

AVAYA

Glossary



Avaya Glossary

AAR See Automatic Alternate Routing

Abandoned Call

A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split or in a vector/VDN before it is abandoned.

Abandoned Call Search

An ACD capability that enables the system to make sure that the caller is on the line before passing the call to an agent.

Access Code

A 1-, 2-, 3-, or 4-digit dial code used to activate or cancel a feature, or access an outgoing trunk.

Access Permissions

Permissions assigned to a CMS user so that the user can access different subsystems in CMS or administer specific elements (splits/skills, trunks, vectors, etc.) of the ACD. Access permissions are specified as read or write permission. Read permission means the CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Write permission means the CMS user can add, modify, or delete data and execute processes.

Access Trunk

A trunk that connects a main communications system with a tandem communications system in an Electronic Tandem Network (ETN). An access trunk can also be used to connect a system or tandem to a serving office or service node. Also called an *access tie trunk*.

ACD See Automatic Call Distribution.

ACD Call

A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued.

Acknowledgment

A window that requires the user to confirm an action or to acknowledge a system message. For example, system going down, warning, or fatal error for the user window). This window cannot be moved, sized, or scrolled and disappears once confirmed.

Activate Agent Trace

From this window, the user can start CMS tracing of agent activities. These activities include all agent state changes until the trace is turned off. One must activate an agent trace to obtain an Agent Trace report.

Active VDN Calls

The number of calls currently active in a VDN. The G3V4 vector enhancement "VDN Calls Routing" refers to the ability to program a vector step according to the number of active VDN calls. The number of active calls is referred to as "counted-calls" in the vector step.

ACW See After Call Work.

Adjunct-controlled Split

An Automatic Call Distribution (ACD) split that is administered to be controlled by another application. Agents logged into such splits must do all telephony work, ACD login/ logout, and changes of work mode through the adjunct (except for auto-available adjunct-controlled splits, whose agents may not log in/out or change work mode).

Adjunct-Monitored Call

An adjunct-controlled call, active-notification call, or call that provides event reporting over a domain-control association.

Adjunct Routing

A means of evaluating calls before the calls are processed by requesting information from an adjunct. The communication server requests instructions from an associated adjunct and makes a routing decision based on agent availability or the caller information.

Adjunct/Switch Applications Interface (ASAI)

An AT&T recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3. ASAI supports activities such as event notification and call control.

Adjusted EWT

A Best Service Routing (BSR) term for Expected Wait Time (EWT) plus a user adjustment set by a consider command.

Administration Terminal

A terminal that is used to administer and maintain a system.

Administration without Hardware (AWOH)

A feature that allows administration of ports without associated terminals or other hardware.

After Call Work (ACW)

An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the call in ACW. ACW is accessible by a key on the agent's set and may not be related to an ACD call.

Agent

A person who answers calls to an extension in an ACD split/skill. The agent is known to CMS by a login identification keyed into a voice terminal.

Agent Login ID

A 1- to 9-digit number entered by an ACD agent from a voice terminal to activate the agent position. Agent logins are required for all CMS-measured ACD agents.

Agent Occupancy

The average percentage of time that is expected or targeted for each split/skill agent to spend, while logged in, on ACD calls and in ACW.

Agent Position (Non-EAS)

The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination.

Agent Position (EAS)

The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked.

Agent Report

A report that provides historical traffic information for internally measured agents.

Agent Role

A description of the kind of service an agent in multiple skills gives to one of their skills. This is a combination of call handling preference and skill/reserve levels. The five roles are:

- **Top:** top agents logged into their highest priority skill
- **Allocated:** agents with percent allocation call handling preference administered
- **Backup:** agent is assigned to a skill, but not as the top skill
- **Roving:** an agent answers the skill's calls when this skill has the greatest need
- **Reserve:** an agent who normally does not answer call for this skill answers calls in the skill because the skill has surpassed its pre-set over-threshold conditions

Agent Skill

An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills. The meaning of each Agent Skill is defined by the customer. Examples are the ability to speak a particular language or the expertise to handle a certain product. See also Primary Skill and Secondary Skill.

Agent State

A feature of agent call handling. Agent states are the different call work modes an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports. See the definition of each state for additional information.

Agent Terminal

The voice terminal used by a call-center agent.

Agent Trace

An agent trace must be started before an Agent Trace report can be obtained. Traces may be activated for a maximum of 25 agents at any one time. Dates may be selected in which the trace will receive information. This report lists each agent activity and the time it occurred. The Agent Trace report can be helpful when evaluating how well individual agents are using their time.

