

# Planning the Integration

# 2

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## Overview

Before you integrate the Avaya System 25 switch with the Intuity AUDIX™ system, you must plan the process. This chapter provides information about the information needed to integrate the two systems, including the settings on the System 25 switch and the settings on the Intuity AUDIX system.

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## Purpose

The purpose of this chapter is to identify information needed for the installation. Without this information, the Intuity AUDIX system cannot be installed.

## **System 25 Switch Integration Planning**

To plan for the System 25 switch side of the integration, complete the following worksheets:

- Worksheet [A: Coverage Options/Maintenance Access](#)
- Worksheet [B: Voice Messaging Systems](#)
- Worksheet [C: Floating Personal Dial Code List](#)
- Worksheet [D: System Dial Plan](#)
- Worksheet [E: SMDR Parameters for CAS](#)
- Worksheet [F: DGC Groups](#)
- Worksheet [G: Voice Station Records](#)
- Worksheet [H: Voice Stations – Single Line Generic Example](#)
- Worksheet [I: Voice Stations – Multiline Generic Example](#)



### **CAUTION:**

*Planning and administering toll restrictions options, such as Automatic Route Selection (ARS) and allowed/disallowed lists, is beyond the scope of this document. However, to successfully integrate the System 25 switch with the Intuity AUDIX system, these items must be addressed.*

## **Completing the Worksheets**

The following discussion notes exceptions to the information provided in the Administration Records book and provides recommended values and settings. Complete these worksheets using the information provided in this chapter.

## Coverage Options/Maintenance Access (Worksheet [A](#))

Write in a number that is compatible with your business needs. Normally, three or four rings are allowed before a call is sent to coverage.



### NOTE:

Coverage is set on a system-wide basis. This affects station coverage and automated-attendants.

Typically, coverage ringing on internal calls should be left at its default setting of Yes.

The Intuity AUDIX system integration with a System 25 switch requires a remote maintenance line, either through DID or through loop start. If your site uses DID, also update Worksheet [G: Voice Station Records](#).

# Worksheet A: Coverage Options/Maintenance Access

Customer:		
Prepared by:		
Telephone Number:		
Date:		
Intuity AUDIX Location/Name:		
	DEFAULT	MODIFY
Allow coverage ringing on internal calls (scroll)?	Yes	
Number of rings before calls are sent to coverage (0 – 31):	2	
Extension/telephone number of maintenance access line:		

Voice Messaging Systems  
(Worksheet B)

Voice ports used for communication between the System 25 switch and the Intuity AUDIX system must be assigned on a Tip/Ring or Analog Line Module (ZTN78, TN742, or TN746B). Write the Carrier/Slot/Port and the PDC in the appropriate columns.

The VMS port is typically dial accessible. Write **Yes** in the Make VMS Port Dial Accessible? column. Dial accessibility allows the technician to dial a specific port and is useful for testing.


Write **No** in the Make Port an Extended Station? column.

Typically, the display ID is **AUDIX** and a port number. Write this in the Display ID column.

Typically, outward toll calls are restricted and you would write **Yes** in the Toll Outward Call Restriction column. However, if your site has outcalling, AMIS Analog networking, or fax messaging, write **No** in the appropriate row.

The toll restriction class depends on how ARS is implemented at your site. Write the applicable class in the Toll Restriction Class column.

Write the ARS facility restriction level in the far right column.

 **CAUTION:**

*Planning and administering toll restrictions options, such as Automatic Route Selection (ARS) and allowed/disallowed lists, is beyond the scope of this document. However, to successfully integrate your System 25 switch with Intuity AUDIX, these items must be addressed.*

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Prepared by: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

[illegible]

**Voice Messaging System – Continued.**[illegible]

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## **Floating Personal Dial Code List** **(Worksheet C)**

Floating Personal Dial Codes (FPDCs) are used primarily to implement automated attendants on systems that have DID trunks. If you do not plan to use automated-attendants, skip the [Floating Personal Dial Code List](#) worksheet.

FPDCs are virtual extensions that can be logged into any station set. FPDCs can be assigned to DID numbers but cannot terminate trunks. An FPDC does not have its own coverage; it follows that of the station to which the FPDC is logged on.

To use FPDCs with the INTUITY AUDIX application effectively, the FPDC must be logged onto an unused host extension that covers to the INTUITY AUDIX application. The Send All Calls feature should also be turned on for that station.

