Avaya Aura® Call Center Elite Overview and Specification

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Contents

Chapter 1: Introduction

Purpose

This document describes tested product characteristics and capabilities including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.

Intended audience

This document describes, at a high level, product features, functions, capacities, and limitations within the context of solutions and verified reference configurations.

Document changes since last issue

The following changes have been made to this document since the last issue:

- Added new courses to Training on page 8.
- Updated New in this release on page 14 to highlight the following:
  - Enhanced caller information (callr-info) for one-line display phones
  - Simultaneous Vector Directory Number (VDN) observers capacity increase from 50 to 999

Related resources

Documentation

The following table lists the documents related to Call Center Elite. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Avaya Aura® Call Center Elite Feature Reference	Automatic Call Distribution (ACD) and Call Vectoring features	Implementation Engineers
Avaya Aura® Communication Manager Feature Description and Implementation	Communication Manager features	Implementation Engineers
Avaya Aura® Communication Manager System Capacities Table	System capacity and scalability	Implementation Engineers, Sales Engineers, and Solution Architects
Programming Call Vectoring Features in Avaya Aura® Call Center Elite	User-defined commands for call flow and call treatment	Implementation Engineers and System Administrators

Training

The following courses are available on www.avaya-learning.com. Enter the course code in the **Search** field, and click **Go** to search for the course.

Course code	Course title
AVA00741WEN	Introduction to Call Center Operations
AVA00742WEN	Avaya Call Center - Analyze, Design and Plan Implementation
5C00091E	Avaya Aura® Call Center Elite Virtual Campus Offering
5C00091I	Avaya Aura® Call Center Elite Implementation and Configuration
5C00091V	Avaya Aura® Call Center Elite Implementation and Configuration

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Go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Warranty

Avaya provides a 90-day limited warranty on Call Center Elite. To understand the terms of the limited warranty, see the sales agreement or other applicable documentation.

For information about the standard Avaya warranty and support for Call Center Elite during the warranty period, see the Avaya Support website at http://support.avaya.com in **HELP & POLICIES** > **Policies & Legal** > **Maintenance and Warranty Information**.

See also **HELP & POLICIES** > **Policies & Legal** > **License Terms**.

Chapter 2: Call Center Elite overview

Call Center Elite is the Avaya flagship voice product for assisted experience management. The product coresides on Avaya Aura® Communication Manager, which is a key component of the Avaya Aura® communications platform.

Communication Manager supports multiple communications protocols, such as H.323 and Session Initiation Protocol (SIP), and is configured as an Evolution server to integrate Call Center Elite with traditional circuit switched Time Division Multiplexing (TDM), H.323, SIP, and hybrid environments.

Call Center Elite offers conditional call routing that can be coupled with the following routing options:

- Greatest Need (GN)
- Skill Level (SL)
- Service Level Maximizer (SLM)
- Service Objective (SO) by Skill or Vector Directory Number (VDN)
- Service Level Supervisor (SLS) with Call Selection Override and Reserve Agent

Call Center Elite 6.0 on Communication Manager 6.x increases agent productivity by providing resource selection capabilities such as Least Occupied Agent (LOA) and the following Best Service Routing (BSR) Available Agent strategies that are applied for each VDN:

- First Found
- Uniform Call Distribution-Most Idle Agent (UCD-MIA)
- Uniform Call Distribution-Least Occupied Agent (UCD-LOA)
- Expert Agent Distribution-Most Idle Agent (EAD-MIA)
- Expert Agent Distribution-Least Occupied Agent (EAD-LOA)

With virtual routing capabilities, multilocation call centers can maximize resource utilization across all sites.

Avaya Business Advocate, which is included in Call Center Elite 6.0, is a set of patented algorithms that balance competing business objectives. As agents become available, Business Advocate selects the next contact based on defined business objectives to meet service levels across the enterprise.

