Introduction

1

Overview

The AUDIX Administration and Data Acquisition Package (ADAP) allows INTUITY AUDIX, DEFINITY AUDIX, and AUDIX customers to download traffic data, subscriber data, and other system data from the voice mail system to the PC for further processing.

ADAP has two user interfaces: a menu-driven application called PC2AUDIX used by system administrators, and a command line language used by programmers. Each of these interfaces is described separately in this manual.

The PC2AUDIX User Interface

The PC2AUDIX interface is a menu-driven application program that runs under dBASE III PLUS software. Using PC2AUDIX you can download data from a DEFINITY AUDIX or AUDIX system to the PC and create standardized traffic reports and billing reports using this data. Because PC2AUDIX uses the ADAP command line language both ADAP software and dBASE III PLUS software must reside on your PC before using PC2AUDIX.

NOTE:
If the Stella Business Graphics package is installed on your PC, PC2AUDIX reports can be presented as bar charts and line charts. The Stella Business Graphics package is no longer available, but you may have purchased it with a previous version of the ADAP software.

Chapter 3 through Chapter 10 describe how to use the PC2AUDIX interface.

The ADAP Command Line Language User Interface

The ADAP command line language provides a set of commands that programmers can use to modify subscriber information directly in the voice mail database and also to download data from voice mail database files to the PC for use in customer-developed applications.

Chapter 11 through Chapter 13 describe how to use the ADAP command line language.

How ADAP Works

The PC from which you run ADAP is connected to your voice mail system by either a direct or dial-up connection. If you are using the ADAP command line language, you log into the voice mail system from your PC and access the voice mail database using an ADAP-supplied login command. For the PC2AUDIX interface, the software automatically logs into the voice mail system whenever it needs access to the database.

ADAP does not work directly with live data in the voice mail database, except for database modification commands and the system attendant reports. Live data is the information maintained by the voice mail system and stored on the system itself. ADAP retrieves a copy of this data for storage on the PC. When you change the retrieved that is data stored on your PC this does not change the data stored on the voice mail system.

With the command line language, you can display the data on your PC screen, direct it to a printer, or direct it to a file for further processing. If you retrieve data to a file, you can develop your own programs to manipulate the data, or port the data to a mainframe for further processing,

With PC2AUDIX, data is retrieved to a file.You can then process the retrieved data on the PC using custom-developed dBASE III PLUS programs or formatted the data in standardized dBASE III PLUS reports using PC2AUDIX menu options.

NOTE:
To register for a class on dBASE III PLUS, call your account team to see if a local class is held in your area.

ADAP Data Retrieval

Data can be retrieved in four ways:

- You can use PC2AUDIX menu options to retrieve data to your PC in a dBASE III PLUS-compatible format.

- You can write application programs using ADAP command line language commands to retrieve database information to your PC. Data is written in a flat ASCII format that can be read using dBASE III PLUS.
- You can enter individual ADAP command line language commands from the keyboard of the PC at the MS-DOS prompt to retrieve data to the PC in a flat ASCII format.
- You can execute ADAP command line language commands from an MS-DOS batch file.

You can use retrieved data to:

- Bill voice mail system users, either on a space, call, or time basis
- Analyze daily, hourly, or monthly traffic information for local and network traffic, and monthly traffic information for system attendant traffic
- Analyze subscriber usage
- Analyze AUDIX system call detail recording (CDR) data and AUDIX system performance statistics
- Produce reports to support a wide range of decisions — from administrative decisions, such as changing the amount of time an individual subscriber retains a message, to management decisions, such as expanding the voice mail system to include more ports. For example, you can determine actual system use and compare it with the type of use that was initially forecast for your site when your system was configured.

ADAP Database Modification

You can use database modification commands to:

- Add new local and remote subscriber records to the voice mail database
- Delete existing local and remote subscriber records from the voice mail database
- Modify some local and remote subscriber field values in the voice mail database
- Modify CDR system data and adjunct machine data on the AUDIX system
- Modify activity log system parameters on the DEFINITY AUDIX system

Screens Supported by ADAP

ADAP can retrieve data from the following system administration and maintenance screens:

Table 1-1. Screens Supported by ADAP

DEFINITY/INTUITY AUDIX Screen Name	R1 AUDIX Screen Name	Screen Description
display activity-log	system activity log display	System activity log entries in chronological order for a selected set of entries
display administration-log (DEFINITY AUDIX only)	system log display	Administration log entries in chronological order
display administrator's log (INTUITY AUDIX only)	none	Administrator's log entries in chronological order
display alarms	maintenance active alarm display	Active hardware alarms
display alarms	maintenance resolved alarm display	Alarms that have been resolved
display cos	class of service	All service options for each class of service
display errors	maintenance error display	Software or hardware errors recorded in the error log
display events (DEFINITY AUDIX only)	none	Internal events
display fragment	system announcement detail	Information related to announcement fragments
display events (INTUITY AUDIX only)	none	Maintenance log entries
display remote-subscriber	subscriber remote	Remote subscriber information
display subscriber	subscriber local	Local subscriber information
display subscriber	system attendant	Automated attendant information
display system-parameters activity-log	none	Activity log parameters
display system-parameters features	system translation switch connection	Type of switch connection, such as dciu-sci.DEFINITY AUDIX system feature information.

