



Avaya Aura™ Contact Center
Terminology

NN44400-116

Document status: Standard
Document issue: 02.03
Document date: 12 November 2010
Product release: Release 6.0/6.1
Job function: Fundamentals
Type: Technical Publication
Language type: English

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Contents

New in this release

The following section details what is new in terminology for *Avaya Aura™ Contact Center Terminology* (NN44400-116) Release 6.0/6.1.

Navigation

- [Features \(page 5\)](#)

Features

See the following sections for information on feature changes.

- [New terms \(page 5\)](#)

New terms

The following terms for the new feature appear in this release:

- [e-mail rule group \(page 25\)](#)
- [fax \(page 27\)](#)
- [multiplicity \(page 38\)](#)
- [office hours \(page 41\)](#)
- [PABX \(page 43\)](#)
- [scanned document \(page 49\)](#)
- [SMS \(page 51\)](#)
- [suggested response \(page 52\)](#)
- [variable \(page 57\)](#)

New in this release

A

accelerator key

A key on a phone that an agent can use to quickly place a call. When an agent presses an accelerator key, the system places the call to the configured number associated with the key. For example, if an agent presses the emergency key, the system places a call to the agent's supervisor.

ACCESS

An internal protocol used by Contact Center Manager Server to directly control some voice services available on the Avaya CallPilot™ platform.

access class

A collection of access levels that defines the actions a member of the access class can perform within the system. For example, a member of the Administrator access class might be given a collection of Read/Write access levels.

access level

A level of access or permission given to a user for a particular application or function. For example, a user might be given view-only access to historical reports.

ACCESS link

A communication channel between Contact Center Manager Server and Avaya CallPilot™.

ACCESS voice port

A voice port controlled by the ACCESS link.

ACD call

See [automatic call distribution call \(page 10\)](#).

ACD-DN

See [automatic call distribution directory number \(page 10\)](#).

ACD group

See [automatic call distribution group \(page 10\)](#).

ACD routing table

See [automatic call distribution routing table \(page 10\)](#).

ACD subgroup

See [automatic call distribution subgroup \(page 10\)](#).

acquired resource

A resource configured on the switch under the control of Contact Center Manager Server. You must configure resources with matching values on both the switch and Contact Center Manager Server.

activated script

A script that processes calls or is ready to process calls. Before you can activate a script, you must first validate it.

active server

In a system with a Replication Server, the server providing call processing and administration services.

activity code

A number that agents enter on their phone during a call. Activity codes provide a way to track the time agents spend on various types of incoming calls. They are also known as Line of Business (LOB) codes. For example, the activity code 720 can be used to track sales calls. Agents can then enter 720 on their agent desktop applications during sales calls, and this information can be generated in an Activity Code report.

adapter

Hardware required to support a device. For example, network adapters provide a port for the network wire. Adapters can be expansion boards or part of the main circuitry of the computer.

administrator

A user who configures and maintains Contact Center Manager Server and Contact Center Multimedia.

AD-LDS

Active Directory Lightweight Directory Services (AD-LDS) is a light-weight implementation of Active Directory and does not require the creation of domains or domain controllers. AD-LDS provides a hierarchical data store for directory data with an LDAP interface. In Windows Server 2008, Active Directory Application Mode (ADAM) has been renamed Active Directory Lightweight Directory Services (AD-LDS).

agent

A user who handles inbound and outbound voice calls, e-mail messages, and Web communications. Other contact types that agents can handle include SMS, IM, voice mail, scanned documents, and faxes.

Agent Desktop

An agent tool that contact center agents can use to provide intelligent and personalized customer care. Agents use a personal computer to access the telephony and multimedia functions.

agent logon ID

A unique identification number assigned to an agent. The agent uses this number to log on. The agent ID is not associated with a particular phone.

agent priority per skillset

Each agent has a priority for each skillset. This priority represents their skill level within the skillset. This priority is used only in queuing the agent in the idle agent queues, thus agents with greater priority in a skillset can be presented with calls before agents of lesser priority. Agent priority for each skillset has a range of 1 to 48, with 1 having the greatest priority. Agent priority for each skillset is not used to determine which request to present to an idle agent when the agent qualifies for more than one queue request. That presentation is based solely on the call attributes.

agent-to-skillset assignment

A matrix that, when you run it, assigns the priority of one or more agents for a skillset. You can schedule agent-to-skillset assignments.

agent-to-supervisor assignment

A matrix that, when you run it, assigns one or more agents to specific supervisors. You can schedule agent-to-supervisor assignments.

AIP

Advanced I/O Processor.

alias

See [e-mail alias \(page 25\)](#).

AML

See [Application Module Link \(page 9\)](#).

ANI

See [automatic number identification \(page 11\)](#).

API

See [application program interface \(page 10\)](#).

application

1. A logical entity that represents a Contact Center Manager Server script for reporting purposes. The Master script and each primary script have an associated application. The application has the same name as the script it represents. 2. A program that runs on a computer.