Call Center Elite integrates with performance management applications, such as Avaya Call Management System (CMS), Avaya IQ, and the upcoming Avaya Aura® Performance Center (AAPC), for real-time reporting and performance analytics.

Call Center Elite integrates with the Avaya Aura® Workforce Optimization (WFO) solution suite for quality monitoring. The product also works with call recording solutions, such as Verint ContactStore and NICE Loggers.

Call Center Elite leverages the multimedia service offerings of Avaya Aura® Contact Center (AACC) and Avaya Interaction Center (AIC) to route and manage transactions across multiple channels such as voice, video, email, and Web chat.

Feature description

Call Center Elite offers the following salient features:

- Business Advocate for resource matching
- Call Vectoring for conditional routing
- Expert Agent Selection (EAS) for skill-based routing
- Multisite Best Service Routing (BSR) for virtual routing

Business Advocate

Business Advocate is a Call Center Elite feature that uses a patented routing algorithm to:

- Manage agent work pools and call spikes.
- Meet service levels.
- Predict call wait time.
- Reduce agent burnout.

Business Advocate prevents a queue from overflowing by automating the activation of reserve agents. Dynamic Advocate, which is a feature component of Business Advocate, automatically adjusts the overload threshold based on the service level requirements.

Business Advocate leverages the following features to balance business needs such as service levels, caller segmentation, and multiskilled agent management:

- Percent Allocation as a call selection method and Percent Allocation Distribution (PAD) for agent selection
- Predicted Wait Time (PWT) as a system wide call selection measurement, applicable under call surplus conditions
- Service Level Supervisor (SLS) with Call Selection Override and Reserve Agent
- Service Objective (SO) by Skill or Vector Directory Number (VDN)

For more information, see *Avaya Business Advocate User Guide* on the Avaya Support website at http://support.avaya.com.

Call Vectoring

Call Vectoring is the process of defining vector programs for call routing and call treatment.

Call vectors are a series of user-defined commands that you can use to route internal or network calls and to determine the treatment for each call. You can route calls to on-network or off-network destinations, or to staffed ACD agents.

Communication Manager directs all incoming calls to an administered VDN which could represent a service category, such as Billing, Customer Service, or Sales. The VDN directs calls to a vector with commands such as **`announcement`**, **`busy`**, **`collect digits`**, **`goto step`**, or **`wait-time`** for call routing and call treatment.

Use vector commands to perform the following call-related functions:

- Collection of touchtone digits
- Call treatment such as an announcement or a busy tone
- Call routing to more than one skill if an agent fails to answer the call
- Conditional and unconditional branching from one vector step to another step or vector
- Execution of voice scripts on a Voice Response Unit (VRU) to provide information to the caller

For information about Call Vectoring features and commands, see *Avaya Aura® Call Center Elite Feature Reference* and *Programming Call Vectoring Features in Avaya Aura® Call Center Elite* on the Avaya Support website at http://support.avaya.com.

Expert Agent Selection

Expert Agent Selection (EAS) is a skill-based routing feature that reduces the call transfer and call holding time by matching caller needs with agent skills.

When **EAS** is set to `y`, Communication Manager associates each phone with an agent login ID, which is an extension in the dial plan, and not with a skill hunt group. Hence, when an agent logs in, Communication Manager associates the phone with all the skill hunt groups that a system administrator assigns to the agent login ID.

With Call Center Elite 6.0, an administrator can assign up to 120 skills to each agent. The administrator can set the call handling preference, that is, administer distribution of calls with the greatest need before skill level under call surplus conditions. Conversely, staffed agents can be moved to handle calls under agent surplus conditions. Agent occupancy and the administered skill levels determine which agents handle calls under agent surplus conditions.

EAS supports a Direct Agent Calling (DAC) capability that a caller can use to speak with a specific agent. Communication Manager prioritizes and delivers a direct agent call before a

skill hunt group call.Communication Manager receives the call as an ACD call but delivers or queues the call to the agent and not to a skill hunt group.

