

Overview

The Meet Me/Call Park Profile configuration allows an operator/agent to transfer a call to a “parking spot” until someone connects to the call. The operator will use overhead paging or an actual pager to contact the required party. The transferred party will be played an announcement until the required party connects to the call.

NOTE: The numeric string used for the subscriber (the Prefix field of the Connection Type definition combined with the Phone Number field in the Subscriber definition) must be answered, give answer supervision and then disconnect for the Meet Me process to work.

Channel Sizing and Call Flow

When sizing a DAKS server for this application, you need these answers:

- What is the maximum number of “parking spots” needed?
- How long, on average, will calls be parked?
- What level of blockage is considered tolerable?

For example, let us assume the need is for five parking spaces. Each time a call is parked, that call uses a channel. The DAKS server uses another channel to make the outgoing call. So at the outset of the call, two channels will be occupied. When the outgoing call to the “pager” is completed, that channel is freed until the required party connects. When the paged party calls in to connect with the call, both channels will be in use again for the duration of the call. In this case, to accommodate a maximum of five parking spaces, the DAKS will need 10 channels.

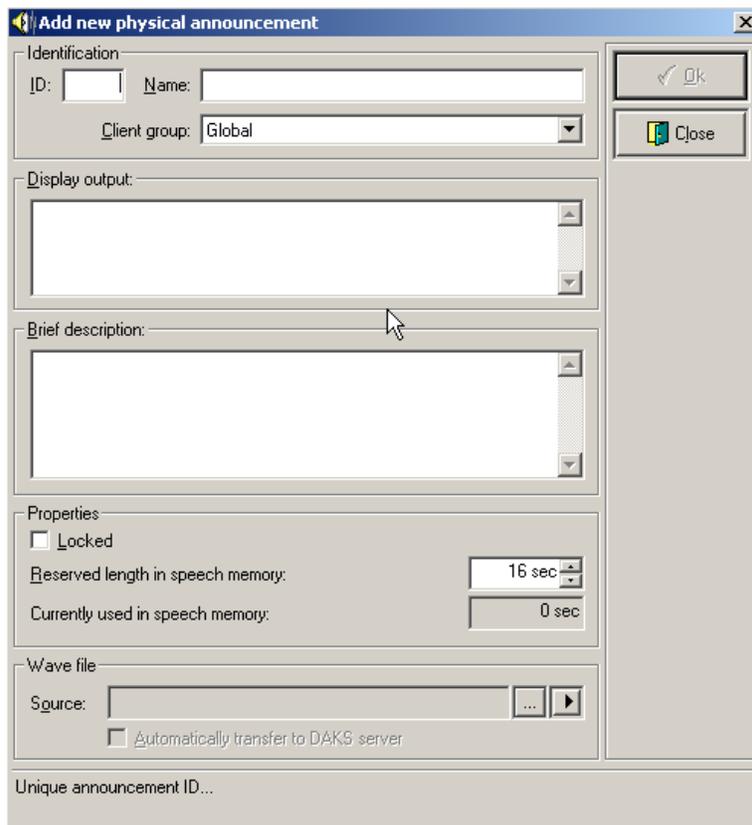
At that point, the customer would need to take a close look at the anticipated length of time that a call will be parked, the volume of calls that will need to be parked (Is five enough?), the realistic duration of the calls and the tolerable amount of time that all of the channels are in use and the operator/agent is unable to park another call. All of these factors affect the number of channels needed.

DAKS Configuration

Announcements Definition:

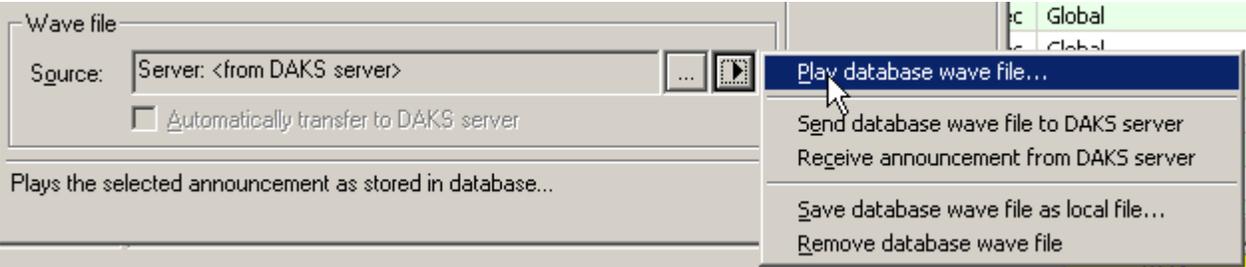
This application will use Announcements to provide the calling party with Music On Hold or some audio. The announcements are in the form of a .WAV file. Any .WAV file can be used.

