JulMar PBX Simulator Configuration and User's Guide

Contents

Introduction

7KLV GRFXPHQW SURYLGHV DQ RYHUYLHZ RI WKH LQIRUPDWLRQ QHHGHG LQ RUGHU WR FRQILJXUH DQG XVH WKH -X0ODU 3%; VLPX0DWRU DQG DVVRFLDWHG XWL0LW\ SURJUDPV

System Requirements

7KH 3%; 6LPX0DWRU UHIHUUHG WR KHUHDIWHU DV -3%; FDQ EH LQVWD00HG RQWR DQ\ PDFKLQH UXQQLQJ : LQGRZV RU : LQGRZV 17 7KH VWDWLRQ DQG WUXQN XWL0LWLHV FDQ EH UXQ RQ WKH VDPH PDFKLQH RU RWKHU : LQGRZV PDFKLQHV FRQQHFWHG WR WKH VDPH QHWZRUN (DFK PDFKLQH ZL00 QHHG WR KDYH 7&3 ,3 DQG : LQGRZV 6RFNHWV VXSSRUW LQVWD00HG

Modeling

-3%; PRGH0V WKH IHDWXUHV RI D VLPS0H $XWRPDWLF &D00 'LVWULEXWRU $&' $Q $&' LV GHVLJQHG WR GLVWULEXWH D 0DUJH YR0XPH RI LQFRPLQJ FD00V LQ D SUHGHWHUPLQHG DQG HTXLWDE0H IDVKLRQ DQG WR FR00HFW DQG PDQDJH VWDWLVWLFV FRQFHUQLQJ WKRVH FD00V 7KH FD00V DUH GLVWULEXWHG WR SHRS0H W\SLFD00\ FD00HG DJHQWV ZKLFK DUH RUJDQL]HG LQWR JURXSV RU WHDPV DQG DUH WUDLQHG WR VHUYH WKH UHTXHVWV RI SDUWLFX0DU LQERXQG FD00HUV

7KH $&' GLIIHUV IURP WKH 3XE0LF %UDQFK ([FKDQJH 3%; DQG . H\ 7H0HSKRQH V\VWHP . 76 LQ WHUPV RI LWV PDLQ SXUSRVH 3%; DQG . 76 V\VWHPV DUH SULPDULO\ GHVLJQHG WR PDQDJH D FRUSRUDWH WH0HSKRQH V\VWHP ZKHUH WKH PDLQ FRQFHQWUDWLRQ RI FD00V LV VWDWLRQ WR VWDWLRQ WUDIILF L H LQWHUQD0 FD00V 7KH $&' V\VWHP LV SULPDULO\ FRQFHUQHG ZLWK 0DUJH DPRXQWV RI LQERXQG WUDIILF IURP WKH RXWVLGH ZRU0G ,Q DGGLWLRQ WKH $&' LV W\SLFD00\ PRUH H[SHQVLYH WKDQ D 3%; V\VWHP

7KH -3%; VRIWZDUH PRGH0V D VLPS0H $&' ZLWK 0LPLWHG FDSDEL0LWLHV ,W GRHV QRW VXSSRUW VXSHUYLVRU PRQLWRULQJ RU H[WHQVLYH GDWD JDWKHULQJ WKDW ZRX0G EH IRXQG ZLWK D FRPPHUFLD0 $&' V\VWHP 7KH -3%; V\VWHP PRGH0V WKH IR00RZLQJ $&' FRPSRQHQWV

Agents

$Q DJHQW LV D SHUVRQ PDQQLQJ DQ $&' VWDWLRQ 7KH\ DUH VRPHWLPHV UHIHUUHG WR DV RSHUDWRUV 7KH\ DUH LGHQWLILHG E\ DQ DJHQW LG ZKLFK LV W\SLFD00\ D QXPHULF LGHQWLILHU 7KH DJHQW ZRX0G QRUPD00\ 0RJ LQWR DQ DJHQW VWDWLRQ WR SHUIRUP ZRUN 7KH DJHQW KDV D FXUUHQW DJHQW VWDWH DVVRFLDWHG ZLWK LW ZKLFK GHWHUPLQHV KRZ WKH $&' WUHDWV WKH DJHQW IRU LQFRPLQJ FD00 WUDIILF 7KH VXSSRUWHG DJHQW VWDWHV LQ -3%; DUH

D 5($' < † WKH DJHQW LV UHDG\ WR DFFHSW DQ LQFRPLQJ FD00 $Q\ FD00 GLUHFWHG WR WKH DJHQW V VWDWLRQ ZL00 DXWRPDWLFD00\ EH FRQQHFWHG WR WKH DJHQW

E 127 5($' < † WKH DJHQW LV QRW SUHSDUHG WR DFFHSW LQFRPLQJ FD00V $Q\ FD00 GLUHFWHG WR WKH DJHQW V VWDWLRQ ZL00 VKRZ XS RQ WKH GLVS0D\ DQG ZL00 UHTXLUH WKH DJHQW WR DQVZHU WKH FD00 EHIRUH LW LV FRQQHFWHG WR WKH VWDWLRQ

F ,1 &$// : 25. † WKH DJHQW LV ILQLVKLQJ ZRUN UH0DWHG WR D SUHYLRXV FD00 7KH $&' ZL00 QRW GLUHFW FD00V WR WKH DJHQW $Q\ LQFRPLQJ FD00 WKDW GLUHFW GLD0HG

WKH VWDWLRQ ZL00 VKRZ XS RQ WKH GLVS0D\ DQG ZL00 UHTXLUH WKH DJHQW WR DQVZHU
WKH FD00 EHIRUH LW LV FRQQHFWHG WR WKH VWDWLRQ

G   6,*1(' 287 † 7KH DJHQW LV QRW DVVRFLDWHG ZLWK D VWDWLRQ

H   %86< † 7KH DJHQW KDV DW 0HDV RQH DFWLYH RXWJRLQJ FD00

I   %86< $&' † 7KH DJHQW KDV DW 0HDV RQH DFWLYH LQFRPLQJ FD00

Agent Groups

$Q DJHQW JURXS LV D FR00HFWLRQ RI DJHQWV WKDW DUH DVVLJQHG WR WKH VDPH W\SHV RI WDVNV
$Q H[DPS0H ZRX0G EH D JURXS GHGLFDWHG WR WHFKQLFD0 VXSSRUW IRU D SDUWLFX0DU SURGXFW
&D00V DUH W\SLFD00\ URXWHG WR D JURXS RI DJHQWV D00RZLQJ WKH ILUVW DYDL0DE0H DJHQW LQ WKH
JURXS WR WDNH WKH LQFRPLQJ FD00

Agent Stations

$Q DJHQW VWDWLRQ LV D WH0HSKRQH VWDWLRQ WKDW UHTXLUHV DQ DJHQW WR VLJQ RQ DQG
DXWKHQWLFDWH EHIRUH LW LV DFWLYDWHG DQG DYDL0DE0H IRU LQFRPLQJ RU RXWJRLQJ FD00V $
VWDWLRQ KDV D SKRQH XQLW DVVRFLDWHG ZLWK LW ZLWK D GLVS0D\ EXWWRQV 0DPSV HWF

Trunks

$ WUXQN GHYLFH LV D FRQQHFWLRQ WR D 0LQH WKDW LV RXWVLGH WKH VZLWFK DQG KDV QR LQ VZLWFK
GLD0DE0H QXPEHU $Q\ RXWJRLQJ FD00 S0DFHG E\ DQ DJHQW RU SUHGLFWLYH GLD0HU DQG DQ\
LQFRPLQJ FD00 IURP RXWVLGH WKH VZLWFK LV D0ZD\V RQ D WUXQN GHYLFH   7KH –3; VRIWZDUH
D00RZV XS WR   WUXQNV WR EH GHILQHG   (DFK WUXQN KDV D WUXQN VWDWH ZKLFK PD\ EH
RQH RI WKH IR00RZLQJ

D 9,/$%/(† 7KH WUXQN LV FXUUHQW0\ DYDL0DE0H IRU D FD00

E   ,1%281' † 7KH WUXQN FXUUHQW0\ KDV DQ LQERXQG FD00 RQ LW

F   287%281' † 7KH WUXQN FXUUHQW0\ KDV DQ RXWERXQG FD00 RQ LW

G   287 2) 6(59,&(† 7KH WUXQN FXUUHQW0\ LV QRW DYDL0DE0H GXH WR VRPH
KDUGZDUH IDL0XUH

Queue

$ TXHXH LV D KR0GLQJ S0DFH IRU FD00V WKDW DUH FXUUHQW0\ RQ WKH VZLWFK $ TXHXH LV FUHDWHG
E\ –3; IRU HDFK DJHQW JURXS GHILQHG LQ WKH VZLWFK FRQILJXUDWLRQ   &D00V PD\ EH
WUDQVIHUUHG WR D TXHXH DQG ZL00 EH KDQG0HG E\ WKH ILUVW DYDL0DE0H DJHQW LQ WKH TXHXH   LI
WKHUH LV RQH

Voice Response Unit

7KH 958 LV D SKRQH GHYLFH ZKLFK KDV WKH FDSDEL0LW\ RI FR00HFWLQJ GLJLWV IURP WKH FD00HU
7KH –3; HPX0DWRU GRHVQ·W D00RZ IRU GLIIHUHQW IXQFWLRQV EDVHG RQ WKH GLJLWV D0WKRXJK
WKLV FRX0G EH LPS0HPHQWHG ZLWK D 7$3, SURJUDP PRQLWRULQJ FD00V RQ WKH 0LQH GHYLFH

Route Point

$ URXWH SRLQW LV DQ LQFRPLQJ WUXQN KDQG0HU GHYLFH WKDW URXWHV WKH LQFRPLQJ FD00 WR LWV
GHVWLQDWLRQ   7KLV GHVWLQDWLRQ PLJKW EH D VWDWLRQ TXHXH RU 958 $ URXWH SRLQW LV
DVVRFLDWHG ZLWK RQH RU PRUH WUXQN GHYLFHV DQG FDQ EH FRQILJXUHG WR DXWR URXWH WR D
GHVWLQDWLRQ RU WR ZDLW IRU D FRPPDQG IURP DQ H[WHUQD0 URXWHU WR URXWH WKH FD00

Predictive Dialer

7KH SUHGLFWLYH GLD0HU GHYLFH LV DQ RXWJRLQJ FD00 SURJUHVV GHYLFH   ,W FDQ GHWHFW WKH PHGLD
RQ WKH 0LQH DQG UHSRUW EDFN ZKDW W\SH RI DQVZHU RFFXUUHG L H KXPDQ DQVZHULQJ
PDFKLQH HWF   ,W·V SULPDU\ SXUSRVH LQ FD00 FHQWHUV LV IRU ·E0LQG GLD0LQJµ D 0DUJH 0LVW RI
QXPEHUV DQG WKHQ WUDQVIHUULQJ WR KXPDQ DJHQWV ZKHQ D SHUVRQ LV GHWHFWHG   2WKHUZLVH
D PHVVDJH LV S0D\HG IRU WKH DQVZHULQJ PDFKLQH DQG WKH GLD0HU KDQJV XS   7KH –3;

