

Avaya Demystified
by Walt Medak

Q: All of the calls to our main number are answered by an auto attendant in our Intuity. If the caller presses 0, they are transferred out to the personal extension number of the attendant console. Our attendant would like to know if it's possible to have some kind of button on the console that would allow her to make those calls ring to a different phone. Specifically, she would like them to ring to a cordless phone that she could carry with her when she is away from the front desk. Since consoles don't have coverage paths like normal phones do, I haven't been able to figure out a way to do this. Is there a way to accomplish this?

A: There are probably several ways to accomplish this, but here is one simple solution. First, create a new coverage path with "attd" as the first point of coverage. Then create a hunt group with no members, and put the new coverage path you created in the "Coverage Path:" field on the first page. Also on the first page of the hunt group form, there is a field called "Night Service Destination:". Put the extension number of the cordless phone in that field. The next step would be to go to the attendant form and add a button to the console called "hunt-ns", which stands for hunt night service. When you add the button it will ask you to enter the hunt group number. Use the number of the hunt group you just created. The final step will be to go into the voicemail auto attendant, and change the destination of the zero-out option to be the extension number of the new hunt group. If your Audix is set up to restrict transfers to "subscribers" instead of "digits", you will need to create a mailbox for the hunt group extension. When the attendant needs the calls to go to the cordless phone, she would press the new "hunt-ns" button. When the button is activated, it will cause the hunt group to go into night service mode and direct calls to the night service destination, which you just programmed as the cordless phone extension. When she is ready for the calls to go back to the console, she would press the "hunt-ns" button again to de-activate it. To make it simple for the attendant, you could label the button something like "Cordless".

Q: In the process of setting up a vector I ran into an issue that I never thought about before. Apparently, we have never had music on hold, so I can't use the "wait x seconds hearing music" step in the vector. I have plenty of space left over on our announcement board to record the "commercial on hold" that our managers would like us to play while the caller is waiting. Can I use an announcement as music on hold?

A: I can't give you a definite yes or no answer without knowing your software version. In the earlier Definity systems, and up through roughly Communication Manager 2, the answer would be no. The only option for adding music on hold was to connect a music source to a port, usually on an auxiliary trunk circuit pack. Starting somewhere around Communication Manager 3, there was a major change that allowed a recorded announcement to be used as a music on hold source. The location of the music source field depends on whether your system has "Tenant Partitioning" enabled. If it is not enabled, the music source is selected in the "System-Parameters Features" screen. If it is enabled, there is a screen called "Music-Sources" that can be programmed with up to 100 music sources depending on your hardware platform. Then you would select which source to use for each tenant on the "Tenant" screen. In either case, when you select "music" to be played on hold you now have the option of entering an announcement extension as your source.

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