Technical Bulletin | Alcatel-Lucent OmniPCX Office

TC1740 ed.02   **Release: R9.0 and R9.1**

SCR NEW FEATURE SINCE R900 FOR OMNIPCX OFFICE

This document gives all necessary information on SCR New Features since R900 for OmniPCX Office.

Revision History

Edition 1: December 19, 2012   creation of the document
Edition 2: April 24, 2013   new edition

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1. Overview:

The Smart Call Routing (SCR) feature is used to route external incoming calls to a specific internal destination (extension, hunting group, ACD group, MLAA tree, etc.) or an external destination (speed dialing, external number, etc.), according to information relating to the external incoming call as:

- Caller id (CLI) and/or
- Called number (DDI) and/or
- Client Code DTMF (CC)

and according to a planning (Time ranges) specifics for SCR.

The SCR module uses the ACD engine in combination with the existing ACD table "line parameters", called "Call Routing Table" since R9.0; this table is common to SCR, ACD and MLAA (if these 3 applications are used simultaneously on the system).

It has been extended from 5000 to 10000 entries available for all functions SCR, ACD et MLAA.

Two operating modes are available:

- Call routing: calls are simply routed to the specified destination without any voice prompt.
- Call transfer: after a voice prompt requesting to enter the "Client code", calls are transferred from ACD ports to the destination.

The transfer is "Non Supervised" or "Blind transfer" type.

2. SCR Licenses:

This new feature depends of specific licenses:

- "Smart Call Routing software license 3EH03343AA"
In this case, only SCR function is enabled (no ACD).

- "OmniTouch Call Center Office and Smart Call Routing Pack 3EH07751AA"
In this case "SCR" and ACD are enabled.

- "Supervisor" license is also available in order to visualize SCR traces with Supervisor application: 3EH03138AA.

For information, with SCR license alone, the 8 ACD groups are not functional, but all ACD menus are available in "Call Distribution" menu, but it is impossible de create an agent.

3. New SCR menus in OMC:

3.1. New "Smart Call routing" table (previously called "line parameters" table):

The ACD and MLAA "line parameters" table has been redefined in "Smart Call Routing" table, in order to manage a larger destination of incoming calls.

It contains now the following fields:

- CLI: Caller id (20 digits maximum)
- DDI: Called DDI number (8 digits maximum)
- Client Code: 16 digits maximum

 Used to access a specific destination using a client code (the customer has to enter the client code and validate with "#"); also used for "Customer-Client file Pop-UP" with ACD Agent Assistant Application.

Note: if the "Client Code" is requested in the "SCR" and if the destination is an "ACD group with code", the code enter will be automatically retransmitted to the ACD group and agent assistant application for "file pop-up"; there will be no other request to enter the client code. If the destination is an "ACD Group", it is not retransmitted.

- Planning: Specific new time ranges for SCR
- Voice Msg: Voice prompts used to request the "Client Code" (Messages **1** to **8**):
  These Messages are the same as 107, 207, 307,….used for ACD "Client Code".
  If a "Client code" is programmed in the line, a voice prompt id is mandatory in this field.
- Service opened: Call distribution during Open service:
  It is possible to choose a destination in the "Pick list menu" or choose a particular destination entering the number of your choice (20 digits maximum)
- Service closed: Call distribution during Closed service::
  It is possible to choose a destination in the "Pick list menu" or choose a particular destination entering the number of your choice (20 digits maximum)
- Comment   :   Possibility to add a specific comment.
- Traces: Possibility to trace specific SCR lines for Trouble shooting and debug, in order to display them via Supervisor application
  CAUTION: in case of heavy ACD traffic, if several traces are enabled, there will be a risk of system slowing down !

Traces will be available in Supervisor Application (see § 4.)

This table is available in OMC/ Call Distribution Services/Smart Call Routing

Line & SCR parameters - 192.168.92.246

	CLI	DDI	Client Code	Planning	Voice Msg	Service opened	Service closed	Comment	Trace
1		501				On duty			None
2		502				Off duty			None
3		503				Clerical work			None
4		504				Temporary absence			None
5		8572			1	520	500	Appel Groupe 520	All
6		505				ACD group 1			None
7		506				ACD group 2			None
8		507				ACD group 3			None
9		508				ACD group 4			None
10		8573				00620187313			All
11		8574	2235		4	ACD group 1 with code	8000	Prise de commande	All
12									None
13									None
14									None
15									None
16									None
17									None
18									None
19									None
20									None
21									None
22									None
23									None
24									None
25									None

