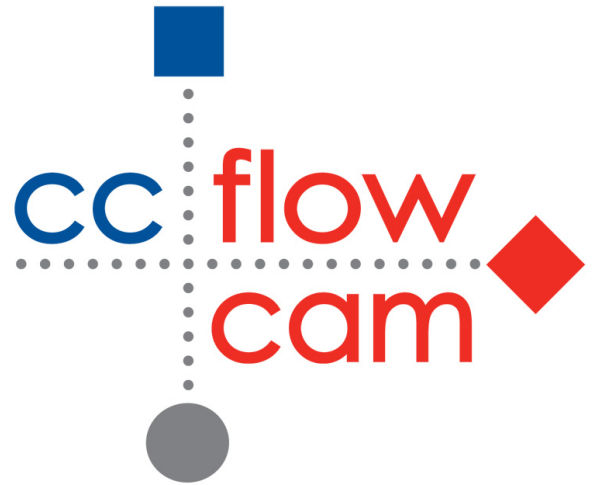


Flowcharts illustrating your callers' experience

Drawn directly from the vector programs in your Avaya telephone system



Prepared For

Avaya telephone system name cfcfd01
Prepared 01/26/09 09:11:16 on Roscoe-PC

Resource Counts:

Programmed vectors with names	785
Agents	1459
Announcements	295
Skills	196
Stations	4679



Provided By
Consistacom, Inc.

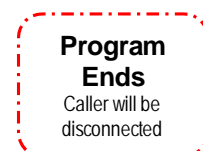
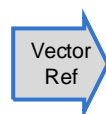
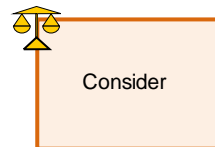
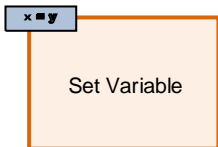
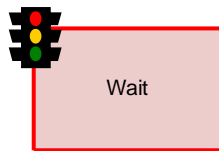
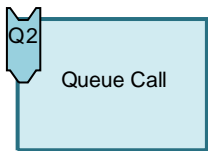
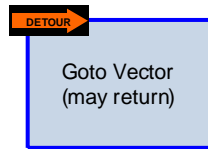
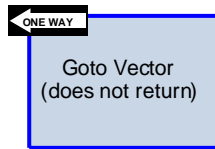
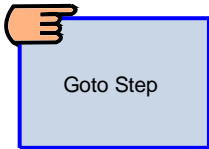
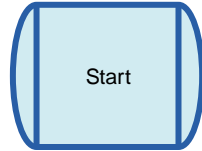
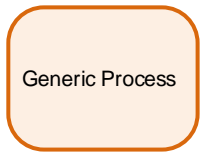
Consistacom is the leading provider of documentation and other solutions that simplify, clarify, and automate the management of your Avaya telephone systems. The graphic flowchart documentation in this report is the simplest, most universal way for your entire call center management team to understand how your Avaya system handles incoming calls.

Specialized documentation and analysis solutions are available for the call flow designers and programmers on your team. They can work faster, more effectively, and with fewer errors while enhancing your competitive edge. Contact Consistacom toll-free for more information at 866-716-5692, or 906-483-2641 globally.

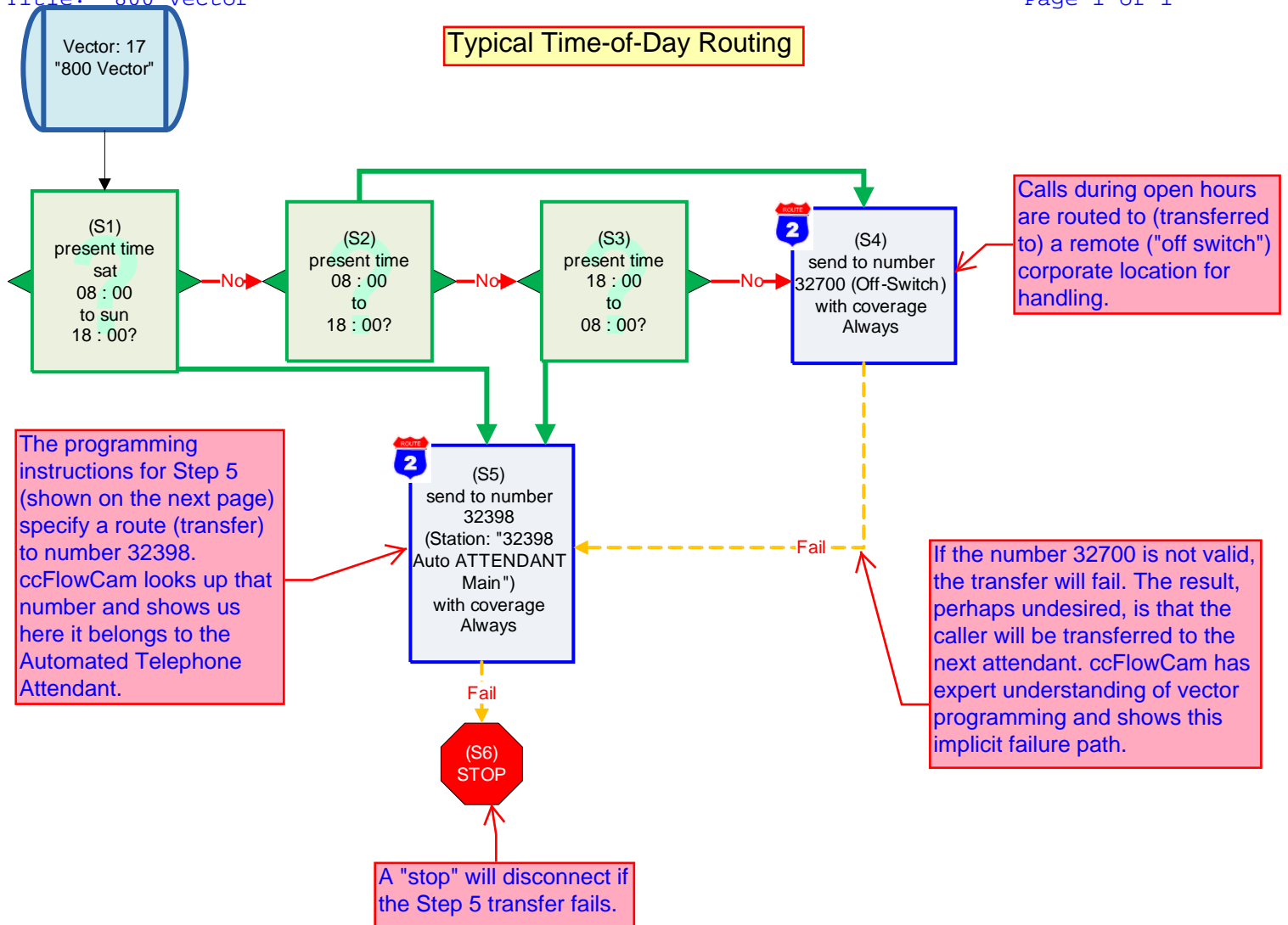
This sample report illustrates how clearly superior ccFlowCam documentation is, how easy it is for you to use, and some of the advanced technical features.

