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Progressive, Predictive

In order to use an outbound service in either the progressive or predictive modes, the following ACD system items need to be administered:

- Skill to enqueue calls
- VDN and vector for routing
- Agent logins to handle the service calls
- If the Call capturing feature is enabled for the service, phantom extensions are also required
- If the service has the caller ID option enabled, this capability must be enabled in the Avaya PBX

The following describes how to administer and configure each of the above items.

**Progressive/predictive skill**

The progressive/predictive skill does not require any special configuration parameter, therefore it must be defined as any other skill used in the ACD system.

**VDN**

The VDN created for the service needs to have a **COR** assigned and the **Direct Agent Calling** option set to "Y".

---

**VECTOR DIRECTORY NUMBER**

<table>
<thead>
<tr>
<th>Extension: 73120</th>
<th>Name: OUTBOUND PROG/PRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vector Number: 212</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Allow VDN Override?</th>
<th>y</th>
</tr>
</thead>
<tbody>
<tr>
<td>COR: 1</td>
<td></td>
</tr>
<tr>
<td>TN: 1</td>
<td></td>
</tr>
<tr>
<td>Measured: none</td>
<td></td>
</tr>
</tbody>
</table>

1st Skill: 65
2nd Skill:
3rd Skill:

---

**CLASS OF RESTRICTION**

<table>
<thead>
<tr>
<th>COR Number: 1</th>
<th>COR Description: PRESENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRL: 1</td>
<td>APLT? y</td>
</tr>
<tr>
<td>Can Be Service Observed? n</td>
<td>Calling Party Restriction: none</td>
</tr>
<tr>
<td>Can Be A Service Observer? n</td>
<td>Called Party Restriction: none</td>
</tr>
<tr>
<td>Time of Day Chart: 1</td>
<td>Forced Entry of Account Codes? n</td>
</tr>
<tr>
<td>Priority Queuing? n</td>
<td>Direct Agent Calling? y</td>
</tr>
<tr>
<td>Restriction Override: none</td>
<td>Facility Access Trunk Test? y</td>
</tr>
</tbody>
</table>
The vector assigned to the VDN must include the following programming lines:

```
CALL VECTOR

Number: 212
Name: OUTBOUND PR
Lock? n
Basic? y
EAS? y
G3V4 Enhanced? y
ANI/II-Digits? y
ASAI Routing? y
Locking? n
Prompting? y
LAI? n
G3V4 Adv Route? y
CINFO? y
BSR? n
Holidays? n

01 adjunct routing link 70000
02 wait-time 5 secs hearing silence
03 queue-to skill 65 pri m
04 wait-time 5 secs hearing silence
05 disconnect after announcement none
06 stop
07 stop
```

The ADJLK extension (or the CTI link) used by Presence Server needs to be specified in the first line (refer to the Presence Installation Guides). If any of the following options are not enabled for the service, the above lines 1 and 2 may be ignored:
1. Call capturing (VDN for the preview/capturing call configuration)
2. Generate the next call in preview mode if it is answering machine (VDN for the preview/capturing call configuration)
3. Generate the next call in preview mode if it is abandoned (VDN for the preview/capturing call configuration)
4. Redirection for answering machine

Values "1st", "2nd" or "3rd" may be used in line 3 rather than directly specifying the service skill. These values will be replaced with the skills specified in the VDN configuration (parameters 1st, 2nd and 3rd).

The value of 5 seconds specified in line 4 represents the maximum time a call (client) will be queued in the skill before it is hung up. If the call is hung up before the agent can handle it, the Presence system will automatically qualify the call as "abandoned call". The system will call the client back after the scheduled time assigned to this kind of qualification code has elapsed.

**Agent logins**

Agent logins must be administered from the ACD system as described in Agent logins. The skill used for the relevant progressive/predictive outbound service -as well as its level- will have to be added to the agent logins.

If the Call capturing feature is enabled for the progressive/predictive outbound service, the skill used for the service must also be entered into the login parameter Direct Agent Skill.

**Phantom extensions**

In a progressive/predictive service, a phantom extension will be used for each captured call to be reported to an agent. Therefore, make sure that the Presence system has enough phantom extensions available for all the existing services. Remember that phantom extensions are
Outbound services

Presence Technology

available for the following services:
- Outbound services in either Progressive or Predictive mode with the Call capturing feature enabled
- Outbound services in Preview mode

Phantom extensions must be administered from the ACD system as described in *Phantom extensions*, and subsequently be added to the Presence Server Configuration program (refer to the *Presence Installation Guides*).