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

[illegible]

**NOTE:**

If DID trunks are used, we recommend that the PDCs be less than or equal to the number of digits sent by the central office.

## System Dial Plan (Worksheet [D](#))

Fill out the worksheet according to your System 25 switch parameters, using the following integration-specific discussion.

Write **no** in the Send Special Disconnect field.

Worksheet D: System Dial Plan

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Table 2-1.

	DEFAULT	MODIFY
ARS access code (1–9999 or 0 for “None”):	9	_____
Central office trunk pool access code (0–9999):	100	_____
Night service access code (0–9999):		_____
Modem request code (1–9999 or 0 for “None”):		_____
Number of DID digits used by PDCs (scroll):	3	_____
Disallow busy of ground start trunks (scroll):	No	_____
Allow incoming LS trunks transferred out (scroll):	No	_____
Name for attendant:	Attendant	_____
Name for DID trunks:	Outside	_____
Name for no DID trunks:	No DID in	_____
Dial tone for incoming tie trunks (scroll):	Yes	_____
Return time (seconds) for parked calls (0–240)	120	_____
Send special disconnect code ##99 to VMS port (scroll)	Yes	No

PDCs used to access parked calls (1–9999 or 0 for “None”)

DEFAULT:	1:800	2:801	3:802	4:803	5:804	6:805	7:806	8:807
MODIFY:	1:_____	2:_____	3:_____	4:_____	5:_____	6:_____	7:_____	8:_____

## SMDR Parameters for CAS (Worksheet E)

Call Accounting System (CAS) is an optional application. If your configuration includes CAS, fill out the worksheet according to your System 25 parameters. If your site does not have CAS, skip this worksheet.

Intuity AUDIX serial ports need a multi-port serial card.

To ensure that the System 25 switch collects the required call information and formats it in a manner that CAS can use:

Write **yes** to send SMDR records to the SMDR port

Write **10** as the minimum number of seconds the call must last before incrementing the peg count. This setting allows the System 25 switch to reject calls to busy numbers or calls resulting from a misdialed number.

Write **no** in the CAT or non-CAT field to enable the System 25 switch to properly format the records for CAS.

# Worksheet E: SMDR Parameters for CAS

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

	DEFAULT	MODIFY
Allow SMDR records to be sent to SMDR port (scroll)?	Yes	Yes
Minimum duration of call (in seconds) before recording:	40	15
Number of digits used for account codes (1–15):	15	
CAT or non-CAT (scroll):	Yes	No

## Direct Group Calling Groups ([DGC Groups](#)) (Worksheet [F](#))

Fill out the worksheets according to your System 25 parameters, using the following integration-specific discussion.

You must have at least one calling group and possibly several calling groups that contain the voice ports that connect the System 25 switch to the Intuity AUDIX system. To define each calling group, assign available numbers.

Typically, DGC group *10* is used for the INTUITY AUDIX calling group. Write the number for the calling group in the *Group #* field. (If using DGC group *10*, *110* would be the group coverage number for extensions covered by the INTUITY AUDIX application.)

The *AUDIX Access #* should be defined by the INTUITY AUDIX system administrator.

Typically, the *Name* of this DGC group is *AUDIX*.

The members of this group should be the ports defined on Worksheet [B: Voice Messaging Systems](#).

# Worksheet F: DGC Groups

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Group #	Access #	Name	Location	Disable Q	Msg Waiting
(Use what has been defined on the Voice Messaging Systems worksheet.)					
GROUP MEMBER S					
Extensions			Busy		



## Voice Station Records (Worksheet [G](#))

### NOTE:

The [Voice Station Records](#) worksheet has been customized to facilitate the integration of a System 25 switch with an Intuity AUDIX system.

Fill out the worksheet according to your System 25 parameters, using the following integration-specific discussion.

PDCs must be three or four digits, but not both. Write this in the PDC/DDC column.

If this station is to be covered by the INTUITY AUDIX application, write **Yes** in the Covered by AUDIX? column.

### NOTE:

Write the telephone extension of the remote maintenance modem on this worksheet.

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

**NOTE:** Write the telephone extension of the remote modem on this worksheet.

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[illegible]

- 1.From System 25 Installer
- 2.From Wiring Installer

(This page has been intentionally left blank for worksheet purposes.)