AI See Auto-In.

Algorithm

A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.

ANI See Automatic Number Identification.

Announcement

A recorded message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.

Appearance

A software process that is associated with an extension and whose purpose is to supervise a call. An extension can have multiple appearances. Also called call appearance, line appearance, and occurrence. See also call appearance.

Application

An adjunct that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the communication server cannot distinguish among several applications residing on the same adjunct and treats the adjunct, and all resident applications, as a single application.

Application Plan

A plan used only in multi-site Best Service Routing (BSR) applications. The application plan identifies the remote switches that may be compared in a consider series. The plan also specifies the information used to contact each communication server and to interflow calls to the communication server.

ARS See Automatic Route Selection.

ASA See Average Speed of Answer.

ASAI See Adjunct/Switch Applications Interface.

Attendant

A person at a console who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations.

Attendant Console

The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations.

Auto-Available Split

An ACD capability that ensures that after a power failure or a system restart, Voice Response Units (for example, the Interactive Response) are brought on line again immediately, without time-consuming reprogramming.

Auto-In (AI)

An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.

Automatic Alternate Routing

A feature that routes calls to a different route than the first-choice route when facilities are unavailable. This is typically applied against non-PSTN trunks.

Automatic Callback

A feature that enables internal callers, upon reaching a busy extension, to have the system automatically connect and ring both originating and receiving parties when the receiving party becomes available.

Automatic Call Distribution (ACD)

A switch feature. Automatic Call Distribution (ACD) is software that channels high-volume incoming call traffic to agent groups (splits or skills). Also an agent state where the extension is engaged in an ACD call (with the agent either talking to the caller or the call waiting on hold). See also Redirect on no Answer and Auto-Available Split.

Automatic Circuit Assurance (ACA)

A feature that tracks calls of unusual duration to facilitate troubleshooting. A high number of very short calls or a low number of very long calls may signify a faulty trunk.

Automatic Number Identification (ANI)

A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification number.

Automatic Trunk

A trunk that does not require addressing information because the destination is predetermined. A request for service on the trunk, called a seizure, is sufficient to route the call. The normal destination of an automatic trunk is the communications-system attendant group.

AUX See Auxiliary Work.

Auxiliary Work (AUX)

An agent state. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold.

Auxiliary Trunk

A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.

AVAIL See Available.

Available (AVAIL)

An agent state in which the extension is able to accept an ACD call.

Average Agent Service Time

The average time expected or targeted for each agent to spend on an ACD call, including talk time and after-call-work time.

Average Speed of Answer (ASA)

The average amount of time a caller waits in queue before connecting to an agent. ASA is usually an objective set by call center's management. The ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing (including the time spent in queue and the time ringing) for the VDN that the call was answered in.

Basic Call Management System (BCMS)

An application on the communication server that monitors the operations of an Automatic Call Distribution (ACD) application. BCMS collects data related to the calls on the communication server and organizes the data into reports that help manage ACD facilities and personnel.

Bearer Capability Class (BCC)

A code that identifies the type of a call (for example, voice and different types of data).

Best Service Routing (BSR)

An Avaya communication server feature included as part of Avaya Call Center Software Elite based on call vectoring that routes Automatic Call Distribution (ACD) calls to the split, skill, or contact center best able to service each call. BSR can be used on a single communication server, or it can be used to integrate resources across a network of communication servers.

Bridge (Bridging)

The appearance of a telephone extension at one or more other telephones.

Bridged Appearance

A call appearance on a telephone that matches a call appearance on another telephone for the duration of a call.

Business Advocate

A software option that rides on top of Expert Agent Selection that establishes different levels of service for different types of calls. For example, a company may decide that a premium customer gets faster service than other types of customers.

Calculation

A menu selection in the CMS Dictionary subsystem which gives the abbreviated name (calculation name) for the calculation that generates the data for a field in a report.

Call Appearance

1. For the attendant console, the six buttons labeled a-f used to originate, receive, and hold calls. Two lights next to the button show the status of the call appearance.
2. For the telephone, a button labeled with an extension and used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance.

Call-Based Items

The category of database items in CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based.

Call Detail Recording (CDR)

A feature that uses software and hardware to record call data.

Call Handling Preference

A parameter of agent administration in the EAS environment that specifies how calls are selected for the agent.

