585-236-160-03

AT&T Route It!™
Edit Plans
Release 2007.2

User's Guide

Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

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Telephone Support

For technical support with your AT&T Route It! software, please call 1 800 862-2237 and choose Prompt 2 for Route It! support. Route It! support is available 24 hours a day, 7 days a week, in all of the continental United States and Canada.

Security Requirements

To help protect your Route It! data from theft or misuse, please adhere to these security requirements.

Store Route It! passwords and their corresponding user names separately.

When a user having Route It! access leaves your company, or a laptop computer on which Route It! is installed is lost or stolen, please call 1 800 862-2237, *within four hours*, and choose Prompt 2 for Route It! support to have the user name and password reset.

It is your responsibility to perform virus checks on any software files residing on or used on the same PC where Route It! is installed.

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About This Document

Who Should Read This Guide

Read this guide if you use AT&T Route It!™ to set up and manage call routing for your AT&T Toll-Free Service. This guide describes how to use the Edit Plans feature of Route It! to create and change call-routing plans. It also explains how to create and manage Customer Routing Point (CRP) tables (currently available only in the United States). Also, the guide describes how to use the Comm Log to get the status of activities you and others complete in Route It! Finally, this guide explains how to manage Route It! mail messages.

AT&T Route It! is part of AT&T Toll-Free Routing Control.

Reasons For Reissue

This document is reissued to document the following items for this release:

- Update release number to 2007.2

How to Use This Guide

Beginners should understand the concepts of nodes, branches, and routing plans, as described in Chapter 3, “Routing Plan Concepts.” In addition, beginners should familiarize themselves with the tools for building plans, as described in the section “Tools for Building or Editing a Plan” in Chapter 4, “Creating or Editing a Plan.”

Advanced users may want to review the plan-building tools described in the section “Tools for Building or Editing a Plan” in Chapter 4, “Creating or Editing a Plan.”

It is assumed that Route It! users are familiar with the Microsoft Windows environment. For information on using the MS-DOS operating system or Windows, refer to the user’s guides supplied with the software.

Conventions Used

This guide uses different fonts and styles to distinguish different types of information. The conventions used are listed below:

- Text that appears on your screen is shown in bold type, like this: **System Admin**.

  Screen text includes prompts, field names, menu items, error messages, or any other information displayed by the program.

- The response the system makes after you enter a command is described on a new line, for example:

  From the File menu, choose **Open**.

  The Open dialog box appears.

- Screen buttons are shown like this: **OK**.

- The terms *select* and *choose* are used throughout this document to indicate that you should press and release the left mouse button when the pointer is on an item in the software, such as a menu option or list item.

  — The term *select* indicates the selection and highlighting of one or more items in a list. For example: Select a dialed number from the list box.

  — The term *choose* indicates the selection of a menu command or button that results in action being taken in the software. For example: From the File menu, choose **Open**.

  For certain functions, you may need to click the right mouse button. The documentation describes when you need to click the right mouse button.

- The document contains reminders that alert you to additional and important information:

  ☑ **USAGE TIP:**
  Provides helpful information, such as an alternate way of choosing a menu command.

  NOTE :
  Alerts you to additional information.

  \+ **IMPORTANT:**
  Informs you that the feature described will be available in a future version of Route It!

  ⚠ **CAUTION:**
  Alerts you to the extra importance of information contained in an explanation or in a procedure.

  ⚠ **WARNING:**
  Indicates the presence of a hazard that will or can cause equipment damage, loss of software or data, or service interruption if the hazard is not avoided.

Glossary Conventions

The glossary in this guide uses different fonts and styles to distinguish different types of information. The conventions used are listed below:

- Text that appears on your screen is shown in bold type, like this: **999-000-3001**.
- When a term used in a definition is defined elsewhere in the glossary, it appears in bold type, like this: **Allocator Node**.

Related Documentation

This user's guide is part of a four-document set that also includes:

- *AT&T Route It! Installation User's Guide* (Order # 585-236-165).

  This guide describes how to install and set up Route It! It also explains how to set up Route It! user permissions.

- *AT&T Route It! Schedules and Quick Changes User's Guide* (Order # 585-236-161-03).

  This guide explains how to schedule different aspects of your call-routing plans. For example, it describes how to schedule the use of one or more routing plans by day of week and by time of day. It also explains how to request quick changes to the schedules you create.

- *AT&T Route It! Administration Guide* (Order # 585-236-162-03).

  This guide describes how to use the Customer Profile feature of Route It! to view information about provisioned data, such as dialed numbers, terminations, queues, and announcements. In addition, this guide explains how to update plan data using the Refresh function.

Finding Route It! Information

Use Table 1 to determine which Route It! guide contains general Route It! information. Use Table 2 to help locate information about a specific Route It! task.

Table 1. Finding General Information in Route It! Documents

To Find Information About...	See the *AT&T Route It!*...
Route It! hardware and software requirements, installation procedures, setting Route It! user permissions, connecting your PC to the support system	*Installation User's Guide*.
Route It! administrative features, that is, Customer Profile, Refresh, and System Administration	*Administration Guide*.
Route It! features and functions, AT&T Toll-Free Calling Services, AT&T Advanced Features, and starting Route It!	*Edit Plans User's Guide,* Chapter 1, "Overview."
Using Route It! with Windows	*Edit Plans User's Guide,* Chapter 2, "Using Route It! with Windows."
Possible changes made to your routing plans when a new area code is created for a geographical region	*Edit Plans User's Guide*, Appendix A, "Managing Area Code Split Updates."
Validation performed by the support system when a dialed number subscribes to the Redirect or Alternate Destination Routing (ADR) AT&T Advanced Feature	*Administration Guide*, Appendix A, "Advanced Feature Rules."

Table 2. Finding Specific Task Information in Route It! Documents

For This Application	To Find Information About...	See the *AT&T Route It!* ...
User Setup 	Adding, modifying, and removing setup information for Route It! users, and changing user permissions	*Installation User's Guide,* Chapter 4, "User Setup," and *Administration Guide,* Chapter 5, "User Setup."
Edit Plans 	Changing your password	*Edit Plans User's Guide,* Chapter 1, "Overview."
	Basic concepts of routing plans and their nodes and branches, Service Dates, Service View, and plan validation	*Edit Plans User's Guide,* Chapter 3, "Routing Plan Concepts."
	Creating and editing routing plans, working with nodes and branches, overriding the percentages of Allocator node branches in an active schedule in five minutes or less, displaying plan information, displaying node and branch data, saving, deleting, and printing plans, updating plan data, and getting plans validated in preparation for use in routing calls	*Edit Plans User's Guide,* Chapter 4, "Creating or Editing a Plan."
	Creating, modifying, printing, and deleting labels for values or names in branch and node fields	*Edit Plans User's Guide,* Chapter 5, "Labels."
Inquiries 	Searching for Dialed Number and Terminating Routing Number information.	*Administration Guide*, Chapter 6, "Inquiries."
CRP Tables 	Creating and editing CRP tables, creating and editing future changes to CRP tables, assigning CRP databases to tables, and getting information on CRP tables and terminations and announcements (currently available only in the United States)	*Edit Plans User's Guide,* Chapter 6, "CRP Tables."

Table 2. Finding Specific Task Information in Route It! Documents (Cont'd)

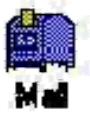
For This Application	To Find Information About...	See the *AT&T Route It!* ...
Mail 	Opening, sorting, printing, and deleting Route It! mail messages	*Edit Plans User's Guide,* Chapter 8, "Displaying Mail Messages."
Scheduler 	Features common to each schedule type, an overview of working with schedules and making quick changes	*Schedules and Quick Changes User's Guide*, Chapter 1, "Scheduler Basics."
	Creating, editing, saving, and printing plan schedules, sending schedules to the support system, and changing the Service View	*Schedules and Quick Changes User's Guide*, Chapter 2, "Scheduling Plans."
	Specifying the MCA (maximum calls allowed) at a given ATS (Alternate Termination Sequence)-type termination, specifying the MCQ (maximum calls in queue)	*Schedules and Quick Changes User's Guide*, Chapter 3, "Scheduling MCA and MCQ Values."
Quick Changes 	Overriding the values in an active schedule in either 5 or 15 minutes, resuming original schedule values, changing the query status of a CRP table in 5 minutes, and changing the Service View	*Schedules and Quick Changes User's Guide*, Chapter 4, "Quick Changes."
Comm Log 	Displaying, printing, and saving messages in the Comm Log and customizing the look of the Comm Log	*Edit Plans User's Guide,* Chapter 7, "Comm Log."

Table 2. Finding Specific Task Information in Route It! Documents (Cont'd)

For This Application	To Find Information About...	See the *AT&T Route It!* ...
Customer Profile 	Your provisioned data, using Customer Profile to rename data items, changing the service area of a termination, or changing the timeout treatment for a queue	*Administration Guide*, Chapter 2, "Customer Profile."
	Rules for changing the service area of an access line	*Administration Guide*, Chapter 2, "Customer Profile," and Appendix B, "Service Area Rules."
Refresh 	Updating general AT&T information and detailed account-specific data, comparing the Route It! Service Dates with the support system Service Dates, requesting a list of transactions for a specific account	*Administration Guide*, Chapter 3, "Refresh."
System Admin 	Disconnecting your PC from the support system, backing up and restoring your Route It! database, entering or changing selections for automatic Refresh, support system message polling, scheduled Refresh, purging Comm Log messages, installing Route It! patches, removal of account data, and SMW (Service Management Workstation) ID	*Administration Guide*, Chapter 4, "System Administration."
	Setting Route It! user permissions, adding and modifying Route It! users, and removing Route It! user access	*Administration Guide*, Chapter 5, "User Setup."

How to Order Documentation

The order number for this document is 585-236-160-03. To order an additional copy of this document or any of the documents mentioned under the heading "Related Documentation," contact your AT&T account representative.

Receiving Updates

AT&T automatically provides Route It! software owners with updates of any Route It! software-related document. If you are not receiving updates, call 1 800 862-2237. Ask to be placed on the standing order list and indicate the documents by document order number. The document updates will be shipped to you as they become available.

Getting Online Help

Online help is available on every window through the Help menu. It is also available on every dialog box through the **Help** button.

Route It! Security

To help protect your Route It! data from theft or misuse, please adhere to these security requirements:

- Store Route It! passwords and their corresponding user names separately.
- When a user having Route It! access leaves your company, please call AT&T at 1 800 862-2237 and choose Prompt 2 for Route It! support, *within four hours,* to have the user name and password reset.
- If a laptop computer on which Route It! is installed is lost or stolen, please notify AT&T by calling 1 800 862-2237 and choosing Prompt 2 for Route It! support.

In addition, it is your responsibility to perform virus checks on any software files residing on or used on the same PC where Route It! is installed.

Route It! Training

AT&T offers an instructor-led training course on Route It! at AT&T training facilities in Irvine, California. For scheduling
and registration information on these courses, please contact your AT&T account representative.

Route It! Support

For technical support with your Route It! software, please call 1 800 862-2237 and choose Prompt 2 for Route It! support. Route It! support is available 24 hours a day, 7 days a week, in all of the continental United States and Canada.

Overview

1

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Overview

1

This chapter provides an overview of AT&T Route It!, AT&T Toll-Free Calling Services, and AT&T Advanced Features, all part of AT&T Toll-Free Routing Control. This chapter also describes how to start Route It!

Introduction to Route It!

Route It! lets you use a PC to design and control the routing of incoming toll-free calls. With Route It!, you design a graphical call-routing plan or *plan.* To use the plan for call processing, you send it to the AT&T host support system, where it is validated and activated for call routing.

The routing plans you create maximize your use of AT&T Advanced Features, allowing you to route calls according to your specific needs. For example, you can choose to route calls based on the time of day, or based on a call's area code and exchange, or both. Route It! lets you specify the exact times, area codes, and exchanges—all from a familiar Windows environment.

In addition, you can design and build alternate routing plans and store them on your PC for later activation. The Quick Changes feature of Route It! lets you change aspects of your call routing in minutes to accommodate unexpected changes in call traffic.

This chapter provides background information on AT&T Toll-Free Calling Services and AT&T Advanced Features.

AT&T Toll-Free Calling Services

United States

AT&T Toll-Free Service allows your customers to call your business free of charge. Route It! is used with any of these AT&T Toll-Free Services:

AT&T Classic 800 Service
AT&T Classic 800 Service (also known as Basic 800 Service) provides toll-free inbound calling by geographic regions, called *service areas*. Subscribers select the service area from which they want to receive calls. Calls are routed to dedicated access lines, which are used exclusively for incoming calls. Billing is based on the service area where the calls originate and the dedicated access line on which they terminate.

AT&T Toll-Free MEGACOM® Service
AT&T Toll-Free MEGACOM Service lets subscribers define geographic areas or specific area codes from which to receive calls, thus giving them more control over their market coverage. MEGACOM provides toll-free calling to callers anywhere in the United States and Canada.

AT&T Toll-Free READYLINE® Service
AT&T READYLINE Service provides the same capabilities as other toll-free services (such as Basic 800 and Toll-Free MEGACOM). However, with READYLINE, calls are routed to regular telephone lines that are currently at a termination, making dedicated access lines unnecessary. This makes READYLINE attractive when traffic volume is too small to purchase dedicated access lines.

AT&T Toll-Free MasterLine® Service
AT&T Toll-Free MasterLine Service accepts interstate, intrastate, and Canadian toll-free calls on a single dedicated access line. It permits customers to combine all their usage requirements on a single access line, so the need to purchase separate lines for interstate and intrastate Numbering Plan Areas (NPAs) is eliminated. You can add I800 Inbound Service to the same line. Like Toll-Free MEGACOM, MasterLine allows you to select the area codes from which calls will be received.

AT&T I800 Inbound Service
AT&T I800 Inbound Service provides toll-free inbound calling from overseas to terminations in the United States. I800 Inbound can be added on a termination with Toll-Free MEGACOM, READYLINE, or MasterLine, or it can be the single service type for a termination with Classic 800 Service.

AT&T I800 Outbound Service
AT&T I800 Outbound Service provides toll-free service for calls that originate in the United States and route to foreign subscribers in another country. This service provides for the routing of calls to a single 7- to 12-digit international number.

AT&T Toll-Free CustomNet® Service
AT&T CustomNet is a combined domestic/international toll-free service that supports all Advanced Toll-Free Features and allows its subscribers to handle both I800 overseas/Mexico calls and originating domestic calls. (This service type is equivalent to a previously available combination: AT&T READYLINE Service with an I800 Inbound add-on.)

FTS2000
FTS2000 is a private government network offering toll-free service that serves the continental United States, Alaska, Hawaii, Guam, Puerto Rico, and the Virgin Islands.

Toll-Free Multimedia
Toll-Free Multimedia provides toll-free access to high-speed data transfer. It extends the traditional voice capability of toll-free service to include data, video, and images transmitted via PC or fax. Callers can use the same toll-free number for multiple applications and voice calls.

Canada

AT&T Toll-Free Service allows your customers to call your business free of charge. Route It! is used with any of these AT&T Toll-Free Services:

AT&T Classic 800 Service
AT&T Classic 800 Service (also known as Basic 800 Service) provides toll-free inbound calling by geographic regions, called *service areas*. Subscribers select the service area from which they want to receive calls. Calls are routed to dedicated access lines, which are used exclusively for incoming calls. Billing is based on the service area where the calls originate and the dedicated access line on which they terminate.

AT&T Toll-Free MEGACOM® Service
AT&T Toll-Free MEGACOM Service lets subscribers define geographic areas or specific area codes from which to receive calls, thus giving them more control over their market coverage. MEGACOM provides toll-free calling to callers anywhere in the United States and Canada.

AT&T Toll-Free READYLINE® Service
AT&T READYLINE Service provides the same capabilities as other toll-free services (such as Basic 800 and Toll-Free MEGACOM). However, with READYLINE, calls are routed to regular telephone lines that are currently at a termination, making dedicated access lines unnecessary. This makes READYLINE attractive when traffic volume is too small to purchase dedicated access lines.

AT&T Toll-Free MasterLine® Service
AT&T Toll-Free MasterLine Service accepts interstate, intrastate, and Canadian toll-free calls on a single dedicated access line. It permits customers to combine all their usage requirements on a single access line, so the need to purchase separate lines for interstate and intrastate NPAs is eliminated. You can add I800 Inbound Service to the same line. Like Toll-Free MEGACOM, MasterLine allows you to select the area codes from which calls will be received.

AT&T I800 Inbound Service	AT&T I800 Inbound Service provides toll-free inbound calling from overseas to terminations in the United States. I800 Inbound can be added on a termination with Toll-Free MEGACOM, READYLINE, or MasterLine, or it can be the single service type for a termination with Classic 800 Service.
AT&T I800 Outbound Service	AT&T I800 Outbound Service provides toll-free service for calls that originate in the United States and route to foreign subscribers in another country. This service provides for the routing of calls to a single 7- to 12-digit international number.
AT&T Canada Northbound Service	AT&T Canada Northbound Service provides toll-free service for calls that originate in the United States and route to alternate Canadian carriers. Calls are routed to Canada using either switched or direct egress.
AT&T Toll-Free CustomNet® Service	AT&T CustomNet is a combined domestic/international toll-free service that supports all Advanced Toll-Free Features and allows its subscribers to handle both I800 overseas/Mexico calls and originating domestic calls. (This service type is equivalent to a previously available combination: AT&T READYLINE Service with an I800 Inbound add-on.)
Uniline-Option 1/ Unicom 800®	AT&T Canada will provide its customers with Canadian versions of AT&T READYLINE Service and AT&T Toll-Free MEGACOM Service, called Uniline-Option 1 and Unicom 800, respectively. This service provides for intra-Canadian toll-free calls (calls originating and terminating in Canada). Uniline-Option 1 uses switched egress and Plain Old Telephone Service (POTS) traffic. Unicom 800 is a dedicated high-capacity service.
Toll-Free Multimedia	Toll-Free Multimedia provides toll-free access to high-speed data transfer. It extends the traditional voice capability of toll-free service to include data, video, and images transmitted via PC or fax. Callers can use the same toll-free number for multiple applications and voice calls.

AT&T Advanced Features

United States

AT&T Advanced Features give you more versatility and control in routing calls. You can subscribe to AT&T Advanced Features individually or in combinations. The call-routing plans you design will have one or more of these features:

Alternate Destination Routing (ADR)
This feature allows you to redirect a call to an alternate (secondary) termination rather than to the target (primary) destination if the call is not answered in a predefined period or if the call cannot be completed to the primary termination because of network congestion or egress failure.

Alternate Termination Sequence (ATS), also known as Next Available Agent Routing (NAAR)
This feature allows you to specify a sequence of terminations to which calls can be routed if the first termination reached is busy. It allows you to specify the maximum calls allowed (MCA) at each termination or to use a default value. A termination is considered busy when the total number of calls in progress meets or exceeds the MCA value for that termination.

Area Code/Country Code Routing
This feature allows you to specify different routes for calls that originate in different geographic areas, as defined by one or more area codes or, for I800 Service only, country codes.

Caller Recognition Routing
This feature allows you to route a call based upon the number from which the call originated. This is called Automatic Number Identification (ANI) Routing.

Call Prompter
This feature allows callers to route their own calls to one of several destinations by dialing one or more digits in response to a prompting announcement stored in the network. If the caller has a rotary-dial telephone or push-button telephone that generates rotary pulses, the call can be routed to an attendant for assistance. Invalid caller-dialed codes, or no response, are channeled along a default path that you have chosen.

In addition, Automatic Speech Recognition (ASR) is an enhancement to the Call Prompter feature. ASR is available on a Controlled Introduction basis.

Caller Information Forwarding (CINFO)	This feature allows special information to be forwarded with a call when it is routed to a termination. With CINFO, Caller Entered Digits (CEDs) are collected and passed on with a call. CINFO enhances customer service capabilities (for example, giving personnel at your answering locations instant access to an account number the caller has been prompted to enter). You may also use CINFO in combination with Intelligent Call Processing (ICP). When CINFO is used in conjunction with ICP, it allows additional Customer Database Provided Digits (CDPDs) to be collected and fowarded. When ICP is in effect (and your database is being queried for special routing instructions), other types of information stored in your database can also be passed along with a call.
Courtesy Response	This feature allows you to direct calls to an announcement as the final handling for the call. It is commonly used for calls received when an answering location is closed.
Day Manager	This feature allows you to specify different routes for calls made during different days of the week. It can be used to handle call traffic patterns that change predictably during the week.
Dialed Number Decision	This feature allows you to specify different routes for calls based on the toll-free number that was dialed. This service is useful when the same call-routing plan is used for more than one dialed number.
Enroute Announcement	This feature allows you to play an announcement at the beginning or middle of a routing plan.
Exchange Routing	This feature allows you to specify different routes for calls that originate in different geographic areas, as defined by one or more exchanges.
Intelligent Call Processing (ICP)	This feature allows you to implement specialized, call-by-call routing based on information in your own custom database. When ICP is in effect, network handling of an incoming call is temporarily suspended while your database is queried for any special routing instructions. Your database is referred to as a Customer Routing Point (CRP) application. (The process of consulting your database is known as a *CRP query.*) In addition, ASR is an enhancement to the digit prompter capability of the ICP feature. ASR is available on a Controlled Introduction basis.

Network Queuing	This feature allows calls to be held in queue in the network until an ATS-type termination served by the queue is available to receive the call. With this feature, you can route calls to a delay announcement and music while calls are held in the AT&T network until they can be routed to an ATS-type termination or until they time out. Two types of network queues are supported: *fixed queues* and *variable queues*. A fixed queue is dedicated to one ATS-type termination, while a variable queue serves a variable number of ATS-type terminations.
Quick Call Allocator	This feature allows you to change the percentage of calls to be routed to each of two or more answering locations in five minutes or less. This is helpful when you need to make changes on an emergency basis. A single location can be assigned from 0 to 100 percent of total call traffic. You can use this feature to distribute calls according to the differing sizes or capacities of various answering locations.
Ring/Busy	This feature allows you to direct calls to an audible ring or busy tone. This is a final-handling arrangement.
Time Manager	This feature allows you to specify different routes for calls made during different time intervals within a day. It can be used to route calls to answering locations in different time zones and also specify different call routing for calls placed after normal business hours.

In addition to AT&T Advanced Features, Route It! also supports the Redirect feature. This feature, provided by a device in the AT&T network, allows your agents to use the AT&T network to redirect toll-free calls after they have answered them.

There are two types of Redirect features, as described in Table 1-1.

Table 1-1. Redirect Features

Post Answer Call Redirection (PACR), also known as Transfer Connect	Enables agents to use their phones to transfer callers to other agents. PACR allows: ■ Blind transfer, where an agent transfers a call to a third party without verifying that the third party is available. ■ Consultation, where an agent transfers a call to a third party after verifying that the third party is available. ■ Conference, where an agent stays on the line while a third party is conferenced in.
Recurrent Call Prompter (RCP)	Enables agents to return toll-free callers to the initial call prompter announcement, from which they can reach other agents.

Both PACR and RCP allow your customers to speak to other agents without having to hang up and redial. You may have subscribed to one or both Redirect features.

NOTE :
The Redirect features may be marketed under different names.

Canada

AT&T Canada supports the following AT&T Advanced Features, referred to by AT&T Canada as *Custom Routing Features*. These features give you more versatility and control in routing calls. You can subscribe to AT&T Advanced Features individually or in combinations. The call-routing plans you design will have one or more of these features:

Alternate Destination Routing (ADR) This feature allows you to redirect a call to an alternate (secondary) termination rather than to the target (primary) destination if the call is not answered in a predefined period or if the call cannot be completed to the primary termination because of network congestion or egress failure.

Alternate Termination Sequence (ATS), also known as Next Available Agent Routing (NAAR) This feature allows you to specify a sequence of terminations to which calls can be routed if the first termination reached is busy. It allows you to specify the maximum calls allowed (MCA) at each termination or to use a default value. A termination is considered busy when the total number of calls in progress meets or exceeds the MCA value for that termination.

Area Code Routing This AT&T feature allows you to specify different routes for calls that originate in different geographic areas, as defined by one or more area codes.

Caller Recognition Routing This feature allows you to route a call based upon the number from which the call originated. This is called Automatic Number Identification (ANI) Routing.

Call Prompter This feature allows callers to route their own calls to one of several destinations by dialing one or more digits in response to a prompting announcement stored in the network. If the caller has a rotary-dial telephone or push-button telephone that generates rotary pulses, the call can be routed to an attendant for assistance. Invalid caller-dialed codes, or no response, are channeled along a default path that you have chosen.

Caller Information Forwarding (CINFO) This feature allows special information to be forwarded with a call when it is routed to a termination. With CINFO, Caller Entered Digits (CEDs) are collected and passed on with a call. CINFO enhances customer service capabilities (for example, giving personnel at your answering locations instant access to an account number the caller has been prompted to enter).

Courtesy Response This feature allows you to direct calls to an announcement as the final handling for the call. It is commonly used for calls received when an answering location is closed.

Day of Week This feature allows you to specify different routes for calls made during different days of the week. It can be used to handle call traffic patterns that change predictably during the week.

Dialed Number Decision	This feature allows you to specify different routes for calls based on the toll-free number that was dialed. This service is useful when the same call-routing plan is used for more than one dialed number.
Enroute Announcement	This feature allows you to play an announcement at the beginning or middle of a routing plan.
Exchange Routing	This feature allows you to specify different routes for calls that originate in different geographic areas, as defined by one or more exchanges.
Quick Call Allocator	This feature allows you to change the percentage of calls to be routed to each of two or more answering locations in five minutes or less. This is helpful when you need to make changes on an emergency basis. A single location can be assigned from 0 to 100 percent of total call traffic. You can use this feature to distribute calls according to the differing sizes or capacities of various answering locations.
Ring/Busy	This feature allows you to direct calls to an audible ring or busy tone. This is a final-handling arrangement.
Time of Day	This feature allows you to specify different routes for calls made during different time intervals within a day. It can be used to route calls to answering locations in different time zones and also to specify different call routing for calls placed after normal business hours.

In addition to AT&T Advanced Features, Route It! also supports the Redirect feature. This feature, provided by a device in the AT&T network, allows your agents to use the AT&T network to redirect toll-free calls after they have answered them.

The Redirect feature includes the Post Answer Call Redirection (PACR) feature, which is also known as the Transfer Connect Services feature. PACR enables agents to use their phones to transfer callers to other agents. PACR allows:

- Blind transfer, where an agent transfers a call to a third party without verifying that the third party is available.
- Consultation, where an agent transfers a call to a third party after verifying that the third party is available.
- Conference, where an agent stays on the line while a third party is conferenced in.

PACR allows your customers to speak to other agents without having to hang up and redial.

The Support System and the Network

The support system allows you to control and manage inbound call routing. After you create or update a plan in Route It!, you send it to the support system. The plan is checked for overall correctness. If the plan passes this check, it is validated and stored at the support system for use in the network.

The support system also stores your schedules that you create or edit in Route It! When these schedules indicate that a particular plan must be active for call routing, the plan is activated in the network.

The term *network* is used throughout Route It! documentation to refer to the AT&T Global Transaction Network. The network routes your inbound calls according to your plans sent by the support system.

Starting Route It!

To start Route It!, follow these steps:

1. Click **Start** on the Windows taskbar.
2. Point to **Programs**. Then point to **AT&T Routing Manager.** Then click **Route It!**

   The Route It! Login dialog box appears.
3. To log on to Route It!, follow these steps:

   a. In the **User Name** box, type your user name.

   b. In the **Password** box, type your password.

   c. Choose **OK**.

   The Route It! main window appears, as shown in Figure 1-1.

   ⇒ **NOTE :**
   If you wish to change your password, see the following section, “Changing Your Password.”

Figure 1-1. Route It! Main Window

Status messages, indicating communication status with the support system and network, appear in the status bar of the Route It! window.

You can open any Route It! task from the Route It! window. Open a task by choosing the task name on the Route It! Tasks menu or by double-clicking the task icon.

NOTE :
The User Setup task icon appears only when you log on to Route It! with the ADMIN ID.

Changing Your Password

To change your password, go to the Route It! main window (Figure 1-1) and follow these steps:

1. From the User Info menu, select **Change Password**.

   The Change Password for User Name dialog box appears.

2. In the **Old Password** text box, enter your current password.

3. In the **New Password** text box, enter your new password.

4. In the **Confirm New Password** text box, enter your new password again, then choose **OK**.

   The next time you log on to Route It!, you will enter your new password.

Startup Settings

The Startup Settings window allows the user to:

- Select which Route It! tasks will open automatically after a successful login.
- Select when the Transaction Manager and Database are started.
  - When you start Route It!
  - With the operating system.

The Startup Settings selection is accessed from the Route It! main window under the User Info menu.

Open Tasks Automatically

To select tasks to be started automatically when you log into Route It!, go to the Route It! main window (Figure 1-1) and follow these steps:

1. From the User Info menu, select **Startup Settings**.

   The Startup Settings dialog box appears.

2. Select one or more tasks from the Task Setup list by clicking in the checkbox. (Click in the checkbox again to deselect a task.)

3. Choose **OK**.
   - — Startup Settings dialog box closes.
   - — Route It! main window is displayed
   - — Message at bottom of main window is displayed, “Generating AT&T info refresh”

   The next time you log on to Route It!, your Task selections will open automatically.
4. Choose **Cancel** to disregard selections and close the window.

Set Transaction Manager and Database

The Transaction Manager and Database can be started automatically when the operating system starts, or when Route It! starts. To choose when they start, follow these steps:

1. From the User Info menu, select **Startup Settings**.

   The Startup Settings dialog box appears.
2. Choose **Settings**.

   The Transaction Manager and Database Startup Settings window is displayed.
3. Select one of the radio buttons.
   - — To start with operating system, choose **Start with Operating System**.
   - — To start with Route It!, choose **Start with Route It!**
4. Choose **OK**.
   - — Transaction Manager and Database Startup window closes.
   - — Startup Settings Window displayed.
5. Choose **OK** on Startup Settings window.
   - — Startup Settings window closes.
   - — Route It! main window is displayed.
   - — Message displayed at bottom of Route It! main window, Generating AT&T info refresh...

Using Route It! with Windows

2

Contents

Using Route It! with Windows

2

This chapter describes several features of Microsoft Windows that are common to all task windows in AT&T Route It! Using these features can help you work more efficiently. For more complete information about Microsoft Windows, see your Windows documentation.

Status Bar

The status bar is located at the bottom of each task window. Check the status bar to see status messages about work you are doing. The status bar consists of up to four sections (depending on the task window), as shown in Figure 2-1.

Figure 2-1. Status Bar

Table 2-1 describes the sections of the status bar from left to right.

Table 2-1. Status Bar Sections

Section	Description
Message Bar	The message bar displays a status message about an activity on which you are working. A message displayed here often provides confirmation of an activity at the time you complete it. ⇒ **NOTE :** Sometimes, a message is displayed in a Windows message box instead.
Customer Name	The company name for the current Account ID is displayed in the first section to the right of the message bar section and to the left of the indicator section.
Indicator Pane	This section indicates information specific to some tasks.
Account ID	The right section of the status bar shows the current Account ID.

Displaying and Moving Toolbars

Toolbars are located below the menu bar on a task window, as shown in Figure 2-2.

Figure 2-2. Toolbars

The buttons and drop-down lists in a toolbar provide you with a quick way to choose frequently used menu commands and to select data.

To better view data on a window of an open plan, you can temporarily remove or hide one or more toolbars. You can also move one or more toolbars to another part of the window.

To display or hide a toolbar in an open plan, do the following at a task window in Route It!:

1. Choose the View menu.

   On the View menu, a check mark by the toolbar name indicates that the toolbar is visible. No check mark indicates that the toolbar is hidden.

2. From the View menu, choose the toolbar name.

   NOTE :
   The **Standard Toolbar**, **Choices Toolbar**, and **Quick Toolbar** commands are unavailable in the View menu if a plan is not open in Edit Plans.

The applicable toolbar is alternately hidden or displayed each time you choose the **Toolbar** command.

To move the toolbar, do the following:

1. Click on a blank part of the toolbar and drag it to another part of the window.

   The toolbar appears as its own window with a title bar.

2. To return the toolbar to its last location, double-click a blank part of the toolbar.

Working with List Boxes

While using Route It!, you will encounter two types of list boxes. The types of list boxes, described in Table 2-2, are distinguished by the background color that appears within the list box.

Table 2-2. List Boxes

List Box Type	Description
Black text on white background	List boxes from which you can select an item, then perform an action based on that selection.
Black text on gray background	Read-only lists; no further action required.

Working with Multiple Windows

You can display multiple windows and then copy or move data among them. The Window menu in Route It! gives you several ways to arrange and access open windows.

To arrange multiple windows, choose *one* of the following commands from the Window menu:

Cascade Arranges windows in a diagonally overlapping format. The title bar of each window is displayed.

Tile Arranges windows one next to the other with little or no overlap.

The Window menu also shows a numbered list of all windows that are currently displayed in the task window. A check mark by a window indicates that it is the active window. (An active window is the one in which you are currently doing work.)

When you select a window name from the list, its corresponding window becomes active. To select a window from the list, select its name to highlight it, or type its number.

Getting Online Help

Route It! provides a variety of online help.

To see comprehensive online help for Route It!, display the Help menu from any task window and choose *one* of the following commands:

Contents Displays a table of contents for Route It! online help.

How to Use Help Explains how to use online help.

About Route It! Displays version and copyright information about Route It!

To display online help about a specific task, choose the **Help** button displayed on the dialog box or window associated with the task.

You can also see a brief description of a command that is listed in one of the menu bar menus. To display the description, choose a menu on the menu bar. Point to a menu command. The status bar displays information about the command.

You can also display the name of a button on a toolbar by pointing the mouse on the button. A “balloon” containing the button’s name appears.

Choices Button

You may need to enter a data item, such as a dialed number or an announcement name, in a text box in Route It! When you are not sure how to populate a text box, you can choose the **Choices (...)** button, such as the one shown in Figure 2-3.

Figure 2-3. Choices Button

Choosing the **Choices** button displays a Choice List dialog box similar to the one shown in Figure 2-4. You can select an item from the list to automatically populate the initial text box using *either* of the following methods. (Multiple selections are also possible in many of the Choice List dialog boxes.)

- Use your mouse to click on an item. To choose more than one item, do *one* of the following:
  - — To select sequential items, press and hold the **Shift** key while you click the first and last desired items. The items between your selections are selected automatically.

    Or
  - — To select items that are not sequential, press the **Ctrl**key while you click each desired item.
- Use the arrow keys on your keyboard to select an item. To select more than one sequential item, press and hold the **Shift** key while you press the appropriate arrow key.

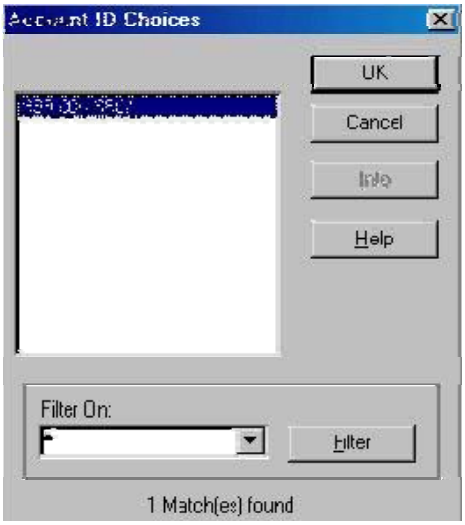


Figure 2-4. Standard Choice List Dialog Box

Some Choice List dialog boxes provide a **Filter On** text box that you can populate to help narrow your choices. You can enter the complete name of an item for which you are looking or only part of it, as explained in Table 2-3.

Table 2-3. Wild-Card Searches Used in Choice Lists

To...	Enter This Wild-Card Character...	Example
Substitute a sequence of characters contained in the term	*	To display all dialed numbers that start with the sequence 800-555, you would enter **800-555*** in the **Filter On** text box.
Represent a single unknown character in the term	_ (underscore)	To display all dialed numbers that begin with the sequence 800-555 and end with the sequence 001, you would enter **800-555-_001** in the **Filter On** text box.

When you choose **Filter**, Route it! searches for and displays all items in the list that contain the characters you specified, plus any sequence of characters where the wild card was placed. The process of specifying search criteria is called *filtering*.

If you need more information about an item displayed in a Choice List dialog box, click the item and choose the **Info** button.

To display an item from the Choice List dialog box, do *one* of the following:

- Select an item from the list and choose **OK**.
- Double-click an item in the scrolling list.

Route It! automatically populates the text box on the initial dialog box with the item you selected.

NOTE :
The **Filter On** drop-down list box displays the filters you have applied in the current session of the dialog box.

For some data, a Dual Filter Choice List dialog box, similar to the one shown in Figure 2-5, is displayed. It allows you to apply two filters to *further* narrow the list of choices. The two filters can work independently or in conjunction with each other.

NOTE :
The Account ID Choices dialog box shown in Figure 2-5 is accessed from the Change Service View dialog box only.

Filtering is done using the same method previously described for a Choice List dialog box with a single filter.

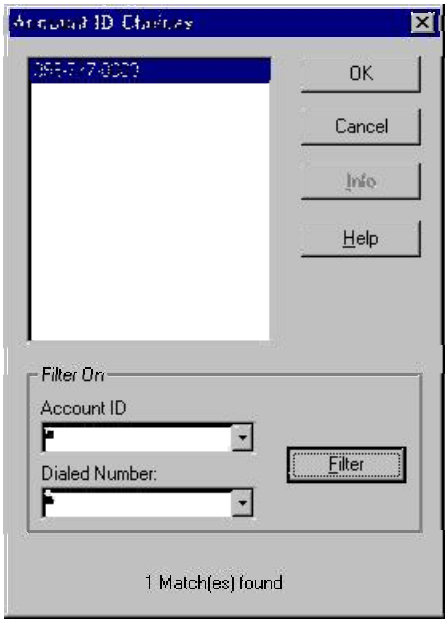


Figure 2-5. Dual Filter Choice List Dialog Box

List View Control

The list view control allows you to sort your columnar data, such as the Comm Log (discussed in Chapter 7). This control currently consists of two functions:

- *Report view*, which allows you to sort data in the order you specify. Listed data is sorted in ascending or descending order. To change the sort order, click on a column header. That header becomes the key by which all other columns are sorted. Click the column header again to toggle between ascending and descending order.

  You can also change the width of any column by clicking on the column's vertical border and dragging it until you have reached the desired width, then releasing the mouse button.

- *Large icon view*, the default, which:
  - — Displays icons in full size
  - — Produces the label that is under each icon on the Route It! main window
  - — Repositions the icons if the Route It! main window is resized.

Info Menu

You can obtain detailed information while in an open plan or open Customer Routing Point (CRP) table by choosing the Info menu on the menu bar. The information displayed depends on the task you are in, as indicated in Table 2-4.

⇒ **NOTE :**
Currently, the CRP Tables task is not supported by AT&T Canada.

Table 2-4. Information Available via Info Menu

From This Task...	You Can View Detailed Information on...
Edit Plans	■ The plan opened ■ Announcements in the open plan ■ Terminations in the open plan ■ Dialed Numbers in the open plan
CRP Tables	■ The table opened ■ Announcements in the open table ■ Terminations in the open table ■ Dialed Numbers in the open plan

Routing Plan Concepts

3

Contents

Routing Plan Concepts

3

This chapter explains the basic concepts of routing plans and the nodes and branches of which they are made. It also describes each of the Advanced Feature nodes and how they can be used in routing plans. Finally, this chapter explains the concepts of Service Dates, Service View, and plan validation.

NOTE :
AT&T Canada refers to their Advanced Features as *Custom Routing Features*.

Basic Concepts

A call-routing plan is a diagram that defines how calls will be routed. A routing plan, or plan, is composed of nodes and branches and their associated values, names, and labels. Figure 3-1 shows a sample call-routing plan.

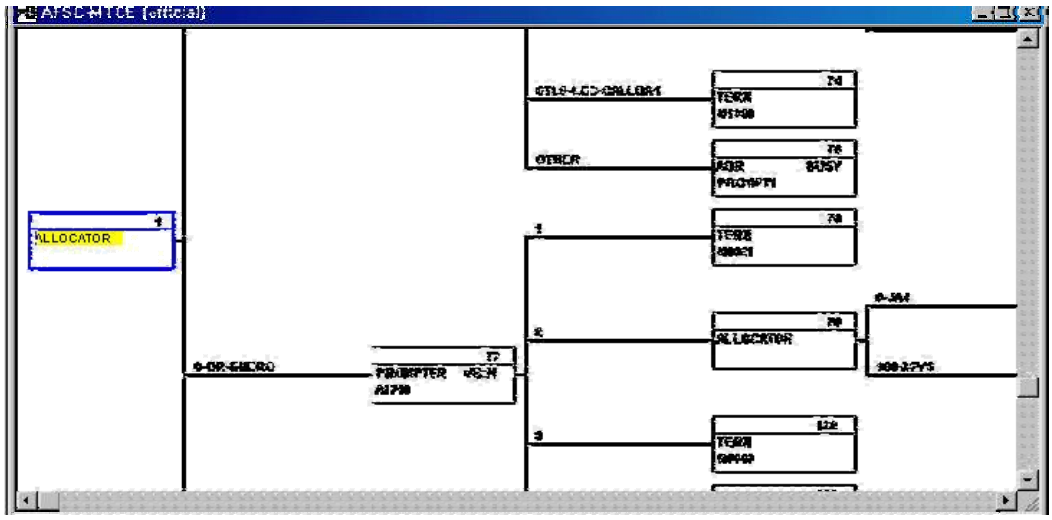


Figure 3-1. Example of a Call-Routing Plan

A *node* is primarily a routing plan "decision point" where, depending on the given input, a decision is made on where a call should be routed for further processing. A node represents a routing feature or final-handling treatment. In a plan, boxes represent nodes.

A *branch* is an outcome of a node and connects one node to another. It represents the decision made on where a call should be routed for further processing. In a plan, line segments that connect one node to another represent branches.

Any node in a routing plan has just one input. But, depending on the node type, a node can have one, several, many, or no output branches.

The call-processing flow through a routing plan proceeds from left to right, starting at a *root node* (the first node in the routing plan) and ending either at a termination or at a final-handling arrangement, such as a recorded announcement. A call-processing *path* is the sequence of nodes traversed by a call. One plan can contain many call-processing paths.

Node Categories

A routing plan may contain three general kinds of nodes:

- Feature Nodes

  A feature node represents an Advanced Feature that receives call input and, based on that input, makes a decision on where to route the call. Most of the node types available for a routing plan are feature nodes. The following nodes are feature nodes:

  — ADR
  — Allocator
  — Area
  — ATS
  — Call Type*
  — Caller ID
  — CRP*
  — Data Rate*
  — Day
  — Dialed #
  — Digit Prompter
  — Enroute
  — Exchange
  — Fix Queue*
  — Prompter
  — Time
  — Var Queue*

  *Currently not supported by AT&T Canada.

- Final-Handling Nodes

  A final-handling node performs some final-handling treatment on a call. The four final-handling nodes and their associated final treatments are shown in Table 3-1.

Table 3-1. Final-Handling Nodes

Node	Final-Handling Treatment
Term	Routes a call to a termination.
ADR	Redirects calls to an alternate (secondary) termination.
Response	Plays a recorded announcement to the caller.
No Answer	Responds with a ringing or busy tone to the caller.

For more information on each type of final-handling node, see the section "Routing Plan Nodes and Rules," later in this chapter.

- Connecting Nodes

  There is only one connecting node, the Go To node, which redirects call routing to another path in the same routing plan.

Node and Branch Fields

Every node or branch contains fields in which you specify call-routing information. This section provides an overview of node and branch fields and the information they can contain.

Figure 3-2 shows a node's content and structure.

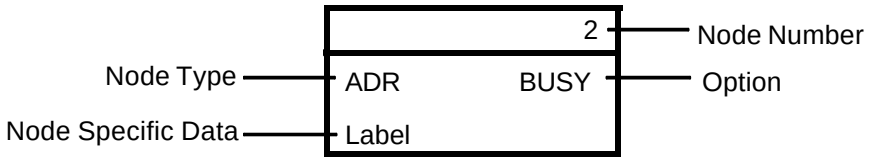


Figure 3-2. Node Content and Structure

The system assigns every node a node number that identifies it in a plan. In the node type field, you specify a node type, identifying what the node does.

Some nodes have a node specific data field, in which you specify a value, name, or label. A *value* gives specific information about how a call is to be routed. For example, a value may identify the announcement to be played while a call is en route to its destination. To more easily identify a value, you can optionally give it a *name*. For example, if announcement 106 prompts callers to direct their calls based on the department they want to reach, you could name it **DEPARTMENT**. A *label* contains one or more values or names associated with a node or branch.

A few nodes contain an option field, in which you specify additional routing information. The field of every branch contains one or more of the following: a name, a specific value, a range of values, or a label defined with one or more names or values.

Some node and branch fields require system-defined values, such as **DEFAULT** or **OTHER**. These values are often required during plan building.

How Are Routing Plans Activated?

Before you can use a new or updated plan to route call traffic, you need to complete these steps:

1. Validate the plan.

Route It! validates the plan locally to check its accuracy. After successful validation, Route It! stores the plan as a *local* plan.

NOTE :
At the completion of the validation process, you will be able to make corrections to the routing plan based on the results of the local routing plan validation.

2. Send the plan to the support system.

The support system validates the plan to check its accuracy. After successful validation, it stores the plan as an *official* plan.

3. Schedule the time and day the plan is to be used.

To schedule the use of one or more official plans to process call traffic, you use the Schedule Plans feature of AT&T Route It! Scheduling indicates the day of the week and the time of day an official plan should be used to route call traffic.

4. Ensure the plan schedule has at least one working dialed number associated with it.

You must assign one or more working dialed numbers to a plan schedule. Assigning dialed numbers activates the routing plans included in the plan schedule, allowing them to be used on a regular basis to route call traffic.

Quick Changes

You may need to quickly change the way calls are routed because of a disruption, such as the forced closing of a call center due to inclement weather. With the Quick Changes feature in Route It!, you can change the way calls are routed in a matter of minutes. Quick Changes lets you override the plans you regularly use to route calls with an override plan. You can also override certain settings, such as the number of calls allowed at a termination. Changes you make are activated in the AT&T network in either 5 or 15 minutes after they are received by the support system, depending on the change. Overrides made with Quick Changes remain in effect until you use Quick Changes again to resume the regular settings.