Application Module Link

An internal protocol used by Contact Center Manager Server to communicate directly with the switch.

application program interface

A set of routines, protocols, and tools that programmers use to develop software applications. APIs simplify the development process by providing commonly used programming procedures.

application server

The server on which the Contact Center Manager Administration software is installed. This server is the middle layer that communicates with Contact Center Manager Server and makes information available to the client PCs.

associated supervisor

A supervisor who is available for an agent if the agent's reporting supervisor is unavailable. See also [reporting supervisor \(page 46\)](#).

automatic call distribution

A way to automatically distribute an organization's incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations for which callers want a service rather than a specific person. Calls are handled in the order they arrive and are distributed so that the workload at each answering position is approximately equal.

automatic call distribution call

A call to an ACD-DN. ACD calls are distributed to agents in an ACD group based on the ACD routing table on the switch. See also [automatic call distribution directory number \(page 10\)](#).

automatic call distribution directory number

A primary or supplementary DN associated with an ACD group. Calls made to an automatic call distribution directory number are distributed to agents belonging to the group, based on the ACD routing table on the switch.

automatic call distribution group

An entity defined on the switch for call distribution. When a customer dials an ACD group, the call is routed to any agent who is a member of that group.

automatic call distribution routing table

A table configured on the switch that contains a list of ACD-DNs used to define routes for incoming calls. This ensures that incoming calls not processed by Contact Center Manager Server are queued to ACD groups and handled by available agents.

automatic call distribution subgroup

An entity defined on the switch to assign supervisory responsibilities. Each subgroup has one supervisor phone and a number of associated agent phones. Agents can log on to any phone within their ACD subgroup. The supervisor must log on to the supervisor phone to monitor assigned agents.

automatic number identification

A telephony feature that provides the originating local phone number of the caller.

auto-response

A message sent to a customer with no agent interaction. An automatic response can be an intelligent response, such as a sales promotion flyer, or an acknowledgement, such as, "We received your e-mail and will respond to you within three days."

A

B

basic call

A simple unfeatured call between two 2500 phones on the same switch using a four-digit dialing plan.

BBUA

Back-to-back user agent.

blind transfer

A blind transfer passes a call without notifying the recipient. It is also known as unsupervised transfer or cold transfer.

C

call age

The amount of time a call waits in the system before an agent answers it.

call destination

The site to which an outgoing network call is sent. See also [call source \(page 15\)](#).

Calling Line Identification

An optional service that identifies the caller's phone number. This information can then be used to route the call to the appropriate agent or skillset. The CLID can also appear on an agent's phone.

call intrinsic

A script element that stores call-related information assigned when a call enters Contact Center Manager Server. See also [CCT intrinsic \(page 16\)](#), [intrinsic \(page 34\)](#), [skillset intrinsic \(page 51\)](#), [time intrinsic \(page 53\)](#), [traffic intrinsic \(page 54\)](#).

call presentation class

A collection of preferences that determines how calls are presented to an agent. A call presentation class specifies whether a break can occur between calls, whether an agent can place DN calls on hold for incoming ACD calls, and whether an agent phone displays that the agent is reserved for a network call.

call priority

The priority given to a request for a skillset agent in a QUEUE TO SKILLSET or QUEUE TO NETWORK SKILLSET script element. This priority is used only to queue a pending request in the pending request queue corresponding to the required skillsets. This ensures pending requests with greater priority in a skillset can be presented to agents before calls of lesser priority. Call priority has a range of 1 to 6, with 1 having the greatest priority. Six priorities are used to fully support the many queuing variations provided by existing NACD functionality. Call priority is maintained at target nodes for network call requests.

Call Request Queue Size

Assigns the maximum queue size for network skillsets. When the maximum is reached, the queue rejects calls. For Network Skill-Based Routing, Call Request Queue Size (CRQS) is configured in Contact Center Manager Administration. If the NACD fallback or the Queue_to_NACD script command is used, CRQS must be configured in LD23 on the PABX. See also [flow control threshold \(page 27\)](#).

call source

The site from which an incoming network call originates. See also [call destination \(page 15\)](#).

call treatment

A script element that provides call handling while the call waits for an agent to answer. For example, a caller can hear a recorded announcement or music while waiting for an agent.

call variable

A script variable that applies to a specific call. A call variable follows the call through the system and is passed from one script to another with the call. See also [global variable \(page 29\)](#), [script variable \(page 49\)](#).

CallPilot

A multimedia messaging system you can use to manage many types of information, including voice messages, fax messages, e-mail messages, phone calls (including conferencing), calendars, and directories.

campaign

See [outbound campaign \(page 41\)](#).

CAT

Channel Allocation Table.

CCR

customer controlled routing.

CCT intrinsic

A Communication Control Toolkit (CCT) intrinsic is a value that stores contact center application-related information that an agent can use during a contact. The CCT intrinsics appear in the Agent Desktop application when agents handle multimedia contacts.

CDN

See controlled directory number.

central processing unit

The component of a computer that performs the instructions of computer programs. Also known as a processor or microprocessor.

centum call seconds

A measure of call traffic density that represents one call in one channel for 100 seconds in 1 hour.

CLAN

See [Customer Local Area Network \(page 19\)](#).

CLAN subnet

See [enterprise IP network \(page 26\)](#).

CLID

See [Calling Line Identification \(page 15\)](#).

client

The part of Contact Center Manager Server that runs on a personal computer or workstation and relies on the server to perform some operations. Contact Center client applications include Server Utility, Agent Desktop, and Contact Center Manager Administration. See also [server \(page 49\)](#).

closed reasons

An item configured in Contact Center Multimedia to indicate the result of a completed e-mail contact. Agents choose a closed reason, and this information can appear in a report.

command

A building block used with expressions, variables, and intrinsics to create scripts. Commands perform distinct functions, such as routing a call to a specific destination, playing music to a caller, or disconnecting a caller.

Communication Control Toolkit (CCT)

A client/server application that integrates a phone on a user's desktop with client- and server-based applications.

Communication Server 1000 Telephony Manager

An application used for Private Branch Exchange (PBX) management.

Compact Call Agent Card

The Compact Call Agent Card provides processing power for the Communication Server 2100 compact configurations.

Computer Telephony Integration

An application that enables a computer to control phone calls.

