Definity-G(x) Demystified:
By Walt Medak

Q: We have a Definity G3V6 system. It is set up so that when we call out our individual DID number shows up on the person's caller ID. This is usually not a problem. However, there are instances I would like to be able to block my number from being sent. For instance, I make lots of calls to companies about new products that our company is interested in testing. The problem is, I am then bombarded by phone calls from their sales staff trying to sell me their products. Is there a way I can block my number from being sent on a call-by-call basis?

A: You're in luck. There is a feature access code called "Per Call CPN Blocking Code Access Code" that will do just what you need. To find out if you already have a code programmed for that feature, use the command "display feature-access-codes" and look for that feature. If there isn't a code associated with the feature, use the command "change feature-access-codes" and add a code that fits in with your dial plan. Once you have a feature access code set up, you can use the feature by picking up your phone, dialing the feature access code, and then dialing the phone number as you normally would. Your call will go through like usual, but without all of the annoying return sales calls.

Q: We recently swapped out our old voicemail system in favor of an Intuity R5.1. We also purchased Intuity Message Manager at the same time. I've tried to follow the instructions for setting everything up, but can't seem to get the Message Manager to work. When I try to access my mailbox using the Message Manager, I get an error message on the screen that says something like "No Message Manager Permission". I know I have the IP addresses set up correctly, because the Intuity is integrated with the Definity via a c-lan connection and it's working fine. I'm sure I'm just missing something simple, but the frustration factor is getting the best of me at this point.

A: This sounds like the same problem I had when I tried to set up Message Manager for the first time. I spent hours going over all of the IP programming, as I'm sure you have as well. The fix was in fact a simple one. I had neglected to allow "IMAPI Access" on my mailbox. You can check yours by displaying your mailbox and looking to see if "IMAPI Access" is set to "y". If it is not, you can either modify your mailbox individually, or you can modify a specific Class of Service (COS) for those subscribers who will be allowed to use Message Manager.

Q: We just upgraded from a G1 to a G3V4 (long overdue, I know). Since the upgrade, we have been having problems with our BCMS reports. We had a report scheduled to run for each agent every night starting at 7:00PM and staggered out over the next couple hours. We are now running into an issue where some of the reports are saying "No data in the system to list" even though the agents had been logged in and taking calls that day. Since the agents are paid based on the volume of calls they handle, they are getting more than a little concerned. If I manually run a report during the day, it will show data for the agent.

A: It sounds like you are just using the BCMS reporting functions in the switch rather than using BCMS Vu. If that is the case, I think I know what the problem is. The switch will only hold information for 25 reporting intervals. If the intervals are set to half-hour, that would be 12 ½ hours. If you try to run a report for a time period that started more than 12 ½ hours ago, it will fail and give you the "No data" result. You will either need to schedule all of your daily reports to run within 12 ½ hours of the agents start time, or better yet, invest in BCMS Vu. BCMS Vu is a great tool that will allow your call center manager to fine-tune your staffing needs.