

Avaya Demystified
by Walt Medak

Q: I have been asked to change the way the number for our groups works. Right now, when people call extension 5000 to reach the group, it will just ring until the caller decides nobody is going to answer and hangs up. I did a little looking around and figured out 5000 is the extension for a hunt group. What they would like me to set up is that when someone calls 5000 it will ring 3 times and then go to the voicemail box for extension 5033.

A: It can get a little complicated when you want a call that originally went to one extension to go to the mailbox for another extension, but there are a few ways you can accomplish this. The first thing to keep in mind is that a hunt group can have a coverage path assigned to it just like a station, so that is how you will get it to ring 3 times and then go to voicemail. What you assign in that coverage path can depend on the options you have enabled in your system. If you have vectoring enabled, you can create a very simple vector that has one step that says "*messaging skill xx for extension 5033*" and replace the "*xx*" with the number of your Audix hunt group. You would then need to create a VDN (Vector Directory Number) that points to your new vector. In a new coverage path, you would make the first point of coverage "*vxxxx*" and replace the "*xxxx*" with the extension of the VDN you created. Then just assign that coverage path to the hunt group in question (extension 5000).

Another way it can be done is to go into the subscriber screen in the Audix for mailbox 5033, and put 5000 in the field called "*Secondary Ext*". You would then just need to assign one of the coverage paths to the 5000 hunt group you probably already have created that send calls to Audix after 3 rings.

However, there are some interactions to this method if you have the ability to receive faxes turned on in your Audix.

A third option is again to use an existing Audix coverage path and assign it to the 5000 hunt group. But this time in the Audix you would make sure you have a "Business Schedule created with your company hours with the command "*change auto-attendant-routing business-schedule x*" (x can be 1-4). Once that is verified, use the command "*change auto-attendant-routing routing-table*". On this screen you would enter 5000 in the column "*Incoming Called Number*", enter the number of the Business Schedule you just set up, and then in the "*Day Service Mailbox*" column you would enter 5033. You can also enter 5033 in the "*Night Service*" and "*Alternate Service*" columns, but it's not necessary. This is the option I would use if you do not have vectoring available.

Q: I have been asked to set up a few of our call center stations to automatically answer when they are called. I found a button I could program called internal auto answer, but that isn't exactly what they are looking for. Are there other options?

A: There are a couple ways to set up a station to automatically answer a call. The way you set it up can depend on whether or not the person is using an Agent-ID to log into a call center group. First, let's look at the options for a station that is not part of a skill-based call center. Depending on the exact model of telephone, somewhere around the second page of the station form there will be a field called "*Auto Answer:*". The options for that field are "*none*" (the default), "*acd*", "*all*" and "*icom*".

Obviously, leaving this field set to "*none*" means calls to this station will not auto answer. Selecting "*acd*" means that only calls directed to this station through an ACD hunt group would auto answer. The "*all*" selection means all calls to this station will auto answer. The "*icom*" selection refers to calls directed to the station through an intercom group. Using intercom groups isn't very common, so I haven't seen that setting used very often.

The options for a station that is part of a skill-based call center (EAS) are similar, but the programming

is done on the "*agent-loginID*" form instead. The options for the "*Auto Answer:*" field here are "*none*", "*acd*" and "*all*" just like on the station screen, but here the "*icom*" option is replaced by "*station*". Selecting the "*station*" option here means that the auto answer function is controlled by the "*Auto Answer:*" setting on the station form.

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