AVAYA

Avaya Aura® Contact Center Terminology

Release 7.1
Issue 07.01
June 2019

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Chapter 1: Introduction

Purpose

This document explains Avaya Aura® Contact Center terminology.

Intended audience

This document is intended for people who want to understand the terms used in Avaya Aura® Contact Center.

Related resources

Avaya Aura® Contact Center Documentation

The following table lists the documents related to Avaya Aura® Contact Center. Download the documents from the Avaya Support website at https://support.avaya.com.

Title	Use this document to:	Audience
Overview		

Table continues…

Title	Use this document to:	Audience
Avaya Aura® Contact Center Overview and Specification	This document contains technical details you need to set up your Contact Center suite. The document contains the background information you need to plan and engineer your system (server preparation information, routing options, licensing configurations, and hardware configuration). The document also contains background information you require to install all software components that are part of and work with Contact Center. General information about considerations for upgrading your existing suite of Contact Center is also included. This document contains strategies and requirements to plan your network configuration and prepare your servers for Contact Center software installations.	Customers and sales, services, and support personnel
Avaya Aura® Contact Center and Avaya Aura® Unified Communications Solution Description	This document describes the solution architecture, suggested topologies, and capacities for the Avaya Aura® Unified Communications platform. This document also describes the features and functional limitations of certain configurations.	Customers and sales, services, and support personnel
Avaya Aura® Contact Center and Avaya Communication Server 1000 Solution Description	This document describes the solution architecture, suggested topologies, and capacities for the Avaya Communication Server 1000 platform. This document also describes the features and functional limitations of certain configurations.	Customers and sales, services, and support personnel
Avaya Aura® Contact Center Documentation Catalog	This document describes available Avaya Aura® Contact Center documentation resources and indicates the type of information in each document.	Customers and sales, services, and support personnel
Avaya Aura® Contact Center Terminology	This document contains definitions for the technical terms specific to Contact Center.	Customers and sales, services, and support personnel

Table continues…

Title	Use this document to:	Audience
Contact Center Performance Management Data Dictionary	This document contains reference tables that describe the statistics and data in the historical and real-time reports generated in Contact Center.	System administrators and contact center supervisors
Implementing		
Avaya Aura® Contact Center and Avaya Aura® Unified Communications Integration	This document contains information and procedures to integrate the Avaya Aura® Unified Communications platform with Contact Center.	Implementation personnel
Avaya Aura® Contact Center and Avaya Communication Server 1000 Integration	This document contains information and procedures to integrate the Avaya Communication Server 1000 platform with Contact Center.	Implementation personnel
Deploying Avaya Aura® Contact Center DVD for Avaya Aura® Unified Communications	This document contains information about Contact Center DVD installation, initial configuration, and verification for the Avaya Aura® Unified Communications platform.	Implementation personnel
Deploying Avaya Aura® Contact Center DVD for Avaya Communication Server 1000	This document contains information about Contact Center DVD installation, initial configuration, and verification for the Avaya Communication Server 1000 platform.	Implementation personnel
Deploying Avaya Aura® Contact Center Software Appliance for Avaya Aura® Unified Communications	This document describes how to deploy the Avaya Aura® Contact Center Software Appliance for the Avaya Aura® Unified Communications platform.	Implementation personnel
Avaya Aura® Contact Center Commissioning for Avaya Aura® Unified Communications	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation on the Avaya Aura® Unified Communications platform.	Implementation personnel
Avaya Aura® Contact Center Commissioning for Avaya Communication Server 1000	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation on the Avaya Communication Server 1000 platform.	Implementation personnel
Avaya Aura® Contact Center and Proactive Outreach Manager Integration	This document provides conceptual and procedural information on the integration between Avaya Aura® Contact Center (AACC) and Avaya Proactive Outreach Manager (POM); it describes the tasks required for AACC and POM integration.	Implementation personnel

Table continues…

Avaya Aura® Contact Center Terminology
Comments on this document? infodev@avaya.com

