



Planning an Avaya Aura™ Call Center Implementation

6.0
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Chapter 1: Setting up a call center

About setting up call centers

Call center managers need some key indicators to measure ACD performance at their site. Usually, in setting up a call center, several factors involving call management are considered. The following list identifies and defines the most common of these factors, and it provides a typical question that might be asked. In addition, an insurance company example will be used to discuss the different options in this section .

Volume

Number of calls going in or out of the ACD. (How many calls did Split 1 answer?)

Productivity

Call volume per unit of time. (How many calls did Split 1 answer between 8 a.m. and 9 a.m.?)

Utilization

Overall use of the phone center. (What was my agent occupancy?)

Accessibility

Availability of lines and agents when customers call the ACD (this is an area that the Avaya CMS can probably most clearly define and help improve). (Were lines busy when customers called or did they have to wait too long?)

Quality of Service

Accuracy of information, a pleasant manner, responsiveness to caller concerns, successful completion of business, and efficient time utilization (not all measured directly by the CMS). (Was the caller given good service?)

This section explains how to set up a call center for customers with Call Vectoring and/or Expert Agent Selection (EAS).

Also see, “Announcement recording tips for high traffic volume applications” in *Avaya Aura™ Call Center 6.0 Programming Call Vectors*.

Setting up a call center with Call Vectoring but not EAS example

To set up a call center that has Call Vectoring but not EAS, do the following:

1. Determine your call center's objectives.

Think about how you want your call center to handle calls and also about what you want your call center to achieve. For more information, see [Non-EAS Worksheet #1: Call center objectives](#) on page 10.

A company's basic goals are to increase profits and market share and to decrease costs. The purpose of setting up a call center is to monitor these goals using the CMS/BCMS reports. It is best to have more than one objective. (Some customers set and then live by only one objective.) Call center objectives must then be created to meet the goals. These objectives must be communicated to the split supervisor or to the administrator managing the call center.

The following list provides an example set of call center objectives:

- Establish the following measured entities:
 - Average Speed of Answer = 15 seconds
 - Abandon Rate <= 3%
 - Average Talk Time = 2 1/2 minutes
 - ACD calls per agent = 80 to 90 per day
 - Number of calls in queue = 6
 - Percentage of calls answered within the service level = 95%
 - Agent occupancy > 90%
 - Percentage of trunks busy < 3%
- Generate revenue through the call center.
- Train agents to back up each other.
- Adequately train agents to provide service that meets customer expectations.

2. Review your existing operation and determine your call center needs (see [Non-EAS Worksheet #2: Current split operation](#) on page 11 and [Table 1: Customer/call center needs guidelines](#) on page 7).

3. On the switch, assign a unique Hunt Group number and Call Distribution method to each caller need.

This number will be your split number (see [Non-EAS Worksheet #3: Customer needs](#) on page 12 and [Table 1: Customer/call center needs guidelines](#) on page 7).

4. Assign DNIS (Dialed Number Identification Service) (that is, the number dialed) as a Vector Directory Number (VDN) (see [Table 1: Customer/call center needs guidelines](#) on page 7).

As an option, you can assign one VDN for a main number and use Call Prompting to route the call to the proper split.

The following table illustrates the guidelines given up to this point.

Table 1: Customer/call center needs guidelines

Need	Split number (hunt group)	Call distribution ¹	VDN
New policy	1	UCD	555-6543
Questions about policy, Rate Quotes, Billing	2	UCD	555-6432
Spanish speaking for policy, service, and claims	3	DDC	555-6321
Claims	4	UCD	555-6210

Notice that this call center has only one split for all Spanish calls. However, resources permitting, you could create a New Policy split, a Service split, and a Claims split, each containing agents who speak Spanish. As an alternative, you could use one main VDN to point to a Call Prompting vector designed to route the calls to the splits.

5. On the switch, assign extensions to the agents' physical terminal locations (see [Table 2: Extension/LoginID assignments](#) on page 7 table).
6. In CMS: Dictionary: Login Identifications, assign each agent a unique loginID. Agents are known to the CMS by the login ID. If assigned, reports refer to an agent by name, not by login ID.

The following table illustrates the assignments described in the previous items:

Table 2: Extension/LoginID assignments

Agent name ²	Extension	LoginID ²
Randy Tyler	1231	2000

¹ Options include Direct Department Calling (DDC) and Uniform Call Distribution (UCD).

² = assigned in the CMS Dictionary

Agent name ²	Extension	LoginID ²
Cathy Smith	1232	2001
Carla Silva	1238	2002

 Note:

When you are adding names to extensions on the switch, the agent name should be the same name as the loginID assigned in the CMS.

7. On the switch, assign agent extensions to splits.

More than four splits can be assigned to an agent; however, the agent can log into a maximum of four splits. An agent assignment to splits can be changed in the CMS: ACD Administration: Move Extensions Between Splits if the agent is logged off.

The following table illustrates the assignment of agent extensions to splits:

Table 3: Agent extension/split assignments

Split (hunt group)	Agent extensions
1 - Sales	1231, 1232, 1233, 1234, 1235, 1236, 1237, 1238, 1239
2 - Service	1231, 1232, 1234, 1238, 1239, 1240
3 - Spanish	1238, 1240, 1245
4 - Claims	1238, 1239, 1240, 1241, 1242

8. On the switch or in the CMS: ACD Administration: VDN Assignments, assign a vector to each VDN.

A VDN can point to only one vector. However, a vector can have more than one VDN pointing to it.

The following table illustrates VDN/vector assignments.

Table 4: VDN/vector assignments

VDN	Vector
6543	1 (Sales)
6432	2 (Service)
6321	3 (Spanish)
6210	4 (Claims)

9. On the switch or in the CMS: ACD Administration: Vector Contents, write your vectors.

For more information, see [Non-EAS Worksheet #4: Vector design](#) on page 13.

Your vectors should match your call center objectives. To meet these objectives, you must make a number of relevant decisions (for example, you may decide how soon you want to enlarge an agent pool or what kind of treatment the caller should

receive). If your VDN and vector reports do not satisfy your call center objectives, you must consider your alternatives (for example, you may deem it necessary to train agents or to increase the amount of time elapsed from when a call queues to one split and then to another split).

The following lists indicate the actions produced by two different vectors:

Actions Produced by Vector #1:

a. Tell the caller to select one of the following prompts:

- 1 = Sales
- 2 = Service
- 3 = Spanish
- 4 = Claims
- Nothing or 0 = Service

b. Queue the call.

c. Provide an announcement to the caller.

Actions Produced by Vector #2:

a. Queue the call to the correct service at a medium priority.

b. If no agents are available, provide a message and then play music.

c. If the call is not answered within 10 seconds, provide a second message and then play music.

d. If the call is not answered within 7 more seconds, queue the call to the Service split.

e. If the call is not answered within 7 more seconds, queue the call to the Spanish split at a high priority.



Note:

A **check split** command queues the call to up to three splits if the conditions are met. If the conditions are not met, the **check split** command may not get read again (if the vector step in which it appears is not executed again).

10. In the CMS: Dictionary, assign names to the splits, VDNs, and vectors.

11. Once your system is up and operational, you will need to monitor it to ensure you are meeting your call center objectives.

The call management system can be used to monitor many of your objectives. Some objectives will need to be monitored and have adjustments made in real time. For example, if the number of calls waiting, average speed of answer, or percent answered within a service level is not meeting your objectives, you might want to immediately move some agents, direct calls to another vector, or look-ahead

interflow some calls. Other items such as agent occupancy and percent all trunks busy may only need to be monitored daily to look for trends.

