Emergency Transfer)
- Priority Calling
- Privacy — Attendant Lockout
- Privacy — Manual Exclusion

- Public Network Call Priority
- Pull Transfer
- Recall signaling
- Recorded Announcements
- Recent Change History
- Recorded Announcement
- Recorded Telephone Dictation Access
- Remote Access
- Restriction — Controlled
- Ringback Queuing
- Ringer Cutoff
- Ringing — Abbreviated and Delayed
- Security Violation Notification
- Send All Calls
- Station Hunting
- Station Security Codes
- Station User Administration

- Telephone Self Administration
- Temporary Bridged Appearance
- Tenant Partitioning
- Terminal Translation Initialization
- Terminating Extension Group
- Timed Reminder and Attendant Timers
- Transfer
- Transfer — Outgoing Trunk to Outgoing Trunk
- Translation Copy Protection
- Trunk Flash
- Trunk Group Busy/Warning Indicators to Attendant
- Trunk Identification By Attendant
- Trunk-to-Trunk Transfer
- Visually Impaired Attendant Service
- Voice Message Retrieval
- Voice Terminal Alerting Options

- Voice Terminal Display
- Whisper Page
- World Class Tone Detection
- World Class Tone Generation

Call Center features

DEFINITY ONE offers the following features designed to help you set up and maintain a modern Call Center:

- Abandoned Call Search
- Add/Remove Skills
- Agent Call Handling
- Auto-Available Split
- Automatic Call Distribution
- Basic Call Management System
- Best Services Routing (Queue to Best)
- Call Prompting
- Call Vectoring

- Calling Party/Billing Number
- CentreVu Advocate
- CentreVu Virtual Routing
- Direct Agent Announcement
- Expert Agent Selection
- Flexible Billing
- Inbound Call Management
- Intraflow and Interflow
- Enhanced Look-Ahead Interflow
- Malicious Call Trace
- Multimedia Call Handling
- Multiple Call Handling
- Queue Status Indications
- Reason Codes
- Redirection on No Answer
- Service Observing
- Universal Call ID

- VDN in a Coverage Path
- VDN of Origin Announcement
- Voice Response Integration
- VuStats

Private networking features

The great expandability of DEFINITY ONE makes it a logical choice for setting up private networks. Consequently, the system includes many private networking features:

- Centralized Attendant Service
- Distributed Communications System
- DCS Alphanumeric Display for Terminals
- DCS Attendant Control of Trunk Group Access
- DCS Attendant Display
- DCS Automatic Callback
- DCS Automatic Circuit Assurance
- DCS Busy Verification of Terminals and Trunks
- DCS Call Coverage

- DCS Call Forwarding
- DCS Call Waiting
- DCS Distinctive Ringing
- DCS Leave Word Calling
- DCS Multiappearance Conference/ Transfer
- DCS Over ISDN-PRI D-channel
- DCS Trunk Group Busy/Warning Indication
- DCS With Reroute
- Enhanced DCS
- Extended Trunk Access
- Extension Number Portability
- Inter-PBX Attendant Calls
- Node Number Routing
- Private Network Access
- QSIG
- QSIG Call Completion
- QSIG Call Forwarding (Diversion)

- QSIG Call Independent Signaling Connections
- QSIG Call Transfer
- QSIG DCS Interworking - Called Number ID
- QSIG Message Waiting Indication (MWI)
- QSIG Name and Number Identification
- QSIG Path Replacement
- QSIG Value- Called Number ID
- Transit Counter
- Uniform Dial Plan
- User to User Information over Public Network

Trunk group features

DEFINITY ONE offers an array of features for managing trunk groups efficiently:

- ATM-CES Trunks
- ATM Trunks
- Brazil — R2 MFC Backwards Signal
- Call-by-Call Service Selection
- Caller ID on Analog Trunks
- CAMA - E911 Trunks
- DS1 Trunk Service (T1 and E1)
- Digital Multiplexed Interface
- Facility and Non-Facility Associated Signaling
- IP Trunks
- ISDN — BRI and PRI
- Wideband Switching

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Release 2.0
Overview
555-233-001, Comcode 108671413, Issue 2 , June 2000

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