Conditionally Toll Denied

Allowed access for calls placed through Basic/Network Alternate Route Selection and Coordinated Dialing Plan.

Contact Center Manager

A client/server contact center solution for varied and changing business requirements. The solution offers a suite of applications that includes call processing and agent handling, management and reporting, networking, and third-party application interfaces.

Contact Center Manager Administration

A browser-based tool for contact center administrators and supervisors used to manage and configure a contact center and users, to define access to data, and to view real-time and historical reports. The Contact Center Manager Administration software is installed on an application server. See also [Contact Center Manager Administration server \(page 18\)](#).

Contact Center Manager Administration server

The server on which the Contact Center Manager Administration software is installed. This server is the middle layer that communicates with Contact Center Manager Server and makes information available to the clients.

Contact Center Manager Server

This server manages functions such as the logic for call processing, call treatment, call handling, call presentation, and the accumulation of data into historical and real-time databases.

Contact Center Manager Server call

A call to a CDN controlled by Contact Center Manager Server. The call is presented to the Incalls key on an agent's phone.

Contact Center Multimedia server

A client/server contact center application that expands inbound telephony capabilities to include outbound voice, e-mail, SMS, IM, voice mail, scanned documents, faxes, and Web communications.

contact center server subnet

See [server subnet \(page 50\)](#).

Contact Center Standby server

The server that contains an up-to-date backup of the Contact Center Manager Server database for use if the active server fails. The database is kept up-to-date by the Replication Server.

Contivity VPN PABX

A product that provides routing, firewall, bandwidth management, encryption, authentication, and data integrity for secure tunneling across managed IP networks and the Internet.

controlled directory number

A special directory number used to queue calls arriving at the PABX when the CDN is controlled by an application such as Contact Center Manager Server. When a call arrives at this number, the PABX notifies the application and waits for routing instructions, which are performed by scripts in Contact Center Manager Server.

CPH

Calls per hour.

CPU

See [central processing unit \(page 16\)](#).

CRM

See [Customer Relationship Manager \(page 19\)](#).

CRQS

See [Call Request Queue Size \(page 15\)](#).

CSL

Command and Status Link.

CTD

See [Conditionally Toll Denied \(page 17\)](#).

CTI

See [Computer Telephony Integration \(page 17\)](#).

customer administrator

A user who maintains Contact Center Manager Server and the associated applications.

Customer Local Area Network

The LAN to which your corporate servers, third-party applications, and desktop clients connect.

Customer Relationship Manager

An application that provides the tools and information that an organization requires to manage customer relationships.

D

Data Execution Prevention

A set of hardware and software technologies that verify memory to help protect against malicious code exploits. In Windows Server 2008 Release 2, Data Execution Prevention is enforced by both hardware and software.

database views

A logical representation of the database used to organize information in the database for your use. Event statistics are accessible through database views.

DBMS

Database Management System.

deacquire

To release an acquired PABX resource from the control of the contact center.

deactivated script

A script that process processes no calls. If a script is in use when it is deactivated, calls continue to be processed by the script until they are completed.

default activity code

The activity code assigned to a call if an agent does not manually enter an activity code, or when an agent presses the activity code button twice on the phone. Each skillset has a defined default activity code.

default skillset

The skillset to which calls are queued if they are not queued to a skillset or a specific agent by the end of a script.

denial of service

An incident in which a user or organization cannot gain access to a resource that they can normally access.

DEP

See [Data Execution Prevention \(page 21\)](#).

desktop user

A configured user who can log on to the Contact Center Manager Server from a client PC.

destination site

The site to which an outgoing network call is sent. See also [source site \(page 51\)](#).

DHCP

See [dynamic host configuration protocol \(page 23\)](#).

Dial-Up Networking

See [Remote Access Services \(page 46\)](#).

Dialed Number Identification Service

An optional service that ensures Contact Center Manager Server can identify the phone number dialed by the incoming caller. An agent can receive calls from customers calling in on various DNISs and, if the DNIS appears on the phone, can prepare a response according to the DNIS.

DID

Direct Inward Dial.

directory number

The number that identifies a phone on a PABX. The directory number (DN) can be a local extension (local DN), a public network phone number, or an automatic call distribution directory number (ACD-DN).

directory number call

A call presented to the DN key on an agent's phone.

display threshold

A threshold used in real-time displays to highlight a value below or above the normal range.

disposition code

An item configured in Contact Center Multimedia to indicate the result of a completed outbound contact. Agents choose a disposition code, and this information can appear in a report.

distant steering code

Used by the PABX to route calls to the intended destination.

Distance Vector Multicast Routing Protocol

The multicast routing protocol used when multicast data recipients extend beyond a single network. This protocol advertises the shortest-path route to the networks on which a multicasting source resides.

DMS

Digital Multiplex Switch.

DN

See [directory number \(page 22\)](#).

DN call

See [directory number call \(page 22\)](#).

DNIS

See [Dialed Number Identification Service \(page 22\)](#).

DoS

See [denial of service \(page 21\)](#).

DSC

Distant Steering Code.

DTMF

See [dual tone multi-frequency \(page 23\)](#).

dual tone multi-frequency

A method used by the phone system to recognize the keys pressed during dialing. Pressing a key on the phone keypad generates two simultaneous tones, one for the row and one for the column. These tones are decoded by the exchange to determine which key was pressed.

DVMRP

See [Distance Vector Multicast Routing Protocol \(page 22\)](#).

dynamic host configuration protocol

A protocol for dynamically assigning IP addresses to devices on a network.

dynamic link library

A library of executable functions or data used by a Windows application. Typically, a DLL provides one or more functions. And a program accesses the functions by creating either a static or dynamic link to the DLL. Several applications can use a DLL at the same time.

