585-236-162-03

AT&T Route It!™ Administration
Release 2002.3

User's Guide

AT&T — PROPRIETARY
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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.

Trademarks

Telephone Support

For technical support with your AT&T Route It! software, please call 1 800 862-2237 and choose Prompt 7 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 7 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 want to view information about provisioned data. This guide also explains how to update and manage plan data and how to purge data from the Comm Log. Route It! software patches are also described.

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

Reasons For Reissue

This document is reissued to describe the following items.

- Update release number to 2002.3.
- Update *Figures 2.3, 2.5, and 2.13 to include AT&T IVS indicator.*
- Added the AT&T IVS field name and description to the coresponding Displayng the Dialed NUmber Information, Termination Information and ICP Only termination Information
- Added AT&T IVS to the Glossary..

How to Use This Guide

Use this guide for reference as you work with AT&T Route It! Refer to the appropriate sections for the procedures required to accomplish the tasks you perform.

Beginners may want to review Chapter 2, “Customer Profile,” to become familiar with the provisioned data that makes up their call-routing plans. Customer Profile contains detailed information about dialed numbers, terminations, and other call-routing elements.

It is assumed that Route It! users are familiar with the Microsoft Windows 95/98 or NT environment. For information on using the MS-DOS operating system or Windows 95/98/NT, 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 made after you enter a command is described on a new line, e.g.:

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

  The Open dialog box appears.
- Screen buttons are shown like this: **OK**.
- Information you type is shown like this: ADMIN
- 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.
- This guide 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! Edit Plans User's Guide*
  (Order # 585-236-160-03).

  This guide describes how to use the Edit Plans feature of Route It! to set up and manage call routing for your AT&T Toll-Free Service. It also explains how to change certain call routing in five minutes or less. The guide also describes how to use the new Route It! Mail task.

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

  This guide describes how to schedule different aspects of your call-routing plans. For example, it explains 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.

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."
Possible changes made to your terminations and routing plans when a new country code is added for a geographical region.	*Edit Plans User's Guide*, Appendix B, "Managing Country Code 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

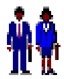
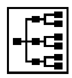
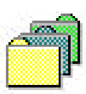
For This Application	To Find Information About...	See the *AT&T Route It!* ...
User Setup 	Adding, modifying, and removing setup information for Route It! users, and changing user permissions	*Installation User's Guide,* Chapter 4, "User Setup," and *Administration Guide*, Chapter 5, "User Setup."
Edit 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, "Searching for Dialed Number and Termination Routing Number."
	Requesting Account Limits	*Administration Guide*, Chapter 6, "Account Limits."

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

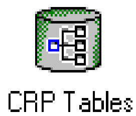
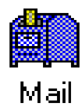
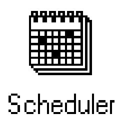
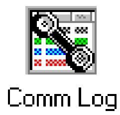
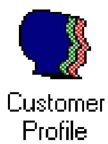
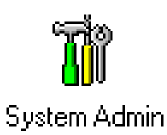
For This Application	To Find Information About...	See the *AT&T Route It!* ...
CRP Tables 	Creating and editing CRP tables, creating and editing future changes to CRP tables, assigning CRP databases to tables, and getting information on CRP tables and terminations and announcements (currently available only in the United States)	*Edit Plans User's Guide,* Chapter 6, "CRP Tables."
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."

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!* ...
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."
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 585-236-162-03. 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 7 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 7 for Route It! support.

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

Route It! Training

AT&T offers an instructor-led training course on Route It! at various AT&T training facilities in Herndon, Virginia; Irvine, California; and Maitland, Florida. 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 7 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

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Overview

1

This guide describes how to use the administrative features of AT&T Route It! to update and manage call-routing data on your PC.

Route It! Administrative Features

Route It! provides these administrative features:

Customer Profile	Use Customer Profile to display basic information about routing plan elements, such as dialed numbers and announcements, and change the service area of terminations and change certain data items, such as the names of dialed numbers and queues. You can also add remarks to announcements, dialed numbers and terminations.
Refresh	Use Refresh to download Route It! data and update general information, such as area codes and exchanges. You can also update data specific to your accounts, such as routing plans, to keep them synchronized with the corresponding data at the host support system.
System Administration	Use System Administration to select automatic or manual refresh and polling, remove account data, schedule refreshes, enter or change your Service Management Workstation (SMW) ID, back up and restore local data, and communicate with the support system.
Inquiries	Use Inquiries to search for Dialed Number and Terminating Routing Number information and also to request account limits from the host.

To access each feature, double-click its icon on the Route It! main window, or choose the feature name from the Route It! Tasks menu on the main window.

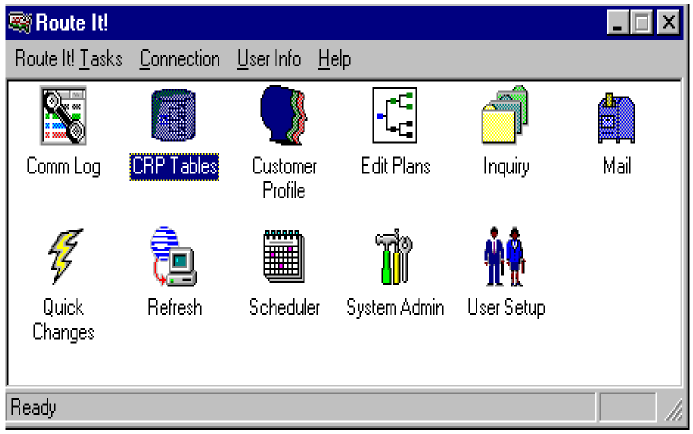

Figure 1-1. Route It! Main Window

This guide also contains two appendices detailing rules for Advanced Features and service areas:

Advanced Feature Rules	Appendix A describes rules that could affect the validation of your routing plans when you subscribe to the Redirect or Alternate Destination Routing (ADR) AT&T Advanced Features.
Service Area Rules	Appendix B provides rules governing the service area of a termination.

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

Customer Profile

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Customer Profile

2

This chapter explains the information contained in Customer Profile. It also describes how to use Customer Profile to change certain data, such as the names of routing plan items.

NOTE:
Currently, not all features and nodes are supported by AT&T Canada. Refer to this information in the *AT&T Route It! Edit Plans User's Guide*:

- Features—"AT&T Advanced Features (United States/Canada)" in Chapter 1, "Overview"
- Nodes—"Node Categories" in Chapter 3, "Routing Plan Concepts"

Customer Profile Data

Customer Profile contains basic information about routing plan elements in your accounts, such as dialed numbers, terminations and announcements. AT&T maintains this information at the host support system. The customer name and current Account ID are shown in the status bar of each tab (except on the **Admin** tab).

You can display information in Customer Profile at your PC. You can also send requests to the support system to change some data. Use Customer Profile to make the following changes:

- Rename these data items:
  - dialed number name
  - location name
  - temination name
  - queue name
  - announcement name
  - Customer Routing Point (CRP) database name
  - Intelligent Call Processing (ICP) category name
  - ICP-only termination name
- Add remarks to these data items
  - announcements
  - dialed numbers
  - terminations

  - terminations with DNIS arrangements

- Change the service area of a termination.
- Change the timeout treatment for a queue.

Customer Profile contains information grouped into these categories:

- administration
- dialed numbers
- locations
- terminations
- queues
- announcements
- CRPs
- ICP-only terminations

Displaying Customer Profile Data

To display Customer Profile, do *one* of the following at the Route It! main window:

- Double-click the Customer Profile icon.

Or

- From the Route It! Tasks menu, choose **Customer Profile**.

The Customer Profile window appears.

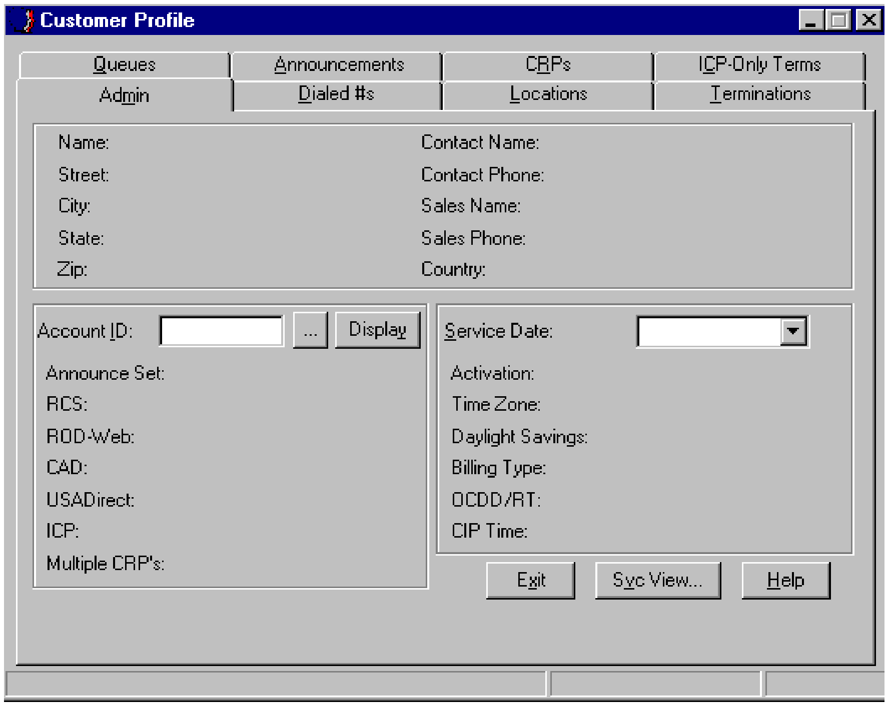

Figure 2-1. Customer Profile Window

Information appears on eight tabs. To select a category of information, choose its tab. To close the Customer Profile window, choose **Exit**.

Keep in mind the following as you work in Customer Profile:

- Changing tabs does not change selections made on any of the tabs.
- AT&T Route It! windows do not reflect changes made in Customer Profile until the changes have been sent to and successfully completed at the support system.
- To change the Service View for information on a tab, choose **Svc View**, and select an Account ID and Service Date. The current Account ID is shown in the status bar of each tab. For more information, see the section “Changing the Service View,” later in this chapter.
- To display additional detail about dialed numbers, locations, terminations, queues, announcements, CRPs, or ICP-only terminations, choose **Info** on the corresponding tabs.

The following sections explain the information fields on each Customer Profile tab and show you how to make changes.

Administration

Display the **Admin** tab to view basic information provisioned for you at the host support system.

The **Admin** tab displays three categories of information:

- customer information
- account information
- service date information

You can select the Account ID and Service Date of data you want to display. All other information on the **Admin** tab is read-only. To update administration information, call your AT&T account executive.

The following figure shows the **Admin** tab with sample information.

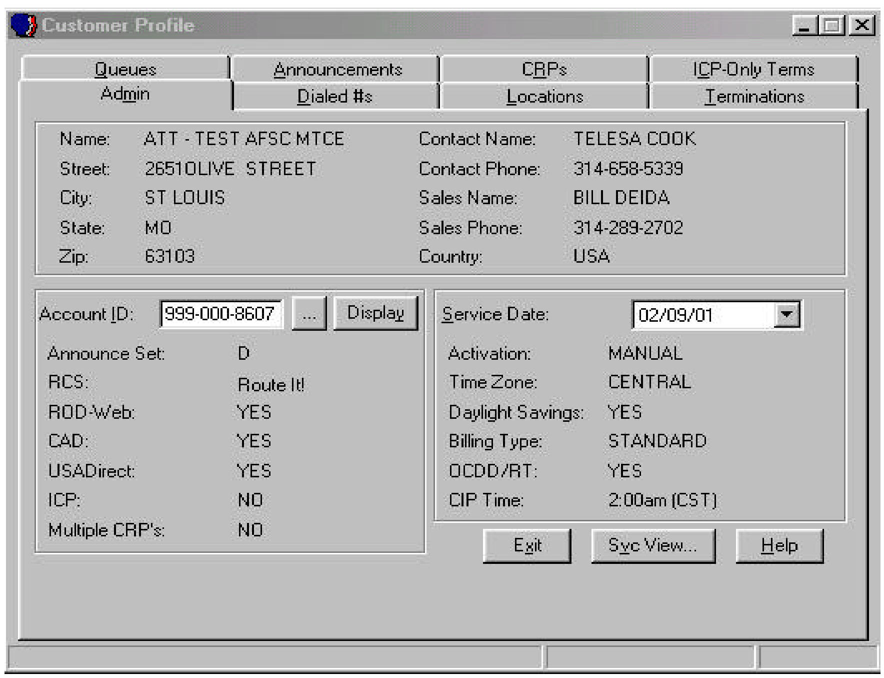

Figure 2-2. Admin Tab

The following sections describe the fields of each area on the **Admin** tab.

Customer Information

The top portion of the **Admin** tab shows general information about your company. The left side shows your company's name and address. On the right side, **Contact Name** and **Contact Phone** are the name and phone number of a representative at your organization whom AT&T can contact. **Sales Name** and **Sales Phone** are the name and phone number of your AT&T sales contact. **Country** is the country of origin for the company address shown.

Account Information

To display information specific to an Account ID, in the **Account ID** text box, type an Account ID and choose **Display**, or click the **Choices (...)** button to select an Account ID from a list of Account IDs that you have permission to access.

Information for the Account ID selected and for the current Service Date appears.

The **Account ID** section contains the following read-only fields:

Announce Set — The AT&T database on which all announcements for the current account reside. Valid values are **A**, **B**, **C**, **D**, **E**, **F**, **G**, or **S**.

RCS — Identifies the Routing Control Service (RCS) application, if any, to which you subscribe for the selected Account ID.

This field can contain *one* of the following:

- **RM II**
- **RCS-ONLINE**
- **ROUTE IT!**
- **RM II & RCS-ONLINE**
- **RM II & ROUTE IT!**
- **ROUTE IT! & RCS-ONLINE**
- **RM II, ROUTE IT! & RCS-ONLINE**

ROD-Web — Indicates whether you subscribe to Toll-Free Routing Control on the Web

CAD — Indicates whether you subscribe to call attempt data (CAD) for all dialed numbers in the selected account.

This service provides a report containing CAD and calls in queue (CIQ) data collected from the AT&T network for the dialed numbers in your account.

YES indicates that CAD and CIQ data are being collected.

NO indicates that you do not subscribe to CAD.

USADirect — Indicates whether you have subscribed to the Enhanced Toll-Free International Service via USADirect Service. This feature allows overseas callers to reach your United States toll-free number free of charge.

NOTE:
Currently, USADirect is not available in Canada.

ICP — Indicates whether you subscribe to the AT&T Intelligent Call Processing (ICP) feature.

Multiple CRPs — Indicator is set to Yes for multiple CRPs

Service Date Information

To see information related to a specific Service Date, in the **Service Date** text box, type or select a Service Date. The Service Dates listed in the drop-down list depend on the Account ID currently selected.

NOTE:
In the list, you can see information about all Service Dates, except for those dates that have already passed.

The Service Date section of the **Admin** tab contains the following read-only fields:

Activation
Indicates how the selected Service Date is set for activation:

- **AUTO** indicates that routing data for the Service Date will automatically become active on that date.
- **MANUAL** indicates that routing data for the Service Date will *not* automatically become active on that date. Instead, the work center must manually activate the capabilities.

Time Zone
The time zone used in routing plans and schedules associated with the Service Date. Possible time zones are **ATLANTIC**, **EASTERN**, **CENTRAL**, **MOUNTAIN**, **PACIFIC**, or **HAWAII/ALASKA.**

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.

Daylight Savings
Indicates whether daylight saving time applies to your routing plans and schedules.

Billing Type Identifies the billing arrangement for the account. Valid values are:

- **FTS2000**—A private network that serves the continental United States, Alaska, Hawaii, Guam, Puerto Rico, and the Virgin Islands.
- **AT&T Canada** —Offers AT&T Canada customers Canadian versions of the Toll-Free READYLINE, Toll-Free MasterLine, and Toll-Free MEGACOM services.
- **VTNS (Virtual Telecommunications Network Service)**—Offers discounted rates for combining tariffed calling services in a single package.

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

  STANDARD—Indicates that no special billing arrangement is used.
- **CARR SOLNS**—Carrier Solutions is billing performed at the Originating AT&T Switch (OAS) for your services and features.

OCDD/RT Indicates whether the account subscribes to On-Line Call Detail Data/ Real Time (OCDD/RT) service (for the entered Service Date). This service provides call detail information within two minutes after call completion.

CIP Time The hour, in central time, at which calls in progress (CIP) counters are reset to zero each day.

CIP counters keep track of how many calls are in progress at each Alternate Termination Sequence (ATS)-type termination. They prevent the number of calls at a termination from exceeding the maximum calls allowed (MCA).

The format is **hh:mmx (CST)**, where **hh** is the hour (0 to 12), **mm** are the minutes (0 to 59), and **x** is either **am**, **pm**, **n** (for noon), or **m** (for midnight). For example, **02:00am (CST)**.

Dialed Numbers

Display the **Dialed #s** tab to:

- view information about a dialed number
- change a dialed number name

The following figure shows the **Dialed #s** tab with sample data.

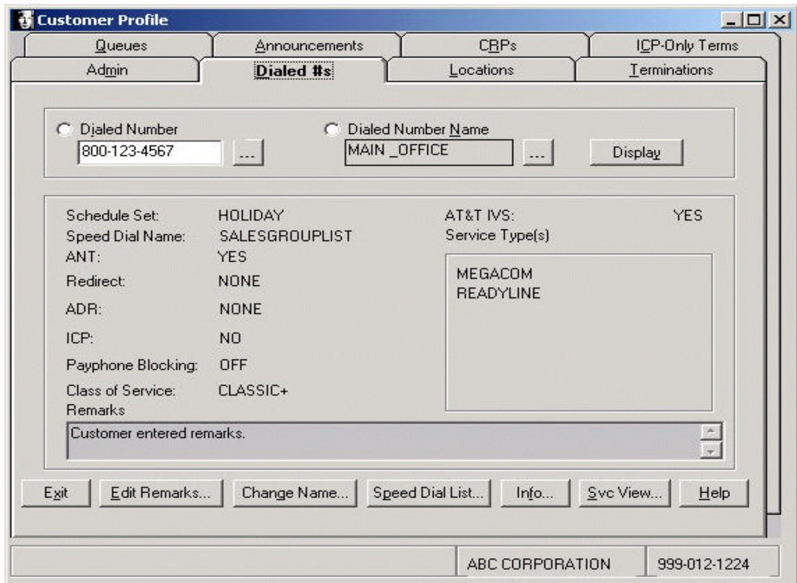

Figure 2-3. Dialed #s Tab

You can display information by selecting either a dialed number or a dialed number name. Select the **Info** button to view the Dialed #s Summary information.

Displaying Dialed Number Information

To display information about a dialed number, follow these steps at the **Dialed #s** tab:

1. Choose either the **Dialed Number** or the **Dialed Number Name** option button.
2. If you know the dialed number or name, type it in the appropriate text box and choose **Display**.

   Or

   Use the **Choices (...)** button to select a dialed number or name, then choose **OK**.

   The **Dialed #s** tab shows information about the selected dialed number as follows:

Schedule Set The name of the schedule set with which this dialed number is associated. Two dashes (**- -**) indicate that the dialed number is not yet associated with a schedule set.

Speed Dial Name — The name of the speed dial with which this dialed number is associated. Indicates that the dialed number is associated with the Speed Dial feature. Two dashes (**- -**) indicate that the dialed number is not associated with speed dial.

ANT — Indicates whether the dialed number is associated with Alternate Number Translation (ANT). ANT enables you to directly route a dialed number to a specified termination if normal network processing should fail. Each dialed number and each termination has an ANT setting.

Redirect — Indicates whether the dialed number is associated with the AT&T Redirect feature. The **Redirect** field shows the type of Redirect subscription you have. It contains *one* of the following entries:

- **PACR**—You subscribe to Post Answer Call Redirection (PACR), which uses the AT&T network to redirect calls after they have been answered. PACR is also known as *Transfer Connect Service*.
- **RCP**—You subscribe to Recurrent Call Prompter (RCP), 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 PACR and RCP.
- **NONE**—You do not subscribe to the Redirect feature.

NOTE:
If the Redirect feature is associated with a dialed number, each routing plan in the dialed number's plan schedule must contain at least one termination having the identical Redirect subscription.

For more information, see Appendix A, "Advanced Feature Rules," in this guide.

For more information on Redirect features, see the section "AT&T Advanced Features (United States/Canada)" in Chapter 1, "Overview," of the *AT&T Route It! Edit Plans User's Guide*.

ADR — Indicates whether the dialed number is associated with the Alternate Destination Routing feature. If so, this field also indicates the conditions under which a call will be redirected to the secondary termination. Valid values are:

- **RNA (Ring No Answer)**—A call is not answered within a predefined period of time at the primary destination.
- **BUSY**—The call cannot be completed at the primary termination because of network congestion or egress failure.
- **BUSY & RNA**—Calls are redirected for both RNA and BUSY situations.
- **NONE**—ADR is not associated with the dialed number.

NOTE:
Appendix A, "Advanced Feature Rules," in this guide provides details on additional plan validation that takes place when a dialed number is associated with ADR.

ICP — Indicates whether you have subscribed to the Intelligent Call Processing feature for this dialed number.

Payphone Blocking — Indicates whether you have subscribed to the Payphone Blocking feature that allows you to block or accept 8YY calls that originate at pay phones. If the indicator is set to **On**, a pay-phone call will be blocked and the caller will receive an announcement stating that the call cannot be completed from a pay phone.

Class of Service — Indicates the type of premium service, if any, associated with your domestic (United States) toll-free services. Valid entries are:

- **LITE**
- **CLASSIC-**
- **CLASSIC**
- **CLASSIC+**
- **GOLD**
- **PLATINUM**

NOTE:
For an international dialed number, this field contains two dashes (**- -**).

AT&T IVS — Indicates whether you are part of the AT&T Interactive Voice Services shared platform

Service Type(s) — The AT&T Toll-Free Calling Services you have purchased for the dialed number.

Adding/Changing/Deleting Remarks

If your user name is set up with send permissions for Customer Profile, you can add, change or delete remarks for a dialed number.

NOTE:

The **Edit Remarks** button is unavailable under the following conditions:

- The **Dialed Number** and **Dialed Number Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

To add/change/delete remarks do the following:

1. Choose **Edit Remarks**.

   The Remarks for Dialed Number window appears. The dialed number is displayed in the window title.

2. Enter, change or rremove your remarks. The text can be up to 500 characters and can include any character, except @ or **+**. Selecting the Enter key is the same as choosing **Send**.

3. Choose **Send**.

   Your request to add, change or delete remarks to dialed number is sent to the host support system, as indicated by a status bar message.

   Or

   To return to the **Dialed Numbers** tab without sending a request to add, change or delete remarks, choose **Cancel**.

4. To remove all the characters from the Remarks for Dialed Number window, choose **Clear**.

Changing Dialed Number Names

If your user name is set up with send permissions for Customer Profile, you can change dialed number names.

NOTE:
The **Change Name** button is unavailable under the following conditions:

- The **Dialed Number** and **Dialed Number Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

To change the name of the dialed number displayed on the **Dialed #s** tab, do the following:

1. Choose **Change Name**.

   The Change Dialed Number Name dialog box appears.