## Voice Stations – Single Line Generic Example (Worksheet [H](#))

Fill out the worksheet according to your System 25 parameters, using the following integration-specific discussion.

Write:

- 100 + the DGC group number for the INTUITY AUDIX application (typically 10) for the group coverage number
- **Yes** to allow call coverage ring on no answer
- **No** to allow call coverage ring on busy

# Worksheet H: Voice Stations – Single Line Generic Example

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

PDC (1-9999)

NAME (LAST, FIRST)

TYPE (scroll): SINGLE LINE

PORT # (1-3/1-12/1-8): / /

LOC

BUTTONS

CLASS OF SERVICE

Class of Service: _____	DEFAULT	MODIFY
Group coverage number (1-32, 101-132, 0 for "None")	1	110
Allow call coverage ring on no answer (scroll)?	Yes	Yes
Allow call coverage ring on busy (scroll)?	Yes	No
Extended, out-of-building for off-promises station (scroll)	No	
PDC to hunt to next (1-9999, 0 for "None")	0	
DDCs that can dial for this station (RETURN key)		
Call Waiting (scroll)?	No	

F7 (NEXT)

Restrict access to CO trunk pool (scroll)?	No	
Restrict access to all other trunk pools (scroll)?	No	
Force account code entry administration (scroll)?	0	
Number of internal retries (0-15)	2	
Number of rings per try for internal calls (2-15)	3	
Number of outgoing retries (0-15)	2	
Number of rings per try for outgoing calls (2-15)	3	
Automatic queueing for internal call (scroll)?	No	
Automatic queueing for outgoing call (scroll)?	Yes	
Member of call pickup group number (1-16, 0 for none)	0	
Total outward call restriction (scroll)	No	
Toll restriction class (scroll)	None	
ARS facility restriction level (scroll)?	0,1,2,3	
Allow personal speed dialing (scroll)?	Yes	
Answer these directed night service trunks (RETURN key)		
Remote call forwarding for this station (scroll)?	No	

## Voice Stations – Multiline Generic Example (Worksheet 1)

One generic multiline worksheet is included with this book. If your site has more than one type of multiline set, make copies of this worksheet and fill out as required.

Fill out the worksheets according to your System 25 parameters, using the following integration-specific discussion.

Write:

- 100 + the DGC Group Number for the INTUITY AUDIX application (typically 10) for the Group Coverage Number
- **Yes** to allow call coverage ring on no answer
- **No** to allow call coverage ring on busy

# Worksheet I: Voice Stations – Multiline Generic Example

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

PDC (1-9999)  
NAME (LAST, FIRST)  
TYPE (scroll): MULTI LINE

PORT # (1-3/1-12/1-8): / /  
LOC

BUTTONS

CLASS OF SERVICE

Class of Service: _____	DEFAULT	MODIFY
Group coverage number (1-32, 101-132, 0 for "None")	1	110
Allow call coverage ring on no answer (scroll)?	Yes	Yes
Allow call coverage ring on busy (scroll)?	Yes	No
Extended, out-of-building for off-promises station (scroll)	No	
PDC to hunt to next (1-9999, 0 for "None")	0	
DDCs that can dial for this station (RETURN key)		
Call Waiting (scroll)?	No	

F7 (NEXT)

Restrict access to CO trunk pool (scroll)?	No	
Restrict access to all other trunk pools (scroll)?	No	
Force account code entry administration (scroll)?	0	
Number of internal retries (0-15)	2	
Number of rings per try for internal calls (2-15)	3	
Number of outgoing retries (0-15)	2	
Number of rings per try for outgoing calls (2-15)	3	
Automatic queueing for internal call (scroll)?	No	
Automatic queueing for outgoing call (scroll)?	Yes	
Member of call pickup group number (1-16, 0 for none)	0	
Total outward call restriction (scroll)	No	
Toll restriction class (scroll)	None	
ARS facility restriction level (scroll)?	0,1,2,3	
Allow personal speed dialing (scroll)?	Yes	
Answer these directed night service trunks (RETURN key)		
Remote call forwarding for this station (scroll)?	No	



## Intuity AUDIX System Integration Planning

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To plan for the Intuity AUDIX system side of the integration, complete the following Intuity AUDIX system planning worksheets:

- Worksheet [J: INTUITY AUDIX System Parameter Features: Transfer Considerations](#)
- Worksheet [K: Assigning Extension Ranges on the Intuity AUDIX](#)
- Worksheet [L: Channel Information for Installation](#)
- Worksheet [M: Assign Services to Called Numbers](#)



### NOTE:

Worksheet L: *Channel Information for Installation* and Worksheet M: *Services for Assign Services to Called Number* are numbered in the order that the information must be entered into the Intuity AUDIX system. They are discussed in reverse order because it makes the explanation easier.