www.consistacom.com

Shape Legend



Typical Time-of-Day Routing



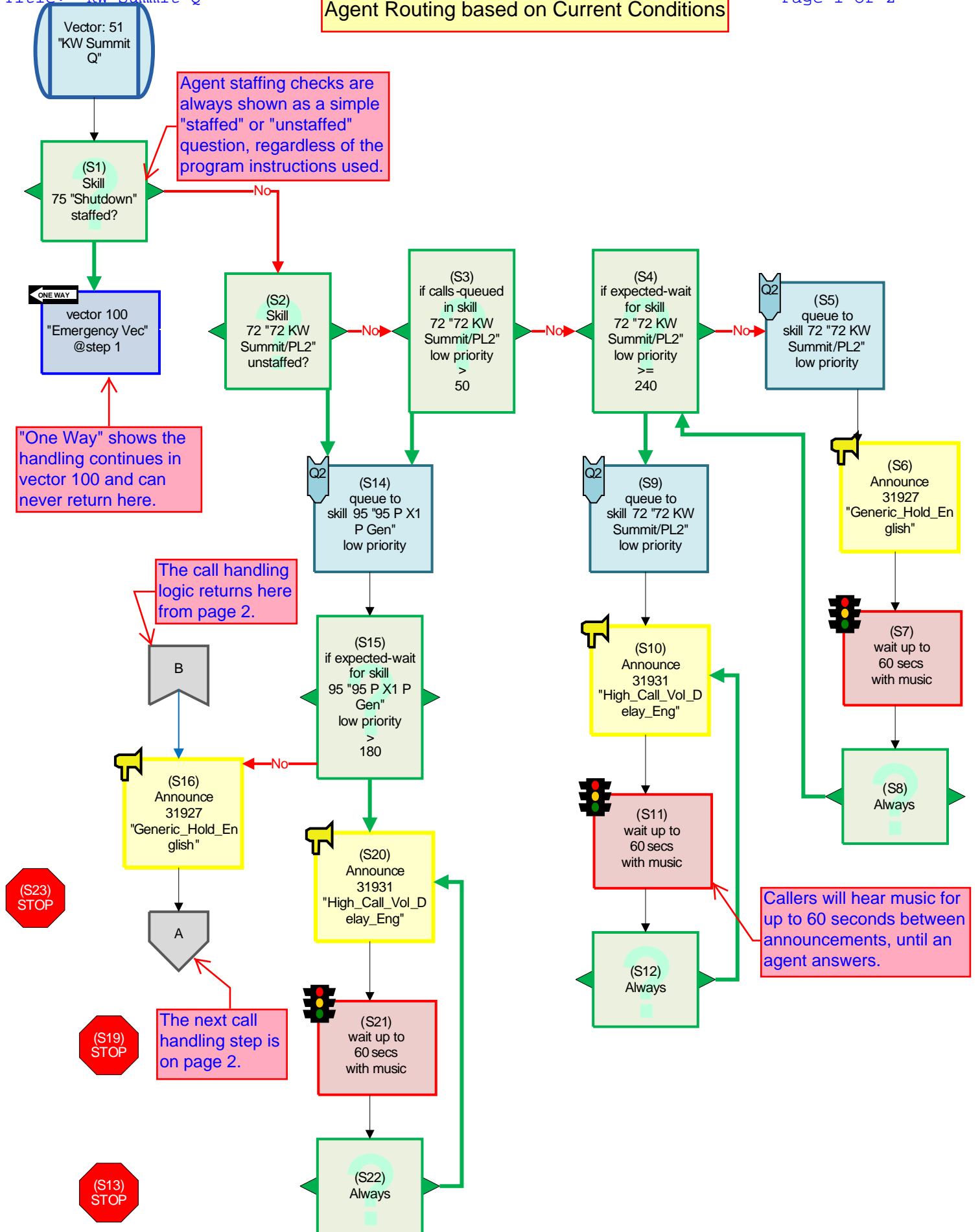
Checking the present day of week and time of day is a common operation in call handling programs. This vector classifies the current time as either 'open' or 'closed', then transfers the call accordingly.

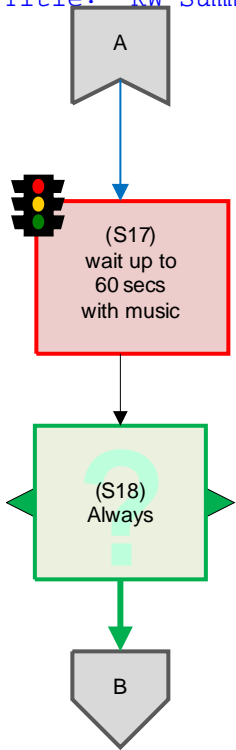
Step	Text
1	goto step 5 if time-of-day is sat 08 : 00 to sun 18 : 00
2	goto step 4 if time-of-day is all 08 : 00 to all 18 : 00
3	goto step 5 if time-of-day is all 18 : 00 to all 08 : 00
4	route-to number 32700 with cov y if unconditionally
5	route-to number 32398 with cov y if unconditionally
6	stop

The actual programming instructions from your Avaya Communication Manager system are shown in text form. They follow the flowchart, and are of use to the programming staff.

The flowchart drawn on the previous page is the graphical representation of these steps.

Agent Routing based on Current Conditions

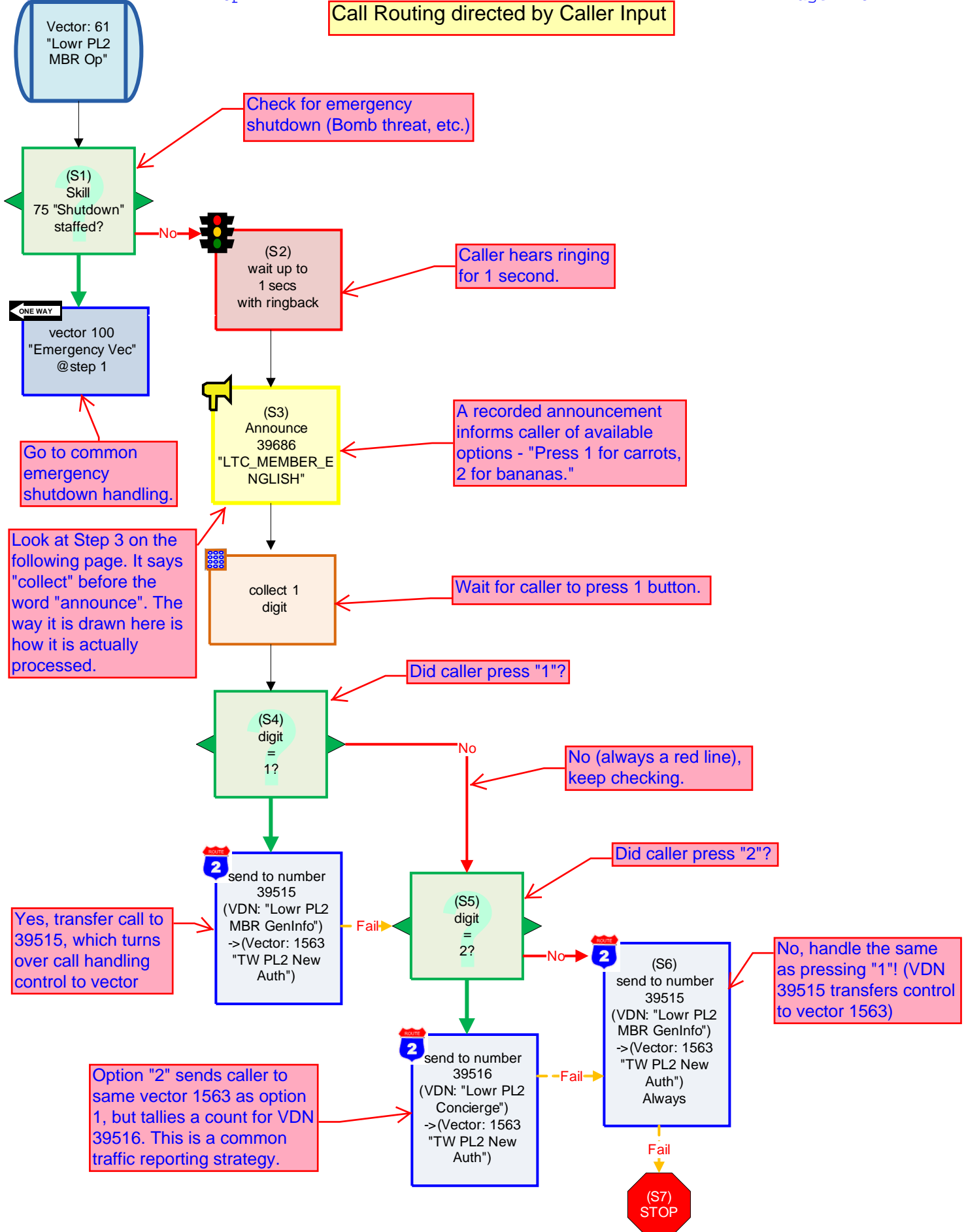




These steps are a continuation of the call handling program started on page 1. ccFlowCam adds, organizes, and connects as many pages it takes to show the complex program clearly.

