Nortel Contact Center

Terminology

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New in this release

The following section details what’s new in Terminology for Contact Center Release 7.0

Navigation

- Features (page 5)
- Other Changes (page 5)

Features

See the following sections for information on feature changes.

- New terms (page 5)

New terms

The following new feature terms appear in this release:

- CCT Intrinsics
- Contact Center Express
- Expert
- Interactive Communications Portal
- Multiplicity

Other Changes

There are no other changes in this release.

A

accelerator key

A key on a phoneset that an agent can use to place a call quickly. 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 of the voice services available on the CallPilot or Meridian Mail 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 particular 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 CallPilot or Meridian Mail

ACCESS voice port

A voice port controlled by the ACCESS link.

ACD call

See automatic call distribution call (page 9).

ACD-DN

See automatic call distribution directory number (page 9).

ACD group

See automatic call distribution group (page 9).

ACD routing table

See automatic call distribution routing table (page 9).

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. Resources must be configured with matching values on both the switch and Contact Center Manager Server.

activated script

A script that is processing 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 phoneset during a call. Activity codes provide a way of tracking 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 might 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 particular 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 sets up and maintains Contact Center Manager and Contact Center Multimedia.

agent

A user who handles inbound and outbound voice calls, e-mail messages, and Web communications.

agent logon ID

A unique identification number assigned to a particular agent. The agent uses this number when logging on. The agent ID is not associated with any particular phoneset.

agent priority per skillset

Each agent has a priority per 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 allowing agents with greater priority in a skillset to be presented with calls before agents of lesser priority. Agent priority per skillset has a range of 1 to 48, with 1 having the greatest priority. Agent priority per 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, sets the priority of one or more agents for a skillset. Agent-to-skillset assignments can be scheduled.

agent-to-supervisor assignment

A matrix that, when you run it, assigns one or more agents to specific supervisors. Agent-to-supervisor assignments can be scheduled.

AIP

Advanced I/O Processor.

alias

See e-mail alias (page 22).

AML

See Application Module Link (page 9).

ANI

See automatic number identification (page 10).

API

See application program interface (page 9).

application

1. A logical entity that represents a Contact Center Manager 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 acts as 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 41).

automatic call distribution

A means of automatically distributing an organization's incoming calls among a number of answering positions (ACD agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced 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 9).

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 the purpose of 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 phoneset and a number of agent phonesets associated with it. Agents can log on to any phoneset within their ACD subgroup. The supervisor must log on to the supervisor phoneset to monitor assigned agents.

automatic number identification

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

auto-response

A message sent to a customer with no agent interaction. An auto-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."

B

basic call

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

BBUA

Back-to-back user agent.

blind transfer

A blind transfer involves passing 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 being answered by an agent.

call destination

The site to which an outgoing network call is sent. See also call source (page 13).

Calling Line Identification

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

call intrinsic

A script element that stores call-related information assigned when a call enters Contact Center Manager Server. See also CCT intrinsic (page 13),intrinsic (page 28), skillset intrinsic (page 46), time intrinsic (page 49), traffic intrinsic (page 49).

call presentation class

A collection of preferences that determines how calls are presented to an agent. A call presentation class specifies whether a break time between calls is allowed, whether an agent can put DN calls on hold for incoming ACD calls, and whether an agent phoneset 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 in queuing a pending request in the pending request queue corresponding to the required skillsets. This allows pending requests with greater priority in a skillset to be presented to agents before calls of lesser priority. Call priority has a range or 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

Sets the maximum queue size for network skillsets. When the set 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 switch. See also flow control threshold (page 24).

call source

The site from which an incoming network call originates. See also call destination (page 12).

call treatment

A script element that enables you to provide handling to a call while it is waiting to be answered by a contact center agent. 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 25), script variable (page 43).

CallPilot

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

campaign

See outbound campaign (page 37).

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 Contact Center Agent Desktop application when agents handle multimedia contacts.

You can configure the CCT intrinsics to appear in the Contact Center Agent Desktop application by editing the CCADIntrinsicSettings.xml file.

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 17).

CLAN subnet

See enterprise IP network (page 23).

CLID

See Calling Line Identification (page 12).

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. Two types of client are available: Server Utility and Contact Center Manager Administration. See also server (page 44).

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 be generated 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 telephone on a user's desktop with client- and server-based applications.

Communication Server 1000 Telephony Manager

A Nortel 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 telephone calls.

Conditionally Toll Denied

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

Contact Center 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.

Contact Center Express

A Nortel single server solution for a contact center with no more than 100 agents that provides easier installation, configuration, and administration tasks.