For more information, see *Avaya Aura® Call Center Elite Feature Reference* on the Avaya Support website at http://support.avaya.com.

Multisite Best Service Routing

Multisite Best Service Routing (BSR) is a virtual routing feature that ensures efficient use of network resources by comparing local and remote skills for call routing to the resource that can provide the best service.

Agents that share a common skill set are part of a single virtual pool where Communication Manager routes calls based on the administered agent selection criteria and the distribution algorithms regardless of the agent location.

Location Preference Distribution is another Call Center Elite feature that is quite popular in addition to the traditional Avaya Virtual Routing settings of Multisite BSR and Look Ahead Interflow (LAI).

Virtual routing builds on the LAI feature to route calls to the best skill. Communication Manager uses a series of **`consider`** vector steps to determine the best skill and interflows the call using the **`queue-to best`** or **`check best`** vector commands.

For information about vector steps and vector commands, see *Programming Call Vectoring Features in Avaya Aura® Call Center Elite* on the Avaya Support website at http://support.avaya.com.

In a call surplus condition, Communication Manager treats a skill as best if the skill has the shortest Expected Wait Time (EWT). In an agent surplus condition, the administered **Available Agent Strategy** field on the Communication Manager server which receives the call determines the best skill for handling the call or work item.

For more information, see *Avaya Aura® Call Center Elite Feature Reference* on the Avaya Support website at http://support.avaya.com.

New in this release

Call Center Elite 6.0 on Communication Manager 6.2 offers the following capabilities:

- Enhanced administrator agility
  - Additional duplicate administration commands for VDN and hunt group skill
  - Two additional Switch Protocol Interpreter (SPI) links for future use

  - Vector variables usage data on the Measurement Summary report

- Enhanced agent productivity
  - 96x1 Deskphone H.323 6.2
  - 96x1 Deskphone SIP 6.2
  - Block hang up by logged-in auto-answer agents
  - Enhanced caller information (callr-info) for one-line display phones
  - Separate Auxiliary (AUX) work reason codes for Redirection on No Answer (RONA) and Redirection on Off-PBX Telephone Integration and Mobility (OPTIM) Failure (ROOF)
  - Vector Directory Number (VDN) Observing by Location
- Enhanced caller experience
  - Remove ringback tones for auto-answer calls
  - VDN Return Destination (VRD) for internal calls
  - VDN Time Zone for Holiday Vectoring
- Enhanced product interoperability
  - Call recording using Single Step Conference (SSC) with Exclusion
  - Enhanced reporting for Intelligent Customer Routing (ICR)
- Simultaneous VDN observers on a single Communication Manager instance capacity increase from 50 to 999

Chapter 3: Interoperability

Product compatibility

For the latest and most accurate compatibility information, go to http://support.avaya.com/CompatibilityMatrix/Index.aspx.

Third-party product requirements

Third-party products	Description	Connectivity and limitations
Verint Quality and ContactStore	Call recording software developed by Avaya and Verint that requires no proprietary hardware. This software supports TDM, IP, or mixed environments. You can use the products for Service Observing.	• Requires Application Enablement Services (AES) 4.2 or later to connect to Communication Manager 6.2. • Requires the Communication Manager API (CMAPI), that is, the Device, Media, and Call Control (DMCC) service to gain access to media and to record calls. **Note:** With Communication Manager 6.0, you can complete the DMCC registration for call recording solutions only through an AES license file.
NICE Loggers	Call recording solution developed by Nice that offers the following recording models: • Record on Demand • Selective recording • Quality management recording • All call recording	

For application notes on third-party connectivity, see the Avaya Support website at http://support.avaya.com.

Chapter 4: Performance specifications

Vector steps, announcements, Computer Telephony Integration (CTI) applications, and other design components affect the performance of the processor and the Busy Hour Call Completion (BHCC) ratings. SIP trunks might require up to 60 percent more processing power when compared to the H.323 and TDM trunks.

