

Avaya Demystified
by Walt Medak

Q: We have an IP Office phone system in one of our small offices. I'm familiar with the Definity systems, but changing a name or button programming is about as far as I go on the IPO. Something strange just happened the other day and I don't know what could have caused it. We have all of our incoming calls ring to extension 2000. If nobody will be sitting at that desk for a while, we just forward that extension to another desk. When we came in Monday morning, the calls were ringing to a different extension than they were Friday afternoon. I changed the forwarding on extension 2000, and that worked when I called it from another extension, but not when I called our main incoming number. I was able to fumble around enough and find that the incoming call routing had been changed from extension 2000 to 2003. That was easy enough to fix, but does the IPO have something similar to the Definity "list history" command so I can see when that actually happened?

A: Let's break this down into a couple issues here. First, there is something similar to the Definity "list history" command in the IPO. Once you have logged in to the IPO, click on "File" and then "Advanced". In the menu that comes up, you will want to click on "Audit Trail...". The command history doesn't go as far back as it did in the Definity, but in other ways it shows even more detail, such as the login of the person who made the change and the IP address of their PC.

This brings up the second, and more pressing issue related to what happened to you. When I looked at your audit trail, I was able to see someone had in fact logged in to your system on Saturday and changed the incoming call routing as you discovered. However, the detail in the audit shows that the person that logged in was outside of your office, and most likely outside the United States. It appears that someone was able to get into your network and log into your IPO using the default password for one of the system logins. I can't recommend strongly enough how important it is for you to work with your IT vendor to make your network more secure from unwanted outside access, and to never (let me say again, *never*) leave any of the system logins with the default passwords. I can't begin to explain why someone would go through the process of hacking into your system and then just change the call routing. In fact, you are very lucky that's all they seemed to do. It could have been very easy for them to set up a system of international call routing and leave you with a huge phone bill.

Q: We have a small call center set up at one of our locations, with around 30 agents. We aren't using Expert Agent Selection, just the basic split-based setup. I run BCMS reports on most of the agents on a nightly basis. I just added five new agents into one of the hunt groups. I can status their stations during the day and it shows that they are logged in to the correct hunt group and whether they are in AI, ACW, etc... However, when I try to run reports for them in the evening, I get an error that says "no data in the system to list". When I run a report for one of the agents who has been there for a while, but wasn't on duty that day, I still get a report, but it's all zeroes. I've gone through and double checked all of my programming and can't find any difference between the older agents that I can get reports for, and the new ones that the reports don't work. What could I be missing?

A: This was an interesting one to figure out. I did the same things you did. I verified the programming was the same between the older and newer agent phones, and did a "status station" command and several of the agents. Like you, I couldn't see anything out of the ordinary. That's when I used another command to see what was going on in real-time. That command is "monitor bcms split xx". That screen will show you up to the minute stats for the entire group, as well as details for each agent that is logged in, and that's how I discovered the problem. On the "status station" screen, it will

show you what split an agent is logged in to, and what their state they are in (ACW, AI, etc...). The "*monitor bcms split*" screen shows that information as well, but it also shows you what Agent ID the person used when they logged in. In your case, all of the agents were logging in using their extension number as their login ID, which is what you would expect, except for the new agents that you just added. I noticed that they had all logged in with an Agent ID that was one digit off from their extension number. They were all using 792xx numbers for their ID instead of their 791xx extension numbers. That's why it said there was no data when you tried to run the reports.

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