

# UCE IVR QueWorX

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## System Manual

**NEC** NEC Corporation of America

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## 1

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# Introduction

The information in this manual describes the settings and options necessary to initially configure QueWorX, along with the operational features and functions available to call center agents.

The design of this manual is to supplement the QueWorX Administration Tool Help system. This online help system provides context sensitive information and procedures that help you to perform the tasks associated with configuring QueWorX.

---

## QueWorX Overview

QueWorX is a software application that provides the tools necessary to add sophisticated Computer Telephony Interface (CTI) functionality to a call center, such as:

- Customer data collection
- Estimated time in queue
- Queue depth
- Customer callback

Call routing based on a customer information database and the QueWorXAgent pop-up screens are expanded features and capabilities of QueWorX.

QueWorX includes two Windows based services. One provides the infrastructure necessary to support the ACD agent desktop applications, while the other interfaces with the ACD/PBX to provide interaction with voice calls. Both of the services use the NEC Infolink protocol to communicate with the ACD.



### REFERENCE

Refer to [Chapter 3, "Configuring QueWorX"](#) for additional information.

The *QueWorX Administration Tool* is a graphical user interface (GUI). The system administrator uses this tool to set the QueWorX application options and configure the functionality of the system through a series of

user-friendly screens that comprise the *QueWorX Administration Tool*. The system administrator can access this *Tool* at any time to make real-time changes to call handling within the QueWorX system.

---

## Manual Organization

The organization of this manual is as follows:

<i>Chapter 1</i> <i>Introduction</i>	Presents an overview of the QueWorX application, its feature levels, and operational functions. Each feature and additional function that comprises the QueWorX application has a description.
<i>Chapter 2</i> <i>QueWorX Use</i>	Presents the task-oriented procedures for QueWorX features and options.
<i>Chapter 3</i> <i>Configuring QueWorX</i>	Describes the QueWorX Administration Tool along with the procedures, screens, settings, and examples you need to initially configure the application.
<i>Appendix A</i> <i>Prompts</i>	Contains tables with the built-in default Application and System prompts.
<i>Appendix B</i> <i>Database Schema</i>	Provides a description of the database schema in use in QueWorX.
<i>Appendix C</i> <i>ACD Port Communications</i>	Describes how to configure ACD Port Communications for QueWorX.

---

## Features and Functions Overview

The QueWorX features provide different capabilities and functions, depending on which features you implement. This simplifies QueWorX installation to only the features you need, to better meet the site requirements.

- *Multi-Level Automated Attendant*
- *Queue Depth and Estimated Time to Answer (ETA)*
- *Immediate Callbacks and Configurable Callback Message Length*
- *Scheduled Callbacks*
- *Internet Initiated Callbacks*
- *Customer Profile Records Database*
- *QueWorXAgent Screen Pop-up*
- *ANI, Account Code, and Area Code Routing*
- *Expanded Call Routing Based on Pilot Number Called*
- *Caller Input Data Capture with Repeat Verification*

- [Database Reporting](#)
- [Custom Announcements](#)
- [Pre-Call Whisper](#)
- [Additional QueWorx Functions and Utilities](#)

---

## Multi-Level Automated Attendant

With this feature callers can navigate through multiple selection levels, to enable them to direct their call more efficiently. This expands the Single-Level feature, which only allows up to 10 choices in a single level. Multi-Level allows 5 sub-levels for each of the 10 top levels. For example, press 1 for PBX, followed by press 1 for 2000, 2 for 2400, and so forth.

You can configure multiple automated attendant menus per system and assign a name for easy identification during selection for each Automated attendant, as well as each of the sub-levels.

---

## Queue Depth and Estimated Time to Answer (ETA)

The Queue Depth feature provides information to callers regarding their position in the ACD queue. This informs callers of how many other callers (queue depth) must be answered before an agent addresses their call.

You can configure QueWorX to not announce queue depth, based on specified minimum and maximum values and determine, for example, that if the waiting queue is less than 10, or more than 20, the queue depth is not provided to the caller. In this example, if the depth is less than 10, the caller gets through to an agent soon enough that announcing the queue depth is unnecessary. However, if the queue depth is more than 20 and the caller is told this, he may abandon the call rather than waiting for an agent.

You can configure an ETA announcement in QueWorX to follow the queue depth announcement. ETA announces how long the caller can expect to wait before their call is answered. As with queue depth, you can configure ETA announcements with minimum and maximum values.

---

## Immediate Callbacks and Configurable Callback Message Length

Immediate CallBack allows a caller to enter their telephone number and leave a brief message of configurable length, then receive a return call from an ACD Agent (when an agent becomes available). Use this feature to lower toll-free service charges, or prevent VIP customers from holding for long periods of time.

Configure Callback to offer every caller a callback, or to only offer a callback based on an ETA threshold.

**Example:** *If the ETA threshold is set to 60 (seconds), then only callers with an ETA of 60 seconds or higher are given the callback option.*

You can also set the callback message length individually for each pilot number and set system default Callback Message Length varying from 0 seconds to 30 seconds in 5-second increments.

---

## Scheduled Callbacks

When an agent is not available, this feature enables callers to individually schedule a callback at a later specified time. The caller receives a prompt to enter a time to receive a callback. System wide settings can specify the range of hours for QueWorX to process all callbacks. An end-of-day setting can control a time when scheduled callbacks will not be offered to the caller.

---

## Internet Initiated Callbacks

With this feature, callers request agent Callbacks via the caller's web site. The Customer Name and other contact information displays on the ScreenPop client screen. Additionally, the agent's browser automatically launches and displays the URL being referenced by the caller requesting the callback. The agent can see the specific web page the customer was seeing at the time of the callback request.

Implementing the Internet-based callback feature of QueWorX requires integration with the customer's website.



REFERENCE

*Refer to the procedures later in this manual on how to call the QueWorX callback interface from your website.*

---

## Customer Profile Records Database

The Customer Profile Records database contains information specific to a customer. Use this information to route calls and display caller information to agents via the QueWorXAgent application. Add Customer Profile records by entering information directly in QueWorX, importing records from a customer database, or mapping to an existing external database.

With the mapping option, fields in the QueWorX Customer Profile records can reference an external database. This allows use of an existing ODBC-compliant customer database as the source for QueWorX Customer Profile Records.

---

## QueWorXAgent Screen Pop-up

The QueWorXAgent screen pop-up is a separate component application to QueWorX that displays specific caller information for calls received at and agent's call center station. This frees the agent from having to ask the caller for this information.

Based on the specific incoming call data, QueWorXAgent retrieves caller information from the Customer Profile Records database, or a customer-provided externally mapped database. If the system does not find a corresponding record for the caller in the database, then only the Automated Number Identification (ANI) and Dialed Number Identification Service (DNIS) data for the call displays. Edit the customer database entries directly from QueWorXAgent to update the customer information.

---

## ANI, Account Code, and Area Code Routing

The system can route calls based on the complete customer telephone number ANI, by a customer-entered number, or by the area code. The system uses this call information to locate specific customer data in the Customer Profile records Database.

- ANI* Uses incoming ANI to search the Customer Profile Records database for a match of the customer's complete telephone number. After the system finds an ANI match, the call transfers to the pilot number specified in the record with a new priority (if specified). If no match is found in the Customer Profile Records for the ANI received, the call follows ACD programming.

*Account Code* The caller can receive a prompt for a previously defined account number. After the caller enters their account number, the Customer Profile Records database is searched for a match. And as with ANI, if a match is found, the call transfers to the pilot number for the account code specified. If there is no match, the call follows ACD programming.

*Area Code* Area Code routing is based on a variable length Area Code. A minimum and maximum area code length can be set from 1 to 8 digits. The default is 3 digits. This expanded range allows routing based on up to the first 8 digits of the incoming ANI. Both the Area Code and the exchange number could then be used to route the call. (As with ANI and Account Code, the database is searched and the call routed accordingly.)

---

### **Expanded Call Routing Based on Pilot Number Called**

In addition to ANI, Account Code, and Area Code routing, calls can route based on the pilot number called. For example, a call is received and the ANI or account code is looked-up and retrieved from the Customer Profile Record. The pilot number plus the account code are considered unique and can be used to transfer the caller as specified in the record. Likewise, the ANI/Area Code plus the pilot number are considered unique and provides additional routing options.

If all routing options are enabled for a pilot number they are handled in the following order of precedence: first — Account Code Routing, second — ANI Routing, and third — Area Code routing.

---

### **Caller Input Data Capture with Repeat Verification**

You can configure pilot number to prompt callers to input data. This data attaches to the call as it progresses through the call flow.

For example, if the call center needs to collect social security numbers, configure a pilot number to prompt callers (using a pre-recorded prompt message) asking for their social security number. This data, once the caller enters it, can display on the Dterm of the receiving ACD Agent by activating the IVR Dialed Digits Tally Code. Collect any type of data with this feature. Record a prompt for any other type of data specific to a customer's business.

*Repeat Verification* You can set an additional option to prompt callers to confirm their data entry. With this option, the data just entered is repeated to the caller and the caller is given the option to re-enter the data. This provides callers the opportunity to correct any data entry errors.



---

## Database Reporting

QueWorX can generate reports based on various system statistics with summary and detail information such as:

- Callback statistics
- Agent Callback
- Port Utilization

The system stores statistical information on the QueWorX server in an SQL database, and stores call activity in this database for 90 days by default. You can expand this setting to 365 days before the information is overwritten.

---

## Custom Announcements

You can configure QueWorX with up to 89 custom announcements. the QueWorX Administrator record these announcements on a per pilot number basis. When the pilot number is receives a call, the custom announcement plays and the call routes as needed.

---

## Pre-Call Whisper

The pre-call whisper feature provides the capability to play a pre-recorded announcement to an agent immediately before the agent receives a call. This announcement can provide the agent with additional information about how to handle the call.

An announcement selection may be determined either by the ACD pilot number where a call arrives, or by selections made by a caller within a QueWorX auto attendant. For example, consider an auto-attendant that offers the options: *For sales, press 1. For service, press 2. For Support, press 3.* The pre-call whisper feature allows you to associate a unique whisper message with each menu selection. For this menu, the associated recordings might say: *This is a sales call, This is a service call, or This is a support call.*

Given the configuration above, if the caller presses 2 for service, he gets routed to an agent, when the agent answers the phone, the agent will hear the message *This is a service call*, immediately before being connected to the caller. Refer to ["Pre-Call Whisper" on page 3-31](#) for more information.

---

## Additional QueWorx Functions and Utilities

### *Record Utility*

Part of the flexibility of QueWorx is the capability to record prompts, as well as adjust the functionality of the system itself. QueWorx records voice prompts in two different ways, with:

- Any Dterm phone.
- The NEC QueWorX Administration



#### REFERENCE

Refer to [Chapter 2, "QueWorX Use"](#) for additional information on the Recording Utility.)

### *Multi-Lingual Announcements*

With this feature you can record all QueWorx announcements in up to seven language sets for use in international or multi-national call centers. You specify a language number when recording announcements. You create different language names created under the System Information module. Click the **Available Languages Link** to access the language names.

With the Recording Utility, you can record prompts in up to 7 different languages.



#### NOTE

English is the default language. All other language files created require the system prompts to be recorded in the Record Prompts module of the NEC IVR Console.

# 2

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## QueWorX Use

This chapter describes the primary QueWorX features agents can use in normal call center operations, and describes some additional administrator functions.

### Chapter Topics

- [QueWorXAgent Use](#)
- [QueWorX Report Runner Use](#)
- [SoftPhone](#)
- [Agent Pop-up Use](#)
- [Record Voice Prompts](#)

---

## QueWorXAgent Use

The QueWorXAgent is two independent client-server software applications. The two elements are the Screen Pop and the Soft phone. You can use each independently, and their functionality is complementary.

The QueWorXAgent screen pop-up displays specific caller information for calls received at call center agents' stations. This frees agents from having to ask the callers for this information.



NOTE

*QueWorXAgent is a separate component of QueWorX and you **must** install it at each agent's personal computer or workstation.*

*Please note that any agent, who is given a choice of splits to log into during the login procedure, will be unable to use QueWorXAgent.*

---

## Start QueWorXAgent

To start the QueWorXAgent, click **Start** on the task bar and select **Programs > NEC > QueWorX > Agent Applications** (Figure 2-1).

**Figure 2-1** QueWorXAgent Start Menu

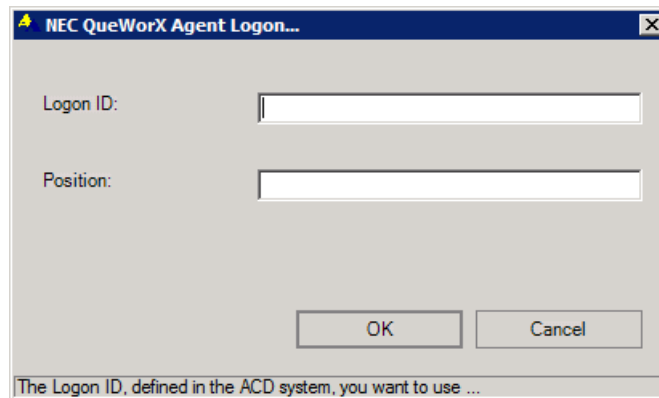


NOTE

You must start the Agent Application services before the Client Application login appears.

After the application starts, a login screen appears on the desktop (Figure 2-2).

**Figure 2-2** Login dialog box—Visual Agent Icon



A *Visual Agent* icon displays in the system tray (Figure 2-3).

**Figure 2-3** Visual Agent Icon



TIP

Move the cursor over the icon to display the program name, this is known as a 'mouseover'.

---

## QueWorXAgent Applications Use

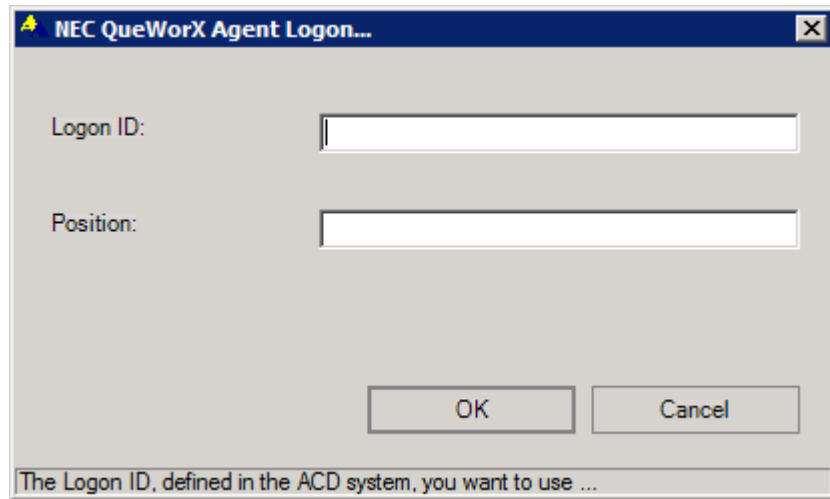
You must do the following, before using QueWorXAgent:

- Set up the Agent Application
- Change the connection section
- Run the QueWorXAgent Application
- Configure the Feature Settings

Do the following to run the software.

**Step 1** Double-click the **Visual Agent** icon in the system tray. The *Login* dialog box displays [\(Figure 2-4\)](#).

**Figure 2-4** NEC QueWorX Agent Logon dialog box

The image shows a Windows-style dialog box titled "NEC QueWorX Agent Logon...". It has a standard title bar with a yellow icon on the left and a close button (X) on the right. The main area of the dialog is light gray. It contains two labels: "Logon ID:" and "Position:", each followed by a white text input field. At the bottom right, there are two buttons: "OK" and "Cancel". At the very bottom, there is a status bar with the text "The Logon ID, defined in the ACD system, you want to use ...".

- Step 2** Enter the following information:
- **Logon ID**, same ID used in the ACD on the agent's phone
  - **Position**, the agent's phone number
- Step 3** Click **OK**.



**NOTE**

*If you wish to exit without logging in to the application, click **Cancel**.*

## Agent Applications Configuration

You must configure the connection parameters the first time you run the client application. Do the following to set up the connection parameters:

- Step 1** Right-click the **Visual Agent** icon in the system tray and select **Agent Applications** from the shortcut menu (Figure 2-5).

**Figure 2-5** Shortcut menu—Agent Applications command



The Agent Applications screen—Softphone display appears (Figure 2-6).

**Figure 2-6** Agent Applications screen—Softphone display



REFERENCE

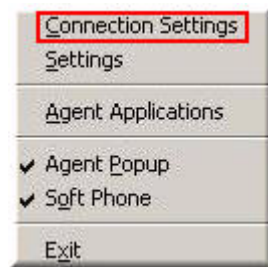
Refer to [SoftPhone](#) for complete information about using and completing the SoftPhone application screens.

## Change Connection Settings

Do the following to change the Server IP Address where the client connects:

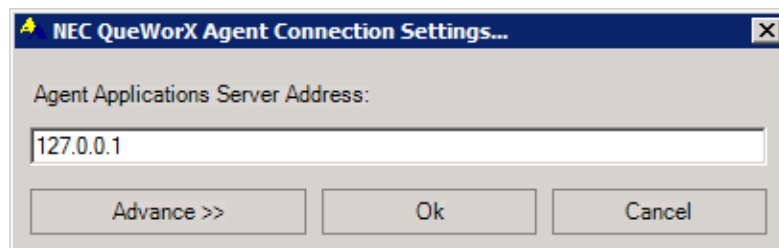
- Step 1** Right-click **Visual Agent** icon in the system tray and select **Connection Settings** from the shortcut menu (Figure 2-7).

**Figure 2-7** Shortcut menu—Connection Settings



The *Connection Settings* dialog box displays (Figure 2-8).

**Figure 2-8** NEC QueWorX Agent Connection Settings dialog box



- Step 2** Enter the QueWorX Server IP Address to which you are connecting.

- Step 3** Click **Ok**.



**IMPORTANT**

*If you fail to enter the IP Address or incorrectly enter the IP Address, the agent will not connect to the server.*

After the system accepts the settings, the connection enables and the icon in the system tray changes color.



**NOTE**

*The Agent Application Services must be started before the Client Application displays the login.*



---

## Agent Features Settings

The agent can customize some features. For example, an agent can choose which Agent applications enable and what their default break type is. To change Agent Settings, do the following:

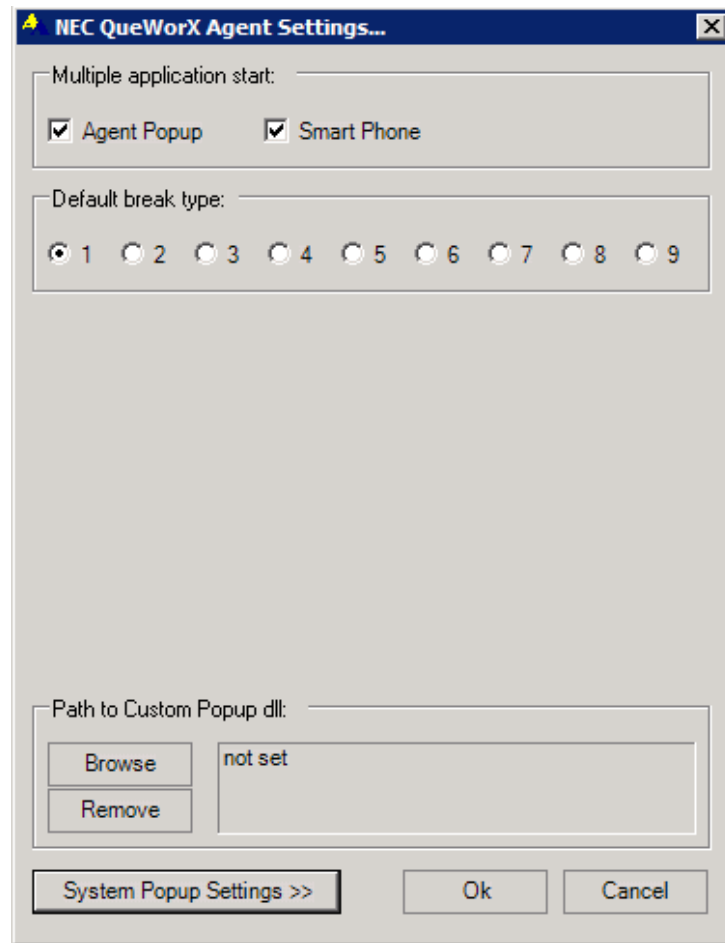
- Step 1** Right-click **Agent Apps** icon in the system tray.  
The shortcut menu displays (Figure 2-9).

---

**Figure 2-9** Shortcut menu—Settings



- Step 2** Select **Settings** from the shortcut menu.  
The *Agent Application Settings* dialog box displays (Figure 2-10).

**Figure 2-10** NEC QueWorX Agent Settings dialog box

**Step 3** Select which applications to start:

- Agent Popup
- Smart Phone

**Step 4** Select the default break type (from 1—9)

**Step 5** Click **Ok**.

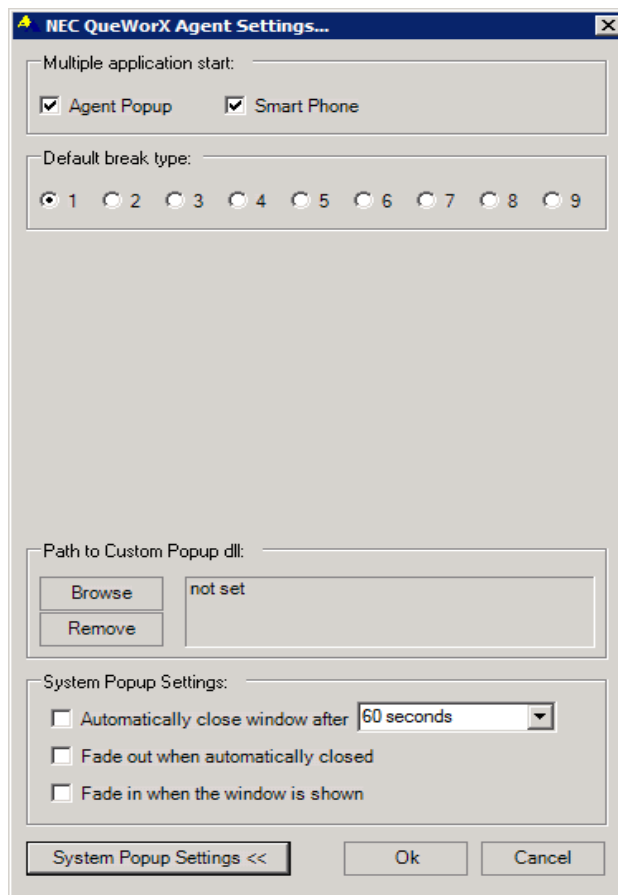
### Select Agent Applications

**Step 1** Right-click **Agent Apps** icon in the system tray.

**Step 2** Select **Agent Applications** from the shortcut menu (Figure 2-9) to display the Agent Pop-up and SoftPhone GUI window.

**Step 3** To modify how popups display, click **System Popup Settings** in the Agent Application Settings dialog box (Figure 2-10).

**Figure 2-11** System Popup Settings dialog box



- Step 4** Modify the following settings:
- Popups to close after 25 seconds
  - Popups to fade out when closed
  - Popups to fade-in when window displays
- Step 5** Click **Ok**.

---

## QueWorX Report Runner Use

The QueWorX Report Runner is designed for an IVR-enabled call center. The goal of an IVR-enabled call center is to:

- Reduce or eliminate the necessity for a live operator to handle calls
- Simplify customer service
- Create custom designed auto-attendants
- Reduce the costs associated with a toll-free number by offering the customer an option to place a callback request.


With QueWorX Report Runner, you can see detailed information about callers, statistics per IVR port, statistics per agent splits, and graphic representations (pie charts, and so forth). You can export data to Adobe.pdf, HTML, Microsoft Word, and Microsoft Excel. In general, QueWorX Report Runner represents an important tool for monitoring and data analysis.

You can create custom report templates with the tool menu, or by modifying a default templates' settings and saving separately as a custom report. The main reports in QueWorX Report Runner are as follows.

- IVR Port Utilization
- Callback Report
- Agent Callback Report
- Callback failures
- Auto-attendant activity
- Custom announcement statistics

---

## Launch QueWorX Report Runner

Double-click the Report Runner desktop icon  to launch QueWorX Report Runner.


---

## Database Connection Configuration — QueWorX Report Runner

Do the following to configure a database connection.



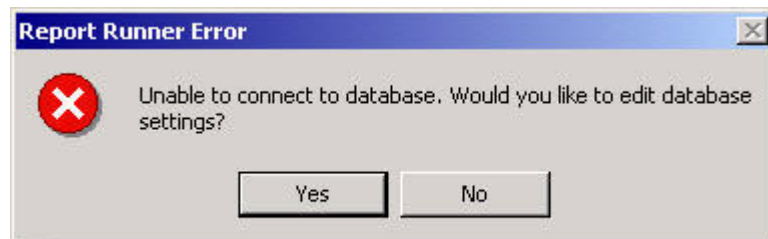
*When running QueWorX Report Runner for the first time, the remote client's connection parameters to a database must be provided.*

**Step 1** Double-click the Report Runner desktop icon . One of the following happens:

—If the Report Runner is installed on a different computer than the one where the QueWorX server is installed, the *Report Runner Error* dialog box displays (Figure 2-12). Click **Yes** and the Report Runner - Database Settings dialog box displays (Figure 2-13). Continue to Step 2.

---

**Figure 2-12** Report Runner Error dialog box



—If the Report Runner is installed on the same computer where the QueWorX server is installed, the *Report Runner - Database Settings* dialog box displays (Figure 2-13). Continue to Step 2.

**Figure 2-13** Report Runner - Database Settings dialog box

The screenshot shows a Windows-style dialog box titled "Report Runner - Database Settings". It has a "General" tab selected. Inside the dialog, there are three main sections: "Server", "Authentication", and "Connection Data". The "Server" section has a dropdown menu showing "QueWorX\SQLEXPRESS". The "Authentication" section has two radio buttons: "Use Windows Authentication" (unselected) and "Use SQL Server Authentication" (selected). The "Connection Data" section has three fields: "User Id" with the text "sa", "Password" with masked characters "XXXXXXXX", and "Database" with a dropdown menu showing "QueWorX". At the bottom of the dialog are "OK" and "Cancel" buttons.



You may change the connection parameters if you have multiple IVR servers by selecting the Database Settings in the main menu, or by typing **Control+D**.

**Step 2** Type the Server name\SQLEXPRESS server in the **Server** field.



The Server name will be the name of the user's server. If the user's server is named 'QueWorX,' then the following would be typed in the **Server** field:

**Example:** QueWorX\SQLEXPRESS

**Step 3** Select **Use SQL Server Authentication** as the Authentication method to use.

**Step 4** Type your username and password in the **User ID** and **Password** fields.

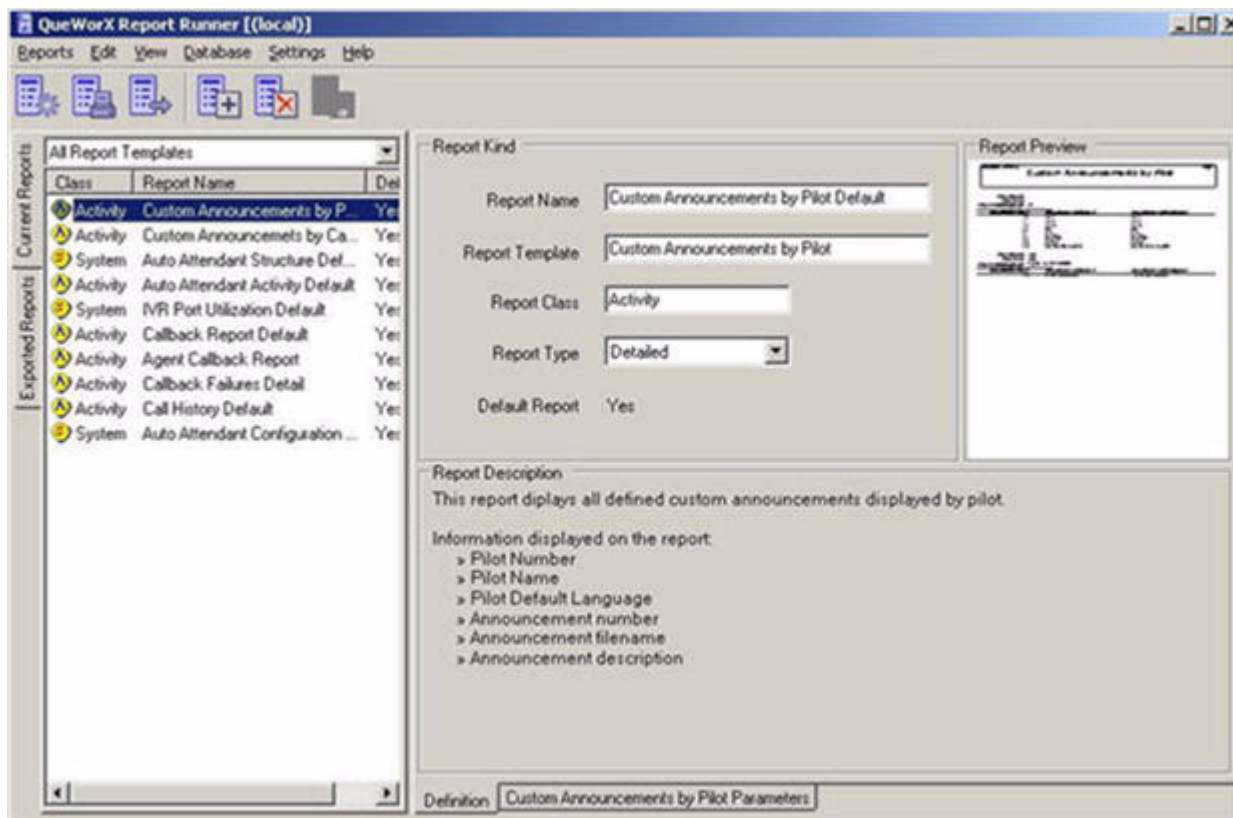
**Step 5** Type **QueWorX** in **Database**.