For more information on Quick Changes, see Chapter 4, “Quick Changes,” in the *AT&T Route It! Schedules and Quick Changes User’s Guide,* and also see “Quick Call Allocator Changes” in Chapter 4, “Creating or Editing a Plan,” in this guide.

Routing Plan Nodes and Rules

The following pages describe and illustrate each of the node types, in alphabetical order, and provide the basic rules for their creation. In the corresponding figures, **Feature Name** indicates the AT&T Advanced Feature associated with a node. For more information on creating nodes and branches, see Chapter 4, "Creating or Editing a Plan."

ADR Node

The ADR node (Figure 3-3) allows calls to be redirected to an alternate (secondary) termination if they are not answered at the target (primary) destination in a predefined period or if network congestion or egress failure prevents the calls from going to the target (primary) termination. Both the primary and secondary destinations are non-ATS terminations.

Feature Name: Alternate Destination Routing

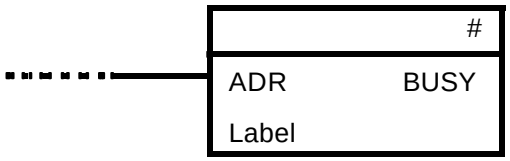


Figure 3-3. The ADR Node for Primary and Alternate Terminations

Basic Rules

- The node specific data field of the ADR node must contain a label for the primary and secondary non-ATS terminations.
- The option field of an ADR node must specify the condition under which calls will be redirected to the secondary termination. These conditions are described in Table 3-2.

Table 3-2. Secondary Termination Redirect Conditions

RNA (Ring No Answer)	A call is not answered within a predefined period at the primary destination.
BUSY	The call cannot be completed at the primary termination because of network congestion or egress failure.
BOTH	Calls are redirected for both RNA and BUSY situations.

- If the node option is **BUSY**, the primary termination cannot have switched or

dedicated access to the Local Exchange Carrier (LEC) egress.

- The primary and secondary terminations assigned to an ADR node must be different.
- A termination that subscribes to the Redirect feature cannot be used as a primary or secondary termination.
- If an ADR node is in the data path of a Call Type node, both the primary and secondary terminations must be Toll-Free Multimedia terminations.
- The primary and secondary terminations assigned to an ADR node cannot have the I800 Outbound Service type.
- If an ADR node is in the data path of a Call Type node, all of the terminations referenced in the node must be Toll-Free Multimedia terminations.
- An ADR node cannot be followed by any other node type.

Allocator Node

The Allocator node (Figure 3-4) allows calls to be distributed among call-processing paths according to percentages that you specify.

Feature Name: Quick Call Allocator

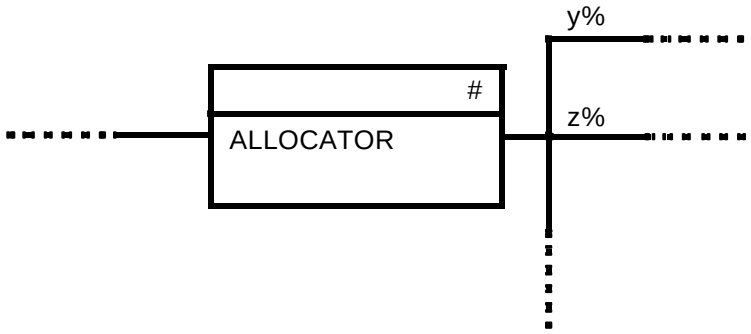


Figure 3-4. The Allocator Node for Call Allocation

In Figure 3-4, **y** and **z** represent two different percentages.

Basic Rules

- Each branch flowing from an Allocator node must be assigned a percentage for call distribution and may contain a comment.
- Each branch can be assigned from 0 to 100 percent of calls.
- The total percentages for all related branches must add up to 100 percent. They cannot total less than, or more than, 100.
- One or more branches can be assigned 0 percent and used as a placeholder.
- The maximum number of branches is 100, not counting any placeholder branches mentioned previously.
- An Allocator node cannot proceed a Queue node or Call Type node.

Area Node

The Area node (Figure 3-5) routes calls according to the area codes (or NPAs) and/or country codes (CCs) from which the calls originate.

NOTE :
Currently, country codes are not supported by AT&T Canada.

Feature Name: Area Code/Country Code Routing

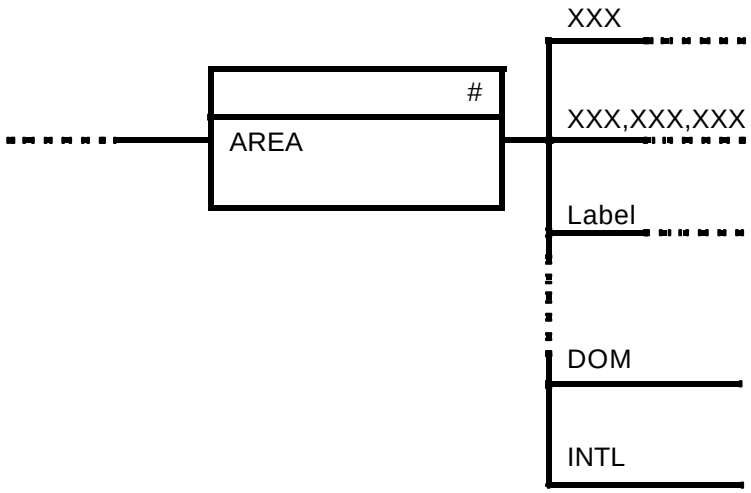


Figure 3-5. The Area Node for NPA/CC Routing

In Figure 3-5, each **XXX** represents a different NPA.

Basic Rules

- Each branch flowing from an Area node must contain *one* of the following:
  - a three-digit area code between 200 and 999
  - a two-alphanumeric country code
  - a label (1 to 16 characters), defined with one or more NPA or CC values
  - the value **DOM** or **INTL**
- **DOM** and **INTL** branches route calls when all area codes and country codes have not been accounted for on other branches. The **DOM** branch routes all NPAs not appearing in the other branches. The **INTL** branch routes all CCs not appearing in the other branches.
- In a plan, each Area node must be assigned a **DOM** branch (and an **INTL** branch if any of the terminations in the plan have I800 Service type).
- **DOM** and **INTL** branches can each be used only once for a single Area node.
- A single path may contain more than one Area node; however, the NPA or CC values in subsequent Area nodes must be referenced in their “ancestor” nodes earlier in the call path to enable calls to be routed by the branch from the second Area node.
- In a single path, an Area node cannot follow an Exchange node or a Caller ID node.

ATS Node

The ATS node (Figure 3-6) defines a sequence of ATS-type terminations to which calls can be routed. The defined terminations are accessed, in sequence, to process a call. For example, a call is first directed to the primary termination at the top of the list; if that termination is busy, the next termination in the list is accessed, and so forth. This sequential access for availability continues until an available termination is found to access the call. Or, if no termination is available for handling the call, a final-handling treatment is applied via the **ALL BUSY** branch.

Any ATS-type termination in the defined sequence is considered busy whenever the total number of calls in progress at that termination equals or exceeds the MCA value defined for the termination. Conversely, a termination is available if the number of calls in progress is less than the MCA value.

Feature Name: Next Available Agent Routing

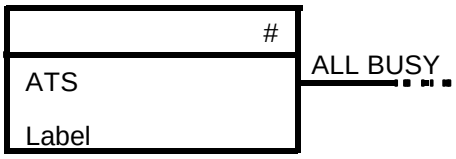


Figure 3-6. The ATS Node for a Sequence of ATS-Type Terminations

Basic Rules

- In the node specific data field of the ATS node, *one* of the following must be specified:
  - — one ATS access line
  - — one ATS termination name

    NOTE :
    The order of individual ATS access lines or termination names determines the order in which they are accessed by calls.
  - — a label defined with a sequence of one or more ATS terminations or access lines. To specify more than one ATS access line or termination name, you must use a label.

    NOTE :
    The sequence in which the terminations are defined within a label is the same sequence in which the terminations are accessed for call routing.
- Any ATS node must have one branch, the **ALL BUSY** branch, that directs calls to further call processing whenever all the ATS-type terminations are busy. The **ALL BUSY** branch is automatically generated when you press **Enter** after creating an ATS node.
- An ATS termination can be used only once in a sequence and cannot be repeated in another sequence in the same path.
- If a termination in the ATS sequence subscribes to Recurrent Call Prompter, then there must be an ancestor Prompter node.

  NOTE :
  Currently, RCP is not supported by AT&T Canada.
- If an ATS node is in the data path of a Call Type node, all of the ATS terminations referenced in the node must be Toll-Free Multimedia terminations. In addition, none of the terminations can have the RCP Redirect feature.

Call Type Node

NOTE :
Currently, this node is not supported by AT&T Canada.

A Call Type node (Figure 3-7) directs calls to either a voice or a data call-processing path.

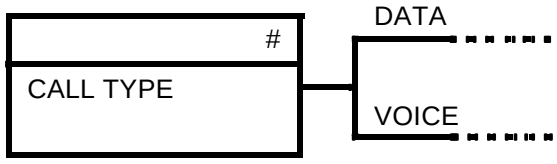


Figure 3-7. The Call Type Node for Voice and Data Call Routing

Basic Rules

- When used in a plan, a Call Type node must be the first node in the plan (the root node).
- The Call Type node must be followed by two branches, each containing a system-defined value. One branch must have the value **VOICE**; the other branch must have the value **DATA**.
- A termination node on a data path of a Call Type node must have a Toll-Free Multimedia termination service type. However, a termination used in the voice path may or may not be a Toll-Free Multimedia termination.

  NOTE :
  If Toll-Free Multimedia is not yet activated, the terminating node of a call path containing a Call Type node must be a No Answer node, and the node specific data field must state **DISCONNECT**.

Caller ID Node

The Caller ID node (Figure 3-8) routes calls according to the telephone number of the calling party (the full 10-digit ANI number). The ANI feature inherent with this node identifies the call before it is answered. Consequently, calls from one or more telephone numbers belonging to special callers can be routed differently than those calls originating from others.

Feature Name: Caller Recognition Routing

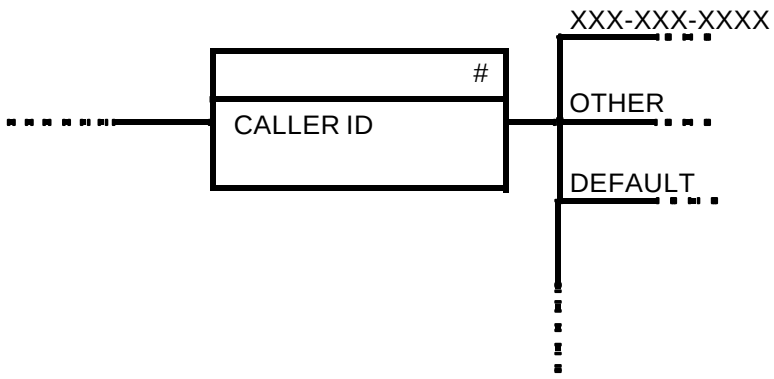


Figure 3-8. The Caller ID Node for Caller Recognition Routing

In Figure 3-8, **XXX-XXX-XXXX** represents the telephone number of the caller (the full 10-digit ANI number).

Basic Rules

- Each branch flowing from a Caller ID node must be identified with the 10-digit telephone number of a caller or a label defined with one or more 10-digit telephone numbers.
- One branch must specify the system-defined value **OTHER**. That branch routes all ANI calls from telephone numbers not appearing in any of the other branches.
- One branch must specify the system-defined value **DEFAULT**. That branch routes calls for which ANI is not available.

CRP Node

NOTE :
Currently, this node is not supported by AT&T Canada .

The CRP node (Figure 3-9) provides routing instructions on a call-by-call basis. It receives information about a call, such as the calling number or area code, and queries a database table to determine where to route the call. The database is identified with an ID or name. The query results in a code that provides routing instructions. Each code identifies either a termination routing number, an announcement, a ring tone, a busy tone, or a *post feature code*. A post feature code refers to additional call processing provided in the path of the routing plan.

Feature Name: Intelligent Call Processing

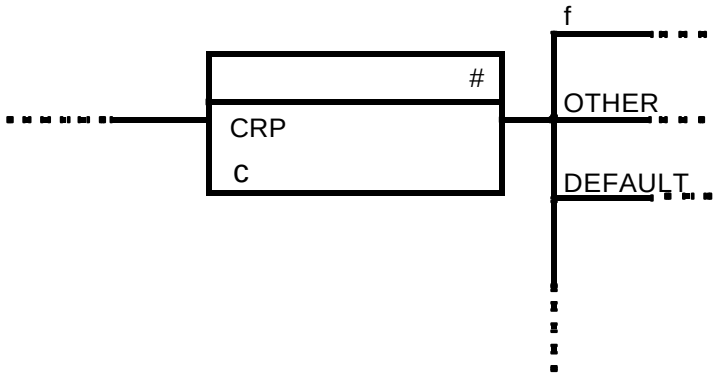


Figure 3-9. The CRP Node for Call-by-Call Routing

In Figure 3-9, **c** represents a CRP ID or CRP name; **f** represents a CRP post feature code.

Basic Rules

NOTE :
You can create and edit CRP nodes and branches only if you have the ICP feature.

- The node specific data field specifies a CRP ID (6 digits) or a CRP name (up to 16 characters).
- One branch flowing from the CRP node must specify the system-defined value of **DEFAULT**. That branch routes calls if there is no response from the CRP or if the response is garbled. The **DEFAULT** branch also handles calls if the CRP ID query is turned off, if there is failed tariff routing, or if an error is returned from the CRP.

  Following the **DEFAULT** branch, you must specify any additional nodes and branches required to complete call routing.

- One branch flowing from the CRP node must specify the system-defined value of **OTHER**. That branch routes calls when a CRP code is not found.

  Following the **OTHER** branch, you may specify any additional nodes and branches required to complete call routing.

- One or more branches can optionally specify a CRP post feature code. Each branch can contain one CRP code.

  Following the branch containing a CRP post feature code, you must specify any additional nodes and branches required to complete call routing.

- A call path can have only one CRP node.
- A CRP node cannot be followed immediately by a fixed or variable queue node.
- A CRP node cannot be used on the data portion of the routing plan.

Data Rate Node

NOTE :
Currently, this node is not supported by AT&T Canada .

A Data Rate node (Figure 3-10) routes data calls based on their rate of data transfer.

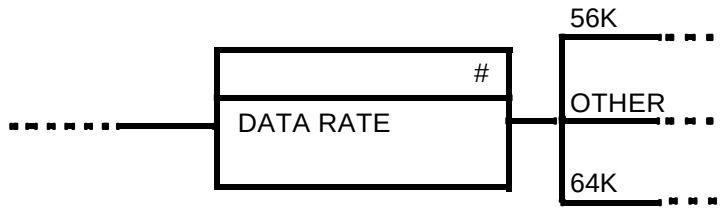


Figure 3-10. The Data Rate Node for Data Routing

Basic Rules

- Each branch flowing from a Data Rate node must contain a single data rate or a label that specifies one or more data rates. Valid data rates are:
  - 56K
  - 64K CLEAR
  - 384K CLEAR
  - 1536K CLEAR
- A Data Rate branch cannot contain two or more individual data rates, unless they are included in a label.
- One branch must specify the system-defined value **OTHER**. That branch routes calls with valid data rates that are not specified on the other Data Rate branches.
- One Data Rate node must immediately follow the **DATA** branch of a Call Type node.
- A call path can contain multiple Data Rate nodes. The data rates specified on the “descendant” branches must be referenced in the previous Data Rate node’s branches.
- A Data Rate node cannot be on the voice portion of a call path.

- These nodes *cannot* follow a Data Rate node: CRP, Digit Prompter, Enroute, Fix Queue, Prompter, Response, and Var Queue.
- All terminations in the path of a Data Rate node must be Toll-Free Multimedia terminations.

  NOTE :
  If Toll-Free Multimedia is not yet activated, the terminating node of a call path containing a Data Rate node must be a No Answer node, and the node specific data field must state **DISCONNECT**.

Day Node

The Day node (Figure 3-11) routes calls according to the day or days of a week. A week is defined as the period from Sunday through Saturday.

Feature Name: Day Manager

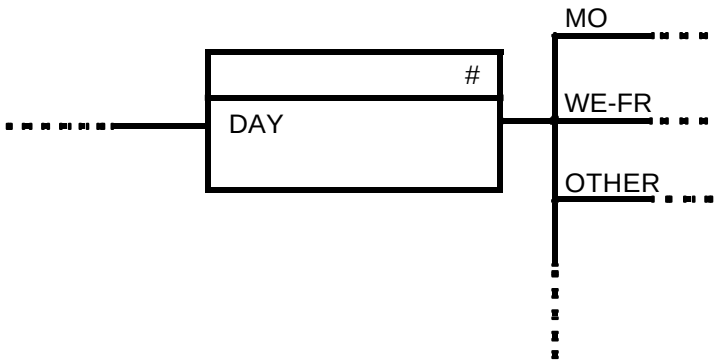


Figure 3-11. The Day Node for Day-of-Week Routing

Basic Rules

- The days of a week are designated as **SU**, **MO**, **TU**, **WE**, **TH**, **FR**, and **SA**.
- Each branch flowing from a Day node can be assigned one or more days (for example, **MO** or **MO**, **TU**, **WE**), or a range of days (for example, **MO-FR**).
- The maximum number of branches from a Day node is seven, one branch for each day of the week.
- If the branches flowing from a Day node do not account for all seven days of the week, one branch must have the system-defined value **OTHER**. That branch routes all calls not assigned to the other branches.
- Overlapping days are not allowed (if, for example, you assign **SU-WE** to a branch, you cannot also assign **TU** to a branch).

Dialed # Node

The Dialed # node (Figure 3-12) routes calls based on the number dialed by a caller. You can specify different routing for different dialed numbers within the same routing plan. For example, with a Dialed # node, customer calls to a sales number are routed differently than calls to a product support number.

Feature Name: Dialed Number Decision

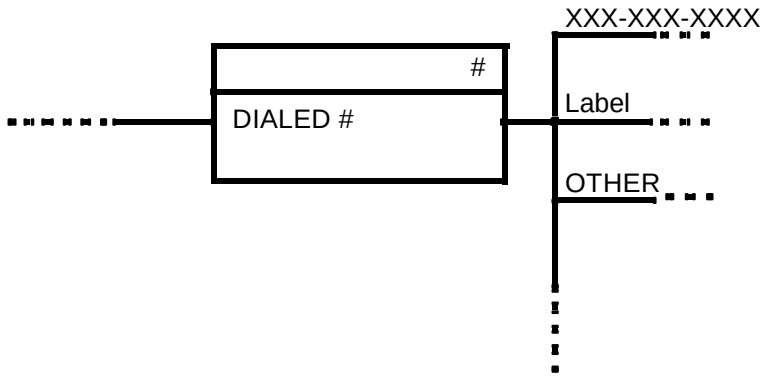


Figure 3-12. The Dialed # Node for Dialed Number Decision Routing

Basic Rules

- Each branch flowing from a Dialed # node must contain a dialed number, a dialed number name, or a Dialed Number label. (See**NOTE** below.)
- One branch must have the system-defined value of **OTHER**. That branch routes all numbers not identified by any of the other branches.
- All dialed numbers must consist of 10 digits. (See**NOTE** below.)

  NOTE :
  The entry cannot contain an 11-digit Universal International Freephone Numbering (UIFN) dialed number, that is, 800-XXX-XXXXX.

Digit Prompter Node

The Digit Prompter node (Figure 3-13) prompts a caller with a recorded announcement to enter digits corresponding to specific customer information, such as a customer account number. It collects the digits and forwards them to the CRP database, where unique routing data and arrangements are stored. The CRP instructs the AT&T network to route each incoming call to a termination, announcement, or final-handling arrangement.

NOTE :
AT&T Canada offers digit prompting without forwarding to the CRP database.

Feature Name: Intelligent Call Processing

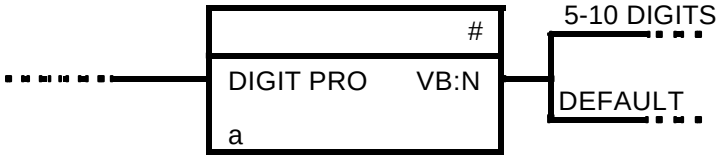


Figure 3-13. The Digit Prompter Node for Digit Prompting and Collection

In Figure 3-13, **a** represents an announcement name or number.

Basic Rules

- The node specific data field specifies an announcement name or number.
- The option field specifies **Y** or **N** for the Voiceback indicator. When set to **Y**, callers can hear a vocal confirmation of their entered digits.

  NOTE :
  Currently, Voiceback is not supported by AT&T Canada.
- One branch flowing from the Digit Prompter node specifies either a range of digits from 1 to 30 or a single digit between 1 and 30. This branch indicates the correct number of digits to be collected.
- One branch must specify the system-defined value **DEFAULT**. This branch routes calls when an incorrect number of digits is entered.
- A single path can contain a maximum of 48 Prompter, Digit Prompter, and Enroute nodes in combination.
- It is recommended that a Digit Prompter node is followed by a CRP node at some point in the call path.
- A Digit Prompter node cannot be used on the data portion of the routing plan.

Enroute Node

The Enroute node (Figure 3-14) plays an announcement to the caller while the call is en route (being routed through a call-processing path) to the final-handling arrangement.

Feature Name: Enroute Announcement

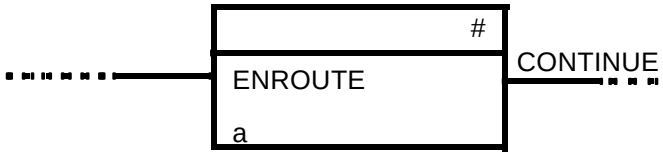


Figure 3-14. The Enroute Node for an Enroute Announcement

In Figure 3-14, **a** represents an announcement name or number.

Basic Rules

- The node specific data field of the Enroute node specifies the name or number of the announcement to be played to the caller.
- The Enroute node has one output branch, automatically identified as **CONTINUE**. After the enroute announcement is played to the caller, this branch continues call processing to the next node in the path.
- The Enroute node can be placed at the beginning, within, or at the end of a particular call-processing path.
- There can be a maximum of 48 Enroute and Prompter and/or Digit Prompter nodes in a call-processing path.
- An Enroute node cannot be used in the data portion of the routing plan.

Exchange Node

The Exchange node (Figure 3-15) routes calls according to the telephone area exchange (a six-digit ANI number, NPA-NXX) from which the calls originate.

Feature Name: Exchange Routing

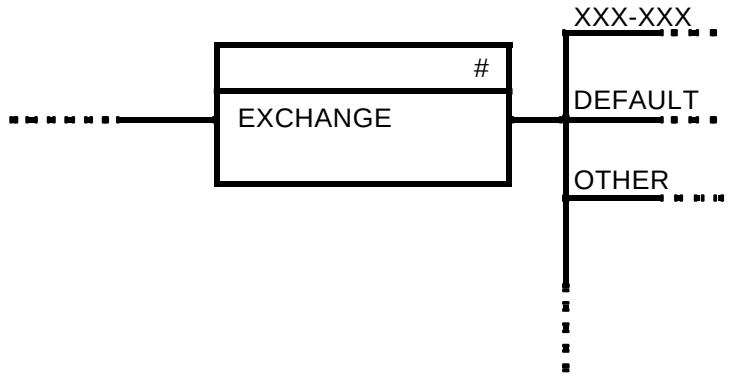


Figure 3-15. The Exchange Node for NPA-NXX Routing

Basic Rules

- Each branch flowing from an Exchange node can specify *one* of the following:
  - one six-digit NPA-NXX exchange code
  - two comma-separated NPA-NXX codes
  - a label defined with one or more NPA-NXX codes. To specify more than two NPA-NXX codes, you must use a label.
- One branch must specify the system-defined value **OTHER**. That branch routes calls from all exchanges not specified in any of the other branches.
- One branch must specify the general option **DEFAULT**. That branch routes calls for which ANI is not available.

Fix Queue Node

NOTE :
Currently, this node is not supported by AT&T Canada.

The Fix Queue node (Figure 3-16) allows calls to be held in a Fix queue until the ATS-type termination served by that queue is available for receiving them. A fixed queue serves only one termination. A termination becomes available to receive a call whenever the number of calls in progress at that termination is less than its scheduled MCA value.

Feature Name: Fix Queue

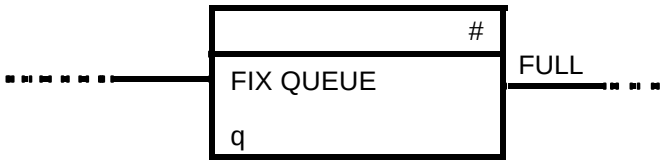


Figure 3-16. The Fix Queue Node for One ATS-Type Termination

In Figure 3-16, **q** represents the unique queue ID or name of the fixed queue.

Basic Rules

- The node specific data field of the Fix Queue node specifies the unique queue ID or name of the fixed queue.
- A queue id cannot reference more than one termination.
- A Fix Queue node cannot reference a Variable Queue ID.
- The Fix Queue node has one branch, automatically populated with **FULL**. That branch directs calls to customer-determined handling whenever all the slots in the queue are filled.

  A queue is full when the number of calls in queue is equal to or greater than the queue's scheduled maximum calls in queue (MCQ) value.
- The node preceding a Fix Queue node is typically an ATS node or another Fix Queue node.
- The ATS-type termination that is associated with a Fix Queue node must be included in the ATS node that precedes the Fix Queue node.
- A particular Fix Queue can be used only once in a path.
- A Fix Queue node cannot be in the same path as a Var Queue node.
- A Fix Queue node cannot be used on the data poriton of the routing plan.

Go To Node

The Go To node (Figure 3-17) is a pointer to another node. It immediately redirects call processing to a numbered node on a different path within the same routing plan. The use of the Go To node minimizes the time needed for creating or editing a routing plan; it also minimizes the amount of memory required for storing a routing plan.

Feature Name: None

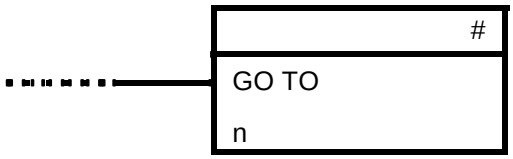


Figure 3-17. The Go To Node for Unconditional Branching

In Figure 3-17, **n** represents a node number.

Basic Rules

- The node specific data area of the Go To node specifies the node number to which call processing should immediately and unconditionally proceed.
- A target node must not precede its corresponding Go To node. Validation prevents any combination of Go To nodes that would create such an infinite loop.
- Multiple Go To nodes can reference the same target node.
- A maximum of 5,000 Go To nodes are allowed in a routing plan, with a maximum of 100 successive Go To nodes in any one processing path.
- A Go To node cannot be followed by any other node type.

No Answer Node

The No Answer node (Figure 3-18) directs calls to a final-handling arrangement, such as an audible busy or ring tone.

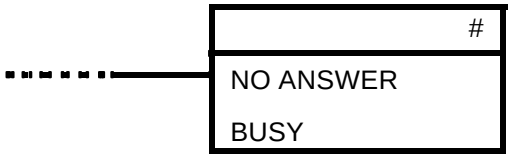


Figure 3-18. The No Answer Node for Busy or Ring Tone

Basic Rules

- The node specific data field of the No Answer node contains *one* of these entries:
  - **RING** or **BUSY**, on the voice portion of a plan.
  - **DISCONNECT**, on the data portion of a plan.
- A No Answer node cannot be followed by any other node type.

Prompter Node

The Prompter node (Figure 3-19) prompts a caller with a recorded announcement to enter one or more digits corresponding to the desired destination. The caller determines the call-processing path taken in the routing plan by entering or speaking digits from 0 to 9. The node then routes the call according to the received digits. The recorded announcement, for instance, might be: “For product information, please press 1. For technical assistance, please press 2. Or, for operator assistance, please press 0 now.” Or, possibly, “Please enter your personal identification number.”

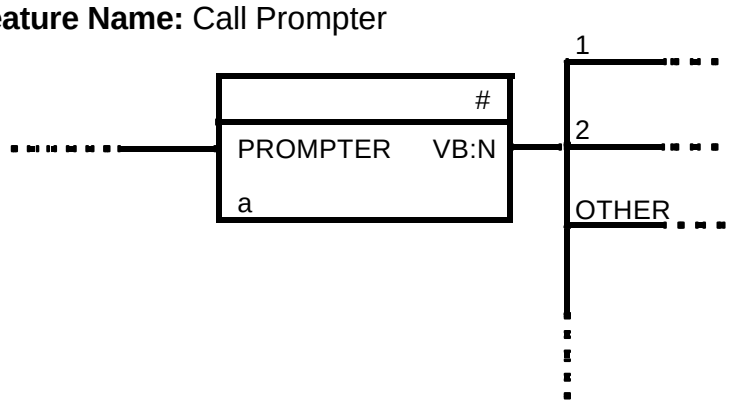


Figure 3-19. The Prompter Node for Caller Prompting

In Figure 3-19, **a** represents an announcement name or number.

Basic Rules

- The node specific data field of the Prompter node must contain an announcement number or name.
- The option field specifies **Y** or **N** for the Voiceback indicator. This capability is available on a Controlled Introduction basis. If you are not participating in the Controlled Introduction, **N** is the only value permitted for plan validation.

  NOTE :
  Currently, Voiceback is not supported by AT&T Canada.
- The Caller Entered Digits aggregation specifies the way CEDs are collected for forwarding. If this is set to **NONE**, only the set of Caller Entered Digits from the last Prompter node is forwarded.

- All prompter digit codes specified for the branches of a Prompter node must be the same length.
- One branch must specify the system-defined value **OTHER**. That branch handles invalid responses, no responses, or responses from either a rotary-dial telephone or a push-button telephone that generates rotary pulses.
- A Prompter branch may include a comment.
- A single path can contain a maximum of 48 Prompter, Digit Prompter, and Enroute nodes in combination.
- A Prompter node cannot be used in the data portion of the routing plan.

Response Node

The Response node (Figure 3-20) terminates calls by directing them to a recorded announcement (either customized or generic). It performs final-handling treatment of calls.

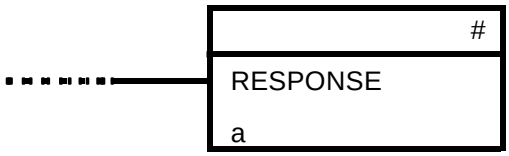


Figure 3-20. The Response Node for Courtesy Responses

In Figure 3-20, **a** represents an announcement name or number.

Basic Rules

- The node specific data field of the Response node specifies the number or name of an announcement (courtesy response) played to the customer.
- A Response node cannot be followed by any other node type.
- A Response node cannot be used on the data portion of a routing plan.

Term Node

The Term node (Figure 3-21) is a non-ATS termination that represents the end point of a call-processing path.

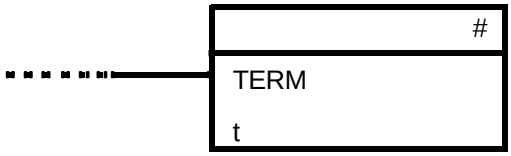


Figure 3-21. The Term Node for a Non-ATS Termination

In Figure 3-21, **t** represents a non-ATS access line, the name of a non-ATS termination, or a label identifying a non-ATS termination.

Basic Rules

- The node specific data field of the Term node specifies *one* of the following: a non-ATS access line, the name of a non-ATS termination, or a label identifying a non-ATS termination.
- A termination that subscribes to RCP must be preceded in the path by a Prompter node.

  NOTE :
  Currently, RCP is not supported by AT&T Canada.
- When used in the same path as a Data Rate node, the Term node must specify a Toll-Free Multimedia termination in its node specific data field.
- A termination included on the data path of a Call Type node cannot have the RCP Redirect feature.
- A Term node cannot be followed by any other node type.

Time Node

The Time node (Figure 3-22) routes calls according to different time slots or intervals within a day. A day is defined as the 24-hour period starting at midnight.

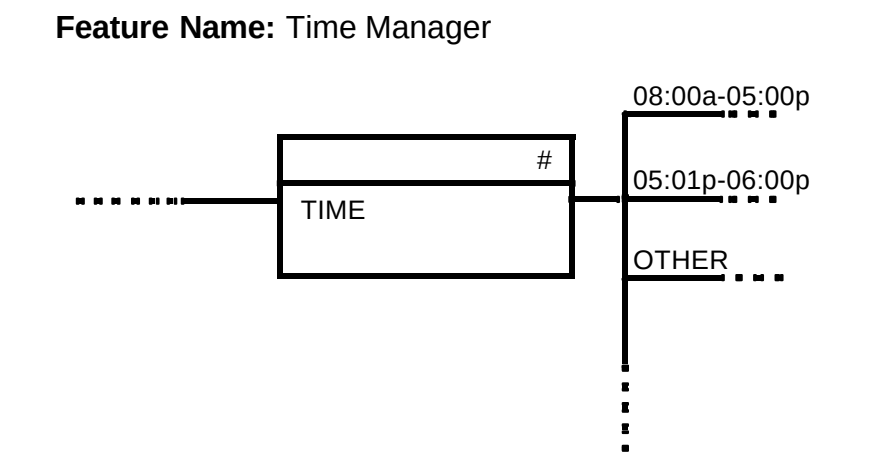


Figure 3-22. The Time Node for Time-of-Day Routing

Basic Rules

- Each branch flowing from a Time node must be assigned a specific time range within a single 24-hour period.
- The minimum time interval is five minutes, starting at any five-minute point.
- Time values are specified in the format of **hh:mmx-hh:mmx**, where **hh** is the hour, **mm** are the minutes, and **x** represents **a** for a.m., **p** for p.m., **n** for noon, or **m** for midnight. For example, **08:00a-05:00p**.
- Time ranges cannot overlap.
- If all 5-minute time intervals within a 24-hour period are not represented by the branches following a Time node, then one of the branches must have the system-defined value **OTHER**. That branch routes calls during those times not assigned to the other branches.
- The maximum number of branches for a Time node is 288, since there are 288 5-minute increments in 24 hours.
- A Time node can have other Time nodes as ancestors. However, the branches on the ancestor nodes must account for all time periods specified by the first Time node.

Var Queue Node

NOTE :
Currently, this node is not supported by AT&T Canada.

The Var Queue node (Figure 3-23) allows calls to be held in a variable queue until any one of multiple terminations served by that queue is available for receiving calls. A variable queue serves any two or more ATS-type terminations. From a variable queue, a call is routed to the next termination with a free line. A termination becomes available to receive a call whenever the number of calls in progress at that termination is less than its scheduled MCA value.

Feature Name: Network Queuing

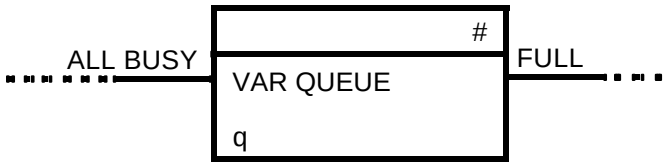


Figure 3-23. The Var Queue Node for ATS-Type Terminations

In Figure 3-23, **q** represents the unique queue ID or name of the variable queue.

Basic Rules

- The node specific data field of the Var Queue node specifies the unique queue ID or name of the variable queue.
- A queue ID cannot reference more than one termination.
- A Var Queue cannot reference a Fix Queue ID.
- The Var Queue node has one branch, automatically populated with **FULL**. That branch directs calls to customer-determined handling whenever all the slots in the queue are filled.

  A queue is full whenever the number of calls in queue is equal to or greater than the queue's scheduled MCQ value.
- The node that precedes a Var Queue node must be an ATS node. Accordingly, the branch serving as the input to the Var Queue node has the system-defined value of **ALL BUSY**.
- The ATS-type terminations that are associated with a Var Queue node must be included in the previous ATS node.
- A Var Queue node cannot be in the same path as a Fix Queue node.

- There can be only one Var Queue node in a path.
- An ATS-type termination can be served by only one queue.
- A Var Queue node cannot be used on the data portion of the routing plan.

Service Dates and Service View

This section describes the terms *Service Date* and *Service View*. You use these terms when viewing and working with plans and call-routing information in Route It!

A Service Date is the start date of a particular call-routing environment. The environment includes call-routing plans, schedules, terminations, and announcements.

You can have a maximum of 15 Service Dates for a 13-month period. An *active* or *working* Service Date identifies the starting day for a plan(s) currently being used to route calls. All other Service Dates are *pending*.

A Service View is made up of a Service Date and an account number. The Service View gives you a way of selecting specific routing information to view or work with in Route It! Before working with call-routing information in the software, you often need to specify an account number and a Service Date.

Plan Validation

Validation ensures that a routing plan meets all system and call-routing requirements. A plan cannot become an official plan until it is validated.

There are three levels of plan validation, as described in Table 3-3.

Table 3-3. Levels of Plan Validation

Field validation	Field validation checks for errors in branch and node fields at the time you edit them. Errors can include incorrectly formatted, invalid, or missing data. Field validation also ensures that certain data, such as an announcement name, exists for the current Account ID or Service View. If an error is found, an error message appears immediately when you attempt to leave the field. You must correct the error before you can continue.
Intra-nodal validation	Intra-nodal validation checks for errors between a node and the adjoining branches to its right. It makes sure that the branches follow the rules for the node. It ensures, for example, that a required branch has not been omitted. Route It! performs this validation while you work with a plan. An error message appears at the time an error is found. You can choose to correct the error right away or at a later time. To save time, you can also choose to build or edit a plan without intra-nodal validation. For more information, see the section “Performing Intra-Nodal Validation” in Chapter 4, “Creating or Editing a Plan.”
Inter-nodal validation	Inter-nodal validation ensures that there are no errors in the interaction of nodes across a plan. Inter-nodal validation ensures, for example, that the number of nodes in a path does not exceed 125. A routing plan can be validated and corrected locally before the plan is sent to the support system to be validated and made official. In addition, the support system automatically performs field, intra-nodal and inter-nodal validation on every plan sent to it.

Creating or Editing a Plan

4

Contents

Creating or Editing a Plan

4

This chapter explains how to use Edit Plans to create and edit routing plans. It describes how to work with nodes and branches, edit portions of plans, get call-routing information, and save or delete plans. It also explains how to get a plan validated in preparation for its use in routing calls.

Working with Routing Plans

The Edit Plans window is where you create and edit the nodes and branches that make up your routing plans.

By using the toolbars and the menu commands in Edit Plans, you can open a new plan, create a node, and populate its fields with routing information. As you build a call-processing path with nodes and branches, Edit Plans checks your work and can even anticipate the next node or branch that needs to be created.

While you work with a plan, you can display information about a specific node or branch field. Or you can view information about all items in a category, such as all announcements or all terminations.

For easier editing, nodes and branches change color as you select them. For example, if you click on the header of a node, the node and everything following it turns green. You can then copy the selected part of the call path and paste it to a different part of the plan or to a new plan. The Cut, Copy, and Paste functions let you reuse plan portions without re-creating them.

When you have finished creating or editing a plan, you can validate and/or save it on your PC. You can then send it to the support system, which validates it by checking for any errors. A plan that passes validation at the support system is called an *official plan*. (Plans that have not yet been sent to the support system and also pass validation at the support system are called *local plans*.) For actual call routing, however, an official plan must be included in a plan schedule. (For information on plan schedules and other schedules, see the *AT&T Route It! Schedules and Quick Changes User's Guide*.)

Tools for Building or Editing a Plan

AT&T Route It! provides you with tools to help you build and edit plans. You can access and use these functions while you work with a plan. This section provides an overview of seven Edit Plans tools.

Edit Menu

Use the Edit menu on the Edit Plans window to perform these activities:

- undo the previous action (for a list of changes that can be undone, see Table 4-2, later in this chapter)
- redo the previous undo action
- cut, copy, and paste plan sections within a plan and among plans
- create, edit, or delete branches and nodes
- renumber nodes
- display detail
- find and replace nodes or branches

To Access:

Select the Edit menu on the Edit Plans main window. **Undo**, **Cut**, **Copy**, and **Paste** can also be accessed on the toolbar by choosing the appropriate button.

Shortcut Menu

Use the Shortcut menu to create, edit, and delete nodes and branches without moving your mouse. When you display a Shortcut menu, it appears on the screen as a small window listing commands pertaining to your selection.

To Access:

Click the right mouse button on a node or branch while you are working with an opened plan.

The Shortcut menu contains a subset of the functions of the Edit menu. Table 4-1 summarizes the functions offered by both.

Table 4-1. Edit and Shortcut Menus

To...	Use the Edit Menu	Use the Shortcut Menu
Create and delete nodes and branches	●	●
Cut, copy, and paste sections of a plan	●	
Change node information	●	●
Find and replace terminations or announcements	●	
Use the Choices dialog box to fill in node and branch data	●	
Display detail data about node and branch data	●	●
Renumber nodes	●	
Undo the last action performed	●	

Choices Toolbar and Choices Dialog Box

You can use the Choices toolbar or the Choices dialog box to specify routing information in node and branch fields. Both functions contain lists of valid values, names, and labels, eliminating your need to remember specific routing information for a field.

If you already know the information for a node or branch field, you can also type it directly into the field.

To Access:

Select a data field on a node or branch and then do *one* of the following:

- Make selections on the Choices toolbar.
- To display the Choices dialog box, press **F2** on your keyboard, or, from the Edit menu, choose **Choices**.

Label Builders

You may need to create a new label at the time you are building or editing a plan. A label is an identifier for one or more values or names. You can specify a label in some branch or node fields instead of typing multiple values or names. For a list of the branch and node fields that can contain labels, see "Relationship Among Values, Names, and Labels" in Chapter 5, "Labels."

To create labels quickly, you use Label Builders. These dialog boxes provide valid values and names from which you can select to create a label. You can also use a Label Builder to edit an existing label.

To Access:

Do *one* of the following:

- Type the name of a new label in an empty branch or node field.

  The system displays a message prompting you to confirm the creation of a new label.

- From the Labels menu on the Edit Plans menu bar, choose **New**.
- For more information, see Chapter 5, "Labels."

Undo

The **Undo** command lets you immediately reverse an editing change that you have made to a plan. You can undo up to the last 25 "undoable" actions. (Table 4-2 lists changes you can and cannot undo.) If you change your mind and want to keep an action you just undid, choose the **Redo** command.

Table 4-2. The Undo Function

You Can Undo These Changes	You *Cannot* Undo These Changes
■ add branch ■ add node ■ insert branch ■ insert node ■ delete branch ■ delete node ■ cut ■ paste ■ copy (via drag-and-drop editing, described later in this chapter) ■ typing ■ replace announcement or termination ■ change node ■ move (via drag-and-drop editing, described later in this chapter) ■ renumber nodes	■ send ■ save

To Access:

From the Edit menu, choose **Undo**.

Redo

Choose the **Redo** command to restore an action you have reversed with the **Undo** command. The Redo function becomes available only after you have done an Undo action. Once you have performed an edit after using the **Undo** command, the Redo action is no longer available until you choose **Undo** again.

Autobuild

When you complete a new node or branch, Autobuild anticipates the next node or branch required in the path and creates it automatically for you. Autobuild also finds incomplete paths you may have missed and prompts you to complete them.

To Access:

Perform *one* of the following functions:

- Start a new plan.
- Add a branch.
- Insert a branch.
- Add a node.

To start Autobuild, data in a field must be validated by pressing **Enter**.

Once Autobuild has been started, it remains in effect until you do *one* of the following:

- Use the mouse or arrow keys to move within a plan.
- Click the right mouse button to bring up the pop-up edit menu.
- Display the Shortcut menu.
- Select any item from the Edit menu other than **Choices**.
- Select **Save**,**Save and Validate**, **Save As**, **Close**, or **Exit** from the File menu.

Opening a Plan

This section describes how to open a new plan and how to open one or more existing plans.

☑ **USAGE TIP:**
To save time, you can turn off intra-nodal validation while you build or edit a routing plan. See "Performing Intra-Nodal Validation," later in this chapter.

Opening a New Plan

To open a new plan, do the following:

1. From the File menu, choose **New Plan**.

   Or

   On the toolbar, choose the **New** button.

   Route It! creates a new, local plan with the temporary name **Untitled1**. The plan contains an empty root node, as shown in Figure 4-1, which is the first node in a plan.

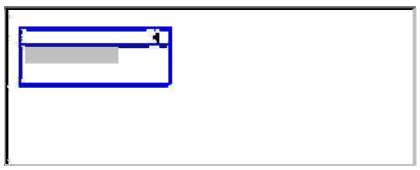


Figure 4-1. New Plan

To see the procedure for specifying the node type and other routing information on the root node, see the section "Editing Node and Branch Fields," later in this chapter.

Opening an Existing Plan

You can quickly open one of the last plans displayed. Or you can select a plan from a list of all plans for the Service View.

To open one of the last four plans you displayed, choose that plan from the bottom of the File menu. Each plan name is followed by **(official)**, **(local)**, or **(quick alloc)** to indicate that it is either an official or a local plan, or that it was opened in Quick Call Allocator mode.

To open an existing plan from a list of all plans for the Service View, follow these steps:

1. From the File menu, choose **Open Plan**.

   Or

On the toolbar, choose the **Open** button.

The Open Plan dialog box appears, as shown in Figure 4-2.

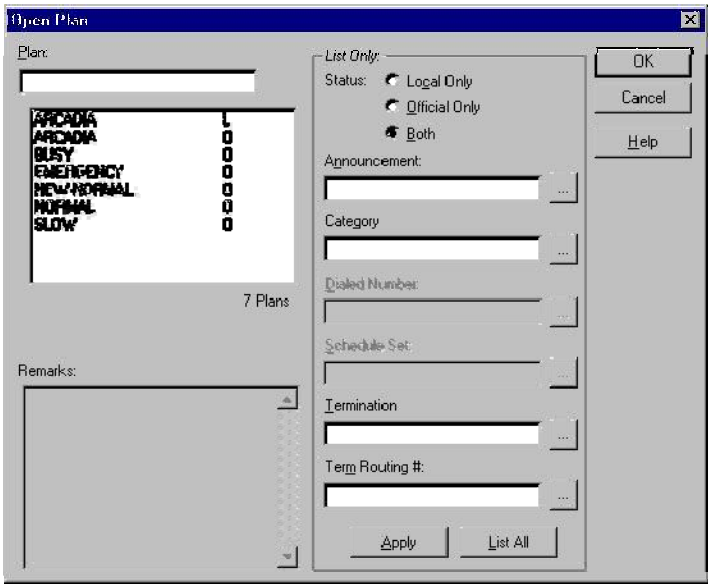


Figure 4-2. Open Plan Dialog Box

The list box displays the plans for the current Service View.