Contact Center Manager

A client/server contact center solution for varied and changing business requirements. It 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 for managing and configuring a contact center and its users, defining access to data, and viewing 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 15).

Contact Center Manager Administration server

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

Contact Center Manager Server

This server is responsible for 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 phoneset.

Contact Center Multimedia server

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

Contact Center Standby server

The server that contains an up-to-date backup version 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 Switch

A Nortel 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 that allows calls arriving at the switch to be queued when the CDN is controlled by an application such as Contact Center Manager Server. When a call arrives at this number, the switch 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 14).

CRM

See Customer Relationship Manager (page 17).

CRQS

See Call Request Queue Size (page 13).

CSL

Command and Status Link.

CTD

See Conditionally Toll Denied (page 15).

CTI

See Computer Telephony Integration (page 15).

customer administrator

A user who maintains Contact Center Manager.

Customer Local Area Network

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

Customer Relationship Manager

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

D

Data Execution Prevention

A set of hardware and software technologies that perform additional checks on memory to help to protect against malicious code exploits. In Windows Server 2003 Service Pack 1, 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 switch resource from the control of the contact center.

deactivated script

A script that does not process any new 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 enter an activity code manually, or when an agent presses the activity code button twice on the phoneset. 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 is unable to gain access to a resource that they can normally access.

DEP

See Data Execution Prevention (page 18).

Designer Patch

An emergency fix packaged to address specific individual Contact Center software problems. Designer Patches are viewable from a patch viewer application. Designer Patches are included in the next scheduled Service Update or Service Update Supplementary. See also Service Update (page 44) and Service Update Supplementary (page 44).

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 46).

DHCP

See dynamic host configuration protocol (page 21).

Dial-Up Networking

See Remote Access Services (page 41).

Dialed Number Identification Service

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

DID

Direct Inward Dial.

directory number

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

directory number call

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

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 be generated in a report.

distant steering code

Used by the switch to route calls to their 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 19).

DN call

See directory number call (page 19).

DNIS

See Dialed Number Identification Service (page 19).

DoS

See denial of service (page 18).

DP

See Designer Patch (page 19).

DSC

Distant Steering Code.

DTMF

Dual Tone Multi Frequency.

Dual Tone Multi Frequency

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

DVMRP

See Distance Vector Multicast Routing Protocol (page 20).

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 that can be used by a Windows application. Typically, a DLL provides one or more particular 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 23).

EIU

The Ethernet Interface Unit (EIU) is legacy equipment that you can use to connect the CS 2x00/DMS 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 22).

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 of these aliases 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 auto-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).

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 phoneset 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 Nortel server subnet.

equivalent basic calls

A measure of the telephone switch CPU real time required to process a basic call. See also basic call (page 11).

event

1. An occurrence or action on Contact Center Manager, 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 Contact Center Agent Desktops.

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 41).

F

FCTH

See flow control threshold (page 24).

filter timer

The length of time after the system unsuccessfully attempts to route calls to a destination site before that site is filtered out of 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 how often 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, FCTH must be configured in LD23 on the switch. See also Call Request Queue Size (page 13).

G

global settings

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

global variable

A variable that contains values that can be used by any script on the system. You can only change the value of a global variable in the Script Variable Properties sheet. You cannot change it in a script. See also call variable (page 13), variable (page 51).

GOS

See grade of service (page 25).

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 26).

Host Data Exchange

A rich scripting language provided with Contact Center Manager to control treatment of calls.

HTTP

See Hypertext Transfer Protocol (page 26).

hundred call seconds

See centum call seconds (page 14).

Hypertext Transfer Protocol

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

I

ICM

See Intelligent Call Manager (page 27).

IGMP

See Internet Group Management Protocol (page 28).

Incalls key

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

Integrated Services Digital Network

A set of standards for transmitting digital information over ordinary telephone 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 CS 2x00/ DMS switch. The ICM receives information from the CS 2x00/DMS switch and transmits it to Contact Center Manager Server. The ICM then receives information from Contact Center Manager Server and transmits it to the CS 2x00/DMS 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 Nortel infrastructure. You can deploy an ICP system as a communications portal or an IP MUltimedia Subsystem (IMS) Media Resource Function (MRF). Contact Center Express uses ICP exclusively to provide SIP-based voice services but does not support any IVR application.

Interactive Voice Response

(IVR) An application that allows telephone 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 12), skillset intrinsic (page 46), time intrinsic (page 49), traffic intrinsic (page 49).

IP address

See Internet Protocol address (page 28).

IPML

See Integration Package for Meridian Link (page 27).

ISDN

See Integrated Services Digital Network (page 27).