Title	Use this document to:	Audience
Upgrading and patching Avaya Aura® Contact Center	This document contains information and procedures to upgrade from previous releases to Contact Center, migrating the databases, and information and procedures to download and install service packs.	Implementation personnel and system administrators
Administering		
Avaya Aura® Contact Center Server Administration	This document contains information and procedures for day-today maintenance of all servers in the Contact Center suite, including server maintenance tasks, administrative tasks, managing data, configuring data routing, performing archives, and backing up data. It also describes the optional configuration procedures for server configuration.	System administrators
Avaya Aura® Contact Center Client Administration	This document contains information and procedures to configure the users and user access, skillsets, server management, and configuration data in the Contact Center database.	System administrators and contact center supervisors
Using Contact Center Orchestration Designer	This document contains information and procedures to configure script and flow applications in Contact Center Orchestration Designer.	System administrators
Maintaining		
Maintaining Avaya Aura® Contact Center	This document contains routine maintenance procedures such as installing service packs, and maintaining the databases for the Contact Center system.	System administrators and support personnel
Troubleshooting Avaya Aura® Contact Center	This document contains system-wide troubleshooting information and procedures for Contact Center hardware, software, and network.	System administrators and support personnel
Contact Center Event Codes	This document contains a list of errors in the Contact Center suite and recommendations to resolve them. This document is a Microsoft Excel spreadsheet.	System administrators and support personnel
Using		

Table continues…

Title	Use this document to:	Audience
Using Avaya Aura® Contact Center Reports and Displays	This document contains procedures to generate performance reports, and to monitor and analyze performance data and performance measurements.	System administrators and contact center supervisors
Using Agent Desktop for Avaya Aura® Contact Center	This document provides information and procedures for agents who use the Agent Desktop application to accept, manage, and close contacts of all media types in Contact Center.	Contact center agents and supervisors
Using the Contact Center Agent Browser application	This document provides information and procedures for agents who use the Agent Browser application to log on to Contact Center and perform basic tasks.	Contact center agents
Using Avaya Workspaces for AACC and ACCS	This document describes the tasks that Contact Center agents can perform using Avaya Workspaces.	Contact center agents and supervisors

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. At the top of the screen, type your username and password and click **Login**.

3. Click **Support by Product** > **Documents**.

4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select an appropriate release number.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:

  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.

  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:

  - 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 website.

  ⊛ **Note:**

  Videos are not available for all products.

Support

Go to the Avaya Support website at https://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.

Chapter 2: Changes in this release

The following section details what has changed in terminology for *Avaya Aura® Contact Center Terminology* Release 7.1.

Features

There are no feature changes in this release.

Chapter 3: A

accelerator key

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

ACCESS

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

access class

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

access level

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

ACCESS link

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

ACD call

See [automatic call distribution call](#) on page 27.

ACD-DN

See [automatic call distribution directory number](#) on page 27.

ACD group

See [automatic call distribution group](#) on page 27.

ACD routing table

See [automatic call distribution routing table](#) on page 28.

ACD subgroup

See [automatic call distribution subgroup](#) on page 28.

acquired resource

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

activated script

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

active server

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

activity code

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

The system default activity code (0) is the activity code against which contacts peg if an agent does not enter an activity code.

On Avaya Communication Server 1000 PABX only, the skillset default activity code is the activity code against which contacts for a skillset peg if the agent presses the Activity key on the phone twice while handling a skillset contact (that is, without entering an activity code). Your options to define this code are as the system default (0), skillset default (00), or a valid activity code.

ACW

See After Call Work Item codes on page 24.

adapter

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

administrator

A user who configures and maintains Avaya Aura® Contact Center.

AD-LDS

Active Directory Lightweight Directory Services (AD-LDS) is a light-weight implementation of Active Directory and does not require the creation of domains or domain controllers. AD-LDS provides a hierarchical data store for directory data with an LDAP interface.

Contact Center Release 7.1 no longer uses AD-LDS to maintain Contact Center Manager Administration (CCMA) data. Contact Center solutions migrating to Release 7.1 move AD-LDS data to the new CCMA Caché database.

After Call Work Item codes

An activity code is a number that you enter on a phone or on Agent Desktop to track time spent on activities and service areas, not ready reasons, and after call work.