   If you have not assigned a dialed number name, the **Current Dialed # Name** is set to the dialed number digits by default.

2. In the **New Dialed Number Name** text box, specify the new name of the dialed number and choose **Send**. (A dialed number name can be up to 16 characters in length and can contain the digits 0 to 9, the alphas A to Z, and the symbols **# $. , % & _ - + '**. The first character must be alphanumeric. For example, **MAIN_OFFICE**.)

   Your request to change the dialed number name is sent to the host support system, as indicated by a status bar message.

   Or

   To return to the **Dialed #**s tab without sending a name change request, choose **Cancel**.

Displaying Speed Dial Information

If the Account in the selected service view is associated with speed dial, you can select the **Speed Dial List** button to view a list of all the speed dial names for that account. The speed dial ID is generated by the host system. Code length defines the length of all the codes associated with the speed dial name. To view the list of codes associated with a speed dial name, do the following:

1. Choose **Speed Dial List.**
2. Highlight the speed dial name.
3. Select **Speed Dial Codes.**
4. This will display the list of codes associated with a particular speed dial name. The **Speed Dial Code** window shows information about the selected speed dial name as follows:

Speed Dial Code	This is the numeric code used to redirect the transferred call rather than dialing the 10-digit number.
Redirection Number	The number you are transferring the call to.
Numbering Plan ID	This indicates the type of numbering plan of the number you are transferring to: ■ **NANP** - North American Numbering Plan ■ **APN** - You are transferring the call to other intra-company locations

Locations

Display the **Locations** tab to:

- view information about a location
- change a location name

A *location* is a logical grouping of terminations within the same area code. One or many of your terminations can reside in a single location. Grouping terminations allows you to make a quick change, such as an MCA override, to many terminations at one time. The following figure shows the **Locations** tab with sample data.

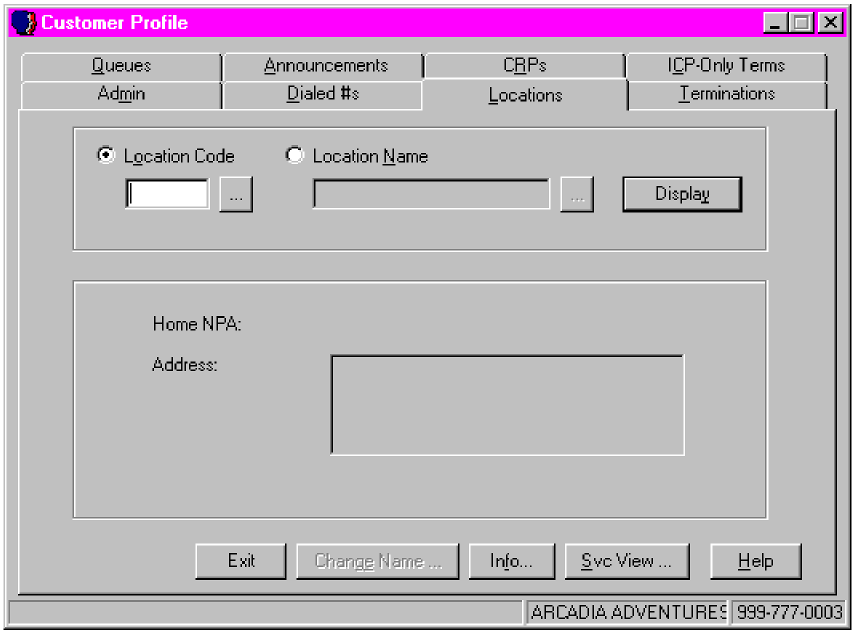

Figure 2-4. Locations Tab

Displaying Location Information

To display information about a location, follow these steps:

1. Choose either the **Location Code** or the **Location Name** option button.
2. If you know the location code or name, type it in the appropriate text box and choose **Display**.

   Or

   Use the **Choices (...)** button to select the location code or name, then choose **OK**.

   The **Locations** tab shows information about the selected location as follows:

   Home NPA or Home CC — The Numbering Plan Area (NPA), or area code, of the location. If the location is international, the system displays the field name as **Home CC** and shows the country code (CC) of the location.

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

Address The location's physical address, including the street address, city, state, and ZIP Code.

Changing Location Names

If your user name is set up with send permissions for Customer Profile, you can change location names.

NOTE:
The **Change Name** button is unavailable under the following conditions:

- The **Location Code** and **Location Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

To change the name of the location displayed on the tab, do the following:

1. Choose **Change Name**.

   The Change Location Name dialog box appears.

   If you have not assigned a location name, the **Current Location Name** is set to the dialed number digits by default.

2. In the **New Location Name** box, specify the new name of the location and choose **Send**. (A location name can be up to 16 characters in length and can contain the digits 0 to 9, the alphas A to Z, and the symbols **# $. , % & _ - + '**. The first character must be alphanumeric. A location code is made up of four alphanumeric characters. For example, **NJ01**.)

   Your request to change the location name is sent to the host support system, as indicated by a status bar message.

   Or

   To return to the **Locations** tab without sending a name change request, choose **Cancel**.

Terminations

Display the **Terminations** tab to:

- view information about a termination
- change the name of a termination
- change the service area for a termination

A *termination* is the end point of a set of lines where incoming calls are received. All lines in a termination are co-located and have the same egress type. A termination is considered a single unit in a routing plan.

The following figure shows the **Terminations** tab with sample data.

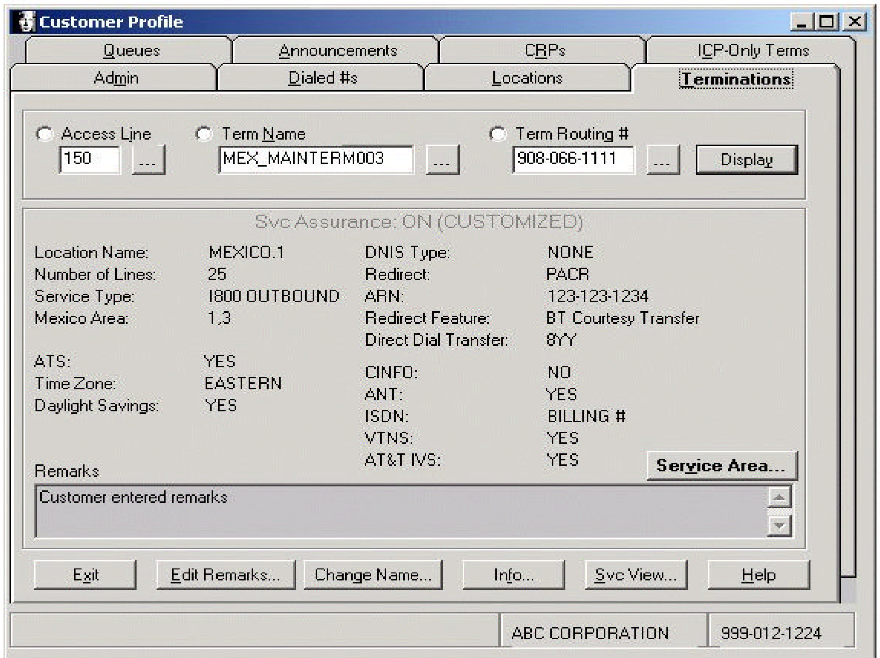

Figure 2-5. Terminations Tab

To display information about a termination, follow these steps at the **Terminations** tab:

1. Choose the option for *one* of the following:
   - **Access Line**—The ID number for a line available to accept calls.
   - **Term Name**—The name assigned to a termination. If a name has not been assigned yet, it is set to the access line by default.
   - **Term Routing #**—The termination routing number (TRN) associated with a termination.

     If the TRN entered has an area code (NPA) and exchange (NXX) that are set to move to another NPA-NXX, Route It! replaces the original entry with the new NPA-NXX on these conditions:

     — The entry is 10 digits.

     — The egress type is switched or dedicated.

     A status message is displayed stating that the replacement was performed. See Appendix A, “Managing Area Code Split Updates,” in the *AT&T Route It! Edit Plans User’s Guide* for details.

2. To specify a termination, type an entry in the appropriate text box and choose **Display.**

   Or

Use the **Choices (...)** button to select an access line, then choose **OK**.

> **NOTE:**
> If the TRN selected exists for more than one access line, the tab displays information for the first access line found.

Select the Info button to view the Terminations Summary information.

The **Terminations** tab shows information about the selected termination as follows:

Location Name — The name assigned to the location where the termination resides.

Number of Lines — The number of physical lines assigned to an access line.

Service Type — The type of AT&T Toll-Free Service purchased for this termination.

Band — This field is displayed only when the **Service Type** field is populated with **CLASSIC**.

The service areas (also called *bands*) selected for your Classic 800 Service. Valid values are:

- **1**, **2**, **3**, **4**, **5**—interstate
- **A**—intrastate (whole state)
- **B**—intrastate (partial state)
- **D**, **E**, **F**—Canadian

Mexico Area — This field is displayed only when the **Service Type field** is populated with **I800 OUTBOUND** and the location contains a Mexican country code.

Numbers identifying specific service areas in Mexico. Valid values are **1**, **2**, **3**, and/or **4**.

ATS — Indicates whether the termination can be included in an Alternate Termination Sequence.

Time Zone — The time zone used for MCA scheduling for an ATS termination. If the **ATS** value is **NO**, this field contains two dashes (**- -**).

Daylight Savings — Indicates whether daylight saving time is honored for MCA scheduling for an ATS termination. If the **ATS** value is **NO**, this field contains two dashes (**- -**).

DNIS Type

The type of Dialed Number Identification Service (DNIS) to which you subscribe for the specified termination. DNIS provides information about a call to the agent answering the call. Valid values are:

- **CALL ORIGIN**—This DNIS subscription identifies the geographic area from which a call originates.
- **CALL TYPE**—This DNIS subscription identifies the dialed number and prompter digits, if any, entered by the caller.
- **BOTH**—The DNIS subscription is for both CALL ORIGIN and CALL TYPE.
- **NONE**—DNIS is not purchased for the termination.

Redirect

Indicates whether the termination is associated with the AT&T Redirect feature. The **Redirect** field shows the type of Redirect subscription you have. It 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. PACR is also known as Transfer Connect Service.
- **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 PACR and RCP.
- **NONE**—You do not subscribe to the Redirect feature.

NOTE:
If the Redirect feature is associated with a dialed number, each routing plan in the dialed number's plan schedule must contain at least one termination having the identical Redirect subscription.

For more information, see Appendix A, "Advanced Feature Rules," in this guide.

For more information about Redirect, see the section "AT&T Advanced Features (United States/Canada)," in Chapter 1, "Overview," of the *AT&T Route It! Edit Plans User's Guide*.

ARN

Adjunct Routing Number. ARN is displayed for terminations with PACR redirect options. Two dashes (--) are displayed if the PACR options are not available.

Redirect Feature

The type of transfer connect service arrangement purchased for this termination. Valid entries for this field are:

- **NONE -** This termination does not have transfer connect service.
- **CONFERENCE & TRANSFER - CC** - You can transfer a call to another party or consult in private with another party (while the caller is on hold) and then bridge the call into a 3-way conference.
- **COURTESY TRANSFER - BT -** This is a blind transfer. You will be disconnected as soon as you transfer the call.
- **CONSULT & TRANSFER - ST** - This type of transfer allows you to transfer and talk with the other party while the caller remains on hold. You can then drop the target party and return to the caller.
- **ENHANCED SOFT TRANSFER - EST -** This type of transfer allows you to hear an announcement when the transfer is invoked. If you hear a ring or the party answers, then you are disconnected. If there is a busy signal or network announcement, you can be returned to the caller or attempt another transfer.
- **SELECT AGAIN SERVICE - (Recurrent Call Prompter) RCP -** You are returned to the call prompter menu that the caller accessed after dialing the 800 number. If the caller requires further assistance after you and the caller have finished your call, you can return the caller to the original Call Prompter Menu then you are dropped. This type of service is no longer offered. It is only available to those customers who currently subscribe to it and want to keep it but not for new customers.

Direct Dial Transfer

Direct Dial Transfer indicates whether or not you may enter a 10-dial number or a toll free number when transferring a call. Valid entries for this field are:

- **POTS -** Plain Old Telephone Number - a 10-digit number
- **8YY -** a toll-free number, a number beginning with 8YY where YY is 2 - 9.
- **POTS & 8YY -** both types.

CINFO

Indicates whether you subscribe to Caller Information Forwarding (CINFO) for this termination.

ANT

Indicates whether the termination is associated with Alternate Number Translation. ANT allows you to directly route a dialed number to a specified termination if normal network processing should fail.

ISDN Indicates whether the termination has the Information Forwarding Feature of Integrated Services Digital Network (ISDN). If you subscribe to the Information Forwarding Feature, you receive either the calling party number or the billing number of the caller or both through a direct egress facility.

Valid entries for this field are:

- **CUST #**
- **BILLING #**
- **BOTH**
- **CUST # PREFERRED**
- **BILLING # PREFERRED**
- **NONE**

VTNS Indicates whether the access line is part of a Virtual Telecommunications Network Service billing arrangement. VTNS offers discounted rates for combining tariffed calling services, such as toll-free service and other AT&T services, in a single package.

AT&T IVS Indicates whether you are part of the AT&T Interactive Voice Services shared platform

Adding/Changing/Deleting Remarks

If your user name is set up with send permissions for Customer Profile, you can add, change or delete remarks for a termination.

NOTE:

The **Edit Remarks** button is unavailable under the following conditions:

- The **Access Line** and **Termination Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

To add/change/delete remarks do the following:

1. Choose **Edit Remarks**.

   The Remarks for Termination window appears. The Access Line is displayed in the window title.

2. Enter, change or remove your remarks. The text can be up to 500 characters and can include any character, except @ or **+**. Selecting the Enter key is the same as choosing **Send**.

3. Choose **Send.**

   Your request to add, change or delete remarks to terminations is sent to the host support system, as indicated by a status bar message.

   Or

To return to the **Terminations** tab without sending a request to add, change or delete remarks, choose **Cancel**.

To remove all the characters from the Remarks for Termination window, choose **Clear**.

Changing Termination Names

If your user name is set up with send permissions for Customer Profile, you can change termination names. To change the name of a termination displayed on the tab, do the following:

NOTE:
The **Change Name** button is unavailable under the following conditions:

- The **Access Line**, **Term Name**, or **Term Routing #** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

1. Select the termination name you want to change.
2. Choose **Change Name**.

   The Change Termination Name dialog box appears.

   If you have not assigned a termination name, the **Current Termination Name** is set to the access line by default.
3. In the **New Termination Name** text box, type the new name of the termination and choose **Send**.

   Your request to change the termination name is sent to the host support system, as indicated by the status bar message. Check the Communications (Comm) Log to see when your name change is approved at the host support system.

   Or

   To return to the **Terminations** tab without sending a name change request, choose **Cancel**.

Changing the Service Area for a Termination

Choose **Service Area** on the **Terminations** tab to see which area codes are included in the service area for the selected termination. You can change the service area for a termination, depending on the type of toll-free service associated with the termination.

The following figures shows the **U.S.** tab and the **Canada** tab in the Service Area for Termination window. U.S. Area codes, country codes and Canadian area codes and Canadian province codes are color-coded to help you quickly see those included in the service area. You can also display a color-coded map of the United States and Canada.

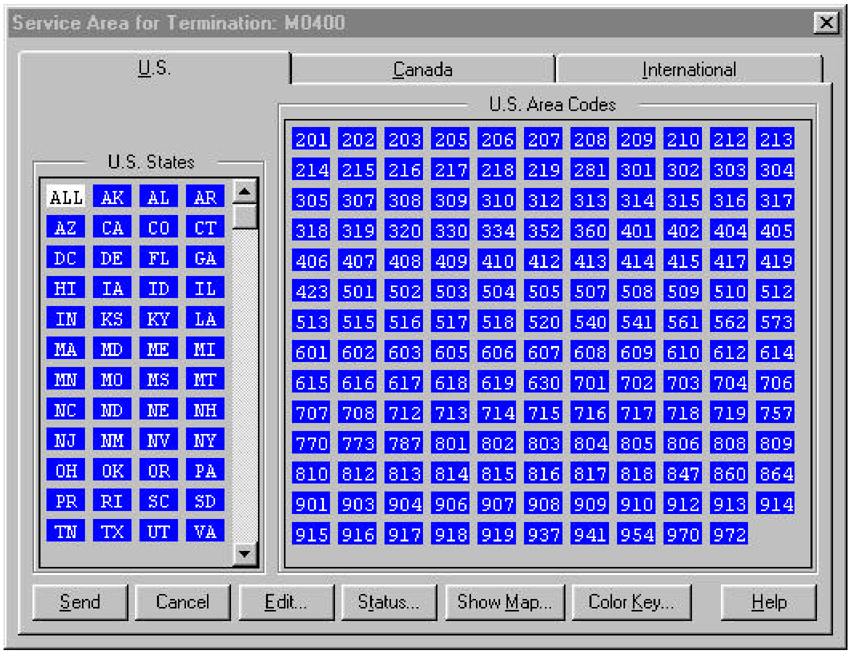

Figure 2-6. Service Area for Termination Window (U.S. Tab)

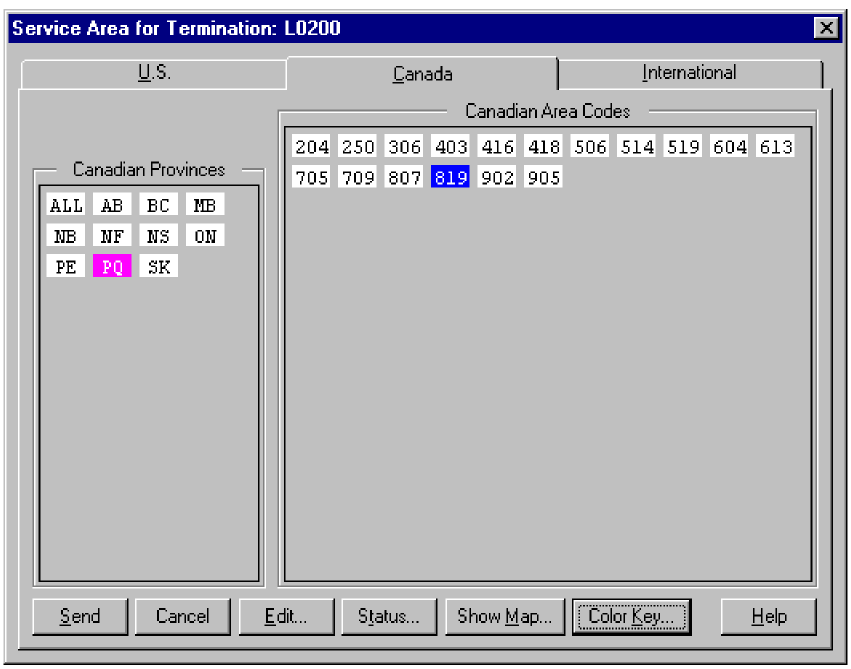

Figure 2-7. Service Area for Termination Window (Canada Tab)

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:
You cannot make modifications on the **International** tab.

To modify the service area of a termination, you select or deselect area codes to include or exclude them.

You can also display and make area code selections on a map of the United States and Canada. The Map window is accessible from either the **U.S.** or the **Canada** tab. Each state or province is color-coded to indicate selections. 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.

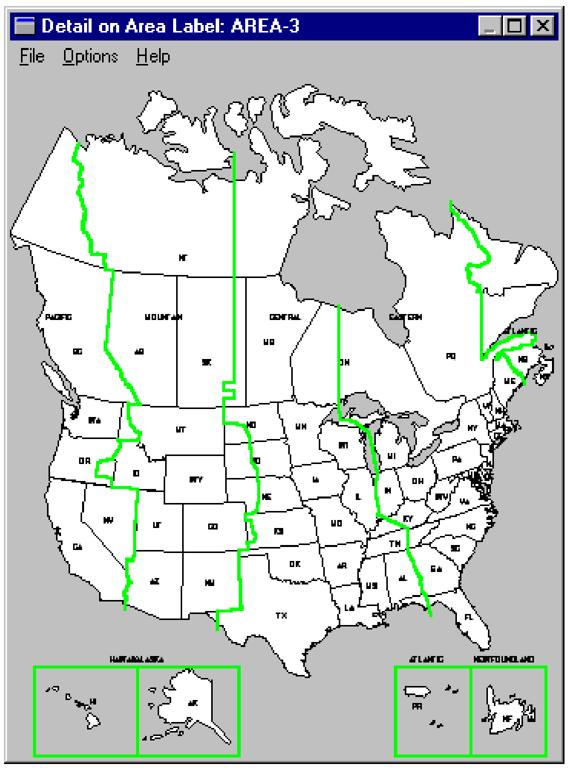

Figure 2-8. Map Window

You can select area codes from either the Map window or the Service Area for Termination window. Both windows update automatically, each identically reflecting the selections made on the other.

You can display, but not modify, the service areas of terminations having these service types:

- Classic 800
- I800 Outbound with Mexico area code
- Optional Access

In addition, the **U.S.** and **Canada** tabs are read-only for terminations having one of the following service types:

- I800 Inbound stand-alone
- Optional Access

For more information on the rules governing service areas, see Appendix B, “Service Area Rules,” in this guide.

Using the Service Area for Termination and Map Windows

Keep in mind the following as you work with the Service Area for Termination and Map windows:

- Each time you click on an area code, state, or province box, you change or toggle its status between selected and deselected.
- To display the meaning of specific colors, click **Color Key** on the Service Area for Termination window, or select **Color Key** from the Options menu on the Map window.
- Switching among the **U.S.**, **Canada**, and **International** tabs does not change selections made on any of the tabs.
- When you choose **Send** on a tab, changes made on *any* of the tabs are sent to the support system.
- 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.
- You cannot make modifications on the **International** tab.
- To close a read-only Service Area for Termination window, choose **Close**.

CAUTION:
When you change the service area of a termination, you can affect the routing plans that contain that termination. To activate call routing from a newly modified service area and to check for any errors, you should resend the affected routing plans to the support system. To see which plans, if any, are affected, check the Comm Log. The message detail for a successful service area change lists any plans affected by the change.

When you change the service area, keep in mind the following (currently not applicable to Canada):

- For Toll-Free READYLINE, Toll-Free MasterLine, Toll-Free MEGACOM, Toll-Free AT&T CustomNet, and Toll-Free Multimedia, if you have an NPA in your home state, you must have at least one domestic NPA outside your home state.

  NOTE:
  Canadian NPAs do not count as domestic NPAs.

- If Toll-Free AT&T CustomNet is the service type for a termination, then:
  - You cannot add the first NPA in the service area.
  - You cannot delete the last NPA in the service area.

For more information on the rules governing service areas, see Appendix B, "Service Area Rules," in this guide.

Using the Service Area for Termination Window

There are two ways to select area codes on the Service Area for Termination window. You can:

- Click on an area code, state, or province box.
- Choose **Edit**, and then type your selections in the Edit dialog box.

NOTE:
To make selecting area codes easier, you can display only those area codes for a specific state or province. For more information, see the section “Displaying Area Code Selections for a Single State or Province,” later in this chapter.