E

EBC

See [equivalent basic calls \(page 26\)](#).

EIU

The Ethernet Interface Unit is legacy equipment that you can use to connect the Avaya Communication Server 2x00 switch to an Ethernet network for communication with Contact Center Manager Server. The rules for the EIU also apply to the Compact Call Agent Card.

ELAN Subnet

See [embedded local area network \(page 25\)](#).

e-mail alias

An e-mail address that forwards all e-mail messages it receives to another e-mail account. For example, the mailbox `general@magscripts.com` can have the aliases `carz@magsubscriptions.com` and `planez@magsubscriptions.com`. E-mail addressed to either alias is forwarded to the `general@magscripts.com` mailbox. To route e-mail differently depending on the alias to which it is addressed, create a recipient mailbox as an alias in the Contact Center Multimedia Administrator application, and then create routing rules based on the alias.

e-mail message contact

An incoming e-mail message handled intelligently using rules to route a contact according to a skillset, send an automatic response, or close the contact.

e-mail rule

Determine how an e-mail contact is routed based on information about the e-mail message (inputs) and configurations in your contact center (outputs).

e-mail rule group

An ordered collection of e-mail rules applied to a recipient mailbox that determine which rule is followed to route a contact. Each e-mail rule group contains a default system rule that routes a contact to a configured skillset if no other rules in the rule group match the incoming contact. A rule group is configured to find the first match or the best match to the rule.

embedded local area network

A dedicated Ethernet TCP/IP LAN that connects the Contact Center Manager Server and the switch.

Emergency key

A key on an agent's phone that, when pressed by an agent, automatically calls their supervisor to notify the supervisor of a problem with a caller.

enterprise IP network

Your entire IP network including the ELAN subnet and the contact center server subnet.

equivalent basic calls

A measure of the phone switch CPU real time required to process a basic call. See also [basic call \(page 13\)](#).

event

1. An occurrence or action on a contact center server, such as the sending or receiving of a message, the opening or closing of an application, or the reporting of an error. Some events are for information only, while others can indicate a problem. Events are categorized by severity: information, minor, major, and critical. 2. An action generated by a script command, such as queuing a call to a skillset or playing music.

expert

An individual in a contact center that an agent can contact for more information to handle a contact. An expert is an individual with a particular skill. The administrator creates central expert lists based on skillsets or keywords or an automatic list that appears on all Agent Desktop.

expression

1. A building block used in scripts to test for conditions, perform calculations, or compare values within scripts. See also logical expression and mathematical expression. 2. A category of disk drives that employs two or more drives in combination for fault tolerance and performance. See also [relational expression \(page 45\)](#).

F

fax

A fax (short for facsimile) is a document sent over a phone line.

FCTH

See [flow control threshold \(page 27\)](#).

filter timer

The length of time after the system unsuccessfully attempts to route calls to a destination site before that site is filtered from a routing table.

firewall

A set of programs that protects the resources of a private network from external users.

first-level threshold

The value that represents the lowest value of the normal range for a statistic in a threshold class. The system tracks the number of times the value for the statistic falls below this value.

flow control threshold

The number of calls required to reopen a closed network skillset queue. This value must be less than the Call Request Queue Size. For Network Skill-Based Routing, Flow Control Threshold (FCTH) is configured in Contact Center Manager Administration. If the NACD fallback or the Queue_to_NACD script command is used, you must configure FCTH in LD 23 on the switch. See also [Call Request Queue Size \(page 15\)](#).

G

global settings

Settings that apply to all skillsets or IVR ACD-DNs configured on your system.

global variable

A variable that contains values only used by any script on the system. You can change the value of a global variable only in the Script Variable Properties sheet. You cannot change it in a script. See also [call variable \(page 16\)](#), [variable \(page 57\)](#).

GOS

See [grade of service \(page 29\)](#).

grade of service

The probability that calls are delayed by more than a certain number of seconds while waiting for a port.

H

HDX

See [Host Data Exchange \(page 31\)](#).

Host Data Exchange

A rich scripting language provided with Contact Center Manager Server to control call treatment.

HTTP

See [Hypertext Transfer Protocol \(page 31\)](#).

hundred call seconds

See [centum call seconds \(page 16\)](#).

Hypertext Transfer Protocol

The set of rules for transferring data on the World Wide Web.

ICM

See [Intelligent Call Manager \(page 33\)](#).

IGMP

See [Internet Group Management Protocol \(page 34\)](#).

Incalls key

The key on an agent phone to which incoming ACD and Contact Center Manager Server calls are presented.

Integrated Services Digital Network

A set of standards for transmitting digital information over ordinary phone wire and other media.

Integration Package for Meridian Link

A feature that integrates an IVR system with a switch.

Intelligent Call Manager

Intelligent Call Manager (ICM) is an interface between Contact Center Manager Server and the Avaya Communication Server 2x00 switch. The ICM receives information from the Avaya Communication Server 2x00 switch and transmits it to Contact Center Manager Server. The ICM then receives information from Contact Center Manager Server and transmits it to the Avaya Communication Server 2x00 switch.

Interactive Communications Portal (ICP)

A software-based Interactive Voice Response (IVR) system to develop communication applications. The ICP has a Media Application Server (MAS)-based platform and uses the SIP and media processing capabilities of MAS. The ICP is Internet Protocol (IP)-enabled and uses Web Services and industry standards. The software attaches to most SIP infrastructure and provides native support for the SIP-enabled infrastructure. You can deploy an ICP system as a communications portal or an IP MULTimedia Subsystem (IMS) Media Resource Function (MRF).

