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# Product Bulletin

TITLE: AA/UCD UPDATE  
DATE: JANUARY 30, 1997  
ISSUED BY: PRODUCT DEPARTMENT

BULLETIN NO.: 055-DCS0  
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Since originally releasing the AA / UCD card in May we have made a number of changes and improvements that are not detailed in your technical manuals. I think after reading this you will agree with me that the AA / UCD feature is now much stronger than the initial release.

This product bulletin will serve to detail these changes until the next printing of our technical documentation.

The changes here apply to software V 2.3 12.31.96 or later, and represent a considerable improvement over the V 2.1 96.5.15 software that most AA / UCD customers are currently using.

## 1. **AGENT LOG OUT**

When our station ring groups were modified to provide the UCD feature they obviously retained some basic group rules. One of these rules was that at least one group member must remain in the group. In other words, the last group member cannot log out.

With the new DCS software The last agent of a UCD group CAN log out either, manually with their In / Out of group key, or automatically if the UCD programs RING NEXT option if MMC 607 is programmed.

## 2. **IMMEDIATE FINAL DESTINATION**

The UCD program is designed to route a caller to a "final destination" after a programmable number of "loops" through the UCD message.

This latest s/w will route calls to the final destination immediately when all members of the group are either out of group or in DND.

## 3. **TIMER CONFLICT**

We have previously experienced some confusion when certain timers caused a conflict in operation, This happened when the "ring next" timer was set longer than the group overflow of UCD recall timer. This caused UCD calls to unanswered stations to be constantly re routed to the same agent.

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The current software will check when you enter these values and if you attempt the conflict, will show invalid entry.

4. **DEFAULT TIMERS**

The RING NEXT timer default has been changed from 30 seconds to 10 seconds  
The default UCD retry counter has been changed from 3 times to 99 times.

5. **FORWARDING FROM UCD FINAL DESTINATION**

Previously when a station was defined as a UCD final destination, it was considered "final" in every sense of the word, consequently the UCD call would not follow call forwarding or overflow. The final destination can be a station or a group and all call forwarding or overflow rules will now apply.

6. **DEFAULT TRANSLATION TABLE**

In the original version of the DCS software for AA / UCD each AA plan had a default translation table of 01. This has now been changed so that each plan defaults with its own translation table. This means that by default the plan number will match the translation table number. However this can still be changed to suite the individual application.

7. **CHANGE GREETING OPTION**

The AA card allows a caller knowing a specific passcode to call in and change the AA greetings between DAY, NIGHT and ALTERNATE.

Previously there were some problems when manually changing the AA greeting caused a conflict in AUTO night service, the new rules are as follows.

**MANUAL NIGHT SERVICE**

- a) When the DCS phone system changes from DAY to NIGHT mode, the AA greetings will also change.
- b) When the Day / Night AA greeting is changed remotely the Day / Night status of the DCS phone system is also changed. This means that a customer who forgets to put the system in night mot can call in remotely and do it.

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- c) When the alternate greeting is set, the DCS system will go into night mode. If a NIGHT key is programmed on the DCS it will FLASH. The normal status of this light in the night mode is on steady. A flashing NIGHT key indicates the alternate greeting is set.

## **AUTO NIGHT SERVICE**

- a) Manually changing an Auto Attendant greeting to the day or night greeting will change the DCS system day / night mode until the next scheduled change by the Auto day / night program.
- b) Manually changing an Auto Attendant greeting to the alternate greeting will put the DCS phone system into night mode and flash the night button to indicate that the alternate greeting is set. The system will continue in this mode until manually changed. The Auto day / night service will be suspended during this time.  
Note: Changing the Auto Attendant greeting will effect all plans.

## **8. UCD RETRY COUNTER**

The UCD retry timer in MMC 607 determines how many times the caller will be placed on hold while going through the UCD message loop. After this counter expires, the caller will go to the programmed final destination. The maximum value for this counter is 99. V 2.3 software allows you to enter 00, this will effectively set the value to infinite. This means that the final destination will only be reached in the case of all agents logged out or if they are all in DND.