**Step 6** Click **OK**.

## QueWorX Report Runner Main Window

The Report Runner main window (Figure 2-14) is split into two panes. The left pane of the window contains a list of ten default reports. Click a report to see the contents of the report and available options in the right pane.



**Figure 2-14** QueWorX Report Runner window







## Quick Access Icons

The upper left pane contains six quick-access icons, see Table 2-1.

**Table 2-1** Quick- Access Icons


Icon	Function
	Run
	Print

Icon	Function
	Export
	Add
	Delete
	Save

When you select one of the left three icons you can run, print, or export a report. With the next three icons you can add, delete, or save a new report to the list.


### ***Run a Report***




You click  (run) to run a report and change the settings individually on each of the ten types of reports. For more common tasks, you may choose to add it as a custom report and then edit/save the parameters (for example, the day interval).

### ***Save a Report***



You click  (save) to save a custom report (when you change the parameters).

Unless you change the parameters, this icon is disabled  (grayed out).



**NOTE**

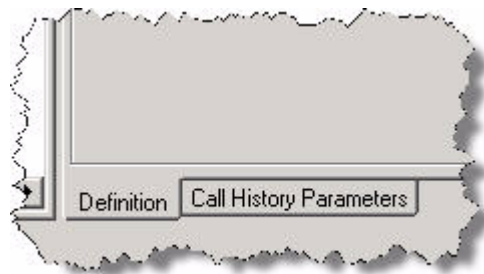
*Moving the mouse over the six icons gives a pop-up explanation about each icon's functionality.*



## Tabs


The right pane has two tabs at the bottom of the page, one for the report's definition and one for the parameters (Figure 2-20). To get the applicable report, modifying both tabs is necessary.

**Figure 2-15** Report Runner tabs




The Report Runner tabs example is for the Call History report.

After you select a report from the left pane, choose the report's definition and parameters in the right pane.

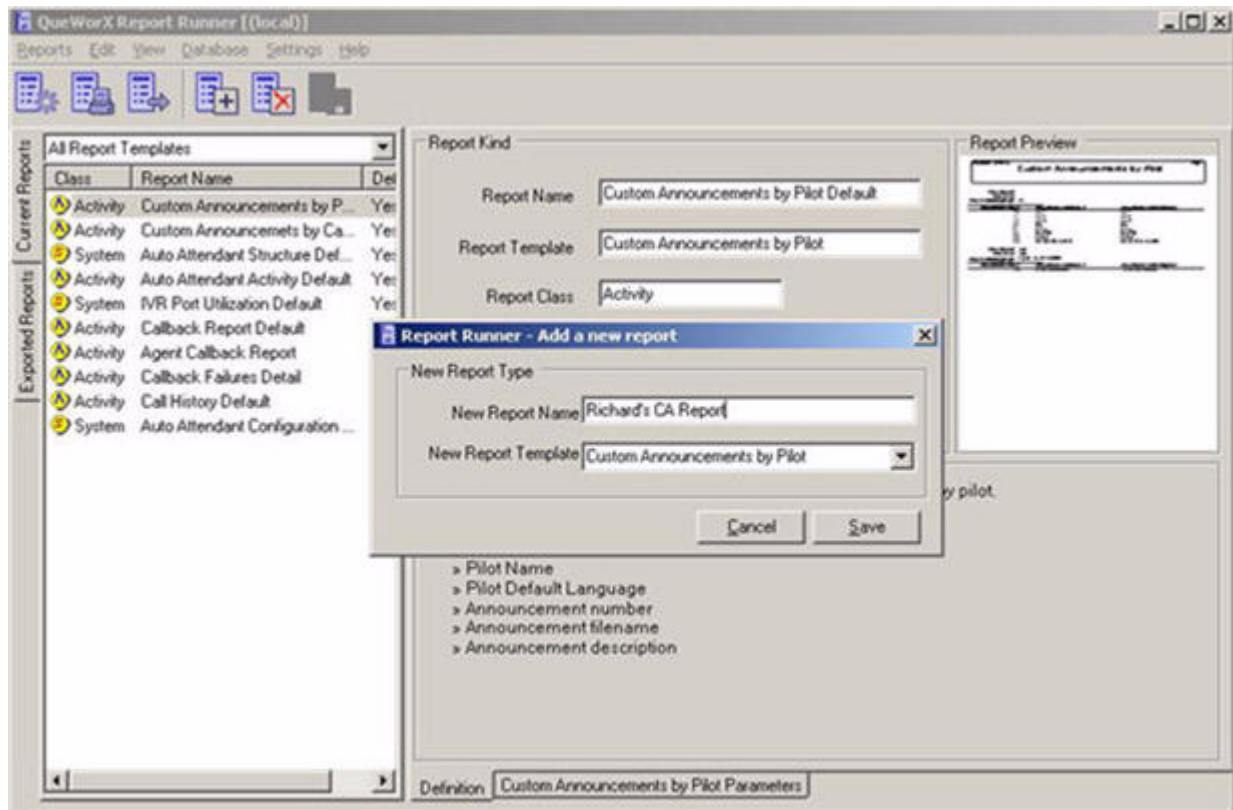
After you define the parameter values, click **Run**  (the top leftmost icon) to create the report, or in the preview mode, you can print or save the report. You can also choose to print or save the report from the main menu.

## Add New Report

To add a new report:

- Step 1** Click  (add) in the QueWorX Report Runner window. The *Report Runner - Add new report* dialog box displays (Figure 2-16). QueWorX then prompts you to choose a name and a report template (from the available, existing Crystal Reports templates).
- Step 2** For common tasks, you can change the existing report definitions to customize it for specific situations, such as defining a specific split or specific time interval.

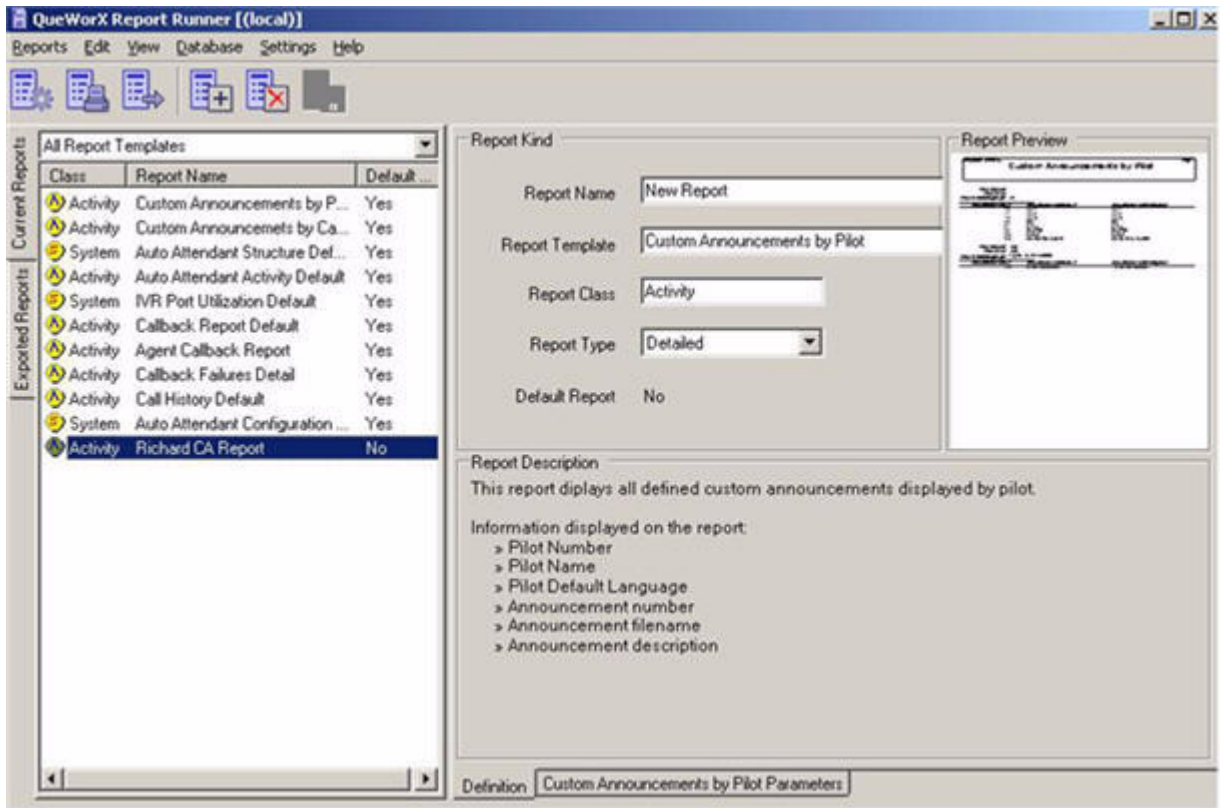
**Figure 2-16** Report Runner dialog box—Add a new report



**Step 3** After you add the report, choose a custom name. The report appears in the default reports list in the main *QueWorX Report Runner* window (Figure 2-17).

At this time the *Add Report* icon enables .

**Figure 2-17** QueWorX Report Runner window—new report added



## Main Menu Options

The Report Runner has six menu options in the upper left pane of the window (Figure 2-18):

**Figure 2-18** Report Runner Menu Bar



- Reports
- Edit
- View
- Database
- Settings
- Help

## Reports

Reports menu has the same functionality as:

Run , Print , or Export .

## Edit

Edit menu has the same functionality as:

Add , Delete , or Save .

## View

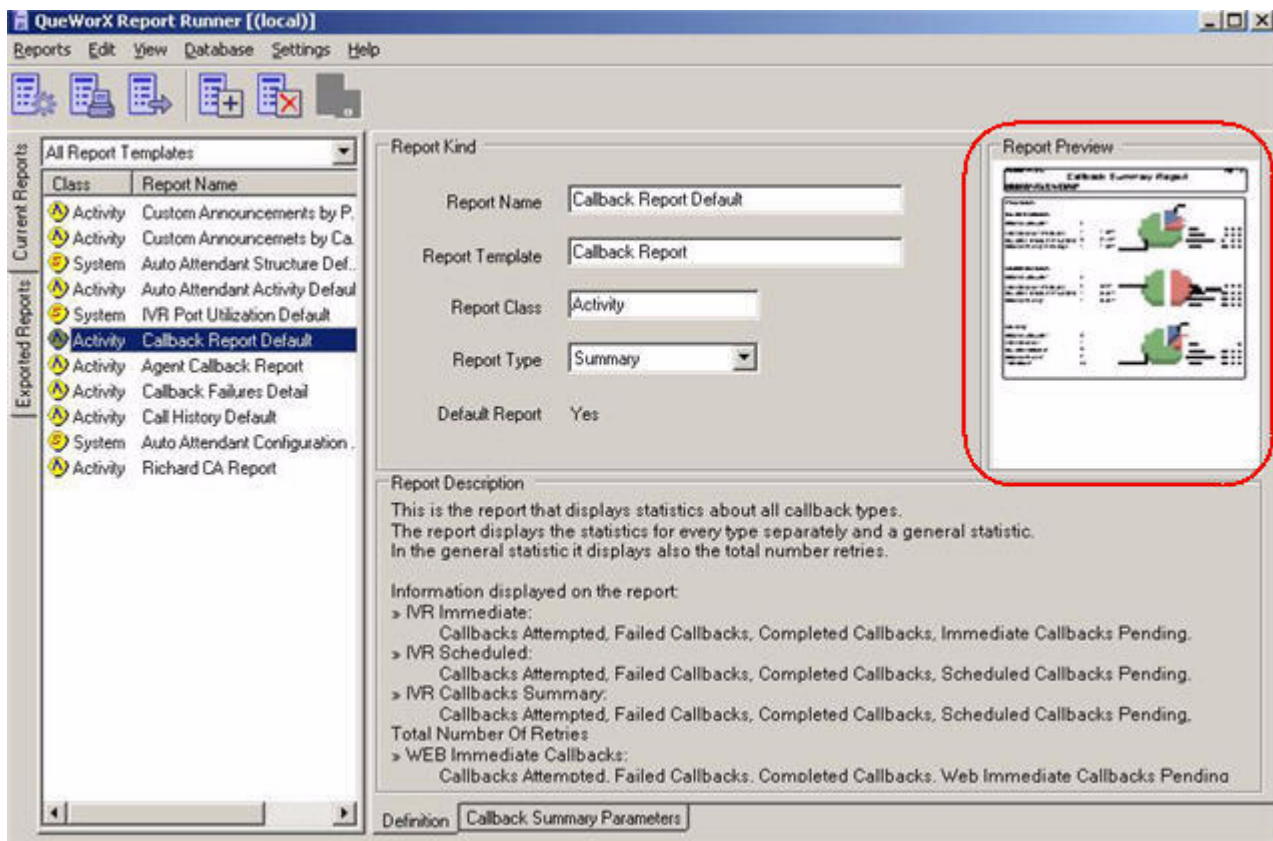
With the View menu you can see a preview of the report template in the right pane, while browsing the report list in the main program window (Figure 2-19).



NOTE

You can turn off this setting. Having this option on or off has no impact on performance.

Figure 2-19 QueWorX Report Runner window—View menu



## Database

The *Database* menu option provides option to change *Settings*, *Connect*, and *Disconnect*.

## Settings

The *Settings* menu provides the option to set up the default path for exported reports. Through the Settings Menu you can define the output format of reports [.pdf or HTML (stored in a folder from which the report may be published or replicated)].

## Help

The *Help* menu activates the online help.

---

## SoftPhone

SoftPhone is an application with which an ACD agent can control the ACD phone with a mouse. The SoftPhone duplicates all the controls that exist on the regular Dterm phone. The agent accesses the controls through the interactive screen interface.

---

## Function Keys

When an agent logs on, the *QueWorxAgent Function Key Window* displays (Figure 2-20).

**Figure 2-20** SoftPhone Display



The function keys provide an agent access to work mode, multiple break modes, answer, release, hold, retrieve, transfer, and conference calls.

An additional function key provides the agent the ability to enter tally codes and to logoff.

### Display Modes/Options

When QueWorXAgent is in *Ready* mode and receives a call, the answer button switches from red to green until the agent clicks it.

**Figure 2-21** SoftPhone Display—receiving a call



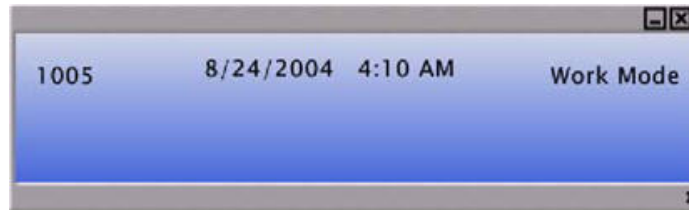
When an agent is in *Ready* mode and clicks **Answer**, the *Release*, *Hold*, and *Transfer* options become available.

When an agent selects *Work* mode, the button turns red. When the agent selects *Break* mode, the button is red and disables. To deselect *Break* mode, click **Work** or **Ready**.

## Agent Pop-up Use

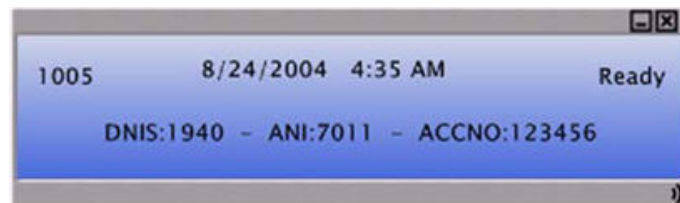
The Agent Pop-up application displays the station number of the agent, date and time, and the state of the agent phone.

**Figure 2-22** Agent Pop-up Example



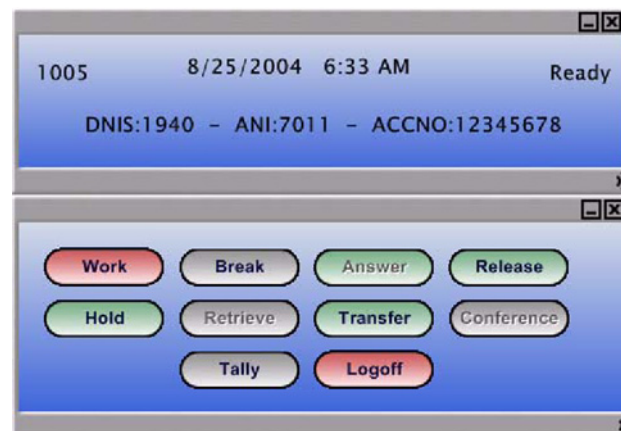
When an agent receives a call, the Agent pop-up application gives the agent real-time information about an incoming call. The DNIS, ANI, and Account Number (if available) displays.

**Figure 2-23** Agent Pop-up Example



You can use agent applications simultaneously ([Figure 2-24](#)). After the screens are put in touch with each other they stay together and you can easily move them on the window as one screen, by click-and-drag.

**Figure 2-24** Agent Application screen





## Caller Information Screen Pop-up

The Customer Information dialog box (Figure 2-25) opens on the agent's desktop when the agent has an incoming call. The information in the dialog box includes information entered into the Customer Profile Records database previously stored on the QueWorx server or a mapped to an external database. This information can include Customer Name, Account Code, Customer Phone Number, and four custom information fields. This allows an agent to identify callers immediately by name and have customer information readily available without having to ask the caller to repeat information.

**Figure 2-25** Customer Information dialog box



**NOTE**

The customer Information dialog box displays a blank information screen for calls associated with agent's PBX line. To disable the customer Information dialog box, do the following:

- Step 1** Go to **C:\Program Files\NEC\QueWorX\Agent Applications**.
- Step 2** Under section **<AppSettings>**, remove comments from in front and behind **<add key="PbxPop" value="false"**.
- Step 3** Restart the Application service.
- Step 4** Log back into **Agent Application**.  
The Screen pop dialog box is disabled and all calls associated with the agent's PBX line.





NOTE

*The Customer Info dialog box is expandable. Drag the Mouse to the Right bottom corner. Left click the mouse, pull the mouse downward to increase size, and push the mouse upward to decrease size.*

## Record Voice Prompts

With the QueWorX Recording Utility you can record QueWorX prompts to for a user-specific application. The system has a default set of prompts that is a generic set of prompts, which you can re-record. QueWorX uses three types of prompts:

- *System Prompts*
- *Auto Attendant Prompts*
- *Record Auto Attendant Prompts Individually*
- *Custom Announcements*  
(See Appendix A for a list of all QueWorX default prompts.)

All QueWorx prompts can be recorded in two different ways.

- The most common way is through the phone, by dialing the pilot for the Record Utility.
- The second way is through the NEC QueWorX Administration GUI, found under the Modules Record Prompts, Auto Attendant, and Custom Announcements.

By default, all prompts are recorded in English. The language-specific recordings can be made by selecting the appropriate language number and recording all prompts in the new language. The language prompt set is selected for each pilot via the **Pilots** tab.

Access the Recording Utility by dialing the pilot that is set up for the recording. You assign this pilot and password under the **System Information** tab.



IMPORTANT

*To record the prompts in a different language set, the system prompts for the other language file has to be recorded through the GUI, under the Record Prompts section.*

## System Prompts

Use the following steps to enter the Recording Utility and record System Prompts using a Dterm keypad.

- Step 1** Dial the pilot number that is set to be used for recording prompts. This pilot number and a password is assigned under the System Information tab in the NEC QueWorX Administration (under the Record Utility section). The default language file is English.

**Figure 2-26** NEC QueWorX Administration

- Step 2** Enter the password.

- Step 3** Press #.

- Step 4** Enter your password (this is the password assigned under the Record Utility section on the **System Information** tab in the NEC QueWorX Administration).

- Step 5** Press #.



If no entry or a wrong password is entered, you receive an error message.

**Step 6** To record system prompts press **1**.



TIP

To record auto attendant prompts press **2**, to record custom announcement prompts press **3**.

The next message prompts you to select the language to record.

**Step 7** Choose a language file number (1-7) for the language that will be used in recording.



NOTE

The language set (1-7) are configured in NEC QueWorX Administration under the System Information module section name General Settings. The available languages link is where the seven language files are generated. See (Figure 2-28).

**Figure 2-27** NEC QueWorX Administration—System Information tab

ID	Language
1	English (United States)
2	Spanish (Mexico)
3	French (Canada)
4	Japanese (Japan)
5	Chinese (People's Repu)
6	Russian (Russia)
7	Romanian (Romania)

**Step 8** Select one of the following at the prompt:

- 1** record all prompts
- Or—
- 2** record prompts individually
- Or—
- 3** play prompts

If recording prompts individually, see “Record Prompts Individually”.



QueWorX system prompts you to back up prompts, restore (overwrite) the existing language file selected, or continue with recording prompts. A message confirms the index number for the prompt being recorded.

**Step 9** A message prompts you to:

- Listen to the prompt **1**
- Re-record the prompt **2**
- Add to the prompt **3**
- Or—
- Exit **\***.



The indices spoken by the recording utility is from 0 up to the maximum supported in the current release of QueWorX, which is 0 through 454. [Appendix A](#) of this manual contains a list of these prompts.

**Step 10** After recording the prompt, a message prompts you to:

- 1** listen to the prompt
- 2** re-record the prompt
- 3** add to the prompt
- 4** to save
- Or—
- \*** to exit.



If the fourth option is selected, this just recorded system prompt will be saved and you will be asked to record the next system prompt.

**Step 11** Repeat steps as needed for all system prompts to be recorded.

**Step 12** When you finish recording all prompts, exit the Recording Utility as follows:

- Select the **\*** key until the system hangs up
- OR—
- Hang up the receiver

## Record Prompts Individually

When you select to record prompts individually, the procedure is slightly different. You enter the prompt number that you are recording followed by the **#** key. Use the [Appendix A](#) to determine the prompt number you record.

## Auto Attendant Prompts



NOTE

You must configure the Auto Attendant to record Auto Attendant prompts. Refer to [Account Code Routing](#) to configure the Auto Attendant.

Do the following to enter the Recording Utility and record Auto Attendant Prompts with a Dterm keypad:

**Step 1** Dial pilot number that is set to be used for recording prompts.



NOTE

Assign this pilot number and a password under the **System Information** tab in NEC QueWorX Administration under Record Utility section. The default language file is English.

**Figure 2-28** NEC QueWorX Administration—System Information

The screenshot shows the NEC QueWorX Administration window with the 'System Information' tab selected. The window has a menu bar (File, Tools, Help) and a tabbed interface. The 'System Information' tab is active, showing several configuration sections:

- General Settings:**
  - ACD IP address: 127.0.0.1
  - ACD port number: 60030
  - ACD Tenants: 1
  - Custom announcement per pilot: ☐
  - Transfer extension: 70080
  - Record prompt extension: 70080
  - Return key: [Dropdown menu]
  - Default language: English (United States) [Dropdown menu]
  - [Available Languages:](#)
- Record Utility:**
  - Language: English (United States) [Dropdown menu]
  - Pilot: 5386
  - Password: [Masked field]
- IVR Server Connection Info:**
  - Server IP address: 127.0.0.1
  - Port number: 6791
  -
- Change Administration Password:**
  - Old password: [Text field]
  - New password: [Text field]
  - Confirm new password: [Text field]
  -

At the bottom right of the window is an  button.

**Step 2** Enter your password (this is the password assigned under the Record Utility section located in the **System Information** tab of the NEC QueWorX Administration).

**Step 3** Press the # key.



*If no password is entered or an incorrect password is entered, you will be asked to re-enter your password.*

**Step 4** To record:

- System prompts press **1**
- Or—
- Auto attendant prompts press **2**
- Or—
- Custom announcement prompts press **3**.

**Step 5** Press **2** and a message prompts you to enter the Pilot number associated with the Auto Attendant being configured.

**Step 6** Enter the **Pilot number** followed by the ' #' key.

**Step 7** Enter the **Language ID** number or press \* to exit.

**Step 8** Next you are prompted to select one of the following:

- 1** record all prompts
- 2** record prompts individually, or
- 3** play prompts.

**Example:** *For this example, press the **1** key or press \* to exit. If recording prompts individually, see [Auto Attendant Prompts](#).*

The message may tell you that you have previous recorded prompts.

**Step 9** Do one of the following:

- Press **1** to back up current prompts
- Or—
- Press **2** to restore previous back up
- Or—
- Press **3** to continue.

You can now restore a previously backed up configuration or back up the existing configuration of recorded prompts. If you do not have previous recorded prompts, continue with the record session.

You receive a prompt to record the Main Menu prompt. This is the phrase that describes the initial set of choices available to the caller for this Auto Attendant. This phrase should provide the caller with a greeting and a set of choices available, such as:

- Press **1** for Technical Support Help
- Press **2** for Sales Help
- Press **3** for Billing Help, and so forth.

**Step 10** After you record the prompt, a message prompts you to:

- Listen to the prompt **1**
- Re-record the prompt **2**

- Add to the prompt **3**
- Save **4**
- Or exit **\***.

**Step 11** Press **4**.

You are now prompted to record the Auto Submenu, followed by a number. This number is the index of the first submenu below the main menu.

**Step 12** Record the submenu phrase and press the **#** key when finished recording.

**Example:** *An Auto Attendant is configured to transfer a user directly to an extension for Main Menu choices 1 and 2. Main Menu choice 1 takes the user to a submenu of additional choices. In this example you will be prompted to record Submenu 1.*

**Step 13** After recording the prompt, a message prompts you to:

- Listen to the prompt **1**
- Re-record the prompt **2**
- Add to the prompt **3**
- Save **4**
- Or exit **\***



You can generate a flowchart of the Auto Attendant and print it out using Report Runner. The Report Name is Auto Attendant Configuration. This report helps with long, in-depth Auto Attendant recording sessions.

**Step 14** Press **4**. After recording the prompt, a message prompts you to do one of the following:

- Listen to the prompt **1**
- Re-record the prompt **2**
- Add to the prompt **3**
- Save **4**, or
- Exit **\***.
- Press **4**.



If you select the first option, this new recorded submenu phrase saves and you are asked to record the next submenu phrase. The order of recording phrases is level oriented. All first-level submenu phrases are recorded, then all submenu phrases at the next lower-level are recorded (submenu 2-1 will be recorded, followed by submenu 2-2, followed by submenu 2-1-1, and so forth).



Using the Auto Attendant Configuration Report from the Report Runner will be helpful (see [“QueWorX Report Runner Use” on page 2-10](#)).

---

## Record Auto Attendant Prompts Individually

To record Auto Attendant prompts individually:

**Step 1** Press **2**.

You can enter the key path of the prompt to record or press the \* key to record the Auto Attendant Main Menu.

**Step 2** Enter the Key path.

**Step 3** Press the # key.



TIP

Use the Auto Attendant Configuration Report from the Report Runner help (see [QueWorX Report Runner Use](#)).

The report displays the numeric index of each menu and submenu. The record utility uses the numeric index.

---

## Custom Announcements



NOTE

Before Custom Announcement numbers are available for recording through the Record Utility, the pilot number associated with the custom announcement must be assigned in the Pilot module. The custom announcement prompt must also be assigned in the Custom Announcement module NEC QueWorX Administration.

Use the following steps to enter the Recording Utility and record custom announcements using a Dterm keypad.

**Step 1** Dial the pilot number that is set to be used for recording prompts.



NOTE

This pilot number and a password is assigned under the System Information tab in NEC QueWorX Administration (under the Record Utility section). The default language file is English.



**Figure 2-29** NEC QueWorX Administration—System Information

The screenshot shows the 'NEC QueWorX Administration' window with the 'System Information' tab selected. The window has a menu bar (File, Tools, Help) and a tabbed interface. The 'System Information' tab contains three main sections:

- General Settings:** Includes fields for ACD IP address (127.0.0.1), ACD port number (60030), ACD Tenants (1), Transfer extension (70080), Return key (\*), Custom announcement per pilot (checkbox), Record prompt extension (70080), and Default language (English (United State)). A link for 'Available Languages' is also present.
- Record Utility:** Includes a Language dropdown (English (United States)), a Pilot field (5386), and a Password field (masked with asterisks).
- IVR Server Connection Info:** Includes a Server IP address field (127.0.0.1), a Port number field (6791), and a 'Check Connection' button.

At the bottom right, there is a 'Change Administration Password' section with fields for Old password, New password, and Confirm new password, along with a 'Change Password' button. An 'Update' button is located at the bottom center of the window.

**Step 2** Enter your password (this is the password assigned under the Record Utility section on the **System Information** tab in NEC QueWorX Administration).

**Step 3** Press #.



**NOTE**

*If no entry or a wrong password is entered, you will be ask to re-enter your password.*

**Step 4** To record:

- System prompts, press **1**
- Auto attendant prompts, press **2**

**Step 5** To record custom announcement prompts, press **3** and enter the Custom Announcement number and press #.

**Step 6** Enter the associated pilot number by pressing the # key. For System Announcement press \*.

**Step 7** Enter **language ID**, or press the \* key to exit.

**Step 8** The phrase the prompt has not recorded is played. Press **2** to re-record, or press \* to exit. Press the **2** key.

**Step 9** After recording the prompt, a message will prompt you to do one of the following:

- 1 listen to the prompt,
  - 2 re-record the prompt,
  - 3 add to the prompt,
  - 4 to save, or
  - \* to exit.
- Press the 4 key. If selecting the first option, the announcement just recorded will be saved and you will be asked to record the next custom Announcement.

