Avaya Aura® Call Center Elite Overview and Specification

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Contents

Chapter 1: Introduction

Purpose

This document describes tested Avaya Aura® Call Center Elite characteristics and capabilities, including what's new for this release, interoperability, performance specifications, security, and licensing requirements.

This document is intended for people who want to gain a high-level understanding of the Call Center Elite features, functions, capacities, and limitations.

Change history

Issue	Date	Summary of changes
3	February 2023	Added the section New in Call Center Elite Release 10.1.2 on page 9.
2	September 2022	Added the section New in Call Center Elite Release 10.1.0.2 on page 9.
1	December 2021	Initial release.

Chapter 2: Call Center Elite overview

About Call Center Elite

Call Center Elite is the Avaya flagship voice product for customer engagement. 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). Communication Manager 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 on Communication Manager increases agent productivity by providing resource selection capabilities. For example, Least Occupied Agent (LOA). The following Best Service Routing (BSR) Available Agent strategies that are applied for each VDN:

- First Found Agent
- 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, 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), and Avaya IQ for real-time reporting and performance analytics.

Call Center Elite integrates with the Avaya Workforce Engagement (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 Interaction Center (IC) and Avaya Aura® Call Center Elite Multichannel to route and manage transactions across multiple channels such as voice, video, email, and web chat.

For a complete description of all Call Center Elite features, see *Avaya Aura® Call Center Elite Feature Reference*.

New in Call Center Elite Release 10.1.2

Call Center Elite Release 10.1.2 supports the following new feature:

Include Universal Call ID (UCID) details in Call Detail Recording (CDR)

Various third-party products use UCID in CDR. These third-party products track voice recordings and other features that help call center agents perform their jobs. Currently, a user must enable Special Application (SA) 8702 to get UCID details in the CDR records.

From Release 10.1.2, users can get UCID details in CDR records with the new field **Record UCID?** without enabling SA8702. The new field is available on page 1 of the CDR SYSTEM PARAMETERS form or can be accessed from **Element-cut through** on the System Manager web console. If the **Record UCID?** field is set to `y`, configure the customized CDR **Data Item** > **ucid** on page 2 of the CDR SYSTEM PARAMETERS form. Enabling this feature on the CDR System Parameters form does not impact other features of SA8702.

New in Call Center Elite Release 10.1.0.2

Call Center Elite Release 10.1.0.2 supports the following new feature:

Third-Party Call Control (3PCC) Support for Call Work Codes (CWC) and Stroke Counts (SC)

AE Services from Release 10.1.0.2 supports the Call Center Elite CWC and SC APIs. These 3PCC support APIs send CWC and SC to Communication Manager on Release 10.1.0.2.

These APIs work if the ASAI version is 12 and above and the private data version is 18 and above. These APIs are exposed over JTAPI, TSAPI, DMCC, and CVLAN services on AE Services server.

For more information on CWC and SC, see *Avaya Aura® Call Center Elite Feature Reference*.

New in Call Center Elite Release 10.1

Call Center Elite Release 10.1 supports the following new features:

- Support for Look-Ahead Interflow (LAI) over SIP
- Support for Unicode reason codes in Operations Support System Interface (OSSI)

Support for Look-Ahead Interflow (LAI) over SIP

With Release 10.1, a new header is added to SIP 182 and 183 messages in order to indicate acceptance of a LAI request. To enable the new behaviour both the Communication Managers involved in the LAI must be on Release 10.1. The LAI over SIP functionality is same as LAI over ISDN trunks. The trunk group receiving the LAI should set the setting **Convert 180 to 183 for Early Media?** to `n` unless you want the LAI to be accepted when Early Media is negotiated with SIP 183.

For more information, see *Avaya Aura® Call Center Elite Feature Reference* and *Administering Avaya Aura® Call Center Elite*.

Support for Unicode reason codes in Operations Support System Interface (OSSI)

With Release 10.1, Call Center Elite supports Unicode reason codes in OSSI. With this functionality, new native names of Logout and Aux Work reason code are added.

Call Center Elite feature highlights

Call Center Elite enhances the business value of every customer interaction, ensures a consistent customer experience, and drives costs down. This section describes some of the more important features of Call Center Elite. For a complete description of all Call Center Elite features, see *Avaya Aura® Call Center Elite Feature Reference*.

Business Advocate

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

- Manage agents and call volumes.
- Meet service levels.
- Predict call wait time.
- Reduce agent burnout.

Business Advocate automates the activation of reserve agents to prevent overflow of calls in a queue.

