



Telephony Integration Document

Version 8.2

Step-by-step instructions to prepare for
SpeechAttendant implementation in a
Meridian ACD queue

Document history

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Introduction

In Meridian digital environments, SpeechAttendant ports can be programmed as ACD agents (as opposed to a hunt group). This allows the customer to benefit from the advantages of speech-recognition and automatic call distribution, even if SpeechAttendant is not actually installed in a call center.

This document contains indications on how to integrate SpeechAttendant in a **Meridian ACD queue**. It assumes that you are familiar with programming a Meridian 1 PBX. Refer to the Nortel Networks documentation for more information.

Global procedure

Integrating SpeechAttendant in a Meridian ACD environment involves the following steps:

- | | | | |
|--|---|---|--|
| In the PBX | { | 1 | Identifying the ACD software package included with the PBX (see below) |
| | | 2 | Programming the ACD queue (see page 4) |
| | | 3 | Programming the ports as ACD agents (see page 5) |
| In the SpeechAttendant configuration panel | { | 4 | Configuring the settings related to automatic call distribution (see page 5) |

Identifying the ACD software

Meridian 1 PBXs may be shipped with basic ACD, ACD-A, ACD-B, ACD-C, ACD-D, EOVF, and NACD packages.

As the method for programming the ACD queue can vary accordingly, you must first determine which ACD package is installed.

To do so:

- 1 Load overlay program 22.
- 2 At the **REQ** prompt, enter `PRT`, then at the **TYPE** prompt, enter `ISS`.
This will tell you the release and issue of the software package.
- 3 At the **REQ** prompt, enter `PRT`, then at the **TYPE** prompt, enter `PKG`.
This will tell you which package is installed.
- 4 At the **REQ** prompt, enter `PRT`, then at the **TYPE** prompt, enter `SLT`.
This will tell you the number of licenses purchased for TNs, ACD, DChannel, etc.

5 Load overlay program 23.

6 At the **REQ** prompt, enter `PRT`, then at the **TYPE** prompt, enter `SCB`.

If you get an SCH0721 code, you know that the “Position ID” mode is used.

If the “Agent ID” mode is used, you get the lower and upper boundaries for agent IDs (see “Nortel-M1 Agent ID Mode” and “Agent ID -Port x” on page 5).



For the “Agent ID” mode to be available, the PBX must be equipped with the ACD-C or ACD-D package.

Programming the ACD queue

Programming an ACD queue is done in overlay program 23. Enter the responses indicated for the prompts listed below (certain prompts may not appear depending on the package installed). Leave the default value for prompts that do not appear in the list (simply press **Enter** to skip over them).

Prompt	Response
REQ	NEW
TYPE	ACD
ACDN	Enter up to 4 digits for the ACD queue directory number, for example, 5555.
MAXP	Enter the number of ports.
NCFW	Enter the directory number that calls should be transferred to when all the ports are logged off or in case of a system failure.
RTQT	Specify a number of rings (3 to 5 is recommended) after which ports should be automatically logged off.
RTQO	MSB
OVTH	Enter the number of calls waiting that will trigger overflow.
TOFT	Enter a number from 2 to 1800. This is the time, in seconds, that the call waiting in queue will go to overflow.
OVDN	Enter the overflow directory number.
IFDN	Enter the interflow directory number.
AENI	YES
HOML	NO, otherwise the SpeechAttendant port will log off after each hang-up. Note that the HOML prompt only appears if a schedule block (SCB) exists.
RPRT	YES, if customer wants to capture statistics on Meridian MAX; otherwise, NO.

Programming ports

Once you have programmed the ACD queue, you are ready to program the ports as ACD agents.

You must program the ports in overlay program 11. Enter the responses indicated for the prompts listed below. Leave the default value for prompts that do not appear in the list (simply press **Enter** to skip over them).

Prompt	Response
TYPE	2616
CUST	0
TGAR	<i>Enter the trunk group access restriction.</i>
NCOS	<i>Enter the NCOS, if required.</i>
CLS	WTD HPR MTD ADD HFD CPFD CPTD CNDD CNIA DNDD NOTE Keep the default values, but make sure that the above values are included among them. Add them if they are not.
SPID	NONE
KEY 00	ACD + <i>the ACD queue directory number</i> + 0 + <i>the agent ID</i>
KEY 01	NRD
KEY 02	MSB
KEY 12	A06
KEY 15	TRN

Setting ACD parameters in the configuration panel

Once you have programmed the ports, you must configure ACD settings in the configuration panel.

- 1 Access level 2 of the SpeechAttendant configuration panel.
- 2 Set **ACD Enabled** to **Yes**.
- 3 If the login mode is “Agent ID,” set **Nortel-M1 Agent ID Mode** to **Yes**. Otherwise, set this parameter to **No** (this indicates that the login mode is “Position ID”).

To determine which login mode is used, see page 3.

- 4 If applicable, use the **Agent ID - Port x** settings to specify the agent ID for each port. If the Multiple Queue Assignment feature is used, agent IDs must be followed by **##**.

The following settings are also related to ACD queues, but don't need to be adjusted now:

- ◆ **Agent Logged Out** contains the character string that appears on the phone display when an agent is logged out.
- ◆ **Required Action When Port Idle** is accessible from level 1 or 2. It can be used to log out idle ports so that the application can be stopped in an orderly fashion. It also enables the systematic logging in of ports to restart the application or ensure continuous service. Possible values are:
 - ❖ **Logout**, for idle ports to be logged out within the next 100 seconds, and busy ports to be logged out as soon as ongoing calls end. When all the ports are logged out, you can stop the telephony application (from the **Admin Tools** window) without interrupting calls.
 - ❖ **Login**, to enable the systematic logging in of ports that the PBX may have logged out, or for the system to log in ports that were logged out to stop the system (ports will be logged in within the next 100 seconds).