**Outgoing call identification**

In order for the progressive or predictive calls to be identified at their destination, it is necessary to set the link in the PBX between the VDN used for these types of calls and the phone number that you would like to identify the calls with. In order to set this link, you need to run the command `change public-unknown-number 0`.

<table>
<thead>
<tr>
<th>Ext Len</th>
<th>Ext Code</th>
<th>Trk Grp(s)</th>
<th>CPN Prefix</th>
<th>Total CPN Len</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>28994</td>
<td>2</td>
<td>9988111213</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>29513</td>
<td>1</td>
<td>9988121314</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>33830</td>
<td>3</td>
<td>9988131415</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>34007</td>
<td>6</td>
<td>9988141516</td>
<td>10</td>
</tr>
</tbody>
</table>

The configuration parameters are as follows:

- **Ext Len**: Length (digits) of the VDN.
- **Ext Code**: VDN used for calls made in progressive or predictive mode.
- **Trk Grp(s)**: Trunk-groups where calls are made from.
- **CPN Prefix**: Phone number that will be displayed at the destination of calls.
- **Total CPN Len**: Length (digits) of the phone number.

**Preview**

In order to use an outbound service in the preview mode, the following ACD system items need to be administered:

- Phantom extensions to place calls in preview mode
- Skill to enqueue preview calls
- VDN and vector for routing
- Agent logins to handle the service calls

The following describes how to administer and configure each of the above items.

**Phantom extensions**

A preview-defined service will include by default as many phantom extensions as agents are connected to the service. Therefore, make sure that the Presence system has enough phantom extensions available for all the existing services. Remember that phantom extensions are available for the following services:

- Outbound services in Preview mode
- Outbound services in either Progressive or Predictive mode with the Call capturing feature enabled
Phantom extensions must be administered from the ACD system as described in Phantom extensions, and subsequently be added to the Presence Server Configuration program (refer to the Presence Installation Guides).

Preview skill

The preview skill does not require any special configuration parameter, therefore it must be defined as any other skill used in the ACD system.

VDN

The VDN created for the service needs to have a COR assigned and the Direct Agent Calling option set to "Y".

```
VECTOR DIRECTORY NUMBER
Extension: 72116
Name: OUTBOUND Preview Mode
Vector Number: 204
Allow VDN Override? n
  COR: 1
  TN: 1
  Measured: none

1st Skill: 65
2nd Skill: 
3rd Skill: 

```

```
CLASS OF RESTRICTION
COR Number: 1
COR Description: PRESENCE

FRL: 1
  APLT? y
Can Be Service Observed? n
Can Be A Service Observer? n
Time of Day Chart: 1
Priority Queuing? n
Restriction Override: none
Restricted Call List? n

Access to MCT? y
Category For MFC ANI: 7
Send ANI for MFE? n
MF ANI Prefix:
Hear System Music on Hold? y
PASTE (Display PBX Data on Phone)? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
Group Controlled Restriction: inactive

```

The vector assigned to the VDN must include the following programming lines:

```
CALL VECTOR
Number: 204
Name: OUTBOUND PM

Basic? y
EAS? y
G3V4 Enhanced? y
ANI/II-Digits? y
ANAI Routing? y
Prompting? y
LAI? n
G3V4 Adv Route? y
CINFO? y
BSR? n
Holidays? n
Lock? n

01 adjunct
02 wait-time 10 secs hearing silence
03 queue-to skill 65 pri m
04 wait-time 300 secs hearing silence
05 disconnect after announcement none
06 stop
07
```

Presence Technology
Outbound services

The ADJLK extension (or the CTI link) used by Presence Server needs to be specified in the first line (refer to the Presence Installation Guides). In case that the Call capturing feature is not enabled for the service, the above lines 1 and 2 may be ignored.

Values "1st", "2nd" or "3rd" may be used in line 3 rather than directly specifying the service skill. These values will be replaced with the skills specified in the VDN configuration (parameters 1st, 2nd and 3rd).

The value of 300 seconds specified in line 4 represents the maximum time a call will be queued in the skill before it is hung up. If the call is hung up after no agent could handle it, Presence Server detects such status and generates a new call instead. To prevent an overload on the Presence Server, it is advisable not to set this value below 300 seconds.

Agent logins

Agent logins must be administered from the ACD system as described in Agent logins. The skill used for the relevant preview service -as well as its level- will have to be added to the agent logins.