To make area code selections for a service area, follow these steps at the Service Area for Termination window:

1. Select either the **U.S.** or the **Canada** tab.
2. Do one or more of the actions described in Table 2-1.

Table 2-1. Making Area Code Selections

<table>
<tr><th>Using the Mouse</th><th>Using the Edit Button</th></tr>
<tr><td>To select or deselect an area code, click it with your left mouse button.</td><td rowspan="3">(1) Choose Edit.
The Edit dialog box appears.
(2) For each selection you want to make, do the following:
a. Click Select Code or Deselect Code to include or exclude area codes.
b. To specify area codes, type one of the following in the text box:
■ an area code
■ a state or province abbreviation
■ U.S., U.S.A., or ALL, for all states
■ CAN, for all provinces
c. Choose Apply.
(3) To close the Edit dialog box, choose Close.</td></tr>
<tr><td>To change the selection status of all area codes within a state or province, click the state or province box.</td></tr>
<tr><td>To toggle the status of all area codes for the United States or Canada, click ALL.</td></tr>
</table>

3. To send changes made on *any* tab to the support system, choose **Send**.

   A status message indicates that your change request has been sent.

   Or

   To close the Service Area for Termination window without saving any changes, choose **Cancel**.

4. To confirm the success of your request and to see a list of any routing plans that are affected by the change, check the Comm Log.

   CAUTION:
   If the service area has been modified, display the detail for the response message from the support system in the Comm Log. The detail lists any plans affected by the change. To ensure uninterrupted call routing by these plans,

resend them to the support system, then check the Comm Log for any errors.

The Comm Log shows your request in the message list as follows:

— **Modify 800 Service Area for Term [YXXXX].**

NOTE:
[YXXXX] is the access line for the modified service area.

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

— **800 Service Area for Term [YXXXX] modified.**

— **Modify Service Area failed.**

Using the Map Window

Display the Map window to view and change area code selections on a map showing the United States and Canada. To see a color key at any time, from the Options menu, choose **Color Key**.

To make selections on the Map window, follow these steps:

1. On the Service Area for Termination window, select either the **U.S.** or the **Canada** tab.
2. Choose **Show Map**.

   The Map window appears.

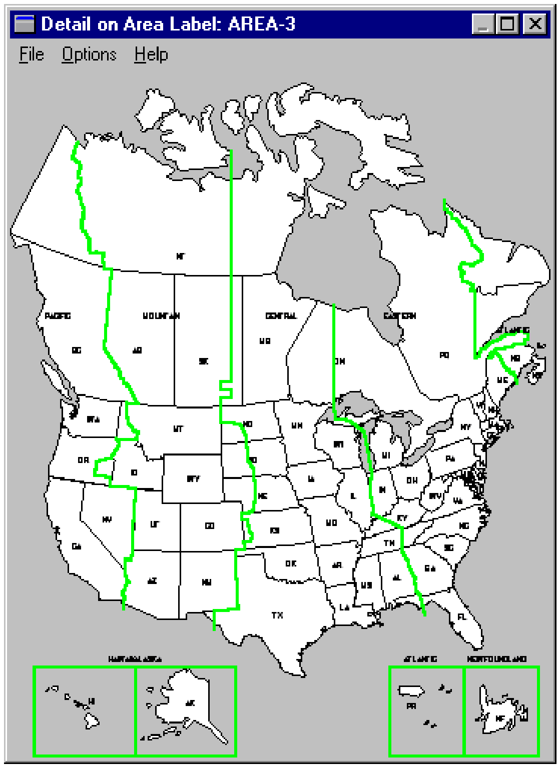

Figure 2-9. Map Window

3. To select or deselect *all* area codes for a state or province, click on a state or province using the left mouse button.

   The color of the state or province changes to reflect its status.

4. To send your request to change the service area to the support system, on the Service Area for Termination window, choose **Send**.

   A status message indicates that your change request has been sent.

   Or

   To close the Map and Service Area for Termination windows without saving any changes, choose **Cancel**.

5. To close the Map window, either choose **Close** from the File menu, or chose **Hide Map** on the Service Area for Termination window.

   You are returned to the Service Area for Termination window.

6. To confirm the success of your request and to see a list of any routing plans that are affected by the change, check the Comm Log.

CAUTION:
Modifying the service area of a termination could affect the routing plans that contain the termination. If the service area has been modified, you should display the detail for the response message from the support system in the Comm Log. The detail lists any plans affected by the change. To ensure uninterrupted call routing by these plans, resend them to the support system, then check the Comm Log for any errors.

The Comm Log shows your request in the message list as follows:

— **Modify 800 Service Area for Term [YXXXX].**

NOTE:
[YXXXX] is the access line for the modified service area.

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

— **800 Service Area for Term [YXXXX] modified.**

— **Modify Service Area failed.**

Customizing the Map Window

Use the Options menu on the Map window to customize the way the map appears. The Options menu commands let you display or hide state and province abbreviations, as well as 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 actions described in Table 2-2.

Table 2-2. 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.
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 Single 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 single state or province. Area codes displayed in the Selection Status dialog box are read-only.

While the Selection Status dialog box appears, you can select area codes on the Service Area for Termination 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 read-only area codes for a single state or province, follow these steps:

1. Select either the **U.S.** or the **Canada** tab.
2. Optionally display the Map window.
3. To display the Selection Status dialog box, do *one* of the following:
   - Choose the **Status** button.

     An empty Selection Status dialog box appears.
   - Click the right mouse button on an area code, state, or province box or on a state or province in the Map window.

     A Selection Status dialog box appears, showing the area codes for the selected state or province. The selection status of each area code is also shown.
4. Make selections, as described in Table 2-3.

Table 2-3. Using the Selection Status Dialog Box

To…	On the Service Area for Termination Window...	On the Map Window...
Select a state or province for display in the Selection Status dialog box	Type an area code, state, or province abbreviation in the **Area Code/State/Province** text box on the Selection Status dialog box and choose **Apply**. *Or* Click the right mouse button on an area code, state, or province box.	Click the right mouse button on a state or province.
Select area codes for the service area	Click the left mouse button on one or more area code, state, or province boxes.	Click the left 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.

5. To close the Selection Status dialog box, choose **Close**.

   You are returned to the Service Area for Termination or Map window.

Service Assurance

For the United States, a red notice in the **Terminations** tab indicates that the termination displayed is under AT&T Service Assurance. *Service Assurance* is a backup service provided by AT&T if your AT&T toll-free calls are disrupted.

NOTE:
In Canada, a red notice does not appear, although Service Assurance is available for Canadian customers.

If a termination is under Service Assurance, some trouble or difficulty with a dialed number will be investigated by an AT&T maintenance work center. Calls that would have been sent to a troubled termination are directed to a substitute termination for the duration of the trouble. Service Assurance can be activated or deactivated only by the AT&T work center.

There are two types of Service Assurance, as described in Table 2-4.

Table 2-4. Types of Service Assurance

Customized Service Assurance	Substitute terminations are designated at the time the trouble report is received. (You can also request that the work center activate Customized Service Assurance, even when the termination already has preplanned substitute values defined.) Customized Service Assurance is shown as **Customized** in the indicator pane of the status bar when in effect.
Pre-Planned Service Assurance	A substitute termination has already been defined ahead of time. This previously entered termination can be activated by the work center when its associated “regular” termination experiences trouble. Pre-Planned Service Assurance is shown as **Pre-Planned** in the indicator pane of the status bar when in effect.

Queues

Display the **Queues** tab to:

- view information about a queue
- change the name of a queue
- change the timeout treatment for a queue

A queue temporarily holds calls that cannot be immediately routed to an ATS-type termination because the termination is busy or unavailable.

There are two types of queues (represented as nodes in Edit Plans), as described in Table 2-5.

Table 2-5. Types of Queues Represented by Nodes

Fixed Queue	A queue that serves a single ATS-type termination.
Variable Queue	A queue that serves multiple ATS-type terminations.

For every queue, there is an associated maximum calls in queue (MCQ) schedule. The MCQ schedule defines the maximum number of calls that are allowed in a queue for any given day and time. The MCQ value cannot exceed the number of purchased queue slots.

NOTE:

If a call held in a queue is not answered within a predefined amount of time (called the maximum time in queue [MTQ]), a timeout treatment is applied. This treatment can be a busy signal, an audible ring, or a recorded announcement.

The following figure shows the **Queues** tab with sample information.

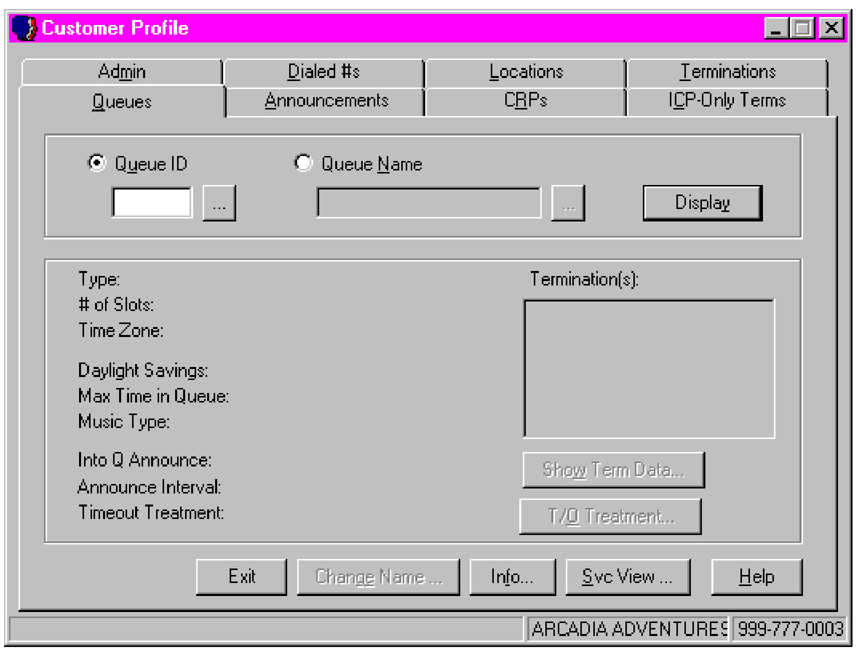

Figure 2-10. Queues Tab

To display information about a queue, follow these steps at the **Queues** tab:

1. Choose either the **Queue ID** or the **Queue Name** option button.

2. If you know the queue ID or name, type it in the appropriate text box and choose **Display**.

   Or

   Use the **Choices (...)** button to select a queue ID or name, then choose **OK**.

   The tab shows information about the selected queue as follows:

Type	Identifies the queue as either a fixed or variable queue.
# of Slots	The number of slots purchased for the queue. Each slot can hold one queued call.
Time Zone	The time zone used for the MCQ schedule. Possible time zone values are **ATLANTIC**, **EASTERN**, **CENTRAL**, **MOUNTAIN**, **PACIFIC**, or **HAWAII/ALASKA**. **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.
Daylight Savings	Indicates whether daylight saving time is observed for the MCQ schedule associated with the queue.
Max Time in Queue	The maximum time, in minutes, a call can be held in a queue before a timeout treatment is applied. You can modify this value using Quick Changes in Route It!
Music Type	The type of music played while a call is on hold in the queue. Valid values are: ■ **CLASSICAL** ■ **EASY LISTENING** ■ **POP**
Into Q Announce	The name of the announcement played when a toll-free call is first placed into the queue.
Announce Interval	The interval, in seconds, at which a queued caller hears the generic “Please hold” announcement. This interval is always set to 30 seconds.
Timeout Treatment	The final-handling treatment invoked after a call reaches its MTQ. Valid values are: ■ the name/number of an announcement ■ **BUSY** ■ **RING**
Termination(s)	The names of one or more terminations served by the queue.

Changing Queue Names

If your user name is set up with send permissions for Customer Profile, you can change queue names.

To change the name of the queue displayed on the tab, do the following:

1. Select the queue whose name you want to change.
2. Choose **Change Name**.

   The Change Queue Name dialog box appears.

   If you have not assigned a queue name, the **Current Queue Name** is set to the queue ID by default.

NOTE:
The **Change Name** button is unavailable under the following conditions:

- The **Queue ID** and **Queue Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile.

3. In the **New Queue Name** box, specify the new name of the queue, and choose **Send**. (A queue name can be up to 16 characters in length and can contain the digits 0 to 9, the alphas A to Z, and the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **FIX_S0004**.)

   Your request to change the queue name is sent to the host support system, as indicated by a status bar message. Check the Comm Log to see when your name change is approved at the host support system.

   Or

   To return to the **Queues** tab without sending a name change request, choose **Cancel**.

Changing Timeout Treatment

To change the timeout treatment of a queue, do the following:

1. Select the queue whose timeout treatment you want to change.
2. Click the **T/O Treatment** button.

   The Change Queue Timeout Treatment dialog box appears.

3. Select *one* of the following timeout treatments:

Ring	The caller hears an audible ring.
Busy	The caller hears a busy tone.
Announcement	The caller hears a recorded voice message. To select an announcement, type or select an announcement name from the **Announcement** drop-down list box.

4. Choose **Send**.

Your request to change the timeout treatment is sent to the support system, as indicated by a status bar message. Check the Comm Log to see when your change is approved at the host support system.

Or

To close the dialog box without changing the timeout treatment, choose **Cancel**.

You are returned to the **Queues** tab.

To display more information about the termination(s) served by the selected queue, click **Show Term Data.**

The Info on Terminations dialog box appears.

Announcements

Display the **Announcements** tab to:

- view information about an announcement
- change the name of an announcement

An *announcement* is a recorded voice message that is played to a caller. You may have an announcement played, for example, when all lines are busy and a call is sent to a queue.

These nodes require announcements:

- Enroute
- Fix Queue (currently not supported by AT&T Canada)
- Prompter
- Response
- Var Queue (currently not supported by AT&T Canada)

You can use generic AT&T announcements or customized announcements. All announcements for an Account ID are grouped into an announcement set. In addition, a unique announcement number identifies each announcement.

The following figure shows the **Announcements** tab with sample information.

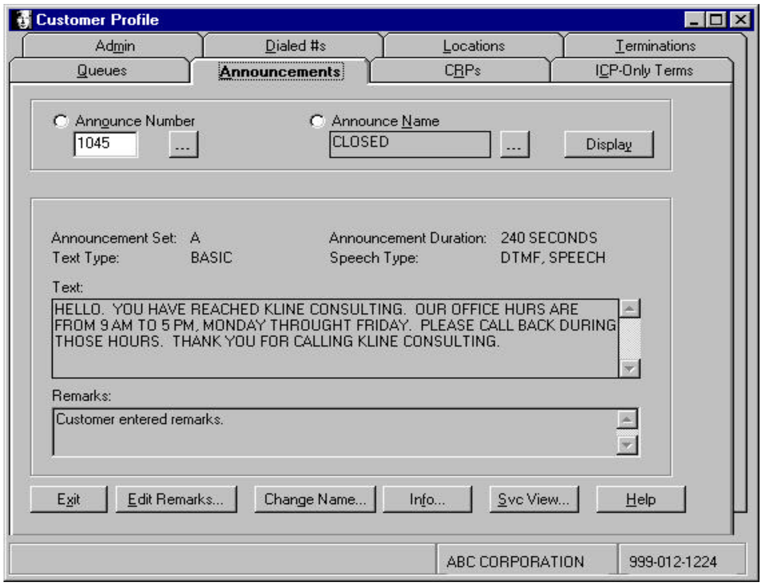

Figure 2-11. Announcements Tab

To display information about an announcement, follow these steps at the **Announcements** tab:

1. Choose either the **Announce Number** or the **Announce Name** option button.
2. If you know the announcement number or name, type it in the appropriate text box and choose **Display**.

   Or

   Use the **Choices (...)** button to select the announce number or name, then choose **OK**.

   The **Announcements** tab shows information about the selected announcement as follows:

Announce Set	The AT&T database on which all announcements for the current account reside. Valid values are **A**, **B**, **C**, **D**, **E**, **F**, **G**, or **S**.
Text Typ	+ **IMPORTANT:** This field has been added for future use and displays a default value of **BASIC**.
Announce Duration	The length of the announcement in seconds. Valid values are between **1** and **240 SECONDS**.

Speech Type	+ **IMPORTANT:** This field has been added for future use and displays a default value of **DTMF** (Dual Tone Multi-Frequency). Customers participating in an AT&T Advanced Feature Controlled Introduction may see additional values.
Text	The announcement text that is played to callers.

Adding/Changing/Deleting Remarks

If your user name is set up with send permissions for Customer Profile, you can add, change or delete remarks for an announcement.

NOTE:

The **Edit Remarks** button is unavailable under the following conditions:

- The **Announcement Number** and **Announcement Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

To add/change/delete remarks do the following:

1. Choose **Edit Remarks**.

   The Remarks for Announcement window appears. The Announcement Number is displayed in the window title.

2. Enter, change or remove your remarks. The text can be up to 500 characters and can include any character, except @ or **+**. Selecting the Enter key is the same as choosing **Send**.

3. Select **Send.**

   Your request to add, change or delete remarks to announcements is sent to the host support system, as indicated by a status bar message.

   Or

   To return to the **Announcement** tab without sending a request to add, change or delete remarks, choose **Cancel**.

   To remove all the characters from the Remarks for Termination window, choose **Clear**.

Changing Announcement Names

If your user name is set up with send permissions for Customer Profile, you can change announcement names. To change the name of the announcement displayed on the tab, do the following:

1. Choose **Change Name**.

The Change Announcement Name dialog box appears.

If you have not assigned an announcement name, the **Current Announce Name** is set to the announcement number by default.

NOTE:
The **Change Name** button is unavailable under the following conditions:

- The **Announce Number** and **Announce Name** text boxes are not populated with valid data. (See your Route It! system administrator for more information.)
- You do not have send permissions for Customer Profile.

2. In the **New Announce Name** box, specify the new name of the announcement and choose **Send**. (An announcement name can contain up to 16 characters, the digits 0 to 9, the alphas A to Z, and the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **CLOSED**.)

Your request to change the announcement name is sent to the support system, as indicated by a status bar message. Check the Comm Log to see when your name change is approved at the host support system. See Chapter 7, "Comm Log," of the *AT&T Route It! Edit Plans User's Guide* for details.

Or

To return to the **Announcements** tab without sending a name change request, choose **Cancel**.

You will receive a message stating that announcement set conversion is complete. At this time, the message triggers the conversion process for local announcement sets.

CRPs

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

Display the **CRPs** tab to:

- view information about a CRP database
- change the name of a CRP database

A *Customer Routing Point* is a database in which you have stored information about your products, services, or customers. In a process known as a *CRP query,* your CRP database is consulted to provide special call-processing instructions to the network on a call-by-call basis.

Your CRP database determines the handling treatment for a call, then returns the CRP code to the network with call-handling instructions. The network continues processing the call according to the instructions defined by the CRP code.

A CRP node in a routing plan specifies the CRP database to be queried. When an incoming call reaches a CRP node, the network queries the CRP database for routing instructions. The following figure shows the **CRPs** tab.

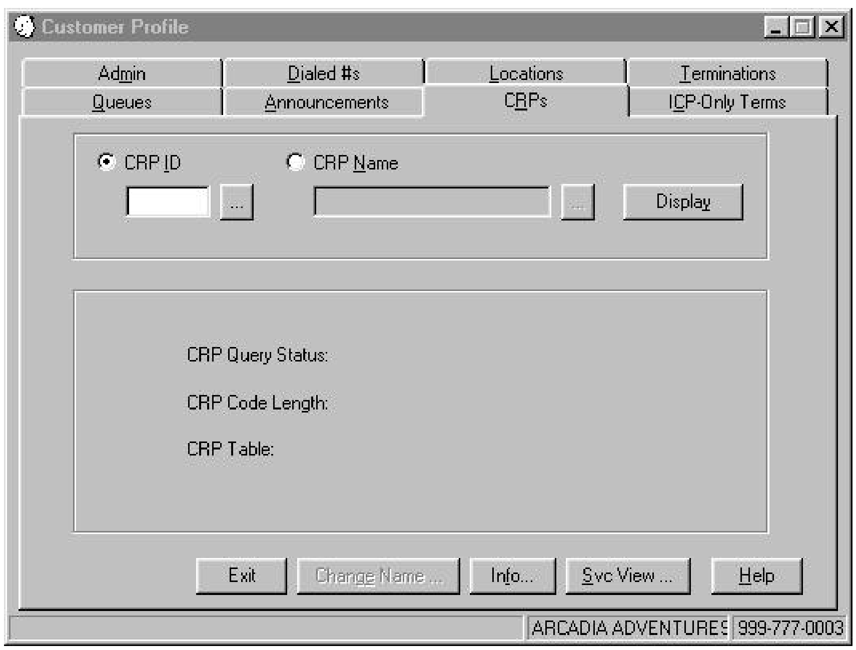

Figure 2-12. CRPs Tab

To display information about a CRP database, follow these steps at the **CRPs** tab:

1. Choose either the **CRP ID** or the **CRP Name** option button.
2. If you know the CRP ID or CRP name, type it in the appropriate text box and choose **Display**.

   Or

   Use the **Choices (...)** button to select a CRP ID or name, then choose **OK**.

   The **CRPs** tab shows information about the selected CRP as follows:

CRP Query Status	The condition of the selected CRP database in the network. **On** indicates that the CRP database is available for call routing. **Off** indicates that the CRP database is *not* available for call routing.
CRP Code Length	The length of the CRP codes in the selected CRP database. All codes in a database must be the same length. Code length must be between 1 and 10 numerics.
CRP Table	The CRP table to which the CRP database is assigned.

Changing CRP Names

If your user name is set up with send permissions for Customer Profile, you can change CRP database names. To change the name of the CRP database displayed on the tab, do the following:

1. Select the CRP whose name you want to change.
2. Choose **Change Name**.

   The Change CRP Name dialog box appears.

   If you have not assigned a CRP database name, the **Current CRP Name** is set to the CRP ID number by default.

NOTE:
The **Change Name** button is unavailable under the following conditions:

- The **CRP ID** and **CRP Name** text boxes are not populated with valid data.
- You do not have send permissions for Customer Profile. (For more information, see your Route It! system administrator.)

3. In the **New CRP Name** box, specify the new name of the CRP database and choose **Send**. (A CRP name can contain up to 16 letters, the digits 0 to 9, and the symbols **# $. , % & _ - + ’**. The first character must be a letter. For example, **DEPARTMENTS**.)

   Your request to change the CRP name is sent to the support system, as indicated by a status bar message. Check the Comm Log to see when your change is approved at the host support system.

   Or

   To return to the **CRPs** tab without sending a name change request, choose **Cancel**.

ICP-Only Terminations

Display the **ICP-Only Terms** tab to:

- view information about an ICP-only termination or ICP category
- change the name of an ICP-only category or ICP termination

All lines in an ICP-only termination are co-located and have the same egress type. ICP-only terminations are grouped by categories. In each category, all ICP-only terminations have the same number of lines and the same service type.

The following figure shows the **ICP-Only Terms** tab with sample data.