Non-EAS Worksheet #1: Call center objectives

[illegible]

Non-EAS Worksheet #2: Current split operation

Split _____		
Primary Backup _____	Secondary Backup _____	Tertiary Backup _____
List your customer/caller needs and your agent knowledge levels for this split.		
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		
6. _____		
7. _____		
8. _____		
9. _____		
Split _____		
Primary Backup _____	Secondary Backup _____	Tertiary Backup _____
List your customer/caller needs and your agent knowledge levels for this split.		
1. _____		
2. _____		
3. _____		
4. _____		
5. _____		
6. _____		
7. _____		
8. _____		
9. _____		

Non-EAS Worksheet #3: Customer needs

[illegible]

Non-EAS Worksheet #4: Vector design

[illegible]

EAS Worksheet #1: Call center objectives

[illegible]

EAS Worksheet #2: Current split operation

Split: _____							
Primary backup:			Secondary backup:			Tertiary backup:	
Customer/caller needs and agent skill sets in this split:					Is agent expertise available? (y/n)	Do you want to separate skill sets with EAS? (y/n)	
1. _____					_____	_____	
_____					—	—	
2. _____					_____	_____	
_____					—	—	
3. _____					_____	_____	
_____					—	—	
4. _____					_____	_____	
_____					—	—	
Split: _____							
Primary backup:			Secondary backup:			Tertiary backup:	
Customer/caller needs and agent skill sets in this split:					Is agent expertise available? (y/n)	Do you want to separate skill set with EAS? (y/n)	
1. _____					_____	_____	
_____					—	—	
2. _____					_____	_____	
_____					—	—	
3. _____					_____	_____	
_____					—	—	
4. _____					_____	_____	
_____					—	—	

EAS Worksheet #3: Customer needs

[illegible]

EAS Worksheet #4: Individual Agent Skills

[illegible]

³ Class of restriction

EAS Worksheet #5: Agent Skills

Agent Name	Login ID	1st skill	2nd skill	3rd skill	4th skill	COR ⁴

⁴ Class of restriction

EAS Worksheet #6: VDN Skill Preferences

[illegible]

⁵ Class of restriction

EAS Worksheet #7: Vector Design

[illegible]

Chapter 2: Converting a call center to EAS

Planning required before you begin converting a call center to EAS

Before the transition to EAS takes place, decisions must be made concerning:

- Which area of the current dial plan is to be used for EAS agent login IDs. EAS agent login IDs cannot conflict with already defined extension numbers (for example, an EAS agent login ID cannot be the same as a station extension number).
- Whether the current incoming call routing through VDNs and vectors will remain the same after the EAS upgrade, or whether new VDNs and/or vectors are required.
- How incoming call traffic is to be handled during EAS cutover.

Once these decisions are made, the pre-EAS cutover administration activities can be started in preparation for the conversion of the call center to EAS.

 Note:

Even though EAS administration changes are being made, non-EAS ACD call handling and agent operations are unaffected. When the cutover to EAS is completed, all non-EAS ACD call handling and agent operations will cease.

Step 1: Pre-EAS cutover administration for the system

Perform the following activities to prepare the Communication Manager for the cutover to EAS:

-
1. At administration terminal display the System-Parameters Customer-Options screen and verify that the **ACD**, **Expert Agent Selection**, and **Vectoring (Basic)** fields are set to *y*.

If you will be using the increased capacities of EAS-PHD, verify that this option is set to *y*.

2. If you haven't already done so, display the Feature Access Code screen and administer the ACD Agent Feature Access Codes (for example, login, logout, and auto-in) as required for agent operations.
3. Using the CDR System Parameters screen, administer whether the EAS login ID, or the terminal extension where the EAS agent is logged in, should appear on CDR reports by setting the **Agent Login ID - Record** field to *y* or *n*.

This field affects the CDR tracking for incoming calls only; outgoing calls made by a logged-in EAS agent are always recorded by CDR using the agent's login ID.

4. If new VDNs are desired for the EAS environment, using the VDN administration screen, administer the VDN Skills and other VDN information for the VDNs used to route calls to EAS agents.

If the 1st, 2nd, and/or 3rd skill options are to be used in the vectors or for Avaya CMS tracking associated with these VDNs, then administer the 1st Skill, 2nd Skill, and 3rd Skill fields as required.

5. If new vectors are desired for the EAS environment, using the Vector administration screen, administer the vectors associated with the VDNs added in the previous step.

As part of the EAS feature, the 1st, 2nd, or 3rd skill options may be used in the vector step fields where a skill hunt group is entered (rather than entering an absolute skill hunt group number). Refer to Expert Agent Selection for more information concerning vector programming for the EAS feature.

6. If new skill hunt groups are required, using the Hunt Group administration screen, administer the desired skill hunt groups.

 Note:

Entering a *y* in the **Skills** field automatically causes the **ACD** and **Vector** fields to be set to *y*. With EAS optioned, it is not possible to administer members for a skill hunt group.

7. If coverage paths are to be administered for EAS agents, using the Coverage Path administration screen, set up the coverage paths to be assigned to EAS agent login IDs.

 Note:

There is a difference between coverage treatment for an EAS direct agent call (where both the calling party and called login ID have the **Direct Agent Calling COR** option set to *y*), and an EAS personal call (where either the calling party or called login ID does not have the **Direct Agent Calling COR** option set to *y*).

 Note:

A direct agent call is routed to an EAS agent as an ACD-type call, and therefore its coverage behavior is considerably different from the coverage for a normal station

call. For example, if an EAS agent is not available for an ACD call when a direct agent call is made to that agent, the direct agent call is queued to the direct agent skill administered on the Agent Login ID screen (after initiating a ring-ping and then fluttering the active work-mode button at the agent's terminal). On the other hand, a personal call to an EAS agent is not an ACD-type call, and its coverage behavior is similar to the coverage treatment for a call to a station extension. For example, a personal call to an EAS agent who is busy on any call appearance will result in the call being sent to an idle call appearance at that agent's terminal.

Depending on the type of coverage criteria desired for direct agent and personal calls to EAS login IDs, administer the desired coverage path criteria as follows:

- To provide coverage for a non-ACD personal call to an EAS login ID when the agent is logged in and active on any call appearance, set the **Active** coverage criteria to y. The **Active** coverage criteria does not apply for a direct agent call to an EAS login ID.
 - To provide coverage for calls to an EAS login ID when the agent is logged out, set the **Busy** coverage criteria to y. Busy coverage will also be applied to a logged-in EAS agent when either of the following conditions occur:
 - A direct agent call is made to the EAS agent and there are no available queue slots in the agent's first skill hunt group;
 - A personal call is made to an EAS agent and the agent's station has no idle call appearances.
 - To provide coverage for calls to an EAS login ID when the agent is logged in but does not answer after a certain number of ring cycles, set the **Don't Answer** coverage criteria to y, and enter a number for the desired ring time-out in the **Number of Rings** field.
 - To provide immediate coverage for calls to an EAS login ID whether the agent is logged in or logged out, set the **All** coverage criteria to y.
 - To provide coverage for calls to EAS login IDs when the call is to a logged-in agent who has activated the Send All Calls or Go To Cover features, set the **DND/SAC/Goto Cover** coverage criteria to y.
8. Up to three coverage paths for different types of call coverage criteria may be linked together by administering the Next Path Number field on the Coverage Path screen. If the criteria for the first coverage path are not met, then the criteria for the second linked coverage path are checked by the system, and so on. This can be used to provide different coverage paths for calls to an EAS login ID when the associated agent is logged in or logged out.