With Call Center Elite 6.0, the total extension count is 64,000. VDNs function as extensions. Hence, if you administer 30,000 VDNs, you must balance the following count:

- 9,000 extension numbers in the dial plan that are used for announcements or music sources
- 30,000 potentially administered EAS agent login IDs

The following indicate the current CTI throughput for each Communication Manager instance when connected to Application Enablement Services (AES):

- 1,000 messages per second for AES 5.2 and later
- 24 domain-control associations per call
- 6 active associations per call, skill, and VDN domain
- 10,000 event notification associations

For information about capacity, see *Avaya Aura® Communication Manager System Capacities Table* on the Avaya Support website at http://support.avaya.com.

Capacity and scalability specification

Capacity increase

The following table lists the increased maximum capacity for a variety of Call Center Elite resources. The capacity increase supports 10,000 concurrently logged-in EAS agents.

For more information about interactions with the Avaya reporting capacities based on the actual number of agent-skill pairs in use, see *Avaya Aura® Communication Manager System Capacities Table* on the Avaya Support website at http://support.avaya.com.

Call Center Elite resource	Release 5.0	Release 6.0
Administered agent login IDs	20,000	30,000

Call Center Elite resource	Release 5.0	Release 6.0
Administered agent-skill pairs in Communication Manager	180,000	999,999
Concurrently logged-in ACD agents	7,000	10,000
Holiday tables	99	999
Separate VDN extensions from station extensions	36,000	NA. Allows full capacity for VDNs and stations.
Policy Routing Tables (PRTs) of 15 steps each	2,000	8,000
PRT routing destination points	6,000	24,000
Service Hours Tables	99	999
Skills or hunt groups per Communication Manager instance	2,000	8,000
Skills per agent	60	120
Station extensions	36,000	41,000
Total extensions	55,733	64,000
VDN extensions	20,000	30,000
VDN variables	V1 to V9 for each of the 20,000 VDNs.	V1 to V9 for each of the 30,000 VDNs.
Vector Routing Tables	100	999
Vectors of 99 steps each	2,000	8,000

Note:

Station extensions consist of attendant extensions, station set assignments, including ACD agent physical set, Administration Without Hardware (AWOH), and administered EAS logical agent IDs.

Servers and gateway capacities

The following parameters determine the number of concurrent agents:

- Agent occupancy
- Announcement sources
- Codecs

- Station type
- Trunk termination location

The following servers support Communication Manager and Call Center Elite:

- Dell™ PowerEdge™ R610
- HP ProLiant DL360 G7
- Avaya S8300D embedded server

Read the *Avaya Aura® Communication Manager System Capacities Table* before undertaking any solution design.

Dell R610 and HP DL360 G7 server capability	
Maximum number of agents for each G700 Media Gateway with the External Call Controller (ECC) configuration	60
Maximum number of agents for each G450 Media Gateway	60–200
Maximum number of agents for each G430 Media Gateway	80–200
Maximum number of agents for each G350 Media Gateway with the ECC configuration	10
Maximum number of agents for each G250 Media Gateway with the ECC configuration	• 4 concurrent agents for the G250 Analog and Basic Rate Interface (BRI) ECC configuration • 12 concurrent agents for the G250 DS1 and Digital Communications Protocol (DCP) ECC configuration
IG550 • JD1 Media Gateways (model J4350) • JD1 Media Gateways (model J6350) • JD1.2 Media Gateways (model J2320) • JD1.2 Media Gateways (model J2350)	• 80 IP stations for the Central Distribution to Remote Sites configuration • 48 concurrent agents with no queuing for independent call centers
Maximum number of logged-in ACD agents	10,000
Maximum number of logged-in SIP EAS agents	2500 **Note:** The maximum number of logged-in ACD agents includes the logged-in SIP EAS agent count of 2500.