Call-Handling Profile

A set of objectives describing how a split/skill to handle calls.

Call Management System (CMS)

A software product used by business customers that have Avaya telecommunications servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

Call Prompting

A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those listed in the announcement.

Call Vectoring

A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits. Call vectoring permits treatment of calls that is independent of splits. Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment.

Examples of call vector conditions include time of day and the number of calls in queue.

Call Work Code (CWC)

An ACD capability that makes sure that during or after the call, the agent can enter a string of digits and send these digits to the DEFINITY Call Management System for management reporting.

Callback Call

A call that automatically returns to a voice-terminal user who activated the Automatic Callback feature.

Caller Needs

The reason(s) a customer calls the call center (used with the Expert Agent Selection feature).

Calls Carried

Trunk data. The number of inbound/outbound calls carried.

Cause Value

A value that is returned in response to requests or in event reports when a denial or unexpected condition occurs

Central Office (CO)

A switch owned by a local telephone company that provides local telephone service (dial-tone) and access to toll facilities for long-distance calling.

Central Office Trunk

A telecommunications channel that provides access from the system to the public network through the local CO.

Centrum Call Seconds (CCS)

A unit of call traffic. Call traffic for a facility is scanned every 100 seconds. If the facility is busy, it is assumed to have been busy for the entire scan interval. There are 3600 seconds per hour. The Roman numeral for 100 is the capital letter C. The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated CCS. If a facility is busy for an entire hour, it is said to have been busy for 36 CCS. In recent years, the term Erlang (1 hour of traffic) has become the more typical expression of traffic.

Change Agent Skills

An agent's skills may be changed from CMS by using the Change Agent Skills Window. The Change Agent Skills Window allows the user to change the skill assignments for one agent. Through this window, a user can quickly see what skills are currently assigned to an agent and easily change the agent's skill assignment. Users can close a window using the Close command on the Control menu. Closing an application's main window is the same as quitting.

Channel

1. A circuit-switched call.
2. A communications path for transmitting voice and data.
3. In wideband, all of the time slots (contiguous or noncontiguous) necessary to support a call. Example: an H0-channel uses six 64-kbps time slots.
4. A DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call; analogous to a single trunk.

Circuit

1. An arrangement of electrical elements through which electric current flows.
2. A channel or transmission path between two or more points.

Circuit Pack

A card with microprocessors, transistors, and other electrical circuits. A circuit pack is installed in a switch carrier or bay. Also called a circuit board or circuit card.

Class of Restriction (COR)

A feature that allows classes of call-origination, call-termination and service observing restrictions for telephones, telephone groups, data modules, and trunk groups

Class of Service (COS)

A feature that uses a number to specify if telephone users can activate the Automatic Callback, Call Forwarding All Calls, Data Privacy, or Priority Calling features.

CMS See Call Management System.

Communications Server

A software-controlled processor complex that interprets dialing pulses, tones, and keyboard characters and makes the proper connections both within the system and external to the system. The communications system itself consists of a digital computer, software, storage device, and carriers with special hardware to perform the connections. A communications system provides voice and data communications services, including access to public and private networks, for telephones and data terminals on a customer's premises. Previously called a switch or a Private Branch eXchange (PBX).

Confirmation Tone

A telephone tone confirming that feature activation, deactivation, or cancellation has been accepted.

CONN See Connected.

Connected (CONN)

A trunk state. A caller and an agent are connected on an ACD call.

Connected Call

A non-ACD call is considered to be connected to an extension (not a VDN or direct agent) when the call rings at the station and the caller does not abandon.

Connectivity

A connection of disparate devices within a single system.

Consider Sequence

A consider series plus a queue-to best, check-best, or reply-best step is called a consider sequence.

Coverage Answer Group

A group of up to eight telephones that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

Coverage Call

A call that is automatically redirected from the called party's extension to an alternate answering position when certain coverage criteria are met.

Coverage Path

An order in which calls are redirected to alternate answering positions.

Coverage Point

An extension or attendant group, VDN, or ACD split designated as an alternate answering position in a coverage path.

Coverage Point

A person at a coverage point who answers a redirected call.

Current

A CMS action that displays data from the current interval.

Current Interval

Represents the current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.

Current Wait Time

The time a call has waited for service in a call queue adjusted for queue priority.

Custom Reports

Real-time or historical reports that have been customized from standard reports or created from scratch.

CWC See Call Work Code

DABN See Direct Abandon.

DACD See Direct Agent ACD.