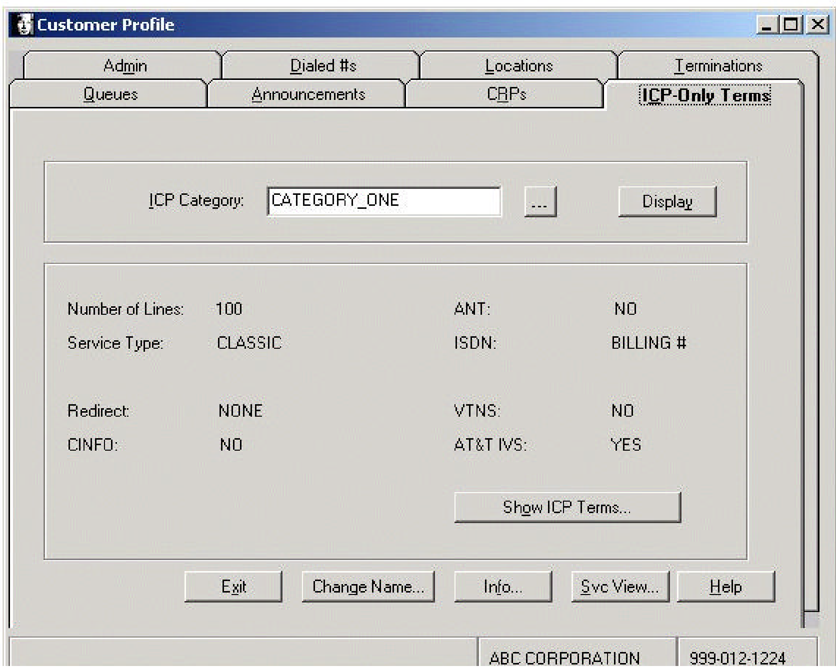

Figure 2-13. ICP-Only Terms Tab

Displaying ICP-Only Terminations

To display information about an ICP-only termination category, at the **ICP-Only Terms** tab, select an ICP-only termination category by doing *one* of the following:

- Type the category name in the **ICP Category** text box and choose **Display**.

  Or

- Select the category name from the **ICP Category** choice list.

The **ICP-Only Terms** tab shows information about the selected ICP category as follows:

Number of Lines
The number of lines assigned to the location where the termination resides.

Service Type
The type of AT&T Toll-Free Service purchased for this termination.

Redirect
Indicates whether the termination is associated with the AT&T Redirect feature. The **Redirect** field shows the type of Redirect subscription you have. It 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. PACR is also known as Transfer Connect Service.
- **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 PACR and RCP.
- **NONE**—You do not subscribe to the Redirect feature.

NOTE:
If the Redirect feature is associated with a dialed number, each routing plan in the dialed number's plan schedule must contain at least one termination having the identical Redirect subscription. For more information, see Appendix A, "Advanced Feature Rules," in this guide.

For more information about Redirect, see the section "AT&T Advanced Features (United States/Canada)," in Chapter 1, "Overview," of the *AT&T Route It! Edit Plans User's Guide*.

CINFO
Indicates whether you subscribe to Caller Information Forwarding for this termination.

ANT
Indicates whether the termination is associated with Alternate Number Translation. ANT allows you to directly route a dialed number to a specified termination if normal network processing should fail.

ISDN Indicates whether the termination has the Information Forwarding Feature of Integrated Services Digital Network. If you subscribe to the Information Forwarding Feature, you receive either the calling party number or the billing number of the caller or both through a direct egress facility.

Valid entries for this field are:

- **CUST #**
- **BILLING #**
- **BOTH**
- **CUST # PREFERRED**
- **BILLING # PREFERRED**
- **NONE**

VTNS Indicates whether the access line is part of a Virtual Telecommunications Network Service billing arrangement. VTNS offers discounted rates for combining tariffed calling services, such as toll-free service and other AT&T services, in a single package.

NOTE:
Currently, this service is not available in Canada.

AT&T IVS Indicates whether you are part of the Interactive Voice Services shared platform.

Changing ICP-Only Category Names

If your user name is set up with send permissions for Customer Profile, you can change ICP-only category names. To change the name of the ICP category displayed on the **ICP-Only Terms** tab, do the following:

1. Select an ICP category whose name you want to change.
2. Click **Change Name**.

   The Change ICP Category Name dialog box appears.

   NOTE:
   The **Change Name** button is unavailable under the following conditions:

   - The **ICP Category** text box is not populated with valid data.
   - You do not have send permissions for Customer Profile. (See your Route It! system administrator for more information.)

3. In the **New ICP Category Name** box, specify the new name of the category and choose **Send**. (A category name can contain up to 16 letters, the digits 0 to 9, and the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **CATEGORY_ONE**.)

   Your request to change the category name is sent to the support system, as indicated by a status bar message. Check the Comm Log to see when your name change is approved at the support system.

   Or

To return to the **ICP-Only Terms** tab without sending a name change request, choose **Cancel**.

Displaying ICP-Only Terminations in a Selected Category

To view all the ICP-only terminations contained in the selected category on the **ICP-Only Terms** tab, choose **Show ICP Terms**.

The Terms Associated with ICP Category dialog box appears.

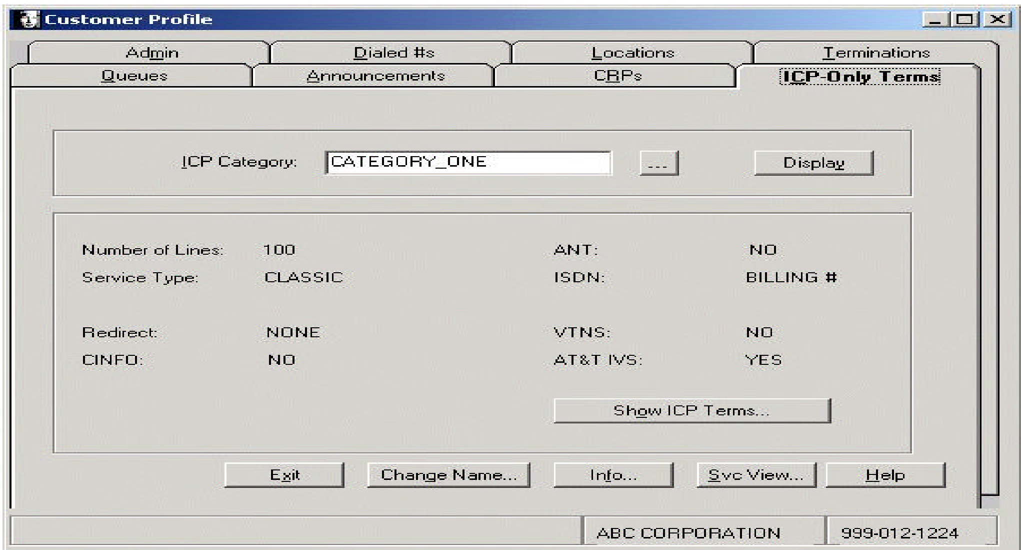

Figure 2-14. Terms Associated with ICP Category Dialog Box

The dialog box displays information about a selected ICP-only category as follows:

Term Name	Displays the ICP-only termination associated with the selected category.
Access Line	Displays the access line associated with the termination.
Routing #	Displays the TRN associated with the termination.
Home NPA/CC	Displays the area code associated with the termination.
ARN	Displays the ARN associated with the termination.
Redirect Feature	Displays the transfer connect service arrangement associated with the termination.
Direct Dial Transfer	Displays the Direct Dial Transfer subscription associated with the termination.

To search the list for a particular ICP-only termination, do the following:

1. Choose the **Term Name**, **Access Line**, or **Term Routing #** option button.
2. Type a termination name, access line, or termination routing number for which you want to search in the text box below your selection.

   If the TRN entered has an area code (NPA) and exchange (NXX) that are set to move to another NPA-NXX, Route It! replaces the original entry with the new NPA-NXX on these conditions:

— The entry is 10 digits.

— The egress type is switched or dedicated.

A status message is displayed stating that the replacement was performed. See Appendix A, “Managing Area Code Split Updates,” in the *AT&T Route It! Edit Plans User’s Guide* for details.

3. Choose **Find**.

   The termination name appears selected in the list box.

Changing ICP-Only Termination Names

If your user name is set up with send permissions for Customer Profile, you can change ICP-only termination names. To change the name of an ICP-only termination, you must first display the Terms Associated with ICP Category dialog box. See the earlier section “Displaying ICP-Only Terminations” for instructions.

To change the name of an ICP-only termination, follow these steps:

1. Select a termination in the list box.
2. Click **Change Name**.

   The Change ICP-Only Term Name dialog box appears.

   If you have not assigned a termination name, the **Current ICP-Only Term Name** is set to the termination number by default.
3. In the **New Termination Name** box, specify the new name of the ICP-only termination and choose **Send**. (A termination name can contain up to 16 letters, the digits 0 to 9, and the symbols **# $. , % & _ - + ’** . The first character must be a letter. For example, **MEX_MAIN_TERM003**.)

   Your request to change the termination name is sent to the host support system, as indicated by the status bar message.

   Or

   To return to the Terms Associated with ICP Category dialog box without sending a name change request, choose **Cancel**.

Changing the Service View

The *Service View* determines which information you can display and change in Customer Profile. Specifically, a Service View is the call-routing information associated with an Account ID and a Service Date.

To change the Service View in Customer Profile, choose the **Svc View** button. The Change Service View dialog box appears.

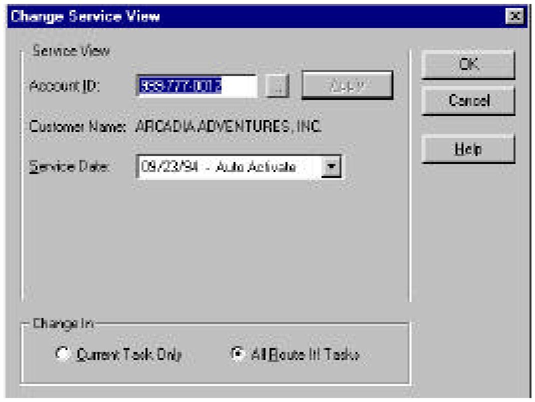

Figure 2-15. Change Service View Dialog Box

You can change either the Account ID or the Service Date or both. In addition, you need to decide whether to change the Service View for the current task only or for all tasks in Route It!, as described in Table 2-6.

Table 2-6. Changing the Service View for One or All Tasks

If You Choose...	Then the Service View...
Current Task Only	Remains in effect for the current Customer Profile session only.
All Route It! Tasks	Applies to all tasks in Route It!, whether they are currently running or started later. It becomes the default Service View for all tasks, remaining in effect until you choose a new Service View for all Route It! tasks.

WARNING:

Changing the Service View in Customer Profile removes any information displayed on a tab. If you select **All Route It! Tasks***, make sure you save or send any ongoing work in any open Route It! windows. Route It! displays a message, reminding you that this work will be lost unless you save or send it. Any open plans and schedules are closed.*

To change a Service View, follow these steps at the Customer Profile main window:

1. Choose **Svc View**.

   The Change Service View dialog box appears.

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, you MUST select **Apply** before choosing the **OK** button.

   Or

   Select an Account ID from the choice list.

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:
   The list includes all Service Dates (and their respective activation indicators), except those dates that are earlier than the active Service Date.

4. Under **Change In**, select whether to change the Service View for the **Current Task Only** or for **All Route It! Tasks**.

   NOTE:
   The **Change In** area is unavailable if your account access permissions for the selected Account ID have been changed by your Route It! system administrator.

5. Choose **OK**.

NOTE:
If one or more changes are made to the Account ID field, you must select the Apply button before you select the OK button.

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.

Refresh

3

Contents

Refresh

3

This chapter describes how to download your AT&T Route It! data and how to request your updated Route It! data.

Downloading Your Route It! Data

To use Route It! with your company's data, you need to download your Route It! data from the host support system. To download your Route It! data from the support system to your PC, follow these steps:

1. From the Route It! main window, double-click the Refresh icon.

   The Refresh window appears, with the **AT&T Info** tab in front.

2. Choose **Send** on the **AT&T Info** tab.
3. Choose **Yes** at the confirmation dialog box.
4. Choose the **Detailed Info** tab.

   The **Detailed Info** tab appears.

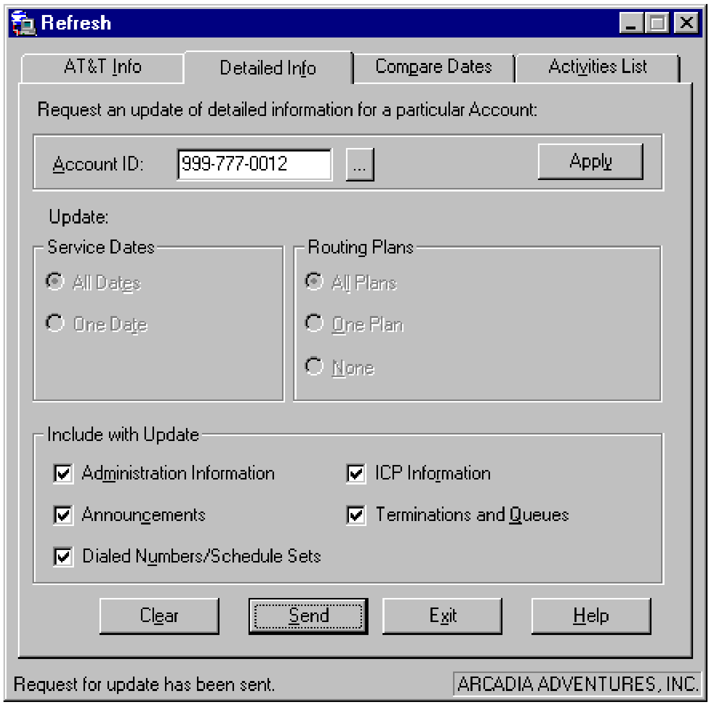

Figure 3-1. Detailed Info Tab on the Refresh Window

5. For each Account ID, do the following:
   a. In the **Account ID** text box, type an Account ID and choose **Apply**.
   b. Under **Service Dates**, choose **All Dates**.
   c. Under **Routing Plans**, choose **All Plans**.
   d. Under **Include with Update**, select the following items and choose **Send**:
      - **Administration Information**
      - **Announcements**
      - **Dialed Numbers/Schedule Sets**
      - **ICP Information**
      - **Terminations and Queues**
   e. At the message to confirm your request, choose **Yes**.

   Your request is sent to the support system, as indicated by a status bar message.
6. To clear data fields, choose **Clear**.
7. To close the Refresh window, choose **Exit**.

Updating Route It! Data with Refresh

The Refresh function lets you update Route It! data on your PC with official data from the host support system. You can also use Refresh to generate an activity report of all transactions associated with a specific Account ID.

Use Refresh to:

- update general AT&T information, such as area codes
- update detailed information specific to your accounts
- compare Service Dates for your accounts
- get a list of activities performed in Route It!

Each Refresh activity generates a request to the host support system. To get the results or status of a Refresh activity, you should check the Comm Log.

To access Refresh, at the Route It! main window, choose **Refresh** from the Route It! Tasks menu, or double-click the Refresh icon. The Refresh window consists of four tabs, each containing a Refresh activity.

- **AT&T Info**
- **Detailed Info**
- **Compare Dates**
- **Activities List**

Updating AT&T Information

You can keep area codes and other general AT&T information on your PC up-to-date by making an update request on the **AT&T Info** tab in Refresh. AT&T information includes area codes, exchanges, country codes, and other general information that all Route It! users need when managing their routing plans.

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

Requesting an update of general AT&T information updates these items on your PC:

- state or province area codes (NPA)
- area code/exchanges (NPA/NXX)
- generic announcements
- Classic 800 Service area (NPA)
- tariff blocking
- country codes
- Mexico service areas

You can also schedule automatic refreshes of AT&T information. For more information, see the section “Selecting Automatic or Manual Refresh” in Chapter 4, “System Administration.”

To refresh general AT&T information, follow these steps:

1. Click the **AT&T Info** tab.
2. Choose **Send**, then choose **Yes** when you are prompted to confirm the update.
3. To confirm the success of your request, check the Comm Log.

   The request appears in the message list as follows:

   — **Update AT&T info.**

   The support system responds with either of the following:

   — **AT&T Info updated.**

   — **Update AT&T Info failed.**

Updating Detailed Information

Updating detailed information ensures that official data on your PC is synchronized with the official data at the support system. Detailed information consists of account-specific data your company uses for call routing, such as routing plans, schedules, and customized announcements. You can choose which detailed information to update in Refresh.

CAUTION:
An update of detailed information deletes any official data on your PC that does not exist at the support system. The update does not affect local data.

You should request an update to detailed information on your PC in the following situations:

- Before you send a request to the support system to change account-specific data, such as a termination or queue schedule.
- After receiving an autonomous notify message in the Comm Log (an *autonomous notify message* notifies you that another user has made modifications to your account).

Route It! also gives you two ways to automatically update detailed information. Using System Administration, you can:

- Update detailed information each time another user makes a change to official data.
- Schedule detailed information to be updated one or more times a week at a time you specify.

For more information, see the section “Selecting Automatic or Manual Refresh,” in Chapter 4, “System Administration.”

To update detailed information, follow these steps:

1. Choose the **Detailed Info** tab.

   The **Detailed Info** tab appears.

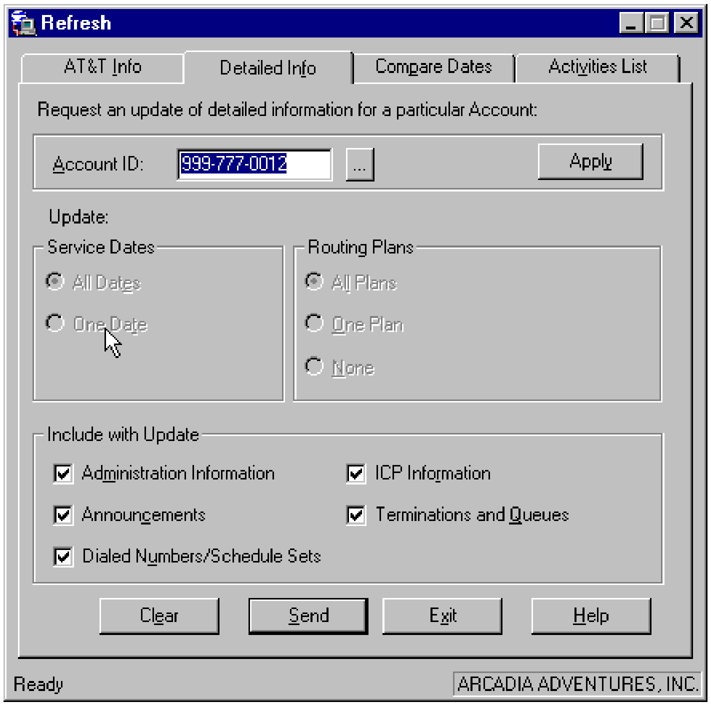

Figure 3-2. Detailed Info Tab

2. In the **Account ID** text box, type an Account ID and choose **Apply**.

   Or

   Use the **Choices (...)** button to select an Account ID.

3. Make the following additional selections:

Service Dates	Select to update all Service Dates or a specific Service Date only for the Account ID chosen. If updating one Service Date, select the Service Date from the drop-down list.
Routing Plans	Select to update all, one, or no routing plans. If updating one plan, use the **Choices (...)** button to select the plan name.

4. Under **Include with Update**, optionally select to update one or more categories of information:

Administration Information	Updates the general customer information found on the **Admin** tab of Customer Profile, such as your company's address and your current billing arrangement. For details, see Chapter 2, "Customer Profile."
Announcements	Updates announcement data, such as the announcement set, duration, text type, speech type, and announcement text.
Dialed Numbers/ Schedule Sets	Updates dialed numbers and plan schedules.
ICP Information	Updates any changes to your ICP database.
Terminations and Queues	Updates terminations, queues, locations, MCA schedules, and MCQ schedules.

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

5. Choose **Send**.

   Or

   To close the Refresh dialog box without sending the request, choose **Exit**.

6. At the message to confirm your update request, choose **Yes**.

   Your request is sent to the support system, as indicated by a status bar message.

7. Check the status of the update in the Comm Log.

   The Refresh request appears in the message list as one of the following:

   — **Update Service Date Detail for all service dates.**
   — **Update Service Date Detail for one service date.**

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

   — **Service Date Detail for all service dates updated.**
   — **Service Date Detail for one service date updated.**
   — **Update Service Date detail failed.**

   To see any additional information about this Refresh transaction, check the message detail in the Comm Log.

Comparing Service Dates

Use the Compare Dates function to ensure that the Service Dates with which you are working at your PC are the same as the official Service Dates at the support system. These dates can become out of sync if your local data ever becomes corrupted.

After using Compare Dates, check the Comm Log to see if the Service Dates on your PC match those at the support system. If the dates do not match, the message detail lists the official Service Dates.

To update Service Dates, you need to update detailed information using the **Detailed Info** tab. Make sure that **Administration Information** is checked under **Include with Update**. For more information on updating detailed information, see the previous section, “Updating Detailed Information.”

To compare Service Dates, follow these steps:

1. Choose the **Compare Dates** tab.

   The **Compare Dates** tab appears.

Figure 3-3. Compare Dates Tab

2. In the **Account ID** text box, type an Account ID, or use the **Choices (...)** button to select an Account ID containing the Service Dates you want to compare.

   NOTE:
   If you do not have permission to access a specific Account ID, an error message appears. For more information, contact your Route It! system administrator.

3. To send your request, choose **Send**.

   Or

   To close the Refresh dialog box without sending the request, choose **Exit**.

4. At the message to confirm your request to compare dates, choose **Yes**.

   Your request is sent to the support system, as indicated by a status bar message.

5. To confirm the success of your request, check the Comm Log.

   The Comm Log shows your request in the message list as follows:

   — **Compare SMW and Official Service Dates.**

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

   — **SMW and Official Service Dates match.**
   — **SMW and Official Service Dates do not match.**
   — **Compare of SMW and Official Service Dates failed.**

   To see additional information about mismatching Service Dates, check the message detail. It lists the official Service Dates.

Getting an Activities List

You can request a list of transactions that either you or AT&T personnel have performed for an Account ID. To request an activities list, you specify an Account ID and a date and time range. The resulting activities list is saved as message detail in the Comm Log. The list contains a summary of activities performed.

To request an activities list, follow these steps:

1. Choose the **Activities List** tab.

   The **Activities List** tab appears.

Figure 3-4. Activities List Tab

2. In the **Account ID** text box, type an Account ID and choose **Apply**, or use the **Choices (...)** button to select an Account ID.

   NOTE:
   If you do not have permission to access a specific Account ID, an error message appears. For more information, contact your Route It! system administrator.

3. Make the following selections:

Start Date	Select the start date of the activities list. If you select **Other Date**, type a date in the format **mm/dd/yy**, where **mm** is the month, **dd** is the day, and **yy** is the year.
Start Time	Select the start time for the activities list. For example, **12:00m** is 12:00 midnight. If you select **Other Time**, type the time in the format **hh:mmx**, where **hh** is the hour, **mm** the minutes, and **x** is either **a** (for a.m.), **p** (for p.m.), **n** (for noon), or **m** (for midnight).
End Date	Select the end date of the activities list.
End Time	Select the end time for the activities list.

4. To send your request, choose **Send**.

   Or

   To close the Refresh dialog box without sending the request, choose **Exit**.

5. At the message to confirm your request for an activities list, choose **Yes**.

   Your request for an activities list is sent to the support system, as indicated by a status bar message.

6. To see the status of your request, check the Comm Log.

   Your initial request appears in the message list as follows:

   — **Query Activities List.**

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

   — **Activities List received.**
   — **Query Activities List failed.**

7. To see the activities list, display the message detail for the message **Activities List received**. For more information on the components of the activities list, see the next section, "Viewing the Activities List."