 Note:

If a call to a logged-in EAS login ID is a personal call and coverage goes into effect, the redirected call maintains a simulated bridged appearance at that agent's terminal. The agent may still answer the call after redirection takes place by going off-hook on this line appearance. However, if a call to a logged-in EAS

login ID is a direct agent call, the redirected call does not maintain a simulated bridged appearance at the agent's terminal. The agent may not then answer the call after redirection takes place.

 Note:

If the Redirection on No Answer (RONA) feature is enabled for skill hunt groups, set the ring time-out interval for the RONA feature such that it does not conflict with the coverage ring time-out criteria.

9. If coverage paths are administered for EAS login IDs, using the Feature-Related System Parameters screen, set the Coverage - Subsequent Redirection No Answer Interval field to the desired ring time-out interval for calls routed to administered coverage points.

 Note:

EAS login IDs may be administered as coverage points for a coverage path, and this administered coverage no-answer interval applies to direct agent or personal calls made to these coverage points as well.

10. Using the COR administration screen, set the **Direct Agent Calling** field to `y` for any COR to be assigned to a trunk or station user who may initiate a direct agent call to an EAS agent, or to be assigned to an EAS login ID that may receive direct agent calls.
11. If EAS agent login ID passwords are to be administered, using the Feature-Related System Parameters screen, set the **Minimum Agent-LoginID Password Length** field to the desired number of minimum password digits (0 to 9) which must be specified when agent passwords are administered using the Agent Login ID screen.

The total number of digits which may be assigned to a password is between the value of the **Minimum Agent-Login ID Password Length** field and 9 digits. If a password is administered for an agent, this password must be entered in addition to the agent's login ID to log in.

12. Using the Agent Login ID screen, add the desired EAS login IDs to be associated with human agents, AUDIX™ ports, and/or AAS (Auto-Available Split) VRU ports.

For human agents, the following fields are administered:

- **Name**
- **COR**
- **Coverage Path** (optional)
- **Security Code** (optional for Demand Print feature)
- **LWC Reception** (optional)
- **AUDIX Name** (for G3r only, if the **LWC Reception** field is set to `audix`, or if administered coverage path for the agent has an AUDIX™ coverage point)

- **Password** (optional)
- **Skills** - Skill Level (for at least one skill)

13. For AUDIX™ and AAS VRU port extensions, when these ports are associated with ACD-type hunt groups, these extensions must be associated with skill hunt groups as part of the cutover to EAS.

Additionally, for skill hunt groups used for AAS ports, the **AAS** field must be set to y for these hunt groups before any EAS AAS agents can be administered.

 Note:

AUDIX™ hunt groups do not need to be vector-controlled. This allows for ASAI monitoring of the skill hunt group.

If AUDIX™ port extensions (such as for the Embedded AUDIX™ product) are not associated with an ACD hunt group, no administration is required for these ports as part of the cutover to EAS. For the AUDIX™ and/or AAS ports that are associated with ACD hunt groups, add EAS agent login IDs for these ports, where only the following fields need to be administered:

- **Name**
- **COR**
- **Coverage Path** (optional)
- **AUDIX** (set to y for AUDIX™ ports)
- **AAS** (set to y for AAS VRU ports)
- **Port Extension** (set to the AUDIX™ or AAS port extension administered in the non-EAS environment)
- **Skills** - Skill Level (where a single skill is entered for the skill hunt group associated with the AUDIX™ or AAS station ports)

14. Using the Station Administration screen, administer any stations to be used by EAS agents and the desired work-mode buttons for each station (if not already administered).

If stations are already administered with work-mode buttons associated with splits, it is not necessary to readminister these buttons for EAS. If new work-mode buttons are added to a station, it is not possible to enter data in the Grp field after EAS is enabled except for the AUX work-mode button (which may be administered with a hunt group number if the entered hunt group is a non-ACD hunt group).

Also, if more than one set of work-mode buttons is administered on a station set, these buttons may be left as is until after the cutover to EAS. After the cutover, it is desirable to remove the extra sets of work-mode buttons since EAS requires only one set of work-mode buttons for agent operations.

Step 2: Pre-EAS cutover administration for the CMS

See Avaya CMS Administration for the procedures used to configure the CMS for the EAS feature. This document is also helpful in providing overall planning strategies for implementing call center operations.

Step 3: Pre-EAS cutover administration for AUDIX™

If EAS agents' login IDs are administered with coverage paths that route to an AUDIX™ coverage point, the login IDs for these agents must be administered using the AUDIX™ console so that the caller will hear the appropriate AUDIX™ voice responses for calls made to EAS login IDs.



Note:

On the G3r, the **AUDIX Name** field on the Agent Login ID screen must be set to the correct AUDIX™ name to provide proper AUDIX™ coverage of calls made to EAS agents, or to leave LWC messages for EAS agents if LWC reception to AUDIX is set up for the agents' login IDs.

See [Step 1: Pre-EAS cutover administration for the system](#) on page 21 for information on how to administer EAS login IDs for AUDIX port extensions on Communication Manager.

Step 4: Pre-EAS cutover administration for ASAI

With ASAI-based applications for call center operations, the cutover to EAS may necessitate an upgrade of the ASAI-related application software on the adjunct. With OCM (Outgoing Call Management), the upgrade to EAS requires that specialized vectors be administered to handle the launching of calls from VDNs (as opposed to the non-EAS environment where OCM calls are launched from splits). For more information on the procedures to convert an ASAI application for EAS, see Communication Manager CallVisor ASAI Technical Reference.

Step 5: EAS cutover

After you complete all pre-EAS activities, you can activate the EAS feature. Prior to the EAS cutover, make a backup tape of the current Communication Manager translations for possible recovery in case you have difficulty during cutover. In particular, since the transition to EAS

results in the removal of all ACD hunt group members, the pre-EAS tape backup could save time when restoring non-EAS hunt group translations if the cutover to EAS is not completed.

Block incoming ACD call traffic to prevent the queuing of new ACD calls to existing splits during the cutover from the non-EAS to EAS environment. Block new incoming calls by doing one or both of the following tasks:

-
1. Busy out the appropriate trunk groups.
 2. Set the first vector step for actively-used incoming call vectors to the busy step. Use the Vectoring screen.
-

Result

Once this is accomplished, perform these activities:

1. Make sure all EAS agents are logged out of all splits. If CMS or BCMS is operational, you can use the CMS real-time reports for splits or the `mon bcms split` command to identify the terminals where agents could still be logged in.
2. Issue the `busy mis` command at the administration terminal to busy-out the CMS link.
3. Issue the `busy link n` command at the administration terminal to busy-out any AUDIX™ switch-to-adjunct links.
4. Issue the `busy station x` command at the administration terminal to busy-out any AAS ports.
5. Using the Hunt Group screen, convert any ACD splits to skill hunt groups by setting the **Skilled** field to `y` for these hunt groups.
6. Using the Feature-Related System Parameters screen, set the **Expert Agent Selection (EAS) Enabled** field to `y`, and set the **Adjunct CMS Release** field.
7. If CMS installed, release the link to the CMS by entering the `release mis` command at the administration terminal.
8. Do the following CMS administration tasks:
 - a. Check the CMS for EAS authorization.
 - b. Change the switch setup in CMS to track the data and to establish the communications link between CMS and the Communication Manager.

For more information, see Avaya CMS Administration.

