

CIRCUIT DESCRIPTION

CD-5D137-01  
ISSUE 1  
APPENDIX 4B  
DWG ISSUE 5B  
DISTN CODE BT13

ELECTRONIC SWITCHING SYSTEMS  
5ESS®  
AUTOMATIC CALL DISTRIBUTOR/  
MANAGEMENT INFORMATION SYSTEM  
APPLICATION SCHEMATIC

*Description of Changes*

1. Add AS 15, AS 16, & AS 17.
2. Revise AS 12.
3. Revise Note 201, 202, 216, 217, 224, 225, 302, 303, & 305.

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DEPT NA5380500-EJH-MG

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**CHANGES**

*D. Description of Changes*

Added AS13 and AS14.

Revised AS2 and AS4 to AS11.

Revised Note 201(C), 202, 224, 225 and 302.

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*D. Description of Change*

- D.1 Added notes AS5 through AS11.
- D.2 Added notes 201(c), 224, and 225.
- D.3 Revised notes 202, 203, AS2, AS3, and AS4.

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CHANGES

D. Description of Changes

D.1 AS1 and 2 have been revised to show the addition of "ZH," "ZJ," "ZK," "ZT," "ZU," "YA," "YB," "YC," "YD," "YE," "YI," "YJ," "YK," "YL," "YM," and "YN," options. In addition, in AS2 "ZS," "ZP," and "ZQ," options were added.

D.2 AS3 was added for a typical ACD/MIS arrangement with PCMIS.

D.3 AS4 was added for an optional ISDN connection to a supervisor workstation.

D.4 Equipment notes 201, 202, 203, 204, and 205 were revised.

D.5 Equipment notes 210 through 222 were added.

D.6 Information notes 302, 303, 304, and 305 were revised.

F. Change in CD Section I

F.1 Change 2.01 to read:

2.01 AS1 shows a typical arrangement the ACD/MIS feature equipped without an Event Control Link (ECL). AS2 shows a typical arrangement for ACD/MIS feature with an ECL. AS3 shows a typical arrangement for ACD/MIS with a PCMIS computer. AS4 is an optional arrangement for ISDN connection to a supervisor workstation with or without ECL.

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2

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TABLE OF CONTENTS	PAGE
SECTION I - GENERAL DESCRIPTION . . .	1
1. PURPOSE OF SCHEMATIC. . . . .	1
2. GENERAL DESCRIPTION OF OPERATION . . . . .	1
SECTION II - DETAILED DESCRIPTION . . .	1
SECTION III - REFERENCE DATA. . . . .	2
1. WORKING LIMITS. . . . .	2
2. FUNCTIONAL DESIGNATIONS . . . . .	2
3. FUNCTIONS . . . . .	2
4. ASSOCIATED CIRCUITS . . . . .	2
5. MANUFACTURING TESTING REQUIREMENTS. . . . .	2

is the 5ESS switch which handles the queuing, call distribution, and other aspects of ACD call handling. Calls are delivered to agent positions via an ISDN basic rate interface. The second major component is the 5ESS Switch MIS computer (MIS) which provides the call center managers with the information needed to efficiently run the ACD operation. The MIS is a separate processor interfacing the 5ESS Switch over data links. The 5ESS Switch sends call progress and event messages to the MIS, which stores and analyzes the data. The user interface to the MIS system is a personal computer called the Supervisor Workstation. Real time displays, scheduled and on demand system reports, and system administration and control are handled by the Supervisor Workstation.

SECTION I - GENERAL DESCRIPTION

1. PURPOSE OF SCHEMATIC

1.01 This application schematic provides information for the 5ESS® Automatic Call Distributor/Management Information System (ACD/MIS) feature. The 5ESS ACD/MIS consists of two major components. The first major component

2. GENERAL DESCRIPTION OF OPERATION

2.01 AS1 shows a typical arrangement for the ACD/MIS feature equipped without an event control link (ECL). AS2 shows a typical arrangement for the ACD/MIS feature equipped with an ECL.

SECTION II - DETAILED DESCRIPTION

1.01 None.

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SECTION III - REFERENCE DATA

1. WORKING LIMITS

1.01 None.

2. FUNCTIONAL DESIGNATIONS

2.01 See Information Note 303 in the schematic.

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3. FUNCTIONS

3.01 Provides application information for the advanced communications package.

4. ASSOCIATED CIRCUITS

4.01 See Information Note 302 in the schematic.

5. MANUFACTURING TESTING REQUIREMENTS

5.01 None.