To create a new physical announcement, highlight the Physical Announcements in the tree and either click on the  or right click in the right pane of the window and choose New. The following window will display:



The information needed is:

ID	Enter the ID number to be assigned to this announcement. (Max. – 4 numbers)
Name	Enter the name to be assigned to this announcement. (Max. – 20 characters)
Client Group (Add-On)	Indicates the Client Group to which this announcement belongs. Administration and assignment can only occur within the group, with the exception of announcements in the Global client group, which can be used by all.

Display Output	Use this field to enter a brief text message that can, if needed, be sent to the subscribers as an extended text. (Max – 64 characters)
Brief Description	Use this field to enter a brief description of the announcement (possibly the text of the announcement). (Max – 255 characters)
Properties	
Locked	Indicates that this announcement is safe from deletion or being recorded over. This can only be used if the administrator has been assigned the right “Protect Announcements.”
Reserved Length in Speech Memory	Indicates the maximum length, in seconds of speech memory reserved for this announcement.
Currently Used in Speech Memory	Indicates the amount of time, in seconds, currently being used by this announcement. A “0” indicates that there currently is no recording. This field cannot be changed, but rather is an informational field.
Wave File	
	
Source	<p>If the announcement originates as a wave file as opposed to being recorded via the telephone, you would use  to browse to select the file. Clicking on  will allow you to:</p> <ul style="list-style-type: none"> Play the database wave file Send the wave file to the DAKS server <ul style="list-style-type: none"> Wave file sent from database to the DAKS server Receive the wave file from the DAKS server <ul style="list-style-type: none"> Wave file sent from DAKS server to database (In this case, the announcements have recorded via telephone or audio source and this backs them up.) Save database wave file as local file . . . <ul style="list-style-type: none"> The wave files stored in the database are saved as files on the local machine. Remove database wave file
Automatically transfer to DAKS server	Indicates that this announcement should be automatically transferred to the DAKS server. Only applicable in the case of a wave file, not those announcements recorded via the telephone.

Connection Type Definition:

- In the Connection Type assigned to the subscriber, the terminal type must be configured as one of the pager terminal types.

Edit connection types

Attributes
 ID/Description: /
 Terminal type:

Properties
 External connection
 Complete DTMF with:
 Connect DTMF receiver for 'with dialog' connection

Access | Ringing signals | Destination busy | Trunk busy | Other features

Prefix:

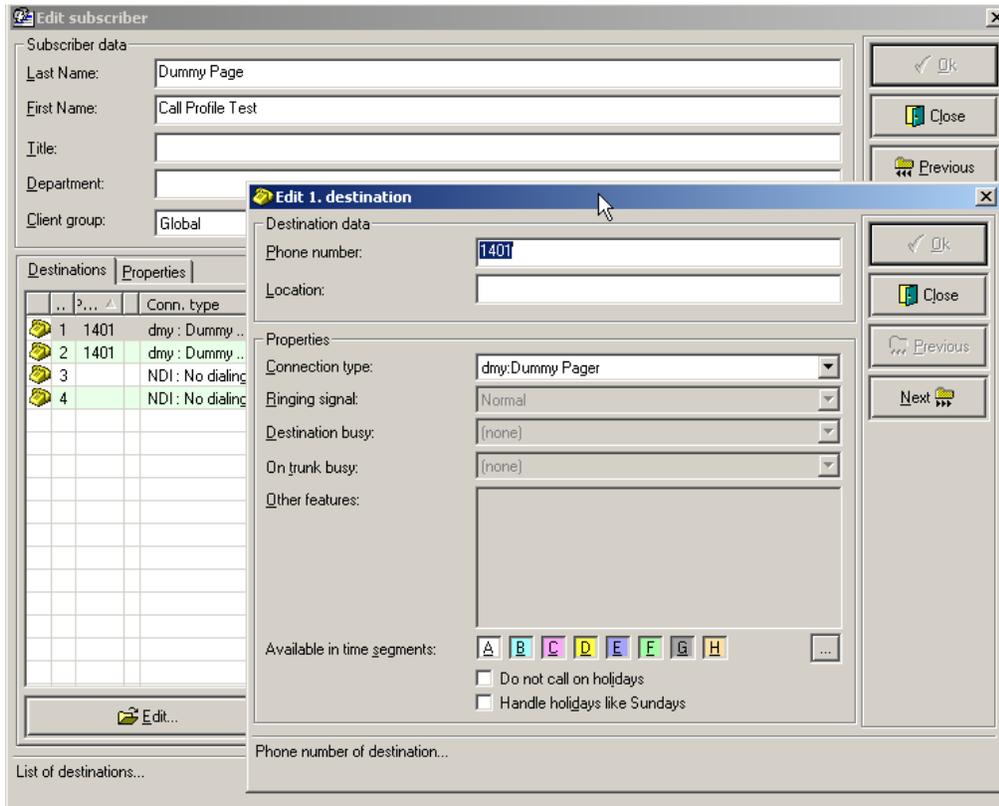
Max. no. of outgoing connections:
 Seizure time:
 Waiting time after seizure until first DTMF:
 Duration between DTMF outputs:

