CUSTOMER FUNDED FEATURE

SD 6957 - ENHANCED CALL PARK

ORDERING INFORMATION

SPECIAL DEVELOPMENT 6957

DEFINITY® GENERIC 2.2, ISSUE 3.0
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SPECIFICATION DOCUMENT

SD 6957 ISSUE 1.1
BASED ON DEFINITY® GENERIC 2.2 ISSUE 3.0

ENHANCED CALL PARK

PARK CALL ON PARKING PARTY EXTENSION
RETURN TO PARKING PARTY ON TIMEOUT
INCREASED AVAILABLE CALL PARK CHANNELS
VISUAL INDICATION OF BUSY CALL PARK CHANNELS
INFER ANSWER-BACK DAC FOR CSE RETRIEVAL
ELIMINATE RECALL BUTTON PUSH TO PARK CALLS

FEATURE PACKAGE PG-3W116

INTRODUCTION

Call Park allows stations and attendants to place a call on hold and then be retrieved by any voice terminal in the system. The standard operation of the Call Park feature is enhanced by providing the following modifications.

- park incoming or station call at the extension associated with the parking party

- return to the station extension that parked the call after a timeout interval

- increase the number of available call park channels beyond 9 with Common Shared Extensions

- provide a visual indication of busy call park channels

- infer the answer-back dial access code when retrieving Common Shared Extensions

- eliminate the requirement to push the RECALL button to park a call on Multi-line stations

As in the standard feature operation, Call Park and Loudspeaker Paging are identical in the use of answer back channels. The modifications described in this document apply to both features. If a paging party is administered to dial a 5-digit Common Shared Extension to park a call, then they must also dial a 5-digit CSE to access Loudspeaker Paging even if there is no call to park.

Once this special development has been installed, all stations and attendant consoles using Call Park or Loudspeaker Paging will use the features described in this document. The standard 9 call park channels are no longer available and can not be accessed through normal means.

TERMINOLOGY

Common Shared Extension -- designated extension numbers without any physical equipment used by attendant consoles and permitted stations exclusively for call park.

Parked Party -- an incoming trunk or station call that was placed in call park by an attendant console or other voice terminal.

Parking Party -- the attendant console or voice terminal that places a party into call park.

Timeout Period -- the administrable amount of time a call will remain parked before returning to the parking party.

DESCRIPTION

Standard call park operation allows only 9 Answer-back channels for the entire system with no indication given for any channel in use. Also only incoming trunk calls that are parked by stations will timeout after 2 minutes and be routed to an available attendant regardless of the party that originally parked the call. Incoming trunk calls that are parked by attendants will remain on the attendant switch loop unless Attendant Release Loop feature is active. In this case the trunk will return to any available attendant after the ARL administrable timer expires. Station calls parked by attendants will always remain on the switch loop and will alert the attendant after the timed reminder interval (30 seconds). Attendant operation is unaffected by this special development. Only station parked calls will return to the parking party after the administrable timeout period. An option to eliminate the timeout has been provided. When this option is selected, all calls will remain parked and will not return to attendant or parking party.

This Custom Development will provide an Answer-back channel for each unique extension in the system as well as provide the ability to administer Common Shared Extensions that can be used by attendants and other stations as channels. This in effect increases the number of available call park channels limited by the number of extensions allowed by the system. Once a facility is parked, music or audible ringback is heard as in standard feature operation. After an administrable timeout period, the station or trunk will be routed to the station that initially parked the call. If the call was parked by a station, the parked party will be routed to the extension associated with the station as if it had been dialed directly. Most features associated with calling a station will apply (e.g. call waiting, call forwarding, hunting, etc). Call Coverage will not be used for calls returning to the parking party. The coverage path will not be followed for any redirection reason (Don't Answer, Busy, or Send-all-calls), therefore the returning call will remain at the parking party's station. If the parked party originally dialed an ACD split or call vector, the call will be routed to the agent that parked the call if the agent is currently staffed. If the agent is unstaffed, a check will be made to determine if any agents are staffed in the split. If so, the call will be requeued to the same split. Otherwise the call will remain parked.

If the call was parked by an attendant console, the feature operation will be unaffected. A parked station will remain on the switch loop with attendant alerting after the timed reminder and a parked trunk will return to any available attendant after the ARL timeout interval if ARL is active.