9. Inform the on-site agents that they can log into their terminals using the EAS login procedure and become available to receive ACD calls using the auto-in or manual-in work-mode operations.

10. Using the Vectoring screen, restore any vector steps temporarily changed to busy to their previous vector step format. The vector steps were temporarily changed to busy to block incoming calls.
11. Using the Trunk Group Administration screen, if the routing for incoming trunks is to be changed to EAS-related VDNs, administer the **Incoming Destination** field for any trunk groups to the appropriate VDN extension number.
12. Issue the **release station x** command at the administration terminal to release any AAS ports (where the EAS login ID associated with each AAS port will be automatically logged in).
13. Issue the **release link n** command at the administration terminal to release any adjunct AUDIX™ links (where the adjunct will cause the associated ports to be logged in).

At this point, the cutover to EAS is complete. It is recommended that a backup of the switch translations be performed as soon as possible after the cutover to preserve the EAS-related administration changes. Also, if agent stations are administered with multiple sets of work-mode buttons, it is recommended that all but one set of work-mode buttons be removed from these stations. Also, multiple queue lights are required for EAS.

Chapter 3: Call Vectoring Feature availability

Call Vectoring Feature availability

This section lists available vectoring enhancements. For a detailed description of any item see the referenced section of this guide.

Vectoring enhancement	Description
Vectoring (G3V4 Enhanced)	Provides the following additional capabilities: • The ability to specify a priority level with the oldest-call-wait conditional on the check and goto commands. For more information about these commands, see Call Vectoring commands. • The use of enhanced comparators (<>, >=, and <=) with the goto and route-to commands as well as use of none as an entry for digits checking, and active or latest VDN thresholds for indirect VDN references. For more information, see these commands in Call Vectoring commands. • The use of the interflow-qpos conditional with the goto and route-to commands to achieve FIFO or FIFO-like call processing. For more information, see Look-Ahead Interflow (LAI). • The use of wildcards in digit strings for matching on collected digits and ANI or II-digits. For more information, see Call Vectoring commands. • The use of Vector Routing Tables for matching on collected digits and ANI or II-digits. For more information, see Vector Routing Tables in <i>Avaya Aura™ Call Center Feature Reference</i> or ANI /II-digits routing and Caller Information Forwarding (CINFO) in <i>Programming Call Vectors in Avaya Aura™ Call Center</i>. • Multiple Audio/Music Sources for use with the wait-time command. For more information, see Rolling Average Speed of Answer (ASA) in <i>Avaya Aura™ Call Center Feature Reference</i>.

Vectoring enhancement	Description
Vectoring (G3V4 Advanced Routing)	Provides the following additional capabilities (Vectoring [G3V4 Enhanced] must also be enabled): • Rolling Average Speed of Answer (ASA) Routing. For more information, see Rolling Average Speed of Answer (ASA) in <i>Avaya Aura™ Call Center Feature Reference</i>. • Expected Wait Time (EWT) Routing. For more information, see Expected Wait Time (EWT) in <i>Avaya Aura™ Call Center Feature Reference</i>. • VDN Calls Routing. For more information, see VDN Calls in <i>Avaya Aura™ Call Center Feature Reference</i>.
Vectoring (ANI/II-Digits Routing)	Provides the following additional capabilities (Vectoring [G3V4 Enhanced] must also be enabled): • ANI Routing. For more information, see ANI /II-digits routing and Caller Information Forwarding (CINFO) in <i>Programming Call Vectors in Avaya Aura™ Call Center</i>. • II-Digits Routing. For more information, see II-digits routing in <i>Programming Call Vectors in Avaya Aura™ Call Center</i>.
Vectoring (CINFO)	Provides the following additional capabilities (Call Prompting must also be enabled): The ability to collect ced and cdpd from the network. For more information, see Caller Information Forwarding in <i>Programming Call Vectors in Avaya Aura™ Call Center</i>.
Vectoring (Best Service Routing)	Automatically compares splits or skills in ACD environments to find the one that can provide the best service to each caller. BSR can operate at a single site, or it can be used with Look-Ahead Interflow to integrate a network of geographically distributed locations into a virtual call center. For more information, see Best Service Routing (BSR).
Vectoring (Best Service Routing) without LAI enabled (single-site BSR)	Provides the following capabilities: • The use of the consider split/skill command. • The use of the best keyword with queue-to, check, and goto commands. • The wait-improved conditional for check and goto commands. For a call that has already been queued, the wait-improved conditional gives you the ability to make any subsequent queuing conditional on the improvement in EWT as compared to the call's EWT in its current queue.

Vectoring enhancement	Description
Vectoring (Best Service Routing) with LAI enabled (multi-site BSR)	Provides the following capabilities: • The use of the consider split/skill and consider location commands. • The use of the reply-best command to return data to the sending switch in response to a status poll. • The use of the <i>best</i> keyword with queue-to, check, and goto commands. • The wait-improved conditional for check and goto commands. For a call that has already been queued, the wait-improved conditional gives you the ability to make any subsequent queuing conditional on the improvement in EWT as compared to the call's EWT in its current queue. Enhanced information forwarding provides the transport of existing call information and new call information such as Universal Call ID and Best Service Routing. For more information, see Caller Information Forwarding in <i>Programming Call Vectors in Avaya Aura™ Call Center</i>. Timed ACW provides the ability to assign a timed ACW interval to a VDN. For more information, see Vector Directory Number in <i>Programming Call Vectors in Avaya Aura™ Call Center</i>.
Vectoring (Holidays)	Simplifies vector writing for holidays. It is designed for customers who need to reroute or provide special handling for date-related calls on a regular basis. This feature provides the user with the capability to administer 999 different Holiday Tables, then use those tables to make vectoring decisions. Each table can contain up to 15 dates or date ranges. All of this can be done in advance to ensure seamless call routing over holidays when staffing is reduced or call centers are closed.
Vectoring (Variables)	Creates variables that can be used in vector commands to: • Improve the general efficiency of vector administration. • Provide increased manager and application control over call treatments. • Allow you to create more flexible vectors that better serve the needs of your customer and call center operations. The vector variables are defined in a central variable administration table. Values assigned to some types of variables can also be quickly changed by means of special vectors, VDNs or FACs (Feature Access Codes) that you administer specifically for that purpose. Different types of variables are available to meet different types of call processing needs. Depending on the variable type, variables can use either call-specific data or fixed values that are identical for all calls. In either case, an administered variable can be reused in many vectors.

Vectoring enhancement	Description
Vectoring (3.0 Enhanced)	Provides the following additional capabilities: • An increase in the number of auxiliary (AUX) work time reason codes from the previous limit of 10 codes (0-9) to 100 codes (0-99) as a system option. • The ability to set the following ACD options for individual agents: - MIA Across Skills - ACW Agent Considered Idle - AUX Work Reason Code Type - Logout Reason Code Type • The addition of the Forced Agent Logout from After Call Work (ACW) feature that automatically logs out an Expert Agent Selection (EAS) agent who spends too much time in ACW mode. The timeout period is specified on a per system basis and on a per agent basis. The timeout is reported with a customer-assignable reason code set on a system basis. For more information, see <i>Avaya Aura™ Call Center Feature Reference</i>. • The addition of the Location Preference Distribution feature that tries to route incoming Automatic Call Distribution (ACD) calls to agents located at the same location as the incoming trunk on which the call originated whenever possible. If there is a choice, calls are routed to agents at a different location only if a locally-routed call cannot meet the administered objectives for speed of answer, service level, and so on. For more information, see <i>Avaya Aura™ Call Center Feature Reference</i>. • The use of locally-sourced music and announcements. This feature allows call centers to use any or all of their VAL or vVAL sources in the gateways as sources for the same announcement. This feature can improve the quality of the audio, reduce resource usage, and provide backup for announcements because a working announcement source with the same announcement file can be selected from the sources. For more information, see <i>Administering Avaya Aura™ Call Center Features</i>. • The use of vector subroutines that use common vector programs. Subroutines can be used by different vectors without duplicating the same sequence in each vector. Subroutines can significantly decrease the number of steps and vectors required. • The use of VDN variables that allow a single vector to support multiple VDNs.

