

Lucent Technologies
Bell Labs Innovations



DEFINITY[®]

Enterprise Communications Server

Release 8

Reports Guide

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Comcode 108596388
Issue 6
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Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-13283-MF-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

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- Low Voltage (73/23/EEC)
- Telecommunications Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

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Acknowledgment

This document was prepared by Product Documentation Development, Lucent Technologies, Denver, CO.

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About This Document

This document provides a comprehensive description of the performance reports that are available with the DEFINITY Enterprise Communications Server (ECS).

Purpose of Traffic Reports

The traffic measurements and their associated reports are designed to monitor and collect traffic data (also called usage data) for trunk groups, hunt groups, the attendant group, and so on. The system accumulates and stores the traffic data. You can display (and/or print) the traffic data, as an organized report, by issuing the appropriate identifying command from the management terminal.

The system reports and the supporting information contained within this document permit you to:

- Monitor and evaluate system performance
- Monitor security violations data, which identifies illegal attempts to access the system
- Observe usage trends and recommend possible corrective actions, as needed
- Determine the source of performance degradations (for example, processor overload)
- Determine possible trunk problems (for example, blocking level too high)
- Recommend system updates and upgrades, when appropriate

Who Should Read This Document

This document is intended for:

- System Administrators
- Communications System Managers
- Technicians who resolve certain usage-related customer complaints
- Technicians who plan system expansions and upgrades
- Personnel involved in traffic engineering



NOTE:

You do not need a thorough knowledge of traffic theory to use the information contained in this document. However, such knowledge is helpful if you want to perform in-depth analysis of the traffic data presented in the various reports.

How This Document Is Organized

This document consists of six chapters, an appendix, a list of abbreviations, and a glossary.

- [Chapter 1, “How to Enter Commands and Display and Print Reports”](#) lists each traffic command, describes the different types of commands, and describes how to enter a command to display and/or print a report.
- [Chapter 2, “System Printer and Report-Scheduler”](#) describes the Report Scheduler software and how to schedule and print reports on the system printer.
- [Chapter 3, “Traffic Data Analysis”](#) provides detailed descriptions of the traffic measurement reports, excluding processor occupancy and security violations reports.
- [Chapter 4, “Processor Occupancy Reports”](#) describes the purpose of these four reports, when to use each report, and how to interpret each report’s data. It also lists “Suggested Actions” that may be taken if a particular field should report data indicating an abnormal condition.
- [Chapter 5, “Security Violations Reports”](#) describes the reports that contain data on possible security violations.
- [Chapter 6, “History Reports”](#) describes the History report that lists the most recent administration and maintenance changes and the Access Security Gateway Session History report of all session establishment and rejection events.
- [Appendix A, “Blank Worksheets”](#).
 - Attendant Group Data Worksheet — Used for historical purposes to record the Attendant Group daily measurements for the selected days.

- Routing Pattern Data Worksheet — Used for historical purposes to record the Routing Pattern daily measurements for the selected pattern number and days.
- Hunt Group Data Worksheet — Used for historical purposes to record the Hunt Group daily measurements for the selected hunt group and days.
- Trunk Group Data Worksheet — Used for historical purposes to record the Trunk Group daily measurements for the selected trunk group and days.
- Wideband Trunk Group Worksheet — Used for historical purposes to record the Wideband Trunk Group daily measurements for the selected trunk groups and days.
- Processor Occupancy Data Worksheets — Used for historical purposes to record the Processor Occupancy daily measurements for the selected days.
- General Traffic, ACD, and CallVisor. ASAI/OCM Applications — Used to calculate the BHCC for complex traffic applications.
- [Appendix B, “References”](#) provides an abbreviated listing and description of system documents. Ordering information is also included.
- [Glossary and Abbreviations](#) contains a list of abbreviations, frequently used terms and their definitions.
- [Index](#).

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Conventions Used in This Document

This manual uses the following conventions:

- Anything that you type at the command prompt appears in the following typeface:
list measurements blockage pn
- Any required fields for commands appear enclosed by <>, for example:
**list measurements blockage pn
<yesterday-peak/today-peak/last-hour>**
- Any optional fields appear enclosed by [], for example:
**list measurements blockage pn
<yesterday-peak/today-peak/last-hour> [print/schedule]**
- Keyboard keys are shown as follows: RETURN

Related Resources

For the names and document numbers of manuals that contain additional information, see [Appendix B, "References"](#) in this book.

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About This Document

How to Make Comments about This Document

How to Enter Commands and Display and Print Reports

1

Commands and the Command Line Format

The DEFINITY Enterprise Communications Server (ECS) management terminal is the primary device for issuing commands to the system. Following a successful login procedure, the screen displays the prompt:

Command :

If you know it, enter the complete command. Alternately, you can use HELP to obtain the list of permissible commands.

The command line consists of three parts. The parts are known as (1) the **ACTION** to be taken, (2) the **OBJECT** for the specified action, and (3) the **QUALIFIER** for the specified object. [Table 1-1](#) lists all of the commands associated with the traffic measurements.

Table 1-1. Traffic Measurement Commands

COMMANDS		
Action	Object	Qualifier
change	meas-selection coverage	
change	meas-selection principal	
change	meas-selection route-pattern	
change	meas-selection trunk-group	
change	meas-selection wideband-trunk-group	
change	report-scheduler	<report number>
clear	measurements ds1	<CabCarSSF> [options]
clear	measurements ds1-facility	<CabCarSSF> [options] [print or schedule]
clear	measurements occupancy	busiest-intervals
clear	measurements security-violations	
display	communications-interface links	[print or schedule]
display	meas-selection coverage	[print or schedule]
display	meas-selection principal	[print or schedule]
display	meas-selection route-pattern	[print or schedule]
display	meas-selection trunk-group	[print or schedule]
display	meas-selection wideband-trunk-group	[print or schedule]
list	aca-parameters	[options] [print or schedule]
list	asg-history	[print or schedule]
list	emergency	[print or schedule]
list	hunt group	[option] [print or schedule]
list	logins	[print or schedule]
list	measurements aca	[print or schedule]
list	measurements attendant group	[print or schedule]
list	measurements attendant positions	[print or schedule]
list	measurements blockage pn	<required field> [print or schedule]
list	measurements blockage sn	[option] [print or schedule]
list	measurements call-rate	<required field> [print or schedule]
list	measurements call-summary	[print or schedule]
list	measurements cbc-trunk-group	<ISDN CBC tgn>last-hour[print or schedule]
list	measurements clan ethernet	<CabCarSSF> [print or schedule]
list	measurements clan ppp	<CabCarSSF> [print or schedule]
list	measurements communications-links	<xx-yy>[print or schedule]
list	measurements coverage-path	<required field>[options] [print or schedule]

Continued on next page

Table 1-1. Traffic Measurement Commands — Continued

COMMANDS		
Action	Object	Qualifier
list	measurements ds1 summary	<CabCarSSF> [options] [print or schedule]
list	measurements ds1 log	<CabCarSSF> [options] [print or schedule]
list	measurements ds1-facility summary	<CabCarSSF> [options] [print or schedule]
list	measurements ds1-facility log	<CabCarSSF> [options] [print or schedule]
list	measurements hunt-group	<required field>[print or schedule]
list	measurements lar-route-pattern	<required fields>[option] [print or schedule]
list	measurements lightly-used-trunk	<required field>[print or schedule]
list	measurements load-balance incoming	<required field>[print or schedule]
list	measurements load-balance intercom	<required field>[print or schedule]
list	measurements load-balance outgoing	<required field>[print or schedule]
list	measurements load-balance tandem	<required field>[print or schedule]
list	measurements load-balance total	<required field>[print or schedule]
list	measurements modem-pool	<required field>[print or schedule]
list	measurements occupancy busiest-intervals	[print or schedule]
list	measurements occupancy last-hour	[print or schedule]
list	measurements occupancy pktint	[print or schedule]
list	measurements occupancy summary	[print or schedule]
list	measurements outage-trunk	<required field>[print or schedule]
list	measurements principal	<required field>[options] [print or schedule]
list	measurements route-pattern	<pat_no><required field>[print or schedule]
list	measurements security-violations detail	[print or schedule]
list	measurements security-violations summary	[print or schedule]
list	measurements summary	[print or schedule]
list	measurements tone-receiver detail	<required field>[print or schedule]
list	measurements tone-receiver summary	<required field>[print or schedule]
list	measurements trunk-group hourly	<tgn> [print or schedule]
list	measurements trunk-group summary	<required field>[print or schedule]
list	measurements wideband-trunk-group hourly	<tgn>[print or schedule]
list	measurements wideband-trunk-group summary	<required field>[print or schedule]
list	performance attendant	<required field>[print or schedule]
list	performance hunt-group	<required field>[print or schedule]
list	performance summary	<required field>[print or schedule]
list	performance trunk-group	<required field>[print or schedule]

Continued on next page

Table 1-1. Traffic Measurement Commands — Continued

COMMANDS		
Action	Object	Qualifier
list	report-scheduler	[print or schedule]
monitor	security-violations	<required field>[print]
monitor	system	<conn>, <scr>, <view1>, <view2>
monitor	traffic hunt-groups	<hgn> starting group number
monitor	traffic trunk-groups	<tgn> starting group number
monitor	trunk	<tgn>[member #]
remove	report-scheduler	<report number>

Monitor Commands

Use the **monitor** command to display real-time status reports. Whenever a status report is displayed on the management terminal, it is automatically updated every thirty seconds. Press CANCEL to abort the **monitor** command.

 **NOTE:**
When canceling out of some monitor commands, the management terminal interface is automatically logged off. This is not administrable.

If the status report consists of more than one page, use NEXT PAGE to display any subsequent pages and PREV PAGE to display previous pages.

If you enter the **monitor** command incorrectly, or if the qualifier is not applicable or cannot be measured, a descriptive error message appears on the message line. The message line is the bottom line on the screen. Usually the error messages provide enough detail to determine the problem. However, you may press HELP when needed.

List Commands

Use the **list** command to obtain historical information for a list of all (or a selected range of) attendants, trunk groups, hunt groups, and so on.

Display Commands

Use the **display** command to identify the parameters associated with a specific object/qualifier (for example, the parameters being measured).

1 How to Enter Commands and Display and Print Reports

Displaying Reports

1-5

Change Commands

Use the **change** command to alter the group of parameters being measured.

Clear Commands

Use the **clear** command to remove the measurement data generated as the result of an alarm or a system irregularity.

Displaying Reports

The commands, listed in [Table 1-1](#), and the resulting reports are described in detail in Chapters 2–6.

Each of the **monitor** and **list** commands, depicted in [Table 1-1](#), results in producing (displaying) a different report on the management terminal screen. If the command line qualifier **print** is selected — the report is immediately printed on the slave printer associated with the management terminal. Whenever the command line qualifier **schedule** is initially executed, the system defaults the report for immediate printing (on the System Printer unless a day and time of day is scheduled) and generates a Job Id. The Job Id is required by the Report Scheduler feature for updating and deleting the schedule of reports. The Report Scheduler, which is described in [Chapter 2, “System Printer and Report-Scheduler”](#), is used to administer a time/day schedule for each desired report.

Screen Format

The on screen format for reports is as shown in [Figure 1-1](#).

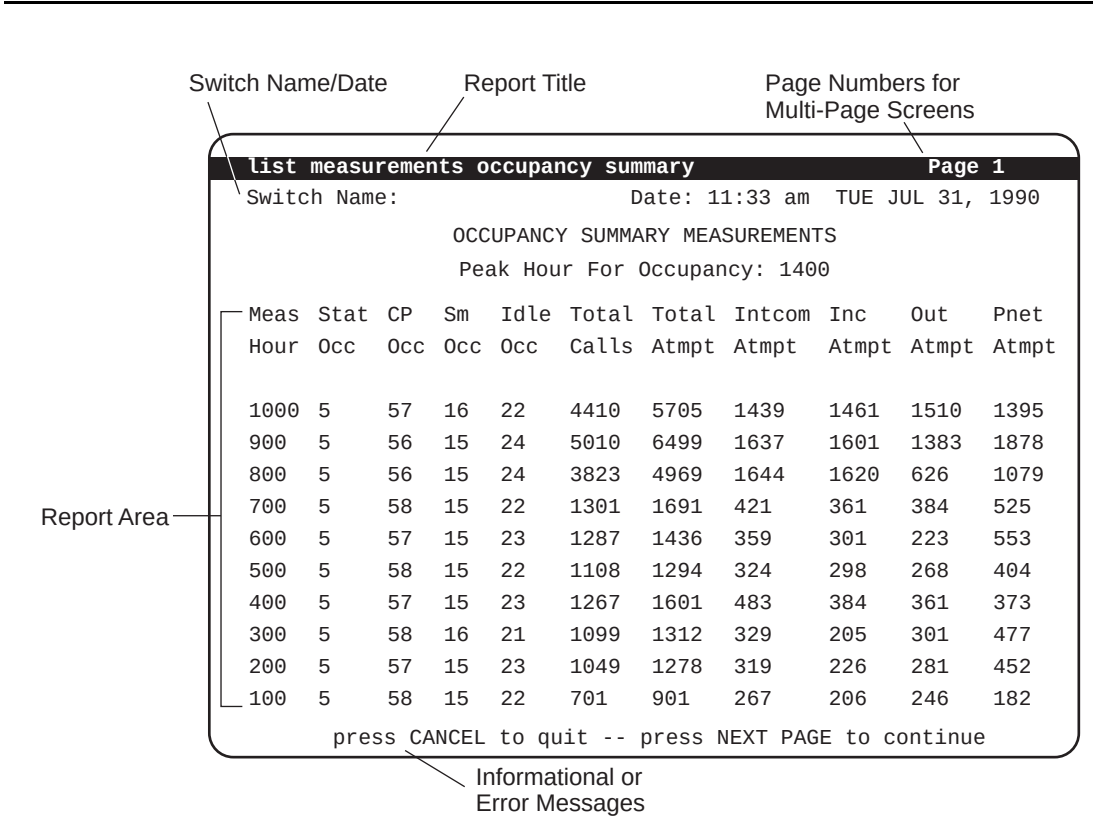


Figure 1-1. Screen Format

Error messages appear highlighted above the command line, as shown in [Figure 1-2](#).

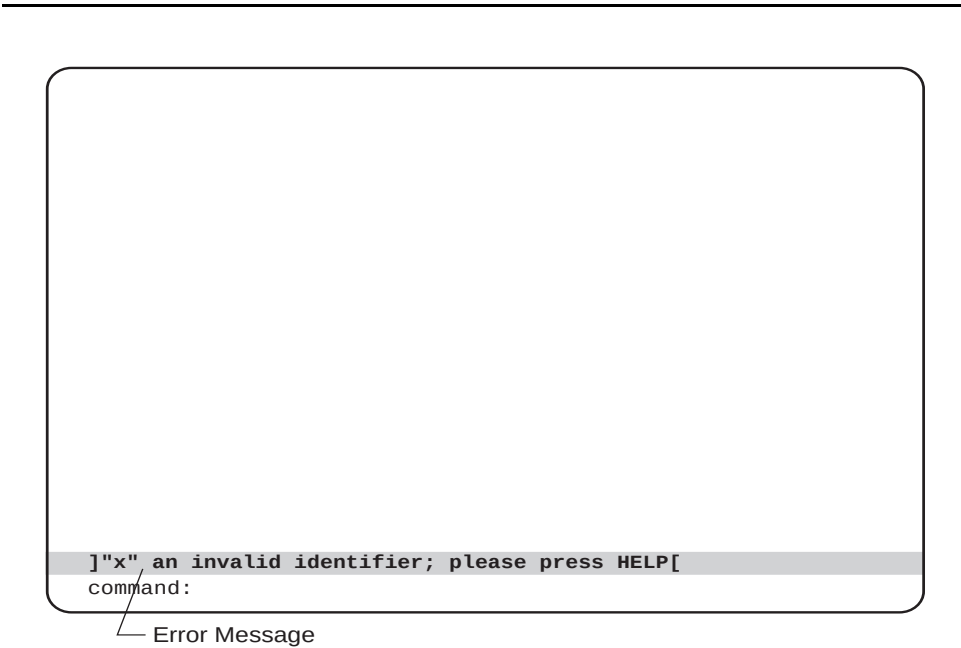


Figure 1-2. Error Message

Commands that you type appear as shown in [Figure 1-3](#).

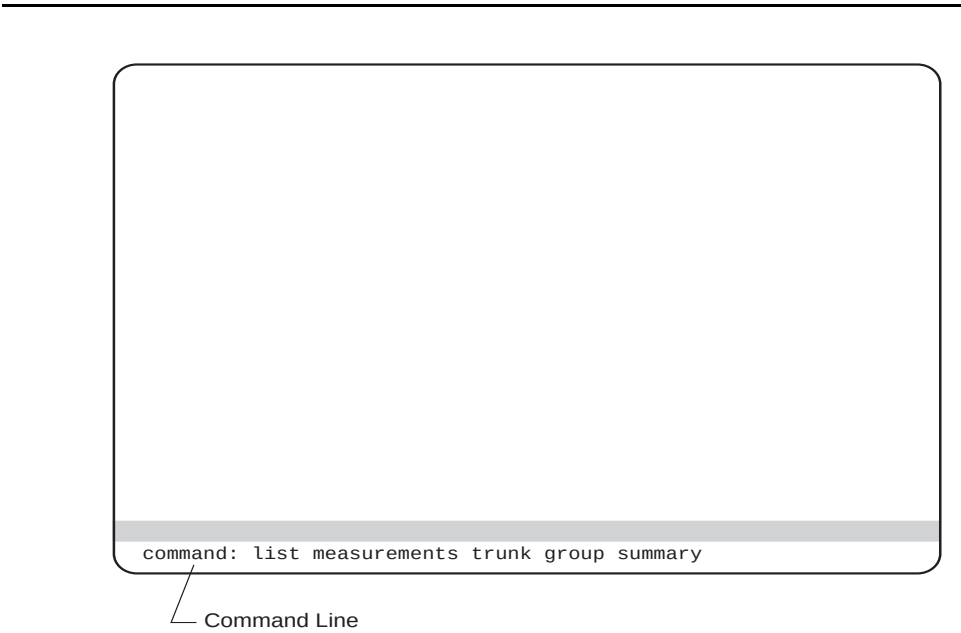


Figure 1-3. Command Line

Command Structure

A common command structure is shared across the G3csi, G3si, and G3r machines. [Table 1-2](#) lists the categories of commands on the specified machines. Not listed are the *list measurements* commands. For the *list measurements* commands, refer to [Table 1-1](#).

Table 1-2. Comparison of G3csi, G3si, and G3r Traffic-Related Commands

G3csi and G3si Traffic-Related Commands			G3r Traffic-Related Commands		
Action	Object	Qualifier	Action	Object	Qualifier
change	meas-selection	coverage	change	meas-selection	coverage
change	meas-selection	principal	change	meas-selection	principal
change	meas-selection	route-pattern	change	meas-selection	route-pattern
change	meas-selection	trunk-group	change	meas-selection	trunk-group
change	meas-selection	wideband-trunk-group	change	meas-selection	wideband-trunk-group
clear	measurements	ds1	clear	measurements	ds1
n/a			clear	measurements	ds1-facility
clear	measurements	security-violations	clear	measurements	security-violations
clear	measurements	occupancy busiest-intervals	clear	measurements	occupancy busiest-intervals
display	meas-selection	coverage	display	meas-selection	coverage
display	meas-selection	principal	display	meas-selection	principal
display	meas-selection	route-pattern	display	meas-selection	route-pattern
display	meas-selection	trunk-group	display	meas-selection	trunk-group
display	meas-selection	wideband-trunk-group	display	meas-selection	wideband-trunk-group
list	performance	attendant	list	performance	attendant
list	performance	hunt-group	list	performance	hunt-group
list	performance	trunk-group	list	performance	trunk-group
list	performance	summary	list	performance	summary
monitor	traffic	hunt-groups	monitor	traffic	hunt-groups
monitor	traffic	trunk-groups	monitor	traffic	trunk-groups
monitor	system	view1	monitor	system	view1
monitor	system	view2	monitor	system	view2
traceroute	board	<CabCarSSF>	traceroute	board	<CabCarSSF>
traceroute	ip-address	<ip-address>	traceroute	ip-address	<ip-address>

G3csi, G3si, and G3r Reports

This book covers all the DEFINITY ECS G3csi, G3si, and G3r performance reports. However, some differences exist between the reports available on the different versions of the switch. [Table 1-3](#) shows these differences. Where a report applies only to the G3r version of the switch, “n/a” appears in the G3csi and G3si column.

Table 1-3. Comparison of G3csi, G3si, and G3r Traffic Reports

G3csi and G3si Traffic Reports			G3r Traffic Reports		
Report	Sub-Report	Type	Report	Sub-Report	Type
aca		Accumulated	aca		Accumulated
attendant	group	YTL ¹ -Peak	attendant	group	YTL-Peak
attendant	positions	YTL-Peak	attendant	positions	YTL-Peak
blockage	pn	YTL-Peak	blockage	pn	YTL-Peak
n/a			blockage	sn	YTL-Peak
call-rate		YTL-Peak	call-rate		YTL-Peak
call-summary		Hourly	call-summary		Hourly
cbc-trunk-group		YTL-Peak	cbc-trunk-group		YTL-Peak
communications-links	1-8	Hourly	communications-links	1-8	Hourly
n/a			communications-links	9-16	Hourly
coverage-path		YTL-Peak	coverage-path		YTL-Peak
ds1	log	Accumulated	ds1	log	Accumulated
ds1	summary	Accumulated	ds1	summary	Accumulated
n/a			ds1-facility	log	Accumulated
n/a			ds1-facility	summary	Accumulated
hunt-group		YTL-Peak	hunt-group		YTL-Peak
lar-route-pattern		YTL	lar-rout-patterne		YTL
lightly-used-trunk		YTL	lightly-used-trunk		YTL
load-balance	total	YTL-Peak	load-balance	total	YTL-Peak
load-balance	intercom	YTL-Peak	load-balance	intercom	YTL-Peak
load-balance	incoming	YTL-Peak	load-balance	incoming	YTL-Peak
load-balance	outgoing	YTL-Peak	load-balance	outgoing	YTL-Peak
load-balance	tandem	YTL-Peak	load-balance	tandem	YTL-Peak
modem-pool		YTL-Peak	modem-pool		YTL-Peak
occupancy	busiest- intervals	Accumulated	occupancy	busiest- intervals	Accumulated
occupancy	last-hour	Accumulated	occupancy	last-hour	Accumulated
n/a			occupancy	pktint	Hourly

Continued on next page

Table 1-3. Comparison of G3csi, G3si, and G3r Traffic Reports — Continued

G3csi and G3si Traffic Reports			G3r Traffic Reports		
Report	Sub-Report	Type	Report	Sub-Report	Type
occupancy	summary	Hourly	occupancy	summary	Hourly
outage-trunk		YTL	outage-trunk		YTL
principal		YTL-Peak	principal		YTL-Peak
route-pattern		YTL	route-pattern		YTL
security-violations	detail	Accumulated	security-violations	detail	Accumulated
security-violations	summary	Accumulated	security-violations	summary	Accumulated
summary		YTL-Peak	summary		YTL-Peak
tone-receiver	summary	YTL-Peak	tone-receiver	summary	YTL-Peak
tone-receiver	detail	YTL-Peak	tone-receiver	detail	YTL-Peak
clan ethernet	detail	Accumulated	clan ethernet	detail	Accumulated
clan ppp	detail	Accumulated	clan ppp	detail	Accumulated
trunk-group	hourly	Hourly	trunk-group	hourly	Hourly
trunk-group	summary	YTL-Peak	trunk-group	summary	YTL-Peak
wideband-trunk-group	hourly	Hourly	wideband-trunk-group	hourly	Hourly
wideband-trunk-group	summary	YTL-Peak	wideband-trunk-group	summary	YTL-Peak

1. YTL = yesterday, today, and last-hour report options available

1 How to Enter Commands and Display and Print Reports
G3csi, G3si, and G3r Reports

1-12

System Printer and Report-Scheduler

2

System Printer

The system printer, rather than the slave printer attached directly to the management terminal, is used to schedule reports to be printed. However, when desired and on demand, you may print individual reports using the management terminal printer.

The Report Scheduler feature uses the system printer as its output device. The hardware parameters for the system printer must have been previously administered.

You use Page 4 of the Feature Related System Parameters screen to administer the hardware parameters of the system printer. To access this screen, use the **change system-parameters features** command. [Screen 2-1](#) depicts this screen. [Table 2-1](#) describes the data fields for this screen.

change system-parameters features

Page 4 of 8 SPE A

FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS

System Printer Extension: 45206 Lines Per Page: 60
EIA Device Bit Rate: 9600

SYSTEM-WIDE PARAMETERS

Switch Name: System Test 2

MALICIOUS CALL TRACE PARAMETERS

Apply MCT Warning Tone? n MCT Voice Recorder Trunk Group:

Screen 2-1. Feature Related System Parameters



NOTE:

The system printer must use an Electronic Industries Association (EIA) RS-232 asynchronous serial interface. Depending upon the type/model of serial printer you use, you may have to administer certain hardware option switch settings as part of the installation procedure.

Table 2-1. System Printer Hardware Administration

Field	Description
System Printer Extension:	Enter the extension number if connected to a switched port, or "eia" (see note below). There are two different types of switched port circuits. The TN754 circuit pack supports connections to 7400B-type data modules, while the TN726 circuit pack supports connections to the Asynchronous Data Unit (ADU)-type data module. Local requirements determine which data link option to select.  NOTE: If your system is a G3si or G3csi, you may connect the printer to the EIA, unless the EIA is used for Call Detail Record (CDR) collection.
Lines Per Page:	The number of lines on the computer form. The range is from 24 to 132. Generally, 60 will be the appropriate selection.
EIA Device Bit Rate	1200, 2400, 4800, 9600 (This field displays when the System Printer Extension field is set to eia .)

System Printer Data Link Operation
and Maintenance

Operation and maintenance of the system printer data link is significantly different from the CDR and journal printer data links. For example, the CDR and journal printer data links are maintained in a constant link up state, while the system printer data link is only brought up once every 15 minutes provided there are reports to be printed, or when an immediate report is scheduled.

The system printer data link has three states that identify its operational condition. The states are: (1) link up, (2) link down, and (3) maintenance busy-out. Whenever the communication path (including software processes, hardware cabling, and printer) functions properly and data is exchanged successfully between them, the data link is defined as being in the link up state. The link down state refers to all times except whenever reports are printed and whenever maintenance personnel disable the link. The maintenance busy-out state is the result of executing the **busyout sp-link** command from the management terminal. While in the maintenance busy-out state, the switch software processes and link retry operations are disabled.

It is assumed all customers monitor the operating status of the system printer and, as necessary, refill the paper bin, relieve any paper jams, verify the printer is receiving power, and so on.

NOTE:

The Basic Call Management System (BCMS) login cannot execute the **busyout sp-link** command. This is normally only performed via the maintenance login. Therefore, as necessary, all non-maintenance personnel should simply flip the printer power switch to the OFF position to refill the paper bin and remove jammed paper. Subsequently, the system-printer can be restored on-line by turning the power switch ON.

If the system printer link generates either a warning alarm or a minor alarm, the problem should be referred to the proper maintenance personnel.

Report Scheduler

The Report Scheduler can be used with many switch features. Specifically, virtually all **list**, **display**, or **test** commands can be executed with the **schedule** qualifier. Therefore, the system administrator login, maintenance login, and other logins can schedule reports.

Whenever a command containing the **schedule** option is executed, it generates a Job Id. A maximum of 50 different Job Ids (50 different reports) can be scheduled for printing. The Report Scheduler feature is used to specify the actual day(s) and time of day each report is printed. For a list of measurement commands that can be scheduled, refer to [Table 1-1](#).

Print Intervals

For purposes of printing reports, three print intervals are available:

- **Immediate** — The report prints immediately.
- **Scheduled** — The report prints each week for the time and days specified. The date, time, and day(s) parameters for the report are set administratively. To change them, re-administration is required.
- **Deferred** — The report generates once for the time and day specified

Adding a Report to the Report Scheduler

To add a report to the Report Scheduler, enter a **list**, **test**, or **display** command followed by the **schedule** option. Whenever a report is initially scheduled, the print interval of **immediate** is automatically assigned as the default. Therefore, if **immediate** is not desired, you must change the print interval to **deferred** or **scheduled** and you must add a day and print time to the Report Scheduler. [Screen 2-2](#) depicts this screen with sample data. [Table 2-2](#) describes the data fields for this screen.

list measurements attendant-group

REPORT SCHEDULER

Job Id: 1Job Status: none

Command: list measurements attendant-group

Print Interval: immediate

Page 1

Screen 2-2. Report Scheduler screen — Immediate Print Interval

Table 2-2. Report Scheduler Field Descriptions

Field	Description
Job Id	This is a display-only field. Whenever a command is executed with the qualifier schedule , the system responds by generating a unique Job Id number. The Job Id assigned by the system is the lowest number from 1 to 50 not already in use.
Job Status	This is a display-only field. It identifies the print status of the report. Since the job is not yet on the report scheduler, this field displays "none."
Command	This is a display-only field. It displays the ACTION, OBJECT, and QUALIFIER entered when the report was scheduled.

Continued on next page

Table 2-2. Report Scheduler Field Descriptions — *Continued*

Field	Description
Print Interval	This field has three options: immediate, deferred, and scheduled. The default is immediate. Whenever the Print Interval field is changed from immediate to deferred or scheduled, the screen changes to the format depicted in Screen 2-3 and the administrator is prompted to enter values for the Print Time and the days of the week fields.  NOTE: The deferred option is only used when you want to schedule a report for a single printing. Thereafter, the Job Id is automatically removed from the Report Scheduler. Those reports administered as scheduled print on a week-after-week basis.
Print Time	Within a given hour, reports can be scheduled at 15-minute intervals (that is, xx:00, xx:15, xx:30, or xx:45). The system printer requires significant switch processor resources; therefore, it is important reports be scheduled for off-peak hours. Furthermore, you should not schedule all reports for the same hour and time interval, but stagger them across multiple off-peak time intervals. If, because of printing volume or other problems, a report is not printed within 4 hours of its scheduled time interval, it is not printed until its next scheduled time interval. This is a 4-hour (non-administrable) limit. Immediate and deferred jobs are removed from the report scheduler under this scenario and require reentry to print.
Days of Week	Enter y (yes) for each day of the week the report is to be printed. Enter n (no) for those days when the report should not be printed. Selecting an n for all seven days of the week effectively disables a report from being printed.

list measurements attendant groups

REPORT SCHEDULER

Job Id: 1

Job Status: none

Command: list report scheduler

Print Interval: scheduled

Print Time: xx:xx

Sun: n Mon: n Tue: n Wed: n Thu: n Fri: n Sat: n

Page 1

Screen 2-3. Report Scheduler screen — Scheduled Print Interval

Other commands, such as those described in [Chapter 3, "Traffic Data Analysis"](#), are added to the Report Scheduler in a similar manner. Simply append the **schedule** qualifier to the command (for example, **list aca-parameters schedule**) and, when the first screen appears, change the Print Interval field from **immediate** to **scheduled** and subsequently administer the Print Time and the days of the week fields.

Summary of Steps for Printing Reports on the System-Printer

1. Execute a command with the **schedule** qualifier.

The Report Scheduler screen appears (for example, [Screen 2-2](#) with the appropriate command). It indicates the print interval is immediate.

2. Choose one of these options:

- a. Press ENTER to print the report (immediately) on the system printer.
- b. Type scheduled or deferred in the Print Interval field and press ENTER.



NOTE:

If you are using a personal computer (PC) running a terminal emulation package, your keyboard may not have an ENTER key. You must map a function key to serve in this capacity. (See your terminal emulation software documentation for instructions on how to do this.)

When you change the print interval to **scheduled** or **deferred**, the Print Time and the days of the week fields are displayed (for example, [Screen 2-3](#)).

3. Type in the desired Print Time and press ENTER.

The cursor is now on the days of the week field.

4. Type **y** for those days that you desire to print the report.
5. Press ENTER to execute the command.

The command prompt appears.

Listing Scheduled Reports

This command displays a list of all reports in the Report Scheduler. The order of the list is according to scheduled print time. Reports are printed according to this list (for example, first report on the list is the first report printed).

Command

To display a list of all reports on the Report Scheduler:

- 1. Type **list report-scheduler [print/schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for this command.

[Screen 2-4](#) depicts the screen for the **list report-scheduler** command. [Table 2-3](#) describes the data fields for this screen.

list report-scheduler					Page 1 of x	
Job Id	Days (smtwtfs)	Report Scheduler Time	User	Status	Type	
4	Command nnnnnnn	18:45	bcms	printing	immediate	
2	list measurements attendant-group nnnnnnn	19:00	bcms	waiting	scheduled	
7	list measurements call-rate nnnnnnn	19:15	bcms	waiting	deferred	
23	list bcms agent 5000 nnnnnnn	19:15	bcms	waiting	scheduled	
	list bcms agent 4000 day 09/11 09/15					

Screen 2-4. List Report Scheduler screen

 **NOTE:**
In instances such as for Job Id 4, if an immediate report is scheduled, the Days field is completed with one **y** for the current day and **n** for all others.

All fields are display-only. If, after reviewing this report, it is determined changes need to be made, use the **change report-scheduler** command to make the desired changes.

Table 2-3. Report Scheduler Screen

Field	Description
Job Id	When a command is executed with the schedule qualifier, the system responds by generating a unique Job Id number. The Job Id assigned by the system is the lowest number from 1 to 50 not already in use.
Days (smtwtfs)	On a per-day basis, an n indicates the report is not printed that day; a y indicates the report is printed that day. Selecting an n for all seven days of the week effectively disables a report from printing.
Time	The time interval the report is scheduled to print.
User	The user login that scheduled the identified report.
Status	This is a display-only field. It identifies the print status of the report. The four possible states are: ■ Waiting — Indicates the report is not scheduled for any activity during the current 15-minute time interval. ■ Print-Next — Indicates the report is scheduled to print within the current 15-minute time interval. ■ Printing — Indicates the report is currently printing. ■ Printed — Indicates the report has successfully printed during the current 15-minute time interval.
Type	The type of print interval scheduled for the report.
Command	This is a display-only field. It displays the ACTION, OBJECT, and QUALIFIER entered when the report was scheduled.

Change Command

Use the **change report-scheduler** command to change the schedule of a report. To display this screen, use the **change report-scheduler xx** command, where xx corresponds to the Job Id. [Screen 2-5](#) depicts the Change Report Scheduler screen. [Table 2-4](#) describes the data fields for this screen.

change report-scheduler 23

Report Scheduler

Page 1

Job Id: 23

Job Status: printed

Command: list bcms agent 4000 time start 08:00 stop 12:00

Print Interval: scheduled

Print Time: 19:15

Sun: n Mon: y Tue: n Wed: y Thu: n Fri: y Sat: n

Screen 2-5. Change Report Scheduler

Table 2-4. Change Report Scheduler Screen

Field	Description
Job Id	This is a display-only field. It is the unique identifier for the report. The Job Id assigned by the system is the lowest number from 1 to 50, not already in use.
Job Status	This is a display-only field. It identifies the print status of the report. The four possible states are: ■ Waiting — Indicates the report is not scheduled for any activity during the current 15-minute time interval. ■ Print-Next — Indicates the report is scheduled to print within the current 15-minute time interval. ■ Printing — Indicates the report is currently printing. ■ Printed — Indicates the report has successfully printed during the current 15-minute time interval.  NOTE: The Print Time and the days of the week fields may be changed and effect a change of the Job Status.
Command	This is a display-only field. It displays the ACTION, OBJECT, and QUALIFIER entered when the report was scheduled.

Continued on next page

Table 2-4. Change Report Scheduler Screen — Continued

Field	Description
Print Interval	The three possible options are immediate, scheduled, and deferred. If the print time of a report is changed so its scheduled time now falls inside the current 15-minute time interval (that is, the Job Status field changes from waiting to print-next), the report is not printed in the current interval. But, the report is printed during the next scheduled time interval. As a contrast, if a report scheduled for some time interval (other than the current 15-minute time interval) has its print interval changed from scheduled to immediate, the report is printed immediately.
Print Time	Within a given hour reports can be scheduled at 15-minute intervals (that is xx:00, xx:15, xx:30, xx:45). This field may be changed as desired. The system printer requires significant switch processor resources; therefore, it is important that the reports be scheduled for off-peak hours. Furthermore, you shout not schedule all reports for the same hour and time interval, but stagger them across multiple off-peak time intervals. If, because of printing volume or other problems, a report is not printed within 4 hours of its scheduled time interval, it is not printed until its next scheduled time interval. This is a 4-hour (non-administrable) limit.
Days of Week	On a per-day basis, an n indicates the report is not to be printed that day; a y indicates the report is to be printed that day. This field can be changed as desired. Selecting an n for all seven days of the week effectively disables a scheduled printing of a report.

Remove Command

The **remove report-scheduler** command is used to remove a report from the Report Scheduler. To display this screen, enter the **remove report-scheduler xx** command, where xx corresponds to the Job Id. [Screen 2-6](#) depicts this screen. [Table 2-5](#) describes the data fields for the screen.

remove report-scheduler 23

Report Scheduler

Page 1

Job Id: 23

Job Status: printed

Command: list bcms agent 7000 time start 08:00 stop 12:00

Print Interval: scheduled

Print Time: 19:15

Sun: n Mon: y Tue: n Wed: y Thu: n Fri: y Sat: n

Screen 2-6. Remove Report Scheduler

 **NOTE:**
All fields are display-only. Once the user verifies the identified report is the one to be removed, it is then necessary to press RETURN. Following this action, the system waits for the next command.

Table 2-5. Remove Report Scheduler Command Screen

Field	Description
Job Id	The unique identifier for the report. The Job Id assigned by the system is the lowest number from 1 to 50 not already in use.
Job Status	This is a display-only field. It identifies the print status of the report. The four possible states are: ■ Waiting — Indicates the report is not scheduled for any activity during the current 15-minute time interval. ■ Print-Next — Indicates the report is scheduled to print within the current 15-minute time interval. ■ Printing — Indicates the report is currently printing. ■ Printed — Indicates the report has successfully printed during the current 15-minute time interval.
Command	This is a display-only field. It displays the ACTION, OBJECT, and QUALIFIER entered when the report was scheduled.
Print Interval	The three possible options are immediate, scheduled, and deferred.
Print Time	Within a given hour, reports can be scheduled at 15-minute intervals (for example, xx:00, xx:15, xx:30, xx:45).
Days of Week	On a per-day basis, an n indicates the report is not to be printed that day; a y indicates the report is to be printed that day. Selecting an n for all seven days of the week effectively disables a report from printing.

Traffic Data Analysis

3

How This Chapter Is Organized

This chapter describes all of the traffic measurement reports, excluding history, processor occupancy, and security reports. The reports are in alphabetical order. Each report description includes the following elements:

- An explanation of the report
- The full command used to call up the report (elements of the command may be abbreviated as long as they are unique), including a description of any required fields and options
- An illustration of a typical report screen
- A table that defines all field labels in the report and, when appropriate, a "Suggested Actions" list

The following reports are provided:

- **Attendant.** Describes the traffic measurements and performance reports for attendant groups and attendant positions and provides an analysis of the data provided in the reports.
- **Automatic Circuit Assurance.** Describes the parameters and measurements reports for the Automatic Circuit Assurance (ACA) feature.
- **ARS/AAR/UDP Route Pattern Measurements.** Describes the measurements selection screen and routing pattern measurements report for the Automatic Route Selection (ARS), Automatic Alternate Routing (AAR), and User Datagram Protocol (UDP) features and provides an analysis of the data provided in the measurements report.
- **Call Rate.** Describes the Call Rate measurements and summary reports available with DEFINITY systems.
- **Call Summary.** Lists the number of completed calls for the last 24 hours.

3 Traffic Data Analysis*How This Chapter Is Organized*

3-2

- **Call Coverage Measurements.** Describes the Principal Coverage and Coverage Path measurement reports available with DEFINITY systems.
- **DS1 Link Performance Measurements.** Describes performance measurements for DS1 links. The reports available include detailed log and summary reports.
- **DS1 Converter Link Performance Measurements.** Describes performance measurements for DS1 Converter links. The reports available include detailed log and summary reports.
- **Emergency Access Calls.** Tracks emergency calls by extension, event, type of call, and time of day. This report prints in the system journal printer with name, time and event code (attendant crisis alert).
- **Hunt Groups.** Lists the hunt groups on your system. Describes the traffic measurements, performance, and status reports for Automatic Call Distribution (ACD)/Uniform Call Distribution (UCD)/Direct Department Calling (DDC) Hunt Groups and provides the analysis of the data provided in the reports.
- **LAN Performance Measurements.** Describes the performance measurements report for traffic over ethernet or ppp LAN connections.
- **LAR Route Pattern Measurements.** Describes the route pattern measurements report for the Look Ahead Routing feature.
- **Logins.** Describes the login ID information for each system user.
- **Modem Pool Groups.** Describes the traffic measurements report for modem pool groups.
- **Multimedia.** Describes the traffic measurement reports used to determine multimedia traffic resources.
- **Performance Summary.** Describes the traffic measurements Performance Summary report.
- **Port Network /Load Balance.** Describes the Blockage Study report which provides information on loading and blocking for each port network as well as between switch node pairs; and the Load Balance report which provides information on load and balance for each port network and indications of the source of the load.
- **System Status.** Describes the System Status reports, which provide an overall view of how the system is performing.
- **Tone Receiver.** Describes the Tone Receiver Summary and Tone Receiver Detailed Measurements reports which display traffic data for tone receivers.
- **Traffic Summary.** Describes the Traffic Measurements Summary report.
- **Trunk Groups.** Describes the traffic, outage, lightly used and measurements/selection reports, call-by-call (CBC), performance and status reports for Trunk Groups; it also provides the validation and analysis of the data provided in the reports.

