



Telephony Integration Document

Version 8.2

Step-by-step instructions to prepare for
SpeechAttendant implementation in a
Avaya ACD queue

Document history

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Introduction

In Avaya digital environments, SpeechAttendant ports can be programmed as ACD agents (as opposed to a hunt group). This allows the customer to benefit from the advantages of speech-recognition and automatic call distribution, even if SpeechAttendant is not actually installed in a call center.

This document contains indications on how to integrate SpeechAttendant in an **Avaya ACD queue** with expert agent selection (EAS) enabled¹. It assumes that you are familiar with programming an Avaya Definity PBX. Refer to the Avaya documentation for more information.

Global procedure

Integrating SpeechAttendant in an Avaya ACD environment involves the following steps:

- | | | | |
|--|---|---|--|
| In the PBX | { | 1 | Creating a hunt group (see below) |
| | | 2 | Programming agents (see page 4) |
| | | 3 | Programming stations (see page 4) |
| | | 4 | Programming a call vector (see page 5) |
| In the SpeechAttendant configuration panel | { | 5 | Programming a vector directory number (see page 5) |
| | | 6 | Configuring the settings related to automatic call distribution (see page 5) |

Creating a hunt group

You must create a hunt group for SpeechAttendant. To do so:

- 1 In the **ACD**, **Queue**, and **Vector** fields, type `y`.
- 2 In the **Group type** field, type `ead-mia`.
- 3 In the **Skill** field, type `y`.
- 4 Set **Timed ACW interval** to 1 second.
- 5 Set **Redirect on no answer** to 2 rings, and enter the appropriate destination in the **Redirect to VDN** field (for example, the operator extension).

1. SpeechAttendant is compatible with 2-wire Avaya line cards. Integration with 4-wire line cards has not been tested.

Programming agents

You must program an agent for each port dedicated to SpeechAttendant. To do so:

- 1 Specify the agent name and login ID (to keep things simple, enter the same number for both).
- 2 In the **TN** field, type 1 as the tenant number.
- 3 In the **COR** field, type 1 as the class of restriction.
- 4 Enter the agent password twice (to keep things simple, use the same number as the agent's name and login ID).
- 5 In the **Auto Answer** field, type none.
- 6 In the **SN** field, type the hunt group number.
- 7 In the **SL** field, type 1 as the skill level.

Programming stations

Each port assigned to SpeechAttendant must be programmed as Model 8434D stations, with default settings. You must then program each station buttons as indicated below:

Button	Assignment	Additional data
6	auto-in	N/A (Ignore Grp)
7	aux-work	N/A (Ignore RC and Grp)
8	autodial	Enter the ACD logout feature access code .
9	autodial	Enter the ACD login feature access code.

Programming a call vector

Program a vector as indicated below:

Line	Command	Additional data
01	wait-time	0 seconds hearing ringback
02	queue-to	Skill <i>SN</i> pri m Where <i>SN</i> should be replaced with the actual hunt group number.
03	stop	

If desired, you can configure a vector for each SpeechAttendant entry point. This allows you for more flexibility in call routing on no answer and best service routing (BSR). For example, you could program different call destinations on no answer condition.

Programming a vector directory number (VDN)

You must now program a VDN to point to the previously programmed call vector. If you programmed several call vectors for several entry points, you must also program several VDNs.

To allow for proper DNIS capture, the VDN name must include the VDN number as a prefix (e.g., 24500SpeechAttendant).

In the **Measured** field, type **internal**. This allows you to keep track of calls to the VDN using the basic call management system.

Setting ACD parameters in the configuration panel

Once you have programmed the ports, you must configure ACD settings in the configuration panel (about other configuration settings).

- 1 Access level 2 of the SpeechAttendant configuration panel.
- 2 Set **ACD Enabled** to **Yes**.
- 3 Set the **Agent ID - Port** \times settings for each port by entering the login ID and password of the corresponding agent (without spaces).

The following settings also pertain to ACD queues, but don't need to be adjusted now:

- ◆ **Agent Logged Out** contains the character string that appears on the phone display when an agent is logged out.
- ◆ **Required Action When Port Idle** is accessible from level 1 or 2. It can be used to log out idle ports so that the application can be stopped in an orderly fashion. It also enables the systematic logging in of ports to restart the application or ensure continuous service. Possible values are:
 - ❖ **Logout**, for idle ports to be logged out within the next 100 seconds, and busy ports to be logged out as soon as ongoing calls end. When all the ports are logged out, you can stop the telephony application (from the **Admin Tools** window) without interrupting calls.
 - ❖ **Login**, to enable the systematic logging in of ports that the PBX may have logged out, or for the system to log in ports that were logged out to stop the system (ports will be logged in within the next 100 seconds).



The Nortel-M1 Agent ID Mode parameter is not relevant for Avaya ACD.