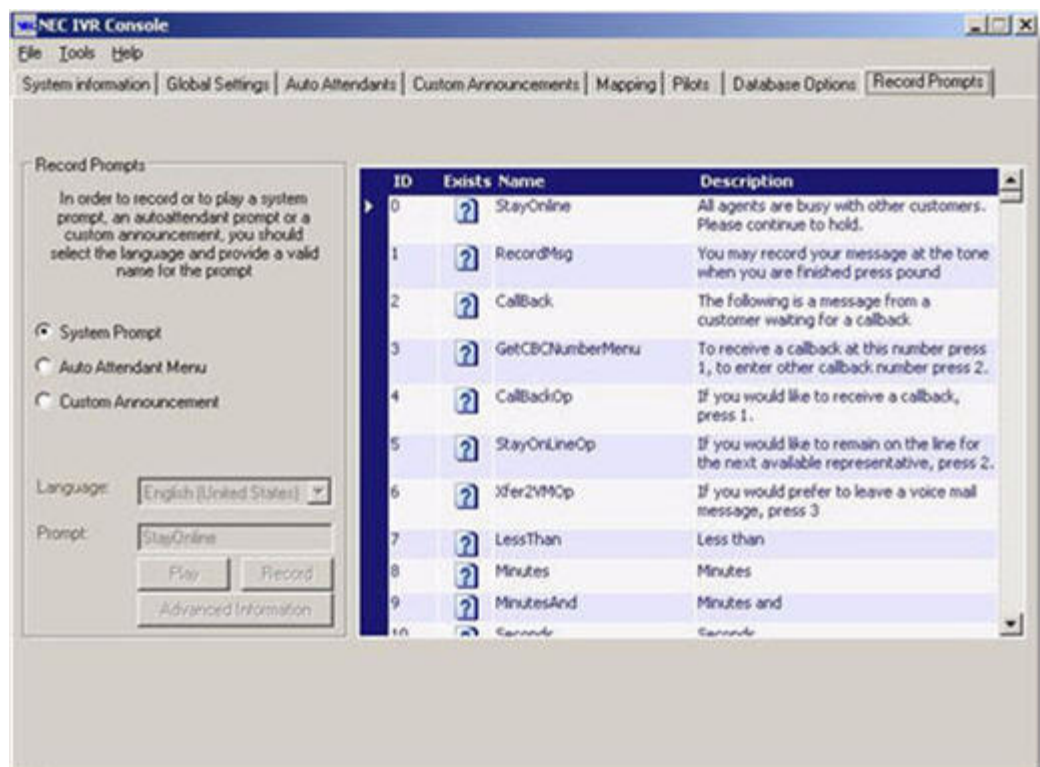
**Step 10** Repeat the steps as needed for all announcements to be recorded.

**Step 11** When all prompts have been recorded, exit the Recording Utility by pressing the \* key until the system hangs up or by hanging up the receiver.

## Record Prompts in NEC QueWorX Administration

You can record prompts through the phone on the GUI. Record System Prompts, Auto Attendant, and Customer Announcements via the Record Prompts module or by their individual modules.

**Figure 2-30** NEC QueWorX Administration—Record Prompts



- Select the Language ID for each ID that you configure.
- The Record Prompts module also contains the System Prompt IDs, Names, and Descriptions.

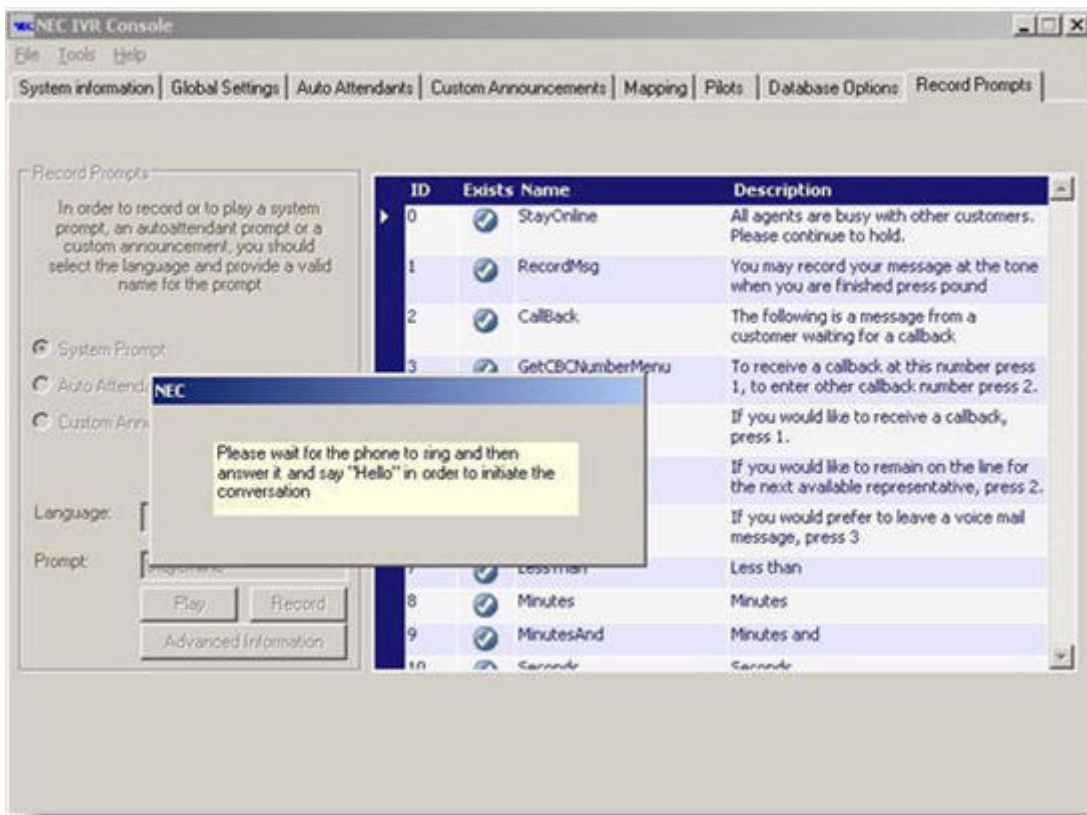
**Table 2-2** Record Prompts

Record Prompts	
System Prompts Button	System prompts can be played or recorded individually by the user.
System Prompts List Window	This window only appears if the System Point button is selected. The window displays all the system prompts ID numbers, names, and descriptions.
Auto Attendant Menu Button	Auto Attendant prompts can be played or recorded individually by the user.
Custom Announcement	Custom Announcement prompts can be played or recorded individually by the user.
Prompt	Name of the system, auto attendant, or custom announcement prompt that is to be played or recorded.
Play	The system, auto attendant, or custom announcement prompt that is displayed in the Prompt field is played for the user.
Record	The system, auto attendant, or custom announcement prompt that is displayed in the Prompt field is recorded by the user.
Advanced Information	Displays information about the language or language files that are available for use by the system prompt.

You record prompts through the phone by pressing **Play**, or by pressing the **Record** button on the GUI. The phone number used to record the prompts is located in the System Information module (under the General Settings section). The filed name is Record Prompt Extension.



*You must initiate connection between the PBX and the Dialogic Board. Before the phone rings, a pop-up window displays on the GUI with a prompt to say "Hello". After the phone rings, go off hook and say "Hello" or make any other sound. The recording session begins.*

**Figure 2-31** NEC QueWorX Administration—Record Prompts**NOTE**

The Auto Attendant and Custom Announcement modules have their own separate recording features, see [\(Figure 2-32\)](#).

**Figure 2-32** NEC QueWorX Administration - Custom Announcements

The screenshot shows the 'NEC IVR Console' application window. The 'Custom Announcements' tab is selected in the top menu bar. On the left, a list box titled 'Custom Announcements' contains two items: 'Custom Announcement Demo' and 'Spanish Queue', both with checked checkboxes. Below this list are 'New' and 'Delete' buttons. On the right, the 'Information' section contains fields for 'Number' (10), 'File Name' (Spanish Queue), and 'Description' (Spanish Queue). The 'System Announcement' checkbox is checked. Below this is the 'Recording' section with a 'Language' dropdown set to 'English (United States)', a 'Prompt' text box containing 'Spanish Queue', and 'Play' and 'Record' buttons. An 'Advanced Information' button is also present. An 'Update' button is located at the bottom right of the window.

NEC IVR Console

File Tools Help

System information Global Settings Auto Attendants Custom Announcements Mapping Pilots Database Options Record Prompts

Custom Announcements

- ☒ Custom Announcement Demo
- ☒ Spanish Queue

New Delete

Information

Number: 10

File Name: Spanish Queue

System Announcement: ☒

Description: Spanish Queue

Recording

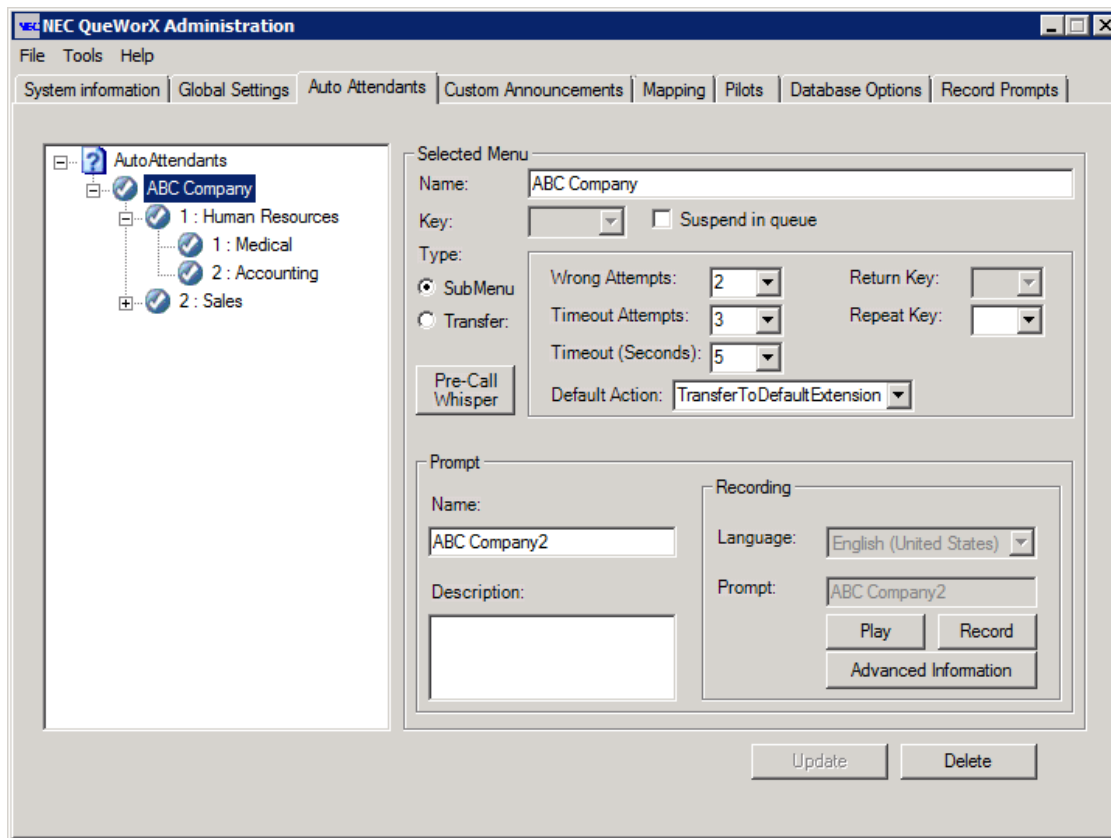
Language: English (United States)

Prompt: Spanish Queue

Play Record

Advanced Information

Update

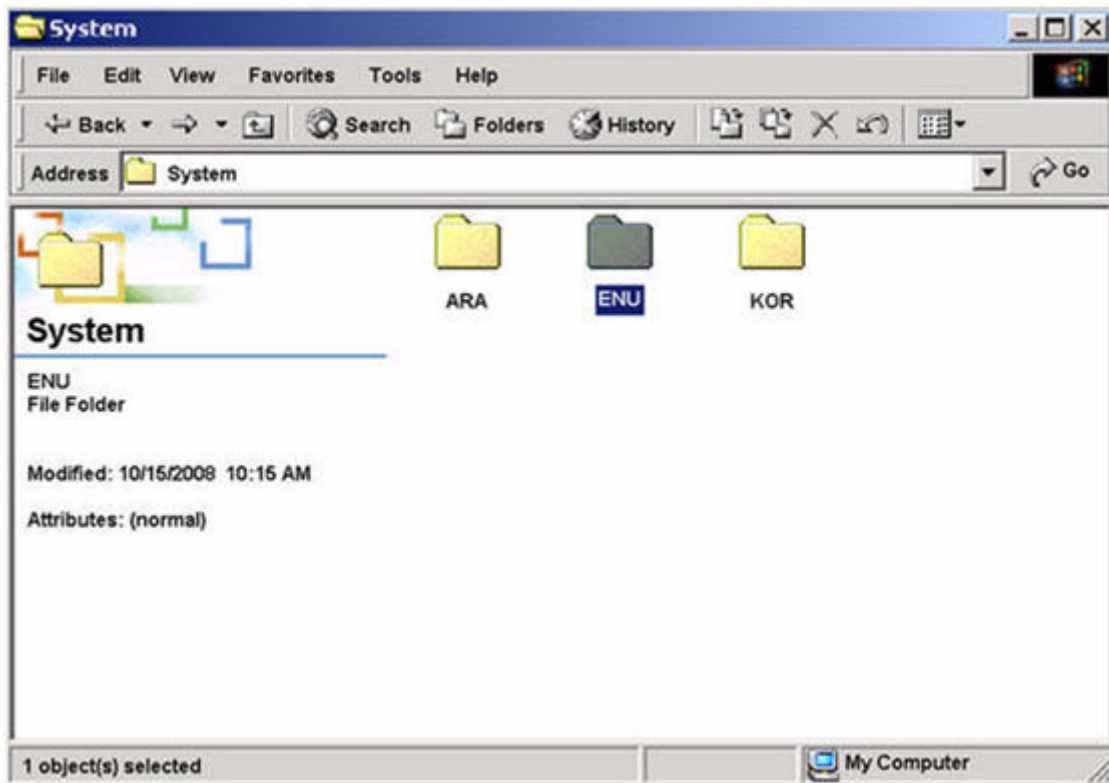
**Figure 2-33** NEC QueWorX Administration—Auto Attendants

The wave prompts are stored in the file system. The location was specified during the install.

The default language folder is English (ENU) (Figure 2-34). All System, Auto Attendant, and Custom Announcement prompts are in each language folder that you create.

**Example:** If you create a language ID of 2 (Korean) and 3 (Arabic), a folder generates that would contain all System, Auto Attendant, and Custom Announcement prompts that are in those languages.

**Figure 2-34** Language Set System Folder







# 3

---

## Configuring QueWorX

This chapter describes all the QueWorX configuration screens and setup options.

### *Chapter Topics*

- [\*Configuration Options Settings\*](#)
- [\*QueWorX Administration Console Use\*](#)
- [\*System Information\*](#)
- [\*Global Settings\*](#)
- [\*Pilots\*](#)
- [\*Database Options\*](#)
- [\*Auto Attendants\*](#)
- [\*Pre-Call Whisper\*](#)
- [\*Database Options\*](#)
- [\*Database Mapping\*](#)
- [\*ACD for QueWorX Integration Configuration\*](#)
- [\*Configuration Examples\*](#)

---

## Configuration Options Settings

You configure QueWorX using the NEC QueWorX Administration application, along with settings in the associated ACD application. To aid in configuring QueWorX, the following outlines the overall sequence of configuration settings that must be made prior to operating QueWorX.

---

### QueWorX Configuration

With the QueWorX Administration Tool, ensure your settings for QueWorX match those in [Table 3-1](#).

**Table 3-1** QueWorX Configuration

Settings	Descriptions
System Information	Configures all system-wide settings
Global Settings	Sets all QueWorX global properties
Pilot Numbers	Specifies properties for each pilot number and default pilot settings
Auto Attendants	Defines one or more, as needed, Auto Attendant(s)
Database Options	Configures the database options
Custom Announcements	Configures the custom announcements
Record Prompts	Modifies the existing voice prompts
Mapping	Edits the built-in database or attaches an external SQL Database

*ACD Settings* On the platform where the ACD application is installed, configure all reference extension numbers and settings in the ACD as required for QueWorX. (Refer to the ACD manuals for your installed equipment.)

*QueWorXAgent* Install and configure the QueWorXAgent application (as needed) at each agent workstation. (Refer to [Agent Applications Configuration](#))

*Voice Cards* Verify the required Voice Cards hardware used by QueWorX are installed in the platform and are properly configured. (Refer to the documentation on your specific Voice Cards and the associated installed platform equipment.)

## QueWorX Administration Console Use

The QueWorX Administration Console is a software application you use to configure various settings and options for QueWorX. The Administration Console can be run any time by doing the following:

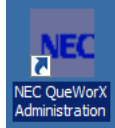
**Step 1** Click **Start** on the platform server task bar.

**Step 2** Select **Programs > NEC > QueWorX**.

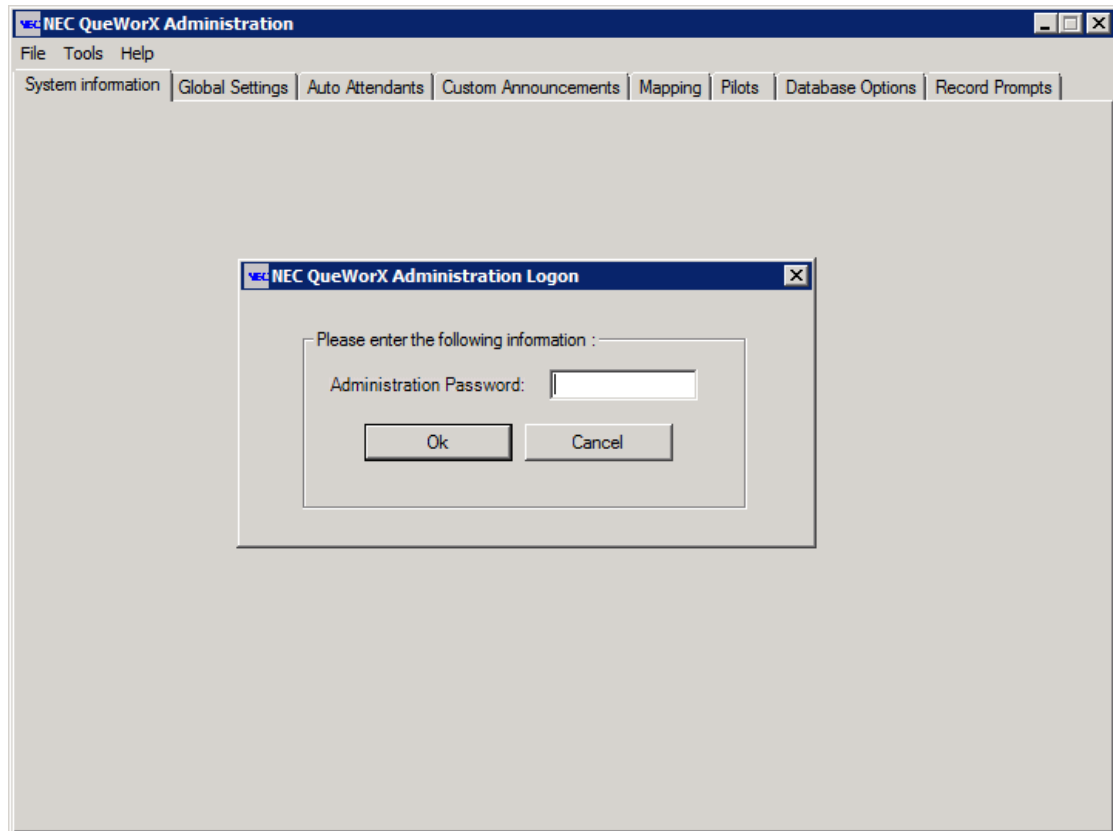


*You can copy icons to the desktop for easier access:*

- Right-click to select each icon from the **Programs > NEC > QueWorX** location.
- Click **Create Shortcut** on the shortcut menu.
- Drag the shortcut to the desktop.

**Step 3** Select the **NEC QueWorX Administration** icon  to open the NEC QueWorX Administration window (Figure 3-1).

**Figure 3-1** NEC QueWorX Administration window—Logon



**Step 4** Type your QueWorX password in the appropriate field.

**Step 5** Click **OK** to continue.



**NOTE**

QueWorX will only start if you enter a valid password. The default password is **321321**. To change this password, select the **Change System Password** button located on the System Info window.

## System Information

After successfully entering a QueWorX system password, the NEC QueWorX Administration window—System Information tab displays (Figure 3-2).



**IMPORTANT**

You must complete the information on the System Information tab in the NEC QueWorX Administration.

**Figure 3-2** NEC QueWorX Administration window—System Information tab

**NEC QueWorX Administration**

File Tools Help

System information Global Settings Auto Attendants Custom Announcements Mapping Pilots Database Options Record Prompts

**General Settings:**

ACD IP address : 127.0.0.1 ACD port number: 60030

ACD Tenants: 1 Custom announcement per pilot: ☐

Transfer extension: 70080 Record prompt extension: 70080

Return key:  Default language: English (United States) [Available Languages:](#)

**Record Utility**

Language: English (United States) Pilot: 5386 Password: \*\*\*\*\*

**IVR Server Connection Info**

Server IP address: 127.0.0.1

Port number: 6791

**Change Administration Password**

Old password:

New password:

Confirm new password:

**Step 1** Use Table 3-2 through Table 3-5 (describe system information) for reference to enter your System Information in the NEC QueWorX Administration window (Figure 3-2).

**Table 3-2** General System Information Settings

Network Information	
ACD IP Address	<p>All the communication between the QueWorX application, ACD and the PBX is across the local area network via TCP/IP. The NEAX ACD (or, in the case of the NEAX2000 IVS, the QueWorX system also running CallCenterWorX) has a specific IP address.</p> <ul style="list-style-type: none"> <li>• <b>For a NEAX2400 PBX system</b> Enter the address of the NEAX2400, since the ACD software runs on the PBX.</li> <li>• <b>For NEAX1000 and NEAX2000 systems</b> CallCenterWorX runs either on the QueWorX system or separately, but not as part of the PBX.</li> </ul>
ACD port number	The specific TCP/IP used for connection to the ACD. Please see the installation documentation for this value.
Return key	The specific key used for returning to the previous menu in the Automated Attendant.
ACD Tenant	Selects which tenant number is being used with the IVR application. The tenant should match the number the ACD uses for IVR.
Transfer Extension	<p>Default number for callers who are having difficulty navigating within QueWorX. The system uses this number to perform a standard flash-hook transfer following three (3) attempts by the caller to make a correct selection.</p> <p>Do NOT make this a pilot number in QueWorX as this may cause the caller to experience conflicting announcements (Queue Depth, etc.) if the call is redirected to QueWorX a second time.</p>
Custom Announcement per Pilot	<p>Check this box to enable a unique custom announcement for each pilot (all the IVR Announcements above 10).</p> <p>Unchecked, this option plays the same recorded message for a specific custom announcement, regardless of the pilot used.</p>
Record Prompt Extension	The extension to be used for recording the prompts.
Default Language	The default language used by the system prompts.
Available Language Link	Different language names that can be used for the 7 different files.

**Table 3-3** Record Utilities fields

Record Utilities	
Language	The default language used by the recording utility.
Pilot	The pilot used to record the prompts. This will allow the recording from multiple positions.
Password	The password used for the recording pilot.

**Table 3-4** *IVR Server Connection Info fields*

Check Connections	
Check Connection	This button is used for a quick test of the IVR service functionality after setting up the ACD address and starting the service. In normal mode, the server IP address and the Port number are grayed out.
Server IP address:	The IP address used by the Administrative console for connection to the IVR Server.
Port Number	The IP port used for connection to the IVR server.

**Table 3-5** *System Password fields*

System Password	
Change IVR Password	Click this button to change the QueWorX login password. Enter the <b>old password</b> (current), the <b>new password</b> , and confirm by entering the <b>new password</b> again. Click the <b>Change Password</b> button to save the new password.

**Step 2**    Click **Update** when finished entering the system information to save the settings.

## Global Settings

Several properties can be configured globally on the Global Settings tab in the NEC QueWorX Administration window (Figure 3-3).

**Figure 3-3** NEC QueWorX Administration window—Global Settings

Figure 3-4 through Figure 3-7 describe Global Settings that you must configure on the Global Settings tab in the *NEC QueWorX Administration* window (Figure 3-3).



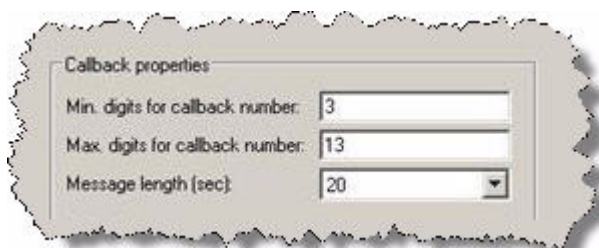
**NOTE**

Some QueWorX features may be disabled, depending on the specific settings. A disabled feature will display on a QueWorX window as grayed out (see the following example).

### Example:

**Figure 3-4** *Global Properties (in NEC QueWorX Administration)***Table 3-6** *Global Properties Settings*

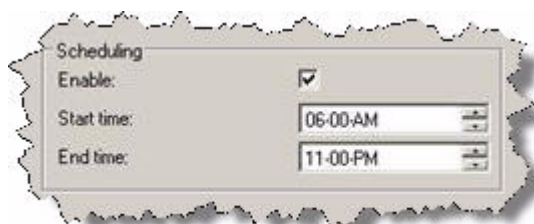
Global Properties	
Repeat Verification	<p>When this feature is enabled, the user input fields for the account code and the callback telephone number will be spoken back to the caller and a confirmation entry will be expected.</p> <p>After 3 unsuccessful retries, the caller will be transferred to the Default Extension number specified. (Select <b>Y</b> to enable Repeat Verification.)</p>
Reporting Days	<p>The number of days before the report data in the CallBack Records table and QueWorX CallRecords are deleted during the 2:00 AM Database Cleanup application.</p> <p>Set between <b>0</b> and <b>365</b> days. (default setting is 90 days).</p>
Tone Input Stops Play	<p>Select to stop the message playing when the caller presses a key. This provides the convenience for those callers already familiar with the set menus and do not want to listen to the voice recordings.</p>

**Table 3-7** *Call Back Properties (on NEC QueWorX Administration)*

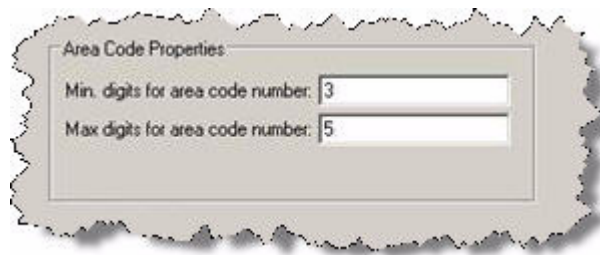


**Table 3-8** Callback Properties fields

Callback Properties	
Enable Callbacks	Enables Callbacks for the entire system. Individual callbacks will not work if this setting is not enabled (Default setting is enabled).
Enabled Scheduled Callbacks	Enables Scheduled Callbacks for entire system. Individual Scheduled callbacks will not work if this field is not enabled under Global Properties and Callbacks must be enabled under the Global Properties tab. (Default setting is enabled).
Minimum Digits for Callback Number	The minimum number of digits (entered by the caller) for a callback phone number. Valid values are 1 to 22. (Default value is 3.) <b>Note:</b> A setting of 10 for Minimum Callback Length is recommended for areas that follow a 10-digits dialing plan.
Maximum Digits for Callback Number	The maximum number of digits (entered by the caller) for a callback phone number. Valid values are 1 to 22. (Default value is 7.) The maximum length (in seconds) allowed for a callback message. Possible values are 10, 15, 20, 25, and 30. (Default value is 20.) <b>Note:</b> This value can be overridden by a Callback Message Length value for a specific pilot number.