HPXODWHG GLDOHU DOORZV IRU WKH WDUJHW SLFNXS WR EH VHOHFWHG GXULQJ FRQILJXUDWLRQ RU
GXULQJ UHDO WLPH WKURXJK D GLDORJ ,W VXSSRUWV WKH IROORZLQJ GHWHFWLRQ W\SHV

    D 92,&(† $ SHUVRQ SLFNHG XS WKH SKRQH
    E %86< † 7KH 0LQH LV EXV\
    F 12 $16: (5 † 7KHUH ZDV QR DQVZHU
    G O$&+,1(† $Q DQVZHULQJ PDFKLQH SLFNHG XS WKH SKRQH
    H 81. 12: 1 † 7KH SKRQH ZDV DQVZHUHG EXW WKH W\SH FRX0G QRW EH GHWHFWHG

Configuration

7KHUH DUH VHYHUD0 VWHSV LQ FRQILJXULQJ WKH -3%; 6RIWZDUH : KHQ WKH SURJUDP LV ILUVW
VWDUWHG WKH VFUHHQ VKRX0G UHVHPE0H QRWH WKDW IRQWV DQG FR0RUV PD\ EH GLIIHUHQW GXH WR
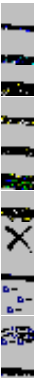: LQGRZV FR0RU VFKHPHV
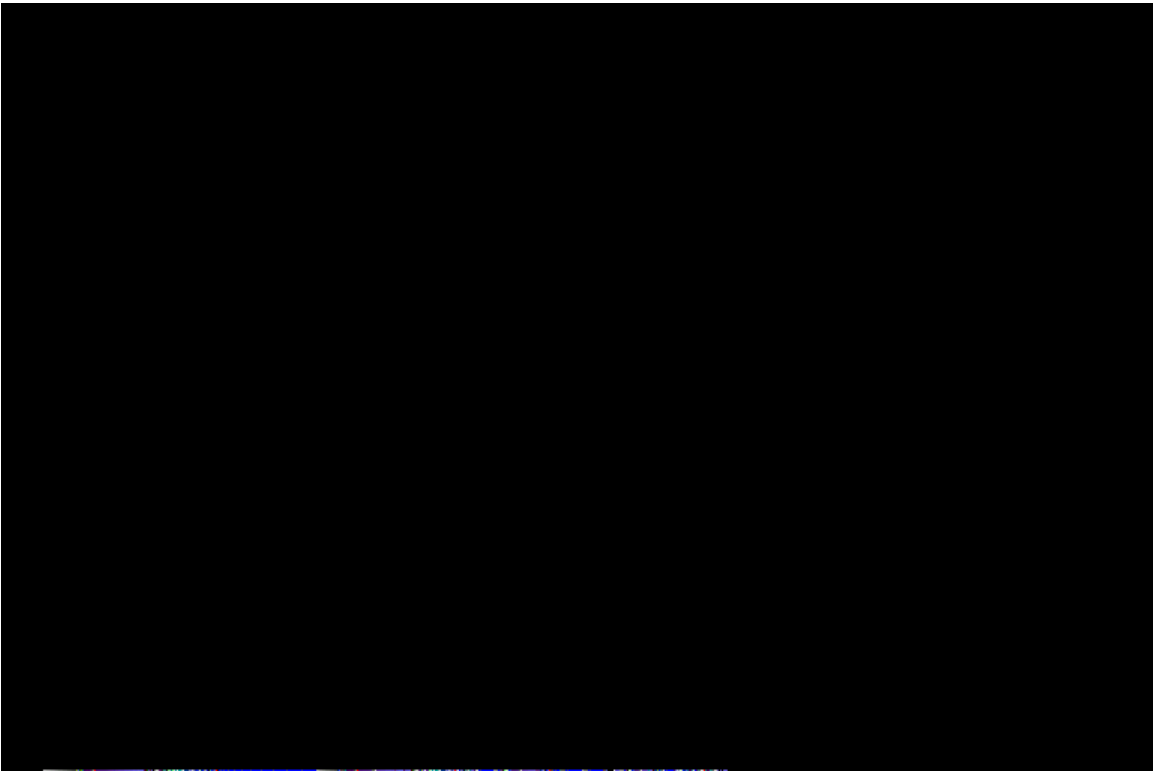
)LJXUH   -3%; ODLQ 6FUHHQ

Main Screen Elements

7KH PDLQ VFUHHQ HOHPHQWV DUH

Toolbar

2Q WKH WRS RI WKH VFUHHQ MXVW XQGHU WKH PHQX EDU LV D WRR0EDU D00RZLQJ TXLFN DFFHVV WR PDQ\ RI WKH PHQX FRPPDQGV   7KHVH LQF0XGH

$GGV D QHZ DJHQW WR WKH 3%; FRQILJXUDWLRQ
$GGV D QHZ DJHQW JURXS WR WKH 3%; FRQILJXUDWLRQ
$GGV D QHZ DJHQW VWDWLRQ WR WKH 3%; FRQILJXUDWLRQ
$GGV D QHZ WUXQN WR WKH 3%; FRQILJXUDWLRQ
$GGV D QHZ URXWH SRLQW WR WKH 3%; FRQILJXUDWLRQ
$GGV D QHZ SUHGLFWLYH GLD0HU WR WKH 3%; FRQILJXUDWLRQ
$GGV D QHZ YRLFH UHVSRQVH XQLW WR WKH 3%; FRQILJXUDWLRQ
' H0HWHV WKH FXUUHQW0\ VH0HFWHG REMHFW IURP WKH 3%; FRQILJXUDWLRQ
6ZLWFK WKH 0LVW YLHZ WR WKH 0DUJH LFRQ YLHZ
6ZLWFK WKH 0LVW YLHZ WR WKH VPD00 LFRQ YLHZ
6ZLWFK WKH 0LVW YLHZ WR WKH VPD00 LFRQ 0LVW
6ZLWFK WKH 0LVW YLHZ WR WKH GHWDL0 YLHZ

Device Tree List

2Q WKH 0HIW VLGH RI WKH VFUHHQ LV WKH GHYLFH WUHH 0LVW ZKLFK KDV DW WKH WRS WKH NH\ · 5RRWµ IR00RZHG E\ WKH 7&3 ,3 QDPH RI WKH PDFKLQH ZKLFK WKH VRIWZDUH LV UXQQLQJ RQ   7KH GHYLFH WUHH 0LVW VKRZV D00 RI WKH PDLQ GHYLFH FDWHJRULHV LQ WKH IR00RZLQJ IRUP

8QGHU HDFK RI WKH GHYLFH FDWHJRULHV LV 0LVWHG HDFK GHILQHG GHYLFH LQ WKDW FDWHJRU\

Statistics View

When the 'Root' node is selected in the device tree list the ACD statistics screen is shown on the right side of the screen. This looks like

Connections – This shows the number of TCP IP connections that are currently active against the PBX simulator. It is incremented each time a socket connection is detected and decremented when a socket is released.

Incoming CPS – The Incoming Calls Per Second is a counter of the current number of calls which have come in on the trunks within the last second.

Trunks Seized – This is the total number of trunks currently allocated to either inbound or outbound calls.

Running Soak Test – This indicates whether a soak test is currently running. If the text is in red then a test is currently in progress. Otherwise it is not running.

Communication Stream Monitor – This is a list of the last WinSock messages passed to and from all active socket connections. The global settings allow this buffer to be saved to disk as well as in this list.

Agent Group View

This view is shown when either the agent group header or a specific agent group is

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selected in the device list.

Name – This is the name of the agent group defined when the group was created.

ID – This is the unique identifier of the agent group. This is set by JPBX.

Agents – This is the list of agents which may log onto this agent group. If an agent is not listed then it may not log into the group.

Agent View

7KLV YLHZ LV VKRZQ ZKHQ HLWKHU WKH DJHQW KHDGHU RU D VSHFLILF DJHQW LV VH0HFWHG LQ WKH GHYLFH 0LVW

_____

1DPH † 7KLV LV WKH XQLTXH QDPH RI WKH DJHQW DJHQW LG GHILQHG ZKHQ WKH DJHQW ZDV FUHDWHG
6WDWH † 7KLV LV WKH FXUUHQW VWDWH RI WKH DJHQW
$JHQW *URXSV † 7KLV LV WKH 0LVW RI JURXSV ZKLFK WKLV DJHQW PD\ 0RJ LQWR

Station View

7KLV YLHZ LV VKRZQ ZKHQ HLWKHU WKH VWDWLRQ KHDGHU RU D VSHFLILF VWDWLRQ LV VH0HFWHG LQ WKH GHYLFH 0LVW

_____

([WHQVLRQ † 7KLV LV WKH XQLTXH GLD0DE0H QXPEHU RI WKH VWDWLRQ GHILQHG ZKHQ WKH VWDWLRQ ZDV FUHDWHG
1DPH † 7KLV LV WKH QDPH RI WKH VWDWLRQ GHILQHG ZKHQ WKH VWDWLRQ ZDV FUHDWHG

Queue View

7KLV YLHZ LV VKRZQ ZKHQ HLWKHU WKH $&' TXHXH KHDGHU RU D VSHFLILF TXHXH LV VH0HFWHG LQ WKH GHYLFH 0LVW

_____ -

1DPH † 7KLV LV WKH QDPH RI WKH TXHXH   ,W LV WDNHQ IURP WKH DJHQW JURXS ZKLFK FUHDWHG WKH TXHXH
4XHXH ,' † 7KLV LV WKH XQLTXH GLD0DE0H QXPEHU ZKLFK LGHQWLILHV WKLV TXHXH   7KLV LV DVVLJQHG E\ -3%;
&D00V 4XHXHG † 7KLV LV WKH FXUUHQW FRXQW RI TXHXHG FD00V LQ WKLV TXHXH
20GHVW &D00 † 7KLV LV WKH QXPEHU RI VHFRQGV WKH R0GHVW FD00 KDV EHHQ TXHXHG
$JHQWV † 7KLV LV WKH QXPEHU RI DJHQWV FXUUHQW0\ 0RJJHG LQWR WKLV TXHXH

Trunk Information View

7KLV YLHZ LV VKRZQ ZKHQ HLWKHU WKH WUXQN KHDGHU RU D VSHFLILF WUXQN LV VH0HFWHG LQ WKH GHYLFH 0LVW

_____

7UXQN ,' † 7KLV LV WKH XQLTXH WUXQN LG DVVLJQHG E\ -3%; IRU WKLV WUXQN
6WDWH † 7KLV LV WKH FXUUHQW VWDWH RI WKH JLYHQ WUXQN
&D00 ,QIRUPDWLRQ † 7KLV LV WKH FD00 LQIRUPDWLRQ IRU WKH FD00 RQ WKH JLYHQ WUXQN