If the Call capturing feature is enabled for the preview service, the skill used for the service must also be entered into the login parameter Direct Agent Skill.
Call capturing

In order to enable the Call capturing feature for an inbound service, the following changes must be applied to the ACD items used for the service:

- Assigning a COR with the Direct Agent Calling option enabled for both the VDN and the service logins
- Assigning the skill used for the service to the login parameter Direct Agent skill
- Adding the necessary lines to the VDN vector in order to enable adjunct routing

Below is an example of a typical vector for an inbound service. The initial lines 1 and 2 have been added, as these are necessary to enable the adjunct routing:

```
CALL VECTOR
Number: 200  Name: INBOUND GENERAL  Lock? n
01 adjunct  routing link 70000
02 wait-time 5 secs hearing silence
03 queue-to  skill 65  pri m
04 announcement 51002
05 wait-time 20 secs hearing music
06 goto step 4 if unconditionally
07 stop
08
```

The ADJLK extension (or the CTI link) used by the Presence system needs to be specified in the vector line 1. The command running in this line provides control over the call to the Presence system so that the system may determine whether or not the call will be routed to a specific agent. In case that a specific agent has to handle the call, this will be transferred directly to that specific agent. Otherwise, the programming will keep running as defined in the vector.

Line 2 displays a maximum time of 5 seconds for the Presence system to determine the proper routing. If the Presence system fails to respond to the routing request within less than 5 seconds, the default programming will keep running as defined in the vector. It is important not to set an excessively high time value in the vector line 2. If the system takes too long to respond to the request (as a result of specifying a high time value), the customer’s waiting time increases and therefore the service quality is affected. Setting a time value lower than 5 seconds is not advisable either, as a low value -and depending on the Presence system overload- may fall short to respond to the adjunct routing request in some cases. Normally, the Presence system will respond to most of these requests within less than 1 second, thus the impact on the service quality will be kept to a minimum.

Malicious calls

In order to enable the malicious calls control for an inbound service, the following changes must be applied to the VDNs to be controlled.

The necessary lines to enable the adjunct routing must be added to the beginning of the VDN
vector. Below is an example of a typical vector for an inbound service. The initial lines 1 and 2 have been added, as these are necessary to enable the adjunct routing:

```
CALL VECTOR
  Number: 200
  Name: INBOUND GENERAL
  Lock? n
  01 adjunct  routing link 70000
  02 wait-time  5  secs hearing silence
  03 queue-to skill 65  pri m
  04 announcement 51002
  05 wait-time  20  secs hearing music
  06 goto step 4  if unconditionally
  07 stop
  08
```

The ADJLK extension (or the CTI link) used by the Presence system needs to be specified in the vector line 1. The command running in this line provides control over the call to the Presence system so that the system may determine whether or not the call is considered as malicious. In case that the call is malicious, it will be transferred to an extension specified in the Target extension parameter for the inbound service (refer to the Presence Administrator Manual). Otherwise, the programming will keep running as defined in the vector.

Line 2 displays a maximum time of 5 seconds for the Presence system to determine the proper routing. If the Presence system fails to respond to the routing request within less than 5 seconds, the default programming will keep running as defined in the vector. It is important not to set an excessively high time value in the vector line 2. If the system takes too long to respond to the request (as a result of specifying a high time value), the customer’s waiting time increases and therefore the service quality is affected. Setting a time value lower than 5 seconds is not advisable either, as a low value -and depending on the Presence system overload- may fall short to respond to the adjunct routing request in some cases. Normally, the Presence system will respond to most of these requests within less than 1 second, thus the impact on the service quality will be kept to a minimum.

**Direct transfer to agents**

In order to enable the Direct transfer to agents option of a service, the following ACD system items need to be administered:

- Creating a VDN and vector to perform the call transfer to agents
- Assigning a COR with the Direct Agent Calling option enabled for the new VDN and the service logins
- Assigning the skill used for the service to the login parameter Direct Agent skill

The new VDN must include the following configuration and programming:

```
VECTOR DIRECTORY NUMBER
  Extension: 73117
  Name: AGENT TRANSFER
  Vector Number: 205
  Allow VDN Override? n
    COR: 1
    TN: 1
    Measured: none

    1st Skill: 65
    2nd Skill:
    3rd Skill:
```
The ADJLK extension (or the CTI link) used by the Presence system needs to be specified in the vector line 1. The command running in this line provides control over the call to the Presence system so that the system may transfer it to a specific agent. Lines 3, 4 and 5 should never run, and they are intended as a security device so that in case a problem arises in the call transfer to the agent in line 1, the call can be queued again in the service skill and handled by any other agent. Therefore, line 3 must contain the service skill to queue the call, should the transfer to the specific agent fails.