**Figure 3-5** Scheduling (on NEC QueWorX Administration)**Table 3-9** Scheduling fields

Scheduling	
Enable Scheduled Callbacks	Select this check box to enable the scheduled callbacks feature. <ul style="list-style-type: none"> <li>The Scheduled Callback feature allows a caller to enter their telephone number, leave a brief message and then enter a time to receive a return call from an ACD agent. This feature can be used to lower toll-free service charges or prevent VIP customers from having to hold for a long period of time.</li> <li>Enabling Scheduled Callbacks only triggers such callbacks for pilot numbers, which may already have callback enabled (enabled through the default pilot screen or on an individual pilot number). Many global callback options can be overridden on the default pilot number window, or on an individual pilot number.</li> </ul> <b>Note:</b>
Start time	<ul style="list-style-type: none"> <li>If the caller enters a time that lies within the acceptable time frame defined by the scheduled <i>start time</i> and scheduled <i>end time</i>, but before the current time, this is considered an invalid callback request, and the caller will be prompted to enter another time for the callback to take place. Also, scheduled callbacks may be requested only for the current day. A caller who requests a scheduled callback may not place such a request to be responded to the next day.</li> </ul> <b>Note:</b> As callers from different time zones may be confused by the Scheduled Start and End times entered here, the customer should make the time zone being used part of it's recording. For instance, if the scheduled start and end times are relative to Central Standard Time, the recording for prompt 5206 might read: Enter the time you would like to receive a callback. For example, enter three one five for 3:15. All times should be entered relative to the Central Standard Time Zone.
End time	

**Figure 3-6** Area Code Properties (on NEC QueWorX Administration)


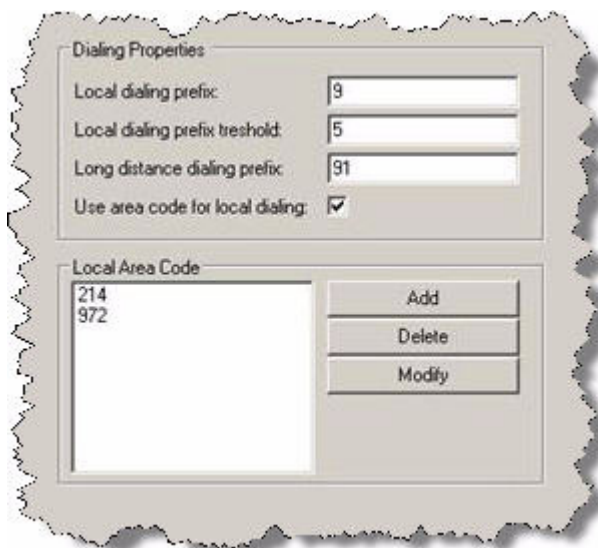
Area Code Properties:

Min. digits for area code number:

Max digits for area code number:

**Table 3-10** Area Code Properties fields

Area Code Properties	
Minimum Digits for Area Code Number	The minimum number of digits for an Area Code used by the system to route incoming calls based on the closest match in the Area Code Routing database for ANI. Valid values are <b>1 to 8</b> . (Default value is <b>3</b> .)
Maximum Digits for Area Code Number	The maximum number of digits for an Area Code used by the system to route incoming calls based on the closest match in the Area Code Routing database for ANI. Valid values are <b>1 to 8</b> . (Default value is <b>3</b> .)

**Figure 3-7** Dialing Properties (on NEC QueWorX Administration)


Dialing Properties:

Local dialing prefix:

Local dialing prefix threshold:

Long distance dialing prefix:

Use area code for local dialing: ☒

Local Area Code

214	Add Delete Modify
972	

**Table 3-11** *Dialing Properties fields*

Dialing Properties	
Local Dialing Prefix	The Dialing Prefix number that is required by the PBX to connect to the public telephone network for local calls (typically 9 for local calls).
Local Dialing Prefix Threshold	Only callbacks whose number of digits meets or exceeds this threshold will be eligible to include the Local Dialing Prefix or the Long Distance Dialing Prefix. Callbacks whose number of digits is below this threshold will be dialed with no pre-pended digits. This could include callbacks that are destined for PBX stations within the facility which would not need any additional digits.
Long Distance Dialing Prefix	The Dialing Prefix number that is required by the PBX to connect to the public telephone network for long distance calls (typically 91 for long distance).
Use Area Code For Local Dialing	Enabling this field determines whether the area code will be included for callback numbers that are determined to be local calls. This check box should be checked for areas that require 10 digit dialing for local calls. If not checked, the area code will be removed when the callback is attempted.
Use Local Area Code	Click the <b>Add</b> button to enter the local Area Code number(s) of the site where the PBX is located. QueWorX compares information entered into this field with the callback number entered by the caller. When a match is made, the call is considered a local call and the Local Dialing Prefix data is pre-pended to the number. If no match is made, the call is considered to be a long distance call and the Long Distance Dialing Prefix is pre-pended.

Click **Update** when finished entering the information to save the settings.

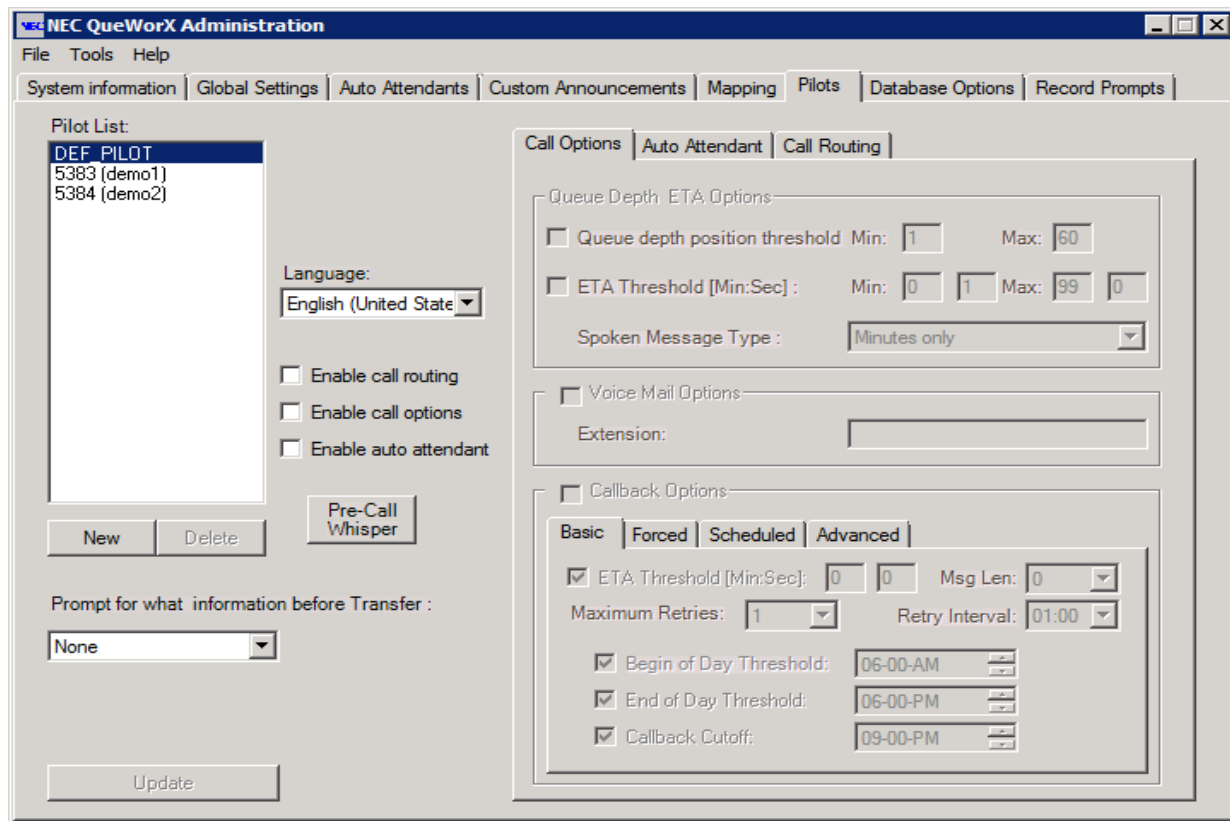
## Pilots

You specify call handling for a pilot on the Pilots tab in the *NEC QueWorX Administration* window. The Pilots tab is the most important and most frequently used section by the system administrator.

The left portion of the Pilots tab contains the Pilot List box, starting with the DEF\_PILOT entry you see in [\(Figure 3-8\)](#). You manage the list with the **New**, **Delete** and **Update** buttons.

For each pilot you add to the system, the name, number, and the associated call handling information can be seen (in the ACD database).

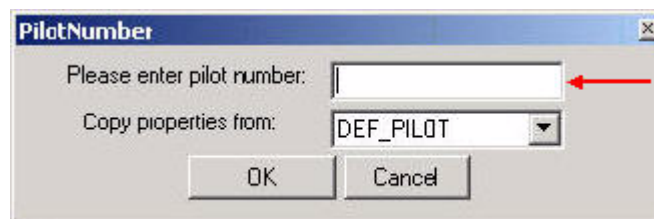
Figure 3-8 NEC QueWorX Administration window—Pilots tab



## To Add a New Pilot

- Step 1** Click **New** (located below the Pilot List box see [Figure 3-8](#)). The *Pilot Number* dialog box displays ([Figure 3-9](#)).

Figure 3-9 Pilot Number dialog box

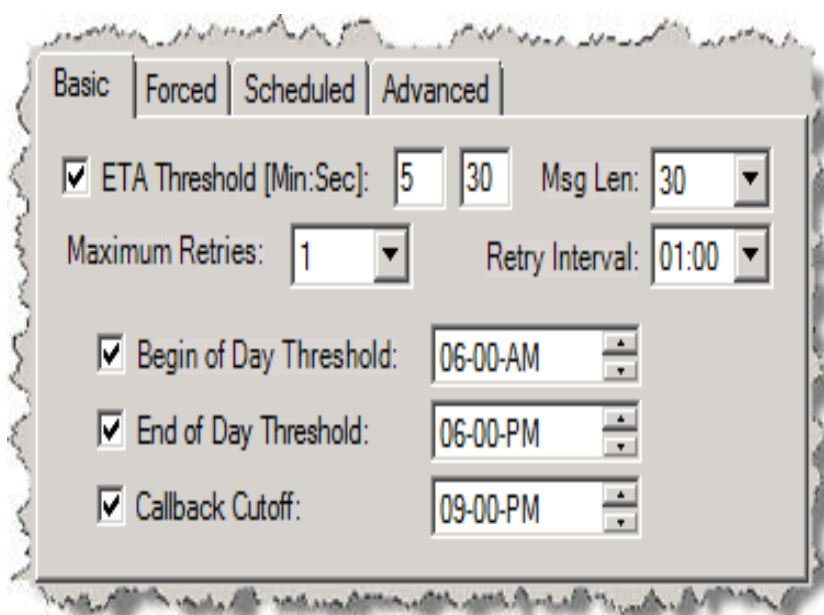


- Step 2** Type a new number in **pilot number**.
- Step 3** Select an existing pilot with the desired call handling associated with it to base this pilot on from the **properties** drop-down list ([Figure 3-10](#)) and click **OK**.

**Figure 3-10** Properties—Drop-down

The name and new pilot number created are shown in the NEC QueWorX Administration window—Pilots tab (Figure 3-11) when you click **Update**.

The language file for each pilot is also selected.

**Figure 3-11** NEC QueWorX Administration window—Pilot Configuration

To speed up the process of adding new pilots, the default option is to copy the structure of an existing pilot, with the call handling associated with that pilot and then change the pilot name.

- *Pilot Mode Options - QueWorx allows 3 options on a per pilot basis:*
  - [Call Routing Mode](#)
  - [Call Options Mode](#)
  - [Auto Attendant Mode](#) (Refer to [Automated Attendants and Pilot Numbers](#) for more information about the Auto Attendant Mode).

These options allow the pilot number to route an incoming call by:

- Account Information
- ANI
- Area Code
- Having a caller hear an ETA

- Allowing the caller to select from menu options and then route the call based on their selection.

---

## Call Routing Mode

The **Enable Voice Mail** setting provides the caller the option to transfer to voice mail rather than remain in queue.



Please refer to [Call Options Mode](#) for more information about configuring callback options.

Depending on the configuration settings, users hear the following prompts:

- **Callback and Voice Mail enabled**

Press **1** for callback  
Press **2** to remain in queue  
Press **3** for voice mail

- **Callback only enabled**

Press **1** for callback  
Press **2** to remain in queue

- **Voice Mail only enabled**

Press **2** to remain in queue  
Press **3** for Voice Mail

*Out of Range Entry or  
Nothing*

If the user enters an out of range value, or nothing at all, a recording notifies them that their selection was invalid and they receive a prompt again. After 3 such occurrences, users who enter out of range values transfer to the default Transfer Extension as defined in the System Information configuration screen. Users who entered nothing at all are treated as if they'd selected to remain in queue.

*Callback*

All callers opting for a callback are asked to leave a brief message. This message is typically the caller's name. This announcement then plays to the next available ACD agent in the caller's originating split.

After the caller has completed the callback request and hangs up, their call remains in queue. When an ACD agent becomes available, the agent receives the call as any other ACD call. Once answered, the caller's recorded message is played following a system announcement indicating that the call is a customer callback. The ACD agent accepts the callback by pressing any key on their Dterm. The ACD then automatically places an outbound call to the original caller at the number entered during the callback request.

If the caller is not available to take the agent's callback (busy or ring no answer condition), a retry is issued. The number of retries and duration (in minutes) between retries is configured in the Pilot Number Configuration screen. Retries can be attempted up to 5 times at up to 9-minute intervals.

Callback attempts will be made up to the **Maximum Retries** setting in the configuration. All callback attempts, either successful or failed, are logged to the callback Records table database and available through QueWorX reports.



#### REFERENCE

Please refer to [Call Options Mode](#) for more information about configuring callback options.

After you change the options, click **Update** to save the changes. If Enable call routing is activated, Call Routing ([Figure 3-12](#)) becomes active.

**Figure 3-12** NEC QueWorX Administration—Enable Call Routing Activated

The screenshot shows the 'NEC QueWorX Administration' window with the 'Pilots' tab selected. The 'Pilot List' on the left contains three entries: 'DEF PILOT', '5383 (demo1)', and '5384 (demo2)'. The '5383 (demo1)' entry is selected. To the right of the list, the 'Name' field is 'demo1', the 'Number' field is '5383', and the 'Language' dropdown is set to 'English (United State)'. Below these fields are three checkboxes: 'Enable call routing' (checked), 'Enable call options' (unchecked), and 'Enable auto attendant' (unchecked). There are 'New', 'Delete', and 'Pre-Call Whisper' buttons. At the bottom left, there is a 'Prompt for what information before Transfer :' dropdown set to 'Account Number' and an 'Update' button. On the right, the 'Call Routing' sub-tab is active, showing 'Select the Call Routing options for this pilot:' with three checkboxes: 'Account code routing' (checked), 'ANI routing' (unchecked), and 'Area code routing' (unchecked).

There are three options for Automatic Routing:

- Account Code Routing
- ANI Routing
- Area Code Routing

## Database Options

Automatic Routing options work in conjunction with the Database option (Figure 3-13). If the routing options are used (for example, the ANI routing), you should update the Database section's corresponding options and the routing information entered in the appropriate fields.



### REFERENCE

Refer to [Database Options](#) for additional details.

**Figure 3-13** NEC QueWorX Administration window—Database Options

Number	Pilot Number	RouteTo	Priority
4321	1969	1966	1



### Call Options Mode

Selecting the **Enable call options** check box (Figure 3-11) and the Callback options check box provides the callers the callback option based on various selections as shown in Figure 3-14.



*In Auto Attendant mode, an Auto Attendant must be configured before an Auto Attendant selection can be made.*

**Figure 3-14** NEC QueWorX Administration window—Call Options tab

### Callbacks and Voice Mail Options

Table 3-12 describes options available under the Queue Depth ETA Options on the Call Options tab (Figure 3-14) on the Pilots tab (Figure 3-11).

**Table 3-12** Pilot Settings—Queue Depth ETA Options

Options	Descriptions
Queue Depth	This option will play the message You are...n-th in line, where 'n' is your actual position in the queue associated with the respective called split pilot.
Queue Depth Position Threshold	The Queue Depth option is played only if the current queue position falls between the minimum and maximum specified values.
ETA Threshold (Min: Sec.)	The limits within an incoming call will be played the ETA message. Both limits are described in minutes and seconds, from zero to 99 minutes and 59 seconds.
Spoken Message Type	QueWorX offers three types of messages for the ETA value: Minutes only, Minutes and seconds, and Round to the nearest Minute.
Voice Mail Options Extension	If the voice mail option is checked, QueWorX is offering the option to be transferred to voice mail. In this case a voice mailbox extension should be provided here.

### Callback Features Selection

The Callback feature is dependant on other settings and can provide various options to the caller. Select the Callback Options check box in the NEC QueWorX Administration window—Pilots tab ([Figure 3-11](#)) to provide callers the callback option. There are four tabs under Callback Options ([Figure 3-14](#)). Detail on this tabs are in the following sections:

- [Basic Callback Tab](#)
- [Forced Callback Tab](#)
- [Scheduled Callback Tab](#)
- [Advance Callback Tab](#)

### Basic Callback Tab

Configure threshold options on the Basic tab ([Figure 3-15](#)) under Callback Options.

**Figure 3-15** NEC IVR Pilot tab Callback Options—Basic tab

[Table 3-13](#) describes Threshold options on the Basic tab under Callback Options.

**Table 3-13** Pilots Settings—Basic Callback tab

Options	Descriptions
ETA Threshold	The value beyond which callbacks will be offered.
Msg Len	The maximum length (in seconds) allowed for a callback message. Possible values are 0 (no message is recorded), 10, 15, 20, 25, 30. (Default value is 0.)
Maximum Retries	The number of retries the system will initiate for a previous unsuccessful callback. Valid values are 1 to 5. (Default value is 1.)
Retry Interval	The time interval (minutes) between system retries for a previous unsuccessful callback. Valid values are 0:1:00 to 0:9:00. (Default value is 0:1:00.)
Begin of Day Threshold	When enabled, the Begin of Day Threshold will be used to determine starting time for callbacks.
End of Day Threshold	When enabled, the End of Day Threshold will be used to determine the ending time for callbacks.
Callback Cutoff	When the this time is reached. All callbacks in the Agents queue waiting to be answered will be removed from the agents queue.

### Forced Callback Tab

Select features on the Forced tab ([Figure 3-16](#)) to configure mandatory actions.

**Figure 3-16** NEC IVR Pilot tab Callback Options—Forced tab

☒ Callback Options

Basic | Forced | Scheduled | Advanced

☐ Always

☒ ETA Threshold [Min:Sec] 25 0

☒ Duration [Min:Sec]: 20 0

☒ Queue Position Threshold: 50

☒ Custom Announcement: 77

**Table 3-14** Pilots Settings—Forced Callback tab

Options	Descriptions
Always	When Callbacks are enabled and ETA Threshold is enabled, this option will always offer a callback to customer.
ETA Threshold	If the estimated time to answer for a caller exceeds this value, the caller will be forced to either leave a callback or the call will end.
Duration	When a caller has been in queue for a length of time, connected to the IVR. The caller will then be forced to leave a callback number. (Typically this is used when a caller is looped back to the IVR announcement continuously).
Queue Position Threshold	If the callers position in queue is this high, the caller will be forced to either leave a callback or the call will end.
Custom Announcement	Allows IVR Announcements 11 - 99 to be used to trigger a forced callback.

### Scheduled Callback Tab

The Scheduled Callback feature allows a caller to enter a time to receive a return call from an ACD agent. This feature can be used to lower toll-free service charges or prevent VIP customers from having to hold for a long period of time.

Select the **Enable Scheduled Callbacks** check box on the NEC IVR Pilot tab—Scheduled tab (Figure 3-17) to enable this option.



Individual Scheduled callbacks will not work if this field is not enabled on the Global Properties tab.

Refer to Table 3-8 and Figure 3-5 under “Global Settings” for more information about enabling scheduled callbacks globally on the Global Settings tab in the NEC QueWorX Administration window (Figure 3-3).

Figure 3-17 NEC IVR Pilot tab Callback Options—Scheduled tab

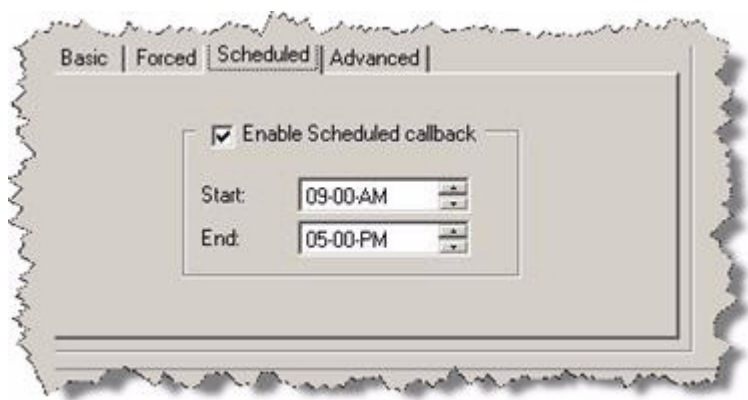


Table 3-15 describes configurable options for scheduled callbacks.

Table 3-15 Pilots Settings—Forced Callback tab

Options		Descriptions
Start		The specified number determines starting time of day for callbacks.
End		The specified number determines when the last callback of the day will be offered.

Advance Callback Tab

Agents are free to answer live calls because callbacks can be transferred to different pilots if the Queue Callbacks to Alternate Pilot option is enabled on the Call options Advanced tab (Figure 3-18).

Figure 3-18 NEC IVR Pilot tab Callback Options—Advanced tab

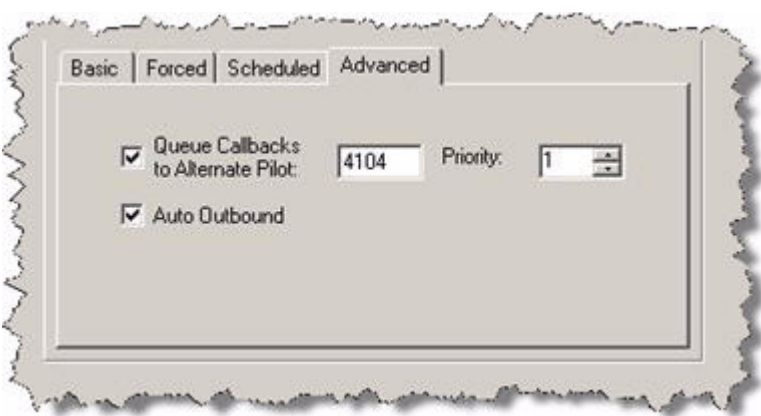


Table 3-16 describes configurable options for scheduled callbacks.

**Table 3-16** Pilots Settings—Advance Callback tab

Options	Descriptions
Queue Callbacks to Alternate Pilot	Can transfer callbacks to a different pilot, which frees Agents to answer live calls.
Pilot	The alternate pilot callbacks transfer to this entry.
Priority	A numeric value, which you assign to a call, to rank the call among calls waiting service by an ACD agent.
Auto Outbound	Dials caller's number immediately after the message plays without initiating callback with a key press.

## Auto Attendant Mode

The **Enable auto attendant** check box (Figure 3-19) is selected in the pilot configuration for that pilot number to activate the Automated Attendant on a particular pilot number.

**Figure 3-19** NEC QueWorX Administration—Enable Auto Attendant

The screenshot displays the NEC QueWorX Administration window. The 'Pilot List' on the left contains three entries: 'DEF PILOT', '5383 (demo1)', and '5384 (demo2)'. The '5383 (demo1)' entry is selected. To the right of the list, the configuration for the selected pilot is shown. The 'Name' field is 'demo1', the 'Number' field is '5383', and the 'Language' dropdown is set to 'English (United State)'. Below these fields are three checkboxes: 'Enable call routing' (unchecked), 'Enable call options' (unchecked), and 'Enable auto attendant' (checked). At the bottom left of the configuration area are buttons for 'New', 'Delete', and 'Pre-Call Whisper'. Below these buttons is a 'Prompt for what information before Transfer' dropdown set to 'Account Number'. At the bottom center is an 'Update' button. On the right side of the window, the 'Auto Attendant' tab is active, showing a dropdown menu set to 'ABC Company'.



REFERENCE

Refer to the “[Auto Attendants](#)” section for more information about the Auto Attendant configuration options.

## Auto Attendants

When you select **Auto Attendants** in the NEC QueWorX Administration the Auto Attendant Configuration window displays ([Figure 3-20](#)).

**Figure 3-20** NEC QueWorX Administration window—Auto Attendant Configuration window

### Configure Auto Attendants

To configure Auto Attendants, do the following:

- Step 1** Right-click the **AutoAttendants** option located in the left panel to configure a new Automated Attendant.

## New Automated Attendant Configuration

- Step 1** Right-click the **AutoAttendants** label button (see [Figure 3-20](#)) on the left panel.  
*NEC QueWorX Administration window—Add Automated Attendant* displays ([Figure 3-21](#)).

**Figure 3-21** NEC QueWorX Administration window—Add Automated Attendant

- Step 2** Type the name desired for the new automated attendant function in **Name** under Selected Menu.
- Step 3** Click **Update**.

## Re-configure Existing AutoAttendant

To re-configure an existing Automated Attendant,

- Step 1** Select the attendant from the tree structure.
- Step 2** Browse it up to the level you wish to change.
- Step 3** Make the changes directly or delete/add new branches by a right-click on the level you wish.



AutoAttendant Configuration Menu Information

After specifying a new AutoAttendant or selecting an existing AutoAttendant, the NEC QueWorX Administration window—Auto Attendants tab displays (Figure 3-22).

Figure 3-22 NEC QueWorX Administration window—Auto Attendants tab

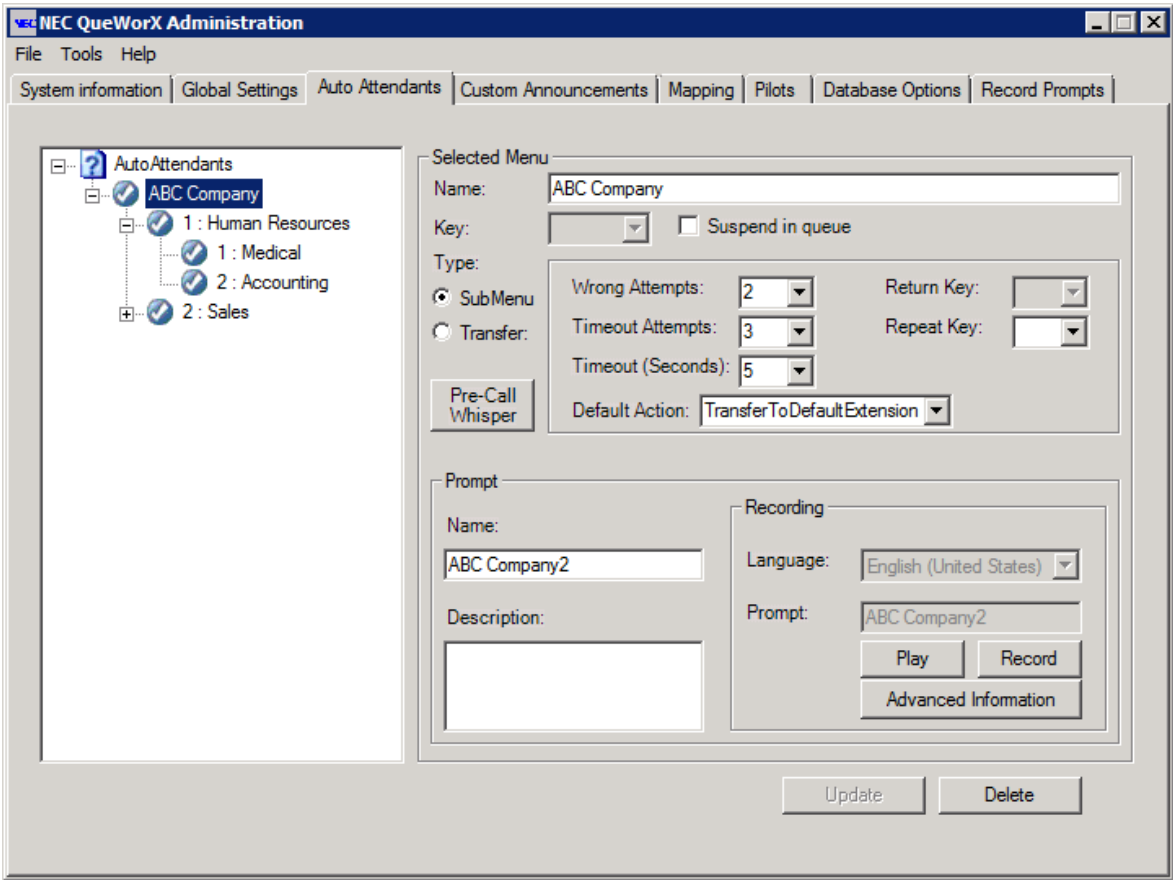


Table 3-17 describes onscreen references in the Auto Attendants tab (Figure 3-22).

**Table 3-17** Auto Attendants tab onscreen elements

Auto Attendant List	
Auto Attendant list box	The Auto Attendants and the sub-menus that have been created are displayed in this window.
New Auto Attendant	Right-click in the Auto Attendant window to add a new Auto Attendant.
New Node	Right-click in the Auto Attendant list to add a new node to the Auto Attendant menu or sub-menu. Select from the following keys: <ul style="list-style-type: none"> <li>• 0 to 9</li> <li>• * key</li> <li>• # key</li> </ul>
Delete shortcut menu command or Delete Button	Right-click in the Auto Attendant list to delete an Auto Attendant menu or sub-menu option using the shortcut menu or select the option to be deleted and click the <b>Delete</b> button.
Selected Menu	
Key	This field defines the key pressed by the caller for this menu level. Select from the following keys: <ul style="list-style-type: none"> <li>• 0 to 9</li> <li>• * key</li> <li>• # key</li> </ul>
Name	Assign the name of the Auto Attendant, sub-menu, and transfer in the <b>Name</b> field.
Sub-Menu Button	Allows a sub-menu option to be created. This field is not used if the <b>Transfer</b> button was selected (see <b>Transfer</b> button in this table) for this menu key.
Repeat Key	Allows the caller to repeat the prompt. <ul style="list-style-type: none"> <li>• 0 to 9</li> <li>• * key</li> <li>• # key</li> </ul> The Key field is not used if the Transfer button was selected. (See Transfer button in this table) for this menu key.
Return Key	This field determines what key pressed by the caller will return the caller to the previous menu options. Select from the following keys: <ul style="list-style-type: none"> <li>• 0 to 9</li> <li>• * key</li> <li>• # key</li> </ul> The Key field is not used if the <b>Transfer</b> button was selected (see <b>Transfer</b> button in this table) for this menu key.
Timeout (Seconds)	Time allowed before call is repeated to caller.
Wrong Attempts	Number of wrong attempts the caller is allowed to make before caller is transferred to default extension.
Timeout Attempts	Number of times the system prompts caller to enter request before caller is transferred to one of the Default Action selections.
Transfer Button	Enables calls to be transferred when a certain key option is pressed. This field is not used if the Sub-Menu button was selected (see <b>Sub-Menu</b> button in this table) for this menu key.