- **Wideband Trunk Groups.** Describes the Wideband Trunk Group Summary and Hourly reports and the Wideband Trunk Group Selection screen.

General Information about Reports

Report Screen Fields

Switch Name

The Switch Name field appears at the top left of all the traffic data analysis screens, just below the command. The field value is a 20-character string administered by the customer that uniquely defines the switch being measured.

Time and Date

The time and date the report is requested displays at the top right.

When a question mark appears in the time fields, three possible explanations exist.

1. The attendant presses start immediately followed by pressing cancel.
2. Pressing start and letting calls time-out after ten seconds.
3. No staffing, but making calls.

Measurement Hour

The Measurement Hour field displays the starting time (using a 24-hour clock) of the hour during which the data was recorded.

Changing the Time

If you change the time, the hour in which the time was changed is shown on the measurements reports as hh*.*.

Attendant Group Reports

The Attendant Group reports are used to assess the quality of service provided to customers calling through the Listed Directory Numbers, and to facilitate the management of the attendant group so it is neither under- nor over-staffed.

The Attendant Group Measurements consist of two reports: The Attendant Group report provides hourly traffic measurements for the Attendant Group as a whole. The Attendant Positions report gives peak individual Attendant Position Measurements.

Both reports are available as PEAK reports for yesterday's peak hour, today's peak hour, and the last hour. A peak hour is the hour within a 24-hour period with the greatest usage (Time Talk plus Time Held) for the specified day.

Hourly data for the entire attendant group can be obtained by polling the Attendant Group report on an hourly basis.

Attendant Group Report

Command

To display the Attendant Group report:

1. Type **list measurements attendant group [print/schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-1](#) shows a typical screen for the Attendant Group report. [Table 3-1](#) describes the data fields presented in the Attendant Group report.

list measurements attendant group											SPE A	
Switch Name: Cust_Switch_Name							Date: 4:47 pm WED NOV 27, 19xx					
ATTENDANT GROUP MEASUREMENTS												
Grp	Meas	-----		Calls	-----		-----	Time	----	Time	Speed	
Siz	Hour	Ans	Abnd	Qued	H-Abd	Held	Avail	Talk	Held	Abnd	Ans(sec)	
0	0	0	0	0	0	0	0	0	0	0	0	YEST PEAK
10	1200	1006	0	0	0	0	212	76	0	0	0	TODAY PEAK
10	1500	1007	0	0	0	0	224	64	0	0	1	LAST HOUR

Screen 3-1. Attendant Group report

Table 3-1. Attendant Group Report

Field	Description
Grp Siz	<i>Group Size.</i> The number of attendant positions (consoles) administered for the groups.
Meas Hour	<i>Measurement Hour.</i> The hours represented are indicated by the labels in the right-hand column (YEAS PEAK — the hours of yesterday's peak activity, TODAY PEAK — today's peak activity, and LAST HOUR — the last hour activity). ⇒ NOTE: A pair of asterisks in the minute portion of the measurement hour indicates the switch time was changed during the measurements interval. All measurement data for this interval is set to zero.
Calls Ans	<i>Calls Answered.</i> The number of calls answered by all active attendants during the measurement hour. With Total Usage and Calls Answered, you can determine the Average Work Time (AWT), which is the time it takes an attendant to handle a call (refer to "Data Analysis Guidelines" on page 3-14). Calls placed to individual attendant extensions or that route to an attendant via a hunt group do not increment the <i>Calls Ans</i> counter.
Calls Aband	<i>Calls Abandoned.</i> The number of calls that ring an attendant group and drop (the caller hangs up) before an attendant answers. Where applicable, this total includes calls abandoned from the attendant queue before answered. A call abandoned after placed on hold is <i>not</i> included in this measurement, because it is already added to the calls answered measurement. Suggested Action: Observe times during which the calls abandoned number may be higher than desirable, and then schedule additional attendants in the group as needed during the indicated times. Also, see "Percent Occupancy," located under "Data Analysis Guidelines" on page 3-14 .

Continued on next page

Table 3-1. Attendant Group Report — Continued

Field	Description
Calls Qued	<i>Calls Queued.</i> The total number of calls placed in the attendant queue (delayed) because no attendants are available. Calls remain in the queue: ■ Until an attendant becomes available and the call is connected. ■ Until the caller, while waiting in the queue, abandons the call (hangs up) before an attendant is available. See “Suggested Action” in the description of the Calls Aband field. ■ The call covers to another point in a coverage path.
Calls H-Abd	<i>Calls Held-Abandoned.</i> The number of calls that abandon while the caller is in hold mode. Held calls which time out and re-alert are included in the held-abandoned call count. Suggested Action: If this number is determined to be excessive, you should investigate and attempt to identify the reasons.
Calls Held	<i>Calls Held.</i> The number of calls answered by the attendant group and subsequently placed on hold by the attendant group.
Time Avail	<i>Time Available.</i> The time during which the “pos avail” lamp is lit on all attendant consoles, and the attendants are not talking on calls but are available to handle new calls. Measured in Centum (Hundred) Call Seconds or CCS.  NOTE: An attendant can have calls on hold and still be available. For example, if two attendants are available for 15 minutes each during the measurement hour, the total available time would be 30 minutes or 18 CCS (0.5 hour X 36 CCS per hour).

Continued on next page

Table 3-1. Attendant Group Report — Continued

Field	Description
Time Avail (cont.)	Consoles may be administered either with their own unique extension number or without any extension number. For the “with extension number” case, traffic measurements for outgoing calls and incoming calls to the extension are allotted to the console’s extension number and not to the attendant group. For the “without” case, all traffic measurements are allotted to the attendant group. The time the console is on outgoing calls is not included in the attendant group’s Time Avail measurement. Attendants are not available and do not accumulate time available when: ■ The position is in Night Service ■ The position was busied-out ■ The headset is unplugged ■ The attendant is servicing a call Suggested Actions: 1. If the Time Avail plus Time Talk fields total to a number less than 36 CCS X the number of attendants, then some of the attendant positions are not staffed for the measurement hour. If this is a problem, then it is appropriate to staff additional positions during the busy hour(s). 2. If the Time Avail plus Time Talk fields equal 36 CCS X the number of attendants, then any time available is idle time or time not spent on calls. A large number for the Time Avail field indicates a low occupancy. If this is a problem, then it is appropriate to reduce the number of attendant positions that are staffed. Staffed time is usually very close to the sum of the Time Avail and Time Talk fields.

Continued on next page

Table 3-1. Attendant Group Report — Continued

Field	Description
Time Talk	Also referred to as <i>Talk Time</i>. The total time, during the measurement interval, attendant(s) are active or talking on a loop (measured in CCS). Talk time is not started until the call is answered by the attendant. The duration of time between the call terminating at the attendant console and when the call is answered is not accumulated as either <i>Avail Time</i> or <i>Talk Time</i>. Calls split by the attendant do not accumulate talk time from the point when the attendant presses the start button until the call is placed. Calls routed to an attendant via a hunt group are treated as calls to the attendant extension and therefore do not accumulate talk time.  NOTE: An attendant can have up to six calls on hold at any one time. However, each attendant can only be active on one loop at a time. Suggested Action: If talk time is acceptable, but one or more of the other measurements are unacceptable, then all parameters should be studied in order to identify what should be changed (the number of consoles, number of attendant positions staffed, attendants schedule, faulty trunks, and so on).

Continued on next page

Table 3-1. Attendant Group Report — Continued

Field	Description
Time Held	Also referred to as <i>Held Time</i> . The total amount of time (measured in seconds) the attendants have calls on hold.
Time Abnd	Also referred to as <i>Time to Abandoned</i>. The average amount of time calls spend in queue and/or ringing at the console before the callers hang up (measured in seconds).  NOTE: Time to abandoned does not include calls that overflow the attendant group queue. <i>Time To Abandoned</i> = $\frac{\text{Total Delay For All Abandoned Calls (in seconds)}}{\text{Total Number of Calls Abandoned}}$ Suggested Action: If the Time to Abandoned number is smaller than the Speed of Answer number then you need more agents. As a contrast, if the Time to Abandoned number is larger than the Speed of Answer number, then the attendant group should process the calls faster. The attendant group should be engineered so “Time to Abandoned” approximately equals “Avg Delay”. <i>Total Delay</i> = $(\text{Time To Abandoned}) \times (\# \text{ of Abandoned Calls}) +$ $(\text{Speed of Answer}) \times (\# \text{ of Calls Answered})$ <i>Avg Delay</i> = $\frac{\text{Total Delay}}{\text{Calls Answered} + \text{Calls Aband}}$  NOTE: If the average time to abandon is equal to or exceeds 9999 seconds, the value 9999 displays in the field.

Continued on next page

Table 3-1. Attendant Group Report — Continued

Field	Description
Speed Ans (Sec)	<i>Speed of Answer.</i> The average elapsed time from when a call terminates at the attendant group to when the call is answered by an attendant (measured in seconds). The average time calls wait to ring an attendant (Queue Usage / Calls Answered). The Queue Usage is the total time calls spend in the Attendant Queue.  NOTE: Calls terminate either directly to an attendant console and subsequently begin ringing or in the attendant queue when there are no attendant positions available. <i>Speed of Answer</i> = $\frac{\text{Total Delay For All Answered Calls (in seconds)}}{\text{Total Number of Calls Answered}}$  NOTE: If the average time to abandon is equal to or exceeds 9999 seconds, the value 9999 displays in the field. Suggested Action: If this number appears to be too high and all attendants are working at acceptable efficiency levels, consider additional training that may help the attendants complete calls more quickly. Alternatively, observe the hours during which speed of service becomes unacceptable and consider adding consoles and staffing additional attendants during those hours.

Attendant Positions Report

The Attendant Positions report provides hourly individual attendant position measurements. It is used to assess personnel performance, and to identify when additional training may be necessary.

Command

- To display the Attendant Positions report:
1. Type **list measurements attendant positions [print/schedule]** and press RETURN.
- Options:** The **print** and **schedule** options are available for this command.

Screen

[Screen 3-2](#) and [Screen 3-3](#) show a typical Attendant Positions report. [Table 3-2](#) describes the data fields presented in the Attendant Positions report.

list measurements attendant positions
Switch Name: Customer_Switch_Name

Date: 4:46 pm WED NOV 27, 19xx

ATTENDANT POSITIONS MEASUREMENTS

Yesterday's Peak
Meas Hour: 0

Today's Peak
Meas Hour: 1200

Last Hour
Meas Hour: 1500

Attd	Avail	Talk	Held	Ans	Attd	Avail	Talk	Held	Ans	Attd	Avail	Talk	Held	Ans
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	27	9	0	127	28	8	0	126		
7	0	0	0	0	26	10	0	125	28	8	0	126		
8	0	0	0	0	26	10	0	125	28	8	0	126		
9	0	0	0	0	26	10	0	125	28	8	0	126		
10	0	0	0	0	27	9	0	126	28	8	0	126		
15	0	0	0	0	26	10	0	126	28	8	0	125		

press CANCEL to quit -- press NEXT PAGE to continue

Screen 3-2. Typical Attendant Positions report — Page 1

list measurements attendant positions
Switch Name: Customer_Switch_Name

Date: 4:46 pm WED NOV 27, 19xx

ATTENDANT POSITIONS MEASUREMENTS

Yesterday's Peak
Meas Hour: 0

Today's Peak
Meas Hour: 1200

Last Hour
Meas Hour: 1500

Attd	Avail	Talk	Held	Ans	Attd	Avail	Talk	Held	Ans	Attd	Avail	Talk	Held	Ans
20	0	0	0	0	27	9	0	126	28	8	0	126		
25	0	0	0	0	27	9	0	126	28	8	0	126		

Page 2

Screen 3-3. Typical Attendant Positions report — Page 2

Table 3-2. Attendant Positions Report

Field	Description
Attd ID	<i>Attendant ID.</i> A number between 1 and the maximum number of attendants to identify which attendant's data is being displayed This number is chosen by the user upon administering this attendant.
Time Talk	The time the attendant is active on calls (in CCS). Time Talk is measured from the time the attendant activates an attendant loop until the loop is released. If more than one loop is active on an attendant console at one time, the usage is counted only once (for example, one attendant is not counted as being busy more than once at a single time).
Time Held	The time the attendant had calls on hold (measured in seconds).
Time Avail	<i>Time Available.</i> The total time the subject attendant is available to receive calls during the polling interval (measured in CCS).
Calls Ans	<i>Calls Answered.</i> The total number of calls answered by this attendant (measured in CCS). Calls placed to an individual attendant extension or that route to an attendant via a hunt group do not increment the <i>Calls Ans.</i> counter.

Attendant Performance Report

The Attendant Performance report gives the console attendant group average speed of answer for each hour of a 24-hour period, for either yesterday or today.

Command

To display the Attendant Performance report:

1. Type **list performance attendant <yesterday/today> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday/today**.

- Enter **yesterday** to list the attendant group activity for yesterday.
- Enter **today** to list the attendant group activity for today.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-4](#) and [Screen 3-5](#) show typical screens for the Attendant Performance report, using the yesterday option.

Page 1 of the display shows hours from 0000 (midnight) through 1100 (11:00 am), and Page 2 shows hours from 1200 (noon) through 2300 (11:00 pm). As shown at the bottom of Page 1, press CANCEL to exit the Attendant Performance report, or press NEXT PAGE to see the Page 2.

[Table 3-3](#) describes the data fields presented in the Attendant Performance report.

list performance attendant yesterday															Page 1			
Switch Name: Customer_Switch_Name															Date: 1:58 pm THU MAR 29, 19xx			
ATTENDANT SPEED OF ANSWER																		
Meas	-----Average Speed of Answer (sec) -----															Speed		
Hour	1	2	3	4	5	6	7	8	9	10	15	20	30	40	50	100	200	Ans(sec)
0																		0
100																		0
200																		0
300																		0
400																		0
500																		0
600																		0
700	////																	3
800	////////																	5
900	////////																	5
1000	////////																	5
1100	////////																	7
press CANCEL to quit -- press NEXT PAGE to continue																		

Screen 3-4. Attendant Performance report — Page 1

```
list performance attendant yesterday
Switch Name: Customer_Switch_Name      Date: 1:58 pm  THU MAR 29, 19xx
                                     ATTENDANT SPEED OF ANSWER
Meas  -----Average Speed of Answer (sec) -----      Speed
Hour  1  2  3  4  5  6  7  8  9  10  15  20  30  40  50  100  200      Ans(sec)
1200  ///////////////////////////////////                      6
1300  ///////////////////////////////////                      5
1400  ///////////////////////////////////                      17
1500  ///////////////////////////////////                      5
1600  ///////////////////////////////////                      9
1700  ////                      2
1800  //                      0
1900  //                      0
2000  //                      0
2100  //                      0
2200  //                      0
2300  //                      0
Command successfully completed
Command:
```

Screen 3-5. Attendant Performance report — Page 2

Table 3-3. Attendant Performance Report

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Average Speed of Answer (sec)	A graphic display of the average time taken by attendants to answer calls.
Speed Ans (sec)	<i>Speed of Answer (in seconds).</i> The average speed of answer is also displayed numerically in seconds for each hour in the report interval. Suggested Action: If this number appears to be too high and all attendants are working at acceptable efficiency levels, consider additional training that may help the attendants complete calls more quickly. Alternatively, observe the hours during which speed of answer becomes unacceptable and consider adding consoles and scheduling more attendants during those hours.

Data Analysis Guidelines

The following guidelines are intended to show an easy method for determining whether currently reported data is acceptable or not. These guidelines represent the minimum you should do to verify the recorded measurement values are consistent with expected and historic values. You should perform additional checks as necessary.

To check the acceptability of hourly Attendant Measurements reports, verify the following:

- The system clock or group size was not changed during the measurement hour. If the system clock was changed, the minutes field displays double asterisks (for example, 11**) and all other fields (for the indicated time interval) display zero.

- The Average Work Time (AWT) typically ranges between 10 and 30 seconds per call (different values may be acceptable for specific applications).

⇒ **NOTE:**
Time Talk (in CCS) plus Time Avail (in CCS) should not exceed 36 X the group size. For example, with two attendant positions, this should not exceed 2 X 36 = 72 CCS for data collection.

⇒ **NOTE:**
The attendant can have up to six calls on hold at one time.

Analyzing the Report Data

To use the Attendant Measurements reports to estimate the number of attendant positions for the application, you need additional data. The additional data needed can be calculated using data from the reports which you subsequently recorded on the Worksheet 1. The following paragraphs describe how to use data from the completed Worksheet 1 to evaluate Average Work Time, Staffed Time, Attendant Offered Load, Percent Occupancy, and Percent of Calls Queued.

⇒ **NOTE:**
The Attendant Data Worksheet serves to backup the data from the reports and to provide an easy means for identifying the peak hour. The data from the identified peak hour should be used in subsequent calculations.

Average Work Time

The AWT is the average number of seconds it takes attendants to process calls. The number of calls answered and the total time the attendants are busy handling these calls (Talk Time) are used to determine the AWT.

To determine AWT, use the figures for Talk Time, Time Held (provided that time held is considered to be a part of the agent's normal work time), and Calls Answered from the measurements report in the following equation:

$$AWT = \left[\frac{Talk\ Time + Time\ Held\ CCS}{Calls\ Answered} \right] \times \left[\frac{100\ Seconds}{CCS} \right]$$

Example:

The typical report screen shown earlier in this section (see [Screen 3-1](#)) lists the following data for yesterday's peak hour:

- Time Talk = 43 CCS or 4300 seconds
- Time Held = 4 CCS or 400 seconds
- Calls Answered = 170

Using these figures as an example, the average work time is:

$$AWT = \left[\frac{43 \text{ CCS} + 4 \text{ CCS}}{170 \text{ calls}} \right] \times 100 \text{ Seconds} = 27.6 \text{ Seconds per call}$$

Staffed Time

Staffed time is the time the attendant positions are active (ready for calls). If staffed time (per agent) equals 36 CCS, then all agents were active for the full hour. Using [Screen 3-1](#) as an example, staffed time per agent is:

$$\begin{aligned} \text{Staffed Time (per Agent)} &= \frac{\text{Time Available} + \text{Talk Time}}{\# \text{ of Agents}} \\ \text{Staffed Time (per Agent)} &= \frac{29 \text{ CCS} + 43 \text{ CCS}}{2} = 36 \text{ CCS} \end{aligned}$$

Attendant Offered Load

The Attendant Offered Load (AOL) is the sum of the Calls Answered plus Calls Abandoned times the AWT (Average Work Time). You can determine the AOL with the following equation:

$$\begin{aligned} \text{AOL (in seconds)} &= (\text{Calls Ans} + \text{Calls Aband}) \times \text{AWT in seconds} \\ \text{AOL (in CCS)} &= \frac{\text{AOL in seconds}}{100} \end{aligned}$$

Example:

The typical report screen shown earlier in this section (see [Screen 3-1](#)) lists the following data for yesterday's peak hour:

- Calls Answered = 170
- Calls Abandoned = 3

And from the calculations in the previous example:

- AWT = 27.6 Seconds

Percent Occupancy

The occupancy level may be expressed as a function of the total time of the measurement hour or a function of the time the positions were active and attended. Generally, it is expected all positions are staffed 100 percent of the time during the peak busy hour. Therefore, the measurement Percent Occupancy (total time) is sufficient in most instances.

Assuming attendant positions are staffed 100 percent of the time, then each position can handle 36 CCS of load during the peak hour. Therefore, based upon the calculated AOL of 47.75 CCS, two attendant positions are required.

The two status reports **monitor system view1** and **monitor system view2**, can be used to display status of the attendant console positions. Specifically, you can use these two reports to determine, on an instantaneous basis, how many attendant positions are activated, and the identifying number of those deactivated.

 **NOTE:**
Since the **monitor system view1** and **view2** commands not only display status of the attendant consoles but also maintenance and traffic status, they are included in this chapter under the heading System Status.

For this example, the percent occupancy is calculated as follows:

$$\text{Maximum Possible Usage} = 36 \text{ CCS} \times \text{Total \# of Members}$$

Suggested Actions: You should staff a sufficient number of positions so the attendants are neither underworked nor overworked. If the percent occupancy is high and the time available (from the Worksheet) is low, the recommendation is to staff another attendant position. If the percent occupancy is low and the time available (from the worksheet) is high, the recommendation is to staff fewer attendant positions.

 **NOTE:**
The Percent Occupancy should not exceed 92% (even on large systems with several attendant consoles). The 92% is a human factors limitation and does not apply to hardware servers.

The formula for calculating “Percent Occupancy (attended)” is as follows:

$$\text{Percent Occupancy (attended)} = \frac{\text{AOL}}{\text{Time Avail} + \text{Time Talk}} \times 100$$

When all positions of the attendant group are staffed, the equation for percent occupancy (attended) yields the same results as the equation for percent occupancy (total time).

Percent of Calls Queued

As the percent of calls queued increases, the Speed of Ans field also increases. Callers are more likely to become frustrated as they are delayed and more likely to abandon their calls, thus contributing to the perception that the level of service has decreased.

Percent of Calls Queued (or delayed) is defined as follows:

$$\begin{aligned} \% \text{ Queued} &= \frac{\text{Calls Queued}}{\text{Calls Ans} + \text{Calls Aband}} \\ \% \text{ Queued} &= \frac{78 \text{ calls}}{170 \text{ calls} + 3 \text{ calls}} = \frac{78 \text{ calls}}{173 \text{ calls}} = 45\% \end{aligned}$$

Analyzing Customer Supplied
(Theoretical) Data

For an installed system, the measurement reports are always recommended over theoretical data derived from traffic tables. However, it is recognized there are occasions when the use of traffic tables is necessary and desirable. For example, as a part of responding to a request for proposal (RFP), a potential customer may supply certain traffic data obtained independent of the switch, and request that the RFP include calculations indicating how well the switch accommodates the specified traffic. It may also be desirable to use traffic tables during the system engineering and planning stage.

⇒ NOTE:
Traffic Engineering Capacity tables such as the Erlang-C Infinite Queue, Erlang-C Finite Queue, and Retrial Capacity are used for data analysis when necessary. Traffic Engineering Capacity tables are based on mathematical models in which certain assumptions are made about call arrivals, the serving process, and the disposition of blocked calls.

Speed of Answer

Given the appropriate variables, you can estimate the Speed of Answer. You need the following:

- Erlang-C Infinite Queue Capacity tables (found in *Basic Traffic Analysis*)
- AWT (Average Work Time)
- Number of Attendant Positions Staffed (Working Servers)
- AOL, where: AOL = (Calls Ans + Calls Aband) X AWT

Example:

Given the following data, estimate the Speed of Answer:

- Time Talk = 43 CCS
- Time Held = 4 CCS
- Calls Answered = 170
- Using Time Talk, Time Held, and Calls Answered, the calculations indicate AWT= 27.6 Seconds
- Number of Attendant Positions Staffed = 2
- Calls Abandoned = 3
- Using Calls Answered, Calls Abandoned, and AWT, the calculations indicate that AOL = 47.83 CCS
 1. In the table shown in [Figure 3-1](#), locate the row that corresponds to two attendant positions (working servers).
 2. Read across to find the offered load closest to 47.83 CCS. (The closest is 46.2 CCS, when rounding up.)
 3. Read up to find the Average Delay in Multiples of Average Holding Time that corresponds to 46.2 CCS (for this example, the Average Delay in Multiples of Average Holding Time is .700).
 4. Estimate the theoretical Speed of Answer by multiplying the Average Delay in Multiples of Average Holding Time by AWT (that is, Speed of Answer = .7 X 27.6 seconds = 19.3 seconds).

⇒ NOTE:

This example implies all calls have an average of 19.3 seconds delay. Some of the calls are answered immediately, while the remaining calls are delayed. To find the portion of calls that experience a delay before service can be estimated, use the table shown in [Figure 3-2](#). The average delay of these calls can be estimated using the table shown in [Figure 3-3](#).

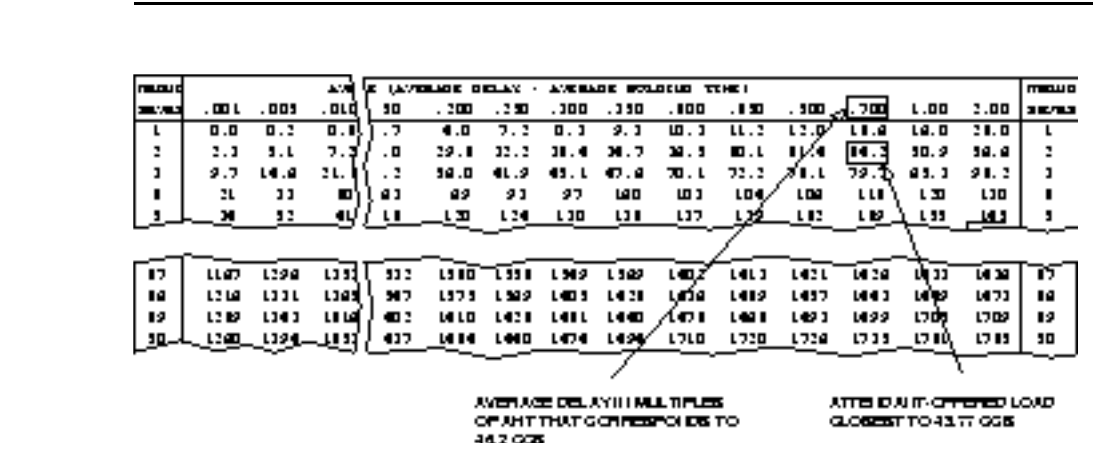


Figure 3-1. Estimating the Speed of Answer

- 5. To determine the percentage of calls that experience a delay, use the Average Delay in Multiples of Average Holding Time that is closest to the expected AOL.
 - a. In the Erlang-C Infinite Queue Capacity table shown in [Figure 3-1](#), locate the row that corresponds to two working servers.
 - b. Read across until you find the value closest to the expected AOL (the value closest to 47.83 CCS is 46.2 CCS).
 - c. Read up to find the Average Delay in Multiples of Average Holding Time that corresponds to 46.2 CCS (the Average Delay in Multiples of AHT is .700).
 - d. In the Erlang-C Probability of Delay table shown in [Figure 3-2](#), find the .700 column.
 - e. Read down this column until it intersects the row with two servers. The value at the intersection is .502, which represents the probability of delay. This value shows that 50.2 percent of the calls experience some delay before being answered.

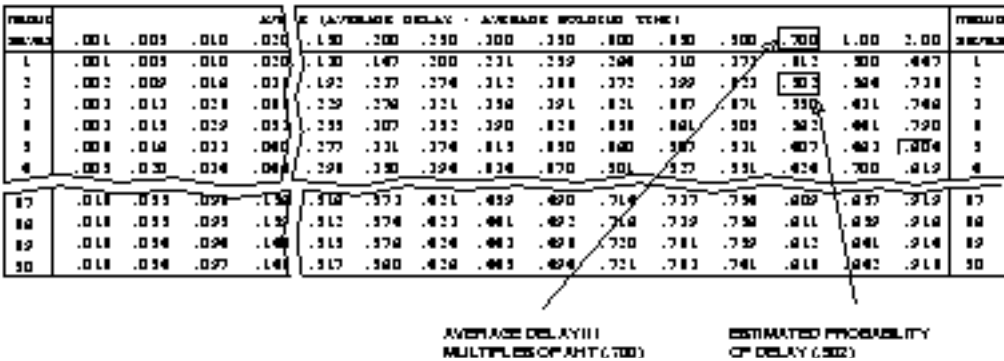


Figure 3-2. Estimating the Percentage of Delayed Calls

6. To determine the Average Delay of the Delayed Calls, proceed as follows:
 - a. In [Figure 3-3](#), locate the .700 column.
 - b. Read down this column until it intersects the row with two servers. (The value at the intersection is 1.40. This is the Average Delay of Delayed Calls in Multiples of Average Holding Time).
 - c. To obtain the Average Delay of Delayed Calls in seconds, multiply the Average Holding Time by 1.40 (1.40 X 27.6 seconds = 38.6 seconds).

In summary, when two attendant positions are provided to accommodate 173 calls during the busy hour, the speed of answer for all calls is 19.3 seconds. While 49.8 percent of the calls are answered immediately, the remaining 50.2 percent have an average delay of 38.6 seconds.

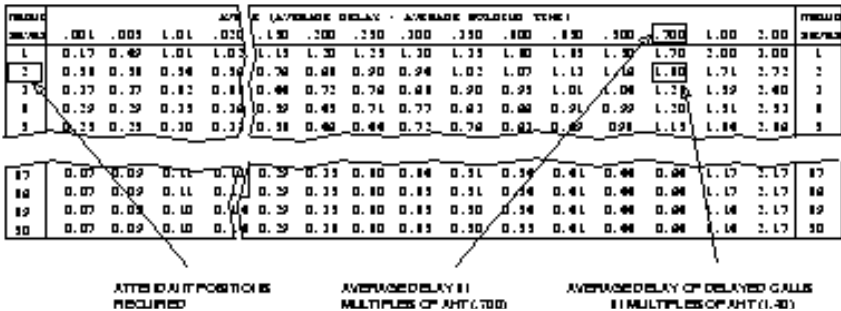


Figure 3-3. Estimating the Average Delay of Delayed Calls

Estimating the Number of Attendant Positions Required

Given the appropriate variables, you can estimate the number of attendant positions required to achieve a desired Speed of Answer. You need the following:

- Erlang-C CCS Capacity Tables
- AWT
- AOL
- Desired Speed of Answer

Example:

For this example, we continue with the previous example's data; that is:

- AWT = 27.6 seconds
- AOL = 47.83 CCS
- Assuming that the Desired Speed of Answer = 13 seconds

To determine the Average Delay in Multiples of AWT:

Average Delay in Multiples of AWT =

$$\frac{\text{Desired Speed of Answer}}{\text{AWT}} = \frac{13 \text{ seconds}}{27.6 \text{ seconds}} = .4710$$

Figure 3-4. Estimating the Average Delay of Delayed Calls

- In the table shown in [Figure 3-9](#), Erlang-C Infinite Queue Capacity, locate the column that most closely corresponds to the objective delay of .4710 (this falls between .450 and .500, so use the .500 column).
- Read down the column until the offered load closest to 47.83 CCS is found (this falls between 41.6 and 74.3, so use the 41.6 row).
- Read horizontally to the left or right margin to find the number of servers required (number of servers required = 2).

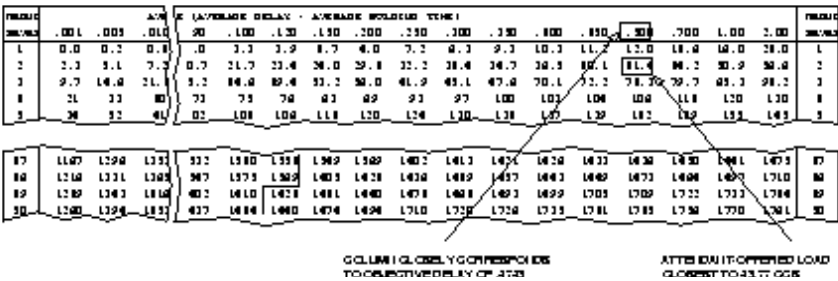


Figure 3-5. Estimating Attendant Position Requirements

Estimating Percent Occupancy

To determine the percent occupancy (total time) you need the following data:

- Number of attendant positions staffed
- AOL

Example:

For this example we continue with the previous example's data; that is:

- AOL = 47.83 CCS
- # of positions staffed = 2

Assume the attendant positions are staffed 100 percent of the time, then each position can handle 36 CCS of load during the peak hour.

$$\begin{aligned} \% \text{ Occupancy (total time)} &= \frac{AOL}{\# \text{ positions} \times 36 \text{ CCS}} \times 100 = \\ \frac{47.83 \text{ CCS}}{2 \times 36 \text{ CCS}} \times 100 &= 66\% \end{aligned}$$

Figure 3-6. Estimating Attendant Position Requirements

Automatic Circuit Assurance

This section describes the parameters and measurements reports for the Automatic Circuit Assurance (ACA) feature. Specifically, these two reports are identified as the ACA Parameters report and ACA Measurements report.

The ACA feature can be used to identify possible malfunctioning trunks by providing an alerting mechanism that monitors:

- The occurrence of an excessive number of short holding time calls
- The occurrence of calls that have an abnormally long holding time

When the number of short holding time calls exceeds the threshold administered for a trunk group, or the duration of a call exceeds the administrated long holding time limit for the trunk group, the following actions occur:

1. An entry is made on the ACA Measurement Report.
2. A referral call is placed to a designated attendant console or display-equipped voice terminal.



NOTE:

For a more complete description of the ACA feature, refer to *DEFINITY ECS Administrator's Guide*.

Background Information:

1. To determine if the ACA feature is enabled, use the **display system-parameters feature** command.
2. When ACA is enabled, it may be used either on a single system basis or in a Distributed Communications System (DCS) network. Administration of the ACA Referral Calls field (also displayed on the System Parameters screen) determines where referral calls terminate. For DCS networks, one switch (the primary) is administered to receive ACA referred calls from remote nodes in the network for all switches within the network. Furthermore, the field ACA Remote PBX Identification must be administered with the PBX ID of the node that is designated as primary.

For non-DCS arrangements, the switch is administered as local.
3. The switch that displays the ACA measurements must have a valid number administered in the ACA Referral Destination field.
4. A valid ACA referral destination can be any of the following:
 - An individual attendant
 - The attendant group
 - A designated station that is equipped with an alphanumeric display
5. Those systems equipped with a Speech Synthesizer circuit pack may also provide an audio (voice synthesized) report of the referral calls.

ACA Parameters Report

The ACA Parameters report lists all trunk groups in the system and displays the current definitions (parameters) for long and short holding times.



NOTE:

The parameters are administered on the trunk group screens.

Command

To display the ACA Parameters report:

1. Type **list aca-parameters [number x] [to number x] [name x] [aca-on x] [count n] [print/schedule]** and press RETURN.

Options: There are six options for this command:

1. **number x**
Enter the beginning trunk group number.
2. **to-number x**
Enter the ending trunk group number.
3. **name x**
Enter the trunk group name.
4. **aca on x**
Enter **y** to indicate the trunk group is monitored by aca.
5. **count n**
Enter the number of trunk groups to list.
6. **print** and **schedule**
This option allows you to print the report immediately or schedule the report to print at another time.

Screen

[Screen 3-6](#) shows a typical screen for the ACA Parameters report. [Table 3-4](#) describes the data fields presented in the ACA Parameters report.

```
list aca-parameters

ACA PARAMETERS
Group      Group   Group   ACA   Short   Short   Long
Number    TAC   Type   Name   On? Hold Time Thres   Hold Time
41      351   tie   MARKETING   n    10    15    1
42      352   tie   PURCHASING   n    10    15    1
43      353 isdn-pri D5-G2 PRI Tie n    10    15    1
44      354   tie   FINANCE     n    10    15    1
45      355   tie   SALES       n    10    15    1
46      356   tie   NEW YORK    n    10    15    1
54      373   wats   SERVICE-WATS y    10    15    1
55      371   tie   DATA LINK   n    10    15    1
57      387   tie   2 WAY TIE LINE y    10    15    1
58      386   wats   NJ-WATS      y    10    15    1
59      385   wats   WATS-800     y    10    15    1
60      384   did   DID          y    10    15    1
61      383   co    WASHINGTON   y    10    15    1
Command successfully completed
Command:
```

Screen 3-6. Typical ACA Parameters report

Table 3-4. ACA Parameters Report

Field	Description
Group Number	A unique number (assigned during administration) that identifies each trunk group. It may be any number within the range of one to the maximum number of trunk groups supported by the system.
TAC	<i>Trunk Access Code</i> . The TAC (assigned during administration) for the trunk group.

Continued on next page

Table 3-4. ACA Parameters Report — Continued

Field	Description
Group Type	The type of trunk. The system allows the following trunk types: ■ Access (access) ■ Advanced Private Line Termination (aplt) ■ Central Office (co) or Public Network Service ■ Customer Provided Equipment (cpe) ■ Digital Multiplexed Interface-Bit Oriented Signaling (dmi-bos) ■ Direct Inward Dialing (did) ■ Direct Inward/Outward Dialing (diod) ■ Foreign Exchange (fx) ■ Integrated Services Digital Network (isdn-pri) ■ Release Link Trunk (rlt) ■ Tandem (tandem) ■ Tie Trunk (tie) ■ Wide Area Telecommunications Service (wats)  NOTE: For a complete definition of these trunk group types, refer to the <i>DEFINITY ECS Administrator's Guide</i>.
Group Name	The trunk group identification administered on the Trunk Group screen.
ACA On?	Indicates whether or not the trunk group is monitored by ACA. Suggested Actions: The decision to monitor a trunk group (field entry y) may depend on a complaint from a user, historical problems, or suspicious data from another report. ACA measurements may be used in conjunction with other measurement reports for confirmation purposes. These other reports include: ■ The list performance trunk-group ■ The list performance summary ■ The list measurements outage-trunk ■ The list measurements trunk-group summary or hourly

Continued on next page

Table 3-4. ACA Parameters Report — Continued

Field	Description
Short Hold Time	The maximum number of seconds a call is considered a short holding time call. A holding time t longer than this value is considered as a normal call up until the long holding time is exceeded. The short holding time value is specified on the Trunk Group screen when the trunk group is administered. The field range is from 0 to 160 seconds with 10 seconds being the default.
Short Thres	<i>Short Threshold.</i> The system maintains a running count of each call with a duration of less than or equal to the administered short holding time. The count is increased by one for each call that meets the short holding time criteria. When this count reaches the designated threshold, an entry is made in the ACA Measurements report, and a referral call is placed. The threshold value is specified on the Trunk Group screen when the trunk group is administered. The field range is from 0 to 30 with 15 being the default.
Long Hold Time	The minimum time of seizure, in hours, the system considers a call as having a long holding time. This number is specified on the Trunk Group screen when the trunk group is administered. The number has a range of zero to ten hours with one hour as the default. A referral call is placed as soon as a single long holding call is detected.

ACA Measurements Report

The ACA Measurements report displays the audit trail list of short and long holding time referral calls placed.

Command

To display the ACA Measurements Report:

1. Type **list measurements aca [print/schedule]** and press RETURN.
Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-7](#) and [Screen 3-8](#) show typical screens for the ACA Measurements report. The date and time the report was requested is displayed to the right, following the name of the report.

This report may contain up to 64 entries on several pages. If more than 64 referrals have been entered since the last system reinitialization, the report shows the 64 most recent entries; older entries, if any, are overwritten. As shown in [Screen 3-7](#), if more than 14 referrals have occurred since the last system re-initialization, press NEXT PAGE to see additional entries, or press CANCEL to exit the report.

⇒ NOTE:
For wideband calls that consume more than 64 kbps of bandwidth, only the lowest numbered B-channel is shown on the ACA Measurements report. In addition, on the report, entries that pertain to referral calls associated with wideband facilities are designated by a “W” in the far right position of the report entry.

⇒ NOTE:
If the ACA measurements report contains entries for referral calls pertaining to wideband facilities the subtitle (w = Wideband Support) will append to the report title.

[Table 3-5](#) describes the data fields presented in the ACA Measurements report.

list measurements aca				Page 1
Switch Name: Cust_Switch_Name				Date: 2:11 pm TUE May 1, 19xx
Automatic Circuit Assurance Measurements (W=Wideband Support)				
Day & Time of Referral	Trunk Group No.	Trunk Access Code	Trunk Member	Type of Referral
29/10:00	57	387	6	Long
28/14:00	62	382	4	Short
27/20:00	59	385	1	Long
27/19:00	59	385	1	Long
24/15:58	59	385	2	Long
24/10:00	63	381	1	Long
24/09:00	63	381	1	Long
23/11:00	61	383	9	Short
23/09:00	61	383	9	Long
22/13:18	63	381	5	Long
22/11:42	62	382	12	Long
22/06:44	57	387	11	Short
21/13:00	62	382	5	Long
20/21:22	61	383	1	Long
press CANCEL to quit -- press NEXT PAGE to continue				

list measurements aca

Switch Name: Cust_Switch_Name

Automatic Circuit Assurance Measurements (W=Wideband Support)

Day & Time of Referral

Trunk Group No.

Trunk Access Code

Trunk Member

Type of Referral

20/15:52

63

381

3

Long

20/13:00

60

384

8

Long

17/16:26

63

381

2

Long

17/13:38

63

381

3

Short

16/22:17

60

384

7

Long

16/12:26

57

387

5

Short

16/12:26

43

353

2

Long W

16/11:46

60

384

7

Long

Command successfully completed

Command:

Page 2

Date: 2:11 pm TUE May 1, 19xx

Screen 3-8. ACA Measurements Report — Page 2

Table 3-5. ACA Measurements Report

Field	Description
Day & Time of Referral	The day and time at which either the threshold for short holding time calls was exceeded or long holding time call was reached and a referral call was placed (see Table 3-4 for definitions of short and long holding times and the short threshold counter). Expressed as: day of the current month/hour:minute The report lists referral calls beginning with the most recent and continuing back in time until either all referrals are listed or the most recent 64 are listed. A referral call is completed if the call is answered. A call that is not answered is attempted again at the top of the next hour and each subsequent hour until it is answered or when a new ACA call is received.
Trunk Group No.	<i>Trunk Group Number.</i> The number of the trunk group over which the referral call was placed.
Trunk Access Code	Trunk Access Code for the trunk group.