Route Point View

7KLV YLHZ LV VKRZQ ZKHQ HLWKHU WKH URXWH SRLQW KHDGHU RU D VSHFLILF URXWH SRLQW LV VH0HFWHG LQ WKH GHYLFH 0LVW

———————————

([WHQVLRQ † 7KLV LV WKH XQLTXH GLD0DE0H QXPEHU H[WHQVLRQ RI WKH URXWH SRLQW   7KLV LV DVVLJQHG GXULQJ FUHDWLRQ RI WKH URXWH SRLQW
1DPH † 7KLV LV WKH QDPH RI WKH URXWH SRLQW DVVLJQHG GXULQJ WKH FUHDWLRQ RI WKH GHYLFH
  &D00V 4XHXHG † 7KLV LV WKH WRWD0 QXPEHU RI FD00V TXHXHG DW WKLV URXWH SRLQW HLWKHU
EHLQJ URXWHG RU ZDLWLQJ IRU D URXWH FRPPDQG IURP DQ H[WHUQD0 URXWHU

Predictive Dialer View

7KLV YLHZ LV VKRZQ ZKHQ HLWKHU WKH SUHGLFWLYH GLD0HU KHDGHU RU D VSHFLILF GLD0HU LV

———————————

VH0HFWHG LQ WKH GHYLFH 0LVW
1DPH † 7KLV LV WKH QDPH RI WKH GLD0HU GHWHUPLQHG ZKHQ WKH GHYLFH LV FUHDWHG
,G † 7KLV LV WKH XQLTXH QXPHULFD0 LGHQWLILHU RI WKH GLD0HU
  &D00V 4XHXHG † 7KLV LV WKH WRWD0 QXPEHU RI FD00V EHLQJ GLD0HG FXUUHQW0\ RQ WKH GLD0HU

———————————

Interactive Response Units View

([WHQVLRQ † 7KLV LV WKH XQLTXH GLD0DE0H QXPEHU IRU WKH 958 XQLW
1DPH † 7KLV LV WKH QDPH RI WKH 958 GHWHUPLQHG ZKHQ WKH GHYLFH LV FUHDWHG
  &D00V 4XHXHG † 7KLV LV WKH WRWD0 QXPEHU RI FD00V EHLQJ PDQDJHG RQ WKLV 958
FXUUHQW0\

Agent Groups

$JHQW JURXSV D00RZ DJHQWV WR EH RUJDQL]HG LQ WHUPV RI WKHLU GXWLHV DQG W\SH RI FD00V WKH\ VKRX0G UHFHLYH

Adding an agent group

7R DGG D QHZ DJHQW JURXS HLWKHU F0LFN WKH QHZ DJHQW JURXS EXWWRQ▬▬ RU XVH WKH $GG $JHQW *URXS PHQX RSWLRQ   7KLV ZL00 GLVS0D\ D GLD0RJ 0LNH
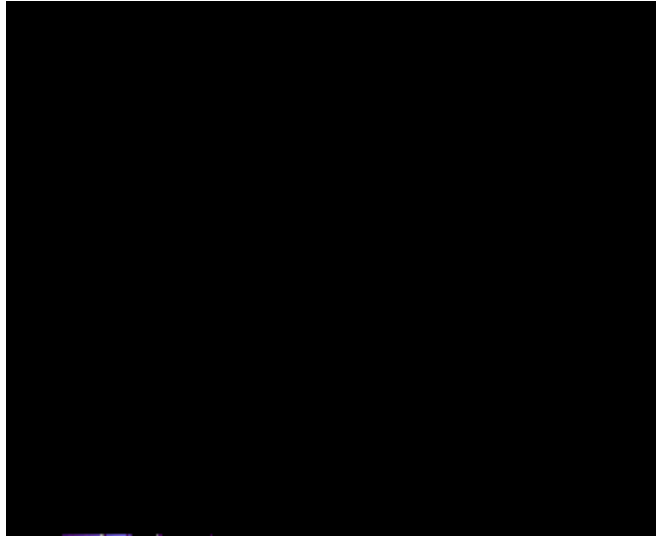
7KH XQLTXH JURXS LGHQWLILHU LV JHQHUDWHG DXWRPDWLFD00\ –3%; D00RZV XS WR   JURXSV WR EH FUHDWHG LQ WKH FRQILJXUDWLRQ

1DPH RI *URXS † 7KLV LV IRU WKH QDPH RI WKH DJHQW JURXS DQG VKRX0G EH D0WKRXJK LV QRW UHTXLUHG WR EH XQLTXH ZLWKLQ WKH 3%; FRQILJXUDWLRQ

0HPEHUV RI *URXS † 7KLV 0LVWV D00 WKH DJHQWV GHILQHG LQ WKH 3%; FRQILJXUDWLRQ FXUUHQW0\ DQG D00RZV \RX WR VH0HFW ZKLFK DJHQWV PD\ 0RJ LQWR WKLV JURXS   ,I \RX VH0HFW QR DJHQW WKHQ WKH JURXS ZL00 FUHDWH D TXHXH ZKLFK KDV QR DXWRPDWHG URXWLQJ

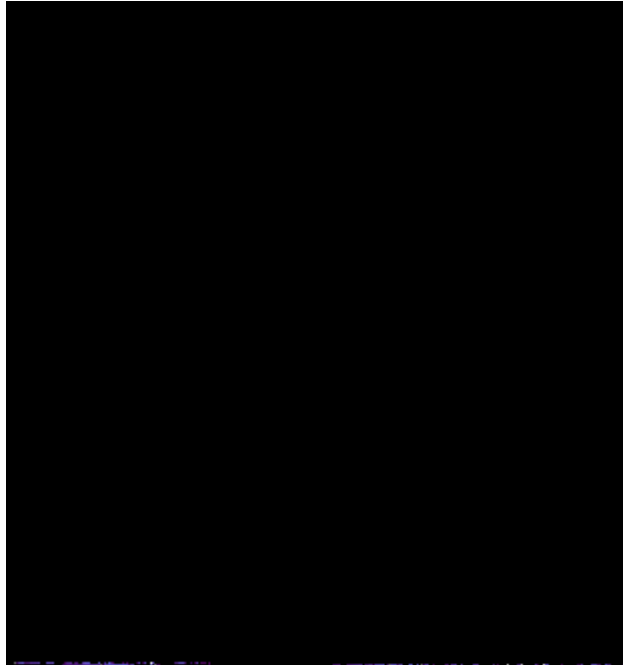## Editing an existing group

7R HGLW DQ H[LVWLQJ JURXS VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H F0LFN RQ LW RU ULJKW F0LFN RQ LW DQG VH0HFW 3URSHUWLHV

Agents

$Q DJHQW LV D SHUVRQ PDQDJLQJ DQ $&' VWDWLRQ 7KH\ DUH VRPHWLPHV UHIHUUHG WR DV
RSHUDWRUV

Adding an agent

7R DGG D QHZ DJHQW HLWKHU FOLFN WKH QHZ DJHQW EXWWRQ ▬ RU XVH WKH $GG $JHQW PHQX
RSWLRQ 7KLV ZL00 GLVSOD\ D GLDORJ OLNH

$JHQW ,' † 7\SH WKH XQLTXH DJHQW LGHQWLILHU LQWR WKLV ER[1RUPDOO\ DJHQW LGV DUH
QXPHULF EXW -3%; GRHVQ•W HQIRUFH WKLV 7KH DJHQW LG PD\ EH XS WR FKDUDFWHUV

3DVVZRUG † 7KLV LV DQ RSWLRQD0 SDVVZRUG ZKLFK LV UHTXLUHG IRU WKH DJHQW WR 0RJRQ ,I
\RX GR QRW HQWHU D YD0XH LQWR WKLV ILH0G WKHQ QR SDVVZRUG ZL00 EH UHTXLUHG ZKHQ WKH
DJHQW 0RJV LQWR D VWDWLRQ

$JHQW JRHV WR UHDG\ VWDWH ZKHQ FD00 HQGV † 7KLV GHWHUPLQHV ZKDW VWDWH WKH DJHQW ZL00
WUDQVLWLRQ WR ZKHQ WKH 0DVW FD00 LV GLVFRQQHFWHG IURP WKH VWDWLRQ ,I WKH FKHFNER[LV
FKHFNHG WKHQ WKH DJHQW ZL00 DXWRPDWLFD00\ PRYH WR WKH 5($' < VWDWH DQG UHFHLYH WKH
QH[W DYDL0DE0H FD00 ,I QRW FKHFNHG WKH DJHQW ZL00 WUDQVLWLRQ WR WKH 127 5($' < VWDWH
DQG ZL00 KDYH WR PDQXD00\ FKDQJH WKH DJHQW VWDWH 7KH DJHQW FDQ RYHUULGH WKLV E\
VHWWLQJ WKH DJHQW VWDWH ZKL0H RQ WKH FRQQHFWHG FD00 L H QH[W VWDWH

*URXSV WKLV DJHQW PD\ 0RJ LQWR † 7KLV LV DQD0RJRXV WR WKH DJHQW JURXS GLD0RJ LW
GHWHUPLQHV ZKLFK JURXSV WKH DJHQWV PD\ 0RJ LQWR DQG ILH0G FD00V IRU ,I WKH DJHQW LV QRW
SDUW RI DQ\ JURXS WKHQ LW ZL00 QHYHU UHFHLYH $&' FD00V HYHQ ZKHQ LQ WKH 5($' < VWDWH

Editing an existing agent

7R HGLW DQ H[LVWLQJ DJHQW VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H FOLFN RQ LW RU ULJKW
FOLFN RQ LW DQG VH0HFW 3URSHUWLHV

Stations

7KH DJHQW VWDWLRQV DUH VLQJX0DU SKRQH GHYLFHV ZKLFK VXSSRUW D VLQJ0H DJHQW DW D WLPH DQG FDQ DFFHSW DQG S0DFH FD00V WR RWKHU VWDWLRQV RU WUXQNV

Adding a new station

7R DGG D QHZ VWDWLRQ HLWKHU F0LFN WKH QHZ VWDWLRQ EXWWRQ ▄▄ RU XVH WKH $GG 6WDWLRQ PHQX RSWLRQ 7KLV ZL00 GLVS0D\ D GLD0RJ 0LNH

' LD0DE0H 1XPEHU † 7KLV LV WKH VWDWLRQ H[WHQVLRQ ,W PXVW EH EHWZHHQ DQG 7KH GHIDX0W YD0XH LV WKH QH[W DYDL0DE0H VWDWLRQ JLYHQ WKH FXUUHQW FRQILJXUDWLRQ