When a call returns to the parking party, the alphanumeric display for the call appears the same as originally displayed. Whatever Incoming Call Identification (ICI) or Name Data Base information is associated with the parked call will be redisplayed for the returning call. Additionally, the word "park" will be appended to the display message for all types of display sets. A call that has returned to the parking party is no longer parked. Any attempt to retrieve the call after the timeout period has expired will be denied and reorder tone applied to the station. To re-park the call, the station or attendant must repeat the call park operation.

Common Shared Extensions (CSE) are valid system extensions that are designated for call park use. The number of CSE's is limited by the number of extensions allowed by the system since they are stored as a valid line record. Therefore if extension numbers 41000 to 41999 are designated as CSE's, the total available line records remaining will be reduced by 1000. When attendant consoles use call park only the CSE channels can be used since no extension channel is available for attendants. However a station may be designated via administration as having access to CSE channel only (i.e. extension channel will never be selected) or CSE access when extension channel is currently in use.

When parking a call, the station can use Abbreviated Dialing buttons programmed to dial the call park access code as well as extensions designated as a CSE. If the AD button has a green LED indicator associated with it, the lamp will be turned on to give a visual indication that the CSE channel is in use. The lamp will be extinguished when the active parked call returns to the parking station, the parked party is picked up by another station, or the parked party hangs up. This visual indication will only be given to the station that has been designated as the signalled station by administration of the modified procedures. Any other station that has a Abbreviated Dialing button of the same CSE can not tell it is in use. Therefore it is

advised to have a unique group of CSE buttons at each station allowed to park to prevent a station from accessing an active CSE. The following scenarios may cause the status lamp to be extinguished even though the CSE is currently in use. If the AD button containing the CSE number is pressed and the Answer-back Dial access code is not inferred, the station will be given intercept tone and the status lamp will be turned off regardless of the state of the channel. If the access code is inferred, the parked call will be retrieved and the lamp will be turned off. Also, if an active AD button is pressed while parking a call and the station does not have priority paging in its Class of Service, the station will be given busy tone and the status lamp will be extinguished regardless of the state of the channel.

Attendant consoles will have a visual indication of CSE availability through the Busy Lamp Field. The LED for the CSE will show if it is in use providing the hundred group containing the CSE is active. The Direct Extension Select key associated with the CSE can be pressed to park a call from the console after the call park access code has been dialed. This capability is provided only if the system has 4 digit extension numbers. Direct Extension Select and Busy Lamp Field will not function for 5 digit extension numbers.

The standard button sequence to park a call has been modified with this Special Development. A Multi-line station user no longer has to press the RECALL button prior to pressing the TRANSFER or CONFERENCE button to park a party. This modification makes the RECALL button push optional if the station is parking another station or trunk. However, when a station is parking itself, pressing RECALL is still required since it is the only way to release the paging equipment and complete the call park.

The retrieval of a parked call is similar to the standard feature operation. After dialing the Answer-back access code, dial tone will be returned and the station must dial the extension number of the station who parked the call instead of the single answer-back channel digit. When a station retrieves a call that was parked using a CSE, the station must dial the extension of the CSE rather than the extension of the station that parked the call. An option has been provided to infer the Answer-back dial access code when retrieving a CSE from call park. When this option is set, a station user may dial just the CSE extension or the access code followed by the extension. Calls parked at the station extension can only be retrieved with the access code. If a call is currently parked at the dialed extension or CSE, confirmation tone is applied followed by voice-path connection to the parked party. Otherwise intercept tone will be heard.

HARDWARE REQUIREMENTS

This feature package is designed to operate on the Definity® Generic 2.2, using the hardware that presently exists to support Issue 3.0.

Loudspeaker Paging and Call Park require the use of Auxiliary Trunk ports as in the standard release. These ports must be administered as Paging Zones and one port is required for each physical paging region. A maximum of 18 zones are available however if 9 zones or less are administered, a single digit will be dialed for the zone instead of two. A single zone may be reserved for Call Park (i.e. it has no paging equipment connected to the port) although additional unequipped zones may be needed to avoid a busy signal when attempting to park a call. The auxiliary port is seized after the CSE is dialed and confirmation tone is applied and then released after the parking party hits transfer and the call is parked.