Viewing the Activities List

To see the activities list, display the message detail for the message **Activities List received** in the Comm Log. Each activity (or *transaction)* in the list is identified by a unique identifier called a *transaction ID*.

Each activity listed contains the following components:

AT&T Trans ID For AT&T use only.

Start Date/ Time The date and central standard time at which the support system received the transaction request.

Action A brief description of the activity.

Status Letter identifying the current status of the transaction:

- **R—**The transaction request has been sent to the support system but not yet validated.
- **I**—The transaction has been received by AT&T.
- **V**—The support system validated the request by checking it for errors and found none.
- **T**—The support system translated the request.
- **S**—The request has been successfully sent to the support system but has not yet been activated in the AT&T network.

- **C**—The support system validated, translated, and completed the transaction.
- **G**—The transaction has been partially completed in the AT&T network.

Result	Indicates the final status of the transaction: **S** means the transaction was successfully completed; **F** means the transaction failed. If the **Result** field is not populated (that is, the field is blank), this means the transaction is in progress.
SMW ID	The machine identifier of the PC that sent the transaction to the support system. Must be unique for each PC or workstation.
User Name	The log on of the PC user that generated the transaction.
Trans ID	A unique identifier of the transaction, initially contained in the message going to the support system.

System Administration

4

Contents

System Administration

4

This chapter describes how to use System Administration to select settings for AT&T Route It!

All users have the capability to access System Administration.

You can perform the following activities:

- If you are logged on as ADMIN, you can:
  - Invoke or disable automatic Refresh of Service Date detail information.
  - View polling information to determine if the automatic Polling function is on.
  - Set the automatic polling interval for the PC if the automatic Polling function is enabled.
  - Change the Service Management Workstation (SMW) ID.
  - Change the Point-to-Point Protocol (PPP) log on and password.
  - Invoke scheduled Refresh for AT&T information and detailed information (Service Date detail information).
  - Remove account data.
  - Back up local routing data immediately.
  - Restore local routing data from a backup.
  - Purge messages from the Comm Log.
- If you have a non-ADMIN user name, you can only back up local data immediately. When you log on, the default places you at the **Backup** tab in the System Administration window.

Accessing System Administration

To access System Administration, do *one* of the following at the Route It! main window:

- Double-click the System Admin icon.

  Or

- From the Route It! Tasks menu, choose **System Admin**.

The System Administration window appears, with the **Automatic Refresh** tab as the default.

To exit System Administration from any tab, choose **Exit**.

Selecting Automatic or Manual Refresh

You can choose to have detailed information on your PC automatically updated (or refreshed) each time another user makes a change to official data, or you can update detailed information manually using Refresh in Route It!

The **Automatic Refresh** tab in System Administration provides options to refresh your data automatically or manually.

NOTE:
You must log on to AT&T Route It! with the **ADMIN** user name to have access to this capability.

Keep in mind the following about the refresh of detailed information:

- A refresh of detailed information replaces all official data on your PC with the latest version of official data from the support system. The refresh deletes any official data on your PC that does not exist at the support system.
- Local data is not affected by a refresh.
- For automatic refreshes to occur, the Transaction Manager must be running. For more information, see "Communicating with the Support System," later in this chapter.
- When a notify message is received by a single PC, an automatic refresh occurs only after all incoming messages from the support system have been received by the PC.

  In a LAN environment, if a change to official data is made by a PC on the LAN, no notify messages are generated. In addition, an automatic refresh does not occur, because the PCs on the LAN all share the same database. However, if another PC that is not on the LAN makes a change to official data, an automatic refresh of Route It! data takes place only after all incoming messages from the support system have been received.

To select your preference for the Refresh function, follow these steps:

1. Select the **Automatic Refresh** tab on the System Administration window.

   The **Automatic Refresh** tab appears. Notice that the **Manually, using the Refresh task** option is the default.

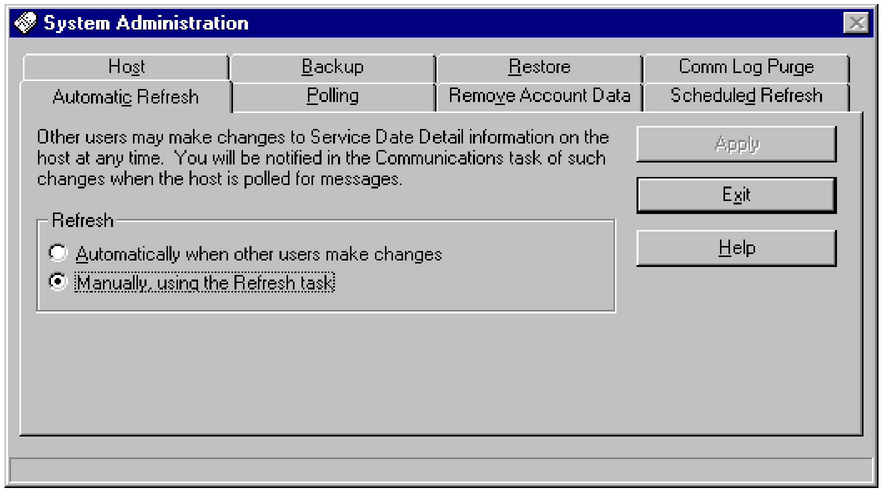

Figure 4-1. Automatic Refresh Tab on the System Administration Window

2. Do *one* of the following:

To set Route It! to refresh automatically, select **Automatically when other users make changes**.

Or

To set Route It! to refresh only when using the Refresh task, leave the default setting, **Manually, using the Refresh task,** as is.

3. To save your selection, choose **Apply**.

The status bar indicates that the updates to the automatic Refresh capability have been applied.

+ **IMPORTANT:**
If you select the automatic Refresh option, note the following:

- For automatic refreshes to occur, the Transaction Manager must be running. For more information, see “Communicating with the Support System,” later in this chapter.
- You automatically receive a message notifying you that Service Date detail changes to the host database have been made by another PC *except under these circumstances:*
  - — When the Communications task receives a notification for an account that has not been loaded on the PC, an entry is added to the Comm Log, but a Refresh is not generated. A notice is posted in the Comm Log detail explaining that the account must be refreshed manually before automatic Refresh can take effect for the account.
  - — Refreshes are not generated until all incoming messages from the support system are processed. For each notify message, a detailed information Refresh request is added to an internal queue in the

Transaction Manager. After all incoming messages have been processed, the minimum set of refreshes is generated and sent to the support system.

Scheduling Automatic Polling

The Polling function allows you to download messages from the support system. You can change the interval for automatic polling, and you can set Route It! for automatic polling on start-up.

To select your preference for the Polling function, follow these steps:

1. Select the **Polling** tab on the System Administration window.

   The **Polling** tab appears.

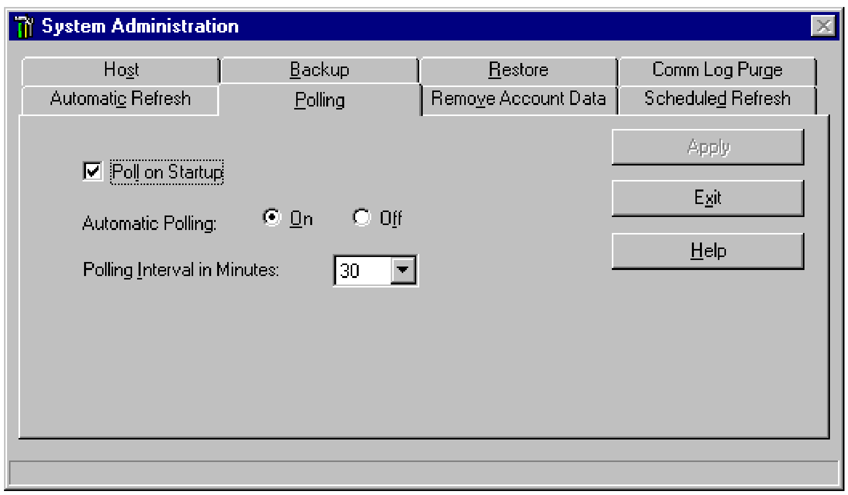

Figure 4-2. Polling Tab on the System Administration Window

2. Make selections for the following:
   - Select **Poll on Startup** to automatically poll the support system on start-up.
   - Select **On** (Enable) or **Off** (Disable) to enable or disable automatic polling.
   - Select a polling interval from the **Polling Interval in Minutes** drop-down list. The interval times, in minutes, are **5**, **10**, **15**, **20**, **25**, **30**, **45**, and **60**.
3. To save your selections, choose **Apply**.

   The status bar indicates that your updates to host communications have been applied.

Removing Account Data

Removing account data allows you to purge your Route It! database of all data for Route It! accounts. Both local and official data are removed with this command.

WARNING:
You can recover your official data using the **Refresh** *command, but local data is deleted.*

To remove all local and official Route It! account data for every Route It! account, follow these steps:

1. Close any open Route It! task, other than System Administration, before removing account data.

   NOTE:
   In a LAN environment, make sure Route It! is not running on any PC.

2. Choose the **Remove Account Data** tab on the System Administration window.

   The **Remove Account Data** tab appears.

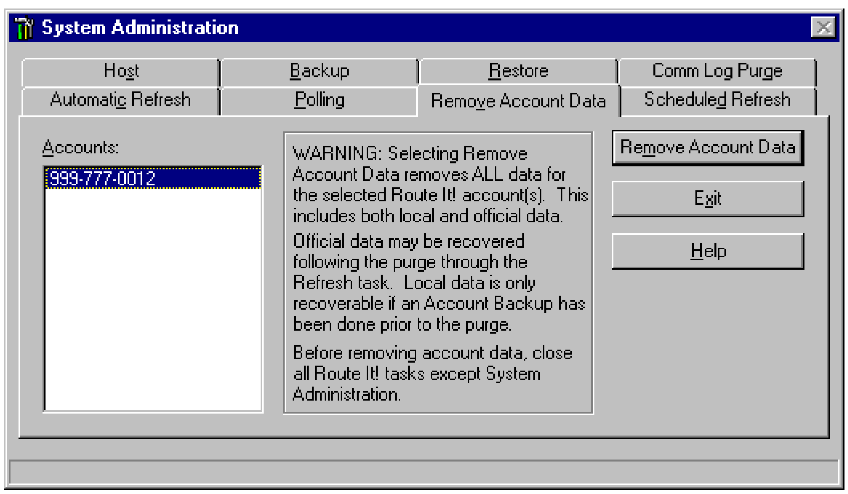

Figure 4-3. Remove Account Data Tab on the System Administration Window

3. Read the tab's warning, which describes the consequences of removing the account data.

4. After reading the warning, do *one* of the following:

   To delete all account data, select the **Remove Account Data** button.

   A message is displayed reminding you that all other Route It! tasks should be closed before proceeding.

   a. Click **OK** on the message window.

      A confirmation message is displayed that reminds you of the consequences of removing the data. It also asks if you are sure you want to remove all accounts.

   b. Continue as follows:

      To remove all account data, select **Yes**.

      A progress indicator window appears that shows the progression of your account data purge. When the purge is complete, you are returned to the **Remove Account Data** tab. The status bar indicates that account data has been removed.

      Or

      To cancel your request to remove account data, select **No**.

      You are returned to the **Remove Account Data** tab, where you can select **Exit** to leave the System Administration task.

Scheduling Refreshes

The Refresh function updates the Route It! database with the latest copy of data available at the host support system. From the **Scheduled Refresh** tab, you can select:

- The type of refresh to schedule, that is, “AT&T Information” (the global AT&T data on your PC) or “Detailed Info” (the official data for the specified account).
- To refresh the information on specified days of the week and at specified times of day on the specified days of the week.

To enable a scheduled Refresh to take place, the following conditions must exist at the scheduled time:

- Your Route It! PC, or the local area network (LAN) PC designated as the Route It! database/communications server, must be on.
- The Transaction Manager must be running. For details on setting up the Transaction Manager, see “Communicating with the Support System,” later in this chapter.

To select your schedule for the Refresh function, follow these steps:

1. Choose the **Scheduled Refresh** tab on the System Administration window.

   The **Scheduled Refresh** tab appears.

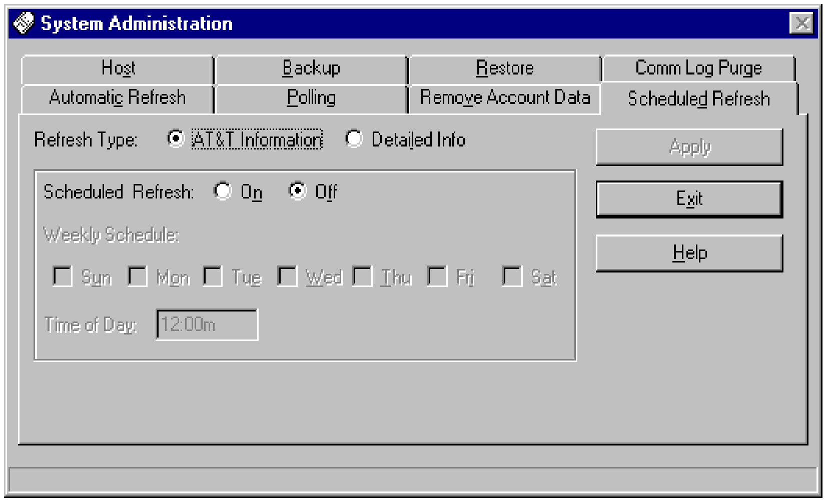

Figure 4-4. Scheduled Refresh Tab on the System Administration Window

2. To schedule Refresh for either the AT&T information refresh type or the Service Date detailed information refresh type, do the following:

   a. Beside **Refresh Type**, select either **AT&T Information** or **Detailed Info**.

   b. Beside **Scheduled Refresh**, do *one* of the following:

      To activate the schedule, select **On**.

      Or

      To deactivate the schedule, select **Off**.

   c. If you activated the schedule, do *both* of the following:

      - Under **Weekly Schedule**, select each day of the week for which you want to schedule Refresh.
      - Beside **Time of Day**, enter the time that you want the Refresh to take place on selected days of the week.

        Use the following format: **hh:mmx**. For example, **06:00am**, **07:00pm**, **12:00n** (noon), or **12:00m** (midnight).

   d. Choose **Apply**.

      The status bar indicates that the scheduled Refresh capability has been updated.

Deactivating Scheduled Refreshes

To deactivate scheduled refreshes, follow these steps:

1. Choose the **Scheduled Refresh** tab on the System Administration window.

   The **Scheduled Refresh** tab appears.

2. To deactivate scheduled Refresh for either the AT&T information refresh type or the Service Date detailed information refresh type, do the following:

   a. Beside **Refresh Type**, select either **AT&T Information** or **Detailed Info**.

   b. Beside **Scheduled Refresh**, deactivate the schedule by selecting **Off**.

   c. Choose **Apply**.

      The status bar indicates that the scheduled Refresh capability has been disabled.

Entering or Changing Your SMW ID

Your SMW ID allows the support system to identify you. The SMW ID must be unique to each PC or workstation.

NOTE:
If you are instructed by AT&T, you can enter or change your SMW ID from the System Administration window.

To enter or change your SMW ID, follow these steps:

1. Select the **Host** tab on the System Administration window.

   The **Host** tab appears.

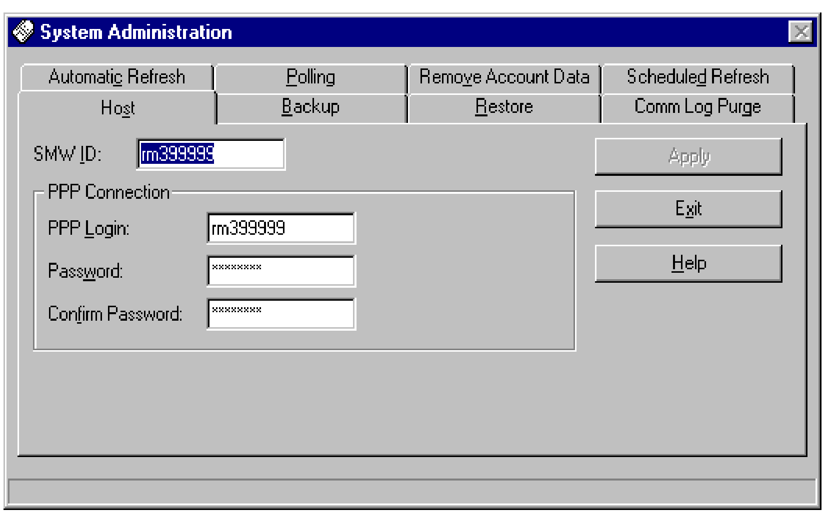

Figure 4-5. Host Tab on the System Administration Window

2. Type your alphanumeric eight-character SMW ID provided by AT&T in the **SMW ID** text box. This ID must be unique to each PC and workstation.
3. Type your log on in the **PPP Login** text box in the following format: **rm3xxxx#** where:
   - **rm3** is usually an abbreviation for the company name
   - **xxxx**, where **x** is a lowercase alpha character
   - # is a numeric from 0 to 9
4. To save your entry, select **Apply**.

   The status bar indicates that your changes to the SMW ID have been applied.

Backing Up Local Data

The Backup function lets you back up your local Route It! data for one Account ID or for all Account IDs on your system.

When a backup is performed for a selected account(s), the following local data is copied to a local drive on your PC or to a location on your network:

- local routing plans
- local plan schedules
- local term schedules
- local queue schedules (currently not supported by AT&T Canada)
- local CRP tables (currently not supported by AT&T Canada)
- administrative data:
  - user names and passwords
  - account permissions
  - send permissions
  - delete permissions
  - automatic Refresh settings
  - polling settings
  - host support system settings
  - scheduled Refresh settings
  - Comm Log purge settings

To back up your local Route It! data, follow these steps:

1. Choose the **Backup** tab on the System Administration window.

   The **Backup** tab appears. All accounts and default destinations for your Route It! installation are listed in numerical sequence, with **ALL ACCOUNTS** displayed first in the list.

WARNING:

If you have local data that you have backed up and you receive an NPA (area code) split message or an announcement set conversion message, wait for the conversion process to complete and then immediately back up your local data and destroy any old, now-outdated copies of the data. Data for a single account should fit on one diskette. Also, your hard drive must have enough space for a single backup.

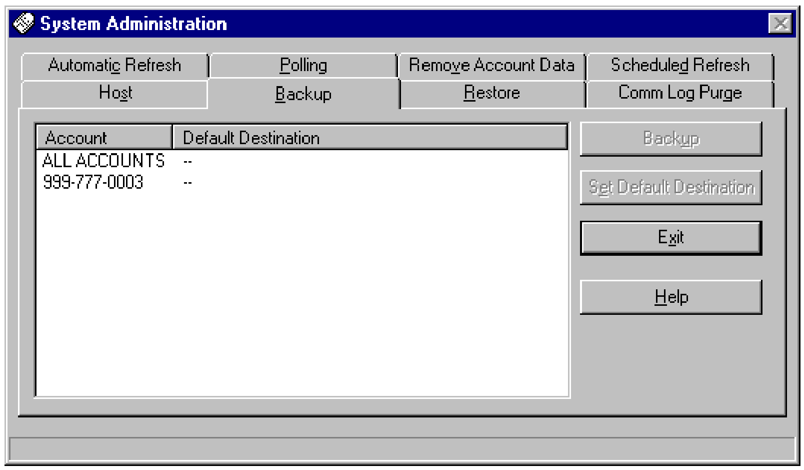

Figure 4-6. Backup Tab on the System Administration Window

2. Select *one* of the following from the list (only one row in the list can be selected and modified):

   - a single account

     The related local data for that account will be backed up to the specified destination path and file name.

   - **ALL ACCOUNTS**

     Administrative and related local data for all accounts will be backed up to the single specified destination path and file name.

3. Choose **Backup.**

NOTE:

If you want to have this file default to a particular destination, choose **Set Default Destination**. When you are done, the path and file name will appear in the **Default Destination** text box.

The Save As dialog box appears.

4. Choose the destination (a location and a folder on your local or network drive) where you want the backup file to be saved.

   Or

   To cancel the save action, choose **Cancel** on the Save As dialog box.

   You are returned to the **Backup** tab.

5. Choose a file name, or keep the default file name (if present), then choose **Save**.

   If you specified a file name or destination other than the default for backup, the System Administration dialog box appears and prompts you to set the current destination path and file name as the default for the selected Account ID or for the **ALL ACCOUNTS** line.

6. Do *one* of the following:

   - To make this path and file name the default destination for the selected backup file, choose **Yes**.
   - To use this path and file name for the current backup only, choose **No**.

   If the path and file name that you chose already exist, the Save As dialog box appears specifying this fact and allowing you the choice of replacing the existing file with the new backup file or of choosing a new path and/or file name. Choosing **Yes** will overwrite the existing file. If you choose **No**, the Save As dialog box will reappear, letting you rename the file. This will retain the old backup file.

   NOTE:
   An extension of **.rbk** is added to the path and file name that you chose.

   A progress indicator window appears showing the progress of the backup being performed.

   When the backup is complete, the message **Backup has been successfully completed** appears in the message bar of the System Administration Backup window.

Restoring Local Data

The Restore function lets you restore data from a Route It! backup file that has been previously saved using the Backup function.

NOTE:
If Route It! contains the official data entries for an Account ID, you may obtain the data from a successful Restore by using the Refresh task.

Data for an account that has been modified after a backup has been done will not be available when you use Restore. To obtain this data, use Refresh on the account.

NOTE:
The **Restore** tab appears only when you log on to Route It! with the ADMIN ID.

WARNING:
Restoring data overwrites existing local data.

You can selectively restore the following types of local data per Account ID:

- local routing plans
- local plan schedules
- local term schedules
- local queue schedules (currently not supported by AT&T Canada)
- local CRP tables (currently not supported by AT&T Canada)

You can also restore the following **administrative** data that applies to all accounts:

- user names and passwords
- account permissions
- send permissions
- delete permissions
- automatic Refresh settings
- polling settings
- host support system settings
- scheduled Refresh settings

NOTE:
You cannot restore individual components of administrative data.

To restore local data, follow these steps:

1. Choose the **Restore** tab on the System Administration window.

   The **Restore** tab appears.

   WARNING:
   If you have local data that you have backed up and you receive an NPA (area code) split message or an announcement set conversion message, wait for the conversion process to complete and then immediately back up your local data and destroy any old, now-outdated copies of the data. Data for a single account should fit on one diskette. Also, your hard drive must have enough space for a single backup.

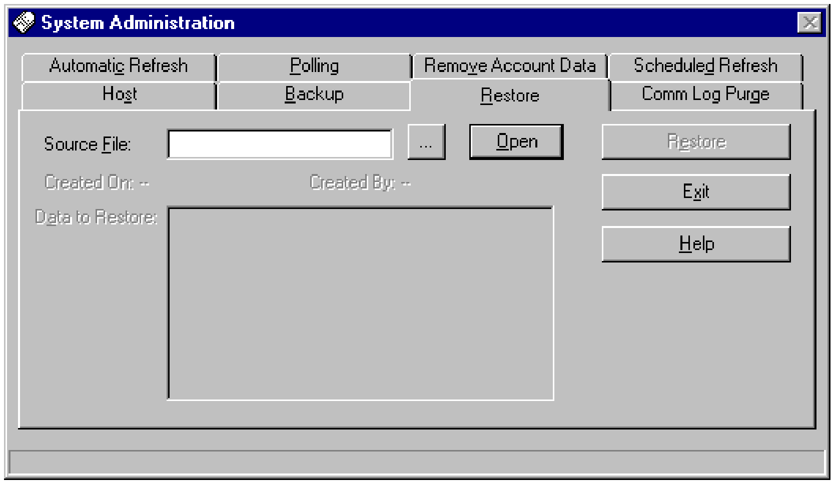

Figure 4-7. Restore Tab on the System Administration Window

2. To select a file to restore, do *one* of the following:
   - In the **Source File** text box, enter the path and file name, then choose **Open**.
   - Click on the **Choices (...)** button to select the path and file name, then choose **Open**.