Interactive Voice Response

(IVR) An application for phone callers to interact with a host computer using prerecorded messages and prompts.

Interactive Voice Response ACD-DN

A directory number that routes a caller to a specific IVR application. An IVR ACD-DN must be acquired for non integrated IVR systems.

Interactive Voice Response event

A voice port logon or logoff. An IVR event is pegged in the database when a call acquires or deacquires a voice port.

Internet Group Management Protocol

The multicast routing protocol used in a network that does not require the delivery of multicast packets between routers or across networks. This protocol transports the following information between host group members, hosts, and routers:

- client requests to join a group
- messages about group membership sent by hosts to routers

Internet Protocol address

An identifier for a computer or device on a TCP/IP network. Networks use TCP/ IP to route messages based on the IP address of the destination. For customers using NSBR, site IP addresses must be unique and correct. The format of an IP address is a 32-bit numeric address written as four values separated by periods. Each value can be 0 to 255. For example, 1.160.10.240 can be an IP address.

intrinsic

A word or phrase used in a script to gain access to system information about skillsets, agents, time, and call traffic that can then be used in formulas and decision-making statements. See also [call intrinsic \(page 15\)](#), [skillset intrinsic \(page 51\)](#), [time intrinsic \(page 53\)](#), [traffic intrinsic \(page 54\)](#).

IP address

See [Internet Protocol address \(page 34\)](#).

IPML

See [Integration Package for Meridian Link \(page 33\)](#).

ISDN

See [Integrated Services Digital Network \(page 33\)](#).

IVR

See [Interactive Voice Response \(page 33\)](#).

IVR ACD-DN

See [Interactive Voice Response ACD-DN \(page 33\)](#).

IVR event

See [Interactive Voice Response event \(page 34\)](#).

IVR port

See [voice port \(page 57\)](#).

L

LAN

See [local area network \(page 35\)](#).

Line of Business code

See [activity code \(page 8\)](#).

LOB code

See [activity code \(page 8\)](#).

local area network

A computer network that spans a relatively small area. Most LANs connect workstations and personal computers and are confined to a single building or group of buildings.

local call

A call that originates at the local site. See also [network call \(page 39\)](#).

local skillset

A skillset that can be used at the local site only. See also [network skillset \(page 40\)](#), [skillset \(page 51\)](#).

logical expression

1. A symbol used in scripts to test for various conditions. Logical expressions are AND, OR, and NOT. See also [expression \(page 26\)](#), [mathematical expression \(page 37\)](#). 2. A category of disk drives that employs two or more drives in combination for fault tolerance and performance. See also [relational expression \(page 45\)](#).

L

M

mailbox

See [recipient mailbox \(page 45\)](#).

Management Information Base

A data structure that describes the collection of all possible objects in a network. Each managed node maintains one or more variables (objects) that describe the state. Contact Center Manager Server Management Information Bases (MIB) contribute to the overall network MIB by:

- identifying Contact Center Manager Server nodes within the network
- identifying significant events (SNMP traps), such as alarms reporting
- specifying formats of alarms

Master script

The first script executed when a call arrives at the contact center. A default Master script is provided with Contact Center Manager Server, but an authorized user can customize it. You cannot deactivate or delete this script. See also [network script \(page 39\)](#), [primary script \(page 44\)](#), [script \(page 49\)](#), [secondary script \(page 49\)](#).

mathematical expression

1. An expression used in scripts to add, subtract, multiply, and divide values. Mathematical expressions are addition (+), subtraction (—), division (/), and multiplication (*). See also [expression \(page 26\)](#) and [logical expression \(page 35\)](#). 2. A category of disk drives that employs two or more drives in combination for fault tolerance and performance. See also [relational expression \(page 45\)](#).

mean holding time

1. The average talk time that the agent uses to handle a call. It is the sum of average talk time. 2. The time required for postcall processing when the agent is not available to handle other calls. 3. Intercall interval (including union break, if any).

Media Application Server

A programmable media endpoint in a SIP signaling network that acts as a SIP user agent to accept and control sessions and the IP media (audio and video) services associated with those sessions. The Media Application Server delivers programmable custom intelligent media services to sessions using text, voice, and video initially, with extensibility to other media and information types as the applications grow.

mean time between calls

The average time between presentation of calls to an agent.

Meridian Link Services

A communications facility that provides an interface between the switch and a third-party host application.

Meridian MAX

A product that provides call processing based on ACD routing.

MHT

See [mean holding time \(page 37\)](#).

MIB

See [Management Information Base \(page 37\)](#).

MLS

See [Meridian Link Services \(page 38\)](#).

MOSPF

See [Multicasting Extensions to Open Shortest Path First \(page 38\)](#).

MTBC

See [mean time between calls \(page 37\)](#).

Multicasting Extensions to Open Shortest Path First

An enhanced version of the Open Shortest Path First (OSPF) routing algorithm that allows a router to forward multicast IP traffic within an autonomous OSPF (v.2) system.

multimedia database

A Caché database used to store customer information and contact details for outbound, e-mail, and Web communication contacts.

multiplicity

The ability of an agent to simultaneously handle multiple contacts with another contact type, for example, an e-mail contact or a voice contact, on Agent Desktop. The administrator configures the maximum number of contacts that an agent can handle.

MSL-100

Meridian Stored Logic 100 switch.

music route

A resource installed on the switch that provides music to callers while they wait for an agent.

N

NACD call

A call that arrives at the server from a network ACD-DN.

NAT

See [Network Address Translation \(page 39\)](#).

