

95040

CUSTOMER FUNDED FEATURE

**SD 7623 - SD6957 W/CSE
TIMEOUT TO COVERAGE &
INCREASED TIMEOUT
INTERVAL**

ORDERING INFORMATION

SPECIAL DEVELOPMENT 7623

**DEFINITY® GENERIC 2.2, ISSUE 3.0
NJ58889UE1 L-1,113 ISSUE 1.0**

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SPECIFICATION DOCUMENT

SD 7623 ISSUE 1.0
BASED ON DEFINITY® GENERIC 2.2 ISSUE 3.0

ADDENDUM TO ENHANCED CALL PARK (SD6957)

CSE TIMEOUT TO COVERAGE
INCREASED TIMEOUT INTERVAL

FEATURE PACKAGE PG-3W124

INTRODUCTION

The operation of the Enhanced Call Park feature (SD6957) has been enhanced by providing the following modifications. Refer to the specification document for SD6957 for the description and operation of Enhanced Call Park since this document only describes the added changes. The Return to Parking Party on Timeout feature has been eliminated with these changes.

- CSE Timeout of Parked Call to Coverage
- Increased Timeout Interval for Call Parked on CSE (Principal Timing)

TERMINOLOGY

Common Shared Extension -- designated extension numbers without any physical equipment used by attendant consoles and permitted stations exclusively for call park.

Parked Party -- an incoming trunk or station call that was placed in call park by an attendant console or other voice terminal.

Parking Party -- the attendant console or voice terminal that places a party into call park.

Timeout Period -- the interval of time in 16 second increments (maximum of six or 96 seconds) before the parked call will advance to the administered coverage path.

DESCRIPTION

With Enhanced Call Park (SD6957) calls parked at a Common Shared Extension remained parked for an administered system-wide time period. After this time the call returned to the extension that originally parked the call. With Meet-me Paging (SD3970) calls were extended to page lines that could be assigned a coverage path with its principal don't-answer interval. After the specified number of ring cycles, the call would cover to the designated coverage point.

This enhancement (SD7623) allows a coverage path to be assigned to a CSE. An extension (cover point) can then receive the parked call after the timeout period instead of the parking party. Coverage is the only method to redirect parked calls. If no coverage path is assigned to a CSE, a call parked at that CSE will remain parked. The call can be retrieved (as described in SD6957) by dialing the CSE during the don't answer interval. Once the call goes to coverage and begins alerting the coverage point, the call can **NOT** be retrieved. If the calling party wishes to continue waiting, the call must be reparked by the cover point.

The Timeout Interval was increased to allow more time for the parked call to be retrieved before being transferred to coverage. Non-CSE calls (i.e. switch stations) can be administered for 1 to 6 ring cycles with each ring cycle of 4 seconds for a maximum period of 24 seconds. This enhancement extends the ring cycle time to 16 seconds (4 actual rings) for CSE's only. Therefore the timeout period can be set to 16, 32,

48, 64, 80, or 96 second intervals. Since the Call Park feature is being used to "hold" the call, either ringing or music (silence if no music source) can be applied during this interval. When the call transfers to a coverage point and the call is no longer parked, ringing will always be applied.

If the cover point is not available to receive the returning parked call when the timeout occurs, the call will remain parked and coverage will be re-attempted every 16 seconds until a cover point is available, the parked party is retrieved, or the parked party hangs up.

HARDWARE REQUIREMENTS

This feature package is designed to operate on the Definity® Generic 2.2, using the hardware that presently exists to support Issue 3.0.

Loudspeaker Paging and Call Park require the use of Auxiliary Trunk ports as in the standard release. These ports must be administered as Paging Zones and one port is required for each physical paging region. A maximum of 18 zones are available however if 9 zones or less are administered, a single digit will be dialed for the zone instead of two. A single zone may be reserved for Call Park (i.e. it has no paging equipment connected to the port) although additional unequipped zones may be needed to avoid a busy signal when attempting to park a call. The auxiliary port is seized after the CSE is dialed and confirmation tone is applied and then released after the parking party hits transfer and the call is parked.

SOFTWARE ENVIRONMENT

Feature Package PG-3W124, Issue 1.1 is based on Definity® Generic 2.2 Issue 3.0. It is run tape compatible with standard Definity® Generic 2.2 Issue 2.0 or later.

INTERACTIONS

Refer to Specification Document for SD6957 Enhanced Call Park for feature interactions. Parked calls will no longer return to the station extension that parked the call.

RESTRICTIONS

1. No modifications have been made to CACS/ECACS, TCM/FM, CSM, or Manager IV. Use of these systems with this special development is not guaranteed or supported. Any procedures that have been modified for this special development are likely to be incompatible with the above systems. No modifications have been made to the TRACS which may affect the availability of CSD's and error listings, also TRACS will not initialize any of the special software translations.
2. CSM or Manager IV will be unable to translate the new features. It is recommended that CSE's are assigned in extension blocks that are distinct from the system dialing plan. Also by making CSE block assignments on the switch using Manager II or Manager III only, the selection of extensions by Manager IV can be avoided.
3. In order to provide the CSE Timeout to Coverage Capability, the Return to Parking Party on Timeout feature has been eliminated. However, a similar arrangement can be accomplished by building a cover path that contains the extension of the original parking party instead of an alternate extension.
4. With SD3970, the meet-me page call could be retrieved by the paged party both before and after the call covered to the page line's cover point (either while ringing at the cover point or after answered by the cover point). With this enhancement to call park the parked call can no longer be retrieved after the timeout interval when the call has been sent to coverage. The timeout interval before going

to coverage has been increased to allow additional time for retrieving the parked call to compensate for this restriction.

5. Coverage is the only station attribute added to CSE's by this enhancement. All other station attributes for CSE's will not be supported. Restricted features include but not limited to: Hunting, Call Pickup, Controlled or Class-of-Service Restrictions, Leave Word Calling, Call Forwarding, Call Waiting and Station Partitioning.
6. Only calls parked at Common Shared Extensions will follow coverage criteria. Calls parked on extension channels (the extension of the parking party) will not time out to coverage and will remain parked.
7. If a call is parked at a CSE by an attendant console, the parked call will not time out to coverage as it does from a switch terminal. Instead it will return to the attendant queue after the Attendant Release Loop (ARL) timer expires (for external calls, if administered) or will alert the attendant after 30 second Timed Reminder interval if ARL is not enabled, for all calls.

ADMINISTRATION OF CSE COVERAGE PATH

The call park modifications described in this document allow for the assignment of a coverage path for a Common Shared Extension. This translation can be administered by Manager II or Manager III only.

The CSE number is entered in Procedure 000 word 2 field 1 to administer a coverage path. Field 6 contains the coverage path number to be used after the timeout period expires.

Procedure 011 should still be used to define the coverage points for a specific path. The coverage criteria can be administered but only Don't Answer condition will be utilized. Coverage for All Calls or on Busy will be ignored.

Although the field limits for the principal timeout interval (field 6) for a coverage path has not been modified (1 to 6 cycles), the length of time has been changed if the principal is a CSE. 16 seconds per cycle will be used instead of 4 seconds per cycle.

USER OPERATION

The procedure used to park and retrieve calls has not been changed by these modifications. See the Specification Document for SD6957 for user operation of Enhanced Call Park. The only change in operation is after the timeout period expires, the parked call will be removed from park and transferred to the coverage path for handling.