Dynamic Advocate, which is a Business Advocate feature, 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 for call selection and Percent Allocation Distribution (PAD) for agent selection
- Predicted Wait Time (PWT), which is applicable during call surplus conditions, as a systemwide call selection measurement
- 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 *Using Avaya Business Advocate* 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.

Using Call Center Elite an administrator can assign up to 120 skills to an 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.

Support for increased SIP contact center capacities

With the introduction of Alternate Failover Routing (AFR) in Avaya Aura® Call Center Elite, the number of concurrently logged-in ACD SIP agents increases from 5,000 to 10,000. This feature enables a SIP phone can automatically route a call to an alternate number during an outage.

For more information about AFR, see the *Avaya Aura® Communication Manager Feature Description and Implementation* document.

16-digit extension support

Avaya Aura® Call Center Elite supports 16-digit agent IDs and 16-digit VDNs for those global markets where the full E.164 number is 14 to 15 digits. However, for the 96x1 phone, the SIPCC firmware must support 16-digit extensions before you can use a 16-digit agent extension or a 16-digit extension.

Note:

Call Center Elite release 8.1 does not support 16-digit extensions in vectors.

For more information about 16–digit support, see *Avaya Aura® Communication Manager Feature Description and Implementation* .

Detect and log out unreachable SIP Call Center Elite agents and stations

Detect and log out unreachable SIP Call Center Elite agents

When you set **Enable SIP Agent Reachability** to y on the System-Parameter Features screen, Communication Manager polls SIP endpoints for monitoring the reachability of logged in Call Center Elite SIP agents. Communication Manager polls SIP endpoints in either a default 5 minute window or a window based on a user-defined interval. If Communication Manager does not receive a response from the SIP endpoint, the state of the Call Center Elite agent is changed to the AUX work mode with an optional reason code. To determine that the problem is not a short term one, Communication Manager continues to poll the SIP endpoint at a faster interval. If the SIP endpoint fails to respond based on the administered parameters, Communication Manager logs out this agent.

Detect and log out unreachable SIP stations

Similarly, the reachability function can also be extended to domain-controlled SIP stations. The domain-controlled reachability monitoring is independent of the agent reachability monitoring and does not require an agent to be staffed. Communication Manager uses domain-controlled reachability to send the station reachability information to CTI applications that need to track the status of this station. You can enable or disable the domain-controlled reachability at the system level on the System-Parameter Features screen using the **Enable Reachability for Station Domain Control** setting. You can also administer domain-controlled reachability on a station-by-station basis on the Station screen using the **Enable Reachability for Domain Control SIP Stations** setting.

Service Observing for SIP devices

With the Service Observing for SIP Devices feature, a call center supervisor can use the following SIP devices to observe agents while the agent is taking a call:

- Avaya 96X1
- J169CC
- J179CC
- Avaya Communication Server 1000 IPCC

Agent observation enables the supervisor to coach the agent during a call, which can lead to improved agent performance, or might indicate the need for additional agent training.

Service Observing Whisper Coaching

With the Service Observing Whisper Coaching feature, a service observer can talk to the agent while a call is connected without being heard by the caller. This feature improves agent training and performance because a supervisor using Service Observing can coach the agent by whispering advice to the agent. Customers cannot hear the advice that the supervisor provides to the agent. Supervisors can coach only in the following scenarios:

- Observing an ACD agent in the Listen-Only or Listen & Talk modes, and not in the No-Talk mode.
- Observing an active call, which is not in conference or on-hold.

In case of a Vector Directory Number (VDN) observing, the supervisor can coach only when the call connects to a local ACD agent. You can have more than one observer for a call, but only one observer can provide coaching.

LOA queue control in AUX work mode

You have the option for the Least Occupied Agent (LOA) skill queues to consider agents idle while they are in the AUX work mode.

Whenever an agent becomes available or enters the AUX work mode, the agent is queued if the **AUX Agent Remains in LOA Queue** field is set to the following parameters:

- `y` on the Agent LoginID screen.
- `system` on the Agent LoginID screen and `y` on the Feature-Related System Parameters screen.

Agent queuing also depends on the value set in the **ACW Agents Considered Idle** field. If the agent was not previously in the queue, agent queuing depends on when the agent enters the AUX work mode. In addition, occupancy of the agent remains frozen while the agent is in the AUX work mode.

Avaya Aura® Media Server and Avaya Aura® Call Center Elite

Avaya Aura® Media Server (Avaya Aura® MS) is a software-based media application platform that is scalable and supports clustering or high availability.

Call Center Elite uses Avaya Aura® MS to provide IP audio capabilities similar to legacy H.248 media gateways or port networks with media processors.