Transfer Type	The Infolink transfer — enables calls to be transferred when a certain key option is pressed. This field is not used if the Sub-Menu button was selected (see Sub-Menu button in this table) for this menu key. Non - Infolink transfer — Takes the digits entered and sends them as DTMF tones then disconnect. Allows customers with AT&T Megcom PRI's to utilize their(*8) feature which keeps the call on the same trunk circuit.
Transfer Number	The extension number where the call will be transferred to for this menu key. This field is not used if the <b>Sub-Menu</b> button action was selected (see <b>Sub-Menu</b> button in this table) for this menu key.
System Prompt	When enabled, system prompt # 40 (Transfer) plays. If not enabled, the system administrator must record a prompt (with a unique name) for this transfer option.
Suspend in queue	Enabling this field allows caller complete Auto Attendant menu option to stay in Auto Attendant when an agent is available to take the call.

#### Default Action Menu

	After making a certain number of wrong attempts one of the following action when selected.
Hangup	The call is hung- up.
UpOneLevel	The call will delivered to the previous selection option.
Claim Call to Current CCV	The call will be put into the Split and wait to be answered by Agent.
Transfer to Default Extension	The Call will be transferred to the number assigned under Tab System Information label transfer extension.
Transfer to Number	The call will be transferred to number placed in this field.

#### Prompt

Name	The Prompt name is assigned in this field. <b>Note:</b> If System Prompt is not selected for the transfer option, the system administrator must record a prompt (with a unique name) for this transfer option.
Description	For a Transfer action, an identifying description of where the call will be transferred to. For example, a group, department, or individual name could be listed. For a Sub-Menu action, enter only the sub-menu description.

#### Recording

Language	The language file played to callers queued to this Auto Attendant Pilot Number. The Recording Utility allows prompts to be recorded in up to 7 different languages. <b>Note:</b> English is the default language. All other language files used here require that the system prompts be recorded in the Record Prompts module of the NEC QueWorX Administration.
Prompt	Name of the Auto Attendant menu, sub-menu, or transfer prompt that will be played or recorded.
Play	The Auto Attendant menu, sub-menu, or transfer prompt that is displayed in the prompts field is played for user.
Record	The Auto Attendant menu, sub-menu, or transfer prompt that is displayed in the prompt field is available to be recorded by user.

Advanced Information	Displays information about the pilot or pilots being used for the Auto Attendant and the language or language files that are available for use by the Auto Attendant.
Update Button	Updates all changes that have been selected.
Delete Button	Delete an Auto Attendant menu or sub-menu option by right- clicking on the Auto Attendant menu or sub-menu option. Select the <b>Delete</b> button.

### Sub-Menu Creation

Do the following to create a new sub-menu. When a caller selects this option, their call will be forwarded to the specified Sub-Menu.

- Step 1** Select an **Autoattendant** menu option value in the left screen.
- Step 2** Select the **Key** desired for that menu option and click **Sub-Menu**.
- Step 3** Enter a description for the Sub-Menu in **Description**.

### Creating a Transfer

Do the following to create a Transfer. When a caller selects this option, their call transfers to the specified extension number.

- Step 1** Select the **Key** value.
- Step 2** Click **Transfer**.
- Step 3** Enter the extension number to which the call transfers in **Action**.
- Step 4** Enter a description for the Transfer in **Description**.

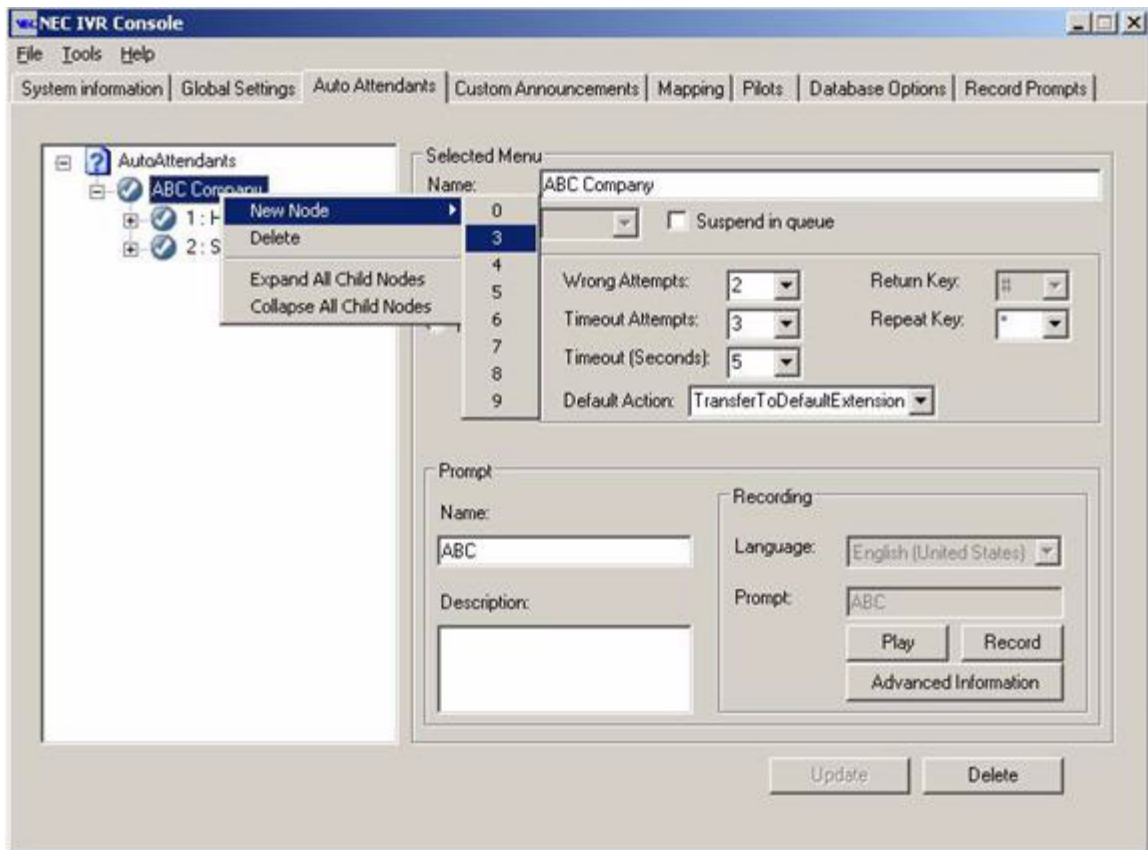
For each Sub-Menu that you define, you must add all transfers and sub-menus that support the menu level. To add these transfers and sub-menus, click the parent sub-menu in the left navigation pane.



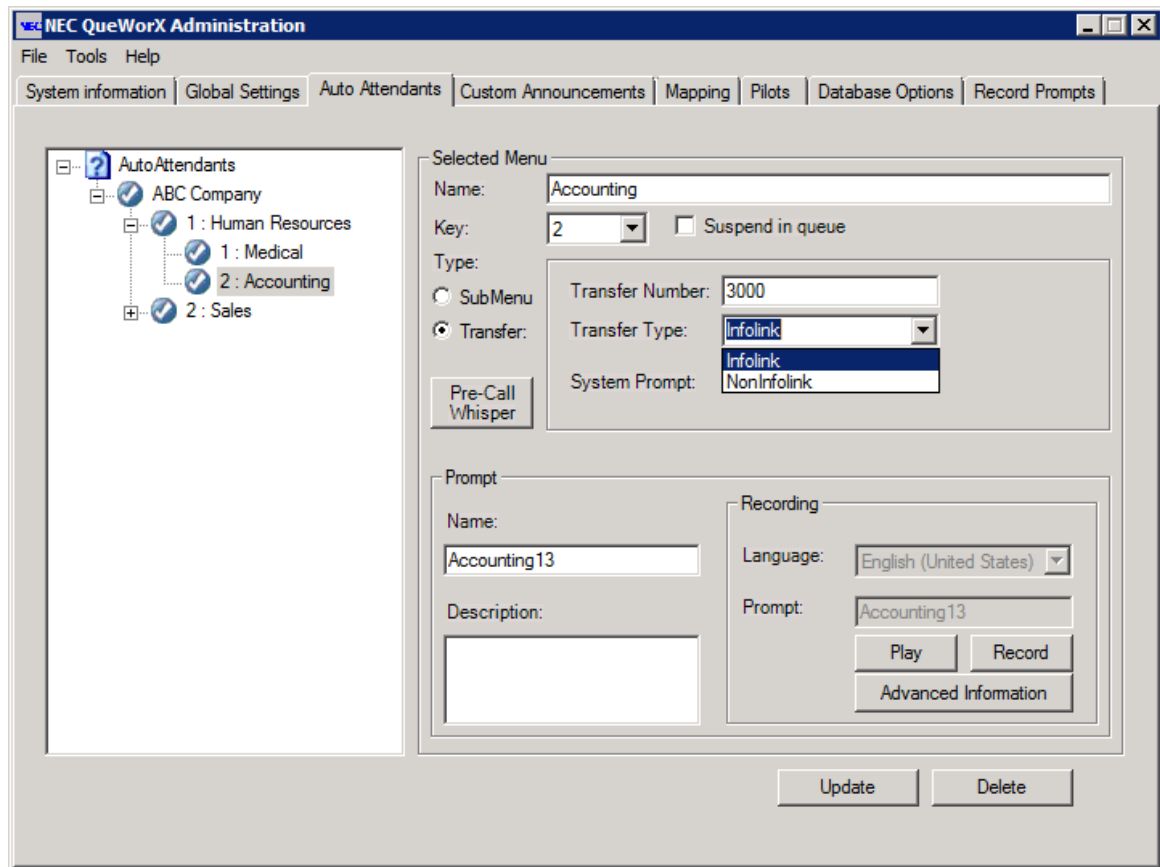
NOTE

*All Transfer options that select the **System Prompt** option use the default greeting. If this option is unchecked at a later time, you need to name an record a prompt for this menu item.*

**Figure 3-23** NEC QueWorX Administration—adding a new Node



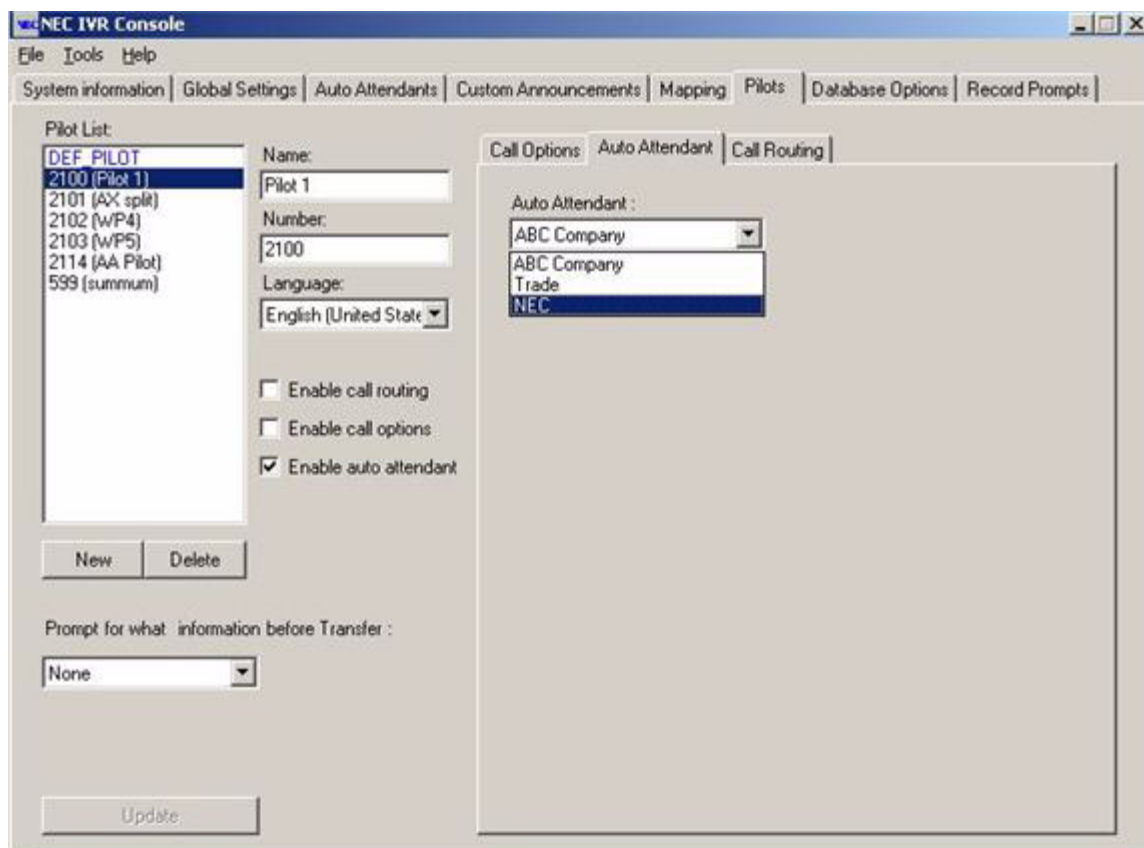
- Step 5** Click the **Add a Key** button to add more selection options for a menu level.  
To remove an existing Transfer or Sub-Menu, set the **Key** value to be deleted to blank.
- Step 6** When you complete entry of all information, click **Update** (Figure 3-24) to save this configuration.

**Figure 3-24** NEC QueWorX Administration—create transfer

### Automated Attendants and Pilot Numbers

In order to activate the Automated Attendant on a particular pilot number, the **Enable Auto Attendant** check box in the Pilot Number window (Figure 3-25) must be checked in the pilot configuration for that pilot number.

Figure 3-25 Pilot Number window (detail)



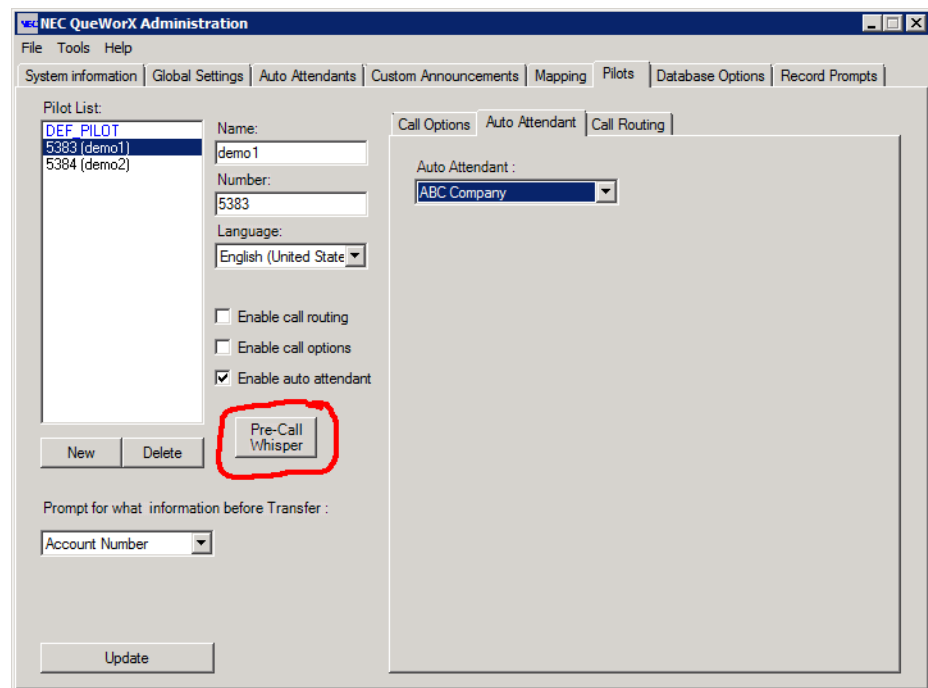
## Pre-Call Whisper

The pre-call-whisper feature allows one or more whisper announcements to be associated with an ACD call (callback or otherwise) that is connected to QueWorX by an **IVRAnnc [n]** step in an ACD CCV, before the call is queued to an ACD split. You can add pre-call whisper messages to pilots, or to nodes within auto attendant. If you associate a pre-call-whisper message with an ACD pilot in QueWorX, the message will be added to calls that connect to QueWorX for call options on that pilot. If you associate a pre-call-whisper message with an auto-attendant node, then the message will be added to calls that come to that auto attendant node. In order to be sure that a pre-call-whisper message gets registered for a call, the call needs to be in a state where it is not eligible to be connected to an ACD agent if an ACD agent becomes available.

When an agent answers an ACD call with one or more whisper messages associated, the ACD will initially connect the agent to QueWorX, and QueWorX will play the pre-call whisper messages to the agent in the order that they were associated with the call. When the pre-call-whisper

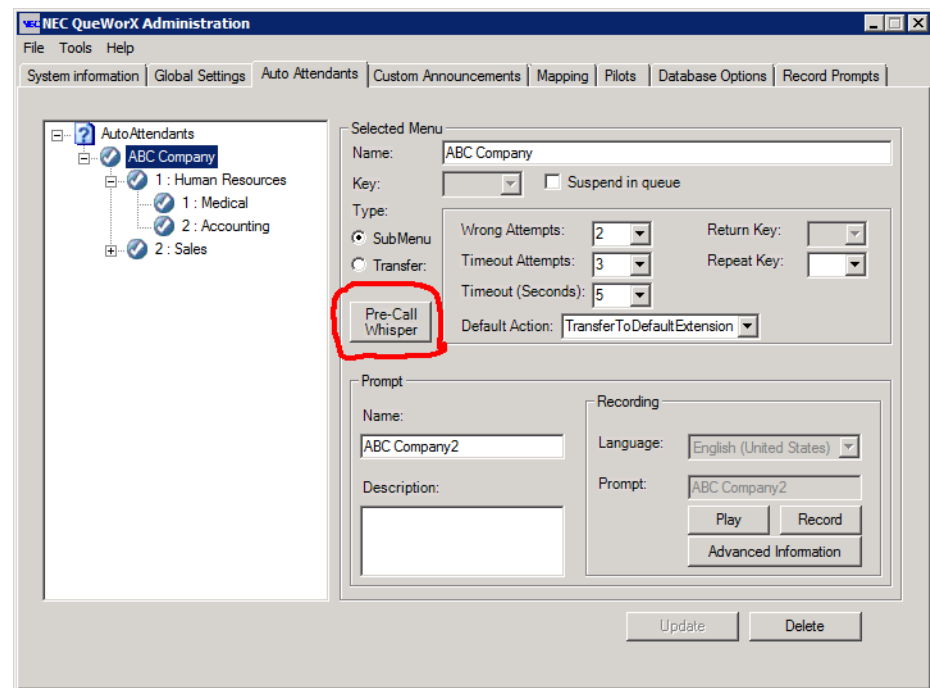
message playback is complete, the agent will hear a zip tone and will then be connected with the caller. If the call has been converted to a callback by the time the agent receives it, the agent will hear the normal callback announcement/whisper routine after hearing the pre-call whisper messages.

**Figure 3-26** Configuring Pre-Call Whisper for a Pilot

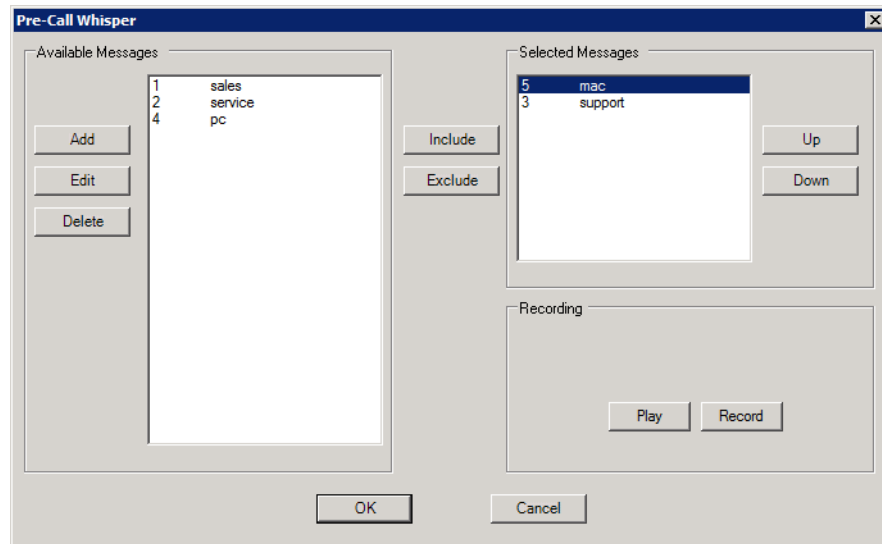


To configure pre-call whisper messages with a pilot, go to the **Pilots** tab in *NEC QueWorX Administration*, select the ACD pilot that you want to configure pre-call whisper messages for within the Pilots list:, and click the **Pre-Call Whisper** button near the lower right-hand corner of the pilot list. A Pre-Call Whisper dialog displays for the selected pilot (Figure 3-27).



**Figure 3-27** Pre-Call Whisper Configuration for Auto-Attendant node

To configure pre-call whisper messages for an auto attendant, go to the **Auto Attendants** tab in *NEC QueWorX Administration*, select the auto-attendant node that you want to configure pre-call whisper messages for within the Auto Attendants tree view, and click the **Pre-Call Whisper** button to the right of the auto attendant tree view. This will display the Pre-Call Whisper dialog for the selected auto-attendant node.

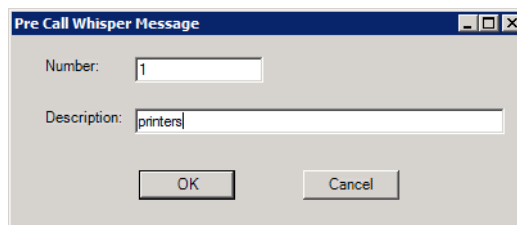
**Figure 3-28** *Pre-Call Whisper dialog*

Use this dialog to add, edit, delete, record, and play back from your library of pre-call-whisper messages, as well as manage the list of pre-call-whisper messages configured for the currently selected pilot or auto-attendant node.

Use this dialog regardless of whether you are configuring pre-call whisper messages for a pilot or an auto attendant.

### Adding a Pre-call Whisper Message

To add a pre-call whisper message, click the **Add** button (Figure 3-28) to display a Pre-Call Whisper Message dialog (Figure 3-29).

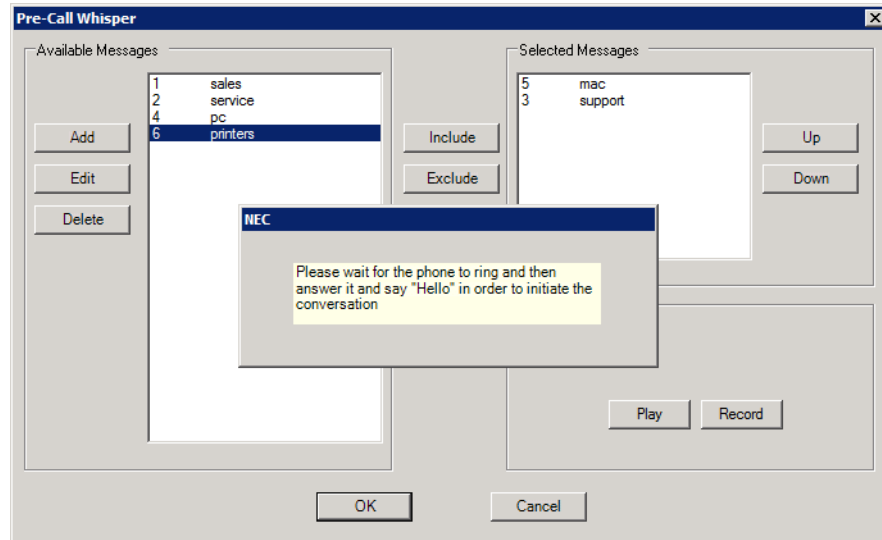
**Figure 3-29** *Pre-Call Whisper Message dialog*

To define a pre-call whisper message, you must specify a unique pre-call whisper message number, and give it a descriptive name. Click **OK** to save the new message.

## Recording a Pre-Call Whisper Message

Before you can use a pre-call whisper message, you must record it. To record a message using the interactive recording capability, first, highlight the message that you want to record (or re-record), and click the **Record** button.

**Figure 3-30** Pre-Call Whisper dialog



The recording process will work the same as in other areas of the application.

You can also record pre-call whisper messages using the remote recording facility, if you have configured a pilot to support it.

## Database Options

The Database Options consists of three tabs (Figure 3-31):

- Account Code Routing
- Area Code Routing
- ANI Routing

### Account Code Routing

The Account Code Routing tab on the NEC QueWorX Administration window's Database Options tab (Figure 3-31) displays information fields

for routing calls by a Customer Account Code entered by the caller and/or by a specific pilot number called.

**Figure 3-31** Database Options tab- Account Code Routing

The screenshot shows the NEC IVR Console interface with the 'Database Options' tab selected. The 'Account Code Routing' sub-tab is active, displaying a table with columns: Number, Pilot Number, RouteTo, and Priority. The table contains two records: one with Number 4321, Pilot Number 1969, RouteTo 1966, and Priority 1; and another with Number 12345, Pilot Number 1970, RouteTo 3000, and Priority 0. The table is highlighted with a red border. Above the table are search and pagination controls, including a 'Filter option' dropdown, a 'Find' button, and 'Paging' buttons (First, Previous, Next, Last). Below the table are 'Update' and 'Refresh' buttons.

Number	Pilot Number	RouteTo	Priority
4321	1969	1966	1
12345	1970	3000	0

After system prompts the caller and the caller enters their account code, the system searches the Account Code Routing Table for a match. If the system finds a match, the system routes the call to the number specified for an Account Code match.

Additional routing options are possible using the Account Code and the pilot number called. This combination is considered unique and the system can use it to transfer the caller as specified in the record.

Figure 3-32 Database Specific Operations

Filter option

Info

Number of records :2 Page 1

Paging

First Previous Next Last

Page Size 10 Set

You perform the database specific operations (find, filter, and page size) visually. The browser offers option buttons for quick browsing of the database (first page, last page, next, previous).

Figure 3-33 Account Code Routing Information

Account Code Routing | Area Code Routing | ANI Routing

	Number	Pilot Number	RouteTo	Priority
▶	4321	1969	1966	1
	12345	1970	3000	0
*				

Update Refresh

Enter the routing information in the fields described in [Table 3-18](#).

**Table 3-18** Account Code Routing Settings

Account Code Routing Settings	
Number	Represents the Customer Account Code.
Pilot	Pilot number the customer has called that routes the call by Account Code.
Route To	The destination for calls that route to for Account Code.
Priority	The priority to assign to the call for this Account Code and Pilot Number called. Valid values are <b>0</b> to <b>250</b> . <i><b>Note:</b> If 0 is used, the default priority for that pilot number will be used. The lower the number, the higher the priority.</i>

### Area Code and ANI Routing

The ANI/Area Code Routing windows (Figure 3-34) display information fields for routing calls by an incoming Area Code, ANI, or by a specific pilot number called.

Based on the incoming ANI, a call can be routed by the complete phone number or by the Area Code of the ANI. At the incoming call notification, the ANI and Area Code table is search for a match record. If a match is found, the system routes the call to the number specified for an Area Code match.



NOTE

*In the case where both ANI and Area Code Routing are enabled for a pilot number, the ANI search takes precedence.*

**Figure 3-34** NEC QueWorX Administration—Database Options-Area Code Routing

The screenshot shows the 'NEC IVR Console' window with the 'Database Options' tab selected. Within this tab, the 'Area Code Routing' sub-tab is active. A table displays routing data, which is highlighted by a red rectangle. The table has four columns: 'Number', 'Pilot Number', 'RouteTo', and 'Priority'. It contains two data rows and a final row with an asterisk. Above the table, there are 'Filter option' and 'Paging' controls. At the bottom right, there are 'Update' and 'Refresh' buttons.

	Number	Pilot Number	RouteTo	Priority
▶	301	1944	5000	0
	218	1950	6000	0
*				

This combination is considered unique and can be used to transfer the caller as specified in the record. Enter the routing information in the fields described in [Table 3-19](#).

The database specific operations (find, edit, filter) are performed visually. The browser offer option buttons allow the quick browsing of the database (first page, last page, next, previous).

**Table 3-19** ANI/Area Code Routing Settings

ANI/Area Code Routing Settings	
Number	The ANI/Area Code the customer is calling from.
Pilot	The pilot number the customer has called. Using a blank pilot number will create a default pilot entry which will be used for any pilot number not specifically configured for that particular account code.
Route To	The pilot number to route the call to for this ANI/Area Code and Pilot Number called.
Priority	The priority to assign to the call for this ANI/Area Code and Pilot Number called. Valid values are <b>0</b> to <b>250</b> . <i>Note: If 0 is used, the default priority for that pilot number will be used.</i>

## Database Mapping

The **Database Mapping** feature allows QueWorX to be configured to use an existing SQL remote database (external to QueWorX) for customer information. When first installed, QueWorX uses its default NEC Customer database table for all customer information.

This information is used in conjunction with the Agent Application. See [Caller Information Screen Pop-up](#).

Using a remote database requires all common data fields must be defined (mapped) between the NEC Customer database and the remote database. Any existing remote customer database must conform to the QueWorX database structure as listed in [Table 3-20](#).

**Table 3-20** QueWorX Database Structure

Data Field	Data Type	Description
Customer Name	up to 30 characters	Customer name
Customer Account Code	up to 32 digits	An account code assigned to the customer for Account Code routing
Primary Telephone Number	up to 16 digits	Primary telephone number of the customer
User Field 1	up to 40 characters	General use field
User Field 2	up to 40 characters	General use field
User Field 3	up to 40 characters	General use field
User Field 4	up to 40 characters	General use field

[Figure 3-35](#) displays the fields mapping to a remote database.