DACW See Direct Agent ACW.

Daily Data

Interval data that has been converted to a 1-day summary.

Data Collection Off

CMS is not collecting ACD data. If data collection is turned off, CMS will not void data on current call activity.

Data Collection On

CMS is collecting ACD data.

Database

A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.

Database Item

A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, etc.) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, etc.).

Database Tables

CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.

Data Link

A configuration of physical facilities enabling end terminals to communicate directly with each other.

Data Points

Points of historical data. A data point should include data for each interval of the working day.

Data Terminal

An input/output (I/O) device that has either switched or direct access to a host computer or to a processor interface.

Default Skill (Generic 2.2 with EAS)

Every skill that ends with a "0" is called a default skill, since every agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group.

Delete

A CMS action that removes the entry on the window from the database.

Dial-repeating Tie Trunk

A tie trunk that transmits called-party addressing information between two communications systems.

Dial-repeating Trunks

A PBX tie trunk that is capable of handling PBX station-signaling information without attendant assistance.

Dictionary

A CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.

Direct Abandon (DABN)

A trunk state. The caller abandoned the call, and the trunk quickly goes to idle.

Direct agent

A feature, also accessible through ASAI, that allows a call to be placed in a skill queue but routed only to a specific agent in that skill. The call receives normal ACD call treatment (for example, announcements) and is measured as an ACD call while ensuring that a particular agent answers.

Direct Agent ACD (DACD)

An agent state. The agent is on a direct agent ACD call.

Direct Agent Calling

An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call in the management tracking of the call center. This is ideal for claims processing, where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control.

Direct Agent ACW (DACW)

An agent state. The agent is in the after call work state for a direct agent ACD call.

Direct Inward Dialing (DID) trunk

An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

Domain

A group of VDNs, ACD splits/skills, and stations.

DQP See Dynamic Queue Position.

Dynamic Percentage Adjustment

An Avaya Business Advocate feature that makes automatic adjustments to Agents' target allocations as needed to help meet the administered service level targets.

Dynamic Queue Position

An Avaya Business Advocate feature that allows the ability to queue calls from multiple VDNs to a single skill, while maintaining different service objectives for those VDNs. Another term for DQP is Service Objective by VDN.

Dynamic Threshold Adjustment

An Avaya Business Advocate Service Level Supervisor feature that automatically adjusts overload thresholds to engage reserve agents a bit sooner or a bit later to meet the administered service levels.

EAD See Expert Agent Distribution.

EAS See Expert Agent Selection.

Electronic Network Tandem

A dated term from the '80's for a large private network that has automatic call-routing capabilities based on the number dialed and the most preferred route available. Each switch in the network is assigned a unique private network office code (RNX), and each telephone is assigned a unique extension.

Entity

A generic term that refers to one of the following: Agent, Agent Group, Split/Skill, Trunk, Trunk Group, VDN, Vector, or Call Work Code.

EPN See Expansion Port Network

Error Message

A response from a program indicating that a problem has arisen or something unexpected has happened, requiring attention.

EWT See Expected Wait Time.

Exclusion

A feature that allows multi-appearance telephone users to keep other users with the same extension from bridging onto an existing call.

Exception

A type of activity on the ACD which falls outside of defined limits. An exceptional condition is defined in the CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).

Exception Reports

Display occurrences of unusual call-handling events.

Expansion Port Network

A port network that is connected to the Time Division Multiplex (TDM) bus and packet bus of a processor port network. Control is achieved by indirect connection of the EPN to the processor port network using a port-network link.

Expected Wait Time (EWT)

An estimate of how long a caller will have to wait to be served by a call center while in queue considering the current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation is not included in the EWT prediction.

Expert Agent Distribution (EAD)

A call queued for a skill will go to the most idle agent (primary skill agent). Agents who are idle and have secondary agent skills will receive the call queued for a skill if there are no primary agents available.

Expert Agent Distribution-Least Occupied Agent (EAD-LOA)

An agent selection method for delivery of calls. With EAD-LOA implemented, calls are delivered to the available agent with the highest skill level and the lowest percentage of work time since login (compared to other available agents with the same skill level). See also Expert Agent Distribution-Most Idle Agent (EAD-MIA), Uniform Call Distribution-Least Occupied Agent (UCD-LOA), and Uniform Call Distribution-Most Idle Agent (UCD-MIA).