SOFTWARE ENVIRONMENT

Feature Package PG-3W116, Issue 1.1 is based on Definity® Generic 2.2 Issue 3.0. It is run tape compatible with standard Definity® Generic 2.2 Issue 2.0.

INTERACTIONS

ACD and Call Vectoring -- If the parked party originally dialed an extension associated with an ACD split and terminated at a split agent, the call will return to the agent after the timeout period rather than the ACD queue if the agent is still staffed. If not, the call will be requeued if any agents are staffed in the split that originally handled the call. If the agent is staffed but is currently on a call, in Aux-Work or After-Call-Work, the call return to an available line appearance on the agents voice terminal.

Attendant Paging -- Attendant Consoles have two methods of accessing Loudspeaker Paging. Paging done by direct access (i.e., pressing the control key associated with the page zone) has not been modified by this special development. Paging done by dial access requires a CSE to be dialed even if no party is connected.

Bridged and Multi Appearances -- If the extension of the station that parked a call has a bridged appearance on another station or has a line appearance at a different station, the call may be answered by a party other than the person who parked the call. Additionally if a call terminates on a station's line appearance with a different extension than the line used to park, the call will be parked at the extension channel of the transfering line. After the timeout period the parked call will return to the transfering line may not necessarily be the line the call originated.

Call Coverage -- If the station that parked the call has a coverage path defined, the path will not be used to redirect the call for any reason (Don't Answer, Busy, or Send All Calls). The returning call will remain at the parking party's station.

Call Redirection -- (This includes Call Forwarding and Hunting) If the station that parked the call has any feature which involves redirection, the call returning from call park will follow the appropriate redirection path.

Call Waiting -- If the station that parked the call has call waiting allowed and is busy when the call returns from call park, call waiting will be attempted. If another call is currently waiting, the parked call will remain parked for another timeout period.

Call Pickup -- Once the parked call has returned to the station that parked it, any station belonging to the call pickup group of the station can answer the call.

Name Data Base -- An alpha-numeric name may be assigned to a Common Shared Extension the same as a normal extension. This name will be displayed on when the CSE is accessed to park a call or when the call has returned to the parking party after the timeout period if the terminal is equipped with a display module.

Tenant Service -- If Tenant Service (Station Partitioning) is active, Common Shared Extensions can be assigned to station partitions and can be accessed for parking only by other stations in that partition. The call can be retrieved by any extension in the system regardless of its' extension partition. Additionally attendant consoles are not restricted from accessing CSE channels that are in a partition.

Attendant Alphanumeric Display -- When a party returns to an attendant console after the timeout period, the alphanumeric display will contain the same information as if the call originally terminated. No distinguishing indication will be given that the call returned from call park. The station display will include the word "park" when a call returns to the parking station.

Chime Paging -- This feature is unaffected by this special development. There will still be only 6 answerback channels available to park calls when chime paging is used.

Priority Paging -- **The operation of Priority Paging has been changed with this special development.** The ability to pre-empt a call that is parked is provided by designating stations and Common Shared Extensions as having Priority Paging permission in the Class of Service associated with that extension. In the standard feature, only answerback channel "1" could be used for priority paging. Now all pages will be priority when made from a station with priority paging set in Class-Of-Service.

Voice Terminal Restrictions -- A call returning to the parking party after the timeout period will override any restriction in affect on that extension inhibiting incoming or terminating calls. This includes restrictions by attendant control and by class-of-service. A termination restricted extension may originate a call and then park the call. After the timeout period expires, the restriction will be bypassed and the call will return to the parking party.

RESTRICTIONS

1. No modifications have been made to CACS/ECACS, TCM/FM, CSM, or Manager IV. Use of these systems with this special development is not guaranteed or supported. Any procedures that have been modified for this special development are likely to be incompatible with the above systems. No modifications have been made to the TRACS which may affect the availability of CSD's and error listings, also TRACS will not initialize any of the special software translations.

2. CSM or Manager IV will be unable to translate the new features. It is recommended that CSE's are assigned in extension blocks that are distinct from the system dialing plan. Also by making CSE block assignments on the switch using Manager II or Manager III only, the selection of extensions by Manager IV can be avoided.