Vectoring enhancement	Description
	• The addition of the return command that can return vector processing to the step following the goto vector command after a subroutine has processed. • The addition of the set command that can do the following tasks: - Perform numeric and digit string operations - Assign values to a user-assignable vector variable or to the digits buffer during vector processing • The addition of the following variable types: - ani - stepcnt - vdn time • The addition of three registered and unregistered vector conditionals with the goto step or goto vector commands that are used to set up alternate routing of calls. These three conditionals test which type of server is processing the vector. These conditionals also test the registration status of media gateways and port networks connected with that server. The three conditionals are as follows: - media-gateway - monitors the H.248 Media Gateway registration status - port-network - monitors the port network gateway registration status - server - monitors the type of server currently processing the vector step for the call • The addition of the VDN Time-Zone Offset feature that is designed for call centers with locations in different time zones. The administrator can program a single vector that handles each time zone based on the active VDN for the call.

Chapter 4: Avaya reporting adjuncts and Communication Manager compatibilities

Communication Manager 6.0, Avaya CMS R16.1 and Avaya IQ 5.1 provide full reporting support including support for all enhancements and capacity increases. Communication Manager 6.0 can also be administered to work with earlier releases of CMS and/or Avaya IQ on a limited feature and capacity basis restricted to that which is supported by the reporting adjunct earlier release.

The Reporting Adjunct release for:

- CMS can be set to:
 - R16.1,
 - R16/R15,
 - R14.1/R14,
 - R13,1,
 - R13 or (not compatible with Avaya IQ)
 - R12 (not compatible with Avaya IQ)
- Avaya IQ field can be set to:
 - 5.1
 - 5.0 or
 - 4.x.

To obtain this backward compatibility the switch release on CMS or Avaya IQ must be set to the latest switch release supported by the earlier release reporting adjunct. If both CMS and Avaya IQ are to be connected to CM, the releases of the two reporting adjuncts and assignment of switch release on the adjuncts must be coordinated, using the correct settings to run the same link interface (SPI) language. These combinations of Reporting Adjunct release settings on CM 6.0 are compatible:

CMS Release Setting	IQ Release Setting	SPI Language
R13.1	4.0	20
R14, R14.1	4.0	21
R13.1	5.0	20
R14, R14.1	5.0	21
R15, R16	5.0	22

Avaya reporting adjuncts and Communication Manager compatibilities

CMS Release Setting	IQ Release Setting	SPI Language
R16.1	5.1	23

Chapter 5: Avaya servers and gateways

Acronym key

CC	Call Center
Communication Manager	Communication Manager
CMC	Compact Modular Cabinet
SCC1	Single Carrier Cabinet gateway
MCC1	Multi-Carrier Cabinet gateway
MG	Media Gateway
MC	Multi-Connect - interconnected with a TDM bus and Center Stage switches
ICC	Internal Call Controller - S8300/S8300B/S8300C processor board plugged into the MG as the resident media server
ECC	External Call Controller - non resident media server providing call control for one or more media gateways
ESS	Enterprise Survivable Server
LSP	Local Survivable Processor - S8300/S8300B processor board plugged into the media gateway

Avaya servers supporting Communication Manager 6.0

Avaya media servers	Type
S8300D (with 8 GB memory)	Embedded main or survivable remote

Avaya media servers	Type
S8510 (with 8 GB memory)	Simplex main core or survivable core/remote
S8800	Simplex or duplex main core or survivable core/remote



Note:

The 6.0 system can be provided in either a Feature server or an Evolution server configuration; however only the Evolution server configuration will support Call Center features and capabilities and is certified for Call Center operation

Avaya gateways supporting Communication Manager 6.0

The following Avaya gateways are certified for Call Center operation:

Avaya gateway	Type
G250	H.248 ⁶
G350	H.248
G430	H.248
G450	H.248
G700	H.248
G650	port network
G860	High density trunk gateway

⁶ H.248 media gateways connect using IP only.

Chapter 6: Related documents

Other Call Center documents

These additional documents are issued for Avaya Call Center applications:

- *Avaya Aura™ Call Center Overview*: Provides an introduction to all the Call Center features and a high-level overview of the new features available for the most-current release.
- *Administering Avaya Aura™ Call Center Features*: Provides information on how to administer Call Center using the various screens and how to work with Time of Day Clock Synchronization, Recorded Announcements, and VRUs/IVRs as Station Ports.
- *Avaya Aura™ Call Center Feature Reference*: Provides detailed information on the various ACD and Call Vectoring features, including the relevant command and screens for each of the features.
- *Programming Call Vectors in Avaya Aura™ Call Center*: Provides information on how to write, use, and troubleshoot vectors.
- *Avaya Aura™ Communication Manager System Capacities Table*: Provides Communication Manager offer-defined capacities for various Avaya server platforms.
- *Communication Manager Call Center Software - Basic Call Management System (BCMS) Operations*: Provides information on the use of the BCMS feature for ACD reporting.
- *Avaya Business Advocate User Guide*: Provides a general understanding of how Avaya Business Advocate can be used for call and agent selection.
- *Avaya IQ Documentation DVD*: Provides information about Avaya's software-only reporting solution for its contact center portfolio.

Associated application documentation

The most recent application documentation for Communication Manager and Avaya Call Management System is available on the Avaya Support web site: <http://www.avaya.com/support>.

Chapter 7: Glossary

AAR	See Automatic Alternate Routing (AAR).
abandoned call	An incoming call in which the caller hangs up before the call is answered.
Abbreviated Dialing	A feature that allows callers to place calls by dialing just one or two digits.
ACA	See Automatic Circuit Assurance (ACA).
access code	A 1-, 2-, or 3-digit dial code used to activate or cancel a feature, or access an outgoing trunk.
access trunk	A trunk that connects a main communications system with a tandem communications system in an Electronic Tandem Network (ETN). An access trunk can also be used to connect a system or tandem to a serving office or service node. Also called an access tie trunk.
ACCUNET	A trademarked name for a family of digital services offered by AT&T in the United States.
ACD	See Automatic Call Distribution (ACD).
ACD agent	See agent.
ACD work mode	See work mode.
ACW	See After Call Work (ACW) mode.
adjunct	A processor that does one or more tasks for another processor and is optional in the configuration of the other processor. See also application.
Adjunct Routing	A means of evaluating calls before the calls are processed by requesting information from an adjunct. The communication server requests instructions from an associated adjunct and makes a routing decision based on agent availability or the caller information.
adjunct-controlled split	An Automatic Call Distribution (ACD) split that is administered to be controlled by another application. Agents logged into such splits must do all telephony work, ACD login/ logout, and changes of work mode through the adjunct (except for auto-available adjunct-controlled splits, whose agents may not log in/out or change work mode).