- **L** or **O** follows each plan name to identify it as a local or an official plan.
- The **Remarks** text box contains read-only remarks, if any, about the plan that has been selected from the list box.

2. To open a listed plan, do *one* of the following:

- Type the plan name in the text box, then choose **OK**.

  NOTE :
  If you enter a plan name that exists but has been previously filtered out of the list, you will receive a message stating that the plan is not in the filtered list.

- Select a plan name from the list and choose **OK**.
- Double-click a plan name in the list.

The plan you selected appears. If the plan is the first one you are opening in the current Edit Plans session, the viewbox also appears by default. You can use the viewbox to navigate to a different section of the plan. For more information, see "Displaying the Viewbox," later in this chapter.

Searching for a Plan

To search for a plan to open, you can expand or narrow the list of plans.

To expand or narrow the plan list, at the Open Plan dialog box, make selections for *one or more* of the choices under **List Only**, then choose **Apply**:

Status — Select to display local plans only (**Local Only**), official plans only (**Official Only**), or both local and official plans (**Both**).

Announcement — To display names of plans that contain a specific announcement, type or select an announcement from the **Announcement** box.

Category — To display names of plans belonging to a specific category, type or select a category from the **Category** box.

Dialed Number — To display official plans referenced by a particular dialed number, type or select a dialed number from the **Dialed Number** box.

> **NOTE :**
> This option is available only when you select **Official Only** in the **Status** area.

A dialed number may reference a plan through its schedule set, default schedule, exception date, or an active plan quick change.

The dialed number entry will contain 10 digits *unless* the number is an 11-digit Universal International Freephone Numbering (UIFN) dialed number, that is, 800-XXX-XXXXX.

Schedule Set — To display names of official plans that are contained in a specific official plan schedule, type or select an official schedule set in the **Schedule Set** box. (If you type the schedule set, dashes are optional if the schedule set is in the same format as the dialed number.)

> **NOTE :**
> This option is available only when you select **Official Only** in the **Status** area.

Termination — To display names of plans that contain a specific termination, type or select a termination name in the **Termination** box.

Term Routing # — To display names of plans that contain one or more terminations associated with a particular termination routing number (TRN), type or select a TRN in the **Term Routing #** box.

> **NOTE :**
> To display all plans for the current Service View, choose **List All**. Selecting **List All** removes all filters.

After expanding or narrowing the plan list, do *one* of the following to open a plan:

- Type the plan name in the text box and choose **OK**.
- Select a plan name from the list and choose **OK**.
- Double-click a plan name in the list.

Creating Branches and Nodes

This section explains how to add or insert branches and nodes.

Adding or Inserting a Branch

To create a branch to the right of a node, use *one* of the following commands:

- **Add Branch**
- **Insert Branch**

Using either command puts you into Autobuild mode. You can create additional branches and nodes while you work in Autobuild mode.

To Access:

Choose these commands from either the Edit menu or the Shortcut menu.

Table 4-3 describes how to use **Add Branch** and **Insert Branch**. Table 4-4 explains how to add branches when you are in Autobuild mode.

Table 4-3. Creating a Branch with Add Branch or Insert Branch

To Create a Branch...	Do This
To the right of a node	Select the node and choose **Add Branch**. If the node has existing branches, a new branch is added below the last existing branch.
Below a selected branch	Select the branch and choose **Add Branch**.
Above a selected branch	Select the branch and choose **Insert Branch**.
To the right of a node as the last branch	Choose **Add Branch**. The branch adds as the last branch in the list.
To the right of a node as the first branch	Choose **Insert Branch**. The branch adds as the first branch in the list.

Table 4-4. Creating a Branch in Autobuild Mode

To Create a Branch...	Do This
To the right of the current node while in Autobuild mode	Complete all the fields of the current node. Type a value and press **Return** or **Enter** on your keyboard. *Or* Select an item from a choice list.
Below the current branch while in Autobuild mode	Type a value and press **Return** or **Enter** on your keyboard. *Or* Select an item from a choice list.

Adding or Inserting a Node

To create a new node in a plan, use the **Add Node** and **Insert Node** commands. These commands let you create a node to the right or left of a branch.

Using **Add Node** activates Autobuild, which can help you to create additional nodes and branches.

To Access:

To access the **Add Node** and **Insert Node** commands, you select them from either the Edit menu or the Shortcut menu.

Table 4-5 describes how to use **Add Node** and **Insert Node**. Table 4-6 explains how to add a node in Autobuild mode.

Table 4-5. Creating a Node with Add Node or Insert Node

To Create a Node...	Do This
To the right of a selected branch without a node following it	Select the branch and choose **Add Node**.
To the left of a selected node	Select the node and choose **Insert Node**. An empty branch is added between the existing node and the new node to its left.

Table 4-6. Creating a Node in Autobuild Mode

To Create a Node...	Do This
To the right of the first branch created during this Autobuild session	Press **Return** or **Enter** on your keyboard with any branch selected. The branch is deleted and a new node is added after the first empty branch created during this Autobuild session.

Deleting Branches and Nodes

When you use the **Delete Branch** or the **Delete Node** command, you delete a selected branch or node and all nodes and branches in its path to the right.

To delete a selected branch or node and all nodes and branches to the right of it, follow these steps:

1. Select the initial branch or node to be deleted.
2. From the Edit menu or the Shortcut menu, choose **Delete Branch** or **Delete Node**.
3. At the confirmation dialog box, choose **Yes**.

   The selected branch or node and all nodes and branches to the right of it are deleted.

Displaying Names or IDs

You can choose to display data in nodes and branches as either values or names. To identify announcements more easily in your plans, for example, you can display them as names rather than as announcement numbers.

To customize how this information appears, you make selections in the Names or IDs dialog box, available through the View menu on the Edit Plans window. Labels, used to group names and values, are unaffected by how you display names or IDs.

The settings you make in the Names or IDs dialog box remain in effect during all Edit Plans sessions until you change them again. You can still type or select a value for a field that has been set to display as a name. Route It! converts the value to its corresponding name. Conversely, when you type a name in a field set to display as a value, the name is converted to a value.

To display names or IDs in your plans, follow these steps:

1. Display a new or existing plan in the active window.
2. From the View menu, choose **Names or IDs**.

   The Names or IDs dialog box appears, as shown in Figure 4-3.

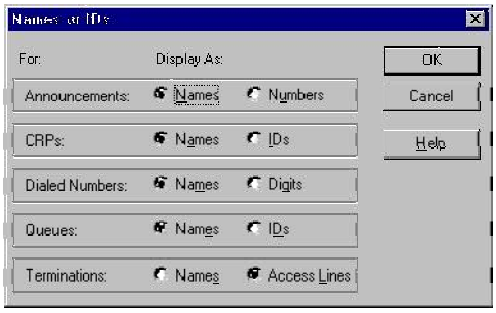


Figure 4-3. Names or IDs Dialog Box

3. For each category, select to display either names or values. Values may be either numbers, IDs, digits, or access lines, depending on the category of data.

Table 4-7 lists the node and branch fields affected by selections you make.

Table 4-7. Fields Affected by Names or IDs Selections

Making Selections for...	Affects These Node and Branch Fields
Announcements	The node specific data fields of Digit Prompter, Enroute, Prompter, and Response nodes
CRPs	The node specific data fields of CRP nodes (currently not supported by AT&T Canada)
Dialed Numbers	Branches following Dialed # nodes
Queues	The node specific data fields of Fix and Var Queue nodes
Terminations	The node specific data fields of ATS and Term nodes

4. After you have made your selections, choose **OK**.

Route It! displays data in node and branch fields in the format you selected.

Editing Node and Branch Fields

After you create a new node or branch, you need to specify routing information in the node or branch fields. You can also change existing data in a branch or node field. For example, to create an Enroute node, you need to specify its node type in the node type field. You also need to specify an announcement name or number in the node specific data field.

There are three ways to add or change routing information in a node or branch field, as described in Table 4-8.

Table 4-8. Adding or Changing Node or Branch Field Information

To Add or Change a Node or Branch Field...	Do This
Choices toolbar	Located on the Edit Plans window, the Choices toolbar gives you a convenient way to select node and branch field entries. ⇛ **NOTE :** You may find the Choices dialog box, described below, more useful because it always displays a large number of choices, and it also allows you to use keyboard commands.
Choices dialog box	The Choices dialog box provides the same function as the Choices toolbar. It is available through the **Choices** command on the Edit menu in Edit Plans. ☑ **USAGE TIP:** You can also press **F2** to display the Choices dialog box.
Typing directly into a field	You can type an entry into a field when you know the data item you need. ☑ **USAGE TIP:** If you press and hold the **Shift** key while pressing the left or right arrow key, you can move within a field one character at a time.

Considerations

Keep in mind the following when you add to or change a branch or node field:

- You must add a valid entry to a node type or branch field before you can leave the field.
- You must have valid data in all node fields before you can leave the node.
- If you change the node type, be aware of the following:
  - — After you enter a new node type, any existing node specific data is removed. Branch data on branches following the node is also removed.
  - — If you change a node with branches to a terminating node, all branches to the right of the node are deleted.
  - — Only the root node can have a node type of Call Type.

Using the Choices Toolbar or Dialog Box

Use the Choices toolbar or Choices dialog box when you want to select routing data for a branch or node field, or when you want to change existing data in a branch or node field. Each function contains drop-down lists of valid entries specific to the type of field you are editing. Using either function eliminates your need to remember exact data items.

You can choose to display items in the drop-down lists as either names, values, or labels, depending on the current node or branch field. After an entry is chosen for a field, it appears in the plan according to the current setting in the Names or IDs dialog box. For more information on this setting, see the section “Displaying Names or IDs,” earlier in this chapter.

System-defined values, such as **DEFAULT** or **OTHER**, are displayed at the top of the drop-down lists. Node specific data, branch, or options fields may require these entries. Each system-defined option is indicated with an asterisk (*).

You can type comments in some branches. A comment must follow the branch value or name and is separated from it with a hyphen (**-**). A front slash (***/***) is not allowed in a comment. Comments *cannot* be added to a label. The following branches can contain comments:

- Allocator branch

  NOTE :
  Colons *cannot* be used in an Allocator branch.
- Prompter branch

To use the Choices toolbar or Choices dialog box, follow these steps:

1. Position the cursor on a node or branch field.

The field turns yellow to indicate it is selected.

2. If the Choices toolbar is not displayed, you can display it by choosing **Choices Toolbar** on the View menu. (For more information, see the section “Customizing the Edit Plans Window,” later in this chapter.)

The Choices toolbar is shown in Figure 4-4.

Figure 4-4. Choices Toolbar

Or

To display the Choices dialog box, from the Edit menu, choose **Choices**, or simply press **F2**.

The Choices dialog box appears, as shown in Figure 4-5.

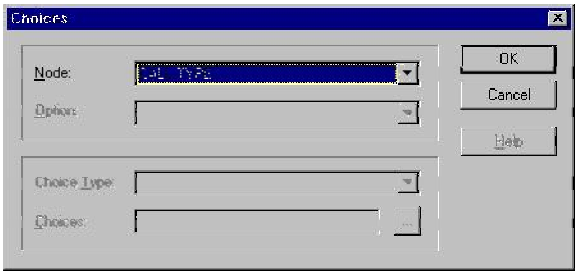


Figure 4-5. Choices Dialog Box

3. For the currently selected node or branch field, make a selection from one or more of the list boxes from either the Choices dialog box or the Choices toolbar, as shown in Table 4-9.

⇒ **NOTE :**
The branch or node field currently selected in the plan determines from which of the list boxes you can make selections.

Table 4-9. Selecting from the Choices Toolbar

For the Field...	Select from This List Box
Node type	**Node**
Option	**Option**
Node specific data *Or* Branch	**Choice Type** and then **Choices**, as follows: **a.** From the **Choice Type** list box, choose whether to select from values, names, or labels, as appropriate, in the **Choices** list box. ⇒ **NOTE :** Not all selections are available for every node and branch field. **b.** From the **Choices** list box, choose an entry for the field.

If you selected an entry from the Choices toolbar or Choices dialog box, the item appears in the branch or node field in the plan.

4. After you have selected an entry from the Choices dialog box, choose **OK**.

The data item appears in the branch or node field in the plan.

Typing Data into Node and Branch Fields

If you know the routing information you want for a node or branch field, you can type it into the field instead of using the Choices toolbar or the Choices dialog box. Type information in a field when you have just created a node or branch, or when you want to change existing information in the field.

This section provides the format for typing routing information into node and branch fields.

Depending on the field, an entry can be one of three types of information, as described in Table 4-10.

Table 4-10. Node and Branch Field Information Types

Value	A specific unit of information, such as the dialed number **800-555-1212** or the data rate **64c**.
Name	An identifier for a single value. You can create a name for a value to help you more easily identify it. For example, you can give the name **FLIGHT_INFO** to the dialed number **800-555-1212**. That name then can be entered directly on the branch to refer to that one specific dialed number.
Label	An identifier for a group of values and/or names. For example, an ATS label can contain the values (access line identifiers) **M2020** and **M2021** and the ATS-type termination names **CATERM** and **NVTERM**.

Names and labels both have the same format, regardless of whether they appear on a branch or a node. Each can be up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '**. A colon (:) can also be used, except in an Allocator node. The first character of a name must be alphanumeric. The first character of a label must be a letter.

Typing Data into Node Fields

Table 4-11 shows the required fields for the different nodes in Route It! As you enter node field entries, keep in mind the following:

- All nodes require a node type. To save time, you can enter an abbreviation of the node type name. Route It! automatically converts it to the full node type name. The Node Type Abbreviation column of Table 4-11 shows the abbreviations you can enter.
- Only certain nodes require information in the node specific data and options fields. The Node Specific Data and Node Options columns of Table 4-11 show the information required, if any, for these fields. In Table 4-11, **na** (not applicable) indicates that no entry is required.

☑ **USAGE TIP:**
To remove an entry you just typed in a node field, press **Esc** before pressing **Enter.**

NOTE :
Nodes followed by an asterisk (*) in Table 4-11 currently are not supported by AT&T Canada.

Table 4-11. Node Entry Options

Node	Node Type Abbreviation	Node Specific Data	Node Options
ADR	**adr**	ADR label	**B** (for BUSY), **R** (for RNA), or **BO** (for BOTH)
Allocator	**all**	na	na
Area	**are**	na	na
ATS	**ats**	ATS termination name(s), ATS access line(s), or label	na
Call Type*	**cat**, **ct**	na	na
Caller ID	**cal**, **ci**	na	na
CRP*	**crp**	CRP name or ID	na
Data Rate*	**dat**, **dr**	na	na
Day	**day**	na	na
Dialed #	**dia**, **dn**	na	na
Digit Prompter	**dig**, **dp**	announcement name or number	**Y**, **N**
Enroute	**enr**	announcement name or number	na
Exchange	**exc**	na	na
Fix Queue*	**fix**, **fq**	queue name or ID	na
Go To	**got**, **gt**	node number	na
No Answer	**noa**, **na**	**R** (for Ring), **B** (for Busy), or **D** (for Disconnect)	na
Prompter	**pro**	announcement name or number	**Y**, **N**
Response	**res**	announcement name or number	na
Term	**ter**, **tel**	non-ATS termination name, non-ATS access line, or label	na
Time	**tim**	na	na

Table 4-11. Node Entry Options (Cont'd)

Node	Node Type Abbreviation	Node Specific Data	Node Options
Var Queue*	**var**, **vq**	queue name or ID	na

Table 4-12 shows the format for values you type in node fields.

Table 4-12. Format of Node Values

Node Specific Data Value	Format
Access line	Five characters long: The first character is a letter; the last four characters are digits.
Announcement number	A number from 0 to 65535.
CRP ID	Six digits.
Go To number	A number of a node in the current plan.
Queue ID	Three alphanumeric characters within the following range: numbers 0 to 9 and lowercase letters a to e.

Typing Data into Branch Fields

This section provides the format for entries that you type in branch fields.

As you type branch field entries, keep in mind the following:

- Every branch must contain a value, name, or label.
- The maximum length for a branch field entry is 16 characters.
- Some branches take system-defined values, such as **OTHER** or **FULL**. For more information on system-defined values, see the section "Routing Plan Nodes and Rules" in Chapter 3, "Routing Plan Concepts."
- You can add comments to some branches. A comment must follow the branch entry and is separated from it with a hyphen (-). A front slash (*/*) is not allowed in a comment.

☑ **USAGE TIP:**
To remove an entry you just typed in a branch field, press **Esc** before pressing **Enter.**

Table 4-13 shows the rules and options of branch fields for each node type. For more information on rules affecting branches, see the section "Routing Plan Nodes and Rules" in Chapter 3, "Routing Plan Concepts."

NOTE :
Nodes followed by an asterisk (*) in Table 4-13 currently are not supported by AT&T Canada.

Table 4-13. Branch Entry Rules and Options

Node Type	Branch Field Entry	System-Defined Values	Comments Allowed?
ADR	An ADR node has no branches.		
Allocator	Each branch must contain a whole number value between 0 and100.	None	Yes
Area Code	An Area Code branch can contain these entries: ■ one or more three-digit area codes, separated by commas ■ one or more two-alphanumeric country codes, separated by commas (country codes are not applicable in Canada) ■ a label **NOTE:** A branch can contain both area and country codes.	**INTL**, **DOM**	No
ATS	Automatically added in Autobuild mode.	**ALL BUSY**	No
Call Type*	Automatically added in Autobuild mode.	**VOICE, DATA**	No
Caller ID	A Caller ID branch can contain these entries: ■ 10-digit number in the format **NPA-NXX-XXXX**, where **NPA** is the area code and **NXX-XXXX** is the exchange and last four digits of a phone number **NOTE:** Dashes are optional. ■ a label	**DEFAULT**, **OTHER**	No
CRP*	A CRP code from 1 to 10 digits long.	**DEFAULT**, **OTHER**	No

Table 4-13. Branch Entry Rules and Options (Cont'd)

Node Type	Branch Field Entry	System-Defined Values	Comments Allowed?
Data Rate*	A Data Rate branch can contain these entries: ■ *one* of the following: — **56**, for 56 kilobits per second (Kbps) — **64c**, for 64Kbps clear — **384c**, for 384Kbps clear — **1536c**, for 1536Kbps clear ■ a label ⇒ **NOTE:** A Data Rate branch cannot contain multiple data rates. You must create a label instead.	**OTHER**	No
Day	A Day branch can contain the values **SU**, **MO**, **TU**, **WE**, **TH**, **FR**, **SA** in these combinations: ■ a single entry, such as **SA** ■ a comma-separated list, such as **SU, MO** ■ a range, such as **TU-FR** ■ a list and range together, such as **SU, MO, TU-FR**	**OTHER**	No
Dialed #	A Dialed Number branch can contain these entries: ■ a 10-digit dialed number ⇒ **NOTE:** Dashes are optional. ■ a name ■ a label ■ dialed number digits	**OTHER**	No
Digit Prompter	A Digit Prompter branch can contain these entries: ■ a single number between 1 and 30 ■ a range of numbers between 1 and 30, such as **5-15**	**DEFAULT**	No
Enroute	Automatically added in Autobuild mode.	**CONTINUE**	No

Table 4-13. Branch Entry Rules and Options (Cont'd)

Node Type	Branch Field Entry	System-Defined Values	Comments Allowed?
Exchange	An Exchange branch can contain these entries: ■ one area code/exchange in the format **NPA-NXX**, where **NPA** is the area code and **NXX** is the exchange. ⇒ **NOTE:** Dashes are optional. ■ two or more comma-separated NPA-NXX codes ■ an area code ■ a label containing one or more NPA-NXX codes	**DEFAULT, OTHER**	No
Fix Queue*	Automatically added in Autobuild mode.	**FULL**	No
Go To	A Go To node has no branches.		
No Answer	A No Answer node has no branches.		
Prompter	A Prompter branch can contain these entries: ■ a value consisting of the digits 0 to 9, and/or the symbols #, *****. ■ a label ⇒ **NOTE:** A Prompter branch cannot contain multiple values. You must create a label instead.	**OTHER**	Yes, if the branch field entry is a value. No, if the branch field entry is a label.
Response	A Response node has no branches.		
Term	A Term node has no branches.		
Time	A time range in the format of **hh:mmx-hh:mmx**, where **hh** is the hour, **mm** are the minutes, and **x** represents **a** for a.m., **p** for p.m., **n** for noon, or **m** for midnight. For example, **08:00a-05:00p**. ⇒ **NOTE:** The minimum time interval is five minutes, starting at any five-minute point.	**OTHER**	No
Var Queue*	Automatically added in Autobuild mode.	**FULL**	No

Changing Node Fields

To change all the fields of a node, use the **Change Node** command. Information in each node field is erased, allowing you to enter new information.

NOTE :
Node field changes cannot be undone.

To change all fields of a node, do the following:

1. Select a node.
2. From the Edit menu or the Shortcut menu, choose **Change Node**.

   All data in the node fields is removed.
3. Enter new information in the node.

   After you enter a node type, all data is removed from the fields of adjoining branches to the right of the node.

   To cancel your change, choose **Undo Node Change**.
4. After you complete the node fields, complete the fields of the adjoining branches to the right of the node.

Quick Call Allocator Changes

You can change the percentages assigned to existing Allocator node branches in five minutes or less. Use the **Open Quick** command or button on the File menu or toolbar, respectively, to open a plan in Quick Call Allocator mode.

In Quick Call Allocator mode, you can change the percentages of Allocator branches on one or more Allocator nodes. You can also add or change the comments on Allocator branches. Use **Open Quick** when you need to make changes on an emergency basis.

When a plan appears in Quick Call Allocator mode, you can edit only the values and comments on Allocator branches. Intra-nodal validation is always on in Quick Call Allocator mode, but it is limited to ensuring that the branches of Allocator nodes total 100 percent.

There is no limit to the number of changes to Allocator nodes you can make with a single **Send** command. Route It! sends one request for each of the 34 Allocator nodes on **Send**. The override remains in effect until you make another quick change and specify the use of different percentages, or until you make a change to the routing plan in Edit Plans.

NOTE :
Your quick changes are complete in five minutes or less *after* the request is received by the support system. Your request may be delayed in getting to the support system if other applications are running on your PC. Running other applications may cause port contention or slow the processing on your PC. You can avoid these delays by running only Route It! on your PC.

Overriding values on Allocator branches is one type of quick change in Route It! You can also perform quick changes on plan schedules and on MCA and MCQ schedules. For more information on these quick changes, see Chapter 4, “Quick Changes,” in the *AT&T Route It! Schedules and Quick Changes User’s Guide*.

NOTE :
Currently, MCQ is not supported by AT&T Canada.

Opening a Plan in Quick Call Allocator Mode

Prerequisites

To be opened in Quick Call Allocator mode, a plan must be official and contain at least one Allocator node. For Quick Call Allocator changes to activate in the network, a plan must be part of an official plan schedule that has at least one dialed number assigned to it, or it must be an override plan for the plan schedule.

NOTE :
The **Open Quick** command may not be available if you do not have send permissions for the Quick Call Allocator task. See your Route It! system administrator for more information.

Opening Quick Call Allocator Mode

To open the Quick Call Allocator mode, follow these steps:

1. Open the Edit Plans main window.

2. Do *one* of the following:

- From the File menu, choose **Open Quick**.

  Or

- On the toolbar, choose the **Open Quick** button.

☑ **USAGE TIP:**
You can also press **Ctrl** + **Q** to open the Quick Call Allocator mode.

The Open Quick Call Allocator dialog box appears, as shown in Figure 4-6. Each tab is used to access an official plan according to your specifications.

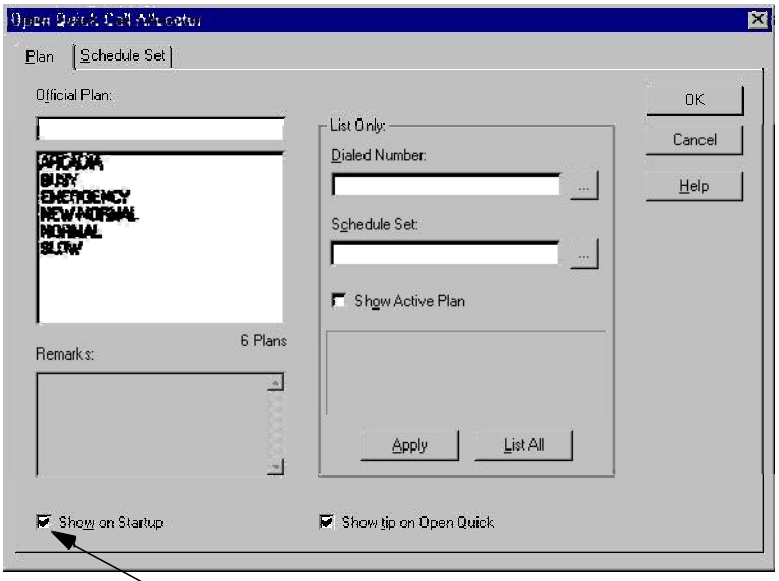


Figure 4-6. Open Quick Call Allocator Dialog Box - Plan Tab

Choosing a Tab

To select a plan to open, choose one of the tabs as follows, then continue accordingly:

- To open a plan by the plan name, select the **Plan** tab, then go to the following section, “Selecting a Plan by Plan Name.”
- To choose an active plan associated with an official schedule set, select the **Schedule Set** tab, then see the section “Selecting a Plan by Schedule Set,” later

in this chapter.

Selecting a Plan by Plan Name

The list box on the **Plan** tab (Figure 4-6) displays official plans for the active Service Date. The **Remarks** text box contains read-only remarks about a plan that has been selected from the list box.

To open a plan from the **Plan** tab, do *one* of the following:

- Type the plan name in the **Official Plan** text box, then choose **OK**.

  NOTE :
  If you enter a plan name that exists but has been previously filtered out of the list, you will receive a message stating that the plan is not in the filtered list.

- Select a plan name from the list and choose **OK**.
- Double-click a plan name in the list.
- Expand or narrow the selections in the list as described in the following section.

The plan you selected appears in the Edit Plans main window, as shown in Figure 4-7.

NOTE :
If you want to see a helpful tip on using Quick Call Allocator each time you open a plan in the Quick Call Allocator mode, select the **Show tip on Open Quick** check box. This automatically selects the check box on the **Schedule Set** tab also.

Searching for an Official Plan

To search for an official plan to open, you can expand or narrow the list of plans.

To expand or narrow the official plan list, do the following:

1. Make selections for *one or both* of the **Dialed Number** or **Schedule Set** choices under **List Only**.

Dialed Number — To display a list of plans associated with a dialed number, type or select a dialed number in the **Dialed Number** box. (If you type the dialed number, dashes are optional.)

Schedule Set — To display names of official plans that are associated with a particular schedule set, type or select an official schedule set in the **Schedule Set** box.

Plans listed are associated with the schedule set in either of these ways:

- The plan is used in the plan schedule for a default day, exception date, or active plan quick change override.
- The plan is contained in the list of plans available for an active plan quick change override for the schedule set.

2. To find and display the active plan for the specified dialed number or schedule set, choose **Show Active Plan**.

3. Choose **Apply**.

NOTE :
Multiple filters can be applied. The **List All** choice removes the effects of your search from the list of plans.

The **Show Active Plan** text box displays the name of the plan that is currently active for the dialed number and schedule set specified. If the active plan name is displayed in red, it is also an override plan.

4. After narrowing or expanding the plan list, to open a plan, do *one* of the following:

- Select a plan name from the list and choose **OK**.
- Double-click a plan name in the list.

The plan you selected appears in the Edit Plans main window, as shown in Figure 4-7.

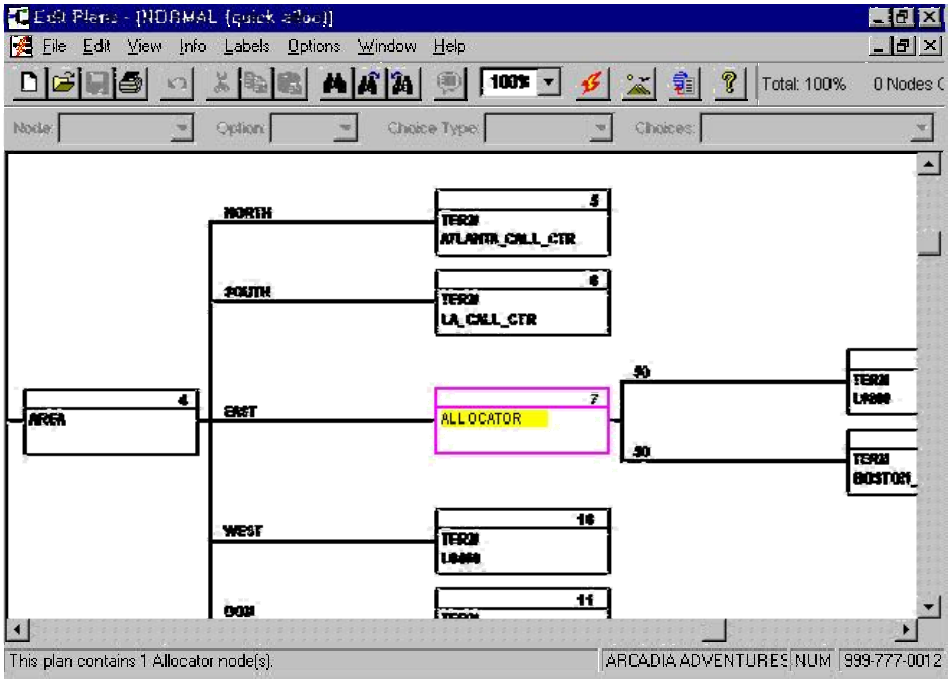


Figure 4-7. Plan Opened in Quick Call Allocator Mode

All Allocator nodes are highlighted in magenta. Only branches of Allocator nodes are editable in Quick Call Allocator mode.

Selecting a Plan by Schedule Set

You can select an active plan that is associated with an official schedule set using the **Schedule Set** tab (Figure 4-8). The list box on the **Schedule Set** tab displays official schedule sets for the active Service Date. The **Remarks** text box contains read-only remarks about a schedule set that has been selected from the list box.

To open an active plan for an official schedule set, do *one* of the following from the **Schedule Set** tab:

- Type the schedule set name in the **Select the Official Schedule Set for which the Active Plan will be opened** text box, then choose **OK**.

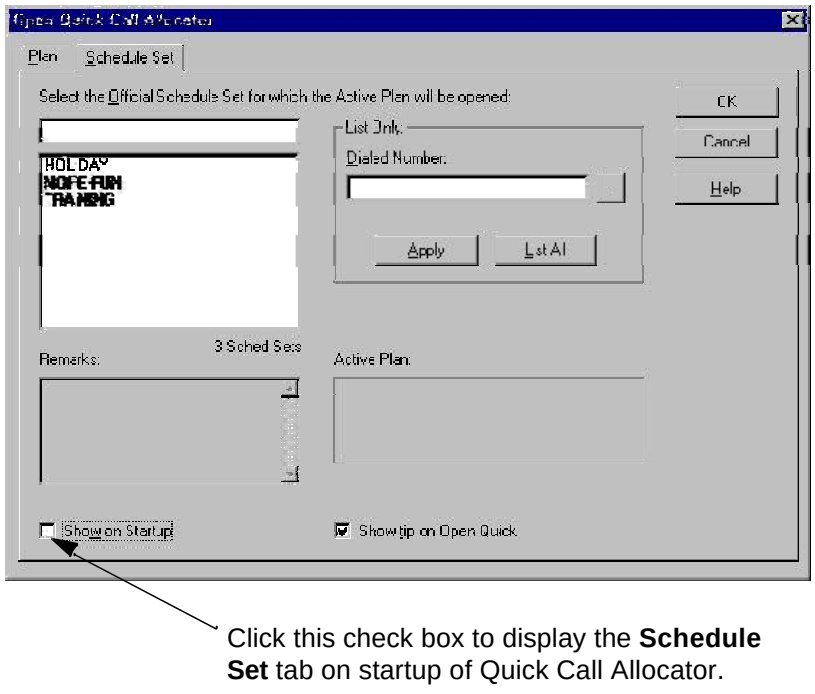
  ⇛ **NOTE :**
  If you enter a schedule set that exists but has been previously filtered out of the list, you will receive a message stating that the schedule set is not in the filtered list.

- Select a schedule set name from the list and choose **OK**.

  ⇛ **NOTE :**
  Expand or narrow the selections in the list as described in the following section, “Searching for an Official Schedule Set.”

- Double-click a schedule set name in the list.

The plan you selected appears in the Edit Plans main window, as shown previously in Figure 4-7.



Click this check box to display the **Schedule Set** tab on startup of Quick Call Allocator.

Figure 4-8. Open Quick Call Allocator Dialog Box - Schedule Set Tab

NOTE :
If you want to see a helpful tip on using Quick Call Allocator each time you open a plan in the Quick Call Allocator mode, select the **Show tip on Open Quick** check box. This automatically selects the check box on the **Plan** tab also.

Searching for an Official Schedule Set

To search for an official schedule set, you can expand or narrow the list of schedule sets.

To expand or narrow the official schedule set list, do the following:

1. Display a list of schedule sets associated with a dialed number by typing or selecting a dialed number in the **Dialed Number** box located under **List Only**. (If you type the dialed number, dashes are optional.)
2. Choose **Apply**, then click on the schedule set name in the list box.
   schedule set name in the list box.

   NOTE :
   Multiple filters can be applied. The **List All** button removes the effects of your search from the list of schedule sets.

   The schedule set name appears in the small text box on the left of the screen. The **Active Plan** text box displays the name of the scheduled plan that is currently active for the schedule set specified. If the active plan name is displayed in red, it is also an override plan.
3. After narrowing or expanding the plan list, to open a plan, do *one* of the following:
   - Select a plan name from the list and choose **OK**.
   - Double-click a plan name in the list.

   The plan you selected appears in the Edit Plans main window, as shown previously in Figure 4-7.

All Allocator nodes are highlighted in magenta. Only branches of Allocator nodes are editable in Quick Call Allocator mode.

Editing Allocator Branch Fields

You can type over branch field entries to edit them.

Keep in mind the following:

- Every branch must contain a value from 0 to 100.
- You can add comments to Allocator branches. A comment must follow the branch entry and is separated from it with a hyphen (-). A front slash (*/*) is not allowed in a comment.
- The maximum length for a branch field, including the comment length, is 16 characters.
- The branches of each Allocator node must total 100 percent.

To complete a quick change, you must send the changes to the support system. For information about sending changes to the support system, see the section “Sending Quick Call Allocator Changes to the Support System,” later in this chapter.

Displaying a Summary of Quick Call Allocator Changes

You can display a read-only summary of information about the changes made in Quick Call Allocator mode. This summary can be displayed at any point while editing in Quick Call Allocator mode, and it can also be selected to display automatically before changes are sent to the support system.

Displaying a Summary Any Time Before a Send

To display a summary of the changes made in Quick Call Allocator mode, choose **Summary Info** from the File menu.

The Summary of Allocator Changes dialog box appears, as shown in Figure 4-9.

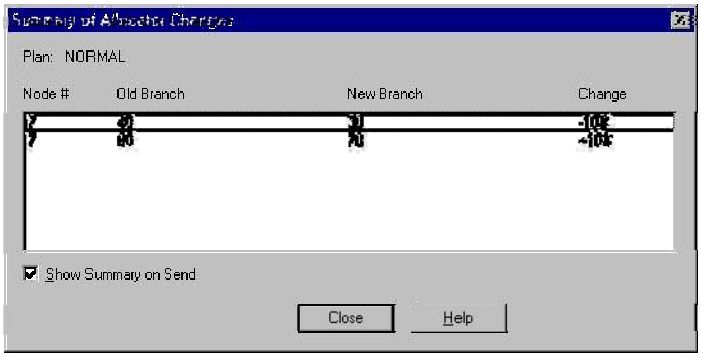


Figure 4-9. Summary of Allocator Changes Dialog Box

The fields on the Summary of Allocator Changes dialog box are described in Table 4-14.

Table 4-14. Summary of Allocator Changes Fields

Node #	The node number of each Allocator node that has been changed in this Quick Call Allocator mode session.
Old Branch	The value of the branch before the change was made.
New Branch	The value of the branch after the change was made.
Change	The percentage of the change between the **Old Branch** and **New Branch** values. If the comment was changed, **COMMENT** appears in this column.
Show Summary on Send	Select to automatically display the Send Allocator Changes dialog box when sending your quick change request to the support system.

To close the Summary of Allocator Changes dialog box, choose **Close**.

Displaying a Summary Automatically on Send

The Send Allocator Changes dialog box displays a summary of the changes made in the current session of Quick Call Allocator mode. This dialog box is automatically displayed before changes are sent to the support system if **Show Summary on Send** is selected on the Summary of Allocator Changes dialog box. The Send Allocator Changes dialog box is shown in Figure 4-10.

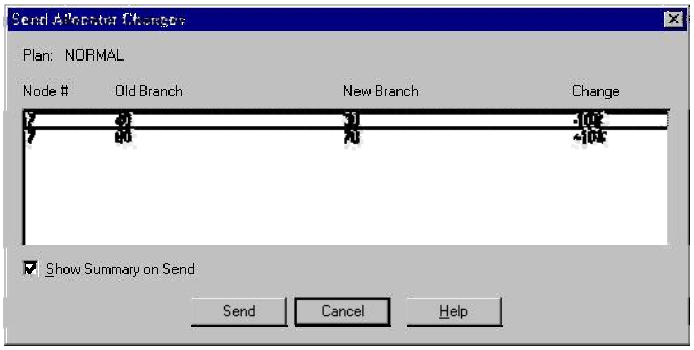


Figure 4-10. Send Allocator Changes Dialog Box

The fields on the Send Allocator Changes dialog box are identical to those on the Summary of Allocator Changes dialog box. For a description of each field, see the previous section, “Displaying a Summary Any Time Before a Send.”

Choosing **Send** on this dialog box will send the changes to the support system, as described in the following section, “Sending Quick Call Allocator Changes to the Support System.”

Sending Quick Call Allocator Changes to the Support System

Use the **Send** command on the File menu or the **Send** icon on the toolbar when you have finished editing a plan in Quick Call Allocator mode and want to send the changes to the support system.

When you choose **Send**, if **Show Summary on Send** is selected on either the Summary of Allocator Changes or the Send Allocator Changes dialog box, the Send Allocator Changes dialog box, shown in Figure 4-10, appears. For information on the Send Allocator Changes dialog box, see the previous section, “Displaying a Summary Automatically on Send.”

When you choose **Send**, if all changes have passed validation, they are sent to the support system in the order in which they were made.

To see the status of the update, check the Comm Log.

The change request appears in the message list as the following:

⇛ **NOTE :**
[Plan Name] is the name of the plan sent to the support system.

— **Quick Change: Modify alloc % for Plan [Plan Name].**

The response from the support system appears in the message list as one of the following:

— Quick Change: Alloc % in Plan [Plan Name] Modified.

— Quick Change of Alloc % failed.

To see any additional information about a change transaction, check the message detail.

When the quick change has been activated in the network, your original request message is updated. The detail for this message contains the exact time that the change became effective.

Working with the Quick Toolbar

The Quick toolbar is initially located below the menu bar and to the right of the Standard toolbar on a Quick Call Allocator window, as shown in Figure 4-11.

Figure 4-11. Quick Toolbar

The Quick toolbar provides you with two tools: the Total indicator and the Changes indicator. The Total indicator indicates the sum of percentages across all branches of

the same node. The Changes indicator provides a running count of the number of Allocator nodes changed in the current editing session.

To better view data on a window, you can temporarily remove or hide the Quick toolbar. You can also move the toolbar to another part of the window.

To display or hide the Quick Toolbar, do the following:

1. Choose the View menu.

On the View menu, a check mark beside the **Quick Toolbar** indicates that it appears. No check mark indicates that the toolbar is hidden.

2. From the View menu, choose **Quick Toolbar**.

The toolbar is alternately hidden or displayed each time you choose the toolbar command.

To move the Quick toolbar, do the following:

1. Click on a blank part of the toolbar and drag it to another part of the window.

The Quick toolbar appears as its own window with a title bar.

2. To return the toolbar to its last location, double-click a blank part of the toolbar.

Closing a Plan in Quick Call Allocator Mode

To close a plan opened in Quick Call Allocator mode, choose **Close** from the File menu.

If any edits made in the current Quick Call Allocator mode session have not been sent to the support system, a message appears. To send the edits to the support system and close the plan, choose **Yes**. To discard the edits and close the plan, choose **No**.

NOTE :
The message described above also appears if any edits made in the current Quick Call Allocator mode session have not been sent to the support system when you attempt to exit Edit Plans.

Creating New Labels

You can create a new label as you build and edit a plan. You can also create labels from the Edit menu. To create a label, do *one* of the following:

- Type the name of the new label in a branch or node specific data field.

  After you type the new label name, a message prompts you to confirm that you are creating a label.

  If you choose **Yes**, a Create Labels dialog box appears, and you can immediately create the label for that field.

  If you choose **No**, you can create the labels later. The label name serves as a placeholder.

- Choose **New** from the Labels menu.

  In the resulting New Label dialog box, you specify the node type for the label and the name of the label.

NOTE :
A label name can be up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '**. The first character of a label must be alpha.

Each method displays a dialog box called a *Label Builder*. The Label Builder contains valid names and values from which you select to create the label. For more detailed procedures on creating a label, see Chapter 5, “Labels.”

Getting Plan Information

The Info menu on the Edit Plans window provides general information about the current plan and about announcements and terminations. The plan can be local or official. You may want to display general information when you are adding or changing routing information in a branch or node field.

For example, you may need to review a list of terminations contained in the plan in the active Edit Plans window. Using the **Plan** selection on the Info menu, you can display all terminations contained in the active plan by selecting the **Terminations** tab.

The Info menu allows the following selections:

- Plan Info
- Announce Summary
- Term Summary

These selections are further explained in Table 4-15. Figure 4-12 shows the Term Summary window. In addition to the termination information, the TRNT information can be filtered using the selection boxes located at the bottom of the window. The TRNT filter portion of the screen allows you to select the following TRNT types:

- Call Origin
- Call Prompter

- Dialed Number
- None

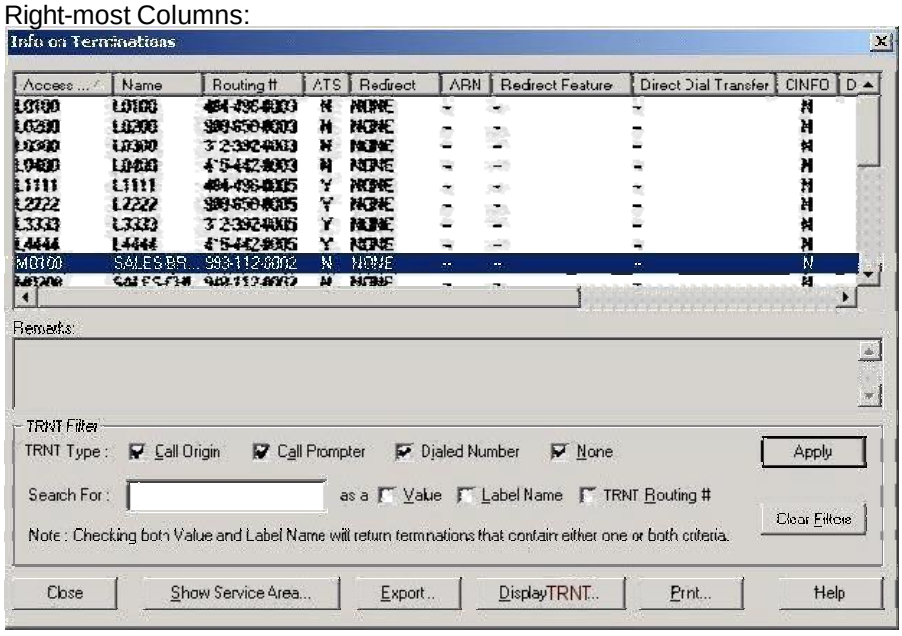
The filter allows you to perform the search based on:

- Text entered in Search For text box
- Value
- Label Names
- TRNT Routing #

NOTE :
Checking both Value and Label Name will return terminations that contain either one or both criteria.

The **Apply** button applies the selected criteria to the termination search. The **Clear Filters** button clears any selected check boxes.

Right-most Columns:



Left-most Columns:

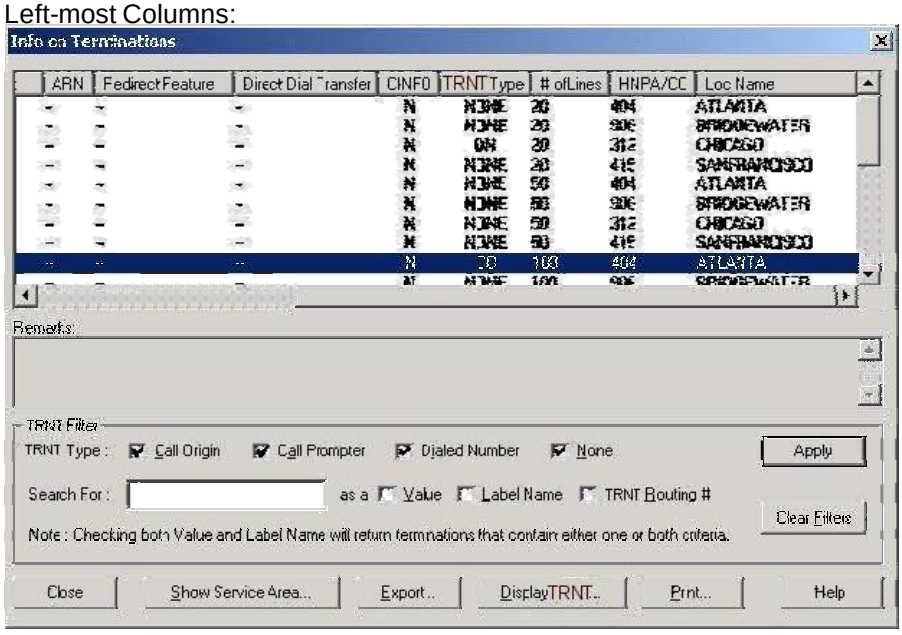


Figure 4-12. Information on Terminations

Table 4-15 shows the read-only information provided by the commands on the Info menu.

