Definity-G(x) Demystified:
By Walt Medak

Q: We are trying to implement a new coverage plan for our Customer Service Representatives to improve our performance and response time to our customers. I set up a coverage path for each CSR with the first point of coverage being their designated coverage person. The problem we are having is that the call appearance button on the CSR's phone stays lit even when their coverage person answers the call. This has caused a lot of confusion because the CSR's are picking that line up by mistake, and dropping right into the middle of the conversation. It makes us look like we don't know what we're doing, which is just the opposite of why we implemented this plan in the first place. Is there a way to have the call drop off the first phone completely when it goes to coverage?

A: It's funny this came up now, because we also just implemented a similar setup in our office, and had some concerns of our own. I found the resolution for your problem in the System-Parameters Coverage-Forwarding form. Changing the option "Maintain SBA At Principal?" from "y" to "n", makes the call drop off the primary phone when the call goes to coverage.
Our issue was similar to yours. Since the people involved in our call coverage are in the same room, we wanted the call to remain on the primary phone. Our problem happened after the coverage person answered the call and put it on hold to see if the primary person could take the call. The held call would remain on the coverage person's phone after the primary person picked up the call on their phone. We fixed that problem by changing the option "Keep Held SBA at Coverage Point?" from "y" to "n" on the same System-Parameters Coverage-Forwarding form.

Q: We use the broadcast messaging feature in our Intuity quite a bit. Lately, we've been getting complaints from some users that they are not receiving the broadcasts. This is a really important issue for us because we use the broadcasts to get important company information to users who aren't in the office all the time. I'm worried that something might be starting to go wrong with our Intuity.

A: This was a little puzzling at first, since there isn't an option to select who receives broadcast messages or not. Everyone should get them. I think I've found the answer though. I've found by looking through the logs that quite a few of the subscribers, probably mostly those who aren't always in the office, don't always check their messages every day. Even though their mailboxes are set up to retain new messages for 7 to 10 days, broadcast messages are only retained for 2 days by default. Also, for those users who are in the office, broadcast messages don't turn on message waiting lights by default either. It could be that they are so diligent in answering their phones that they don't get any other messages, so their message lights aren't turned on to remind them to check voice mail often enough.
It is possible to change both the default expiration date, and to turn notification on. To do so, record your broadcast message as you normally do. After you have recorded your message and marked it as a broadcast, press *6 to select from the following additional options. To turn on message notification, press 1. To change the default expiration date, press 2 followed by the numbers for the month and day you want to have the message expire. For example, for June 12th you would enter 612, for October 14th you would enter

1014. Then press # to approve the date, press # again to approve the broadcast options, and a final # to approve your message.

Turning on message notification can cause some problems, so it should only be used if absolutely necessary. It can cause an overload condition if everyone receives a message light, and they all try to dial in to check messages at the same time. This is especially true on systems that use mode-code integration like yours. This is because instead of using a data link between the Intuity and the Definity to send the message light information, mode-code systems use the voice ports to dial the leave-word-calling feature access codes to turn lights on and off, using up available resources.