Printing code (up to 3 characters)...

- You do not need to change any of the Properties section settings.
- In the Access tab, you must include a prefix in the Prefix field. The numeric string designated in the Prefix field of the Connection Type definition, combined with the Phone Number field in the Subscriber definition, must be answered, give answer supervision and then disconnect.
- The Max. Connections and timing parameters can be changed, or you can accept the defaults.

Subscriber Definition:

- In the Subscriber assigned to the Call Profile, define the Last Name, First Name, Title, Department and Client Group fields as appropriate.
 - In the Destinations tab, double click the destination number 1.



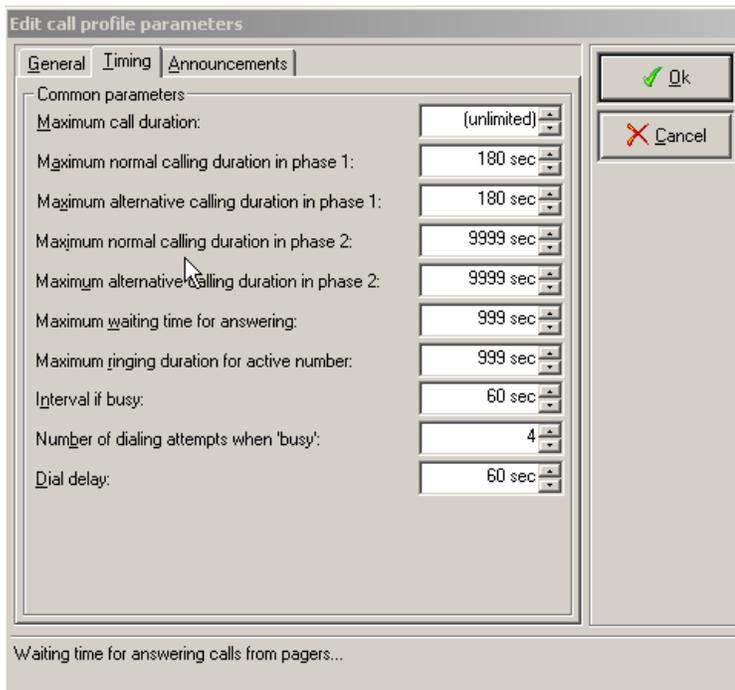
- The phone number field should complete the phone number started in the Connection Type definition. The numeric string designated in the Prefix field of the Connection Type definition combined with the Phone Number field in the Subscriber definition must be answered, give answer supervision and then disconnect.
- Define the location field as appropriate.
- Assign the Connection Type that was configured as the dummy pager described above.
- In the Destinations tab, double click the destination number 2. It is necessary to have destination number 2 defined to allow the Call Profile go to Phase 2 of the Call Profile. The definition should be exactly the same. The phone number can be different or the same.

- In the Properties tab, the PBX Cost Center field can be defined if desired. (See Display tab for Display Outputs to Targets / Number Field) No settings are required on the Properties tab.

Call Profile Definition:

This uses the standard Call Profile application. The maximum number of simultaneous calls is set in each defined Call Profile. The duration of the call is controlled in the Call Profile Parameters. These are important to keep in mind because it will affect the channels that are necessary to support the application. The configuration is as follows:

- In the Call Profile Parameters, the General tab allows the entry of default display information and Output to System Printer assignment.

