Avaya Demystified
by Walt Medak

Q: We would like to set up a way for the attendant console and our security group to be notified if one of a limited number of phones stays off hook for a set period of time. I've tried making some changes to the off hook alerting timer, but that isn't doing what I need it to do. How can I set this up?

A: You were right in that the off hook alert timer is part of the equation, but that's only one aspect of the feature called "*Emergency Access To The Attendant*", which is what will accomplish what you are trying to do for the most part. However, it is designed to ring at the attendant console first and a backup destination second, but not both places at the same time. The feature can be activated in one of two ways, either by a user dialing a feature access code or by having a phone off-hook for a pre-determined amount of time. Let's focus on the latter.

The first thing you need to do is create a Class Of Service (COS) for the phones you want to alert the attendant if they stay off hook. You need to make sure the option "*Off-hook Alert*" is turned on. There are three options in Feature-Related System Parameters that need to be set up. First is "*Time before Off-hook Alert*". This tells the system how long to wait after the normal no dial intercept timer runs out before initiating the emergency call. Second is "*Emergency Access Redirection Extension*". This is the extension that emergency calls will redirect to if there are too many calls in the attendant emergency queue. This can be a single extension, VDN, Terminating Extension Group, etc... Third is "*Number of Emergency Calls Allowed in Attendant Queue*". This tells the system how many emergency calls can be waiting in queue for the attendant. If you set this field to zero, the attendant will still receive the first emergency call, but a second call would redirect to the backup destination. The attendant console will then need to have a button called "*em-acc-att*" programmed on one of the feature buttons. When an emergency call is initiated, this button will light up and a very loud distinctive ring will be heard, along with the caller information being displayed.

Another option to get calls to your security group is possible if you are not currently using Listed Directory Numbers to route calls to your attendant console. Use the command "*change listed-directory-numbers*" and see if there are any entries on the screen. If the form is empty, you can enter the security group's extension is the "*Night Destination*" field, and emergency calls would go there if the console is put into night mode.

There are a number of interactions with other features in the system like Centralized Attendant Service, Individual Attendant Access, etc..., so this is probably something that will take a little testing to get working the way you would like.

Q: I'm trying to understand what some of the numbers mean in the BCMS reports from our call center. I've tried reading the documentation, but it's not very easy to understand. Can you explain what "Flow Out" and "Conn Calls" really mean?

A: Let's see if I can turn the documentation into something a little more like common English.

First, let's define what VDN's and vectors are since that's how calls get routed around the call center. A vector is the programming language that takes a call and routes it to the appropriate people. Vectors themselves don't have extension numbers, so that's where VDN's come in to play. Their main purpose is to be the extension numbers that tell a call which vector to use. For example, let's say you have an 800 number coming in that sends your phone system the digits 1234. A VDN would be programmed as extension 1234. That VDN would then say, send this call to vector 1 (or 2, 3, etc…). You can have multiple VDN's send calls to the same vector if you want multiple phone numbers to go to the same destination.

Conn Calls reports the number of calls that come in to a particular VDN, get pointed to a vector and actually get connected to somebody or something. Normally, this would be having an agent answer the call. However, having the vector play an announcement would count as a Conn Call since the announcement technically had to connect to the call. Sending the caller to voicemail would count as well. Because those scenarios count as Conn Calls, it is not a completely accurate measurement of how many calls get answered by a live person.

Flow Out calls are those that come in to one VDN and then either get routed back out over an outbound trunk, or get routed to a different VDN. This could be because the caller pressed an option like "Press 1 for Customer Service, Press two for xxxx" etc…, or the vector could have a step that checks how long the expected wait time is, and if it's too long it automatically sends the call to a different group. Essentially, it counts how many calls that came in to one VDN that did not get answered by someone in the intended group, but instead were sent to another destination, whether that was a different internal number or one in the outside world.

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