IVR

See Interactive Voice Response (page 28).

IVR ACD-DN

See Interactive Voice Response ACD-DN (page 28).

IVR event

See Interactive Voice Response event (page 28).

IVR port

See voice port (page 51).

L

LAN

See local area network (page 30).

Line of Business code

See activity code (page 7).

LOB code

See activity code (page 7).

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 34).

local skillset

A skillset that can be used at the local site only. See also network skillset (page 35), skillset (page 45).

logical expression

1. A symbol used in scripts to test for different conditions. Logical expressions are AND, OR, and NOT. See also expression (page 23), mathematical expression (page 31). 2. A category of disk drives that employs two or more drives in combination for fault tolerance and performance. See also relational expression (page 41).

M

M1

Meridian 1 switch.

M1 IE

Meridian 1 Internet Enabled switch.

mailbox

See recipient mailbox (page 40).

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 its state. Contact Center Manager Server Management Information Bases (MIB) contribute to the overall network MIB by:

- identifying Nortel/Meridian/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, but it can be customized by an authorized user. It cannot be deactivated or deleted. See also network script (page 35), primary script (page 39), script (page 43), secondary script (page 43).

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 23) and logical expression (page 30). 2. A category of disk drives that employs two or more drives in combination for fault tolerance and performance. See also relational expression (page 41).

mean holding time

1. The time that the agent is involved in serving 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 customized intelligent media services to those 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 Mail

A Nortel product that provides voice messaging and other voice and fax services.

Meridian MAX

A Nortel product that provides call processing based on ACD routing.

MHT

See mean holding time (page 32).

MIB

See Management Information Base (page 31).

MLS

See Meridian Link Services (page 32).

MM

See Meridian Mail (page 32).

MOSPF

See Multicasting Extensions to Open Shortest Path First (page 33).

MTBC

See mean time between calls (page 32).

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

In Contact Center 7.1, the ability of an agent to simultaneously handle multiple Web chat contacts with another contact type, for example, an e-mail contact or a voice contact, on Contact Center Agent Desktop. The administrator configures the maximum number of Web chat 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 34).

NCC

See Network Control Center (page 34).

NCRTD

See Network Consolidated Real-Time Display (page 34).

Network Address Translation

The translation of an Internet Protocol (IP) address used within one network to an IP address used within 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 30).

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 a Contact Center Manager system where Network Skill-Based Routing is configured and where communication between servers is managed.

network interface card

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

network script

The script executed to handle 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, but it can be customized by an authorized user. It cannot be deactivated or deleted. See also Master script (page 31), primary script (page 39), script (page 43), secondary script (page 43).

Network Skill-Based Routing

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

network skillset

A skillset common to every site on the network. Network skillsets must be created 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 are given night treatment. A skillset goes into night mode automatically when the last agent logs off, or the administrator can put it into night mode manually. See also out-of-service mode (page 37), transition mode (page 49).

Nortel server subnet

The subnet to which the Nortel servers, such as Contact Center Manager Server, Network Control Center, Contact Center Manager Administration, Contact Center Multimedia, and CallPilot are connected.

Nortel VPN Router Switch

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

NPA

See Number Plan Area (page 35).

NSBR

See Network Skill-Based Routing (page 35).

Number Plan Area

Area code.

O

object linking and embedding

A compound document standard that enables you to create objects with one application, and then link or embed them in a second application.

ODBC

See Open Database Connectivity (page 36).

OEM

Original equipment manufacturer.

office hours

Hours configured in the contact center where e-mail messages can be routed using one method when the contact center is open, and another method when the contact center is closed.

OLE

See object linking and embedding (page 36).

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

A Nortel application used for switch management.

OSPF

See Open Shortest Path First (page 36).

OTM

See Optivity Telephony Manager (page 36).

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. The call can be dialed by the agent or the switch.

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 puts the skillset into out-of-service mode manually. See also night mode (page 35), transition mode (page 49).

out-of-service skillset

A skillset not taking any new calls. While a skillset is out of service, incoming calls cannot be queued to the skillset. See also local skillset (page 30), network skillset (page 35), skillset (page 45).

P

patch

See Designer Patch (page 19).

PBX

See private branch exchange (page 39).

pegging

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

pegging threshold

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

PEP

Performance Enhancement Package. Now known as Designer Patch. See Designer Patch (page 19).

Performance Enhancement Package

Now known as Designer Patch. See Designer Patch (page 19).

personal directory number

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

phoneset

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

phoneset display

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

PIM

See Protocol Independent Multicast (page 39).