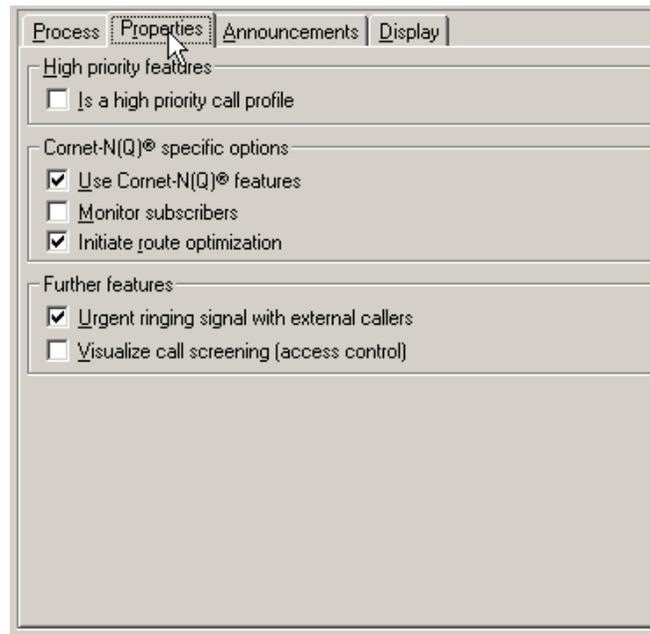


- In the Call Profile Parameters Timing tab, the pertinent parameters are:
 - Maximum Call Duration to regulate the call connection time.
 - Maximum Normal Calling Durations for phase 1 and phase 2 to regulate the normal ring time in each phase.
 - Maximum Alternative Calling Duration in each phase.

- Maximum Waiting Time for Answering to regulate the waiting time a call will wait to be picked when “parked”. The rest of the parameters don’t apply to the Meet Me / Park scenario.
- In the Call Profile Parameters Announcements tab, you assign the System Announcements applicable to Call Profiles.
- In the Call Profile screen, define the Phone Number, the Name of the Call Profile and assign the Call Profile to a Client Group (or use the default, Global).
 - The “Active Number Means Phone No. Extension” checkbox is not used for a Meet Me / Park scenario. It is used for “Follow Me” behavior to contact an individual moving between locations.

- In the Process tab, the following fields need to be set:
 - Access For Active Number and Screening Level
 - Access ID – This will be the access code that the paged party will enter to be connected to the waiting call. The code can be up to 4 digits.
 - Answering Enabled – This checkbox needs to be selected in order for the connection scenario to work.
 - Accept Calls
 - Code – Not necessary. This is used for call screening by called parties.
 - Action if Destination Is Busy

- During Phase 1 and During Phase 2 – There are three choices for Phase 1 and two for Phase 2. The choices are Clear Down Call (which will disconnect the call), Repeat Dialing or Start 2nd Phase (which is only in Phase 1 and will send the call to the 2nd phase immediately). For this scenario choose Repeat Dialing.
 - Action Upon Unauthorized Access
 - Activity and Announcement – Not necessary. This is used for call screening of calling parties.
 - Process Control
 - Maximum Number of Parallel Calls – Limits the number of simultaneous calls to this Call Profile.
- In the Properties tab, set up as follows:
 - Do NOT select the High Priority checkbox. This will cut off all other calls connected to the DAKS each time the Call Profile is dialed.
 - The rest of the checkboxes have no effect on the operation of this Meet Me/Page scenario.



- In the Announcements tab, set up as follows:

- Before calling targets – The announcement specified in this field will be played for the calling party before placing a call to the subscriber. If this is used by an operator or agent, there is no need for an announcement because the called party has been informed that someone is being paged for them.
- Use Current Information Announcements – This allows for the use of Current Information Announcements prior to or after a prerecorded announcement. In the Meet Me/Park scenario, this would not normally be used. This would be used in a regular Call Profile scenario to alert the calling party to a situation (e.g., high call volume, disaster situation, etc.) that may cause their call to be delayed in getting answered.
- The following three fields should be set. These are the announcements that will play to the calling party while they are waiting to be picked up by the paged party:
 - Waiting Announcement – Assign the announcement that should be played to the calling party if they are waiting to be sent to phase 1.
 - During Phase 1 – Assign the announcement that should be played to the calling party while they are waiting to be answered in phase 1.

- During Phase 2 – Assign the announcement that should be played to the calling party while they are waiting to be answered in phase 2.
- For External Callers – The Use Announcement selection box can be set to All, From “During Phase 1” Announcement, From “During Phase 2” Announcement or None. This will determine if an external calling party should hear all of the announcements the same as an internal calling party, none, or only announcements from phase 1 or phase 2. In most cases, “All” will be selected.

- In the Display tab, set up as follows:
 - Display Outputs to Caller – This is the information that will be displayed to the calling party.
 - Text – Choices are General Text (set in Call Profile Parameters) or Group-Specific Text (Call Profile Name). Default is Group-Specific Text.
 - Number – Choices are No Further Digits (Code Incoming Only – set in DAKS Control Panel/Basic Parameters), All Suffix Digits (Code Incoming and all digits dialed by calling party after the DAKS trunk access code) or Suffix Digits from ID (Code Incoming and all digits dialed by the Call Profile). Default is No Further Digits.