S8300D capability	
Maximum number of agents for each G700 Media Gateway with the External Call Controller (ECC) configuration	60
Maximum number of agents for each G450 Media Gateway	60–200
Maximum number of agents for each G430 Media Gateway	80–200
Maximum number of agents for each G350 Media Gateway with the ECC configuration	10
Maximum number of agents for each G250 Media Gateway with the ECC configuration	• 4: Basic Call Center that is available only for the G250 configuration • 12: Any Call Center package for the DS1 configuration
IG550 • JD1 Media Gateways (model J4350) • JD1 Media Gateways (model J6350) • JD1.2 Media Gateways (model J2320) • JD1.2 Media Gateways (model J2350)	• 80 IP stations for the Central Distribution to Remote Sites configuration • 48 concurrent agents with no queuing for independent call centers
Maximum number of logged-in ACD agents	450
Maximum number of logged-in SIP EAS agents	• 4: S8300D with G250 or G350 • 50: S8300D with G700 or G450

Scalability of 96X1 SIP agent deskphones

The Dell™ PowerEdge™ R610 and HP ProLiant DL360 G7 servers support up to 2500 concurrently logged-in SIP Expert Agent Selection (EAS) agents using the 96X1 SIP agent deskphones.

Traffic specification

Important:

Avaya Technology and Consulting (ATAC) Design Center must review all Call Center Elite designs. Avaya Sales Factory must review all Call Center Elite designs that involve SIP trunking.

Avaya Sales Factory derives the Communication Manager CPU occupancy for upgrades and new installations to ensure that the proposed solution design can handle the anticipated traffic load.

The following are some of the major considerations:

- Busy Hour Call Completion (BHCC) for inbound calls.
- Call Vectoring with a focus on the announcements that Communication Manager plays for calls in a queue.
- The number of simultaneously active SIP trunks. Active SIP trunks that support calls in a queue have a greater impact on the Communication Manager CPU occupancy than the active SIP trunks that support calls being handled by agents.
- The Communication Manager release, CPU clock speed, and server duplication mode.
- Computer Telephony Integration (CTI) operations, such as call monitoring, adjunct routing, and third-party call control (3PCC).
- Intelligent Customer Routing (ICR) and Best Service Routing (BSR) operations.

Dial plan specification

With the dial plan feature, you can use up to 13 digits for extension dialing. Use Uniform Dial Plan (UDP) to create a common dial plan for servers across multiple locations. The UDP feature scales up extension dialing to 18 digits.

Note:

Basic Call Management System Reporting Desktop (BCMSRD) 2.4 does not support 13 digits.

Announcements or music sources that require dial plan assignment are limited to 3 to 7 digits to be compatible with the entry limit for the call vectoring announcement.

Define the following dial plan information for each type of call:

- Attendant.
- Automatic Alternate Routing (AAR).
- Automatic Route Selection (ARS).
- Dial Access Codes (DACs) that include Feature Access Codes (FACs) and Trunk Access Codes (TACs).
- Extensions.

Note:

EAS agent login IDs and VDN extensions can range only from 3 to 13 digits.

- Prefixed extensions.

Administer the dial plan on the following screens:

- Dial Plan Analysis Table
- Dial Plan Parameters
- Location Parameters
- Uniform Dial Plan Table
- Station

For more information about dial plan administration, interactions, and considerations, see *Avaya Aura® Communication Manager Feature Description and Implementation* on the Avaya Support website at http://support.avaya.com.

Chapter 5: Security

Security specification

Avaya incorporates security features in all products. However, the customer is responsible for setting the security configurations on the customer data network and for configuring the security features that are available in the products.