' HVFULSWLRQ † 7KLV LV WKH WH[WXD0 GHVFULSWLRQ RI WKH VWDWLRQ

*URXSV ZKLFK PD\ 0RJ RQWR WKLV VWDWLRQ GHYLFH † 7KLV GHWHUPLQHV ZKLFK DJHQWV EDVHG RQ WKH DJHQW JURXSV PD\ XVH WKLV VWDWLRQ GHYLFH ,I QRQH DUH VH0HFWHG WKHQ DQ\ JURXS PD\ 0RJ LQWR WKH VWDWLRQ

Editing an existing station

7R HGLW DQ H[LVWLQJ VWDWLRQ VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H F0LFN RQ LW RU ULJKW F0LFN RQ LW DQG VH0HFW 3URSHUWLHV

ACD Queues

7KH $&' TXHXH UHSUHVHQWV WKH TXHXH IRU D VLQJ0H DJHQW JURXS 7KLV GHYLFH PD\ QRW EH FUHDWHG GLUHFW0\ LQVWHDG FUHDWH DQ DJHQW JURXS DQG KDV QR GLUHFW SURSHUWLHV WR FKDQJH RU YLHZ

Trunks

7KH WUXQN GHYLFHV UHSUHVHQW HQG SRLQWV IRU FD00V : KHQ DQ LQFRPLQJ FD00 FRPHV LQWR WKH VZLWFK LW LV ILUVW QRWLFHG RQ D WUXQN GHYLFH &RQYHUVH0\ ZKHQ DQ RXWJRLQJ FD00 LV S0DFHG ZLWK DQ RXW RI VZLWFK GHVLJQDWLRQ ¶·IR00RZHG E\ PRUH WKDQ GLJLWV D WUXQN LV D00RFDWHG IRU WKH FD00 WUDIILF 7UXQNV DUH FRQVLGHUHG 0LPLWHG UHVRXUFHV DQG LQFRPLQJ RXWJRLQJ FD00V DUH UHMHFWHG ZKHQ D00 WKH WUXQNV DUH XVHG -3%; D00RZV IRU XS WR WUXQNV WR EH GHILQHG LQ WKH V\VWHP

Adding a new trunk

7R DGG D QHZ VWDWLRQ HLWKHU F0LFN WKH QHZ WUXQN EXWWRQ▄▄ RU XVH WKH $GG 7UXQN PHQX RSWLRQ 7KLV ZL00 GLVS0D\ D GLD0RJ 0LNH
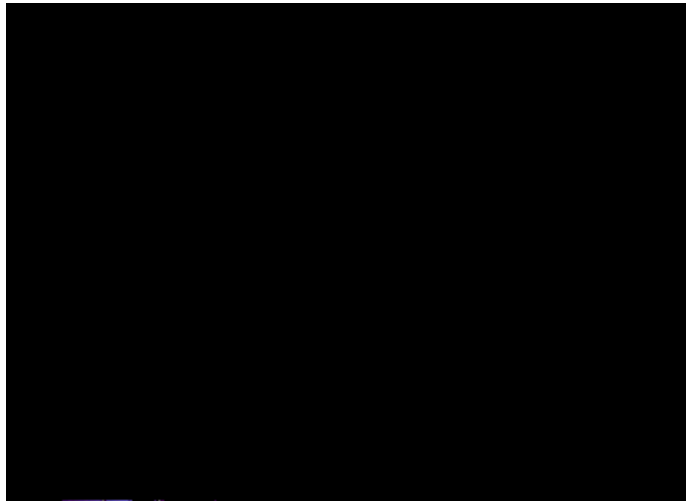
7UXQN ,GHQWLILHU † 7KLV LV WKH XQLTXH QXPHULF LGHQWLILHU DVVLJQHG E\ -3%; ZKHQ WKH WUXQN LV FUHDWHG ,QLWLD00\ LW ZL00 EH]HUR EXW LI WKH SURSHUWLHV DUH HGLWHG 0DWHU WKH LGHQWLILHU ZL00 EH EHWZHHQ DQG

7UXQN 6WDWXV 7KLV LV WKH FXUUHQW VWDWH RI WKH WUXQN 1RUPD00\ LW ZL00 EH 2Q0LQH EXW LI \RX ZDQW WR PDNH WKH WUXQN XQDYDL0DE0H IRU WUDIILF IRU VRPH UHDVRQ LW PD\ EH PDUNHG 2II0LQH DQG LW ZL00 LJQRUHG E\ -3%; XQWL0 PDGH DYDL0DE0H RQFH PRUH

Editing an existing trunk

7R HGLW DQ H[LVWLQJ WUXQN VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H F0LFN RQ LW RU ULJKW F0LFN RQ LW DQG VH0HFW 3URSHUWLHV

Route Points

7KH URXWH SRLQW REMHFW ZDWFKHV LQFRPLQJ FD00 DFWLYLW\ RQ WUXQNV DQG SHUIRUPV
DXWRPDWHG RU SURJUDPPDWLF WUDQVIHUV WR D VWDWLRQ 958 RU TXHXH ,I D WUXQN GRHV QRW
KDYH D URXWH SRLQW DVVLJQHG WR LW LQFRPLQJ FD00V ZL00 VLW RQ WKH WUXQN XQWL0 UH0HDVHG

Adding a new route point

7R DGG D QHZ VWDWLRQ HLWKHU F0LFN WKH QHZ URXWH SRLQW EXWWRQ ▬ RU XVH WKH $GG 5RXWH
3RLQW PHQX RSWLRQ 7KLV ZL00 GLVS0D\ D GLD0RJ 0LNH

◼

' LD0DE0H 1XPEHU † 7KLV LV WKH URXWH SRLQW H[WHQVLRQ ,W PXVW EH EHWZHHQ   DQG
        7KH GHIDX0W YD0XH LV WKH QH[W DYDL0DE0H H[WHQVLRQ JLYHQ WKH FXUUHQW FRQILJXUDWLRQ

' HVFULSWLRQ † 7KLV LV WKH WH[WXD0 GHVFULSWLRQ RI WKH URXWH SRLQW

7UXQN GHYLFHV † 7KLV 0LVWV D00 WKH GHILQHG WUXQNV LQ WKH V\VWHP DQG D00RZV IRU RQH RU
PRUH WR EH VH0HFWHG 7KLV URXWH SRLQW ZL00 PDQDJH D00 VH0HFWHG WUXQNV 1RWH WKDW LI PRUH
WKDQ RQH URXWH SRLQW VH0HFWV WKH VDPH WUXQN WKH ILUVW URXWH SRLQW E\ H[WHQVLRQ ZL00
DFWXD00\ PDQDJH WKH WUXQN GHYLFH

$XWR 5RXWH † 7KLV GHWHUPLQHV ZKHWKHU WKH URXWH SRLQW DXWRPDWLFD00\ URXWHV LQFRPLQJ
FD00V ,I VH0HFWHG WKH RWKHU FRQWUR0V EHFRPH HQDE0HG DQG VHWWDE0H

$00RZ SURJUDPPDWLF 5RXWH † 7KLV GHWHUPLQHV ZKHWKHU DQ RXWVLGH URXWLQJ FRPPDQG
FDQ LQI0XHQFH WKLV URXWH SRLQW ,I WKLV LV QRW FKHFNHG URXWH FRPPDQGV LVVXHG WKURXJK
WKH VZLWFK LQWHUIDFH ZL00 EH UHMHFWHG IRU WKLV URXWH SRLQW

: DLW IRU« † 7KLV GHWHUPLQHV WKH QXPEHU RI VHFRQGV WKDW WKH URXWH SRLQW ZDLWV EHIRUH
PDNLQJ D URXWLQJ GHFLVLRQ   ,I WKH SURJUDPPDWLF URXWH RSWLRQ LV VH0HFWHG WKLV LV WKH
QXPEHU RI VHFRQGV WKH URXWH SRLQW ZDLWV IRU D URXWH FRPPDQG

&RPPDQG † 7KLV LV WKH FRPPDQG WR H[HFXWH RQFH WKH ZDLW WLPH KDV EHHQ UHDFKHG   ,W
FDQ EH
        D ' R QRWKLQJ † ' R QRWKLQJ 0HW WKH FD00 VLW XQWL0 VRPHWKLQJ H[WHUQD0 LQI0XHQFHV
           LW
        E 7UDQVIHU WR † 7UDQVIHU WKH FD00 WR WKH 7UDQVIHU7R H0HPHQW
        F ' URS &D00 † ' LVFRQQHFW WKH FD00

7UDQVIHU7R † 7KLV LV D 0LVW RI YD0LG VWDWLRQV 958V DQG TXHXHV ZKLFK FD00V PD\ EH
WUDQVIHUUHG WR E\ WKLV URXWH SRLQW   7KLV LV RQ0\ DYDL0DE0H LI WKH 7UDQVIHU7R RSWLRQ LV
VH0HFWHG LQ WKH &RPPDQG ER[2Q0\ RQH 0LQH PD\ EH VH0HFWHG

 Editing an existing route point

7R HGLW DQ H[LVWLQJ URXWH SRLQW VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H F0LFN RQ LW RU
ULJKW F0LFN RQ LW DQG VH0HFW 3URSHUWLHV

Predictive Dialers

7KH SUHGLFWLYH GLDOHU GHYLFH LV DQ RXWJRLQJ GHYLFH ZKLFK S0DFHV D FD00 WR DQ RII VZLWFK GHVWLQDWLRQ GHWHFWV WKH DQVZHU W\SH DQG LI DQVZHUHG E\ D SHUVRQ RSWLRQD00\ WUDQVIHUV WKH FD00 WR D VWDWLRQ 958 RU TXHXH

Adding a new dialer

7R DGG D QHZ VWDWLRQ HLWKHU F0LFN WKH QHZ GLD0HU EXWWRQ RU XVH WKH $GG ' LD0HU PHQX RSWLRQ 7KLV ZL00 GLVS0D\ D GLD0RJ 0LNH
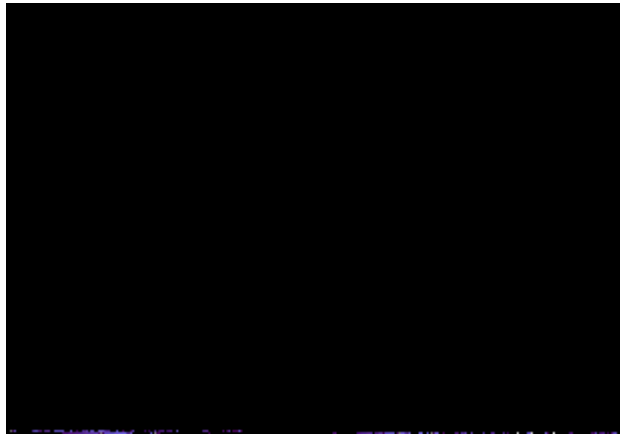