Continued on next page

Table 3-5. ACA Measurements Report — *Continued*

Field	Description
Trunk Member	The specific trunk in the group that experienced the short or long holding time infraction. This information can be used, with other maintenance tests, to identify the equipment location (circuit pack) of the trunk group member. For wideband trunk groups, the number shown is the lowest numbered trunk used in the wideband call.
Type of Referral	Indicates whether the referral occurred as the result of too many <i>short</i> holding time calls or an excessively <i>long</i> holding time call. Suggested Action: Generally, a referral call should serve as a warning of potential trunk failures. In addition, an excessively long-holding call may indicate a security breach. Resolution of the problem should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
Wideband Flag	If the call was a wideband call, a “W” appears next to the entry. In addition, if any wideband calls appear on the report, the tag “W = Wideband Support” appears in the report heading.

ARS/AAR/UDP Route Pattern

Automatic Route Selection (ARS), Automatic Alternate Routing (AAR), and the Uniform Dial Plan (UDP) are features that route calls over public and private networks. To route the calls, ARS, AAR, and UDP select a routing pattern. A routing pattern is a list of trunk groups and a set of parameters that define the conditions under which each trunk group should be chosen to route calls.

There are two measurement screens related to routing patterns. The [Route Pattern Measurements Selection screen](#) displays the list of patterns to be measured. The Route Pattern Measurements report displays traffic data for the specified pattern (as a whole) as well as the distribution of traffic on the trunk groups in the pattern.

Command

To display the list of route patterns to be measured:

1. Type **display meas-selection route-pattern [print/schedule]** and press RETURN.
- Options:** The **print** and **schedule** options are available for the display command only (see Note).

⇒ NOTE:

Routing pattern numbers are administered as a part of the system implementation process; more specifically, as a part of administering the ARS, AAR, or UDP features. This procedure is fully described in the *DEFINITY ECS Administrator's Guide*.

To change the list of routing patterns to be measured:

1. Type **change meas-selection route-pattern** and press RETURN.
2. Enter the route pattern number to be measured and press ENTER.
- Pattern numbers do not have to be in numerical order. If the pattern number you want is not listed, add the number (if there is space available), or replace an existing pattern number you no longer need. Press RETURN until the cursor is placed on the unwanted pattern number and enter the new number, or press CLEAR FIELD and enter the new number.

Screen

[Screen 3-9](#) shows a typical Route Pattern Measurements Selection screen containing entries for the 25 patterns to be measured. [Table 3-6](#) describes the data fields presented in the Route Pattern Measurements Selection screen.

change meas-selection route-pattern

ROUTE PATTERN MEASUREMENT SELECTION

Pattern No.	Pattern No.	Pattern No.	Pattern No.	Pattern No.
1: _____	6: _____	11: _____	16: _____	21: _____
2: _____	7: _____	12: _____	17: _____	22: _____
3: _____	8: _____	13: _____	18: _____	23: _____
4: _____	9: _____	14: _____	19: _____	24: _____
5: _____	10: _____	15: _____	20: _____	25: _____

Screen 3-9. Route Pattern Measurements Selection screen

Table 3-6. Route Pattern Measurements Selection screen

Field	Description
Pattern No.	<i>Pattern number.</i> Lists the numbers of the 25 patterns selected for measurement.

ARS/AAR/UDP Route Pattern Measurements Report

The Route Pattern Measurements report contains usage measurements for each of the 25 selected routing patterns. This report displays traffic data for the specified pattern (all trunk groups within the pattern, as a whole) as well as the distribution of traffic on each trunk group in the pattern.

Command

To display the Route Pattern Measurements Report:

1. Type **list measurements route-pattern <assigned pattern number (1-254)> <yesterday/today/last-hour> [print/schedule]** and press RETURN.

Required Fields: There are two required fields for this command.

1. assigned pattern number

- Enter the identifying **pattern number** you wish to display.
This number must previously have been assigned to one of the numbers on the Route Pattern Measurement Selection screen. In order to obtain data for the pattern, it must previously have been administered on the ARS/AAR/UDP screens.

2. yesterday/today/last-hour

- Enter **yesterday** to list the route pattern activity for yesterday.
- Enter **today** to list the route pattern activity for today.
- Enter **last-hour** to list the route pattern activity of the most recently completed hour.

For example, to display yesterday's measurements for route pattern 27, type **list measurements route-pattern 27 yesterday**.

Options: The **print** and **schedule** options are available for this command.

Screen

Screen 3-10 shows a typical screen for the Route Pattern Measurements report. Table 3-7 describes the data fields presented in the Route Pattern Measurements report.

```
list measurements route-pattern 1 last-hour
Switch Name: Cust_Switch_Name           Date: 1:54 pm MON SEP 16, 19xx

      ROUTE PATTERN MEASUREMENTS (W=Wideband Support)
Pat.  Queue  Calls    Calls    Calls    Calls    Queue
No.   Size   Offered  Carried  Blocked  Queued   Ovflo.
1     5      7         7         0         0        0

      TRUNK GROUP MEASUREMENTS FOR PATTERN
(trunk groups are shown in order of selection)
Grp  Grp  Grp  Grp  ----- % Calls Carried -----    %    Total
No.  Type Size Dir   10 20 30 40 50 60 70 80 90 100  Calls Calls
37  isdn-pri 22   two  ///////////////////////////////////////////////////    100    7    W
```

Screen 3-10. Routing Pattern Measurements Report

Table 3-7. Route Pattern Measurements Report

Field	Description
Pat. No.	<i>Pattern number.</i> The number of the route pattern measured.
Queue Size	The size (length) of the queue for the first trunk group in the route pattern. This is commonly referred to as the route pattern queue size. A queue is an ordered sequence of calls waiting to be processed. For this example, a maximum of five calls may be in queue at any one time.
Calls Offered ¹	The total number of calls offered to the route pattern. <i>Calls Offered (With Queue) = # of Calls Carried +</i> <i># of Queue Overflow Calls +</i> <i># of Queue Abandon Calls</i> <i>Calls Offered (Without Queue) = # of Calls Carried +</i> <i># of Calls Blocked</i>

Table 3-7. Route Pattern Measurements Report — Continued

Field	Description
Calls Carried	The total number of seizures (for all trunk groups) in the routing pattern.
Calls Blocked	The number of offered outgoing calls that found all trunk groups in the pattern busy. If the queue overflows, then the call is still blocked. Specifically, a blocked call is a call that: 1. Arrives when there are no available resources 2. Arrives and gets queued 3. Arrives when the queue is full 4. Arrives and cannot queue because the queue length is set to zero 5. Cannot queue because the Automatic Callback (ACB) button is busy 6. Cannot queue because there is no ACB button
Calls Queued	The number of offered calls that found all trunk groups in the pattern busy and were placed in queue for the first trunk group (first-choice trunk group) in the pattern. These calls also increment the blocked calls counter.
Queue Overflow.	<i>Queue Overflow.</i> The number of calls that find the queue on the first trunk group full. Calls attempted while the queue is in overflow receive a reorder signal. These calls also increment the blocked calls counter.
Grp No.	<i>Group Number.</i> The number, assigned via the Trunk Group screen, that identifies each trunk group associated with the displayed data. Trunk groups are listed in the same order as they are assigned on the Route Pattern screen. The first trunk group listed is the first selected (preference 1); the second listed is the second selected (preference 2), and so on.

Continued on next page

Table 3-7. Route Pattern Measurements Report — Continued

Field	Description
Grp Type	<i>Group Type.</i> The type of trunk in the group. The following types of trunk groups can be accessed through the route pattern: ■ Access (access) ■ Advanced Private Line Termination (aplt) ■ Local Central Office (co) ■ Direct Inward/Outward Dialing (diod) ■ Foreign Exchange (fx) ■ Integrated Services Digital Network-Primary Rate Interface (isdn-pri) ■ Tandem (tandem) ■ Tie Trunk (tie) ■ Wide Area Telecommunications Service (wats)
Grp Size	<i>Group Size.</i> The number of trunks in the group.
Grp Dir	<i>Group Direction.</i> Identifies whether the assigned trunk groups are outgoing (out) or 2-way (two). Incoming trunks are not included in route patterns.
% Calls Carried	<i>Percentage of Calls Carried.</i> A graphic display showing the percentage of total calls carried over the route pattern by the trunk groups.

Continued on next page

Table 3-7. Route Pattern Measurements Report — *Continued*

Field	Description
% Calls	<i>Percentage of Calls.</i> The percentage of the total calls carried over the route pattern by the trunk group. Suggested Action: The first trunk group listed in the report is the first choice trunk group. This trunk group should always carry a significantly larger percentage of the calls than any of the other trunk groups. If not, you should add more members so the first choice trunk group has significantly more members than any other group in the pattern.
Total Calls	The total number of calls carried by the route pattern by the trunk group. For the today report, this field indicates the number of calls carried since the previous midnight. For the yesterday report, this field indicates the number of calls carried all day (24 hours) yesterday.  NOTE: This column displays a cumulative number; there are no peak data measurements for the route pattern reports. However, you can use the trunk group reports to display “peak” as well as other data for the trunk groups.
Wideband Flag	If a trunk group is administered to support wideband switching, a “W” appears next to the trunk group entry. In addition, if any of the trunk groups on the report support wideband switching, the tag “W = Wideband Support” appears in the report heading.

1. See the [“Trunk Group Measurement Selection”](#) for this measurement.

Specifically the number of offered calls includes:

- The number of calls carried on all trunks in the route pattern.
- The number of calls that could not queue because there were no available queue slots.
- The number of calls that queued, but abandoned the queue before seizing a trunk.
- The number of calls that could not be queued because the queue length was zero.

Data Analysis Guidelines

The following guidelines are intended to show an easy and fast method of determining whether the collected data is invalid or questionable. These guidelines represent the least that you should do for validation. You should perform additional validation as necessary.

To validate the Route Pattern Measurements report, verify the following data is in order:

- Total Calls Offered to a pattern should always be equal to the sum of the columns "Calls Carried" plus "Queue Overflow" plus "Queue Abandoned" if there is a queue on the first preference.
- Total percent of all calls carried in a pattern (sum of the % Calls column for each trunk group) should never exceed 100.

Analyzing the Data

The Routing Pattern Data worksheet serves to back up the data from the reports and to provide an easy means to view overall performance of the specified route-pattern. The routing pattern reports/worksheet do not identify a peak hour but do total the data for the identified time period.

The Routing Pattern Measurements report summarizes data for the specified routing pattern. This report is intended to assist you in determining the following:

- How traffic is distributed over the trunk groups in the pattern
- Whether the Facility Restriction Levels (FRL) are administered properly
- The proper number of trunk members and trunk groups

Routing Patterns are administered as a part of ARS/AAR/UDP administration. If, after analyzing the data presented with this report, you determine the Routing Pattern should be changed (for example, you need to increase the number of trunk members or trunk groups), then you must go back to the Routing Pattern screen to make the changes. For example, if the FRL for the Routing Pattern is to be changed, you must go back to the ARS/AAR/UDP Routing Pattern screen to make this change. A more likely scenario is that the users, attempting to originate calls over the routing pattern, are blocked because the number assigned to their FRL is lower than that assigned to the trunk group. A user can only access trunk groups with numbers the same as or lower than their FRL number. (They cannot access trunk groups with numbers higher than their FRL).

A pattern may have enough trunks but may not have proper FRL assigned to the users attempting to originate calls with the pattern. If the report indicates a high number for the Calls Queued column and/or Queue Overflow column, but the usage on trunks in the groups following the first choice trunk group is low, consider identifying the group of users who are attempting to originate calls but are blocked. Then raise this group's FRL. This can be accomplished by accessing the Class of Restriction screen and increasing the FRL number for the identified group or groups of users.

If the report indicates a high Queue Overflow rate and a high usage rate for all trunk groups in the pattern, then this probably indicates there are not enough trunks. For this scenario a variety of solutions may be implemented. Generally, the simplest is to increase the number of first choice trunks. Another consideration is to add more trunk groups to the pattern. Perhaps the most drastic change is to reorganize the ARS/AAR/UDP Routing Patterns.

Generally, you want to minimize the number in the Calls Blocked column. In addition, there may be certain users' calls you want to block.

Additional and somewhat related information is available on the Performance Summary report. For example, the Performance Summary report lists the five trunk groups with the highest percent of blocking during their peak hour. Furthermore, the report lists the trunk group members out of service. Also listed are the trunk members, by trunk group, that were not used during the reporting period.

The Trunk Groups and Wideband Trunk Groups reports provide measurement data that relates to the Routing Pattern Measurements report. For example, the total number of calls that overflow from the first choice trunk group is listed in the Grp Ovfl field. It should be understood that, depending on how the trunk group is administered, these overflow calls are rerouted to the other (second, third, and so on) trunk groups.

Call Rate Measurements Reports

This section describes the Call Rate Measurements reports available with DEFINITY ECS systems.

The Call Rate Measurements reports provides traffic data for all calls (incoming, outgoing, and intercom) completed on the system during the following time intervals:

- Last hour
- Current day's peak hour
- Previous day's peak hour

The peak hours are the hours with the greatest number of calls and the hours with the busiest 36-second intervals. A 36-second interval (1 one-hundredth of an hour) is used so the number of busy intervals X 100 gives the peak call rate for the listed hour. For example, assume you have normal traffic and there were 31 calls for the peak 36-second interval of the last hour, then the peak calling rate would have been 3100 calls for an equivalent hour. The number of calls actually completed is normally much less than this number.

Command

To display a Call Rate Measurements report:

1. Type **list measurements call-rate <total/service-link/multimedia/data/voice> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **total/service-link/multimedia/data/voice**.

- Enter **total** to list the traffic data for all calls (incoming, outgoing, and intercom).
- Enter **voice** to list the traffic data for voice calls (incoming, outgoing, and intercom).
- Enter **data** to list the traffic data for data calls (incoming, outgoing, and intercom).
- Enter **multimedia** to list the traffic data for multimedia calls (incoming, outgoing, and intercom). This command is only available if MMCH (Basic) is enabled. (G3si and G3r only)
- Enter **service-link** to list the traffic data for service link calls (incoming, outgoing, and intercom). This command is only available if MMCH (Basic) is enabled. (G3si and G3r only)

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-11](#) shows the Total Call Rate Measurements report. Each Call Rate Measurements report contains the same data fields. [Table 3-8](#) describes the data fields presented in the Call Rate Measurements reports.

list measurements call-rate total

Switch Name: Cust_Switch_Name

TOTAL CALL RATE MEASUREMENTS

Page 1
Date: 2:24 pm WED SEP 25, 19xx

Last Hour

Hour	# Compl	Busy Int. (36 sec.)	# Busy Int.	Calls Compl
1300	18532	13:58:48		193

Today Peak

Hour	# Compl	Busy Int. (36 sec.)	# Busy Int.	Calls Compl
Busiest Hour: 900	20481	09:51:00		224
Busiest Interval: 900	20481	09:51:00		224

Yesterday Peak

Hour	# Compl	Busy Int. (36 sec.)	# Busy Int.	Calls Compl
Busiest Hour: 1000	21560	00:00:00		220
Busiest Interval: 1000	21560	00:00:00		220

Command successfully completed
Command:

Screen 3-11. Total Call Rate Measurements report

The primary purpose of these reports is to identify system-level peak calling activity and the hour the activity occurred. Typically, the busiest hour for peak calling activity (such as, the 9:00 AM hour in this example) is the same as the peak hour for all trunk groups, which is identified on the Trunk Group Measurements report. However, conditions could be such that the two reports indicate different hours.

 **NOTE:**
The call summary report, described next, lists the number of completed calls for the last 24 hours. Therefore, if you compare the Call Rate Measurement reports with the Call Summary Report you should see some of the same information.

Table 3-8. Call Rate Measurements Report

Field	Description
Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data was recorded.  NOTE: A pair of asterisks in the minute portion of the measurement hour indicates the switch time was changed during the measurements interval (for example, 10**).
# Compl	<i>Number of Calls Completed.</i> The number of calls completed, or answered (including incoming, outgoing, and intercom), during the listed hour.
Busy Int. (36 sec.)	<i>Busy Interval (36 seconds).</i> The 36-second interval within the listed hour that had the most calls completed. There are one hundred 36-second intervals in a 1 hour period.
# Busy Int. Calls Compl	<i>Number of Busy Interval Calls Completed.</i> The number of calls completed in the listed busy interval.  NOTE: All originated calls except those directed to an announcement or those generated by maintenance are counted. For example, a facility access test call is not counted as a completed call. Wideband calls count as a single call.
Busiest Hour:	For peak listings, this row identifies the busiest hour for today's and yesterday's peak hour. This is the hour with the largest number of completed calls.
Busiest Interval:	For peak listings, this row identifies the hour with the busiest 36-second interval for today and yesterday. The hour containing the busiest 36-second interval is not necessarily the same hour as the one reported as the busiest complete hour of the 24-hour period.

Call Summary Measurements Report

The Call Summary Measurements Report provides an hourly summary of the traffic data for the last 24 hours. All call completions, except those generated by maintenance, are counted. For example, a Facility Test Call is not counted as a call completion.

NOTE:
Calls are counted on initial completion and not as conference and transfer calls.

Command

- To display the Call Summary Measurements Report:
- Type **list measurements call-summary [print/schedule]** and press RETURN.
- Options:** The **print** and **schedule** options are available for this command.

Screen

[Screen 3-12](#) shows a typical screen for the Call Summary Measurements report. [Table 3-10](#) describes the data fields presented in the Call Summary Measurements report.

list measurements call-summary
Switch Name: Cust_Switch_Name

Date: 3:50 pm TUE AUG 18, 19**

CALL SUMMARY MEASUREMENTS
Summary of Last 24 Hours

-----# Calls Completed-----						-----# Calls Completed-----					
Multi Service						Multi Service					
Hour	Voice	Data	Media	Link	Total	Hour	Voice	Data	Media	Link	Total
1400	46	15	0	0	61	0200	0	0	0	0	0
13**	23	20	0	0	43	0100	0	0	0	0	0
1200	22	16	0	0	38	0000	0	0	0	0	0
1100	45	22	0	0	67	2300	0	0	0	0	0
1000	33	22	0	0	55	2200	0	0	0	0	0
0900	21	14	0	0	35	2100	0	0	0	0	0
0800	11	10	0	0	21	2000	3	0	0	0	3
0700	1	0	0	0	1	1900	4	2	0	0	6
0600	0	0	0	0	0	1800	4	2	0	0	6
0500	0	0	0	0	0	1700	4	7	0	0	11
0400	0	0	0	0	0	1600	21	12	0	0	33
0300	0	0	0	0	0	1500	21	15	0	0	36

Command successfully completed
Command:

Screen 3-12. Call Summary Measurements Report

Data is displayed beginning with the most recently completed hour and going back for 24 consecutive hours. For example, since the report is displayed during the 1500-hour time interval, the last completed hour is 1400. Therefore, the left hour column begins with 1400 and lists (from top to bottom) the 12 preceding hours.

This report indicates the system clock was reset during the 1300 hour interval. Therefore, the hour is displayed as 13**.

Table 3-9. Call Summary Measurements Report

Field	Description
Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data was recorded.
	 NOTE: A pair of asterisks in the minute portion of the measurement hour indicates the switch time was changed during the measurements interval (for example, 10**).

Continued on next page

Table 3-10. Call Summary Measurements Report

Field	Description
# of Calls Completed	<i>Number of Calls Completed.</i> This field contains the following five subfields: ■ <i>Voice</i> — The number of voice calls completed during the listed hour. ■ <i>Data</i> — The number of data calls completed during the listed hour. A data call carries digital signals between two end points, enabling end terminals to communicate directly. ■ <i>Multi Media</i> — The number of multimedia calls completed during the listed hour. A multimedia call is a call involving one or more media calls (for example, voice, video, and data) between a multimedia user and other users. This subfield only applies to customers using MMCH (Basic). ■ <i>Service Link</i> — The number of service links established during the listed hour. A service link provides voice, video, and data connectivity to a multimedia user. This subfield only applies to customers using MMCH (Basic). ■ <i>Total</i> — The total number of calls completed during the listed hour. Calls are counted in the hour they are answered and not in the hour they are dropped. Therefore, a call that starts in one hour and ends in another hour is counted only in the hour it originates. Suggested Action: To determine the types of calls during the measurement hour, use the List Measurements Occupancy Summary Report.

Call Coverage Measurements Reports

There are two reports that provide measurement information about call coverage.

- The Coverage Path Measurement report describes coverage activity as it relates to the coverage paths.
- The Principal Coverage Measurement Report describes coverage activity as it relates to principal extensions and Personal Central Office Line (PCOL) groups.

For each report, there is a selection screen that lists the specific coverage paths or principal extensions to be measured.

These reports are used to provide information about what happens to calls that go to coverage. The reports can be used to refine and improve call coverage patterns and to manage the system's principals. The reports are used in conjunction with the **list coverage path** and **display coverage sender-group [number]** commands.

Terms

Typically, a principal is the party or group for which a call is originally intended. A principal may be a station user, a hunt group, a terminating extension group, or a PCOL.

Feature Interactions

Bridged Call

A call answered by a bridge of a coverage point extension is considered answered by the coverage point. A call answered by the bridge of a principal is considered answered by the principal.

Call Pick-Up

If the principal is a member of a pickup group, a call ringing at the principal and picked up by a member of the pickup group is considered answered by the principal. If the coverage point extension is a member of a pickup group, a call ringing at the coverage point and picked up by a member of the pickup group is considered answered by the coverage point.

Leave Word Calling and Automatic Callback

A call for which the calling party activates Leave Word Calling (LWC) or Automatic Callback (ACB) before the call is redirected and before it is answered is considered a call back for the principal. If LWC or ACB is activated after the call is redirected, it is considered a call back for the coverage path.

Trunks

CO trunks and other trunks that have ring-back provided by the CO repeatedly attempts to complete the call to the principal. Each attempt is considered a new offered call and is counted for principal or coverage as appropriate.

Data Analysis Guidelines

There is no column for answered calls for principals. Normally, you can assume:

$$\text{Answered Calls} = \text{Calls Offered} - [\text{Calls Redirected} + \text{Calls Abandoned} + \text{Callback}]$$

However, this is not always the case. A number of interactions affect the totals on the measurement reports so that the column totals do not sum to the total calls offered.

Call Forwarding

A forwarded call from the principal is counted as offered or abandoned to the principal. If the call abandons, the call is counted as abandoned at the principal. If the forwarded-to extension is a measured principal, the call is counted as an offered call to the forwarded-to extension, but it does not have an "abandon" or a "redirection" associated with it and appears as answered.

Bridging and Pickup Groups

The principal, the principal bridge and members of their pickup group(s) all have access to a call *even if* it goes to coverage.

If one of these parties answers the call, the count shows the call was offered to the coverage path without a corresponding count of "answered" or "abandoned." The count is thrown off and the columns do not add up.

Distributed Communications System (DCS)

Call Forwarding abandon interactions are different than those described above if forwarding is done off-switch. In that case, each extension is treated as a principal and calls are counted as abandoned if the caller drops the call.

When a call is forwarded across DCS it goes to coverage based on the forwarded-to principal's path criteria rather than the principal's unless the principal is using cover-all.

Because the one-switch appearance of DCS is achieved using more than one trunk, ACB and LWC calls are counted as abandoned.

Coverage Path Measurements Selection

You can select up to 100 coverage paths for measurement.

Command

To display the list of coverage paths to be measured:

1. Type **display meas-selection coverage [print/schedule]** and press RETURN.

To display the list of all the coverage paths on your system:

1. Type **list coverage path [print/schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for the display and list commands only.

To change the list of coverage paths to be measured:

1. Type **change meas-selection coverage** and press RETURN.
2. Enter the coverage path number to be measured and press ENTER.

Coverage path numbers do not have to be in numerical order. If the coverage path you want is not listed, add the coverage path number (if there is space available), or replace an existing coverage path number you no longer need. Press RETURN until the cursor is placed on the unwanted coverage path and enter the new coverage path number, or press CLEAR FIELD and enter the new coverage path number.

Screen

[Screen 3-13](#) shows a typical screen for the Coverage Path Measurements Selection report containing entries for the 100 coverage paths to be measured. [Table 3-11](#) describes the data fields presented in the Coverage Path Measurements Selection report.

change meas-selection coverage

MEASURED COVERAGE PATHS

Path No.	Path No.	Path No.	Path No.	Path No.	Path No.	Path No.
1: 1	17:	33:	49:	65:	81:	97:
2: 6	18:	34:	50:	66:	82:	98:
3: 68	19:	35:	51:	67:	83:	99:
4:	20:	36:	52:	68:	84:	100:
5:	21:	37:	53:	69:	85:	
6:	22:	38:	54:	70:	86:	
7:	23:	39:	55:	71:	87:	
8:	24:	40:	56:	72:	88:	
9:	25:	41:	57:	73:	89:	
10:	26:	42:	58:	74:	90:	
11:	27:	43:	59:	75:	91:	
12:	28:	44:	60:	76:	92:	
13:	29:	45:	61:	77:	93:	
14:	30:	46:	62:	78:	94:	
15:	31:	47:	63:	79:	95:	
16:	32:	48:	64:	80:	96:	

Command successfully completed
Command:

Screen 3-13. Coverage Path Measurements Selection

Table 3-11. Coverage Path Measurements Selection screen

Field	Description
Path No.	<i>Path Number.</i> Displays the numbers of up to 100 coverage paths selected for measurement.

Coverage Path Measurements Report

The Coverage Path Measurements report contains measurements for each of the 100 selected coverage paths from the Coverage Path Measurement Selection screen.

Command

To display the Coverage Path Measurements Report:

1. Type **list measurements coverage-path [starting path] [count (1-100)] <yesterday-peak/today-peak/last-hour> [external] [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**. You must choose one of these.

- Enter **yesterday-peak** to list the activity for yesterday's peak hour.
- Enter **today-peak** to list the activity for today's peak hour.
- Enter **last hour** to list the activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: There are four options for this command:

1. **starting path**

Enter the number of the coverage path you wish to display. This number must have been previously assigned to one of the available numbers on the Coverage Path Measurement Selection screen. If you do not enter a number, all the measured coverage paths are displayed.

2. **count (1-100)**

Enter a number between 1 and 100.

3. **external**

This option produces a version of the report showing incoming trunk calls only. Attendant extended calls are considered external.

4. **print or schedule**

This option allows you to print the report immediately or schedule the report to print at another time.

For example, to display yesterday's peak measurements for coverage path 68, type **list measurements coverage-path 68 count 1 yesterday-peak**.

Screen

[Screen 3-14](#) shows a typical screen for the Coverage Path Measurements report. The time and date the report is requested displays at the top right. [Table 3-12](#) describes the data presented in the Coverage Path Measurements report.

```
list measurements coverage-path 68 count 1 yesterday-peak
Switch Name: Cust_Switch Name                               Date: 3:00 pm  Fri MAY 4, 19xx
                                COVERAGE PATH MEASUREMENTS
Path  Meas  Calls  ----- Criteria -----      Point1/4  Point2/5  Point3/6
No.   Hour  Offrd  Act  Bsy  DA  All  SAC  Cback  Ans  Abd  Ans  Abd  Ans  Abd
68    1400   20     2   0   4   0   14   3      5   2   3   3   1   3
                                1   1   0   0   2   4

Command successfully completed
Command:
```

Screen 3-14. Coverage Path Measurements report

Table 3-12. Coverage Path Measurements Report

Field	Description
Path No.	<i>Path Number.</i> The number that identifies the measurement coverage path.
Meas Hour	<i>Measurement Hour.</i> The starting time (using a 24-hour clock) of the last hour or the hour during which the greatest number of calls are offered to the coverage path. ➡ NOTE: A pair of asterisks in the minute portion of the measurement hour indicates that the switch time was changed during the measurements interval (for example, 10**).
Calls Offrd	<i>Calls Offered.</i> The total number of calls offered to the path. Suggested Action: If this number is large, review the principal report and investigate why calls are not being answered. To find the principal for this coverage path, use the display coverage sender-group [number] command.

Continued on next page

Table 3-12. Coverage Path Measurements Report — Continued

Field	Description
Act Criteria	<i>Active Criteria.</i> The number of calls offered to this path due to the principal being active. Suggested Action: If this number is large compared to the Calls Offrd field, you should investigate. A possible reason is the path is administered for “active” only.
Bsy Criteria	<i>Busy Criteria.</i> The number of calls offered to this path due to the principal being busy.
DA Criteria	<i>Don't Answer Criteria.</i> The number of calls offered to this path because the principal did not answer the call after the administered number of rings. To find the administered number of rings, use the display coverage path [number] command. Suggested Action: If this number is large compared to the Calls Offrd field, investigate the reason these calls are leaving the principal. A possible reason is, the path is only administered for “don't answer”.
All Criteria	The number of calls offered to this path due to the use of Cover All.
SAC Criteria	<i>Send-All-Calls Criteria.</i> The number of calls offered to this path due to the principal's use of Send-All-Calls, or the calling party using Go To Coverage. Suggested Action: If this number, or the All Criteria field, are unusually large, you should investigate why calls are still offered to this principal.
Cback	<i>Call Back.</i> The number of calls offered to this path where the calling party used LWC or ACB before a coverage point answered the call. These cases are separated out because they are usually considered abandons but counting them as such would be misleading. Suggested Action: If this number appears high, verify why calls are not being answered.

Continued on next page

Table 3-12. Coverage Path Measurements Report — Continued

Field	Description
Point Ans	<i>Point Answered.</i> The total number of calls answered by the specified point.
Point Abd	<i>Point Abandoned.</i> The total number of calls abandoned by the caller while ringing at the specified point. Suggested Action: If this number is high, you may want to re-engineer the coverage paths so less traffic is offered to this point.

Principal Coverage Measurements Selection

You can select up to 100 principal extensions or PCOL TACs for measurement.

For definitions of principal extensions and TACs, refer to “Terms” earlier in the [“Call Coverage Measurements Reports”](#) section.

Command

To display the list of principal extensions to be measured:

1. Type **display meas-selection principal [print/schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for the display command only.

To change the list of principal extensions to be measured:

1. Type **change meas-selection principal** and press RETURN.
2. Enter the extension to be measured and press ENTER.

Extension numbers do not have to be in numerical order. If the extension you want is not listed, add the extension number (if there is space available), or replace an existing extension you no longer need. Press RETURN until the cursor is placed on the unwanted extension and enter the new extension number, or press CLEAR FIELD and enter the new extension number.

Screen

[Screen 3-15](#) shows a typical Principal Coverage Measurements Selection screen containing entries for the 100 principal extensions or TACs to be measured. [Table 3-13](#) describes the data fields presented in the Principal Coverage Measurements Selection screen.

```
change meas-selection principal
MEASURED PRINCIPALS
Ext/TAC  Ext/TAC  Ext/TAC  Ext/TAC  Ext/TAC  Ext/TAC
1: 76068 17:      33:      49:      65:      81:      97:
2: 76069 18:      34:      50:      66:      82:      98:
3: 76075 19:      35:      51:      67:      83:      99:
4:      20:      36:      52:      68:      84:      100:
5:      21:      37:      53:      69:      85:
6:      22:      38:      54:      70:      86:
7:      23:      39:      55:      71:      87:
8:      24:      40:      56:      72:      88:
9:      25:      41:      57:      73:      89:
10:     26:      42:      58:      74:      90:
11:     27:      43:      59:      75:      91:
12:     28:      44:      60:      76:      92:
13:     29:      45:      61:      77:      93:
14:     30:      46:      62:      78:      94:
15:     31:      47:      63:      79:      95:
16:     32:      48:      64:      80:      96:
Command successfully completed
Command:
```

Screen 3-15. Principal Coverage Measurements Selection

Table 3-13. Principal Coverage Measurements Selection screen

Field	Description
Ext/TAC	<i>External/Trunk Access Code.</i> Lists the extension or PCOL TAC numbers of up to 100 principals whose coverage is selected for measurement.

Principal Coverage Measurements Report

The Principal Coverage Measurements report contains measurements for each of the 100 selected principal extensions or TACs from the Principal Coverage Measurements Selection screen.

Command

To display the Principal Coverage Measurements report:

1. Type **list measurements principal [starting extension/tac] [count(1-100)] <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**. You must choose one of these.

- Enter **yesterday-peak** to list the activity for yesterday's peak hour.
- Enter **today-peak** to list the activity for today's peak hour.
- Enter **last hour** to list the activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: There are three options available for this command:

1. **starting extension/tac**

Enter the number of the extension or PCOL TAC you wish to display. This number must have been previously assigned to one of the 100 available numbers on the Principal Coverage Measurement Selection screen. If you don't enter a number, all the measured principals are displayed.

2. **count**

Enter a number between 1 and 100.

3. **print** or **schedule**

This option allows you to print the report immediately or schedule the report to print at another time.

For example, to display yesterday's peak measurements for extension 76068 and the next two principals, in order, type **list measurements principal 76068 count 3 yesterday-peak**.

Screen

Screen 3-16 shows a typical screen for the Principal Coverage Measurements report. The time and date the report is requested displays at the top right. Table 3-14 describes the data fields presented in the Principal Coverage Measurements report.

list measurements principal 76068 count 3 yesterday-peak
Switch Name: Cust_Switch_NameDate: 9:14 am SAT MAY 5, 19xx

PRINCIPAL MEASUREMENTS

-----Criteria-----

Ext/TAC	Meas Hour	Calls Offrd	Aband	Redir	Act	Bsy	DA	All	SAC	Cback	Coverage-Paths
76068	1000	120	6	15	0	15	0	0	0	0	12
76069	1100	8	0	0	0	0	0	0	8	0	1
76075	1400	40	4	30	15	15	0	0	0	5	1 2 5

Command successfully completed
Command:

Screen 3-16. Principal Coverage Measurements Report

Table 3-14. Principal Coverage Measurements Report

Field	Description
Ext/TAC	<i>Extension/Trunk Access Code.</i> The principal extension or PCOL group/TAC being reported.
Meas Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data is recorded.
Calls Offrd	<i>Calls Offered.</i> The total number of calls offered to the principal.
Aband	<i>Abandoned.</i> The total number of abandoned calls, where the calling party hung up before the call was answered or sent to coverage. Suggested Action: If this number is high at the principal, you may need to redirect traffic. <i>The number of calls answered by principal =</i> <i>Calls Offered – Calls Abandoned – Calls Redirected</i>

Table 3-14. Principal Coverage Measurements Report — Continued

Field	Description
Redir	<i>Redirected.</i> The total number of calls not answered by the principal and subsequently sent to coverage. Suggestion Action: If this number is large compared to Calls Offrd, investigate the reasons.
Act Criteria	<i>Active Criteria.</i> The number of calls sent to coverage by this principal due to the principal being active.
Bsy Criteria	<i>Busy Criteria.</i> The number of calls sent to coverage by this principal due to the principal being busy.
DA Criteria	<i>Don't Answer Criteria.</i> The number of calls sent to coverage by this principal because the principal didn't answer the call after the administered number of rings. To find the administered number of rings, use the display coverage-path [number] command.
All Criteria	The number of calls sent to coverage by this principal due to the principal's use of Cover All.
SAC Criteria	<i>Send All Calls Criteria.</i> The number of calls sent to coverage by this principal due to the principal's use of Send All Calls, or because the calling party used the Go To Cover feature.
Cback	<i>Call Back.</i> The number of calls offered to this principal where the calling party used LWC or ACB before the principal answered the call and before it went to coverage. These cases are separated out because they look like abandons and counting them as such would be misleading.
Coverage-Paths	The coverage paths used by this principal. To find the associated extensions, use the display coverage sender-group command.  NOTE: This command displays other principals using some coverage paths.

DS1 Link Performance Measurements

This section describes performance measurements for DS1 links. It includes the DS1 Link Performance Measurements Summary Report and the DS1 Link Performance Measurements Detailed Log Report.

NOTE:
The DS1 links may be provided by the TN722, TN767, or TN464 circuit pack. However, the measurements are only kept for the TN767 and TN464 circuit pack.

Many conventional error measurements rely on the parameter Bit Error Rate to describe the quality of digital transmission facilities. However, with DS1 links, when errors do occur, they tend to be as error bursts rather than single bit errors. Therefore, the Errored Seconds, Bursty-Errored Seconds, Severely-Errored Seconds, and Failed Seconds measurements more accurately describe the operational characteristics of DS1 links.

DS1 link performance is based on the number of error events counted per second. An error event is defined as any one of the following:

- *Misframe*. An error detected as an erroneous bit pattern in the bits used to frame on the DS1 signal.
- *Slip*. An error detected as the deletion or repetition of a single frame. The error is caused by clock differences between systems due to improper synchronization.
- *Extended Superframe Format (ESF) CRC-6 Error*. A data communications error over a DS1 link using the ESF format that is detected as a mismatch between the calculated CRC-6 (6-bit cyclic redundancy check) character appended to the transmitted data and the CRC-6 character recalculated by the receiver.

DS1 link performance is measured by the following error event counts:

- *Errored Second*. Any second that contains one or more error events.
The percent of Error Free Seconds (%EFS) is defined as:

$$\%EFS = \left[1 - \frac{\text{Errored Seconds}}{\text{Total Seconds}} \right] \times 100$$

- *Bursty-Errored Second*. Any second that contains from 2 to 319 error events.
- *Severely-Errored Second*. Any second that contains 320 or more error events.

- *Failed Second.* A state that exists when ten or more consecutive severely-errored seconds are detected. A Failed Second state is cleared when no severely-errored seconds are detected for a period of 10 consecutive seconds.
- *Controlled Slip Second.* Any second with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
- *Loss of Frame Count.* The number of times a loss of frame is declared. A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds.

 **NOTE:**
Events such as a Failed Second or Severely-Errored Second typically result in a serious impact on the customers' applications.

If the misframe or slip errors become too severe, an alarm is raised. The actual rate at which the errors occur determines whether the alarm is minor or major. *DEFINITY ECS Maintenance for G3r* and *DEFINITY ECS Maintenance for G3si*, identify the recommended procedures maintenance personnel should perform to resolve these alarms.

The error event data, collected by the DS1 Interface circuit pack, is available for up to 24 hours in 15-minute increments. Measurement data older than 24 hours is overwritten by the current measurement data.

A system re-boot from tape clears the error event counters. The DS1 error event counters may also be cleared using the **clear measurements ds1 log CabCarSSF** maintenance command.

This command uses the following qualifiers:

Cab	=	Port network number
Car	=	Carrier
SSF	=	Slot

If a TN767 or TN464 circuit pack is removed, or taken out of service, data for that circuit pack is not available for the time the pack is removed. In addition, if a TN767E or TN464F or later suffix circuit pack administered for ESF framing is removed or taken out of service, data for the entire 24-hour collection period is lost since ESF measurements are stored on the board rather than in switch memory.

DS1 Link Performance Measurements Summary Report

The DS1 Link Performance Measurements Summary Report provides an indication of the quality of a DS1 link that connects to a DS1 Interface circuit pack.



NOTE:

The error message "Measurements command has timed out. See Traffic Reports manual (555-230-511)." indicates no response was received from the DS1 circuit pack. Try the command again (maximum of two more times). Note, however, this error message may be returned from a "list measurements ds1" or "clear measurements ds1" command that uses the "remote" option (for example, "list measurements ds1 summary 1c19 remote"), if Interface Unit (IU) equipment in the network is deliberately configured not to respond to ESF performance measurements message inquiries. This is a common network setup and should be considered normal. In this case, the command will never succeed. If, however, this error message is displayed when the network or far-end PBX should be responding to the remote ESF performance measurements inquiries, then the IU itself could have problems or there could be problems on the Facility Data Link span. If the command times out three times, and the configuration is one where a reply to the request should be returned, the problem should be escalated to Tier III.

Command

To display the DS1 Link Performance Measurements Summary Report:

1. Type **list measurements ds1 summary <CabCarSSF>**
[local/carrier-local/remote] [print/schedule] and press RETURN.

Required Fields: There is one required field for this command — **CabCarSS**. Enter the port network number, the Carrier number, and the slot number.

Options: There are four options available for this command:

1. **local**

Displays user (local) measurements. These are the user copies of the local (near-end) performance measurements and can be cleared by the user. These measurements cannot be cleared by the carrier.

2. **carrier-local**

Displays carrier (network) measurements. These are the carrier copies of the local (near-end) performance measurements. They can only be cleared by the carrier.

3. remote

Displays remote CSU measurements. These measurements are available from the CSU at the far end of the link. They can be cleared from the near end of the link.

4. print/schedule

This option allows you to print the report immediately or schedule the report to print at another time.