Figure 3-35 NEC QueWorX Administration—Database Mapping

NEC IVR Console

File Tools Help

System information Global Settings Auto Attendants Custom Announcements Mapping Pilots Database Options Record Prompts

Customer profile Database

Connection settings

Server: QSQL User: sa

Database: MYTable Password: [masked]

Test connection

Mapping properties

Table name: Qtable User field column name 1: STAT1

Key field column name: Key User field column name 2: STAT2

Account code column name: Account User field column name 3: STAT3

Customer name column name: Name User field column name 4: STAT4

Telephone number column name: Number

Update Delete

Enter the common fields mapping information in the fields described in Table 3-21. When all mapping information has been entered, click **Update** to save this information.

Table 3-21 Database Mapping Settings

Mapped Table Information	
Server	The network name or the IP address of the server where the database resides.
Database	The database name that will be mapped.
Table Name	Name of the remote database table that will be used as customer information for QueWorX.
Key Field Column Name	The index key of this database. <b>Note:</b> This must refer to a field in the mapped database which is a numeric unique index.
Customer Name Column Name	The name of the field, in the remote database table, that contains the Customer Name data.

Mapped Table Information	
Account Code Column Name	The name of the field, in the remote database table, that contains the customer's Account Code data.
Telephone Number Column Name	The name of the field, in the remote database table, that contains the customer's primary Telephone Number data.
User Field 1 Column Name	The name of the field, in the remote database table, that contains the general User Field 1 data (if used).
User Field 2 Column Name	The name of the field, in the remote database table, that contains the general User Field 2 data (if used).
User Field 3 Column Name	The name of the field, in the remote database table, that contains the general User Field 3 data (if used).
User Field 4 Column Name	The name of the field, in the remote database table, that contains the general User Field 4 data (if used).
User Name	The User Name for an external database. (Not used for the QueWorX default NECCustomer.mdb database.)
Password	The password for an external database. (Not used for the QueWorX default NECCustomer.mdb database.)
Test Connection	Click this button after the User Name and Password (above) have been entered to make a test connection to an external database. This verifies that the User Name and Password are valid.

## Customer Profiles

Customer profile records contain information specific to a customer.

**Figure 3-36** NEC QueWorX Administration—Customer Profile

	Name	AccountCode	Telephone nu	Info1	Info2	Info3	Info4
▶	EBC Demo Customer	1234	1904	This customer is	Balance=\$20 0.00	DueDate=06/ 20/2005	RelAcct=af 4k234
	EBC Call Back Demo	1233	1912	This is some info for customer			
*							

This information is used to route calls and display caller information to agents. Customer Profile records can be added by entering information directly in QueWorX. [Table 3-22](#) lists and describes this customer profile information.

**Table 3-22** *Customer Profile Editor*

Customer Profile Editor	
Customer Name	Enter the customer's name, up to a maximum of 30 characters.
Customer Account Code	Enter a customer account code, up to a maximum of 32 digits.
Primary Telephone Number	Enter the customer's primary telephone number, up to a maximum of 16 digits.
User Fields1-4	Enter any desired data into one or more of these three fields up to a maximum of 40 characters in each field. Information contained in these fields could be agent call log notes, customer preferences, or other called specific information.

## ACD for QueWorX Integration Configuration

There are two basic scenarios that cause the ACD to connect calls to QueWorX.

- The first is a traditional IVR Announce step entered into the Call Control Vector (CCV).
- The second is the process of connecting an ACD agent to QueWorX in order to play a whisper announcement for a callback request. The whisper announcement is the message left by the caller during the callback request. This connection to QueWorX occurs automatically and does not require a special configuration.

Whenever the ACD encounters an IVR Announce step in a CCV, it does the following

- Transfers the call to the IVR pilot number entered into ACDTN unless a Use IVR DN CCV step has previously been processed by the call.
- It then sends an IO (Infolink announcement) message to the IVR over the TCP/IP connection. The IO message will contain, at a minimum, the ACD pilot number associated with the call, as well as the physical IVR port on which the call is ringing.

Whenever the ACD has a callback request to process, it does the following:

- First calls the agent
- Then connects the agent to the IVR port in order to play the whisper announcement.
- To connect the agent to the IVR, the ACD looks up the IVR pilot number entered into ACDTN, adds one to it, and then transfers the agent to the resulting number. For example, if 2000 is entered into ACDTN as the IVR pilot, when it connects the agent to the IVR port, the ACD will transfer the agent to 2001. Depending upon the needs of the site, IVR ports can be dedicated solely to announcements, whisper announcements, or shared across all tasks.

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## Known Issues

There are OAI limitations on both PBX platforms that affect how you can configure the UCD (NEAX2400)/UCD (NEAX2000) groups for the IVR ports:

- You must check (select) the **Infolink with Call ID** option in the ACD under System Data for QueWorX to properly process calls.
- On the NEAX2400 the pilot number used for callback whisper announcements (ACDTN number plus one) cannot be a monitored number. All IVR port numbers must be 2-5 digits in length.
- Use a UCD Group to configure IVR ports on the NEAX2000. All IVR port numbers must be 2-5 digits in length.
- If ANI is required for QueWorX applications (Routing/QueWorX Agent) that receive transferred calls from an external automated attendant (usually a voicemail system), all voicemail ports should be defined in ACDIVR. This ensures ANI is sent to QueWorX with the transferred call.

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## Callbacks and Answer Supervision

Anytime a callback request is processed the following occurs:

- ACD sends a Callback Disposition (IZ) message to the IVR informing of the success or failure of the callback request.
- QueWorX then uses that information, in conjunction with pilot configuration, to determine whether the callback request should be retried.
- The primary mechanism used for deciding whether or not a callback was processed successfully is the Outbound Answer Timer, configured in ACDTN. This timer (in seconds) fakes answer supervision if the call length exceeds the value entered.

While an in-depth discussion of answer supervision is outside the scope of this document, it is important to realize the effect answer supervision (or the lack thereof) has on the QueWorX system. Incorrect reporting of answer supervision can result in either successful callback requests getting retried, or unsuccessful requests not getting retried, and therefore getting lost.

## Configuration Examples

The following examples detail the configurations for the PBX, ACD, QueWorX, and Call Control Vectors. For these examples, assume IVR ports numbered 2002 through 2008, an IVR pilot of 2000 (NEAX2000 IVS), and ACD pilots 3000 and 3001 are used.

### PBX Configuration

NEAX2000 IVS ACD — pilots configure as virtuals. The IVR pilot numbers also configure as virtuals.

NEAX2400 — does not differentiate between the two types of pilots.

NEAX2000 IVS — ACD pilot numbers program in CM171 and places in their own UCD Group number in CM172.

NEAX2400 — ACD pilot numbers program in AMNO.

NEAX 2000 IVS — IVR pilot numbers program in CM11 (LEN's 0128-255) and made busy in CME50.

NEAX 2400 IPX — IVR pilot number programs in APHN. The IVR ports for the 2000 IVS are then put into a UCD Group in CM170 while the 2400's IVR ports are assigned in ASHU. See the table below for this example.

**Table 3-23** PBX Configuration Example

Number	NEAX 2000 IVS Configuration	NEAX 2400 Configuration
3000	<ul style="list-style-type: none"> <li>Assigned to software LEN in CM11</li> <li>Set to 3 in CM171</li> <li>Set to 6 in CM172</li> </ul>	Configured as a monitored number in AMNO
3001	<ul style="list-style-type: none"> <li>Assigned to software LEN in CM11</li> <li>Set to 3 in CM171</li> <li>Set to 6 in CM172</li> </ul>	Configured as a monitored number in AMNO.
2000	<ul style="list-style-type: none"> <li>Assigned to software LEN in CM11 (0128-0255)</li> <li>Hunts to 2002 in CM170</li> <li>Set to 1 in CM171</li> </ul>	Not used on the NEAX2400
2001	<ul style="list-style-type: none"> <li>Assigned to software LEN in CM11 (0128-0255)</li> <li>Set to 1 in CM171</li> </ul>	Configured as a Phantom Number in APHN, directed to 2002
2002	<ul style="list-style-type: none"> <li>Hunts to 2003 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2003 in ASHU
2003	<ul style="list-style-type: none"> <li>Hunts to 2004 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2004 in ASHU

Number	NEAX 2000 IVS Configuration	NEAX 2400 Configuration
2004	<ul style="list-style-type: none"> <li>Hunts to 2005 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2005 in ASHU
2005	<ul style="list-style-type: none"> <li>Hunts to 2006 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2006 in ASHU
2006	<ul style="list-style-type: none"> <li>Hunts to 2007 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2007 in ASHU
2007	<ul style="list-style-type: none"> <li>Hunts to 2008 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2008 in ASHU
2008	<ul style="list-style-type: none"> <li>Hunts to 2009 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2009 in ASHU
2009	<ul style="list-style-type: none"> <li>Hunts to 2000 in CM170</li> <li>Set to 0 in CM171</li> </ul>	Hunts to 2002 in ASHU



NOTE

*The IVR pilot number and the callback pilot number must be consecutive numbers for the Callback feature to operate properly. With the NEAX 2400 IPX, the callback pilot number can be the first member of the UCD group.*

Inaccurate data for Longest Waiting calls may appear for customers with heavy call volume on a 2000 PBX using IVR ports connected to MIS. The Callback Report in QueWorx will show a pending call back.

## Resolve Pending Call Back

Use the following steps to resolve this issue by setting IVR ports in a hunt group.

- Step 1** Remove IVR pilot, Callback Pilot, and Analog ports from CMD 172.
- Step 2** Remove IVR and Callback Pilot from CMD 171.
- Step 3** Remove IVR Pilot and Analog ports from CMD 170.
- Step 4** Add IVR Pilot, CallBack Pilot, and Analog ports to Hunt Group in CMD 180. Add the IVR and Callback Pilot or ensure that they are still busied out in CMD E50.

**Example:** `CMD 180 >Assign 2000(Pilot) >2001(CallBack Pilot>  
201> 2002>  
2002> 2003>  
2003> 2004>  
2005> 2000>  
CMD E50> 2000>0  
2001>0`

Ports should be programmed in a Hunt Group using an IVR *only* when a customer has high call volume. UCD programming is preferred since it provides a uniform use of all the ports.

## ACD Configuration

Table 3-24 contains a sample ACD configuration. In this example,

- Split 1 is the agent split
- Split 2 is a dummy split that does not contain any ACD agents.
- ACD pilot 3000 is the pilot for our actual agent split, and points to Call Control Vector 1:1.
- ACD pilot 3001 points to Call Control Vector 2:1, and is used, depending on the specific example, either for auto attendant functionality or data collection.



NOTE

Regardless of the specific CCV configuration in use, the configuration for ACDTN, ACDPLT and ACDIVR do not change throughout this example.

**Table 3-24** ACD Configuration Example:

MAT Cmd	Configuration Notes
ACDTN	IVR Pilot Number set to 2000 (for the NEAX2000 IVS) IVR Pilot Number set to 2001 (for the NEAX2400)
ACDPLT	3000 – CCV 1:1 3001 – CCV 2:1
ACDIVR	1. 2002 2. 2003 3. 2004 4. 2005 5. 2006 6. 2007 7. 2008 8. 2009

## Call Control Vector Programming

QueWorX features integrate into the call center by programming pilot numbers in the NEC QueWorX Administration and adding IVR Announcement steps into Call Control Vector programming tables. QueWorX uses two types of IVR announcements programmed in the CCV tables: IVR Announcement 1 and IVR Announcement 9.



NOTE

IVR Announcement 1 **cannot** be used before a 'Queue to Statement'.



**IMPORTANT**

You should always use IVR Announcement 9 for calls that use the Auto Attendant or Account Code feature. This allows time for the caller to listen to the menu options in the Auto Attendant and time to gather any account information regarding the customer for use in routing or Agent Application.

**NOTE**

It may not be appropriate to send all calls to QueWorx, given the necessity for valuable port resources.

It is imperative to effectively use QueWorx ports to reduce the possibility of all ports being busy when a call is sent to the QueWorx server via an IVR Announcement step. Therefore, CCV steps such as an ETA step may be used. This step forces a check of the ETA for a particular split before making the IVR Announcement.

**Example:** *If the ETA for a particular call is not at least 30 seconds it may not be advantageous to send the call to QueWorX since the call will be answered relatively soon. In this instance, the caller may be given an ACD Announcement instead. This will ensure that the QueWorX ports are reserved for calls with a greater ETA, as well as Callback requests and retries.*

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## Queue Depth, ETA, and Callback Option

QueWorX configuration is set to give:

- ETA for callers that are expected to wait at least 1 second and less than 1 minute.
- Queue Depth as long as the caller's position in queue does not exceed 20
- Callback option only if the ETA value exceeds two minutes (120 seconds).

CCV configuration is set to:

- Give callers updated announcements every 60 seconds
- Send callers to QueWorX that have a minimum ETA of 30 seconds when they enter the queue.
- Re-evaluate the ETA after 1 minute



# Appendix A

## Prompts

Table Appendix A-1 list specific system prompts for QueWorX.

### System Prompts

**Table Appendix A-1** System Prompt Descriptions

ID	Name	Transcript
0	StayOnline	All agents are busy with other customers. Please continue to hold.
1	RecordMsg	You may record your message at the tone when you are finished press pound
2	CallBack	The following is a message from a customer waiting for a callback
3	GetCBCNumberMenu	To receive a callback at this number press <b>1</b> , to enter other callback number press <b>2</b> .
4	CallBackOp	If you would like to receive a callback, press <b>1</b> .
5	StayOnLineOp	If you would like to remain on the line for the next available representative, press <b>2</b> .
6	Xfer2VMOp	If you would prefer to leave a voice mail message, press <b>3</b> .
7	LessThan	Less than.
8	Minutes	Minutes.
9	MinutesAnd	Minutes and.
10	Seconds	Seconds.
11	ETA	Your call will be answered in approximately...
12	CBCNumberIs	Your callback number is...
13	EnteredYourCbk	Please enter the phone number where we can reach you.
14	ConfirmYourCbk	If this is correct, press <b>1</b> . To re-enter, press <b>2</b> .
15	CurrentPhone	Invalid callback number.
16	CallbackSet	Callback set.
17	CBCMsgMenu	To initiate the callback press any key, to replay the message press <b>*</b> .

ID	Name	Transcript
18	InitiateCBC	Initiating callback...
19	NoCBCMsg	No callback message found.
20	ScheduledCBCMenu	To schedule a specific time to receive your callback press 1, for an immediate callback press 2.
21	DateTimeCBCEx	Please enter the time that you would like to receive a callback; for example enter 3,1,5 for 3:15:
22	AMorPM	For AM press 1, for PM press 2.
23	DateIsInThePast	Sorry, the time you have entered has expired.
24	InvalidDate	Sorry, this is not a valid date.
25	CBCEnteredTime	Sorry, the time you have entered...
26	OffHours	Outside of the business hours; our business hours are from...
27	ChangeTime	To enter a different time press 1.
28	From	from...
29	Until	until...
30	NoBusinessHour	Sorry, we are closed today. There are no open business hours.
31	InvalidEntry	Sorry that is not a valid entry. Please try again.
32	LastRetry	Sorry that is not a valid entry.
33	ByeBye	Good bye!
34	ThankYou	Thank you.
35	OutOfService	This system is temporarily out of service. You will be transferred to a human operator.
36	Confirm	You have entered...
37	ConfirmMenu	If this is correct, press 1. To re-enter, press 2.
38	InvalidDigits	Invalid dialed digits.
39	PleaseRecAANode	Sorry, no recorded voice file was found for this Auto Attendant node.
40	Transfer	Please stay on the line as your call is transferred.
41	UserID	Please enter your user ID followed by the # key.
42	AccountNumber	Please enter your account number followed by the # key.
43	InvalidCBCNo	Invalid callback number.
44	QueueTheCall	Please stay on the line as you are transferred to the pilot number's queue.
45	XferDefExt	Please stay on the line as you are transferred to the default extension.
46	And	And.

ID	Name	Transcript
47	WebCBCMsg	The following request was received through the WEB. Press any key to initiate the callback.
48	RU_EnterKeyPath_Rc	Please enter the key path to the prompt or press star to record the auto attendant main menu.
52	DateTime	noon
53	DateTime\midnight	midnight
54	DateTime\AM	AM
55	DateTime\PM	PM
57	RU_AACustomTransfer	Record the transfer custom prompt:
58	RU_CopyError	We encountered an error while copying a file. Please check the log file for details.
59	RU_BackupCompleted	Backup completed.
60	RU_RestoreCompleted	Restore completed.
61	RU_PromptID	Prompt ID:
62	RU_WelcomeRU	Welcome to record utility.
63	RU_InvalidPassword	Your password is invalid.
64	RU_EnterPassword	Please enter the password followed by the # key:
65	RU_MainMenu	To record System prompts, press 1. To record Auto Attendant prompts, press 2. To record Custom Announcement prompts, press 3.
66	RU_EnterPromptNumber	Please enter the prompt number followed by the # key:
67	RU_EnterPilotNumber	Please enter the pilot number followed by the # key:
68	RU_AllOrIndividually	To record all prompts, press 1. To record prompts individually, press 2. To play the prompts, press 3.
69	RU_EnterPilotOrStar	Please enter the associated pilot number followed by the # key. For a system announcement, press *.
70	RU_EnterLangID	Please enter the language ID:
71	RU_EnterCustAnn	Please enter the custom announcement number, followed by the # key:
72	RU_InvalidCustAnn	Invalid custom announcement number.
73	RU_StarToExit	or press * to exit.
74	RU_RecordUtility	the record utility.
75	RU_InvalidLangId	Invalid language ID.
76	RU_PromptNotRecorded	The prompt is not recorded.
77	RU_RecordPromptMenu	To listen to the prompt, press 1. To re-record, press 2. To add to the prompt, press 3.
78	RU_RecordPromptOnly	To re-record, press 2.

ID	Name	Transcript
79	RU_SavePromptMenu	To listen to the prompt, press 1. To re-record, press 2. To add to the prompt, press 3. To save, press 4.
80	RU_SysMainMenu	To record all prompts, press 1. To record prompts individually, press 2. To play prompts, press 3.
81	RU_EnterPilotAA	Enter the pilot number associated with the auto attendant being configured, followed by the # key.
82	RU_InvalidPilotNumber	Invalid pilot number.
83	RU_InvalidKeyPath	Invalid key path.
84	RU_EnterKeyPath_Play	Please enter the key path to the prompt or press star to play the auto attendant main menu.
85	RU_TransferNodePrompt	The selected node is a transfer node and does not have a custom prompt defined.
86	RU_AAMainMenu	Please record the auto attendant main menu:
87	RU_AASubmenu	Please record the submenu:
88	RU_InvalidPrompt Number	Invalid prompt number.
89	RU_AllAreRecorded	All prompts are already recorded.
90	RU_BackupRestore	You have previously recorded prompts. To backup the current prompts, press 1. To restore a previous backup, press 2. To continue, press 3.
91	RU_BackupNotFound	Sorry, no backup was found for this language.
92	NoAnnouncementFound	Sorry, no announcement is available. Please hold for the next available agent.
93	InvalidPromptName	Invalid prompt name.
94	Prompts	The current prompt is...
95	RecordMainMenu	To listen to the prompt, press 1. To re-record, press 2. To add to the prompt, press 3. To continue, press 4.
96	RecordOnly	To re-record the prompt, press 2. To continue, press 4.
97	SavePromptMenu	To listen to the prompt, press 1. To re-record, press 2. To add to the prompt, press 3. To save, press 4. To continue, press 5.
98	PlayMainMenu	To listen to the prompt, press 1. To continue, press 2.
99	ContinueRecording	Press 1 to keep the call, press 2 to exit.
100	AvCommon\AvCommon200	0 (trailing)
101	AvCommon\AvCommon201	1 (trailing)
102	AvCommon\AvCommon202	2 (trailing)
103	AvCommon\AvCommon203	3 (trailing)
104	AvCommon\AvCommon204	4 (trailing)

ID	Name	Transcript
105	AvCommon\AvCommon205	5 (trailing)
106	AvCommon\AvCommon206	6 (trailing)
107	AvCommon\AvCommon207	7 (trailing)
108	AvCommon\AvCommon208	8 (trailing)
109	AvCommon\AvCommon209	9 (trailing)
110	AvCommon\AvCommon139	10 (trailing)
111	AvCommon\AvCommon084	11 (trailing)
112	AvCommon\AvCommon085	12 (trailing)
113	AvCommon\AvCommon086	13 (trailing)
114	AvCommon\AvCommon087	14 (trailing)
115	AvCommon\AvCommon088	15 (trailing)
116	AvCommon\AvCommon089	16 (trailing)
117	AvCommon\AvCommon090	17 (trailing)
118	AvCommon\AvCommon091	18 (trailing)
119	AvCommon\AvCommon092	19 (trailing)
120	AvCommon\AvCommon093	20 (trailing)
121	AvCommon\AvCommon094	21 (trailing)
122	AvCommon\AvCommon095	22 (trailing)
123	AvCommon\AvCommon096	23 (trailing)
124	AvCommon\AvCommon097	24 (trailing)
125	AvCommon\AvCommon098	25 (trailing)
126	AvCommon\AvCommon099	26 (trailing)
127	AvCommon\AvCommon100	27 (trailing)
128	AvCommon\AvCommon101	28 (trailing)
129	AvCommon\AvCommon102	29 (trailing)
130	AvCommon\AvCommon103	30 (trailing)
131	AvCommon\AvCommon104	31 (trailing)
132	AvCommon\AvCommon105	32 (trailing)
133	AvCommon\AvCommon106	33 (trailing)
134	AvCommon\AvCommon107	34 (trailing)

ID	Name	Transcript
135	AvCommon\AvCommon108	35 (trailing)
136	AvCommon\AvCommon109	36 (trailing)
137	AvCommon\AvCommon110	37 (trailing)
138	AvCommon\AvCommon111	38 (trailing)
139	AvCommon\AvCommon112	39 (trailing)
140	AvCommon\AvCommon113	40 (trailing)
141	AvCommon\AvCommon114	41 (trailing)
142	AvCommon\AvCommon115	42 (trailing)
143	AvCommon\AvCommon116	43 (trailing)
144	AvCommon\AvCommon117	44 (trailing)
145	AvCommon\AvCommon118	45 (trailing)
146	AvCommon\AvCommon119	46 (trailing)
147	AvCommon\AvCommon120	47 (trailing)
148	AvCommon\AvCommon121	48 (trailing)
149	AvCommon\AvCommon122	49 (trailing)
150	AvCommon\AvCommon123	50 (trailing)
151	AvCommon\AvCommon124	51 (trailing)
152	AvCommon\AvCommon125	52 (trailing)
153	AvCommon\AvCommon126	53 (trailing)
154	AvCommon\AvCommon127	54 (trailing)
155	AvCommon\AvCommon128	55 (trailing)
156	AvCommon\AvCommon129	56 (trailing)
157	AvCommon\AvCommon130	57 (trailing)
158	AvCommon\AvCommon131	58 (trailing)
159	AvCommon\AvCommon132	59 (trailing)
160	AvCommon\AvCommon260	60 (trailing)
161	AvCommon\AvCommon261	61 (trailing)
162	AvCommon\AvCommon262	62 (trailing)
163	AvCommon\AvCommon263	63 (trailing)
164	AvCommon\AvCommon264	64 (trailing)



ID	Name	Transcript
165	AvCommon\AvCommon265	65 (trailing)
166	AvCommon\AvCommon266	66 (trailing)
167	AvCommon\AvCommon267	67 (trailing)
168	AvCommon\AvCommon268	68 (trailing)
169	AvCommon\AvCommon269	69 (trailing)
170	AvCommon\AvCommon270	70 (trailing)
171	AvCommon\AvCommon271	71 (trailing)
172	AvCommon\AvCommon272	72 (trailing)
173	AvCommon\AvCommon273	73 (trailing)
174	AvCommon\AvCommon274	74 (trailing)
175	AvCommon\AvCommon275	75 (trailing)
176	AvCommon\AvCommon276	76 (trailing)
177	AvCommon\AvCommon277	77 (trailing)
178	AvCommon\AvCommon278	78 (trailing)
179	AvCommon\AvCommon279	79 (trailing)
180	AvCommon\AvCommon280	80 (trailing)
181	AvCommon\AvCommon281	81 (trailing)
182	AvCommon\AvCommon282	82 (trailing)
183	AvCommon\AvCommon283	83 (trailing)
184	AvCommon\AvCommon284	84 (trailing)
185	AvCommon\AvCommon285	85 (trailing)
186	AvCommon\AvCommon286	86 (trailing)
187	AvCommon\AvCommon287	87 (trailing)
188	AvCommon\AvCommon288	88 (trailing)
189	AvCommon\AvCommon289	89 (trailing)
190	AvCommon\AvCommon290	90 (trailing)
191	AvCommon\AvCommon291	91 (trailing)
192	AvCommon\AvCommon292	92 (trailing)
193	AvCommon\AvCommon293	93 (trailing)
194	AvCommon\AvCommon294	94 (trailing)

ID	Name	Transcript
195	AvCommon\AvCommon295	95 (trailing)
196	AvCommon\AvCommon296	96 (trailing)
197	AvCommon\AvCommon297	97 (trailing)
198	AvCommon\AvCommon298	98 (trailing)
199	AvCommon\AvCommon299	99 (trailing)
200	AvCommon\AvCommon300	100 (trailing)
201	AvCommon\AvCommon048	1 (leading)
202	AvCommon\AvCommon049	2 (leading)
203	AvCommon\AvCommon050	3 (leading)
204	AvCommon\AvCommon051	4 (leading)
205	AvCommon\AvCommon052	5 (leading)
206	AvCommon\AvCommon053	6 (leading)
207	AvCommon\AvCommon054	7 (leading)
208	AvCommon\AvCommon055	8 (leading)
209	AvCommon\AvCommon056	9 (leading)
210	AvCommon\AvCommon057	10 (leading)
211	AvCommon\AvCommon058	11 (leading)
212	AvCommon\AvCommon059	12 (leading)
213	AvCommon\AvCommon061	13 (leading)
214	AvCommon\AvCommon062	14 (leading)
215	AvCommon\AvCommon063	15 (leading)
216	AvCommon\AvCommon064	16 (leading)
217	AvCommon\AvCommon065	17 (leading)
218	AvCommon\AvCommon066	18 (leading)
219	AvCommon\AvCommon067	19 (leading)
220	AvCommon\AvCommon068	20 (leading)
221	AvCommon\AvCommon069	21 (leading)
222	AvCommon\AvCommon070	22 (leading)
223	AvCommon\AvCommon071	23 (leading)
224	AvCommon\AvCommon072	24 (leading)

ID	Name	Transcript
225	AvCommon\AvCommon140	25 (leading)
226	AvCommon\AvCommon141	26 (leading)
227	AvCommon\AvCommon142	27 (leading)
228	AvCommon\AvCommon143	28 (leading)
229	AvCommon\AvCommon144	29 (leading)
230	AvCommon\AvCommon145	30 (leading)
231	AvCommon\AvCommon146	31 (leading)
232	AvCommon\AvCommon147	32 (leading)
233	AvCommon\AvCommon148	33 (leading)
234	AvCommon\AvCommon149	34 (leading)
235	AvCommon\AvCommon150	35 (leading)
236	AvCommon\AvCommon151	36 (leading)
237	AvCommon\AvCommon152	37 (leading)
238	AvCommon\AvCommon153	38 (leading)
239	AvCommon\AvCommon154	39 (leading)
240	AvCommon\AvCommon155	40 (leading)
241	AvCommon\AvCommon156	41 (leading)
242	AvCommon\AvCommon157	42 (leading)
243	AvCommon\AvCommon158	43 (leading)
244	AvCommon\AvCommon159	44 (leading)
245	AvCommon\AvCommon160	45 (leading)
246	AvCommon\AvCommon161	46 (leading)
247	AvCommon\AvCommon162	47 (leading)
248	AvCommon\AvCommon163	48 (leading)
249	AvCommon\AvCommon164	49 (leading)
250	AvCommon\AvCommon165	50 (leading)
251	AvCommon\AvCommon166	51 (leading)
252	AvCommon\AvCommon167	52 (leading)
253	AvCommon\AvCommon168	53 (leading)
254	AvCommon\AvCommon169	54 (leading)

ID	Name	Transcript
255	AvCommon\AvCommon170	55 (leading)
256	AvCommon\AvCommon171	56 (leading)
257	AvCommon\AvCommon172	57 (leading)
258	AvCommon\AvCommon173	58 (leading)
259	AvCommon\AvCommon174	59 (leading)
260	AvCommon\AvCommon175	60 (leading)
261	AvCommon\AvCommon176	61 (leading)
262	AvCommon\AvCommon177	62 (leading)
263	AvCommon\AvCommon178	63 (leading)
264	AvCommon\AvCommon179	64 (leading)
265	AvCommon\AvCommon180	65 (leading)
266	AvCommon\AvCommon181	66 (leading)
267	AvCommon\AvCommon182	67 (leading)
268	AvCommon\AvCommon183	68 (leading)
269	AvCommon\AvCommon184	69 (leading)
270	AvCommon\AvCommon185	70 (leading)
271	AvCommon\AvCommon186	71 (leading)
272	AvCommon\AvCommon187	72 (leading)
273	AvCommon\AvCommon188	73 (leading)
274	AvCommon\AvCommon189	74 (leading)
275	AvCommon\AvCommon190	75 (leading)
276	AvCommon\AvCommon191	76 (leading)
277	AvCommon\AvCommon192	77 (leading)
278	AvCommon\AvCommon193	78 (leading)
279	AvCommon\AvCommon194	79 (leading)
280	AvCommon\AvCommon195	80 (leading)
281	AvCommon\AvCommon196	81 (leading)
282	AvCommon\AvCommon197	82 (leading)
283	AvCommon\AvCommon198	83 (leading)
284	AvCommon\AvCommon199	84 (leading)