Call Center Elite agents and supervisors can hear zip tone, VDN of Origin Announcements, and warning tones from Avaya Aura® MS instead of VAL boards and Communication Manager media gateways. You can use Avaya Aura® MS to play recorded announcements to customers. Call Center Elite supports a mix of Avaya Aura® MS, VAL boards, and Communication Manager media gateways to provide IP audio capabilities.

Call Center Elite administrators can program call vectoring because they do not need to know whether Avaya Aura® MS or a media gateway is providing the announcement, collect digits, and other vector commands that depend upon media capture or playback. To administer announcements, administrators only need to populate information on the system administration screens with which the administrators are familiar. Avaya Aura® System Manager is the preferred method of uploading and administering announcements on Avaya Aura® MS.

Avaya Aura® MS uses a software platform to provide channels for compliance recording products and therefore does not require a media gateway for compliance recording.

Agent Mobility in Avaya Aura® Call Center Elite

Agent Mobility integrates with Avaya Extension to Cellular (EC500) enabling Expert Agent Selection (EAS) agents to function outside the corporate network. Administrators can configure EC500 mapped mobile agents to log in and work when they are working remotely. With the EC500 feature, users can use a single number to make inbound and outbound calls.

Using Feature Name Extensions (FNEs), mobile agents can log in, log out, change work-modes, and query their work-mode. Agents can also use FNEs to perform additional functions, such as Idle Appearance Select, Conference Complete, Conference on Answer, Transfer Complete, and Transfer on Hang-Up.

Note:

Do not use Mobile agents in an outbound contact center configuration.

Agents log in to the available work mode

Administrators can ensure that when agents log in to Call Center Elite, they are automatically logged into the available work mode instead of the auxiliary work mode. Administrators administer this feature on a per agent basis.

The administered work mode is overridden in the following cases:

- When an agent logs in to Call Center Elite by using ASAI or CTI and enters the work mode using the ASAI or CTI command.
- When an agent logs in to Call Center Elite by using Avaya one-X® Agent and specifies a work mode.

Agent identifier available in the VDN Return Destination feature

You can add the agent identifier to the information available to the IVR system with a post-call survey. The agent identifier is available in a new system-defined variable type in vectoring. It is sent to an IVR application performing a post-call survey when a customer call is redirected by the VDN Return Destination (VRD) feature into vector processing. You can include the agent identifier in User-to-User Information (UUI) using existing vector commands before routing the call to an external IVR system. By adding the agent identifier in UUI, post-call surveys can furnish reports details down to the agent level.

Agent in this context is the agent who has disconnected from the customer session. UUI can contain the agent identifier for only one agent. For example, in case of a call flow that has multiple transfers and multiple agents handling that customer call in a sequence then the UUI contains the agent identifier only for the last agent who spoke to the customer. In this case, the IVR or the VRU system with a post-call survey application receives the agent information only for the last agent and the customer rating is applicable only for that agent.

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 . • 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 , 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.

Call Center Elite supports a total extension count of 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):

- 2,000 messages per second for AES 5.2 and later
- 24 domain-control associations per call
- 6 active associations per call, skill, and VDN domain
- 50,000 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

Capacities

The following table lists the maximum capacity for Call Center Elite resources.

Call Center Elite resource	Release 8.x	Release 10.1.x
Administered agent login IDs	30,000	30,000
Administered agent-skill pairs in Communication Manager	999,999	999,999
Concurrently logged-in ACD agents-skill pairs	360,000	360,000
Concurrently logged-in ACD agents	10,000	10,000

Table continues…

Call Center Elite resource	Release 8.x	Release 10.1.x
Holiday tables	999	999
Number of trunks that can be measured	30,000	30,000
Separate VDN extensions from station extensions	NA. Allows full capacity for VDNs and stations.	NA. Allows full capacity for VDNs and stations.
Policy Routing Tables (PRTs) of 15 steps each	8,000	8,000
PRT routing destination points	24,000	24,000
Service Hours Tables	999	999
Skills or hunt groups per Communication Manager instance	8,000	8,000
Skills per agent	120	120
Station extensions **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.	41,000	41,000
Total extensions	64,000	64,000
VDN extensions	30,000	30,000
VDN variables	V1 to V9 for each of the 30,000 VDNs.	V1 to V9 for each of the 30,000 VDNs.
Vector Routing Tables	999	999
Vectors of 99 steps each	8,000	8,000

Servers and gateway capacities

The following parameters determine the number of concurrent agents:

- Agent occupancy
- Announcement sources
- Codecs
- Station type
- Trunk termination location

For the supported servers, gateways and their respective capacities refer the *Avaya Aura*® *Communication Manager System Capacities Table*

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 16 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 more than 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 16 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 8.1, which means that the Call Center Elite software is licensed in Product Licensing and Delivery System (PLDS) as Call Center Elite 8.1.