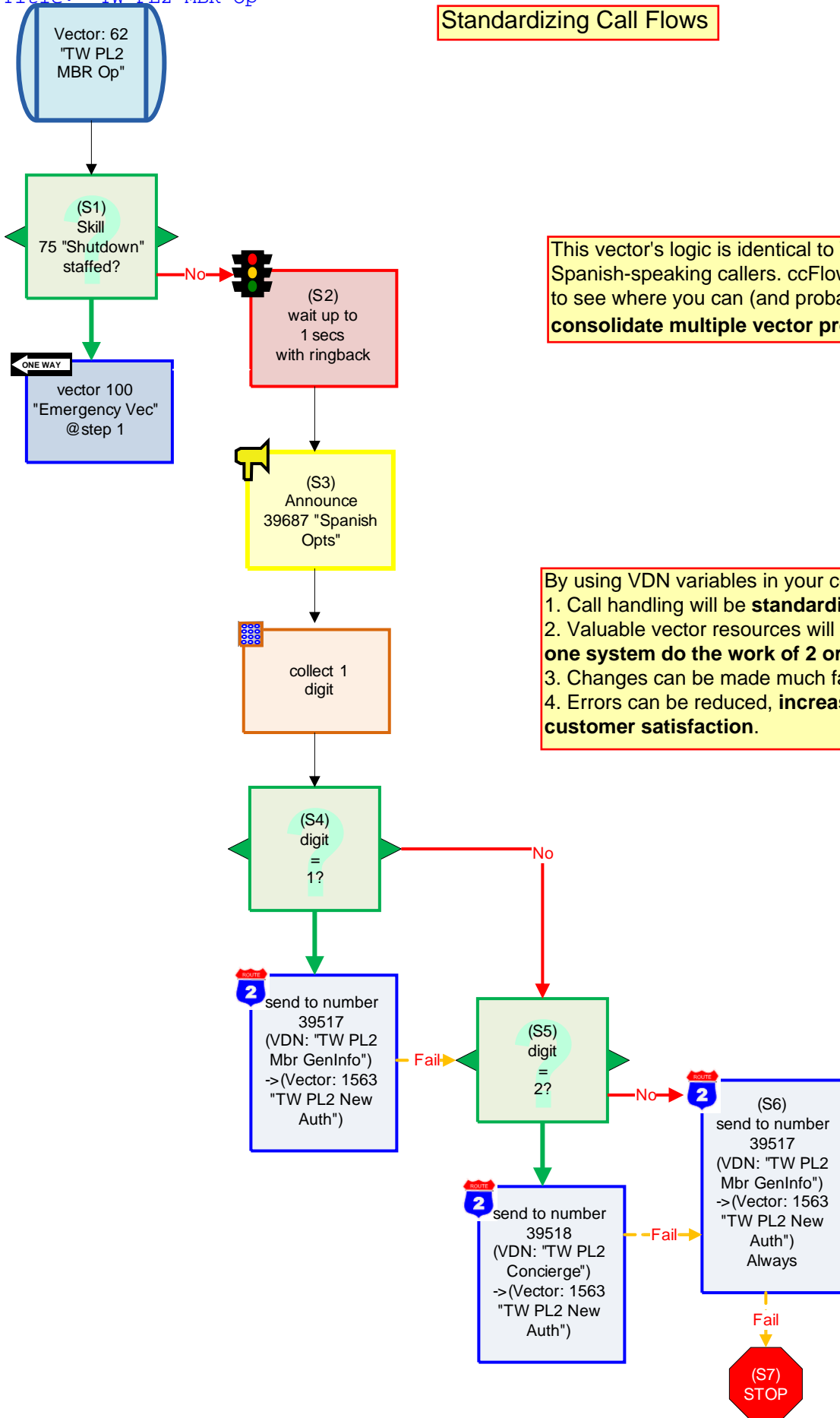
Step	Text
1	goto vector 100 @step 1 if staffed-agents in skill 75 > 0
2	goto step 14 if staffed-agents in skill 72 < 1
3	goto step 14 if calls-queued in skill 72 pri I > 50
4	goto step 9 if expected-wait for skill 72 pri I >= 240
5	queue-to skill 72 pri I
6	announcement 31927
7	wait-time 60 secs hearing music
8	goto step 4 if unconditionally
9	queue-to skill 72 pri I
10	announcement 31931
11	wait-time 60 secs hearing music
12	goto step 10 if unconditionally
13	stop
14	queue-to skill 95 pri I
15	goto step 20 if expected-wait for skill 95 pri I > 180
16	announcement 31927
17	wait-time 60 secs hearing music
18	goto step 16 if unconditionally
19	stop
20	announcement 31931
21	wait-time 60 secs hearing music
22	goto step 20 if unconditionally
23	stop

Call Routing directed by Caller Input



Step	Text
1	goto vector 100 @step 1 if staffed-agents in skill 75 > 0
2	wait-time 1 secs hearing ringback
3	collect 1 digits after announcement 39686 for none
4	route-to number 39515 with cov n if digit = 1
5	route-to number 39516 with cov n if digit = 2
6	route-to number 39515 with cov n if unconditionally
7	stop

Standardizing Call Flows




This vector's logic is identical to Vector 61, but for Spanish-speaking callers. ccFlowCam makes it easy to see where you can (and probably should) **consolidate multiple vector programs into one.**

By using VDN variables in your consolidated program;

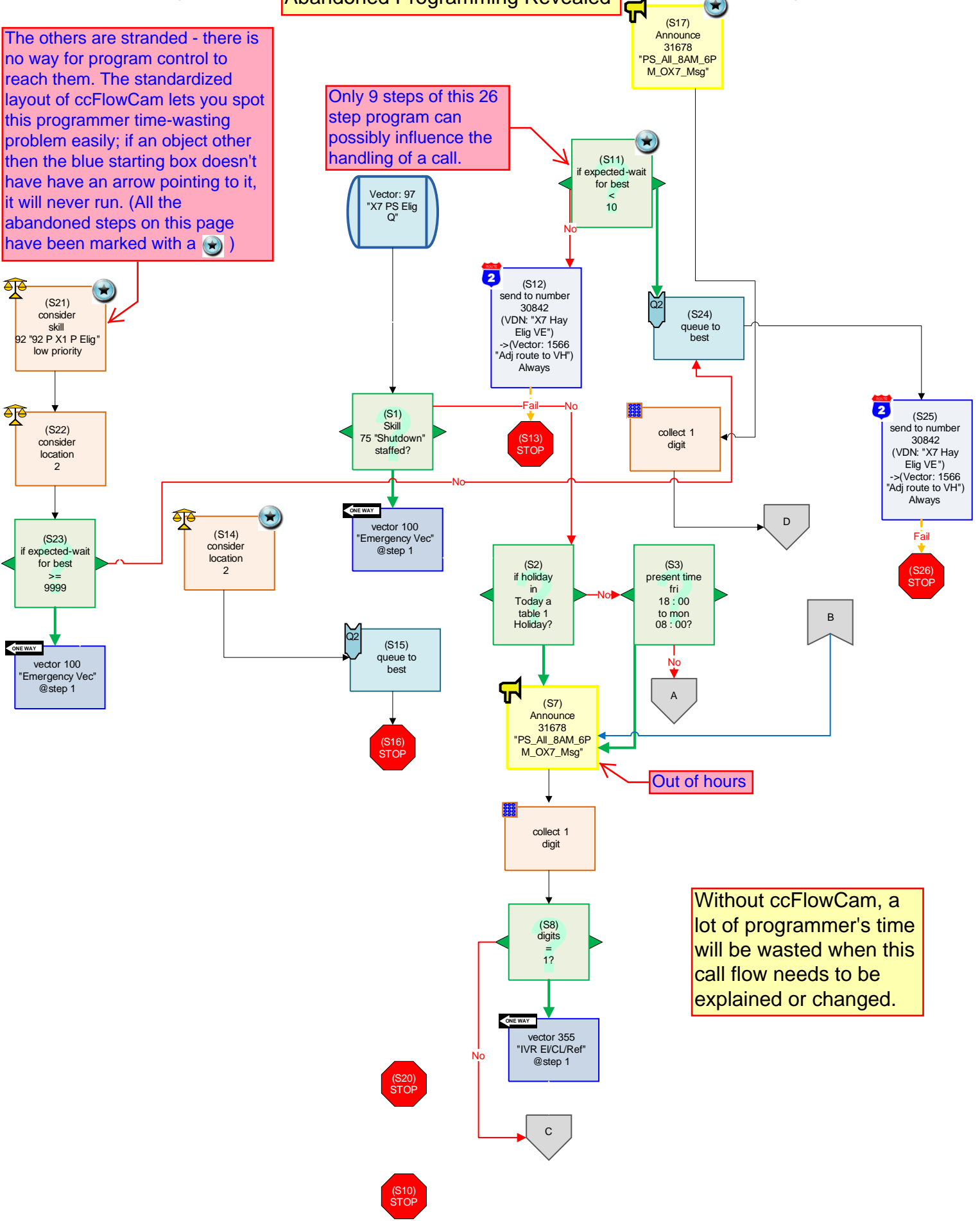
1. Call handling will be **standardized.**
2. Valuable vector resources will be condensed, letting **one system do the work of 2 or more.**
3. Changes can be made much faster at a **lower cost.**
4. Errors can be reduced, **increasing quality and customer satisfaction.**

Step	Text
1	goto vector 100 @step 1 if staffed-agents in skill 75 > 0
2	wait-time 1 secs hearing ringback
3	collect 1 digits after announcement 39687 for none
4	route-to number 39517 with cov n if digit = 1
5	route-to number 39518 with cov n if digit = 2
6	route-to number 39517 with cov n if unconditionally
7	stop