ID	Name	Transcript
285	AvCommon\AvCommon210	85 (leading)
286	AvCommon\AvCommon211	86 (leading)
287	AvCommon\AvCommon212	87 (leading)
288	AvCommon\AvCommon213	88 (leading)
289	AvCommon\AvCommon214	89 (leading)
290	AvCommon\AvCommon215	90 (leading)
291	AvCommon\AvCommon216	91 (leading)
292	AvCommon\AvCommon217	92 (leading)
293	AvCommon\AvCommon218	93 (leading)
294	AvCommon\AvCommon219	94 (leading)
295	AvCommon\AvCommon220	95 (leading)
296	AvCommon\AvCommon221	96 (leading)
297	AvCommon\AvCommon222	97 (leading)
298	AvCommon\AvCommon223	98 (leading)
299	AvCommon\AvCommon224	99 (leading)
300	AvCommon\AvCommon225	100 (leading)
301	AvCommon\AvCommon060	0 (leading)
302	AvCommon\AvCommon016	1st
303	AvCommon\AvCommon017	2nd
304	AvCommon\AvCommon018	3rd
305	AvCommon\AvCommon019	4th
306	AvCommon\AvCommon020	5th
307	AvCommon\AvCommon021	6th
308	AvCommon\AvCommon022	7th
309	AvCommon\AvCommon023	8th
310	AvCommon\AvCommon024	9th
311	AvCommon\AvCommon025	10th
312	AvCommon\AvCommon026	11th
313	AvCommon\AvCommon027	12th
314	AvCommon\AvCommon028	13th

ID	Name	Transcript
315	AvCommon\AvCommon029	14th
316	AvCommon\AvCommon030	15th
317	AvCommon\AvCommon031	16th
318	AvCommon\AvCommon032	17th
319	AvCommon\AvCommon033	18th
320	AvCommon\AvCommon034	19th
321	AvCommon\AvCommon035	20th
322	AvCommon\AvCommon036	21st
323	AvCommon\AvCommon037	22nd
324	AvCommon\AvCommon038	23rd
325	AvCommon\AvCommon039	24th
326	AvCommon\AvCommon040	25th
327	AvCommon\AvCommon041	26th
328	AvCommon\AvCommon042	27th
329	AvCommon\AvCommon043	28th
330	AvCommon\AvCommon044	29th
331	AvCommon\AvCommon045	30th
332	AvCommon\AvCommon046	31st
333	DateTime\January	January
334	DateTime\February	February
335	DateTime\March	March
336	DateTime\April	April
337	DateTime\May	May
338	DateTime\June	June
339	DateTime\July	July
340	DateTime\August	August
341	DateTime\September	September
342	DateTime\October	October
343	DateTime\November	November
344	DateTime\December	December

ID	Name	Transcript
345	AvCommon\AvCommon075	oh-one
346	AvCommon\AvCommon076	oh-two
347	AvCommon\AvCommon077	oh-three
348	AvCommon\AvCommon078	oh-four
349	AvCommon\AvCommon079	oh-five
350	AvCommon\AvCommon080	oh-six
351	AvCommon\AvCommon081	oh-seven
352	AvCommon\AvCommon082	oh-eight
353	AvCommon\AvCommon083	oh-nine
354	AvQueuePos\AvQueuePos30 0	You are now first in line.
355	AvQueuePos\AvQueuePos30 1	There is now 1 call waiting ahead of you.
356	AvQueuePos\AvQueuePos30 2	There are now 2 calls waiting ahead of you.
357	AvQueuePos\AvQueuePos30 3	There are now 3 calls waiting ahead of you.
358	AvQueuePos\AvQueuePos30 4	There are now 4 calls waiting ahead of you.
359	AvQueuePos\AvQueuePos30 5	There are now 5 calls waiting ahead of you.
360	AvQueuePos\AvQueuePos30 6	There are now 6 calls waiting ahead of you.
361	AvQueuePos\AvQueuePos30 7	There are now 7 calls waiting ahead of you.
362	AvQueuePos\AvQueuePos30 8	There are now 8 calls waiting ahead of you.
363	AvQueuePos\AvQueuePos30 9	There are now 9 calls waiting ahead of you.
364	AvQueuePos\AvQueuePos31 0	There are now 10 calls waiting ahead of you.
365	AvQueuePos\AvQueuePos311	There are now 11 calls waiting ahead of you.
366	AvQueuePos\AvQueuePos31 2	There are now 12 calls waiting ahead of you.
367	AvQueuePos\AvQueuePos31 3	There are now 13 calls waiting ahead of you.

ID	Name	Transcript
368	AvQueuePos\AvQueuePos31 4	There are now 14 calls waiting ahead of you.
369	AvQueuePos\AvQueuePos31 5	There are now 15 calls waiting ahead of you.
370	AvQueuePos\AvQueuePos31 6	There are now 16 calls waiting ahead of you.
371	AvQueuePos\AvQueuePos31 7	There are now 17 calls waiting ahead of you.
372	AvQueuePos\AvQueuePos31 8	There are now 18 calls waiting ahead of you.
373	AvQueuePos\AvQueuePos31 9	There are now 19 calls waiting ahead of you.
374	AvQueuePos\AvQueuePos32 0	There are now 20 calls waiting ahead of you.
375	AvQueuePos\AvQueuePos32 1	There are now 21 calls waiting ahead of you.
376	AvQueuePos\AvQueuePos32 2	There are now 22 calls waiting ahead of you.
377	AvQueuePos\AvQueuePos32 3	There are now 23 calls waiting ahead of you.
378	AvQueuePos\AvQueuePos32 4	There are now 24 calls waiting ahead of you.
379	AvQueuePos\AvQueuePos32 5	There are now 25 calls waiting ahead of you.
380	AvQueuePos\AvQueuePos32 6	There are now 26 calls waiting ahead of you.
381	AvQueuePos\AvQueuePos32 7	There are now 27 calls waiting ahead of you.
382	AvQueuePos\AvQueuePos32 8	There are now 28 calls waiting ahead of you.
383	AvQueuePos\AvQueuePos32 9	There are now 29 calls waiting ahead of you.
384	AvQueuePos\AvQueuePos33 0	There are now 30 calls waiting ahead of you.
385	AvQueuePos\AvQueuePos33 1	There are now 31 calls waiting ahead of you.
387	AvQueuePos\AvQueuePos33 3	There are now 33 calls waiting ahead of you.
388	AvQueuePos\AvQueuePos33 4	There are now 34 calls waiting ahead of you.



ID	Name	Transcript
389	AvQueuePos\AvQueuePos33 5	There are now 35 calls waiting ahead of you.
390	AvQueuePos\AvQueuePos33 6	There are now 36 calls waiting ahead of you.
391	AvQueuePos\AvQueuePos33 7	There are now 37 calls waiting ahead of you.
392	AvQueuePos\AvQueuePos33 8	There are now 38 calls waiting ahead of you.
393	AvQueuePos\AvQueuePos33 9	There are now 39 calls waiting ahead of you.
394	AvQueuePos\AvQueuePos34 0	There are now 40 calls waiting ahead of you.
395	AvQueuePos\AvQueuePos34 1	There are now 41 calls waiting ahead of you.
396	AvQueuePos\AvQueuePos34 2	There are now 42 calls waiting ahead of you.
397	AvQueuePos\AvQueuePos34 3	There are now 43 calls waiting ahead of you.
398	AvQueuePos\AvQueuePos34 4	There are now 44 calls waiting ahead of you.
399	AvQueuePos\AvQueuePos34 5	There are now 45 calls waiting ahead of you.
400	AvQueuePos\AvQueuePos34 6	There are now 46 calls waiting ahead of you.
401	AvQueuePos\AvQueuePos34 7	There are now 47 calls waiting ahead of you.
402	AvQueuePos\AvQueuePos34 8	There are now 48 calls waiting ahead of you.
403	AvQueuePos\AvQueuePos34 9	There are now 49 calls waiting ahead of you.
404	AvQueuePos\AvQueuePos35 0	There are now 50 calls waiting ahead of you.
405	AvQueuePos\AvQueuePos35 1	There are now 51 calls waiting ahead of you.
406	AvQueuePos\AvQueuePos35 2	There are now 52 calls waiting ahead of you.
407	AvQueuePos\AvQueuePos35 3	There are now 53 calls waiting ahead of you.
408	AvQueuePos\AvQueuePos35 4	There are now 54 calls waiting ahead of you.

ID	Name	Transcript
409	AvQueuePos\AvQueuePos35 5	There are now 55 calls waiting ahead of you.
410	AvQueuePos\AvQueuePos35 6	There are now 56 calls waiting ahead of you.
411	AvQueuePos\AvQueuePos35 7	There are now 57 calls waiting ahead of you.
412	AvQueuePos\AvQueuePos35 8	There are now 58 calls waiting ahead of you.
413	AvQueuePos\AvQueuePos35 9	There are now 59 calls waiting ahead of you.
414	AvQueuePos\AvQueuePos36 0	There are now 60 calls waiting ahead of you.
415	AvQueuePos\AvQueuePos36 1	There are now 61 calls waiting ahead of you.
416	AvQueuePos\AvQueuePos36 2	There are now 62 calls waiting ahead of you.
417	AvQueuePos\AvQueuePos36 3	There are now 63 calls waiting ahead of you.
418	AvQueuePos\AvQueuePos36 4	There are now 64 calls waiting ahead of you.
419	AvQueuePos\AvQueuePos36 5	There are now 65 calls waiting ahead of you.
420	AvQueuePos\AvQueuePos36 6	There are now 66 calls waiting ahead of you.
421	AvQueuePos\AvQueuePos36 7	There are now 67 calls waiting ahead of you.
422	AvQueuePos\AvQueuePos36 8	There are now 68 calls waiting ahead of you.
423	AvQueuePos\AvQueuePos36 9	There are now 69 calls waiting ahead of you.
424	AvQueuePos\AvQueuePos37 0	There are now 70 calls waiting ahead of you.
425	AvQueuePos\AvQueuePos37 1	There are now 71 calls waiting ahead of you.
426	AvQueuePos\AvQueuePos37 2	There are now 72 calls waiting ahead of you.
427	AvQueuePos\AvQueuePos37 3	There are now 73 calls waiting ahead of you.
428	AvQueuePos\AvQueuePos37 4	There are now 74 calls waiting ahead of you.

ID	Name	Transcript
429	AvQueuePos\AvQueuePos37 5	There are now 75 calls waiting ahead of you.
430	AvQueuePos\AvQueuePos37 6	There are now 76 calls waiting ahead of you.
431	AvQueuePos\AvQueuePos37 7	There are now 77 calls waiting ahead of you.
432	AvQueuePos\AvQueuePos37 8	There are now 78 calls waiting ahead of you.
433	AvQueuePos\AvQueuePos37 9	There are now 79 calls waiting ahead of you.
434	AvQueuePos\AvQueuePos38 0	There are now 80 calls waiting ahead of you.
435	AvQueuePos\AvQueuePos38 1	There are now 81 calls waiting ahead of you.
436	AvQueuePos\AvQueuePos38 2	There are now 82 calls waiting ahead of you.
437	AvQueuePos\AvQueuePos38 3	There are now 83 calls waiting ahead of you.
438	AvQueuePos\AvQueuePos38 4	There are now 84 calls waiting ahead of you.
439	AvQueuePos\AvQueuePos38 5	There are now 85 calls waiting ahead of you.
440	AvQueuePos\AvQueuePos38 6	There are now 86 calls waiting ahead of you.
441	AvQueuePos\AvQueuePos38 7	There are now 87 calls waiting ahead of you.
442	AvQueuePos\AvQueuePos38 8	There are now 88 calls waiting ahead of you.
443	AvQueuePos\AvQueuePos38 9	There are now 89 calls waiting ahead of you.
444	AvQueuePos\AvQueuePos39 0	There are now 90 calls waiting ahead of you.
445	AvQueuePos\AvQueuePos39 1	There are now 91 calls waiting ahead of you.
446	AvQueuePos\AvQueuePos39 2	There are now 92 calls waiting ahead of you.
447	AvQueuePos\AvQueuePos39 3	There are now 93 calls waiting ahead of you.
448	AvQueuePos\AvQueuePos39 4	There are now 94 calls waiting ahead of you.

ID	Name	Transcript
449	AvQueuePos\AvQueuePos39 5	There are now 95 calls waiting ahead of you.
450	AvQueuePos\AvQueuePos39 6	There are now 96 calls waiting ahead of you.
451	AvQueuePos\AvQueuePos39 7	There are now 97 calls waiting ahead of you.
452	AvQueuePos\AvQueuePos39 8	There are now 98 calls waiting ahead of you.
453	AvQueuePos\AvQueuePos39 9	There are now 99 calls waiting ahead of you.
454	AvQueuePos\AvQueuePos40 0	There are now 100 calls waiting ahead of you.

# Appendix B

## Database Schema

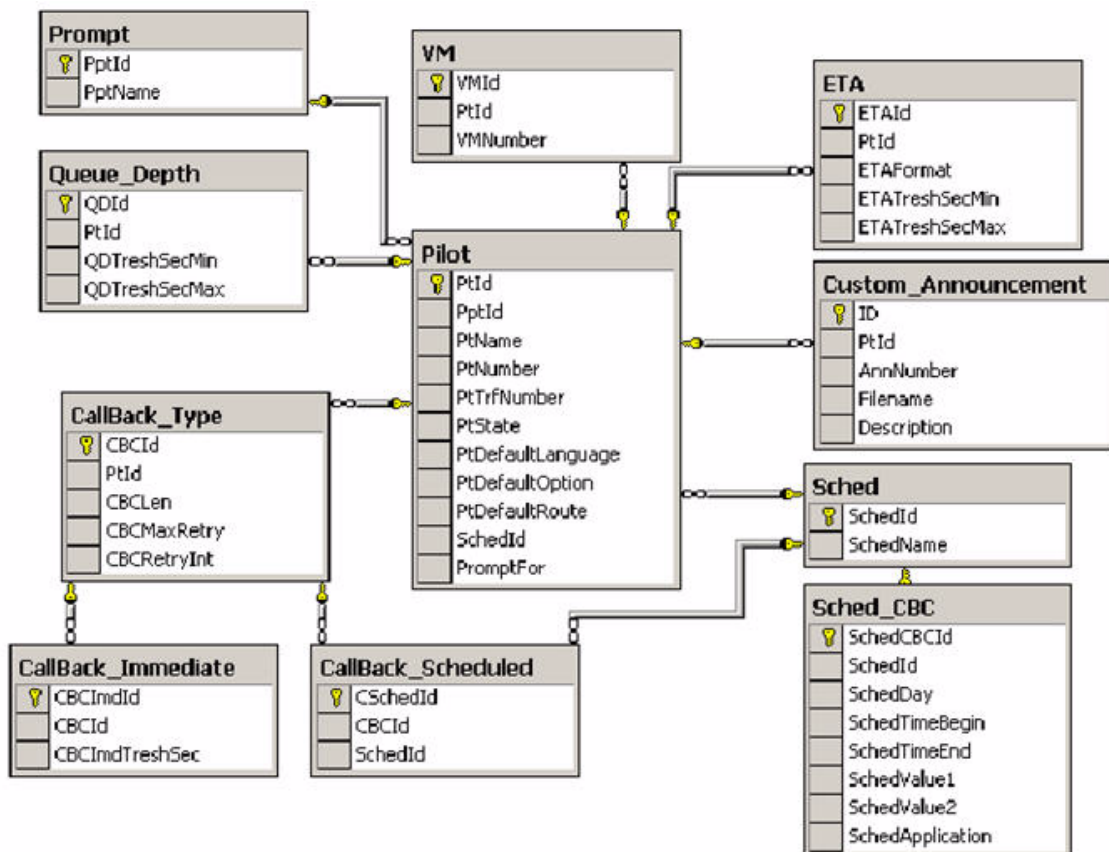
This appendix details the description of tables and the relationship between them.



CAUTION

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**Figure Appendix B-1** Pilot Diagram



**Table Appendix B-1 Pilot**

Column Name	Type	Description	PK	Null
PtId	int	Identity (1, 1)	Y	N
PptId	int	Relationship between table Pilot and Prompt(FK_Pilot_Prompt).	N	Y
PtName	varchar(30)	Pilot name	N	N
PtNumber	varchar(20)	Pilot number	N	N
PtTrfNumber	varchar(20)	The number where the user was transferring to when the error occurred.	N	Y
PtState	bit	If the record can be deleted (record doesn't exist in QCall table for this PtId): 1 If the record cannot be deleted (record doesn't exist in QCall table for this PtId):0	N	Y
PtDefaultLanguage	int	Define the default language for the pilot. The language code is defined as it is in Windows.	N	Y
PtDefaultOption	int	Define the default options for the pilot. Stored as a bit mask (1 – checked, 0 – unchecked)	N	Y
PtDefaultRoute	int	Define the default routing options for the pilot. Stored as a bit mask (1 – checked, 0 – unchecked)	N	Y
SchedId	int	Relationship between tables Pilot and Sched(FK_Sched_Pilot).	N	Y
PromptFor	int	Nothing: 0 UserID: 1 AccountNumber: 2	N	Y

OBS: Unique Constraint (PtNumber is unique).

**Table Appendix B-2 Custom Announcement**

Column Name	Type	Description	PK	Null
ID	int	Identity (1, 1)	Y	N
PtId	int	Relationship between Pilot and Custom_Announcement (FK_Custom_Announcement_Pilot).	N	Y
AnnNumber	tinyint	Announcement number	N	N
Filename	varchar(255)	Path to prompt	N	N
Description	varchar(500)	Any information about custom announcement number or description.	N	Y

OBS: AnnNumber must be higher 9 and less than 100.

**Table Appendix B-3 VM (Voice Mail)**

Column Name	Type	Description	PK	Null
VMId	Int	Identity (1, 1)	Y	N
PtId	Int	Relationship between Pilot and VM(FK_VM_Pilot).	N	N
VMNumber	Varchar(20)	Voice mail extension	N	N

**Table Appendix B-4 ETA (Estimated Time to Answer)**

Column Name	Type	Description	PK	Null
ETAId	int	Identity (1, 1)	Y	N
PtId	int	Relationship between ETA and Pilot (FK_ETA_Pilot).	N	N
ETAFormat	int	Represent spoken type message values used: NoEtaFormat: 0 MinutesSecondsExactly: 1 MinutesOnly: 2 RoundToMinutes: 3	N	N
ETATreshSecMin	int	MIN number of seconds on hold	N	N
ETATreshSecMin	int	MAX number of seconds on hold	N	N

**Table Appendix B-5 Prompt**

Column Name	Type	Description	PK	Null
PptId	int	Identity (1, 1)	Y	N
PptName	varchar (30)	Prompt name	N	N

**Table Appendix B-6 Queue\_Depth**

Column Name	Type	Description	PK	Null
QDId	int	Identity (1, 1)	Y	N
PtId	int	Relationship between Pilot and Queue_Depth (FK_Queue_Depth_Pilot).	N	N
QDTreshSecMin	int		N	N
QDTreshSecMin	int		N	N

**Table Appendix B-7 CallBack\_Type**

Column Name	Type	Description	PK	Null
CBCId	int	Identity (1, 1).	Y	N
PtId	int	Relationship between Pilot and CallBack_Type(FK_CallBack_type_Pilot).	N	N
CBCLen	int	Callback message length.	N	N
CBCMaxRetry	int	Number of times a callback will be retried.	N	N
CBCRetrylbt	int	Number of minutes between callback retries.	N	N



**Table Appendix B-8** *CallBack\_Immediate*

Column Name	Type	Description	PK	Null
CBCImdId	int	Identity (1, 1).	Y	N
CBCId	int	Relationship between CallBack_Type and CallBack_Immediate(FK_CallBack_Immediate_CallBack_Type).	N	N
CBCImdTreshSec	int	ETA threshold.	N	N

**Table Appendix B-9** *CallBack\_Scheduled*

Column Name	Type	Description	PK	Null
CSchedId	int	Identity (1, 1).	Y	N
CBCId	int	Relationship between CallBack_Type and CallBack_Scheduled(FK_CallBack_Scheduled_CallBack_Type).	N	N
SchedId	int	Relationship between Sched and CallBack_Scheduled (FK_CallBack_Scheduled_Sched).	N	N

**Table Appendix B-10** *Sched*

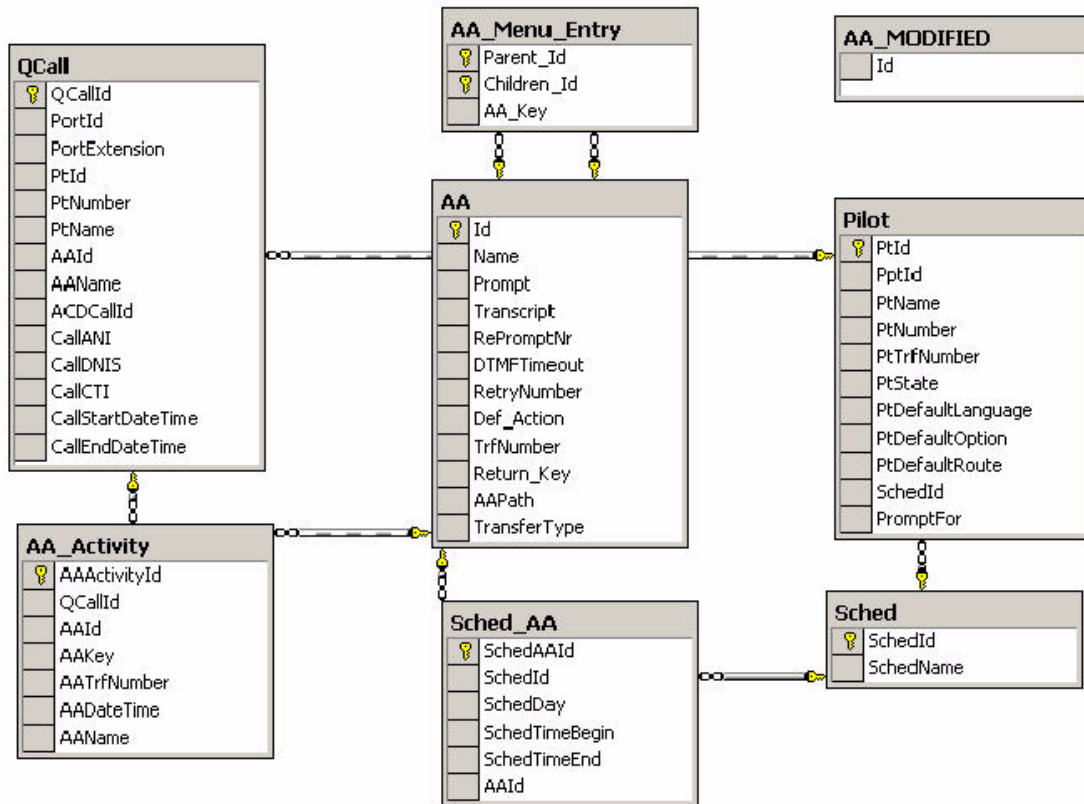
Column Name	Type	Description	PK	Null
SchedId	int	Identity (1, 1).	Y	N
SchedName	varchar(30)	Schedule name.	N	N

**Table Appendix B-11** Sched\_CBC

Column Name	Type	Description	PK	Null
SchedCBCId	int	Identity (1, 1)	Y	N
SchedId	int	Relationship between tables Sched and Sched_CBC(FK_Sched_CBC_Sched).	N	N
SchedDay	int	Week Day. Default value is 0.	N	N
SchedTimeBegin	int	Start times in seconds of accepting callback.	N	N
SchedTimeEnd	varchar(20)	End time in seconds of accepting call and accepting callback.	N	N
SchedValue1	bit	If a call can be accepted: 1 If a call cannot be accepted: 0 (Not used)	N	N
SchedValue2	bit	If a callback can be accepted: 1 If a callback cannot be accepted:0	N	N
SchedApplication	int	Not null.	N	N

OBS: As follows-

- *Table Sched\_CBC*
  - SET Scheduled callback
  - SchedValue1 and SchedValue2 set value to 1
  - SchedDay = 0
  - SchedApplication = 1
  - SchedTimeBegin - Set value in seconds. For 9 AM set 32400
  - SchedTimeEnd - Set value in seconds. For 6 PM set 64800
- *Set EOD (end of day)*
  - SchedValue1 and SchedValue2 set value to 1
  - SchedDay = 0
  - SchedApplication = 2
  - SchedTimeBegin = 0
  - SchedTimeEnd - Set value in seconds. For 6 PM set 64800

**Figure Appendix B-2** Automatic Attendant and QCALL**Table Appendix B-12** AA (AutoAttendant)

Column Name	Type	Description	PK	Null
ID	int	Identity (1, 1)	Y	N
Name	varchar(30)	The name of that AutoAttendant.	N	N
Prompt	varchar(50)	Path to prompt	N	Y
Transcript	varchar(50)	Prompt description	N	Y
RePromptNr	int		N	Y
Retry_Number	int		N	Y
Def_Action	varchar(50)	Default action when a user does not press a key.	N	Y
DTMFTimeout	int		N	Y

Column Name	Type	Description	PK	Null
TrfNumber	varchar(20)	Transfer the call to extension	N	Y
Return_Key	varchar(10)	Key pressed to return	N	Y
AAPath	varchar(255)	Represent path to arrive to at this node.	N	Y
TransferType	int	Type of transfer NoTransfer: 0 DialogicReleaseXfer: 1 DialogicWaitConnectXfer: 2 ElectronicXferS: 3 ElectronicXferP: 4	N	Y

**Table Appendix B-13** Sched\_AA

Column Name	Type	Description	PK	Null
SchedAAId	int	Identity (1, 1)		Y
SchedId	int	Relationship between tables Sched and Sched_AA (FK_Sched_AA_Sched).	N	N
SchedDay	int	Week Day. Default value is 0.	N	N
SchedTimeBegin	varchar(20)	Start Time of loading the specified Auto Attendant.	N	N
SchedTimeEnd	varchar(20)	Default is 1	N	N
AAId	int	Relationship between AA and Sched_AA (FK_Sched_AA_AA).	N	N

**Table Appendix B-14** Sched\_CBC

Column Name	Type	Description	PK	Null
Parent_Id	int	Relation between AA and AA_Menu_Entry (FK_AA_Menu_Entry_AA).	Y	N
Children_Id	int	Relation between AA and AA_Menu_Entry (FK_AA_Menu_Entry_AA1).	Y	N
AA_Key	varchar(10)	Key pressed to load AA node.	N	N

**Table Appendix B-15** AA (AutoAttendant)

Column Name	Type	Description	PK	Null
ID	int	Identity (1, 1)	Y	N
Name	varchar(30)	The name of that AutoAttendant.	N	N
Prompt	varchar(50)	Path to prompt	N	Y
Transcript	varchar(50)	Prompt description	N	Y
RePromptNr	int		N	Y
Retry_Number	int		N	Y
Def_Action	varchar(50)	Default action when a user does not press a key.	N	Y
DTMFTimeout	int		N	Y
TrfNumber	varchar(20)	Transfer the call to extension	N	Y
Return_Key	varchar(10)	Key pressed to return	N	Y
AAPath	varchar(255)	Represent path to arrive to at this node.	N	Y
TransferType	int	Type of transfer NoTransfer: 0 DialogicReleaseXfer: 1 DialogicWaitConnectXfer: 2 ElectronicXferS: 3 ElectronicXferP: 4	N	Y

**Table Appendix B-16** AA\_Modified

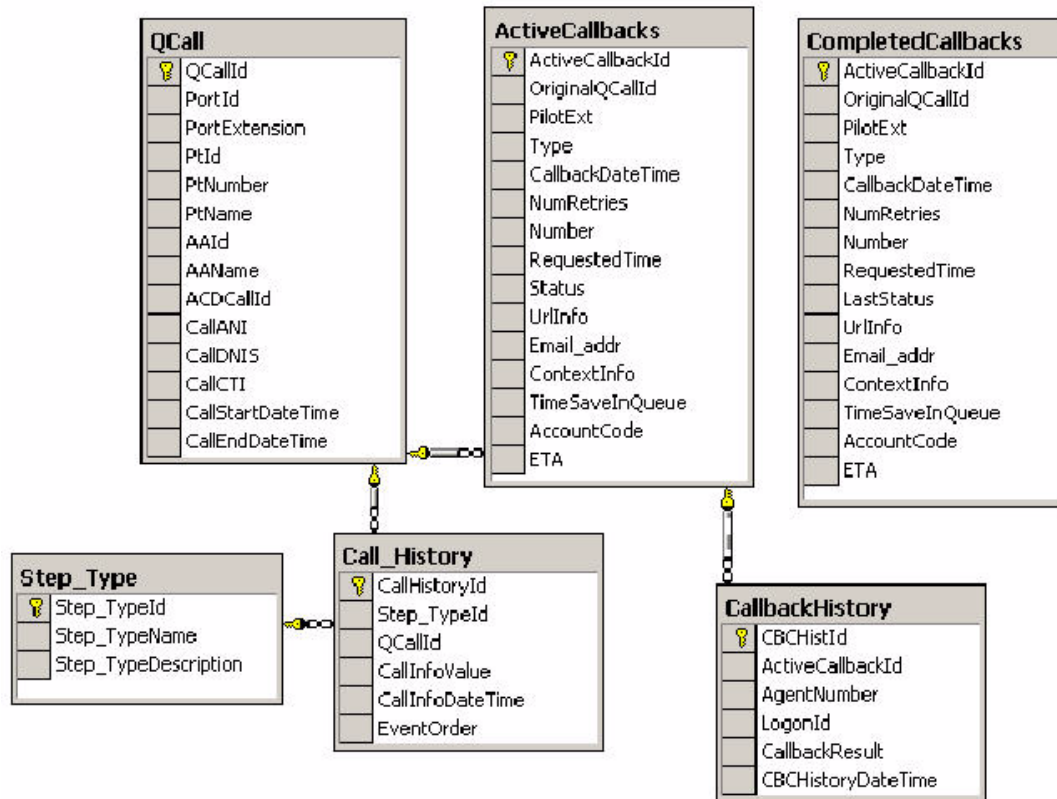
Column Name	Type	Description	PK	Null
ID	int	Represent AutoAttendant ID. When AutoAttendant is modified, the ID is entered in this table.	N	N

**Table Appendix B-17** AA\_Activity

Column Name	Type	Description	PK	Null
AAActivityId	int	Identity (1, 1).	Y	N
QCallId	int	Relationship between tables QCall and AA_Activity(FK_AA_Activity_QCall).	N	N
AAId	int	AutoAttendant ID.	N	N
AAKey	varchar(10)	Key pressed to arrive in this AutoAttendant.	N	N
AADateTime	Datetime	Time when this AutoAttendant node was loaded.	N	N
AAName	varchar	AutoAttendant name.	N	N
AATrfNumber	varchar(20)	Transfer number.	N	Y

OBS: As follows -

- *To associate Automatic Attendant with pilot add new record in table Sched\_AA.*
  - SchedId = SchedId obtain from the pilot table.
  - AAId = Automatic Attendant obtain from table AA (ID for automatic attendant)
  - SchedDay = 1
  - SchedTimeBegin = 1
  - SchedTimeEnd = 1
- *Add for Automatic Attendant new child.*
  - Add new record in table AA (Parent – Obtain ID - ParentId)
  - Add new record in table AA (Children- Obtain ID- ChildrenId)
  - Add record in AA\_Menu\_Entry
  - Parent\_Id = ParentId
  - Children\_Id = ChildrenId
  - AA\_Key = One of fallowing values (0,1,2,3,4,5,6,7,8,9)
  - ParentId and AA\_Key must be unique.

