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8 Optional Feature Administration
Overview

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Optional Feature Administration

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Overview

This chapter describes how to assign Automated Attendant, Call Transfer, Switch Recorded Announcement, and Switch Multiple Coverage Paths on Generic 2 or System 85.

Purpose

Use this chapter to enable on the switch features available to your copy of INTUITY™ Messaging Solutions.

Automated Attendant Administration

Automated Attendant is an INTUITY™ AUDIX® system feature that provides a caller with menu options. The caller can request a department or extension by pressing a touch-tone key. Use the following procedures to administer Automated Attendant at the switch.

The following administration is for customers with DID Service. If DID Service is not provided, consult the AUCC or a Lucent certified services provider for an alternative arrangement.

1. Assign an Automated Attendant extension as a dummy extension.

   Enter a **[COS]** with Call Forwarding enabled.

2. Activate Call Forwarding—All Calls to the INTUITY AUDIX system ACD group number.

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Automated Attendant Substitute Strategies

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Automated Attendant Substitute Strategies

A substitute for Automated Attendant is needed so that calls do not go unanswered when the INTUITY AUDIX system is busy. Each INTUITY AUDIX system must be individually tailored. Consult with your Lucent Technologies representative before using the following suggestions.

Assign the Automated Attendant extension to a real voice terminal, member 0 in an ACD split. Call forward the extension to AUDIX.

For R2V4 1.0, assign a new vector.

- If there are no staffed agents, route to ATTENDANT.
- Queue to main split XX at low priority (XX equals the INTUITY AUDIX system ACD number).
- Stop.
- Route to ATTENDANT.

For R2V4 1.1 or later, assign a new vector.

System 85 R2V4 1.1 must have Patch 988. Otherwise, use the steps shown for R2V4 1.0.

- If the number of staffed members is less than 1, route to 0.
- If the number of staffed members is equal to or greater than 1, calls are directed to the attendant console.

For more details on vectoring, see the appropriate switch documentation.

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Transfer into INTUITY AUDIX

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Transfer into INTUITY AUDIX

This feature allows an attendant (or other party) to transfer a caller who has been sent to coverage (or otherwise redirected) back to the INTUITY AUDIX system to record a message. Table 8-1 provides an overview of the procedures.

Table 8-1. Transfer into INTUITY AUDIX Procedure Overview

Step	Procedure	Field	Manager II Field Name	Enter	Press
1	350 Word 2	1	Feature	58	Add
		2	Digit 1	1st # of DAC	
		3	Digit 2	2nd # of DAC	
		4	Digit 3	3rd # of DAC	
		5	Digit 4	4th # of DAC	
2	261 Word 1	1	Local Adjunct Class	2	Add
		2	Local Adjunct Number	1	
		3	Local Adjunct Type	3	
		7	Network Adjunct Number	ntwk adj #	
3	261 Word 2	1	Network Adjunct Class	2	Add
		2	Network Adjunct Number	ntwk adj # (from Proc 261 Word 1)	
		3	Adjunct Extension/VDN	main ext #	
4	000 Word 2	9[1]	LWC Destination	3	Add
		10	INTUITY AUDIX	machine #	

---

1. Optional step.

Call Transfer into INTUITY AUDIX Administration

If used in a DCS, assign the Transfer into INTUITY AUDIX feature access code the same at each node.

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350 Word 2

Assign a DAC to feature code 58.

Field	Manager II Field Name	Enter
1	Feature	58
2	Digit 1	[first # of DAC]
3	Digit 2	[second # of DAC]
4	Digit 3	[third # of DAC]
5	Digit 4	[fourth # of DAC]

Press [ADD] and [EXECUTE].

261 Word 1

Assign the INTUITY AUDIX system machine to a network adjunct number.

Field	Manager II Field Name	Enter
1	Local Adjunct Class	2
2	Local Adjunct Number	1
3	Local Adjunct Type	3
7	Network Adjunct Number	[1–99]

Press [ADD] and [EXECUTE].

261 Word 2

Assign an external network adjunct extension.

Field	Manager II Field Name	Enter
1	Network Adjunct Class	2
2	Network Adjunct Number	1 [1]
3	Adjunct Extension	[main extension #]

---

1. This is the same number assigned in Procedure 261, Word 1, Field 7.

Press [ADD] and [EXECUTE].

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000 Word 2

Assign each extension to activate the Transfer into INTUITY AUDIX feature in the extension's coverage path. Do the following procedure for each subscriber extension with this feature.

Field	Manager II Field Name	Enter
9	LWC Destination	3[1]
10	INTUITY AUDIX	[INTUITY AUDIX system machine #]

---

1. This field is optional. Assign it if the subscribers want LWC messages sent and stored in the INTUITY AUDIX system instead of the switch.

Press ADD and EXECUTE.

Transfer Into INTUITY AUDIX Test

1. Place a voice extension number in the subscriber's call coverage path — coverage point 1. Make the INTUITY AUDIX system point 2.

2. Activate Send All Calls for the subscriber.

3. Call the subscriber.

4. At the covering voice terminal, answer the call and press TRANSFER.

5. Dial the Transfer into INTUITY AUDIX dial access code.

6. Press TRANSFER when ringing is heard and hang up.

7. The calling party is connected to the subscriber's mailbox.

8. Repeat this test from the subscriber's voice terminal:

    a. Deactivate Send All Calls.

    b. Call the subscriber's voice terminal from another set.

    c. Answer the call at the subscriber's voice terminal.

    d. Transfer the call using the Transfer Into INTUITY AUDIX dial access code.