Activity codes are of the following three types:

- Activity codes
- Not Ready Reason codes
- After Call Work Item (ACW) codes

Agents can enter ACW codes when agents are on a Contact Center call or immediately following the completion of the call as long as the agent has not entered a Not Ready reason code. Agents must enter ACW codes when agents perform post call processing work, such as adding contact information to a CRM system. Agents can enter ACW codes only for post call processing work related to the contact that the agent has just released.

agent

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

Agent Desktop

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

agent logon ID

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

agent priority per skillset

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

agent-to-skillset assignment

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

agent-to-supervisor assignment

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

AIP

Advanced I/O Processor.

alias

See email alias on page 44.

AML

See [Application Module Link](#) on page 26.

ANI

See [automatic number identification](#) on page 28.

API

See [application program interface](#) on page 26.

application

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

- A program that runs on a computer.

Application Module Link

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

application program interface

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

application server

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

associated supervisor

A supervisor who is available for an agent if the agent's reporting supervisor is unavailable. See also reporting supervisor on page 72.

automatic call distribution

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

automatic call distribution call

A call to an ACD-DN. ACD calls are distributed to agents in an ACD group based on the ACD routing table on the switch. See also automatic call distribution directory number on page 27.

automatic call distribution directory number

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

automatic call distribution group

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

A

> **Note:**
>
> ACD group applies only to an Avaya Aura® Contact Center AML solution.

automatic call distribution routing table

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

automatic call distribution subgroup

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

automatic number identification

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

auto-response

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

Avaya CallPilot®

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

Avaya CallPilot® ACCESS voice port

A voice port controlled by the ACCESS link.

Avaya Aura® Media Server

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

Chapter 4: B

basic call

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

BBUA

Back-to-back user agent.

blind transfer

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

Chapter 5: C

call age

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

call destination

The site to which an outgoing network call is sent. See also call source on page 32.

Calling Line Identification

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

call intrinsic

A script element that stores call-related information assigned when a call enters Contact Center Manager Server. See also CCT intrinsic on page 33, intrinsic on page 52, skillset intrinsic on page 79, time intrinsic on page 84, and traffic intrinsic on page 84.

call presentation class

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

call priority

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

Call Request Queue Size

Assigns the maximum queue size for network skillsets. When the maximum is reached, the queue rejects calls. For Network Skill-Based Routing, Call Request Queue Size (CRQS) is configured in Contact Center Manager Administration. If the NACD fallback or the Queue_to_NACD script command is used, CRQS must be configured in LD23 on the PABX. See also flow control threshold on page 48.

call source

The site from which an incoming network call originates. See also call destination on page 31.

call treatment

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

call variable

A script variable that applies to a specific call. A call variable follows the call through the system and is passed from one script to another with the call. See also global variable on page 49, script variable on page 75.

campaign

See [outbound campaign](#) on page 65.

CAT

Channel Allocation Table.

CCR

Customer Controlled Routing.

CCT intrinsic

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

CDN

See [controlled directory number](#) on page 37.

central processing unit

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

centum call seconds

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

C

CLAN

See Customer Local Area Network on page 38.

CLAN subnet

See enterprise IP network on page 45.

CLID

See Calling Line Identification on page 31.

client

The part of Contact Center Manager Server that runs on a personal computer or workstation and relies on the server to perform some operations. Contact Center client applications include Server Utility, Agent Desktop, and Contact Center Manager Administration. See also server on page 76.

closed reasons

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

command

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

Communication Control Toolkit

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

Communication Server 1000 Telephony Manager

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

Compact Call Agent Card

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

Computer Telephony Integration

An application that enables a computer to control phone calls.

Conditionally Toll Denied

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

Contact Center Manager

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

Contact Center Manager Administration

A browser-based tool for Contact Center administrators and supervisors used to manage and configure a Contact Center and users, to define access to data, and to view real-time and historical reports. The Contact Center Manager Administration software is installed on an application server. See also Contact Center Manager Administration server on page 36.

Contact Center Manager Administration server

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

Contact Center Manager Server

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

Contact Center Manager Server call

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

Contact Center Multimedia Server

A client/server Contact Center application that expands inbound telephony capabilities to include outbound voice, email, SMS, IM, voice mail, scanned documents, faxes, and Web communications.