3. If a station extension is designated as having access to its extension channel only, the station will be able to park only one call at a time. If the station attempts to park a call while its channel is in use, busy tone will be returned and the station must flash (analog) or select held appearance (multi-appearance station) to return to the calling party. If the station extension has Priority Paging in its Class of Service, the parked call will be pre-empted and replaced with a subsequent call. The initial call cannot be retrieved after it has been pre-empted.

4. The number of available extensions will be reduced by the number of Common Shared Extensions allocated. The system limit is 32,705 line records.

5. If the station that parked the call is unavailable to receive the call (no call waiting, secondary appearances) or no redirection capabilities exist, the call will remain parked for another timeout period. This will continue until the original extension becomes available or the parked party hangs up. If a parked call is returning to a multi-line station with originate only line appearances available, the call will remain parked until a line appearance that allows incoming calls.

6. The visual indication is only available on stations that have Abbreviated Dialing button of CSE channels with a green status LED associated with it. Also the lamp will be lit only on the station that activated call park. It is recommended that each station be given unique CSE channels so they will not select an 'in use' channel. The following terminal types are an example of sets that provide the appropriate status lamp capability: 7305S, 7434, 7407D, 602A1, 602B1, and 7507D.

ADMINISTRATION

The call park modifications described in this document require three administrable parameters. The timeout period before returning the parked call to the parking party can be set from 2 seconds to 256 seconds (4.3 minutes) as a system parameter. A timeout period of zero disables the enhanced timeout feature which means only incoming trunk calls will timeout after two minutes and return to an attendant. All stations will remain in call park. If the field is "dash" or unassigned, the timeout option is completely disabled. All parked calls will remain parked until retrieved or the parked party drops. The option to infer the Answer-back access code when a call is retrieved from a CSE channel is a system parameter. Extension numbers can be assigned as Common Shared Extensions. These CSE channels can be associated with a lamp (AD button) on a designated station to show in-use status of the channel. Additionally, station extensions can be allowed or denied access to Common Shared Extensions. These translations can be administered by Manager II or Manager III only.

USER OPERATION

The following are a few of the more common Call Park or Loudspeaker Paging scenarios:

Attendant Console Parking a Call

- Incoming trunk or station terminates at attendant switch loop.

- Press START. [SPLIT lamp lights and attendant hears dial tone]

- Dial call park access code. [Second dial tone]

- Dial a paging zone. [Third dial tone]

- Dial a Common Shared Extension number.

  — if CSE is busy, attendant hears busy tone.

  — if CSE is idle, attendant hears confirmation tone.

  — if number is not a valid CSE, attendant hears intercept tone.

- If equipped paging zone was dialed, make announcement over loudspeaker system and request reply to appropriate CSE.

- Press RELEASE to park call. [Parked party hears music or audible ringback tone]

- If a station call remains parked beyond timed reminder period, the ring lamp for the switch loop will begin flashing and an audible indication given to alert the attendant to select the loop and service the call. If ARL is active and a trunk call remains parked beyond the ARL timeout interval, music is removed, ringback tone applied, and call is placed in call queue to be answered by any available attendant console.

Station Parking a Call on a CSE with a single Abbreviated Dialing button

- Incoming trunk or station terminates at station or station line appearance.

- Press TRANSFER or flash switchhook for Single Line Set. [Station hears dial tone]

- Press the appropriate call park AD button.

  — if CSE is busy, station hears busy tone.

  — if CSE is idle, station hears confirmation tone.

- Press TRANSFER to park call (go onhook for Single Line Set). [Parked party hears music or audible ringback tone]

- If call remains parked beyond timeout period, music will be removed and call will be routed to station extension that parked the call.

Station Parking a Call at its Extension Channel

- Incoming trunk or station terminates at station or station line appearance.

- Press TRANSFER or flash switchhook for Single Line Set. [Station hears dial tone]

- Dial call park access code followed by paging zone or press call park AD button. [Second dial tone]

  — if channel associated with extension is busy, station hears busy tone.

  — if channel associated with extension is idle, station hears confirmation tone.

- Press TRANSFER to park call (go onhook for Single Line Set). [Parked party hears music or audible ringback tone]

- If call remains parked beyond timeout period, music will be removed and call will be routed to station extension that parked the call.

Station Making a Loudspeaker Page with no Calling Party

- Station goes off-hook or selects idle Line Appearance. [Station hears dial tone]

- Dial Loudspeaker Paging access code followed by paging zone or press Loudspeaker Paging AD button. [Second dial tone]

    *** Station is designated as Access to Extension Channel Only

    — if channel associated with extension is busy, station hears busy tone.

