

DIAL BLOCK

Description

The functions of a DIAL Block are to perform a dialing operation and then either release the call or branch to another Block, based on the outcome of the dialing operation.

This Block is commonly used to transfer callers to an operator for assistance. It does not have the extensive automated attendant features of an Extension Block. However, it is useful for transferring calls to another system, such as a dictation system, answering machine, FAX machine, MODEM, or paging terminal. It can also be used to facilitate special features that a telephone system may lack, such as DISA (Direct Inward System Access a feature which enables employees at remote locations, such as their homes, a telephone booth, or a customer's office, to use their company's system to process telephone calls), or Least Cost Routing of outgoing long distance calls. DIAL Blocks may also be used in conjunction with an Extension Block to create various types of extension hunt groups. This is accomplished by setting up the Event Pointers in the Blocks to hunt through the designated extensions until an appropriate service provider is located.

Each Dial Block is associated with a Station Block which can be used to provide circuit specific cadence filtering for unique remote (off premises) devices like answering machines, fax machines, tie lines, auto-attendant or voice-mail systems, excessively noisy trunks, paging systems, or even attendant consoles. The Dial Block can play a prompt to the caller prior to connecting the call, and can activate a variety of other Call Processing or Service Provider Objects, based on the configuration of its Event Pointers. One of these the Answer Pointer can be set to play customized prompts, initiate a caller dialog, or invoke menuing options after the call is answered.

SVMi-16E		DIAL - TEMPLATE DAL		Page 1 of 2	
To Transfer					
Prompt: 0016		Number:			
Supervision: NONE		Station type:			
Activity	Calls: 0	From: 4/30/04 To: 6/14/04			
Answered....	0 0.0%	BUSY Count..		0 0.0%	
NO-Answer....	0 0.0%	FBUSY Count..		0 0.0%	
		ERROR Count..		0 0.0%	
Number of the prompt to play to caller before dialing					

Dial Block
Page 1 of 2

To Transfer

PROMPT The number of the prompt spoken to the caller before executing the specified dialing operation. Allowable inputs are 0001 9999. Blank indicates "say nothing." Press [CTRL]+[O] to review or edit the prompt text for prompts numbers above 0999.

NUMBER This is the DTMF string required for dialing the telephone or extension number. Valid dialing characters are 1234567890*#abcd&.,W. You can also enter SVM/SVMi E-Series registers containing numeric data. When using Register information as part of a dialing sequence, the register character is always preceded by a '\$' sign. [A list of SVM/SVMi E-Series registers are in the Product Reference Manual.](#)

SUPERVISION This is how the call is handled when transferred. Press ENTER for the following pick list options:

- NONE is a blind transfer. A blind transfer indicates that once the call is transferred the system no longer monitors the call for any subsequent condition.
- PARTIAL is when the call is transferred and the system checks to identify if that line is busy.
- FULL is when the call is transferred and the system stays on the line to make sure the call was answered or not answered (NO-ANSWER).

STATION TYPE This is the area where the call progress parameters are set up as referred to in the opening paragraphs of this Block. You can assign the necessary Station Type to fit the appropriate conditions needed to be met. If this parameter is left blank the SVM/SVMi E-Series will select a station Block based on the Station Block's "Matching Dialing Strings" ([See Station Blocks for information on this parameter and field](#)). If you assign one then you can press [CTRL]+[O] to review or edit the Station Block assigned.

Activity

CALLS Shows the total number of calls this Block has processed during the period specified in the following range.

FROM-TO Indicates the period from the date when the Report Counters were last cleared till the current date. Applies to all call counts in this report.

ANSWERED The number of calls processed by this Block which were answered by the called party, and what percentage of the total calls this number represents.

NO-ANSWER The number of calls processed by this Block which were unanswered (resulted in Ring-No-Answer), and what percentage of the total calls this number represents.

BUSY COUNT The number of calls processed by this Block which encountered a busy signal, and what percentage of the total calls this number represents.

FBUSY COUNT The number of calls processed by this Block which encountered a fast busy signal (usually indicating an invalid number was dialed, or the destination returned fast busy in a DND condition), and what percentage of the total calls this number represents.

ERROR COUNT The number of calls processed by this Block which encountered a signal or condition which SVM/SVMi E-Series could not recognize, or were terminated due to a processing error, and what percentage of the total calls this number represents.

The screenshot shows a terminal window titled "SVMi-16E" and "DIAL - TEMPLATE DAL" with "Page 2 of 2" in the top right. The main content is a table for "CallDirector" configuration. The table has columns: "Event", "Action", "Typ", "Gp", and "Target Name". The "Event" column lists "ANSWER", "NO-ANSR", "BUSY", "FBUSY", and "ERROR". The "Action" column is currently empty. The "Typ", "Gp", and "Target Name" columns are also empty. To the left of the table, there are two fields: "Operating MODE.. 00" and "Default". At the bottom of the screen, a status bar reads "Mode number and name for pointers being edited or created".

CallDirector				
Event	Action	Typ	Gp	Target Name
ANSWER				
NO-ANSR				
BUSY				
FBUSY				
ERROR				

Dial Block
Page 2 of 2

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 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 one 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 operator's Extension during the 'Day' Mode, but after 5:00 PM, it would route them to a Night Options Menu 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 of the Event Pointers, press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the pick list. Choose an existing Block of that type or create a new Block. Press [CTRL]+[O] to review or edit the chosen Block. Translation Pointers may be used to alter call progress results.

ANSWER POINTER The Block SVM/SVMi E-Series will execute next if the dialed number is answered. Normally this pointer is left blank, in which case SVM/SVMi E-Series will hang up after completing the call transfer.

NO-ANSWER POINTER SVM/SVMi E-Series goes immediately to the designated target Block when a ring-no-answer condition is encountered.

BUSY POINTER SVM/SVMi E-Series goes immediately to the designated target Block when a busy condition is encountered.

FBUSY POINTER SVM/SVMi E-Series goes immediately to the designated target Block when a fast busy is encountered.

ERROR POINTER SVM/SVMi E-Series goes immediately to the designated target Block if an error signal is encountered after dialing the number.

Note: If the applicable pointer is not set or the Supervision parameter is set to none, the SVM/SVMi E-Series will go on hook after dialing. This is a typical situation for transferring callers to the Console for assistance.