This VDN must be specified as VDN for call transferring to the service agents (refer to the Presence Administrator Manual).
In order to use a mailbox, the following ACD system items need to be administered:

- Phantom extensions to place calls associated to mails
- Skill to enqueue mails
- VDN and vector for general mail routing
- VDN and vector for routing the suspended mails
- Agent logins to handle the mailbox mails

The following describes how to administer and configure each of the above items.

**Phantom extensions**

A mailbox will include by default as many phantom extensions as agents are connected to the inbound service associated to the mailbox. Therefore, make sure that Presence Messaging Server has enough phantom extensions available for all active mailboxes.

Phantom extensions must be administered from the ACD system as described in *Phantom extensions*, and subsequently be added to the Presence Messaging Server Configuration program (refer to the *Presence Installation Guides*).

**Mailbox skill**

The mailbox skill does not require any special configuration parameter, therefore it must be defined as any other skill used in the ACD system.

**VDN**

The two VDNs created for the mailbox need to have a **COR** assigned and the **Direct Agent Calling** option set to "Y".

```
VECTOR DIRECTORY NUMBER
Extension: 72116
Name: Mailbox General
Vector Number: 204
Allow VDN Override? n
  COR: 1
  TN: 1
  Measured: none

1st Skill: 65
2nd Skill:
3rd Skill:
```

```
CLASS OF RESTRICTION
COR Number: 1
COR Description: PRESENCE
```
If you enable the mail capturing feature for the mailbox that is being configured or the request mail mode selected in the Presence Messaging Server Configuration program has been set to **By agent**, the vector assigned to the general VDN must include the following programming lines:

```
CALL VECTOR
Number: 204  Name: MAIL GENERAL
01 adjunct        routing link 70000
02 wait-time  10 secs hearing silence
03 queue-to      skill 65  pri m
04 wait-time  300 secs hearing silence
05 disconnect    after announcement none
06 stop
07
```

The ADJLK extension (or the CTI link) used by Presence Messaging Server needs to be specified in the first line (refer to the *[Presence Installation Guides](#)*). Only when the mail capturing feature is disabled and the request mail mode has also been set to **By mailbox**, it is possible to remove the first two lines from the vector programming shown above, since no adjunct routing is needed in this work mode.

Values "1st", "2nd" or "3rd" may be used in line 3 rather than directly specifying the mailbox skill. These values will be replaced with the skills specified in the general VDN configuration (parameters **1st**, **2nd** and **3rd**).

The value of 300 seconds specified in line 4 represents the maximum time the call associated to a mail will be queued in the skill before it is hung up. If the call is hung up after no agent could handle it, Presence Messaging Server detects such status and generates a new call instead. To prevent an overload on the Presence Messaging Server, it is advisable not to set this value below 300 seconds.

The vector assigned to the suspended mail VDN must include the following programming lines:

```
CALL VECTOR
Number: 204  Name: MAIL SUSPENDED
01 adjunct        routing link 70000
02 wait-time  10 secs hearing silence
03 stop
04
```

The ADJLK extension (or the CTI link) used by Presence Messaging Server needs to be
specified in the first line (refer to the *Presence Installation Guides*).

**NOTE:** It is possible to configure the general VDN and the suspended mail VDN with the same matching value. In this case, the corresponding vector must include a combination of programming lines from both individual vectors. This means that the adjunct routing must be enabled regardless of: a) the selected request mail mode, and b) whether you wish to enable the mail capturing feature for the mailbox. The vector programming would match the programming displayed for the vector assigned to the general VDN, including the first two lines.

**Agent logins**

Agent logins must be administered from the ACD system as described in *Agent logins*. The skill used for the mailbox - as well as its level - will have to be added to the agent logins.

The skill used for the mailbox must be entered into the login parameter **Direct Agent Skill**.
In order to use the chat or web callback Internet services, the following ACD system items need to be administered:

- Phantom extensions to place calls associated to chat/web callback requests
- Skill to enqueue the requests
- VDN and vector for routing of requests
- Agent logins to handle the chat/web callback requests

The following describes how to administer and configure each of the above items.