' HVFULSWLRQ † 7KLV LV WKH WH[WXD0 GHVFULSWLRQ RI WKH GLD0HU DQG LV XVHG DV WKH QDPH LQ WKH FD00HU LG LQIRUPDWLRQ ZKHQ D WUDQVIHU LV LQLWLDWHG

: KHQ D FD00 LV S0DFHG † 7KLV GHWHUPLQHV WKH HQG UHVX0W RI D SUHGLFWLYH GLD0 ,W FDQ EH RQH RI WKH IR00RZLQJ

      D $QVZHUHG E\ 0DFKLQH † 3LFNHG XS E\ DQ DQVZHULQJ PDFKLQH
      E $QVZHUHG E\ 3HUVRQ † 3LFNHG XS E\ D SHUVRQ
      F $QVZHUHG E\ XQGHWHUPLQDE0H † 3LFNHG XS EXW FRX0G EH PDFKLQH RU SHUVRQ
      G   ' HWWLQDWLRQ LV %86< † &RX0G QRW FRQQHFW GXH WR EXV\ VLJQD0
      H   1R DQVZHU † 1RERG\ DQVZHUHG WKH SKRQH
      I   3URPSW XVLQJ D GLD0RJ † 3URPSW IRU WKH UHVX0W WKURXJK D GLD0RJ
      J   5DQGRP UHVSRQVH † -3%; SLFNV D UHVSRQVH IURP D H

,I WKH GLD0RJ SURPSW RSWLRQ LV VH0HFWHG WKHQ ZKHQ WKH FD00 LV S0DFHG WKH IR00RZLQJ GLD0RJ LV VKRZQ WR D00RZ D GLUHFW UHVSRQVH IRU WKLV FD00
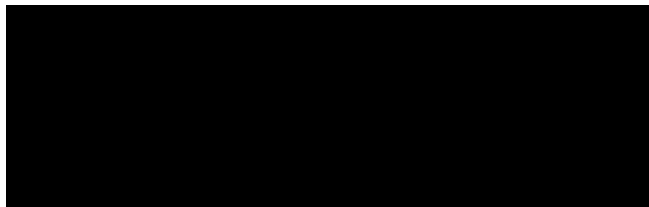
Editing an existing dialer

7R HGLW DQ H[LVWLQJ SUHGLFWLYH GLDO0HU, VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H F0LFN RQ LW, RU ULJKW F0LFN RQ LW DQG VH0HFW 3URSHUWLHV.

Interactive Voice Response Units (IVRUs)

7KH 958 LV D VWDWLRQ 0LNH GHYLFH ZKLFK LQ D SURGXFWLRQ HQYLURQPHQW ZRX0G EH XVHG WR F0DULI\ DQ LQFRPLQJ FD00 WKURXJK D UHFRUGHG PHVVDJH IR00RZHG E\ WKH UHFHLSW RI GLJLWV IURP WKH FD00HU WR GLUHFW WKH FD00 WR D GHVWLQDWLRQ EDVHG RQ WKH LQIRUPDWLRQ UHTXHVWHG E\ WKH FD00HU. 7KH VLPX0DWHG ,95 LQ -3%; LV D VLPS0H GHYLFH FDSDE0H RI UHFHLYLQJ GLJLWV IURP WKH FD00HU DQG WUDQVIHUULQJ WKH FD00 WR D VLQJ0H GHVWLQDWLRQ RQFH D WLPH 0LPLW LV UHDFKHG. ,W GRHV QRW SHUIRUP DQ\ IXQFWLRQ ZLWK WKH UHFHLYHG GLJLWV. $ PRQLWRU SURJUDP FRX0G UHFURG WKH GLJLWV DQG SHUIRUP D WUDQVIHU LWVH0I IURP WKH 958 WR DQRWKHU GHVWLQDWLRQ LI GHVLUHG.

Adding a new dialer

7R DGG D QHZ 958, HLWKHU F0LFN WKH QHZ 958 EXWWRQ 🚚 RU XVH WKH $GG 958 PHQX RSWLRQ. 7KLV ZL00 GLVS0D\ D GLD0RJ 0LNH.
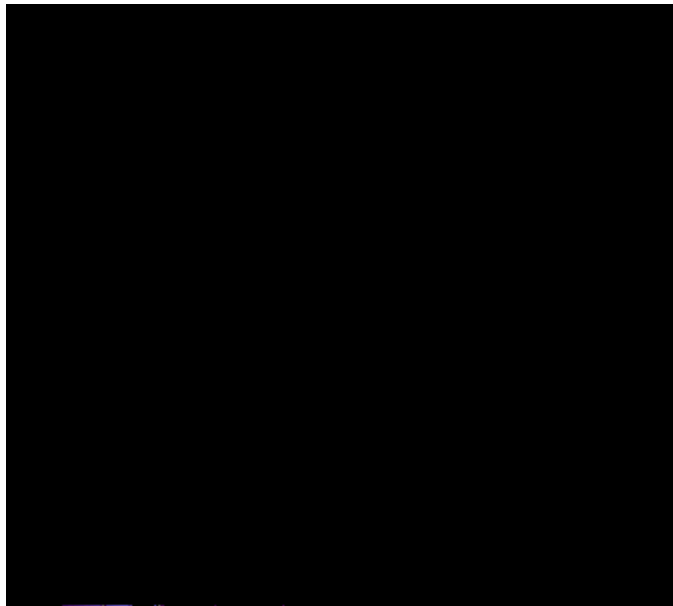
' LD0DE0H 1XPEHU † 7KLV LV WKH 958 H[WHQVLRQ. ,W PXVW EH EHWZHHQ DQG 7KH GHIDX0W YD0XH LV WKH QH[W DYDL0DE0H H[WHQVLRQ JLYHQ WKH FXUUHQW FRQILJXUDWLRQ.

' HVFULSWLRQ † 7KLV LV WKH WH[WXD0 GHVFULSWLRQ RI WKH 958.

: DLW IRU« † 7KLV GHWHUPLQHV WKH QXPEHU RI VHFRQGV WKDW WKH 958 ZDLWV EHIRUH PDNLQJ D URXWLQJ GHFLVLRQ.

&RPPDQG † 7KLV LV WKH FRPPDQG WR H[HFXWH RQFH WKH ZDLW WLPH KDV EHHQ UHDFKHG. ,W FDQ EH

 D ' R QRWKLQJ † /HW WKH FD00 VLW XQWL0 VRPHWKLQJ H[WHUQD0 LQI0XHQFHV LW
 E 7UDQVIHU WR † 7UDQVIHU WKH FD00 WR WKH 7UDQVIHU7R H0HPHQW
 F ' URS &D00 † ' LVFRQQHFW WKH FD00

7UDQVIHU7R † 7KLV LV D 0LVW RI YD0LG VWDWLRQV DQG TXHXHV ZKLFK FD00V PD\ EH WUDQVIHUUHG WR E\ WKLV 958 7KLV LV RQ0\ DYDL0DE0H LI WKH 7UDQVIHU7R RSWLRQ LV VH0HFWHG LQ WKH &RPPDQG ER[2Q0\ RQH 0LQH PD\ EH VH0HFWHG

Editing an existing VRU

7R HGLW DQ H[LVWLQJ 958 VH0HFW LW LQ WKH GHYLFH WUHH 0LVW DQG GRXE0H F0LFN RQ LW RU ULJKW F0LFN RQ LW DQG VH0HFW 3URSHUWLHV

Deleting a PBX object

7R GH0HWH DQ\ RI WKH 3%; REMHFW VLPS0\ VH0HFW WKH REMHFW LQ WKH GHYLFH WUHH 0LVW RU WKH YLHZ 0LVW RQ WKH ULJKW DQG F0LFN WKH GH0HWH EXWWRQ ✖ RU ULJKW F0LFN RQ WKH REMHFW DQG VH0HFW 'H0HWH 1RWH WKDW WKH 4XHXH REMHFW FDQQRW EH GH0HWHG GLUHFW0\ 7R GH0HWH D TXHXH GH0HWH WKH DJHQW JURXS ZKLFK LW LV FRQQHFWHG WR

Global Settings

<RX FDQ FKDQJH WKH J0RED0 SURSHUWLHV RI WKH -3%; VRIWZDUH WKURXJK WKH (GLW *0RED0 3URSHUWLHV PHQX LWHP 7KH GLD0RJ 0RRNV 0LNH
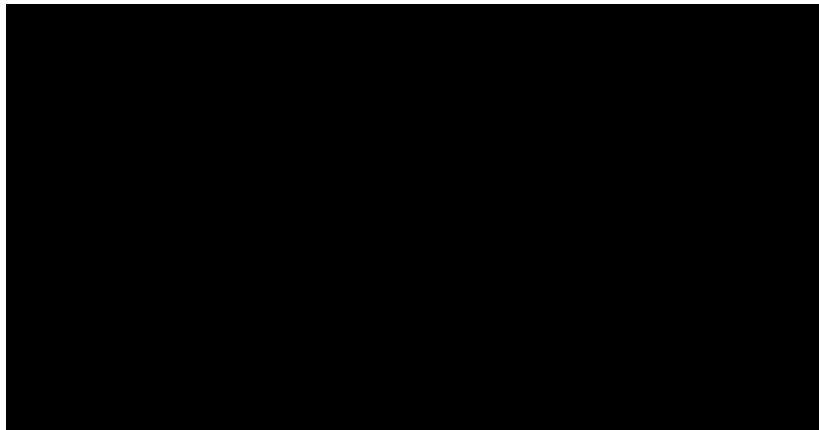
7&3 ,3 3RUW † 7KLV LV WKH SRUW WKURXJK ZKLFK F0LHQW SURJUDPV VXFK DV WKH 763 FRPPXQLFDWH WR WKH VZLWFK <RX PXVW HQVHU WKH VDPH SRUW RQ ERWK WKH VHUYHU DQG DQ\ F0LHQW SURJUDPV

(QDE0H /RJJLQJ 7KLV RSWLRQ FDXVHV WKH -3%; V\VWHP WR VWRUH LWV FRPPXQLFDWLRQ 0RJ WR GLVN 7KLV LV WXUQHG RII E\ GHIDX0W ,I VH0HFWHG \RX PXVW HQWHU D YD0LG SDWK DQG IL0HQDPH LQ WKH HGLW FRQWUR0

)L0HQDPH † 7KLV LV WKH IL0HQDPH WR VWRUH WKH -3%; 0RJ LQWR ,W LV ZULWWHQ DV WKH 0RJ LV JHQHUDWHG VR WKLV V0RZV WKH -3%; VRIWZDUH GRZQ FRQVLGHUDE0\ EXW LI \RX DUH UHSRUWLQJ D SURE0HP DJDLQVW WKH -3%; V\VWHP \RX PXVW VHQG D 0RJ LQWR -X00DU WR GHWHUPLQH WKH FDXVH RI DQ\ HUURU