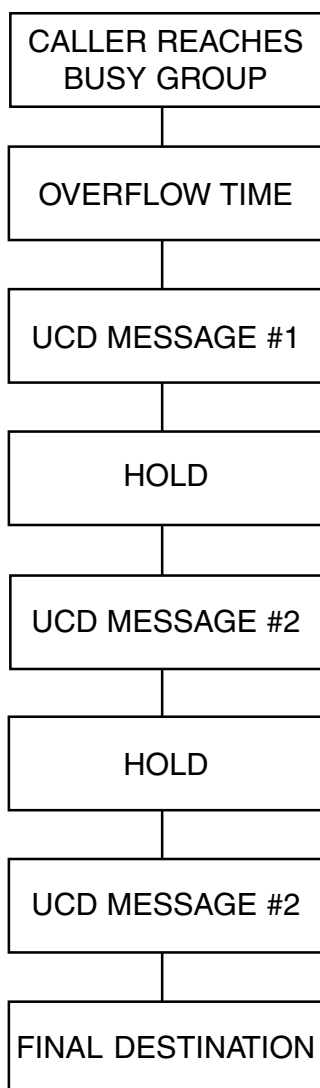
For example: If this counter is set to 02, callers reaching a busy group will hear the first UCD message, be placed on hold, hear the second UCD message, be placed on hold, and finally hear the second message again before being transferred to the final destination.

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## 9. VM DIGITS FROM UCD FINAL DESTINATION

When a caller is routed to the UCD final destination that has been defined as a voice mail port or group, the DCS will now send a packet of in band DTMF to the voice mail to indicate [FORWARD ALL from UCD GROUP NUMBER].

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This will allow you to overflow a UCD group to a voice mail box.

If the final destination is forwarded to a voice mail system the Voice mail system will receive [FORWARD from FINAL DESTINATION] If the final destination is not forwarded, the call will camp on the final destination indefinitely.

## 10. **AA VOLUME**

Because the volume level of C.O. lines can vary according to the central office and the subscribers distance from it, we have added a new program (MMC 737) That will adjust the AA cards playback volume.

The value of the pre recorded messages and the user customized messages may be adjusted individually on a port by port basis. The Values are from 1 to 4 with 4 being the loudest.

Before changing this value, verify that your C.O. lines are within specification.

## 11. **DTS INDICATIONS**

If a station transferred a call to the AA or UCD and had a trunk appearance for the line being transferred, the indication on the DTS key would alternate between red and flashing green while in the UCD queue. This was not consistent with other transfers. Now the LED will be steady red after the call is transferred. This is consistent with all other transfers.

## 12. **RING NEXT TIMER**

The ring next timer determines how long an unanswered agent station will ring before being automatically logged out of the UCD group. V. 2.3 Software will allow an entry of 000 seconds, which effectively means that the agent will NOT automatically be logged out. In the case where a UCD group has the ring next timer set at 000, an unanswered call will rotate evenly among all agents until it is answered. The UCD greetings will be heard during this routing process, but can be removed by defining the UCD messages in MMC 607 as an unrecorded message numbers. This will simulate a circular hunt group.

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## 13. **ALARM REWORK**

The way that UCD supervisor alarm works has been improved so that while a supervisor station is receiving a UCD visual alarm, it no longer makes the Supervisor keyset busy. Now the Supervisor keyset will be able to receive calls while an alarm condition is occurring at that station.

## 14. **AGENT ON HOLD**

In version 2.2 when a UCD agent placed a UCD call on hold the DCS system would see that station as idle and transfer another UCD call to the same agent. Many of you suggested a better method which we have implemented, so we have prevented another UCD call from ringing to a UCD agent when a call is on hold.

## 15. **UCD SUPERVISOR STATISTICS**

We have discovered several conditions that may cause UCD Supervisor statistics to be calculated incorrectly, additionally the original description of these statistics did not explain fully or answer all your questions. The problems have now been fixed and here is a full description of UCD Supervisor Statistics.

### **CALL STATISTICS**

#### **CALLS IN QUEUE NOW**

How many calls are currently in queue.

This statistic is a real time statistic and so will not print on a report.