**Phantom extensions**

It is important to make sure that Presence Internet Server has enough phantom extensions available for all Internet services, based on the number of services that you wish to configure and the work mode selected for each service:

- Services configured in single session mode must have as many phantom extensions as active sessions (handled sessions + queued sessions) you wish to hold simultaneously. For example, if you have a service with 5 agents working in single session mode and you wish to hold a maximum number of 10 sessions on queue, that service must have 5 + 10 = 15 phantom extensions.
- Services configured in multi-session mode must have as many phantom extensions as simultaneous multi-sessions you wish to handle + 1. For example, if you have a service with 5 agents working in multi-session mode, that service must have 5 + 1 = 6 phantom extensions.

Phantom extensions must be administered from the ACD system as described in **Phantom extensions**, and subsequently be added to the Presence Internet Server Configuration program (refer to the **Presence Installation Guides**).

**Internet service skill**

The Internet service skill does not require any special configuration parameter, therefore it must be defined as any other skill used in the ACD system.

**VDN**

The VDN created for the service needs to have a **COR** assigned and the **Direct Agent Calling** option set to "Y".

```
VECTOR DIRECTORY NUMBER

Extension:    72123
Name:         Internet Service
Vector Number: 204
Allow VDN Override? n
  COR: 1
```
The vector assigned to the VDN must include the following programming lines:

```
CALL VECTOR

Number: 204     Name: MAIN INET      Lock? n
01 queue-to    skill 65 pri m
02 wait-time   3 secs hearing silence
03 disconnect  after announcement none
04 stop
05
```

Values "1st", "2nd" or "3rd" may be used in line 1 rather than directly specifying the service skill. These values will be replaced with the skills specified in the VDN configuration (parameters 1st, 2nd and 3rd).

The value of 3 seconds specified in line 2 represents the maximum time the calls associated to chat sessions or web callback will be queued in the skill before they are hung up. In the event that a call is hung up and sessions associated to that call remain undelivered to an agent, Presence Internet Server detects such status and generates a new call instead. It is important to set a wait time of 3 seconds: a value lower than this might cause an overload in Presence Internet Server, while setting a higher value might cause the system to delay too long to respond to the request (thus increasing the customer's waiting time and affecting the service quality).

**Agent logins**

Agent logins must be administered from the ACD system as described in [Agent logins](#). The skill used for the Internet service -as well as its level- will have to be added to the agent logins.
The following describes how to administer and configure the agent logins that will be used to connect to the Presence system.

The command `add agent-loginID XXXXX` is used to create an agent login, where `XXXXX` is the login number. The parameters that need to be configured are as follows:

- **COR**: Specify a COR with the Direct Agent Calling option set to "Y".
- **Direct Agent Skill**: Specify any of the skills assigned to the login. This skill will be used to queue direct calls to the agent. Direct calls are used in services with enabled options such as call capturing, transfer to agents, suspended mails, etc.
- **Auto answer**: The default value for this parameter is set to "station", except for those logins that will be used for progressive/predictive outbound services. In this case, the parameter value must necessarily be set to "all". When the agent receives a call and the value is set to "station", the call will keep ringing in the agent's station until it is answered by selecting the **Answer call** button located in the main toolbar of Presence Agent. If the value is set to "all", the call is automatically answered at once.
- **SN/SL**: Specify the list of skills assigned to the login and the level for each of them.

---

**AGENT LOGINID**

<table>
<thead>
<tr>
<th>Login ID: 92002</th>
<th>AAS? n</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: PRESENCE AGENT</td>
<td>AUDIX? n</td>
</tr>
<tr>
<td>TN: 1</td>
<td>LWC Reception: msa-spe</td>
</tr>
<tr>
<td><strong>COR: 1</strong></td>
<td>LWC Log External Calls? n</td>
</tr>
<tr>
<td>Security Code:</td>
<td></td>
</tr>
<tr>
<td>Direct Agent Skill: 65</td>
<td>LoginID for ISDN Display? n</td>
</tr>
<tr>
<td>Call Handling Preference: skill-level</td>
<td>Password</td>
</tr>
<tr>
<td>Auto Answer: station</td>
<td></td>
</tr>
</tbody>
</table>