    — if channel associated with extension is idle, station hears confirmation tone.

    *** Station is designated as Access to Common Shared Extensions Only

- Dial Common Shared Extension number or press CSE AD button.

    — if CSE is busy, station hears busy tone.

    — if CSE is idle, station hears confirmation tone.

    — if number is not a valid CSE, station hears intercept tone.

- If equipped paging zone dialed, make announcement over loudspeaker system and request reply to appropriate extension or CSE.

- Press RECALL to release paging equipment and wait for Paged party to answer-back (party will automatically be connected if Answer-back code is dialed followed by Pager's extension or CSE). If no answer-back required, go on-hook to end page.

SYSTEM 85®
INSTALLATION AND ADMINISTRATION INSTRUCTIONS

SD 6957 ISSUE 1.1
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FEATURE PACKAGE PG-3W116

INSTALLATION PROCEDURE

These instructions are for use with Special Development 6957. The accompanying Specification Document should be fully understood before one attempts to administer this special development.

If upgrading from an earlier standard base issue reference all standard ISCN documents from the standard base issue currently installed through the base issue of this special development.

PROCEDURE FOR RETROFITTING FROM STANDARD TAPES

This issue *is* run tape compatible with DEFINITY® GENERIC 2.2 ISSUE 3.0

Custom Development SD6957 must be installed by the following procedures:

1. With the standard tapes in the machine, Execute the RUN TAPE procedure.

2. If applicable, follow any procedures as described in the standard ISCN documents.

3. When the run tape completes, insert a special development tape into the on-line tape drive. Execute the RUN TAPE procedure.

4. The Special Development tape now contains the translations of the machine. If this is a duplicated system, switch the standard tape that is in the offline side with the custom development tape that is in the online side. It is now necessary to load the Custom Development into the memory of the machine. If this is a duplicated system, proceed to step 6, otherwise continue with step 5.

5. Verify that the Microdiagnostic Test Select switch is set for test 15. Load the special development into memory by depressing the rocker switch entitled 'ENABLE'. After the load is complete proceed to step 8.

6. Lock the machine onto the online side. Verify that the off-line processor's Microdiagnostic Test Select switch is set for test 15 and depress the ENABLE switch in that processor in order to load the custom development tape.

7. Once the off-line processor is loaded, unlock the machine and use a hard switch to switch processors. A hard switch is required to clear all status area. After the hard switch has completed lock the machine to the online side.

8. Perform a GET on the Manager II after the system has been loaded. The get should indicate that the EFCs for procedures 000 word 1, 000 word 3, 054 word 1 and 275 word 5 are to be loaded. Execute

a GET (softkey F2) so that these Custom Development procedures are loaded into the Manager II database. If this is a duplicated system, continue with step 9, otherwise proceed to step 12.

9. When completed with the system verification testing on the Custom Development tape perform a run tape. After the run tape procedure is complete replace the custom tape with a second custom tape and perform an additional run tape. After the second run tape procedure has completed replace the standard tape in the offline side with the first custom tape.

10. Verify that the off-line processor's Microdiagnostic Test Select switch is set for test 15. Depress the ENABLE switch on that processor in order to load the new tape.

11. When the load procedure is completed on the offline side unlock the machine.

12. Perform all necessary administration for the special development features as described in the remainder of this document.

13. Perform a run tape on all, including spare, special development (RED LABELED) tapes.

WARNING: Procedure 490 has been disabled. Contact Custom Software Development in Denver for ISCN updates or to apply patches.

ADMINISTRATION OF ENHANCED CALL PARK FEATURE

Procedure 275, Word 5

Procedure 275 Word 5 has been created to allow the administration of the Enhanced Call Park system parameters. The two administrable items in this word include the Call Park Timeout Interval and the Infer Call Park Answer-back Dial Access Code for CSE Retrieval indication.