Screen

[Screen 3-17](#) shows a typical screen for the DS1 Link Performance Measurements Summary Report. [Table 3-15](#) describes the data fields presented in DS1 Link Performance Measurements Summary Report.

```
list measurements ds1 summary 1c05
Switch Name: Cust_Switch_Name           Date: 17:59 pm WED APR 13, 19xx

      DS-1 LINK PERFORMANCE MEASUREMENTS SUMMARY REPORT

                        Counted Since: 4:27 pm WED APR 13, 19xx
Valid 15-Minute Intervals in Last 24 Hours: 6
      Seconds Elapsed In Current Interval: 135   ESF Error Events: 0
Test: far-csu-loopback           Pattern: 3-in-24   Synchronized: y
      Loopback/Span Test Bit-Error Count: 53       Test Duration: 00:13:26

      Worst 15-Minute Interval   24-Hour   Current
      Category      Date  Time   Count   Count   Interval Count
      Errored Seconds  4/13 16:42  68      133      24
      Bursty Errored Seconds  4/13 17:57  540     636       0
      Severely Errored Seconds  4/13 17:57   0        0        0
      Unavailable/Failed Seconds  4/13 17:57   3         5        0
      Controlled Slip Seconds  4/13 17:57  100     167       5
      Loss Of Frame Count  4/13 17:57   2         2        0
```

Screen 3-17. DS1 Link Performance Measurements Summary Report

 **NOTE:**
ESF Error Events, Test, Pattern, Synchronized, Loopback/Span Test Bit-Error Count, Test Duration, Controlled Slip Seconds, and Loss Of Frame Count apply only to the TN767E and TN464F or later suffix circuit packs.

Table 3-15. DS1 Link Performance Measurements Summary Report

Field	Description
Counted Since:	The date and time the counters were last cleared and restarted. The counters are set to 0 and start accumulating data when the system is administered or reinitialized. The current system time appears in this field after the system clock is set. Because the Counted Since field is calculated based on the current time, an error message results if the system clock is not set following a system reinitialization.
Valid 15-Minute Intervals in Last 24 Hours:	The total number of 15-minute intervals (0 to 96) in the past 24-hour period with valid values. (An invalid interval is any 15-minute interval during which the system clock was changed, a system reinitialization occurred, or the specified TN767 or TN464 circuit pack was pulled from the carrier. Refer to the DS1 log report for details.)
Seconds Elapsed In Current Interval:	The number of seconds (0 to 899) counted in the current 15-minute interval.
ESF Error Events:	The number of ESF errors (CRC-6 errors or out-of-frame errors) counted with a maximum cumulative value of 65535.
Test:	The type of DS1 loopback/span test currently active. None indicates no test is currently active.
Pattern:	The type of bit pattern generated during an extended duration DS1 loopback/span test. None indicates no pattern is being sent.
Synchronized:	Indicates whether the test pattern generated by the DS1 board is synchronized (detected properly by the receiving DS1 circuit pack). N/A is displayed if no pattern is generated.
Loopback/ SpanTest Bit-Error Count:	The number of bit-errors detected in the received signal when an extended duration loopback test is performed.
Test Duration:	The duration in seconds the extended loopback test has run. The maximum value is 99:59:59 (99 hours, 59 minutes, and 59 seconds).
Errored Seconds	The number of errored seconds for the specified interval (maximum of 900). An errored second is any second in which one or more data transmission errors occurred. N/A indicates the count for that interval is not available, typically because the circuit pack was not inserted during the interval.

Continued on next page

Table 3-15. DS1 Link Performance Measurements Summary Report — Continued

Field	Description
Bursty Errored Seconds	The number of bursty errored seconds for the specified interval (maximum of 900). A bursty errored second is any second in which 2 to 319 data transmission errors occurred. N/A indicates the count for that interval is not available. An error count of this severity results in a minor alarm. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
Severely Errored Seconds	The number of severely errored seconds for the specified interval (maximum of 900). A severely errored second is any second in which 320 or more data transmission errors occurred. N/A indicates the count for that interval is not available. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
Unavailable/Failed Seconds	A count of one-second intervals during which service is unavailable (0 to 900).
Controlled Slip Seconds	The number of seconds (0 to 255 — counts greater than 255 are still displayed as 255) with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
Loss of Frame Count	The accumulation of the number of times a loss of frame is declared (0 to 255 — counts greater than 255 are still displayed as 255). A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds. The condition is cleared after 15 seconds without a loss of signal or out-of-frame condition.
Worst 15-Minute Interval	The date, ending time, and count for the 15-minute period that contained the maximum count in each error category. If there are no errors, the field displays 0 with the most recent interval.

Continued on next page

Table 3-15. DS1 Link Performance Measurements Summary Report — Continued

Field	Description
24-Hour Count	The total count in each error category for the last 24-hour period (0 to 65535 — counts greater than 65535 are displayed as 65535). See Screen 3-21 to view the last 96 intervals.
Current Interval Count	The count in each error category for the 15-minute interval in progress when the report is requested. If no errors have occurred yet in any of the categories during the current 15-minute interval, the respective field contains the number 0. If the system is busy performing call processing functions and cannot respond within 8 seconds, then the field displays N/A.

DS1 Link Performance Detailed Log Report

The DS1 Link Performance Measurements Detailed Log Report lists errored event records for the past 24 hours. The errored event records are listed for each 15-minute interval. This shows the 96 records (the number of 15-minute intervals in 24 hours) from the current 15-minute interval back to 24 hours before the current interval.

Command

To display the DS1 Link Performance Measurements Detailed Log Report:

1. Type **list measurements ds1 log <CabCarSS>**
[local/carrier-local/remote] [print/schedule] and press RETURN.

Required Fields: There is one required field for this command — **CabCarSS**. Enter the port network number, the Carrier number, and the slot number.

Options: There are two options available for this command:

1. **local/carrier-local/remote**
 - Enter **local** to display user (local) measurements.
These are the user copies of the local (near-end) performance measurements and can be cleared by the user. These measurements cannot be cleared by the carrier.

- Enter carrier-local to display carrier (network) measurements.

These are the carrier copies of the local (near-end) performance measurements. They can only be cleared by the carrier.
- Enter **remote** to display remote CSU measurements.

These measurements are available from the CSU at the far end of the link. They can be cleared from the near end of the link.

2. **print/schedule**

This option allows you to print the report immediately or schedule the report to print at another time.



NOTE:
The errored event records for TN767E and TN464F or later suffix circuit packs administered for ESF framing are displayed starting from the most recent interval. Measurements for previous suffix TN767 and TN464 boards and for later suffix boards administered for D4 framing are displayed from oldest to newest interval.

Screen

[Screen 3-18](#) and [Screen 3-19](#) show a typical screen for the DS1 Link Performance Measurements Detailed Log Report. [Table 3-16](#) describes the data fields presented in the DS1 Link Performance Measurements Detailed Log Report.

list measurements dsl log 1c05
Switch Name: cust_switch_name_____

Page 1 SPE A
Date: 10:44 pm WED AUG 31, 19xx

DS-1 LINK PERFORMANCE MEASUREMENTS DETAILED LOG REPORT

Counted Since:10:42 am TUE AUG 30, 19xx

Date	Time	ES	BES	SES	UAS/FS	CSS	LOFC
08/30	10:57	0__	0__	0__	0__	N/A	N/A
08/30	11:12	0__	0__	0__	0__	N/A	N/A
08/30	11:27	0__	0__	0__	0__	N/A	N/A
08/30	11:42	0__	0__	0__	0__	N/A	N/A
08/30	11:57	0__	0__	0__	0__	N/A	N/A
08/30	12:12	0__	0__	0__	0__	N/A	N/A
08/30	12:27	0__	0__	0__	0__	N/A	N/A
08/30	12:42	0__	0__	0__	0__	N/A	N/A
08/30	12:57	0__	0__	0__	0__	N/A	N/A
08/30	13:12	0__	0__	0__	0__	N/A	N/A
08/30	13:27	0__	0__	0__	0__	N/A	N/A

list measurements dsl log 1c05
Switch Name: cust_switch_name_____

Page 2
Date: 12:15 pm WED SEP 14, 19xx

DS-1 LINK PERFORMANCE MEASUREMENTS DETAILED LOG REPORT

Counted Since: 10:42am TUE AUG 30, 19xx

Date	Time	ES	BES	SES	UAS/FS	CSS	LOFC
08/30	13:42	0__	0__	0__	0__	N/A	N/A
08/30	13:57	0__	0__	0__	0__	N/A	N/A
08/30	14:12	0__	0__	0__	0__	N/A	N/A
08/30	14:27	0__	0__	0__	0__	N/A	N/A
08/30	14:42	0__	0__	0__	0__	N/A	N/A
08/30	14:57	0__	0__	0__	0__	N/A	N/A
08/30	15:12	0__	0__	0__	0__	N/A	N/A
08/30	15:27	0__	0__	0__	0__	N/A	N/A
08/30	15:42	0__	0__	0__	0__	N/A	N/A
08/30	15:57	0__	0__	0__	0__	N/A	N/A
08/30	16:12	0__	0__	0__	0__	N/A	N/A

Screen 3-19. DS1 Link Performance Measurements Detailed Log Report —
Page 2

Table 3-16. DS1 Link Performance Measurements Detailed Log Report

Field	Description
Date	The date of the 15-minute interval.
Time	The ending time for the 15-minute interval.
ES	<i>Errored Second.</i> The number of errored seconds for the specified interval (maximum of 900). An errored second is any second in which one or more data transmission errors occurred. N/A indicates the count for that interval is not available, typically because the circuit pack was not inserted during the interval.
BES	<i>Bursty Errored Seconds.</i> The number of bursty errored seconds for the specified interval (maximum of 900). A bursty errored second is any second in which 2 to 319 data transmission errors occurred. N/A indicates the count for that interval is not available. An error count of this severity results in a minor alarm. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.

Continued on next page

Table 3-16. DS1 Link Performance Measurements Detailed Log Report — Continued

Field	Description
SES	<i>Severely Errored Seconds.</i> The number of severely errored seconds for the specified interval (maximum of 900). A severely errored second is any second in which 320 or more data transmission errors occurred. N/A indicates the count for that interval is not available. An error count of this severity results in a major alarm. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements it may be appropriate to alert maintenance personnel if they have not already been alerted.
UAS/FS	<i>Unavailable/Failed Seconds.</i> The number of seconds the link is in the failed seconds state for the specified interval (maximum of 900). A failed second state exists any time 10 or more consecutive severely-errored seconds occur. N/A indicates the count for that interval is not available. An error count of this severity results in a major alarm. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel, if they have not already been alerted.
CSS	<i>Controlled Slip Seconds.</i> The number of seconds (maximum of 255) with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
LOFC	<i>Loss of Frame Count.</i> The accumulation of the number of times a loss of frame is declared (maximum of 255). A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds. The condition is cleared after 15 seconds without a loss of signal or out-of-frame condition.

DS1 Converter Reports

This section describes performance measurements for the four facilities associated with a DS1 Converter board. It includes the DS1 Converter Link Performance Measurements Summary Report and the DS1 Converter Link Performance Log Report. These reports are available only on the G3r server.

The DS1 Converter board is part of the DS1 Converter Complex which consists of two DS1 Converter boards connected by between one and four facilities (DS1 Facility).

Errors on DS1 facilities tend to occur in error bursts rather than single bit errors. Therefore, the Errored Seconds, Bursty Errored Secs, Severely Errored Secs and Failed Seconds measurements more accurately describe the operational characteristics of DS1 facilities.

There are two DS1 Converter Link Performance Measurements reports:

1. The DS1 Converter Link Performance Measurements Summary Report provides information about the worst 15 minutes, the last 24 hours, and the current 15 minutes for each measurement type.
2. The DS1 Converter Link Performance Measurements Detailed Report displays a detailed log for the last ninety-six 15-minute intervals for each type of data measured.

DS1 facility performance is based on the number of error events counted per second. An error event is defined as any one of the following:

- *Misframe*. An error detected as an erroneous bit pattern in any single frame.
- *Slip*. An error detected as the deletion or repetition of a single frame.
- *Extended Superframe Format (ESF) CRC-6 Error*. A data communications error over a DS1 facility using the ESF format detected as a mismatch between the calculated CRC-6 (6-bit cyclic redundancy check) character appended to the transmitted data and the CRC-6 character recalculated by the receiver.

DS1 link performance is measured by the following error event counts:

- *Errored Second*. Any second that contains one or more error events.

The percent of Error Free Seconds (%EFS) is defined as:

$$\%EFS = \left[1 - \frac{\text{Errored Seconds}}{\text{Total Seconds}} \right] \times 100$$

Figure 3-7. Estimating Attendant Position Requirements

- *Bursty-Errored Second*. Any second that contains from 2 to 319 error events.
- *Severely-Errored Second*. Any second that contains 320 or more error events.

- *Failed Second.* A state that exists when ten or more consecutive severely-errored seconds are detected. A Failed Second state is cleared when no severely-errored seconds are detected for a period of 10 consecutive seconds.

 **NOTE:**
Such events as a Failed Second or Severely-Errored Second typically result in a serious impact on the customers' applications.

If the errors become too severe, an alarm is raised. The actual rate the errors occurred at determines whether the alarm is minor or major. *DEFINITY ECS Maintenance for G3r* and *DEFINITY ECS Maintenance for G3si* identify the recommended procedures maintenance personnel should perform to resolve these alarms.

The error event counters, located on each DS1 Converter board for each administered facility, are polled every 900 seconds (15 minutes). The data is available for up to 24 hours. Measurement data older than 24 hours is overwritten by current measurement data.

A system re-boot from tape clears the error event counters. The DS1 error event counters may also be cleared using the **clear measurements ds1-facility log | esf-error-events | loopback/spantest CabCarSSF** maintenance command.

If a DS1 Converter circuit pack is removed, or taken out of service, data for that circuit pack is not available for the time periods it is removed.

Command

To clear the DS1 Converter measurements:

1. Type **clear measurements ds1-facility log | esf-error-events | loopback/spantest CabCarSSF [local/remote] [print/schedule]** and press RETURN.

This command uses the following qualifiers:

Cab	=	Cabinet Number
Car	=	Carrier
SS	=	Slot
F	=	Facility

This command is only available on the G3r model. In addition, the user can reset all software counters associated with the specified DS1 Converter circuit pack facility. The **Counted Since** time is also reset and the **Number of Valid Intervals** count is set to zero.

To display the DS1 Converter Performance Measurements Summary:

1. Type **list measurements ds1-facility summary CabCarSSF**
[local/carrier-local/remote] [print/schedule] and press RETURN.
- Options:** The **print** and **schedule** options are available for this command.

To display theDS1 Converter Performance Measurements Detailed report:

1. Type **list measurements ds1-facility log CabCarSSF [print/schedule]**
and press RETURN.
- This command uses the same qualifiers as the “clear measurements”
command above.
- Options:** The **print** and **schedule** options are available for this command.

Screen

[Screen 3-20](#) shows a typical screen for the DS1-Facility Summary Report. [Table 3-17](#) describes the data fields presented in the DS1-Facility Summary Report. [Screen 3-21](#) shows a typical DS1-Facility Detailed Log Report. [Table 3-18](#) describes the data fields presented in the DS1-Facility Log Report.

list measurements dsl-facility summary 1c21a
Switch Name: Cust_Switch_Name

Date: 2:51 pm WED SEP 25, 19xx

DS-1 FACILITY LINK PERFORMANCE MEASUREMENTS SUMMARY REPORT

Counted Since: 9:03 am WED SEP 25, 19xx

Valid 15-minute Intervals in Last 24 Hours: 96

Seconds Elapsed Into Current Interval: 875

Test: N/A

Pattern: N/A

Loopback/Span Test Bit-Error Count: N/A

ESF Error Events: N/A

Synchronized: N/A

Test Duration: N/A

Category	Worst 15-Minute Date	Interval Time	Interval Count	24-Hour Count	Current Interval Count
Errored Seconds	9/24	09:03	0	0	0
Bursty Errored Seconds	9/24	09:03	0	0	0
Severely Errored Seconds	9/24	09:03	0	0	0
Unavailable/Failed Seconds	9/24	09:03	0	0	0
Controlled Slip Seconds	N/A	N/A	N/A	N/A	N/A
Loss of Frame Count	N/A	N/A	N/A	N/A	N/A

Screen 3-20. DS1-Facility Summary Report

Table 3-17. DS1 Converter Performance Measurements Summary Report

Field	Description
Counted Since	The date and time when the associated measurement counters are cleared or the DS1 Converter facility is administered. The counters are set to 0 and start accumulating data when the system is administered or re-initialized. The current system time appears in this field after the system clock is set. Since the Counted Since field is calculated based on the current time, an error message is prompted back to the user if the system clock is not set following a system re-initialization.
Valid 15-Minute Intervals in Last 24 Hours	The total number of 15-minute intervals (0 to 96) in the past 24-hour period that contain valid data. The Valid Interval field indicates whether or not a valid count is provided by the DS1 interface circuit pack. A value of y indicates that all counts are valid for the interval. A value of n indicates that the interval is invalid. An invalid interval is any 15-minute time interval during which the system clock is changed, a system re-initialization occurred, or the specified circuit pack is pulled from the carrier.
Seconds Elapsed In Current Interval	The number of seconds (0 to 899) counted in the current 15-minute interval.
ESF Error Events	The number of ESF errors (CRC-6 errors or out-of-frame errors) counted with a maximum cumulative value of 65535.
Test	The type of DS1 loopback/span test currently active. None indicates no test is currently active.
Pattern	The type of bit pattern generated during an extended duration DS1 loopback/span test. None indicates that no pattern is being sent.
Synchronized	Indicates whether the test pattern being generated by the DS1 board is synchronized (detected properly by the receiving DS1 circuit pack). N/A is displayed if no pattern is generated.
Loopback/ SpanTest Bit-Error Count	The number of bit-errors detected in the received signal when an extended duration loopback test is performed.
Test Duration	The duration in seconds the extended loopback test runs. The maximum value is 99:59:59 (99 hours, 59 minutes, and 59 seconds).

Continued on next page

Table 3-17. DS1 Converter Performance Measurements Summary Report — Continued

Field	Description
Category	The type of error to which the count applies (errored seconds, bursty errored seconds, severely errored seconds, unavailable/failed seconds, controlled slip seconds, and loss of frame count). For more information about these categories, refer to Table 3-33 .
Worst 15-Min Interval	The date, ending time, and count for the 15-minute period that contains the maximum value for each error category. If there are no errors, the field displays 0 with the most recent interval, or N/A if no data is collected.
24-Hour Count	The total count in each error category for the last 24-hour period (0 to 65535 — counts greater than 65535 are still displayed as 65535). To view the last 96 intervals, refer to Screen 3-21 .
Current Interval Count	The count so far in each category for the 15-minute interval in progress when the report is requested. If no errors have occurred yet in any of the categories during the current 15-minute interval, the respective field contains the number 0. If the system is busy performing call processing functions and cannot respond within 8 seconds, then the field displays N/A.

[Screen 3-21](#) shows one page of a typical DS1 Facility Log Report. This report shows errors in fifteen-minute intervals, over the last twenty-four hour period, and usually extends for several pages. The headings and type of information shown here do not change on subsequent pages.

list measurements ds1-facility log le21a

Switch Name: Cust_Switch_Name

Page 1
Date: 2:55 pm WED SEP 25, 19xx

DS-1 FACILITY LINK PERFORMANCE MEASUREMENTS DETAILED LOG REPORT

Counted Since: 9:03 am WED SEP 25, 19xx

Date	Time	ES	BES	SES	UAS/FS	CSS	LOFC
9/25	09:18	0	0	0	0	N/A	N/A
9/25	09:33	0	0	0	0	N/A	N/A
9/25	09:48	0	0	0	0	N/A	N/A
9/25	10:03	0	0	0	0	N/A	N/A
9/25	10:18	0	0	0	0	N/A	N/A
9/25	10:33	0	0	0	0	N/A	N/A
9/25	10:48	0	0	0	0	N/A	N/A
9/25	11:03	0	0	0	0	N/A	N/A
9/25	11:18	0	0	0	0	N/A	N/A
9/25	11:33	0	0	0	0	N/A	N/A

press CANCEL to quit -- press NEXT PAGE to continue

Screen 3-21. DS1-Facility Log Report

Table 3-18. DS1 Converter Performance Measurements
Detailed Log Report

Field	Description
Date	The time and date of the current report.
Counted Since	The start time and date when the associated measurement counters are cleared or the DS1 Converter facility is administered.
Date and Time	The date and end time of the 15-minute interval.
ES	<i>Errored Seconds.</i> The number of the errored seconds for the specified 15-minute interval (maximum of 900). An errored second is any second in which one or more data transmission errors occurred. "N/A" indicates the count for that interval is not available, typically because the circuit pack was not inserted during that interval.
BES	<i>Bursty Errored Seconds.</i> The number of bursty errored seconds for the specified interval (maximum of 900). A bursty errored second is any second in which 2 to 319 data transmission errors occurred. "N/A" indicates the count for that interval is not available. An error count of this severity results in a minor alarm. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel if they have not already been alerted.
SES	<i>Severely Errored Seconds.</i> The number of the severely errored seconds counter for the specified interval (maximum of 900). A severely errored second is any second in which 320 or more data transmission errors occur. N/A indicates the count for that interval is not available. An error count of this severity results in a major alarm. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements it may be appropriate to alert maintenance personnel, if they have not already been alerted.

Continued on next page

Table 3-18. DS1 Converter Performance Measurements
Detailed Log Report — *Continued*

Field	Description
UAS/FS	The value of the unavailable or failed seconds counter for the specified interval (maximum of 900). A failed second state exists any time that 10 or more consecutive severely errored seconds occur. An error count of this severity results in a major alarm. N/A indicates the count for that interval is not available. Suggested Action: Resolution of the alarm should, in most cases, be the function of maintenance personnel. Depending upon local arrangements, it may be appropriate to alert maintenance personnel, if they have not already been alerted.
CSS	<i>Controlled Slip Second.</i> Any second with one or more controlled slips (a replication or deletion of a DS1 frame by the receiver).
LOFC	<i>Loss of Frame Count.</i> The number of times a loss of frame is declared. A loss of frame is declared when there is a continuous loss of signal or out of frame condition for greater than 2.5 seconds.

Emergency Access Calls Report

The Emergency Access Calls report tracks emergency calls by extension, event, type of call, and time of day. This report prints in the system journal printer with name, time and event code (attendant crisis alert).

Command

To display the Emergency Access Calls report:

1. Type **list emergency [print/schedule]** and press RETURN.
Options: The **print** and **schedule** options are available with this command.

Screen

Screen 3-22 shows a typical screen for the Emergency Access Calls report.
Table 3-19 describes the data presented in the Emergency Access Calls report.

list emergency

EMERGENCY ACCESS CALLS			
Extension	Event	Type of Call	Time
3104	crisis alert	ars alrt call type	11:21 A
3405	crisis alert ack'd	ars alrt call type	11:22 A
3104	crisis pager1 pass	ars alrt call type	11:23 A
3104	crisis pager2 pass	ars alrt call type	11:24 A
3104	crisis pager3 pass	ars alrt call type	11:25 A
3104	crisis pager1 fail	ars alrt call type	11:23 A
3104	crisis pager2 fail	ars alrt call type	11:24 A
3104	crisis pager3 fail	ars alrt call type	11:25 A

Screen 3-22. Emergency Access Calls report

Table 3-19. Emergency Access Calls report

Field	Description
Extension	The extension where the crisis alert originated.
Event	The event code for the emergency access call: ■ crisis alert—crisis alert sent ■ crisis alert ack'd—crisis alert acknowledged ■ crisis pager pass—crisis alert sent to a pager ■ crisis pager fail—crisis alert sent to a pager and the page failed
Type of Call	The type of call that is being logged: ■ ars slrt call type ■ feature access code ■ off hook alert
Time	The time (A–AM or P–PM) the crisis alert originated (for example, 11:21 A).

Hunt Group Reports

This section describes the traffic measurements, performance, and status reports for ACD/UCD/DDC Hunt Groups.

For more detailed ACD measurements, the BCMS or CMS option is recommended. Contact your Lucent Technologies Account Team.

Hunt Groups Report

The Hunt Groups report lists the hunt groups on your system.

Command

To display the Hunt Groups report:

1. Type **list hunt group [number] [to-number x] [name x] [type x] [ext x] [to-ext x] [count n] [print/schedule]** and press RETURN.

Options: There are eight options for this command:

1. **number x**
Enter the beginning hunt group number.
2. **to-number x**
Enter the ending hunt group number.
3. **name x**
Enter the hunt group name.
4. **type x**
Enter the hunt group type.
5. **ext x**
Enter the beginning hunt group extension.
6. **to-ext x**
Enter the ending hunt group extension.
7. **count n**
Enter the number of hunt groups to list.
8. **print and schedule**
This option allows you to print the report immediately or schedule the report to print at another time.

Screen

[Screen 3-25](#) shows a typical screen for the Hunt Groups report. [Table 3-22](#) describes the data presented in the Hunt Groups report.

list hunt-group

HUNT GROUPS											
Grp No.	Grp Name/Ext.	Grp Type	ACD/MEAS	Vec	MCH	Que Siz	No. Mem	Cov Path	Notif/ Ctg	Dom Adj	Message Center
1	hu 1 meas vec 3001	ucd-mia	y/B	y	many	5	4		n		n
2	hu 2 meas vec 3002	ucd-mia	n/-	y	none	5	11		n		n
33	hu 33 non acd 3003	ucd-mia	n/-	n	none	S	5	1	n		n

Screen 3-23. Hunt Groups report

Table 3-20. Hunt Group Measurements Report

Field	Description
Grp No.	<i>Group Number.</i> This display-only field shows the number of a hunt group.
Grp Name/Ext	<i>Group Name/Extension.</i> This display-only field shows the name administered for the hunt group and the extension.
Grp Typ	<i>Group Type.</i> This display-only field shows the type of the hunt group. See the Group Type field description for page 1 of the Hunt Group screen.
ACD/MEAS	<i>Automatic Call Distribution/Measured.</i> ACD indicates whether Automatic Call Distribution is used. Measured provides the measurement data for the ACD split/skill collected (internal to the switch) for VuStats or BCMS. y/n —Indicates whether the hunt group functions as an ACD split/skill. I (internal), E (external), B (both), or N (none)—Indicates how it is measured.
Vec	<i>Vector.</i> This display-only field shows an indicator of whether the hunt group is controlled by a vector. See the Vector field description for page 1 of the Hunt Group screen.

Continued on next page

Table 3-20. Hunt Group Measurements Report — Continued

Field	Description
MCH	<i>Multiple Call Handling.</i> This display-only field shows the MCH type assigned to the hunt group. ■ none— ■ req—For on-request ■ one—For one-forced ■ per—For one-per-skill ■ many—For many-forced
Que Siz	<i>Queue Size.</i> This display-only field shows the maximum number of calls that can be in queue for the hunt group.
No. Mem	<i>Number of Members.</i> This display-only field shows the actual number of hunt group members.
Cov Path	<i>Coverage Path.</i> This display-only field shows the number of the coverage path for the hunt group.
Notif/Ctg Adj	<i>Notifying/Controlling Adjunct.</i> A display-only field. ■ N—Notification. Contains the extension of the ASAI application link that has the notification. You can have up to three ASAI applications monitoring a single hunt group. ■ C—Controlling adjunct. Displays the extension of the controlling adjunct. You can have one controlling adjunct for each hunt group. ■ n—None.
Dom Ctrl	<i>Domain Control.</i> This display-only field shows the extension of the ASAI link over which the domain split is set up.
Message Center	This display-only field shows an indicator of the type of message (if any) used. See the Messaging Center field description for page 2 of the Hunt Group screen.

Hunt Group Members Report

The Hunt Group Members report helps you administer a split or skill to verify that all agents are logged out and to identify any agents logged in. This report lists all logged in agents for a split or skill, or limits the list to a range of login IDs or physical extensions.

 **NOTE:**
You can use the **list members hunt-group** command to list the agents administered in non-ACD hunt groups. However, since non-ACD hunt groups do not use agent logins, the report will display all administered agents.

Command

To display the Hunt Group Members report:

Type **list members hunt-group <hunt group number> [name x] [logname x] [loginid x] [to-loginid x] [ext x] [to-ext x] [count n] [print/schedule]**

Required Fields: There is one required field for this command — **hunt group number**. Enter the hunt group number

Options: There are eight options for this command:

- 1. name x**
Enter the hunt group member extension name.
- 2. logname x**
Enter the login ID extension name.
- 3. loginid x**
Enter the beginning login ID extension.
- 4. to-loginid x**
Enter the ending login ID extension.
- 5. ext x**
Enter the beginning hunt group member extension.
- 6. to-ext x**
Enter the ending hunt group member extension.
- 7. count n**
Enter the number of members to list
- 8. print and schedule**
This option allows you to print the report immediately or schedule the report to print at another time.

Screen

Screen 3-25 shows a typical screen for the Hunt Groups Members report. Table 3-22 describes the data presented in the Hunt Groups Members report.

list members hunt-group 37

Group Number: 37

Group Name: Platinum Card

Group Extension: 3002

Group Type: ucd-mia

ACD? y

Skill? y

Members: 4

HUNT GROUP MEMBERS

	Phys Ext	Phys Name	Login Ext	Login Name	Agt Prf	Per Lvl	All	SO	DL	Wrk Tim	Occ
1:	1002	1002-Al MacInni	2902	Agent 2902	grt	04		y		10	33
2:	1022	1022-Kelly Chas	2901	Agent 2901	lvl	14		n		15	55
3:	1001	1001-Chris Pron	2904	Agent 2904	pal	R2				0	0
4:	1021	1021-Maria Esta	2903	Agent 2903	pal	08	30			18	45

Screen 3-24. Hunt Group Members report

Table 3-21. Hunt Group Measurements Report

Field	Description
Group Number	The number of the hunt group.
Group Name	The name administered for the hunt group.
Group Extension	The extension administered for the hunt group.
Group Type	Indicates the type of the hunt group. See the Group Type field description for page 1 of the Hunt Group screen.
ACD	<i>Automatic Call Distribution</i> . Indicates whether Automatic Call Distribution is used.
Skill	Indicates whether the hunt group functions as an ACD skill.
Members	The number of hunt group members.
Phys Ext	<i>Physical Extension (ACD, non-ACD, or EAS)</i> . The physical station extension of the hunt group member.
Phys Name	<i>Physical Name (ACD, non-ACD, or EAS)</i> . The physical station name of the hunt group member.

Table 3-21. Hunt Group Measurements Report — Continued

Field	Description
Login Ext	<i>Login ID Extension (EAS only).</i> The login ID extension of the hunt group member.
Login Name	<i>Login ID Name (EAS only).</i> The login ID extension name of the hunt group member.
Agt Prf	<i>Call Handling Preference (EAS only).</i> The call handling preference routes calls based on agent skill level, greatest need, or percent allocation. ■ lvl—skill level ■ grt—greatest need ■ pal—percent allocation
Lvl	<i>Skill Level or Reserve Level (EAS only).</i> The skill level routes incoming calls to an available agent with the skill assigned. The skill levels are as follows: ■ 01 - 02 (Skill Level)—without EAS PHD ■ 01 - 16 (Skill Level)—with EAS PHD ■ R1 - R2 (Reserve Level)—with EAS and CentreVu Advocate
Per All	<i>Percent Allocation (EAS and Centrevu Advocate only).</i> Indicates percentage of this agents time devoted to this skill (0 - 100). Displays only if Call Handling Preference (Agt Prf) is percent allocation.
SO	<i>Service Objective (EAS and Centrevu Advocate only).</i> Indicates whether Service Objective is active for this agent. Displays only if Call Handling Preference (Agt Prf) is skill level or greatest need.
DF	<i>Direct Agent Calls First (EAS and Centrevu Advocate only).</i> Indicates whether Direct Agent Calls delivered first to this agent. Displays only if Call Handling Preference (Agt Prf) is percent allocation.
Wrk Tim	<i>Work Time (EAS and Centrevu Advocate only).</i> The ratio of agent work time in this skill and agent staffed time.
Occ	<i>Occupancy (EAS and Centrevu Advocate only).</i> The ratio of agent work time in all skills and agent staffed time.

Hunt Group Measurements Report

The Hunt Group Measurements Report assists you in monitoring and managing the DDC and UCD hunt groups and ACD splits. These features permit incoming calls to be terminated directly to a prearranged group of answering positions.

This report shows hunt group measurements for yesterday's peak hour, today's peak hour (as of the time of day that this report is run), and the last hour. A peak hour is the hour within a 24-hour period with the greatest usage for the specified day.

Command

To display the Hunt Group Measurements Report:

1. Type **list measurements hunt-group <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list the hunt group activity for yesterday's peak hour.
- Enter **today-peak** to list the hunt group activity for today's peak hour.
- Enter **last hour** to list the hunt group activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-25](#) shows a typical screen for the Hunt Group Measurements report, using the last-hour option. The time and date the report is requested displays at the top right. [Table 3-22](#) describes the data presented in the Hunt Group Measurements report.

list measurements hunt-group last-hour

Switch Name: Customer-Name

Date: 4:16 pm MON JUL 1, 19xx

HUNT GROUP MEASUREMENTS

Grp No.	Grp Name	Grp Siz/Typ.	Meas Hour	Total Usage	Calls Ans/Aban.	Que Siz	Calls Que.	Que Ovfl	Time Avail	Speed Answer (sec)
1	Dial-up SAT's	4	1500	36	0	0	0	0	108	0
		ucd			0					
2	manual hunt group	1	1500	0	0	5	0	0	36	0
		ucd			0					
3	CC_Capacity_3	0	1500	0	0	15	0	0	0	0
		ead			0					
4	CC_Capacity_4	0	1500	0	0	15	0	0	0	0
		ead			0					
5	CC_Capacity_5	0	1500	0	0	15	0	0	0	0
		ead			0					
6	CC_Capacity_6	0	1500	0	0	15	0	0	0	0
		ead			0					

press CANCEL to quit -- press NEXT PAGE to continue

Screen 3-25. Hunt Group Measurements Report

Table 3-22. Hunt Group Measurements Report

Field	Description
Grp No.	<i>Group Number.</i> A number that identifies each hunt group.
Grp Name	<i>Group Name.</i> Name assigned, during administration, to the hunt group.
Grp Siz/Typ	<i>Group Size.</i> The number of extensions assigned to the hunt group (not necessarily staffed). <i>Group Type.</i> Identifies the type of hunt group, which may be one of the following: ■ DDC - direct department calling ■ UCD - uniform call distribution ■ EAD - expert agent distribution
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.

Table 3-22. Hunt Group Measurements Report — Continued

Field	Description
Total Usage	The sum of all times (in CCS) that the members of a hunt group are busy on hunt group calls. Total Usage is the most important parameter for this report. The maximum possible usage is: <i>Maximum Possible Usage = 36 CCS × Total # of Members</i> Suggested Action: If the Total Usage number approaches the total CCS, you may consider adding another extension to the hunt group but only staffing it during the peak hours. If the hunt group has several extensions and the Total Usage is low, this may be acceptable if the personnel perform other duties. ⇒ NOTE: ACD hunt groups administered to support Multiple Call Handling displays a series of 5 asterisk (*****) in the total usage field. This measurement is not collected for ACD hunt groups that support Multiple Call Handling.
Calls Ans/Aban .	<i>Calls Answered/Abandoned.</i> The total number of calls which attempt to reach the hunt group but abandon the attempt before being answered. Calls may abandon either while in the hunt group queue or while ringing a hunt group extension. This total does not include calls answered by Call Pick Up, other hunt groups, or calls abandoned while listening to a forced first announcement. ⇒ NOTE: ACD calls redirected to other splits within the system via the intraflow feature are not counted as abandoned calls. ACD calls redirected to another switch (interflow feature) are not counted as abandoned calls. Suggested Actions: Observe times during which the Calls Abandoned number may be higher than desired. Subsequently, consider adding one or more agents to the hunt group and staffing these additional positions during the problem times. Also, see “Suggested Action” in the “Total Usage” description.

Continued on next page

Table 3-22. Hunt Group Measurements Report — Continued

Field	Description
Que Size	<i>Queue Size.</i> The length of the queue assigned to the hunt group during administration. Recommendations: There are no specific guidelines for setting queue size. However, the following general recommendations apply. The queue size should be larger than the group size; but, typically not more than three times as large as the group size. An indication the queue size is too large is the observance of a higher than expected number for the Calls Aban field. An indication the queue size is too small is that a larger than expected number of Queue Ovfls occurred.
Calls Que.	<i>Calls Queued.</i> Total number of calls that arrive to find all members of the hunt group busy and are placed in the hunt group queue. Calls Queued includes all calls that go to coverage.
Que Ovfl	<i>Queue Overflow.</i> The number of calls that arrive when all slots in the hunt group queue are occupied.
Time Avail	<i>Time Available.</i> The total time (in CCS) the hunt group extensions are not in use but are available to receive hunt group calls during the measurement hour. Time Available is calculated only when an agent (extension) is ready to receive calls from the specified hunt group. For example, if the hunt group had four extensions and each was available for 15 minutes during the measurement hour, the total time available would be 60 minutes or 36 CCS.  NOTE: ACD hunt groups administered to support Multiple Call Handling displays a series of 5 asterisk (*****) in the total usage field. This measurement is not collected for ACD hunt groups that support Multiple Call Handling.
Speed Answer (sec)	<i>Speed of Answer (seconds).</i> The average time interval (in seconds) from when the call first enters the hunt group or hunt group queue until the call is answered by a hunt group member. This does not include the time taken by a forced first announcement.

Data Analysis Guidelines

The following guidelines are intended to show an easy method for determining whether currently reported data is acceptable or not. These guidelines represent the minimum you should do to verify the recorded measurement values are consistent with expected and historic values. You should perform additional checks as necessary.

To check the acceptability of hourly Hunt Group Measurements Reports, verify the following:

- The system clock or group size has not been changed during the measurement hour.
- The average time agents spend working on calls is typically between 60 and 300 seconds. The actual application and specific types of work being performed may permit you to arrive at a more precise number. If your calculated average call length is out of this range, it should be investigated.

**NOTE:**

Total Usage plus Total Avail (both in CCS) should not exceed $36 \times$ the group size. For example, with a hunt group containing two extensions, total usage measured should not exceed $2 \times 36 = 72$ CCS for data collection.

Analyzing the Data

The Hunt Group Data Worksheet serves to back up the data from the reports and to provide an easy means for identifying the peak hour. The data from the identified peak hour should be used in subsequent calculations.

Before analyzing data obtained from the hunt group reports, several additional considerations relating to both ACD hunt groups and non-ACD hunt groups need mentioning. This information includes their similarities and differences.

**NOTE:**

It should be realized that data collected in a real-time environment, such as what actually happens, virtually always deviates from the theoretically predicted data because of the asynchronous nature of processes and interactions with other events such as maintenance.

Important Considerations for Both ACD and Non-ACD Hunt Groups

1. *Total Usage*: If the extension is a member of more than one hunt group, then Total Usage is only accumulated for the group that answers the call. But, Time Avail is decremented for all groups. For example, assume extension x3000 belongs to hunt groups 1, 2, and 3. Furthermore, assume a call terminates on hunt group 2 and x3000 answers the call. The end result is that usage time is accumulated for hunt group 2 (thus increasing Total Usage for group 2 and decrementing Time Avail for groups 1, 2, and 3).

Time (Total Usage) is not accumulated when a hunt group member is on an incoming or outgoing personal call.

2. *Time Avail*: If an extension is a member of more than one hunt group, then Time Avail is accumulated for each group. For example, assume extension x3000 belongs to hunt groups 1, 2, and 3. Furthermore, assume extension x3000 is available for the full measurement hour. The end result is that 36 CCS is added to Time Avail for hunt groups 1, 2, and 3.

Time (Time Available) is not accumulated when a hunt group member is on an incoming or outgoing personal call.

Differences Between Non-ACD and ACD Hunt Groups

For Non-ACD Hunt Groups

1. *Calls Ans*: Incoming calls that route to call coverage (or don't answer criteria) accumulate time (Total Usage and Time Avail) as if they are answered within the hunt group. Furthermore, calls to a hunt group picked up by a member of a pickup group are counted as answered within the hunt group.
2. *Calls Aband*: Incoming calls that route to call coverage (or don't answer criteria) are counted as abandoned, for the hunt group, if the caller hangs up when the call is at the ringing coverage point.
3. *Speed of Answer*: Speed of Answer includes any and all times spent in covering to other stations, but does not include the time spent for forced first announcements.

For ACD Hunt Groups

- 1. *Calls Aband*: If the caller hangs-up when the call is in queue or while ringing at the agent's position, the call is counted as abandoned. If all members of an ACD split are logged out or in Aux-work mode, incoming ACD calls are not queue for the split and, therefore, are never counted as abandoned.
- 2. *Speed of Answer*: The Speed of Answer count is set to zero every time a call reaches a new coverage point.

 **NOTE:**
Because of this difference, the Speed of Answer values for ACD hunt groups tend to be less (smaller) than for non-ACD type hunt groups.

- 3. *Calls Ans*: Calls that go to call coverage (or don't answer criteria) and are answered at the coverage point are not included in the number displayed for this report. Unlike non-ACD hunt groups, the ACD hunt group member who initially received the call is available to answer other ACD calls while the coverage point is answering the covered call.
- 4. *Time Avail* — Not accumulated for ACD calls that go to coverage.
- 5. *Total Usage* — Not accumulated for ACD calls that go to coverage.

Total Usage

Total Usage is the sum of all times the members of a hunt group are busy on incoming group calls.