Platform Vendor Independence

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

Position ID

A unique identifier for a phoneset, used by the switch to route calls to the phoneset. 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 31), network script (page 35), script (page 43), script (page 43).

priorities

Two sets of priorities affect queuing and call presentation: agent priority per skillset and call priority. For both sets of priorities, the lower in value of the number indicates a greater priority in presentation. All idle agent queues and all pending request queues always queue by priority as its 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 12) and agent priority per skillset (page 8).

private branch exchange

A telephone switch, typically used by a business to service its internal telephone needs. A PBX usually offers more advanced features than are generally available on the public network.

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 39).

public switched telephone network

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

R

RAID

See Redundant Array of Intelligent/Inexpensive Disks (page 40).

RAN

recorded announcement.

RAN route

See recorded announcement route (page 40).

RAS

See Remote Access Services (page 41).

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 Contact Center 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, used 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 different 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 23), logical expression (page 30), mathematical expression (page 31).

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 phoneset, the emergency call is presented to the agent's reporting supervisor. See also associated supervisor (page 9).

Resource Reservation Protocol

The protocol used by routers to allow host systems in an IP network to 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 44).

route

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. See also music route (page 33), RAN route (page 40).

router

A device that connects two LANs. Routers can also filter messages and forward them to different places 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 41), sequential routing table (page 44).

RSM

See Real-time Statistics Multicast (page 40).

RSVP

See Resource Reservation Protocol (page 41).

rule

See e-mail rule (page 22).

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 to create scripts for typical contact center scenarios.

SCM

See Service Control Manager (page 44).

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 31), network script (page 35), primary script (page 39), secondary script (page 43).

script variable

See script (page 43).

second-level threshold

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

secondary directory number

A DN defined on the agent's phoneset 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 any other secondary script. Statistics are not pegged for actions occurring during a secondary script. See also Master script (page 31), network script (page 35), primary script (page 39), script (page 43).

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 41).

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. Contact Center Manager Server is used to configure the operations of the contact center. See also client (page 14).

server subnet

The subnet to which the Nortel servers, such as Contact Center Manger Server, Network Control Center, Contact Center Manager Administration, Contact Center Multimedia, and CallPilot are connected.

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 different 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 incoming calls should be answered.

Service Update

A Contact Center 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 Updates (SUs) for the release are included in the latest Service Update. For example, SU02 contains the contents of SU01 as well as the fixes delivered in SU02. SU03 contains SU01, SU02, and the fixes delivered in SU03. See also Service Update Supplementary (page 44) and Designer Patch (page 19).

Service Update Supplementary

A stand-alone Contact Center supplementary software application installed on top of a specific Service Update (SU). It does not contain the contents of previous SUs. The next SU includes SUSs built on top of previous SUs. For example, SUS0301 is installed on top of SU03. SU04 contains SU03 and SUS0301 (and any subsequent SUSs built on top of SU03). See also Service Update (page 44) and Designer Patch (page 19).

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 of monitoring and managing a computer network. The SNMP model consists of four components:

- managed nodes, which are any device, such as hosts, routers, and printers, capable of communicating 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 45).

SIP Terminal

The SIP Address of the TR87 controlled terminal dedicated to this 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 30), network skillset (page 35).

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 12), intrinsic (page 28), time intrinsic (page 49), traffic intrinsic (page 49).

SL-100

Stored Logic 100 switch.

SNMP

See Simple Network Management Protocol (page 45).

source site

The site from which an incoming network call originates. See also destination site (page 19).

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.

SU

See Service Update (page 44).

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.

SUS

See Service Update Supplementary (page 44).

switch

See telephony switch (page 48).

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 7).

system-defined scripts

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

T

TAPI

See Telephony Application Program Interface (page 48).

target site

See destination site (page 19).

TCP/IP

See Transmission Control Protocol/Internet Protocol (page 49).

TDM

See Time-Division Multiplex (page 49).

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 telephone 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 telephone 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 19), pegging threshold (page 38).

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 12), intrinsic (page 28), skillset intrinsic (page 46), traffic intrinsic (page 49).

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 12), intrinsic (page 28), skillset intrinsic (page 46), time intrinsic (page 49).

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 35), out-of-service mode (page 37).

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 13).

trunk

A communications link between a PBX and the public central office, or between PBXs. 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 system. Primary and secondary scripts are user created scripts.

user-defined script

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

utility

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

V

validation

The process of checking a script to ensure that all the 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 13), global variable (page 25).

Virtual Private Network

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

Voice Extensible Markup Language

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

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 51).

VXML

See Voice Extensible Markup Language (page 51).

Nortel Contact Center

Terminology

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