

Avaya Demystified  
by Walt Medak

Q: We are having an issue in our call center with a number of the agents becoming, shall we say, much too comfortable staying in After Call Work mode for too long after calls. Is there a way to automatically take them out of ACW after a certain amount of time?

A: Rather than having an ACW button on the agent's phone, you could use a feature called "*Timed ACW*". This feature will put the agent in ACW mode after each call, but automatically return them to an available state after a set amount of time. The amount of time is set on the second page of the hunt group form, in a field called "*Timed ACW Interval (sec):*". You can enter a value of 1 to 9999 seconds.

The thing to keep in mind about this feature is that it affects every call to that split or skill. You also might want to leave an "*Aux Work*" button on the phone in case the agents really did have something to do that would keep them from being able to answer calls.

Q: We are trying to implement a new service for our customers, and I'm having a problem getting everything to work like it should. Basically, the customer sends a request for more information and one of our customer service representatives calls them back. If the customer then decides they want to order something, the CSR is supposed to transfer the call to our toll free number to place their order. That is where the problem comes in. The CSR can transfer the customer to a local phone number, or even a long distance phone number just fine. However, when they try to transfer to a toll free number, the caller just remains on hold and the transfer does not complete. This happens when attempting to transfer to any toll free number, not just our order center. I can call directly to our toll free number just fine, the problem only seems to happen when trying to transfer a call. What could be happening?

A: There were a couple things that I could eliminate right off the bat since you said you could transfer to a local or long distance number. That told me that you were allowing trunk-to-trunk transfers. What finally narrowed it down was when I noticed that your system was routing toll free calls out over a different trunk group than local and long distance calls. The trunk group being used for toll free calls was assigned to a different Class of Restriction than the other trunk groups. Even though there were no restrictions that would prevent anyone from using the toll free trunk group based solely on its COR, there is another restriction issue that comes in to play. That involves having multiple COR's associated with one call. There is a way to bypass this restriction, although I must warn you beforehand that these restrictions were always put in place to prevent things like toll fraud. With that being said, it looks like all of the CSR's phones are in COR 12. If you use the command "*change COR 12*", and change the field "*Restriction Override*" from "*none*" to "*all*", it should allow those calls to work.