Call Center Elite security features

- Access codes: To prevent hackers from using the Meet-me Conference facilities.
- Barrier codes: To provide remote access.
- Call Vectoring and Call Prompting: To prevent unauthorized user access.
- Converse-on vector step: To route calls to a Voice Response Unit (VRU) where you can set stringent security checks, such as voice recognition.
- Expert Agent Selection (EAS): To lock stations with unstaffed agents.
- Recorded announcements: To indicate that unauthorized calling is illegal and that the call is monitored or recorded.
- Service Observing (SO) and console permissions: To disable the capabilities for individuals who do not need the feature.
- VDN Class of Restriction (COR): To limit the outgoing facility path. For instance, you can set the Facility Restriction Level (FRL) in the COR to zero for restricted access to network routing preference.

For more information about security designs, testing, and violation reports, see *Avaya Aura® Communication Manager Reports* and *Avaya Aura® Communication Manager Security Design* on the Avaya Support website at http://support.avaya.com.

Port utilization

For information about port matrix, see the Communication Manager port matrix on the Avaya Support website at http://support.avaya.com.

Chapter 6: Licensing requirements

Call Center Elite is a separately licensed software application inside Communication Manager and therefore, the Call Center Elite release cannot be greater than the Communication Manager release.

Call Center Elite is licensed as a whole number release such as 6.0, which means that the Call Center Elite software is licensed in Product Licensing and Delivery System (PLDS) as Call Center Elite 6.0.

Call Center Elite is licensed on the basis of each Concurrent User (CU), which means that only the specified number of licensed units can gain access and use the software on an Avaya server supporting Communication Manager at any given time, but without regard to the named user. The CU license is ideal for call centers as agents in shifts can use the same license.

Call Center Elite license policy

Effective August 2009, Avaya changed the pricing from 9-Tier to 1-Tier for all product offerings except for Avaya Aura® Communication Manager Standard, Enterprise, Call Center Elite, and Call Management System. For these products, Avaya changed the pricing from 9-Tier to 3-Tier.

3-Tier pricing offers:

- Each user or agent ordering: Customers do not have to purchase fixed bundles. This provides maximum flexibility in ordering new or add-on agents.
- New and add-on agents have common pricing tiers but not the same prices. Add-on licenses for non current releases are priced slightly higher than for the current release.
- Add-on agents always start at the first tier. As all software products have a consistent add-on user policy, customers can determine their aftermarket needs.
- Common pricing tiers with built-in volume discounts. While most Avaya products are offered in a single price tier, Call Center Elite continues to offer 3-Tier pricing, which means customers get built-in volume discounts on each transaction.

Effective May 2010, Avaya transitioned Call Center Elite upgrades to 1-Tier pricing, that is, one material code, one path, and one price, for transactional upgrades. 3-Tier pricing remains in effect for new and add-on agents.

Product licensing and delivery system

Communication Manager 6.0 and later releases use Product Licensing and Delivery System (PLDS).

Use Remote Feature Activation (RFA) for earlier releases on Communication Manager, for DEFINITY R10 through Communication Manager 5.2.1.

For more information about PLDS, including training, documentation, and job aids, see http://plds.avaya.com.

License enforcement

Communication Manager denies service if the number of concurrent agent login IDs exceed the licensed quantity.

For example, the Call Center Elite licensing controls the following:

- ACD Agent Limit
- BCMS Measured Agents
- BCMS Measured ACD Members
- CMS Measured ACD Members

If an agent has at least one assigned Advocate skill, Communication Manager treats the agent as an Advocate Agent.

If an agent attempts to log in to the system when the Advocate Right-to-Use (RTU) license limit is reached, Communication Manager plays a reorder tone and denies agent login.