Table 4-15. Info Menu Commands

This Command	Shows General Information About...
Plan Info	Routing data used in the current plan. The **Plan** command displays a window with tabs containing information about these categories: ■ **Overall Info**—Provides general information about the plan, such as category, rotary screening, time zone, daylight saving time, CED aggregation, CRP indicator, and ICP International information. ■ **Node Summary**—Lists each node type and the number of each that is included in the current plan. ■ **Terminations**—Lists the terminations used in the current plan. An asterisk (*) preceding a termination indicates that it is an ATS termination. You can select one of the terminations listed and display more information. The **Export** button sends terminations information for the open routing plan to a text file. ■ **Announcements**—Lists announcements used in the plan in the active Edit Plans window. You can select one of the announcements listed and display more information. The **Export** button sends announcement information for the open routing plan to a text file. ■ **Plan Schedules**—Lists the plan schedules that contain the plan in the active Edit Plans window. You can select one of the plan schedules listed and display more information. The **Export** button sends a list of all the plan schedules that contain the open plan to a text file. Changes to a routing plan are not reflected in the Plan Info window until the modified plan has been saved. Once saved and the Plan Info window is reopened, the window reflects the changes made to the plan prior to being saved.
Announce Summary	Summary of all announcements available based on the Account ID.

Table 4-15. Info Menu Commands (Cont'd)

This Command	Shows General Information About...
Term Summary	Summary of all terminations available for the Service View. You can display a map that shows the service area for a selected termination. (For more information on the service area map, see the section "Terminations" in Chapter 2, "Customer Profile," of the *AT&T Route It! Administration* guide.) Refer to the previous section and Figure 4-12 for additional information on the TRNT filter search capability. If you have access lines that subscribe to Terminating Routing Number Translation (TRNT), you can select one on the Term Info window and choose the **Display TRNT** button to view information about that access line including: ■ TRNT routing numbers ■ TRNT type (Call Origin, Dialed Number, Call Prompter)
Dialed Number Summary	Summary of all dialed numbers available for a Service View.

Displaying Detail Data for a Node or Branch Field

For some node or branch fields, you can display detail data. Use the **Display Detail** command on the Edit menu to see detail about the current branch or node specific data field of either a local or an official plan. You can see additional information about a selected value, name, or label. Detail about a value or name is read-only.

When you display detail for a label contained in a currently open plan, the corresponding Label Builder appears. You can use the Label Builder to view or change the contents of the label. For more information about Label Builders, see Chapter 5, “Labels.”

To display detail about a node or branch field, follow these steps:

1. Select a branch or node specific data field.

The field turns yellow to indicate it is selected.

2. From the Edit menu, choose **Display Detail**.

Or

On the toolbar, choose the **Display Detail** button.

For a value or name, a read-only detail dialog box appears. For a **DOM** branch off of an Area node, a read-only version of the Map window appears showing all area codes controlled by the selected branch. For a label, the corresponding editable Label Builder appears.

⇒ **NOTE :**
For more information on the individual fields displayed, see online help.

3. For instructions on modifying the contents of a label using a Label Builder, see the section “Label Builders” in Chapter 5, “Labels.”

4. To close a detail dialog box, choose **Close**.

Or

To close a Label Builder, choose **Cancel** .

Saving a Plan

To save an opened plan locally on your PC, use the **Save** or the **Save As** command. Saving a plan saves the current plan in local data.

When you save an incomplete plan, a message warns you that required data is missing. A plan is considered incomplete under the following conditions:

- A call path does not end with a final-handling node.
- A node is missing one or more required branches.
- A branch is left blank.

Although you can save an incomplete plan, you must correct these errors before sending the plan to the support system.

To close a saved plan, choose the **Close** command from the File menu.

Saving a Titled Plan

Use the **Save** command to save a titled local plan on your PC and continue working with it.

To save a local plan, do the following:

1. Make sure the plan you want to save is in the active window.
2. From the File menu, choose **Save**.

   Or

   On the toolbar, choose the **Save** button.

   If the plan is complete, a message confirms the save. If the plan is incomplete, the plan is saved and a warning message appears indicating that required data is missing.

Saving a New Plan or Renaming an Existing Plan

Use the **Save As** command to save a new, unnamed plan or to rename an existing plan. Renaming an existing plan saves another copy of the plan under a different name. You can also use **Save As** to specify or change summary information about the plan, such as a text description of the plan that appears in the **Remarks** list box of the Open Plan dialog box.

To save a plan under a new name, follow these steps:

1. Make sure the plan you want to save is in the active window.
2. For a new plan, from the File menu, choose **Save** or **Save As**.

   Or

   For an existing plan that you want to rename, choose **Save As**.

   The Save As dialog box appears, as shown in Figure 4-13.

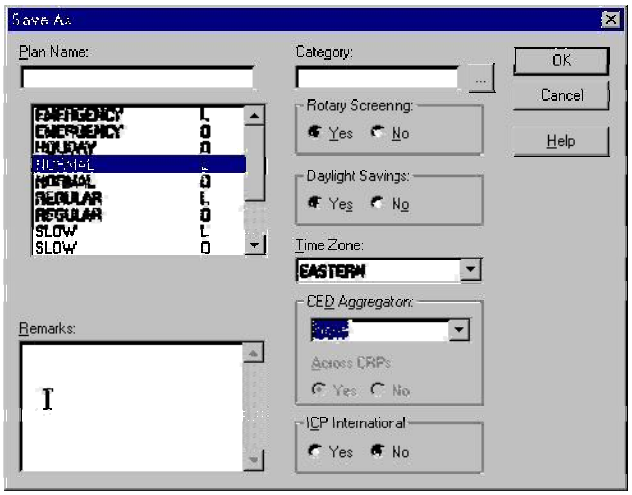


Figure 4-13. Save As Dialog Box

3. Type a new name for the plan in the **Plan Name** text box. A plan name can be up to 16 characters long and can contain lowercase and uppercase letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '**. The first character must be a letter.

Or

Select a plan name from the list displayed.

NOTE :
If you rename a plan with the name of an existing plan, Route It! warns you that you will overwrite the existing plan.

4. Optionally type comments in the **Remarks** text box. The text can be up to 120 characters long and can include any character, except @ or **+**.

5. Specify or edit the following information:

Category — Type or select a category for the account. The categories listed depend on the current Service View. If you select **[Not Defined]**, the plan cannot be filtered by a category when it is opened.

Each category is user-defined. You can type the name of an existing category or create a new one. A category name can be up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '**.

Rotary Screening — Select whether calls are to be screened for rotary dialing. Default is No.

Daylight Savings Select whether daylight saving time applies to your Day and Time nodes in your routing plans. The default is the previous value chosen for this plan or, if one does not exist, the setting in the Customer Profile.

Time Zone Select a time zone. The default is the previous value chosen for this plan or, if one does not exist, the setting in the Customer Profile.

NOTE :
Currently, the Newfoundland time zone is not supported. Customers must make adjustments manually by changing the eastern time to a half hour later than the standard eastern time. For example, if Atlantic time is 5:30 p.m., the corresponding Newfoundland time is 6:00 p.m.

CED Aggregation Choose whether or not to aggregate Caller Entered Digits:

- To aggregate CEDs for all Digit Prompter nodes in each call-processing path, select **Digit Prompter Only**.
- To aggregate CEDs for all Prompter and Digit Prompter nodes, select **All**.
- To collect only the digits from the last Digit Prompter node, select **None**.
- Choose **Yes** or **No** for “Across CRPs”

ICP International (currently not supported by AT&T Canada) Choose whether to use the CRP tables referenced in this plan to route international toll-free traffic.

- To use the CRP tables, select **Yes**.
- If you do not want to use the CRP tables, select **No**.

The last value saved for the current plan is shown as the default. If none exists, the default is **No**.

6. To save the plan after making selections, choose **OK**.

If the plan is complete, a message on the status bar confirms the save. If the plan is incomplete, the plan is saved and a warning message appears indicating that required data is missing.

Or

To continue working with the plan without saving, choose **Cancel**.

Performing a Local Plan Validation

Use the **Validate and Save** command on the File menu to validate and save your plan locally. During the validation process a pop-up window will be displayed. You will be able to discontinue the validation process by clicking the “Cancel” button.

If you do not cancel the process, validation will complete and the results of the **Validate and Save** will be displayed to you. At this time, you will be able to make corrections to the routing plan based on the results of the local routing plan validation.

+ **IMPORTANT:**
Local Plan Validation is not intended to replace the validations performed when the plan is sent to the support system (see "*Sending a Plan to the Support System*"). For the plan to become official, *you must* send the plan to the Support System for final validation.

To validate and save a local plan, do the following:

1. Make sure the plan you want to validate and save is in the active window.
2. From the File menu, choose **Validate and Save**.

   A pop window will be displayed advising you that the Plan validation is in progress. If you want to abort this process, you can cancel the validation of the plan by clicking on the **Cancel validation** button.

Sending a Plan to the Support System

Use the **Send** command on the File menu or the **Send** icon on the toolbar when you have finished creating or revising a plan and want to send it to the support system. After the plan passes validation at the support system, it becomes an official plan.

The plan you send must be local. You cannot send untitled or official plans. At the time you send the plan, Route It! checks for the following errors:

- a call path that does not end with one of these nodes:
  - ADR
  - Go To
  - No Answer
  - Response
  - Term
- a node that is missing one or more required branches
- a branch that is left blank

If an error is found, Route It! displays an error message and cancels the send. You must correct the error and resend the plan.

⇛ **NOTE :**
The **Send** command may be unavailable if you do not have permission to use it in Edit Plans. Contact your Route It! system administrator for details.

To send a plan to the support system, follow these steps:

1. Display a plan in the active window.
2. From the File menu, choose **Send** or select the **Send** icon from the toolbar.

   The Send Plan dialog box appears, as shown in Figure 4-14. The **Service Date** field shows the current Service Date for the plan you are sending.

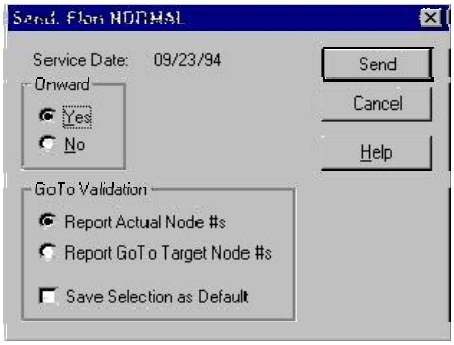


Figure 4-14. Send: Plan [Plan Name] Dialog Box

3. To have the plan validated for the current Service Date and all pending Service Dates, under **Onward**, select **Yes**.

Or

To have the plan validated for the current Service Date only, select **No**.

4. Under **Go To Validation**, select *one* of the options described in Table 4-16.

5. Click in the Save Selection as Default, to save the option selected.

NOTE :
The setting is identified with the user logged into the system.

Table 4-16. Go To Validation Options

Option	Description
Report Actual Node #s	With this type of validation, the support system reports the node number of the node where the error actually occurred. A message containing that node number appears in the message detail of the Comm Log. **NOTE :** This is the recommended selection since it is the most complete type of validation.
Report Go To Target Node #s	With this type of validation, the support system reports the node number of the node where the error actually occurred in the following instances: ■ When an error occurs before a Go To target node. ■ When the first path containing a Go To target node is checked. However, if subsequent paths containing the same Go To target node exist in the plan, the support system reports only the Go To target node number. This target node number appears with an asterisk (*) in the Comm Log. The asterisk indicates that the problem could be in any one of the nodes in the path following the Go To target node.

6. Choose **Send**.

A status bar message indicates that the plan has been sent to the host. Route It! also saves a copy of the plan locally on your PC.

If an error has been found, an error message appears and the send is cancelled.

7. If you receive an error message, you must correct the error and resend.

8. After the send, check the Comm Log to see if the plan passed validation at the support system. For more information, see Chapter 7, “Comm Log.”

Printing a Plan

To print a routing plan, use the **Print** command on the File menu. You can print the entire plan or just a portion of the plan.

To print a routing plan, follow these steps:

1. Display the plan in an active Edit Plans window.

2. From the File menu, choose **Print**.

Or

On the toolbar, choose the **Print** button.

The Print Graphical Plan dialog box appears, as shown in Figure 4-15.

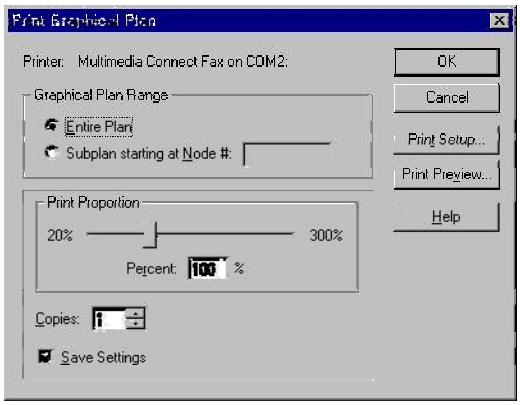


Figure 4-15. Print Graphical Plan Dialog Box

3. Select the settings for the printout, as described in Table 4-17.

Table 4-17. Printout Setting Selections

Setting	Selection
Graphical Plan Range	Select the amount of the plan to be printed: ■ To print the entire plan, select **Entire Plan**. ■ To print a portion of a plan, select **Subplan starting at Node #**. In the text box, type the number of a node in the plan where you want the printout to start.
Print Proportion	Select how large or small you want the plan to appear on the printout. At 100 percent, the nodes on the printout are approximately the same size as those displayed in the Edit Plans window. The proportion you choose may increase or decrease the number of pages printed.

Table 4-17. Printout Setting Selections (Cont'd)

Copies	Select the number of copies.
Save Settings	Select to save the settings you entered for **Print Proportion** and **Copies**.

4. To print the plan from the Print Graphical Plan dialog box, choose **OK**.

A confirmation dialog box shows the number of pages of the printout.

Or

To preview before printing, choose **Print Preview**.

The Print Preview dialog box appears, as shown in Figure 4-16.

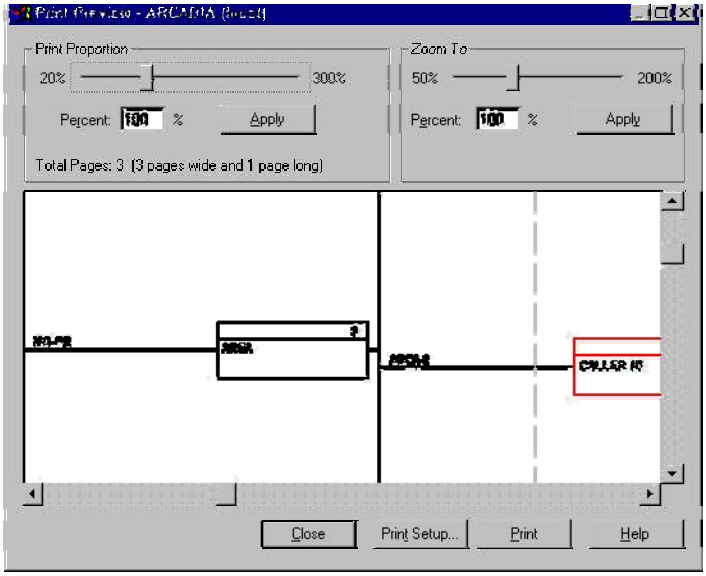


Figure 4-16. Print Preview Dialog Box

NOTE :
The Print Preview dialog box can also be accessed from the File menu.

- To change the proportions in which the plan will print, under **Print Proportion**, type or select a percentage in the **Percent** text box, or adjust the percentage slider, and choose **Apply**.

  Or

- To resize the plan for better viewing, under **Zoom To**, type a percentage in the **Percent** text box, or adjust the percentage slider, and choose **Apply**.

  NOTE :
  Selections made under **Zoom To** do not affect the proportions of the plan printout.

- To print the plan from the Print Preview dialog box, choose **Print**.

  A status bar message confirms the start of printing.

  Or

- To return to the Print Graphical Plan dialog box, choose **Close**.

5. To print, choose **Yes** at the confirmation dialog box.

A status bar message confirms the start of printing.

For printouts that span more than one page, the plan is printed in segments, similar to the sections of a map grid. Page numbers are located in the upper left-hand corner of each page. Each page number consists of a letter followed by a number. The letter shows the order of plan segments from left to right. The number shows the order of plan segments from top to bottom.

Figure 4-17 shows the order of a plan printout that has multiple pages. The page numbers are enlarged in the figure.

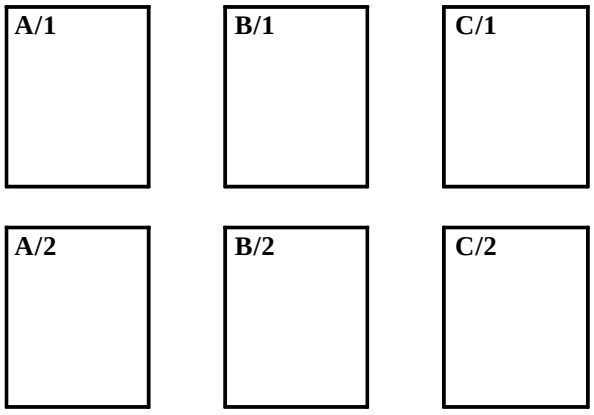


Figure 4-17. Page Numbering on a Plan Printout

Closing a Plan and Quitting Edit Plans

Close a plan with which you have finished working to free up memory. If several plans are open, you may close each one individually, or select **Exit** from the File menu. You will be prompted to save any unsaved edits.

To close a plan, follow these steps:

1. Make sure the plan you want to close is in the active window.

2. From the File menu, choose **Close.**

The plan is closed if all changes to the plan have been saved. If you made changes but did not save them, a confirmation dialog box appears, as shown in Figure 4-18.

Figure 4-18. Confirmation Dialog Box

3. If the confirmation dialog box appears, do *one* of the following:

To save any edits and close the plan, choose **Yes**.

For an existing plan, the edits are saved and the plan is closed. For a new plan, the Save As dialog box appears. For more information on saving a new plan, see the earlier section “Saving a New Plan or Renaming an Existing Plan.”

Or

To close the plan without saving the edits, choose **No**.

The edits are *not* saved and the plan is closed.

Or

To continue working with the plan without saving, choose **Cancel**.

You are returned to the plan in the active window.

4. To quit Edit Plans, choose **Exit** from the File menu.

Edit Plans is closed.

Performing Intra-Nodal Validation

To save time, you can turn off intra-nodal validation while you build or edit a routing plan. Intra-nodal validation checks for errors between a node and the adjoining branches following it. For more information, see the section “Plan Validation” in Chapter 3, “Routing Plan Concepts.”

To turn off intra-nodal validation while you work with a plan, choose **Validation** from the Options menu. Select one of the two validation options, as described in Table 4-18.

Table 4-18. Intra-Nodal Validation Options

Perform Intra-Nodal Validation...	Description
Dynamically, while editing the plan	At the time you make an intra-nodal error, an error message appears. Upon selecting **OK**, you can fix the error or continue working in Edit Plans.
Only on receipt by the support system	Intra-nodal validation errors are not checked at the time you work on a plan. To have intra-nodal validation performed, you must send the plan to the support system.

If you turn off intra-nodal validation, when you send the plan to have it validated, intra-nodal and all other types of validation are performed at the support system. After you send the plan, check the Comm Log to display any errors. The Comm Log message for unsuccessful validation contains detail on errors.

⇛ **NOTE :**
Any setting you choose for intra-nodal validation remains in effect for all sessions in Edit Plans until it is changed.

To select when intra-nodal validation is performed, follow these steps:

1. Open a new or existing plan.
2. From the Options menu on the Edit Plans window, choose **Validation**.

   The Validation Options dialog box appears.
3. To have intra-nodal validation performed at the time you work with a plan, select **Dynamically, while editing the plan**.

   Or

   To turn off intra-nodal validation while you work with plans, select **Only on receipt by the support system**.
4. Choose **OK**.

Moving Among and Selecting Branches and Nodes in a Plan

This section describes how to use keyboard keys and the mouse to select and move among nodes and branches in a plan.

Selecting Items in a Plan

To select a portion of a plan for editing, you use your mouse. Each time you click on a field, node, or branch, it changes color to help you easily see your selection. Table 4-19 explains how to select items in a plan and the color changes that occur.

Table 4-19. Selecting Items in a Plan

To...	Do This
Select a node	Click anywhere in the node body except in the header. The outline of the node turns blue, indicating that it is the current node. **NOTE :** The color of the target of a Go To node is always red.
Select a branch	Click the branch. The branch turns blue, indicating that it is the current branch.
Select a field in a node or on a branch	Click on the field. The field turns yellow, indicating that it can be edited.

Table 4-19. Selecting Items in a Plan (Cont'd)

To...	Do This
Select a node and all nodes and branches following it in a path for cutting or copying	Click the header of the first node. The node selected and all others following in the path turn green. You can cut or copy this highlighted section of the plan.

Moving Between Node Fields

To select a field in a node, click on it with your mouse. You can also use keyboard keys to move between the fields of a node. When a field is selected, it turns yellow, indicating that it can be edited. To move between node fields, press **Tab** on your keyboard.

Moving Between Nodes and Branches

To move between nodes and branches in a plan, you can use either your mouse or the arrow keys of your keyboard. The arrow keys allow you to move between nodes and branches in sequence, such as along a path. You can also move vertically between the nodes or branches of a parent node. Table 4-20 describes how to move between nodes and branches in a plan using the arrow keys.

Table 4-20. Moving Between Nodes and Branches

To...	Use...
Move from left to right along a path	The right arrow key
Move from right to left along a path	The left arrow key
Move upward between nodes (or branches) having the same parent node	The up arrow key
Move downward between nodes (or branches) having the same parent node	The down arrow key

Moving and Copying Plan Portions

Using Cut-and-Copy Editing

To save time in plan building, you can reuse a plan portion in another part of the plan or in a different plan. To reuse part of an existing plan, you use the **Cut**, **Copy**, and **Paste** commands.

- When you use the **Copy** command, you make a copy of the plan portion and paste (insert) it in another location. The original portion is unchanged.
- When you use the **Cut** command, you remove a plan portion from its original location and move it to a new location.

The portion you copy or cut is temporarily stored in the Clipboard while you work in Edit Plans. You can paste the contents of the Clipboard multiple times. However, the Clipboard contents are replaced when you make a different copy or cut, and they are lost when you exit Edit Plans.

To reuse a plan portion during multiple Edit Plans sessions, cut or copy the plan portion, open a new plan, paste the plan portion in an empty node or branch with no node following it, and then save the new plan under a descriptive name.

The numbering of pasted nodes continues from the last number previously used in the plan. When plan portions are added, nodes may need to be renumbered using the procedure in the section “Renumbering Nodes,” later in this chapter.

If a Go To node is added without its target node, the node specific data will be set to **0**.

To copy or move a plan portion, follow these steps:

1. Select the header of the first node in the path you would like to copy or move.

The node and all nodes and branches following it in the path are outlined in green.

2. Copy or move your selection as follows:

To *copy* the plan portion, do *one* of the following:

- From the toolbar, choose the **Copy** button.

  Or

- From the Edit menu, choose **Copy**.

A status message indicates that a portion of the plan has been copied to the Clipboard.

Or

To *move* the plan portion, do the following:

a. On the toolbar, choose the **Cut** button.

A message prompts you to confirm the cut.

b. Choose **Yes**.

The portion is removed from the current plan and copied to the Clipboard.

3. To paste the plan portion to a new location in the same plan, do the following:

a. Select an empty node or branch with no node following it.

Your selection turns blue.

b. On the toolbar, choose the **Paste** button.

The portion is pasted in the new location. A status bar message confirms the paste.

Or

To paste the plan portion to a new location in a different plan, do the following:

a. Select a different plan.

- If the plan is already open but not displayed, select it from the Window menu.
- If the plan is partially displayed on your screen, select it.
- If the plan has not been opened, open it. For more information on opening a plan, see the earlier section “Opening a Plan.”
- If you are pasting to a new plan, from the File menu, choose **New**.

b. Select an empty node or branch with the node following it in the target plan.

Your selection turns blue.

c. On the toolbar, choose the **Paste** button.

The portion is pasted in the new location. A status bar message confirms the paste.

NOTE :
If the plan portion you pasted contains a label of the same label type and name, but different contents, as a label contained in the plan to which you pasted, a message appears. This message tells you which labels are in conflict. Upon **OK**, contents of labels in the plan portion on the Clipboard are updated to reflect the contents of the labels in the plan to which you are pasting.

Using Drag-and-Drop Editing

Use drag-and-drop editing to quickly copy or move a section of a plan without using menu commands. You can copy or move a plan portion within the same plan or to a different plan. The portion of the plan to be moved or copied is *not* put on the Edit Plans clipboard.

Drag-and-drop editing cannot be done across Service Views since plans from different Service Views cannot be open at the same time.

The target drop location of the copy or move must be *one* of the following:

- an empty node
- a branch that does not have a node following it

Exceptions:

(1) Nodes and branches within the portion of the plan to be moved are invalid target drops, even if they meet the above criteria.

(2) If a root node within the portion of the plan to be moved or copied begins with a Call Type node (see **NOTE** below), the only valid target drop is a root node of another plan.

⇛ **NOTE :**
Currently, the Call Type node is not supported by AT&T Canada.

To copy or move a section of a plan, follow these steps:

1. Display the plan to be edited, or, if you are copying/moving between two plans, display both plans so that they are visible on your screen at the same time.

2. Click the node head of the first node in the path that you want to copy or move.

The node and all nodes and branches following it are outlined in green.

3. Hold down the left mouse button and drag the pointer to the target location, which should be blue. You may need to hold down **Ctrl** as you drag the pointer, as indicated in Table 4-21.

Table 4-21. Control Key Usage in Drag-and-Drop Editing

To...	a Plan Section...	Press Ctrl?
Move	in the same plan	No
	between two plans	Yes
Copy	in the same plan	Yes
	between two plans	No

As you move your mouse, the pointer symbol changes to indicate valid and invalid target locations for copying and moving as follows:


valid target location for a copy


valid target location for a move


invalid location for a copy or move (see **NOTE** below)

⇛ **NOTE :**
When you see this symbol, you can cancel the drag-and-drop edit by releasing the mouse button.

4. At the valid target location, release the mouse button (and **Ctrl** key, if pressed) to place the plan section in the new location.

   NOTE :
   During a copy or move, you can scroll to a part of the target plan that is not displayed. To scroll, move the pointer toward the borders of the window. The plan automatically scrolls in the direction of the pointer if there is more of the plan to display.

To undo a copy or move, from the Edit menu, choose **Undo**, or choose the **Undo** toolbar button.

For a move between two plans, you can partially or completely undo the move by one or both of these methods:

- To remove a moved section from the target location:

  1. Display the plan with the target location in the active window.
  2. From the Edit menu, choose **Undo Move To**, or choose the **Undo** toolbar button.

  The section is removed from the target location.

- To replace a moved section back to its original location:

  1. Display the plan from which the section was moved in the active window.
  2. From the Edit menu, choose **Undo Move From**, or choose the **Undo** toolbar button.

  The section is replaced in the original location.

Keep in mind the following when copying or moving Go To nodes or labels:

- Copying or moving Go To nodes—If a Go To node is added without its corresponding target node, its node specific data field will be set to **0**.
- Copying or moving labels—You can copy or move a label into a plan that already has a label with the same name and type, but with different contents. A message appears that gives you the option to continue or cancel the copy or move. If you decide to continue, the contents of the label you are copying or moving will be overwritten with the contents of the label already contained in the plan.

Renumbering Nodes

Use the **Renumber Nodes** command on the Edit menu to establish a left-to-right, top-to-bottom sequence of node numbers. Node numbers can become out of order after you add a node without using Autobuild, remove a node, or cut or paste a node with a plan portion.

To renumber nodes on a displayed plan, from the Edit menu, choose **Renumber Nodes**.

Nodes in the plan are renumbered.

NOTE :
If a plan contains a Go To node, the node specific data field of a Go To node is updated with the new number of its target node when the plan is renumbered. If the target node no longer exists, you must update the plan by creating a new target node or by deleting the Go To node.

Finding a Node or Branch

Use the **Find** command to search for nodes and branches in a plan. To find a node or branch, you must specify *one* of the following:

- the announcement name or number
- the termination routing number
- the node number
- specific information contained in a node or branch field

This list appears as options on the Edit Plan Find Dialog Box. The last option selected on the Find window will be saved and will become the default. If the option selected is Node Type, the entry in the Node Type field is also saved.

As a result of the search, Route It! shows a list of all nodes or branches matching your criteria. You can then quickly display any matching node or branch in the routing plan itself.

Keep in mind the following as you specify branch or node fields for your search:

- If your search criterion is a name, the search finds all nodes or branches having that name *or* the corresponding value.
- Your search can include a system-defined value, such as **OTHER** or **DEFAULT**, on a branch.
- Your search criteria can include a range of values. For example, you can search for a branch following a Day node that has the range **MO-SA**. Or you can search for a branch following a Digit Prompter node that has the range **1-15**.
- For certain nodes and branches, if you specify a value (or name) that is part of a label, the search finds any nodes or branches having that value (or name) in its label, as well as those nodes or branches that have that value.

  For example, you might want to search for an ADR node that has an access line of **B1111**. Your search would find all ADR nodes with that value and all ADR nodes that have labels containing that value.It is possible for a node or branch to appear on the list/scrolling list, even though it is no longer part of the routing plan. This may occur when you delete a node or branch when the Find mode is still active. If you highlight such a node or branch in a list/scrolling list, an error message is displayed to explain that the node or branch is not in the plan.
- If you use the **Previous** or **Next** button to select a node or branch that is no longer a part of the plan, Find will skip over it in the list/scrolling list.
- For a Dialed # node, the **Branch Data** field cannot be populated with an 11-digit UIFN dialed number.

The nodes and branches that can be searched for the contents of their labels are indicated in Table 4-22.

Table 4-22. Label Contents Search

Nodes	Search in Node Specific Data	Search in Branch Data
ADR	X	
Area Code		X
ATS	X	
Caller ID		X
Data Rate		X
Dialed #		X
Exchange		X
Prompter		X
Termination	X	

NOTE :
Nodes not listed do not use labels in their node specific or branch data.

Finding a Node

To find a node, follow these steps:

1. Display a plan in the active window.

2. From the Edit menu, choose **Find**.

Or

On the toolbar, choose the **Find** button.

☑ **USAGE TIP:**
You can also press **Ctrl** + **F** to find a node.

The Find dialog box appears, as shown in Figure 4-19.

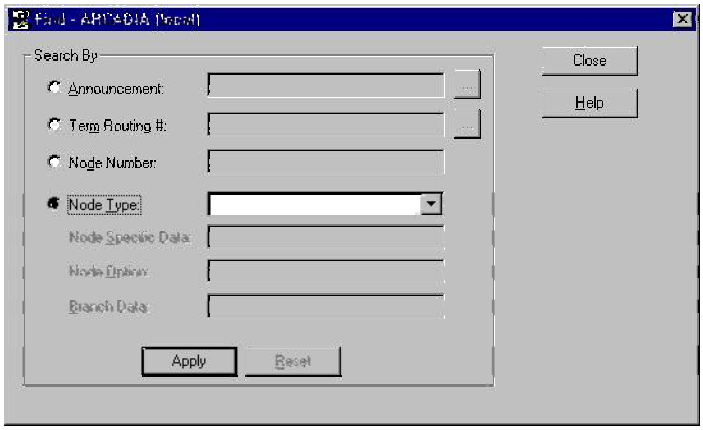


Figure 4-19. Find [Plan Name] (Official or Local) Dialog Box

3. To search for a node, follow the steps for your search criteria in Table 4-23.

Table 4-23. Finding Nodes

To Search for a Node...	Do This
With a specific announcement	**1.** Select **Announcement** and type or select an announcement in the text box. **2.** Choose **Apply**.
With a specific terminating routing number	**1.** Select **Term Routing #** and type or select a TRN in the text box. **2.** Choose **Apply**.

Table 4-23. Finding Nodes (Cont'd)

To Search for a Node...	Do This
With a specific node number	**1.** Select **Node Number** and type a node number in the text box. (The node number can contain up to 10 digits.) **2.** Choose **Apply**.
Based on information in its node fields	**1.** Select **Node Type** and type or select a node type. **2.** In the **Node Specific Data** and **Node Option** boxes, optionally type information for one or both of these node fields. ⇛ **NOTE :** For the format of node field data, see the section "Typing Data into Node and Branch Fields," earlier in this chapter. **3.** Choose **Apply**.

If one matching node is found, it appears in the plan window. If multiple nodes are found, the system lists the matching nodes in the Find dialog box, as shown in Figure 4-20.

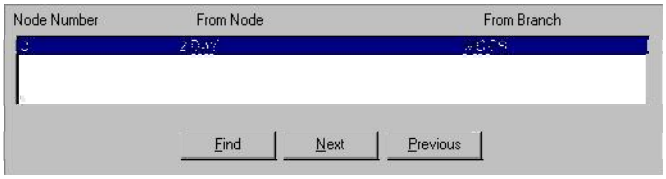


Figure 4-20. Matching Nodes in the Find Dialog Box

The nodes are listed as they appear in a plan, from left to right and from top to bottom. The scrolling list shows this information about matching nodes:

From Node The number of the node.

From Branch The number of the branch.

4. To display one of the nodes listed in the plan window, select the node from the scrolling list and choose **Find**.

The node selected appears in the plan window.

5. To display the next or previous matching node, select **Next** or **Previous**.

The next or previous node appears in the plan window. It is also highlighted in the scrolling list.

6. To clear all boxes in the Find dialog box before making another search, choose **Reset**.

7. To close the Find dialog box, choose **Close**.

NOTE :
You can use the toolbar buttons or the **Ctrl** and arrow keys to move between the next and previous nodes after closing.

Finding a Branch

To find a branch, follow these steps:

1. Display a plan in the active window.

2. From the Edit menu, choose **Find**.

Or

On the toolbar, choose the **Find** button.

USAGE TIP:
You can also press **Ctrl** + **F** to find a branch.

The Find dialog box appears, as shown previously in Figure 4-19.

3. Select **Node Type** and type or select the node type of the node preceding the branch.

4. In the **Branch Data** box, type a name, label, or value for the field of the branch for which you are searching. For the format of branch field information, see the section “Typing Data into Node and Branch Fields,” earlier in this chapter.

NOTE :
To search for a branch with specific comments, you must type a branch name, label, or value *and* the comments, exactly as they appear in the branch field.

5. Choose **Apply**.

If one matching branch is found, it appears in the plan window highlighted in blue.

If multiple branches are found, the system lists them in the Find dialog box, as shown in Figure 4-21.

Figure 4-21. Matching Branches in the Find Dialog Box

Branches are listed in the order in which they appear in the plan, from left to right

and from top to bottom. The scrolling list shows this information about matching branches:

From Node Number	The number of the node preceding the matching branch.
To Node	The number and type of the node following the matching branch.

6. To display a branch matching your criteria in the plan window, select the branch from the scrolling list and choose **Find**.

The branch selected appears in the plan window.

7. To display the next or previous matching branch, select **Next** or **Previous**.

The next or previous branch appears in the plan window. It is also highlighted in the scrolling list.

8. To clear all boxes in the Find dialog box for another search, choose **Reset**.

9. To close the Find dialog box, choose **Close**.

Replacing Terminations and Announcements

Use the **Replace** command to find a specific termination or announcement in a plan and replace one, some, or all occurrences of it with a different termination or announcement. If a label contains a replaced termination or announcement, the label name remains the same, but its contents are updated.

To replace a termination or an announcement, follow these steps:

1. Display the plan in the active window.

2. From the Edit menu, choose **Replace**.

The Replace dialog box appears, as shown in Figure 4-22.

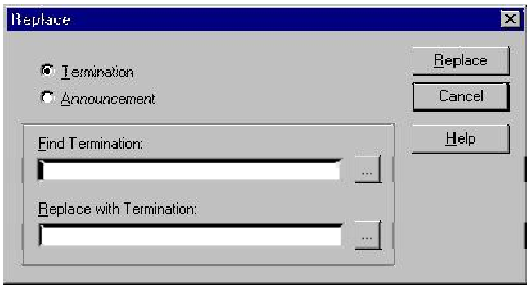


Figure 4-22. Replace Dialog Box

3. Select either **Termination** or **Announcement**.

The headings for the text boxes display either **Find Termination/Replace with Termination** or **Find Announcement/Replace with Announcement**, depending on your selection.

4. In the **Find** text box, type or select the ATS-type or non-ATS-type termination name or access line you would like to replace.

Or

Type or select the announcement name or number you would like to replace.

Use *one* of the formats described in Table 4-24.

Table 4-24. Announcement Name and Number Formats

Name	Number Format
Access line	Must be five characters long: The first character is alpha; the last four characters are numeric.
Termination name	Can be up to 16 characters long and can include the digits 0 to 9 and the symbols **# $. , % & _ - + '** . Letters must be in uppercase. The first character must be a letter.

Table 4-24. Announcement Name and Number Formats (Cont'd)

Announcement number	Must be a number from 0 to 65535.
Announcement name	Can be up to 16 characters long and can include the digits 0 to 9 and the symbols **# $. , % & _ - + '** . Letters must be in uppercase. The first character must be a letter.

5**.** In the **Replace with** box, type or select the replacement termination name or access line.

⇒ **NOTE :**
The original termination name or access line and the replacement termination name or access line must both be either ATS-type or non-ATS-type terminations.

Or

Type or select the replacement announcement name or number.

6**.** After making selections, choose **Replace**.

The Confirm Replace Termination or Announcement dialog box appears.

7**.** To confirm your choice for replacement, follow the instructions in Table 4-25.

Table 4-25. Replacing Terminations and Announcements

To Replace...	Do This
Only the termination or announcement specified on the message	Choose **Yes**.
All instances of the termination or announcement in the active plan	Choose **Yes to All**.
None of the terminations or announcements in the node or label specified	Choose **No** or **Cancel**.

You are returned to the selected plan window.

Changing the Service View

To choose the routing plan information with which you want to work, you select or change the Service View. A Service View is the plan information associated with a specific Account ID and Service Date. The Service View option is available for most Route It! tasks.

You can change both the Account ID and the Service Date from Edit Plans. However, if a Quick Call Allocator window is active, only the Account ID can be changed.

You can also change the Service View for the current task only or for all tasks in Route It!

⚠ CAUTION:
Changing the Service View should be done with all routing plans closed. If a plan is open, work will be lost unless you save or send it.

When changing a Service View, you need to decide whether to change it for the current task only or for all Route It! tasks. See Table 4-26 for a description of each selection.

Table 4-26. Changing the Service View

When You Change the Service View for...	Then...
The current task only	The Service View remains in effect for the current task session only.
All Route It! tasks	The Service View applies to all tasks in Route It!, whether they are currently running or started later. It becomes the default Service View for all tasks until you choose a new Service View for all Route It! tasks.

To change a Service View, follow these steps:

1. From the View menu, select **Svc View**.

Or

On the toolbar, choose the **Service View** button.

The Change Service View dialog box appears, as shown in Figure 4-23.

Figure 4-23. Change Service View Dialog Box

2. In the **Account ID** text box, do *one* of the following:

Type an Account ID and choose **Apply**.

If changes are made to the Account ID field, the APPLY button must be selected before choosing the OK button.

Or

Click the **Choices (...)** button and select an Account ID from the Choice List dialog box.

The **Customer Name** and **Service Date** fields update with the associated information.

3. In the **Service Date** text box, type or select a Service Date. The format is **mm/dd/yy**, where **mm** is the month, **dd** is the day, and **yy** is the year.

⇒ **NOTE :**
All Service Dates for that Account ID are listed, except dates earlier than the active Service Date. If a Quick Call Allocator window is active, the **Service Date** text box is read-only.

Each Service Date is followed by a read-only indicator displaying whether the Service Date is manually or automatically activated. The indicators are explained as follows:

Manual Activate	The work center must change the indicator to **Auto Activate** to activate the Service Date.
Auto Activate	The Service Date becomes active when the effective date is the same as the current date.

4. Under **Change In**, select whether to change the Service View for the **Current Task Only** or for **All Route It! Tasks**.

   NOTE :
   Change In is dimmed if your account access permissions for the selected Account ID have been changed by your Route It! system administrator.

5. Choose **OK**.

   A message warns you about the potential loss of unsent edits and prompts you to confirm the Service View change.

6. To complete the Service View change, choose **Yes**.

   The status bar shows the Account ID chosen for the Service View.

Deleting a Local or Official Plan

You can delete one or more local plan(s) stored on your PC or one or more official plan(s) stored at the support system. When you delete an official plan(s), you send a delete request to the support system.

To delete one or more local or official plan(s), follow these steps:

1. Display the plan in the active window.
2. From the File menu, choose **Delete**.

   The Delete Plan dialog box appears, as shown in Figure 4-24.

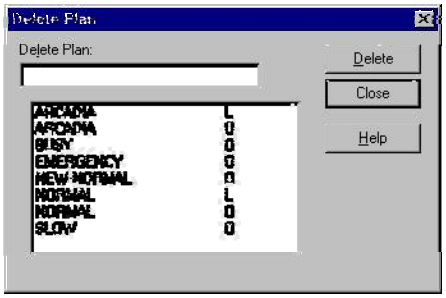


Figure 4-24. Delete Plan Dialog Box

3. Type or select the name of the plan to be deleted and choose **Delete.**

4. To delete multiple plans, use the **Control** or **Shift** to make multiple selections, and then choose **Delete**.

A confirmation dialog box appears, asking you to confirm your deletion.

Continue with a procedure in *one* of the next two sections, depending on whether you are deleting a local or an official plan.

Or

To return to the plan in the active window without deleting, choose **Close**.

Deleting a Local Plan

To delete one or more local plan(s), do the following at the confirmation dialog box, shown in Figure 4-25.

Figure 4-25. Confirmation to Delete a Local Plan

1. To delete the plan, choose **Yes** to delete a single plan or **Yes to All** to delete multiple plans.

   The local plan is deleted from your PC, as indicated by a status bar message.

   Or

   To return to the Delete Plan dialog box without deleting, choose **No**.

Deleting an Official Plan

To delete one or more official plan(s), do the following at the Delete Official Plan dialog box, shown in Figure 4-26.

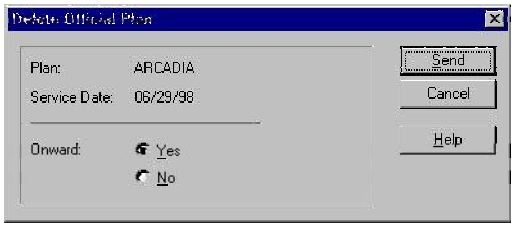


Figure 4-26. Delete Official Plan Dialog Box

1. Make sure the Service Date is correct.
2. To have the plan deleted for the current Service Date and all pending Service Dates, beside **Onward**, select **Yes**.

   Or

   To have the plan deleted for the current Service Date only, in the **Onward** area, select **No**.
3. Choose **Send** to delete a single plan or **Send All** to delete multiple plans.

NOTE :
If the **Send** command is unavailable, contact your Route It! system administrator for more information.

The delete request is sent to the support system, as indicated in the status bar message.

NOTE :
To confirm the success of your delete request, check the Comm Log.

Or

To cancel without deleting the official plan, choose **Cancel**.

You are returned to the Delete Plan dialog box.

Displaying Summary Information About a Plan

Use the **Summary Info** command on the File menu to display and change summary information about a local plan.

To display and change summary information about a plan, follow these steps:

1. Display a local plan in the active window.
2. From the File menu, choose **Summary Info**.

   The Summary Info on Plan dialog box appears.
3. Make selections for each field as follows:

Category	Type or select a category for the account. The categories listed depend on the current Service View. If you select **[Not Defined]**, the plan cannot be filtered by a category type when it is opened.
Time Zone	Select a time zone. The default is the previous value chosen for this plan or, if one does not exist, the setting in the Customer Profile. **NOTE :** Currently, the Newfoundland time zone is not supported. Customers must make adjustments manually by changing the eastern time to a half hour later than the standard eastern time. For example, if Atlantic time is 5:30 p.m., the corresponding Newfoundland time is 6:00 p.m.
Remarks	Optionally type comments in the **Remarks** text box. The text can be up to 120 characters long and can include any character, except @ or **+**.
Rotary Screening	Specify whether calls are to be screened for rotary dialing. The default is No.

Daylight Savings — Specify whether daylight saving time applies to the Day and Time nodes in your routing plans. The default is the previous value chosen for this plan or, if one does not exist, the setting in the Customer Profile.

CED Aggregation — Choose whether to aggregate Caller Entered Digits:

- To aggregate CEDs for all Digit Prompter nodes in each call-processing path, select **Digit Prompter Only**.
- To aggregate CEDs for all Prompter and Digit Prompter nodes, select **All**.
- To collect only the digits from the last Digit Prompter node, select **None**.

ICP International (currently not supported by AT&T Canada) — Choose whether to use the CRP tables referenced in this plan to route international toll-free traffic.

- To use the CRP tables, select **Yes**.
- If you do not want to use the CRP tables, select **No**.

The last value saved for the current plan is shown as the default. If none exists, the default is **No**.

4. To save any changes to summary information, choose **OK**.

Customizing the Edit Plans Window

You can use the commands on the View menu to customize the way your routing plans are displayed. You can:

- hide or display the Standard or Choices toolbar
- display a small diagram of a plan called a *viewbox*
- enlarge or reduce the size of a plan

The settings you make with commands on the View menu remain in effect during all Edit Plans sessions until you change them again. You can also show data in nodes and branches as either names or IDs. For more information, see the section “Displaying Names or IDs,” earlier in this chapter.

Displaying or Hiding Toolbars

Use the **Standard Toolbar** or **Choices Toolbar** commands to temporarily remove or "hide" these toolbars from the Edit Plans window. Hiding one or both of these toolbars allows you to display more of a plan in the Edit Plans window. Figure 4-27 shows each toolbar.

Figure 4-27. Standard and Choices Toolbars

To display or hide the Standard and/or Choices toolbar, do the following:

1. Display a new or existing plan.
2. Select the View menu.

   A check mark by **Standard Toolbar** or **Choices Toolbar** indicates that the toolbar appears. No check mark indicates that the toolbar is hidden.
3. From the View menu, choose either **Standard Toolbar** or **Choices Toolbar** or both.

   The selected toolbar is alternately hidden or displayed each time you choose the toolbar command.

Displaying the Viewbox

A viewbox contains a condensed representation of the plan that is currently displayed in an Edit Plans window. You can use the viewbox as a guide to move to different parts of a plan when the plan is too large to be displayed all at once in a window. The viewbox appears by default when you first open a plan in Edit Plans.