Contact Center server subnet

See server subnet on page 76.

Contact Center Standby server

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

Contivity VPN PABX

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

controlled directory number

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

CPH

Calls per hour.

CPU

See central processing unit on page 33.

CRM

See Customer Relationship Manager on page 38.

CRQS

See [Call Request Queue Size](#) on page 32.

CSL

Command and Status Link.

CTD

See [Conditionally Toll Denied](#) on page 35.

CTI

See [Computer Telephony Integration](#) on page 35.

customer administrator

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

Customer Local Area Network

The Local Area Network (LAN) to which your corporate servers, third-party applications, and desktop clients connect.

Customer Relationship Manager

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

Chapter 6: D

Data Execution Prevention

A set of hardware and software technologies that verify memory to help protect against malicious code exploits. Windows Server 2012 Release 2 enables Data Execution Prevention by default.

database views

A database view is a virtual table consisting of data retrieved from one or more tables by means of a SELECT statement or a UNION of several SELECT statements. Event statistics are accessible through database views.

DBMS

Database Management System.

deacquire

To release an acquired PABX resource from the control of the Contact Center.

deactivated script

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

D

default activity code

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

default skillset

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

denial of service

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

DEP

See [Data Execution Prevention](#) on page 39.

desktop user

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

destination site

The site to which an outgoing network call is sent. See also [source site](#) on page 79.

DHCP

See [dynamic host configuration protocol](#) on page 43.

Dial-Up Networking

See [Remote Access Services](#) on page 73.

Dialed Number Identification Service

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

Typically, DNIS numbers are used for 1-800 numbers. For example, a company can give customers different 1-800 numbers for sales and customer service calls.

DID

Direct Inward Dial.

directory number

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

directory number call

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

display threshold

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

disposition code

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

distant steering code

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

Distance Vector Multicast Routing Protocol

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

DMS

Digital Multiplex Switch.

DN

See [directory number](#) on page 41.

DN call

See [directory number call](#) on page 41.

DNIS

See [Dialed Number Identification Service](#) on page 41.

DoS

See [denial of service](#) on page 40.

DSC

Distant Steering Code.

DTMF

See [dual tone multi-frequency](#) on page 43.

dual tone multi-frequency

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

DVMRP

See [Distance Vector Multicast Routing Protocol](#) on page 42.

dynamic host configuration protocol

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

dynamic link library

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

Chapter 7: E

EBC

See [equivalent basic calls](#) on page 45.

ELAN Subnet

See [embedded local area network](#) on page 45.

email alias

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

email message contact

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

email rule

Determine how an email contact is routed based on information about the email message (inputs) and configurations in your Contact Center (outputs).

email rule group

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

embedded local area network

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

Emergency key

A key on an agent's phone that, when pressed by an agent, automatically calls their supervisor to notify the supervisor of a problem with a caller. This is applicable to a solution that uses desk phones (Avaya Aura® Contact Center AML solution).

In case of solutions that use Avaya Agent Desktop (AML and Avaya Aura® Contact Center SIP solutions), you can use the Emergency key present on Agent Desktop.

enterprise IP network

Your entire IP network including the ELAN subnet and the Contact Center server subnet.

equivalent basic calls

A measure of the phone switch Central Processing Unit (CPU) real-time required to process a basic call. See also basic call on page 30.

event

- An occurrence or action on a Contact Center server, such as the sending or receiving of a message, the opening or closing of an application, or the reporting of an error. Some events

are for information only, while others can indicate a problem. Events are categorized by severity: information, minor, major, and critical.

- An action generated by a script command, such as queuing a call to a skillset or playing music.

expert

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

expression

A building block used in scripts to test for conditions, perform calculations, or compare values within scripts. See also logical expression on page 56 and mathematical expression on page 57.

Chapter 8: F

fax

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

FCTH

See [flow control threshold](#) on page 48.

filter timer

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

firewall

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

first-level threshold

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

flow control threshold

The number of calls required to reopen a closed network skillset queue. This value must be less than the Call Request Queue Size. For Network Skill-Based Routing, Flow Control Threshold (FCTH) is configured in Contact Center Manager Administration. If the NACD fallback or the Queue_to_NACD script command is used, you must configure FCTH in LD23 on the switch. See also Call Request Queue Size on page 32.