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Recorded Announcement at the Switch

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Recorded Announcement at the Switch

Use the following procedures (Table 8-2) to provide a recorded announcement at the switch for anyone who accesses the INTUITY AUDIX system, either through a direct call or call redirection. The announcement is heard when all INTUITY AUDIX system voice ports are busy and calls start entering the INTUITY AUDIX system queue.

Table 8-2.   Switch Recorded Announcement Procedure Overview

Step	Procedure	Field	Manager II Field Name	Enter	Press
1	100 Word 1	1	Trunk Group	equip loc	Add
		2–5	Digit 1\x15 4	dial access code	
		6	Trunk Type	90	
2	150 Word 1	1-5	Module, Cabinet, Carrier, Slot, Circuit	announcement eq loc	A d d
		6	Trunk Group	Q trk grp	
3	027 Word 1	1	ACD Split	ACD Split	A d d
		2–6	Module, Cabinet, Carrier, Slot, Circuit	announcement eq loc	
		7	First Wait Time	desired delay	

100 Word 1

Assign a 13A announcement system.

Field	Manager II Field Name	Enter
1	Trunk Group	[equipment location]
2-5	Digit 1–4	[DAC]
6	Trunk Type	90

Press (ADD) and (EXECUTE).

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Switch Multiple Coverage Paths

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150 Word 1

Assign an announcement system to the INTUITY AUDIX system queue trunk group.

Field	Manager II Field Name	Enter
1– 5	Module, Cabinet, Carrier, Slot, Circuit	[announcement eq loc]
6	Trunk Group	[Q trunk group]

Press [ADD] and [EXECUTE].

027 Word 1

Assign an announcement system to the INTUITY AUDIX system ACD group.

Field	Manager II Field Name	Enter
1	ACD Split	[ACD split]
2– 6	Module, Cabinet, Carrier, Slot, Circuit	[announcement eq loc]
7	First Wait Time	1

---

1. Enter the delay desired before the announcement is heard (administered in 2-sec intervals).

Press [ADD] and [EXECUTE].

Switch Multiple Coverage Paths

Multiple coverage paths (Table 8-3) provide greater flexibility for call-answer treatment. A Generic 2 or System 85 switch can have two paths linked together (even-odd pair).

A dual coverage path requires an even-odd coverage group pair administered in Procedure 000 and Procedure 011. (The even group number serves as Path 1 for internal calls and the odd as Path 2 for external calls.) Assign the coverage subscriber's extension to the even group number using Procedure 000. Use only paths above 2000 for dual coverage.

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Switch Multiple Coverage Paths

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Table 8-3. Switch Multiple Coverage Path Procedure Overview

Step	Procedure	Field	Manager II Field Name	Enter	Press
1	000 Word 2	1	Extension	extension #	A d d
		6	Coverage Group	group #	
2	011 Word 1	1	Call Coverage Group	group #	Add
		2	Extension Active	0,1,2, or 3	
		3	Extension Busy	0,1,2, or 3	
		4	All Calls	0,1,2, or 3	
		5	Don't Answer	0,1,2, or 3	

Procedures for Switch Multiple Coverage Paths

The procedures below are needed in addition to those required to establish the initial coverage path. These procedures assume that the INTUITY AUDIX system uses Path 1.

⚠ CAUTION:
Do not use one half of the dual coverage path.

000 Word 2

Administer the Extension Number and Coverage Group fields.

Field	Manager II Field Name	Enter
1	Extension	[1]
6	Coverage Group	[group #][2]

---

1. Enter the INTUITY AUDIX system associated extension number (same as Procedure 001, Word 1, Field 2).
2. Enter the assigned even group number (Path 1).

Press ADD and EXECUTE.

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011 Word 1

Administer the Coverage Group and Characteristics fields.

Field	Manager II Field Name	Enter
1	Call Coverage Group	1
2	Extension Active	2
3	Extension Busy	2
4	All Calls	2
5	Don't Answer	2

---

1. For Path 1, enter the even group number assigned in Procedure 000, Word 2, Field 1. For Path 2, enter the odd group number assigned in Procedure 000, Word 2, Field 1.

2. Enter **0** for no coverage, **1** for coverage on internal calls, **2** for coverage on external calls, or **3** for coverage on either internal or external calls.

Press [ADD] and [EXECUTE].

For example, Coverage (Send All Calls, Leave Word Calling, Busy/Don't Answer) directs internal calls along Path 1 to the INTUITY AUDIX system and external calls along Path 2 to Message Center.

Table 8-4 is an example of this administration.

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Table 8-4.   Example Translations for Switch Multiple Coverage Paths

Step	Procedure	Field	Manager II Field Name	Enter	Press
1	000 Word 2	1	Extension	5325	A d d
		6	Coverage Group	2000	
2	011 Word 1	1	Call Coverage Group	2000	A d d
		2	Extension Active	1 (for analog) or 0 (for digital)	
		3	Extension Busy	1	
		4	All Calls	0	
		5	Don't Answer	1	
		7	Coverage Point Indicator	1	
		8	Coverage Point	3	
		9	Cov Pt Ext/ACD Split/VDN	ACD Split (INTUITY AUDIX system)	
		1	Call Coverage Group	2001	A d d
		2	Extension Active	2	
		3	Extension Busy	2	
		4	All Calls	0	
		5	Don't Answer	2	
		7	Coverage Point Indicator	1	
		8	Coverage Point	2	
		9	Cov Pt Ext/ACD Split/VDN	ACD Split (MCS)	