     The Source File Choices dialog box in Restore appears.

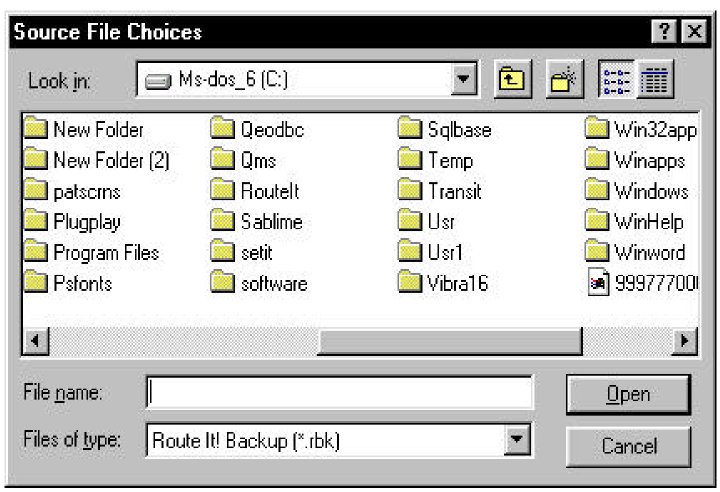

Figure 4-8. Source File Choices Dialog Box in Restore

The **Restore** tab on the System Administration window appears, showing information about the file you selected to restore.

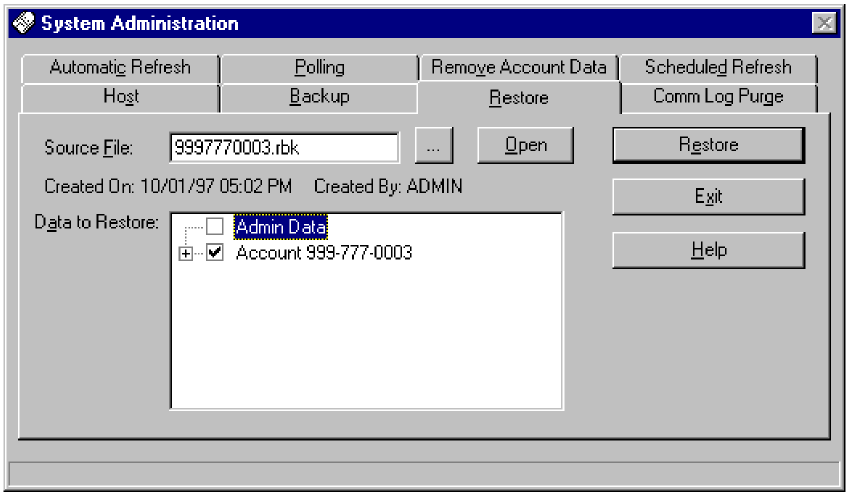

Figure 4-9. System Administration Restore Window Populated

On the **Restore** tab of the System Administration window, the **Created On:** field displays the date and time the source file was created (the time of the backup). The **Created By:** field displays the user name of the person who created the source file.

The **Data to Restore** box displays a tree structure format (similar to Windows 95 folders) that lists all data found in the specified source file. The following figure shows an example of this format.

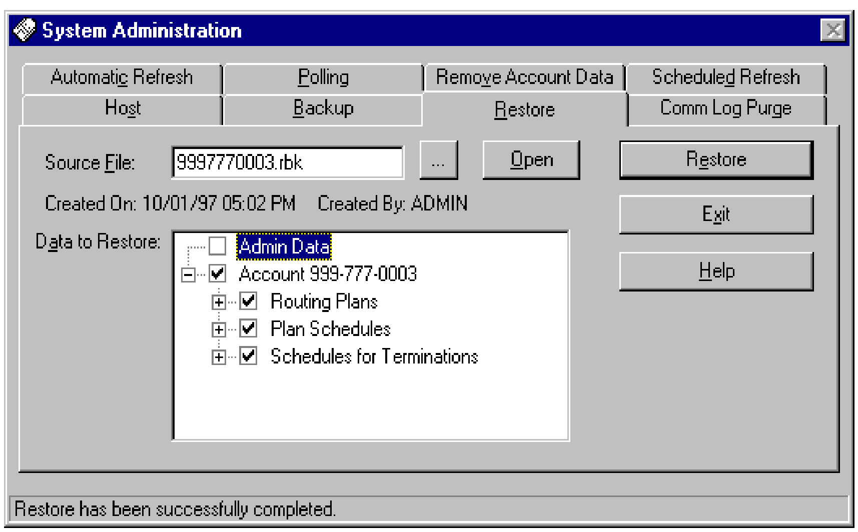

Figure 4-10. Data to Restore Tree Structure

The **Data to Restore** box has these characteristics:

- Each level has an associated check box.

- By default, all items except **Admin Data** are selected.
- You can select one or more items in the structure by clicking in the check box of the respective item:
  - **Admin Data** applies to all accounts. If this box is checked, then all administrative data will be included in the Restore.
  - **Account 999-###-####** is the actual Account ID. Each account number has the following sub-categories:
    - routing plans
    - plan schedules
    - MCA schedules
    - MCQ schedules (currently not supported by AT&T Canada)
    - CRP tables (currently not supported by AT&T Canada)

    NOTE:
    You can display, select, and restore individual routing plans, schedules, and CRP tables within the listed subcategories.

    If no data is found for a particular category, the category will not appear in the list.

NOTE:
The data from a successful Restore will not be accessible if the official data entries for an Account ID do not exist in Route It! You may obtain this data using the Refresh task.

3. Choose the type of data that you wish to restore. See the following section, "Using Check Boxes Within Restore," for more information.
4. Choose **Restore**.

   A warning message appears stating that all selected local data will be overwritten.
5. To restore data, choose **Yes**.

   The Restore progress indicator appears, showing the progress of the Restore being performed.

   When the Restore is done, the message **Restore has been successfully completed** appears in the message bar at the bottom of the System Administration window.

Using Check Boxes Within Restore

Check boxes are used in the **Data to Restore** box to select items to be restored.

- A checked check box indicates that the item and all subitems (if any) are selected.
- A cleared check box indicates that the item and all subitems (if any) are not selected.
- A checked and shaded check box indicates that some subitems are selected and some are not.

When a shaded check box is selected, the shading disappears and the box and all subitems become cleared. A second click (not a double-click) checks the box, and all subitems within that level are selected automatically.

Purging Messages from the Comm Log

You can limit the amount of information retained in the Comm Log by having Route It! automatically purge Comm Log data according to your specifications. For example, you can specify to remove all entries more than 14 days old instead of keeping all messages in the log.

NOTE:
Route It! sets the number of days to retain messages in the Comm Log to 30 and the time to delete messages to 12:00 midnight (**12:00m**). You can alter the default settings using the following procedure.

To limit the size of the Comm Log, follow these steps:

1. From the System Administration window, choose the **Comm Log Purge** tab.

   The **Comm Log Purge Tab** appears.

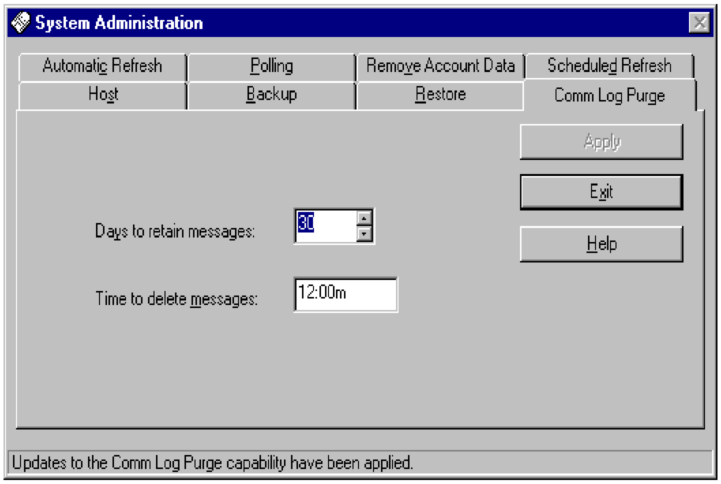

Figure 4-11. Comm Log Purge Tab in the System Administration Window

2. In the **Days to retain messages** text box, type or use the arrows to select the number of days for which you want to retain messages in the Comm Log. (Valid entries consist of one or two numerics ranging from 1 to 30.)

3. In the **Time to delete messages** text box, enter the time at which you want messages deleted from the Comm Log. It is recommended that you schedule messages to be deleted in the anticipated low-usage period, such as between 2:00 and 5:00 a.m.

   Enter the time in the format **hh:mmx**. For example, **05:00a**, **12:00n**, or **12:00m**.

4. Do *one* of the following:

   - To save the changes made on this tab, choose **Apply**.

     The status bar indicates that updates to the Comm Log purge capability have been applied. The parameters you have specified take effect immediately and are retained between sessions.

   - To exit the System Administration task without applying any changes, choose **Exit**.

Downloading Route It! Patches

The Transaction Manager checks for software patches and automatically downloads them. The Transaction Manager must be running for patch downloads to occur. On a LAN, the Transaction Manager must be running at the database/communications server. On a client PC, Route It! must be running.

The Transaction Manager checks for and downloads patches during any of the following communications activities:

- The first time the support system is polled.
- When the support system is polled manually.
- During a scheduled refresh.

NOTE:
If no refreshes are scheduled, the Transaction Manager checks for and downloads daily at 3:00 am.

Once downloaded, the patch is automatically installed by Route It! An Install Patch message notifies you that a new patch is available. The message gives you the option to install the patch immediately or to install it when you quit Route It! For either option, the patch is installed automatically.

If Route It! was not running when the patch was downloaded, the Install Patch message appears as soon as you start Route It!

Communicating with the Support System

The Transaction Manager controls communications between your PC and the support system. When the Transaction Manager is running, activities in Route It! that require communications with the support system, such as scheduled refreshes, can take place.

Transaction Manager can be started in two ways via the startup settings window (from the Route It! Main Menu, User Info menu, or during installation). Based on your selection from the Startup Setting window or selection made during installation, the Transaction Manager and Database starts as follows:

- Each time you start Route It!
- Each time you start Windows (operating system). Activities such as automatic polling can occur with or without Route It! running.

NOTE:
For more information, see “Starting the Transaction Manager and Database” later in this chapter.

In a LAN environment, the Transaction Manager runs only on the PC designated as the database/communications server.

Dropping the Connection to the Support System

After a period of inactivity, Route It! automatically drops the connection between your PC and the support system. You can also drop the connection manually, as needed.

Automatic Disconnection

Ten minutes after a transaction with the support system has completed, Route It! PC and the support system.

In addition, when you start Route It!, the first connection your PC makes to the support system lasts for 10 minutes. The first communication with the support system can occur if Route It! was set to automatically poll on startup. It can also occur when you send a schedule or plan to the support system.

If you poll the support system, either manually or automatically, and there are messages to be downloaded, the connection remains in effect for ten minutes. If there are no messages, the connection is dropped immediately.

Manual Disconnection

To manually drop the connection between your PC and the support system, at the Route It! main window, choose **Drop** from the Connection menu.

Polling the Support System Manually

To poll the support system manually, select the Connection menu on the Route It! main window and choose **Poll Support System**.

Sending Diagnostic Files to Technical Support

To help AT&T technical support perform diagnostics on your PC, select the Connection menu on the Route It! main window and choose **PMO Serve** command. This command lets technical support upload and view diagnostic files. It also lets technical support update your database, if necessary.

To send diagnostic files to technical support, follow these steps:

1. Click the Connection menu from the Route It! main window.
2. Choose the **PMO Serve** command.

   A message appears indicating that the diagnostic program, also called the *PMO Serve program*, is running.
3. Exit the PMO Serve program by choosing **Close**.

Configuring Your Modem Settings

Use the **Configure PPP** command on the Connection menu to choose modem settings for communications with the support system.

To configure your modem settings, follow these steps:

1. Click the Connection menu.
2. Choose the **Configure PPP** command.

   The AT&T GSS dialog box appears.
3. Make selections under **Phone number** and **Connect using**, then choose **OK**.

Starting the Transaction Manager and Database

The Transaction Manager must be running for communications to occur between Route It! and the support system.

You can start the Transaction Manager and Database in two ways:

- When you start Route It!

  You can set up Route It! to have the Transaction Manager and Database start when you start Route It!
- When you start your PC (operating system).

  You can set up your PC to have the Transaction Manager and Database start each time you start Windows on your PC (or, on a LAN, each time you start Windows NT on the database/communications server). The Transaction Manager runs regardless of whether you are using Route It! With this set up, the following activities can occur, even if Route It! is not running:
  - automatic Polling
  - automatic Refresh
  - scheduled Refresh
  - Comm Log message purge

Starting Transaction Manager and Database with the Operating System

You can set up your PC to start the Transaction Manager and Database regardless of whether you are running Route It! Transaction Manager starts each time you start Windows on your PC (or, on a LAN, each time you start Windows on the database/communications server).

Start Transaction Manager and Database as follows:

1. From the Route It! main menu, click **User Info** and choose **Startup Settings** from the drop-down menu.
2. Click **Settings** from the Startup Settings Window.
3. Select **Start with Operating System**.
4. Click **OK**.
5. To cancel, click **Cancel**.

When you restart your PC, the Transaction Manager and Database will start up automatically.

NOTE:
You can also choose to start the Transaction Manager and Database with the operating system when you install the Route It! application.

Starting Transaction Manager and Database with Route It!

You can set up your PC to start the Transaction Manager and Database when you start Route It!

Start Transaction Manager and Database as follows:

1. From the Route It! main menu, click **User Info** and choose **Startup Settings** from the drop-down menu.
2. Click **Settings** from the Startup Settings Window.
3. Select Start with Route It!
4. Click **OK**.
5. To cancel, click **Cancel**.

When you restart your PC, the Transaction Manager and Database will start when you start Route It!

NOTE:
You can also choose to start the Transaction Manager and Database with Route It! when you install the Route It! application.

User Setup

5

Contents

User Setup

5

This chapter describes how the AT&T Route It! system administrator (user name: ADMIN) applies the User Setup task to add Route It! users and set user permissions.

User Permissions

User permissions define the scope of access each person has to Route It! data and tasks. Route It! has two types of user permissions:

- **Account Access**—As administrator, you can specify the Account IDs to which users have access. Blocking access to an Account ID prevents a user from seeing or working with data for that Account ID. The Account ID setting applies to all tasks in Route It!, except Refresh, Comm Log, Mail, System Administration, and User Setup.
- **Task Send Permissions**—For all Account IDs to which a user has access, you can specify the Route It! tasks from which the user can send changes to the support system. For example, if you remove a user's send permissions in Edit Plans, the **Send** command is unavailable in Edit Plans for all Account IDs to which the user has access. (The user can still modify local plans but cannot send them to the support system.) You can set send permissions for all tasks in Route It!, except Refresh, Comm Log, Mail, System Administration, and User Setup.

Keep in mind the following about user permissions:

- When a new Account ID comes into use, all users initially have access to data for that Account ID. The data for a new Account ID becomes available after a refresh of detailed information in Refresh. Access to all users remains in effect until the administrator updates account access permissions.
- User permissions are saved when you upgrade to a new release of Route It! You do not have to reset them after either type of upgrade.

Starting User Setup

To start User Setup, do *one* of the following at the Route It! main window:

- Double-click the User Setup icon.
- From the Route It! Tasks menu, choose **User Setup**.

  The User Setup window appears with the **Account Access Permissions Summary** tab displayed.

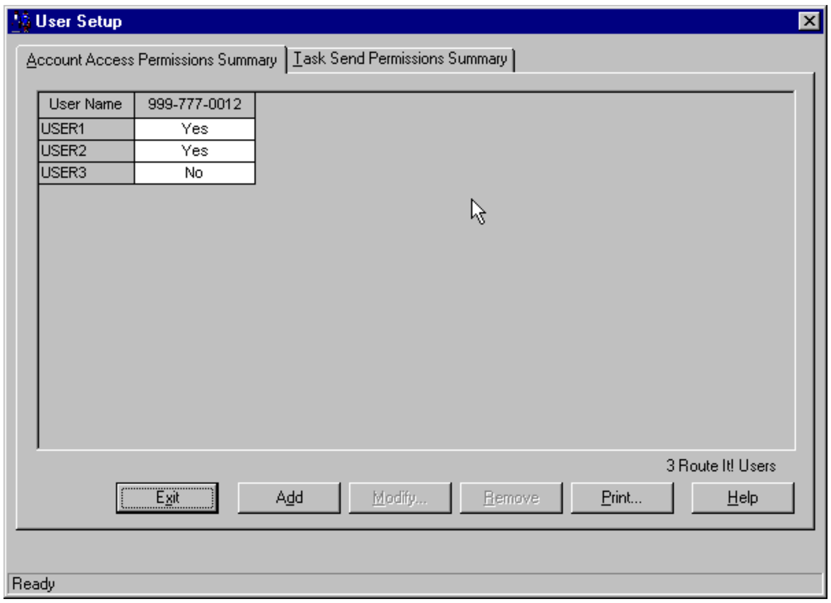

Figure 5-1. User Setup Window

Displaying a Summary of User Permissions

These two tabs on the User Setup window allow you to display a summary of user permissions:

- **Account Access Permissions Summary tab**—For each Route It! user, this tab shows the Account IDs to which a user has access.
- **Task Send Permissions Summary tab**—For each Route It! user, this tab shows the Route It! tasks from which the user can send changes to the support system.

In addition to viewing a summary of user permissions, either tab allows you to do the following, as discussed in this chapter:

- Set up permissions for new users.
- Modify user permissions.
- Remove user access to Route It!
- Print a summary of user permissions for all users.

Adding a New User

To set up a new user, you need to enter a user name and password. (The user can change the password later, as described in Chapter 1, "Overview," of the *AT&T Route It! Edit Plans User's Guide.*) You can also specify user permissions. When you give a user access to Route It! for the first time, by default, the user has access to data for *all* Account IDs and also has send privileges in all tasks.

To add a new user, follow these steps:

1. At the User Setup window, click **Add**.

   The Add User dialog box appears.

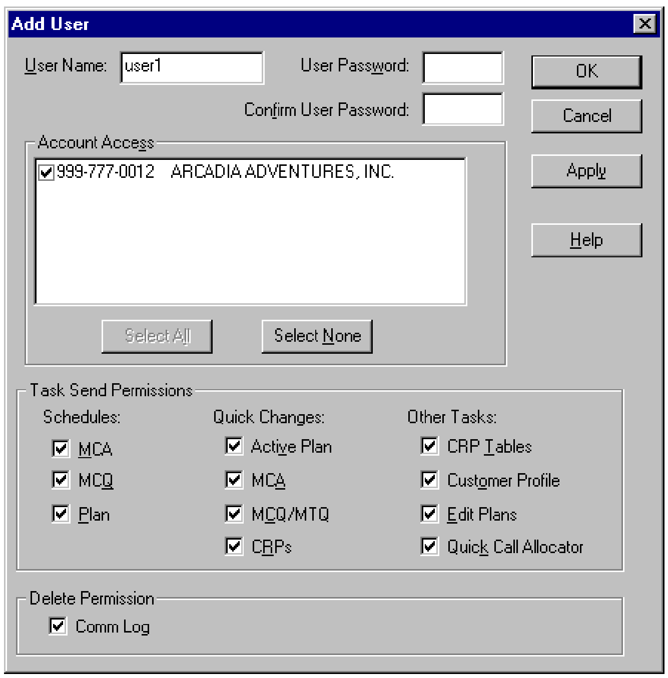

Figure 5-2. Add User Dialog Box

2. Enter a user name and password as follows:

   a. In the **User Name** text box, enter a user name that has 1 to 8 letters or numbers.

   b. In the **User Password** text box, enter a user password from 4 to 12 characters long.

   c. In the **Confirm User Password** text box, enter the password again.

3. Set permissions as follows:

- To set *account access permissions*, in the **Account Access** box, select or clear Account ID check boxes as indicated in Table 5-1:

Table 5-1. Selecting or Clearing Account ID Check Boxes for Added Users

To...	Do This
Give the user access to data for an Account ID	Select the check box for the Account ID.
Prevent the user from viewing or working with data for an Account ID	Clear the check box for the Account ID.
Give the user access to *all* Account IDs listed	Choose **Select All**.
Prevent the user from viewing or working with data for any Account ID listed	Choose **Select None**.

- To set *task send permissions*, under **Task Send Permissions**, select or clear check boxes for **Schedules**, **Quick Changes**, and **Other** (Route It!) **Tasks**.
- To set *delete permissions* for Comm Log messages, under **Delete Permissions**, select or clear the **Comm Log** checkbox.

4. Save user permission settings by doing *one* of the following:

- To save settings *and* close the Add User dialog box, choose **OK**.
- To save settings *without* closing the Add User dialog box, choose **Apply**.

5. To cancel settings, choose **Cancel**. You will receive a warning message indicating that a cancel will loose any changes to the permissions on the screen. Select one of the following:

- Choose **Yes** to cancel changes and return to the User Setup window.
- Choose **No** to close Warning message screen and return to the Add User Window.

Modifying User Permissions

You can modify user permissions for one or more users. If you modify permissions for a group of users, the changes you make apply to all selected users.

To modify user permissions, follow these steps:

1. At the User Setup window, select one or more users.

   ☑ **USAGE TIP:**
   To select more than one user, press **Ctrl** or **Shift** while clicking user names. You can also drag the pointer across several rows to select multiple users.

2. Click **Modify**.

   The Modify User dialog box appears.

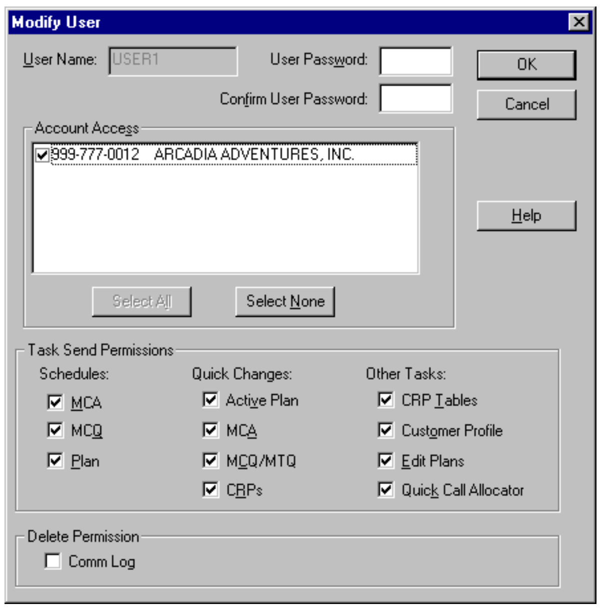

Figure 5-3. Modify User Dialog Box

3. Change a user's password as follows:

   a. In the **User Password** text box, type a new password from 4 to 12 characters long.

   b. In the **Confirm User Password** text box, retype the new password.

