

Avaya Demystified
by Walt Medak

Q: We currently use 7102 phones for a couple groups of people in our office. We were wanting to buy more of them, but I couldn't find any. It was suggested to me to buy 6221 phones. I tried to add one of those, but I don't have that as an option on the station form. Is there another type of phone that I can use to replace the 7102's?

A: The 7102 is really just an analog telephone set, and could be replaced with any type of analog phone. However, because it was natively supported in your particular version of Definity software it did allow for a few functions that a plain 2500-type analog phone couldn't. The 6221 is also an analog set, but because your system doesn't support it directly, you would have to program it as a 2500 type phone. It will work fine programmed that way, but it might not have all of the functions it is capable of on a newer system that supports it.

This does however bring up the subject of creating new names for phone types. In your system you can make up a name that can be used in the "Type" field on the station form. The command to do that is "*change alias station*". This will bring up a screen that allows you to enter a new name, and associate it with an actual type of phone the system does support. For example, I often create aliases like "modem", "fax", "Polycom", etc... These are all analog devices and would work fine programmed as a 2500 type. However, having different names can come in handy. Let's say for example you want to know how many fax machines you have. You could do a "*list station*" command and search through it and hope you count them all. Here is the benefit for the aliases. The "*list station*" command lets you search by type. You could say "*list station type fax*", and the report would only show the stations you have programmed as "fax".

Q: I have been asked to make some changes to the vectors we use to route calls to our order taking group. Basically they want the calls to come in, and if they aren't answered in three minutes to get transferred to an off-site answering service. I'm somewhat familiar with vectors since I used to do some programming on the Definity version 9 where I used to work. What I'm working on now is a CM 5. I don't know for sure, but I would imagine there must be a lot of new options in the vectors that weren't available before. What they would like is the typical cycle of hearing a message that all agents are busy and then thirty seconds of music, message, music, etc... Is there a better way of doing that in the newer system than just repeating the message and music steps over and over again?

A: There have been many additions to the vector programming since the Definity days. One of my favorites is the addition of Vector Variables. They can be used for lots of different functions, but this is a great one. In your scenario, in the Definity days if you wanted to play the "All agents are busy" announcement and then have the caller hear thirty seconds of music six times (to add up to three minutes) you would have to write the same steps six times. In the newer systems, you can use a variable to count how many times a call has gone through a loop and redirect it to a different step when the count reaches a certain number. For example, after going through the various steps to check that it's during business hours, etc.. step 10 might queue the caller to your order group. In step 11 you would set the initial value of a variable to zero. Step 12, play the caller an announcement that all agents are busy. Step 13 would be the thirty seconds of music. Then in step 14 you would take your variable and add 1. In step 15 you would send the call to the step that routes to the off-site location if the variable has reached the number of times you want to go through the loop, in your case, 6. If the variable was not up to 6 yet, step 16 would send the call back to the "All agents are busy" announcement in step 12. I always tell students that come to our training classes that there really isn't a "right way" and a "wrong

way" to write vectors. If the vector does what you want it to do, it's "right", although there might be a more efficient way to accomplish the same thing.

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