

Automatic Network Call Distribution

INSTALLATION INSTR.



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GENERAL

Automatic Network Call Distribution (ANCD) provides possibilities to intelligently distribute calls to ACD groups located in the same or different nodes of an ANCD network. The ANCD network consists of an MX-ONE ISDN/H.323 network, or part of an MX-ONE ISDN or H.323 network. The ANCD network could consist of a mix of MX-ONE and ASB 501 04 nodes connected via ISDN or H.323. ANCD is a powerful complement to the basic ACD feature.

The ANCD makes it possible to distribute incoming calls to different ACD groups based on the status of the ACD groups that are handling the required services. The involved ACD groups can be located in the same or different nodes. The distribution functionality can be used to distribute calls to the ACD group which provides the best answer capability for the moment, and it can also be used to redistribute calls from one ACD group to another at overflow situations. It includes additional functions like:

- Multi layer architecture
- Predictive Routing
- Conditional Routing
- Intelligent Networking of Multi site MX-ONE ACD system
- Opening and closing the ANCD traffic
- One or two way participation

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AIDS

2.1

TOOLS

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2.2

DOCUMENTS

- Interworking Description for ANCD.

3 PREPARATION

3.1 PROGRAM UNITS

This facility requires all program units in the core system, and especially the following program units:

- ACD functionality (ACHH, DAAP, DABP and DAGP).
- ANCD functionality (ANHH, DANP, DACP).
- Authorization Code (AUM, AUR, AUHH).
- Interception Service (DIR, ILNP, IHH), if ANCD is used in a network configuration.
- ISDN trunk (TLP60 and SLP60), if ANCD is used in a network configuration, or
- H.323 trunk (TLP65), if ANCD is used in a network configuration.

3.2 EXCHANGE DATA

Prepare the exchange data for assigning ACD groups, ANCD groups and agents on the basis of customer requirements in accordance with the operational directions for:

- ACD FEATURES
- AUTOMATIC CALL DISTRIBUTION
- AUTOMATIC NETWORK CALL DISTRIBUTION

4 DELIVERY METHOD

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5 UNPACKING

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6 MOUNTING

6.1 EXTERNAL EQUIPMENT

There is no extra external equipment required except for the ISDN (or H.323) and TCP/IP networks.

The following figure shows an example of how the GICI communication can be set up over the LAN, while ANCD calls are distributed over an ISDN network, formed with three nodes.

For further information please consult the corresponding installation instructions.

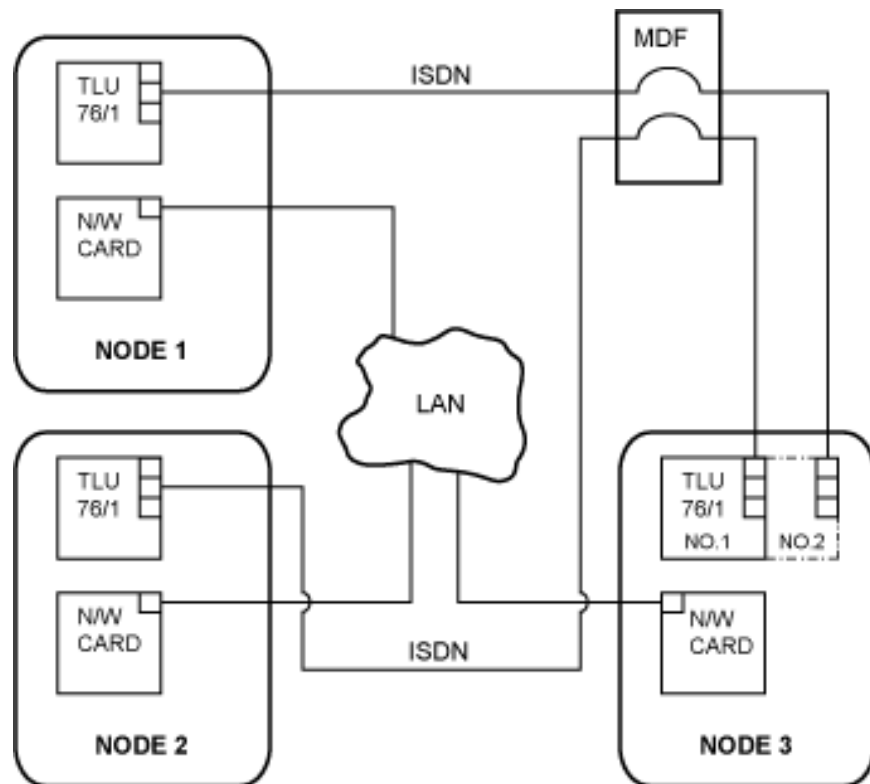


Figure 1: ANCD network configuration

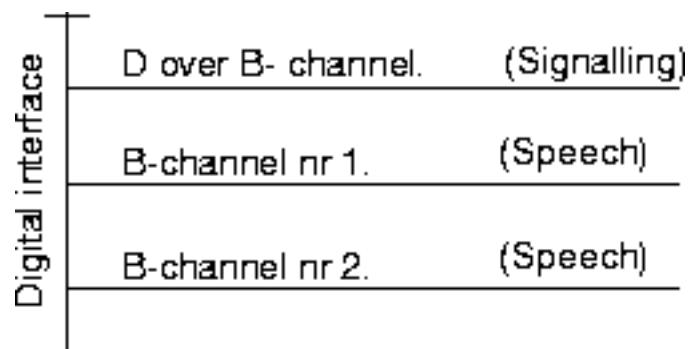


Figure 2: D over B-channel signalling

7 POWER EQUIPMENT

For information please consult the corresponding installation instructions.

8 EARTHING

For information please consult the corresponding installation instructions.

9 CABLING

9.1 CONNECTION BETWEEN TLU76/11 BOARD AND MDF

Pair cable	TSR 482 0211/2400 or TSR 482 0211/20M
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9.2 CONNECTION BETWEEN ETHERNET CARD AND LAN

Cable	TSR 482 0211/2400 or TSR 482 0211/20M
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POST INSTALLATION MEASURES

Test the ANCD features in the installed system in accordance with the installation test instructions for *AUTOMATIC NETWORK CALL DISTRIBUTION*. The Directions for use for *AUTOMATIC NETWORK CALL DISTRIBUTION*, and the corresponding test instructions of the external equipment can also be useful.

Refer also to operational directions for *AUTOMATIC NETWORK CALL DISTRIBUTION*.

To test ANCD communication on the GICI channel, overflow and redistribution of incoming calls to a satellite ACD group and distribution of incoming calls to an superior ANCD group refer to the installation test instructions for *AUTOMATIC NETWORK CALL DISTRIBUTION*.