

Channel Alert..

.. limits exceeded

During the last 60 minute period, we identified that some calls placed on your wholesaler account exceeded configured values. In order for calls to pass successfully, there must be sufficient capacity available on both the wholesaler level and the customer level.

Wholesaler Details

Wholesaler Name	Test Wholesaler1
Report Period	12th October 2015, 10:00- 11:00
Reporting Email Contact	reportsWholesaler@voyager.co.nz
Technical Email Contact	testWholesaler@voyager.co.nz
Wholesaler Two Way Channels Configured	55

Comments

The table shows a summary of the wholesaler account. It can be useful to take a moment to validate this information.

- Reporting Email Contact**

This is the email we will use to send regular reports. In the absence of this email, the technical contact email will be used.

- Technical Email Contact**

This is the email we will use to send automatically generated email alerts, such as this one

Channel Limits Exceeded

Account Name	Channels Configured		Peak Channels used this period (checked every 60 seconds)	Account Level		Wholesaler Level	
	Two Way	Burst		Number of calls using Burst Capacity	Number of calls Blocked	Number of calls using Burst Capacity	Number of calls Blocked
TestCustABC <small>0e90ba9f9f89a80a6d116594fc427ef6e7</small>	0	10	0	1	0	0	0

Detailed Explanation

Channel limits are enforced on two levels:-

- Wholesaler level
- sub-account level

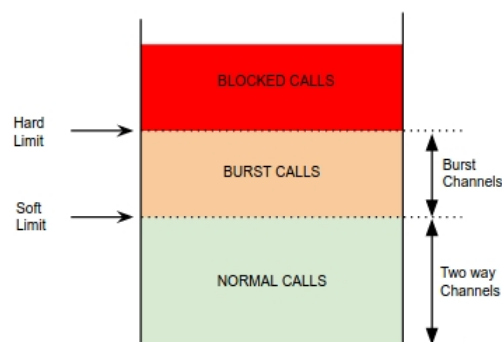
And for each of these levels there are two parameters:-

- Two Way Channels
- Burst Channels

You configure the values at the sub-account level, Voyager configures the values on your Wholesaler Level. It is perfectly valid to configure either parameter with a zero value.

When a new call is made, be it inbound or outbound, a check is made as to whether there is sufficient capacity to make the call. This check is performed on both levels. If there is an available two-way channels, the call continues to be processed.

If all two-way channels are being used, then a check is made on availability of burst channels. If no burst channels are available the call is blocked. The table above identifies the number of calls that were made when the maximum number of two way channels were in use.



Calls to services, such as voicemail, and calls between extensions do not consume channels.