Operation

Soak Test

7KH VRDN WHVW LV D JHQHUDWLRQ RI LQFRPLQJ FD00 WUDIILF RQ D FHUWDLQ LQWHUYD0 IURP WR FD00V SHU VHFRQG   ,W FDXVHV DQ LQFRPLQJ FD00 WR EH JHQHUDWHG RQ D WUXQN DQG JHW SURFHVVHG E\ WKH VLPX0DWRU DV LI LW ZHUH S0DFHG ZLWK WKH 7UXQN F0LHQW

Starting the soak test

7R VWDUW D VRDN WHVW XVH WKH 7RR0V *HQHUDWH ,QFRPLQJ 7UDIILF PHQX RSWLRQ ,W EULQJV XS D GLD0RJ 0LNH
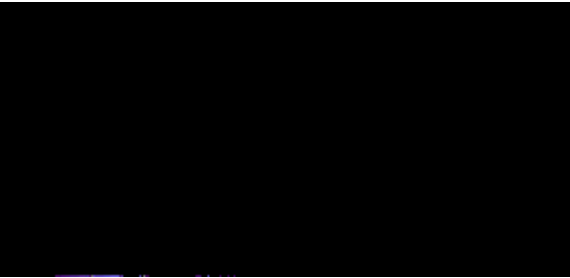
*HQHUDWH DW PRVW † 7KLV LV WKH GHQVLW\ RI WUDIILF WR JHQHUDWH ,W FDQ EH IURP   FD00V SHU VHFRQG

6WDUW † 7KLV VWDUWV WKH VRDN WHVW

2QFH D WHVW LV VWDUWHG WKH V\VWHP VWDUWV JHQHUDWLQJ LQERXQG WUXQN FD00V RQ UDQGRP DYDL0DE0H WUXQNV DW WKH UDWH JLYHQ 2QFH WKH V\VWHP LV VDWXUDWHG L H QR PRUH WUXQNV DUH DYDL0DE0H WKH WHVW VWRSV XQWL0 D WUXQN LV DYDL0DE0H DW ZKLFK SRLQW LW UHVXPHV RSHUDWLRQ 7KH VWDWLVWLFV YLHZ ZL00 FKDQJH WR UHI0HFW WKDW D VRDN WHVW LV UXQQLQJ DQG ZL00 0RRN 0LNH

Stopping the soak test

7R VWRS DQ DFWLYH VRDN WHVW XVH WKH 7RR0V *HQHUDWH ,QFRPLQJ 7UDIILF PHQX RSWLRQ DQG SUHVV WKH 6WRS EXWWRQ RQ WKH GLD0RJ

Monitoring the active call list on a line

,I \RX ZRX0G 0LNH WR VHH WKH DFWLYH FD00V RQ D SDUWLFX0DU 0LQH \RX FDQ VH0HFW WKH 0LQH LQ WKH GHYLFH WUHH 0LVW RU RQ WKH 0LVW YLHZ IRU WKH 0LQH W\SH DQG ULJKW F0LFN WKH 0LQH   6H0HFW &D00 /LVW IURP WKH FRQWH[W PHQX DQG LW ZL00 GLVS0D\ D PRYDE0H QRQ PRGD0 GLD0RJ ZKLFK 0RRNV 0LNH
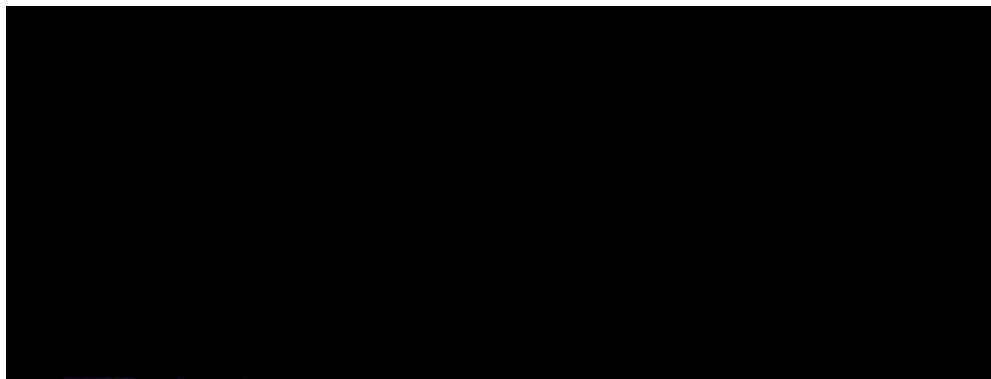
&D00 ,' † 7KLV LV WKH XQLTXH   ELW QXPEHU DVVLJQHG E\ WKH 3%; IRU WKH FD00

6WDWH † 7KLV LV WKH FXUUHQW VWDWH RI WKH FD00   2Q D WUXQN WKH FD00 LV D0ZD\V LQ WKH 81. 12: 1 VWDWH

$1, † 7KLV LV WKH FD00HU LQIRUPDWLRQ LQ · 1$O(180%(5µ IRUPDW

' 1,6 † 7KLV LV WKH FD00HG QXPEHU LQIRUPDWLRQ LQ · 1$O(180%(5µ IRUPDW

7KLV ZLQGRZ ZL00 UHPHPEHU LW•V VL]H DQG SRVLWLRQ WKH QH[W WLPH LW LV RSHQHG

Station Client

7R VLPX0DWH WKH SUHVHQFH RI DJHQWV RQ WKH VZLWFK D VRIWZDUH VWDWLRQ F0LHQW LV SURYLGHG ZLWK -3%;   ,W LV D VHSDUDWH H[HFXWDE0H LQVWD00HG LQ WKH VDPH GLUHFWRU\ DV WKH VHUYHU 7KH QDPH RI WKH H[HFXWDE0H LV -367$7,21 (; (DQG LW PD\ EH PRYHG WR DQ\ PDFKLQH RQ WKH VDPH QHWZRUN LI \RX GRQ•W ZDQW WR UXQ LW RQ WKH VDPH PDFKLQH DV WKH 3%; VLPX0DWRU

7R UXQ WKH VWDWLRQ F0LHQW HLWKHU UXQ WKH H[HFXWDE0H GLUHFW0\ XVLQJ WKH 6WDUW OHQX 5XQ FRPPDQG RU WKURXJK WKH VLPX0DWRU 7RR0V 6RIW3KRQH RSWLRQ   7KLV ZL00 UXQ WKH VWDWLRQ F0LHQW RQ WKH VDPH PDFKLQH DV WKH VLPX0DWRU ,I \RX ZDQW WR UXQ WKH VWDWLRQ RQ DQRWKHU PDFKLQH \RX ZL00 KDYH WR FRS\ WKH -367$7,21 (; (IL0H DQG UXQ LW \RXUVH0I

1RWH <RX VKRX0G D0ZD\V PDNH VXUH WR GURS DQ\ FD00V EHIRUH H[LWLQJ WKH VWDWLRQ VRIWZDUH ([LWLQJ WKH VRIWZDUH GRHV QRW GURS DQ\ DFWLYH FD00V † WKH\ VWD\ DFWLYH XQWL0 \RX UH 0RJLQ WR WKH VWDWLRQ DQG GURS WKHP RU XVH DQRWKHU WRR0 WR VHQG WKH DSSURSULDWH 3%; FRPPDQG WR UHPRYH WKHP
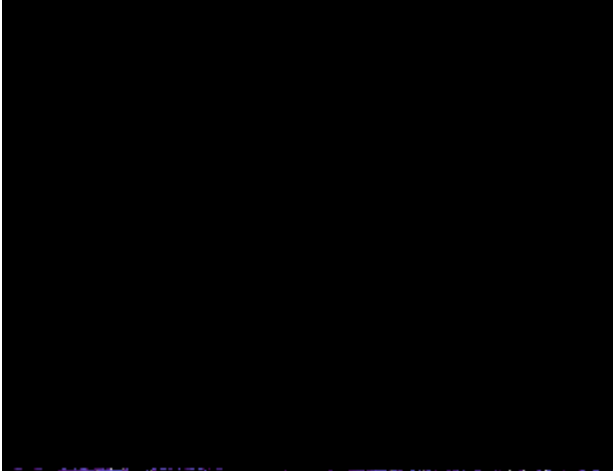
2QFH \RX VWDUW WKH VWDWLRQ LW ZL00 GLVS0D\ D GLD0RJ ZKLFK 0RRNV 0LNH D W\SLFD0 $&' VWDWLRQ
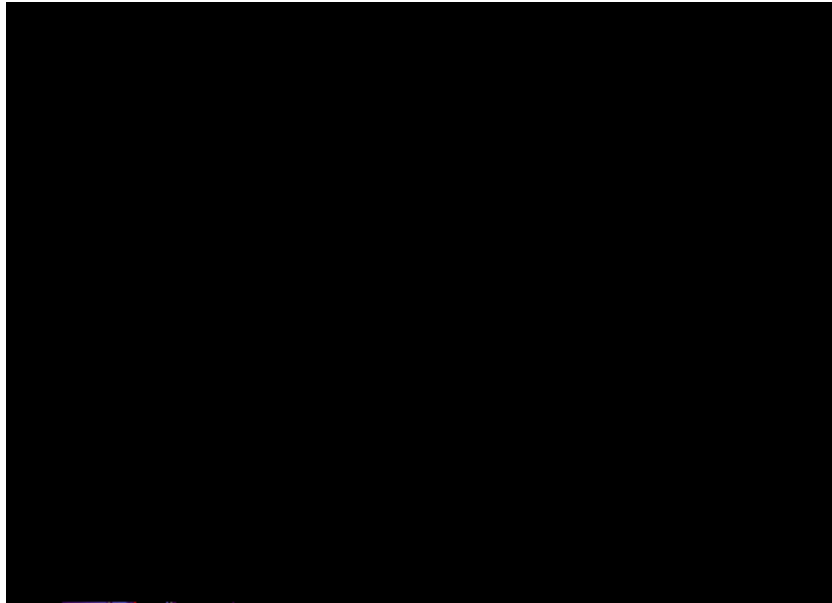
1RWH WKDW D00 RI WKH EXWWRQV H[FHSW 6LJQ 2Q DUH GLVDE0HG XSRQ VWDUWXS 7KLV LV EHFDXVH WKH VWDWLRQ LV QRW DFWLYDWHG DQG KDV QR DJHQW VLJQHG LQWR LW 7KH ILUVW VWHS LQ XVLQJ WKH VWDWLRQ LV WR VLJQ LQ

