

Definity-G(x) Demystified:
By Walt Medak

Q: I just ran into a situation with our call center. I was trying to set up one of our agents to be able to log into another hunt group to take calls and it wouldn't work. I have a number of people who log into four different hunt groups. I was trying to get this particular agent to log into a fifth group and the system would give her the wave off tone when she tried to log in. Is there a setting somewhere that can be changed to allow someone to log into more than four hunt groups at a time? We currently have a Definity version 9.5. I had a vendor tell me if I upgraded to one of the new systems it would allow the agents to log into more hunt groups at the same time. However, I really don't want to spend that much money if it's not necessary.

A: First, it's not necessary to upgrade. Second, I'd be very wary of that vendor. Upgrading to the latest and greatest is the easy answer, but not always the best solution. The way your call center is set up, each of the hunt groups is technically called a split. In a split-based environment, the physical phone extension is programmed into each hunt group the person will take calls from. The person sitting at the phone then logs in to each of the hunt groups, or splits, one at a time. Although the phone extension can be programmed into as many hunt groups as you want, the agent can only log in to a maximum of four at a time. This is the limit in your Definity 9.5 as well as the latest S-Class systems running the latest software.

However, I noticed that you have what is called "*Expert Agent Selection (EAS)*", and "*EAS-PHD*", already enabled in your system. EAS is a completely different way of setting up a call center. Rather than being split-based like your system is now, an EAS call center is called skill-based. The major difference is that the phone extensions are no longer programmed into the hunt groups. In an EAS environment, you create Agent-ID's that a person uses to log in. With EAS-PHD, the Agent-ID can be associated with as many as twenty different hunt groups, or skills. This should take care of your problem with plenty of room to spare. In addition to which hunt groups the agent is assigned, there is also a skill level assigned to each hunt group. This way, you assign the highest skill level to the agents who have the most knowledge and experience to be able to handle calls coming in to a particular hunt group, and lower skill levels to those agents who can act as backups. The person only logs in once using their Agent-ID, and they then become available to answer calls to all of the skills they are assigned, as many as twenty at a time.

This is a very basic explanation of the differences between split and skill based call center environments. Please feel free to call if you have any questions.

Q: I am trying to get our system to play our "closed for the holiday" announcement, but it's not working. The instructions I have say to go to the main console, press the "A" button, and then dial *3902999. I know that *3 is the feature access code for logging in to an ACD split. I know that 90 is the split we log in to when it's a holiday and we are going to be closed during what would otherwise be normal business hours. And finally, I know that 2999 is the personal extension associated with the main console. I even made sure 2999 is programmed as a member of hunt group 90. I know this procedure has

worked in the past, but it's been a long time since I've had to do it myself. Where do I start looking? We have a Definity 9.5, without EAS if that helps.

A: This was a fun one to figure out. And the good thing to know is the instructions you have are still correct. Here is what I found out after doing a lot of looking around. At some point since the last holiday this procedure was used, someone turned on a feature that is used to verify the extension numbers used to log in to the splits. If you look in your "*system-parameters features*" form, you will find a section called "*CALL MANAGEMENT SYSTEM*". In this section, there is a field called "*Validate BCMS/VuStats Login IDs?*". In your case, that option is set to "y". What that means is when someone is trying to log in to a split, the system tries to match the extension number being entered with numbers programmed in a table called "*bcms-vustats loginIDs*". There were quite a few entries in that form on your system, but one that was noticeably missing was 2999. All you need to do is use the command "*change bcms-vustats loginIDs*" and add the 2999 extension, and everything should work again.