adjunct-monitored call	An adjunct-controlled call, active-notification call, or call that provides event reporting over a domain-control association.
Adjunct-Switch Application Interface (ASAI)	A recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3.
adjusted EWT	A Best Service Routing (BSR) term for Expected Wait Time (EWT) plus a user adjustment set by a consider command.
administration terminal	A terminal that is used to administer and maintain a system.
Administration Without Hardware (AWOH)	A feature that allows administration of ports without associated terminals or other hardware.
Advocate	See Avaya Business Advocate.
After Call Work (ACW) mode	A mode in which agents are unavailable to receive ACD calls. Agents enter the ACW mode to perform ACD-related activities such as filling out a form after an ACD call. Also see, auto-in work mode, manual-in work mode, and aux-work mode.
agent	A member of an ACD hunt group, ACD split, or skill. Depending on the ACD software, an agent can be a member of multiple splits/skills.
agent report	A report that provides historical traffic information for internally measured agents.
ANI	See Automatic Number Identification (ANI).
appearance	A software process that is associated with an extension and whose purpose is to supervise a call. An extension can have multiple appearances. Also called call appearance, line appearance, and occurrence. See also call appearance.
application	An adjunct that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the communication server cannot distinguish among several applications residing on the same adjunct and treats the adjunct, and all resident applications, as a single application. The terms application and adjunct are used interchangeably throughout this document.
application plan	A plan used only in multi-site Best Service Routing (BSR) applications. The application plan identifies the remote switches that may be compared in a consider series. The plan also specifies the information used to contact each communication server and to interflow calls to the communication server.

applications processor	A micro-computer based, program controlled computer providing application services for the switch. The processor is used with several user-controlled applications such as traffic analysis and electronic documentation.
ARS	See Automatic Route Selection (ARS).
ASAI	See Adjunct-Switch Application Interface (ASAI).
association	A communication channel between adjunct and switch for messaging purposes. An active association is one that applies to an existing call on the switch or to an extension on the call.
attendant	A person at a console who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations. Also see attendant console.
attendant console	The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations. Also called console. Also see attendant.
Audio Information Exchange (AUDIX)	An Avaya messaging system. AUDIX has been replaced by Message Manager.
AUDIX	See Audio Information Exchange (AUDIX).
auto-in work mode	A mode in which an agent is ready to process another call as soon as the current call is completed. Auto-in work mode is one of four agent work modes. Also see, aux-work mode, manual-in work mode, and After Call Work (ACW) mode.
Automatic Alternate Routing (AAR)	A feature that routes calls to a different route than the first-choice route when facilities are unavailable.
Automatic Call Distribution (ACD)	A feature that answers calls, and then depending on administered instructions, delivers messages appropriate for the caller and routes the call to an agent when one becomes available.
Automatic Call Distribution (ACD) split	A method of routing calls of a similar type among agents in a call center. Also, a group of extensions that are staffed by agents trained to handle a certain type of incoming call.
Automatic Callback	A feature that enables internal callers, upon reaching a busy extension, to have the system automatically connect and ring both originating and receiving parties when the receiving party becomes available.

Automatic Circuit Assurance (ACA)	A feature that tracks calls of unusual duration to facilitate troubleshooting. A high number of very short calls or a low number of very long calls may signify a faulty trunk.
Automatic Number Identification (ANI)	A display of the calling number so that agents can access information about the caller.
Automatic Route Selection (ARS)	A feature that allows the system to automatically choose the least-expensive way to send a toll call.
automatic trunk	A trunk that does not require addressing information because the destination is predetermined. A request for service on the trunk, called a seizure, is sufficient to route the call. The normal destination of an automatic trunk is the communications-system attendant group. Also called automatic incoming trunk and automatic tie trunk.
auxiliary trunk	A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.
aux-work mode	A mode in which agents are unavailable to receive Automatic Call Distribution (ACD) calls. Agents enter aux-work mode when involved in non-ACD activities such as taking a break, going to lunch, or placing an outgoing call. Also see, auto-in work mode, manual-in work mode, and After Call Work (ACW) mode.
available agent strategy	A strategy that determines how Best Service Routing (BSR) commands in a vector identify the best split or skill when several have available agents.
Avaya Business Advocate	A product that establishes different levels of service for different types of calls. For example, a company may decide that a premium customer gets faster service than other types of customers.
Avaya IQ	Avaya IQ is Avaya's next generation reporting platform.
AWOH	See Administration Without Hardware (AWOH).
barrier code	A security code used with remote access to prevent unauthorized access to the system.
Basic Call Management System (BCMS)	An application on the communication server that monitors the operations of an Automatic Call Distribution (ACD) application. BCMS collects data related to the calls on the communication server and organizes the data into reports that help manage ACD facilities and personnel.
BCC	See Bearer Capability Class (BCC).
BCMS	See Basic Call Management System (BCMS).

Bearer Capability Class (BCC)	A code that identifies the type of a call (for example, voice and different types of data).
best	The split, skill, or location that provides the most advantageous service for a caller as determined by Best Service Routing (BSR).
Best Service Routing (BSR)	An Avaya communication server feature based on call vectoring that routes Automatic Call Distribution (ACD) calls to the split, skill, or contact center best able to service each call. BSR can be used on a single communication server, or it can be used to integrate resources across a network of communication servers.
bridge (bridging)	The appearance of a telephone extension at one or more other telephones.
bridged appearance	A call appearance on a telephone that matches a call appearance on another telephone for the duration of a call.
Business Advocate	See Avaya Business Advocate.
call appearance	1. For the attendant console, the six buttons labeled a-f used to originate, receive, and hold calls. Two lights next to the button show the status of the call appearance. 2. For the telephone, a button labeled with an extension and used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance.
Call Detail Recording (CDR)	A feature that uses software and hardware to record call data.
Call Management System (CMS)	An application that enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and VDNs. CMS enables customers to partially administer the Automatic Call Distribution (ACD) feature for a communications system.
call vector	A set of vector commands used to process an incoming or internal call.
call work code	A number entered by ACD agents to record the occurrence of customer-defined events (such as account codes, social security numbers, or phone numbers) on ACD calls.
callback call	A call that automatically returns to a voice-terminal user who activated the Automatic Callback feature.
cause value	A value that is returned in response to requests or in event reports when a denial or unexpected condition occurs.
CCS or hundred call seconds	A unit of call traffic. Call traffic for a facility is scanned every 100 seconds. If the facility is busy, it is assumed to have been busy for the entire scan interval. There are 3600 seconds per hour. The Roman numeral for 100 is the capital

letter C. The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated CCS. If a facility is busy for an entire hour, it is said to have been busy for 36 CCS.