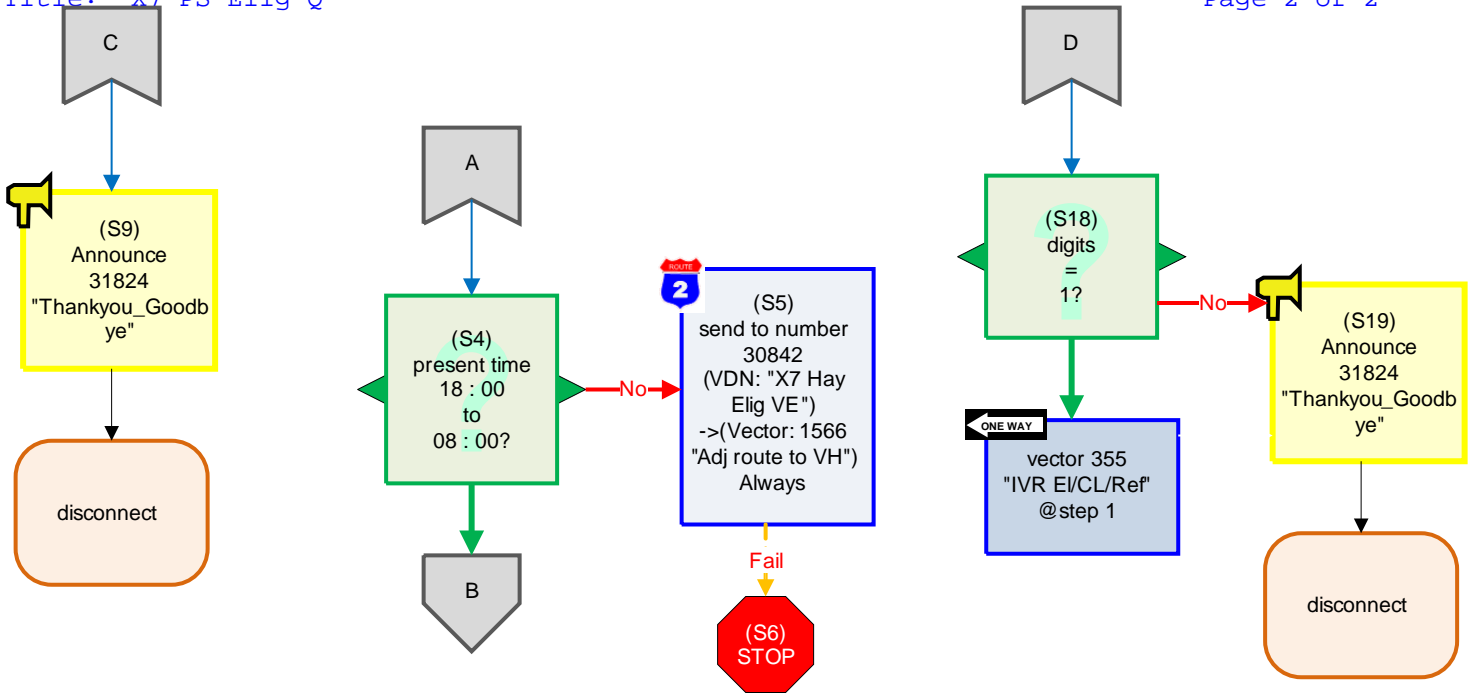
Abandoned Programming Revealed

The others are stranded - there is no way for program control to reach them. The standardized layout of ccFlowCam lets you spot this programmer time-wasting problem easily; if an object other than the blue starting box doesn't have an arrow pointing to it, it will never run. (All the abandoned steps on this page have been marked with a )

Only 9 steps of this 26 step program can possibly influence the handling of a call.



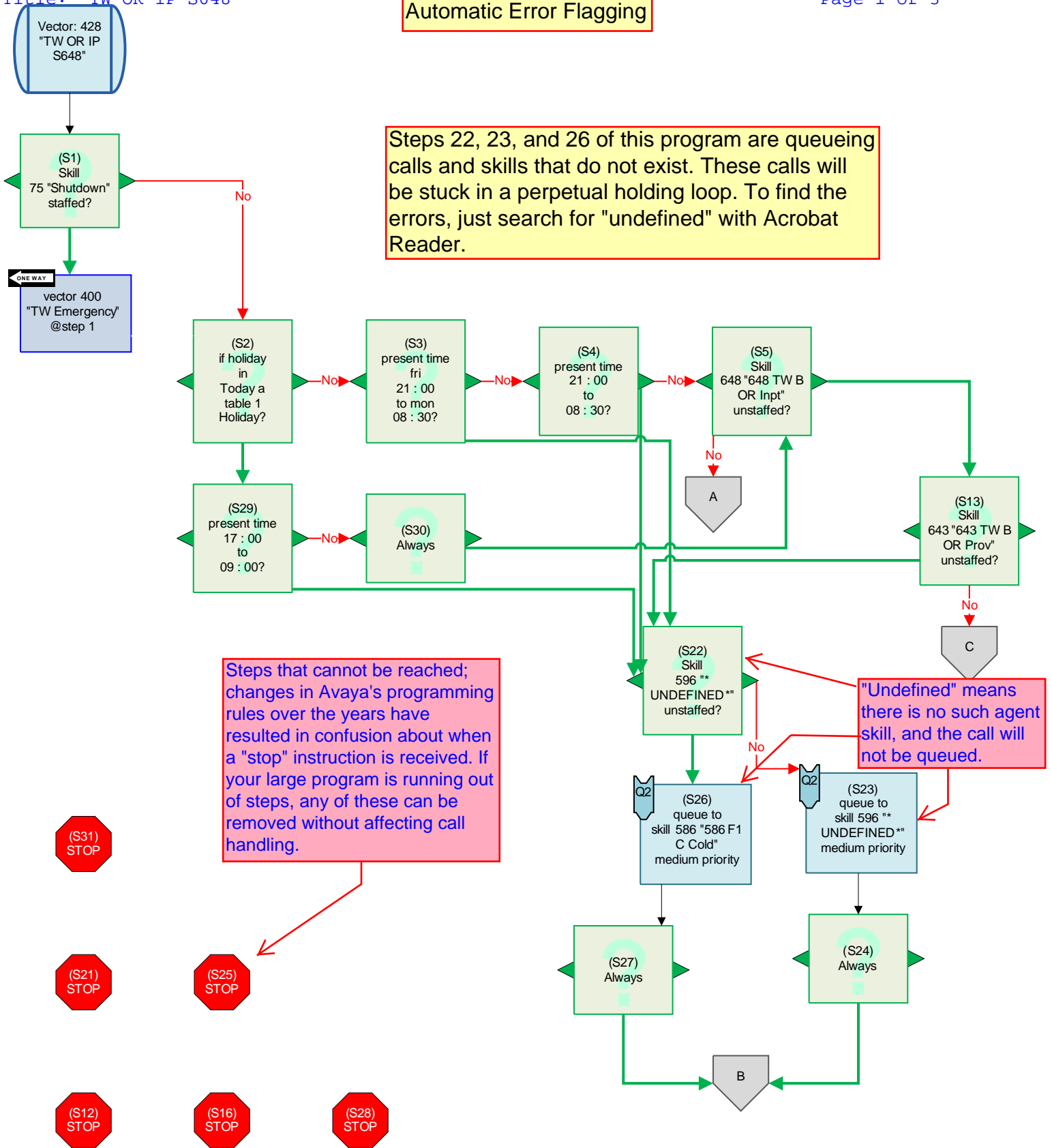
Without ccFlowCam, a lot of programmer's time will be wasted when this call flow needs to be explained or changed.