NCC

See [Network Control Center \(page 39\)](#).

NCRTD

See [Network Consolidated Real-Time Display \(page 39\)](#).

Network Address Translation

The translation of an Internet Protocol (IP) address used on one network to an IP address used on another network. One network is called the inside network and the other is called the outside network.

network call

A call that originates at another site in the network. See also [local call \(page 35\)](#).

Network Consolidated Real-Time Display

A real-time display containing data from more than one Contact Center Manager Server. This data is consolidated by Contact Center Manager Administration.

Network Control Center

The server on which you configure network skill-based routing and manage communication between servers.

network interface card

An expansion board that enables a PC to connect to a local area network (LAN).

network script

The script that handles error conditions for Contact Center Manager Server calls forwarded from one site to another for customers using NSBR. The network script is a system-defined script provided with Contact Center Manager Server, but an authorized user can customize it. You cannot deactivate or delete this script. See also [Master script \(page 37\)](#), [primary script \(page 44\)](#), [script \(page 49\)](#), [secondary script \(page 49\)](#).

Network Skill-Based Routing

An optional feature with Contact Center Manager Server that provides skill-based routing to multiple networked sites.

N

network skillset

A skillset common to every site on the network. You must create network skillsets at the Network Control Center (NCC).

night mode

A skillset state in which the server does not queue incoming calls to the skillset, and in which all queued calls receive night treatment. A skillset automatically enters night mode when the last agent logs off, or the administrator can manually place it into night mode. See also [out-of-service mode \(page 42\)](#), [transition mode \(page 54\)](#).

NPA

See [Number Plan Area \(page 40\)](#).

NSBR

See [Network Skill-Based Routing \(page 39\)](#).

Number Plan Area

Area code.

O

object linking and embedding

A compound document standard for creating objects with one application, and then link or embed them in a second application.

ODBC

See [Open Database Connectivity \(page 41\)](#).

OEM

Original equipment manufacturer.

office hours

Hours configured in the contact center to indicate when the contact center is open. The office hours in a contact center are used two ways for routing e-mail messages: e-mail messages are routed using one method when the contact center is open, and another method when the contact center is closed; performance statistics are monitored and incremented only during time periods when the contact center is open.

OLE

See [object linking and embedding \(page 41\)](#).

Open Database Connectivity

A Microsoft-defined database application program interface (API) standard.

Open Shortest Path First

A routing algorithm that provides least-cost routing, multipath routing, and load balancing.

Optivity Telephony Manager

An application used for switch management.

OSPF

See [Open Shortest Path First \(page 41\)](#).

OTM

See [Optivity Telephony Manager \(page 41\)](#).

outbound campaign

A group of outgoing calls from the contact center for a specific purpose, for example, customer satisfaction surveys.

Outbound Campaign Management Tool

An administrator tool accessed through Contact Center Manager Administration for configuring outbound campaigns.

outbound contact

An outgoing voice call intelligently routed to an agent according to a skillset within a defined time interval. An agent or the switch can dial the call.

out-of-service mode

A skillset state in which the skillset does not take calls. A skillset is out of service if no agents are logged on or if the supervisor places the skillset into out-of-service mode manually. See also [night mode \(page 40\)](#), [transition mode \(page 54\)](#).

out-of-service skillset

A skillset taking no new calls. While a skillset is out of service, incoming calls cannot be queued to the skillset. See also [local skillset \(page 35\)](#), [network skillset \(page 40\)](#), [skillset \(page 51\)](#).

P

PABX

See [private automatic branch exchange \(page 44\)](#).

patch

See [Service Pack \(page 50\)](#).

PBX

See [private automatic branch exchange \(page 44\)](#).

pegging

The action of incrementing statistical counters to track and report on system events.

pegging threshold

A threshold defining a cut-off value for statistics, such as short call and service level. Pegging thresholds are used in reports.

personal directory number

A DN on which an agent can be reached directly, usually for private calls.

phone

The physical device, connected to the switch, to which calls are presented. Each agent and supervisor must have a phone.

phone display

The display area on an agent's phone where information about incoming calls can be communicated.

PIM

See [Protocol Independent Multicast \(page 44\)](#).

Platform Vendor Independence

A software-only contact center solution that operates on any hardware platform that meets specified requirements.

Position ID

A unique identifier for a phone, that the switch uses to route calls to the phone. Referred to as Telephony/Port Address in Contact Center Manager Server.

primary ACD-DN

A directory number that callers can dial to reach an ACD group.

primary script

A script executed or referenced by the Master script. A primary script can route calls to skillsets, or it can transfer routing control to a secondary script. See also [Master script \(page 37\)](#), [network script \(page 39\)](#), [script \(page 49\)](#).

priorities

Two sets of priorities affect queuing and call presentation: agent priority for each skillset and call priority. For both sets of priorities, the lower value indicates a greater priority in presentation. All idle agent queues and all pending request queues always queue by priority as top precedence. All other queuing options, such as age of call and agent idle time, take a lower precedence than priority. See also [call priority \(page 15\)](#) and [agent priority per skillset \(page 9\)](#).

private automatic branch exchange

A phone switch, typically used by a business to service internal phone needs. A PABX usually offers more advanced features than are generally available on the public network. Also known as a private branch exchange (PBX).

Protocol Independent Multicast

A protocol that provides efficient routes for multicast traffic that must cross the Internet to reach members of sparsely distributed multicast groups.

PSTN

See [public switched telephone network \(page 44\)](#).

public switched telephone network

The international network of private and government-owned voice-oriented public phone networks.

R

RAID

See [Redundant Array of Intelligent/Inexpensive Disks \(page 45\)](#).