CDR	See Call Detail Recording (CDR).
Central Office (CO)	A switch owned by a local telephone company that provides local telephone service (dial-tone) and access to toll facilities for long-distance calling.
Central Office (CO) trunk	A telecommunications channel that provides access from the system to the public network through the local CO.
channel	1. A circuit-switched call. 2. A communications path for transmitting voice and data. 3. In wideband, all of the time slots (contiguous or noncontiguous) necessary to support a call. Example: an H0-channel uses six 64-kbps time slots. 4. A DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call; analogous to a single trunk.
circuit	1. An arrangement of electrical elements through which electric current flows. 2. A channel or transmission path between two or more points.
circuit pack	A card with microprocessors, transistors, and other electrical circuits. A circuit pack is installed in a switch carrier or bay. Also called a circuit board or circuit card.
Class of Restriction (COR)	A feature that allows classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. See also Class of Service (COS).
Class of Service (COS)	A feature that uses a number to specify if telephone users can activate the Automatic Callback, Call Forwarding All Calls, Data Privacy, or Priority Calling features. See also Class of Restriction (COR).
CO	See Central Office (CO).
communications server	A software-controlled processor complex that interprets dialing pulses, tones, and keyboard characters and makes the proper connections both within the system and external to the system. The communications system itself consists of a digital computer, software, storage device, and carriers with special hardware to perform the connections. A communications system provides voice and data communications services, including access to public and private networks, for telephones and data terminals on a customer's premises. Previously called a switch or a Private Branch eXchange (PBX).
confirmation tone	A telephone tone confirming that feature activation, deactivation, or cancellation has been accepted.
connectivity	A connection of disparate devices within a single system.

consider sequence	A consider series plus a queue-to best , check-best , or reply-best step is called a consider sequence.
consider series	A series of consider commands typically written in a set of two or more. A set of consider commands is called a consider series.
console	See attendant console.
COR	See Class of Restriction (COR).
COS	See Class of Service (COS).
coverage answer group	A group of up to eight telephones that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.
coverage call	A call that is automatically redirected from the called party's extension to an alternate answering position when certain coverage criteria are met.
coverage path	An order in which calls are redirected to alternate answering positions.
coverage point	An extension or attendant group, VDN, or ACD split designated as an alternate answering position in a coverage path.
covering user	A person at a coverage point who answers a redirected call.
CWC	See call work code.
data link	A configuration of physical facilities enabling end terminals to communicate directly with each other.
data terminal	An input/output (I/O) device that has either switched or direct access to a host computer or to a processor interface.
dial-repeating tie trunk	A tie trunk that transmits called-party addressing information between two communications systems.
dial-repeating trunks	A PBX tie trunk that is capable of handling PBX station-signaling information without attendant assistance.
direct agent	A feature, accessed only through ASAI, that allows a call to be placed in a split queue but routed only to a specific agent in that split. The call receives normal ACD call treatment (for example, announcements) and is measured as an ACD call while ensuring that a particular agent answers.
Direct Inward Dialing (DID) trunk	An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.
domain	A group of VDNs, ACD splits, and stations.

Dynamic Percentage Adjustment	An Avaya Business Advocate feature that makes automatic adjustments to agents' target allocations as needed to help meet the administered service level targets.
Dynamic Queue Position	An Avaya Business Advocate feature that gives you the ability to queue calls from multiple VDNs to a single skill, while maintaining different service objectives for those VDNs.
Dynamic Threshold Adjustment	An Avaya Business Advocate Service Level Supervisor feature that automatically adjusts overload thresholds to engage reserve agents a bit sooner or a bit later to meet the administered service levels.
EAD-LOA	See Expert Agent Distribution-Least Occupied Agent (EAD-LOA).
EAD-MIA	See Expert Agent Distribution-Most Idle Agent (EAD-MIA).
Electronic Tandem Network (ETN)	A large private network that has automatic call-routing capabilities based on the number dialed and the most preferred route available. Each switch in the network is assigned a unique private network office code (RNX), and each telephone is assigned a unique extension.
EPN	See Expansion Port Network (EPN).
ETN	See Electronic Tandem Network (ETN).
EWT	See Expected Wait Time (EWT).
Exclusion	A feature that allows multi-appearance telephone users to keep other users with the same extension from bridging onto an existing call.
Expansion Port Network (EPN)	A port network that is connected to the Time Division Multiplex (TDM) bus and packet bus of a processor port network. Control is achieved by indirect connection of the EPN to the processor port network using a port-network link.
Expected Wait Time (EWT)	A prediction of how long a call waits in queue before the call is answered.
Expert Agent Distribution-Least Occupied Agent (EAD-LOA)	An agent selection method for delivery of calls. With EAD-LOA implemented, calls are delivered to the available agent with the highest skill level and the lowest percentage of work time since login (compared to other available agents with the same skill level). See also Expert Agent Distribution-Most Idle Agent (EAD-MIA), Uniform Call Distribution-Least Occupied Agent (UCD-LOA), and Uniform Call Distribution-Most Idle Agent (UCD-MIA).
Expert Agent Distribution-Most Idle Agent (EAD-MIA)	An agent selection method for delivery of calls. With EAD-MIA implemented, calls are delivered to the available agent with the highest skill level who has been idle the longest since their last ACD call (compared to other available agents with the same skill level). See also Expert Agent Distribution-Least

	Occupied Agent (EAD-LOA), Uniform Call Distribution-Least Occupied Agent (UCD-LOA), and Uniform Call Distribution-Most Idle Agent (UCD-MIA).
extension-in (EXT-IN)	A work state agents go into when they answer a non ACD call. If the agent is in Manual-In or Auto-In and receives an EXT-IN call, the call is recorded by the reporting adjunct as an AUX-IN call.
extension-out (EXT-OUT)	A work state that agents go into when they place a non-ACD call.
external call	A connection between a communications system user and a party on the public network, or on another communications system in a private network.
facility	A telecommunications transmission pathway and the associated equipment.
Forced Agent Logout from ACW mode	A feature used to automatically log out an Expert Agent Selection (EAS) agent who spends too much time in After Call Work (ACW) mode.
Forced Agent Logout by Clock Time	A feature used to automatically log out an Expert Agent Selection (EAS) agent at a pre-determined time. This feature is primarily used to automatically log off agents at the end of their shifts.
Forced Agent Logout \Aux Work by Location/Skill	The Forced Agent Logout/Aux Work by Location/Skill feature is used to force all agents in a location to logout, location into Aux Work, skill to logout, or skill into Aux Work. Using this feature, you can force all the agents in a given skill or location into the Aux work mode or to log out.
glare	A simultaneous seizure of a 2-way trunk by two communications systems resulting in a standoff.
ground-start trunk	A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.
holding time	A total length of time in minutes and seconds that a facility is used during a call.
intelligent polling	An automatic feature of Best Service Routing (BSR) that significantly reduces the number of status polls executed. When a remote location cannot be the best resource at a given moment in time, the intelligent polling feature temporarily suppresses polls to that location. Also see status poll.
intercept tone	An tone that indicates a dialing error or denial of the service requested.
interflow	An Automatic Call Distribution (ACD) term that refers to the ability to establish a connection to a second ACD and overflow a call from one ACD to the other.
internal call	A connection between two users within a system.

internal measurement	A Basic Call Management System (BCMS) measurement that is made by the system.
intraflow	An Automatic Call Distribution (ACD) term that refers to the ability for calls to redirect to other splits on the same communication server to backup the primary split.
in-use lamp	A red light on a multiappearance telephone that lights to show which call appearance will be selected when the handset is lifted or which call appearance is active when a user is off-hook.
ISDN Gateway (IG)	A feature allowing integration of the switch and a host-based telemarketing application using a link to a gateway adjunct. The gateway adjunct is a 3B-based product that notifies the host-based telemarketing application of call events.
ISDN trunk	A trunk administered for use with ISDN-PRI. Also called ISDN facility.
line	A transmission path between a communications system or Central Office (CO) switching system and a telephone.
line appearance	See appearance.
line port	A piece of hardware that provides the access point to a communications system for each circuit associated with a telephone or data terminal.
link	A transmitter-receiver channel that connects two systems.
Location Preference Distribution	A feature used to route incoming Automatic Call Distribution (ACD) calls to agents located at the same location where the trunk is located whenever possible.
maintenance	Activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.
major alarm	An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.
management terminal	The terminal that is used by the system administrator to administer the switch. The terminal may also be used to access the Basic Call Management System (BCMS) feature.
manual-in work mode	A mode in which an agent is ready to process another call manually. Also see, auto-in work mode, aux-work mode, and After Call Work (ACW) mode.