Step	Text
1	goto vector 100 @step 1 if staffed-agents in skill 75 > 0
2	goto step 7 if holiday in table 1
3	goto step 7 if time-of-day is fri 18 : 00 to mon 08 : 00
4	goto step 7 if time-of-day is all 18 : 00 to all 08 : 00
5	route-to number 30842 with cov n if unconditionally
6	stop
7	collect 1 digits after announcement 31678 for none
8	goto vector 355 @step 1 if digits = 1
9	disconnect after announcement 31824
10	stop
11	goto step 24 if expected-wait for best < 10
12	route-to number 30842 with cov n if unconditionally
13	stop
14	consider location 2 adjust-by 0
15	queue-to best
16	stop
17	collect 1 digits after announcement 31678 for none
18	goto vector 355 @step 1 if digits = 1
19	disconnect after announcement 31824
20	stop
21	consider skill 92 pri l adjust-by 0
22	consider location 2 adjust-by 0
23	goto vector 100 @step 1 if expected-wait for best >= 9999
24	queue-to best
25	route-to number 30842 with cov n if unconditionally
26	stop

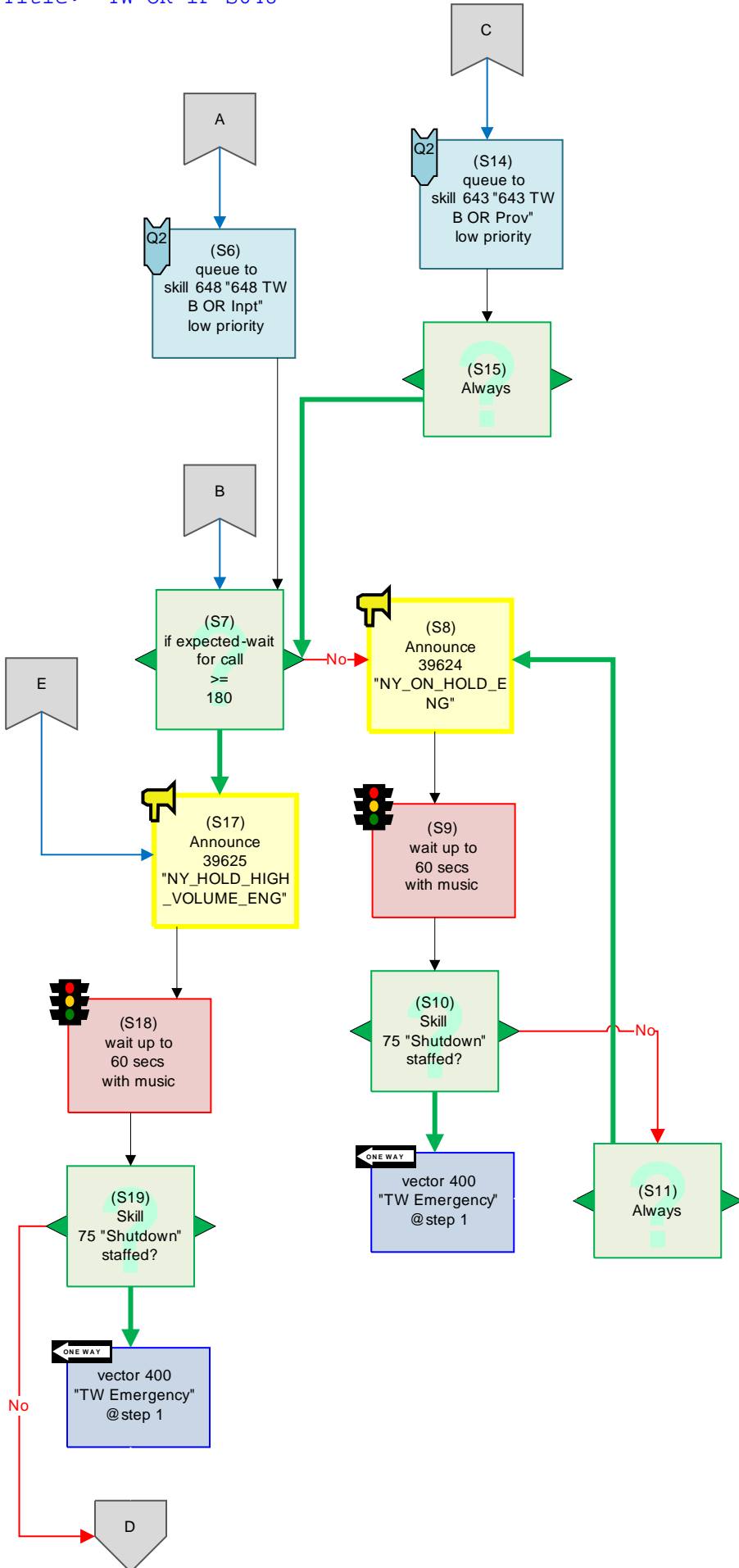
Automatic Error Flagging

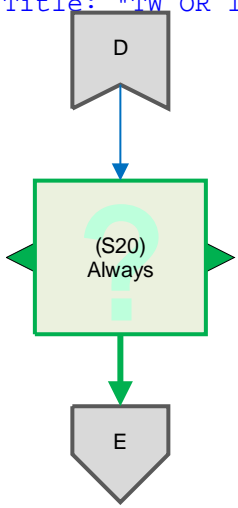
Steps 22, 23, and 26 of this program are queueing calls and skills that do not exist. These calls will be stuck in a perpetual holding loop. To find the errors, just search for "undefined" with Acrobat Reader.



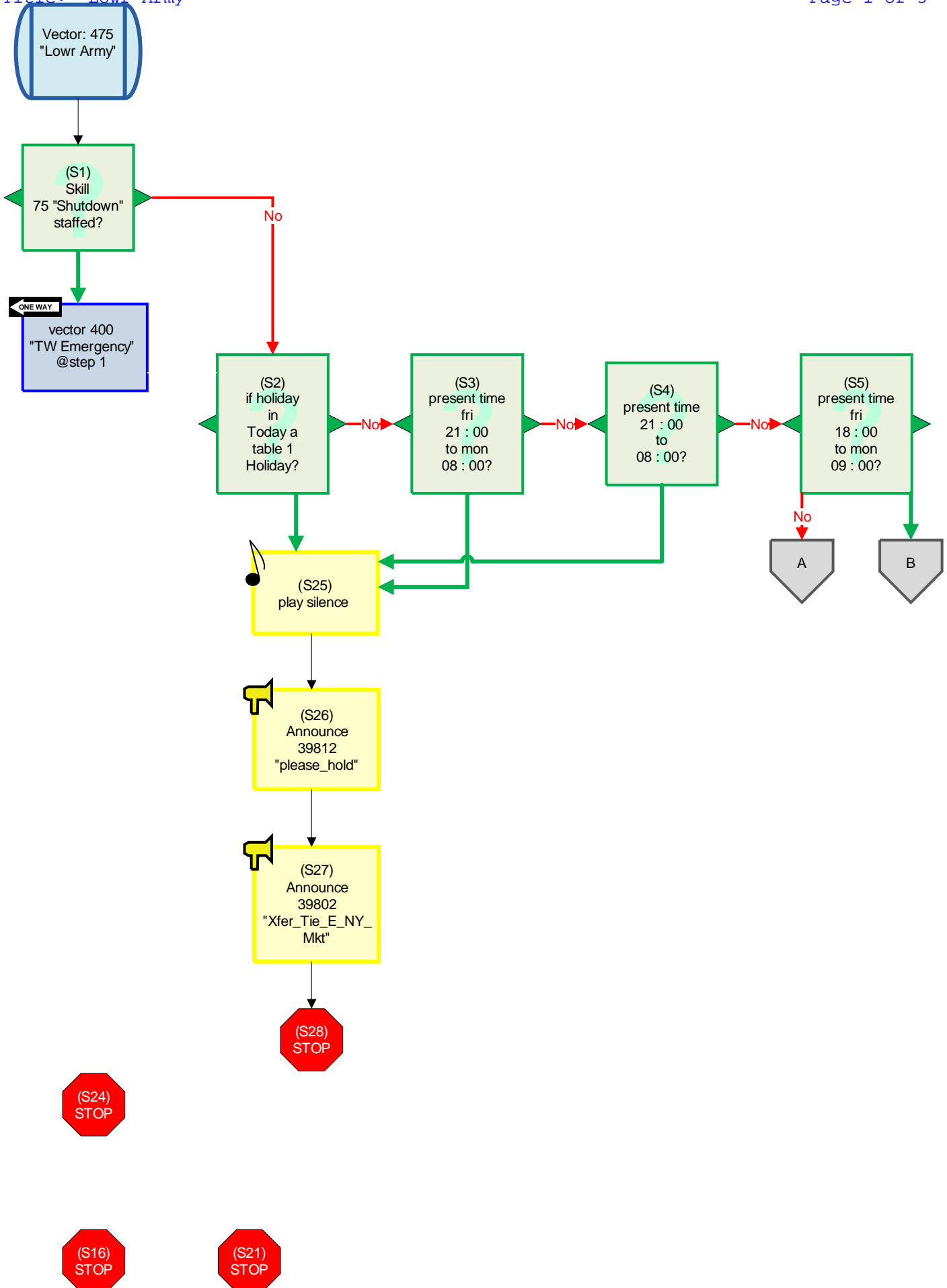
Steps that cannot be reached; changes in Avaya's programming rules over the years have resulted in confusion about when a "stop" instruction is received. If your large program is running out of steps, any of these can be removed without affecting call handling.