Total Holding Time (in seconds) = ∑ of the individual Holding Time (in sec)

Total Usage (in seconds) = Total Holding Time (in seconds)

Figure 3-8. Estimating Attendant Position Requirements

For demonstration purposes, we consider a hunt group with 3 calls. Assume the call durations were of 480, 300, and 220 seconds.

$$\text{Total Usage (in seconds)} = 480 + 300 + 220 \text{ seconds}$$

$$\text{Total Usage (CCS)} = \frac{1000 \text{ seconds}}{100 \text{ seconds per CCS}}$$

$$\text{Total Usage (CCS)} = 10 \text{ CCS}$$

Figure 3-9. Estimating Attendant Position Requirements

Average Holding Time

With the number of Calls Answered and the number for Total Usage, the average length of time the hunt group members spend answering the calls (Average Holding Time) may be calculated. The calculation is as follows:

$$\text{Average Holding Time} = \left[\frac{\text{Total Usage CCS}}{\text{Calls Answered}} \right] \times \frac{100 \text{ Seconds}}{\text{CCS}}$$

Figure 3-10. Estimating Attendant Position Requirements

For demonstration purposes, we consider the following calculations.

$$\text{Average Holding Time} = \left[\frac{10 \text{ CCS}}{3 \text{ calls}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time} = 333 \text{ seconds (or 5 minutes and 33 seconds per call)}$$

Figure 3-11. Estimating Attendant Position Requirements

Hunt Group Performance Report

The Hunt Group Performance report gives the slowest hourly average speed of answer for each hunt group for either the previous day or the current day (yesterday or today) along with the hour the measurement occurred. The report displays the information both graphically and numerically.

Command

To display the Hunt Group Performance Report:

1. Type **list performance hunt-group <yesterday/today> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday/today**.

- Enter **yesterday** to list the hunt group performance activity for yesterday.
- Enter **today** to list the hunt group performance activity for today.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-26](#) shows a typical screen for the Hunt Group Performance report, using the **yesterday** option. [Table 3-23](#) describes the data fields presented in the Hunt Group Performance report.

list performance hunt-group yesterday
Switch Name: Cust_Switch_NameDate: 6:13 pm THU MAR 30, 19xx
Hunt Group Performance

No.	Size	Type	1	2	3	4	5	6	7	8	9	10	20	40	60	80	100	200	Ans(sec)	Hour	Avg.
1	3	ucd	///																2	1800	3
2	2	ddc	////////////////////																23	1500	4
3	5	ddc	////////////////////																17	1100	3
4	9	ucd	////////////////////																8	1100	4
5	2	ucd	////////////////////																31	1500	7
6	1	ddc	////////////////////																11	1600	5
7	6	ucd	////////																5	1600	3
8	4	ddc	////////////////////																10	1600	7

Command successfully completed
Command:

Screen 3-26. Hunt Group Performance Report

Table 3-23. Hunt Group Performance Report

Field	Description
No .	<i>Number.</i> A number that identifies each hunt group.
Size	The number of extensions assigned to the hunt group (not necessarily staffed).
Type	Identifies the type of hunt group, which may be one of the following: ■ DDC - direct department calling ■ UCD - uniform call distribution ■ EAD - expert agent distribution
1 2 3 4 5 6 7 8 9 10 20 40 60 80 100 200	<i>Slowest Speed of Answer (seconds).</i> A bar graph representation of the “slowest hourly average speed of answer” for the report interval (either yesterday or today).
Ans (sec)	<i>Answer</i> in seconds. The number of seconds corresponding to the “slowest hourly average speed of answer” (longest amount of time to answer) for the report interval. This time includes queue time and ring time, but does not include the time spent on a forced first announcement.
Hour	<i>Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded. Suggested Actions: From analyzing Screen 3-26 you can determine hunt group #5 has the “slowest hourly speed of answer” for all of yesterday. The value was 31 seconds and the time interval was 1500 hours (3:00 p.m. to 4:00 p.m.). If this time interval happens to be the peak usage hour as indicated from the list measurements hunt group yesterday-peak report, then consider adding/staffing more agents during the peak hour.
Avg .	<i>Average.</i> The number corresponding to the 24-hour daily “average speed of answer” for each hunt group. <i>Daily Average</i> = $\frac{\sum \text{ of the Delays For Each Answered Call }}{\text{Total \# of Answered Calls (so far today)}}$

Hunt Group Status Report

The Hunt Group Status report gives an instantaneous indication of the load pending (number of calls waiting to be serviced) for various hunt groups. The report also indicates the length of time the oldest call in the queue has been waiting for service.

 **NOTE:**
The information on this report is updated every 60 seconds.

Command

To display the Hunt Group Status report:

1. Type **monitor traffic hunt-groups [starting group number]** and press RETURN.

Options: Enter the number of the hunt group that you want to begin the list. This is referred to as the starting group number. The report displays a list of 32 consecutively numbered hunt groups. The default is to begin the report with hunt group 1.

Because the command is constantly updating, you must press cancel key to end the report.

Screen

[Screen 3-27](#) shows a typical screen for the Hunt Group Status Report.

Each screen displays 32 hunt group fields, even though they may not all be administered. If the hunt group is not administered then its corresponding fields are blank. For each administered hunt group, the report displays the time the first call in the queue has been waiting for service, the LCIQ field. The data on the screen is updated every 60 seconds.

[Table 3-24](#) describes the data fields presented in the Hunt Group Status report. The abbreviated labels are also identified in a key at the bottom of the screen.

```
monitor traffic hunt-groups
HUNT GROUP STATUS      14:27 TUE APR 3 19xx
# S A Q W LCIQ # S A Q W LCIQ
1 3 0 10 0 0 17
2 2 0 20 0 0 18
3 5 2 10 0 0 19
4 1 0 40 0 0 20
5 6 0 10 1 67 21
6 1 0 10 0 0 22
7 6 1 10 1 141 23
8 4 0 0 0 0 24
9 25
10 26
11 27
12 28
13 29
14 30
15 31
16 32
( #: Group; S: Grp Size; A: Active Members; Q: Q Length; W: Calls Waiting)
(LCIQ: Longest Call In Queue in seconds)
```

Screen 3-27. Hunt Group Status Report

Table 3-24. Hunt Group Status Report

Field	Description
#	<i>Group Number.</i> The number that identifies the hunt groups.
S	<i>Group Size.</i> The number of extensions assigned to the hunt group (not necessarily staffed).
A	<i>Active Hunt Group Members.</i> The number of members in a group currently active (only) on incoming hunt group calls. ⇒ NOTE: This measurement does not include individual extension type calls.
Q	<i>Queue Length.</i> The number of calls allowed to wait for an agent.
W	<i>Waiting Calls.</i> The number of calls currently waiting in the hunt group queue to be serviced by an agent.
LCIQ	<i>Longest Call In Queue.</i> The time in seconds the oldest call in the hunt group queue has been waiting to be serviced. Suggested Actions: 1. If the number of calls waiting (W) is too high (for example, the queue is full or approaching its maximum) it may be desirable to increase the number of active members (A). 2. If the LCIQ field indicates calls are having to wait in queue too long, it may be appropriate to determine if the calls can be processed faster. Alternately, it may be appropriate to increase the number of active members (A).

LAN Performance Reports

These reports provide a 24-hour history of important packet-level statistics from which you can infer some LAN performance characteristics. For example,

- high collision counts could indicate high traffic on the LAN segment (congestion on the bus).
- high Cyclic Redundancy Check (CRC—detects and corrects errors on every frame) errors could suggest that
 - the LAN connection may be “noisy”
 - a wire connection is loose
 - a wire is frayed or broken.

The 24-hour histories give the ability to look back at these measures if the trouble cleared.

The data is collected at 15-minute intervals over 24 hours for the Cyclic Redundancy Check (CRC) and collisions for ethernet connections. If the data cannot be retrieved for the 15-minute interval, N/A displays in the field. The delta (the change from the last inquiry) and the total are provided for each error count. After the occurrence of "N/A" (not available), the delta equals the total.

The primary use of these reports is to quickly and unambiguously determine if the fault lies within the Lucent-provided equipment or if the fault is with the LAN or LAN administration to which the DEFINITY ECS switch is connected.

Commands

To display the LAN Performance Measurements reports:

- 1. Type **list measurements clan ethernet <cabinet-carrier-slot address of circuit pack> [print/schedule]** and press RETURN.

For example, to display the performance of the ethernet circuit pack with the address 1C1017, type **list measurements clan ethernet 1C1017**.

Options: The **print** and **schedule** options are available for this command.

OR

Type **list measurements clan ppp <cabinet-carrier-slot address of circuit pack> [print/schedule]** and press RETURN.

Screens

[Screen 3-28](#) shows a typical screen for the C-LAN Ethernet Performance Measurement report. [Table 3-25](#) describes the data fields presented in the report.

list measurements clan ethernet 1C1017

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Switch Name: sierra

Date: 4:07pm MON AUG 01, 1999

C-LAN ETHERNET PERFORMANCE MEASUREMENT DETAILED REPORT

Date	Time	CRC Check		Collision Count	
		total	delta	total	delta
08/01	0308	650	50	650	250
08/01	0253	600	600	400	400
08/01	0238	N/A	N/A	N/A	N/A
08/01	0223	1000000570	20	10000000570	20
08/01	0208	1000000550	10000000550	10000000550	10000000550

Screen 3-28. C-LAN Ethernet Performance Measurement Report

Table 3-25. C-LAN Ethernet Performance Measurement Report

Field	Description
Date	The date that the data was collected.
Time	The current 15-minute interval in which the action was performed
CRC Check	The error count for CRC errors
Total	The total value of the counter on the board
NOTE: The counter value can be up to 11 digits long because of the 32-bit counter on the board. After the occurrence of an "N/A," the delta equals the total. Busyout or release of a board or a port, the reset board command, and reseating the board all clear the firmware counters.	
Delta	The difference between the current and the previous sample
Collision Count	The error count for collisions on the ethernet

[Screen 3-29](#) shows a typical screen for the C-LAN PPP Performance Measurement report. [Table 3-26](#) describes the data fields presented in the report.

list measurements clan ppp 1C1001

Switch Name: sierra

C-LAN PPP PERFORMANCE MEASUREMENT DETAILED REPORT

Page 1 of x

Date:02/02/1999

Date	Time	CRC Check		Invalid Frame		CHAP Failures	
		Total	Delta	Total	Delta	Total	'Delta
02/01	03:08	85	25	185	85	5	0
02/01	02:53	60	60	100	100	5	5
02/01	02:38	N/A	N/A	N/A	N/A	N/A	N/A
02/01	02:23	1000060	10	1000090	10	25	5
02/01	02:08	1000050	1000050	1000080	1000080	20	20

Screen 3-29. C-LAN PPP Performance Measurement Report

Table 3-26. C-LAN PPP Performance Measurement Report

Field	Description
Date	The date that the data was collected.
Time	The current 15-minute interval in which the action was performed
CRC Check	The error count for CRC errors
Total	The total value of the counter on the board
⇒ NOTE: The counter value can be up to 11 digits long because of the 32-bit counter on the board. After the occurrence of an "N/A," the delta equals the total. Busyout or release of a board or a port, the reset board command, and reseating the board all clear the firmware counters.	
Delta	The difference between the current and the previous sample
Invalid Frame	The number of invalid frames detected. Invalid frames are the frames that are misaligned.
CHAP Failures	The number of failed attempts for ppp authentication

LAR Route Pattern Measurements Report

The Look Ahead Routing (LAR) Route Pattern Measurements report contains usage measurements for LAR processing. This report displays the number of reroute attempts performed and the number of successful ISDN call attempts.

Command

To display the LAR Route Pattern Measurements report:

1. Type **list measurements lar-route-pattern <assigned pattern number (1-254)> <yesterday/today/last-hour> [print/schedule]** and press RETURN.

Required Fields: There are two required fields for this command.

1. **assigned pattern number (1-254)**
 - Enter the identifying **pattern number** you wish to display.

This number must previously have been assigned to one of the numbers on the meas-selection route-pattern screen. In order to obtain data for the pattern, it must previously have been administered on the ARS/AAR/UDP screens.

2. **yesterday/today/last-hour.**
- Enter **yesterday** to list the LAR route pattern activity for yesterday.
 - Enter **today** to list the LAR route pattern activity for today.
 - Enter **last-hour** to list the LAR route pattern activity of the most recently completed hour.

For example, to display last-hour's measurements for route pattern 1, type **list measurements lar-route-pattern 1 last-hour**.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-30](#) shows a typical screen for the LAR Route Pattern Measurements report. [Table 3-27](#) describes the data fields presented in the LAR Route Pattern Measurements report.

list measurements lar-route-pattern 1 last-hour

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LAR MEASUREMENTS FOR PREFERENCES IN PATTERN 1 (trunk groups are shown in order of selection)							
Pref No.	Grp No.	LAR Type	LAR Calls	Total Rehunt	Suc. Rehunt	Total Next	Suc. Next
1	10	*rehu	0	0	0	0	0
2	*1	*none	0	0	0	0	0
3	11	next	0	0	0	0	0
4	*2	*none	0	0	0	0	0

Screen 3-30. LAR Route Pattern Measurements Report

Table 3-27. LAR Route Pattern Measurements Report

Field	Description
Pref No.	<i>Route Preference Number.</i> The number of the administered route preference.
Grp No.	<i>Trunk Group Number.</i> The number, assigned via the Trunk Group screen, that identifies each trunk group associated with the displayed data. Trunk groups are listed in the same order as they are assigned on the Route Pattern screen. The first trunk group listed is the first selected (preference 1); the second listed is the second selected (preference 2), and so on. If an entry in the column is prefixed with an *, it indicates LAR administration for the preference was changed during the measurement period currently displayed. (LAR valid for ISDN-PRI trunk groups.)
LAR Type	Type of LAR administered on the AAR and ARS Route Pattern screen for the trunk group including. Possible values are: ■ none — no LAR ■ rehu — rehunt in the same preference ■ next — reroute to next preference
LAR Calls	The number of calls initiating LAR processing in the displayed trunk group. Only the initial call is counted, not subsequent rerouting attempts.
Total Rehunt	The number of LAR rehunt attempts within the trunk group.
Suc. Rehunt	<i>Successful Rehunt.</i> The number of successful hunts out of Total Rehunt attempts within the trunk group that ended in the LAR call rerouted successfully.
Total Next	The total number of LAR attempts directed to this trunk group from a previous preference in the route pattern.
Suc. Next	<i>Successful Next.</i> The number of successful LAR attempts directed to this trunk group from a previous preference in the route pattern.

Logins Report

The Logins report shows logins with the same, or lower, service level as the person making the request.

Command

- To display a list of logins (with the same or lower service level as you):
1. Type **list logins** [**print/schedule**] and press RETURN.
- Options:** The **print** and **schedule** options are available for this command.

Screen

[Screen 3-31](#) shows a typical Login screen. [Table 3-28](#) describes the data fields presented in the Login screen.

list logins									
LOGINS									
Login	Service Level	Status	Pwd. Cycle	Aging (Days)	ASG	Blk	Exp. Date	No. of Sess	Sess. Used
csoll	super-user	active	90		y	n	09/20/98	20	2
cowles	super-user	active	40		n				
mehrda	super-user	inactive	90		y	y	12/30/98	50	23
jones	non-super-user	inactive	30		n				
bsmith	non-super-user	disabled	30		y	y	09/30/98	500	102

Screen 3-31. Login

Table 3-28. Logins

Valid values	Usage
Login	The user login ID.
Service Level	The service level of the login ID.
Status	The status of the login ID.
Pwd. Aging Cycle (Days)	<i>Password Aging Cycle (Days)</i> . The number of days from creation before the password must be changed.
ASG	<i>Access Security Gateway</i> . This field indicates whether the login ID must use ASG authentication to access the system.
Blk	<i>Block</i> . This field indicates whether the login ID is temporarily disabled from accessing the system through the Access Security Gateway interface or not.

Table 3-28. Logins — Continued

Valid values	Usage
Exp. Date	<i>Expiration Date.</i> The date the login ID expires.
No. of Sess	<i>Number of Sessions.</i> The number of sessions allowed before the login ID is disabled.
Sess. Used	<i>Sessions Used.</i> The number of session this login ID has already used.

Modem Pool Groups Report

This section describes the traffic measurements report for Modem Pool Groups.

The Modem Pool Group Measurements report contains measurements for monitoring the performance of the Modem Pooling feature. The system records data for the current day's peak hour, the previous day's peak hour, and the last hour. A peak hour is the hour within a 24-hour period that had the greatest usage for the specified day.

Command

To display the Modem Pool Group Measurements Report:

1. Type **list measurements modem-pool <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list the modem pool activity for yesterday's peak hour.
- Enter **today-peak** to list the modem pool activity for today's peak hour.
- Enter **last hour** to list the modem pool activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-32](#) shows a typical screen for the Modem Pool Group Measurements report. The time and date the report is requested displays at the top right. [Table 3-29](#) describes the data fields presented in the Modem Pool Group Measurements report.

```
list measurements modem-pool last-hour
Switch Name: Cust_Switch_Name                               Date: 1:51 pm MON SEP 16, 19xx

                                MODEM POOL MEASUREMENTS
Meas  Pool Pool Pool Total Inc  Tan  Calls  Inc  Tan  Calls  Calls %
Hour  No.  Size Type Usage Usage Usage Carried Calls Calls Blk  Ovfl  AMB
1200  1    2  integ  0      0      0      0      0      0      0      0      0
```

Screen 3-32. Modem Pool Group Measurements Report

Table 3-29. Modem Pool Group Measurements Report

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data was recorded.
Pool No.	<i>Pool Number.</i> A number that identifies the modem pool group. The number is assigned during administration.
Pool Size	The number of conversion resources administered in the modem pool group (up to 16 for integrated or up to 32 for combined).
Pool Type	The type of group, either integrated (integ) or combined (comb).
Total Usage	The time in CCS the members of the modem pool group are active on calls during the polling interval. <i>Maximum Usage = Pool Size × 36 CCS</i>

Continued on next page

Table 3-29. Modem Pool Group Measurements Report — Continued

Field	Description
Inc Usage	<i>Incoming Usage.</i> The usage in CCS for modem pool calls (originating from incoming or two-way trunks) that terminate on the switch. <i>Outgoing Usage = Total Usage – Inc Usage</i>
Tan Usage	<i>Tandem Usage.</i> The usage in CCS for tandem calls that used a modem pool member.
Calls Carried	The number of calls carried, during the polling interval, by the identified modem pool. This includes both incoming and outgoing calls.
Inc Calls	<i>Incoming Calls.</i> The number of calls (originating from incoming or two-way trunks) that terminate on the switch. <i>Outgoing Calls = Calls Carried – Inc Calls</i>
Tan Calls	<i>Tandem Calls.</i> The number of tandem calls that used a modem pool member.
Calls Blocked	The number of calls blocked due to the unavailability of a conversion resource. Suggested Actions: 1. If this field indicates a significant number of modem pool calls are blocked, then verify the users have their data modules set for autobaud. 2. An alternate option is to increase the Pool Size.
Calls Overflow	The number of calls directed to a modem pool group that overflow and terminate successfully in another group.
% AMB	<i>Percent All Modems Busy.</i> The percent of the time all modem pool members are busy processing calls.

Multimedia Reports

These reports are available to help you determine the amount of traffic your switch carries for multimedia conferences and conversion calls. All reports show traffic over multimedia circuit packs housed within the same switch, although not necessarily in the same port network. Use these reports to determine if you have adequate resources to handle the multimedia traffic on your system.

**NOTE:**

Point-to-point multimedia calls between Basic mode or standalone multimedia endpoints do not use Multimedia Interfaces (MMI) or Voice Conditioners (VC), and therefore do not count in these measurements.

The following reports are available:

- MMI Hourly and Summary
- ESM-MMI Hourly and Summary
- VC Hourly and Summary

The Hourly and Summary reports provide the same types of information. The hourly report shows measurements for the last 24 hours, whereas the summary reports show measurements for one hour, according to the type of summary you request.

MMI Report

Command

To display a MMI hourly report:

1. Type **list measurements multimedia-interface hourly [print/schedule]** and press RETURN.

To display a MMI summary report:

1. Type **list measurements multimedia-interface summary <yesterday-peak/today-peak/ last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**. You must choose one of these.

- Enter **yesterday-peak** to list the activity for yesterday's peak hour.

- Enter **today-peak** to list the activity for today's peak hour.
- Enter **last hour** to list the activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-33](#) shows a typical screen for the MMI Hourly Report. [Screen 3-34](#) shows a typical screen for the MMI Summary Report. The time and date the report is requested displays at the top right. [Table 3-30](#) describes the data presented in the MMI Hourly and MMI Summary Reports.

list measurements mmi hourly

Page 1

Switch Name: Cust_Switch_NameDate: 11:33 am TUE JUL 31, 19xx

MMI HOURLY REPORT

Meas Hour	Avail Ports	Avail Usage	Total Usage	Total Alloc	MMI Denials	Out of Srv-CCS	% APB	% Blockage
1900	0	0	0	0	0	0	0	0
1800	0	0	0	0	0	0	0	0
1700	0	0	0	0	0	0	0	0
1600	0	0	0	0	0	0	0	0
1500	0	0	0	0	0	0	0	0
1400	0	0	0	0	0	0	0	0
1300	0	0	0	0	0	0	0	0
1200	0	0	0	0	0	0	0	0
1100	0	0	0	0	0	0	0	0
1000	0	0	0	0	0	0	0	0
0900	0	0	0	0	0	0	0	0
0800	0	0	0	0	0	0	0	0

press CANCEL to quit -- Press NEXT PAGE to continue

Screen 3-33. MMI Hourly Report

list measurements mmi summary today-peak

Page 1

Switch Name: Cust_Switch_NameDate: 11:33 am TUE JUL 31, 19xx

MMI SUMMARY REPORT

Peak Hour for all MMIs : 1100

Meas Hour	Avail Ports	Avail Usage	Total Usage	Total Alloc	MMI Denials	Out of Srv-CCS	% APB	% Blockage
1100	0	0	0	0	0	0	0	0

Screen 3-34. MMI Summary Report

Table 3-30. MMI Summary Report

Field	Description
Switch Name	The name of the switch that contains the MMIs.
Date	The date and time that you requested the report, or that the report was run, if scheduled.
Peak Hour For All MMIs	If you use the yesterday-peak or today-peak qualifiers, this field displays the hour of greatest usage for the specified day.
Meas Hour	The hour for which these measurements apply, on the 24-hour clock.
Avail Ports	Total network MMI ports in the system. This does not include any MMIs that are cabled to an ESM. ESM-MMIs are measured separately.
Avail Usage	Total time that is available in the system for network MMI ports, in CCS units.
Total Usage	The total time, in CCS units, that MMI ports are in use on a call. Includes the time that the ports are out of service or maintenance busy. Usage is measured from the time the port is allocated until it is released.
Total Alloc	The total number of times that an MMI port was allocated to a call. Keep in mind that a 2-channel call occupies 2 ports, so this number does not necessarily reflect the number of calls that took place. Also, point-to-point calls do not use MMI resources, so these allocations are for conversion calls of multimedia conferences.
MMI Denials	Total number of times an MMI port was needed but could not be allocated because all ports were busy. Ideally, this number should be zero. If you see denials on a regular basis, you should consider adding MMIs to your system.
Out of Srv - CCS	The total time, in CCS units, that any MMI ports were out of service during any part of the measured interval.
% APB	Percent All Ports Busy. The percentage of time during the measured interval that all MMI ports are unavailable to carry a new call.
% Blockage	The percentage of attempted allocations of MMI ports that are not successful. This value is calculated as % blockage = (MMI Denials / Total Alloc + MMI Denials) * 100

ESM Reports

Command

ESM reports show traffic over the MMI that is cabled to the ESM.

To display a ESM hourly report:

1. Type **list measurements esm hourly [print/schedule]** and press RETURN.

To display a ESM summary report:

1. Type **list measurements esm summary <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**. You must choose one of these.

- Enter **yesterday-peak** to list the activity for yesterday's peak hour.
- Enter **today-peak** to list the activity for today's peak hour.
- Enter **last hour** to list the activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-35](#) shows a typical screen for the ESM Hourly Report. [Screen 3-36](#) shows a typical screen for the ESM Summary Report. The time and date the report is requested displays at the top right. [Table 3-31](#) describes the data presented in the ESM Hourly and ESM Summary Reports.

list measurements esm hourly

Page 1

Switch Name: Cust_Switch_Name Date: 11:33 am TUE JUL 31, 19xx
ESM HOURLY REPORT

Meas Hour	Avail Ports	Avail Usage	Total Usage	Total Alloc	MMI Denials	Out of Srv-CCS	% APB	% Blockage
1900	0	0	0	0	0	0	0	0
1800	0	0	0	0	0	0	0	0
1700	0	0	0	0	0	0	0	0
1600	0	0	0	0	0	0	0	0
1500	0	0	0	0	0	0	0	0
1400	0	0	0	0	0	0	0	0
1300	0	0	0	0	0	0	0	0
1200	0	0	0	0	0	0	0	0
1100	0	0	0	0	0	0	0	0
1000	0	0	0	0	0	0	0	0
0900	0	0	0	0	0	0	0	0
0800	0	0	0	0	0	0	0	0

press CANCEL to quit -- Press NEXT PAGE to continue

Screen 3-35. ESM Hourly Report — Page 1

list measurements esm summary today-peak

Page 1

Switch Name: Cust_Switch_Name Date: 11:33 am TUE JUL 31, 19xx
ESM SUMMARY REPORT

Peak Hour for all ESM-MMIs : 1100

Meas Hour	Avail Ports	Avail Usage	Total Usage	Total Alloc	MMI Denials	Out of Srv-CCS	% APB	% Blockage
1100	0	0	0	0	0	0	0	0

Screen 3-36. ESM Summary Report

Table 3-31. ESM Summary Report

Field	Description
Switch Name	The name of the switch that contains the ESM-MMIs.
Date	The date and time that you requested the report, or that the report was run, if scheduled.
Peak Hour For All ESM-MMIs	If you use the yesterday-peak or today-peak qualifiers, this field displays the hour of greatest usage for the specified day.
Meas Hour	The hour for which these measurements apply, on the 24-hour clock.
Avail Ports	Total network ESM-MMIs in the system.
Avail Usage	Total time, in CCS units, that is available in the system for ESM-MMI ports.
Total Usage	The total time, in CCS units, that ESM-MMI ports are in use on a call. Includes the time that the ports are out of service or maintenance busy. Usage is measured from the time the port is allocated until it is released.
Total Alloc	The total number of times that an ESM-MMI port was allocated to a call.
MMI Denials	Total number of times an ESM-MMI port was needed but could not be allocated because all ports were busy.
Out Srv	The total time, in CCS units, that any ESM-MMI ports were out of service during any part of the measured interval.
%APB (all ports busy)	The percentage of time during the measured interval that all ESM-MMI ports are unavailable to carry a new call.
% Blockage	The percentage of attempted allocations of ESM-MMI ports that are not successful.This value is calculated as % blockage = (MMI Denials / Total Alloc + MMI Denials) * 100

VC Reports

Command

To display a VC hourly report:

1. Type **list measurements voice-conditioners hourly [print/schedule]** and press RETURN.

To display a VC summary report:

1. Type **list measurements voice-conditioners summary <yesterday-peak/today-peak/ last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**. You must choose one of these.

- Enter **yesterday-peak** to list the activity for yesterday's peak hour.
- Enter **today-peak** to list the activity for today's peak hour.
- Enter **last hour** to list the activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-37](#) shows a typical screen for the VC Hourly Report. [Screen 3-38](#) shows a typical screen for the VC Summary Report. The time and date the report is requested displays at the top right. [Table 3-32](#) describes the data presented in the VC Hourly and VC Summary Reports.

list measurements esm hourly

Page 1

Switch Name: Cust_Switch_Name

Date: 11:33 am TUE JUL 31, 19xx

VC HOURLY REPORT

Meas #	-----USAGE-----					--ALLOCATIONS--			-----DENIALS-----			Out	%	%
Hour	Prt	Avail	H320	Voice	Total	H320	Voice	Total	H320	Voice	Total	Srv	APB	Blk
1900	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1800	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1700	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1600	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1500	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1400	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1300	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1200	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1100	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1000	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0900	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0800	0	0	0	0	0	0	0	0	0	0	0	0	0	0

press CANCEL to quit -- Press NEXT PAGE to continue

Screen 3-37. VC Hourly Report — Page 1

list measurements vc summary today-peak

Page 1

Switch Name: Cust_Switch_Name

Date: 11:33 am TUE JUL 31, 19xx

VOICE-CONDITIONERS SUMMARY REPORT

Peak Hour for all VC : 1100

Meas #	-----USAGE-----					--ALLOCATIONS--			-----DENIALS-----			Out	%	%
Hour	Prt	Avail	H320	Voice	Total	H320	Voice	Total	H320	Voice	Total	Srv	APB	Blk
1100	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Screen 3-38. VC Summary Report

Table 3-32. VC Summary

Field	Description
Switch Name	The name of the switch that contains the VCs.
Date	The date and time that you requested the report, or that the report was run, if scheduled.
Peak Hour For All VC	If you use the yesterday-peak or today-peak qualifiers, this field displays the hour of greatest usage for the specified day.
Meas Hour	The hour for which these measurements apply, on the 24-hour clock.
# Prt	Total number of VC ports in the system.
Usage - Avail	Total time, in CCS, that all VC ports are available in the system. Calculated as #MMI ports x 36.
Usage - H320	Total time that VC ports are allocated to H320 endpoints.
Usage - Voice	Total time VC ports are allocated to voice endpoints.
Usage -Total	Total time, in CCS units, that VC ports are unavailable to carry a new call. This includes time that the ports are busy on a call, out of service or maintenance busy. Measured from the time that the port is allocated until it is released.
Allocations - Total	Total number of times a VC port was allocated to a call. Each B-channel used on a multimedia call counts as one allocation.
Denials-H320	Number of times a port was needed for an H320 call, but was not available.
Denials-voice	Number of times a port was needed for a voice call, but was not available.
Denials-Total	Total number of times a VC port was needed for any call, but was not allocated because all VC ports were busy.

Continued on next page

Table 3-32. VC Summary

Field	Description
Out Srv	The total time, in CCS units, that any MMI ports were out of service during any part of the measured interval.
%APB (all ports busy)	The percentage of time during the measured interval that all MMI ports are unavailable to carry a new call.
% Blockage	The percentage of attempted allocations of MMI ports that are not successful. This value is calculated as % blockage = (MMI Denials / Total Alloc + MMI Denials) * 100

Performance Summary Report

This section describes the traffic measurements Performance Summary Report. The Performance Summary Report summarizes the Peak Hour Trunk Blocking Daily Routing Pattern traffic data, Trunks Out of Service, and Trunks Not Used. The system gives a summary report for the previous day or the current day.

Command

To display the Performance Summary Report:

1. Type **list performance summary <yesterday/today> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday/today**.

- Enter **yesterday** to list a summary of the activity for yesterday.
- Enter **today** to list a summary of the activity for today.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-39](#) and [Screen 3-40](#) show typical screens for the Performance Summary Report. On each screen, the time and date the report is requested displays at the top right. The report displays the information both graphically and numerically. [Table 3-33](#) describes the data fields presented in the Performance Summary Report.

list performance summary yesterday
Switch Name: Cust_Switch_Name

Date: 4:38 pm SAT MAY 19, 19xx

Page 1

SUMMARY PERFORMANCE REPORT

PEAK HOUR TRUNK BLOCKING													DAILY ROUTE PATTERN CALLS CARRIED														
Grp	- %Out Blocking or % ATB -												Grp	- % Calls Per Group Type -												%	
No.	1	2	3	4	5	6	7	8	9	10	20	50	Blk	Type	1	10	20	30	40	50	60	80	100	Calls			
54	////////////////////												42	co	////////////////////												62
59	////////////////////												39	fx	//////////												28
58	////////////////////												36	wats	//												5
63	////////////////////												34	tie	//												5
61	////////////////////												10	misc													0

Screen 3-39. Performance Summary Report (Page 1)

list performance summary yesterday
Switch Name: Cust_Switch_Name

Date: 4:38 pm SAT MAY 19, 19xx

Page 2

SUMMARY PERFORMANCE REPORT

TRUNKS OUT OF SERVICE													TRUNKS NOT USED												
Grp	Trunks Out Of Service All Day												Grp	Trunks Not Used All Day											
No.	-----												No.	-----											
41	9 19												55	1											
73	7												60	9											
211	1 2 3 4 5 6 7 8 9 10												223	19 20 21 22 23											
more trunks out of service													more trunks not used												
Command successfully completed																									
Command:																									

Screen 3-40. Performance Summary Report (Page 2)

Table 3-33. Performance Summary Report

Field	Description
PEAK HOUR TRUNK BLOCKING	Lists up to a maximum of five trunk groups with the highest percent of blocking in a measurement hour (for example, Grp No. 54 had 42 percent blocking). For incoming trunk groups, the percent of blocking is referred to as Percent All Trunks Busy (% ATB). For outgoing and two-way trunk groups, the percent blocking is referred to as % Out Blocking. % ATB is the percentage of time that all trunks in the trunk group were simultaneously in use during the measurement interval. % Out Blocking is the percentage of outgoing calls that arrive when all trunks are busy (ATB). For trunk groups with no queue, the calls not carried are those calls that could not be carried over any trunk member. For trunk groups with queues, the calls not carried are those calls that could not be carried over any trunk member and could not be queued because the queue was full (for example, the Queue Overflow calls). Suggested Action: You should determine the exact reason that a trunk group is blocking calls. To determine if blocking is being caused by a high volume of calls, refer to Trunk Group Performance Report (for the indicated trunk group). If it is because of calling volume alone, consider the possibility of adding more members to the trunk group. The Total Calls field on the Trunk Group Performance report indicates the calling volume. If blocking is not because of calling volume, the reason must be because trunks are in the maintenance busy state. Determine whether maintenance personnel have been or should be alerted.

Continued on next page

Table 3-33. Performance Summary Report — Continued

Field	Description
DAILY ROUTING PATTERN CALLS CARRIED	The percentage of calls carried, on a per trunk type basis by the 25 routing patterns selected and measured (with the change meas-selection route-pattern command). The report displays the information both graphically and numerically. This measurement is simply a summation of the Total Calls Carried on a per trunk type basis for the trunk groups listed in the measured route-patterns, divided by the system wide Total Calls Carried for all trunk types all day. The trunk group types for which routing pattern performance is reported in the summary report are: co, fx, wats, tie, and misc. The tie trunk group type includes both internal and external tie, both internal and external Advanced Private Line Termination (APLT) access, and tandem trunk group types. The term misc represents all other remaining trunk group types over which ARS/AAR/UDP calls may be routed.
TRUNKS OUT OF SERVICE	Lists trunk groups with out-of-service trunks over the report interval. A list of the first ten trunks out of service is also given. The indication “more trunks out of service” is given if there are more than four trunk groups with out of service trunks or more than 10 members are out of service in any of the groups listed.  NOTE: This measurement is a summary of the list measurements outage-trunk report.
TRUNKS NOT USED	Lists trunk groups with trunks not used over the report interval (yesterday or today). A list of the first five trunks, in each of the identified groups, not used is also listed. The indication “more trunks not used” is given if there are more than four trunk groups with trunks not used or whenever more than five members are not used in any of the groups listed. Suggested Action: You should determine the exact reason the trunks are not being used. Is the reason because there are more trunks than actually needed or because there is a problem? If the identified trunk group has a large number of members and there are several trunks within that trunk group that receive few or zero calls, then the obvious conclusion is there are more trunk members than needed for the trunk group. As a contrast, if there is only one trunk member identified for the trunk group and that member has zero calls, then the trunk probably is defective.

Port Network Reports

This section discusses the port network reports.

Blockage Study Report

The Blockage Study Reports provide information on usage and blockage for each port network as well as between switch node pairs.

There are two reports: One provides port network (PN) and port network link (PNL) data and the other provides switch node link (SNL) data. The latter report is available only on the G3r server.

A port network link is the hardware that provides a bridge between two port networks in a direct-connect configuration or between a port network and a switch node in a center stage configuration. A switch network link is the hardware that provides a bridge between two switch nodes.

The Blockage Study Reports are designed to identify where congestion is occurring within the switching fabric and provide insight on how ports (load) can be adjusted to achieve satisfactory service. Planning for growth additions is also simplified because the report allows quick identification and quantification of reserve switching capacity.

Both reports are available for the following time intervals:

- Last Hour
- Today's Peak
- Yesterday's Peak

The Port Network Report provides local Time Division Multiplexed (TDM) time slot usage, pegs, and blockages, as well as PNL time slot usage, pegs, and blockages. The Switch Node Report provides SN to SN time-slot usage, pegs, blockages, and overflow.

Of the 512 TDM time slots in each port network, usage measurements are only provided for 483 time slots employed in call processing, data links, and maintenance. Usage is not reported for the remaining 29 time slots, which primarily serve system functions.

The TDM time slots are sampled every one hundred seconds. Usage measurements for these sampled intervals are expressed in hundred call seconds or CCS. For example, any time slot in use when the sample is taken is assumed busy for the entire sampling interval and is counted as one CCS for the interval. Because there are 36 CCS in an hour and 483 reported time slots, the maximum TDM usage per port network is:

$$\text{Maximum TDM usage} = 483 \times 36 \text{ CCS} = 17,388 \text{ CCS}$$

It should be understood that 17,388 CCS represents the maximum calling volume a single port network can support. Any calls that attempt to exceed this maximum are blocked because there are no time slots available. When this happens, the blockage field (TDM blockage) is incremented.

There are a maximum of 766 port network fiber time slots associated with a port network connected to another port network or between a port network and a switch node in a center stage configuration. Some of those time slots may be allocated for packet bandwidth, in which case the number is lower. For T1 remoting, there is a maximum of 188 fiber time slots (PNL Time Slots).

The PNL time slots are sampled every one hundred seconds. Usage measurements for these sampled intervals are expressed in hundred call seconds or CCS. For example, any time slot in use when the sample is taken is assumed busy for the entire sampling interval and is counted as one CCS for the interval. Because there are 36 CCS in an hour and 766 reported time slots, the maximum PNL usage per port network is:

$$\text{Maximum PNL usage} = 766 \times 36 \text{ CCS} = 27,576 \text{ CCS}$$

It should be understood that 27,576 CCS represents the maximum calling volume supported between port networks or between a port network and a switch node. Any calls that attempt to exceed this maximum are blocked because there are no time slots available. When this happens, the blockage field (TDM blockage) is incremented.

To display the Blockage Study Report:

- Required Fields:** There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list the blockage activity for yesterday's peak hour.
- Enter **today-peak** to list the blockage activity for today's peak hour.
- Enter **last hour** to list the blockage activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available with this command.

[Screen 3-41](#) shows a typical Blockage Study Port Network Report. [Table 3-34](#) describes the data fields presented in the Blockage Study Port Network Report.

```
list measurements blockage pn last-hour
Switch Name: Cust_Switch_Name          Date: 1:45 pm MON SEP 16, 19xx
                                BLOCKAGE STUDY REPORT
```

PN	Meas	Time	Division Multiplexed (TDM)			Port Network (PN)		Link		
	Hour	Usage	Peg	Peak	Blockage	Time-slots	Usage	Peg	Peak	Blockage
1	1200	2650	5435	125	0	758	2125	3696	72	0
3	1200	7887	1581	250	0	762	6265	1272	170	0
4	1200	6199	8197	190	0	760	5862	4667	195	0

Screen 3-41. Blockage Study Port Network Report

Table 3-34. Blockage Study Port Network Report

Field	Description
PN	<i>Port Network.</i> The port network being measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
TDM Usage	<i>Time Division Multiplexed Usage.</i> The total TDM time-slot usage, in CCS, for the PN being measured, during the measurement hour. This is calculated as follows: <i>TDM Usage = Sum of the allocated TDM time slots at the end of each 100 second interval in a measurement hour.</i> <i>TDM usage max = 483 x 36 CCS = 17,388 CCS</i> After each 100-second interval, a snapshot is taken of the number of TDM time-slots used on each port network.
TDM Peg	<i>Time Division Multiplexed Peg.</i> The total count of circuit switch TDM time-slot seizure attempts for the PN during the measurement hour (requests for maintenance processes not included).
TDM Peak	<i>Time Division Multiplexed Peak.</i> The maximum number of time-slots allocated at any one time during the measurement hour.
TDM Blockage	<i>Time Division Multiplexed Blockage.</i> The total count of TDM blockages, that is, the total number of times a TDM time-slot request is denied for the PN measured, during the measurement hour. Suggested Action: Generally, it is desirable to balance the traffic across port networks. If the usage nears the maximum CCS, some resources should be moved to another port network.
PNL Time-Slots	<i>Port Network Link.</i> The number of port network link time-slots available between port networks or between port networks and switch nodes. At any given time interval, this translation value is fixed. (Remember, this refers to available time slots, not measurement data.)

Continued on next page

Table 3-34. Blockage Study Port Network Report — Continued

Field	Description
Port Network Link Usage	The total circuit switch usage of the available PN Link(s) connecting the PN to the SN or to other PNs. For directly connected PNs in three PN systems, this is the sum of the usage for both links. <i>PN LINK USAGE = Sum of the allocated PN Link time-slots at the end of each 100 second interval in a measurement hour.</i> <i>PN Link Usage Max = 766 x 36 CCS = 27,576 CCS.</i>
Port Network Link Peg	The total count of circuit switched time-slot seizure attempts for the link(s) during the measurement hour.
Port Network Link Peak	The maximum number of time slots allocated at any one time on the port network links.
Port Network Link Blockage	The total count of circuit switched PN blockages, that is, the total number of times a PN link time-slot is denied during the measurement hour. This count includes calls originating or terminating on this PN. This field should be zero for all configurations that do not use T1 remoting and are smaller than 16 PNs since the center stage is non-blocking in these configurations. Suggested Action: Generally, it is desirable to balance traffic between port networks, or between port networks and switch nodes. If the usage is high for a port network, resources may need to be moved from one port network to another.

