

LIST BLOCK

Description

A LIST is a special type of Mailbox Block that is used to distribute copies of recordings to a predetermined list of mailboxes.

When a message is addressed to a LIST mailbox, a copy of it is sent to each of the member mailboxes. A List Block can also verify addressees and password protect information. It can record a voice response or connect the recipient to the sender when authorized. Other LIST mailboxes may be members of this list, thereby creating "nested" lists. Members may be changed according to changes in operating mode.

The screenshot displays the configuration interface for a LIST Block. At the top, the header shows 'SVMi-16E', 'LIST - 01', 'TEMPLATE LIST', and 'Page 1 of 3'. Below this, there are input fields for 'Number' (containing 'd'), 'Extension', 'Language' (set to 'None'), and 'Mclass' (set to '01:Standard MCL'). A section titled 'List Controls' contains several options: 'Subscriber administrator...' (N), 'Extended prompting enabled' (Y), 'Directory Public' (N), 'User' (Y), 'Mailbox greeting allowed' (Y), 'Subscriber password' (masked with asterisks), 'Retention days remaining' (0), and 'Delete all unheard copies of a message when played by the first user' (N). At the bottom, there is a summary bar showing 'Activity', 'Msgs distributed' (0), and a date range 'From: 4/30/04 To: 6/21/04'. A footer note states: 'Mailbox number used to address and send a message to this list'.

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LIST The name of this block. A Block name can be any alphanumeric string up to 16 characters long (including spaces). A Block name may not be the same as another Block name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The LIST Group Number is located to the left of the LIST Block Name. Group Numbers are convenient for organizing Lists into application specific groups. In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the LIST Block belongs to before you create the LIST Block. Group Numbers for ECLASS, EXTENSION, MCLASS, MAILBOX, and LIST Blocks generally are used for Multi Tenant environments.

General Parameters

LIST NUMBER The number representing this LIST. It may not be the same as the Number of any other LIST or Mailbox with in a particular subscriber group.

EXTENSION The name of the Extension that belongs to this list. To edit this field, press ENTER to bring up the Target Generator. Select and open Extension. Choose a new or existing Block from the Target Generator pick list and press ENTER. Press 'Ctrl + O' to review or edit the chosen Block. In many applications this parameter will be left blank.

This parameter's primary use is for an Extension block that is used as a Department extension that when unanswered and the caller leaves a message will actually leave the message for the List. The message will then be distributed to all the members of the List Block.

LANGUAGE This is a language option. You may select from any installed language and from that point on the LIST will respond to the authorized owner in the language selected. Authorized owner means a user who has entered a valid password.

If the Extension parameter is filled in the SVM/SVMi E-Series will try to resolve these fields to a single value (make them match). If conflicting information is contained in these fields, the Extension Block has priority and the LIST Block will be automatically changed to match.

This selection is based on the order of the defined languages in page 3 of the System Wide Parameters. If the languages are to be reordered, added to or changed in page 3 of the System Wide Parameters then this field should be re-entered.

MCLASS The name of the mailbox class of service that defines operating characteristics for this List. To change the MCLASS, press ENTER at this field to bring up the Target Generator. Select and open a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the selected Block.

List Controls

SUBSCRIBER ADMINISTRATOR Set this parameter to Y if this list is a subscriber administrator. Otherwise, set to N. If this is set to Yes then broadcast messages will be allowed from this list box.

ENABLE EXTENDED PROMPTING Set this parameter to Y to use the full set of SVM/SVMi E-Series menu prompts. Otherwise, set to N.

LIST IN PUBLIC DIRECTORY A 'Y' in this parameter, and the recorded List name, allows the listing in the Public Directory.

LIST IN USER DIRECTORY A 'Y' in this parameter, and the name recorded in the List, allows the listing in the Voice Mail Directory.

MAILBOX GREETING ALLOWED When set to yes the caller is allowed to record a greeting for the LIST block. This is rarely used. If the LIST Block is used a Department Mailbox for Public callers then the Greeting will be useful.