Expert Agent Distribution-Most Idle Agent (EAD-MIA)

An agent selection method for delivery of calls. With EAD-MIA implemented, calls are delivered to the available agent with the highest skill level who has been idle the longest since their last ACD call (compared to other available agents with the same skill level). See also Expert Agent Distribution-Least Occupied Agent (EAD-LOA), Uniform Call Distribution-Least Occupied Agent (UCD-LOA), and Uniform Call Distribution-Most Idle Agent (UCD-MIA).

Expert Agent Selection (EAS)

Expert Agent Selection is an ACD switch feature that builds on the power of the Call Vectoring to match the skills required to handle a particular call to an agent who has at least one of the skills. CMS collects data on skills. Real-Time agent reports generally indicate which skills the agents have, and in which skill they are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

Extension Call

Extension calls are any calls originated by agents and non-ACD calls received by agents.

Facility

A telecommunications transmission pathway and the associated equipment.

FBUSY See Forced Busy.

FDISC See Forced Disconnect.

Find One

A CMS action that searches the database for entries that match the input value.

Flex Agents

Agents who have a role of Roving, Backup, or Allocated. Top and Reserve agents are not Flex agents.

Flexible Routing

An ACD capability that allows customers to choose how incoming calls should be routed to agents within a split. Calls can be routed to the first available agent or to the most idle agent.

FMCH See Forced Multiple Call Handling.

Forced Agent Logout from After Call Work

A feature used to automatically log out an Expert Agent Selection (EAS) agent who spends too much time in After Call Work (ACW) mode.

Forced Busy (FBUSY)

A trunk state. The caller receives a forced busy signal.

Forced Disconnect (FDISC)

A trunk state. The caller receives a forced disconnect.

Forced Multiple Call Handling (FMCH)

A feature, that when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance, if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal.

Glare

A simultaneous seizure of a 2-way trunk by two communications systems resulting in a standoff.

Ground –Start Trunk

A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.

Historical Database

Contains intrahour records for up to 62 days, daily records for up to 5 years, and weekly/monthly records for up to 10 years for each CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.

Historical Reports

Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly or monthly totals.

HOLD

A trunk state. The agent has put the call on this trunk on hold.

IDLE

A trunk state. The trunk is not in use and waiting for a call.

II See Information Indicator.**Information Indicator (II)**

A two-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls.

INFORMIX

A relational database management system used to organize CMS data.

INFORMIX SQL

The interactive interface typically used to view the INFORMIX database. For CMS purposes, CMS QL is used instead of INFORMIX SQL.

Integrated Services Digital Network (ISDN)

A digital standard for telephony that enables telephone, television, and computer signals on the same lines.

Intelligent Polling

An automatic feature of Best Service Routing (BSR) that significantly reduces the number of status polls executed. When a remote location cannot be the best resource at a given moment in time, the intelligent polling feature temporarily suppresses polls to that location.

Intercept Tone

A tone that indicates a dialing error or denial of the service requested.

Interflow

An Automatic Call Distribution (ACD) term that refers to the ability to establish a connection to a second ACD and overflow a call from one ACD to the other.

Internal Call

A connection between two users within a system.

Interval-Based Items

A category of database items. These items represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time).

Intraflow

An Automatic Call Distribution (ACD) term that refers to the ability for calls to redirect to other splits on the same communication server to backup the primary split.

Intrahour Interval

A 15, 30, or 60 minute segment of time starting on the hour. An intrahour interval is the basic unit of CMS report time.

In-use Lamp

A red light on a multi-appearance telephone that lights to show which call appearance will be selected when the handset is lifted or which call appearance is active when a user is off-hook.

ISDN Trunk.

A trunk administered for use with ISDN-PRI.

Least Occupied Agent See EAD-LOA**Logical Agent**

An EAS feature that associates the agent's login ID with the physical extension upon login. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set, such as in a 'Free Seating' environment. Agents are assigned a single set of work mode buttons, rather than one set per skill. The Logical Agent capability allows calling agents to connect by dialing into their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.

Line

A transmission path between a communications system or Central Office (CO) switching system and a telephone.

Line Appearance See appearance.

Line Port

A piece of hardware that provides the access point to a communications system for each circuit associated with a telephone or data terminal.

Link

A transmitter-receiver channel that connects two systems.

Location Preference Distribution

A feature used to route incoming Automatic Call Distribution (ACD) calls to agents located at the same location where the trunk is located whenever possible.

Logoff

An agent trace work mode. An agent is logged out and not available to take ACD calls.