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.

Product licensing and delivery system

Communication Manager uses Product Licensing and Delivery System (PLDS).

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.

Upgrade Advantage Preferred

You must subscribe to Upgrade Advantage Preferred to receive major software upgrades when they become available during your contract term. This offer provides investment protection for your communications systems. Use it to reduce risks and costs, and meet business objectives by staying up-to-date with the latest technologies in a predictable operating expense model. Upgrade Advantage subscription includes:

- New and additional licenses
- Upgrading of base licenses
- Moving, merging, and un-parking of licenses

Chapter 7: Resources

Documentation

Title	Use the document to:	Audience
Supporting		
Avaya Aura® Communication Manager System Capacities Table	Read about the system capacity and system scalability.	Implementation engineers, sales engineers, and solution architects
Programming Call Vectoring Features in Avaya Aura® Call Center Elite	Write and edit call vectors.	Implementation engineers and system administrators
Avaya Aura® Call Center Elite Call Vectoring Feature Description	Learn how the Call Vectoring feature work and get to now details about feature characteristics, capabilities, capacities, and interactions.	Implementation engineers and system administrators
Understanding		
Avaya Aura® Call Center Elite Feature Reference	Read about Automatic Call Distribution (ACD) and Call Vectoring features.	All users of Avaya Aura® Call Center Elite
Avaya Aura® Communication Manager Feature Description and Implementation	Read about Avaya Aura® Communication Manager features.	All users of Communication Manager
Using		
Using Avaya Business Advocate	Learn how to use Business Advocate for agent selection and call selection.	Contact center managers, system administrators, and supervisors
Using Avaya 96X1 SIP Agent Deskphones with Avaya Aura® Call Center Elite	Know the prerequisites for using Avaya 96X1 SIP agent deskphones with Call Center Elite.	Implementation engineers and system administrators
Administering		
Administering Avaya Aura® Call Center Elite	Administer all the Call Center Elite features.	System administrators
Troubleshooting		

Table continues…

Title	Use the document to:	Audience
Troubleshooting Avaya Aura® Call Center Elite	Know how to troubleshoot common problems and denial events related to Call Center Elite.	All users who perform troubleshooting tasks in Call Center Elite
Implementation		
Planning for an Avaya Aura® Call Center Elite Implementation	Know how to transition from a basic call center environment to an Expert Agent Selection (EAS) and a Call Vectoring environment.	All users who perform Call Center Elite site preparation and planning tasks, including implementation engineers and sales engineers.

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 the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.
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 only displays the documents for the selected category.
7. Click **Enter**.

Accessing the port matrix document

Procedure

1. Go to https://support.avaya.com.
2. Log on to the Avaya website with a valid Avaya user ID and password.
3. On the Avaya Support page, click **Support by Product** > **Documents**.
4. In **Enter Your Product Here**, type the product name, and then select the product from the list of suggested product names.

5. In **Choose Release**, select the required release number.
6. In the **Content Type** filter, select one or both the following categories:
   - **Application & Technical Notes**
   - **Design, Development & System Mgt**

   The list displays the product-specific Port Matrix document.
7. Click **Enter**.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at https://documentation.avaya.com.

Important:

For documents that are not available on Avaya Documentation Center, click **More Sites** > **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for keywords.

  To filter by product, click **Filters** and select a product.
- Search for documents.

  From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.
- Sort documents on the search results page.
- Click **Languages** ( ) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** ( ).

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:
  - Create, rename, and delete a collection.
  - Add topics from various documents to a collection.
  - Save a PDF of the selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive collection that others have shared with you.
- Add yourself as a watcher using the **Watch** icon ( ).

Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

- Enable **Include in email notification** to receive email alerts.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the website. The available functionality depends on your role.

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
ACIS-7391	
73600V	Implementing Avaya Aura® Call Center Elite 40 hours
7391X	Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel Implementation Exam 1.50 hours
ACSS-7491	
74600V	Supporting Avaya Aura® Call Center Elite 16 hours
7491X	Avaya Aura® Call Center Elite and Avaya Aura® Call Center Elite Multichannel Support Exam 1.50 hours
2416W	Avaya Aura® Call Center Elite Fundamentals 0.5 hour for all audiences
2412W	Using Avaya Workspaces for Call Center Elite – Agents 0.5 hour for end-users
2414W	Using Avaya Workspaces for Call Center Elite – Supervisors 0.5 hour for end-users

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.

- 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`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- 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 a topic name to see the list of videos available for the topic. For example, Contact Centers.

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.