#### **AVERAGE RING TIME**

This is calculated from the time an agent begins to ring until the time an agent answers the call, this does not include ringing at an agent station that does not answer or is logged out because of the ring next option.

#### **NUMBER OF TIMES ALL AGENTS BUSY**

This is the number of times that a call is placed to a UCD group and all agents are busy or out of group. This check is made when the call is first placed to the group. If all

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agents are busy or logged out this counter is incremented. It will not increment again for this call unless the call is answered and transferred back into the UCD group.

Example: If there are 5 members in a group, 3 are Out of Group one is busy and one is idle, and a call is placed to the group, because there is an idle station the all agents busy counter is not incremented.

If the idle station rings, does not answer and is logged out, although the condition of the group is now all agents busy, the check has been made and the agent busy statistic does not increment.

Also if a call comes into a group with all agents busy and then one becomes idle, the busy counter will increment because the check has been made.

## **AVERAGE TIME IN QUEUE**

This is calculated as an average of all the calls that were in queue.

Note that this is **ONLY** an average of the calls that were in queue. The caller must have heard the first UCD recording to be considered in queue.

## **TOTAL CALLS RECEIVED**

The total number of times that calls were sent to the UCD group number. (This does not include calls sent to a station number that happens to be in a UCD group, the call must be sent to the group number 501 - 529).

This statistic includes calls that were answered by the group, Calls that went to a group with all agents busy or out of group, calls that are abandoned and calls that go to UCD final destination. This includes intercom calls to the UCD group.

If this number is less than the total calls received by all the agents it is possible that calls were transferred from one agent to another.

If this number is more than the total calls received by all the agents it is possible that calls were unanswered by an agent and went to final destination or callers hung up while in queue.

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This statistic includes:

- a) Calls answered by agent.
- b) Calls that are not answered by an agent and go to final destination.
- c) Calls that are sent to the UCD group but callers hang up before being answered.

## **LONGEST QUEUE TIME**

The queue time is calculated as follows:

Queue time begins when a caller starts to hear the first UCD message

Queue time ends when a caller is either

- a) Answered by an agent.
- b) System gets disconnect from C.O.  
or
- c) Caller is transferred to final destination.

## **AGENT STATISTICS**

Each statistic in this category can be read individually for each UCD agent.

## **LOGGED IN**

The number of stations programmed in the UCD group and the number of stations that are currently logged in.

This statistic is a real time statistic and so will not print on a report.

## **STATUS**

This screen shows the agents name, extension number and status. The status can be in Group, Out of group or in DND.

This statistic is a real time statistic and so will not print on a report.

## **CALLS ANSWERED**

The total number of calls received by the agent. This does not include ring no answer to a agent station.

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If the total number of all agent calls is less than the calls received by the group it is possible that calls were unanswered by an agent and went to final destination or that callers hung up while in queue.

If the total number of all agent calls is more than the calls received by the group it is possible that calls were transferred from one agent to another.

## **AVERAGE CALL TIME**

This is an average of all the call durations for the agent.

## **AVERAGE RING TIME**

This is an average of all the ring times for the agent. Ring times are explained above.

## **IMPORTANT NOTES ABOUT TRUNK SIGNALING**

UCD is designed to hold a call until an agent is available. It is therefore essential that a customer gets a disconnect from the C.O. when a caller hangs up. If not the call may be held in the UCD loop until answered. This could be a long time, and when an agent finally does answer there would be no one there.

It is common for T1 to be configured without disconnect signal on loop start circuits.

Therefore to insure that your customer will not have trunks lock up (kept busy by the UCD after callers hang up). The dealer should order ground start circuits on T1 or have the provider engineer the circuits to send loop disconnect on loop start circuits.

It is also common for analog circuits to be Multiplexed on a carrier like a SLC 96 (Subscriber Loop Carrier, 96 channels - Pronounced SLICK 96). These may also lack a positive disconnect. Note that it may not be immediately apparent if an analog line is delivered over a SLC, as they will look like regular copper tip and rings at the "demark". When in doubt verify the disconnect with a meter.

## **NEW MMC's**

Attached you will find new versions of the MMCs that have changed because of these improvements. Please replace the obsolete pages in your technical manual.