Logon

An agent trace work mode. An agent is logged in and available to take ACD calls.

Maintenance

Activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.

Maintenance Busy (MBUSY)

A trunk state. The trunk is maintenance busy, out of service for maintenance purposes.

Major Alarm

An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.

Management Terminal

The terminal that is used by the system administrator to administer the switch. The terminal may also be used to access the Basic Call Management System (BCMS) feature.

Manual In (MI)

An ACD work mode. MI makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call.

Maximum Agent Occupancy (MAO)

A feature used to set thresholds on the amount of time an agent spends on a call. MAO is used to prevent agent burnout. The MAO threshold is a system-administered value that places an agent in AUX mode when the agent exceeds the MAO threshold for calls.

MBUSY See Maintenance Busy.

MCH See Multiple Call Handling.

Measured

A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data. If the ACD element is not measured, no data is collected.

Message Center

An answering service that supplies agents and stores messages for later retrieval.

Message Center Agent

A member of a message-center hunt group who takes and retrieves messages for telephone users.

Messaging System

A generic name for a system that records, stores, plays, and distributes phone messages. Message Manager is the latest messaging system provided by Avaya.

MI See Manual In.

MIA See Most Idle Agent.

Minor Alarm

An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.

Modify

A CMS action that changes the database entry to reflect the new values entered in the current primary window.

Modular Processor Data Module (MPDM)

A Processor Data Module (PDM) that can be configured to provide several kinds of interfaces (RS-232C, RS-449, and V.35) to customer-provided data terminal equipment (DTE).

Modular Trunk Data Module

A trunk-data module that can be configured to provide several kinds of interfaces (RS-232, RS-449, and V.35) to customer-provided data terminal equipment.

Monthly Data

Daily data that has been converted to a Monthly summary.

Most Idle Agent (MIA)

An ACD distribution method that maintains a queue of idle agents. An agent is put at the end of the list for a particular split/skill when the agent completes an ACD call for that split/skill. The agent continues to advance in the list as long as the agent remains staffed and in ACW, available, or on AUXIN/OUT extension calls from the available state. If the agent is in ACW or is on an AUXIN/OUT extension call from the available state, then the agent is marked as unavailable to take an ACD call, but remains in the list, moving up. An agent in the AUX mode (either by pressing the AUX button or by logging in) is not in the list of eligible agents. Agents in multiple splits/skills are in multiple "eligible agent" lists, one list for each split/skill. An agent who is in ACW, on an AUXIN/OUT extension call from the AVAIL state, or on an ACD call for another split/skill continues to move up the list of eligible agents for other split/skills. With EAS, if there are no calls waiting in queue for an agent's primary skill(s), the agent is put into the MIA queue for primary and secondary skills, and then receives the next call for any of the skills logged into.

Multi-Agent Skill Change Window

This window allows the user to perform the following administration actions: add one or more agents to a skill; move one or more agents from one skill to another; and remove one or more agents from a skill.

Multi-line Appearance Telephone

A telephone equipped with several call-appearance buttons for the same extension, allowing the user to handle more than one call on that same extension at the same time. These sets could be either DCP (Digital Communications Protocol) or IP with displays.

Multiple Call Handling (MCH)

Allows an agent to receive an ACD call while other calls are active on the agent's station. The agent must put the current call on hold and press AI/MI in order to receive another ACD call.

Multiple Split Queuing

With Call Vectoring, a call can be directed to up to four splits at the same time, with the first agent who is free getting the call.

Multi-user Mode

Any administered CMS user can log into CMS. Data continues to be collected if data collection is "on."

Name (Synonym) Fields

Fields, in which, one may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).

Network Specific Facility (NSF)

An information element in an ISDN-PRI message that specifies which public-network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public-network service.

Non-Facility Associated Signaling (NFAS)

A method that allows multiple T1 or E1 facilities to share a single D-channel to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel, and the other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured to have D-channels (one D-channel on each facility), and the other facilities that share the D-channels are configured without D-channels.

Non-primary Split/Skill

When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called non-primary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively.

Nonzero (0) Skill (Generic 2.2 with EAS)

Any skill that does not end in "0" is called a nonzero skill.

Only Me Report

A custom report that only the creator and the CMS administrator(s) can access.

Occurrence See Appearance.

Other

An agent state, during which, the agent is working on a direct agent call, working on a call for another split or skill, or has put a call on hold and has not chosen another work mode.