   NOTE:
   You can change the password for only one user at a time.

4. Set permissions as follows:

   - To set *account access permissions*, in the **Account Access** box, select or clear Account ID check boxes as indicated in Table 5-2:

Table 5-2. Selecting or Clearing Account ID Check Boxes When Modifying User Permissions

To...	Do This
Give the user access to one or more Account IDs	Select the check box for each Account ID.
Prevent user access to one or more Account IDs	Clear the check box for each Account ID.
Give the user access to *all* Account IDs listed	Choose **Select All**.
Prevent user access to any Account ID listed	Choose **Select None**.

If you are changing permissions for more than one user, each check box on the Modify User dialog box can appear as *one* of the following:

— Unshaded check mark—*All* users have access to the selected item.

— Shaded check mark—*Some* users have access to the selected item.

— Blank—*No* users have access to the selected item.

You may need to click a check box more than once to reach the desired setting. When clicked more than once, a check box alternates between a checked box and a blank box.

- To set *task send permissions*, under **Task Send Permissions**, select or clear check boxes for **Schedules**, **Quick Changes**, and **Other** (Route It!) **Tasks**.
- To set *delete permission* for Comm Log messages, under **Delete Permissions**, select or clear the **Comm Log** checkbox.

5. Save user permission settings by choosing **OK**.

6. To cancel settings, choose **Cancel**. You will receive a warning message indicating that a cancel will loose any changes to the permissions on the screen. Select *one* of the following:

- Choose **Yes** to cancel changes and return to the User Setup window.
- Choose **No** to close Warning message screen and return to the Add User window.

Removing User Access to Route It!

To remove a user's access to Route It!, follow these steps:

1. At the User Setup window, select one or more users.

   ☑ **USAGE TIP:**
   To select more than one user, press **Ctrl** or **Shift** while clicking user names.

2. Click **Remove**.

   A confirmation message appears.

3. At the confirmation message, choose **Yes** to remove access to Route It! for the selected user(s)

Printing a Summary of User Permissions

You can print a report that shows the user permissions, including account access and task send permissions, for all Route It! users. Regardless of which tab is selected when the Print button is selected, the same information is printed on the report.

To print a summary of user permissions, follow these steps:

1. At the User Setup window, click **Print**.

   The Print dialog box appears.

2. Optionally make any print selections, then choose **OK**.

   The User Permissions report is printed.

Inquiries

6

Contents

Inquiries

6

This chapter explains how to use the AT&T Route It! Inquiries task.

About the Inquiries Task

The Inquiries task allows you to search for Dialed Number, Terminating Routing Number and DNIS Routing Number information and request Account Limits.

Using the Inquiries task, you can:

- Search for Dialed Number(s)
- Search for Terminating Routing Number(s)
- Search for DNIS Routing Number(s)
- Receive Dialed Number responses
- Receive Terminating Routing Number responses
- Receive DNIS Terminating Routing Number responses
- Search for Routing Number as a Terminating Routing Number and a DNIS Routing Number
- Receive response showing Routing Number found in a main termination and in a termination with DNIS arrangement
- Display and Save/Print Response Reports
- Request Account Limits

When requests are issued, the responses are received in near-real time. Responses are displayed using Microsoft Notepad. Responses are only returned for items in which the user has account permissions.

Inquiries Main Window

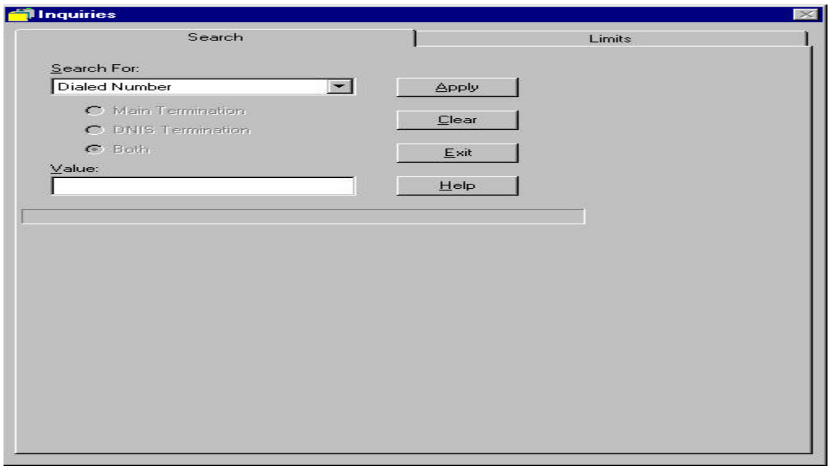

Figure 6-1. Inquiries Main Window

Search

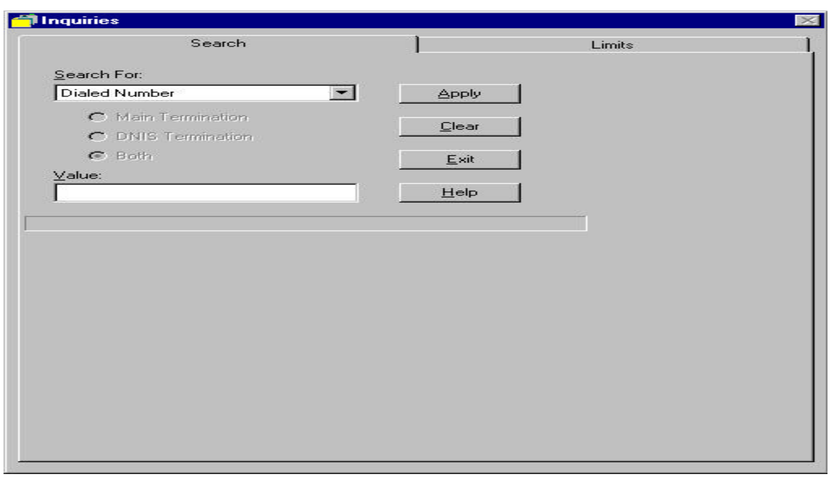

Figure 6-2. Search Tab

The Search tab has two text boxes:

- **Search For—**The upper box is a drop down list which contains two options: **Dialed Number** and **Term Routing Number**. Dialed Number is the default.
- **Value—**The lower text box allows the user to enter a Dialed Number, a Dialed

Number Name, or a Terminating Routing Number.

Search For Field

The **Search For** field drop down list options include:

- Dialed Number - The Dialed Number is 10 or 11 numerics. Dialed Number is the default.
- Term Routing Number - The Term Routing Number is 7-15 numerics.
  - Main Termination - Only returns a Term Routing Number for a main termination.
  - DNIS Arrangement - Only returns a Term Routing Number for a termination with DNIS arrangement. The Term Routing Number field becomes DNIS Routing Number.
  - Both - Returns the Routing Number found in a main termination and in a termination with DNIS arrangement.
  - The default is BOTH.

Value Field

The **Value** field text box is used to enter one of the following:

- Dialed Number
- Dialed Number Name
- Terminating Routing Number
- DNIS Routing Number

Wildcard characters are acceptable when entering a Number. Entries made in this textbox are displayed as uppercase. This field must be populated.

Buttons

The following buttons are available from the Search tab regardless of whether the user selected Dialed Number or Terminating Routing Number.

- **Apply** - Initiates search process based on information selected from, or input into the text boxes. Edits are performed on the text entered in the Value field to validate the entry. If the entry is valid, a progress bar indicator is displayed along with a search notice. If the entry is invalid, an error message is displayed.

  If wildcard characters are used, no validation is performed on the Value field.
- **Clear** - Clears the Value field and the status bar message.
- **Exit -** Closes the Search Tab and returns to the Route It! main window.
- **Help -** Displays the on-line help information for the Inquiries task.

Status Bar

The status bar at the bottom of the Search tab displays the following messages after the **Apply** button is selected:

- Search has been initiated....
- Search is completed.

Starting Inquiries Task

To start the Inquiries task, do *one* of the following:

- At the Route It! main window, double-click the Inquiries icon.
- From the Route It! Tasks menu, choose **Inquiries**.

To begin the search for Dialed Number or Terminating Routing Number information, click the Inquiries icon.

The Search tab appears, with **Dialed Number** displayed in the **Search For** drop down list box.

Dialed Number Inquiries

Depending on the search criteria specified by the user, this request provides information on Dialed Number(s). The following figure shows the Search Tab for dialed numbers.

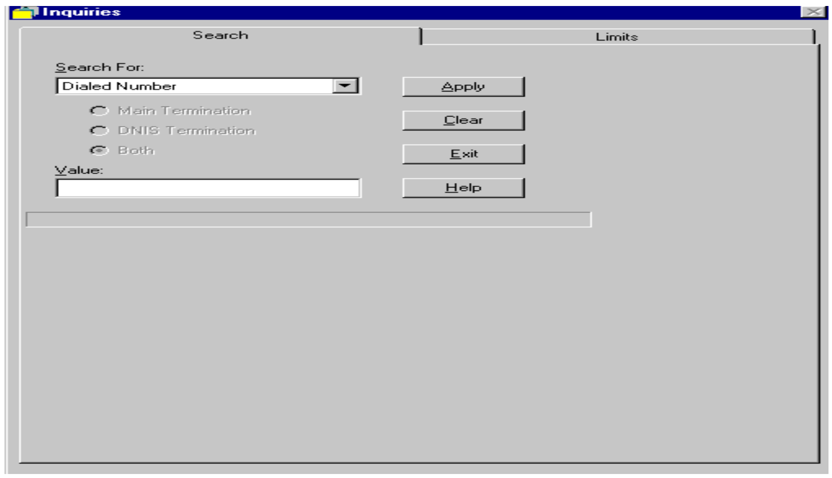

Figure 6-3. Search Tab for Dialed Number Inquiries

Initiate Search

To initiate a Dialed Number search, follow these steps.

1. Select **Dialed Number** from the drop down list box.
2. Enter a value in the **Value** field. Valid entries include:
   — Dialed Number
   — Dialed Number Name.
3. Click on **Apply**.
   - If the entry is validated, the Inquires Search notice is displayed and the search is initiated. A progress bar indicates the status of the search.
   - If matches are found during the search process, a generating report notice is displayed while the report is being prepared.
     This notice is shown in the following figure.

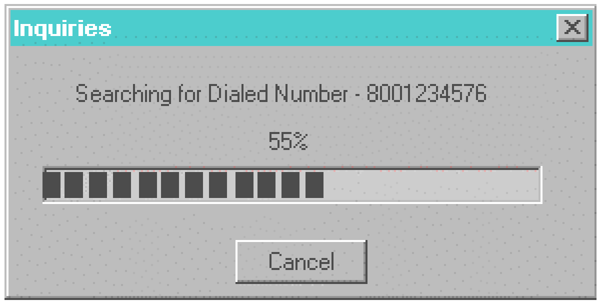

Figure 6-4. Report Notice Window

4. To cancel the search, click the **Cancel** button.
5. A cancellation confirmation dialog box is displayed. Do *one* of the following:
   - Click **Yes** to Cancel the search. The Search Tab is displayed. The status bar indicates that the search was cancelled.
   - Click No to continue the search. Proceed to Step 6.
6. When the search is complete, the report is displayed. A sample Inquiries Response Report for Dialed Number is shown below.

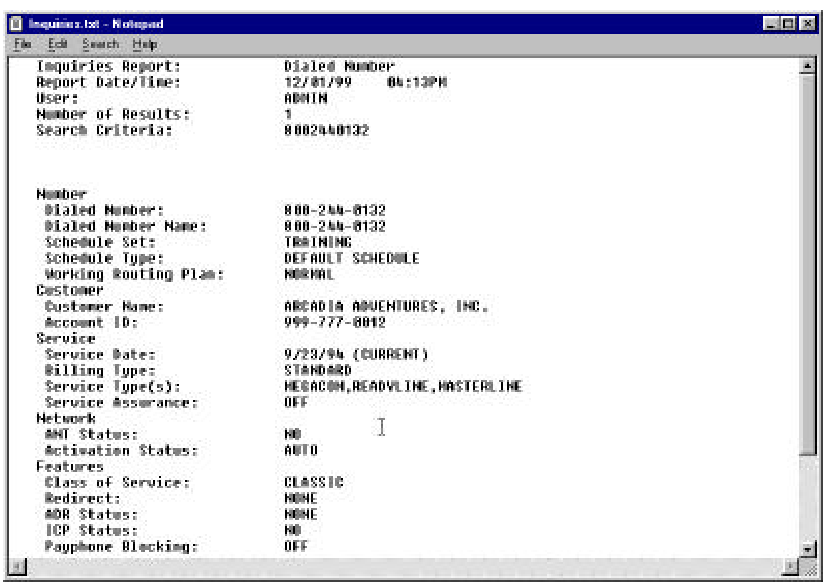

Figure 6-5. Inquiries Response Report

7. To close the report, click **File**, **Exit**.
   - The report is closed and the Search tab is displayed.

8. From the Search tab, perform one of the following:

- To clear the Value field, click **Clear.**
- To close the Search tab window and return to the Route It! main window, click **Exit**.

Dialed Number Responses

The data given in Table 6-1 is included in the response for an Inquiries of a Dialed Number.

Table 6-1. Dialed Number Responses

Field Name	Values
Dialed Number	Dialed Number
Dialed Number Name	Dialed number name
Service Date	Service Configuration Set Date(s). (Current) will be shown following the date to indicate the current service date.
Account ID	Dialed Number Assigned Account ID(s)
Customer Name	Name of customer assigned to NCP Account ID
Service Type	Service Type for Dialed Number
Billing Type	Billing type of SCS
Service Assurance	On or Off
Service Assurance Type	The type of Assurance applied to the Dialed Number. Two dashes (--) will appear in the Service Assurance Type field if the Service Assurance value is off.
Schedule Set	Name of the active schedule for the Dialed Number. If there is no Schedule Set associated with the Dialed Number, two dashes (--) will appear in the Type field, the Working Plan field and the Schedule Set field.
Schedule Type	Values are: Exception Schedule, Default Schedule, or Override Plan.
Scheduled Routing Plan	This is the plan currently at the NCP. Values are displayed only when the Scheduled Plan is different from the Working Plan.

Table 6-1. Dialed Number Responses

Field Name	Values
Working Routing Plan	Assigned Routing Plan in the working SCS.
Activation Status	Manual or Auto
Class of Service	Class of Service assigned to the Dialed Number.
Redirect	PACR, RCP, RCP & PACR, or NONE.
ADR Status	RNA, Busy, RNA & BUSY or None
ICP Status	Yes or No
Payphone Blocking	On or Off
ANT Status	Yes or No

Terminating Routing Number Inquiries

Depending on the search criteria specified by the user, this request provides information on Terminating Routing Number(s). The following figure shows the Search tab for Terminating Routing Number.

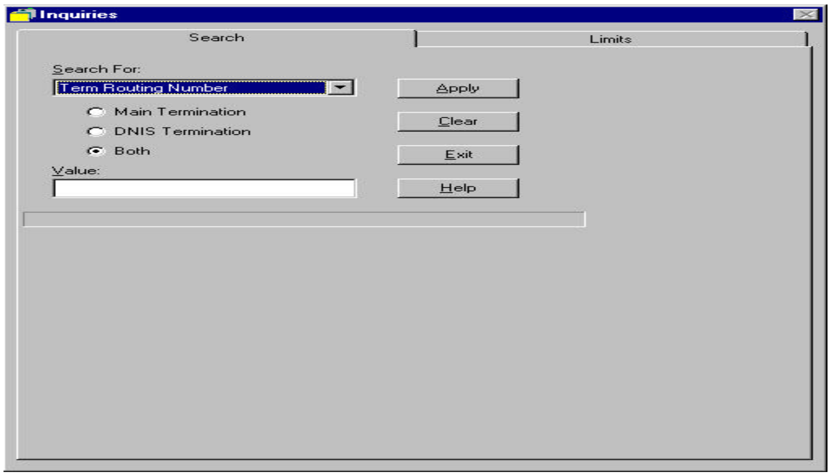

Figure 6-6. Search Tab for Terminating Routing Number Inquiries

Initiate Search

To initiate a Terminating Routing Number search, follow these steps.

1. Select **Term Routing Number** from the drop down list box.
   - Check **Main Termination** if you want to search within regular terminations only.
   - Check **DNIS Arrangement** if you want to search within terminations with DNIS arrangements.
   - Check **Both** if you want to search to within both regular terminations and terminations with DNIS arrangements.
2. Enter a value in the **Value** field. Valid entries include: Terminating Routing Number or DNIS Routing Number.
3. Click **Apply**.
   - If the entry is validated, the Inquires Search notice is displayed and the search is initiated. A progress bar indicates the status of the search.
   - If matches are found during the search process, a generating report notice is displayed while the report is being prepared. This notice is shown in the following figure.

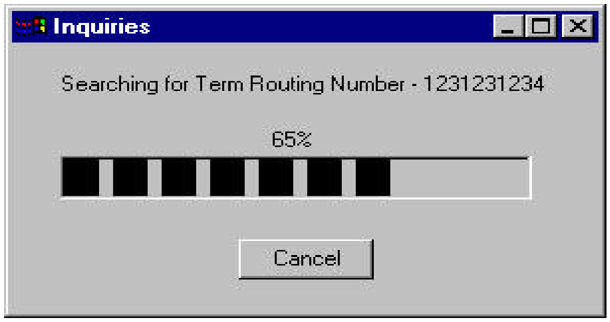

Figure 6-7. Report Notice Window

4. To cancel the search, click the **Cancel** button.
5. A cancellation confirmation dialog box is displayed. Do *one* of the following:
   - Click **Yes** to Cancel the search. The Search tab is displayed. The status bar indicates that the search was cancelled.
   - Click **No** to continue the search. Proceed to Step 6.
6. When the search is complete, the report is displayed. A sample Inquiries Response Report for Terminating Routing Number is shown in the following figure.

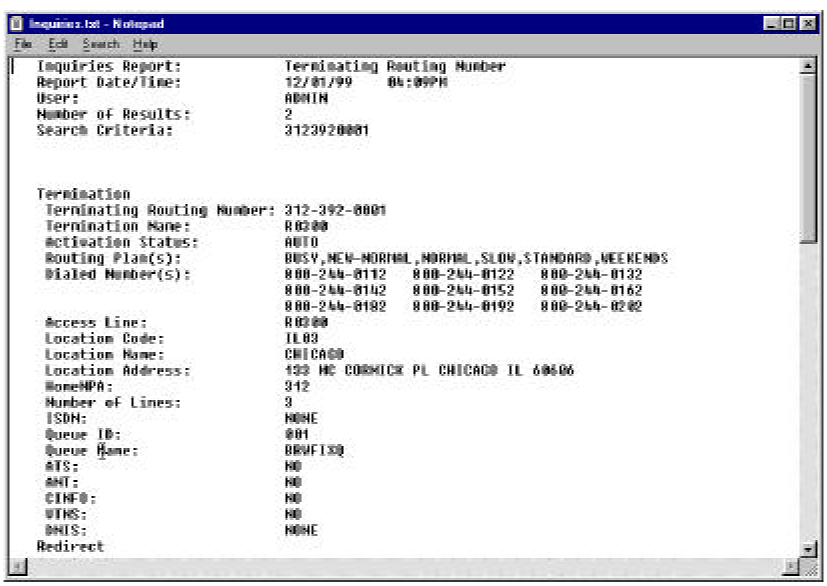

Figure 6-8. Inquiries Response Report

7. To close the report, click **File**, **Exit**.

- The report is closed and the Search tab is displayed.

8. From the Search tab, perform one of the following:
   - To clear the Value field, click **Clear.**
   - To close the Search Tab and return to the Route It! main window, click **Exit**.

Terminating Routing Number Responses

The data in Table 6-2 is included in the response for an Inquiries of a Terminating Routing Number.

Table 6-2. Terminating Routing Number Responses

Field Name	Values
Terminating Routing Number	Terminating Routing Number
Termination Name	Name for termination
Official Routing plan(s) containing the termination	List of all Routing plans containing the termination.
Dialed Number(s) pointed to the Routing plan(s) containing the termination	List of all Dialed Numbers pointed to the routing plans that has termination in them
Access Line	Access line/sis code designation for the termination
Location Code	Location code associated to the termination
Location Name	Optional Location Name assigned to the terminations Location Code
Location Address	Address associated to the Location Code
Number of Lines	Quantity of lines for the termination
ISDN	ISDN indicator of termination
Queue ID	Queue ID if termination is assigned to a Queue. Two dashes (--) will appear if the termination is not assigned to a Queue and/or if ATS is No.
Queue Name	Queue Name assigned to Queue ID. Two dashes (--) will appear if the termination is not assigned to a Queue and/or if the ATS is No.
Home NPA	The home NPA or the Country Code of the Location code of the termination.

Table 6-2. Terminating Routing Number Responses

Field Name	Values
Service Date	Service Configuration Set Date(s). (Current) will be shown following the date to indicate the current service date.
Customer Name	Customer Name assigned to termination's NCP Account ID(s)
Account ID	NCP Account id(s) containing the termination
Billing Type	Billing Type of SCS
Service Type(s)	Service Type assigned to the termination
Service Assurance	On or Off
Service Assurance Type	Pre planned or customized type of assurance applied to the termination. Two dashes (--) will appear if the Service Assurance Value is off.
ICP Status	Yes or No, depending on if the termination is an ICP termination
ICP Category	ICP Category assigned with the termination. Two dashes (--) will appear if ICP status value is No.
ATS	Yes or No
ANT	Yes or No
VTNS	Yes or No
CINFO	Yes or No
DNIS	Call Origin, Call Prompter, Dialed Number, or None
Redirect	PACR, RCP, PACR & RCP, NONE
CRP ID	CRP ID. Not displayed if termination is not found in a CRP table
CRP Name	CRP name. Not displayed if termination is not found in a CRP table
CRP Table	CRP table name. Not displayed if the termination is not found in a CRP table
CRP Codes	CRP codes assigned to the termination if it is found in a CRP table, otherwise it is not displayed

Saving/Printing Response Report

To save the report in order to print it, follow these steps:

1. From the Inquiries Response report, click **File**, **Save As**.

   The **Save As** dialog box is displayed.

2. Navigate to the proper directory.
3. Enter or verify the filename (Inquiries.txt)
4. Click **Save**.
5. To print, select **File**, **Print**.

Limits

You can request a report of the account limits for a specified account.

NOTE:
Information is only available for the current service date.

Figure 6-9. Limits Tab

To request accounts limits, do the following:

1. From the Limits tab, select an account number in the **Account ID** field. You must have permission to access the specified accounts.
2. Choose **Apply**.
3. If data is available on your local database, the response is displayed in the Limits within Account frame.
4. If data is not available, a warning message will prompt you to request data from the host support system.

If **Yes** is selected, your request for account limits is sent to the host support system, as indicated by a status bar message.

If **No** is selected, your request will not be sent to the host support system and you will be returned to the Inquiries Main task.

