Avaya Demystified
by Walt Medak

Q: One of our employees just complained to me that a voicemail message that they had
saved some time ago was no longer in their mailbox. I don't believe that keeping
voicemail messages just to save a phone number is the best option, but is there a way to
have messages stay in the person's mailbox until they are manually deleted? We have an
Intuity Audix.

A: There isn't a way to keep messages in the mailbox forever, but there is a timer that
can be set for up to 999 days. If you look about half way down the second page of the
subscriber's mailbox, you will see a section called "*INCOMING MAILBOX*". In that
section there are settings for the number of days to keep new messages, old messages and
unopened messages. You can change these settings on a mailbox-by-mailbox basis by
using the command "*change subscriber xxxx*". Or, if you want to change a large group of
subscribers at once, you can change the COS (Class of Service) that applies to those
boxes with the command "*change cos x*".
There are a couple things to keep in mind though. First, each mailbox has a setting for
the maximum amount of time allowed for messages. That setting is at the bottom of page
two of the subscriber form and is called "*Mailbox Size (seconds), Maximum:*". If you
extend the number of days that messages will remain in a mailbox, you can quickly run
into a situation where all of the allotted storage time is taken up by old messages. This
would result in callers hearing a message that tells them the mailbox is full. Another
issue is the total amount of storage time that is allowed for the Intuity as a whole. This is
an option that was set at the time the Intuity was purchased and isn't something that you
can change. Depending on how many hours of storage that were purchased, having a few
hundred people try to save all of their messages could quickly fill up your system.

Q: We are having an intermittent problem in our call center that I can't figure out. One
of our vectors will queue callers to the customer service skill and give them the option of
pressing 1 to leave a message if no agents are available after 30 seconds. On certain
occasions the customer will press 1 to leave a message, but will hear an announcement
played to them while they are recording their message and the call will be disconnected.
I have tested it enough times that I have had it happen to me as well. The announcement
that plays appears to be the RONA (*Redirect on No Answer*) announcement. What could
be causing this to happen? We are currently running CM 5.2 SP1.

A: I have looked through the vector and hunt group programming, and everything looks
fine. I believe you are running into a known problem that was fixed with CM 5.2 SP3.
The problem was that the messaging step in the vector did not stop the vector processing
correctly. In your case, it sounds like what's happening is that the call gets sent to
voicemail when the caller presses 1, but the call also gets sent to an agent who doesn't
answer. The caller would then hear your RONA announcement and get disconnected.
Upgrading to CM5.2 SP3 or higher would solve the problem.