Figure 4-28 shows a viewbox.

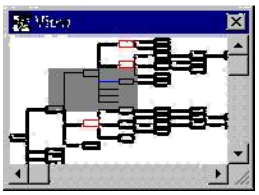


Figure 4-28. Viewbox

The shaded area of the viewbox shows the portion of the plan currently displayed in the window. The nodes in the viewbox are displayed in the same color scheme as those shown in the Edit Plans window.

To display or remove the viewbox, follow these steps:

1. Open a new or existing plan.
2. Choose the View menu.

   On the View menu, a check mark by **Viewbox** indicates that the viewbox is visible. No check mark indicates that the viewbox is hidden.

   From the View menu, choose **Viewbox**.

   The viewbox is alternately displayed or removed each time you choose **Viewbox**. If you choose to hide the viewbox, it remains hidden for all plans you open in the current Edit Plans session until you change the viewbox setting again.

   NOTE :
   You can resize the viewbox.

3. To move to another part of the plan using the viewbox, drag the gray portion in the viewbox.

The plan portion displayed in the gray section is also displayed in the Edit Plans window. The gray section turns black as you drag it.

Or

To move from one node or branch to another, use the vertical and horizontal scroll bars.

NOTE :
When the user exits Edit Plans, the viewbox properties are saved in relation to the User ID. The next time this user opens Edit Plans, the viewbox is presented the same way it was last displayed or hidden. The properties include: position (relation to the top left corner of the Edit Plans task window), size, and display state (displayed or hidden).

Resizing a Plan

Use the **Zoom** command or the drop-down list on the toolbar to change how large or small a plan appears on an Edit Plans window. You can enlarge the plan to see detail more clearly, or you can reduce the plan to see more of the plan at once in a window.

NOTE :
The **Zoom** command does not affect the proportions of your plan printout.

To resize a plan using the **Zoom** command, follow these steps:

1. Open a new or existing plan.

2. From the View menu, choose **Zoom**.

The Zoom dialog box appears, as shown in Figure 4-29.

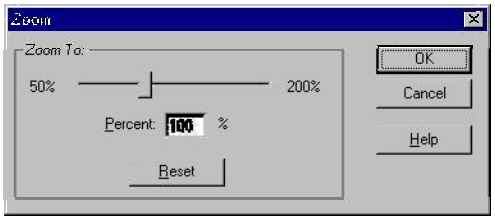


Figure 4-29. Zoom Dialog Box

3. Type a percentage in the **Percent** text box.

Or

Adjust the percentage slider.

NOTE :
To reset the setting in the dialog box to match the current zoom setting of the plan in the active Edit Plans window, choose **Reset**.

4. Choose **OK**.

The plan appears at the percentage chosen.

To resize a plan using the drop-down menu on the toolbar, follow these steps:

1. Choose the arrow on the toolbar.

A list of percentages appears.

2. Choose a percentage from the list, or type a percentage in the text box.

The plan appears at the percentage chosen.

Updating Plan Data

You can update one or more official plans on your PC with official data from the support system. Updating your official plans keeps them in sync with the data at the support system.

For the procedure to update official plans on your PC, see Chapter 3, “Refresh,” in the *AT&T Route It! Administration* guide.

Labels

5

Contents

Labels

5

This chapter describes how to create or modify labels you use in your routing plans.

Working with Labels

A label lets you group several values or names under one identifier. You can use labels in branch and node fields instead of specifying individual values or names. Labels can help you save time when you create or edit a routing plan. They can also help you logically group information together.

You can create a new label immediately at a blank node or branch field, or you can create many labels all at once. You can also copy and rename labels in AT&T Route It! You can remove multiple data elements from the following labels at once:

- Prompts - CEDs
- ATS - Terminations
- Data Rate - Data Rates
- Dialed Number - Dialed Numbers

To quickly create or modify the contents of labels, you make choices from Label Builders. Each Label Builder contains lists of valid values and names specific to the type of label you are building. There is a Label Builder dialog box for almost every type of node or branch label you need to create. The Exchange Label Builder provides an Edit dialog box that allows you to enter additional exchanges. Area Code labels make use of a graphical format for creating label contents, instead of using Label Builders.

This chapter explains how to create a new label and build its contents. It also describes how to display and change the contents of an existing label and how to copy, rename, delete, or print the contents of one or more labels.

NOTE :
For nodes currently not supported by AT&T Canada Long Distance Services, see the section “Node Categories” in Chapter 3, “Routing Plan Concepts.”

Relationship Among Values, Names, and Labels

In a plan, node and branch fields can contain routing information in one or more of the formats described in Table 5-1.

Table 5-1. Node and Branch Field Information Types

Value	A specific unit of information, such as the dialed number **800-555-1212** or the data rate **64c**.
Name	An identifier for a value. You can create a name for a value to help you more easily identify it. For example, the dialed number **800-555-1212** can be given the name **FLIGHT_INFO**. That name then can be entered directly on the branch to refer to that one specific dialed number.
Label	An identifier for a group of values and/or names. For example, an ATS label can contain the values (access line identifiers) **M2020** and **M2021** and the ATS-type termination names **CATERM** and **NVTERM**.

Some branch and node fields can contain labels, as described in Table 5-2.

Table 5-2. Node and Branch Fields That Can Contain Labels

Branches Following These Nodes Can Contain Labels	The Node Specific Data Fields of These Nodes Can Contain Labels
■ Area Code ■ Caller ID ■ Data Rate (currently not supported by AT&T Canada Long Distance Services) ■ Dialed # ■ Exchange ■ Prompter	■ ADR ■ ATS ■ Term

Using Labels

Table 5-3 shows some ways you may want to use labels to group individual node or branch values associated with each node type.

Table 5-3. Using Labels with Different Node Types

Node Type	Ways to Use Labels with This Node
ADR	You can associate one termination or access line with another termination or access line to use as a backup.

Table 5-3. Using Labels with Different Node Types (Cont'd)

Node Type	Ways to Use Labels with This Node
Area Code	You can group together area codes that correspond to the geographic areas from which calls originate. For example, using Area Code nodes, calls originating in the western United States could be routed to Denver while calls originating in the eastern United States could be routed to Chicago. An Area Code node could have a branch label called **EAST**, which could include area codes 201, 908, 609, 212, 203, 732, and 215. All these area codes would be assigned to one branch by using **EAST** as the branch label.
ATS	You can group access lines to indicate the sequence in which calls should be routed to them.
Caller ID	You can include originating numbers so that calls from these numbers can be routed the same way. In other words, you can group telephone numbers so calls from those numbers are routed differently than calls originating from telephone numbers not included in the label.
Data Rate (currently not supported by AT&T Canada Long Distance Services)	To specify multiple data rates on a branch, you must use a label.
Dialed #	You can group together telephone numbers so that calls to these numbers can be directed appropriately. Since you can have more than one dialed number assigned to a plan, you can group dialed numbers so calls to telephone numbers included in the same label are all routed the same way.
Exchange	You can group together exchanges within area codes that correspond to the geographic areas from which calls originate.
Prompter	You can group two or more sets of digits that callers will use to direct their calls. Ordinarily, each set of prompter digits would route calls to a different branch. However, if you want two or more prompter digits to route calls the same way (during particular time periods, for example), you can group the digits and assign them to the same branch by using a label. Any prompter digits that are not defined are assigned the system-defined label **OTHER**.
Term	You can use a label to designate a new way to identify an access line or termination, as appropriate within the context of a particular plan. For example, if you have a termination name of **CHICAGO** that you use in most plans but in another plan you would prefer to call it **U.S.**, you can choose to give it the **U.S.** label for that other plan.

Sort Sequence of Listed Data

Label data, such as telephone numbers, is displayed in ASCII order, that is, in the sequence shown below:

(1) all symbols except underscore (_)

(2) numbers

(3) capital letters

(4) underscores (_)

(5) lowercase letters

Creating a New Label

There are two ways to create a new label. You can:

- Type the name of the new label in an empty branch or node field.

  Typing a new label name lets you create a specific label right when you need it during plan editing.

  When you leave the field, you are prompted to create a new label. If you choose to do so, the system displays a Label Builder, where you select the contents of the label. If you are creating an Area Code label, the system displays a Textual Display or Map window for you to create the label contents. Or you can continue working with the plan, leaving the label name as a placeholder until you create its contents later.

- Choose **New** from the Labels menu on the Edit Plans menu bar.

  The **New** command lets you create several labels at once.

  The New Label dialog box prompts you for a node type and the name of the new label. When you choose **Create**, the system displays the Label Builder, where you can define the contents of the label. If you are creating an Area Code label, the system displays a Textual Display or Map window for you to create the label contents. After you create a label, the New Label dialog box remains displayed, allowing you to create additional labels.

NOTE :
A label name can be up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % &** _ **- + '**. The first character of a label must be a letter.

Typing a Label Name

To create a new label by typing the label name at the node or branch field, follow these steps:

1. Display a local plan in the active window of Edit Plans.

2. At an empty branch or node, type the name of the new label.

When you leave the field, a message prompts you to create the label now.

3. To create the label now, choose **Yes** at the message.

The system displays the appropriate Label Builder. If you are creating an Area Code label, the system displays the Textual Display or Map window instead of a Label Builder.

Or

To leave the label name as a placeholder and continue working with the plan, choose **No** at the message.

You are returned to the plan.

For information on selecting the label contents using the Label Builder, see the section “Label Builders,” later in this chapter.

For information on selecting the label contents of an Area Code label, see the section “The Textual Display and Map Windows,” later in this chapter.

Using the New Command

To create a label using the **New** command, follow these steps:

1. Display a local plan in the active window of Edit Plans.

2. From the Labels menu, choose **New**.

The New Label dialog box appears, as shown in Figure 5-1.

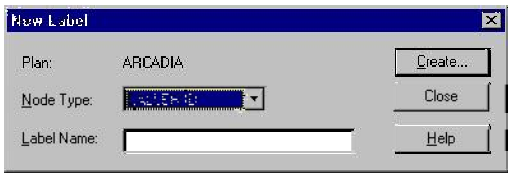


Figure 5-1. New Label Dialog Box

The **Plan** field shows the name of the plan currently opened.

3. From the **Node Type** drop-down list, choose the node type for the label you want to create.

4. At the **Label Name** box, type the name of the new label and choose **Create**.

The Label Builder for the node type selected appears. For an Area Code label, the Textual Display or Map window appears.

Or

To close the New Label dialog box without creating a label, choose **Close**.

You are returned to the Edit Plans window.

For information on selecting the label contents using the Label Builder, see the following section, “Label Builders.”

For information on creating the contents of an Area Code label, see the section “The Textual Display and Map Windows,” later in this chapter.

Label Builders

Label Builders are dialog boxes that help you work with labels. Use Label Builders to create, display, or change the contents of a label.

NOTE :
You can edit the contents of labels from an official plan if you save the plan locally. If the plan is not saved locally, Label Builders for these labels are read-only.

There is a unique Label Builder dialog box for almost every type of label in Edit Plans. The following sections describe the fields of each Label Builder and show you how to add or change label contents. (To display or modify an Area Code label, see the section “The Textual Display and Map Windows,” later in this chapter.)

ADR Label

An ADR label contains a primary and secondary non-ATS termination. It is required in the node specific data field of an ADR node. Figure 5-2 shows the ADR Label Builder.

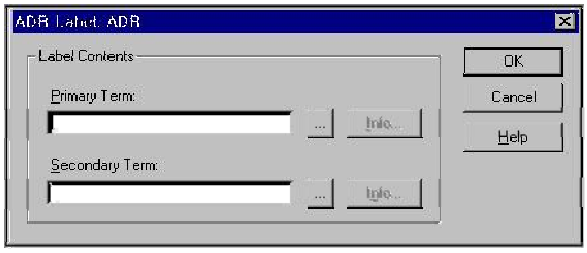


Figure 5-2. ADR Label Builder

For an existing label, the ADR Label Builder shows these fields:

Primary Term The termination name or access line of the primary termination.

Secondary Term The termination name or access line of the secondary termination.

The **Choices (...)** button displays a Choices dialog box that lets you display and filter a list of all terminations for the Service View. You can select terminations from this dialog box to add to the ADR label. For instructions on using the Choices dialog box, see the section “Choices Button” in Chapter 2, “Using Route It! with Windows.”

To get additional detail, select either a primary or a secondary termination and choose **Info.** To close a read-only Label Builder, choose **Close**.

Creating or Changing an ADR Label

To create or edit an ADR label, you type or select primary or secondary terminations in the Label Builder dialog box. You can specify either the termination name or access line for each. To close the ADR Label Builder without making any changes, choose **Cancel**.

To be included in an ADR label, a non-ATS termination:

- cannot subscribe to the Redirect feature
- cannot have a service type of I800 Outbound
- cannot have a service type of Canadian Northbound, unless the egress type is Direct Connect and the TRN begins with 299

To create or change the contents of an ADR label, follow these steps:

1. At the **Primary Term** box, type or select an access line or termination name.

   The Choices dialog box contains all terminations for the Service View.

   ⇛ **NOTE :**
   The primary and secondary terminations must have the same CINFO values.

2. At the **Secondary Term** box, type or select an access line or termination name.

   The Choices dialog box contains all terminations for the Service View.

3. To save the ADR label, choose **OK**.

   Or

   To close the ADR Label Builder without making any changes, choose **Cancel**.

4. To get additional detail, select either a primary or a secondary termination and choose **Info**.

Area Code Label

For a description of the Area Code Label Builder, see “The Textual Display and Map Windows,” later in this chapter.

ATS Label

An ATS label lists the terminations to which calls can be routed. You create this label for the node specific data field of an ATS node. Figure 5-3 shows the ATS Label Builder.

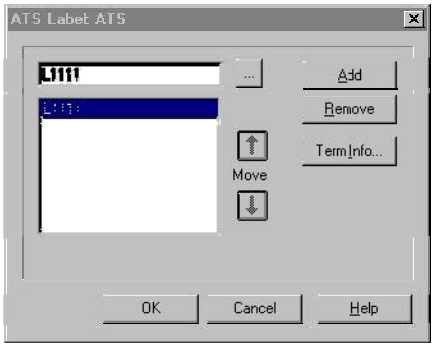


Figure 5-3. ATS Label Builder

For an existing ATS label, the scrolling region shows the ATS terminations in the order in which calls are routed to them. The **Choices (...)** button displays a Choices dialog box that lets you display and filter a list of all ATS terminations for the Service View. You can select multiple terminations from this dialog box to add to the ATS label. For instructions on using the Choices dialog box, see the section “Choices Button” in Chapter 2, “Using Route It! with Windows.”

To get additional detail on one or more terminations, select each termination and choose **Term Info**.

To close a read-only ATS Label Builder, choose **Close**.

Creating or Changing an ATS Label

When you work with the ATS Label Builder, you can specify a termination with either the termination name or the access line.

To create or change the contents of the ATS label, complete one or more of the steps in Table 5-4. To save the ATS label, choose **OK**. To close the ATS Label Builder without making any changes, choose **Cancel**.

Table 5-4. Creating or Changing an ATS Label

To...	Do This
Add one or more terminations	Select one or more terminations from the Choices dialog box and choose **Add**. (See "Choices Button" in Chapter 2, "Using Route It! with Windows," for details.) Each termination is added to the bottom of the scrolling list. *Or* With the insertion point in the text box, type a termination name or access line and choose **Add**. The termination is added to the bottom of the scrolling list.
Move one or more terminations	**1.** Select a termination in the scrolling list. **2.** Click the up or down arrows to move a selected termination up or down one position at a time.
Remove one or more terminations	**1.** Select one or more terminations in the scrolling list. **2.** Choose **Remove**. The selected termination(s) are removed from the label.
Get more information on one or more terminations	**1.** Select a termination in the scrolling list. **2.** Choose **Term Info**. The Detail on Termination window appears.

Caller ID Label

The Caller ID node routes calls according to the telephone number of the calling party. A Caller ID label, located on one or more branches following the node, contains one or more 10-digit telephone numbers. Figure 5-4 shows the Caller ID Label Builder.

Figure 5-4. Caller ID Label Builder

For an existing Caller ID label, the scrolling region contains callers' telephone numbers. To search for a telephone number, use the **Search** button, as described in Table 5-5. To close the Caller ID Label Builder, choose **Cancel.** To close a read-only Caller Id Label Builder, choose **Close**.

Caller ID Label Builder, choose **Close**.

Creating or Changing a Caller ID Label

To create or change the contents of the Caller ID label, complete one or more of the steps in Table 5-5. To save the Caller ID label, choose **OK**. To close the Caller ID Label Builder without making any changes, choose **Cancel**.

Table 5-5. Creating or Changing Caller ID Label

To...	Do This
Add a caller's telephone number	Type a telephone number in the text box and choose **Add**. The number is added to the list in ascending ASCII numerical order. In an ASCII sort, data is listed in the sequence described in "Sort Sequence of Listed Data," earlier in this chapter. If you enter an area code (NPA) and exchange (NXX) combination that is set to move to another NPA-NXX as a result of an area code split, Route It! automatically replaces the original NPA-NXX with the new one after validating the field. A status message indicates that the replacement has been performed. See Appendix A, "Managing Area Code Split Updates," for details.

Table 5-5. Creating or Changing Caller ID Label (Cont'd)

To...	Do This
Remove one or more telephone numbers	**1.** Select a telephone number in the list. **2.** Choose **Remove**. The selected number is removed from the label.
Search for a telephone number	Type a telephone number in the text box and choose **Search**. The number is highlighted in the list. The contents of the list are in ASCII ascending numerical order for these labels: ■ Caller ID (all same length) ■ Dialed # ■ Call Prompter In an ASCII sort, data is listed in the sequence described in "Sort Sequence of Listed Data," earlier in this chapter. If you enter an area code (NPA) and exchange (NXX) combination that is set to move to another NPA-NXX as a result of an area code split, Route It! automatically replaces the original NPA-NXX with the new one after validating the field. A status message indicates that the replacement has been performed. See Appendix A, "Managing Area Code Split Updates," for details.

Table 5-5. Creating or Changing Caller ID Label (Cont'd)

To...	Do This
Import a file containing Caller IDs: ■ The file must be a text file. ■ The file should contain one telephone number per line. ■ Dashes in the telephone numbers are optional.	**1.** Choose **Import**. The Open dialog box appears. **2.** Navigate to the file you want to import and select it. **3.** Choose **OK**. If any errors are encountered during the transfer, a notice will appear. This includes files having at least one NPA-NXX combination that is set to move to another NPA-NXX as a result of an area code split. (Route It! automatically replaces the original NPA-NXX with the new one after validating the field. A status message indicates that the replacement has been performed.) See Appendix A, "Managing Area Code Split Updates," for details. To continue the file transfer (excluding the erroneous Caller IDs), choose **Yes**. To halt the file transfer, importing all Caller IDs up to this point, choose **No**. The data is listed in ASCII sequence as described in "Sort Sequence of Listed Data," earlier in this chapter.

Data Rate Label

NOTE :
Currently, this label is not supported by AT&T Canada Long Distance Services.

A Data Rate node routes nonvoice calls, based on data rate, to terminations that have Toll-Free Multimedia. To group multiple data rates on one branch following a Data Rate node, you must create a label. You cannot list multiple data rate values individually on a Data Rate branch. Figure 5-5 shows the Data Rate Label Builder.

Figure 5-5. Data Rate Label Builder

For an existing Data Rate label, the scrolling region shows one or more data rates. The drop-down list contains valid data rates. To close a read-only Data Rate Label Builder, choose **Close**.

Creating or Changing a Data Rate Label

To create or change the contents of a Data Rate label, complete one or more of the steps in Table 5-6. To save the Data Rate label, choose **OK**. To close the Data Rate Label Builder without making any changes, choose **Cancel**.

Table 5-6. Creating or Changing a Data Rate Label

To...	Do This
Add one or more data rates	Select a data rate from the drop-down list and choose **Add**. The data rate is added to the list. *Or* **1.** With the insertion point in the text field, type a data rate. You can enter data rate values using the following abbreviations: ■ **56**, for 56Kbps ■ **64c**, for 64Kbps clear ■ **384c**, for 384Kbps clear ■ **1536c**, for 1536Kbps clear **2.** Choose **Add**. The data rate is added to the list and is sorted in ASCII ascending numerical order. See “Sort Sequence of Listed Data,” earlier in this chapter
Remove one or more data rates	Select one or more data rates in the list and choose **Remove**. The selected data rate(s) are removed from the label.

Dialed # Label

The Dialed # node routes calls based on the number dialed by the caller. The branch label for this node contains dialed numbers or dialed number names, including the names of any international numbers. Figure 5-6 shows the Dialed # Label Builder.

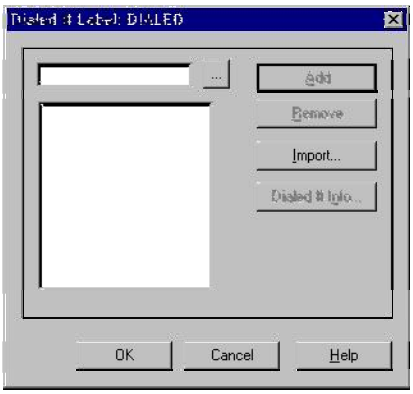


Figure 5-6. Dialed # Label Builder

For an existing label, the scrolling region shows the dialed numbers or dialed number names contained in the label. The Label Builder displays either dialed numbers or names, depending on the setting of the **Names or IDs** command. (For more information on this command, see the section “Displaying Names or IDs” in Chapter 4, “Creating or Editing a Plan.”)

NOTE :
When displayed from the Common Info, EDIT TRNT window, the Title Bar Displays “TRNT Dialed # Label: XXXXXXXXXXXXXXX”; and there is no IMPORT button

To close a read-only Dialed # Label Builder, choose **Close**.

The **Choices (...)** button displays a Choices dialog box that lets you display and filter a list of dialed numbers or names for the Dialed # label. You can select multiple dialed numbers from this dialog box to add to the Dialed # label. For instructions on using the Choices dialog box, see the section “Choices Button” in Chapter 2, “Using Route It! with Windows.”

To get additional detail on a dialed number, select the dialed number and choose **Dialed # Info.**

Creating or Changing a Dialed # Label

To create or change the contents of the Dialed # label, complete one or more of the steps in Table 5-7. To save the Dialed # label, choose **OK**. To close the Dialed # Label Builder without making any changes, choose **Cancel**.

Table 5-7. Creating or Changing a Dialed # Label

To...	Do This
Add one or more dialed numbers	Select one or more dialed numbers from the Choices dialog box and choose **OK**. See "Choices Button" in Chapter 2, "Using Route It! with Windows," for details. Each dialed number is added to the list in ascending ASCII order as described in "Sort Sequence of Listed Data," earlier in this chapter. *Or* With the insertion point in the text field, type the dialed number or dialed number name(s) and choose **Add**. ⇒ **NOTE:** To include an international dialed number in the label, you must type the dialed number name and not the dialed number. The dialed number you enter *cannot* be an 11-digit Universal International Freephone Numbering (UIFN) dialed number. Each dialed number or name is added to the list in ascending ASCII order as described in "Sort Sequence of Listed Data," earlier in this chapter.
Remove one or more dialed numbers	**1.** Select one or more dialed numbers in the list. **2.** Choose **Remove**. The dialed number(s) are removed from the label.

Table 5-7. Creating or Changing a Dialed # Label (Cont'd)

To...	Do This
Import a file containing dialed numbers: ■ The file must be a text file. ■ The file should contain one dialed number or one dialed number name per line. ■ Dashes in dialed numbers included in the file are optional. ■ International dialed numbers must appear as dialed number names in the file. ■ The file *cannot* contain an 11-digit UIFN dialed number.	**1.** Choose **Import**. The File Open dialog box appears. **2.** Navigate to the file you want to import and select it. **3.** Choose **OK**. If any errors are encountered during the transfer, a notice will appear. To continue the file transfer (excluding the erroneous dialed numbers), choose **Yes**. To halt the file transfer, importing all dialed numbers up to this point, choose **No**. The dialed number or name is added to the list in ascending ASCII order as described in "Sort Sequence of Listed Data," earlier in this chapter.
Get more information on one or more dialed numbers	**1.** Select a dialed number in the list. **2.** Choose **Dialed # Info**. The Detail on Dialed Number window appears.

Exchange Label

The Exchange node routes calls based on the area code and exchange (NPA-NXX) of the originating telephone numbers. The branch label for an Exchange node contains one or more area code/exchanges. Exchange labels can contain exchanges for more than one area code. Figure 5-7 shows the Exchange Label Builder.

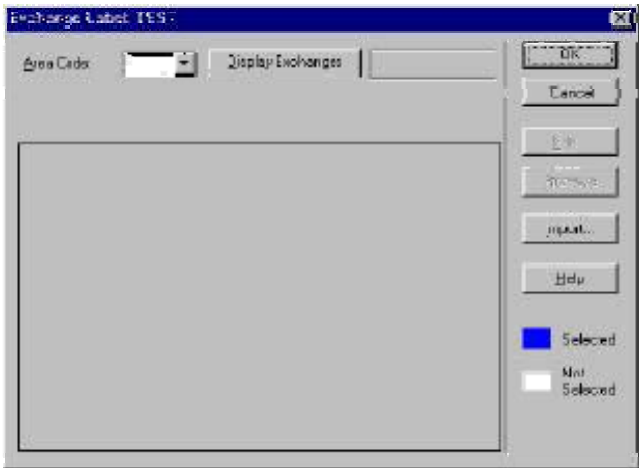


Figure 5-7. Exchange Label Builder

For an existing Exchange label, the scrolling region of the Exchange Label Builder shows the exchanges for the area code displayed in the **Area Code** drop-down list. This drop-down list shows the area codes of the exchanges contained in the label.

In the scrolling region of the Exchange Label Builder, exchanges included in the label appear as white text on a blue background; all other exchanges appear as black text on a white background.

To display the exchanges in the label by area code, select an area code on the Exchange Label Builder from **Area Code** and choose **Display Exchanges**. The scrolling region displays exchanges for the selected area code.

Creating or Changing an Exchange Label

To create or change the contents of an Exchange label, follow these steps:

1. On the Exchange Label Builder, type an area code in the **Area Code** box, or select one from the drop-down list, and choose **Display Exchanges**.

   The exchanges for the area code selected are displayed in the scrolling region.

   NOTE :
   The **Area Code** drop-down list contains area codes for exchanges already included in the label. If you are creating a new label, you need to type an area code here before selecting exchanges for the label. If the area code has no exchanges, a message is displayed stating that no exchanges for that area code exist.

2. Make exchange selections as described in Table 5-8.

Table 5-8. Creating or Changing an Exchange Label

To Select or Deselect...	Do This
Individual exchanges	Click on each exchange. Use the scroll bar to display additional exchanges. *Or* **1.** Choose **Edit** to bring up the Edit dialog box. **2.** Choose **Select Exchange** or **Deselect Exchange**. **3.** Type an exchange in the text box. **4.** Choose **Apply**. **5.** Repeat until all desired exchanges have been entered. **6.** Choose **OK**.
All exchanges	Select **ALL** under **Exchanges for Area Code [area code]**.
One exchange	Select the desired exchange under **Exchanges for Area Code [area code]**. *Or* **1.** Choose **Edit** to bring up the Edit dialog box. **2.** Choose **Select Exchange** or **Deselect Exchange**. **3.** Type an exchange in the text box. **4.** Choose **Apply**. **5.** Choose **OK**.

Selected exchanges appear as white text on a blue background; exchanges that are not selected appear as black text on a white background. Choosing an exchange switches it between the two selection states.

NOTE :
When an area code (NPA) split is in progress, the exchange displayed in the list depends on the type of split that is set to occur, as shown in Table 5-9.

Table 5-9. Exchange Display

If the Area Code Split Will Move...	Then This Exchange (NXX) Is Displayed...
An NXX to a new NPA	In the new NPA.
An NXX to a new NXX within the same NPA	With the new NXX.
An NPA-NXX pair to a newly created NPA-NXX combination	With the new NXX in the new NPA.

To select exchanges from different area codes, repeat Steps 1 and 2 in Table 5-8.

All exchange selections for an area code are saved for the current session.

To save the exchange selections for this label, choose **OK**, unless you also wish to import them as described below.

A message in the status bar of the Edit Plans main window confirms that the label and its contents are saved.

You may want to *import* a file containing the NPA-NXX (area code and exchange) combinations within the Exchange label. The file containing valid combinations:

- must be a text file
- must be in the correct format, that is,
  - — An NPA must be the first three characters on the line and must be followed by a colon (:) and a valid NXX if the list of exchanges for that NPA contains multiple lines.
  - — Multiple NXXs must be listed after the first NPA:NXX combination, but must be separated by commas.

  Spaces cannot be used after colons or commas.

  NOTE :
  To indicate that *all* NXXs for an NPA are to be contained in the Exchange label, you may enter the word **all** (in uppercase or lowercase) after the NPA:.

To import a text file, follow these steps:

1. From the Exchange Label window, choose **Import**.

The Open dialog box appears.

2. Navigate to the file you want to import and select it.

3. Choose **OK**.

If any errors are encountered during the transfer, a notice will appear. To continue the file transfer (excluding the erroneous NPA-NXX[s]), choose **Yes** (see**NOTE** below). To halt the file transfer, importing all NPA-NXXs up to this point, choose **No**.

NOTE :
If you entered an NXX that is set to move to a different NXX within the same NPA as the result of an area code split, Route It! automatically changes your entry to the new NXX.

Removing Area Code/Exchanges from an Exchange Label

An area code and the associated exchange(s) can be removed using the **Remove** button. To Remove an area code and the associated exchange(s), follow these steps:

1. Select an area code from the drop-down list.

The area code MUST be highlighted. The **Remove** button is dimmed until an item in the area code drop-down list is selected.

2. Select the desired exchanges (ALL will override current selections).

3. Choose **Remove**.

A confirmation message is displayed indicating the area code will be removed from the label and confirming the removal.

— **Yes** - The selected exchanges are deselected and the area code is removed from the drop-down list.

— **No -** The Exchange Label window is displayed with the cursor in the Area Code field.

Prompter Label

The Prompter node prompts a caller with a recorded announcement to enter one or more digits corresponding to desired destinations. It then routes the call according to the received digits. The label for this node contains the digits that are used to route calls. Figure 5-8 shows the Prompter Label Builder.

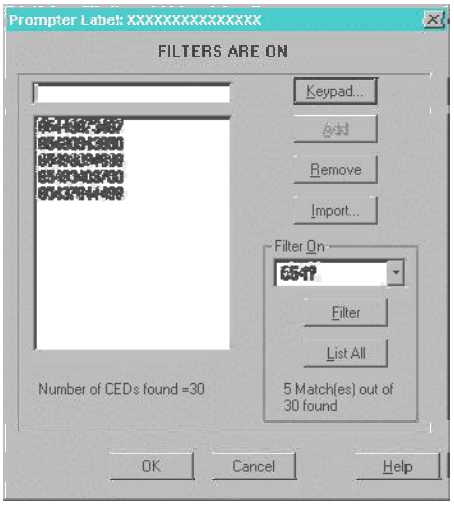


Figure 5-8. Prompter Label Builder

For an existing Prompter label, the scrolling list contains one or more sets of digits. To close a read-only Prompter Label Builder, choose **Close**.

NOTE :
When displayed from the Common Info, Edit TRNT window: the Title Bar displays "TRNT Prompter Label: XXXXXXXXXXXXXXX"; and the IMPORT and Keypad buttons are not on the window

Creating or Changing a Prompter Label

To create or change the contents of the Prompter label, complete one or more of the steps in Table 5-10. To save the Prompter label, choose **OK**. To close the Prompter Label Builder without making any changes, choose **Cancel**.

NOTE :
Each set of digits can be up to 30 characters in length (including the digits 0 to 9 and the symbols ***** and #). All sets must be the same length.

Table 5-10. Creating or Changing a Prompter Label

To...	Do This
Add prompter digits	Type the digits in the text box and choose **Add**. The digits are added to the list in ASCII ascending numerical order, and the text on the keypad is cleared. *Or* **1.** Choose **Keypad**. The Prompter Digits keypad appears. **2.** Select digits, *****, or # from the keypad and choose **Add**. The digits are added to the list in ascending numerical order. *Or* To close the keypad without entering any digits, choose **Close**.
Remove prompter digits	Select one or more sets of digits from the scrolling list and choose **Remove**. The set(s) of digits are removed from the label.

Termination Label

The Term node represents a non-ATS termination. Its node specific data field can contain a label consisting of either a non-ATS termination name or an access line. Figure 5-9 shows the Termination Label Builder.

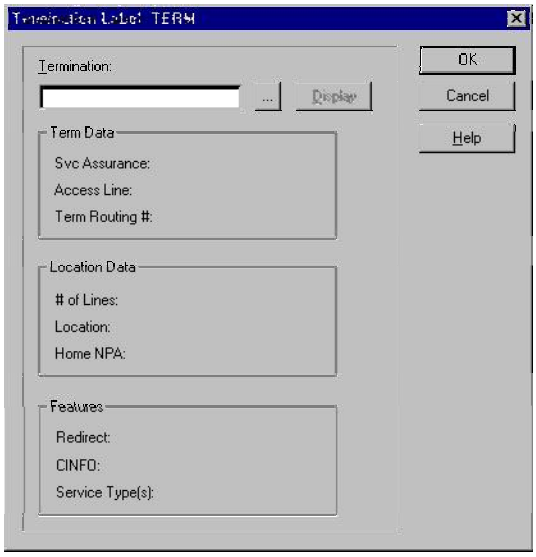


Figure 5-9. Termination Label Builder

For an existing Termination label, the **Termination** box contains a non-ATS termination name or access line.

The **Choices (...)** button displays a Choices dialog box that lets you display and filter a list of all non-ATS terminations for the Service View. You can select terminations from this dialog box to add to the Termination label. For instructions on using the Choices dialog box, see the section “Choices Button” in Chapter 2, “Using Route It! with Windows.”

The Label Builder also shows this information about the termination:

Svc Assurance	Indicates whether Service Assurance is in effect for the termination and, if so, whether it is Customized (**Customized**) or Pre-Planned (**Pre-Planned**) Service Assurance. For more information on Service Assurance, see the section “Displaying Customer Profile Data” in Chapter 2, “Customer Profile,” of the *AT&T Route It! Administration* guide.
Access Line	The unique access line for the termination.
Term Routing #	The termination routing number associated with the termination.
# of Lines	The number of physical lines assigned to an access line.

Location The name assigned to the location of one or more terminations.

Home NPA The Numbering Plan Area of the location.

Redirect Indicates whether the termination is associated with the Redirect feature. This field contains *one* of the following entries:

- **PACR***—You subscribe to Post Answer Call Redirection, which uses the AT&T network to redirect calls after they have been answered.
- **RCP***—You subscribe to Recurrent Call Prompter, which lets callers return to an automated routing system after finishing their business with one agent to conduct additional business with another agent.
- **BOTH**—You subscribe to both Post Answer Call Redirection and Recurrent Call Prompter.
- **NONE**—You do not subscribe to the Redirect feature.

*Currently not supported by AT&T Canada Long Distance Services.

For more information on the Redirect feature, see the sections "AT&T Advanced Features (United States)" and "AT&T Advanced Features (Canada)" in Chapter 1, "Overview."

CINFO Indicates whether you subscribe to Caller Information Forwarding for this termination.

For more information on the CINFO feature, see the sections "AT&T Advanced Features (United States)" and "AT&T Advanced Features (Canada)" in Chapter 1, "Overview."

Service Type[s] The types of AT&T Toll-Free Services purchased for this termination.

For more information on Toll-Free Calling Services, see the sections "AT&T Toll-Free Calling Services (United States)" and "AT&T Toll-Free Calling Services (Canada)" in Chapter 1, "Overview."

To close a read-only Termination label, choose **Close**.

Creating or Changing a Termination Label

To create or change the contents of a Termination label, do the following:

1. Type or select a non-ATS termination name or access line in the **Terminations** box, or choose one from the Choices dialog box.
2. To save changes, choose **OK**.

   Or

   To close the Termination Label Builder without making any changes, choose **Cancel**.

Displaying or Modifying Label Contents

You can display the contents of labels used in either local or official plans. You can then modify the contents if the label is contained in a currently open official plan or any local plan (open or unopened). If the label is not used in a local plan or a currently open official plan, the label detail is read-only.

There are two ways to select a label to display in Edit Plans. You can:

- Click on a label displayed in a plan and then choose **Display Detail** from the Edit menu.
- Choose **Label Summary** from the Labels menu. From the Label Summary dialog box, shown in Figure 5-10, select a label from a list of labels, which can be filtered to narrow or broaden your choices. Then choose **Display Detail**.

After you choose **Display Detail**, the Label Builder dialog box appears. The Label Builder shows the contents of the label. For an Area Code label, a graphical Map or Textual Display window shows the label's contents instead of a Label Builder.

NOTE :
If a plan has been opened in Quick Call Allocator mode, the label detail is read-only.

To view or change the contents of a label displayed in a plan, do the following:

1. In the Edit Plans window, display the node or branch containing the label.

2. Click on the label to select it.

The field turns yellow.

3. From the Edit menu, choose **Display Detail**.

The Label Builder or map displays the contents of the label.

4. To modify the label, or for more information on the fields in the Label Builder dialog box, see the section "Label Builders," earlier in this chapter.

To display a label using **Label Summary**, do the following:

1. From the Labels menu, choose **Label Summary**.

The Label Summary dialog box appears, as shown in Figure 5-10.

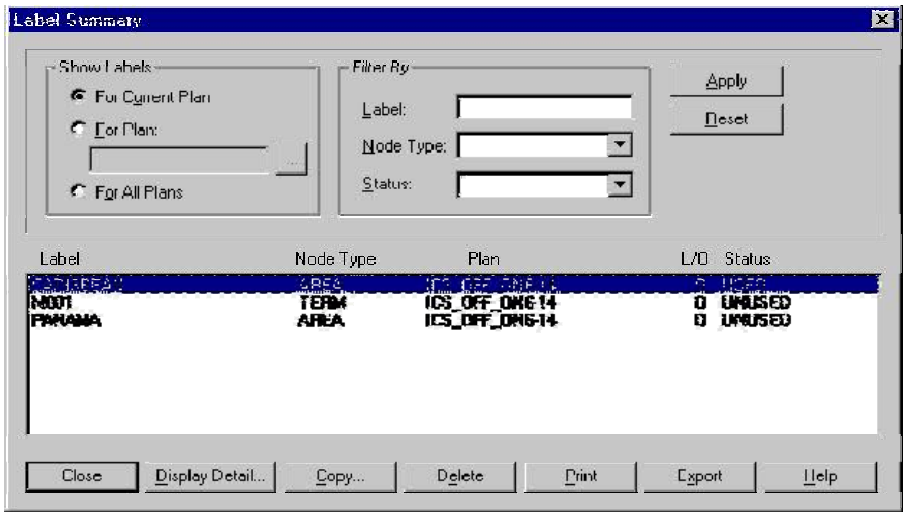


Figure 5-10. Label Summary Dialog Box

2. Under **Show Labels**, select *one* of the following:

For Current Plan	Includes labels for the plan currently displayed in the active window.
For Plan	Select a plan from the Choices dialog box, which appears after you use the **Choices (...)** button.
For All Plans	Includes labels contained in all plans for the current Account ID, regardless of Service Date.

3. To filter the list further, under **Filter By**, select one or more of the following:

Label	Type a label name (up to 16 characters, beginning with a letter). You can use an asterisk (*) as a wild-card character to filter labels. Type at least one character (a to z, 0 to 9) followed by an asterisk. For example, **wes*** would find label names **west1** and **western**. You cannot place the asterisk at the beginning or in the middle of an entry.
Node Type	Select a node type for the labels you want to display.
Status	To display labels that are currently being used in plans, select **Used**. To display labels that are not being used in plans, select **Unused**. Unused labels are those that were deleted from a plan. However, unused labels are still associated with the plan from which they were deleted.

4. To display a list of labels based on selections you have made, choose **Apply**.

The scrolling area displays one or more labels.

5. To see more detail about a label listed in the scrolling area, select the label and then choose **Display Detail**.

The Label Builder dialog box or area code map for the label appears.

⇒ **NOTE :**
Labels contained in a plan that is open and in the active window are editable. Otherwise, the Label Builder dialog box or area code map is read-only.

6. To modify the label, or for more information on the fields in the Label Builder dialog box, see the section "Label Builders," earlier in this chapter.

Copying and Renaming Labels

You can copy labels used in local plans and reuse their contents without re-creating them. There are two ways to copy a label. You can:

- Make a copy of a label within a currently opened local plan.
- Make a copy of one or more labels and copy them to a different local plan.

You can also rename a label within a currently opened local plan.

⇒ **NOTE :**
You cannot copy or rename labels used in official plans.

The following sections describe how to copy or rename a label.

Copying a Label Within a Plan

To copy a label within a plan, follow these steps:

1. Open a local plan in an active Edit Plans window.

2. From the Labels menu, choose **Copy**.

The Copy a Label dialog box appears. The **Plan** field shows the name of the currently opened plan.

3. Complete the fields as explained in Table 5-11.

Table 5-11. Fields for Copying a Label

Field		Description
From	**Node Type**	Select a node type for the label you want to copy.
	Label Name	Type or select the name of a label in the currently opened plan that you want to copy.
To	**Label Name**	Type a different name for the new label. A label can be up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '** . The first character of a label must be a letter.

4. To copy the label, choose **OK**.

   The label is copied and saved. A status bar message confirms the copy.

Copying a Label to a Different Plan

You can make a copy of one or more labels and copy them to a different plan. To copy a label to a different plan, follow these steps:

1. From the Labels menu, choose **Label Summary**.

   The Label Summary dialog box appears.

2. Display labels in the scrolling region of the Label Summary dialog box. For more information, see the section “Displaying or Modifying Label Contents,” earlier in this chapter.

3. From the scrolling list, select one or more labels that you want to copy.

   The selected labels are highlighted.

4. Choose **Copy**.

   The Copy dialog box appears. The **Copy To Local Plan** drop-down list contains all local plans for the current Service View.

5. From the **Copy To Local Plan** drop-down list, select the plan name to which you want to copy labels.

6. Choose **OK**.

   The selected labels are copied to the plan specified. A status bar message confirms the copy.

   Or

   To close the Copy dialog box without copying labels, choose **Cancel**.

Renaming a Label

To rename a label within a local plan, follow these steps:

1. Open a local or official plan in an active Edit Plans window.

2. From the Labels menu, choose **Rename**.

   The Rename a Label dialog box appears. The **Plan** field shows the name of the currently opened plan.

3. Complete the fields as explained in Table 5-12.

Table 5-12. Fields for Renaming a Label

Field		Description
From	**Node Type**	Select a node type for the label you want to rename.
	Label Name	Type or select the name of a label that you want to rename.
To	**Label Name**	Type a new name for the label. A label name can be up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '** . The first character of a label must be a letter.

4. To rename the label, choose **OK**.

The label is renamed and saved, as indicated by a status bar message.

Deleting a Label

You can delete one or more labels when you no longer need them. Only labels contained in open or unopen local plans or in open official plans can be deleted.

To delete labels, follow these steps:

1. From the Labels menu, choose **Label Summary**.

The Label Summary dialog box appears.

2. Display labels in the scrolling region of the Label Summary dialog box. For more information, see the section "Displaying or Modifying Label Contents," earlier in this chapter.

3. Select one or more labels from the scrolling list to highlight them.

4. Choose **Delete**.

5. To delete the selected labels, choose **Yes** at the confirmation dialog box.

Or

To return to the Label Summary dialog box without deleting labels, choose **No** at the confirmation dialog box.

6. Before sending a plan to the support system, replace any node or branch fields that contain deleted labels with either valid values or existing labels.

NOTE :
Deleting a label from one plan does not affect the same label used in a different plan.

Label Conflict Notice

The Label Conflict dialog box (Figure 5-11) shows the number of conflicting labels found. This dialog box presents the following information:

- Current Plan name - plan user is working with
- Source Plan name - plan from which the contents of the clipboard came
- Allows you to select the label definition of the plan you want to use, **Current** or **Source.**

  When **Current** is selected, the following takes place:

  - Contents of the label in the current plan are pasted.
  - Label is removed fro the list on the label notice dialog box.

  When **Source** is selected, the following takes place:

  - Contents of the label in the source plan are pasted.
  - Contents of the label in the current plan are replaced with the contents of the clipboard.
  - Label is removed from the list on the label notice dialog box. A warning is displayed that the current label will be replaced. Choose **YES** to continue the paste, or **NO** to cancel the paste action.
- Label and Node Type of pasted label(s) that are the same as those already defined in the Current plan but the contents are different. This information is presented in a scrolling list. You can only select one label at a time.

Buttons on the dialog box include:

- Select All - All items in the scrolling list are highlighted (selected).
- **Rename -** allows user to rename label. The “From” field includes the Node type and the label name. The “To” field allows you to enter the new name. You can only rename one label at a time. The label is renamed in the clipboard, then the label is removed from the list.
- **Cancel** - The paste is cancelled and the Edit Plans Label Conflict Notice is dismissed.
- Help - provides online help for the window.

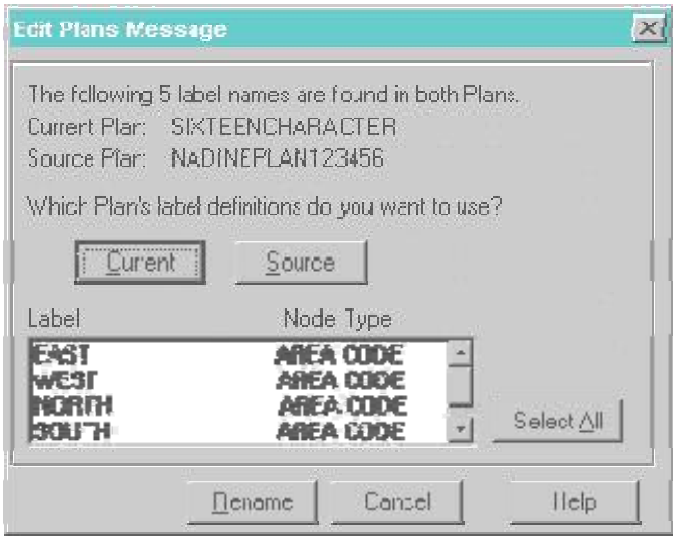


Figure 5-11. Label Conflict Notice Window

Exporting Label Information

You can export label information for one or more selected labels to a text file. To select the labels to export you first display them in the Label summary dialog box. To export labels, follow these steps:

1. From the Labels menu, choose **Label Summary**. The Label Summary dialog box appears.

2. Display labels in the scrolling region of the Label Summary dialog box. For more information, see the section “Displaying or Modifying Label Contents”, earlier in this chapter.