Related links

Using the Avaya InSite Knowledge Base on page 29

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs

- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.
2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.
3. Click **Support by Product** > **Product-specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Related links

Support on page 29

Glossary

AAR	When resources are unavailable, Communication Manager uses the Automatic Alternate Routing (AAR) feature to route calls to a different route than the first-choice route.
abandoned call	An inbound call in which the caller disconnects the call before an agent can answer the call.
access code	A 1-digit, 2-digit, or 3-digit dial code that activates or cancels a feature, or accesses an outgoing trunk.
access trunk	A trunk that connects a main communications system with a tandem communications system in an Electronic Tandem Network (ETN) on page 37. You can use an access trunk to connect a system or tandem to a serving office or service node. Also called an access tie trunk.
ACD	Automatic Call Distribution (ACD) is a telephony feature for processing and distributing inbound, outbound, and internal calls to groups of extensions.
ACW	An agent enters the After Call Work (ACW) mode to complete ACD call-related activities, such as filling forms or taking notes. An agent in the ACW mode is unavailable to receive ACD calls.
AD	Abbreviated Dialing (AD) makes agent login easier as agents can press the **AD** button to dial an access code, split number, or login ID.
adjunct	A processor that does tasks for another processor and is optional in the configuration of the other processor. See also application on page 32.
adjunct routing	A means of evaluating calls before the calls are processed by requesting information from an adjunct. Communication Manager requests instructions from an associated adjunct and makes a routing decision based on agent availability or caller information.
adjunct-controlled split	An ACD split that is administered to be controlled by another application. Agents logged in to such splits must do all telephony work, ACD login, ACD logout, and work mode changes through the adjunct, except for auto-available adjunct-controlled splits, wherein agents cannot log in, log out, or change the work modes.

adjunct-monitored call	An adjunct-controlled call, active-notification call, or call that provides event reporting over a domain-control association.
adjusted EWT	A Best Service Routing (BSR) term for Expected Wait Time (EWT) plus a user adjustment set by a **`consider`** command.
administration terminal	A terminal that is used to administer and maintain a system.
AES	Application Enablement Services (AES) is an Avaya product that provides a platform for the development of CTI-based applications for Communication Manager.
agent	A member of an ACD hunt group, ACD split, or skill. Depending on the ACD software, an agent can be a member of multiple splits/skills.
agent report	A report that provides historical traffic information for internally measured agents.
ANI	Automatic Number Identification (ANI) is a display of the calling number for agents to gain access to information about the caller.
appearance	A software process that is associated with an extension and whose purpose is to supervise a call. An extension can have multiple appearances. Also called call appearance, line appearance, and occurrence.
application	An adjunct that requests and receives ASAI services or capabilities. Applications can reside on an adjunct. However, Communication Manager cannot distinguish among several applications residing on the same adjunct. Hence, Communication Manager treats the adjunct and all resident applications as a single application. The terms application and adjunct are used interchangeably throughout the document.
application plan	A plan used in multisite Best Service Routing (BSR) applications. The application plan identifies remote Communication Manager servers for comparison in a consider series. The plan specifies information that is required to contact each Communication Manager server and to interflow calls to the selected Communication Manager server.
applications processor	A micro-computer based, program controlled computer providing application services for the switch. The processor is used with several user-controlled applications such as traffic analysis and electronic documentation.
ARS	Automatic Route Selection (ARS) is a feature that Communication Manager uses to automatically select the least cost route to send a toll call.

