Definity-G(x) Demystified:
By Walt Medak

Q: My company has a rather old Definity G3V4 system. We have a couple people that answer calls to a "customer service" number. My boss would like me to set it up so that all calls to that group would play a "your call may be monitored for quality assurance" announcement before ringing their phones. I've done that with other systems before by setting up an announcement step in a vector, but our system doesn't have vectoring capability. Is there a way to accomplish this without vectoring? I do have an announcement board in the switch.

A: There is a way that I think will work fine for your situation. The first thing you need to do is record the new announcement. You then need to set up two hunt groups and a coverage path to make this work. Set up a hunt group (let's call it hunt group 2), with the extensions of the people who will answer the calls as members. Then you need to create the coverage path. The first point of coverage will be hunt group 2 in this example. Then you will create the hunt group (let's call it hunt group 1) where the incoming calls will actually be directed. On the first page of the form for hunt group 1 you will enter the number of the coverage path you just created in the "*Coverage Path:*" option, and make the option "*Queue?*" a "*y*". This will bring up a couple more options in the form that weren't there before. On the second page, you will now see the option "*First Announcement Extension:*". This will be the extension of the announcement you just recorded. Also, enter a zero in the "Delay (sec):" field. Don't put any members in this hunt group. When a call comes in to your customer service number it will play the announcement assigned in hunt group 1 and then follow the coverage path to hunt group 2.

Q: We have five office locations spread throughout the city. All of the locations have their own Definity system, but share one Intuity at what I'll call our main location. The smaller locations each tie to the main location through a point-to-point T-1. So the arrangement basically looks like a hub and spokes. We have had enough problems with one tie line or another going down and leaving that remote location without access to the main site that we would like to research other options. What would you suggest?

A: In a situation like yours, I have always preferred to configure tie lines in a "ring" arrangement rather than a "hub and spokes" design. In your hub design, you would have a tie line from site A to B, A to C, A to D and A to E. In a ring configuration, you would have a tie from A to B, then B to C, C to D, D to E and finally E back to A.
The major benefit to the ring design is having a backup path for calls to follow in case one of the tie lines goes down. It does take some rather complicated programming to make it work properly. Basically, the route patterns that are used for the inter-office calls would have the tie line that represents the shortest route as the primary choice, and the tie line in the opposite direction as the secondary choice. So, for example, if the tie line from A to B went down, calls from A could go through E, then D, and then C to get back

to B. There is a lot of additional UDP programming that needs to be done, but that is far too detailed to explain here.
The one downside to the ring design is that it requires one additional T-1 circuit over the hub design. The justification would have to be made that the additional redundancy gained from the extra circuit would outweigh the additional cost.