Definity-G(x) Demystified:
By Walt Medak

Q: We have a phone that's exposed to the public that needs to be able to call an outside pager, but don't want it to be able to call any other calls outside of our system. Is this something our Definity can do?

A: Yes, that's a task the Definity can easily perform. This is a little-used, but nice way of restricting phones from calling all but where you want them to be able to call. First, you need to establish a COR that has "All-Toll" as it's Calling-Party-Restriction. That will bring up a field about half-way down the left column called "Unrestricted Call List". The number entered here will need to be defined as the call list identified as the one allowed by the Toll-List, next to the number you actually want them to be able to call. It's entered much the same as the ARS entries are performed. This is something that will be obvious when you look at it, or will leave you as mystified as you were before you looked at it, depending on your experience level with the Definity system. There are many steps needed to successfully accomplish the restriction, so if it isn't clear to exactly how it's done, feel free to call me or one of our staff at the number listed below.

Q: Our hunt group application is angering many of our field personnel who call into them, and I need a better solution. Currently, we have each agent in our office assigned as the only member in their own hunt group so we can put the call in queue if they are active on a call. After several minutes in queue, we have them cover to another hunt group comprised of all ten of the agents. At times, this may take a caller out of queue, and place them at the tail-end of another queue, and our field folks are getting unhappy with that. How can I keep the queue positioning and yet have the call escape to be answered by another agent if one is available?

A: This is a common problem with small call-centers. Because you are small doesn't mean you don't need sophisticated solutions. This always is a dilemma, as it also usually equates to dollars. That aside, what you need is called Expert Agent Selection (EAS), utilizing Call Vectoring. This method of call-center processing is capable of look-ahead routing to be able to determine who is available for the call, and sending it based on criteria you can define as to the agent's ability to manage the call, and also allow the caller to escape to a voice-mail box or elsewhere if they don't want to remain in queue. EAS and Vectoring, along with an Announcement circuit pack is the answer to your problem, but application of it would take up this whole column, so I suggest you contact your vendor, or call us for further information about it. The downside of it is that Lucent's licensing can be very spendy.

Q: I am installing a new ISDN-PRI two-way DID trunk group in my Definity-G3i, and am not able to get the trunks to work. The D-channel status is "in-service", and the provider says they show their D-Channel as in-service and their trunks as in-service, and that we must have a problem with our switch. The Definity shows the trunks as "OOS-FE PINS". What are we doing wrong?

A: Probably nothing. I have this "thing" about network providers pontificating their absence of responsibility during events such as this. The key definition of where the problem lies is in the "FE" portion of OOS-FE PINS. FE stands for Far-End. There's where the problem lies. Or, possibly in your not defining the protocol they should be using to match the Definity. Essentially, the Definity best uses Protocol Version "a", which is located on the DS1 form under the Country Protocol. "a" is known as "custom", and "b" is known as National (or NI-2). If you have defined the Definity as protocol "a" (the Definity default), and the provider is defined as NI-2, you will get exactly the results you are getting. In some cases, the provider isn't sure of what "custom" is, and will fight to get you to change the Definity to NI-2, but I have always had problems with this, and have always reverted to "custom", which they can usually support. If you get resistance to this, get one of our staff on line to work with the provider, and they can normally convince them to see it our way.