ASAI	Adjunct-Switch Application Interface (ASAI) is an Avaya protocol that applications use to gain access to the call-processing capabilities of Communication Manager.
association	A communication channel between adjunct and switch for messaging purposes. An active association is one that applies to an existing call on the switch or to an extension on the call.
attendant	A person at a console who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations.
attendant console	The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations. Also called console.
AUDIX™	Audio Information Exchange (AUDIX™) is an Avaya messaging system.
auto-in	A call-answering mode in which an agent automatically receives ACD calls without pressing any button to receive calls.
Automatic Callback	A feature that enables internal callers, upon reaching a busy extension, to have the system automatically connect and ring both originating and receiving parties when the receiving party becomes available.
Automatic Circuit Assurance (ACA)	A feature that tracks calls of unusual duration to facilitate troubleshooting. A high number of very short calls or a low number of very long calls signify a faulty trunk.
automatic trunk	A trunk that does not require addressing information because the destination is predetermined. A request for service on the trunk, called a seizure, is sufficient to route the call. The normal destination of an automatic trunk is the communications-system attendant group. Also called automatic incoming trunk and automatic tie trunk.
AUX work	Agents enter the Auxiliary (AUX) work mode for non-ACD activities, such as taking a break, going for lunch, or making an outgoing call. Agents in the AUX work mode are unavailable to receive ACD calls.
auxiliary trunk	A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.
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.
Avaya Aura® Media Server	Avaya Aura® Media Server (Avaya Aura® MS) is a software-based media platform. Communication Manager uses Avaya Aura® MS to provide IP audio, tone generation and detection, and announcement capabilities similar to legacy H.248 media gateways or port networks with media processors.
AWOH	Administration Without Hardware (AWOH) is a feature that allows administration of ports without associated terminals or other hardware.
barrier code	A security code used with remote access to prevent unauthorized access to the system.
BCMS	A software package residing on Communication Manager that monitors the operations of ACD systems. Basic Call Management System (BCMS) collects data related to the calls on Communication Manager and organizes data into reports that help supervisors manage ACD facilities and personnel.
best	The split/skill or location that can provide the best service to a caller as determined by BSR.
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.
BRI	Basic Rate Interface (BRI) is an ISDN configuration that offers two bearer (B) channels for voice and data and one data channel for signaling.
bridge (bridging)	The appearance of a phone extension at other phones.
bridged appearance	A call appearance on a telephone that matches a call appearance on another telephone for the duration of a call.
BSR	A feature that provides singlesite and multisite load balancing and maximizes staffing resources. Communication Manager uses Best Service Routing (BSR) to compare skills and to route calls to the best skill.
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 appearance	For an attendant console, the six buttons labeled **a** to **f** for making calls, receiving calls, or holding calls. For a deskphone, a button labeled with an extension for making calls, receiving calls, or holding calls.

cause value

A value that is returned in response to requests or in event reports when a denial or unexpected condition occurs.

CCS or hundred call seconds

A unit of call traffic. Call traffic for a facility is scanned every 100 seconds. There are 3600 seconds per hour. The Roman numeral for 100 is the capital letter C. The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated CCS. If a facility is busy for an entire hour, the facility is said to have been busy for 36 CCS.

channel

1. A circuit-switched call.
2. A communications path for transmitting voice and data.
3. In wideband, all of the time slots (contiguous or noncontiguous) necessary to support a call. Example: an H0-channel uses six 64-kbps time slots.
4. A DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call; analogous to a single trunk.

circuit

1. An arrangement of electrical elements through which electric current flows.
2. A channel or transmission path between points.

circuit pack

A card with microprocessors, transistors, and other electrical circuits. A circuit pack is installed in a switch carrier or bay. Also called a circuit board or circuit card.

CMS

A software program for reporting and managing agents, splits, trunks, trunk groups, vectors, and VDNs. With Call Management System (CMS), you can also administer some ACD features.

CO

Central Office (CO) is a switch that a local phone company owns to provide local phone service (dial-tone) and access to toll facilities for long-distance calling.

communications server

A software-controlled processor complex that interprets dialing pulses, tones, and keyboard characters and makes the proper connections both within the system and external to the system. The communications system itself consists of a digital computer, software, storage device, and carriers with special hardware to perform the connections. A communications system provides voice and data communications services, including access to public and private networks, for telephones and data terminals on a customer’s premises. Previously called a switch or a Private Branch eXchange (PBX).

confirmation tone

A telephone tone confirming that feature activation, deactivation, or cancellation has been accepted.

connectivity	A connection of disparate devices within a single system.
consider sequence	A consider series plus a **`queue-to best`**, **`check-best`**, or **`reply-best`** step is called a consider sequence.
consider series	A series of **`consider`** commands typically written in sets. A set of **`consider`** commands is called a consider series.
COR	Class of Restriction (COR) is a feature that allows classes of call-origination and call-termination restrictions for phones, phone groups, data modules, and trunk groups.
COS	Class of Service (COS) is a feature that uses a number to specify if phone users can activate the Automatic Callback, Call Forwarding All Calls, Data Privacy, or Priority Calling features.
coverage answer group	A group of up to eight telephones that ring simultaneously when a call is redirected by Call Coverage. Any one of the group can answer the call.
coverage call	A call that is automatically redirected from the called party's extension to an alternate answering position when certain coverage criteria are met.
coverage path	An order in which calls are redirected to alternate answering positions.
coverage point	An extension or attendant group, VDN, or ACD split designated as an alternate answering position in a coverage path.
covering user	A person at a coverage point who answers a redirected call.
CWC	Call Work Codes (CWCs) are up to 16–digit sequences that agents type to record the occurrence of customer-defined events, such as account codes or social security numbers.
data link	A configuration of physical facilities enabling end terminals to communicate directly with each other.
data terminal	An input/output (I/O) device that has either switched or direct access to a host computer or to a processor interface.
dial-repeating tie trunk	A tie trunk that transmits called-party addressing information between two communications systems.
dial-repeating trunks	A PBX tie trunk that is capable of handling PBX station-signaling information without attendant assistance.
direct agent	A feature, accessed only through ASAI, that allows a call to be placed in a split queue but routed only to a specific agent in that split. The call receives normal ACD call treatment (for example, announcements) and is measured as an ACD call while ensuring that a particular agent answers.