Chapter 9: G

global settings

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

global variable

A variable that contains values which are used only by any script on the system. You can change the value of a global variable only in the Script Variable Properties sheet. You cannot change it in a script. See also call variable on page 32, variable on page 87.

GOS

See grade of service on page 49.

grade of service

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

Chapter 10: H

HDX

See [Host Data Exchange](#) on page 50.

Host Data Exchange

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

HTTP

See [Hypertext Transfer Protocol](#) on page 50.

hundred call seconds

See [centum call seconds](#) on page 33.

Hypertext Transfer Protocol

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

Chapter 11: I

IGMP

See [Internet Group Management Protocol](#) on page 52.

Incalls key

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

Integrated Services Digital Network

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

Integration Package for Meridian Link

A feature that integrates an Interactive Voice Response (IVR) system with a switch.

Interactive Voice Response

IVR is a generic term for an application for phone callers to interact with a host computer using prerecorded messages and prompts.

Interactive Voice Response ACD-DN

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

Interactive Voice Response event

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

Internet Group Management Protocol

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

- client requests to join a group

- messages about group membership sent by hosts to routers

Internet Protocol address

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

intrinsic

A word or phrase used in a script to gain access to system information about skillsets, agents, time, and call traffic that can then be used in formulas and decision-making statements. See also call intrinsic on page 31, skillset intrinsic on page 79, time intrinsic on page 84, traffic intrinsic on page 84.

IP address

See Internet Protocol address on page 52.

ISDN

See Integrated Services Digital Network on page 51.

IVR

See Interactive Voice Response on page 51.

IVR ACD-DN

See Interactive Voice Response ACD-DN on page 52.

IVR event

See Interactive Voice Response event on page 52.

IVR port

See voice port on page 88.

Chapter 12: K

key recovery system

The Key Recovery System (KRS) license mechanism in Avaya Aura® Contact Center identifies access to features and capacities for agent properties in the Contact Center License Manager.

Chapter 13: L

LAN

See [local area network](#) on page 55.

Line of Business code

See [activity code](#) on page 23.

LOB code

See [activity code](#) on page 23.

local area network

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

local call

A call that originates at the local site. See also [network call](#) on page 61.

local skillset

A skillset that can be used at the local site only. See also network skillset on page 62, skillset on page 79.

logical expression

- A symbol used in scripts to test for various conditions. Logical expressions are AND, OR, and NOT. See also expression on page 46, and mathematical expression on page 57

Chapter 14: M

mailbox

See [recipient mailbox](#) on page 72.

Management Information Base

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

- identifying Contact Center Manager Server nodes within the network

- identifying significant events (SNMP traps), such as alarms reporting

- specifying formats of alarms

Master script

The first script that Contact Center runs when a call arrives. A default Master script is provided with Contact Center Manager Server, but an authorized user can customize it. You cannot deactivate or delete this script. See also [network script](#) on page 61, [primary script](#) on page 69, [script](#) on page 75, and [secondary script](#) on page 76.

mathematical expression

An expression used in scripts to add, subtract, multiply, and divide values. Mathematical expressions are addition (+), subtraction (—), division (/), and multiplication (*). See also [expression](#) on page 46 and [logical expression](#) on page 56.

mean time between calls

The average time between presentation of calls to an agent.

Meridian Link Services

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

MIB

See Management Information Base on page 57.

MLS

See Meridian Link Services on page 58.

MOSPF

See Multicasting Extensions to Open Shortest Path First on page 58.

MTBC

See mean time between calls on page 58.

Multicasting Extensions to Open Shortest Path First

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

multimedia database

A caché database used to store customer information and contact details for outbound, email, and Web communication contacts.

multiplicity

The ability of an agent to simultaneously handle multiple contacts with another contact type using Agent Desktop. For example, an email contact and a voice contact, or multiple email contacts, up to a maximum of 5 contacts.

⊛ **Note:**

Multiple Contact Center voice calls are not supported.

music route

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

Chapter 15: N

NACD call

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

NAT

See [Network Address Translation](#) on page 60.

