Avaya Demystified
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Q: Our company was just purchased by another company, and they want to know how many calls our office receives. I was just put in charge of our phone system, so I'm not sure what's the best way to get that information. We have an S8500 system if that makes any difference.

A: Without spending a lot of time getting more information about other equipment you may have that could give you more detailed reports (CMS, call accounting, etc...), I can at least give you a place to start. There is a simple report you can run with the command "*list bcms trunk x (day or time)*". You would replace the "*x*" with the trunk group number that you want to look at. It has to be done one trunk group at a time. If you use "*day*" at the end, it will show you a total number of calls for the last 7 days. If you use "*time*" at the end, it will show you the number of calls for the current day, broken down hour by hour, starting at midnight and going up to the time you run the report.
For these reports to be able to run, you do have to make sure that the trunk groups are actually gathering the data. To find out, you would use the command "*change trunk group x*" and go to the second or third page of the trunk group form (depending on the type of trunks) and look for the field at the top of the screen that says "*Measured:*". That field needs to be either "*internal*" or "*both*" to run the "*list bcms*" reports.. If it says "*none*" you would just get a response of "No data in system" when you try to run the report.

Q: I'm trying to set up a coverage path that will send outside callers to an offsite number like a cell phone, but send internal callers to our internal voicemail. All I've been able to do so far is either get all calls to go offsite, or all calls to go to voicemail. I can't figure out how to separate the two.

A: To accomplish what you are trying to do, you will actually need to create two coverage paths. The middle section of the coverage path screen contains the various criteria for the calls. There are the rows that account for the condition of the phone such as active, busy, don't answer, etc., and two columns that relate to inside or outside calls. Let's say you are going to use coverage path 10 to handle the outside callers. In the criteria section, you would make sure all of the options in the "*Inside Call*" column are set to "n", and the criteria you want to select in the "*Outside Call*" column are set to "y" (normally Busy, Don't Answer and DND/SAC/Goto Cover). On the bottom of the screen you would set up the point of coverage to go to the remote coverage point you set up with the cell number. You would then need to create the coverage path to handle the inside callers, let's say path number 11. It would look similar to the first one, except the options in the "*Outside Call*" column would all be "n", and the "*Inside Call*" column would be "y". The point of coverage on the bottom of the screen on this one would be your voicemail hunt group. Then you would go back to coverage path 10, and toward the top of the screen put "11" in the option "*Next Path Number:*". You would assign coverage path 10 to the station you want to follow this coverage scenario.

And as always, if you have any questions please call 800-452-6477, or visit us at www.medak.com.