5. Choose **Send**.
6. Check the Communications Log for a response from the host support system.

Account Limits Responses

The Account Limits Response will show the following:

- Description - the type of element being reported on
- Limit - the maximum number permitted
- Current Count - the total number currently in use
- Percent - the proportion in use of the permitted amount

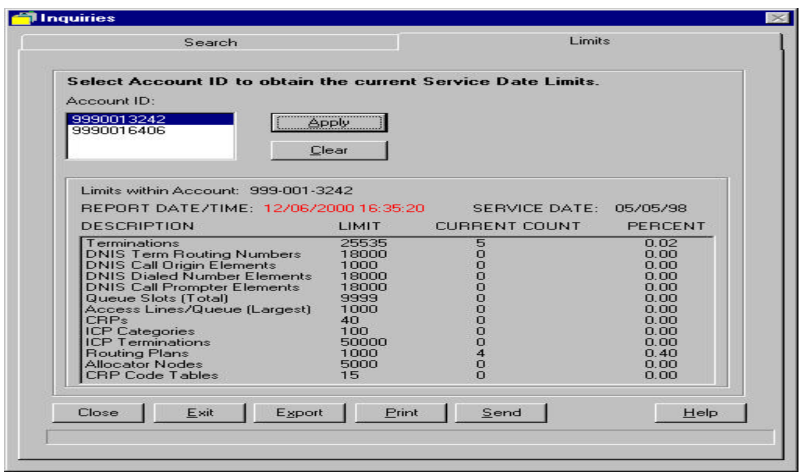

Figure 6-10. Limits Tab with Accounts Limit Report

Table 6-3. Accounts Limit Report

Elements	Description
Terminations	Maximum number of Terminations for an Account
DNIS Term Routing Numbers	Maximum number of DNIS Terminations Routing Numbers

Table 6-3. Accounts Limit Report

Elements	Description
DNIS Call Origin Elements	Maximum number of DNIS Call Origin element for an Account
DNIS Dialed Number Elements	Maximum number of DNIS Dialed Number elements for an Account
DNIS Call Prompter Elements	Maximum number of DNIS Call Prompter elements for an Account
Queue Slots (Total)	Maximum number of Queue slots for an Account. Total indicates a combination of Fixed and Variable Queues
Access Lines/Queue (Largest)	Maximum number of terminations for a Variable Queue.
CRPs	Maximum number of CRPs for an Account
ICP Categories	Maximum number of ICP Categories for an Account
ICP Terminations	Maximum number of ICP-Only Terminations for an Account
Routing Plans	Maximum number of Routing Plans for an Account
Allocator Nodes	Maximum number of Allocator Nodes for an Account
CRP Code Tables	Maximum number of CRP Code Tables for an Account

Exporting Account Limits Report

You can export the data in the response, do the following:

1. Choose **Export**.
2. Enter the name of file to save the data in. The file must have a .csv extension.
3. Choose **Save**.

Printing Account Limits Report

To print the response for accounts limit, follow these steps:

1. Choose **Print**.

   The **Print** dialog box is displayed.
2. Choose **OK**.

Quitting Inquiries Task

To quit the Inquiries task, from the Inquiries main menu, choose **Exit**.

Advanced Feature Rules

A

Contents

Advanced Feature Rules

A

This appendix explains validation performed by the support system when a dialed number subscribes to the Redirect or the Alternate Destination Routing AT&T Advanced Feature.

NOTE:
Currently, not all features and nodes are supported by AT&T Canada. Refer to this information in the *AT&T Route It! Edit Plans User's Guide*:

- Features—"AT&T Advanced Features (United States/Canada)" in Chapter 1, "Overview."
- Nodes—"Node Categories" in Chapter 3, "Routing Plan Concepts."

Dialed Number/Routing Plan Validation

The host support system performs dialed number/routing plan validation for transactions involving a dialed number, when the dialed number subscribes to one of the following AT&T Advanced Features:

- Redirect
- Alternate Destination Routing (ADR)
- Intelligent Call Processing (ICP)

For each type of dialed number subscription, Table A-1 shows the validation performed on associated routing plans.

Table A-1. Types of Dialed Number/Routing Plan Validation

Subscription of Dialed Number	Validation
Redirect	The support system compares the Redirect subscription of a dialed number with the Redirect subscription of one or more terminations in a routing plan.
ADR	The support system compares the ADR subscription of a dialed number with the option field of one or more ADR nodes in a routing plan.

Table A-1. Types of Dialed Number/Routing Plan Validation (Cont'd)

Subscription of Dialed Number	Validation
ICP	The support system compares the ICP subscription of a dialed number with the routing plans in a plan schedule. If one of the plans contains a Customer Routing Point (CRP) node, the dialed number must subscribe to ICP. **NOTE:** Currently, the CRP node is not supported by AT&T Canada.

The support system performs dialed number/routing plan validation when you make these transaction requests:

- Move a dialed number to a different schedule set.
- Modify a plan schedule that has dialed numbers assigned to it.
- Modify a routing plan that is used as a default, exception, or override plan in a plan schedule (the plan schedule must have dialed numbers assigned to it).
- Modify the dialed number Redirect or ADR indicator.
- Change the dialed number ICP indicator to **N** in Customer Profile.
- Assign a routing plan as an override plan for an active plan schedule.

(A plan must pass intra-nodal or inter-nodal validation before it can be checked for dialed number/routing plan validation.)

Dialed number/routing plan validation results in *one* of the following conditions:

Pass The routing plan passes validation successfully.

Warning The routing plan can be used for call routing, although the following discrepancies exist:

- For Redirect, not all terminations in the routing plan have the same Redirect subscription as the dialed number.
- For ADR, not all ADR nodes in the routing plan match the ADR subscription of the dialed number.

Error Validation failed. The routing plan cannot be used for call routing.

If a transaction passes with a warning condition or if it fails validation, a message is sent to the Comm Log. To see a description of the error, display the message detail.

Redirect Subscription Validation

The Redirect feature 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 A-2.

Table A-2. Types of Redirect Features

Post Answer Call Redirection (PACR), also known as Transfer Connect Service (see **NOTE** below)	Enables agents to use their phones to transfer callers to other agents.
Recurrent Call Prompter (RCP) (see **NOTE** below)	Enables agents to return toll-free callers to the initial call prompter announcement, from which they can reach other agents.

NOTE:
RCP Redirect feature is not supported by AT&T Canada.

If you have a dialed number that subscribes to the Redirect feature, the support system compares the Redirect subscription of the dialed number with the subscriptions of terminations. The terminations must be contained in routing plans that make up the associated plan schedule. At least one termination in each plan must have the same Redirect subscription as the dialed number.

NOTE:
To avoid blocked calls from mismatching dialed number and termination subscriptions, AT&T recommends that you maintain separate plan schedules for toll-free numbers that have Redirect subscriptions.

A dialed number can have *one* of the following Redirect subscriptions:

- RCP
- PACR
- BOTH
- NONE

A termination can have *one* of the following Redirect subscriptions:

- RCP
- PACR
- NONE (has no Redirect subscription)

Table A-3 shows the possible outcomes resulting from dialed number/routing plan validation. Keep in mind the following about Redirect subscription validation:

- A single termination can have only *one* Redirect subscription, either RCP or PACR or no Redirect subscription.
- A warning indicates that only some dialed numbers in the routing plan have the same Redirect subscription as the dialed number. As a result, calls may not be routed using the desired Redirect feature.

Table A-3. Redirect Subscription Validation

If the Dialed Number Redirect Subscription Is...	And the Terminations Have These Redirect Subscriptions...	Then the Routing Plan Validation Result Is...
RCP	RCP	Pass
PACR	PACR	Pass
RCP, PACR, or BOTH	NONE	Error
RCP	PACR	Error
PACR	RCP	Error
RCP	RCP and PACR	Warning for PACR
PACR	RCP and PACR	Warning for RCP
BOTH	RCP and/or PACR	Pass
NONE	RCP and/or PACR	Warning—if a non-Redirect termination exists in the plan Error—if a non-Redirect termination does not exist in the plan
NONE	NONE	Pass

For more information on the Redirect feature, see Chapter 1, “Overview,” of the *AT&T Route It! Edit Plans User’s Guide.*

ADR Subscription Validation

If you have the ADR feature associated with a dialed number, you do not need to have an ADR node in a routing plan. However, if the plan does contain one or more ADR nodes, the support system compares the ADR subscription of the dialed number with the option field of each ADR node.

An ADR node allows you to route a call to an alternate termination if the call cannot first be completed at a primary termination. A label in the node specific data field of an ADR node specifies the two non-ATS terminations.

The option field of an ADR node indicates the reason a call should be sent to the alternate destination. The option field contains *one* of these system-defined values:

RNA (Ring No Answer) The call is not answered within a predefined period at the primary destination.

BUSY Network congestion or egress failure prevents the call from being completed at the primary termination.

BOTH Calls are redirected for both RNA and BUSY situations.

During dialed number/routing plan validation, the support system compares the system-defined value in the ADR option field with *one* of these subscription values for the dialed number:

- BUSY
- RNA
- BOTH (BUSY and RNA)
- NONE

The dialed number/routing plan validation for ADR results in *one* of the following conditions:

Pass The dialed number's subscription matches the ADR node options. The routing plan passes validation.

Warning Only some ADR options match the dialed number subscription. Calls may be routed differently than desired.

Error The routing plan cannot be used to route calls because none of the ADR nodes match the subscription of the dialed number.

Table A-4 shows the validation results for different dialed number and ADR node combinations.

Table A-4. ADR Subscription Validation

If the Dialed Number ADR Subscription Is...	And the ADR Nodes in the Routing Plan Have...	Then the Routing Plan Validation Result Is...
BUSY	BOTH and/or RNA option, without other terminations (TERM or ATS) in the plan	Error
BUSY	BOTH and/or RNA option, with other terminations (TERM or ATS) in the plan	Warning
BUSY	BUSY and BOTH and/or RNA options	Warning
BUSY	BUSY option, with or without other terminations (TERM or ATS) in the plan	Pass
RNA	BOTH and/or BUSY option, without other terminations (TERM or ATS) in the plan	Error
RNA	BOTH and/or BUSY option, with other terminations (TERM or ATS) in the plan	Warning
RNA	RNA and BOTH and/or BUSY options	Warning

Table A-4. ADR Subscription Validation (Cont'd)

If the Dialed Number ADR Subscription Is...	And the ADR Nodes in the Routing Plan Have...	Then the Routing Plan Validation Result Is...
RNA	RNA option, with or without other terminations (TERM or ATS) in the plan	Pass
BOTH	BUSY and/or RNA option, without other terminations (TERM or ATS) in the plan	Error
BOTH	BUSY and/or RNA option, with other terminations (TERM or ATS) in the plan	Warning
BOTH	BOTH and BUSY and/or RNA options	Warning
BOTH	BOTH option, with or without other terminations (TERM or ATS) in the plan	Pass
NONE	Any type of ADR node, any option, without other terminations (TERM or ATS) in the plan	Error
NONE	Any type of ADR node, any option, with other terminations (TERM or ATS) in the plan	Warning
NONE	NONE	Pass

For more information on ADR nodes, see Chapter 3, "Routing Plan Concepts," of the *AT&T Route It! Edit Plans User's Guide*.

ICP Subscription Validation

All dialed numbers that use a routing plan containing a CRP node must subscribe to ICP. A dialed number that subscribes to ICP is not required to use a CRP node in every routing plan.

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

Plan schedules consist of routing plans for various times of the day and days of the week. For every plan schedule, there is one or more dialed numbers associated with it. When a call comes into a toll-free number, the call is routed based on the logic and the routing plan that is active for the schedule set for the time of the day and the day of the week.

If you have two dialed numbers associated with a plan schedule and one of them subscribes to ICP and the other does not, and one of the routing plans in the schedule contains a CRP node, the support system generates an error and the validation fails.

Service Area Rules

B

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Service Area Rules

B

This appendix provides rules about the service area of an access line. You may want to refer to these rules when you modify a service area. (For information on displaying a service area graphically, see the section “Changing the Service Area for a Termination,” in Chapter 2, “Customer Profile.”)

Service Area Rules

A *service area* is the geographic area from which inbound calls originate. Each access line has a defined service area consisting of the Numbering Plan Areas (NPAs) or country codes from which it is allowed to accept calls.

The service type of the access line determines the allowed service area. Table B-1 shows service area requirements based on the service type of an access line.

Table B-1 contains these abbreviations:

- **NPA** refers to a United States NPA, unless otherwise specified.
- **CC** refers to an international country code, unless otherwise specified (see **NOTE** below).
- **na** means not applicable.

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

Table B-1. Service Area Rules

Service Type of Access Line	Allowed Termination Location	Required Service Area	Blocked Areas
Toll-Free MasterLine	Not a CC	At least one NPA (no CCs)	None
Toll-Free READYLINE	Not a CC	At least one NPA (no CCs)	Intrastate applies
Toll-Free MEGACOM	Not a CC	At least one NPA (no CCs)	Intrastate applies
I800 Inbound	Any NPA	At least one CC (no NPAs)	None
I800 Outbound	CC	At least one NPA (no CCs)	Canada

Table B-1. Service Area Rules (Cont'd)

Service Type of Access Line	Allowed Termination Location	Required Service Area	Blocked Areas
	Mexico CC	Mexico area; no United States NPAs (no CCs)	na
	International NPA	At least one NPA (no CCs)	Canada
Canadian Northbound	Canadian NPA	At least one NPA (no CCs)	Canada
Classic 800	Not a CC	Banded NPAs (no CCs)	na
Toll-Free CustomNet	Not a CC	■ An NPA is required if no CCs are included ■ A CC is required if no NPAs are included	Intrastate applies
FTS2000	Not a CC	At least one NPA (no CCs)	Canada
FTS2000 & I800 Inbound	Not a CC	■ At least one NPA *and* ■ At least one CC	Canada
Optional Access	Any NPA	At least one CC (no NPAs)	None
Unicom 800	Canadian NPA	At least one NPA (no CCs)	None
Uniline-Option 1	Canadian NPA	At least one NPA (no CCs)	None
Uniline-Option 2	Canadian NPA	At least one NPA (no CCs)	None
Toll-Free Multimedia	■ Not a CC ■ Not a Canadian NPA	At least one NPA (no CCs)	Intrastate applies

Table B-1. Service Area Rules (Cont'd)

Service Type of Access Line	Allowed Termination Location	Required Service Area	Blocked Areas
Toll-Free MasterLine & I800 Inbound	Not a CC	■ At least one NPA *and* ■ At least one CC	None
Toll-Free READYLINE & I800 Inbound	Not a CC	■ At least one NPA *and* ■ At least one CC	Intrastate applies
Toll-Free MEGACOM & I800 Inbound	Not a CC	■ At least one NPA *and* ■ At least one CC	Intrastate applies
Toll-Free Multimedia & I800 Inbound	■ Not a CC ■ Not a Canadian NPA	■ At least one NPA *and* ■ At least one CC	Intrastate applies

Glossary

A

Access Line

The telephone line that permanently connects one of your terminations with the **Local Exchange Carrier** (**LEC**) 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, of which the first 3 are always 999. For example, **999-000-3001**.)

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.**

Advanced Features

The Global Transaction Network call-routing features, also known as Advanced Toll-Free Features. *See also* **Custom Routing Features**.

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 of time or if calls cannot be completed to the primary termination because of network congestion or egress failure.

Alternate Number Translation (ANT)

A service that allows you to directly route a dialed number to a specified termination if normal network processing should fail.

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.

Announcement Name

An optional name you can use to simplify identifying 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 with 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**.)

ANT

See **Alternate Number Translation.**

Area Code Split

The splitting of a group of telephone subscribers, currently served by a particular **Local Exchange Carrier**, from an old to a new area code in order to increase the number of available telephone numbers.

AT&T IVS

AT&T Interactive Voice Services (IVS) Dialed NUmber Information Services (DNIS) shared platform supporting 8YY calls delivered to the AT&T IVS Applications.

ATS

See **Alternate Termination Sequence.**

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.

C

Caller Entered Digits (CEDs)

The digits entered by a caller in response to prompter or digit prompter announcements.

Caller Information Forwarding (CINFO)

An AT&T 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.

CC

See **Country Code**. (Currently not supported by AT&T Canada Long Distance Services.)

CEDs

See **Caller Entered Digits.**

CINFO

See **Caller Information Forwarding.**

Country Code

An abbreviation used to identify a country name. (Currently not supported by AT&T Canada Long Distance Services.)

Country Code Updates

A process in which new country codes are added for a geographical area. Country code updates are implemented when service is opened to a new international carrier.

CRP

See **Customer Routing Point**. (Currently not supported by AT&T Canada Long Distance Services.)

Customer Profile

Contains basic information about **routing plan** elements in your accounts, such as dialed numbers, terminations, and announcements.

Customer Routing Point

The term used to refer to the database containing your routing information. (Currently not supported by AT&T Canada Long Distance Services.) This database is used as part of **Intelligent Call Processing**.

Custom Routing Features

The name AT&T Canada Long Distance Services uses for **Advanced Features**.

D

Dialed Number Identification Service (DNIS)

A service feature that allows a set of telephone lines to handle multiple types of calls by permitting identification of the dialed number. DNIS provides information about a call to the answering agent before the call is answered.

Dialed Number Name

A unique name you can specify to simplify dialed number identification. The default is the dialed number digits.

(A dialed number name can consist of up to 16 alphanumerics, including the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **SALES&SERVICE**.)

DNIS

See **Dialed Number Identification Service.**

DNIS Call Origin

A service that identifies the geographic area from which a call originated.

DNIS Call Type

A service that identifies dialed numbers and the prompter digits entered to determine call type.

DNIS Type

A field that indicates which type of DNIS service you have purchased for a termination. The possible values are:

- BOTH
- NONE
- CALL ORIGIN
- CALL TYPE

DTMF

See **Dual Tone Multi-Frequency.**

Dual Tone Multi-Frequency (DTMF)

A type of telephone signaling that employs two unique and simultaneous tones (rather than dial pulses) to convey each digit of a called number. DTMF is required to interact with **Caller Entered Digits** for a call prompter announcement.

E

Exchange

The exchange code portion of a telephone number that immediately follows the area code portion and is determined by the geographical area of a caller.

The exchange portion of a telephone number is represented by the **NXX** in **NPA-NXX-XXXX**.

F

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.)

I

ICP

See **Intelligent Call Processing.** (Currently not supported by AT&T Canada Long Distance Services.)

ICP Category

A grouping of ICP-only terminations, all of which share several termination attributes. (Currently not supported by AT&T Canada Long Distance Services.)

(An ICP category name can consist of up to 16 alphanumerics, including the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **SALES.TERMS**.)

Integrated Services Digital Network (ISDN)

An international telecommunications standard that allows a communications channel to simultaneously support voice and data.

The ISDN field indicates the version of ISDN service you have purchased for a termination. The options are:

- SDN not purchased
- Customer number only
- Billing number only
- Customer number and billing number
- Customer number preferred

- Billing number preferred

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.)

ISDN

See **Integrated Services Digital Network.**

L

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**.

Location Name

A name that you can specify to simplify identification of a particular location. The default is the location code.

(A location name can consist of up of to 16 alphanumerics, including the symbols **# $. , % & _ - + ’**. The first character must be a letter. For example, **CHICAGO, IL.**)

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.**

MCA Schedule

A schedule of **maximum calls allowed** values for a particular ATS-type termination.

MCQ

See **Maximum Calls in Queue.** (Currently not supported by AT&T Canada Long Distance Services.)

MCQ Schedule

A schedule of **maximum calls in queue** values for a particular network queue, either fixed or variable. (Currently not supported by AT&T Canada Long Distance Services.)

N

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.

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 telephone line. *See also* **Numbering Plan Area**.

NPA Split

The splitting of a group of telephone subscribers, currently served by a particular **Local Exchange Carrier**, from an old to a new area code in order to increase the number of available telephone numbers.

Numbering Plan Area (NPA)

The area code, which indicates a particular calling region.

NXX (Exchange Area)

The **exchange** code portion of a telephone number.

O

OAS

See **Originating AT&T Switch.**

OCDD

A field that indicates whether you have purchased On-Line Call Detail Data (OCDD) features.

Official Data

A copy of your data residing in the **support system** available to be employed for processing calls.

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.**

P

PACR

See **Post Answer Call Redirection.** (Currently not supported by AT&T Canada Long Distance Services.)

Patch

A software update that enhances the Route It! software currently installed.

Payphone Blocking

An AT&T feature that allows you to block or accept 8YY calls that originate at pay phones. If the indicator is set to **On**, a pay-phone call will be blocked and the caller will receive an announcement stating that the call cannot be completed from a pay phone.

PBX

See **Private Branch Exchange.**

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.)

PPP

Point-to-Point Protocol.

Private Branch Exchange (PBX)

A small telephone switching system located at your private premises and connected to a **Local Exchange Carrier.**

Provisioned Data

The data that AT&T assigns for your toll-free services.

Q

Queue Name

A unique name you can associate with a queue to simplify identification.

(A queue name can consist of up to 16 alphanumerics, including the symbols **# $. , % & _ - + '**. The first character must be a letter. For example, **MUSIC&ADV**.)

R

RCP

See **Recurrent Call Prompter.** (Currently not supported by AT&T Canada Long Distance Services.)

RCS

A field that indicates which type of Routing Control Service (RCS) you have purchased for your account.

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

A field that indicates whether you have subscribed to the call redirections available. Options for this field include:

- Post Answer Call Redirection
- Recurrent Call Prompter
- Both PACR and RCP
- No subscription

Refresh

The downloading of network data at the request of a PC.

Ring No Answer (RNA)

An option for a termination that provides a continuous ring for the final handling of a call.

RNA

See **Ring No Answer.**

Routing Plan

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.

S

Schedule Set

A set of one or more dialed numbers, all of which use the same schedule for call processing.

(A schedule name 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 Assurance

A term referring to AT&T's uninterrupted service and no-miss installation guarantees. Service Assurance guarantees that calls will be handled even if something interrupts the **network**.

Service Date

An effective date of service that defines your provisioned network capabilities at the **support system** and **Network Control Point**. *See also* **Active Service Date**.

(The format for the Service Date 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**.

Service Management Workstation (SMW) ID

The identifier of your AT&T Route It! PC. The **support system** employs this identifier as a security measure when the PC attempts to access the **network**.

Support System

The AT&T network component that receives your data and service data, combines that data into customer records, and transmits those records to the **Network Control Point**.

T

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**.)

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**.)

Toll-Free Services

A family of services that offers calls at no charge to the caller. Businesses typically use AT&T Toll-Free Services to help sell and market their products.

Transaction ID

An identifier associated with a specific PC for a transaction message. All transactions submitted to the **support system** contain a transaction ID. This identifier accompanies any transaction sent from a PC to the **support system** and is returned with the support system's response. The response associated with a particular request has the same transaction ID as the request.

Transaction Manager

The Transaction Manager controls communications between your PC and the **support system**. When the Transaction Manager is running, activities in Route It! that require communications with the support system, such as scheduled refreshes, can take place.

Transfer Connect Service

An AT&T service that uses the PACR **Redirect** feature, which enables agents to use their phones to transfer callers to other agents.

TRN

See **Termination Routing Number.**

V

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.)

Virtual Telecommuni-cations Network Service (VTNS)

A pricing arrangement that offers negotiated discounted rates. (Currently not supported by AT&T Canada Long Distance Services.)

VTNS

See **Virtual Telecommunications Network Service.** (Currently not supported by AT&T Canada Long Distance Services.)

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U

V