NCC

See [Network Control Center](#) on page 61.

NCRTD

See [Network Consolidated Real-Time Display](#) on page 61.

Network Address Translation

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

network call

A call that originates at another site in the network. See also local call on page 55.

Network Consolidated Real-Time Display

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

Network Control Center

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

network interface card

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

network script

The script that handles error conditions for Contact Center Manager Server calls forwarded from one site to another for customers using NSBR. The network script is a system-defined script provided with Contact Center Manager Server, but an authorized user can customize it. You cannot deactivate or delete this script. See also Master script on page 57, primary script on page 69, script on page 75, and secondary script on page 76.

Network Skill-Based Routing

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

network skillset

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

night mode

A skillset state in which the server does not queue incoming calls to the skillset, and in which all queued calls receive night treatment. A skillset automatically enters night mode when the last agent logs off, or the administrator can manually place it into night mode. See also out-of-service mode on page 66, transition mode on page 84.

Not Ready reason code

A Not Ready reason code is a number that an agent enters on the phone key pad or agent desktop when entering the Not Ready state. This number identifies the reason for the Not Ready state. Not Ready reason codes track the amount of time spent by agents on various activities, such as breaks.

The system default Not Ready reason code (000) is the Not Ready reason code against which Not Ready time pegs if

- an agent does not enter a Not Ready reason code
- an agent presses the Activity Code key on the phone twice while in Not Ready state

See also activity code on page 23.

NPA

See Number Plan Area on page 63.

NSBR

See Network Skill-Based Routing on page 61.

Number Plan Area

Area code.

Chapter 16: O

object linking and embedding

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

ODBC

See Open Database Connectivity on page 65.

OEM

Original equipment manufacturer.

office hours

Hours configured in the Contact Center to indicate when the Contact Center is open. The office hours in a Contact Center are used two ways for routing email messages: email messages are routed using one method when the Contact Center is open, and the other method when the Contact Center is closed; performance statistics are monitored and incremented only during the hours when the Contact Center is open.

OLE

See object linking and embedding on page 64.

Open Database Connectivity

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

Open Shortest Path First

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

OSPF

See Open Shortest Path First on page 65.

outbound campaign

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

Outbound Campaign Management Tool

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

outbound contact

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

O

out-of-service mode

A skillset state in which the skillset does not take calls. A skillset is out of service if no agents are logged on or if the supervisor places the skillset into out-of-service mode manually. See also night mode on page 62, transition mode on page 84.

out-of-service skillset

A skillset that takes no new calls, as there are no agents logged into that skillset. Also, when a skillset is out of service, incoming calls cannot be queued to the skillset. See also local skillset on page 56, network skillset on page 62, skillset on page 79.

Chapter 17: P

PABX

See [private automatic branch exchange](#) on page 69.

patch

See [Service Pack](#) on page 77.

PBX

See [private automatic branch exchange](#) on page 69.

pegging

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

pegging threshold

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

personal directory number

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

phone

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

phone display

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

PIM

See Protocol Independent Multicast on page 69.

Platform Vendor Independence

A software-only Contact Center solution that operates on any hardware platform that meets specified requirements.

Position ID

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

primary ACD-DN

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

primary script

A script referenced or run by the Master script. A primary script can route calls to skillsets, or it can transfer routing control to a secondary script. See also Master script on page 57, network script on page 61, script on page 75.

priorities

Two sets of priorities affect queuing and call presentation: agent priority for each skillset and call priority. For both sets of priorities, the lower value indicates a greater priority in presentation. All idle agent queues and all pending request queues always queue by priority as top precedence. All other queuing options, such as age of call and agent idle time, take a lower precedence than priority. See also call priority on page 32 and agent priority per skillset on page 25.

private automatic branch exchange

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

Proactive Outreach Manager

Avaya Proactive Outreach Manager (POM) provides a capability to dynamically predict the availability of a Contact Center agent and to pace outbound calls accordingly. Avaya Aura® Contact Center supports integration with POM to provide agents with a single desktop experience for inbound and outbound contacts.