The remaining three worksheets deal with planning for automated-attendants on systems that have DID trunks.

If you do not plan to use auto-attendants, skip the following worksheets:

- Worksheet [N: Business Schedule](#)
- Worksheet [O: Holiday Schedule](#)
- Worksheet [P: Routing Table](#)

## Completing the Worksheets

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Fill out the following worksheets using the information provided in this section.

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## **INTUITY AUDIX System Parameter Features:**

### **Transfer Considerations (Worksheet J)**

The Intuity AUDIX system features required for the System 25 switch are recorded on Worksheet [J](#). The following parameters should be set:

- Digits in Dial Plan – The Intuity AUDIX system requires a fixed length dial plan. You can use either a three-digit or four-digit dial plan, *but not both*.
- Transfer Type = basic
- Transfer Restriction = subscribers
- Covering Extension = system console or operator extension

Worksheet J: INTUITY AUDIX System

Parameter

Features: Transfer Considerations

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Parameter	Valid Values	Installer's Entry				
Number of digits in dial plan	3 or 4 (This value is entered in the extension length field on the <i>Switch Interface Administration</i> screen)					
Transfer considerations:						
Transfer type	none, basic, enhanced_no_cover_0, enhanced_0	basic				
Transfer restriction	subscribers, digits	subscribers				
Covering extension		system console or operator extension				
Announcement sets:						
System						
Administration						
Rescheduling increments:	Days	Hours	Minutes	Days	Hours	Minutes
Increment 1				Default 0	Default 0	Default 5
Increment 2				Default 0	Default 0	Default 15
Increment 3				Default 0	Default 0	Default 30
Increment 4				Default 0	Default 1	Default 0
Increment 5				Default 0	Default 2	Default 0
Increment 6				Default 0	Default 6	Default 0
Increment 7				Default 0	Default 6	Default 0
Increment 8				Default 0	Default 6	Default 0
Increment 9				Default 0	Default 6	Default 0
Increment 10				Default 0	Default 6	Default 0

## **Assigning Extension Ranges on the Intuity AUDIX (Worksheet [K](#))**

You will have to administer the extension ranges on the Intuity AUDIX that are valid extensions for your site. Use the following guidelines when filling out Worksheet [K](#).

- **Prefix**

Prefixes can be used on the local machine, but they limit the functionality and are not recommended.

- **Starting extension**

These are the starting extensions for the ranges of telephone numbers used on the local system (a block of switch extensions that can be used at the local system when assigning subscribers). For example, if your system uses extensions between 2000 and 3000, enter 2000 in the Starting Extension field.

Up to 10 different ranges can be specified to pinpoint the exact set of extension blocks used by the local system. The length of the starting and ending extension must agree with the Extension Length field.

- **Ending extension**

These are the ending extensions for the ranges of telephone numbers used on the local system. For example, if your system uses extensions between 2000 and 3000, enter 3000 in the Ending Extension field.

# Worksheet K: Assigning Extension Ranges on the Intuity AUDIX

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Digits in Dial Plan			
Address Ranges			Notes
Prefix	Starting Extension	Ending Extension	
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

**Channel Information for Installation**  
**(Worksheet [L](#))**

For Intuity AUDIX to operate properly, it must know what extension has been assigned to each of its channels (voice ports) and how incoming calls on that channel are to be processed. Worksheet [L](#) provides columns for Channel Number, Extension, Initial Service, and Optional Dedicated Service.

For each channel, you must fill in the extension number. All channels that are part of an INTUITY AUDIX calling group should be assigned DNIS\_SVC.

For those channels dedicated to a specific INTUITY IVR (Introactive Voice Response) application, defined in a *separate* calling group, write the application name in the Optional Dedicated Service column.

# Worksheet L: Channel Information for Installation

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Use this worksheet to assign the extension numbers to the channel. The initial service will be \*DNIS\_SVC.