Sign In

7R VLJQ LQWR WKH 3%; SUHVV WKH 6LJQ 2Q EXWWRQ WKH IR00RZLQJ GLD0RJ ZL00 EH GLVS0D\HG

,3 $GGUHVV † 7KLV LV WKH 7&3 ,3 DGGUHVV RI WKH –3%; VLPX0DWRU ,I LW LV RQ WKH VDPH PDFKLQH VLPS0\ XVH WKH ,3 DGGUHVV 2WKHUZLVH XVH WKH ,3 DGGUHVV RI WKH PDFKLQH RQ WKH QHWZRUN WKDW LV UXQQLQJ WKH –3%; VRIWZDUH

3RUW † 7KLV LV WKH QXPHULF SRUW IURP † WKDW WKH VHUYHU LV 0LVWHQLQJ WR 7KLV LV FRQILJXUHG LQ WKH *0RED0 6HWWLQJV RI WKH –3%; VRIWZDUH DQG GHIDX0WV WR 8Q0HVV \RX KDYH FKDQJHG WKLV YD0XH LQ WKH –3%; VHWWLQJV XVH WKLV YD0XH

([WHQVLRQ † 7KLV LV WKH H[WHQVLRQ VWDWLRQ WR 0RJ LQWR 7KLV QRUPD00\ ZRX0G EH KDUG FRGHG LQWR WKH VWDWLRQ KDUGZDUH EXW FDQQRW EH GRQH KHUH VLQFH WKLV LV D VRIWZDUH PHPX0DWRU 7KLV VKRX0G EH D VWDWLRQ GHILQHG LQ WKH 3%; KDUGZDUH WKDW KDV QR RWKHU VRIWZDUH F0LHQW DVVRFLDWHG ZLWK LW

$JHQW ,' † 7KLV LV WKH DJHQW LG WR 0RJ WKLV VWDWLRQ LQ ZLWK ,W PXVW EH DQ H[LVWLQJ DJHQW WKDW LV QRW 0RJJHG LQWR DQ\ RWKHU VWDWLRQ

3DVVZRUG † 7KLV LV WKH RSWLRQD0 SDVVZRUG IRU WKH DJHQW LG JLYHQ ,I D SDVVZRUG LV GHILQHG LQ WKH DJHQW SURIL0H LW VKRX0G EH VSHFLILHG KHUH ,I QR SDVVZRUG ZDV HQWHUHG IRU WKLV DJHQW WKHQ WKLV ILH0G VKRX0G EH 0HIW E0DQN

2QFH 2. LV SUHVVHG WKH 0RJRQ FRPPDQG ZL00 EH VHQW WR WKH –3%; VLPX0DWRU ,I QR VLPX0DWRU LV GHWHFWHG DW WKH ,3 DGGUHVV SRUW DQ HUURU ER[ZL00 EH GLVS0D\HG
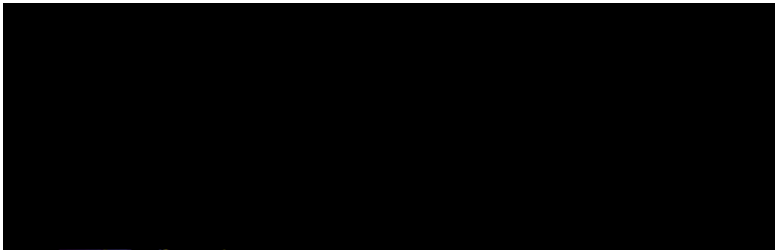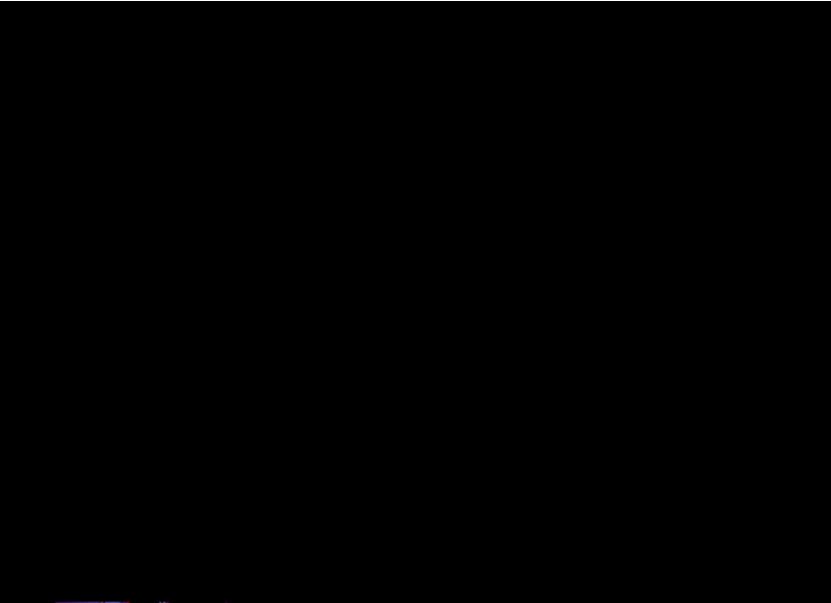
Errors

,I DQ\ HUURU RFFXUV GXULQJ DQ RSHUDWLRQ RQ WKH VWDWLRQ WKH VSHFLILF HUURU WKDW RFFXUUHG ZL00 EH GLVS0D\HG LQ WKH VWDWXV EDU RI WKH VWDWLRQ VRIWZDUH

Phone Components

2QFH D VXFFHVVIX0 0RJRQ KDV RFFXUUHG WKH SKRQH XQLW ZL00 EHFRPH DYDL0DE0H

7KH YDULRXV FRPSRQHQWV RI WKH SKRQH VWDWLRQ DUH

' LVS0D\ † 7KLV DUHD LV XSGDWHG GLUHFW0\ E\ WKH -3%; VRIWZDUH DQG LQGLFDWHV WKH FXUUHQW VWDWH RI WKH VWDWLRQ IURP WKH 3%; •V SHUVSHFWLYH ,W KDV VHYHUD0 IRUPV

: KHQ QR FD00V DUH SHQGLQJ RQ WKH VWDWLRQ WKH GLVS0D\ ZL00 0RRN 0LNH

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$*(17 67$7(                                    ' $7( 7,O(
```

: KHQ D FD00 LV DFWLYH RQ WKH VWDWLRQ WKH IR00RZLQJ LQIRUPDWLRQ ZL00 EH DYDL0DE0H

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$&7,9( &$// 1(7: 25. ,1)2
                                          ; &$//6 3(1' ,1*
```

7KH ·; &$//6 3(1' ,1*µ ILH0G ZL00 RQ0\ EH SUHVHQW LI WKHUH DUH KR0GLQJ RU RIIHULQJ FD00V RQ WKH VWDWLRQ : KHQ D FRQIHUHQFH LV FUHDWHG WKH IR00RZLQJ GLVS0D\ ZL00 EH JHQHUDWHG

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&21)(5(1&('
67$7,216 &21)(5(1&( ,1
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: KHQ DQ RXWJRLQJ FD00 LV S0DFHG WKH IR00RZLQJ GLVS0D\ ZL00 EH SUHVHQW

',*,76 ',$/('

                                                          ; &$//6 3(1',1*

7KH ·; &$//6 3(1',1*µ ILH0G ZL00 RQ0\ EH SUHVHQW LI WKHUH DUH KR0GLQJ RU RIIHULQJ FD00V RQ WKH VWDWLRQ

' LJLW %XWWRQV † 7KH GLJLW EXWWRQV UHSUHVHQW WKH QRUP0 KDQGVHW RSHUDWLRQV RI D
' 7O) SKRQH   7KH\ DUH XVHG WR HQWHU SKRQH QXPEHUV DQG WR JHQHUDWH WRQHV RQ DQ DFWLYH FD00
$JHQW 6WDWH EXWWRQV   7KHVH EXWWRQV LQF0XGH WKH 5HDG\ 6LJQ 2II DQG &D00 : RUN EXWWRQV DQG FDXVH WKH DJHQW VWDWH WR EH DGMXVWHG HLWKHU LPPHGLDWH0\ LI WKHUH LV QR DFWLYH FD00 RU ULJKW DIWHU D00 FD00V DUH UH0HDVHG   7KH 6LJQ 2II EXWWRQ FDQ RQ0\ EH XVHG ZKHQ WKH DJHQW LV LQ WKH 1RW 5HDG\ VWDWH
6SHFLD0)XQFWLRQ EXWWRQV † 7KHVH EXWWRQV LQF0XGH WKH 7UDQVIHU &RQIHUHQFH +R0G DQG 5H0HDVH EXWWRQV   7KH\ SHUIRUP VSHFLD0 IXQFWLRQV GRFXPHQWHG EH0RZ
/LQH %XWWRQV † 7KHVH EXWWRQV D00RZ WKH DJHQW WR PRYH EHWZHHQ WKH DFWLYH FD00V RQ WKH VWDWLRQ   (DFK VWDWLRQ PD\ KDYH XS WR WKUHH DFWLYH FD00V DW DQ\ JLYHQ WLPH

To Sign off

7R VLJQ RII WKH VWDWLRQ WKH DJHQW PXVW EH LQ WKH 1RW 5HDG\ 6WDWH DV LQGLFDWHG E\ WKH GLVS0D\   7R FKDQJH WR WKH 1RW 5HDG\ VWDWH VHH WKH VHFWLRQ RQ FKDQJLQJ DJHQW VWDWHV
: KHQ WKLV EXWWRQ LV SUHVVHG DQG FRPS0HWHV VXFFHVVIX00\ WKH FRQQHFWLRQ WR WKH 3%; LV GURSSHG DQG WKH VWDWLRQ UHYHUWV WR XQDYDL0DE0H

Agent states

7KH DJHQW D0ZD\V VWDUWV LQ WKH 1RW 5HDG\ 6WDWH ZKHQ ILUVW 0RJJHG RQ   7KH 5HDG\ EXWWRQ D00RZV WKH DJHQW WR PRYH EHWZHHQ WKH 5HDG\ DQG 1RW 5HDG\ VWDWHV   7KH &D00 : RUN EXWWRQ D00RZV WKH DJHQW WR PRYH EHWZHHQ WKH ,Q &D00 : RUN DQG 1RW 5HDG\ VWDWHV 6LPS0\ SUHVV WKH EXWWRQ WR VZLWFK WKH VWDWH   ,I WKHUH DUH DQ\ FD00V RQ WKH VWDWLRQ WKH VWDWH ZL00 QRW EH UHI0HFWHG XQWL0 D00 FD00V DUH UH0HDVHG DW ZKLFK SRLQW WKH GHVLUHG VWDWH LV HQWHUHG

' HSHQGLQJ RQ WKH VZLWFK FRQILJXUDWLRQ WKH DJHQW PD\ QRUPD00\ PRYH WR WKH 5HDG\ VWDWH ZKHQ WKH ILQD0 FD00 LV GLVFRQQHFWHG VHH $JHQW 3URSHUWLHV E\ SUHVVLQJ WKH &D00 : RUN RU 5HDG\ EXWWRQ WKLV FDQ EH FKDQJHG E\ WKH DJHQW