Percent (%) Within Service Level

The percentage of calls that are expected or targeted to be answered by an agent within a specific number of seconds.

Phantom Abandon Call Timer

A CMS capability that tracks information about abandoned calls. When the capability is enabled, calls with a duration shorter than the administered value (zero to ten seconds) are counted as phantom abandon calls. Setting the timer to zero disables it.

Pickup Group

A group of individuals authorized to answer any call directed to an extension within the group. An EAS agent cannot be a member of a call pickup group.

PMS See Property Management System.

Poll See Status Poll.

Poll Suppression

An automatic feature of Best Service Routing (BSR) that significantly reduces the number of status polls executed. When a remote location cannot be the best resource at a given moment in time, the intelligent polling feature temporarily suppresses polls to that location. Also see status poll.

PPN See Processor Port Network.

Previous Interval

Represents one intrahour interval and is part of the real-time database. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

Primary Extension

A main extension associated with the physical telephone or data terminal.

Primary Skill

Skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. See also Agent Skill.

Principal

A terminal that has its primary extension bridged on one or more other terminals.

Principal (User)

A person to whom a telephone is assigned and who has message-center coverage.

Private Network

A network used exclusively for the telecommunications needs of a particular customer.

Processor Port Network (PPN)

A port network (PN) controlled by a switch-processing element that is directly connected to that PN's TDM bus and LAN bus.

Property Management System

A stand-alone computer used by lodging and health-services organizations for services such as reservations, housekeeping, and billing.

Public Network

A network that can be openly accessed by all customers for local and long-distance calling.

Queue

A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.

Queued

A trunk state wherein an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.

Queuing

A process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

R2-MFC Signaling

A signal consisting of two frequency components, such that when a signal is transmitted from a switch, another signal acknowledging the transmitted signal is received by the switch.

Read Permission

The CMS user can access and view data (for example, run reports or view the Dictionary subsystem). Read permission is granted from the User Permissions subsystem.

Real-Time Database

Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and Vector Directory Number (VDN).

Real-Time Reports

Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.

Recall Dial Tone

A tone signaling that the system has completed a function (such as holding a call) and is ready to accept dialing.

Redirect On No Answer

An ACD capability that assists the user if a call is not answered in a specified number of rings (preset by the call center Manager). The terminal extension, including ports with VRUs, is busied out and the call goes back into the queue at top priority.

Refresh Rate

The number of seconds CMS should wait for each update of the real-time report data. A user's fastest allowable refresh rate is defined in the User Permissions — User Data window as a minimum refresh rate. The default refresh rate when a user brings up the report input window is the administered minimum refresh rate plus 15 seconds.

Reorder Tone

A tone to signal that at least one of the facilities, such as a trunk or a digit transmitter, needed for the call was not available.

Ringling

An agent state - The time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. A trunk state - A call is ringing at the agent's voice terminal.

Rolling ASA See Average Speed of Answer (ASA).

Scripting

The Scripting feature lets one create a script to run a specified report or run a report and export the data on schedule. The scripts require a customer-provided scheduler to be run at a later time.

Secondary Skill

Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise. See also Agent Skill.

Seized

A trunk state. A call is using the trunk either incoming or outgoing.

Service Level

A time specified in seconds within which all calls should be answered. Normally set as an objective by management. Usually referred to as Acceptable Service Level (ASA).

Service Level Maximizer (SLM)

An agent selection strategy that ensures that a defined service level of X% of calls are answered in Y seconds. When SLM is active, the software verifies that inbound calls are matched with agents in a way that makes sure that the administered service level is met. SLM is an optional Call Vectoring setting that is used with Expert Agent Selection (EAS), and cannot co-exist with Business Advocate.

Service Observing— Remote Single-User Mode

Only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.

Service Observing—VDNs

A feature available with G3V4 or later switches that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN.

Simulated Bridged Appearance

A feature that allows the terminal user (usually the principal) to bridge onto a call that had been answered by another party on his or her behalf. Also called a *temporary bridged appearance*.

Single-User Mode

Only one person can log into CMS. Data continues to be collected if data collection is “on.” This mode is required to change some CMS administration.

Skill

An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills. In relationship to the call center, a skill is a specific customer need/requirement or perhaps a business need. One will define skills based on the needs of the customers and the call center.

SLM See Service Level Maximizer.

Split

A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.

Staffed Agent

An Agent who is currently logged in to the switch.

Standard Reports

The set of reports that are delivered with the CMS or CMS Supervisor software.