Switch Node Screen

[Screen 3-42](#) shows a typical Blockage Study Switch Node Report. [Table 3-35](#) describes those data fields presented in the Blockage Study Switch Node Report different from those in the Port Network Report. Refer to [Table 3-34](#) for data fields that are the same. This report is only accessible from the G3r server.

list measurements blockage sn last-hour

Switch Name: Cust_Switch_Name

CENTER STAGE

SN Pair
1/2

Meas
Hour
1600

Time-slots
766

Switch Node (SN)
Usage
9800

Link
Peg
49267

Blockage
0

Overflow
0

Page 1

Date: 05:45 pm THU FEB 23, 19xx

BLOCKAGE STUDY REPORT

Screen 3-42. Blockage Study Switch Node Report

Table 3-35. Blockage Study Switch Node Report

Field	Description
SN Pair	<i>Switch Node Pair.</i> Identifiers for the two SNs connected by the SNL being measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Switch Node Link (SN) Time-Slots	The number of switch node link time-slots available between switch nodes. At any given time interval, this translation value is fixed. The SNL time slot maximum is 766; for T1 remoting it is 94.
Switch Node Link Usage	The total circuit switch usage of the SNL connecting the two SNs. This is the total usage on interconnecting fibers . At the end of each 100-second interval, a snapshot is taken of the number of SNL time-slots used on each port network. <i>Max SNL usage = 766 x 36 CCS = 27,576.</i>
Switch Node Link Peg	The total count of circuit switched SNL time-slot seizure attempts during the measurement hour between the two measured SNs. This is the total peg count on all interconnecting fibers .

Continued on next page

Table 3-35. Blockage Study Switch Node Report — Continued

Field	Description
Switch Node Link Blockage	The total count of circuit switched SNL blockages, that is, the total number of times a call is blocked because no time-slots are available either in the most direct route or through any alternate route, during the measurement hour.
Switch Node Link Overflow	The total number of times a call is routed over an alternate route. This counter is incremented when a call was not successfully routed over the most direct route and is routed over an alternate route. This allows you to distinguish true blockage of a call from the direct route blockage. Suggested Action: Generally, the usage between switch nodes should be equally distributed. If the usage between switch nodes is high, you may want to move resources to another switch node or add a new switch node.

Port Network Load Balance Report

The PNL Load Balance Reports are designed to show the loading on each PN and give an indication of the load source by call type. Knowing the load source means informed decisions can be made on how best to decrease the load or the effect of adding various kinds of ports to the PN. Growth can be accommodated with a minimum of new equipment.

There are five PN Load Balance Reports.

- The Total report provides an overview of time slot usage, blockage, pegs, and occupancy for time slots on the TDM bus and port network links. This report also contains an EI board control utilization field (G3r only).
- The other four reports include time slot usage and pegs for the following call types:
 - Intercom
 - Incoming Trunk
 - Outgoing Trunk
 - Tandem Trunk

These reports show characteristic patterns of the load on each port network for each of the call types.

All the reports are peak reports; so, data is provided for yesterday-peak, today-peak, and last-hour. The peak for each of the four call-type reports is time coincident with the peak from the Total Report (TDM usage field).

Command

To display the Port Network Load Balance Report:

1. Type **list measurements load-balance <total/intercom/incoming/outgoing/tandem> <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There are two required fields for this command.

1. **total/intercom/incoming/outgoing/tandem**

- Enter **total** for an overview of time slot usage, blockage, pegs, and occupancy.
- Enter **intercom** for time slot usage and pegs for the intercom call type.
- Enter **incoming** for time slot usage and pegs for the incoming call type.
- Enter **outgoing** for time slot usage and pegs for the outgoing call type.
- Enter **tandem** for time slot usage and pegs for the tandem call type.

2. **yesterday-peak/today-peak/last-hour**

- Enter **yesterday-peak** to list the load balance activity for yesterday's peak hour.
- Enter **today-peak** to list the load balance activity for today's peak hour.
- Enter **last hour** to list the load balance activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Port Network Load Balance Total Calls Report

Screen

[Screen 3-43](#) depicts an example of a typical screen for the Port Network Load Balance Total Calls Report. [Table 3-36](#) describes the data fields presented in the Port Network Load Balance Total Peak Report.

list measurements load-balance total today-peak

Switch Name: Cust_Switch_Name

Page 1

Date: 05:45 pm THU FEB 23, 19xx

PORT NETWORK LOAD BALANCE STUDY REPORT

TOTAL CALLS

PN	Meas Hour	Time Usage	Division Peg	Multiplexed (TDM) Peak	Blockage	Occ	Port Network (PN) Usage	Link Peg	Link Peak	Link Blockage	Control Occ	Control Util
1	1500	625	1522	59	0	6	1103	100	35	0	4	15
2	1500	625	1522	48	0	6	1103	100	35	0	4	15
.												
.												
.												

Screen 3-43. Port Network Load Balance Total Calls Report

Table 3-36. Port Network Load Balance Total Calls Report

Field	Description
PN	<i>Port Network.</i> Identifies the port network being measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
TDM Usage	<i>Time Division Multiplexed Usage.</i> The total TDM time-slot usage, in CCS, for the PN being measured: <i>TDM Usage = Sum of the allocated TDM Time Slots at the end of each 100 second interval in a measurement hour</i> <i>TDM Total Potential Usage = 483 x 36 CCS = 17,388 CSS</i>
TDM Peg	<i>Time Division Multiplexed Peg.</i> The total count of circuit switch TDM time-slot seizure attempts for the PN during the measurement hour (requests for maintenance processes are not included).
TDM Peak	<i>Time Division Multiplexed Peak.</i> The maximum number of TDM time-slots allocated at any one time during the measurement hour.

Table 3-36. Port Network Load Balance Total Calls Report — Continued

Field	Description
TDM Blockage	<i>Time Division Multiplexed Blockage.</i> The total count of TDM blockages, that is, the total number of times a TDM time-slot request is denied for the PN being measured, during the measurement hour.
TDM Occ	<i>Time Division Multiplexed Occupancy.</i> The percent TDM Occupancy is computed as follows: <i>(TDM Usage/TDM Total Potential Usage) x 100</i> Suggested Action: Generally, the load should be distributed evenly across port networks. If the percent occupancy is out of line with the occupancy on other port networks, consideration should be given to shifting resources. Use the Intercom, Outgoing, Incoming, and Tandem reports to help determine which resources to shift.
Port Network (PN) Link Usage	The total circuit switch usage (Measured in CCS) of the PN Link(s). <i>PN Link Usage = Sum of the allocated PN link time-slots at the end of each 100 second interval in a measurement hour.</i> <i>PNL Total Potential Usage = 766 x 36 CCS = 27,576 CCS</i>
PNL Peg	<i>Port Network Link Peg.</i> The total number of circuit switched time slot seizure attempts for the PN during the measurement hour.
PNL Peak	<i>Port Network Link Peak.</i> The maximum number of PNL time slots allocated at any one time during the measurement.

Continued on next page

Table 3-36. Port Network Load Balance Total Calls Report — Continued

Field	Description
PNL Blockage	<i>Port Network Link Blockage.</i> The total count of circuit switched PN link blockages, that is, the total number of times a PN link time-slot is denied, during the measurement hour. This count includes calls originating or terminating on this PN. This field should be zero for all configurations that do not use T1 remoting and are smaller than 16 PNs since the center stage is non-blocking in these configurations. Suggested Action: If blockages occur in the switching fabric, consider shifting resources. Use the Intercom, Outgoing, Incoming and Tandem reports to determine which resources to switch.
PNL Occ	<i>Port Network Link Occupancy.</i> The percent Port Network Link Occupancy is computed as follows: <i>(PN Link Usage/PNL Total Potential Usage) x 100</i>
Control Util (g3r only)	The fraction of the total capacity of the processor on the measured EI board. This value is expressed in percent, where 0% is the processor occupancy corresponding to no control measure traffic, and 100% is the processor occupancy corresponding to the maximum message traffic that can be handled and meet delay criteria. The data used to calculate this field is obtained as a traffic counter from the EI board. When the processor is idle, it usually reads about 14%.

Port Network Load Balance Intercom Calls Report

Screen

[Screen 3-44](#) shows a typical screen for the Port Network Load Balance Intercom Calls Report. [Table 3-37](#) describes the data fields presented in the Port Network Load Balance Intercom Calls Report.

```
list measurements load-balance intercom last-hour
Switch Name: Cust_Switch_Name           Date: 1:52 pm MON SEP 16, 19xx
                                PORT NETWORK LOAD BALANCE STUDY REPORT

INTERCOM CALLS

  Meas      Intra PN          Inter PN
PN  Hour   Usage  Peg      Usage  Peg
1   1200   441    490      1329   1964
3   1200   2401   75       6221   1020
4   1200   1031   520      5754   2972
```

Screen 3-44. Port Network Load Balance Intercom Calls Report

Table 3-37. Port Network Load Balance Intercom Calls Report

Field	Description
PN	<i>Port Network.</i> The port network measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Intra PN Usage	<i>Intra Port Network Usage.</i> The TDM time-slot usage caused by station-to-station calls between terminals on the same port network. Usage is displayed in CCS.
Intra PN Peg	<i>Intra Port Network Peg.</i> The count of TDM time-slot seizures caused by station-to-station calls between terminals on the same port network.
Inter PN Usage	<i>Inter Port Network Usage.</i> The TDM time slot usage caused by station-to-station calls between terminals on different port networks. Usage is displayed in CCS.
Inter PN Peg	<i>Inter Port Network Peg.</i> The TDM time slot seizures caused by station-to-station calls between terminals on different port networks. Suggested Action: Generally, load across port networks should be evenly distributed. If inter PN usage is high on a particular network, you should consider shifting station resources to another port network. Although usage data is not displayed for each port network pair, analyzing the distribution of data across each port network can provide insight.

Port Network Load Balance
Incoming Calls Report

Screen

[Screen 3-45](#) shows a typical screen for the Port Network Load Balance Incoming Calls Report. [Table 3-38](#) describes the data fields presented in the Port Network Load Balance Incoming Calls Report.

list measurements load-balance incoming last-hour

Switch Name: Cust_Switch_NameDate: 1:52 pm MON SEP 16, 19xx

PORT NETWORK LOAD BALANCE STUDY REPORT

INCOMING TRUNK

PN	Meas Hour	Intra PN Usage	Peg	Incoming Usage	Peg	Outgoing Usage	Peg
1	1200	0	0	1784	506	0	0
3	1200	0	0	6111	80	0	0
4	1200	6932	916	0	0	532	586

Screen 3-45. Port Network Load Balance Incoming Calls Report

Table 3-38. Port Network Load Balance Incoming Calls Report

Field	Description
PN	<i>Port Network.</i> The port network measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Intra PN Usage	<i>Intra Port Network Usage.</i> The TDM time-slot usage caused by incoming trunk calls to a station on the same port network. Usage is displayed in CCS.
Intra PN Peg	<i>Intra Port Network Peg.</i> The count of TDM time-slot seizures caused by incoming trunk calls to a station on the same port network.
Incoming Usage	The TDM time-slot usage caused by calls to a station on the port network from an incoming trunk on another port network. Usage is displayed in CCS.
Incoming Peg	The count of TDM time-slot seizures caused by calls to a station on the port network from an incoming trunk on another port network.
Outgoing Usage	The TDM time-slot usage caused by calls to a station on another port network from an incoming trunk on the measured port network. Usage is displayed in CCS.
Outgoing Peg	The count of TDM time-slot seizures caused by calls to a station on another port network from an incoming trunk on the measured port network.

Port Network Load Balance Outgoing Calls Report

Screen

[Screen 3-46](#) shows a typical screen for the Port Network Load Balance Outgoing Calls Report. [Table 3-39](#) describes the data fields presented in the Port Network Load Balance Outgoing Calls Report.

list measurements load-balance outgoing last-hour							
Switch Name: Cust_Switch_Name				Date: 1:53 pm MON SEP 16, 19xx			
PORT NETWORK LOAD BALANCE STUDY REPORT							
OUTGOING TRUNK							
	Meas	Intra PN		Incoming		Outgoing	
PN	Hour	Usage	Peg	Usage	Peg	Usage	Peg
1	1200	318	506	1260	1160	0	0
2	1200	0	0	0	0	950	186
3	1200	52	38	72	28	404	1002

Screen 3-46. Port Network Load Balance Study Report

Table 3-39. Port Network Load Balance Outgoing Calls Report

Field	Description
PN	<i>Port Network.</i> The port network measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Intra PN Usage	<i>Intra Port Network Usage.</i> The TDM time-slot usage caused by outgoing calls made by stations on the measured port network and serviced by outgoing trunks on the same port network. Usage is displayed in CCS.
Intra PN Peg	<i>Intra Port Network Peg.</i> The count of TDM time-slot seizures caused by outgoing calls made by stations on the measured port network and serviced by outgoing trunks on the same port network.
Incoming Usage	The TDM time-slot usage resulting from outgoing calls originated at stations on another port network but serviced by trunks on the port network measured. Usage is displayed in CCS.
Incoming Peg	The count of TDM time-slot seizures resulting from outgoing calls originated at stations on another port network but serviced by trunks on the port network measured.
Outgoing Usage	The TDM time-slot usage resulting from outgoing calls originated at stations on the port network measured but serviced by trunks on another port network. Usage is displayed in CCS.
Outgoing Peg	The count of TDM time-slot seizures resulting from outgoing calls originated at stations on the port network measured but serviced by trunks on another port network.

Port Network Load Balance Tandem Calls Report

Screen

[Screen 3-47](#) shows a typical screen for the Port Network Load Balance Tandem Calls Report. [Table 3-40](#) describes the data fields presented in the Port Network Load Balance Tandem Calls Report.

list measurements load-balance tandem last-hour							
Switch Name: Cust_Switch_Name				Date: 1:53 pm MON SEP 16, 19xx			
PORT NETWORK LOAD BALANCE STUDY REPORT							
TANDEM TRUNK							
PN	Meas	Intra PN		Incoming		Outgoing	
	Hour	Usage	Peg	Usage	Peg	Usage	Peg
1	1200	0	0	0	0	0	0
3	1200	0	0	0	0	0	0
4	1200	0	0	0	0	0	0

Screen 3-47. Port Network Load Balance Tandem Calls Report

Table 3-40. Port Network Load Balance Tandem Calls Report

Field	Description
PN	<i>Port Network.</i> The port network measured.
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Intra PN Usage	<i>Intra Port Network Usage.</i> The TDM usage caused by tandem trunk calls originating and terminating on the port network being measured. The usage is represented in CCS.
Intra PN Peg	<i>Intra Port Network Peg.</i> The count of TDM time-slot seizures caused by tandem trunk calls originating and terminating on the port network being measured.
Incoming Usage	The TDM usage resulting from tandem trunk calls originating on another port network but terminating on the port network measured. The usage is represented in CCS.
Incoming Peg	The count of TDM time-slot seizures resulting from tandem trunk calls originating on another port network but terminating on the port network measured.
Outgoing Usage	The TDM usage resulting from tandem trunk calls originating on the port network measured but terminating on another port network. The usage is represented in CCS.
Outgoing Peg	The count of TDM time-slot seizures resulting from tandem trunk calls originating on the port network measured but terminating on another port network.

System Status Reports

This section describes the Monitor System Status reports which provide an overall view of how the system is performing in real-time.

The Monitor System Status commands generate dynamic one-page status reports that summarize the overall current condition of the system and last hour traffic status.

Using the Monitor System Status commands, you can generate two different status report screens. These two screens contain the following information:

- **Monitor System View1.** Includes the attendant status, maintenance status, and last hour's traffic data for attendant, hunt, and trunk groups. The screen also shows the date and time of day at which you requested the report.

- **Monitor System View2.** Includes attendant status, maintenance status, and last hour's traffic data for attendant and trunk groups. The screen also shows the date and time of the day at which you requested the report.

Data for attendant and maintenance status updates every 60 seconds. Data for the traffic status updates once every hour because traffic status is obtained from existing measurements collected on an hourly basis.

NOTE:
Requesting either of the system status reports should be your last request during your current log on. The screens are exited by pressing CANCEL, which also logs you off the system, or after a 30-minute time-out.

Command

To display the desired Monitor System Status Report:

1. Choose one of the following:
 - Type **monitor system view1**
 - Type **monitor system view2**
2. Press RETURN.

Screen

[Screen 3-48](#) shows a typical screen for the Monitor System View1 report and [Screen 3-49](#) shows a typical screen for the Monitor System View2 report. [Table 3-41](#) describes the data fields presented in both reports.

monitor system view1

ATTENDANT STATUS

Console no.
Activated: 3
Deactivated: 1 2

MAINTENANCE STATUS

of alarms for trunks: 0
of alarms for stations: 0
of alarms for other res: 0
First OSS number has been informed ? n

TRAFFIC STATUS

Measurement Hour: 18

Trunk Group Measurement
(4 grps with highest %time ATB)

Grp no: 41 12 23 221
Grp dir: inc out two two
Calls qud: 17 9 19 12
%Out blk: * 9 18 11
%Time ATB: 86 79 91 93

Hunt groups Measurement
(4 grps with highest # of queued calls)

Grp no: 6
Calls qud: 2
Calls aban: 2
Attendant Group Measurement
Calls qud: 9 Calls aban: 1

- press CANCEL to quit -

19:27 FRI MAY 18 19xx

Screen 3-48. Monitor System View1 Report

monitor system view2

ATTENDANT STATUS

Console no.
Activated: 3
Deactivated: 1 2

MAINTENANCE STATUS

of alarms for trunks: 0
of alarms for stations: 0
of alarms for other res: 0
First OSS number has been informed ? n

TRAFFIC STATUS Measurement Hour: 18
Trunk Group Measurement
(4 grps with highest %time ATB
Grp no: 41 12 23 221
Grp dir: inc out two two
Calls qued: 17 9 19 12
%Out blk: * 9 18 11
%Time ATB: 86 79 91 93
Attendant Group Measurement
Calls qued: 9 Calls aban: 1

19:28 FRI MAY 18 19xx

- press CANCEL to quit -

Screen 3-49. Monitor System View2 Report

Table 3-41. Monitor System View1 and View2 Reports

Field	Description
ATTENDANT STATUS	Shows the activated and deactivated attendant consoles. In the sample screens, console #1 and console #2 are deactivated and console #3 is activated.  NOTE: Activated means the agent's headset/handset is plugged into the console, and the console is not busied-out or set for Night Service. To obtain other details, use the status attendant command.
MAINTENANCE STATUS	Shows the number of alarms (including minor and major alarms) that may indicate problems on trunks, stations, and other resources. If any alarm exists in the system or if remote maintenance has acknowledged an alarm, indications are shown on the report. A y indicates acknowledgment. An n indicates no acknowledgment. To determine exactly what alarms currently exist, use the display alarms command.

Continued on next page

Table 3-41. Monitor System View1 and View2 Reports — Continued

Field	Description
TRAFFIC STATUS	View1 displays the call handling status for trunk, hunt, and attendant groups; View2 only displays the call handling status for trunk and attendant groups. For trunk groups, the reports indicate the number of queued calls during the previously completed measurement interval for the identified trunk groups. For hunt groups, the reports indicate the number of queued calls and abandoned calls during the previously completed measurement interval for the identified trunk groups. For the trunk group measurements, only the four trunk group numbers with the highest percentage of blocking are listed. The reports also display trunk group direction (two-way, outgoing, or incoming), the number of calls queued, the percentage of outgoing blocking (for outgoing and two-way trunks), and the percentage of all trunks busy. For outgoing and two-way trunk groups only experiencing a high number in the %Time ATB field, no action is required since this indicates that the trunks are used very efficiently. However, a bad condition is when both the %Time ATB and %Out blkg fields display high numbers, indicating calls arrive and are blocked because all trunks are already in use. For incoming trunk groups experiencing a high number in the %Time ATB field, then some incoming calls are probably blocked. Suggested Actions: 1. For outgoing and two-way trunk groups experiencing a high number in both the %Time ATB and %Out blkg fields, use the list performance trunk-group command and follow the suggested actions specified for that command. 2. For incoming trunk groups experiencing a high number in the %Time ATB field, use the list performance trunk-group command and follow the suggested actions specified for that command.

Tone Receiver Summary Report

The Tone Receiver Summary Measurements report provides traffic data for Dual Tone Multifrequency (DTMF) receivers, general purpose tone detectors (GPTDs), and Call Classifiers (CCs). DTMF receivers detect touch tones, GPTDs detect call progress tones. CCs can function either as Call Progress Tone Receivers (CPTRs), touch-tone receivers (TTRs), or multifrequency compelled receivers (MFCRs).

NOTE:

Tone receivers are required to support the ARS, Terminal Dialing, Abbreviated Dialing, LND, and Call Prompting features. for additional details, refer to the *DEFINITY ECS System Description Pocket Reference*.

Reports can be requested on tone receiver activity for yesterday's peak hour, today's peak hour, or the last hour. The peak is the hour of the day with the highest Peak Req measurement. The data in this report can be used to determine if there is a need for additional Tone Detector or Tone Detector/Generator circuit packs.

Command

To display the Tone Receiver Summary Measurements Report:

1. Type **list measurements tone-receiver summary <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list the tone receiver activity for yesterday's peak hour.
- Enter **today-peak** to list the tone receiver activity for today's peak hour.
- Enter **last-hour** to list the tone receiver activity of the most recently completed last hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

Screen 3-50 shows a typical screen for the Tone Receiver Measurements Summary report. Table 3-42 describes the data fields presented in the Tone Receiver Measurements Summary report.

Switch Name:

Date: 11:27 am MON JUL 17, 19xx

		TONE RECEIVER SUMMARY MEASUREMENTS					
	Meas	Total	Peak	Total	Peak	Total	Peak
Hour	Type	Req	Req	Queued	Queued	Denied	Denied
1000	DTMF	0	0	0	0	0	0
1000	GPTD	0	0			0	0
1000	CC-TTR	0	0	0	0	0	0
1000	CC-CPTR	0	0			0	0
1000	CC-MFCR	0	0			0	0
	TR Type	Total Avail		Capabilities			
	DTMR-PT	4		DTMF			
	GPTD-PT	2		GPTD			
	CLAS-PT	0		DTMF, CC-TTR, CC-CPTR, MFCR			
	ETR-PT	0		DTMF, CC-TTR, CC-CPTR, MFCR, GPTD			

Command successfully completed

Command:

Screen 3-50. Tone Receiver Measurements report

Table 3-42. Tone Receiver Measurements Summary Report

Field	Description
Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the last hour or the hour with the highest Peak Req measurement.
Type	The type of tone receiver measured.
Total Req	<i>Total Requests.</i> The system-wide total number of requests, by call processing, for DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers during the listed hour. The total number of requests is calculated by incrementing a counter for each request.
Peak Req	<i>Peak Requests.</i> The system-wide peak number of simultaneous requests for DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers that occurred at any one time for the listed hour. The peak (or maximum) number is calculated by incrementing a counter for each request and decreasing the counter when the request fails or a tone receiver is released. ⇒ NOTE: If the Peak Req field indicates a number higher than listed in the Avail field, then certain requests were either queued or denied during the peak time interval. Denied requests fail and are given the reorder tone.
Total Queued	The system-wide total number of requests queued during the listed hour. A request is queued when there are no receivers immediately available. Only DTMF and CC-TTR requests are queued. ⇒ NOTE: If a request for a receiver is made in one port network, and no receivers are available, then the request is offered to the next port network. If no receivers are available on any port network, then the request is queued. Queued call requests do not receive dial tone until a tone receiver becomes available.
Peak Queued	The system-wide maximum number of call requests queued at any one time during the listed hour. ⇒ NOTE: The system has a maximum queue size of 4 for DTMF requests and 80 for CC-TTR call vectoring requests.

Continued on next page

Table 3-42. Tone Receiver Measurements Summary Report — Continued

Field	Description
Total Denied	The system-wide total number of requests denied because no receivers were available during the listed hour. For DTMF-receiver or CCTR requests, this happens only after the queue is full. Those requests denied are given reorder tone.
Peak Denied	The system-wide peak number of requests denied because no receivers were available during the listed hour. Suggested Action: At a minimum you should increase the number of tone receivers by the number displayed in the Peak Denied field. Furthermore, you may want to consider engineering the switch as “non-blocking” for tone receivers. This involves increasing the number of tone receivers (the Avail field) so all requests receive service immediately and no requests are queued. For example, keep the value displayed in the Avail field greater than that displayed in the Peak Req field.
TR Type	<i>Tone Receiver Type.</i> The tone receiver circuit packs physically connected at the time of the hour measurement.
Total Avail	<i>Total Available.</i> The number of the ports available for the type of tone receiver listed in the previous column.
Capa-bilities	The types of tone(s) the tone receiver can detect.

Tone Receiver Detail Report

The Tone Receiver Measurements Detail report provides traffic data for Dual Tone Multifrequency (DTMF) receivers, general purpose tone detectors (GPTDs), and Call Classifiers (CCs) as Call Progress Tone Receivers (CC-CPTRs) for call classification, as touch-tone receivers (CC-TTRs) for call vectoring, and as multifrequency compelled receivers (MFCRs).

 **NOTE:**
Tone receivers are required to support the ARS, Terminal Dialing, Abbreviated Dialing, LND, and Call Prompting features. For additional details, refer to the *DEFINITY ECS System Description Pocket Reference*.

Reports can be requested on tone receiver activity for yesterday's peak hour, today's peak hour, or the last hour. The peak is the hour of the day with the highest Peak Req measurement. The data in this report can be used to determine if there is a need for additional Tone Detector or Tone Detector/Generator circuit packs.

Command

To display the Tone Receiver Measurements Detail report screen:

1. Type **list measurements tone-receiver detail <yesterday-peak /today-peak/ last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list the tone receiver activity for yesterday's peak hour.
- Enter **today-peak** to list the tone receiver activity for today's peak hour.
- Enter **last-hour** to list the tone receiver activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-51](#) and [Screen 3-54](#) show typical screens for the Tone Receiver Measurements Detail report for a two-port network system. [Table 3-43](#) describes the data fields presented in the Tone Receiver Measurements Detail report. One page of data is displayed per port network.

list measurements tone-receiver detail last-hour

Switch Name: Cust_Switch_Name

Page 1

Date: 3:16 pm TUE OCT 17, 19xx

TONE RECEIVER DETAIL MEASUREMENTS

Hour	PN	Type	PN Req	PN Alloc	Peak Alloc	Total OFF-PN	Peak OFF-PN
1400	1	DTMF	8	8	8	0	5
1400	1	GPTD	12	12	3	0	0
1400	1	CC-TTR	0	0	0	0	0
1400	1	CC-CPTR	0	0	0	0	0
1400	1	CC-MFCR	0	0	0	0	0

Press CANCEL to quit - press NEXT PAGE to continue

Screen 3-51. Tone Receiver Detailed Measurements report

Table 3-43. Tone Receiver Detailed Measurements Report

Field	Description
Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the last hour or of the hour with the highest Peak Req measurement.
PN	<i>Port Network.</i> The port network in which the circuit pack containing the type of tone receiver listed is physically located.
Type	The type of tone receiver measured.  NOTE: Each TN748 and TN420 circuit pack provides four DTMF ports (for touch-tone reception) and two GPTD ports (for call progress tone reception). The TN744 Call Classifier Circuit Pack provides eight ports for call progress tone reception (CC-CPTR), touch-tone reception (CC-TTR), or MFC (CC-MFCR) reception.
PN Req	<i>Port Network Requests.</i> The number of requests for DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers within the port network during the listed hour.

Continued on next page

Table 3-43. Tone Receiver Detailed Measurements Report — Continued

Field	Description
PN Alloc	<i>Port Network Total Allocation.</i> The total number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers located in the listed port network allocated for use during the listed hour.
Peak Alloc	<i>Peak Allocation.</i> The peak number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers located in the listed port network in use simultaneously during the listed hour.
Total Off - PN	<i>Total Off-Port Network.</i> For the identified hour and port network, this is the total number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers allocated on a different port network for requests originated on this port network. ⇒ NOTE: With ideal conditions, this field displays the number 0. However, with more practical conditions, the field displays a larger number. Suggested Actions: Locate communities of interest within the same port network. Provide sufficient tone receivers for each port network.
Peak Off - PN	<i>Peak Off-Port Network.</i> For the identified hour and port network, this is the peak number of DTMF, GPTD, CC-TTR, CC-CPTR, or MFCR receivers simultaneously allocated on a different port network for requests originated on this port network. ⇒ NOTE: A desirable goal is to minimize (within reason) the number displayed with this field. Suggested Actions: Locate communities of interest within the same port network. Provide sufficient tone receivers for each port network. Perhaps you should move one TN748 and TN420 circuit pack (or, if you are working with a CC-TTR, CC-CPTR, and MFCR, move a TN744 circuit pack) to the PN with the Off-PN counts to minimize Off-PN allocations.

Trace Route Report

This report provides the ability to trace the route of C-LAN-originated packets through the LAN. The output shows the ip address of each router or host (hop) that the packets encounter and the time elapsed between each hop. If C-LAN has trouble communicating with a far-end device, the traceroute command can determine "how far" packets get toward the destination.

The report lists

- Hops traversed from source to destination
- IP addresses of the hop points and the final destination
- Observed round-trip delay from the source to each hop point

If no reply is received from a potential hop point, the IP Address field contains blanks.

The primary use of this command is to determine quickly and unambiguously if the fault lies within Lucent-provided equipment or if the fault is with the LAN or LAN administration to which the DEFINITY ECS switch is connected.

Commands

To display the Trace Route report:

1. Type **traceroute ip-address <ip address of circuit pack> board <cabinet-carrier-slot of circuit pack>** and press RETURN.

For example, to display the performance of the ethernet circuit pack with the address 1C1017, type **traceroute ip-address 123.4.56.789 board 1C1017**.

Screen

[Screen 3-52](#) shows a typical screen for the C-LAN Ethernet Performance Measurement report. [Table 3-44](#) describes the data fields presented in the report.

Screen 3-52. C-LAN Trace Route Report

```
tracroute ip-address 135.9.1.22 board 1C14 clan port (1-17)

                                TRACE ROUTE RESULTS

Hop      Time(ms)      IP Address
0        from address  135.9.1.22
01       03,10,05      134.9.14.23
02       11,20,03      134.9.5.103
03       22,01,25      106.245.27.205
04       22,01,25 !N   106.245.27.205
```

Table 3-44. Trace Route Report

Field	Description
clan port	This entry identifies the C-LAN port on the board from which the tracroute command is issued.
Hop	The node number (in sequence). The first node (0) is the address from which the tracroute command is issued.
Time (ms)	Time from the board to each intermediate destination in milliseconds. If an error occurs at a node, the entry is repeated with an error code immediately following the time. Error codes and their meanings are: ■ ! ■ !N ■ !H ■ !P ■ !F ■ !S ■ !X Unable to reach port Unable to reach network Unable to reach host Failure between endpoints Need fragmentation of data packet Source return failure Packet blocked by filter

IP Address	The 32-bit network address.
------------	-----------------------------

Traffic Summary Report

The Traffic Summary Report provides an overview of system performance. Summarized in the report are peak hour call processing and system management occupancy, peak hour blocking for TDM time slots on each port network, peak hour blocking for port network links and switch node links, and the peak hour for the TDM time slots, port network links and switch node links combined, peak hour for the worst attendant speed of service, and the peak for today and yesterday for trunk blocking for the worst five trunk groups.

Also included are a series of traffic flags and counters provided for the last hour of measurement data. They include a time stamp for a major alarm, trunk group, wideband trunk group, coverage path, coverage principals, and routing-pattern time stamps for measurement selection modifications.

There are, as well, for last hour, totals for Trunks Out of Service, CDR high water mark and overflow, and total security violations.

NOTE:

Data in this report is not updated on demand. It is generated every hour on the hour and can be used to identify problem areas in the system. More detailed data can be retrieved from other measurements reports, as noted in the field descriptions.

When a potential problem is identified from this report, other more detailed reports in the suspect area are required to adequately characterize the problem.

Command

To display the Traffic Summary Report screen:

1. Type **list measurements summary [print/schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-53](#), [Screen 3-54](#) and [Screen 3-55](#) show typical screens for the Traffic Summary Reports. [Table 3-45](#) describes the data fields presented in these screens.

list measurements summary			
Switch Name: Cust_Switch_Name		Date: 8:13 am THRU SEP 19, 19xx	
TRAFFIC SUMMARY REPORT			
	Last Hour	Today's	Yesterday's
OCCUPANCY MEASUREMENTS			
Meas Hour:	700	500	1300
Static Occupancy:	7	7	0
CP Occupancy:	0	3	5
SM Occupancy:	18	1	16
BLOCKAGE MEASUREMENTS			
Meas Hour:	700	700	2300
Total Blockage:	0	0	0
High PN Blk:	0	0	0
High SNL/PNL Blk:	0	0	0
ATTENDANT SPEED MEASUREMENTS			
Meas Hour:	700	700	2300
Attendant Speed:	0	0	0

Screen 3-53. Traffic Summary Report — Page 1

list measurements summary	
Switch Name: Cust_Switch_Name	Date: 8:13 am THRU SEP 19, 19xx
TRAFFIC SUMMARY REPORT	
TRAFFIC FLAGS	
Major Alarm: NO MAJOR ALARM	
Trunk Group: 11:08 pm SEP 16, 19xx	
Wideband Trunk Group: 11:08 pm SEP 16, 19xx	
Coverage Path: 11:08 pm SEP 16, 19xx	
Covered Principals: 11:08 pm SEP 16, 19xx	
Route Pattern: 11:08 pm SEP 16, 19xx	
Total Trunks Out of Service: 4	
Security Violations: 0	
CDR High-Water-Mark: 0	
CDR Overflow: 0	

Screen 3-54. Traffic Summary Report — Page 2

list measurements summary
Switch Name: Cust_Switch_Name

Date: 8:13 am THRU SEP 19, 19xx
TRAFFIC SUMMARY REPORT

FIVE TRUNK GROUPS LOWEST SPEED OF SERVICE

-----Today's Peak-----				-----Yesterday's Peak---			
Grp No	Meas	Hour	%ATB	Grp No	Meas	Hour	%ATB
30	700		100	30	2300		100
40	700		0	40	1000		5
39	700		0	39	2300		0
38	700		0	38	2300		0
37	700		0	37	2300		0

Screen 3-55. Traffic Summary Report — Page 3

Table 3-45. Traffic Summary Report

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting time (using the 24-hour clock) of the hour during which the data was recorded.
Static Occupancy	<i>Static Occupancy.</i> The percentage of processor occupancy required by background processes in support of call processing, maintenance, and system management. Examples of this activity are high-level sanity checks, system timing, and polling of adjuncts.
CP Occupancy	<i>Call Processor Occupancy.</i> The percentage of processor occupancy due to high priority processing and dynamic call processing. The peak hour is determined by the hour with the largest combined call processing and static occupancy. To correlate data as well as to determine necessary actions, refer to Screen 4-1 .
SM Occupancy	<i>System Management Processor Occupancy.</i> The percentage of processor occupancy due to system management processes. This measurement is time coincident with the peak value of the combined call processing and static processor occupancy.
Total Blockage	The percent of total circuit switched time slot seizures blocked due to insufficient TDM or CSS time slots. <i>Total Blocking = ((TDM Blockage + SNL Blockage + PNL Blockage) x 100) / (TDM Pegs + SNL Pegs + PNL Pegs)</i>

Continued on next page

Table 3-45. Traffic Summary Report — Continued

Field	Description
High PN Blk	<i>Highest Port Network Blocking.</i> The highest percent of TDM time slot seizure failures due to insufficient time slots for any PN. This is time coincident with Peak Total Blocking above. It is computed as follows: <i>Highest PN Blk = (TDM Blockage x 100) / TDM Pegs</i>
High PNL/SNL Blk	<i>Highest Port Network Link/Switch Node Link Blocking.</i> (G3r only). The highest percent of SNL and PNL seizure failures due to insufficient time slots. This measurement is only meaningful for links between Center Stage Nodes or T1 remote PNs since connectivity to the Center Stage from any PN is non-blocking with fiber connectivity. This is time coincident with Peak Total Blocking. It is computed as follows: <i>Highest PNL/SNL Blk = ((SNL Blockage + PNL Blockage) *100) / SNL Pegs + PNL Pegs)</i> The data from Total Blockage, High PN Blk and High PN/SNL Blk can be correlated to data on the Blockage PN and Blockage SN Reports. The peak hour has the worst total (TDM, PNL, and SNL) blockage.
Attendant Speed	<i>Attendant Group Speed of Service.</i> The average time calls are in the attendant queue. The peak hour has the slowest speed of service. <i>Attendant Speed = Total Delay for all Answered Call (in seconds) / Total Number of Calls Answered</i> Suggested Action If the speed of answer is not acceptable, review the attendant group and attendant positions reports for suggested actions.
Major Alarm	The time stamp of the last major alarm active when the report was generated for the last hour. Suggested Action If measurement data on reports seems inconsistent, further study of alarms may point to a potential problem ("display alarms").
Trunk Group	The time stamp that indicates when the Trunk Groups Measurement Selection screen was last updated. This time stamp is retrieved when the measurements for the Trunk Group Hourly Report are collected each hour.

Continued on next page

Table 3-45. Traffic Summary Report — Continued

Field	Description
Wideband Trunk Group	The time stamp that indicates when the Wideband Trunk Group Measurement Selection screen was last updated. This time stamp is retrieved when the measurements for the Wideband Trunk Group Hourly Report are collected each hour.
Coverage Path	The time stamp that indicates when the Coverage Measurement Selection screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour.
Covered Principals	The time stamp that indicates when the Principal Measurement Selection Administration screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour.
Route Pattern	The time stamp that indicates when the Measurement Route Pattern Selection Administration screen was last updated. This time stamp is retrieved when the measurements for the associated report(s) are collected each hour. The time at which the identification of routing patterns to be studied was last changed.
Total Trunks Out of Service	The total number of trunks out of service for the entire system as of the last hour. For more details and suggested actions, refer to Screen 3-60 .
Security Violations	The total number of security violations, login, barrier code, and authorization code, as recorded in the Security Violations Summary Report. Generally, this number should not be high. If it is, refer to Screen 5-1 and Screen 5-2 for suggested actions.
CDR High Water Mark	<i>Call Detail Recording High Water Mark.</i> The number of times during the measurement interval the CDR Record Buffer High Water Mark is exceeded. This is a warning level reached when the number of CDR records stored on the switch is close to the maximum number of buffers allocated.

Continued on next page

Table 3-45. Traffic Summary Report — Continued

Field	Description
CDR Overflow	<i>Call Detail Recording Overflow.</i> The number of times during the last hour the CDR record buffer overflowed invoking the administration selectable overflow response. Special handling procedures occur when all CDR buffers are filled. To prevent undesired loss of data, options are put in effect to redirect calls generating CDR records to the attendant or to give those calls intercept treatment. Suggested Actions Both the above conditions may indicate that the CDR primary link is down and that maintenance tests should be done to check the link doesn't have hardware problems ("test cdr-link primary").
Grp No	<i>Group Number.</i> The trunk group number.
% ATB	<i>Percent All Trunks Busy.</i> The observed blocking as determined by All Trunks Busy (ATB) for the trunk group. This is reported for the 5 trunk groups with the highest % ATB for today and yesterday.

Trunk Group Reports

This section describes the traffic, outage, performance, status, call-by-call, and lightly used reports for Trunk Groups, and describes the validation and analysis of the data provided in the reports.

Trunk Group Summary Report

The Trunk Group Summary Report gives traffic measurements for all trunk groups except for Personal Central Office Line Groups. By using this report, you can determine the trunk group total usage (in CCS), the total number of calls, trunk blockage, and other measurement data.

Command

To display the Trunk Group Summary report:

- 1. Type **list measurements trunk-group summary <yesterday-peak/ today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list a summary of the trunk group activity for yesterday's peak hour.
- Enter **today-peak** to list a summary of the trunk group activity for today's peak hour.
- Enter **last-hour** to list a summary of the trunk group activity for the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-56](#) shows a typical screen for the Trunk Group Summary Report. [Table 3-46](#) describes the data fields presented in the Trunk Group Summary Report.

```
list measurements trunk-group summary last-hour
Switch Name: Cust_Switch_Name                               Date: 1:58 pm MON SEP 16, 19xx

                                TRUNK GROUP SUMMARY REPORT
Peak Hour For All Trunk Groups: 1000 (W = Wideband Support)
Grp Grp Grp Grp Meas Total Total Inc. Grp Que Call Que Que Out % Out
No. Siz Type Dir Hour Usage Seize Seize Ovfl Siz Qued Ovfl Abd Srv ATB Blk
20 1 did inc 1200 0 0 0 0 0 0 0 0 0 0 0 0 0
30 1 tie two 1200 36 0 0 0 0 0 0 0 0 0 0 100 0
37 22 tand two 1200 598 179 0 0 0 0 0 0 0 0 0 0 0
38 23 isdn two 1200 171 654 0 0 0 0 0 0 0 0 0 0 0 W
39 22 isdn two 1200 270 762 762 0 0 0 0 0 0 0 0 0 0
40 5 co two 1200 61 32 0 6 0 0 0 0 0 0 6 15
```

Screen 3-56. Trunk Summary Report

Table 3-46. Trunk Group Summary Report

Field	Description
Peak Hour for All Trunk Groups	The hour during the specified day with the largest total usage, when summed over all trunk groups. Peak hour and busy hour are synonymous. With conventional traffic theory data analysis, there are two methods for determining the peak hour. One is the time-coincident peak hour, meaning that hourly usage values are averaged across days for each hour of the day. The other is the bouncing peak hour, meaning that the highest usage is selected for each day without regard to the average across days. For the bouncing peak hour the highest load on a given day may or may not occur during the time-coincident busy hour. These traffic reports and accompanying trunk group data worksheet only use the bouncing peak hour method. Note that if the total usage for the current hour equals the total usage for the previous peak hour, then the peak hour is the hour with the greatest number of total seizures.
Grp No.	<i>Group Number.</i> A number that identifies each trunk group associated with the displayed data. Group numbers are displayed in numerical order, beginning with the lowest administered number and continuing to the highest administered number.
Grp Siz	<i>Group Size.</i> The number of administered trunks in the trunk group.