Protocol Independent Multicast

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

PSTN

See [public switched telephone network](#) on page 70.

public switched telephone network

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

Avaya Aura® Contact Center Terminology

Chapter 18: R

RAID

See [Redundant Array of Intelligent/Inexpensive Disks](#) on page 72.

RAN

recorded announcement.

RAN route

See [recorded announcement route](#) on page 72.

RAS

See [Remote Access Services](#) on page 73.

Real-time Statistics Multicast

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

recipient mailbox

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

recorded announcement route

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

Redundant Array of Intelligent/Inexpensive Disks

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

relational expression

An expression used in scripts to test for various conditions. Relational expressions are less than (<), greater than (>), less than or equal to (< =), greater than or equal to (> =), and not equal to (< >). See also expression on page 46, logical expression on page 56, and mathematical expression on page 57.

reporting supervisor

The supervisor who has primary responsibility for an agent. When an agent presses the Emergency key on the phone, the emergency call is presented to the agent's reporting supervisor. See also associated supervisor on page 27.

Resource Reservation Protocol

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

round-robin routing table

A routing table that queues the first call to the first three sites in the routing table, then the second three sites, then the third three sites, and so on, until an agent is reserved at one of the sites. See also sequential routing table on page 76.

route

A group of trunks. Each trunk carries either incoming or outgoing calls to the switch. See also music route on page 59, RAN route on page 71.

route point

A Route Point is an identifier configured in the Contact Center Manager Server as the entry point for contacts. You can configure multiple Route Points in the server and associate them with Contact Center Manager Server applications and script.

router

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

Routing and Remote Access service

The Routing and Remote Access service (RRAS) in Windows Server 2012 R2 supports remote user or site-to-site connectivity by using virtual private network (VPN) or dial-up connections.

routing table

A table that defines how calls are routed to the sites on the network. See also round-robin routing table on page 73, sequential routing table on page 76.

RSM

See Real-time Statistics Multicast on page 71.

RSVP

See Resource Reservation Protocol on page 73.

rule

See email rule on page 44.

rule group

See email rule group on page 45.

Chapter 19: S

sample script

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

scanned document

An electronic form of a printed page or document.

SCM

See Service Control Manager on page 77.

script

A set of instructions that relates to a particular type of call, caller, or set of conditions, such as time of day or day of week. See also Master script on page 57, network script on page 61, primary script on page 69, secondary script on page 76.

script variable

See script on page 75.

second-level threshold

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

secondary directory number

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

secondary script

Any script (other than a Master, network, or primary script) referenced from a primary script or other secondary script. Statistics are not pegged for actions occurring during a secondary script. See also Master script on page 57, network script on page 61, primary script on page 69, script on page 75.

sequential routing table

A routing table method that always queues a call to the first three active sites in the routing table. See also round-robin routing table on page 73.

server

A computer or device on a network that manages network resources. Examples of servers include file servers, print servers, network servers, and database servers. Use Contact Center Manager Server to configure Contact Center operations. See also client on page 34.

server subnet

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

service

A program that operates in the background and that adheres to Windows interface rules and protocols. A service provides system functionality.

Service Control Manager

Service Control Manager is a Windows system process that manages the various services on a Windows server or desktop.

service level

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

service level threshold

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

Service Pack

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

Session Initiation Protocol

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

Simple Network Management Protocol

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

- managed nodes, which are any device, such as hosts, routers, and printers, that can communicate status to network-management systems through an SNMP management process called an SNMP Agent

- management stations, which are computers running special Network Management software that interact with the Agents for status

- management information, which is conveyed through exact specifications and format of status specified by the MIB

- Management Protocol or SNMP, which sends messages called protocol data units (PDUs)

SIP

See

SIP Terminal

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

SIP URI

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

site

- A system using Contact Center Manager Server that can be accessed using Server Utility.

- A system using Contact Center Manager Server and participating in Network Skill-Based Routing.