RAN

recorded announcement.

RAN route

See [recorded announcement route \(page 45\)](#).

RAS

See [Remote Access Services \(page 46\)](#).

Real-time Statistics Multicast

An interface that provides real-time information to third-party applications in either multicast or unicast format.

recipient mailbox

A container on the e-mail server that hold e-mail messages. Standard mailboxes are monitored by the E-mail Manager, which routes the e-mail to an agent or group of agents (skillset) based on an analytical search of the sender address, the recipient address, the subject and body of an e-mail message for predetermined keywords, or a combination of these. The e-mail server must be compliant with Post Office Protocol 3 (POP3) and Standard Mail Transfer Protocol (SMTP).

recorded announcement route

A resource installed on the switch that offers a recorded announcement to callers.

Redundant Array of Intelligent/Inexpensive Disks

A category of disk drives that employs two or more drives in combination for fault tolerance and performance.

redundant server

A warm standby server for shadowing the Multimedia database on the Multimedia server and providing a quick recovery if the primary server fails.

relational expression

An expression used in scripts to test for various conditions. Relational expressions are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), and not equal to (<>). See also [expression \(page 26\)](#), [logical expression \(page 35\)](#), [mathematical expression \(page 37\)](#).

Remote Access Services

A feature built into Windows NT and Windows 95 that enables users to log on to an NT-based LAN using a modem, X.25 connection, or WAN link. This feature is also known as Dial-Up Networking.

Replication Server

A server that backs up the active Contact Center Manager Server to the standby Contact Center Manager Server in real time.

reporting supervisor

The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phone, the emergency call is presented to the agent's reporting supervisor. See also [associated supervisor \(page 10\)](#).

Resource Reservation Protocol

The protocol used by routers to ensure host systems in an IP network can reserve resources for unicast or multicast dataflows.

round-robin routing table

A routing table that queues the first call to the first three sites in the routing table, then the second three sites, then the third three sites, and so on, until an agent is reserved at one of the sites. See also [sequential routing table \(page 49\)](#).

route

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. See also [music route \(page 38\)](#), [RAN route \(page 45\)](#).

router

A device that connects two LANs. Routers can also filter messages and forward them based on various criteria.

routing table

A table that defines how calls are routed to the sites on the network. See also [round-robin routing table \(page 46\)](#), [sequential routing table \(page 49\)](#).

RSM

See [Real-time Statistics Multicast \(page 45\)](#).

RSVP

See [Resource Reservation Protocol \(page 46\)](#).

rule

See [e-mail rule \(page 25\)](#).

rule group

See [e-mail rule group \(page 25\)](#).

S

sample script

A script installed with the Contact Center Manager Server client. Sample scripts are stored as text files in a special folder on the client. The contents of these scripts can be imported or copied into user scripts for typical contact center scenarios.

scanned document

An electronic form of a printed page or document.

SCM

See [Service Control Manager \(page 50\)](#).

script

A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week. See also [Master script \(page 37\)](#), [network script \(page 39\)](#), [primary script \(page 44\)](#), [secondary script \(page 49\)](#).

script variable

See [script \(page 49\)](#).

second-level threshold

The value used in display thresholds that represents the highest value of the normal range for a statistic. The system tracks the number of times the value for the statistic falls outside this value.

secondary directory number

A DN defined on the agent's phone as a Centrex line for incoming and outgoing non-ACD calls.

secondary script

Any script (other than a Master, network, or primary script) referenced from a primary script or other secondary script. Statistics are not pegged for actions occurring during a secondary script. See also [Master script \(page 37\)](#), [network script \(page 39\)](#), [primary script \(page 44\)](#), [script \(page 49\)](#).

sequential routing table

A routing table method that always queues a call to the first three active sites in the routing table. See also [round-robin routing table \(page 46\)](#).

server

A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. Use Contact Center Manager Server to configure contact center operations. See also [client \(page 17\)](#).

server subnet

The subnet to which the servers, such as Contact Center Manager Server, Network Control Center, Contact Center Manager Administration, Contact Center Multimedia, and Avaya CallPilot™ connect.

service

A process that adheres to a Windows NT structure and requirements. A service provides system functionality.

Service Control Manager

A Windows NT process that manages the various services on the PC.

service level

The percentage of incoming calls answered within a configured number of seconds.

service level threshold

A parameter that defines the number of seconds within which to answer incoming calls.

Service Pack

A supplementary software application that enhances the functionality of previously released software by improving performance, adding functionality, or correcting a problem discovered since the original release. All previous Service Packs (SPs) for the release are included in the most recent Service Pack. For example, SP02 contains the contents of SP01 as well as the fixes delivered in SP02. SP03 contains SP01, SP02, and the fixes delivered in SP03.

Session Initiation Protocol

An application-layer control (signaling) protocol for creating, modifying, and terminating sessions with one or more participants.

Simple Network Management Protocol

A systematic way to monitor and manage a computer network. The SNMP model consists of four components:

- managed nodes, which are any device, such as hosts, routers, and printers, that can communicate status to network-management systems through an SNMP management process called an SNMP Agent
- management stations, which are computers running special network management software that interact with the Agents for status
- management information, which is conveyed through exact specifications and format of status specified by the MIB
- Management Protocol or SNMP, which sends messages called protocol data units (PDUs)

SIP

See [Session Initiation Protocol \(page 50\)](#).

SIP Terminal

The SIP address of the TR87 controlled terminal dedicated to an agent. This is the phone number that the agent controls, combined with the domain of the agent in the SIP URI.