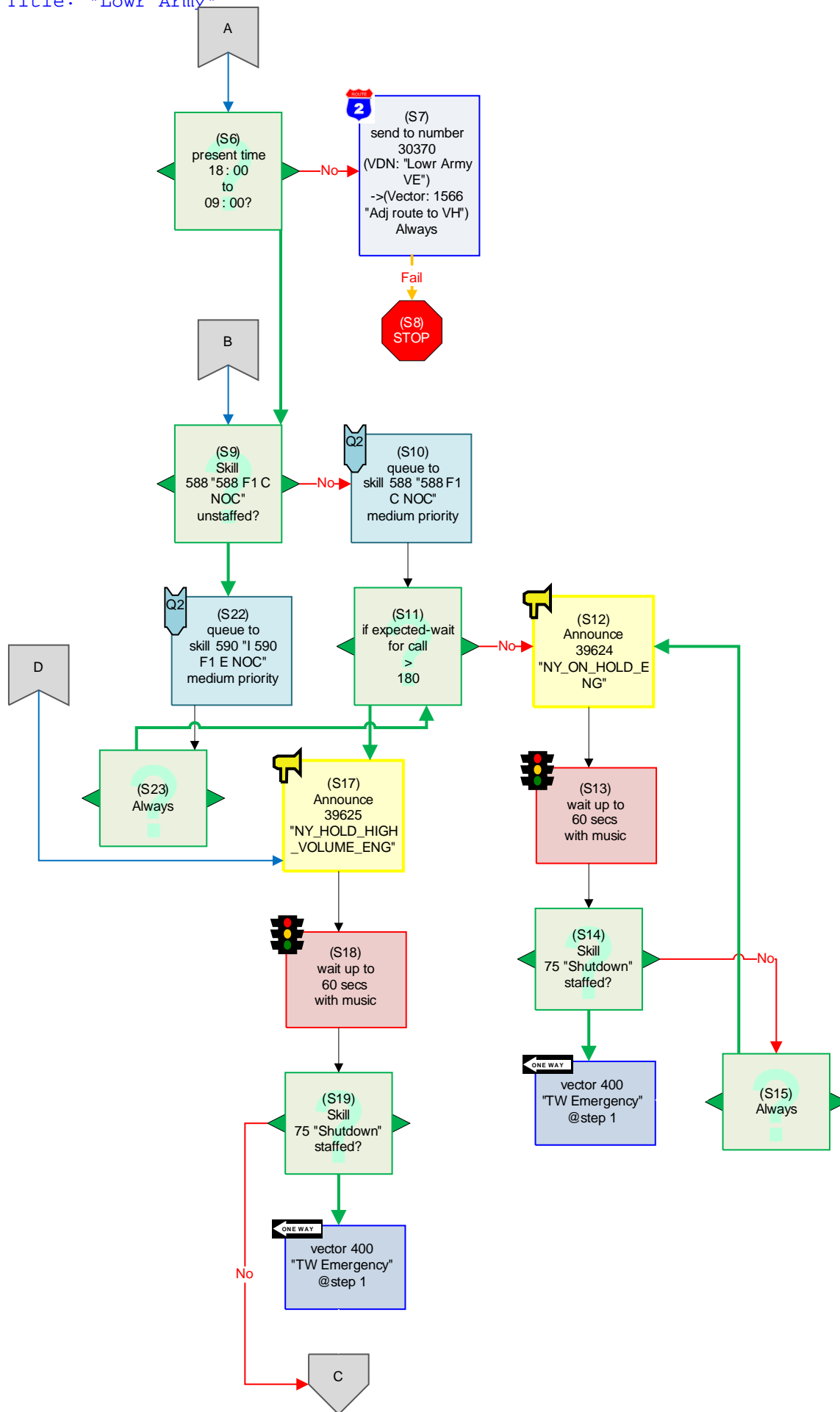
"Undefined" means there is no such agent skill, and the call will not be queued.

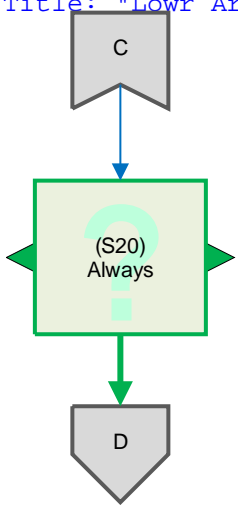




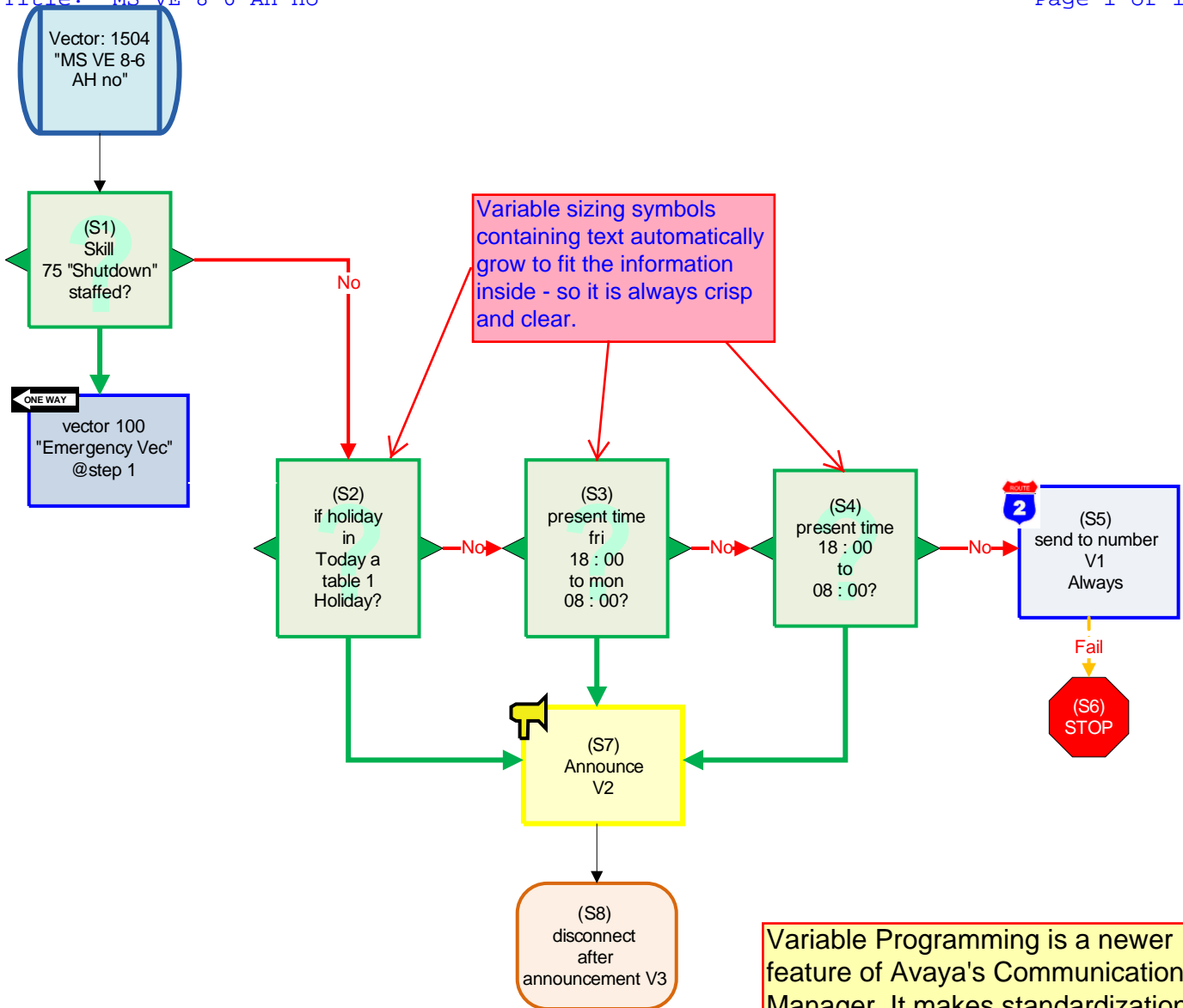
Step	Text
1	goto vector 400 @step 1 if staffed-agents in skill 75 > 0
2	goto step 29 if holiday in table 1
3	goto step 22 if time-of-day is fri 21 : 00 to mon 08 : 30
4	goto step 22 if time-of-day is all 21 : 00 to all 08 : 30
5	goto step 13 if staffed-agents in skill 648 < 1
6	queue-to skill 648 pri l
7	goto step 17 if expected-wait for call >= 180
8	announcement 39624
9	wait-time 60 secs hearing music
10	goto vector 400 @step 1 if staffed-agents in skill 75 > 0
11	goto step 8 if unconditionally
12	stop
13	goto step 22 if staffed-agents in skill 643 < 1
14	queue-to skill 643 pri l
15	goto step 7 if unconditionally
16	stop
17	announcement 39625
18	wait-time 60 secs hearing music
19	goto vector 400 @step 1 if staffed-agents in skill 75 > 0
20	goto step 17 if unconditionally
21	stop
22	goto step 26 if staffed-agents in skill 596 = 0
23	queue-to skill 596 pri m
24	goto step 7 if unconditionally
25	stop
26	queue-to skill 586 pri m
27	goto step 7 if unconditionally
28	stop
29	goto step 22 if time-of-day is all 17 : 00 to all 09 : 00
30	goto step 5 if unconditionally
31	stop