3. Choose **Export**.

4. The Save As dialog box appears.

5. Select the directory where you want to save the file and enter the name of the file you are sending the label information to. The file should have .csv extension, it will be appended if you do not enter it. Choose **Save**.

6. The following information is sent to the text file: account ID, service date, plan name, label, node type, status and contents of the label.

7. When exporting Announcement data for one or more announcements in a single export action, the file will contain the Announcement Number, Announcement Name, duration, text type, speech, announcement text, announcement set and Remarks.

Printing the Label List

You can print a list of selected labels and their contents. To select the labels to print, you first display them in the Label Summary dialog box.

1. From the Labels menu, choose **Label Summary**.

   The Label Summary dialog box appears.
2. Display labels in the scrolling region of the Label Summary dialog box. For more information, see the section “Displaying or Modifying Label Contents,” earlier in this chapter.
3. Select the labels to print in the scrolling region of the Label Summary dialog box.
4. Choose **Print**.

   Each label listed in the scrolling list and its contents are printed, as shown in Figure 5-12.

```
                                    Route It!                        Page: 1
Acct: 999-000-5422                                                Print Date: 4/15/98
User: lynn                          800 Labels Listed             Print Time: 1:35pm

ALPHA  (Area Code - Local Plan: MAINPLAN)
   204, 306, 403, 416, 418, 506, 514, 519, 604, 613, 705, 709, 807, 819, 901, 902, 903, 904,
   905

ANY  (Caller ID - Global)
   908-805-1234, 908-805-2345, 908-805-3456, 908-805-4567, 908-805-5678

AREA_LAB1  (Area Code - Local Plan: MAINPLAN)
   201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218,
   219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236,
   237, 238, 239, 240

ATSGLLABEL  (ATS - Local Plan: MAINPLAN)
   Term-1, D0004, D0005, TERM-15

EXC_LAB1  (Exchange - Local Plan: MAINPLAN)
   201
      231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247
   609
      261, 262, 263, 264, 265, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 278, 279, 280,
      281, 282, 283, 284, 285, 286, 287, 288, 289

   908
      307. 308. 309. 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324,
       325, 326, 327, 328

LAB1  (Dialed # - Local Plan: MAINPLAN)
   800-805-9876, PROMO

MORE  (Prompter - Global)
   12345, 21234, 23478, 34567, 78906
```

Figure 5-12. Label List Printout

The Textual Display and Map Windows

With the Textual Display and Map windows, you can display the contents of an Area Code label. If the label is contained in a currently open official plan or any local plan (open or unopened), you can also create or modify its contents.

The Textual Display window, shown in Figure 5-13, contains three tabs. The **U.S.** tab lists area codes for the United States; the **Canada** tab lists area codes for provinces; and the **International** tab lists country codes.

NOTE:
This figure shows the Termination Service Area window in its editable state. The leftmost button is SEND and the EDIT button is undimmed.

When accessed via the DISPLAY LABEL button (on the TRNT Summary for Termination window), this window is read only and the title bar reads: "TRNT Call Origin Label: X", where X is the label name. Since it is read-only, the leftmost button will be CLOSE and the CANCEL and EDIT buttons will be dimmed.

When accessed via the Edit TRNT window, the leftmost button is OK and the title bar reads: "TRNT Call Origin Label: X", where X is the label name..

NOTE 1:
For an example of the **Canada** tab, see Chapter 2, "Customer Profile," of the *AT&T Route It! Administration* guide.

NOTE 2:
Country codes are not applicable in Canada.

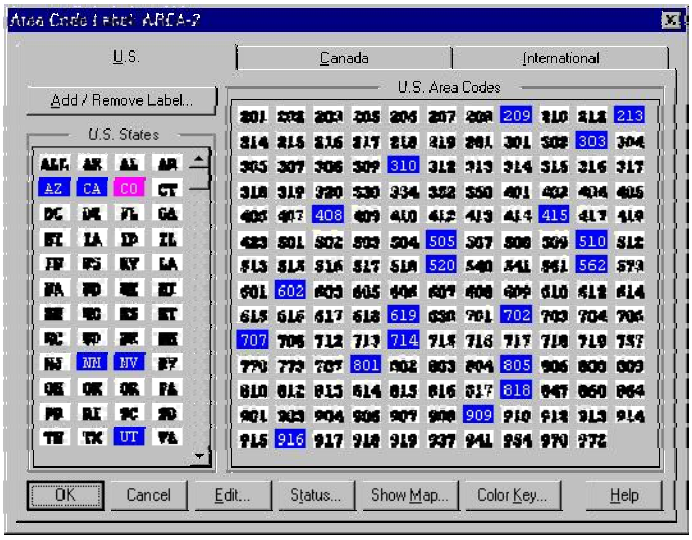


Figure 5-13. Textual Display Window

You can select or deselect area codes (or country codes) to include or exclude them in an Area Code label. As you make selections, the area codes change color to indicate their inclusion in a label.

You can access the Map window from the **U.S.** or **Canada** tab of the Textual Display window.

The Map window, shown in Figure 5-14, shows area code selections on a map of the United States and Canada. Each state or province is color-coded to indicate selections.

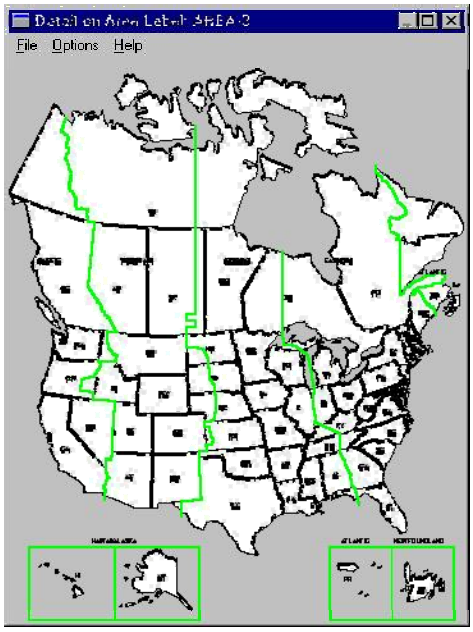


Figure 5-14. Map Window

You can select area codes from either the Map window or the Textual Display window. Both windows update automatically, and each identically reflects the selections made on the other.

You can display, but not modify, the Textual Display and Map windows for an Area Code label if it has been opened in Quick Call Allocator mode.

Using the Textual Display and Map Windows

As you work with the Textual Display and Map windows, keep in mind the following:

- Switching among the **U.S.**, **Canada**, and **International** tabs does not change selections made on any of the tabs.
- Choosing **OK** saves data on all three tabs, regardless of which tab appears.
- To display the meaning of specific colors, choose **Color Key** on the Textual Display window, or choose **Color Key** from the Options menu on the Map

window.

- To close a read-only Textual Display window, choose **Close**. If the window is editable, choose **Cancel**.

Using the Textual Display Window

On the Textual Display window, you can select and deselect area codes individually, or you can select many at one time. For example, if you select a state name on the Textual Display window, all individual area codes for that state change color to indicate that they are selected. You can also select all area or country codes on a tab at one time by selecting the **ALL** box.

Use your left and right mouse buttons to perform these tasks:

- Clicking an area, state, province, or country code box using the left mouse button alternates (toggles) its status between selected and deselected.
- Clicking a state, province, or area code box using the right mouse button or selecting **Status** brings up the Selection Status dialog box, which displays read-only data for a selected state, province, or area code. For more information about the Selection Status dialog box, see the section “Displaying Area Code Selections for a State or Province,” later in this chapter.

To make area and country code selections, follow these steps at the Textual Display window:

1. Choose the tab (**U.S.**, **Canada**, or **International**) on which you want to make selections.

   NOTE :
   When a selected termination has an I800 Inbound stand-alone or Optional Access Service type, the **U.S.** tab is read-only.

2. To select area or county codes, do one or more of the following, as described in Table 5-13.

Table 5-13. Using the Textual Display Window

Using the Mouse	Using the Edit Button
To change the selection status of an area or country code, click it with the left mouse button.	To use the Edit dialog box to make selections, do the following: **1.** Choose **Edit** to bring up the Edit dialog box. **2.** Choose **Select Code** or **Deselect Code** to include area or country codes. **3.** To specify area or country codes, type *one* of the following in the text box: ■ an area or country code ■ a state, province, or country abbreviation ■ **US**, **USA**, or **ALL**, for all states ■ **CAN**, for all provinces ■ **ALL**, for all countries **4.** Choose **Apply** to save the selections and then choose **Close**.
To change the selection status of all area codes within a state or province, click the state or province box with the left mouse button.	
To toggle the status of all area codes for the United States or Canada, select **ALL**.	

⇛ **NOTE :**
If you select a Canadian entry on the **U.S.** tab, the **Canada** tab is updated with your selection. If you select a U.S. entry on the **Canada** tab, the **U.S.** tab is updated with your selection.

3. To see selections displayed on a map of the United States and Canada, choose **Show Map**.

⇛ **NOTE :**
If the Edit window is open, the Map window cannot be opened. If the Edit window is opened after the Map window, the Map window will update dynamically with the Edit window.

The Map window appears. For instructions on using the Map window, see the next section, “Using the Map Window.”

To save area or country code selections on any tab, choose **OK**.

Or

To close the Textual Display window without saving any changes, choose **Cancel**.

Using the Map Window

Display the Map window to view and change area code selections on a map showing the United States and Canada. On the Map window, you can click a state or province using the left mouse button to alternate (toggle) its status between selected and deselected.

You can also click a state or province using the right mouse button or choose **Status** to bring up the Selection Status dialog box to view all area codes for a selected state or province. For more information about the Selection Status dialog box, see the section “Displaying Area Code Selections for a State or Province,” later in this chapter.

To make selections on the Map window, follow these steps:

1. On the Textual Display window, choose either the **U.S.** or the **Canada** tab.
2. Choose **Show Map**.

   The Map window appears, as previously shown in Figure 5-14.
3. To select or deselect area codes or country codes for a state or province, follow the procedures previously described in Table 5-13.

   NOTE :
   You can open the Map window and then open the Edit dialog box. However, you cannot open the Map window if you have opened the Edit dialog box first. If the Edit window is opened after the Map window, the Map window will update dynamically with the Edit window.

   The color of the state or province changes to reflect its status.
4. To display a color key at any time, from the Options menu, choose **Color Key**.
5. To close the Map window, either choose **Close** from the File menu, or choose **Hide Map** on the Textual Display window.
6. You are returned to the Textual Display window.

   To save area or country code selections on the map *and* on any tab, choose **OK**.

   Or

   To close the Textual Display window without saving any changes, choose **Cancel**.

Customizing the Map Window

Use the Options menu on the Map window to customize the way the map appears. Choose commands on the Options menu to display or hide state or province abbreviations and time zone boundaries on the map. You can also display a color key.

To customize the way the Map window appears, do any of the following, as described in Table 5-14.

Table 5-14. Customizing the Map Window

To Display...	From the Options Menu, Choose...
The color key	**Color Key** To close the color key, choose **Close** on the Color Key dialog box.

Table 5-14. Customizing the Map Window (Cont'd)

To Display...	From the Options Menu, Choose...
State and province abbreviations	**State Names** When state names are displayed, each state and province is labeled with its two-letter abbreviation. The abbreviations are alternately displayed or removed each time you choose **State Names**.
Time zone boundaries	**Time Zones** When time zone markers are displayed, lines show time zone boundaries on the map. The time zone markers are alternately displayed or removed each time you choose **Time Zones**.

On the Options menu, a check mark appears next to any items that are selected.

Displaying Area Code Selections for a State or Province

The Selection Status dialog box shows the area codes and their selection status for a single state or province. Use this dialog box as a guide for making selections for a state or province. Area codes displayed in the dialog box are read-only.

There are two ways to display the Selection Status dialog box. On the **U.S.** or **Canada** tabs, you can either choose the **Status** button or click the right mouse button on a state or province box.

While the Selection Status dialog box appears, you can use the right mouse button to select area codes on the Textual Display or the Map window. The Selection Status dialog box automatically reflects your area code selections.

NOTE :
The Selection Status dialog box is not available on the **International** tab.

To display and work with area codes for a single state or province, follow these steps:

1. Choose either the **U.S.** or the **Canada** tab.
2. Optionally display the Map window.
3. To display area codes for a single state or province, choose the **Status** button, type an area code or a state or province abbreviation in the text box of the blank Selection Status window, and choose **Apply**.

   Or

   Click the right mouse button on a state or province box.

   The Selection Status dialog box lists the area codes for the state or province selected. The selection status of each area code is also shown.
4. To select area codes, on the Textual Display window, click the right mouse button on one or more area code, state, or province boxes.

   Or

To select area codes on the Map window, click the right mouse button on one or more states or provinces.

The Selection Status dialog box updates automatically to reflect any area code selections made for the state or province displayed.

⇒ **NOTE :**
Changing area code selections for a state or province does not affect selections for Area Code labels.

5. To close the Selection Status dialog box, choose **Close**.

You are returned to the Textual Display or the Map window.

Combining or Removing Area Code Labels

Use **Add/Remove** to add the contents of an Area Code label to the contents of the label currently displayed in the Textual Display window. You can also remove the contents of a label from the current label, and you can add or remove successive labels.

Selected area or country codes in the current label may overlap with those from the added label. Overlapping area or country codes are displayed with diagonal stripes. For each successive label added, the selected codes of the current label that match those of the added label are displayed as overlapping labels.

To add or remove Area Code labels, follow these steps:

1. Display the Textual Display window for an Area Code label.

2. For each label to be added or removed, do the following:

a. Choose **Add/Remove**.

The Add/Remove dialog box appears.

b. Select either **Add Contents of Label** or **Remove Contents of Label.**

c. Select an Area Code label from the drop-down list box and choose **OK**.

Area codes from the selected label are added or removed, depending on the action you chose.

Or

To close the Add/Remove dialog box without making any changes, choose **Cancel**.

3. To save all changes from the Textual Display window, choose **OK**.

Or

To close the Textual Display window without saving any changes, choose **Cancel**.

Accessing the Textual Display and Map Windows

This section summarizes, by task, the different ways to access the Textual Display and Map windows.

Creating a New Area Code Label

To create a new Area Code label, display a local or official plan in the active Edit Plans window and do *one* of the following:

- On an Area Code branch of a local plan, type the name of a new label.
- From the Labels menu on the Edit Plans window, choose **New**, choose **Area Code** from the **Node Type** drop-down list, and choose **Create**.

For the procedures on creating a new label, see the section “Creating a New Label,” earlier in this chapter.

Displaying an Existing Area Code Label

To display an existing Area Code label, display a local or official plan in the active Edit Plans window and do *one* of the following:

- Click on a label displayed in a plan and then choose **Display Detail** from the Edit menu.

  NOTE :
  When **Display Detail** is selected for the **DOM** branch of an Area Code node, the Textual Display window is read-only.

- Choose **Label Summary** from the Labels menu. Select a label from a list of labels, which can be filtered to narrow or broaden your choices. Then choose **Display Detail**.

Currently, the Northwest and Yukon territories do not appear on the map. To select area codes for these territories, you must select them from the Textual Display window.

For the procedures on displaying an existing label, see the section “Displaying or Modifying Label Contents,” earlier in this chapter.

CRP Tables

6

Contents

CRP Tables

6

This chapter describes how to manage your Customer Routing Point (CRP) tables.

NOTE :
Currently, CRP tables are not supported by AT&T Canada.

CRP Tables and Intelligent Call Processing

Intelligent Call Processing (ICP) is an AT&T Advanced Feature that allows you to implement customized, call-by-call routing based on information in your own custom CRP database. When ICP is in effect, network handling of an incoming call is temporarily suspended while your CRP database is queried for any special routing instructions.

Your CRP database contains information about your products, services, and customers, including routing plans. Each routing plan is made up of CRP nodes. Each node contains the name or ID (node specific data) of the CRP database to be queried. From the routing plans, your database determines the desired handling treatment for the call and returns appropriate handling directions to the network in the form of a CRP code.

The network interprets CRP codes by looking them up in a CRP table. The CRP table contains the CRP codes and their corresponding call-handling treatments. Depending on the handling treatment associated with the code, the call is routed to either a termination, an announcement, a ring tone, or a busy signal.

Managing ICP Call Routing in AT&T Route It!

Use AT&T Route It! to build or modify a customized CRP database for ICP access. This is accomplished by creating, updating, or deleting CRP tables.

Characteristics of CRP Tables

Each CRP table contains two lists of CRP codes and corresponding values:

- codes for terminations
- codes for announcements

  Two codes in the list of announcements can optionally point to “specialized” announcements. The specialized announcements are a ring tone and a busy signal.

Each CRP table used as part of ICP must have at least one CRP database assigned to it. You can assign CRP databases to a CRP table in Route It!

Basic Rules for CRP Tables

Keep in mind the following rules when working with CRP tables:

- An ICP account can have up to 15 CRP tables.
- A CRP table can have up to 12,000 codes.
- A CRP code can consist of 1 to 10 numerics.
- CRP code length must match for all codes contained in the same CRP table and must be the same length as the codes in the associated CRP databases.
- When the first CRP ID is assigned to a CRP table and the first CRP code is provisioned, the length of the CRP table is set.
- In a CRP table, each CRP code must be unique in the list of terminations, and each CRP code must be unique in the list of announcements.
- In a CRP table, more than one CRP code can point to a termination in the list of terminations. More than one CRP code can point to an announcement in the list of announcements.
- In the list of announcements of a CRP table, one code can optionally point to a ring tone, and one code can optionally point to a busy signal.
- A termination used in a CRP table must be a regular termination or an ICP-only termination. If you use ATS terminations in a CRP table, then each ATS termination in a CRP table will be treated as an independent termination. In this scenario, although the "call in progress" counter is incremented, the call is routed to that termination without comparing the MCA. If you prefer to use ATS functionality for an ATS termination with ICP, then that termination should be referenced in the Post Feature Branch of the CRP node.
- Each CRP database can be assigned to only one CRP table at a time.

- A CRP table can be used by more than one CRP database at the same time.
- The codes in a CRP table must be the same length as the codes in the CRP database that is assigned to the CRP table. (A CRP code length is provisioned for each CRP database.)

Specifying Future Effective Dates for CRP Tables

You can simultaneously make changes to the CRP codes in a CRP table and specify a future date on which the changes will go into effect. To set up changes, you use the Future Changes feature of the CRP Tables task. These are the changes you can make:

- Add a CRP code.
- Change the value of an existing CRP code.
- Delete a CRP code.

Each change is called a *future change*. Future changes can be made only on *official* CRP tables. For details, see the sections pertaining to the Future Changes feature, beginning with the section “Future Changes Feature,” later in this chapter.

CRP Tables Toolbar

The CRP Tables toolbar, shown in Figure 6-1, appears directly below the menu bar.

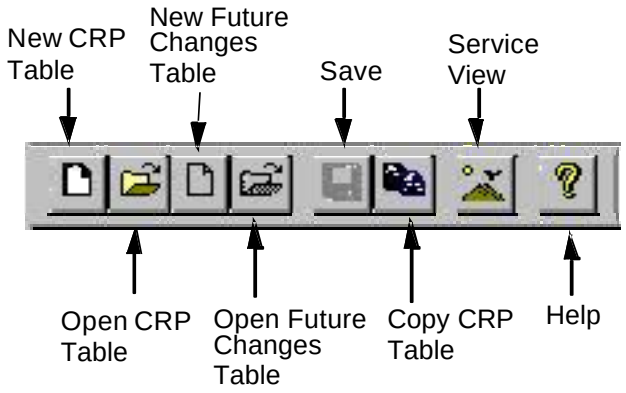


Figure 6-1. CRP Tables Toolbar

Opening a CRP Table

This section describes how to open a new or existing CRP table from the CRP Table main window.

Opening a New CRP Table

To open a new CRP table, do the following:

1. From the File menu, choose **New Table**.

Or

On the toolbar, choose the **New CRP Table** button.

The New CRP Table dialog box appears, as shown in Figure 6-2.

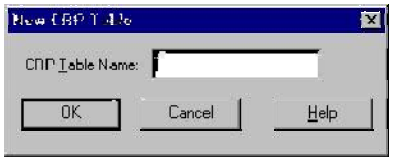


Figure 6-2. New CRP Table Dialog Box

2. Enter a name for the CRP table in the text box and choose **OK**.

Route It! creates a new, local CRP table with the name you entered in the New CRP Table dialog box. The new CRP table appears in a CRP Tables window, as shown in Figure 6-3.

NOTE :
Notice that the **CRP Tables** window shows two announcement type buttons near the bottom of the screen: **Ring** and **Busy**. When the **Terminations** button above the list of terminations is selected, the **Ring** and **Busy** buttons disappear, and **Announcement** changes to **Termination** or **Access Line**.

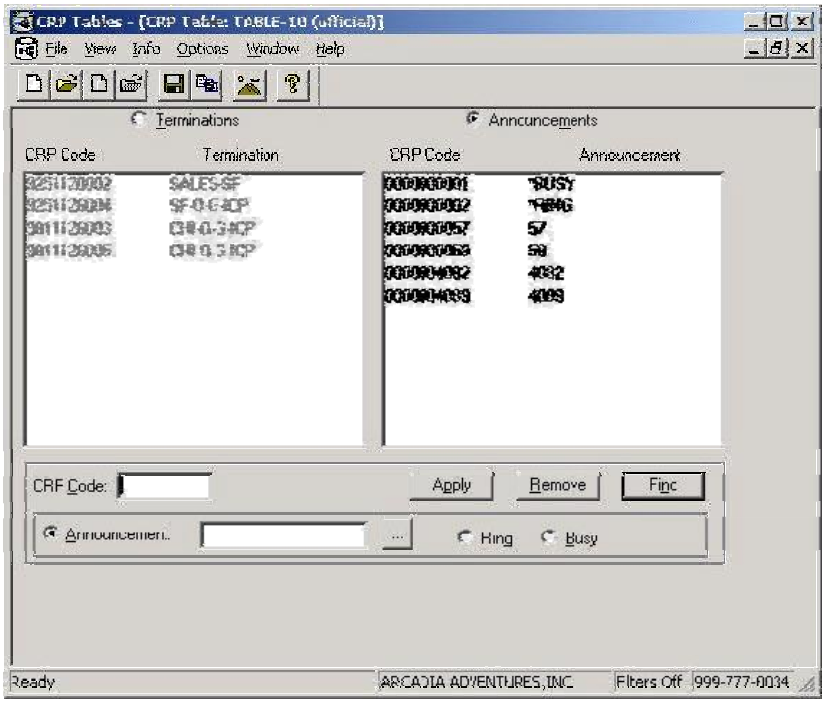


Figure 6-3. CRP Table Main Window

NOTE :
To save time in creating a new table, you can copy an existing table as described in “Copying a CRP Table,” later in this chapter.

For additional procedures used to create data in a new CRP table, see “Creating or Editing CRP Codes in a CRP Table,” later in this chapter.

Opening an Existing CRP Table

To open an existing CRP table for your Account ID, follow these steps:

1. From the File menu, choose **Open Table**.

   Or

   On the toolbar, choose the **Open CRP Table** button.

   The Open CRP Table dialog box appears, as shown in Figure 6-4.

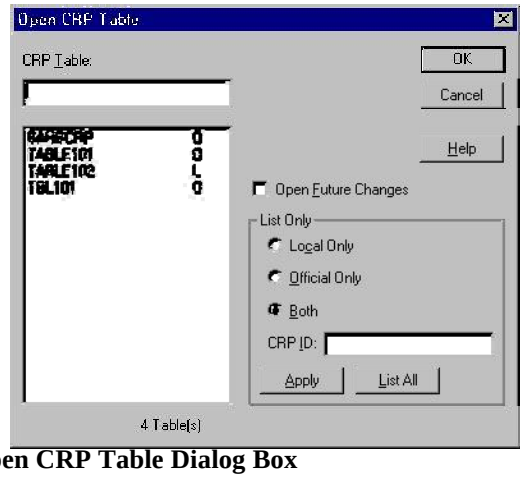


Figure 6-4. Open CRP Table Dialog Box

   The list box shows all CRP tables for your Account ID. The **L** or **O** following each table name identifies the table as either a local (**L**) or official (**O**) table.

   If the **Open Future Changes** check box is selected and a future changes table exists for a CRP table, the corresponding future changes table will open when the CRP table opens. If an official version and a local version of the future changes table exist, the local version will open.

2. To open a listed CRP table, do *one* of the following:

- Type the table name in the **CRP Table** text box, then choose **OK**.
- Select a table name from the list and choose **OK**.
- Double-click a table name in the list.

The CRP table you requested appears.

NOTE :

One of the following may occur:

— If you typed or selected the name of an official version of a CRP table for which a local version also exists, the local version appears. To open the official version, you must select it from the list.

— A message may appear indicating that you cannot open the table because it is a local CRP table that also has a corresponding local future changes table. This "double local" situation occurs when a copy is made of an official CRP table that also has an official future changes table. The copy results in local versions of each, which is not permitted in Route It!

If a message appears, preventing you from opening the table, do *one* of the following at the message dialog box:

— Choose Send Table to send the local CRP table to the support system, where it will become official. You can open the table after it becomes official.

— Choose **Delete Both Locals,** to delete each version of the table.

For additional instruction, see "Creating or Editing CRP Codes in a CRP Table," later in this chapter.

Searching for a CRP Table

To help search for a particular CRP table, you can narrow the list of choices. From the Open CRP Table dialog box (Figure 6-4), use either of these search methods:

- Select *one* of the following under **List Only**, then choose Apply

Local Only	Select to display local CRP tables only.
Official Only	Select to display official CRP tables only.
Both	Select to display both local and official CRP tables.
CRP ID	To display the CRP tables that have a specific CRP database assigned to them, type the CRP database ID or the name of the database in the **CRP ID** text box.

Or

- Select the **List All** button to display a list of all CRP tables for the current Account ID.

NOTE :
If the **Open Future Changes** check box is selected and a future changes table exists for a CRP table, the corresponding future changes table will open when the CRP table opens. If both an official and a local version of the future changes table exist, the local version will open.

After narrowing the table list, open a CRP table by doing *one* of the following:

- Type the table name in the **CRP Tables** text box, then choose **OK**.
- Select a table name from the list and choose **OK**.
- Double-click a table name in the list.

The CRP table you requested appears.

NOTE :
If you typed the name of an official CRP table for which a local version exists, the local version appears. To open the official version, you must select it from the list.

For additional procedures, see the next section, "Creating or Editing CRP Codes in a CRP Table."

Creating or Editing CRP Codes in a CRP Table

On the CRP Tables main window, you can create new CRP codes, edit existing CRP codes, or remove CRP codes.

Applying or Saving Changes to a CRP Table When a Future Changes Table Also Exists

Route It! prevents you from applying or saving changes to an official table when a corresponding *local* future changes table also exists. When you try to apply or save a change, a warning message states that you cannot save the change. You can continue editing the CRP table, but to save your changes (with the **Save** command), you must first delete the local future changes table.

Displaying the Access Lines/Terminations or Announcements CRP Code List

A CRP table contains two lists of codes: one for terminations and one for announcements. Before you work with codes, you need to select one of the lists, as shown in Figure 6-5.

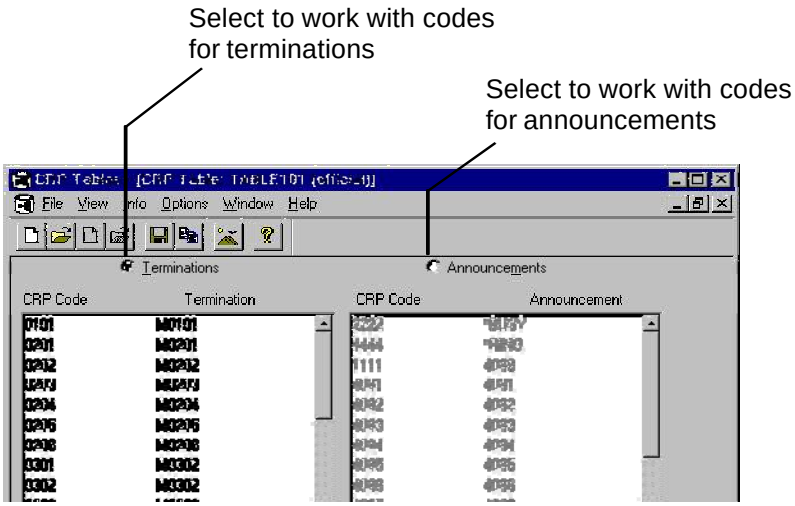


Figure 6-5. List Options on a CRP Table

Only one list of codes is active at a time.

The listed terminations can appear as either access lines or termination names, depending on the settings for the **Show Names or IDs** command on the View menu. **Show Names or IDs** also determines whether the option for selecting the list appears as **Access Lines** or **Terminations**. For details, see “Displaying Names or IDs,” later in this chapter.

Finding a CRP Code

To find a CRP code in a CRP table, follow these steps:

1. Display a local or official CRP table in the active CRP Tables window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. Enter the CRP code in the **CRP Code** text box, or select one from the list.

   NOTE :
   If you would like to see a list of all CRP codes for a specific termination or announcement, see “Filtering CRP Code Lists,” later in this chapter.

4. Choose **Find**.

   The CRP code appears selected in the list, along with its termination.

Finding Detail Information

If you need detail information on either a termination or an announcement, see the section “Displaying Termination or Announcement Detail Information,” later in this chapter.

Adding a CRP Code

To add a CRP code, follow these steps:

1. Display a local or official CRP table in the active CRP Tables window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. Enter the new CRP code in the **CRP Code** text box.
4. Below the **CRP Code** text box, enter the value for the CRP code by doing *one* of the following:
   - If you selected **Announcements**:
     a. Type an announcement name or announcement number in the **Announcement** text box.
     b. Choose either the **Ring** or the **Busy** button beside the **Announcement** text box and choose **Apply**.
   - If you selected **Terminations** (or **Access Lines**), type a termination name or access line name and choose **Apply**.

   The CRP code and corresponding value are added to the applicable list. The status bar indicates the added code.

NOTE :
For information on saving a local CRP table, see the section “Saving a Local CRP Table,” later in this chapter.

Modifying a CRP Code

To modify an existing CRP code, follow these steps:

1. Display a local or official CRP table in the active CRP Tables window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. Populate the **CRP Code** text box by doing *one* of the following:

   Enter the CRP code.

   Or

   Click the desired CRP code in the list.
4. Below the **CRP Code** text box, select the value for the CRP code by doing *one* of the following:
   - If you selected **Announcements**:
     a. Type an announcement name or announcement number in the **Announcement** text box.
     b. Choose either the **Ring** or the **Busy** button beside the **Announcement** text box and choose **Apply**.

- If you selected **Terminations** (or **Access Lines**), type a termination name or access line name and choose **Apply**.

A dialog box prompts you to confirm that you want the code modified.

5. To complete the modification, choose **Yes**.

The modified data is displayed in the list, and the status bar indicates that the code was modified.

NOTE :
For information on saving a local CRP table, see the section “Saving a Local CRP Table,” later in this chapter.

Removing a CRP Code

To remove a CRP code from a table, follow these steps:

1. Display a local or official CRP table in the active CRP Tables window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. Populate the **CRP Code** text box by doing *one* of the following:

   Enter the CRP code.

   Or

   Click the desired CRP code in the list.
4. Choose **Remove**.

   A message prompts you to confirm the CRP code to be removed.
5. Respond to the confirmation prompt:

   If the CRP code appearing in the message is *not* correct, choose **No**.

   Or

   If the CRP code appearing in the message is correct, choose **Yes**.

   If you choose **Yes**, the CRP code is removed from the list, and the status bar states that the code was removed.

⇒ **NOTE :**
For information on saving a local CRP table, see the section “Saving a Local CRP Table,” later in this chapter.

Deleting a Table

Occasionally, you may need to delete all codes by deleting a table. The section “Deleting a CRP Table or a Future Changes Table,” later in this chapter, describes the procedure.

Copying a CRP Table

To save time when building a CRP table, you can copy an official CRP table into a new local CRP table with a different name.

To copy an official CRP table, follow these steps:

1. On the File menu, choose **Copy**.

   Or

   On the toolbar, choose the **Copy CRP Table** button.

   The Copy dialog box appears, as shown in Figure 6-6.

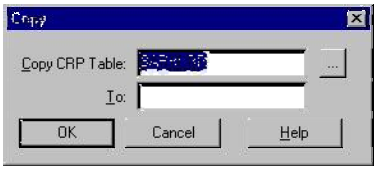


Figure 6-6. Copy Dialog Box

2. In the **Copy CRP Table** text box, do *one* of the following:

Type the name of the official CRP table to be copied.

Or

Click the **Choices (...)** button and select an official CRP table from the Choice List dialog box.

NOTE :
From the Choices dialog box, the Table Name Choices dialog box is displayed with additional options. To see details on the CRP table you have selected, choose **Info**. To narrow your table name choices, enter data in the text box under **Filter On** and select **Filter**. For details, see “Choices Button” in Chapter 2, “Using Route It! with Windows.”

3. In the **To** text box, enter a new CRP table name.

4. Choose **OK**.

The status bar verifies the copy operation, unless a message appears stating that an official future changes table exists for the original CRP table. The message prompts you to copy either the CRP table only or both the CRP and future changes tables.

NOTE :
Copying both tables results in a local copy of each. Route It! permits only one local copy to exist at a time.

Respond to the message:

- To copy the CRP table only, choose **Copy Table Only**. (See **NOTE** below.)

  The status bar indicates that the CRP table has been copied to a local version.

  Or

- To copy both the CRP table and the future changes table to local data, choose **Copy Both Table and Future**. (See **NOTE** below.)

  Or

- To cancel without copying, choose **Cancel**.

NOTE :
If both tables still exist at the time you open either, you are offered several options. See “Opening an Existing CRP Table,” earlier in this chapter, for more information.

You can then edit the CRP codes as described in “Creating or Editing CRP Codes in a CRP Table,” earlier in this chapter.

Renaming a CRP Table

You can rename an existing CRP table. If both local and official versions of the CRP table exist, they are renamed also. If a future changes table exists for the CRP table, it too is renamed.

+ **IMPORTANT:**
Before renaming a CRP table, close all versions (local and official) of the CRP table being renamed. After sending a rename request, wait until you receive a “successful” message from the support system before opening the respective CRP table.

To rename an existing CRP table, follow these steps:

1. On the File menu, choose **Rename**.

The Rename dialog box appears, as shown in Figure 6-7.

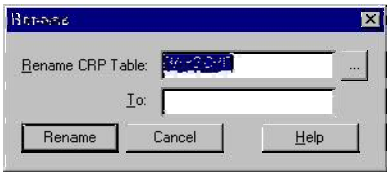


Figure 6-7. Rename Dialog Box

2. In the **Rename CRP Table** text box, do *one* of the following:

Type the name of the CRP table to be renamed.

Or

Click the **Choices (...)** button and select a CRP table from the Choice List dialog box.

NOTE :
From the Choices dialog box, the Table Name Choices dialog box is displayed with additional options. To see details on the CRP table name you have selected, choose **Info**. To narrow your table name choices, enter data in the text box under **Filter On** and select **Filter**. For details, see “Choices Button” in Chapter 2, “Using Route It! with Windows.”

3. In the **To** text box, enter a new name for the CRP table.

4. Choose **Rename,** or choose **Cancel.** (Choosing **Cancel** will close the dialog box without renaming the official CRP table.)

If you choose **Rename,** a status message indicates that the CRP table was renamed. Only a local version of the CRP table exists.

If an official version of the CRP table also exists, the Rename Official Table dialog box appears, as shown in Figure 6-8.

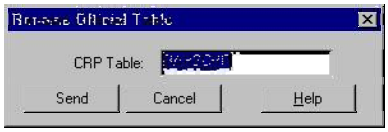


Figure 6-8. Rename Official Table Dialog Box

To rename the official CRP table, choose **Send**.

NOTE :
If the **Send** command is unavailable due to permissions settings, see your Route It! system administrator.

The status bar indicates that the request to rename the CRP table has been sent.

Saving a Local CRP Table

Save a local CRP table when you have done either of the following:

- Added, deleted, or modified a CRP code in a CRP table.
- Created a new CRP table.

NOTE :
You may even save an “empty” table (that is, one currently containing no codes).

When you save an official CRP table, consider the following:

- An official CRP table is saved as a local table.
- If a local version of the corresponding future changes table already exists, a message appears, indicating that you cannot save the CRP table. Route It! lets you work with only one local version at a time. To save the official CRP table, first delete the local future changes table.

To save a CRP table as local data, do the following:

1. Ensure that the CRP table you want to save is in the active CRP Tables window.

2. From the File menu, choose **Save**.

Or

From the toolbar, choose the **Save** button.

If you are working with an official table and a local version already exists, a message prompts you to confirm that you want to overwrite the existing local

version.

To overwrite an existing local version, choose **Yes**.

The status bar indicates that the table was saved to local data.

NOTE :
For information on sending a local CRP table to the support system, see the section “Sending a Local CRP Table to the Support System,” later in this chapter.

Saving a CRP Table When a Future Changes Table Also Exists

Route It! prevents you from saving changes to an official CRP table when a corresponding *local future changes table* also exists. At the time you make a change, a message warns you that you will not be able to save the change. You can continue editing the CRP table, but to save your changes (with the **Save** command), you must first delete the local future changes table.

Sending a Local CRP Table to the Support System

When you have finished creating or revising a local CRP table and want to send it to the support system, follow these steps:

1. In the active CRP Tables window, display the CRP table you want to send.

NOTE :
You may even send an “empty” table (that is, one currently containing no codes).

2. From the File menu, choose **Send**.

NOTE :
The **Send** command may be unavailable if you do not have send permissions for the CRP Tables task. Contact your Route It! system administrator for more information.

The status bar indicates whether the CRP table has been sent to the support system.

3. After sending the table, check the Comm Log to see if the CRP table passed validation at the support system. For more information, see Chapter 7, “Comm Log.”

After the CRP table passes validation at the support system, it becomes an official CRP table. In addition, Route It! automatically deletes the table’s local version from your PC. If an official version with the same name already exists on your PC, it is updated.

NOTE :
Before you can use a newly validated CRP table for call routing, you must assign or reassign at least one CRP database to it. See “Assigning and Reassigning CRP Databases to Official CRP Tables,” later in this chapter.

Future Changes Feature

Use the Future Changes feature to set up changes, in advance, to codes in an official CRP table. The changes go into effect on a future date that you specify.

You can make the following changes:

- Add a CRP code.
- Modify the value of an existing CRP code.
- Delete a CRP code.

Each change is called a *future change*.

On the *scheduled change date*, the future changes are applied to the corresponding official CRP table. Afterward, the future changes table is automatically deleted.

Opening a Future Changes Table

This section describes how to open a new or existing future changes table.

Opening a New Future Changes Table

To open a new future changes table for your Account ID, follow these steps:

1. From the File menu, choose **New Future Changes**.

Or

On the toolbar, choose the **New Future Changes Table** button.

The New Future Changes dialog box appears, as shown in Figure 6-9.

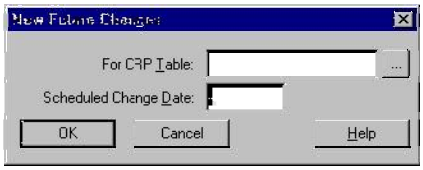


Figure 6-9. New Future Changes Dialog Box

2. In the **For CRP Table** text box, type the name of an official CRP table for which you want to schedule future changes.

Or

Click the **Choices (...)** button and select a CRP table from the Choice List dialog box.

3. In the **Scheduled Change Date** text box, enter the date (in **mm/dd/yy** format) on which you want the changes to be applied.

4. Choose **OK**.

One of the following occurs:

The new future changes table appears. (See Figure 6-10 for a sample table.)

NOTE :
Notice that the future changes table window shows two announcement type buttons near the bottom of the screen: **Ring** and **Busy**. When the **Terminations** button above the list of terminations is selected, the **Ring** and **Busy** buttons disappear, and the **Future Announcement** option changes to either **Future Termination** or **Future Access Line**.

Or

You may receive an error message that prevents you from creating the new future changes table. The error message describes *one* of the following situations:

- A corresponding local CRP table already exists.

  Route It! does not permit both a local future changes table and a local CRP table to exist at the same time.

  To create the local future changes table, you must first delete the local CRP table. For more information, see “Deleting a CRP Table or a Future Changes Table,” later in this chapter.

- An official future changes table currently exists.

  To work with a local future changes table, do *one* of the following:

  — Edit the existing official future changes table by doing one or both of the following:

    - Open the official future changes table, edit it, then save it. The edited table is saved as a local future changes table. For more information, see the following section, “Opening an Existing Future Changes Table.”
    - To change the *scheduled change date*, from the Options menu, choose **Modify Future Date**. For more information, see “Modifying a Future Changes Date,” later in this chapter.

  — Delete the existing official future changes table and then create a new local future changes table. For more information, see “Deleting a CRP Table or a Future Changes Table,” later in this chapter.

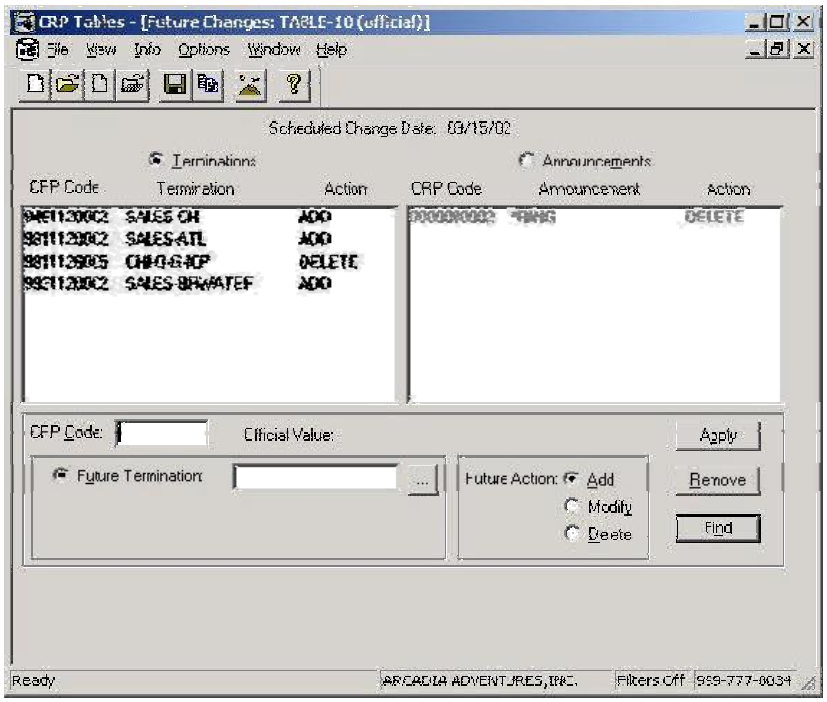


Figure 6-10. Future Changes Table

NOTE :
To save time in creating a new future changes table, you can copy an existing table, as described in “Copying a CRP Table,” earlier in this chapter.

For other future changes procedures, see the applicable future changes sections, later in this chapter.

Opening an Existing Future Changes Table

To open an existing future changes table for your Account ID, follow these steps:

1. From the File menu, choose **Open Future Changes**.

Or

On the toolbar, choose the **Open Future Changes Table** button.

The Open Future Changes to CRP Table dialog box appears, as shown in Figure 6-11.

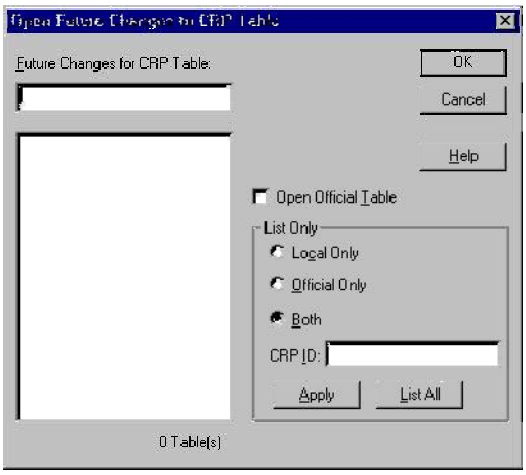


Figure 6-11. Open Future Changes to CRP Table Dialog Box

The list box displays all future changes tables for your Account ID. The **L** or **O** following each future changes table name identifies it as either a local (**L**) or official (**O**) table.

If the **Open Official Table** check box is selected, the corresponding official CRP table will open when the future changes table opens.

2. To open a listed future changes table, do *one* of the following:

- Type the future changes table name in the **Future Changes for CRP Table** text box and then choose **OK**.
- Select a future changes table name from the list and choose **OK**.
- Double-click a future changes table name in the list.

The future changes table you requested appears.

⇛ **NOTE :**
One of the following may occur:

— If you typed or selected the name of an official version of a future changes table for which a local version also exists, the local version appears. To open the official future changes table, you must select it from the list.

— A message may appear indicating that you cannot open the table because it is a local future changes table that also has a corresponding local CRP table. (This “double-local” situation occurs when a copy is made of an official CRP table that also has an official future changes table.) The copy results in local versions of each, which is not allowed in Route It!

If a message appears, preventing you from opening the table, do *one* of the following at the message dialog box:

— Choose **Send Table** to send the CRP table to the support system, where it will become official. You can open the future changes table after its corresponding CRP table has become official.

— Choose **Delete Both Locals** to delete both the local future changes and the local CRP tables.

Searching for Future Changes Tables

To help search for a particular future changes table, you can narrow the list of choices. From the Open Future Changes to CRP Table dialog box, use either of these search methods:

- Under **List Only**, select *one* of the following, then choose **Apply**:

Local Only	Select to display local future changes tables only.
Official Only	Select to display official future changes tables only.
Both	Select to display both local and official future changes tables.
CRP ID	To display the future changes tables that have a specific CRP database assigned to them, type the CRP database ID or the name of the database in the **CRP ID** text box.

Or

- Select the **List All** button to display a list of all future changes tables for the current Account ID.

NOTE :
If the **Open Official Table** check box is selected, the corresponding official CRP table will open when the future changes table opens.