Channel Number	Extension	Initial Service	Optional Dedicated Service
1		*DNIS_SVC	
2		*DNIS_SVC	
3		*DNIS_SVC	
4		*DNIS_SVC	
5		*DNIS_SVC	
6		*DNIS_SVC	
7		*DNIS_SVC	
8		*DNIS_SVC	
9		*DNIS_SVC	
10		*DNIS_SVC	
11		*DNIS_SVC	
12		*DNIS_SVC	
13		*DNIS_SVC	
14		*DNIS_SVC	
15		*DNIS_SVC	
16		*DNIS_SVC	
17		*DNIS_SVC	
18		*DNIS_SVC	
19		*DNIS_SVC	
20		*DNIS_SVC	



[illegible]

(This page has been intentionally left blank for worksheet purposes.)

**Assign Services to Called Numbers**  
**(Worksheet [M](#))**

All calls not assigned to a specific INTUITY IVR (Introactive Voice Response) application directly are processed by the \*DNIS\_SVC. In order for \*DNIS\_SVC to function with both INTUITY AUDIX and INTUITY IVR applications defined in a shared port group, the installer must fill out a table in the system that tells the DNIS\_SVC which called number should receive a particular service.

Worksheet [M](#) provides a Service Name column and a Called Number column. The worksheet should contain an initial entry with AUDIX in the Service Name column and ANY in the Called Number column.

Any additional entries in the table are used to associate specific called numbers with INTUITY IVR applications. Calls not specifically routed elsewhere are routed to the INTUITY AUDIX application where the called number is next processed through the routing table.

# Worksheet M: Assign Services to Called Numbers

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

## Instructions:

The service name is either AUDIX, AUDIX+Ldgn (if Lodging is installed), or a unique INTUITY Introactive Voice Response application name. The IVR application names are for planning purposes only. They may not be assigned as a service until after the IVR application is loaded onto the system.

The called number is either the word ANY or the specific extension number that has been assigned to support a particular service.

Field	Service Name	Called Number
1	AUDIX	ANY
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		

## **Automated Attendants, (Worksheets N, O, and P)**

An automated attendant is an interactive telephone answering system that answers incoming calls with a prerecorded announcement and routes them based on the caller's response to menus and prompts.

An automated-attendant is set up so that callers hear a menu of options. Callers then press the button on their telephone keypad that corresponds to the menu option they want and the automated-attendant executes the selected option. Callers who do not have touchtone telephones are typically told that they can hold or call another number to speak with a live attendant.

If your configuration does not include automated-attendants, skip Worksheets [N](#), [O](#), and [P](#).

# Worksheet N: Business Schedule

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Business Schedule:				
Day of Week	Day Service Hours		Alternate Service Hours	
	Start Time (hh:mm)	End Time (hh:mm)	Start Time (hh:mm)	End Time (hh:mm)
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				



**NOTE:**  
Make one copy for each business schedule (to a maximum of four).

## **Automated Attendants, (Worksheets N, O, and P)**

An automated attendant is an interactive telephone answering system that answers incoming calls with a prerecorded announcement and routes them based on the caller's response to menus and prompts.

An automated-attendant is set up so that callers hear a menu of options. Callers then press the button on their telephone keypad that corresponds to the menu option they want and the automated-attendant executes the selected option. Callers who do not have touchtone telephones are typically told that they can hold or call another number to speak with a live attendant.

If your configuration does not include automated-attendants, skip Worksheets [N](#), [O](#), and [P](#).

# Worksheet O:   Holiday Schedule

Customer: \_\_\_\_\_


Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

Holiday Schedule:		
Holiday Name	Date (mm/dd)	Mailbox

 **NOTE:**

Make 1 copy for each holiday schedule (to a maximum of four).



## **Automated Attendants, (Worksheets N, O, and P)**

An automated attendant is an interactive telephone answering system that answers incoming calls with a prerecorded announcement and routes them based on the caller's response to menus and prompts.

An automated-attendant is set up so that callers hear a menu of options. Callers then press the button on their telephone keypad that corresponds to the menu option they want and the automated-attendant executes the selected option. Callers who do not have touchtone telephones are typically told that they can hold or call another number to speak with a live attendant.

If your configuration does not include automated-attendants, skip Worksheets [N](#), [O](#), and [P](#).

Customer: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Intuity AUDIX Location/Name: \_\_\_\_\_

[illegible]

**NOTE:**

The incoming called number is #999 for direct trunk or the telephone number of the covered extension.