Continued on next page

Table 3-46. Trunk Group Summary Report — Continued

Field	Description
Grp Type	<i>Group Type.</i> The type of trunk in the trunk group. The system monitors/measures the following trunk types: ■ Access Tie Trunk (Access) ■ Advanced Private Line Termination (aplt) ■ Central Office (co) ■ Public Network Service Customer Provided Equipment (cpe) ■ Direct Inward Dialing (did) ■ Direct Inward/Outward Dialing (diod) ■ Digital Multiplexed Interface Bit Oriented Signaling (dmi-bos) ■ Foreign Exchange (fx) ■ Integrated Services Digital Network (isdn-pri) ■ Release Link Trunk (rlt) ■ Tandem (tan) ■ Tie Trunk (tie) ■ Wide Area Telecommunications Service (wats)
Grp Dir	<i>Trunk Group Direction.</i> Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Meas Hour	<i>Measurement Hour.</i> The hour (using 24-hour clock) in which the measurements are taken. For the last-hour report, it is the last hour of measurement (each trunk group's measurement hour is identical; but not necessarily the same as the indicated peak hour for the day). For the today-peak report, the measurement hour is the peak hour for each trunk group thus far today (each trunk group's measurement hour could be different). For the yesterday-peak report, the measurement hour is the peak hour for each trunk group yesterday (each trunk group's measurement hour can be different).

Continued on next page

Table 3-46. Trunk Group Summary Report — Continued

Field	Description
Total Usage ¹	Total usage (in CCS) for all trunks in the trunk group. Represents the total time the trunks are busy (with calls) during the one-hour measurement period. Total usage measures each time a trunk is seized for use by an incoming call (whether it is picked up or not) or an out going call (only after digits have been dialed).
Total Seize	The number of incoming and outgoing seizures carried on the trunk group. This includes the number of times a trunk in the group is seized, including false starts, don't answer, and busy.
Inc. Seize	<i>Incoming Seize.</i> The number of incoming seizures carried on the trunk group.
Grp Ovfl	<i>Group Overflow.</i> The number of calls offered to a trunk group not carried or queued (if a queue is present). Calls rejected for authorization reasons are not included.
Que Siz	<i>Trunk Group Queue Size.</i> A number (0 to 100) that identifies the number of slots assigned to the trunk group queue. This number represents how many calls may be held in queue by the trunk group. If 0 is displayed, then no queue is administered. Hence, the other queue measurements are also 0. Generally, the queue size should be larger than the trunk group size; however, not more than three times as large as the trunk group size.
Call Queud	<i>Calls Queued.</i> The total number of calls that entered the trunk group queue after finding all trunks busy.
Que Ovfl	<i>Queue Overflow.</i> The total number of calls not queued because the queue is full. These calls receive a reorder signal. Suggested Actions: Generally, this field indicates the number 0. If this field indicates a high number, then either the queue size may be too small, or add more trunks to reduce the number of calls queuing.

Continued on next page

Table 3-46. Trunk Group Summary Report — Continued

Field	Description
Que Abd	<i>Queue Abandoned.</i> The number of calls removed from the queue in one of the following manners: ■ By the system because they have been in the queue for more than 30 minutes ■ By the user (for example, dialing the cancel code). Suggested Action: Typically, this field indicates a small number. However, a large number generally indicates the queue size is too large and people are abandoning because they remained in queue for a long holding time and gave up.
Out Srv	<i>Out of Service.</i> The number of trunks in the trunk group out of service (listed as maintenance busy) at the time data is collected. An individual trunk may be taken out of service by the switch whenever an excessive number of errors occur, or by maintenance personnel to run diagnostic tests. Suggested Action: If the trunks are removed from service by the switch, then the appropriate maintenance personnel should be notified. The objective is to keep all members of a trunk group “in service.” Generally, you should not make adjustments to the trunk group because of “Out of Service” trunks, but should get those trunks returned to service. For specific details, refer to “Trunk Outage Measurements Report”.

Continued on next page

Table 3-46. Trunk Group Summary Report — Continued

Field	Description
% ATB	<i>Percentage All Trunks Busy.</i> The percentage of time all trunks in the trunk group were simultaneously in use during the measurement interval.  NOTE: In use means the trunks are busy — either serving calls or because they are busied-out by maintenance. Suggested Actions: 1. If the group direction is outgoing or two-way, then a high number in the % ATB field and nothing in the Grp Ovfl or Que Ovfl indicates everything is functioning normally. However, a more typical scenario is a high number in this field and a high number in the Grp Ovfl field. This indicates a possible problem that necessitates further analysis. Unless it is the last trunk group in the pattern, overflow is to the next choice trunk group, and the number in the Grp Ovfl field is of no great significance. Otherwise, the obvious choice is to add more trunks to the trunk group. 2. If the group direction is incoming, then a high number in this field is bad. It indicates some incoming calls are probably blocked. Generally, you want to add more trunks, thus lowering the % ATB and decreasing the number of calls blocked.

Continued on next page

Table 3-46. Trunk Group Summary Report — Continued

Field	Description
% Out Blk	<i>Percentage Outgoing Blocking.</i> The percentage of offered calls not carried on the trunk group. It does not include unauthorized calls denied service on the trunk group (due to restrictions) or calls carried on the trunk group but do not successfully complete at the far end (that is, where there is no answer). For trunk groups without a queue, the calls not carried are those calls that arrive when all trunks are busy. The number of Outgoing Seizures is calculated as follows: $\text{Outgoing Seizures} = \text{Total Seizures} - \text{Incoming Seizures}$ Similarly, the equation for calculating Outgoing Calls Offered is as follows: $\text{Outgoing Calls Offered} = \text{Group Overflow} + \text{Outgoing Seizures}$ $\% \text{ OutBlk} = \left[\frac{\text{Group Overflow}}{\text{Outgoing Calls Offered}} \right]$ For trunk groups with a queue, the calls not carried are those calls that arrive when all trunks are busy and the queue is full (Queue Overflow) and calls removed from queue before being carried (Queue Abandoned). For this scenario, the Percentage Outgoing Blocking is calculated as follows: $\text{Outgoing Calls Offered} = \text{Que Ovf} + \text{Que Abd} + \text{Outgoing Seizures}$ $\% \text{ OutBlk} = \left[\frac{\text{Queue Overflow} + \text{Que Abd}}{\text{Outgoing Calls Offered}} \right] \times 100$ Suggested Actions: 1. You can increase the length of the queue rather than adding more trunks. Subsequently, you should monitor the Que Abd field to insure it stays within reasonable limits. 2. If conditions are such that Step 1 is not appropriate, then you may find it necessary to add more trunks. ⇒ NOTE: If you are using ARS you may see a high number in this field. This only indicates calls are overflowing to the next choice.

Table 3-46. Trunk Group Summary Report — Continued

Field	Description
Wideband Flag	If the trunk group supports wideband (n X DS0) switching, a “W” appears next to the trunk group entry. In addition, if any trunk group on the report supports wideband switching, the tag “W = Wideband Support” appears in the report heading.

1. The usage that wideband calls contribute to this measurement is proportional to the resources the calls consume. For example, a 384-kbps call contributes six times more to the total usage than does a 64-kbps call.

Trunk Group Hourly Report

The Trunk Group Hourly Report provides data necessary to validate the information in the Trunk Group Summary Report and to size the trunk groups. A separate report is generated for each trunk group. On the G3r, a maximum of 75 trunk groups can be studied hourly at the same time. On the G3csi and G3si, a maximum of 25 trunk groups can be studied.

 **NOTE:**
In order to display these hourly reports, you must first complete the Trunk Group Measurement Selection screen. The Trunk Group Measurement Selection screen is explained immediately after this section about the Trunk Group Hourly Report.

Command

To display the Trunk Group Hourly Report:

1. Type **list measurements trunk-group hourly <assigned trunk group number> [print/schedule]** and press RETURN.
Required Fields: There is one required field for this command — **assigned trunk group number**. Enter the trunk group number for which you want to list trunk group activity.
Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-57](#) shows a typical screen for the Trunk Group Hourly Report. [Table 3-47](#) and [Table 3-48](#) describe the data fields presented in the Trunk Group Hourly Report. The report contains two sections: a header section that provides report ending time and trunk group administrative information; and a data section that provides the measurement data for 24 hours.

Note that if a translation change has occurred during a particular hour, an asterisk (*) appears in front the data for the hour in which the translation change occurred.

list measurements trunk-group hourly 40
Switch Name: Cust_Switch_Name

Date: 1:58 pm MON SEP 16, 19xx

TRUNK GROUP HOURLY REPORT — WIDEBAND Support

Grp No: 40 Grp Size: 5 Grp Type: isdn Grp Dir: two Que Size: 0

Meas Hour	Total Usage	Maint Usage	Total Seize	Inc. Seize	Tandem Seize	Grp Ovfl	Call Qued	Que Ovfl	Que Abd	Out Srv	% ATB	%Out Blk
1200	61	0	32	0	0	6	0	0	0	0	6	15
1100	62	0	33	0	0	0	0	0	0	0	0	0
1000	69	0	63	0	0	4	0	0	0	0	3	5
*900	26	0	0	0	0	0	0	0	0	0	0	0
800	1	1	4	0	0	0	0	0	0	0	0	0

Screen 3-57. Trunk Group Hourly Report

Table 3-47. Trunk Group Hourly Report (Header)

Field	Description
Grp No	Group Number. A number that identifies the trunk group associated with the displayed data.
Grp Size	Group Size. The number of trunks in the trunk group.
Grp Type	Group Type. All trunk group types except PCOL trunk groups.
Grp Dir	Group Direction. Incoming, outgoing, or two-way.
Que Size	Queue Size. The size of the trunk group queue. If there is no queue, the size is zero and the other queue measurements are irrelevant.

Table 3-48. Trunk Group Hourly Report (Data)

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data was recorded.
Total Usage ¹	The total time (in CCS) trunks in the trunk group are unavailable to carry a new call. It includes the time the trunks are busy on calls, false starts, don't answers, or any other reason the trunk is unavailable. Not included are calls denied service on the trunk group for authorization reasons or because of queue overflow.
Maint Usage	<i>Maintenance Usage.</i> The total usage (in CCS) of trunks in this trunk group for Maintenance Busy or any other non-call situation where trunks are not available to carry a call.
Total Seize	<i>Total Seizures.</i> The total number of seizures on the trunk group.
Inc. Seize	<i>Incoming Seizures.</i> The number of incoming seizures on the trunk group.
Tandem Seize	<i>Tandem Seizures.</i> The number of trunk-to-trunk call seizures. This count is incremented on the outgoing-trunk side of the connection.
Grp Ovfl	<i>Group Overflow.</i> The outgoing calls offered to the trunk not carried. These are calls that arrive when all trunks in the group are busy and are not queued on the trunk group. It does not include calls denied service on the trunk group because of authorization reasons.
Call Qued	<i>Calls Queued.</i> The calls that enter the trunk group queue. This can happen automatically for analog terminal users or at the request of the caller for other terminal types.
Que Ovfl	<i>Queue Overflow.</i> The number of calls that arrive when all slots in the Trunk Group Queue are occupied.
Que Abd	<i>Queue Abandoned.</i> Calls removed from the queue either by the system because they have been in the queue for the maximum allowed time (currently fixed at thirty minutes), or forced by users when they cancel the auto-call back, set earlier to put the call in the queue.
Out Serv	<i>Out of Service.</i> The number of trunks in the trunk group out of service at the time the data is collected.

Continued on next page

Table 3-48. Trunk Group Hourly Report (Data) — Continued

Field	Description
% ATB	<i>Percent All Trunks Busy.</i> The percentage of time during the measurement interval all trunks in the group are unavailable to carry a new call (All Trunks Busy).
%Out Blk	<i>Percent Outgoing Blocking.</i> The percent of the outgoing seizures, including tandem seizures, offered to that trunk group that are not carried on that trunk group. The value is calculated as follows: $\% \text{ Out Blk} = \{ \text{Grp Ovfl} / [\text{Total Seize} - \text{Inc Seize}] \} \times 100$
Wideband Flag	If the trunk group supports wideband (n X DS0) switching, "Wideband Support" appears in the report heading.

1. The usage that wideband calls contribute to this measurement is proportional to the resources the calls consume. For example, a 384-kbps call contributes six times more to the total usage than does a 64-kbps call.

Trunk Group Measurement Selection

To specify which trunk groups to monitor for the Trunk Group Hourly report, use the Trunk Group Measurement Selection screen. The Summary Report lists all administered trunks. You can administer a maximum of 75 trunk groups for the hourly report studied hourly on the G3r; on the G3csi and G3si, the maximum is 25. If you do not select which trunk groups to study, none appear on the hourly report.

Command

To display the Trunk Group Measurement Selection screen:

1. Type **display meas-selection trunk-group [print/schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for the display command only.

To change a Trunk Group Measurement Selection:

- 1. Type **change meas-selection trunk-group** and press RETURN.
- 2. Enter the trunk group number to be monitored and press ENTER.

Trunk group numbers do not have to be in numerical order. If the trunk group number you want is not listed, add the trunk group number (if there is space available), or replace an existing trunk group number you no longer need. Press RETURN until the cursor is placed on the unwanted trunk group number and enter the new number, or press CLEAR FIELD and enter the new trunk group number.

Screen

[Screen 3-58](#) shows a typical screen for the Trunk Group Measurement Selection screen on the G3r. [Table 3-49](#) describes the data fields presented in the Trunk Group Measurement Selection screen.

display meas-selection trunk-group					
TRUNK GROUP MEASUREMENT SELECTION					
Trunk Group Numbers					
1: 78	16: 15	31: 96	46: 333	61: 580	
2: 80	17: 16	32: 97	47: 444	62: 590	
3: 666	18: 17	33: 98	48: 555	63: 591	
4: 1	19: 18	34: 100	49: 101	64: 592	
5: 2	20: 81	35: 120	50: 102	65: 10	
6: 3	21: 82	36: 200	51: 103	66: 99	
7: 4	22: 83	37: 22	52: 104	67: 357	
8: 5	23: 88	38: 234	53: 201	68: 467	
9: 6	24: 89	39: 245	54: 203	69: 665	
10: 7	25: 90	40: 246	55: 205	70: 664	
11: 9	26: 91	41: 247	56: 207	71: 663	
12: 11	27: 92	42: 250	57: 209	72: 662	
13: 12	28: 93	43: 255	58: 550	73: 661	
14: 13	29: 94	44: 256	59: 560	74: 599	
15: 14	30: 95	45: 257	60: 570	75: 588	

Screen 3-58. Trunk Group Measurement Selection screen

Table 3-49. Trunk Group Measurement Selection screen

Field	Description
Trunk Group Numbers	The trunk group(s) to be studied hourly.

Trunk Group Performance Report

The Trunk Group Performance report gives a graphical and numerical display of the peak hour blocking for each trunk group. You can display the Trunk Group Performance report for the previous day or the current day (yesterday or today).

Command

To display the Trunk Group Performance report:

1. Type **list performance trunk-group <yesterday/today> [print/schedule]** and press RETURN.

Required Fields: There is one required field for this command — **yesterday/today**.

- Enter **yesterday** to list the trunk group activity for yesterday.
- Enter **today** to list the trunk group activity for today.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-59](#) shows a typical screen for the Trunk Group Performance report. [Table 3-50](#) describes the data fields presented in the Trunk Group Performance report.

```
list performance trunk-group yesterday
Switch Name:  Cust_Switch_Name           Date: 4:28 pm SAT MAY 19, 19xx
      HIGHEST HOURLY TRUNK GROUP BLOCKING PERFORMANCE
Grp Grp  Grp Grp  --% Outgoing Blocking or % ATB-- %Out %Time Meas  Total
No. Type Dir Size  1 2 3 4 5 6 7 8 9 10 20 30 40 50 Blkg  ATB   Hour  Calls
1  fx   in   6    ////////////////////////////////////////////////// *    9    1200  876
2  wats in   5    ////////////////////////////////////////////////// *    30   1400   94
3  tie  two 14    //////////////// 7    36   1300  312
5  did  in 10    //////////////// *    99   1300  542
12 co   two 18    //////////////// 9    96   1400  614
23 tie  two 7    //////////////// 18   81   1400  359
41 tie  two 8    //////////////// 26   91   1300  411
221 tie two 5    //////////////// 11   77   1300  109
Command successfully completed
Command:
```

Screen 3-59. Trunk Group Performance Report

Table 3-50. Trunk Group Performance Report

Field	Description
Grp No.	<i>Group Number.</i> The number that identifies the trunk group associated with the displayed data.
Grp Type	<i>Group Type.</i> The type of trunk associated with the accumulated data. The system monitors the following trunk types (see <i>DEFINITY ECS Administrator's Guide</i>): ■ Access (access) ■ Advanced Private Line Termination (aplt) ■ Central Office (co) or Public Network Service ■ Customer Provided Equipment (cpe) ■ Direct Inward Dialing (did) ■ Direct Inward/Outward Dialing (dioid) ■ Digital Multiplexed Interface Bit Oriented Signaling (dmi-bos) ■ Foreign Exchange (fx) ■ Integrated Services Digital Network (isdn-pri) ■ Release Link Trunk (rlt) ■ Tandem (tandem) ■ Tie Trunk (tie) ■ Wide Area Telecommunications Service (wats)
Grp Dir	<i>Trunk Group Direction.</i> Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Grp Size	<i>Group Size.</i> The number of trunks in the trunk group.
%Out Blkg	<i>Percentage Outgoing Blocking.</i> The percentage of calls that arrive when all trunks are busy.

Continued on next page

Table 3-50. Trunk Group Performance Report — Continued

Field	Description
% Outgoing Blocking or % ATB	<i>Percent Outgoing Blocking or Percent All Trunks Busy.</i> A graphical representation equivalent to the numerical value of calls offered but not carried. For two-way and outgoing trunk groups, peak hour blocking is the largest % Outgoing Blocking. For incoming trunks, peak hour is the largest % ATB. Since % Outgoing Blocking is meaningless for incoming trunks, it is displayed as * in that column. For trunk groups without a queue, calls not carried are those calls that arrive when all trunks are busy. For trunk groups with a queue, calls not carried are calls that arrive when all trunks are busy and the queue is full (Queue Overflow) and calls removed from queue before being carried (Queue Abandoned). Suggested Actions: If a trunk group has a higher percent of blocking than desired, determine the exact reason that the trunk group is blocking calls. 1. The Total Calls field indicates the calling volume. If excessive blocking is because of calling volume alone, consider the possibility of adding more members to the trunk group. 2. If excessive blocking is not because of calling volume, the reason might be because trunks are in the maintenance busy state. You can use the Trunk Outage Report (described next) to identify those trunks determined to be out of service. Furthermore, and as required, use the ACA feature to monitor any trunk group still experiencing unexplained excessive blockage. 3. For identified problems, determine whether maintenance has been or should be alerted.

Continued on next page

Table 3-50. Trunk Group Performance Report — Continued

Field	Description
% Time ATB	<i>Percent of Time All Trunks Busy.</i> The percent of time all trunks in the trunk group are simultaneously in use during the measurement interval. ➡ NOTE: In use means the trunks are busy — either serving calls, or because they are busied-out by maintenance.
Meas Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data is recorded.
Total Calls	The total number of calls (seizures) for the trunk group during the peak hour of blocking.

Trunk Outage Measurements Report

The Trunk Outage Measurements Report lists up to a maximum of five trunks (in each trunk group) out of service when sampled. The number of times the trunks are out of service when sampled is also given. The trunk outage data is kept for the current day, the previous day, and the last hour.

Command

To display the Trunk Outage Measurements Report:

1. Type **list measurements outage-trunk <yesterday/today/last-hour> [print/schedule]** and press RETURN.
Required Fields: There is one required field for this command — **yesterday/today/last-hour**.
 - Enter **yesterday** to list the trunk group activity for yesterday.
 - Enter **today** to list the trunk group activity for today.
 - Enter **last-hour** to list the trunk group activity for the most recently completed hour.**Options:** The **print** and **schedule** options are available for this command.

Screen

[Screen 3-60](#) shows a typical screen for the Trunk Outage Measurements Report. [Table 3-51](#) describes the data fields presented in the Trunk Outage Measurements Report.

```
list measurements outage-trunk yesterday
Switch Name: Cust_Switch_Name      Date:  4:01 pm SAT MAY 19, 19xx
                                TRUNK OUT OF SERVICE REPORT
(trunks sampled for "out-of-service" condition once each hour)
Grp   Grp   Grp   Grp   Grp   #Sampled
No.   Type  Dir   Size  Mbr#  Outages
1     co    two   20    2     1
1     co    two   20    4     8
1     co    two   20    5     3
1     co    two   20    6     2
4     wats  out   10    2     5
4     wats  out   10    4     3
4     wats  out   10    9     2
4     wats  out   10   10     1
Command successfully completed
Command:
```

Screen 3-60. Trunk Outage Measurements Report

Table 3-51. Trunk Outage Measurements Report

Field	Description
Grp No.	<i>Group Number.</i> The number that identifies each trunk group associated with the displayed data.
Grp Type	<i>Group Type.</i> The type of trunk associated with the accumulated data. The system monitors the following trunk types (see <i>DEFINITY ECS Administrator's Guide</i>): ■ Access (access) ■ Advanced Private Line Termination (ap lt) ■ Central Office (co) or Public Network Service ■ Customer Provided Equipment (cpe) ■ Digital Multiplexed Interface Bit Oriented Signaling (dmi - bos) ■ Direct Inward Dialing (did) ■ Direct Inward/Outward Dialing (di od) ■ Foreign Exchange (fx) ■ Integrated Services Digital Network (isd n - pri) ■ Release Link Trunk (r lt) ■ Tandem (tandem) ■ Tie Trunk (tie) ■ Wide Area Telecommunications Service (wats)
Grp Dir	<i>Group Direction.</i> Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).

Continued on next page

Table 3-51. Trunk Outage Measurements Report — Continued

Field	Description
Grp Size	<i>Group Size.</i> The number of trunks in the trunk group.
Grp Mbr#	<i>Group Member Number.</i> The number that identifies a specific trunk member (in the group) out of service.
#Sampled Outages	<i>Number of Sampled Outages.</i> The number of times the group member is sampled as out of service over the period covered by the report (yesterday, today, or last hour). Yesterday includes the 24 hours beginning at midnight and ending at midnight. Today includes those hours from midnight to the most recently completed hour. Last hour only includes the most recently completed hour.  NOTE: If there are no outages, no data is displayed. Suggested Actions: 1. The sampling period is once per hour. Therefore, if the report covers several hours (for example, the yesterday or today report) but the column only indicates a small number of outages, then the trunk member may be providing intermittent service. To determine whether a specific trunk member is functioning, use the Facility Test Calls feature. 2. If a trunk is suspected of causing problems, use the ACA feature to monitor the particular trunk group. 3. If a trunk member is totally out of service, then (depending on local arrangements) you may choose to refer the problem to maintenance personnel.

Trunk Group Status Report

The Trunk Group Status report gives a current indication of the load on various trunk groups in terms of the number of calls waiting to be serviced.

For each trunk group, the Trunk Group Status Report displays the number of calls in the queue waiting to be serviced. For comparative analysis, the trunk members in the group active on calls are also displayed. With this data, it is possible to rearrange the members in the groups to provide load balancing. For example, if one group shows a higher number of calls waiting in the queue and the size of the group is too small, more members can be added to that group.

Command

To display the Trunk Group Status Report:

1. Type **monitor traffic trunk-groups [option]** and press RETURN.

Options: Entering the command without an option produces a display of the first 60 administered trunk groups. To display higher numbered trunk groups, enter the number of the first group of the 60 trunk groups to be displayed. Only those trunk groups administered are shown on the report.

Because the command is constantly updated, you must press CANCEL to cancel the command.

Screen

[Screen 3-61](#) shows a typical screen for the Trunk Group Status report. If the system has less than 60 groups administered, then some of the right-hand columns are blank. The date and time at which the report was requested are displayed to the right of the screen title. [Table 3-52](#) describes the data fields presented in the Trunk Group Status report.

The data on the screen is updated every 60 seconds. If the values of any of the fields for a given trunk group are changed, all fields for that trunk group are updated.

monitor traffic trunk-groups

TRUNK GROUP STATUS										19:03 SAT MAY 19 19xx									
#	S	A	Q	W	#	S	A	Q	W	#	S	A	Q	W	#	S	A	Q	W
1	20	10	0	0	16	14	3	0	0	59	9	1	0	0					
2	21	21	20	10	23	4	6	8	0	60	8	1	18	0					
3	31	12	0	0	25	5	0	0	0	61	2	0	0	0					
4	10	5	10	8	27	12	2	18	0	62	4	1	8	0					
5	9	5	10	0	30	7	2	14	0	63	6	1	15	0					
6	10	8	10	0	41	5	1	0	0	73	6	0	8	0					
7	4	1	8	0	42	12	4	20	0	211	22	2	0	0					
8	4	4	8	2	43	6	3	0	0										
9	5	2	10	0	44	16	6	18	0										
10	7	3	14	0	45	8	0	0	0										
11	6	2	12	0	46	8	3	18	0										
12	5	2	10	0	54	9	2	0	0										
13	4	1	0	0	55	6	6	12	3										
14	5	4	8	0	57	8	4	10	0										
15	5	3	9	0	58	4	1	0	0										

(#: Group; S: Grp Size; A: Active Members; Q: Q length; W: Call Waiting.)

Screen 3-61. Trunk Group Status Report

Table 3-52. Trunk Group Status Report

Field	Description
#	<i>Group Number.</i> The number that identifies each trunk group.
S	<i>Group Size.</i> The number of trunks administered for the trunk group.
A	<i>Active Group Members.</i> The number of trunk members in the group active on a call. Busied-out trunks are not active.
Q	<i>Queue Length.</i> The length of the queue administered for the group.
W	<i>Waiting Calls.</i> The number of calls waiting in the group queue.

Data Analysis Guidelines

The following guidelines are intended to show an easy and fast method of determining whether the collected data is invalid or questionable. These guidelines represent the least you should do for validation. Perform additional validation as necessary.

Use the list performance trunk-group report to obtain an overall indication of those trunk groups that may be providing poor service. The five trunk groups with the highest percentage of blocking are listed in the list performance summary report. However, this report (summary) has the following limitations:

- The Group Blocking shown on this report is the percentage of blocking for outgoing and two-way trunk groups. For incoming trunk groups, the Group Blocking value is the percentage of all trunks busy (ATB). A high value for either % ATB or the % Out Blocking is an indication of possible traffic load problems.
- A two-way trunk group with undesirable incoming blocking do not show any problems on this report, since only outgoing blocking is displayed on two-way trunks.

Use data from the Trunk Group Measurements report for a more accurate estimate of service levels on incoming and two-way trunk groups. To validate the Trunk Group Measurements report, verify the following data is in order:

- Total Usage (in CCS) should not exceed 36 times group size. For example, with two trunks, the total usage measured should not exceed $2 \times 36 = 72$ CCS.
- On incoming trunks, total seizures should be equal to total incoming seizures.
- Incoming trunk groups should have a queue length of zero.
- The number of incoming calls should never be greater than the total number of calls carried by all trunks in the group.
- Outgoing trunk groups should indicate zero as their number of incoming calls.
- Out-of-service trunks should never be greater than group size.
- For trunk groups with queues, the two fields (Calls Queued and Queue Overflow) should total the number displayed in the Group Overflow field.
- For trunk groups with queues, the Queue Overflow field is incremented whenever a call finds the all trunks busy condition and the queue is full.
- For trunks groups without queues, the Calls Queued and Queue Overflow fields are always zero. The blocked call count is reflected in the Group Overflow field.
- If the Percent Outgoing Blocking field shows a value greater than zero, the Queue Overflow (if a queue is administered for the trunk group), Queue Abandon, and Group Overflow fields should also have values greater than zero.
- Measurement hour data reported in the System Status Report (for example, monitor system view1 or monitor system view2) should correspond to those shown on the hourly trunk group measurements and performance reports.

Analyzing the Data

The Trunk Group Summary Report may be used to determine:

- Average Holding Time
- Trunk Blockage
- Number of trunks required for a specified Grade of Service



NOTE:

Data collected in a real-time environment virtually always deviates from the theoretically predicted data because of the asynchronous nature of processes and interactions with other events such as maintenance.

Determining Average Holding Time

Determine the Average Holding Time (in seconds) of a trunk group by dividing the Total Usage CCS by Calls Answered and multiplying the result by 100. A short holding time can indicate trouble.

Example:

Assume the following data is reported for a one-way trunk group:

- Total Usage CCS = 656 CCS
- Total Seizures = 280

Determine the Average Holding Time as follows:

$$\begin{aligned} \text{Average Holding Time} &= \left[\frac{\text{Total Usage CCS}}{\text{Total Seizures}} \right] \times \frac{100 \text{ Seconds}}{\text{CCS}} \\ \text{Average Holding Time} &= \left[\frac{656 \text{ CCS}}{280} \right] \times \frac{100 \text{ Seconds}}{\text{CCS}} \\ \text{Average Holding Time} &= 234 \text{ seconds (or 3 minutes and 54 seconds)} \end{aligned}$$

Determining Trunk Group Blockage

Generally, use either the list measurements trunk-group summary or list performance trunk-group report for determining trunk group blockage. All of the appropriate calculations are performed by the system and the results are displayed via the reports. However, to be complete, the equations and an example are included.

To determine the Percent Blocking for one-way outgoing and two-way trunk groups, respectively, use the following equations:

One-Way Trunk Group (outgoing)

$$\text{Percent Out Blocking} = \left[\frac{\text{Group Overflow}}{\text{Total Seizures} + \text{Group Overflow}} \right] \times 100 \%$$

Two-Way Trunk Group

Percent Out Blocking =

$$\left[\frac{\textit{Group Overflow}}{\textit{Total Seizures} - \textit{Incoming Seizures} + \textit{Group Overflow}} \right] \times 100 \%$$

 **NOTE:**
If the trunk group has a queue, group overflow is calculated as follows:

$$\textit{Group Overflow} = \textit{Queue Overflow} + \textit{Queue Abandons}$$

Example:

With the following data, determine the Percent Blocking of a two-way CO trunk group without a queue:

- Total Seizures = 280
- Incoming Seizures = 170
- Group Overflow = 6

Using the equation for two-way trunk groups, you can calculate average Percent Blocking as follows:

$$\textit{Percent Blocking} = \left[\frac{6}{(280 - 170) + 6} \right] \times 100 = 5.2 \%$$

**Determining the Number of Trunks
Required for a Specified Grade of Service**

For both stand-alone and last-choice trunk groups, use the trunk group peak traffic reports to determine the number of trunks required to provide a specified Grade of Service. The number of trunks required strictly depends on the Grade of Service you want to provide.

 **NOTE:**
Stand-alone and last-choice trunk groups do not reroute their blocked calls. As a contrast, Alternate Routing trunks do reroute their blocked calls.

The procedure for determining the optimal number of trunk members for a particular trunk group requires you initially generate the appropriate reports and subsequently record the data on the Trunk Group Data Worksheets. What you attempt to accomplish is to identify the peak hour and the traffic data for that hour. The **list measurements trunk-group summary yesterday-peak scheduled** command results in generating all of the necessary data on a daily basis. You can enter 20 weekdays of data on each Trunk Group Data Worksheet. Subsequently, you need only scan the worksheet to identify which measurement hour occurs most frequently. The most frequent measurement hour is considered the peak hour. You should use the data for the identified peak hour, that has the highest total usage, to calculate the required number of trunks.

Example 1:

Assumptions

1. You obtain data (daily) and record that data on appropriately identified Trunk Group Data Worksheets.
2. 1300 is the peak hour (or bouncing peak hour).
3. Trunk Group 1 is suspected of not providing the desired Grade of Service.

For two-way trunk groups the equation for determining Calls Carried is as follows:

$$\text{Calls Carried} = \text{Total Seize}$$

$$\text{Calls Carried} = 280$$

For Trunk Groups Without a Queue

$$\text{Total Calls Offered} = \text{Calls Carried} + \text{Group Overflow}$$

For Trunk Groups With a Queue

$$\text{Total Calls Offered} =$$

$$\text{Calls Carried} + \text{Queue Overflow} + \text{Queue Abandoned}$$

Since Trunk Group 1 has a queue, the equation for Calls Offered is as follows:

$$\text{Total Calls Offered} = \text{Calls Carried} + \text{Queue Overflow}$$

$$\text{Total Calls Offered} = 280 + 50 + 1$$

$$\text{Total Calls Offered} = 331$$

The Average Holding Time is determined as follows:

$$\text{Average Holding Time (in seconds)} = \left[\frac{\text{Total Usage (in CCS)}}{\text{Total Seizures}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = \left[\frac{656 \text{ CCS}}{280 \text{ seizures}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = 234.29 \text{ seconds}$$

Offered Load is defined as the number of calls in progress if there had been no blocking or delay. The Offered Load is calculated as follows:

$$\text{Offered Load} = \text{Average Holding Time (in seconds)} \times \text{Calls Offered}$$

$$\text{Offered Load (in CCS)} = \frac{234.29 \text{ (in seconds)} \times 331 \text{ calls}}{100 \text{ seconds per CCS}}$$

$$\text{Offered Load (in CCS)} = 775.5$$

The calculated Offered Load is used with the Retrial Capacity tables, to determine the number of trunks required to provide a specified Grade of Service. For more information, refer to *Basic Traffic Analysis*.

The desired Grade of Service is dependent on the particular trunk type (for example, CO, did, tie, FX, WATS, and so on) and the nature of the business the trunk type supports. Generally, those trunk types that are least expensive (for example, CO) are engineered for a 1 percent (P.01) Grade of Service. Those trunk types that are more expensive are engineered to provide from 2 percent to 5 percent (P.02 to P.05) Grade of Service.

 NOTE:

A one percent Grade of Service means the fraction of calls blocked during the identified bouncing peak hour should not exceed 1 percent.

Assuming we desire a P.01 Grade of Service on Trunk Group 1, for the calculated Offered Load of 775.5 CCS, the Retrial Capacity tables in *Basic Traffic Analysis* indicate (under the column heading GROUP SIZE) 32 trunks are required.

The number of currently functioning (or in service) trunks is calculated as follows:

$$\# \text{ of In-Service Trunks} = \text{Trunk Group Size} - \text{Out of Service Trunks}$$

$$\# \text{ of In-Service Trunks} = 23 - 0$$

$$\# \text{ of In-Service Trunks} = 23$$

Therefore, since 32 trunks are required but only 23 are currently in service, nine additional trunks must be added to obtain the desired Grade of Service.

Example 2:

Assumptions

1. You obtain data (daily) and record that data on appropriately identified Trunk Group Data Worksheets.
2. 1300 is the peak hour (or bouncing peak hour).
3. Data on trunk group 4 indicates a higher than desired percentage of outgoing blockage.

For one-way outgoing trunk groups, the equation for determining Calls Carried is as follows:

$$\text{Calls Carried} = \text{Total Seize}$$

$$\text{Calls Carried} = 81$$

Since Trunk Group 4 does not have a queue, the equation for Calls Offered is as follows:

$$\text{Calls Offered} = \text{Calls Carried} + \text{Group Overflow}$$

$$\text{Calls Offered} = 81 + 5$$

$$\text{Calls Offered} = 86$$

The Average Holding Time is determined as follows:

$$\text{Average Holding Time (in seconds)} = \left[\frac{\text{Total Usage (in CCS)}}{\text{Total Calls}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = \left[\frac{73 \text{ CCS}}{81 \text{ calls}} \right] \times \frac{100 \text{ seconds}}{\text{CCS}}$$

$$\text{Average Holding Time (in seconds)} = 90.12 \text{ seconds}$$

Offered Load is defined as the number of calls in progress if there is no blocking or delay. The Offered Load can be calculated as follows:

$$\text{Offered Load} = \text{Average Holding Time (in seconds)} \times \text{Calls Offered}$$

$$\text{Offered Load (in CCS)} = 90.12 \text{ (in seconds)} \times 86 \text{ calls}$$

$$\text{Offered Load (in CCS)} = 77.50 \text{ CCS or } 78 \text{ CCS}$$

The calculated Offered Load is used, with the Retrial Capacity tables, to determine the number of trunks required to provide a specified Grade of Service.

Assuming we desire a P.03 Grade of Service on Trunk Group 4, then for the calculated Offered Load of 78 CCS the Retrial Capacity tables in *Basic Traffic Analysis* indicate (under the column heading GROUP SIZE) six trunks are required. The number of currently functioning (or in-service) trunks is as follows:

$$\# \text{ of In-Service Trunks} = \text{Trunk Group Size} - \text{Out of Service Trunks}$$

$$\# \text{ of In-Service Trunks} = 5 - 1$$

$$\# \text{ of In-Service Trunks} = 4$$

Therefore, since six trunks are required but only four are currently in-service, two additional trunks are needed to obtain the desired Grade of Service. The obvious options are have the out-of-service trunk repaired and just add one new trunk, or add two new trunks.

Example 3:

Assumptions

1. You obtain data (daily) and record that data on appropriately identified Trunk Group Data worksheets.
2. 1300 is the peak hour (or bouncing peak hour).
3. That Trunk Group 2 indicates a higher % ATB than desired.

Incoming trunk groups do not have queues. Therefore, from the switch perspective you cannot determine the number of calls blocked. But, in this case Total Usage is actually the Carried CCS. You can use the Carried CCS, with the Retrial Capacity tables, to determine the number of trunks required to provide a specified Grade of Service.

Assuming you desire a P.05 Grade of Service on trunk group #2, then for a Carried CCS of 201 CCS the Retrial Capacity tables in the *DEFINITY Communications System and System 75 and System 85 Traffic Tables*, 555-104-503, indicates (under the column heading GROUP SIZE) 10 trunks are required. The number of currently functioning (or in-service) trunks is as follows:

$$\# \text{ of In-Service Trunks} = \text{Trunk Group Size} - \text{Out of Service Trunks}$$

$$\# \text{ of In-Service Trunks} = 6 - 0$$

$$\# \text{ of In-Service Trunks} = 6$$

Therefore, since 10 trunks are required but only 6 are currently in-service, four additional trunks are needed to obtain the desired Grade-of-Service. The solution is to add four trunk members to the trunk group.

Trunk Group Call-By-Call (CBC)

Background Information

1. In a non-Call-By-Call Service Selection environment, a trunk group must be preassigned and provisioned for each desired service (for example, MEGACOM telecommunications service, WATS, SDN, and so on). With this arrangement, each trunk group must be designed to accommodate the peak traffic load for the intended service application. Furthermore, the time when one service application encounters peak traffic may not coincide with when another service application encounters peak traffic. As an alternative, if multiple network services are accommodated with a single trunk group (referred to as a CBC Trunk Group), and that trunk group is provided with allocation and scheduling controls, significant trunking efficiencies may be realized by distributing the total traffic for all of the specified network services over the total number of available trunk members.
2. By implementing Usage Allocation Plans (UAPs) you can optimize, within certain limits, the CBC trunk group without involving any of the Inter-Exchange Carrier/Local Exchange Carrier (IXC/LEC) network services personnel. Each Usage Allocation Plan specifies the network services/features that may be accommodated with the trunk group. It also specifies the minimum number of reserved channels and maximum number of channels each service/feature may use at a given time.
3. The free pool concept is associated with UAP's. Specifically, free pool refers to the number of trunks not reserved for a specific service/feature and free to be assigned to another service or feature. The free pool is calculated as:

$$\text{Free Pool} = \text{Total \# of in-service Trunks} - \sum \text{of the Mins* (for each S/F)}$$

* Minimum channel assignment.

4. Each UAP may be administered as fixed or scheduled. If fixed, a specified plan remains in effect continuously. If scheduled, two or three UAPs may be scheduled to vary both by day of week and time of day.
5. Before you analyze the Trunk Group CBC Measurements Report, you must know the intent of the strategy for each UAP. You should have (in hand) a completed copy of the CBC Trunk Group UAP and the associated Assignment Schedule, which are Pages 3 and 4 of the Trunk Group Administration screen. For additional details, refer to your *DEFINITY ECS Administrator's Guide*, or to the *DEFINITY ECS Communications System Generic 1 DS1/DMII/ISDN-PRI Reference*.