**Figure Appendix B-3** Call History and Callback History**Table Appendix B-18** ActiveCallbacks

Column Name	Type	Description	PK	Null
ActiveCallbackId	int	Identity (1, 1).	Y	N
OriginalQCallId	int	Relationship between tables QCall and QCallCallBack(FK_QCallBack_QCall).	N	Y
PilotExtension	varchar(20)	Pilot number.	N	N
Type	varchar(2)	IL: 0 IS: 1 WI: 2 WS: 3 IL: IVR immediate, IS = IVR Scheduled. WI: Web immediate, WS = Scheduled.	N	N
CallbackDateTime	Smalldatetime	Date/Time when record was added the in database.	N	N
NumRetry	int	Number of retries remaining.	N	N
Number	varchar(20)	Dialed number where to call the customer.	N	Y
RequestedTime	Smalldatetime	Date/Time when customer desires a callback.	N	Y

Column Name	Type	Description	PK	Null
Status	varchar(50)	Succeeded: 0 Failed: 1 Scheduled: 3 InACD: 4 Managed: 5 Succeeded: Succeeded Callback Failed: Callback failed Scheduled: Callback is in database, but not injected in ACD.  InACD: Callback is in ACD. Managed: The callback is managed (the Agent listened to the prompt for the customer, but an error occurred).	N	Y
UrlInfo	varchar(500)	URL associated with the product or service the customer was viewing when the callback was requested.	N	Y
Email_addr	varchar(100)	Email address of the customer.	N	Y
ContextInfo	varchar(4000)	Any general questions or other information entered by the customer.	N	Y
AccountCode	varchar(100)	Account code entered by the customer.	N	Y
ETA	int	ETA when the customer desires a callback. (Not used).	N	Y
TimeInQueue	int	Difference between the time that the call was submitted and the time that the call was successfully processed for the first time.	N	Y

OBS: Table ActiveCallbacks contain the most recent callback. When callback are obtain Status Succeeded or failed ActiveCallbacks – record pass in table CompletedCallbacks.



**Table Appendix B-19** CompletedCallbacks

Column Name	Type	Description	PK	Null
ActiveCallbackId	int	Identity (1, 1).	Y	N
OriginalQCallId	int	Relationship between tables QCall and QCallCallBack(FK_QCallBack_QCall).	N	Y
PilotExtension	varchar(20)	Pilot number.	N	N
Type	varchar(2)	II: 0 IS: 1 WI: 2 WS: 3 II:IVR immediate, IS = IVR Scheduled. WI:Web immediate, WS =Scheduled.	N	N
CallbackDateTime	Smalldatetime	Date/Time when the record was added in the database.	N	N
NumRetry	int	Number of retries remaining.	N	N
Number	varchar(20)	Dialed number where to call the customer.	N	N
RequestedTime	Smalldatetime	Date/Time when customer desires a callback.	N	Y
Status	varchar(50)	Succeeded: 0 Failed: 1 Scheduled: 3 InACD: 4 Managed: 5 Succeeded: Succeeded Callback Failed: Callback failed Scheduled: Callback is in database, but not injected in ACD InACD: Callback is in ACD Managed: The callback is managed (the Agent listened to the prompt for the customer, but an error occurred).	N	Y
UrlInfo	varchar(500)	URL associated with the product or service the customer was viewing when the callback was requested.	N	Y
Email_addr	varchar(100)	Email address of the customer.	N	Y
ContextInfo	varchar(4000)	Any general questions or other information entered by the customer.	N	Y
AccountCode	varchar(100)	Account code entered by the customer.	N	Y
ETA	int	ETA when the customer desires a callback. (Not used).	N	Y
TimeInQueue	int	Difference between the time that the call was submitted and the time that the call was successfully processed for the first time.	N	Y

**Table Appendix B-20** *CallBackHistory*

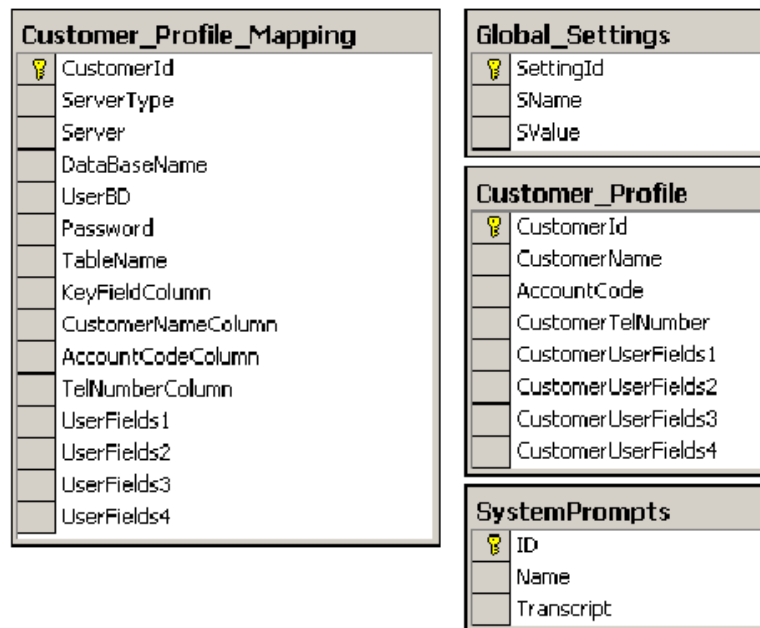
Column Name	Type	Description	PK	Null
CBCHistId	Int	Identity (1, 1)	Y	N
ActiveCallbackId	Int	Relationship between tables, CallBack and ActiveCallbacks. This relationship is disabled.	N	N
AgentNumber	Varchar(20)	Extension of agent who completed the Callback.	N	Y
LogonId	Varchar(20)	Logon used from agent.	N	Y
CallbackResult	smallint	State for this call: Succeeded:0(Callback is succeeded) BeforeIVR: 1(Error occurred before IVR) DuringIVR: 2 (Error occurred during IVR) AfterIVR: 3 (Error occurred after IVR).	N	Y
CBCHistoryDateTime	smalldatetime	Not Null. Date/time the call was processed.	N	N

**Table Appendix B-21** *Step\_Type*

Column Name	Type	Description	PK	Null
Step_TypeId	int	Identity (1, 1).	Y	N
Step_TypeName	varchar(50)	Text corresponding to an event that occurred during a call.	N	N
Step_TypeDescription	varchar(100)	Text description of the corresponding event.	N	Y

**Table Appendix B-22** *Call\_History*

Column Name	Type	Description	PK	Null
CallHistoryId	int	Identity (1, 1).	Y	N
Step_TypeId	int	Relationship between tables Step_Type and Call_History(FK_Call_History_Step_Type).	N	N
QCallId	int	Relationship between tables QCall and Call_History(FK_QCall_History_QCall).	N	N
CallInfoValue	varchar(100)	Result for event QCallInfo - QCallName when this occurred.	N	N
CallInfoDateTime	Smalldatetime	Time when event QCallInfo - QCallName occurred.	N	N
EventOrder	int	Order when event occurred during a call.	N	N

**Figure Appendix B-4** *Global Table*

**Table Appendix B-23** *Customer\_Profile*

Column Name	Type	Description	PK	Null
CustomerId	Int	Identity (1, 1)	Y	N
AccountCode	Varchar(50)	The customer account code	N	Y
CustomerName	Varchar(50)	The customer name	N	Y
CustomerTelNumber	Varchar(50)	The customers telephone number	N	Y
CustomerUserField1	Varchar(50)	Any information about customer	N	Y
CustomerUserField2	Varchar(50)	Any information about customer	N	Y
CustomerUserField3	Varchar(50)	Any information about customer	N	Y
CustomerUserField4	Varchar(50)	Any information about customer	N	Y

**Table Appendix B-24** *SystemPrompts*

Column Name	Type	Description	PK	Null
ID	int	Identity (1, 1)	Y	N
Name	varchar(50)	Prompt name	N	N
Transcript	varchar(150)	Any information about prompt	N	Y

**Table Appendix B-25** *Customer\_Profile\_Mapping*

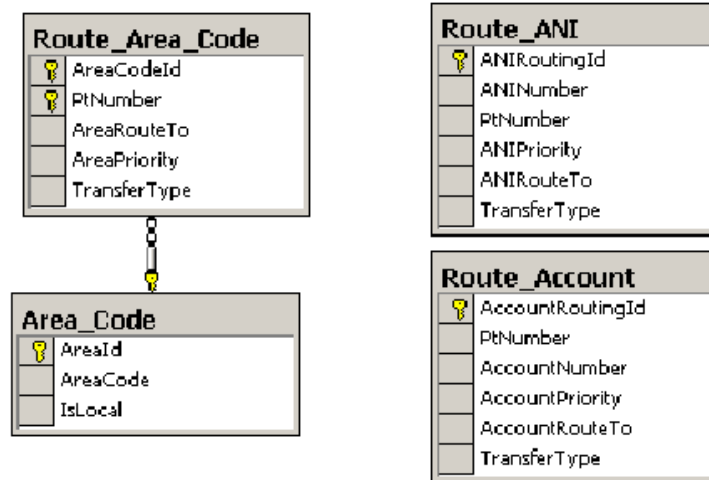
Column Name	Type	Description	PK	Null
CustomerId	Int	Identity (1, 1)		
ServerType	Int	Not used		
Server	varchar(50)	The server name MSSQL		
UserDB	varchar(50)	The name user used for connection		
Password	varchar(50)	The password used for connection		
Table_Name	varchar(50)	Name of table		
KeyFieldColumn	varchar(50)	Map the column Primary Key		
AccountCode	varchar(50)	Map the column account code		
CustomerName	varchar(50)	Map the column customer name		
CustomerTelNumber	varchar(50)	Map the column telephone number		

Column Name	Type	Description	PK	Null
UserField1	varchar(50)	Map the column CustomerUserField1		
UserField2	varchar(50)	Map the column CustomerUserField2		
UserField3	varchar(50)	Map the column CustomerUserField3		
UserField4	varchar(50)	Map the column CustomerUserField4		

Table Appendix B-26 Global\_settings

Column Name	Type	Description	PK	Null
SettingId	int	Identity (1, 1)	Y	N
SName	int	Setting name. Setting name must be unique.	N	Y
SValue	int	Setting value	N	Y

Figure Appendix B-5 Route Table



**Table Appendix B-27** *Route\_Account*

Column Name	Type	Description	PK	Null
AccountRoutingId	int	Identity (1, 1)	Y	N
PtNumber	Int	Pilot number	N	N
AccountNumber	varchar(20)	Customer account number	N	N
AccountPriority	int	The priority code to be used when routing a call using this account number.	N	N
AccountRouteTo	varchar(20)	The extension to route the call to	N	N
TransferType	Int	Type of transfer NoTransfer: 0 DialogicReleaseXfer: 1 DialogicWaitConnectXfer: 2 ElectronicXferS: 3 ElectronicXferP: 4	N	N

**Table Appendix B-28** *Route\_Account*

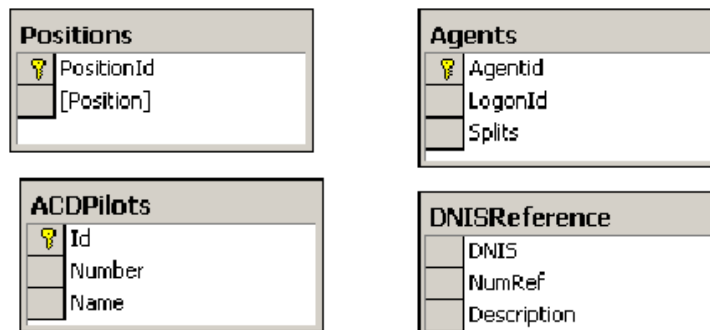
Column Name	Type	Description	PK	Null
ANIRoutingId	int	Identity (1, 1)	Y	N
PtNumber	Int	Pilot number	N	N
ANINumber	varchar(30)	Customer account number	N	N
ANIPriority	int		N	N
ANIRouteTo	varchar(20)	The extension to route the call to	N	N
TransferType	Int	Type of transfer NoTransfer: 0 DialogicReleaseXfer: 1 DialogicWaitConnectXfer: 2 ElectronicXferS: 3 ElectronicXferP: 4	N	N

**Table Appendix B-29** *Area\_Code*

Column Name	Type	Description	PK	Null
AreaId	int	Identity (1, 1)	Y	N
AreaCode	varchar(50)	Area code	N	N
AreaLocal	bit	When used internally: 0	N	Y

**Table Appendix B-30** Route\_Area\_Code

Column Name	Type	Description	PK	Null
AreaCodeId	int	Relationship between tablesArea_Code and Route_Area_Code(FK_Route_Area_Code_Area_Code)	Y	N
PtNumber	varchar(50)	Pilot number	Y	N
AreaRouteTo	varchar(50)	Extension to route	N	N
AreaPriority	varchar(50)	The priority code to be used when routing a call using area code.	Y	N
TransferType	int	Type of transfer NoTransfer: 0 DialogicReleaseXfer: 1 DialogicWaitConnectXfer: 2 ElectronicXferS: 3 ElectronicXferP: 4	N	N

**Figure Appendix B-6** Agent Table**Table Appendix B-31** ACDPilots (Pilot Obtain from ACD)

Column Name	Type	Description	PK	Null
ID	int	Identity (1, 1)	Y	N
Number	int	Pilot number	N	N
Name	varchar(50)	Pilot name	N	N

**Table Appendix B-32** DNISReference

Column Name	Type	Description	PK	Null
DNIS	DNIS	Extension for an ACD Pilot	N	Y
NumRef	NumRef	External number associated with DNIS (ACD Pilot)	N	Y
Description	Description	Any information about DNIS or NumRef	N	Y

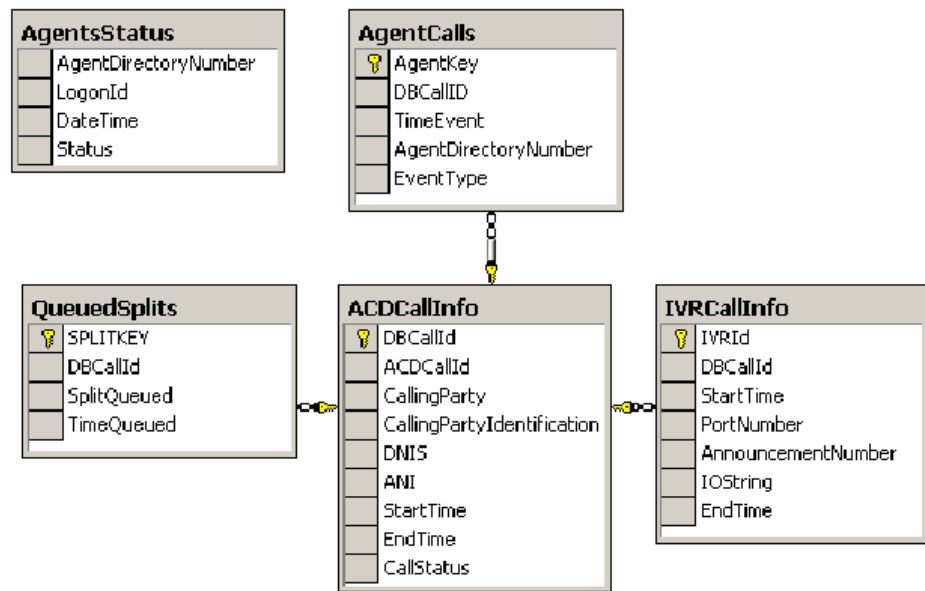
**Table Appendix B-33** Agents

Column Name	Type	Description	PK	Null
Agentid	int	Identity (1, 1)	Y	N
LogonId	varchar(9)	ID used by an agent to logon to ACD	N	N
Splits	varchar(128)	List of splits where the agent is a member. Each split ID is followed by “,”	N	N

**Table Appendix B-34** Positions

Column Name	Type	Description	PK	Null
PositionID	int	Identity (1, 1)	Y	N
[Position]	varchar(6)	ACD extension	N	N



**Figure Appendix B-7** Cradle to Grave**Table Appendix B-35** AgentStatus

Column Name	Type	Description	PK	Null
AgentDirectoryNumber	Int	Position associated with this event	N	N
LogonId	Int	Logon ID for the agent using this position	N	Y
DateTime	DateTime	Time when this event occurred	N	N
Status	char(1)	<i>Not Null.</i> Current status for this position: L: An agent is logged on to this position V: This position is vacant	Y	N

**Table Appendix B-36** ACDCallInfo

Column Name	Type	Description	PK	Null
DBCallId	int	Identity (1, 1)	Y	N
ACDCallId	varchar(7)	ACD call identifier	N	Y
CallingParty	varchar(1)	Caller type: t-trunk, s-station	N	Y
CallingPartyIdentification	varchar(6)	Trunk or station number	N	Y
DNIS	varchar(6)	Dialed number (pilot)	N	Y

Column Name	Type	Description	PK	Null
ANI	varchar(16)	Caller number	N	Y
StartTime	Datetime	Time the call entered the ACD system	N	N
EndTime	Datetime	Time the call existed in the ACD system	N	Y
CallStatus	tinyint	Current status for this call: 0: Call just entered the ACD system 1: Call left the ACD system 2: Call was transferred	N	Y

**Table Appendix B-37 AgentCalls**

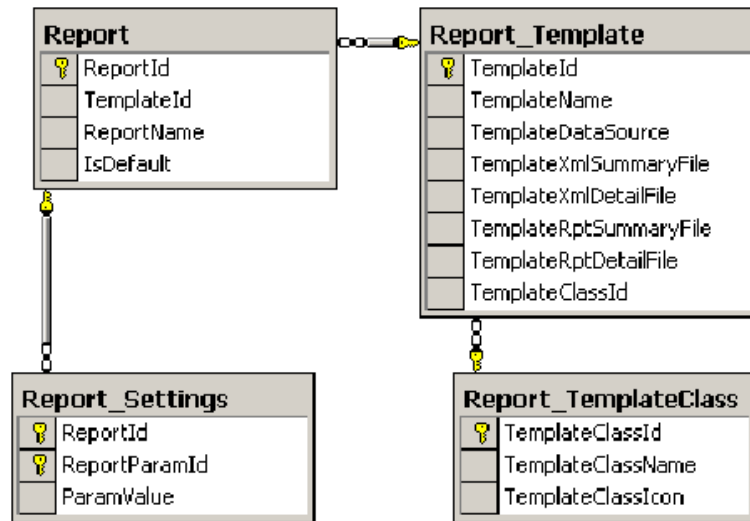
Column Name	Type	Description	PK	Null
AgentKey	int	Identity (1, 1)	Y	N
DBCallID	Int	Database ID associated with the call that this agent has interacted with.	N	N
TimeEvent	Datetime	Time when this event occurred.	N	Y
AgentDirectoryNumber	char(6)	Position of the agent that created this event	N	Y
EventType	char(10)	Type of action: Ring: Call connected to the position of this agent Answer: The agent answering the call Disconnect: Call disconnect from this position	N	Y

**Table Appendix B-38 QuedSplits**

Column Name	Type	Description	PK	Null
SPLITKEY	Int	Identity (1, 1).	Y	N
DBCallID	Int	Database ID associated with this call.	N	N
SplitQueued	Varchar(3)	Number of the split where this call was queued.	N	Y
TimeQueued	datetime	Time when the call was queued.	N	Y

**Table Appendix B-39** IVRCallInfo

Column Name	Type	Description	PK	Null
IVRId	int	Identity (1, 1)		
DBCallID	int	Database ID associated to this call.		
StartTime	Datetime	Time when this call was connected to IVR.		
PortNumber	varchar(6)	IVR port where this call was connected0.		
AnnouncementNumber	Smallint	Number of announcement used for this call.		
IOString	varchar(64)	I/O message received from ACD.		
EndTime	Datetime	Time when call was disconnected from IVR.		

**Figure Appendix B-8** Report Table**Table Appendix B-40** Report\_TemplateClass

Column Name	Type	Description	PK	Null
TemplateClassId	Int	Identity (1, 1)		N
TemplateClassName	Char(20)	Report template class name		Y
TemplateClassIcon	varbinary(8000)	Template class icon. All the templates belonging to this class will be represented by this icon.		Y

**Table Appendix B-41** Report\_Template

Column Name	Type	Description	PK	Null
TemplateId	Int	Identity (1, 1).	Y	N
TemplateName	Int	Report template name.	N	N
TemplateDataSource	varchar(20)	The modality to take data for the reports belonging to this report template. Two values: rde and bll.	N	Y
TemplateXmlSummaryFile	varchar(255)	The relative path to the application directory to the .xml file representing the summary version of the report template.	N	Y
TemplateXmlDetailFile	Varchar(255)	The relative path to the application directory to the .xml file representing the detailed version of the report template.	N	Y
TemplateRptSummaryFile	Varchar(255)	The relative path to the application directory to the Crystal Report file representing the summary version of the report template.	N	Y
TemplateRptDetailFile	Varchar(255)	The relative path to the application directory to the .xml file representing the detailed version of the report template.	N	Y
TemplateClassId	int	Relationship between tables Report_TemplateClass and Report_Template(FK_Report_Template_Report_TemplateClass).	N	Y

**Table Appendix B-42** Report

Column Name	Type	Description	PK	Null
ReportId	Int	Identity (1, 1)	Y	N
TemplateId	Int	Relationship between tables Report and Report_Template(FK_Report_Report_Template).	N	Y
ReportName	varchar(255)	Name of the report instance.	N	Y
IsDefault	bit(1)	This report is a default and cannot be deleted. The parameters of this report cannot be saved: 1 This report is a user-defined report. All GUI user choices will be saved and this report instance can be deleted from GUI: 0	N	Y

**Table Appendix B-43** *Report\_Settings*

Column Name	Type	Description	PK	Null
ReportId	Int	Relationship between tables Report_Settings and Report(FK_Report_Settings_Report).	Y	N
ReportParamId	Int	The ID of a control. This ID is specified within the .xml representing the specified report.	Y	Y
ParamValue	varchar(2000)	A value interpreted by the application that represents the user choice within the specified control. This value varies with the control type.	N	Y

## Stored Procedures

The QueWorX database exits after the following stored procedures.

- AVDeleteReportFromDataBase
- AVDELETEREPORTQCALL
- AVDELETEREPORTWithoutQCall
- AvPrCallbackHistoryCommit
- AvPrCommitAAAActivity (Not used)
- AvPrCommitCallback
- AvPrCommitCallHistory (Not used)
- AvPrCommitRouteArea
- AVPrDeleteCall
- AvPrSaveCBC
- AvPrSaveETA
- AvPrSavePilot
- AvPrSaveQD
- AvPrSaveVM
- AvPrUpdateAAPATH
- AvPsMenu\_EntryLogic
- AvStartJobCreatePath
- QWCommitSettings (Not used)
- sp\_ABMessage
- sp\_AddCall
- sp\_AGMessage
- sp\_DBCallIdFromACDCallId

## AvPrSavePilot Procedure

Use the procedure save configuration for a pilot in the database. This procedure uses other procedures.

- AvPrSaveCBC (Save configuration for Callback)
- AvPrSaveETA (Save configuration for Estimated Time to Answer)
- AvPrSaveQD (Save configuration for Queue Depth)
- AvPrSaveVM (Save configuration for Voice Mail)

Parameters:

- @PilotId (int)
  - Represent primary Key in table Pilot. When add new pilot @PilotId is null.
- @PptId (int)
- @PtName varchar (50)
  - Represent Pilot Name
- @PtNumber varchar (50)
  - Represent Pilot Number
- @PtTrfNumber varchar (50)
- @ptDefaultlanguage(int)
  - Language Windows ID (LCID)
- @PtDefalutOption - int
  - Default options for pilot: CallRouting, CallOption, AutoAttendant.
  - CallRouting are associated -1
  - CallOption are associated -2
  - AutoAttendant are associated - 4
  - Possible values for @PtDefalutOption: 0, 1, 2, 3, 4, 5, 6, 7
  - 0 - None
  - 1 - CallRouting
  - 2 - CallOption
  - 4 - AutoAttendant
  - 3 - CallRouting and CallOption
  - 5 - CallRouting and AutoAttendant
  - 6 - CallOption and AutoAttenant
  - 7 - CallRouting, CallOption and AutoAttendant
- @PtDefaultRoute - int
  - Default Route for Pilot: Automated number identification (ANI), Area Code (Area), Account Code (Account)
  - Ani - 1

- Area - 2
- Account - 4
- Possible values for @PtDefaultRoute: 0, 1, 2, 3, 4, 5, 6, 7

None

Ani

- @PromptFor int
- @EnableAA varchar (5)
- @AAId int
- @op varchar (10)
- @EnableEta varchar (5)
- @ETATreshSecMin int
- @ETATreshSecMax int
- @EtaFormat int
- @QDEnable varchar (5),
- @QDTreshSecMax int
- @QDTreshSecMin int
- @VmEnable varchar (5)
- @VMNumber varchar (20)
- @CBCEnable varchar (5)
- @CBCLen int
- @CBCMaxRetry int
- @CBCRetryInt int
- @CBCImdTreshSec int
- @CallBackSchedId int
- @EnableImmediateCallback varchar (20)
- @EnableScheduledCallback varchar (20)





# Appendix C

## ACD Port Communications

The IP address and port numbers used by QueWorX to communicate with the ACD are dependant on the ACD type being used. Refer to the following sections to determine the IP address and port numbers needed for your QueWorX configuration.



**NOTE**

QueWorX IP Address

*When the IP address and port numbers are changed, the InforServ NT service must be stopped and restarted. This is best accomplished by rebooting the QueWorX server following any change to these values.*

The IP address used by QueWorX is entered using the QueWorX Administration Tool, System Information window. Use [Table Appendix C-1](#) to determine the QueWorX IP address to enter for your type of ACD configuration.

**Table Appendix C-1** QueWorX IP Addresses

ACD Configuration	IP Address to Use
CallCenterWorX - Enterprise	Use the IP address of the PBX
CallCenterWorX - Enterprise (I)	Use the IP address of the PBX
CallCenterWorX - Business	Use the IP address of the CallCenterWorX Server

QueWorX Port Numbers Use [Table Appendix C-2](#) to determine the QueWorX port numbers to enter for your type of ACD configuration.

**Table Appendix C-2** QueWorX Port Numbers

ACD Configuration	High Port	Low Port
CallCenterWorX - Enterprise (Uses a range of ports 1024-1039. Each port accepts only one connection application.)	1039	1024
CallCenterWorX - Enterprise (I) (Uses a single port for TCP/IP connections. All applications use this port.)	60030	60030
CallCenterWorX - Business (Uses a single port for TCP/IP connections. All applications can use this port. NOTE: This port is configured using the ACD Client Port field of the Communications Data screen of the CallCenterWorX - Business MAT.)	(Same as configured in the ACD Client Port field of the Communications Data screen. Default for that field is 1039.)	(Same as configured in the ACD Client Port field of the Communications Data screen. Default for that field is 1039.)



The NEC low port and high port fields specify the TCP/IP port number(s) that QueWorX uses when connecting to CallCenterWorX. These will vary depending on which type of CallCenterWorX is used.

**Example:** CallCenterWorX - Enterprise uses a range of ports: 1024-1039

***For additional information or support on this NEC Corporation of America product, contact your NEC Corporation of America representative.***

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**UCE IVR QueWorX System Manual**

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