SUBSCRIBER PASSWORD Allows the list password to be changed to the default digits specified by Default password in the System Wide Parameters or removed completely. Inputs are "DEFAULT" or "NONE".

RETENTION DAYS REMAINING The number of days remaining before this block is automatically discarded during system maintenance if there are no list members. List Blocks are not automatically deleted for lack of use as long as they contain members.

ACTIVITY MSGS DISTRIBUTED The total number of messages distributed to list members during the period specified in the range below.

FROM - TO: Indicates the period from the date when the Report Counters were last cleared till the current date.

DELETION OF ALL OTHER UNHEARD COPIES WHEN ONE SAVED BY FIRST LISTENER A 'Y' in this parameter, and the SVM/SVMi E-Series will un-deliver all unheard copies of a message sent to this list after the first listener saves the message. Note: This will not apply to members of the list that are Network MBX members. There is no way to un-deliver a message sent to a Network MBX after it has been sent.

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List Members			
Press ENTER to select a member for this distribution list			

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List Members

This page contains a list of the Mailbox Blocks, which messages left in this LIST Block will be distributed to. These mailbox blocks are referred to as Members. Members may include other LIST Blocks thereby creating "nested" lists. A System Administrator using the PC interface must enter the members contained in this list.

SVMi-16E	LIST - 01	TEMPLATE LST	Page 3 of 3	
Operating MODE.. 00	CallDirector			
Default	Event	Action	Typ Gp Target Name	
	MSG-LEFT			
	NOMSG-LEFT			
	ESCAPE			
	GREET-DTMF			
	OPERATOR			
Mode number and name for pointers being edited or created				

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Operating Mode

Indicates the Mode Name and Number for which the displayed Block Pointers' Targets are active. Each Operating Mode is given a unique Number by the system. Valid numbers are 01 - 99, and are assigned in sequence as new Modes are created. Pressing ENTER at this field, opens a Pointer Mode Target Generator, from which an existing Mode Name may be selected, or a new name may be entered. Entering a new name creates a new Mode with its corresponding Number. The Mode Number and Name are associated with the Block's Pointers, not the Block itself. This allows each Block to route calls to different destinations in different Modes, using different Targets for the pointers' various Mode references.

For example, the No-Answer pointer might route callers to an associate's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Mailbox during 'Night' Mode. Pointers set in the Default Mode are always in effect unless the same Pointer is set in the current Operating Mode. SVM/SVMi E-Series will display Default Mode pointers in a block while viewing pointers in another mode. The Default Mode pointers will be grayed out to denote that they are not in the current mode.

CallDirector Event Pointers

To edit any Event Pointer, press ENTER to bring up the Target Generator. Highlight and open the appropriate Block type. Select a new or existing Block and press ENTER. Press 'Ctrl + O' to review or edit the Block.

MSG-LEFT POINTER This is the Block that the SVM/SVMi E-Series will pass control to if the caller leaves a message. The target block allows the caller the option of returning to the beginning of the application, or may send the caller to the Bye block, if the organization does not want to give the caller additional options.

NOMSG-LEFT POINTER This is the Block that the SVM/SVMi E-Series will pass control to if the caller does not leave a message. The target block may allow the caller the option of returning to the beginning of the application, or sending the caller to the Bye block if the organization does not want to give the caller additional options.

ESCAPE POINTER This is the Block that the SVM/SVMi E-Series will pass control to if the caller presses the escape digit while listening to the List greeting or while leaving a message. When the Escape digit is pressed the SVM/SVMi E-Series will immediately exit the process it's in and go to the block defined in this pointer.

GREET-DTMF POINTER This is the Block that the SVM/SVMi E-Series will pass control to if the caller enters any valid DTMF while listening to the List greeting. If defined, the Admin digit, escape digit, digit to skip the greeting, and the operator digit are not considered valid for this pointer. The target block is a menu. The menu will perform a search operation to match the caller ENTRY to the INPUT value of a pointer, or Number of an Extension, Mailbox or Announcement.

OPERATOR This is the Block to go to if Operator assistance is requested.