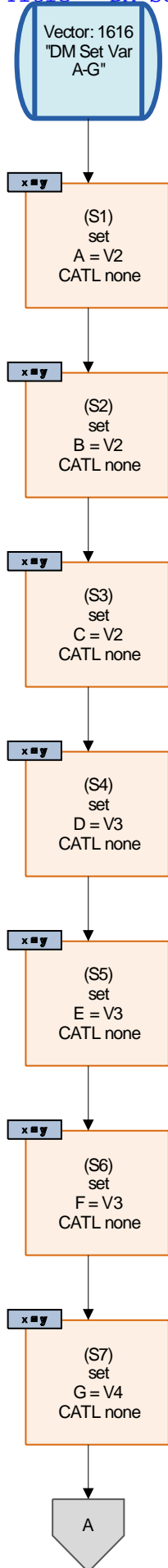
Step	Text
1	goto vector 400 @step 1 if staffed-agents in skill 75 > 0
2	goto step 25 if holiday in table 1
3	goto step 25 if time-of-day is fri 21 : 00 to mon 08 : 00
4	goto step 25 if time-of-day is all 21 : 00 to all 08 : 00
5	goto step 9 if time-of-day is fri 18 : 00 to mon 09 : 00
6	goto step 9 if time-of-day is all 18 : 00 to all 09 : 00
7	route-to number 30370 with cov n if unconditionally
8	stop
9	goto step 22 if staffed-agents in skill 588 = 0
10	queue-to skill 588 pri m
11	goto step 17 if expected-wait for call > 180
12	announcement 39624
13	wait-time 60 secs hearing music
14	goto vector 400 @step 1 if staffed-agents in skill 75 > 0
15	goto step 12 if unconditionally
16	stop
17	announcement 39625
18	wait-time 60 secs hearing music
19	goto vector 400 @step 1 if staffed-agents in skill 75 > 0
20	goto step 17 if unconditionally
21	stop
22	queue-to skill 590 pri m
23	goto step 11 if unconditionally
24	stop
25	wait-time 0 secs hearing silence
26	announcement 39812
27	announcement 39802
28	stop



Variable Programming is a newer feature of Avaya's Communication Manager. It makes standardization of call flows simpler - but interpreting a flow chart is harder. Consistacom's **ACD Auditor** is the companion programmer's tool that clarifies and simplifies management of variable programming.

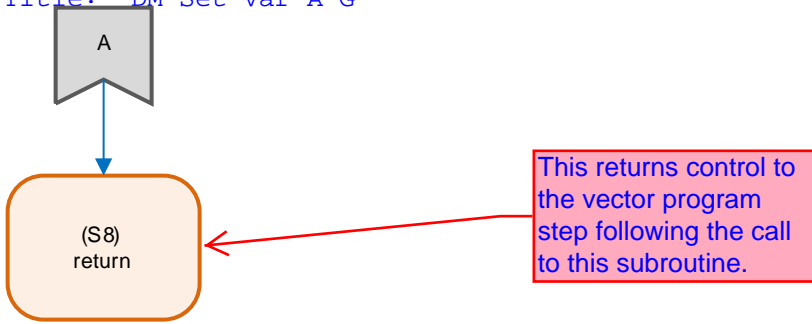


Step	Text
1	goto vector 100 @step 1 if staffed-agents in skill 75 > 0
2	goto step 7 if holiday in table 1
3	goto step 7 if time-of-day is fri 18 : 00 to mon 08 : 00
4	goto step 7 if time-of-day is all 18 : 00 to all 08 : 00
5	route-to number V1 with cov n if unconditionally
6	stop
7	announcement V2
8	disconnect after announcement V3
9	stop



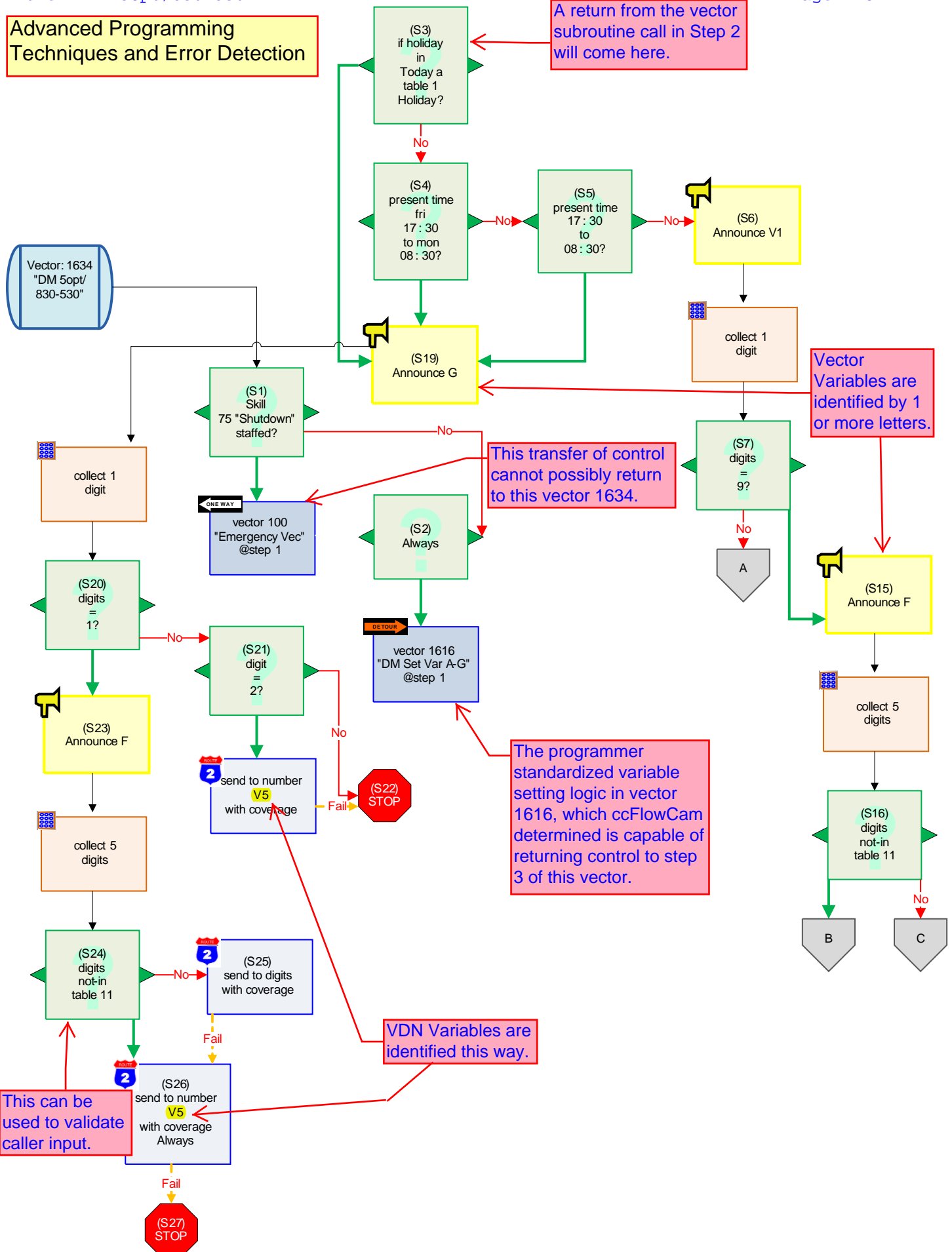
Setting vector variables from VDN variables is a subroutine.