After narrowing the future changes table list, open a future changes table by doing *one* of the following:

- Type the future changes table name in the **Future Changes for CRP Table** text box, then choose **OK**.
- Select a future changes table name from the list and choose **OK**.
- Double-click a future changes table name in the list.

The future changes table you requested appears.

NOTE :
If you typed the name of an official future changes table for which a local version exists, the local version appears. To open the official version, you must select it from the list.

For additional procedures, see the applicable sections for future changes, later in this chapter.

Creating or Editing CRP Codes in a Future Changes Table

On the CRP Table/Future Changes main window, you can create new CRP codes, edit existing CRP codes, or remove CRP codes on an existing official CRP table.

Applying or Saving Changes to a Future Changes Table When a CRP Table Also Exists

Route It! prevents you from applying or saving changes to an official future changes table when a corresponding *local* CRP table also exists. When you try to apply or save a change, a warning message states that you cannot save the change. You can continue editing the future changes table, but to save your changes (with the **Save** command), you must first delete the local CRP table.

Displaying the Access Lines/Terminations or Announcements List

A future changes table contains two lists of codes: one for terminations and one for announcements. Before you work with codes, you need to select one of the lists, as shown in Figure 6-12.

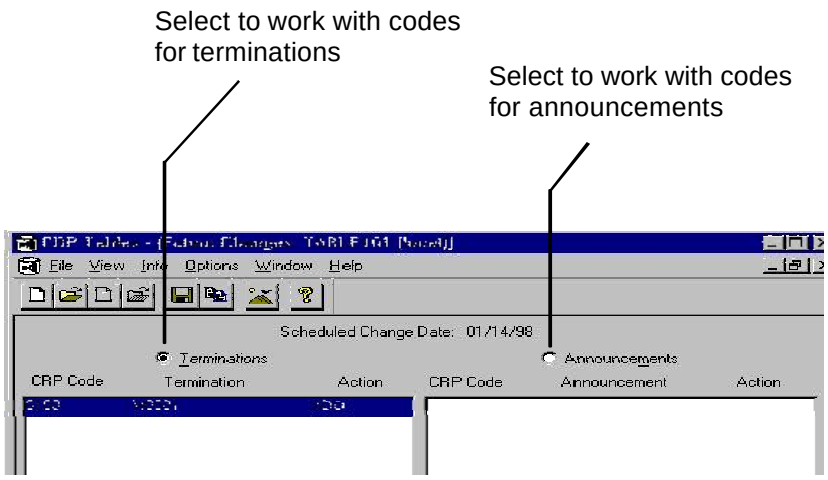


Figure 6-12. List Options on a Future Changes Table

Only one list of codes is active at a time.

The listed terminations can appear as either access lines or termination names, depending on the settings for the **Show Names or IDs** command on the View menu. **Show Names or IDs** also determines whether the option for selecting the list appears as **Access Lines** or **Terminations**. For details, see “Displaying Names or IDs,” later in this chapter.

Finding a CRP Code

To find a CRP code in a future changes table, follow these steps:

1. Display a local or official future changes table in the active CRP Tables/Future Changes window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.

   NOTE :
   If you would like to see the CRP codes for a specific termination or announcement, see "Filtering CRP Code Lists," later in this chapter.
3. Enter the CRP code in the **CRP Code** text box, or select one from the list.
4. Choose **Find**.

   The CRP code appears selected in the list, along with its termination.

Finding Detail Information

If you need detail information on either a termination or an announcement, see the section "Displaying Termination or Announcement Detail Information," later in this chapter.

Adding Future Changes

To enter a new future change, follow these steps:

1. Display a local or official future changes table in the active CRP Tables/Future Changes window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. To indicate the code to be added, modified, or deleted, do *one* of the following:

   In the **CRP Code** box, type the CRP code.

   Or

   Click a CRP code in the list.
4. Below the **CRP Code** text box, enter a value by doing *one* of the following:
   - If you selected **Announcements**:
     a. Type an announcement name or announcement number in the **Future Announcement** text box.
     b. Choose either the **Ring** or the **Busy** button under the **Future Announcement** text box.

   Or

   - If you selected **Terminations** (or **Access Lines**), type a termination name or access line name.

5. Beside **Future Action**, choose either the **Add**, **Modify**, or **Delete** button.
6. Choose **Apply**.

   The CRP code, corresponding value, and corresponding action are added to the applicable list. The status bar indicates the future change.

NOTE :
To make a new CRP code available for call routing on the scheduled change date, you must save and send the future changes table containing that code. See the sections "Saving a Future Changes Table" and "Sending a Future Changes Table to the Support System," later in this chapter.

Modifying Existing Future Changes

To modify the CRP code, value, and action of an existing future change in a future changes table, follow these steps:

1. Display a local or official future changes table in the active CRP Tables/Future Changes window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. Populate the **CRP Code** text box by doing *one* of the following:

   Click a CRP code in the list.

   Or

   Type the CRP code in the text box and then type a corresponding value in the **Future Announcement** or **Future Termination** (or **Future Access Line**) text box.
4. Modify a future change by changing one or more of the following:
   - the CRP code
   - the value for the CRP code
   - the future action (**Add**, **Modify**, or **Delete**)

   NOTE :
   A future changes table can contain two **RING** or two **BUSY** values at one time. (In contrast, a CRP table can have only one **RING** value and one **BUSY** value at a time.) For example, in the same future changes table, you can delete a CRP code that has a **RING** value and then add a different CRP code with the **RING** value. These modifications result in two **RING** values.
5. Choose **Apply**.

   A message prompts you to confirm that you want the code modified.
6. To complete the modification, choose **Yes**.

   The status bar indicates the change.

NOTE :
To modify a CRP code available for call routing on the scheduled change date, you must save and send the future changes table containing that code. See the sections “Saving a Future Changes Table” and “Sending a Future Changes Table to the Support System,” later in this chapter.

Removing Future Changes

To remove a future change from a future changes table, follow these steps:

1. Display a local or official future changes table in the active CRP Tables/Future Changes window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list boxes.
3. Click the CRP code in the list.
4. Choose **Remove**.

   A message prompts you to confirm the removal.
5. Respond to the confirmation prompt:

   If the CRP code appearing in the message is *not* correct, choose **No**.

   Or

   If the CRP code appearing in the message is correct, choose **Yes**.

   If you choose **Yes**, the CRP code, corresponding value, and corresponding action are removed from the list. The status bar indicates that the code was removed.

⇒ **NOTE :**
To remove a CRP code that is available for call routing on the future change date, you must save and send the future changes table from which that code was removed. See the sections “Saving a Future Changes Table” and “Sending a Future Changes Table to the Support System,” later in this chapter.

Modifying a Future Change Date

To change the date on which the future changes in a future changes table are to go into effect, follow these steps:

1. Display the future changes table in the CRP Tables/Future Changes active window.
2. From the Options menu, choose **Modify Future Date**.

   The Modify Future Date dialog box appears, as shown in Figure 6-13.

Figure 6-13. Modify Future Date Dialog Box

3. Enter the new date in the **Modify Date To** text box.

4. Choose **Modify**.

   If the future changes table is official, a message prompts you to send the modified future change date to the support system. You must send the modified date to the support system in order for the changes to become active in the network on the date specified.

5. To complete the future change date modification, choose **Send**.

   NOTE :
   If the **Send** command is unavailable due to permissions settings, contact your Route It! system administrator for more information.

   The status bar indicates that the request to modify the scheduled change has been sent.

Deleting a Table

Occasionally, you may wish to delete a future changes table. See "Deleting a CRP Table or a Future Changes Table," later in this chapter.

Saving a Future Changes Table

Save a future changes table when you have added, modified, or removed future changes or have modified a future changes date.

NOTE :
You may even save an "empty" table (that is, one currently containing no codes).

When you save an official future changes table, the official version remains unchanged in the support system and is still scheduled for activation in the network. Also, local future changes tables are *not* scheduled in the network.

To save a future changes table, follow these steps:

1. Display the future changes table in the active CRP Tables/Future Changes window.

2. From the File menu, choose **Save**.

   Or

   From the toolbar, choose the **Save** button.

   The table, whether originally local or official, is saved as local data.

   If a local version already exists, a message prompts you to confirm that you want to overwrite the existing local version. To overwrite an existing local version, choose **Yes**.

   The status bar indicates that the future changes table was saved to local data, regardless of its original status.

NOTE :
After saving your table, you must send the new future changes table to the support system as described in the section "Sending a Future Changes Table to the Support System," later in this chapter.

Saving a Future Changes Table When a CRP Table Also Exists

Route It! prevents you from saving changes to an official future changes table when a corresponding *local* CRP table also exists. At the time you make a change, a message warns you that you will not be able to save the change. You can continue editing the future changes table, but to save your changes (with the **Save** command), you must first delete the local CRP table.

Sending a Future Changes Table to the Support System

When you have finished creating or revising a future changes table or modifying a future changes date, you can send the table to the support system as follows:

1. In the active CRP Tables/Future Changes window, display the future changes table you want to send.

NOTE :
You may even send an "empty" table (that is, one currently containing no codes).

2. From the File menu, choose **Send**.

NOTE :
If the **Send** command is unavailable, you may not have send permissions for this task. Contact your Route It! system administrator for more information.

The status bar message indicates whether the future changes table has been sent to the support system.

3. After sending the table, check the Comm Log to see if the future changes table passed validation at the support system. For more information, see Chapter 7, "Comm Log."

After the table passes validation at the support system, it becomes an official future changes table. In addition, Route It! automatically deletes the table's local version from your PC. If an official version with the same name already exists on your PC, it is updated.

NOTE :
Before you can use a newly validated future changes table for call routing, you must assign or reassign at least one CRP database to it. See the following section, "Assigning and Reassigning CRP Databases to Official CRP Tables."

Assigning and Reassigning CRP Databases to Official CRP Tables

Use **Assign CRPs** on the Options menu to assign one or more CRP databases to an official CRP table. An official CRP table must have at least one CRP database assigned to it in order for the codes in that table to be available for call routing. You can also use **Assign CRPs** to remove a CRP database from an official CRP table. Also, the length of the codes in the CRP database must be the same length as the codes in the CRP table to which the database is assigned.

To assign one or more CRP databases to an official CRP table or to remove a CRP assignment, follow these steps:

1. On the Options menu, choose **Assign CRPs**.

The Assign CRPs dialog box appears, as shown in Figure 6-14.

Figure 6-14. Assign CRPs Dialog Box

2. To select the table to which you want to make or remove an assignment, do *one* of the following:

In the **For Official CRP Table** text box, type the name of the official table and choose **Apply**.

Or

Click the **Choices (...)** button beside the **For Official CRP Table** text box, select a CRP table name from the list box of currently assigned CRP databases, and choose **OK**.

3. Assign a new CRP database to an official CRP table or remove an assignment by doing the following:

a. Either type the name of the CRP database in the **CRP Name** text box, or select the CRP database from the list box.

b. Choose either **Add** or **Remove**.

The new CRP database appears in the database list, or the list redisplays without the removed CRP database.

NOTE :
To get information about a CRP database, do the following:

(1) In the CRP database list, select the name of the CRP database for which you want to view information.

(2) Choose **Info**.

A read-only detail window appears.

NOTE :
For more information on the individual fields displayed, see online help.

4. To send new or modified CRP table assignments to the support system to be validated and made official, choose **Send**.

A dialog box prompts you to confirm the send.

5. To complete the send, choose **OK**.

The status bar indicates that the CRP table assignments have been sent.

Getting Detail Information

Choose commands on the Info menu to see detail information about CRP tables or about a termination or announcement contained in a CRP table.

Displaying a CRP Tables Summary

Choose **CRP Tables Summary** on the Info menu to display a list of CRP tables for the current Account ID.

The Info on CRP Tables window appears, as shown in Figure 6-15.

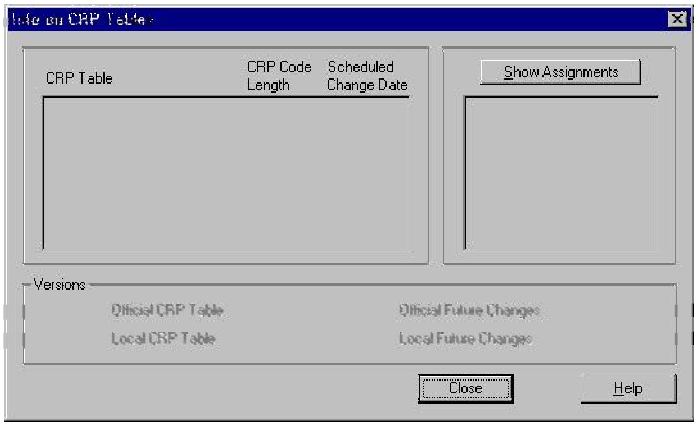


Figure 6-15. Info on CRP Tables Window

The window automatically displays the following information:

CRP Table	The name of the CRP table.
CRP Code Length	The CRP code length for the table.
Scheduled Change Date	The date for which future changes are scheduled for the CRP table. If future changes are not scheduled for a CRP table, this field displays two dashes (- -).

Select a CRP table name in the list box to see the following information about the table:

Show Assignments	Select this option to display a list of CRP databases that are assigned to the selected CRP table.
Versions	Displays each version type that exists for the selected CRP table. Possibilities are: ■ Official CRP Table ■ Local CRP Table ■ Official Future Changes ■ Local Future Changes

To close the Info on CRP Tables window, choose **Close**.

Displaying Termination or Announcement Detail Information

You can display detail information for a termination or announcement contained in a local or official CRP or future changes table, as explained in these steps:

1. From the File menu, display a CRP or future changes table in the active CRP/ Future Changes window.
2. Select either the **Terminations** (or **Access Lines**) or the **Announcements** button above the list.
3. Click the termination CRP code or announcement CRP code for which you want to view detail information.
4. From the Info menu, do *one* of the following:

   If you selected a termination CRP code, choose **Termination Detail**.

   Or

   If you selected an announcement CRP code, choose **Announce Detail**.

   A read-only detail dialog box appears, showing information about the termination or announcement CRP code selected.

NOTE :
For more information on the individual fields displayed, see online help.

5. To close the detail dialog box, choose **Close**.

Filtering CRP Code Lists

In a CRP or future changes table, you can display only CRP codes that are associated with a particular termination or announcement, as described in these steps:

1. Display a CRP or future changes table in the active CRP Tables/Future Changes window.
2. From the View menu, choose **Filter By**.

   The Filter Lists for CRP Table/Future Changes dialog box appears, as shown in Figure 6-16.

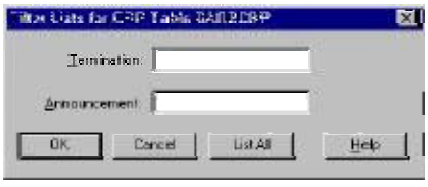


Figure 6-16. Filter Lists for CRP Table/Future Changes Dialog Box

3. Specify a termination or announcement or both as follows:

- To display all codes associated with a termination, enter a termination name or access line in the **Termination** (or **Access Lines**) text box.
- To display all codes associated with an announcement, type an announcement name or ID in the **Announcement** text box.

  NOTE :
  The **Ring** and **Busy** values cannot be used in the Filter Lists for CRP Table/Future Changes dialog box.

4. Make your selection by doing *one* of the following:

To display associated CRP codes, choose **OK**.

The **Filters On** indicator appears in the status bar of the main CRP Tables/Future Changes window. It indicates that a subset of CRP codes is currently displayed in the CRP or future changes table in the active window.

Or

To display all CRP codes, choose **List All**.

Or

To exit this dialog box without applying any selections, choose **Cancel**.

Displaying Names or IDs

You can choose to display announcements and terminations as numbers (that is, IDs) or as names in CRP and future changes tables. For example, to identify announcements more easily in your tables, you can display them as names rather than announcement numbers. CRP codes are unaffected by how you display names or IDs.

The settings you choose remain in effect during all CRP Tables task sessions until you change them again. However, if you deviate from your settings when typing an entry, Route It! recognizes the information and displays it in the format you set.

To customize how names or IDs appear in your CRP and future changes tables, follow these steps:

1. From the View menu of the CRP Tables/Future Changes window, choose **Show Names or IDs**.

The Show Names or IDs dialog box appears, as shown Figure 6-17.

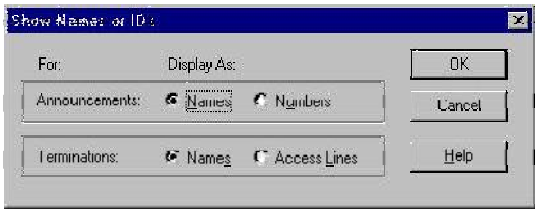


Figure 6-17. Show Names or IDs Dialog Box

2. For the **Announcements** category, select to display either **Names** or **Numbers**.

3. For the **Terminations** category, select to display either **Names** or **Access Lines**.

4. After you have made your selections, choose **OK**.

Route It! displays data in your CRP table and future changes table fields in the format you selected.

Changing the Service View

A Service View is the routing information associated with a specific Account ID and Service Date. To choose the CRP table information with which you want to work, select or change the Service View. The Service View option is available for most Route It! tasks. However, since CRP tables are not associated with a particular Service Date, you can use only the Account ID to select a Service View.

⚠ CAUTION:
*All CRP tables and future changes tables should be **closed** before changing the Service View. If a table is open, work will be lost unless you save or send it **before** changing the Service View.*

To change the Service View, follow these steps:

1. From the View menu, select **Svc View**.

Or

On the toolbar, choose the **Service View** button.

The Change Service View dialog box appears, as shown in Figure 6-18.

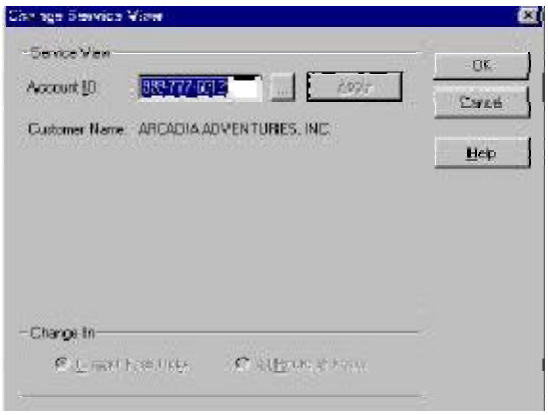


Figure 6-18. Change Service View Dialog Box

2. In the **Account ID** text box, do *one* of the following:

Type an Account ID and choose **Apply**.

If you change the Account ID field, you MUST select **Apply** before choosing the **OK** button.

Or

Click the **Choices (...)** button, select an Account ID from the Choice List dialog box, and choose **OK**.

⇛ **NOTE :**
From the Choice List dialog box, the Account ID dialog box is displayed with additional options. To see details on the Account ID you have chosen, choose **Info**. To narrow your choices, enter data in the **Account ID** and **Dialed Number** text boxes under **Filter On** and select **Filter**. For details, see the section “Choices Button” in Chapter 2, “Using Route It! with Windows.”

Whichever method you use to display an Account ID, the **Customer Name** field for the selected Account ID appears populated.

⇛ **NOTE :**
The **Change In** area is unavailable when you change the Service View from the CRP Tables task. Service View changes are automatically applied only to the CRP Tables task.

3. Choose **OK**.

A message warns you about the potential loss of unsent edits and prompts you to confirm the Service View change.

4. To complete the Service View change, choose **Yes**.

The status bar shows the Account ID chosen for the Service View.

Deleting a CRP Table or a Future Changes Table

You can delete a local CRP table or future changes table stored on your PC or an official CRP table or future changes table stored at the support system. When you delete official data, a delete request is sent to the support system.

You *cannot* delete an official CRP table that has one or more CRP databases assigned to it. To delete the table, you must first unassign its CRP database(s). For more information, see the section “Assigning and Reassigning CRP Databases to Official CRP Tables,” earlier in this chapter.

In some cases, Route It! may require you to delete specific versions of either the CRP or future changes table. These versions are automatically selected and deleted as follows:

- If you delete an official future changes table and its corresponding local future changes table also exists, the local future changes table is automatically selected for deletion.
- If you delete an official CRP table and an official future changes table also exists, all versions of the table (the local and official CRP tables and the local and official future changes tables) are automatically selected for deletion.
- If you delete a local CRP table and a corresponding local future changes table also exists, the local future changes table is automatically selected for deletion.

To delete a CRP table or future changes table, follow these steps:

1. On the File menu, choose **Delete**.

The Delete dialog box appears, as show in Figure 6-19.

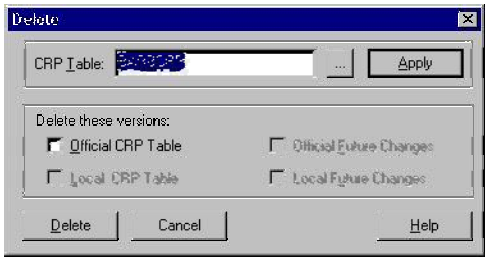


Figure 6-19. Delete Dialog Box

2. In the **CRP Table** text box, do *one* of the following:

Type the name of the CRP table to be deleted and choose **Apply**.

Or

Click the **Choices (...)** button and select a table name from the Choice List dialog box.

NOTE :
From the Choice dialog box, the Table Name Choices dialog box is displayed with additional options. To see details on the CRP table name you have selected, choose **Info**. To narrow your table name choices, enter data in the text box under **Filter On** and select **Filter**. For details, see the section "Choices Button" in Chapter 2, "Using Route It! with Windows."

Regardless of the method you use to populate the **CRP Table** text box, Route It! updates the selections under **Delete these versions** according to the CRP table you selected.

3. Under **Delete these versions**, select each version that you want to delete.

An **x** appears in the check box for each version selected.

4. Choose **Delete**.

If you are deleting any official data, the Delete Official Table dialog box appears, as shown in Figure 6-20.

Figure 6-20. Delete Official Table Dialog Box

Make a selection:

- To cancel the deletion, choose **Cancel**.

  Or

- To delete the official table, choose **Send**.

NOTE :
If the **Send** command is unavailable due to permissions settings, contact your Route It! system administrator for more information.

The status bar indicates that the delete request was either sent or cancelled.

Closing a CRP or Future Changes Table

When you have finished working with a table, follow these steps to close it:

1. Make sure the CRP or future changes table you want to close is displayed in the active window.

2. From the File menu, choose **Close**.

The CRP or future changes table is closed if all changes have been saved. If you made changes but did not save them, a confirmation dialog box appears, as shown in Figure 6-21.

Figure 6-21. Confirmation Dialog Box

If the confirmation dialog box appears, do *one* of the following:

- To save any edits and close the CRP or future changes table, choose **Yes**.

  For an existing CRP table or future changes table, the edits are saved and the window is closed. For more information on saving a new CRP table or new future changes table, see one of these previous sections: “Saving a Local CRP Table” or “Saving a Local Future Changes Table.”

  Or

- To close the CRP table or future changes table without saving the edits, choose **No**.

  The edits are *not* saved and the table is closed.

  Or

- To continue working with the CRP table or future changes table without saving changes, choose **Cancel**.

  You are returned to the CRP table or future changes table in the active window.

Exiting the CRP Tables Task

To exit the CRP Tables task, do *one* of the following:

- Choose **Exit** from the File menu.

  Or

- Click the **Close** button on the CRP Tables title bar.

If all changes have been saved in any open CRP or future changes tables, the CRP Tables window closes. If there are any unsaved edits in any CRP or future changes tables, you are prompted to save or discard them before the CRP Tables window is closed.

Comm Log

7

Contents

Comm Log

7

This chapter describes how to display, print, and save messages in the Communications Log, or *Comm Log*. It also explains how to customize the look and contents of the log.

About the Comm Log

The Comm Log is a log of the requests or their corresponding responses exchanged between your PC and the support system. Each request to the support system generates a message, and the support system's response to your PC updates an existing message. The support system also sends messages independent of any requests.

Using the log, you can check the success of requests you or others have made to the support system. You can also keep track of changes to your routing plan environment, such as area code splits.

The Comm Log contains three types of messages, as described in Table 7-1.

Table 7-1. Comm Log Message Types

Transaction request	A description of an activity you or another AT&T Route It! user requested, such as a send of a routing plan to the support system.
Transaction response	The results (success or failure) of your send request once the support system has attempted it. If the transaction request requires processing at both the support system and the AT&T network, the log records an interim success response after the activity has been validated at the support system but before it has been completed at the AT&T network.
Autonomous message	Information sent by the support system independent of any transaction requests. Autonomous messages typically inform you of system or network activity. Special *notify* autonomous messages inform you when another Route It! user or the AT&T work center has made data modifications to an account.

The Comm Log lets you display a list of messages and view detail for each message. You can also filter the log to see a subset of messages, based on certain parameters you specify. You can print and save messages. You can also customize the way the log and the information in it are displayed.

Starting the Comm Log Task

To start the Comm Log task, do *one* of the following at the Route It! main window:

- Double-click the Comm Log icon.
- From the Route It! Tasks menu, choose **Comm Log**.

The Comm Log window appears.

Displaying the Message List

In the past, the Comm Log was updated every five seconds while your PC was connected to the support system. Now it is updated when *both* of these conditions exist:

- The Transaction Manager is polling according to settings you specified, as described in Chapter 4, “System Administration,” in the *AT&T Route It! Administration* guide.
- The Transaction Manager detects changes to the Comm Log.

In general, new items are displayed at the top of the scrolling list. Figure 7-1 shows a sample Comm Log.

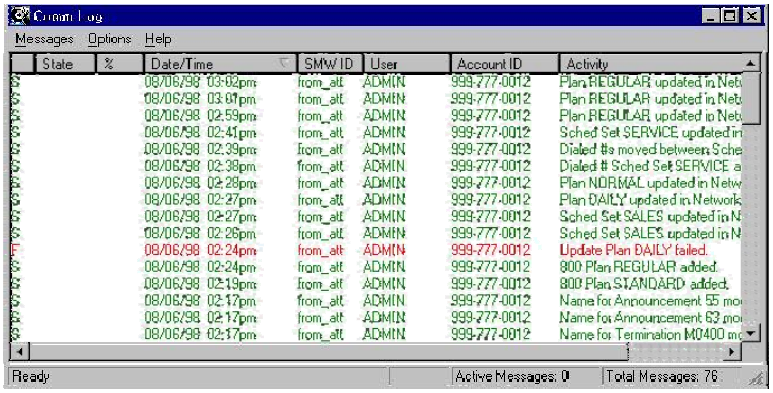


Figure 7-1. Comm Log

Request messages are displayed in black in the Comm Log. To help you quickly determine whether a request succeeded or failed, each response message from the support system is color-coded in the Comm Log, as described in Table 7-2.

The status bar shows the number of active messages and the total number of messages in the log.

Each entry in the message list (except a request) contains a Status indicator in the leftmost column. (The column does not have a heading.) The Status indicator identifies the log entry as either a transaction response, transaction request, or autonomous message (see Table 7-2). For descriptions of these log entries, see Table 7-1.

Table 7-2. Status Indicator Values

Status	Default Color	Entry Type
Blank	Black	A transaction request.
S	Green	A transaction response. Indicates that the transaction requested was completed successfully. Refers to any of these successful transactions: ■ The transaction was successfully completed at the support system. AT&T network communications were not required. ■ The transaction was successfully completed in the AT&T network after having been processed at the support system. ■ A local area code split was successful. (For more information on area code splits, see Appendix A, “Managing Area Code Split Updates.”)
(S)	Blue	A transaction response. Indicates that a transaction requested was successfully validated at the support system but has not yet been completed in the AT&T network.
F	Red	A transaction response. Indicates that the transaction requested has failed. Also refers to failed local area code splits.
->>	Green	An autonomous message sent by the support system.
(P)	Black	A transaction request that has not yet left the sending PC.
(V)	Black	A transaction request that is currently being validated at the support system.

NOTE :
For each Status indicator type, you can change the default color. For information on changing the default colors, see “Customizing the Comm Log,” later in this chapter.

Each entry in the message list also contains this information:

State The status of messages for transactions that have not yet completed. Indicates *one* of the following:

- queued—the transaction request has not yet left the sending PC.
- sending—Route It! is sending a transaction request to the support system.
- waiting—Route It! is waiting for a response from either the support system or from the AT&T network.
- receiving—Route It! is receiving a transaction response from the support system.
- processing—Route It! is processing a transaction response from the support system.
- [blank]—indicates either an autonomous message (->>) or a message for a completed transaction (either S or F).

% Indicates, by a percent amount, the status of a message that is being sent, received, or processed. This column is blank for any other type of message.

Date/Time The PC date and time the transaction occurred. Indicates *one* of the following:

- when the message was sent to the support system
- when the message was received by the support system
- when the message was received by the AT&T network

The letter after the time identifies *one* of the following: **a** = a.m., **p** = p.m., **n** = noon, **m** = midnight.

SMW ID Service Management Workstation identification number associated with Route It! installations. Must be unique for each PC or workstation.

Each TMF and TMG will display the SMW ID associated with the machine. Autonomous messages will have the SMW ID of a Route It! installation, and from_att if from a non-Route It! installation.

Format - 8 alphanumerics

User The user name of the user associated with the transaction. The user name **from_att** indicates an autonomous message, except from a non-Route It! installation.

Account ID The Account ID associated with the transaction.

Activity A description of the transaction.

Status bar Appears at the bottom of the base window and has these components, starting from the left of the window:

- **message bar—**displays status messages.
- Filters On indicator—indicates whether filters have been applied through the Filters dialog box. Indicator has two states:
  - **mapped—**means filters have been applied; space displays **Filters On**.
  - **unmapped** means filters have not been applied or you selected **List All** from the Options menu; space is blank.
- Active Messages indicator—the number of messages that:
  - are currently active, that is, have the status **(P)**, **(V)**, or **(S)**
  - are not autonomous, that is, have the status **->>**
  - do not have a final status, that is, **S** or **F**
- Total Messages indicator—the total number of messages currently in the scrolling region, regardless of their status.

Sorting Messages in Comm Log Window

You can quickly change the sort order of messages in the Comm Log list. By default, messages in the Comm Log window appear in chronological order, from most recent to least recent. Changes you make to the sort order are retained from session to session until you change the sort order again.

To change the sort order, click a column head to sort the list according to the type of data in the column. Data is sorted in descending order.

☑ **USAGE TIP:**
To reverse the sort order of a column, click the column head again. Each time you click the column head, the sort order for the column toggles between descending and ascending order.

After the message list is sorted, new messages appear at the top of the list. To place new messages in the sort order specified, press **F5** or, from the Options menu, choose **Refresh**.

Displaying Message Detail

You can display additional detail for all messages in the Comm Log. Display message detail to see:

- Details of a successfully completed transaction or response.
- Errors generated by a failed transaction request.
- Reports you generated with the Refresh function, such as an activities list. For more information, see Chapter 3, “Refresh,” in the *AT&T Route It! Administration*

guide.

- Details of an area code split that affects your accounts. For more information on area code splits, see Appendix A, “Managing Area Code Split Updates.”

+ **IMPORTANT:**
To ensure that the date and time information for a message is accurate, check the date and time settings for your PC clock. Do this by clicking **Start** on the Windows taskbar, pointing to **Settings**, then clicking **Control Panel**. Double-click the Date/Time icon, then choose the correct time settings.

To display message detail:

Double-click a message in the Comm Log.

Or

Select the message to highlight it and do *one* of the following:

- Choose **Display Detail** from the Messages menu.
- Click the right mouse button and choose **Display Detail** from the pop-up menu.
- Press **Enter**.

☑ **USAGE TIP:**
You can also select a message, then click the right mouse button to display a shortcut menu. The shortcut menu contains the **Display Detail** command and commands for printing and saving messages.

The Display Detail dialog box appears, as shown in Figure 7-2.

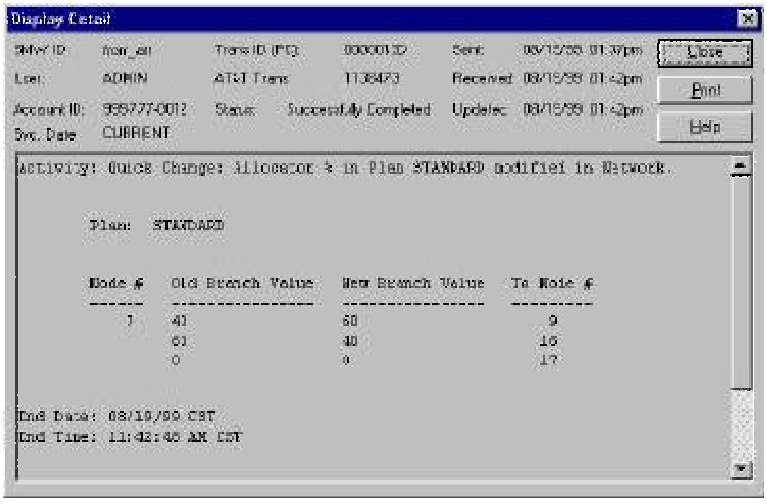


Figure 7-2. Display Detail Dialog Box

The Display Detail dialog box contains this read-only information about a log entry:

SMW ID Service Management Workstation identification number (8-character). Must be unique for each PC or workstation.

Each TMF and TMG will display the SMW ID associated with the machine.

Date/Time Sent The PC date and time the transaction was sent. This field contains dashed lines (**--**) for autonomous messages.

Date/Time Rec'd If a request takes place in the network (such as a quick change), the user's PC shows the date and time that the support system validated the request. The support system time is converted to the user's time zone. (See the following **Date/Time Updated** field description.)

For a request that does *not* affect the network (for example, a Refresh), the user's PC shows the date and time that the support system completed the activity requested. The support system time is converted to the user's time zone.

Date/Time Updated Shows the date and time an activity took place in the network.

For autonomous messages, shows the following:

- For a notify message, shows the date and time the message originated in the network or at the support system, depending on the type of activity.
- For any other autonomous message, shows the date and time the message originated at the support system.

Dashed lines (--) indicate no applicable information exists for this field.

Status Identifies the log entry as either **Successfully Completed**, **Successfully Validated**, **Failed**, **Autonomous**, **Pending**, **Validating**, or **blank**. For more information, see the section "Displaying the Message List," earlier in this chapter, and online help.

Trans ID A unique eight-character identifier of the transaction assigned by Route It! A transaction response and its associated transaction request have the same Trans ID. Dashed lines (--) indicate an autonomous message.

AT&T Trans ID A unique seven-digit identifier assigned to the transaction by GSS.

User The user name of the user associated with the transaction. The user name **from_att** indicates an autonomous message.

Account ID The Account ID associated with the transaction.

Svc Date The Service Date affected by the transaction. A plus sign (**+)** indicates that the Onward indicator is set to **Yes**. A dash (–) indicates that the Onward indicator is set to **No**.

Message Detail

Additional descriptive information about the transaction. When necessary, vertical and horizontal scroll bars are included.

Descriptive information about a transaction request and additional information about associated responses are shown in chronological order, starting with the detail for the most recent transaction.

If the support system downloads a network time, it appears in this box, and a **time received** message appears. The time shown on the user's PC has been converted to the user's local time zone. If you were logged off when the transaction was sent, the **time received** is the time that you logged back on and received the transaction.

Filtering the Comm Log

You can filter the Comm Log to see a subset of entries. For example, to search for a transaction that failed, you can filter the log to show only messages for the current date that have the **Failed** status. The filtered log helps you narrow your search for the specific message. You can also use **List All** in the Options menu to display all messages in the Comm Log.

To filter the Comm Log, follow these steps:

1. From the Options menu, choose **Properties**.

The Property Sheet dialog box, containing the **Filters** tab, appears, as shown in Figure 7-3.

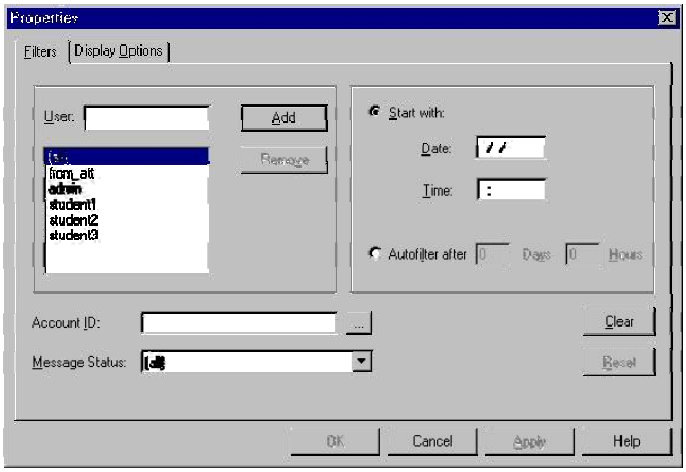


Figure 7-3. Filters Tab in the Property Sheet Dialog Box

2. Type or select entries for one or more of the fields on the **Filters** tab. The **[all]** choice, available for some of the fields, selects all possible items for that field.

NOTE :
To reset a selection to its previous setting, click the **Reset** button. To remove all filter selections on this tab, click the **Clear** button.

User — Select up to 10 user names, including **from_att** (the user name for autonomous messages), to see transactions for selected users.

Start with — Enter a date and time to display only those messages having that date or later.

- Date — Type a start date (in the format **mm/dd/yy**). If this field is left blank, the current date is used by default.

  The dates of the messages in the resulting filtered list are the same as or later than the start date specified.

- Time — Type a start time (in the format **hh:mm:x**, where **x** is one of the following: **a** = a.m., **p** = p.m., **n** = noon, **m** = midnight). If this field is left blank, the start time is set to **12:00a** by default.

  The times of the messages in the resulting filtered list are the same as or later than the start time specified.

  NOTE :
  If a start time is entered but a start date is not, Route It! sets and displays the current date in the **Date** field.

Autofilter after — Specify the length of time, in days and hours, that messages should appear in the Comm Log window. Messages older than the days and hours specified do not appear in the Comm Log.

- Days — Enter the number of days from 0 to 99.
- Hours — Enter the number of hours from 0 to 23.

Account ID — Select one or more Account IDs.

Message Status — Select a message status type. (The default is [all], which displays all messages, regardless of their status.)

Pending at PC refers to transaction requests that have been sent but have not yet left the PC. **Validating at AT&T** refers to transaction requests for which responses are still outstanding from the support system.

NOTE :
To return settings on this tab to the setting last saved during the current session, click the **Reset** button.

3. Do *one* of the following:

- To display the message list *without* closing the Property Sheet dialog box, choose **Apply**.

  The Comm Log displays the filtered list of messages. The status bar displays **Filter On** while the filter is in effect.

- To display the message list *and* close the Property Sheet dialog box, choose **OK**.

  The Comm Log displays the filtered list of messages. The status bar displays **Filter On** while the filter is in effect.

- To close the Property Sheet dialog box without making any changes, choose **Cancel**.

Removing Filters

You can remove any filters applied to the Comm Log to display all messages in the Comm Log main window.

To remove filters, do *one* of the following:

- From the Options menu, select **List All**.
- Type **Ctrl** + **L**.

The complete, unfiltered log appears.

Printing Messages

You can print one or more messages and the accompanying message details. If you choose to print more than one message, the messages will print out one after another, in the order in which they are displayed on the screen.

You can also print the list of messages in the Comm Log.

Printing One or More Messages and Message Detail

To print one or more messages and accompanying message details, follow these steps:

1. At the Comm Log window, select one or more messages. From the Messages menu, choose **Print Detail**.

Or

Double-click a message to display the Display Detail dialog box for that message and choose **Print**.

The Print dialog box appears.

2. At the Print dialog box, make selections for your printing preferences and choose **OK**.

Printing the Current Comm Log Display

To print the current Comm Log display, follow these steps:

1. From the Comm Log main window, do *one* of the following:

- From the Messages menu, choose **Print List**.
- Click the right mouse button, then choose **Print List**.

The Print dialog box appears.

2. At the Print dialog box, make selections for your printing preferences and choose **OK**.

Deleting Messages

You can delete one or more Comm Log messages that meet the following criteria:

- The message is associated with your user name.
- The status of the message is *one* of the following:
  - **— Successful—**Transaction request was successful (designated by **S** in the Comm Log window)
  - **— Failed—**Requested transaction failed (designated by **F** in the Comm Log window)
  - **— Autonomous—**Information the support system sent independent of any transaction request (designated by **->>** in the Comm Log window)

+ **IMPORTANT:**
If you logged in with the user name ADMIN, you can delete a message with the above statuses *for any user*.

To delete messages, follow these steps:

1. At the Comm Log window, select one or more messages that you wish to delete.

2. Do *one* of the following:

- From the Messages menu, choose **Delete**.
- Press the **Delete** key.

3. At the confirmation message, choose **Yes**.

The messages are deleted.

⇛ **NOTE :**
You can only delete messages if you have permission and the permissions are set up by the ADMIN user.

Saving Messages

You can save a single message, multiple messages, or all messages and their accompanying details to a file. The file is saved as a comma-separated list in a text (.TXT) file for easy import to Microsoft Word or Excel.

NOTE :
To save a subset of messages that contain common information, you can filter the Comm Log and then save all messages. For more information on filtering, see the section “Filtering the Comm Log,” earlier in this chapter.

To save one, some, or all messages to a file, follow these steps:

1. To save one or more messages, select the message(s) and, from the Messages menu, choose **Save**.

Or

To save the entire message list, from the Messages menu, choose **Save All**.

USAGE TIP:
You can also click the right mouse button to access the **Save** or **Save All** command.

The Save (or Save All, if applicable) dialog box appears, as shown in Figure 7-4.

Figure 7-4. Save Dialog Box

2. Make selections in the Save (or Save All, if applicable) dialog box as follows:

a. At the **Save in** box, select the drive and folder in which you want to save the file.

b. Type the name of the file in the **File name** text box.

3. To save the selected message(s), choose the **Save** button.

Customizing the Comm Log

You can customize the amount of information displayed in the Comm Log and the way in which it appears. For example, you can opt to show messages for the current date only instead of showing all messages in the log.

To customize the Comm Log, follow these steps:

1. From the Options menu, choose **Properties**.

The Property Sheet dialog box appears.

2. Choose the **Display Options** tab.

The **Display Options** tab moves to the front, as shown in Figure 7-5.

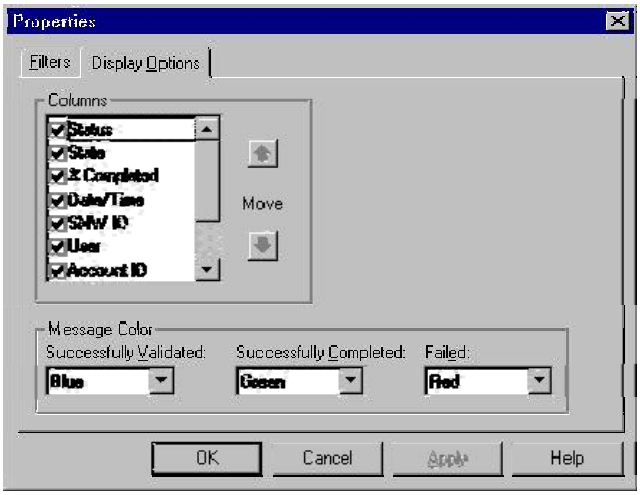


Figure 7-5. Display Options Tab in the Property Sheet Dialog Box

3. Make selections as follows:

Columns Select which columns you want appear in the Comm Log window and arrange their order by doing one or more of the following in the list box:

- To display a column, select the check box for the column name that you want displayed.
- To hide a column, clear the check box for the column name that you want hidden.
- To change the order of the column, select the column name, then click the up or down arrow.

Message Color For each message type, choose between the default color and black. To select, either type the name of the color in the box, or select a choice from the list.

The message types are:

Successfully Validated—A transaction was successfully validated at the support system but not yet completed in the AT&T network. Default color: blue.

Successfully Completed—A transaction was successfully completed at the support system and, if necessary, in the AT&T network. Also refers to successful local area code splits. Autonomous messages denoting success are displayed in the color selected here. Default color: green.

Failed—A transaction failed. Also refers to failed local area code splits. Autonomous messages denoting failure are displayed in the color selected here. Default color: red.

4. To display the message list *without* closing the Property Sheet dialog box, choose **Apply**.

Or

To display the message list *and* close the Property Sheet dialog box, choose **OK**.

Or

To close the Property Sheet dialog box *without* making any changes, choose **Cancel**.

Maintaining the Size of the Comm Log

You can limit the amount of information retained in the Comm Log by having Route It! purge Comm Log data automatically according to your specifications. This involves changing the system default of 30 days message retention to any period you choose.

To limit the size of the Comm Log, follow the procedure described in the section "Purging Messages from the Comm Log" in Chapter 4, "System Administration," in the *AT&T Route It! Administration Guide.*

Displaying Mail Messages

8

Contents

Displaying Mail Messages

8

This chapter explains how to manage your AT&T Route It! mail messages.

About the Mail Task

The Mail task allows you to receive electronic Route It! mail messages from the support system. Mail messages are sent most commonly to inform you of upcoming Route It! releases, Numbering Plan Area (NPA) splits (also known as *area code splits*), and other current information about Route It! These messages are read-only.

Using the Mail task, you can:

- **View a summary of all mail messages**
- **Open and close mail messages**
- **View details of mail messages**
- **Sort mail messages**
- **Print mail messages**
- **Delete mail messages**
- **Retain messages according to your specifications**

For Route It! users connected to individual PCs, the Mail task is specific to each Route It! user name. When a mail message is sent to a particular Service Management Workstation (SMW) ID, all user names associated with that SMW ID receive the message. If a user name is associated with two SMW IDs, that user name receives two mail messages for each mail message the support system sent.

For a Local Area Network (LAN) environment, each Route It! user name receives a mail message.

The Mail Main Window

The Mail main window is shown in Figure 8-1.

