

Avaya Demystified
by Walt Medak

Q: I recently took over the phone system programming for our company. I have been asked to figure out how long callers are having to wait in queue when they call into the various numbers that go to our call center. Is there a report that will show me that information?

A: Yes there is. Which report you run will depend on whether you want information based on the number that was called, which would be the VDN, or the group that answered the call, which is the split or skill. That can often be the same, but you can also have several phone numbers (VDN's) directed to the same group, which would give much different results.

Regardless of which report you want, there are a couple things that need to be set up first. On either the VDN or Hunt Group form there are two fields that need to be checked. The first is called "*Measured:*". This needs to be either "*internal*" or "*both*". The second field is called "*Acceptable Service Level (sec):*". This is the amount of time, in seconds, that you have decided is the acceptable amount of time calls should be allowed to wait in queue before they are answered.

The command to use to run the report would be either "*list bcms vdn x time*" or "*list bcms (split or skill) x time*". You would just replace the x with the appropriate VDN extension or Hunt Group number. There are two columns in the report that I think would help you the most. The first is "*AVG SPEED ANS*". This will tell you the average amount of time it took from the point the call was directed to the VDN or Hunt Group until it was answered. That is basically the amount of time the caller would be in queue, but could also include time they would be listening to announcements depending how your vectors are written. The second column is "*% IN SERV LEVL*". This will tell you the percentage of calls that were answered within your acceptable service level time.

Q: We are in the process of upgrading and consolidating several stand-alone phone systems so we have one primary server at our main office and an ESS at another one of our call centers. I have a question about setting up the option in the DHCP server that tells the IP phones where to register. I have seen conflicting information about whether both the primary server and ESS addresses should be included in option 242 for the 96xx series phones. What is the right way to do this?

A: I have seen the same conflicting information you have. The OEM seems to suggest both the primary server and the ESS IP addresses should be included in the "*MCIPADD*" field. But they also say entering only the primary server's IP address and then including the ESS server in the "*46xxsettings.txt*" file can cause less problems if the primary server is not available when the phone is booting up. I have also seen many suggestions saying that the best practice is to only include the primary server in the DHCP server, and then assign the backup servers on the second page of the "*ip-network-region*" form for each network region being used. I think this makes the most sense, especially if you have multiple backup servers in your network. Using this method you can direct the phones to the nearest backup server based on their region in the event of a failure with the primary server.

So, the answer to your question is there really isn't a right way or a wrong way to do this, although it seems that the most common real-world application is to put the primary server in DHCP, and backup servers in "*ip-network-region*".

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