Direct Inward Dialing (DID) trunk	An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.
DMCC	Device, Media, and Call Control (DMCC) is the new name for Communication Manager Application Programming Interface (API), that is, CMAPI.
domain	A group of VDNs, ACD splits, and stations.
Dynamic Host Configuration Protocol (DHCP)	A protocol that dynamically assigns IP addresses to devices when the devices connect to the network.
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 call delivery. With EAD-LOA, calls are delivered to the available agent with the highest skill level and the lowest percentage of work time since login, when compared to other available agents with the same skill level.
EAD-MIA	Expert Agent Distribution - Most Idle Agent (EAD_MIA) is an agent selection method for call delivery. With EAD-MIA, calls are delivered to the available agent with the highest skill level who has been idle the longest since the last ACD call, when compared to other available 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.
Electronic Tandem Network (ETN)	A large private network that has automatic call-routing capabilities based on the number dialed and the most preferred route available. Each switch in the network is assigned a unique private network office code (RNX), and each telephone is assigned a unique extension.

Exclusion	A feature that allows multi-appearance telephone users to keep other users with the same extension from bridging onto an existing call.
Expansion Port Network (EPN)	A port network that is connected to the Time Division Multiplex (TDM) bus and packet bus of a processor port network. Control is achieved by indirect connection of the EPN to the processor port network using a port-network link.
Expected Wait Time (EWT)	A prediction of how long a call waits in queue before the call is answered.
extension-in (EXT-IN)	A work state agents go into when answering a non-ACD call. If the agent is in manual-in or auto-in and receives an EXT-IN call, the call is recorded by the reporting adjunct as an AUX-IN call.
extension-out (EXT-OUT)	A work state that agents go into when placing non-ACD calls.
external call	A connection between a communications system user and a party on the public network, or on another communications system in a private network.
facility	A telecommunications transmission pathway and the associated equipment.
glare	A simultaneous seizure of a 2-way trunk by two communications systems resulting in a standoff.
ground-start trunk	A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.
holding time	A total length of time in minutes and seconds that a facility is used during a call.
ICC	Internal Call Controller (ICC) is an internal MGC that communicates with the G250 or G350 media gateways in a network.
IMS	IP Multimedia Subsystem (IMS) is an architectural framework for delivering IP multimedia services.
in-use lamp	A red light on a multiappearance telephone that lights to show which call appearance will be selected when the handset is lifted or which call appearance is active when a user is off-hook.
intelligent polling	An automatic feature of Best Service Routing (BSR) that significantly reduces the number of status polls executed. When a remote location

	cannot be the best resource at a given moment in time, the intelligent polling feature temporarily suppresses polls to that location.
intercept tone	An tone that indicates a dialing error or denial of the service requested.
interflow	An ACD term that refers to the ability to establish a connection to a second ACD and overflow a call from one ACD to the other.
internal call	A connection between two users within a system.
internal measurement	A BCMS measurement that is made by the system.
intraflow	An ACD term that refers to the ability for calls to redirect to other splits on the same Communication Manager to backup the primary split.
ISDN	Integrated Services Digital Network (ISDN) is a communication standard for digital transmission of voice and data in a public switched telephone network.
ISDN Gateway (IG)	A feature allowing integration of the switch and a host-based telemarketing application using a link to a gateway adjunct. The gateway adjunct is a 3B-based product that notifies the host-based telemarketing application of call events.
ISDN trunk	A trunk administered for use with ISDN-PRI. Also called ISDN facility.
line	A transmission path between a communications system or Central Office (CO) switching system and a telephone.
line port	A piece of hardware that provides the access point to a communications system for each circuit associated with a telephone or data terminal.
link	A transmitter-receiver channel that connects two systems.
maintenance	Activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.
major alarm	An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.
management terminal	A terminal that the system administrator uses to administer the switch. The administrator can also use the management terminal to gain access to the BCMS feature.