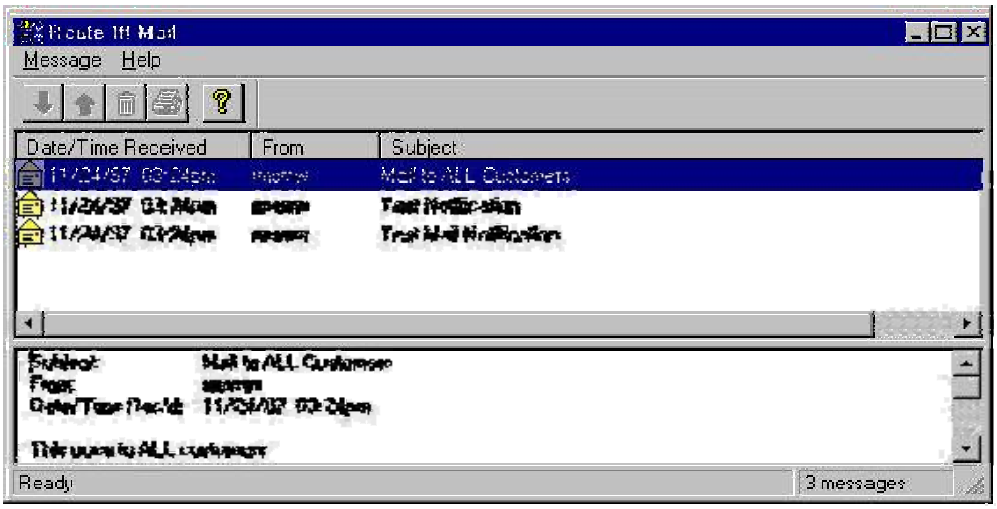


Figure 8-1. Route It! Mail Main Window

As shown in Figure 8-1, the Route It! Mail main window has two scrolling regions:

- **Message Summary—**The upper list box which contains a line of information (also referred to as a *message summary*) for each message received.
- **Message Detail—**The lower text box which displays identifying information and the message text.

Each time you start the Mail task, the information displayed is updated from the last session.

Mail Toolbar

The Mail toolbar, shown in Figure 8-2, appears below the menu bar on the Mail main window. Use the toolbar to activate menu commands quickly.

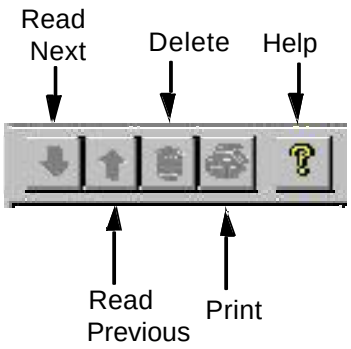


Figure 8-2. Mail Toolbar

Status Bar

The status bar at the bottom of the Mail main window consists of:

- Message pane (the left portion of the status bar) in which status messages are displayed.
- Number of messages indicator, which tallies and displays the number of messages currently in the **Message Summary** scrolling region.

Starting Mail Task

To start the Mail task, do *one* of the following:

- At the Route It! main window, double-click the Mail icon**.**
- From the Route It! Tasks menu, choose **Mail**.

  ☑ **USAGE TIP:**
  If you have existing, unopened mail messages, this blinking icon appears in the Windows taskbar:

  To display the messages, click the icon.

  The Mail main window appears, with one or more message summaries displayed in the Message Summary list box. If a message has not been opened yet, a closed envelope icon appears beside that message summary entry in the list box. If a message has been opened, an opened envelope icon appears beside that message summary item.

  To change the size of either the Message Summary or the Message Detail portion of the Mail main window, drag the split bar up or down.

Opening Mail Messages

You can open mail messages in the sequence most convenient for you. To open mail messages, do *one* of the following:

- To open a mail message, select a line in the Message Summary portion of the Mail main window.
- To open the next or previous mail message, do *one* of the following**:**
  - — Click the up or down arrow button in the Mail toolbar.
  - — From the Message menu, choose the **Read Next** or **Read Previous** command.
  - — Click the message line.

Sorting Mail Messages

To sort the mail messages according to your preference, click on a column head in the upper portion of the Message Summary list box. By default, messages are sorted by date and time and appear in chronological order from most recent to least recent. New message summaries appear at the top of the list, regardless of how the list is sorted.

To sort your messages, click on a column head to sort the list according to the type of data in the column. Data is arranged in descending order.

To reverse the sort order of a column, click the column head again. Each time you click the column head, the sort order for the column toggles between descending and ascending order.

Printing Mail Messages

To print mail messages, follow these steps:

1. Select one or more message summaries in the upper portion of the Mail main window.
2. Do *one* of the following:
   - Click the Print icon in the Mail toolbar.
   - From the Message menu, choose **Print**.

   The Print dialog box appears.
3. At the Print dialog box, optionally make selections for printer settings, then choose **OK**.

   If you printed more than one message, they are separated by page breaks.

Deleting Mail Messages

To delete mail messages, follow these steps:

1. Select one or more message summaries in the upper portion of the Mail main window.
2. Do *one* of the following:
   - Click the Delete icon in the Mail toolbar.
   - From the Message menu, choose **Delete**.
3. At the confirmation message, choose **Yes** to delete the selected message(s).

Quitting Mail Task

To quit the Mail task, from the Message menu, choose **Exit**.

Managing Area Code Split Updates

This appendix explains possible changes made to your routing plans when a new area code/local exchange combination is created for a geographic region.

What Is an Area Code Split?

To meet the demand for new telephone numbers, a new area code/local exchange combination can be created for a geographical area. This process is known as an *area code split.* The schedule for area code splits is determined by Bell Communications Research (Bellcore) as part of their role in maintaining the North American Numbering Plan (NANP). During the area code split process, the Local Exchange Carrier (LEC) does *one* of the following:

- Moves some of the existing telephone numbers in the region to the new area code—The remaining telephone numbers keep the original area code. As a result of the split, two area codes exist in the same region that previously had only one, potentially doubling the number of telephone numbers.

  Example: 201-805-1111 changes to 908-805-1111.

- Changes the area code *and* the exchange of some of the existing telephone numbers in the region to the new area code and exchange combination—This is called a *six-digit area code split.* As a result of the split, two area code/local exchange combinations exist in the same region that previously had only one, potentially doubling the number of telephone numbers.

  Example: 201-805-1111 changes to 908-456-1111.

- Changes only the exchange of some of the existing telephone numbers in the region to the new exchange. As a result of the split, two exchanges exist in the same region that previously had only one, potentially doubling the number of telephone numbers.

  Example: 201-805 changes to 201-345.

It is also possible to overlay the geographic area of an exhausted area code with a new area code without moving any exchanges to the new area code. This is called an *area code overlay*.

Under the NANP, a telephone number consists of these three parts:

- a three-digit NPA, more commonly known as an area code
  - the local exchange (NXX)
  - a line number (XXXX)

For example, NPA-NXX-XXXX represents the telephone number 212-555-1212.

How an Area Code Split Affects Service Areas for Terminations

An area code split can affect a service area for a termination if it contains the old area code/local exchange combination. Assume, for example, that a service area with the area code 201 will gain a new area code, 908, in an area code split. The new 908 area code will be added to the service area.

After an area code split, AT&T automatically updates your terminations for which service areas have changed. You do *not* need to update any service area for termination information in Customer Profile. However, you may want to review the information that has changed.

For instructions on viewing the service area for a termination, see “Terminations” in Chapter 2, “Customer Profile,” of your *AT&T Route It! Administration* guide.

How an Area Code Split Affects Routing Plans

An area code split can affect call routing if branches in your routing plans contain the old area code/local exchange combination. Assume, for example, that a region with the area code 201 will gain a new area code, 908, in an area code split. You may have a plan that routes calls originating from the 201 area code, as shown in Figure A-1.

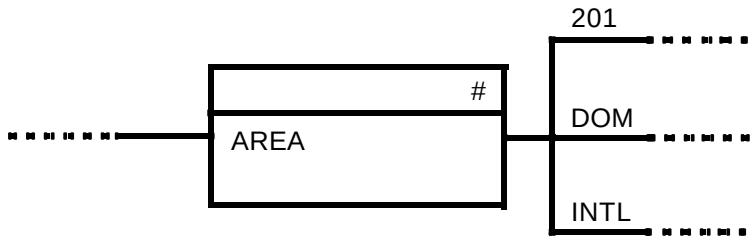


Figure A-1. Sample Area Code Branch—Before Update

After the area code split, if no changes were made to your plan, it would route calls originating from the 201 area code along the **201** branch. Calls originating from the 908 area code would be routed along the **DOM** branch. By default, this branch routes calls with area codes not accounted for on other Area Code branches.

To prevent unexpected changes in call routing, AT&T automatically updates branches and labels in your routing plans that are affected by an area code split. It makes updates to your official plans stored at the host support system and also to any affected local plans.

In the previous example, AT&T would automatically add area code 908 to the branch, as shown in Figure A-2.

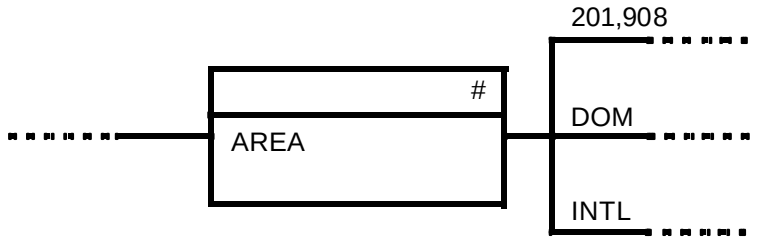


Figure A-2. Sample Area Code Branch—After Update

What You Need to Do

During an area code split, you should check the Comm Log for messages about the split process. These messages show you the status of automatic updates to your routing plans and also alert you to changes you may need to make. After AT&T updates your local routing plans, you may need to modify some local routing plans to eliminate errors and to ensure that your call-routing needs are being met.

For more information on specific messages for which you should look and actions you may need to take, see the section “Monitoring the Area Code Split Process and Making Changes,” later in this appendix.

The Grace Period

The *grace period* is a transition period during which the LEC converts telephone numbers to the new area code. During this period, a call can be routed, regardless of whether its originating telephone number has transitioned to the new area code/local exchange combination. This period, also called the *permissive dialing period,* usually lasts several months.

Changes to Your Routing Plans

During the grace period, AT&T performs conversions in its network to allow call routing from the new and old area code/local exchange combinations. As a result, your plans do not have to be updated throughout to include both area code/local exchange combinations. For example, assume the NPA-NXX 201-805 is changing to 908-805. Both NPA-NXXs are maintained in the AT&T network during the grace period, allowing your routing plans to handle calls from either area code.

Changes to Nodes and Labels in Your Plans

At the start of the grace period, AT&T automatically converts data first in your official plans and then in your local routing plans. The one-time conversion of your official plans allows them to handle call routing during the grace period and also after the area code split has been completed.

The conversion consists of updates to values and labels on branches for these nodes:

- Area Code
  - Exchange
  - Caller ID

The following three sections show sample updates made to each type of branch data.

Area Code Branch Update

Prior to an area code split, an Area node branch contains the area codes you entered on that branch. The top branch in Figure A-3 represents a branch on which you entered one area code.

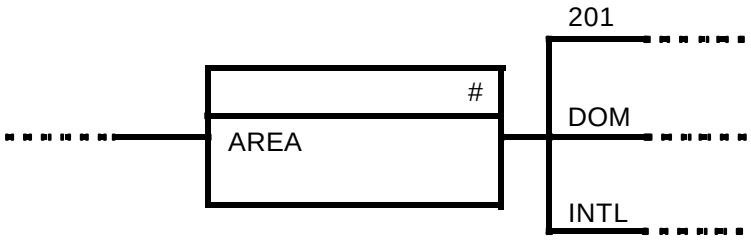


Figure A-3. Sample Area Node Branch—Before Split Update

After an area code split, AT&T updates your local and official plans by adding new area codes where an area code has split. The top branch in Figure A-4 represents the same top branch in Figure A-3 after an area code split update.

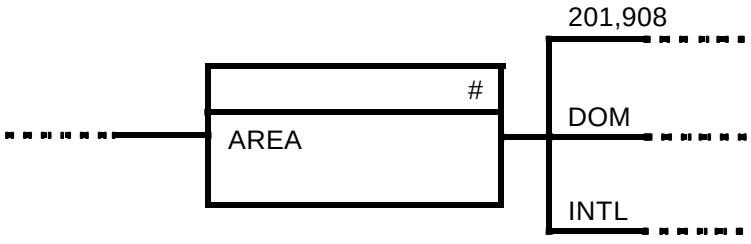


Figure A-4. Sample Area Node Branch—After Split Update

In Figure A-4, the 201 area code region was split into two regions, adding the 908 area code.

NOTE :
If the addition of new area codes on a branch exceeds the allowed field length, a label is created. See Chapter 5, “Labels,” for details.

Exchange Branch Update

Prior to an area code split, an Exchange node branch contains any NPA-NXX combination you entered on that branch. The top branch in Figure A-5 represents a branch on which you entered one NPA-NXX combination.

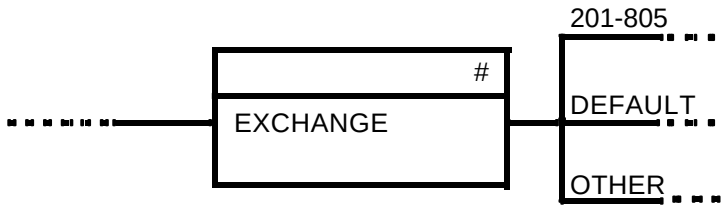


Figure A-5. Sample Exchange Node Branch—Before Split Update

After an area code split, AT&T updates your local and official plans by replacing any old NPA-NXX with the new NPA-NXX. The top branch in Figure A-6 represents the same top branch in Figure A-5 after an area code split update.

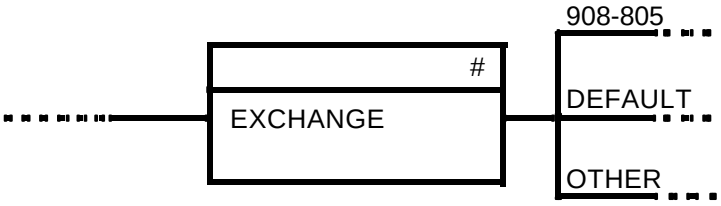


Figure A-6. Sample Exchange Node Branch—After Split Update

In this example, the 201 area code region was split into two regions, adding the 908 area code. The NPA-NXX you entered on the top branch is now part of the new 908 area code region.

Also, suppose the NPA *and* the NXX changed; that is, a six-digit area code split occurred. For example, the 201 area code changed to 732, and the 805 exchange became 456. The top branch in Figure A-7 represents a branch on which you entered one NPA-NXX combination.

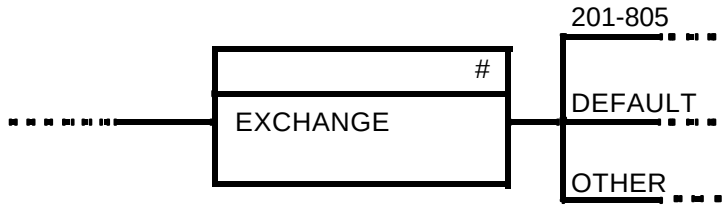


Figure A-7. Sample Exchange Node Branch—Before Six-Digit Area Code Split Update

After a six-digit area code split, AT&T updates your local and official plans by replacing the old NPA-NXX combination with the new NPA-NXX combination. The top branch in Figure A-8 represents the same branch in Figure A-7 after a six-digit area code split.

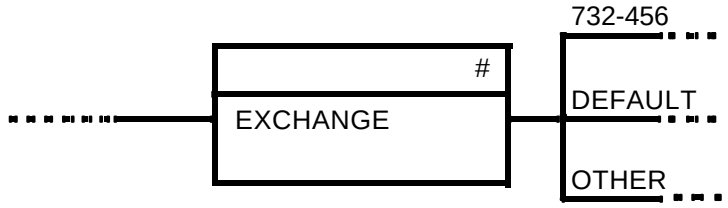


Figure A-8. Sample Exchange Node Branch—After Six-Digit Area Code Split Update

In this example, the 201-805 NPA-NXX combination was split into two regions, adding the 732-456 NPA-NXX combination. The NPA-NXX you added on the top branch is now part of the new 732-456 NPA-NXX region.

Caller ID Branch Update

Prior to an area code split, a Caller ID node branch contains any NPA-NXX-XXXX you entered on that branch. The top branch in Figure A-9 represents a branch on which you entered one NPA-NXX-XXXX.

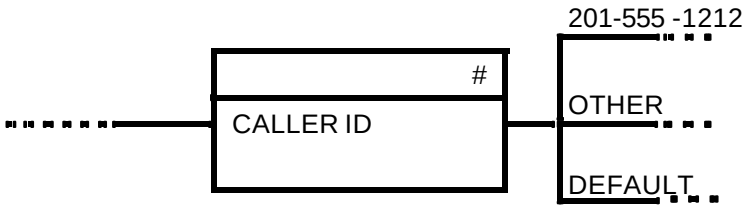


Figure A-9. Sample Caller ID Node Branch—Before Split Update

After an area code split, AT&T updates your local and official plans by replacing any old NPA-NXX-XXXX with the new NPA-NXX-XXXX. The top branch in Figure A-10 represents the same top branch in Figure A-9 after an area code split update.

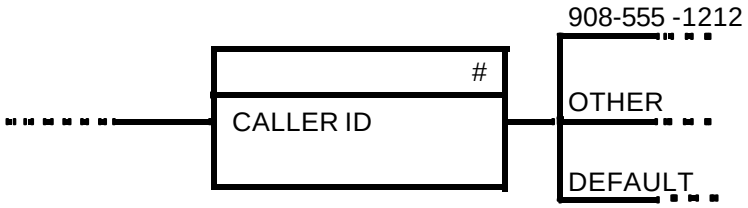


Figure A-10. Sample Caller ID Node Branch—After Split Update

In this example, the 201 area code region was split into two regions, adding the 908 area code. The NPA-NXX-XXXX you entered on the top branch is now part of the new 908 area code region. Had a six-digit split occurred, both the area code and the exchange would have been updated.

Plan Updates Resulting from an Area Code Split

Table A-1 summarizes the changes made to branch values and labels for different node types.

Table A-1. Plan Updates Resulting from an Area Code Split

Node Type	Changes to Branch Value	Changes to Branch Label
Area Code	The new area code is added to the branch. **NOTE:** If the addition of new area codes on an Area Code branch exceeds the allowed field length, a label is created.	The new area code is added to the label.
Exchange	The old NPA-NXX is replaced with the new NPA-NXX.	The old NPA-NXX is replaced with the new NPA-NXX in the label.
Caller ID	The old NPA-NXX-XXXX is replaced with the new NPA-NXX-XXXX.	The old NPA-NXX-XXXX is replaced with the new NPA-NXX-XXXX in the label.

Editing Plans During the Grace Period

After the update of your local plans, but before the end of the grace period, you may notice some differences when you create or edit routing plans in the Edit Plans task. During this period, if you enter an old NPA-NXX combination in a plan, AT&T Route It! replaces it with the new NPA-NXX combination during field validation. A status message indicates that the replacement is due to an area code split.

The replacement occurs as Route It! validates the field when you have entered the old NPA-NXX combination in any of these branches or labels:

- Exchange branch
- Exchange label
  - Caller ID branch
  - Caller ID label

In addition, after the update of your local plans, the Exchange Label Builder does not list old NPA-NXX combinations.

Following the grace period, if you enter an old NPA-NXX combination, Route It! displays an error message stating that the exchange is not valid for the area code.

Monitoring the Area Code Split Process and Making Changes

You should check the Comm Log for messages about an area code split. These messages notify you of any changes to your local and official data. They also help you to identify each stage of the area code split.

For each step of the split process, Table A-2 shows the messages you can receive and identifies any action you may need to take.

Table A-2. Area Code Split Messages and Activities

Message	Activity/Action Required
NPA SPLIT. Notification received.	This Comm Log message notifies you that an area code split will take place. **Action Required:** Display the detail of this message to see the following information: ■ the date and time AT&T is scheduled to update your official routing plans • a list of NPA-NXXs that are moving to the new area code/local exchange • the end date of the permissive dialing period
NPA SPLIT. Official Plans updated.	AT&T updates your official plans. AT&T also updates your company's contact telephone number at the support system if it is affected by the area code split. ⚠ **CAUTION:** *To avoid routing inconsistencies, make sure that users **do not** perform the following activities in Route It! during the official plan update:* • *create a routing plan* • *modify a routing plan* • *modify the service area for a termination* **Action Required:** Display the message detail to see a list of changes made to your official plans. You may also want to check the Comm Log for a notice that the update of your local plans has started. ⇒ **NOTE :** If you receive any error messages about updates to your official plans, contact the AT&T support center.

Table A-2. Area Code Split Messages and Activities (Cont'd)

Message	Activity/Action Required
LOCAL NPA SPLIT. Updating local data for all accounts.	This message triggers the local NPA split process and informs you that it has started. AT&T begins updating your local plans. **⚠ CAUTION:** *While your local plans are being updated, **do not** perform the following activities in Route It!:* • *create a routing plan* • *modify a routing plan* • *modify the service area for a termination* *During the update, access to Route It! may be temporarily interrupted.* **Action Required:** None. **NOTE :** You may display the detail of this message to see the following NPA split information: • IDs of affected accounts • grace period (start and end dates) for each split • old affected area code/exchanges and new area code/exchanges • first LEC conversion date
LOCAL NPA SPLIT. Local data updated.	AT&T has successfully completed the update of your local plans. **NOTE :** You can resume use of all Route It! functions. **Action Required:** Display the message detail to see a list of changes made to your local plans. You may also want to check your local plans to make sure that they reflect your routing objectives.

Table A-2. Area Code Split Messages and Activities (Cont'd)

Message	Activity/Action Required
LOCAL NPA SPLIT. Local data updated.EXCEPTIONS.	AT&T has completed the update of your local plans, but not all plans were updated, most likely because of errors contained in one or more plans. ⇒ **NOTE :** You can resume use of all Route It! functions. **Action Required:** To see which plans were not updated, display the message detail. You may need to correct validation errors.
LOCAL NPA SPLIT FAILED. Local data not updated.	AT&T could not update your local plans because of errors in the plans. ⇒ **NOTE :** You can resume use of all Route It! functions. **Action Required:** For help in resolving this situation, contact the AT&T support center.
NPA SPLIT COMPLETE. Grace period ended.	The area code split has been completed. The grace period ends. **Action Required:** None. ⇒ **NOTE :** Route It! will no longer accept the old area code/local exchanges when creating or editing routing plan branches.

Country Code Updates

B

This appendix explains possible changes made to your routing plans when a new country code is created for a geographic region.

What Is a Country Code Update?

When service is opened to a new International carrier, a country code is established which identifies the carrier of the international telephone service. These country codes are used to support the Geographic Routing feature, Country Code Routing.

Country Code Routing enables you to direct calls to different terminations based upon the country where the call originates. Country Code Routing is implemented via the Area node in your routing plan. The feature is provisioned using terminations and area code branches.

- Terminations are provisioned with service areas, which define the country codes from which the termination is allowed to receive incoming calls.
- Area code branches within the call routing plan are provisioned with country codes. These branches route the call to the appropriate termination.

How a Country Code Update Affects Service Areas for Terminations

A country code update can affect a service area for a termination when it does not contain the new country code. When a new country code is made available, any pre-existing termination which has “All” country codes selected in its service area must be updated. For example, a termination references “All” country codes in their service area. The new country code will be added to the service area.

After a country code update, AT&T automatically updates your terminations for which service areas have changed. You may want to review the information that has changed.

For instructions on viewing the service area for a termination, see “Terminations” in Chapter 2, “Customer Profile,” of your *AT&T Route It! Administration Guide*.

How a Country Code Update Affects Routing Plans

Country code updates will not affect call routing. Area Code nodes are required to have a default “INTL” branch when routing to a termination with International service type. If branches in your routing plans do not contain the new country code, the INTL branch will handle the call routing.

What You Need to Do

During a country code update, you should check the Comm Log for messages about the country code update process. These messages show you the status of automatic updates to your official routing plans. After AT&T updates your local routing plans, you may need to modify some local routing plans to ensure that your call-routing needs are being met.

For more information on specific messages for which you should look and actions you may need to take, see the section “Monitoring the Country Code Updates and Making Changes,” later in this appendix.

NOTE :
Only official routing plans will be re-validated and re-sent to the NCP.

Monitoring the Country Code Update Process and Making Changes

You should check the Comm Log for messages about the country code update process. These messages notify you of any changes to your official data. They also help you to identify each stage of the country code update process.

For each step of the country code update process, Table B-1shows the messages you can receive and identifies any action you may need to take.

Table B-1. Country Code Update Messages and Activities

Message	Activity/Action Required
CC ADD. Notification received.	This Comm Log message notifies you that a country code update will take place. **Action Required:** Display the detail of this message to see the following information: • the date and time AT&T is scheduled to update your official routing plans and terminations. • the Country Code(s) that are scheduled to be added. **NOTE :** Terminations with "ALL" country codes selected in their service area will be updated to include the new country code.
CC ADD. Official Plans updated.	AT&T updates your official plans. **CAUTION:** *To avoid routing inconsistencies, make sure that users **do not** perform the following activities in Route It! during the official plan update:* • *create a routing plan* • *modify a routing plan* • *modify the service area for a termination* **Action Required:** Display the message detail to see a list of changes made to your official routing plans. **NOTE :** If you receive any error messages about updates to your official plans, contact the AT&T support center.

Glossary

A

Access Line

The telephone line that permanently connects one of your terminations with the **Local Exchange Carrier** or your **Private Branch Exchange** . Each termination is associated with a unique access line.

(An access line is made up of five characters: The first character is an uppercase letter, and the last four characters are numeric. For example, **M3788**.)

Account ID

A unique customer account identifier.

(An Account ID is made up of 10 digits: The first three are always 999. For example, **999-000-3001**.)

Active Plan

The **plan** that is currently being used to route calls, as determined by the plan schedule.

Active Service Date

The latest past **Service Date** for which the Auto Activate indicator is set to **YES**. The date may also be the current date. *See also* **Service Date**.

ADR

See **Alternate Destination Routing** .

ADR Node

A **node** that allows calls to be redirected to an alternate termination if they are not answered at the primary destination in a predefined period. It also allows calls to be redirected if network congestion or **egress** failure prevents the calls from going to the target termination.

Advanced Features

The Global Transaction Network call-routing features, also known as *Advanced Toll-Free Features*. *See also* **Custom Routing Features**.

ALL BUSY

The condition in which all terminations in an **Alternate Termination Sequence** are busy.

Allocator Node

A **decision node** that allocates percentages of calls to two or more call-processing paths.

Alternate Destination Routing (ADR)

An AT&T **Advanced Feature** that allows you to redirect calls to an alternate termination rather than to the primary destination if not answered in a predetermined period or if calls cannot be completed to the primary termination because of network congestion or **egress** failure.

Alternate Termination Sequence (ATS)

An AT&T **Advanced Feature**, available as a routing plan node, that allows you to specify a sequence of alternate terminations to which calls can be rerouted when the previous terminations in the sequence are busy or unable to answer calls. This feature tries each alternate, in sequence, until an available termination is found, or until the sequence is exhausted, at which time a customer-specified treatment is applied.

ANI

See **Automatic Number Identification** .

Announcement Name

An optional name you can use to simplify identification of announcements. The default name is the **announcement number**.

(An announcement name can consist of up to 16 alphanumerics, including the symbols **# $.** , **% & _ - + '**. The first character must be a letter. For example, **GREETING&ADV**.)

Announcement Number

A unique number, 1 through 65,535, that identifies an announcement within a particular **announcement set**.

Announcement Set

The machine on which all your account announcements reside.

(This site is identified by a single letter, **A** to **G**, **S**, or the generic identifier **X**.)

Area Code Split

A process in which new area code/exchange combinations are created in a geographical area. Area code splits are implemented to increase the number of available telephone numbers. During an area code split, *one* of the following can happen:

- An existing exchange moves to a new area code. For example, 908-460 changes to 732-460.
- An exchange moves to a new exchange within the same area code. For example, 908-949 changes to 908-351.
- An area code/exchange pair moves to a completely new area code/ exchange combination. For example, 908-460 changes to 732-351.

Area/Country Code Routing

An AT&T **Advanced Feature** that allows you to specify different routes for calls that originate in different geographical areas, as defined by one or more area codes or, for I800 Service only **country codes**.

Area Node

A **decision node** that routes calls according to the originating area code **Numbering Plan Area** or, for I800 Service only, to the originating **country code**.

ATS

See **Alternate Termination Sequence**.

ATS Node

A **node** that defines a sequence of **ATS-type terminations** for receiving calls or, when no termination is available, holds a call within an assigned network **queue**.

ATS-Type Termination

A termination to which calls can be rerouted when the previous terminations in the sequence are busy or unable to answer calls.

AT&T Customer Direct

A software package that formerly provided a common means to access and manage information you received from several AT&T network services. Also referred to as the AT&T Customer Direct platform. Was omitted as a software requirement by Release 98.1 of the AT&T Route It! software.

Automatic Number Identification (ANI)

A number that identifies the origin of a phone call.

(An ANI is made up of 10 digits, separated by hyphens. For example, **908-555-8056**.)

Automatic Number Identification (ANI) Routing

The process of routing a call based upon the number from which the call originated.

Autonomous Message

A message, viewable from the Comm Log, generated by the **support system** and sent to the PC autonomously—independently of any transaction from your PC.

B

Branch

A call-routing treatment coming out of a **node** in a **plan** diagram; that is, a line segment in a call-routing **plan** diagram that forms a routing path by connecting one **node** to another **node**.

C

Call Path

In a **routing plan**, the series of nodes and branches through which a call travels to get from the **root node** to the **terminating node**.

Call Prompter

An AT&T **Advanced Feature** that allows callers to route their own calls to one of several destinations by entering one or more digits in response to a prompting announcement stored in the network.

Call Type Node

A **routing plan node** that directs calls to either a voice or a data call-processing path. (Currently not supported by AT&T Canada Long Distance Services.)

Caller Entered Digits (CEDs)

The digits entered by a caller in response to prompter or digit prompter announcements.

Caller ID Node

A **decision node** that routes calls according to the caller's billing number (the full 10-digit **ANI** number).

Caller Information Forwarding (CINFO)

An AT&T **Advanced Feature** that allows special information to be forwarded with a call when it is routed to a termination. With CINFO, **Caller Entered Digits** are collected and passed on with a call.

Caller Recognition Routing

An AT&T **Advanced Feature** that allows you to route a call based upon the number from which the call originated.

CC

See **Country Code**. (Currently not supported by AT&T Canada Long Distance Services.)

CEDs

See **Caller Entered Digits**.

CED Aggregation

A field that specifies the way **Caller Entered Digits** are collected for forwarding to you. Possible values are:

- To aggregate CEDs for all Digit Prompter nodes in each call-processing path, select **Digit Prompter Only**.
- To aggregate CEDs for all Prompter and Digit Prompter nodes, select **All**.
- To collect only the digits from the last Digit Prompter node, select **None**.

CINFO

See **Caller Information Forwarding** .

CIP (Calls in Progress) Counter

A counter, maintained by the network, that records the number of simultaneous calls in progress at an **ATS-type termination** . Each **ATS-type termination** has its own CIP counter.

CIP Time

The time that the **CIP counter** for an account will be reset to 0. The time is always central standard time.

The format of the **CIP Time** field is **hh:mmxx**, where **hh** represents the hour (1 to 24), **mm** represents minutes (always 00), and **xx** represents a.m. or p.m.

Connecting Node

A **node** that connects an incomplete routing path in one portion of a **routing plan** to a **feature node** in another routing path in the same **plan**.

Country Code (CC)

An abbreviation used to identify a country name. (Currently not supported by AT&T Canada Long Distance Services.)

A country code is made up of two alphanumerics, usually an abbreviation of a country's name.

Courtesy Response

An AT&T **Advanced Feature** that allows you to direct calls to an announcement as the final handling for the call.

CRP

See **Customer Routing Point** . (Currently not supported by AT&T Canada Long Distance Services.)

CRP Code

A unique number used in a CRP table to identify a termination, an announcement, a ring tone, or a busy signal.

(A CRP code can consist of up to 10 numbers. Each CRP code contained in the same CRP table must be the same length. For example, a CRP table might contain the CRP codes **001246**, **027629**, and **100475**.)

CRP ID

A unique number used to identify a CRP database.

(A CRP ID consists of six digits. For example, **625010**.)

CRP Name

A unique name you can specify for a CRP database to more easily identify it.

(A CRP name can consist of up to 16 characters, including any letters, numbers, and the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **SALES&CUST.SERV**.)

CRP Node

A **routing plan node** that provides routing instructions on a call-by-call basis. It receives information about a call, such as the calling number or area code, and queries a database table to determine where to route the call.

CRP Query

The process of consulting the database containing your routing information.

CRP Table Name

A unique name you can specify for a CRP table to more easily identify it.

(A CRP table name can consist of up to 16 characters, including any letters, numbers, and the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **DEPARTMENT.TERM** .)

Custom Routing Features

The name AT&T Canada Long Distance Services uses for **Advanced Features.**

Customer Routing Point (CRP)

The term used to refer to the database containing your routing information. This database is used as part of **Intelligent Call Processing.** (Currently not supported by AT&T Canada Long Distance Services.)

D

Data Rate Node

A **routing plan node** that routes data calls based on their rate of data transfer. (Currently not supported by AT&T Canada Long Distance Services.)

Day Manager

An AT&T **Advanced Feature** that allows you to specify call routing based on the day of the week.

Day Node

A **decision node** that routes calls according to the day of the week.

Decision Node

A category of **nodes** that implements AT&T **Advanced Features**. A decision **node** routes calls based on call input.

Dedicated Egress

A **Local Exchange Carrier** that connects the AT&T network and a termination.

Dialed Number

The toll-free service number dialed by the caller to reach a destination.

(A dialed number is made up of 10 hyphen-separated digits. For example, **800-555-8767**.)

Dialed Number Decision

An AT&T **Advanced Feature** that allows you to specify call routing based on the toll-free **dialed number**.

Dialed # Node

A **decision node** that routes calls according to the toll-free **dialed number**.

Dialog Box

An interactive window on your PC through which you can enter or select information from a variety of input fields, lists, and buttons.

Digit Prompter Node

A **routing plan node** that prompts a caller with a recorded announcement to enter digits corresponding to specific customer information, such as a customer account number.

Direct Connect Egress

A direct physical connection of the AT&T network to a termination.

E

Egress

The physical connection between the AT&T network and a termination. The types of physical connections are:

- Switched
- Dedicated to **Local Exchange Carrier**
- Direct Connect
- International

Enroute Announcement

An AT&T **Advanced Feature** that allows you to play an announcement to a caller.

Enroute Node

A **decision node** that plays an announcement to a caller, then continues call processing to the next **node** in the path.

Exchange

The exchange code portion of a telephone number that immediately follows the area code portion and is determined by the geographical area of the caller.

The exchange portion of a telephone number is represented by the **NXX** in **NPA-NXX-XXXX**.

Exchange Node

A **decision node** that routes calls according to the originating **exchange**.

Exchange Routing

An AT&T **Advanced Feature** that allows you to specify call routing based on the geographical area of the originating number, as defined by the **exchange**.

F

Feature Name

The AT&T **Advanced Feature** associated with a **node**.

Feature Node

A **node** at which the implementation of an AT&T **Advanced Feature** determines call routing.

Final-Handling Arrangement

The final handling of toll-free calls. The possibilities are:

- Courtesy Response
- No Answer (Ring or Busy)
- Termination

Final-Handling Node

A **node** that routes a call to a terminating toll-free **access line** or an announcement.

Fix Queue Node

A **node** that directs calls (destined for one specific **ATS-type termination**) into a **fixed queue** within the AT&T network. An announcement or music can be played for the caller while in **queue**. (Currently not supported by AT&T Canada Long Distance Services.)

Fixed Queue

A **Network Queuing** feature, available as a **routing plan node**, that enables you to **queue** calls (for an **ATS-type termination**) within a fixed **queue** of the network until the termination served by that **queue** is available to receive that call. (Currently not supported by AT&T Canada Long Distance Services.)

G

Go To Node

A **connecting node** that redirects call processing to another **node** within the same **plan**.

I

ICP

See **Intelligent Call Processing** . (Currently not supported by AT&T Canada Long Distance Services.)

Intelligent Call Processing (ICP)

An AT&T **Advanced Feature** that allows you to implement specialized, call-by-call routing based on information in your own custom database. (Currently not supported by AT&T Canada Long Distance Services.)

Inter-Nodal Validation

A process that ensures that a call-routing **plan** meets all system and call-routing requirements. This type of validation is performed at the host support system.

Intra-Nodal Validation

The process of ensuring that the appropriate entry for a **node** type, node specific data, or **branch** type is correct. This form of validation is performed by AT&T Route It!

L

Label

A name that can represent one or more values or names for a **node** or **branch** within a **routing plan**. Labels are used to group names or values to be routed identically in a **plan**.

(A label can consist of up to 16 alphanumerics, including the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **BIG$CUSTOMERS**.)

Label Builder

The **dialog box** from which you create **labels** to group values or names for a **node** or **branch** field.

LEC

See **Local Exchange Carrier**.

Local Exchange Carrier (LEC)

A telephone company, the first point of call processing, that provides local and intrastate telephone service. The LEC switch receives a **dialed number** from the caller and routes it, usually, to the **Originating AT&T Switch**.

Local Plan

A call-routing **plan** stored on a PC but not yet sent to the **support system** for **validation**.

M

Maximum Calls Allowed (MCA)

The maximum number of simultaneous calls an **ATS-type termination** may handle at a given date and time.

An MCA value must not exceed the number of **egress** lines at a termination. The default MCA matches the number of **egress** lines at a termination.

Maximum Calls in Queue (MCQ)

The maximum number of calls that can be simultaneously queued (within a network **queue**) for an **ATS-type termination**. (Currently not supported by AT&T Canada Long Distance Services.)

An MCQ value must not exceed the number of **queue** slots purchased for a **queue**.

MCA

See **Maximum Calls Allowed**.

MCQ

See **Maximum Calls in Queue**. (Currently not supported by AT&T Canada Long Distance Services.)

N

NAAR

See **Next Available Agent Routing** .

NCP

See **Network Control Point**.

Network

The AT&T transaction network that manages your **Toll-Free Services**. The network stores your **routing plans** and announcements, and routes calls according to your schedules.

Network Control Point (NCP)

A computer system with a database containing call-processing logic and information for routing, billing, and network control.

Network Queuing

An AT&T **Advanced Feature** that allows a call to be held in **queue** in the network until an **ATS-type termination** served by the **queue** is available to receive the call. With this feature, you can route calls to a delay announcement and music while calls are held in the AT&T network. (Currently not supported by AT&T Canada Long Distance Services.)

Network Time

The central standard time employed by the **support system** and **Network Control Points** of the Global Transaction Network.

Next Available Agent Routing (NAAR)

An AT&T **Advanced Feature** that allows you to specify a sequence of alternate terminations to which calls can be rerouted when the previous terminations in the sequence are busy or unable to answer calls.

No Answer Node

A **terminating node** that directs calls to a ringing or busy tone.

Node

The representation of a particular feature in a call-routing **plan**. A node is a decision point in a **plan** at which call-routing assignments occur, or where a particular **branch** from the node is chosen. A node can also be a termination point.

NPA

See **Numbering Plan Area** .

NPA-NXX-XXXX

A telephone number as defined by the North American system for assigning telephone numbers. **NPA** represents the area code, **NXX** represents the **exchange**, and **XXXX** represents the individual line. *See also* **Numbering Plan Area**.

NPA Split

See **Area Code Split**.

Numbering Plan Area (NPA)

The area code. Indicates a particular calling region.

NXX (Exchange Area)

The **exchange** code portion of a telephone number.

O

OAS

See **Originating AT&T Switch**.

Official Plan

A call-routing **plan** that has been successfully validated at the **support system**.

Originating AT&T Switch (OAS)

A switch in the Common Channel Signaling (CCS) network that detects a call, then requests call-routing instructions from a remote database, the **Network Control Point**.

Override Plan

An external **routing plan**, residing at the **Network Control Point**, designated as an override plan and available for activation on demand. Override plans can be used to quickly change the active **routing plan** for the current call-processing environment.

P

PACR

See **Post Answer Call Redirection**. (Currently not supported by AT&T Canada Long Distance Services.)

PBX

See **Private Branch Exchange**.

Plan

A diagram that defines how calls will be routed. A plan is composed o **nodes** and **branches** and their associated values, names, and **labels**.

Post Answer Call Redirection (PACR)

An AT&T **Redirect Feature** that enables agents to use their telephones to transfer callers to other agents. (Currently not supported by AT&T Canada Long Distance Services.)

Post Feature Code

A code that is used with **Intelligent Call Processing** for additional call processing provided in the path of a **routing plan**.

Private Branch Exchange

A small telephone switching system located at your private premises and connected to a **Local Exchange Company** .

Prompter Node

A **decision node** that prompts a caller with a recorded announcement and routes the call according to the caller's responses.

Q

Queue

A storage location within the AT&T network for temporarily holding calls that cannot be immediately routed to an **ATS-type termination** that is currently busy or unavailable.

Quick Call Allocator

An AT&T **Advanced Feature** that allows you to change the percentage of calls to be routed to each of two or more answering locations in five minutes or less.

Quick Change

A routing capability that allows you to quickly:

- specify an MCA override value for an **ATS-type termination**
- change MTQ
- specify a different MCQ value for a network **queue**
- activate an override **routing plan**
- specify different distribution percentages for the **branches** of an **Allocator node**
- change the query status of a CRP database
- undo any of the above quick changes

Quick Change Mode

An edit mode that allows you to make a **quick change** to a **plan**.

R

RCP

See **Recurrent Call Prompter**. (Currently not supported by AT&T Canada Long Distance Services.)

Recurrent Call Prompter (RCP)

An AT&T **Redirect Feature** that enables agents to return toll-free callers to the initial **call prompter** announcement, from which they can reach other agents. (Currently not supported by AT&T Canada Long Distance Services.)

Redirect Feature

An AT&T feature that allows your agents to use the AT&T network to redirect toll-free calls after they have answered them.

Response Node

A **terminating node** for directing calls to a recorded announcement as final handling.

Ring/Busy

An AT&T **Advanced Feature** that allows you to direct calls to an audible ring or busy tone. This is a **final-handling arrangement**.

Root Node

The first **node** in a **routing plan**.

Routing Plan

A diagram that defines how calls will be routed. A routing plan is composed of **nodes** and **branches** and their associated values, names, and **labels**.

Routing Telephone Number (RTN)

A telephone number for inbound service used to route calls to one of your terminations.

(An RTN consists of 10 digits separated by hyphens. For example, **629-555-9565**.)

RTN

See **Routing Telephone Number**.

S

Schedule Set

A set of one or more **dialed numbers**, all of which use **routing plans** from the same plan schedule for call processing.

(A schedule set can consist of up to 16 alphanumerics, including the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **SALES#SET**.)

Service Area

A geographical region for which you have purchased service coverage.

Service Date

An effective date of service that defines your network capabilities for one or more **Routing Telephone Numbers** at the **support system** and **Network Control Point**.

The format for the Service Date field is **mm/dd/yy**, where **mm** represents the month, **dd** represents the day, and **yy** represents the year.

Service View

The current view of your service, as determined by the currently selected **Account ID** and **Service Date**.

Shortcut Menu

A menu that can be used to create, edit, and delete **nodes** and **branches** without moving your mouse. The Shortcut menu is accessed by clicking your right mouse button on a **node** or **branch** in a **routing plan**.

SMW ID

Service Management Workstation identification number associated with Route It! installation. Must be unique for each PC or workstation.

Status

An indication in the Comm Log window that identifies a log entry as *one* of the following:

- Successfully completed
- Successfully validated
- Failed
- Autonomous

- Pending at PC
- Validating at AT&T

Support System

The network component that receives your data and service data, combines that data into customer records, and transmits those customer records to the **Network Control Point**.

Switched Egress

The switch between the AT&T network and a termination.

System-Defined Value

A value required during **plan** building for a **branch** field. The value is necessary for proper call routing. For example, a branch often must contain the value **DEFAULT** in order to handle calls not specified by the other **branches**.

T

Term Node

A **terminating node** that specifies a non-**ATS** termination for receiving calls.

Terminating Node

A category of **routing plan nodes** used to represent features that perform some final process or action on a call, then terminate the call.

Terminating Number

The telephone number that represents the set of **egress** telephone lines to your premises for the ultimate receipt and handling of a call.

Termination Routing Number (TRN)

A number used by a telephone switch to route a call to an **access line**.

(TRNs consist of 10 digits for domestic and 7 to 15 digits for international, separated by hyphens. For example, **616-555-9647**.)

Terminating Routing Number Translation (TRNT)

A service that provides your answering agents detailed information about incoming calls before they are answered. There are two types of TRNT services you can purchase for a termination:

- Call Origin
- Call Type

Termination Name

A name you can assign to a termination to simplify identification.

(A termination name can consist of up to 16 alphanumerics, including the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **RING.NO.ANSWER**.)

Time Manager

An AT&T **Advanced Feature** that allows you to specify call routing based on time intervals within a day.

Time Node

A **decision node** that routes calls according to the time of day.

Toll-Free Service

A family of services that offers calls at no charge to the caller. Businesses typically use Toll-Free Services to help sell and market their products.

Transaction Request

A request you make to the **support system** to initiate or change call routing.

A message describing this request appears in the Comm Log. For example, if you send a request for a **Quick Call Allocator** change, the Comm Log will display a message similar to this:

— Quick Change: Modify alloc % for Plan [Plan Name].

Transaction Response

The response the **support system** sends to you following the success or failure of a transaction you requested. This response appears in the Comm Log.

The message consists of a description of the success or failure of the requested transaction. For example, if you have sent a request for a **Quick Call Allocator** change, the Comm Log will display a message similar to one of these:

— Quick Change: Alloc % in Plan [Plan Name] Modified.

— Quick Change of Alloc % failed.

Transfer Connect

An AT&T **Redirect Feature** that enables agents to use their phones to transfer callers to other agents.

TRN

See **Termination Routing Number**.

TRNT

See **Terminating Routing Number Translation** .

U

UIFN

See **Universal International Freephone Numbering**.

Universal International Freephone Numbering (UIFN)

A scheme that allows a caller to dial the same numbering format for a toll-free call, regardless of the country from which the call originates. This allows the same toll-free number to be dialed universally. This numbering scheme requires that the traditional 10-digit dialed number be expanded to 11 digits, that is, 800-XXX-XXXXX. Only the International Access Code that precedes the UIFN number will remain specific to the country of origin.

V

Validation

A process that ensures that a call-routing **plan** meets all system and call-routing requirements. Validation is performed by Route It! and at the host support system.

Var Queue Node

An **ATS**-type **node** that directs calls into a **network queue** . (Currently not supported by AT&T Canada Long Distance Services

Variable Queue

A **Network Queuing** feature that enables you to direct calls for one or more **ATS-type terminations** in a network variable **queue** until a termination served by that queue is available to receive the call. (Currently not supported by AT&T Canada Long Distance Services.)

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