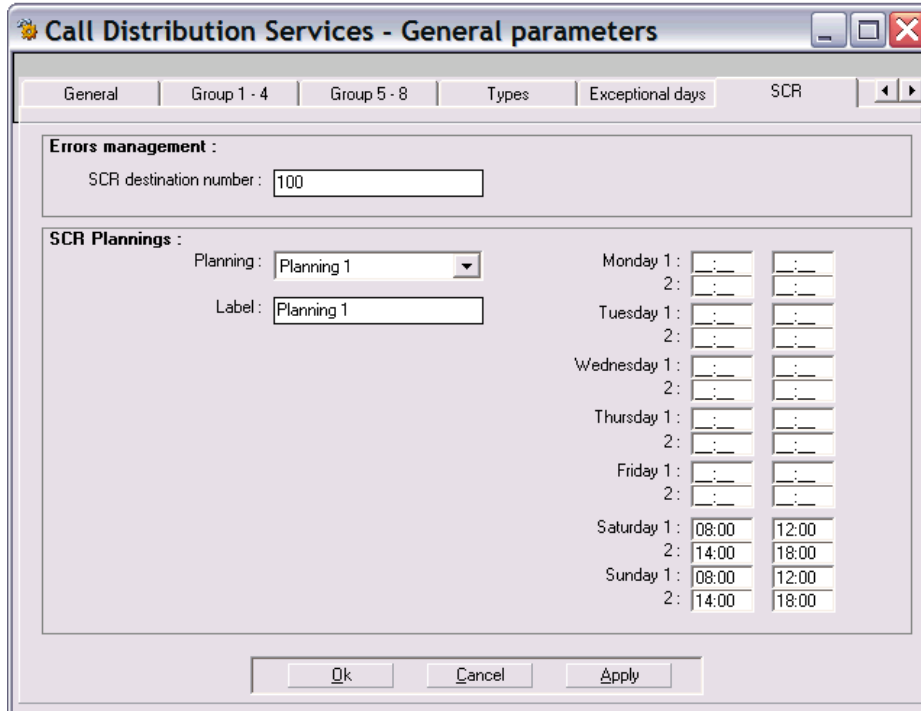Import   Export   Apply   Ok   Cancel

In order to modify the table:
• To add or remove a line: Right click on the corresponding "line id" on the left column and select "**Insert a line**" or "**delete a line**" within contextual menu**:**

• To add a complementary line: click on sign "+" on the right or left bottom hand corner.
• To modify cells, double click on the appropriate cell.
• Use "Apply" button for validate and keep the same menu open
• Use "OK" button for validate and go back to the previous menu.
• Use "Export/Import" button to export or import the table.

3.2. New "SCR" menu in OMC under "Call Distribution Services".

This new "SCR" menu allows programming new time ranges ("Planning") used specifically for Smart Call Routing function only.

All other types of time ranges in the system are complementary as for ACD, System, MLAA, ARS, Auto attendant time ranges and still applicable after the "SCR".

It contains also the "SCR Destination number" used in case of error during SCR transfer.

- SCR destination number:
This "SCR destination number" is used in case some parameters are missing in "Smart Call Routing" table. The destination could be an internal or external number; external destination should include outgoing bundle prefix.
This parameter is mandatory in order to avoid system miss functioning.

Note: By default, extension 100 is always the destination number; it is not updated according to the default internal numbering plan. It needs to be manually modified.

- SCR Planning:

Possibility to program up to 10 planning's:

- Click on "**SCR**" menu: the following menu appears (see bellow):
- Select the planning of your choice.
- Modify its label and specify open and closing hours for each day of the week if necessary.
- Click on "OK" to enable modifications.

- Configuration of "exceptional days" is still available in ACD under OMC/Call Distribution Services/ ACD–SCR Services/general parameters/Exceptional days.

This table is common to both "SCR" and "ACD", but each day may be now assigned individually to any SCR planning and/or any ACD group:

4. New option in supervisor application:

A new option "SCR Traces" is available in ACD Supervisor Application R9.0 (see also § 3.1 "Trace")

Click on "Click2Call/SCR log" icon and select "SCR Traces":
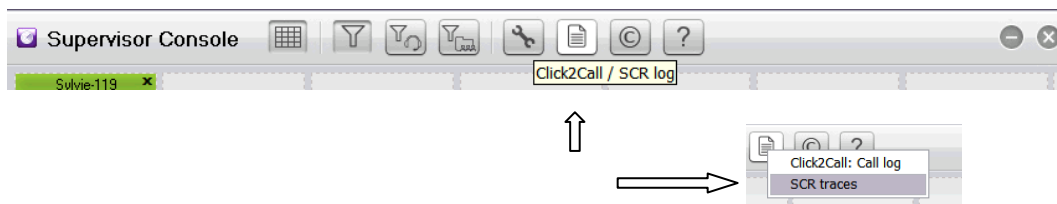
The "SCR Traces" window opens containing all SCR logs according to the selected lines with active "Trace" parameter in "Smart Call Routing" table.

Traces contain the following information:
- Date, Time, CLI, DDI, Client Code, Msg, Planning, Action, Opened, Closed, Comment.
- The total number of lines in the buffer is 2000 lines; it is "first In/first out" type buffer.

It is also possible to export the traces to a file in ".txt" extension compatible to "csv" format. (With separator = ";") >>>   [Export]

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5. Installation and SCR Start Up:

Warning !

- ***The SCR function being based on ACD engine, when downloading an Oxo software it is mandatory to select and load the "ACD package" !***

- In the same context, in order to be able to use SCR Function, it is mandatory to run the ACD wizard to generate ACD ports and ACD Hunting groups, using OMC/Call Distribution Services/ACD Setup !
If the ACD function is not used, the first lines created automatically by the wizard for managing agent status, may be removed.

- The DDI number used in "SCR Line parameters" must absolutely be programmed and defined in "Public numbering plan" with "function" cyclical hunting group containing all ACD ports.

For more information, please consult the "Expert Documentation Alcatel – Lucent OmniPCX Office Communication Server Version 9.1 – May 2013".

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Before submitting a Service Request, make sure that :

– In case a Third-Party application is involved, that application has been certified via the AAPP
– You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the Technical Knowledge Base
– You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the the Technical Knowledge Base

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