Glossary

AES	Application Enablement Services (AES) is an Avaya product that provides a platform for the development of CTI-based applications for Communication Manager 3.0 or later.
agent surplus	A condition where more than one agent is available, that is, idle to receive an incoming call.
ASAI	Adjunct-Switch Application Interface (ASAI) is a recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3.
available agent strategy	A strategy that determines how the Best Service Routing (BSR) commands in a vector identify the best skill when multiple skills have available, that is, idle agents.
Avaya Aura®	A converged communications platform unifying media, modes, network, devices, applications. Avaya Aura® is based on the SIP architecture with Session Manager at the core.
BHCC	Busy-Hour Call Completion (BHCC) is a measure of the number of calls that Communication Manager successfully completes during the peak hour of a network.
Business Advocate	A Call Center Elite feature that establishes different service levels for different types of calls. For example, a company decides that a premium customer must receive service before the other types of customers.
call surplus	A condition where ACD calls are in queue and no agents are available.
check best	A vector command to verify if the best found split or skill meets all the conditions in the vector before queuing a call to the split or skill. For instance, you can use the **`check`** command to determine if the best found split or skill has the best Expected Wait Time (EWT).
consider	A vector command for collection of the Best Service Routing (BSR) status data that Communication Manager uses for comparison of splits or skills. As the **`consider`** command compares splits or skills, the command is written as a series of vector commands called a consider series. Use the **`check best`** and **`queue-to best`** commands in the consider series to identify and queue calls to the best split or skill.

DMCC	Device, Media, and Call Control (DMCC) is the new name for Communication Manager Application Programming Interface (API), that is, CMAPI.
Dynamic Percentage Adjustment	A Business Advocate feature that automatically adjusts the agent target allocations to meet the administered service level targets.
Dynamic Queue Position	A Business Advocate feature that queues calls from multiple VDNs to a single skill, while maintaining the service objectives of each originating VDN. For instance, DQP positions a premium customer call with an assigned service objective of 10 seconds before a regular customer call with an assigned service objective of 25 seconds. Dynamic Queue Position (DQP) is also known Service Objective by VDN.
Dynamic Threshold Adjustment	A Business Advocate Service Level Supervisor (SLS) feature that meets the administered service levels by automatically adjusting the overload thresholds to engage reserve agents.
EAD-LOA	Expert Agent Distribution-Least Occupied Agent (EAD-LOA) is an agent selection method for delivery of calls under agent surplus conditions. With EAD-LOA implemented, calls are delivered to the available, that is, idle agent with the highest skill level and the lowest percentage of work time since login. The comparison before call delivery is done for all available agents with the same skill level.
EAD-MIA	Expert Agent Distribution-Most Idle Agent (EAD-MIA) is an agent selection method for delivery of calls under agent surplus conditions. With EAD-MIA implemented, calls are delivered to the available agent with the highest skill level who has been idle the longest since the last ACD call that the agent received. The comparison before call delivery is done for all idle agents with the same skill level.
ECC	External Call Controller (ECC) is an external Media Gateway Controller (MGC) that communicates with the G250 or G350 media gateways in a network.
first found	A Best Service Routing (BSR) feature that delivers calls to the first available agent under agent surplus conditions.
ICC	Internal Call Controller (ICC) is an internal MGC that communicates with the G250 or G350 media gateways in a network.
MGC	Media Gateway Controller (MGC) controls the phone services on a media gateway.
queue-to best	A vector command for queuing calls to the best split or skill that is determined by a consider series. See also consider on page 29.

reserve agent	An agent who is made available by Communication Manager when a critical skill does not meet its service level targets.
SIP	Session Initiation Protocol (SIP) is an application-layer control signaling protocol for creating, modifying, and terminating sessions with more than one participant using http like text messages.
UCD-LOA	Uniform Call Distribution-Least Occupied Agent (UCD-LOA) is an agent selection method for delivery of calls under agent surplus conditions. With UCD-LOA implemented, calls are delivered to the available, that is, idle agent with the lowest percentage of work time since login.
UCD-MIA	Uniform Call Distribution-Most Idle Agent (UCD-MIA) is an agent selection method for delivery of calls under agent surplus conditions. With UCD-MIA implemented, calls are delivered to the available agent who has been idle the longest since the last ACD call that the agent received.
UDP	Uniform Dial Plan (UDP) is a feature that allows a unique number assignment for each terminal in multi-switch configurations, such as a Distributed Communications System (DCS) or main-satellite-tributary system.

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