Continued on next page

Table 1-1. Screens Supported by ADAP — *Continued*

DEFINITY/INTUITY AUDIX Screen Name	R1 AUDIX Screen Name	Screen Description
display system-parameters limits	system limits	Total system limits, such as max. number of messages allowed across all subscriber mailboxes, max. number of errors allowed in the error log, and total number of lists and list members allowed across all subscriber logins
list attendants	list attendant	List of automated attendants
list extensions	list extension local	List of local subscribers' names by their extensions
list machines	list machine	Alphabetical list of names and associated voice IDs of all network machines (including local machine)
list measurements community day	traffic community day	Information about daily usage of the sending restrictions feature
list measurements community hour	traffic community hour	Information about hourly usage of the sending restrictions feature
list measurements feature day	traffic feature day	Traffic information for any given day or for as many as 8 days
list measurements feature hour	traffic feature hour	Traffic information for any given hour or for as many as 192 hours
list measurements load day	traffic load day	Port traffic information for any given day or for as many as 32 days
list measurements load hour	traffic load hour	Port traffic information for any given hour or for as many as 192 hours
list measurements remote-messages day	traffic remote messages day	Information about message traffic between the local voice mail system and each remote system for any given day or for as many as eight days

Continued on next page

Table 1-1. Screens Supported by ADAP — *Continued*

DEFINITY/INTUITY AUDIX Screen Name	R1 AUDIX Screen Name	Screen Description
list measurements remote-messages month	traffic remote messages month	Information about message traffic between the local voice mail system and each remote system for any given month or for as many as 13 months
list measurements special-features day	traffic special features day	Standalone and Outcalling traffic for any given day or for as many as eight days
list measurements special-features hour	traffic special features hour	Standalone and Outcalling traffic for any given hour or for as many as 192 hours
list measurements subscriber day	traffic subscriber day	Subscriber traffic information differentiated between call answer calls and voice mail calls, and between prime time and nonprime time within these categories for any given day or for as many as eight days
list measurements subscriber month	traffic subscriber month	Subscriber traffic information differentiated between call answer calls and voice mail calls, and between prime time and nonprime time within these categories for any given month or for as many as 13 months
list remote-extensions	list extension remote	List of remote subscribers' names by their extensions
list remote-text-addresses (INTUITY AUDIX only)	none	List of names and text addresses for a given trusted server
list subscribers	list subscriber	Alphabetical list of local subscribers by name
list trusted-servers (INTUITY AUDIX only)	none	List of trusted servers associated with this AUDIX system
none	system cdr	Call detail recording (CDR) information

Continued on next page

Table 1-1. Screens Supported by ADAP — *Continued*

DEFINITY/INTUITY AUDIX Screen Name	R1 AUDIX Screen Name	Screen Description
none	system translation machine adjunct	Machines administered for use as a CDR PC or text service machine
list measurements network load day	traffic network load day	Information about the number and duration of calls on the ACC data ports for any given day or for as many as 32 days
list measurements network load hour	traffic network load hour	Information about the number and duration of calls on the ACC data ports for any given hour or for as many as 192 hours

For a complete description of these screens, refer to DEFINITY AUDIX System — Screens Reference, 585-300-207, or the AUDIX Release 1 Version 8 Forms Reference, 585-306-204. For a table describing the relationships between screen names, commands, and the voice mail versions, see Chapter 11, "Using the ADAP Command Line Language".

Data Retention Considerations

To retain traffic data, you must activate traffic collection using the DEFINITY AUDIX System-Parameters Feature screen, or the AUDIX System: Appearance screen). This initiates traffic data collection on the voice mail system. You must activate the traffic collection feature for at least as many days in the past as you want to retrieve traffic data.

The voice mail systems do not retain collected traffic data for an indefinite period. You must retrieve collected traffic data from the voice mail system in a timely fashion before it is deleted from the system by internal audits.

Information for the following screens is stored for 192 hours (eight days):

DEFINITY/INTUITY AUDIX Systems	R1 AUDIX System
list measurements feature hour	traffic feature hour
list measurements load hour	traffic load hour
list measurements community hour	traffic community hour
list measurements special-features hour	traffic special features hour
list measurements network-load hour	traffic network load hour

Information for the following screens is stored for 32 days:

DEFINITY/INTUITY AUDIX Systems	R1 AUDIX System
list measurements feature day	traffic feature day
list measurements load day	traffic load day
list measurements community day	traffic community day
list measurements special-features day	traffic special features day
list measurements network-load day	traffic network load day

Information for the following screens is stored for eight days:

DEFINITY/INTUITY AUDIX System	R1 AUDIX System
list measurements remote-messages day	traffic remote messages day
list measurements subscriber day	traffic subscriber day

Information for the following screens is stored for 13 months:

DEFINITY/INTUITY AUDIX Systems	R1 AUDIX System
list measurements remote-messages month	traffic remote messages month
list measurements subscriber month	traffic subscriber month