- Display Outputs to Targets
 - Text – Choices are General Text (set in Call Profile Parameters) or Group-Specific Text (Call Profile Name). Initiator/Input Name (Calling Name of transferring party), Ditto w/A, C, P (Calling Name of transferring party along with P to signify a Calling Profile), Ditto, After Group Specific Text (Calling Name of transferring party along with the Call Profile name), Subscriber/Input Name (Shortened subscriber text from the subscriber definition). Default is Initiator/Input Name.
 - Number – Choices are No Further Digits (Code Incoming Only – set in DAKS Control Panel/Basic Parameters), Access ID (The Phone Number defined in the Call Profile), Initiator/Input Cost Center (The Cost Center specified in the definition of the initiating subscriber or operator. If unknown, the default cost center defined in Basic Parameters will be used), Ditto w/Via Tel. Calling No. (The Cost Center and the Calling Number of the transferring party), Ditto, Outgoing Cost Center (The Cost Center of the subscriber being called and the Calling Number of the transferring party) or Ditto, Outgoing Cost Center (The Cost Center of the subscriber being called for outgoing external calls or the Cost Center of the transferring party for internal calls, and the Calling Number of the transferring party). Default is Ditto w/Via Tel. Calling No.
 - This entry is very important if the number in the subscriber definition goes to a public network number, such as an actual pager. Most telecom vendors require that the outbound caller ID be a number that is “owned” by the company sending the call out. This can be satisfied using display output of Initiator/Input Cost Center w/Via Tel/ Calling No. as the display output, and having Cost Center on the Call Profile set to the Area Code and Prefix of the DID number that will be transferring the call. With this configuration, the outbound caller ID will be Area Code-Prefix-Did Extension.
- Display Outputs to Pagers – This field designates what information is sent to DTMF pagers. It is only useful if sending to an actual pager. The choices are None (Default), Initiator / Input Cost Center (cost center specified on the transferring party), Access ID (Phone Number

defined in the Call Profile), Pager Cost Center (cost center defined on the subscriber definition of the pager), Access ID and Number of Act. Subscr. (Phone Number of the Call Profile and Number of Act. Subscr. – Not useful in this scenario).

Switch / Trading Turret Configuration:

To have single button dialing for the operator/agent to use, it is necessary to program a button for their use.

- On an operator/agent standard Digital OptiPoint phone, a DDS button can be configured that contains the required digits to park a call for pickup:
 - To program the DDS button, use the OptiGuide arrow to get to “Program/Service,” then press the select (√) button.
 - Scroll to and highlight “Destinations” and press the select button.
 - Scroll to and highlight “RepDial” and press the select button.
 - The screen will prompt you to press the button you would like to program. Press a button on the phone that is programmed as a DDS button.
 - If there is a number programmed on this button, that number will display. If there is no number programmed, Nothing Stored will display. In either case, if this is the button you want to program, scroll to “Enter New Number” and press the select button.
 - Please Dial will display. Use the keypad to enter the new dial string (DAKS Trunk Access + Dialthru Code 50 + Call Profile Number). Highlight the “Save” button and press the select button.
 - The display will confirm the configuration by showing RepDial Saved.

- On the HiPath Trading System used by an operator / agent, one of the touch-screen buttons can be configured that contains the required digits to park a call for pickup:
 - Touch Operation:
 -  Click the toolbar menu. The Menu window opens.
 -  Press “Settings.”
 -  Press “Change...” in the “Button Programming” group field.
 - The assignment of keys in the toolbar changes.
 -  Choose “New” to design an empty key.
 - Program the new dial string (DAKS Trunk Access + Dialthru Code 50 + Call Profile Number).
 -  Exit “Button Programming” and save your button configuration.

Using the Meet Me / Page Call Scenario:

There are two steps in using the Meet Me / Page scenario, transferring a call to the waiting area and picking the call up from the waiting area.

To transfer the call to the waiting area, the transferring party can use a preprogrammed button, a DNIT or dial the DAKS trunk access code, the DAKS Dialthru code, and the Call Profile Number/Access ID of the Call Profile.

	DAKS Trunk Access	Dialthru Code	Call Profile Number
Dial String:	66	50 (Default)	4100

To connect to the call that you have been paged to pick up, the called party can use a preprogrammed button or dial the DAKS trunk access code, the DAKS Dialthru code, and the Answering Access ID defined in the Call Profile.

	DAKS Trunk Access	Dialthru Code	Access ID
Dial String:	66	53 (Default)	22

Reference:

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