Site Name

The Contact Center Manager Server (CCMS) Site Name, defined in the Server Configuration utility, identifies the CCMS server both internally on the server and externally on the network. It resolves to the CLAN IP Address for address resolution.

skillset

A group of capabilities or knowledge required to answer a specific type of call. See also local skillset on page 56, network skillset on page 62.

skillset intrinsic

A script element that inserts information about a skillset in a script. Skillset intrinsics return values such as skillsets, integers, and agent IDs. These values are then used in queuing commands. See also call intrinsic on page 31, intrinsic on page 52, time intrinsic on page 84, and traffic intrinsic on page 84.

SMS

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

SNMP

See Simple Network Management Protocol on page 78.

source site

The site from which an incoming network call originates. See also destination site on page 40.

SRTP

Secure Real-Time Transport Protocol (SRTP) is an extension to the Real-time Transport Protocol (RTP) to support secure real-time communications. The primary use of SRTP is to encrypt and authenticate voice over IP (VOIP) on the network.

SSRS

Contact Center uses Microsoft SQL Server Reporting Services (SSRS) as the historical reporting presentation engine.

standby

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

standby server

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

SP

suggested response

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

supervisor

A user who manages a group of agents. See also [associated supervisor](#) on page 27 and [reporting supervisor](#) on page 72.

supplementary ACD-DN

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

switch

See [telephony switch](#) on page 83.

switch resource

A device configured on the switch. For example, a CDN is configured on the switch and then used as a resource with Contact Center Manager Server. See also [acquired resource](#) on page 22.

system-defined scripts

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

Chapter 20: T

TAPI

See [Telephony Application Program Interface](#) on page 83.

target site

See [destination site](#) on page 40.

TCP/IP

See [Transmission Control Protocol/Internet Protocol](#) on page 84.

TDM

See [Time-Division Multiplex](#) on page 83.

telephony

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

telephony switch

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

Telephony Application Program Interface

An interface between the switch and an application through which the application controls the phone on a user's desktop.

TFQ

See Toll Free Queuing on page 84.

threshold

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

threshold class

A set of options that specifies how statistics are treated in reports and real-time displays. See also display threshold on page 41, pegging threshold on page 67.

Time-Division Multiplex

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

time intrinsic

A script element that stores information about system time, including time of day, day of week, and week of year. See also call intrinsic on page 31, intrinsic on page 52, skillset intrinsic on page 79, traffic intrinsic on page 84.

Toll Free Queuing

Toll Free Queuing supports free queuing of calls on SIP-enabled contact centers. Regulations introduced in Germany in 2012 require that callers to contact centers must not be charged for their call while their reason for calling is not being attended to. The Toll Free Queuing feature enables Contact Center to implement this regulation.

traffic intrinsic

An intrinsic that inserts information about system-level traffic in a script. See also call intrinsic on page 31, intrinsic on page 52, skillset intrinsic on page 79, time intrinsic on page 84.

transition mode

A skillset state in which the server presents already queued calls to a skillset. New calls queued to the skillset are given out-of-service treatment. See also night mode on page 62, out-of-service mode on page 66.

Transmission Control Protocol/Internet Protocol

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

treatment

See call treatment on page 32.

trunk

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

Chapter 21: U

user-created script

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

user-defined script

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

utility

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

Chapter 22: V

validation

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

variable

A placeholder for values calculated within a script, such as CLID. Variables are defined in the Script Variable Properties sheet and can be used in multiple scripts to determine treatment and routing of calls entering Contact Center Manager Server. See also call variable on page 32, global variable on page 49.

Virtual Private Network

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

Voice Extensible Markup Language

Users can use Voice Extensible Markup Language to interact with the Internet through voice-recognition technology.

voice mail

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

Voice over IP

Voice traffic transmitted in digital format using the IP protocol.

voice port

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

VPN

See Virtual Private Network on page 87.

VXML

See Voice Extensible Markup Language on page 87.

Chapter 23: W

WebLM

The license mechanism in Avaya Aura® Contact Center that is installed on a Tomcat server to identify features and capacities for agent properties in a SIP-enabled Contact Center.

Chapter 24: Z

Zip tone

A zip tone is a tone or beep that a contact center agent hears before they are connected to a customer call. Depending on your configuration, a delay can occur before the customer can hear the agent.

Zoning

Zoning allows contact center administrators to target a specific Avaya Aura® Media Server instance or prioritized list of instances when anchoring incoming contact center calls.