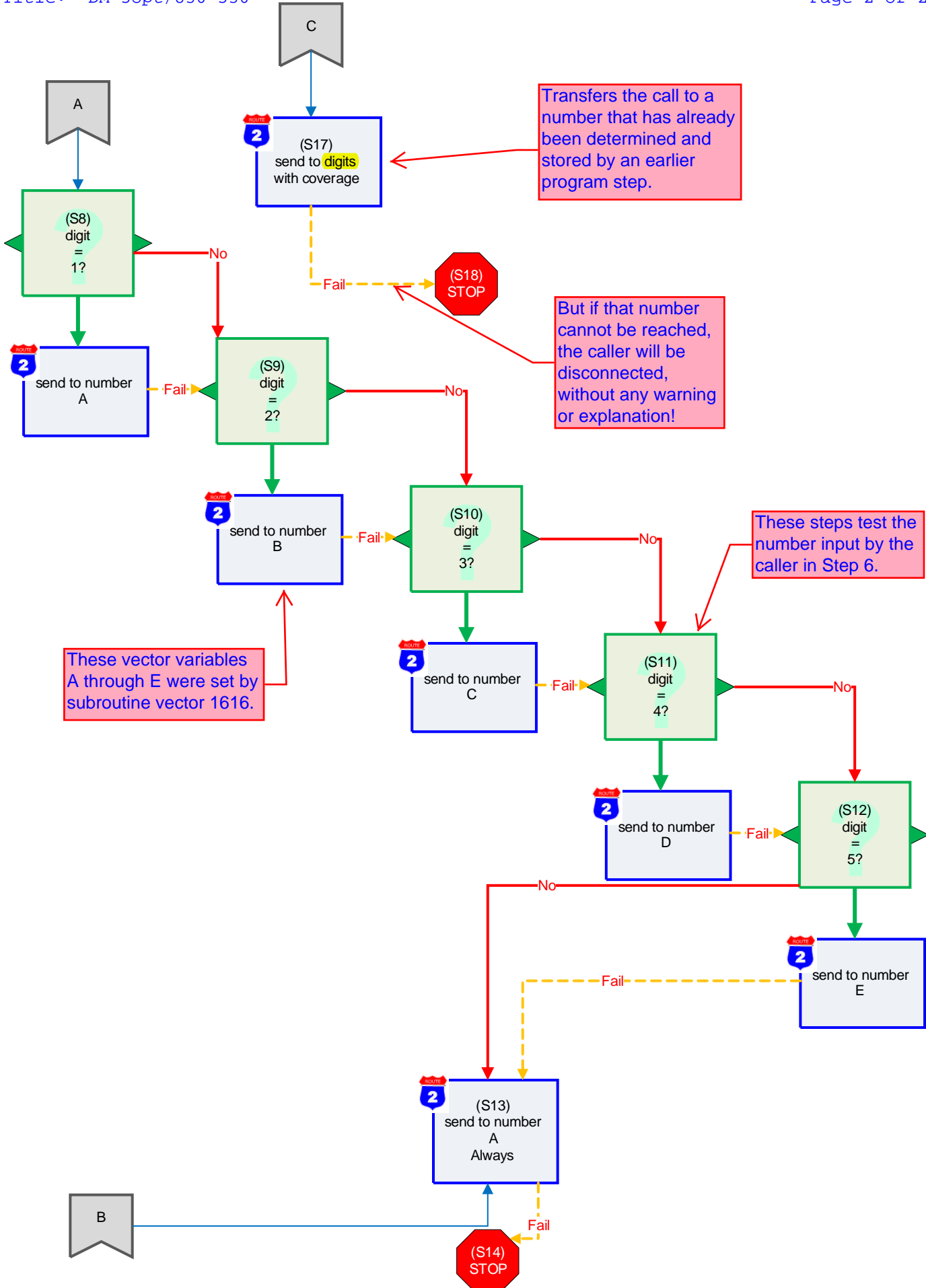
Admittedly, only a programmer will understand this; Had a "comment" step been used to explain what is being done here, it would be printed and everyone would know what is happening!



Step	Text
1	set A = V2 CATL none
2	set B = V2 CATL none
3	set C = V2 CATL none
4	set D = V3 CATL none
5	set E = V3 CATL none
6	set F = V3 CATL none
7	set G = V4 CATL none
8	return

Advanced Programming Techniques and Error Detection





Step	Text
1	goto vector 100 @step 1 if staffed-agents in skill 75 > 0
2	goto vector 1616 @step 1 if unconditionally
3	goto step 19 if holiday in table 1
4	goto step 19 if time-of-day is fri 17 : 30 to mon 08 : 30
5	goto step 19 if time-of-day is all 17 : 30 to all 08 : 30
6	collect 1 digits after announcement V1 for none
7	goto step 15 if digits = 9
8	route-to number A with cov n if digit = 1
9	route-to number B with cov n if digit = 2
10	route-to number C with cov n if digit = 3
11	route-to number D with cov n if digit = 4
12	route-to number E with cov n if digit = 5
13	route-to number A with cov n if unconditionally
14	stop
15	collect 5 digits after announcement F for none
16	goto step 13 if digits not-in table 11
17	route-to digits with coverage y
18	stop
19	collect 1 digits after announcement G for none
20	goto step 23 if digits = 1
21	route-to number V5 with cov y if digit = 2
22	stop
23	collect 5 digits after announcement F for none
24	goto step 26 if digits not-in table 11
25	route-to digits with coverage y
26	route-to number V5 with cov y if unconditionally
27	stop

Vector References for: ccfcd01

Vector	Type	Number	Reference
17	VDN	31706	HQ
51	VDN	31719	KW Summitt Q NVA
	VDN	35907	KW Summit Care BD Q NFL
428	VDN	39264	TW PS OR Guest
	VDN	39294	TW OR Guest AH
475	VDN	39223	Lowr Army Q
	VDN	39276	Lowr Army AH
	VDN	39281	I TW NOC E 39281
1504	VDN	31004	X4 PCP/ID
	VDN	31006	X4 Ancill (S) Q NVA
	VDN	31008	X4 GenInfo (S) Q NVA
	VDN	31016	GO PCP/ID
	VDN	31018	GO Ancill (S) Q NVA
	VDN	31020	GO GenInfo (S) Q NVA
	VDN	31040	Vu PCP/ID
	VDN	31042	Vu Ancill (S) Q NVA
	VDN	31044	Vu GenInfo (S) Q NVA
	VDN	31058	Vu MBR Xfer (S) Q NVA
	VDN	31080	GO MBR Xfer (S) Q NVA
	VDN	31091	X4 MBR Xfer (S) Q NVA
	VDN	31102	X6 MBR Xfer (S) Q NVA
	VDN	31106	X6 PCP/ID
	VDN	31108	X6 Ancill (S) Q NVA
	VDN	31110	X6 GenInfo (S) Q NVA
	VDN	31152	X5 PCP/ID
	VDN	31154	X5 Ancill (S) Q NVA
	VDN	31156	X5 GenInfo (S) Q NVA
	VDN	31170	X5 MBR Xfer (S) Q NVA
	VDN	31418	KW EOB S Q

Vector References for: ccfcd01

Vector	Type	Number	Reference
1504	VDN	31420	Vu EOB S Q
	VDN	31421	GO EOB S Q
	VDN	31422	X6 EOB S Q
	VDN	31423	X4 EOB S Q
	VDN	31424	X5 EOB S Q
	VDN	31767	OP IVRElg
	VDN	31770	OP IVRElg
	VDN	39132	Flour 29 Sick/ILL
	VDN	39133	X20 29 Sick/ILL
	VDN	39138	Flour 29 Sick/ILL AH
	VDN	39139	X20 29 Sick/ILL AH
	VDN	39313	GO X20 29 Sick/ILL
	VDN	39413	UP PCP/ID
	VDN	39415	UP Ancill
	VDN	39417	UP Gen Info
	VDN	39419	UP Mbr Xfer
	VDN	39582	Mbr IVR Elig Error
	VDN	39583	Mbr IVR Elig Error
	VDN	71767	OP IVR Elg
	VDN	71770	OP IVR Elg
1616	Vector	1613	DM 5opt/830-530
	Vector	1634	DM 5opt/830-530
	Vector	1713	DM 5opt/830-600

System ccfcd01 Vector Summary

Number	Updated	Title	Page
17	Nov 04, 2007 07:06:54	800 Vector	3
51	Nov 04, 2007 07:06:54	KW Summit Q	5
61	Nov 04, 2007 07:06:54	Lowr PL2 MBR Op	8
62	Nov 04, 2007 07:06:54	TW PL2 MBR Op	10
97	Nov 04, 2007 07:06:54	X7 PS Elig Q	12
428	Nov 04, 2007 07:06:56	TW OR IP S648	15
475	Nov 04, 2007 07:06:56	Lowr Army	19
1504	Nov 04, 2007 07:07:03	MS VE 8-6 AH no	23
1616	Nov 04, 2007 07:07:04	DM Set Var A-G	25
1634	Nov 04, 2007 07:07:04	DM 5opt/830-530	28

Easily Spot Vectors To Simplify

ccFlowCam produces standardized uniform documentation. These two vectors use the same logic, but different announcements and VDN numbers. You can see they are the same because they look the same. If your goal is simplification and standardization of call handling processes, ccFlowCam will show you the way. No other tool makes call handling standardization so easy!