---

**CLASS OF RESTRICTION**

<table>
<thead>
<tr>
<th>COR Number: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>COR Description: PRESENCE</td>
</tr>
<tr>
<td>FRL: 1</td>
</tr>
<tr>
<td>Can Be Service Observed? n</td>
</tr>
<tr>
<td>Can Be A Service Observer? n</td>
</tr>
<tr>
<td>Time of Day Chart: 1</td>
</tr>
<tr>
<td>Priority Queuing? n</td>
</tr>
<tr>
<td>Restriction Override: none</td>
</tr>
<tr>
<td>Restricted Call List? n</td>
</tr>
<tr>
<td>Access to MCT? y</td>
</tr>
<tr>
<td>Category For MFC ANI: 7</td>
</tr>
<tr>
<td>Send ANI for MFE? n</td>
</tr>
<tr>
<td>MF ANI Prefix:</td>
</tr>
<tr>
<td>Hear System Music on Hold? y</td>
</tr>
<tr>
<td>Can Be Picked Up By Directed Call Pickup? n</td>
</tr>
</tbody>
</table>
Group Controlled Restriction: inactive
The following describes how to administer and configure the phantom extensions used in the different Presence modules.

The command `add station XXXXX` is used to add a phantom extension, where `XXXXX` is the phantom extension number. The parameters that need to be configured are as follows:

- **Type**: 6408D+
- **Port**: X (indicates that this is a virtual port)
- **COR**: Specify a COR with the **Direct Agent Calling** option set to "Y".

### Phantom extensions

<table>
<thead>
<tr>
<th>Extension: 72300</th>
<th>Lock Messages? n</th>
<th>BCC: 0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong>: 6408D+</td>
<td>Security Code:</td>
<td>TN: 1</td>
</tr>
<tr>
<td><strong>Port</strong>: X</td>
<td>Coverage Path 1:</td>
<td>COR: 1</td>
</tr>
<tr>
<td>Name: PRESENCE PHANTOM EXTENSION</td>
<td>Coverage Path 2:</td>
<td>COS: 1</td>
</tr>
<tr>
<td></td>
<td>Hunt-to Station:</td>
<td></td>
</tr>
</tbody>
</table>

### STATION OPTIONS

- Loss Group: 2
- Data Module: n
- Speakerphone: 2-way
- Display Language: english
- Personalized Ringing Pattern: 1
- Message Lamp Ext: 72300
- Mute Button Enabled? y
- Media Complex Ext: 
  - IP SoftPhone? n

### CLASS OF RESTRICTION

- COR Number: 1
- COR Description: PRESENCE
- FRL: 1
- APLT? y
- Can Be Service Observed? n
- Can Be A Service Observer? n
- Priority Queuing? n
- Restriction Override: none
- Access to MCT? y
- Category For MFC ANI: 7
- Send ANI for MFE? n
- MF ANI Prefix:
- Hear System Music on Hold? y
- Can Be Picked Up By Directed Call Pickup? n
- Can Use Directed Call Pickup? n
- Group Controlled Restriction: inactive
In order to enable the control of calls using Presence Intelligent Routing strategies, the following changes must be applied to the VDNs to be controlled.

The necessary lines to enable the adjunct routing must be added to the beginning of the VDN vector. Below is an example of a typical vector for an inbound service. The initial lines 1 and 2 have been added, as these are necessary to enable the adjunct routing:

```
CALL VECTOR
Number: 210 Name: INBOUND IR
Lock? n
01 adjunct routing link 70000
02 wait-time 10 secs hearing silence
03 queue-to skill 65 pri m
04 announcement 51002
05 wait-time 20 secs hearing music
06 goto step 4 if unconditionally
07 stop
08
```

The ADJLK extension (or the CTI link) needs to be specified in the vector line 1. The command running in this line provides control over the call to Presence Intelligent Routing so that this application may determine the routing path of the call.

Line 2 displays a maximum time of 10 seconds for Presence Intelligent Routing to execute the strategy associated with the VDN, and then determine the proper routing. If Presence Intelligent Routing fails to respond to the routing request within less than 10 seconds, the default programming will keep running as defined in the vector from line 3. Please, remember that the strategy may end with a Target step or a Default step. If the strategy ended with a Target step, the execution flow will route the call to the extension specified in the step. On the other side, if the strategy ends with a Default step, the call will keep running from line 3. The value of the wait time set in line 2 must be based on the system load: Setting a very low time may result in an incomplete strategy execution; setting an excessively high time will increase the customer’s waiting time and therefore the service quality is affected.

Lines 1 and 2 of the IR vector must be necessarily configured. Setting any additional line will depend on the goal that has been set for the strategy. In this particular case described above, calls which are not routed through a Target step will be queued to a typical skill of an inbound service.