

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 xxx*". 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.