manual-in	A call-answering mode in which an agent must press **manual-in** to receive an ACD call.
MAO	Maximum Agent Occupancy (MAO) is a feature that Communication Manager uses to set thresholds on the amount of time that an agent spends on a call. The MAO threshold is a system-administered value that places an agent in the AUX work mode when the agent exceeds the MAO threshold for calls.
message center	An answering service that supplies agents and stores messages for later retrieval.
message-center agent	A member of a message-center hunt group who takes and retrieves messages for telephone users.
MGC	Media Gateway Controller (MGC) controls the phone services on a media gateway.
minor alarm	An indication of a failure that affects customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility.
multiappearance telephone	A telephone equipped with several call-appearance buttons for the same extension, allowing the user to handle more than one call on that same extension at the same time.
network region	A group of IP endpoints and Communication Manager IP interfaces that are interconnected by an IP network.
Network Specific Facility (NSF)	An information element in an ISDN-PRI message that specifies which public-network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public-network service.
node	A network element that connects more than one link and routes voice or data from one link to another. Nodes are either tandem or terminal. Tandem nodes receive and pass signals. Terminal nodes originate a transmission path or terminate a transmission path. A node is also known as a switching system.
non switch-classified outbound calls	Proactive Contact outbound calls that are automatically launched by Communication Manager.
Non-Facility Associated Signaling (NFAS)	A method that allows multiple T1 or E1 facilities to share a single D-channel to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel, and the other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured to have D-channels (one D-channel

	on each facility), and the other facilities that share the D-channels are configured without D-channels.
pickup group	A group of individuals authorized to answer any call directed to an extension within the group.
poll suppression	An automatic feature of BSR that significantly reduces the number of status polls executed. When a remote location cannot be the best resource at a given moment in time, the intelligent polling feature temporarily suppresses polls to that location. See status poll on page 42.
primary extension	A main extension associated with the physical telephone or data terminal.
principal	A terminal that has the primary extension bridged on other terminals.
principal (user)	A person to whom a telephone is assigned and who has message-center coverage.
private network	A network used exclusively for the telecommunications needs of a particular customer.
Processor Port Network (PPN)	A port network (PN) controlled by a switch-processing element that is directly connected to that PN's TDM bus and LAN bus.
public network	A network that can be openly accessed by all customers for local and long-distance calling.
queue	An ordered sequence of calls waiting to be processed.
redirection criteria	Information administered for each telephone's coverage path that determines when an incoming call is redirected to coverage.
Redirection on No Answer	An optional feature that redirects an unanswered ringing ACD call after an administered number of rings. The call is then redirected back to the agent.
reorder tone	A tone to signal that one of the facilities such as a trunk or a digit transmitter, was not available.
Service Level Maximizer (SLM)	An agent selection strategy that ensures that a defined service level of X% of calls are answered in Y seconds. When SLM is active, the software verifies that inbound calls are matched with agents in a way that makes sure that the administered service level is met. SLM is an optional Call Vectoring feature that is used with Expert Agent Selection (EAS), and without Business Advocate.
simulated bridged appearance	A feature with which a terminal user can bridge onto a call answered by another user. A simulated bridged appearance is a temporary bridged appearance.

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.
split (agent) status report	A report that provides real-time status and measurement data for internally-measured agents and the split to which agents are assigned.
split condition	A condition whereby a caller is temporarily separated from a connection with an attendant. A split condition automatically occurs when the attendant, active on a call, presses the start button.
split number	An identification of the split to Communication Manager and to BCMS.
split report	A report that provides historical traffic information for internally measured splits.
SSC	Single Step Conference (SSC) is a client-side IP call recording method that uses: • The AES DMCC service to provide the required media control by registering standalone recording devices. • The AES TSAPI service to provide call information, call monitoring, and third-party call control functionality.
staffed	An indication that an agent position is logged in. A staffed agent functions in one of four work modes: auto-in, manual-in, ACW, or Aux.
status lamp	A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).
status poll	A call that Communication Manager makes to gain status data from a remote place in a multisite BSR application plan.
stroke counts	A method used by ACD agents to record up to nine customer-defined events per call when a reporting adjunct is active.
switch-classified outbound calls	Outbound calls placed by the Proactive Contact dialer and connected to the agents.
system printer	An optional printer that used to print scheduled reports using the report scheduler.
system report	A report that provides historical traffic information for internally-measured splits.
system-status report	A report that provides real-time status information for internally-measured splits.

trunk	A dedicated telecommunications channel between two communications systems or Central Offices (COs).
trunk allocation	The manner in which trunks are selected to form wideband channels.
trunk group	An arrangement of communication channels that carry multiple calls for the same phone number.
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.
VDN	Vector Directory Number (VDN) is an extension number that directs calls to a vector. VDNs can represent a call type or a service category, such as Billing or Customer Service.
vector-controlled split	A hunt group that you can gain access to only by dialing a VDN extension.
work mode	A function that an agent performs during the work shift. ACD work modes include AUX work, auto-in, manual-in, and ACW.

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