The Call Park Timeout Interval is the number of two second increments used to determine how long a call should remain parked until returning to the parking station. This value only applies to calls parked by stations, not calls parked by attendants. Field 1 is three digits in length. The valid entries are 0, 1 through 127, and dash. When zero is entered the enhanced timeout feature is disabled and parked calls will follow standard operations which means stations will be parked until retrieved or abandoned and trunks will return to any attendant in the system after a two minute timeout period. When 1 through 127 is entered the call will remain parked for two times the value in seconds (a minimum of 2 seconds to a maximum of 254 seconds or approximately 4 minutes). When "dash" is entered (by typing 'CE;' on MGRII), no timeout for parked calls will be provided. The field will be initially set to zero.

Field 2 is a single digit field used to indicate whether the Answer-back Dial Access Code for retrieving a Common Shared Extension from Call Park should be inferred or not. When zero or dash are entered the Answer-back Dial Access Code must be dialled when retrieving a call parked at a CSE. A one in this field indicates that a call can be retrieved from a CSE by the 4 or 5 digit extension number associated with the CSE. Calls parked at station extensions must always be retrieved by dialling the Answer-back Dial Access Code followed by the extension of the station that parked the call.

Procedure 000, Word 1

Procedure 000 Word 1 has been modified to allow the administration of the Common Shared Extension channels. A new port type encode with a value of 8 will be added to the available encodes for field 8 (PORT TYPE). A CSE is added by entering an available extension number in field 1, a class of service in field 7 and an 8 in field 8 followed by an ADD-EXECUTE. Error code 81 will be given if a terminal equipment location is entered in fields 2 through 6.

CHANGE-EXECUTE is not allowed for the assignment of CSE channels. If this is attempted with an

assigned CSE in field 1 or port type 8 in field 8, an error code 94 will be given. Only ADD-EXECUTE is permitted.

Procedure 000, Word 3, Field 8

A new field has been added to word 3 of procedure 000. The new field (field 8) assigns Call Park Channel Access to any station extension. The field is a single digit field and allows a dash, 0, 1 and 2 to be entered. A zero or dash allows the specified station to park calls only at its extension channel. This is the default value for all extensions. A one entered in field 8 allows the station to park calls at any available Common Shared Extension channel. This means calls will never be automatically parked at its extension channel. A two entered in field 8 indicates that the station will be given the ability to park calls at an available CSE if the extension channel is currently in use.

Since attendant consoles and trunks can only park on CSE channels, no administration is needed to assign their Call Park Access.

Procedure 054, Word 1

This procedure has been modified to allow an assignment of a status lamp to be associated with a CSE channel. Only one lamp may be designated per CSE. Also the station button must have already been administered as an Abbreviated Dialing button in Procedure 059 word 3 before this status lamp assignment can be made. This restriction allows the button to serve as the means to select the CSE when parking a call. Error code 83 (Wrong Button Type) will be given if the button has not been assigned as described.

To designate a station button as a CSE status lamp, the station equipment location and the module/button combination and the CSE extension in field 8 follow by an ADD-EXECUTE. When displaying the status lamp information, the CSE must be entered in field 8 followed by a DISPLAY-EXECUTE. The CSE number can **not** displayed by entering the station equipment location and the button information. This may appear to the user that the CSE status lamp designation does not exist when it really is administered.

RELATED PROCEDURES

Although the following procedures have not been modified from the standard operation, they may be used to further implement Enhanced Call Park.

Procedure 354 word 1   -- used to allocate extension groups to be assigned as CSE channels. These groups should be assigned to provide distinct extensions from the existing number plan to avoid conflicts by users retrieving calls as well as Manager IV attempting to assign valid extensions that are assigned as CSE's.

Procedure 010 word 1   -- used to assign Priority Paging attribute to the parking station's class-of-service as well as the class-of-service of the Common Shared Extension. Both must be set to 1 to permit Station Priority Paging.

Procedure 012 word 1 and 2 -- used to assign Name Data Base Information for a CSE to be displayed on a terminal equipped with a display module.

Procedure 000 word 4   -- used to assign station partitions to parking stations and Common Shared Extensions. Both extensions must be in the same partition to allow access. Tenant Service must be active to administer this.

Procedure 059 word 2 and 3 -- used to provide an Abbreviated Dialling list entry to activate Call Park and to select an available CSE. This must be done to allow use of the CSE status lamp assignment.

Procedure 201 word 1 or 2 -- used to assign a hundreds group for Busy Lamp Field. This is required only if the assigned CSE numbers are in a unique hundreds group and attendant need status of available CSE channels.