Station

An unmeasured extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.

Station Message Detail Recording

An obsolete term now called Call Detail Recording (CDR).

Status Lamp

A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).

Status Poll

A call placed by a consider location vector command to obtain status data from a remote location in a multi-site Best Service Routing (BSR) application.

Stroke Counts

A method used by ACD agents to record up to nine customer-defined events per call when CMS is active.

Subsystem

Each CMS Controller selection (for example, Reports, Dictionary, System Setup, Exceptions, etc.) along with Timetable and Shortcut is referred to as a subsystem.

Switch

A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.

System AUX

The Avaya Communication Manager/Definity switches use the reason code 0 as the default code for situations in which the switch places the agent in the AUX mode automatically (for example, on login, when agents make or receive extension calls from AI/MI mode, when the agent is taken out of service due to failure to answer a ringing call) or logs the agent out (for example, during a Move Agent while Staffed operation). ASAI applications that change the agent's work mode to AUX or log the agent out without specifying a reason code will result in change to AUX.

System Report

A report that provides historical traffic information for internally-measured splits.

System Status Report

A report that provides real-time status information for internally-measured splits.

Time Format

The standard format for entering times on CMS reports. Acceptable formats are;

- AM/PM format (for example, 7:30AM-5:00PM)
- Military time format (for example, 7:30-17:00)

Timetable

An activity task or group of activities tasks (like reports) scheduled for completion at a time that is convenient and non-disruptive for the call center's operation.

Thresholds

Supervisor thresholds are defined as **Caution** or **Warning**. Threshold highlight settings apply only to some real-time data items in real-time and integrated reports.

Trunk

A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.

Trunk Group

A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.

UCD See Uniform Call Distribution.

UDP See Uniform Dial Plan

Uniform Call Distribution (UCD)

The most idle agent for the skill will receive the call (if the agent is available).

Uniform Call Distribution – Least Occupied Agent

An agent selection method for delivery of calls. With UCD-LOA implemented, calls are delivered to the available agent with the lowest percentage of work time since login. Also see Expert Agent Distribution-Least Occupied Agent (EAD-LOA), Expert Agent Distribution-Most Idle Agent (EAD-MIA), and Uniform Call Distribution-Most Idle Agent (UCD-MIA).

Uniform Call Distribution-Most Idle Agent

An agent selection method for delivery of calls. With UCD-MIA implemented, calls are delivered to the available agent who has been idle the longest since their last ACD call. See also EAD-LOA, EAD-MIA, and UCD-LOA.

Uniform Dial Plan (UDP)

A feature that allows a unique number assignment for each terminal in a Multi-switch configuration such as a Distributed Communications System (DCS) or main-satellite-tributary system.

Universal Call Identifier (UCID)

A number that uniquely identifies a call in a network of nodes that support UCID. This number will be a part of the records in the Call History feature of CMS.

Unknown

An agent state, in which, CMS does not recognize the current state or a trunk state, in which, CMS does not recognize the state of the trunk.

UNSTAF (non-EAS)

Unstaffed, an agent state. The agent is not logged in and, therefore is not being tracked by CMS.

User ID

The login ID for a CMS user.

User Permissions

A CMS subsystem that allows the CSM administrator to define user access permissions.

VDN See Vector Directory Number

Vector

A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.

Vector-controlled split

A hunt group or ACD split administered with the vector field enabled. Access to such a split is possible only by dialing a VDN extension or via VDN-Skill Preferences.

Vector Directory Number (VDN)

An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.

VDN Calls-Counted

Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls a VDN is currently processing.

VDN Skill Preference

Up to three skill(s) can be assigned to a VDN. Calls use VDN skills for routing based on preference (as administered in the vector). VDN skill preferences are referred to in the vector as “1st,” “2nd,” or “3rd.” A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to an ACD agent with a particular ability or set of abilities.

Voice Terminal

A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.

Weekly Data

Daily data that have been converted to a weekly summary.

Window Count

The number of primary windows that can be open at any one time.

Work Mode

A mode that an ACD agent can be in. Upon logging in, an agent enters aux-work mode. To become available to receive ACD calls, the agent enters auto-in work mode or manual-in work mode. To do work associated with a completed ACD call, an agent enters After Call Work (ACW) mode.

Work State

Each ACD agent continuously exhibits a work state for every split/skill of which he is a member. Work states are Avail, Unstaffed, AUX-Work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and Other.

Write Permission

The CMS user can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.