Maximum Agent Occupancy (MAO)	A feature used to set thresholds on the amount of time an agent spends on a call. MAO is used to prevent agent burnout. The MAO threshold is a system-administered value that places an agent in AUX mode when the agent exceeds the MAO threshold for calls.
message center	An answering service that supplies agents and stores messages for later retrieval.
message-center agent	A member of a message-center hunt group who takes and retrieves messages for telephone users.
messaging system	A generic name for a system that records, stores, plays, and distributes phone messages. Message Manager is the latest messaging system provided by Avaya.
minor alarm	An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.
modular processor data module (MPDM)	A Processor Data Module (PDM) that can be configured to provide several kinds of interfaces (RS-232C, RS-449, and V.35) to customer-provided data terminal equipment (DTE).
Modular Trunk Data Module (MTDM)	A trunk-data module that can be configured to provide several kinds of interfaces (RS-232, RS-449, and V.35) to customer-provided data terminal equipment.
multiappearance telephone	A telephone equipped with several call-appearance buttons for the same extension, allowing the user to handle more than one call on that same extension at the same time.
Network Specific Facility (NSF)	An information element in an ISDN-PRI message that specifies which public-network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public-network service.
NFAS	See Non-Facility Associated Signaling (NFAS).
Non-Facility Associated Signaling (NFAS)	A method that allows multiple T1 or E1 facilities to share a single D-channel to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel, and the other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured to have D-channels (one D-channel on each facility), and the other facilities that share the D-channels are configured without D-channels.
non switch-classified outbound calls	Proactive Contact outbound calls that are automatically launched by Communication Manager. See also, switch-classified outbound calls.

NSF	See Network Specific Facility (NSF).
occurrence	See appearance.
pickup group	A group of individuals authorized to answer any call directed to an extension within the group.
PMS	See Property Management System (PMS).
poll	See status poll.
poll suppression	An automatic feature of Best Service Routing (BSR) that significantly reduces the number of status polls executed. When a remote location cannot be the best resource at a given moment in time, the intelligent polling feature temporarily suppresses polls to that location. Also see status poll.
polling, intelligent	See intelligent polling.
PPN	See Processor Port Network (PPN).
primary extension	A main extension associated with the physical telephone or data terminal.
principal	A terminal that has its primary extension bridged on one or more other terminals.
principal (user)	A person to whom a telephone is assigned and who has message-center coverage.
private network	A network used exclusively for the telecommunications needs of a particular customer.
Processor Port Network (PPN)	A port network (PN) controlled by a switch-processing element that is directly connected to that PN's TDM bus and LAN bus.
Property Management System (PMS)	A stand-alone computer used by lodging and health-services organizations for services such as reservations, housekeeping, and billing.
public network	A network that can be openly accessed by all customers for local and long-distance calling.
queue	An ordered sequence of calls waiting to be processed.
queuing	A process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.
R2-MFC signaling	A signal consisting of two frequency components, such that when a signal is transmitted from a switch, another signal acknowledging the transmitted signal is received by the switch.

recall dial tone	A tone signaling that the system has completed a function (such as holding a call) and is ready to accept dialing.
redirection criteria	Information administered for each telephone's coverage path that determines when an incoming call is redirected to coverage.
Redirection on No Answer	An optional feature that redirects an unanswered ringing ACD call after an administered number of rings. The call is then redirected back to the agent.
reorder tone	A tone to signal that at least one of the facilities, such as a trunk or a digit transmitter, needed for the call was not available.
Service Level Maximizer (SLM)	An agent selection strategy that ensures that a defined service level of X% of calls are answered in Y seconds. When SLM is active, the software verifies that inbound calls are matched with agents in a way that makes sure that the administered service level is met. SLM is an optional Call Vectoring feature that is used with Expert Agent Selection (EAS), and without Business Advocate.
simulated bridged appearance	A feature that allows the terminal user (usually the principal) to bridge onto a call that had been answered by another party on his or her behalf. Also called a temporary bridged appearance.
SLM	See Service Level Maximizer (SLM).
split (agent) status report	A report that provides real-time status and measurement data for internally-measured agents and the split to which they are assigned.
split condition	A condition whereby a caller is temporarily separated from a connection with an attendant. A split condition automatically occurs when the attendant, active on a call, presses the start button.
split number	An identification of the split to the communication server and the Basic Call Management System (BCMS).
split report	A report that provides historical traffic information for internally measured splits.
staffed	An indication that an agent position is logged in. A staffed agent functions in one of four work modes: auto-in work mode, manual-in work mode, After Call Work (ACW) mode, or aux-work mode.
Station Message Detail Recording (SMDR)	An obsolete term now called Call Detail Recording (CDR).
status lamp	A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).
status poll	A call placed by a consider location vector command to obtain status data from a remote location in a multi-site Best Service Routing (BSR) application.

stroke counts	A method used by ACD agents to record up to nine customer-defined events per call when a reporting adjunct is active.
switch-classified outbound calls	Outbound calls placed by the Proactive Contact dialer and connected to the agents. See also, non switch-classified outbound calls.
system printer	An optional printer that may be used to print scheduled reports using the report scheduler.
system report	A report that provides historical traffic information for internally-measured splits.
system-status report	A report that provides real-time status information for internally-measured splits.
trunk	A dedicated telecommunications channel between two communications systems or Central Offices (COs).
trunk allocation	The manner in which trunks are selected to form wideband channels.
trunk group	Telecommunications channels assigned as a group for certain functions that can be used interchangeably between two communications systems or Central Offices (COs).
UDP	See Uniform Dial Plan (UDP).
Uniform Call Distribution-Least Occupied Agent (UCD-LOA)	An agent selection method for delivery of calls. With UCD-LOA implemented, calls are delivered to the available agent with the lowest percentage of work time since login. Also see Expert Agent Distribution-Least Occupied Agent (EAD-LOA), Expert Agent Distribution-Most Idle Agent (EAD-MIA), and Uniform Call Distribution-Most Idle Agent (UCD-MIA).
Uniform Call Distribution-Most Idle Agent (UCD-MIA)	An agent selection method for delivery of calls. With UCD-MIA implemented, calls are delivered to the available agent who has been idle the longest since their last ACD call. See also EAD-LOA, EAD-MIA, and UCD-LOA.
Uniform Dial Plan (UDP)	A feature that allows a unique number assignment for each terminal in a multiswitch configuration such as a Distributed Communications System (DCS) or main-satellite-tributary system.
VDN	See Vector Directory Number (VDN).
Vector Directory Number (VDN)	An extension that provides access to the vectoring feature on the switch. Vectoring allows a customer to specify the treatment of incoming calls based on the dialed number.
vector-controlled split	A hunt group or ACD split administered with the vector field enabled. Access to such a split is possible only by dialing a VDN extension.

work mode	A mode that an ACD agent can be in. Upon logging in, an agent enters aux-work mode. To become available to receive ACD calls, the agent enters auto-in work mode or manual-in work mode. To do work associated with a completed ACD call, an agent enters After Call Work (ACW) mode.
work state	An ACD agent may be a member of up to three different splits. Each ACD agent continuously exhibits a work state for every split of which it is a member. Valid work states are Avail, Unstaffed, AUX-Work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and OtherSpl. An agent's work state for a particular split may change for a variety of reasons. For example, an agent's work state changes when a call is answered or abandoned, or the agent changes work modes. The Basic Call Management System (BCMS) feature monitors work states and uses this information to provide BCMS reports.

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