To place a call

7R S0DFH DQ RXWJRLQJ FD00 WKH DJHQW PXVW EH LQ WKH 1RW 5HDG\ VWDWH   7KHQ SUHVV DQ DYDL0DE0H 0LQH NH\ IURP WKH 0LQH EXWWRQV

_____ ____

7KH EXWWRQ ZL00 GHSUHVV DQG WKH GLVS0D\ ZL00 FKDQJH WR (17(5 18O%(5
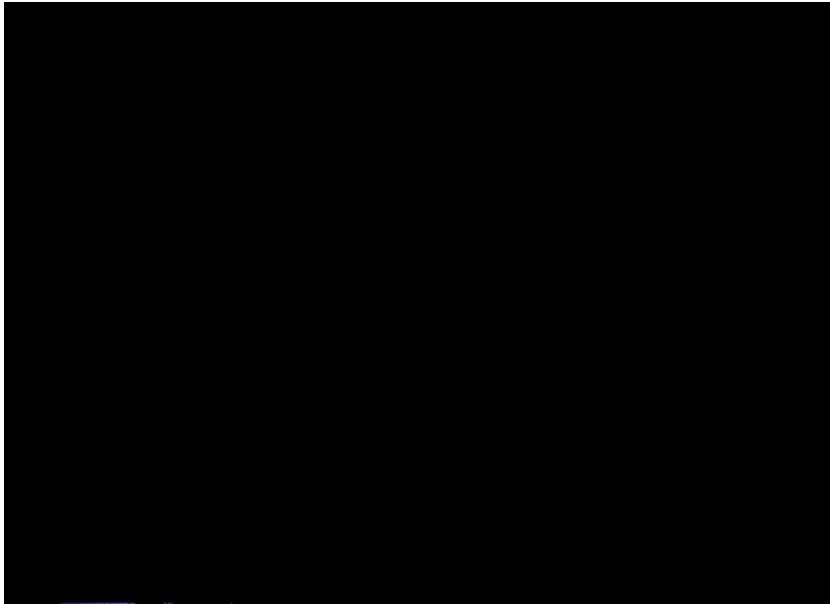
7\SH LQ WKH QXPEHU WKDW ZLOO EH WKH GHVWLQDWLRQ XVLQJ WKH GLJLW NH\SDG 7KLV FDQ EH DQRWKHU VWDWLRQ RU D 958 ,I \RX ZDQW WR SODFH DQ RXWJRLQJ WUXQN FDOO GLDO ¶ · EHIRUH WKH QXPEHU DQG PDNH VXUH WR GLDO PRUH WKDQ GLJLWV

2QFH \RX DUH GRQH GLDOLQJ WKH QXPEHU SUHVV WKH (17(5 NH\ WR VHQG WKH UHTXHVW WR WKH 3%; ,I DQ HUURU RFFXUV WKH WH[W ZLOO DSSHDU LQ WKH VWDWXV ER[,I WKH FDOO LV VXFFHVVIXO WKH GLVSOD\ ZLOO FKDQJH DQG WKH EXWWRQ WH[W ZLOO EH DOWHUHG WR UHIOHFW WKH FDOOHG LQIRUPDWLRQ

To place a call on hold

(LWKHU SUHVV WKH +ROG EXWWRQ ZKLOH \RX DUH RQ WKH VHOHFWHG FDOO RU SUHVV WKH /,1(EXWWRQ IRU DQRWKHU FDOO ZKLFK ZLOO DXWRPDWLFDOO\ SODFH WKH DFWLYH FDOO RQ KROG

To retrieve a call off hold

7R UHWULHYH D KROGLQJ FDOO VLPSO\ SUHVV WKH /,1(EXWWRQ WKDW FRUUHVSRQGV WR WKH FDOO

To disconnect a call

ODNH VXUH WKH GHVLUHG FDOO LV DFWLYH WKH /,1(EXWWRQ LV GHSUHVVHG DQG SUHVV WKH 5(/($6(EXWWRQ ,I VXFFHVVIXO WKH /,1(EXWWRQ ZLOO EH UHVWRUHG WR QRUPDO DQG WKH GLVSOD\ ZLOO FKDQJH

To transfer a call

7R WUDQVIHU D FDOO WR DQRWKHU VWDWLRQ SODFH WKH JLYHQ FDOO RQ +ROG GLDO WKH WDUJHW SDUW\ WR WUDQVIHU WKH FDOO WR DQG SUHVV WKH 75$16)(5 EXWWRQ

To conference two or more calls together

'LDO HDFK SDUW\ ZKLFK ZLOO EH D 0HJ LQ WKH FRQIHUHQFH SODFLQJ HDFK RQ KROG DV QHFHVVDU\ 3UHVV WKH &21)(5(1&(EXWWRQ WR UHWULHYH DOO WKH FDOOV LQWR D FRQIHUHQFH ,I VXFFHVVIXO DOO WKH EXWWRQV LQ TXHVWLRQ ZLOO GHSUHVV DQG WKH GLVSOD\ ZLOO FKDQJH WR UHIOHFW D FRQIHUHQFH

To break a conference

7R GHVWUR\ D FUHDWHG FRQIHUHQFH VLPS0\ SUHVV RQH RI WKH 0LQH EXWWRQV WR S0DFH D00 RWKHU SDUWLHV RQ KR0G 2QFH WKLV LV GRQH WKH FRQIHUHQFH LV EURNHQ LQWR VHSDUDWH FD00V ZLWK RQ0\ RQH FD00 DFWLYH WKH RQH SUHVVHG <RX PD\ WKHQ GURS RQH RU PRUH SDUWLHV DQG UH FRQIHUHQFH LI GHVLUHG

Trunk Client

7R VLPX0DWH VLQJ0H LQFRPLQJ WUXQN FD00V RQ WKH VZLWFK D VRIWZDUH WUXQN F0LHQW LV SURYLGHG ZLWK -3%; ,W LV D VHSDUDWH H[HFXWDE0H LQVWD00HG LQ WKH VDPH GLUHFWRU\ DV WKH VHUYHU 7KH QDPH RI WKH H[HFXWDE0H LV -37581. (; (DQG LW PD\ EH PRYHG WR DQ\ PDFKLQH RQ WKH VDPH QHWZRUN LI \RX GRQ·W ZDQW WR UXQ LW RQ WKH VDPH PDFKLQH DV WKH 3%; VLPX0DWRU

7R UXQ WKH WUXQN F0LHQW HLWKHU UXQ WKH H[HFXWDE0H GLUHFW0\ XVLQJ WKH 6WDUW 0HQX 5XQ FRPPDQG RU WKURXJK WKH VLPX0DWRU 7RR0V 7UXQN &0LHQW RSWLRQ 7KLV ZL00 UXQ WKH WUXQN F0LHQW RQ WKH VDPH PDFKLQH DV WKH VLPX0DWRU ,I \RX ZDQW WR UXQ WKH WUXQN VRIWZDUH RQ DQRWKHU PDFKLQH \RX ZL00 KDYH WR FRS\ WKH -37581. (; (IL0H DQG UXQ LW \RXUVH0I

2QFH \RX VWDUW WKH WUXQN LW ZL00 GLVS0D\ D GLD0RJ ZKLFK 0RRNV 0LNH
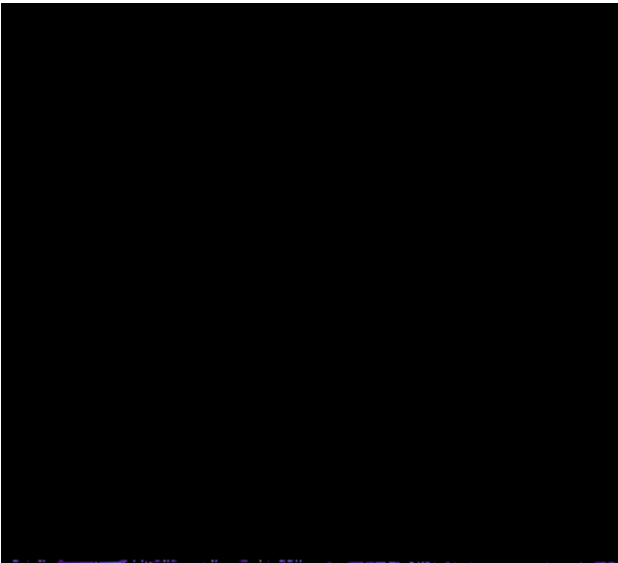
,3 $GGUHVV † 7KLV LV WKH 7&3 ,3 DGGUHVV RI WKH -3%; VLPX0DWRU ,I LW LV RQ WKH VDPH PDFKLQH VLPS0\ XVH WKH ,3 DGGUHVV 2WKHUZLVH XVH WKH ,3 DGGUHVV RI WKH PDFKLQH RQ WKH QHWZRUN WKDW LV UXQQLQJ WKH -3%; VRIWZDUH

3RUW † 7KLV LV WKH QXPHULF SRUW IURP † WKDW WKH VHUYHU LV 0LVWHQLQJ WR 7KLV LV FRQILJXUHG LQ WKH *0RED0 6HWWLQJV RI WKH -3%; VRIWZDUH DQG GHIDX0WV WR 8Q0HVV \RX KDYH FKDQJHG WKLV YD0XH LQ WKH -3%; VHWWLQJV XVH WKLV YD0XH

1XPEHU WR GLD0 † 7KLV LV WKH ′ 1,6 IRU WKH LQFRPLQJ WUXQN FD00 7KLV UHSUHVHQWV WKH QXPEHU WKDW WKH FD00HU GLD0HG ZKLFK JRW WKHP WR D WUXQN 7KLV D00RZV \RX WR XVH DQ\ QXPEHU DQG VHH KRZ URXWLQJ E\ ′ 1,6 PLJKW EH DFFRPS0LVKHG

1DPH † 7KLV LV WKH QDPH RI WKH FD00HU $1,   ,W PD\ EH E0DQN

1XPEHU † 7KLV LV WKH QXPEHU RI WKH FD00HU $1,   ,W PD\ EH E0DQN

To place a call

(QWHU WKH DSSURSULDWH LQIRUPDWLRQ LQWR WKH GLD0RJ DQG SUHVV WKH 6WDUW EXWWRQ 7KLV ZL00 FDXVH D WUXQN WR EH D00RFDWHG DQG D QHZ LQFRPLQJ FD00 ZL00 EH S0DFHG LQWR WKH VZLWFK

To stop a call

7R VWRS WKH FD00 VLPS0\ SUHVV WKH VDPH EXWWRQ 0DEH0HG 6WRS RQFH D FD00 LV VXFFHVVIX00\ S0DFHG   7KLV ZL00 VLPX0DWH D F0LHQW KDQJLQJ XS WKH SKRQH RQ WKH IDU HQG RI WKH WUXQN