SIP URI

The SIP Address for the agent as configured on the target SIP server. The SIP Address uniquely identifies the agent on the SIP network.

site

1. A system using Contact Center Manager Server that can be accessed using Server Utility. 2. A system using Contact Center Manager Server and participating in Network Skill-Based Routing.

skillset

A group of capabilities or knowledge required to answer a specific type of call. See also [local skillset \(page 35\)](#), [network skillset \(page 40\)](#).

skillset intrinsic

A script element that inserts information about a skillset in a script. Skillset intrinsics return values such as skillsets, integers, and agent IDs. These values are then used in queuing commands. See also [call intrinsic \(page 15\)](#), [intrinsic \(page 34\)](#), [time intrinsic \(page 53\)](#), [traffic intrinsic \(page 54\)](#).

SL-100

Stored Logic 100 switch.

SMS

Short Message Service (SMS) is a standard communications protocol for the exchange of short text messages between mobile phone devices.

SNMP

See [Simple Network Management Protocol \(page 50\)](#).

source site

The site from which an incoming network call originates. See also [destination site \(page 21\)](#).

standby

In skillset assignments, a property that grants an agent membership in a skillset, but makes the agent inactive for that skillset.

standby server

A server that contains an up-to-date version of the database for use when the active server becomes unavailable.

SP

See [Service Pack \(page 50\)](#).

suggested response

A response that is presented for the agent to respond to an e-mail message. If a suggested response is used often, it can be promoted to an automatic response.

See [auto-response \(page 11\)](#).

supervisor

A user who manages a group of agents. See also associated supervisor and reporting supervisor.

supplementary ACD-DN

A DN associated with a primary DN. Any calls to the supplementary DN are automatically routed to the primary DN. A supplementary DN can be a toll-free (1-800) number.

switch

See [telephony switch \(page 53\)](#).

switch resource

A device configured on the switch. For example, a CDN is configured on the switch and then used as a resource with Contact Center Manager Server. See also [acquired resource \(page 8\)](#).

system-defined scripts

The Master_Script and the Network_Script (if NSBR is enabled). You can customize these scripts, but you cannot deactivate or delete them. These scripts are the first scripts that run for every local or network call arriving at the contact center.

T

TAPI

See [Telephony Application Program Interface \(page 53\)](#).

target site

See [destination site \(page 21\)](#).

TCP/IP

See [Transmission Control Protocol/Internet Protocol \(page 54\)](#).

TDM

See [Time-Division Multiplex \(page 53\)](#).

telephony

The science of translating sound into electrical signals, transmitting them, and then converting them back to sound. The term is used frequently to refer to computer hardware and software that perform functions traditionally performed by phone equipment.

telephony switch

The hardware that processes calls and routes them to their destination.

Telephony Application Program Interface

An interface between the switch and an application that allows the application to control the phone on a user's desktop.

threshold

A value for a statistic at which system handling of the statistic changes.

threshold class

A set of options that specifies how statistics are treated in reports and real-time displays. See also [display threshold \(page 22\)](#), [pegging threshold \(page 43\)](#).

Time-Division Multiplex

A method of transmission in which a signal is separated into multiple segments at the transmission source and then reassembled at the receiving end.

time intrinsic

A script element that stores information about system time, including time of day, day of week, and week of year. See also [call intrinsic \(page 15\)](#), [intrinsic \(page 34\)](#), [skillset intrinsic \(page 51\)](#), [traffic intrinsic \(page 54\)](#).

Token Ring

A PC network protocol developed by IBM. A Token Ring network is a type of computer network in which all the computers are arranged schematically in a circle.

traffic intrinsic

An intrinsic that inserts information about system-level traffic in a script. See also [call intrinsic \(page 15\)](#), [intrinsic \(page 34\)](#), [skillset intrinsic \(page 51\)](#), [time intrinsic \(page 53\)](#).

transition mode

A skillset state in which the server presents already queued calls to a skillset. New calls queued to the skillset are given out-of-service treatment. See also [night mode \(page 40\)](#), [out-of-service mode \(page 42\)](#).

Transmission Control Protocol/Internet Protocol

The communication protocol used to connect devices on the Internet. TCP/IP is the standard protocol for transmitting data over networks.

treatment

See [call treatment \(page 16\)](#).

trunk

A communications link between a PABX and the public central office, or between PABXs. Various trunk types provide services such as Direct Inward Dialing (DID trunks), ISDN, and Central Office connectivity.

U

user-created script

A script created by an authorized user on the Contact Center Manager Server. Primary and secondary scripts are user-created scripts.

user-defined script

A script modified by an authorized user on the Contact Center Manager Server.

utility

A program that performs a specific task, usually related to managing system resources. Operating systems contain a number of utilities to manage disk drives, printers, and other devices.

V

validation

The process of examining a script to ensure that all syntax and semantics are correct. A script must be validated before it can be activated.

variable

A placeholder for values calculated within a script, such as CLID. Variables are defined in the Script Variable Properties sheet and can be used in multiple scripts to determine treatment and routing of calls entering Contact Center Manager Server. See also [call variable \(page 16\)](#), [global variable \(page 29\)](#).

Virtual Private Network

A private network configured within a public network use the economies of scale and management facilities of large networks.

Voice Extensible Markup Language

Permits a user to interact with the Internet through voice-recognition technology.

voice mail

A central system for conveying voice messages, including storage, on an answering machine.

Voice over IP

Voice traffic transmitted in digital format using the IP protocol.

voice port

A connection from a telephony port on the switch to a port on the IVR system.

VPN

See [Virtual Private Network \(page 57\)](#).

VXML

See [Voice Extensible Markup Language \(page 57\)](#).