- 6. For wideband calls that consume more than 64 kbps of bandwidth, the total usage consumed is reflected in the Total Usage field. (For example, the usage for a 384-kbps call is six times more than for a 64-kbps call.) However, these calls are counted only as a single call. The call counts that may be incremented due to wideband calls are: Total Seize, Incoming Seize, Overflow Trunk Group, Overflow Service/Feature, and Overflow Maximum Service/Feature. The %ATB and %Out Blk fields are also affected by wideband calls.

Trunk Group Call-By-Call Measurements Report

The Trunk Group Call-By-Call (CBC) Measurements report displays last-hour traffic data for any specified cbc trunk group, provided the trunk group had a Usage Allocation Plan (UAP) administered for the last-hour. Use the report to monitor the trunk group and to determine if the UAP meets current needs. Whenever it is determined changes are required, you must make these changes on the appropriate trunk group screen(s). Note that if the trunk group is administered to support wideband switching, the tag “WIDEBAND Support” appears in the report title.

Command

To display the Trunk Group CBC Measurements Report:

- 1. Type **list measurements cbc-trunk-group <ISDN CBC trunk group number> last-hour [print/schedule]** and press RETURN.

Required Fields: There is only one required field for this command—**ISDN CBC trunk group number**. Enter the ISDN CBC trunk group number for which you want to list the last-hour traffic data.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-62](#) shows a typical screen for the Trunk Group Call-By-Call Measurements report. The line just above the report title displays the date and time for which the report was requested. [Table 3-53](#) describes the data fields presented in the CBC Trunk Group Measurements report.

```
list measurements cbc-trunk-group 99 last-hour
Switch Name:  Cust_Switch_Name           Date: 2:15 pm WED MAY 9, 19xx
              CBC TRUNK GROUP MEASUREMENTS (WIDEBAND Support)
              Peak Hour For CBC Trunk Group 99 : 1300
              Queue Size:40                Usage Allocation Plan Used
              Calls Queued:23              Plan Number:  1  0  0  0  0  0
              Queue Overflow: 0            Duration: 60  0  0  0  0  0
              Queue Abandonments: 4
              Out of Service: 0
Service/      Min Max Meas Total Total Inc.  Tan  Ov f Ov f Ov f %    %  %Out
Feature      Chn Chn Hour Usage Seize Seize Seize TG S/F Max TBM ATB BLK
outwats-bnd   5  12 1300   240   333   0    55   0  0  23   10  2   1
sdn           4   8 1300    40    30  22    1   0  0  0   62  1   0
other         0  20 1300    70    41  36    3   0  0  0    0  0   0
Command successfully completed
Command:
```

Screen 3-62. Trunk Group Call-By-Call Measurements Report

Table 3-53. Trunk Group Call-By-Call Measurements Report

Field	Description
Queue Size	Size of the queue for the ISDN-PRI CBC trunk group. If zero is displayed, then no queue is administered. Hence, the other queue measurements is also zero. If the queue is administered, then it serves all of the network services/features administered for the trunk group. However, its functional operation is somewhat different than the queue used with conventional trunk groups. When a particular service/feature uses its allotted maximum number of channels, then any additional call attempts are queued, even though not all of the trunks are currently in use. If the queue is already full, any additional call attempts simply overflow with the caller receiving reorder tone. Recommendations: Since one service/feature generally does not experience peak traffic the same time as another service/feature, there is an averaging effect. Furthermore, the queue size for a CBC trunk group need not be much larger than for a non-CBC trunk group. The Queue Size should be larger than the trunk group size; but, typically, not more than three times as large as the trunk group size.
Calls Queued	The total number of calls entered the CBC trunk group queue during the hour.

Continued on next page

Table 3-53. Trunk Group Call-By-Call Measurements Report — Continued

Field	Description
Queue Overflow	The total number of calls denied access to a trunk, found the queue full, and the caller received reorder tone. Suggested Actions: Generally, this field indicates the number 0. If this field indicates a high number, then the queue size may be too small, more trunks may be needed so fewer calls will queue, or the UAP may be too restrictive (for example, some of the “Min Chn” values may be too high, or some of the “Max Chn” values may be too low). Also, see Suggested Actions in the % TBM description.
Queue Abandonments	The number of calls removed from the queue by either the system or the user. The system automatically removes calls from the queue after 30 minutes. A user may abandon his/her call by canceling the Automatic Callback feature (set earlier to place their call in the queue). Suggested Action: Recall that a trunk group and its associated queues are sized to accommodate peak-hour traffic loads. Typically, this field indicates a small number. However, a large number generally indicates the queue size is too large and people are abandoning because they remained in queue for a long time. Consider adding more trunks so fewer calls queue.
Out of Service	The number of trunks in the trunk group out of service at the time the measurements are collected. An individual trunk may be taken out of service either automatically by the switch whenever an excessive number of errors occur, or by maintenance personnel in order to run diagnostic tests. Suggested Action: If the trunks were removed from service by the switch, then the appropriate maintenance personnel should be notified. The objective is to keep all members of a trunk group in service. Generally, you should not make adjustments to the CBC trunk group because of Out of Service trunks, but should get those trunks returned to service.

Continued on next page

Table 3-53. Trunk Group Call-By-Call Measurements Report — Continued

Field	Description
Usage Allocation Plan Used	A list of the Usage Allocation Plan numbers followed by a list of the durations (in minutes) each plan was in effect during the measurement interval. The Number field can display up to a maximum of six plan numbers. A maximum of three different UAPs (identified by the numbers 1, 2, and 3) may be defined for each trunk group. All three plans are defined on Page 3 of the trunk group screen. Page 4 of the corresponding trunk group screen is where you administer plan assignments.
Usage Allocation Plan Used (Contd)	Each CBC trunk group is administered with either “fixed” allocation or “scheduled” allocation. If fixed, it remains in effect continuously. If scheduled, the designated plans are activated on a per-day and time-of-day basis determined by the schedule.
Service Feature	The names of up to ten services/features and the special identifier “other” for which the associated measurements are reported.
Min Chn	<i>Minimum Number of Channels.</i> The minimum number of channels in the ISDN-PRI CBC trunk group allocated to the specified service/feature at the time the measurements are collected.
Max Chn	<i>Maximum Number of Channels.</i> The maximum number of channels in the ISDN-PRI CBC trunk group allocated to the specified service or feature at the time the measurements are collected.
Total Usage	The sum of time, in hundred-call-seconds (CCS), for all channels used by the specified service/feature during the measurement interval.
Total Seize	<i>Total Seizures.</i> The total number of incoming and outgoing calls that requested the specified service/feature through the ISDN-PRI CBC trunk group.
Inc. Seize	<i>Incoming Seizures.</i> The total number of incoming calls that requested the specified service/feature through the ISDN-PRI CBC trunk group. For two-way and outgoing trunks, the number of <i>Outgoing Seizures</i> can be calculated as follows: $\text{Out Seize} = \text{Total Seize} - \text{In Seize}$

Continued on next page

Table 3-53. Trunk Group Call-By-Call Measurements Report — Continued

Field	Description
Tan Seize	<i>Tandem Seizures.</i> The total number of trunk-to-trunk call seizures using this Service/Feature.
0vf TG	<i>Overflow Trunk Group.</i> The number of outgoing calls that requested the specified service/feature, on the ISDN-PRI CBC trunk group, but are not carried because the calls arrived to find no idle trunk members available.  NOTE: There are three overflow fields, each with a different priority. They are: overflow trunk group (0vf TG) (priority 1), overflow maximum (0vf Max) (priority 2), and overflow services/features (0vf S/F) (priority 3). If more than one of the overflow conditions is met, only the field that represents the condition with the highest priority is incremented.
0vf S/F	<i>Overflow Services/Features.</i> The number of calls that requested the specified service/feature but denied because the calls arrived under the following conditions: ■ The specified service/feature is at or above its minimum channel allocation and below its maximum allocation. ■ There are idle channels available in the trunk group, but they are reserved to meet the minimum channel allocation for other services/features. Suggested Actions: 1. Investigate the possibility of raising the “Min Chn” requirements for this service/feature. 2. Investigate the possibility of increasing the number of members for the trunk group. 3. Determine whether or not the “Min Chn” assignments for the other services/features are appropriate. For example, if the column “% TBM” displays a high number for one or more of the other service/features, then you can lower the minimums (for one or more of the other services/features). This makes more trunks available for this service/feature.

Continued on next page

Table 3-53. Trunk Group Call-By-Call Measurements Report — Continued

Field	Description
Ovf Max	<i>Overflow maximum.</i> The number of calls not carried because the calls originated at a time when the service/feature already used-up its allotted maximum number of channels. In this case, the trunk group may still have trunk members available for the other services/features. Suggested Actions: 1. Investigate the possibility of raising the number administered in the Max Chn field. This is only possible provided the free pool is not exceeded. To determine whether or not you have more trunks available for a S/F calculate the following: $Max - Min \text{ (for the identified S/F)} \leq \text{Free Pool}$ For example, use the above equations with the data in the formula as follows: $\text{Free Pool} = \text{Total \# of in-service trunks} - \sum \text{Min for each S/F}$ $\text{Free Pool} = 18 - (5+4)$ $\text{Free Pool} = 9$ $8 - 4 \text{ (for SDN)} \leq 9$ $4 \leq 9 \text{ Therefore, you can increase the Max}$ 2. Consider adding more trunks to the trunk group and increase the maximum for the identified service/feature.
% TBM	<i>Percentage of Trunks Below Minimum.</i> The percentage of time during the polling interval that the number of channels in use by the specified service/feature is below the specified minimum. Suggested Action: Lower the “Min Chn” since this may be the cause for the “Ovf S/F”.  NOTE: If the % TBM field is high, then you are reserving more trunk members than will be used. Determine if another service/feature needs more trunks and, if so, lower the “Min Chn” for this service/feature.

Continued on next page

Table 3-53. Trunk Group Call-By-Call Measurements Report — Continued

Field	Description
% ATB	<i>Percentage All Trunks Busy (ATB).</i> The percentage of time (0 to 100%) during the measurement interval that the specified service/feature could not get a channel because of at least one of the following reasons: ■ All trunks in the ISDN-PRI CBC trunk group are busy on a call or busied-out by maintenance. ■ This service/feature is above its minimum; and all available trunks are reserved for other features/services below their minimums. ■ The specified feature or service is at its maximum number of channels. Suggested Actions: 1. A number in the Ovf TG field indicates the physical maximum number of trunks is exhausted. Unless the trunk group is the last preference in the routing pattern, overflow is to the next trunk group. Otherwise, the obvious choice is to add more trunks to the trunk group. 2. If the Ovf S/F field indicates a problem (for example, a significant number), refer to Suggested Actions in the Ovf S/F description. 3. If the Ovf Max field indicates a problem (for example, a significant number), refer to Suggested Actions in the Ovf Max description.  NOTE: If the ISDN-PRI CBC trunk group is administered to support wideband switching, the title WIDEBAND Support appears in the report title.

Continued on next page

Table 3-53. Trunk Group Call-By-Call Measurements Report — Continued

Field	Description
% BLK	<i>Percentage Outgoing Blocking.</i> The ratio of outgoing calls not carried for a specified service/feature to the outgoing calls offered by the service/feature. For an ISDN-PRI CBC trunk group without a queue, the calls not carried are those calls that find all facilities busy for the specified service/feature. For an ISDN-PRI CBC trunk group with a queue, the calls not carried are queue abandons plus those calls that find all facilities for the specified service/feature busy and cannot be queued because the queue is full. Suggested Actions: 1. Look at the % ATB column and identify any service/feature with a high value. Follow the Suggested Actions in the % ATB description. 2. You can increase the length of the queue rather than adding more trunks. Subsequently, you should monitor the Queue Abandonments field to insure it stays within reasonable limits. 3. If conditions are such that Item 1 above is not appropriate, you may find it necessary to add more trunks.

Trunk Lightly Used Measurements Report

The Trunk Lightly Used Measurements Report lists the five trunk members with the lowest number of calls carried for each trunk group. The trunk lightly used data is kept for the current day, the previous day, and the last hour.

Command

To display the Trunk Lightly Used Measurements Report:

1. Type **list measurements lightly-used-trunk <yesterday/ today/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is only one required field for this command— **yesterday/today/last-hour**.

- Enter **yesterday** to list the trunk activity for yesterday.

- Enter **today** to list the trunk activity for today.
- Enter **last-hour** to list the trunk activity of the most recently completed hour.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-63](#) shows a typical screen for the Trunk Lightly Used Measurements Report. The time and date the report is requested displays at the top right. [Table 3-54](#) describes the data fields presented in the Trunk Lightly Used Measurements Report.

```
list measurements lightly-used-trunk yesterday
Switch: Cust_Switch_Name                               Date:  4:03 pm SAT MAY 19, 19xx
                                     TRUNK LIGHTLY USED REPORT
(five trunks with lowest number of calls carried  W = Wideband Support)
Grp   Grp   Grp   Grp   Grp   Calls
No.   Type  Dir   Size  Mbr#  Carried
1     co    two    5     3     0
1     co    two    5     4     3
2     isdn  two    5     3     7      W
2     isdn  two    5     4     8      W
2     isdn  two    5     5    10     W
4     wats  out   10     2     6
4     wats  out   10     6     6
4     wats  out   10     9     7
4     wats  out   10     4    12
4     wats  out   10    10    13
Command successfully completed
Command:
```

Screen 3-63. Trunks Lightly Used Report

Table 3-54. Trunk Lightly Used Measurements Report

Field	Description
Grp No.	<i>Group Number.</i> A number that identifies the trunk group associated with the displayed data.
Grp Type	<i>Group Type.</i> The type of trunk associated with the accumulated data. The system monitors the following trunk types (see <i>DEFINITY ECS Administrator's Guide</i>): ■ Access (acc) ■ Advanced Private Line Termination (ap lt) ■ Central Office (co) or Public Network Service ■ Customer Provided Equipment (cpe) ■ Direct Inward Dialing (did) ■ Direct Inward/Outward Dialing (di od) ■ Foreign Exchange (fx) ■ Integrated Services Digital Network (isd n-pri) ■ Release Link Trunk (r lt) ■ Tandem (tan) ■ Tie Trunk (tie) ■ Wide Area Telecommunications Service (wats)
Grp Dir	<i>Group Direction.</i> Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Grp Size	<i>Group Size.</i> The number of administered trunks in a specified trunk group. For additional details, refer to the <i>DEFINITY ECS System Description Pocket Reference</i> .

Continued on next page

Table 3-54. Trunk Lightly Used Measurements Report — Continued

Field	Description
Grp Mbr#	<i>Group Member Number.</i> The number that identifies a specific trunk member (in the group number).
Calls Carried	The number of calls carried on the trunk member over the report interval (yesterday, today, or last hour). Wideband calls increment this counter once for every trunk or 64-kbps channel that they use. Suggested Action: 1. If the identified trunk member has zero or a very small number of calls (seizures) in comparison to other listed trunk members, use the Facility Test Calls feature to determine whether a specific trunk member is functioning. 2. If a trunk is just suspected of causing problems, use the ACA feature to monitor the particular trunk group.
Wideband Flag	If any trunks in the trunk group are used in a wideband (n X DS0) connection, a “W” appears next to the trunk entry. In addition, the tag “W = Wideband Support” appears in the report heading.

Wideband Trunk Groups

This section describes the traffic reports and selection screen for wideband trunk groups. It also provides guidelines for validating and analyzing the wideband trunk group data.

Wideband Trunk Group Summary Report

The Wideband Trunk Group Summary Report gives traffic measurements for all trunk groups administered to support wideband switching. By using this report, you can determine the trunk group total wideband usage (in CCS), the total number of wideband calls, the percentage of wideband calls blocked, and other measurement data.

Command

To display the Wideband Trunk Group Summary report:

- 1. Type **list measurements wideband-trunk-group summary <yesterday-peak/today-peak/last-hour> [print/schedule]** and press RETURN.

Required Fields: There is only one required field for this command—**yesterday-peak/today-peak/last-hour**.

- Enter **yesterday-peak** to list the wideband call activity for yesterday's peak hour.
- Enter **today-peak** to list the wideband call activity for today's peak hour.
- Enter **last-hour** to list the wideband call activity of the most recently completed hour.

The peak hour is the hour (within a 24-hour period) with the greatest usage.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-64](#) shows a typical screen for the Wideband Trunk Group Summary Report. [Table 3-55](#) describes the data fields presented in the Wideband Trunk Group Summary Report.

```
list measurements wideband-trunk-group summary last-hour
Switch Name: Cust_Switch_Name           Date: 1:58 pm MON SEP 16, 19xx
                                WIDEBAND TRUNK GROUP SUMMARY REPORT
                                Peak Hour For Wideband Usage For All Trunk Groups: 1000
Grp  Grp  Grp  Service  Meas Total Total Inc.  Grp  Out  %  %Out
No.  Size Dir  Type    Hour Usage Seize Seize Ovfl  Srv  ATB Blk
37   22   two access  1200 598  5    0    0    0    0    0    0
38   23   two cbc    1200 171  2    0    0    0    0    0    0
39   22   two sdn     1200 270  3    0    0    0    0    0    0
```

Screen 3-64. Wideband Trunk Summary Report

Table 3-55. Wideband Trunk Group Summary Report

Field	Description
Peak Hour for Wideband Usage for All Trunk Groups	The hour during the specified day with the highest total wideband call usage, when summed over all trunk groups. Peak hour and busy hour are synonymous. With conventional traffic theory data analysis, there are two methods for determining the peak hour. One is the time-consistent peak hour, meaning hourly usage values are averaged across days for each hour of the day. The other is the bouncing peak hour, meaning the highest usage is selected for each day without regard to the average across days. For the bouncing peak hour, the highest load on a given day may or may not occur during the time-consistent busy hour. These traffic reports and accompanying trunk group data worksheet only use the bouncing peak hour method. Note that if the total usage for the current hour equals the total usage for the previous peak hour, the peak hour is the hour with the greatest number of total seizures.
Grp No.	<i>Group Number.</i> A number that identifies each trunk group associated with the displayed data. Group numbers are displayed in numerical order, beginning with the lowest administered number and continuing to the highest administered number.
Grp Size	<i>Group Size.</i> The number of administered trunks in the trunk group.
Grp Dir	<i>Trunk Group Direction.</i> Identifies whether the trunk group is incoming (inc), outgoing (out), or two-way (two).
Service Type	<i>Service Type.</i> The administered Service Type for the trunk group. Valid entries are accunet, i800, inwats, lds, mega800, megacom, multiquest, operator, other, outwats-bnd, public-ntwrk, sdn, sub-operator, and wats-max-bnd.
Meas Hour	<i>Measurement Hour.</i> The hour (using 24-hour clock) in which the measurements are taken. For the last-hour report, it is the last hour of measurement (each trunk group's measurement hour is identical; but not necessarily the same as the indicated peak hour for the day). For the today-peak report, the measurement hour is the peak hour for each trunk group thus far today (each trunk group's measurement hour could be different). For the yesterday-peak report, the measurement hour is the peak hour for each trunk group yesterday (each trunk group's measurement hour could be different).

Table 3-55. Wideband Trunk Group Summary Report — Continued

Field	Description
Total Seize	<i>Total Seizures.</i> The number of wideband call attempts. This measurement includes completed calls, false starts, don't answers, and busies.
Inc. Seize	<i>Incoming Seizures.</i> The number of wideband incoming call attempts. This measurement includes completed calls, false starts, don't answers, and busies. The number of Outgoing Seizures can be calculated as follows: $Out\ Seize = Total\ Seize - Inc\ Seize$
Total Usage	Total wideband call usage (in CCS) for all trunks in the trunk group. Represents the total time the trunks are busy processing wideband calls.
Grp Ovfl	<i>Group Overflow.</i> The number of outgoing wideband calls attempted when the remaining trunk group capacity is insufficient to accommodate the call or the trunk group's remaining bandwidth is in the wrong configuration. This measurement does not include unauthorized calls denied service on the trunk group (due to restrictions). The number of wideband calls equals the number of actual calls, regardless of the number of trunks involved in the call.
Out Serv	<i>Out of Service.</i> The number of trunks in the trunk group out of service (listed as maintenance busy) at the time the data is collected. Suggested Action: If the trunks are removed from service by the switch, then the appropriate maintenance personnel should be notified. The objective is to keep all members of a trunk group "in service." Generally, you should not make adjustments to the trunk group because of "Out of Service" trunks, but should get those trunks returned to service. For specific details, refer to the "Trunk Outage Measurements Report" .

Continued on next page

Table 3-55. Wideband Trunk Group Summary Report — Continued

Field	Description
% ATB	<i>Percentage All Trunks Busy.</i> The percentage of time all trunks in the trunk group were simultaneously in use during the measurement interval.  NOTE: In use means that the trunks are busy — either serving calls or because they are busied-out by maintenance. Suggested Actions: 1. If the group direction is outgoing or two-way, a high number in the % ATB field and nothing in the Grp Ovfl indicates everything is functioning normally. However, a more typical scenario is a high number in this field and a high number in the Grp Ovfl field. This indicates a possible problem that necessitates further analysis. Unless this trunk group is the last preference in the pattern, overflow is to the next choice trunk group, and the number in the Grp Ovfl field is of no great significance. Otherwise, the obvious choice is to add more trunks to the trunk group. 2. If the group direction is incoming, a high number in this field is bad. It indicates some incoming calls are probably blocked. Generally, you want to add more trunks, thus lowering the % ATB and decreasing the number of calls blocked.

Continued on next page

Table 3-55. Wideband Trunk Group Summary Report — Continued

Field	Description
% Out Blk	<i>Percentage Outgoing Blocking.</i> The percentage of offered wideband calls not carried on the trunk group. It does not include unauthorized wideband calls denied service on the trunk group (due to restrictions) or calls carried on the trunk group but do not successfully complete at the far end (where there is no answer). The calls not carried are calls made when the remaining trunk group capacity is insufficient to serve them. The Percentage Outgoing Blocking is calculated as follows: $\% \text{ OutBlk} = \left[\frac{\text{Group Overflow}}{\text{Outgoing Calls Offered}} \right] \times 100$ The number of Outgoing Seizures is calculated as follows: $\text{Outgoing Seizures} = \text{Total Seizures} - \text{Incoming Seizures}$ Similarly, the equation for calculating Outgoing Calls Offered is as follows: $\text{Outgoing Calls Offered} = \text{Group Overflow} + \text{Outgoing Seizures}$

Wideband Trunk Group
Hourly Report

For trunk groups chosen at the Wideband Trunk Group Selection screen, the Wideband Trunk Group Hourly Report lists the wideband call activity for all hours of switch activity. This information helps you validate the information in the Wideband Trunk Group Summary Report.

Command

To display the Trunk Group Hourly Report:

- 1. Type **list measurements wideband-trunk-group hourly <assigned wideband-trunk-group number> [print/schedule]** and press RETURN.

Required Fields: There is only one required field for this command—**assigned wideband-trunk-group number**. Enter a specific trunk group number to list the wideband call activity for all hours of switch activity.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 3-65](#) shows a typical screen for the Wideband Trunk Group Hourly Report. [Table 3-56](#) and [Table 3-57](#) describe the data fields presented in the Wideband Trunk Group Hourly Report. This report contains two sections:

- a header section that provides the report ending time and trunk group administrative information
- a data section that provides the measurement data for 24 hours.

```
list measurements wideband-trunk-group hourly 40
Switch Name: Cust_Switch_Name                               Date: 1:58 pm MON SEP 16, 19xx
                                WIDEBAND TRUNK GROUP HOURLY REPORT
Grp No: 40           Grp Size: 23       Grp Dir: two   Service Type: access
Meas  Total  Maint  Total  Inc.  Tandem  Grp  Out  %  %Out
Hour  Usage  Usage  Seize  Seize  Seize  Ovfl  Serv  ATB  Blk
1200  262    0      3      0      0      6    0    6   15
1100  312    0      3      0      0      0    0    0    0
1000  169    0      1      0      0      4    0    3    5
900   26     0      0      0      0      0    0    0    0
800   1       1      4      0      0      0    0    0    0
```

Screen 3-65. Wideband Trunk Group Hourly Report

Table 3-56. Wideband Trunk Group Hourly Report (Header)

Field	Description
Grp No:	<i>Group Number.</i> A number that identifies the trunk group associated with the displayed data.
Grp Size:	<i>Group Size.</i> Number of trunks in the trunk group.
Grp Dir:	<i>Group Direction.</i> Incoming (inc), outgoing (out), or two-way (two).
Service Type:	<i>Service Type.</i> The administered Service Type for the trunk group. Valid entries are accunet, i800, inwats, lds, mega800, megacom, multiquest, operator, other, outwats-bnd, public-ntwrk, sdn, sub-operator, and wats-max-bnd.

Table 3-57. Wideband Trunk Group Hourly Report (Data)

Field	Description
Total Usage	Total wideband call usage (in CCS) for all trunks in the trunk group. Represents the total time the trunks are busy processing wideband calls.
Maint Usage	<i>Maintenance Usage.</i> The total usage of trunks in this trunk group for Maintenance Busy or any other non-call situation where trunks are not available to carry a call.
Total Seize ¹	<i>Total Seizures.</i> The number of wideband call attempts. This measurement includes completed calls, false starts, don't answers, and busies.
Inc. Seize*	<i>Incoming Seizures.</i> The number of wideband incoming call attempts. This measurement includes completed calls, false starts, don't answers, and busies. The number of Outgoing Seizures can be calculated as follows: $Out\ Seize = Total\ Seize - Inc\ Seize$ $Outgoing\ Calls\ Offered = Group\ Overflow + Outgoing\ Seizures$ $\% \ OutBlk = \left[\frac{Group\ Overflow}{Outgoing\ Calls\ Offered} \right] \times 100$
Tandem Seize*	<i>Tandem Seizures.</i> The number of trunk-to-trunk wideband call seizures. This count is incremented on the outgoing-trunk side of the connection.
Grp Ovfl	<i>Group Overflow.</i> The number of outgoing wideband calls attempted when the remaining trunk group capacity is insufficient to accommodate the call or the trunk group's remaining bandwidth is in the wrong configuration. This measurement does not include unauthorized calls denied service on the trunk group (due to restrictions).

Continued on next page

Table 3-57. Wideband Trunk Group Hourly Report (Data) — Continued

Field	Description
Out Serv	<i>Out of Service.</i> The number of trunks in the trunk group out of service during the measurement hour.
% ATB	<i>Percent All Trunks Busy.</i> The percentage of time during the measurement interval all trunks in the group are unavailable to carry a new call (All Trunks Busy).
%Out Blk	<i>Percent Outgoing Blocking.</i> The percent of the outgoing wideband call seizures, including tandem wideband call seizures, offered to a trunk group that are not carried on that trunk group. The value is calculated as follows: $\% \text{ Out Blk} = \{Grp \text{ Ovfl} / [Total \text{ Seize} - Inc \text{ Seize} + Grp \text{ Ovfl}]\} \times 100$

-
1. The number of logical calls equals the number of actual calls, regardless of the bandwidth.
-

Wideband Trunk Group Measurement Selection

The Wideband Trunk Group Measurement Selection screen is used at administration time to specify trunk groups to list on the Wideband Trunk Group Hourly reports. It permits the user to administer which trunk groups are to be reported for the hourly report. (Measurements on administered trunk groups are collected to list them on the wideband summary and hourly reports.) A maximum of 10 trunks can be studied on the G3csi and G3si. On the G3r, the maximum is 30. If no selections are made, no trunk groups are studied hourly.

Command

To display the Wideband Trunk Group Measurement Selection screen:

1. Type **display meas-selection wideband-trunk-group [print/schedule]** and press RETURN.
- Options:** The **print** and **schedule** options are available for the display command only.

To change a Wideband Trunk Group Measurement Selection:

- 1. Type **change meas-selection wideband-trunk-group** and press RETURN.
- 2. Enter the wideband trunk group number to be measured and press ENTER.

Wideband trunk group numbers do not have to be in numerical order. If the wideband trunk group number you want is not listed, add the wideband trunk group number (if there is space available), or replace an existing wideband trunk group number you no longer need. Press RETURN until the cursor is placed on the unwanted wideband trunk group number and enter the new wideband trunk group number, or press CLEAR FIELD and enter the new wideband trunk group number.

Screen

[Screen 3-66](#) shows a typical screen for the Wideband Trunk Group Measurement Selection on the G3r. [Table 3-58](#) describes the data fields presented in the Wideband Trunk Group Measurement Selection screen.

display meas-selection wideband-trunk-group				
WIDEBAND TRUNK GROUP MEASUREMENT SELECTION				
Trunk Group Numbers				
1: 78	7: 15	13: 96	19: 333	25: 580
2: 80	8: 16	14: 97	20: 444	26: 590
3: 666	9: 17	15: 98	21: 555	27: 591
4: 1	10: 18	16: 100	22: 101	28: 592
5: 2	11: 81	17: 120	23: 102	29: 10
6: 3	12: 82	18: 200	24: 103	30: 99

Screen 3-66. Wideband Trunk Group Measurement Selection screen

Table 3-58. Wideband Trunk Group Measurement Selection screen

Field	Description
Trunk Group Numbers	The trunk group(s) to be studied hourly for wideband activity.

Data Analysis Guidelines

The wideband summary and hourly reports closely parallel the other trunk group summary and hourly reports. That is, visually they contain similar fields, except there is no queuing for wideband calls, so queuing fields are eliminated. Logically, the difference is that only the wideband reports isolate wideband call

usage. If the trunk group processes ordinary narrowband calls during the measurement period, the narrowband measurements are *not* included in the wideband traffic measurements.

With the overall trunk group measurements and the wideband trunk group measurements, you have data for all usage and can calculate the narrowband call usage and counts by subtracting the wideband measurement from the overall measurements.

Wideband Trunk Group Summary Report

The Wideband Trunk Group Summary Report provides data essential for monitoring trunk groups supporting wideband service to assure they provide the expected level of service. The report is modeled after the Trunk Group Summary Report but only trunk groups administered to provide wideband service are reported. Other trunk groups do not appear on the report. If a trunk group is administered to provide wideband service but had no wideband traffic during the measurement period, then zeros are shown on the report.

The yesterday-peak and today-peak reports list the wideband call activity for the peak wideband traffic hour. That is, the measurements shown are those that occurred during the hour in which the Total Usage for wideband service for that trunk group was highest. This is not necessarily the same peak hour as the peak hour for total usage as shown on the overall Trunk Group Summary Report. Note that on the Wideband Trunk Group Summary Report, the measurements for different trunk groups are not necessarily time-coincident with each other.



CAUTION:

The yesterday-peak and today-peak reports cannot be used to determine narrowband usage except in cases where the peak traffic hour for total usage (shown on the overall report) is the same as the peak hour for wideband usage (shown on this report) for a particular trunk group in the same measurement period. In this case alone, narrowband measurements for that trunk group may be determined by subtracting the wideband measurements from the measurements shown on the overall report for the same trunk group.



CAUTION:

For trunk groups where the peak hour is different on the overall summary report from that shown on the wideband summary report, the narrowband usage must be determined by using the measurements on the Wideband Trunk Group Hourly Report. In addition, if there were calls blocked at that time, the group should be studied using both the overall and wideband hourly reports to determine whether wideband calls were blocked.

Wideband Trunk Group Hourly Report

The Wideband Trunk Group Hourly Report shows the wideband call activity for each hour in the current 24-hour period. A separate report is generated for each measured wideband trunk group.

For trunk groups having mixed wideband and narrowband traffic, it is best to administer the trunk group to appear on both the overall and wideband hourly trunk group reports. In this way a complete picture of usage and blockages is possible. For these trunk groups, direct comparisons can be made between measurements for the same hour on the overall and wideband reports. For example, if the hour beginning at 1:00 p.m. is examined for the same trunk group on both the overall hourly report and on the wideband hourly report, the narrowband usage measurements may be determined by subtracting the wideband data from the overall data. This can be done for each hour in the 24-hour period.

Note that some measurements, such as trunks-out-service and all-trunks-busy, are identical for the same hour on both the wideband and the overall reports for the same trunk group.

Performance Considerations

Although the DEFINITY ECS supports wideband transmission for from 2 to 30 channels, the most common transmissions are at the H channel rates:

H Rate	Speed	# 64-Kbps Channels
H0	384 Kbps	6
H11	1.536 Mbps	24
H12	1.920 Mbps	30

When considering how many trunks to put in a trunk group that supports wideband call activity, remember:

- Every wideband call must be carried on a single DS1 interface. That is, when the bandwidth on one interface is insufficient for the call, another interface must be found that can accommodate the entire call. The bandwidth for the call *cannot* be spread over 2 or more interfaces. The chances for finding enough bandwidth on a single interface are far less than finding the bandwidth on several interfaces.

3 Traffic Data Analysis

Wideband Trunk Group Measurement Selection

3-205

- Some far end switches (for example, the 4ESS) require the bandwidth for a call be contiguous. That is, not only must the call be carried over a single interface, but the channels over which the call is carried must be consecutively numbered. The chances for finding contiguous bandwidth are far less than for finding the bandwidth on a single interface alone.

To increase the chances of providing the bandwidth a wideband call requires, either put as many trunks as possible in the trunk groups you have designated for wideband call usage or put as many trunk groups as possible in the wideband routing pattern.

3 Traffic Data Analysis
Wideband Trunk Group Measurement Selection

3-206

Processor Occupancy Reports

4

Processor Occupancy Reports

The term Processor Occupancy (or simply, Occupancy) is defined as the percentage of time the switch processor is busy performing call processing tasks, maintenance tasks, administration tasks, and operating system tasks. As a contrast, the percentage of time the processor is not used is referred to as Idle Occupancy.

The primary objectives of the processor occupancy reports are:

- To provide a summary of customer usage data so processor occupancy and available capacity can be determined.
- To display, on a per time interval basis, the processor occupancy and associated calling rates which facilitates the isolation of certain customer reported problems.

There are five different processor occupancy commands:

- **list measurements occupancy summary**
- **list measurements occupancy last-hour**
- **list measurements occupancy busiest-intervals**
- **list measurements occupancy pktint (G3r only)**
- **list measurements communications-links**

The first three commands provide processor occupancy data and associated call traffic for different measurement intervals. The pktint report provides 24 hours of occupancy data for each of the processor packet interface (pktint) boards in the system. The last command provides a picture of the traffic data generated on each processor interface link.

The processor occupancy commands can be executed from all user logins if allowed to. However, for most systems, the two primary users are the customers' telecommunications manager and the service technician.

The type of application can significantly affect processor occupancy. For purposes of determining processor occupancy, the customers' calling traffic is defined as one of the following applications:

- **General Business** — The majority of applications. It does not include the impact of the Inbound Call Management (ICM)/Call Management System (CMS) or CallVisor Adjunct Switch Applications Interface (ASAI)/Outbound Call Management (OCM) applications.
- **ICM/CMS** — Only includes the impact due to the ICM traffic (using the ACD, Call Vectoring, CallVisor ASAI, and CMS features).
- **CallVisor ASAI/OCM** — Only includes the impact due to ASAI/OCM applications.

 NOTE:

A particular switch may have a traffic load that consists of any combination of the three defined applications.

Depending on the customers' specific application, the calling traffic may be as simple as a single switch with only CO trunks and analog sets or as complex as a switch in a multinode private network that uses both DCS and ISDN features and is configured with digital sets. In order to describe this wide range of traffic, four call categories are defined as follows:

- **Intercom (INTCOM)** — Locally made and completed station-to-station calls.
- **Incoming (INC)** — Calls which come into the switch over trunks from a CO. The following trunk types are considered public network incoming (CO, DID, FX, WATS, and ISDN-PRI calls with a public network service type).
- **Outgoing (OUT)** — Calls which exit the switch on trunks that terminate in a CO. The following trunk types are considered public network outgoing (CO, WATS, FX, and ISDN-PRI calls with a public network service type).
- **Private Network (PNET)** — Incoming and outgoing calls made over private network trunks. The following trunk types are considered private network (Access, CPE, DMI-BOS, RLT, Tandem, Tie, APLT, and ISDN-PRI with a private network service type).

A customer's Usage Profile is defined as the percent mix of traffic from each of the four call categories. An example of one Customer Usage Profile would be: INTCOM = 34%, INC = 33%, OUT = 33%, and PNET = 0%. Obviously, many other different combinations are also possible.

Once the traffic application, usage profile, and certain feature use loading factors are determined it is then possible to calculate the Busy Hour Call Capacity (BHCC). The BHCC is a measure of the switch's capacity and is defined as the maximum number of completed calls the switch can support in an hour without degradation of service.

It should also be understood that, as a part of the RFP process, Lucent Technologies marketing, when given a description of the customer's usage profile, traffic application, and certain feature use loading factors for the proposed switch, can calculate the theoretical maximum BHCC for the specified application. This enables the determination of whether the proposed switch can accommodate the traffic load. This number, the theoretical maximum BHCC, is an estimate and is referred to as the predicted maximum BHCC.

The Summary Command

This section describes the Summary Command and the Processor Occupancy Summary report.

When to Use the Summary Command

The main function of this command is to answer the question, "How much of the system is being used?" More specifically, this command should be used whenever you want to:

- Monitor resource usage
- Validate the customer's usage profile (for example, once the switch is installed and calling traffic is normal, use the summary reports to determine if the actual usage profile is the same as the estimated usage profile)
- Determine the idle occupancy and how much is available for growing the switch
- Determine the processor occupancy and call levels on an hourly basis for the last 24 hours

Processor Occupancy Summary Report

Command

To display the Processor Occupancy Summary report:

- 1. Type **list measurements occupancy summary [print or schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 4-1](#) and [Screen 4-2](#) show typical output for the Processor Occupancy Summary report. The time and date the report is requested displays at the top right. [Table 4-1](#) describes the data fields presented in the Processor Occupancy Summary report, as well as the Last Hour and Busiest Interval reports.

list measurements occupancy summary

Page 1

Switch Name: Cust_Switch_Name

Date: 11:33 am TUE JUL 31, 19xx

OCCUPANCY SUMMARY MEASUREMENTS

Peak Hour For Occupancy: 0900

Meas	Static	CP	Sm	Idle	Total	Tandem	Total	Intcom	Inc	Out	Pnet
Hour	Occ	Occ	Occ	Occ	Calls	Calls	Atmpts	Atmpts	Atmpts	Atmpts	Atmpts
1900	5	58	15	22	761	149	989	247	193	251	298
1800	5	58	16	21	1032	165	1341	335	371	301	334
1700	5	57	16	22	1442	273	1875	468	451	421	535
1600	5	58	15	22	2301	365	2991	747	710	753	781
1500	5	57	15	22	2769	476	3509	877	932	748	952
1400	5	58	15	22	2959	483	3846	961	991	928	966
1300	5	57	15	23	2997	499	3896	974	1021	900	1001
1200	5	59	15	21	4221	923	5487	1371	1520	745	1851
1100	5	59	15	21	5001	826	6501	1625	2000	1223	1653
1000	4	59	13	24	5241	915	6813	1703	2066	1165	1879

press CANCEL to quit -- Press NEXT PAGE to continue

Screen 4-1. Processor Occupancy Summary Report — Page 1

list measurements occupancy summary

Page 2

Switch Name: Cust_Switch_Name

Date: 11:33 am TUE JUL 31, 19xx

OCCUPANCY SUMMARY MEASUREMENTS

Peak Hour For Occupancy: 0900

Meas	Static	CP	Sm	Idle	Total	Tandem	Total	Intcom	Inc	Out	Pnet
Hour	Occ	Occ	Occ	Occ	Calls	Calls	Atmpts	Atmpts	Atmpts	Atmpts	Atmpts
0900	5	65	12	18	5392	1002	7011	1752	2045	1203	2011
0800	5	64	14	17	5364	941	6973	1743	2056	1283	1891
0700	5	58	15	22	5423	935	7049	1762	2070	1346	1871
0600	6	60	17	17	4399	761	5719	1430	2195	569	1525

Command successfully completed

Command:

Screen 4-2. Processor Occupancy Summary Report — Page 2

Table 4-1. Processor Occupancy Summary Report

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data is recorded. Data is listed beginning with the most recently completed hour in the preceding 24-hour interval. For additional details, refer to the <i>DEFINITY ECS System Description and Specifications</i> .
Meas Minute	<i>Measured Minute.</i> (Last-Hour Report) The end-time of the 3-minute interval for which the measurement is taken. It takes the form hh:mm, where “hh” is the hour and “mm” is the end-time for the 3-minute interval.
Date of Occurrence	(Busiest-Interval Report) The date and end-time of the 3-minute interval for which the data is collected. It takes the form MM/dd/mm:hh, where “MM” is the month, “dd” is the day, “hh” is the hour, and “mm” is end of the 3-minute interval.
Stat Occ	<i>Static Occupancy.</i> The amount of time (in CCS) taken by high priority background processes in support of call processing, maintenance, and administration functions. Examples of this activity are high level sanity checks, system timing, polling of adjuncts, and operating system support. This also includes some call processing occupancy for BX.25 and ISDN-PRI traffic.  NOTE: Static Occupancy remains fairly consistent in an idle switch. However, it increases as traffic is introduced into the system.

Continued on next page

Table 4-1. Processor Occupancy Summary Report — Continued

Field	Description
CP Occ	<i>Call Processing Occupancy.</i> The amount of time (in CCS) taken by call processing level processes. The processing of CDR, DCS, ISDN, and other adjunct interfaces is also included in this level. Note that some occupancy due to BX.25 and ISDN-PRI call traffic is counted as static occupancy instead of CP Occ.  NOTE: It is not desirable for any system to function at 100 percent Processor Occupancy. Rather, the CP Occ and Stat Occ fields should total no more than a maximum of 75 percent. By maintaining this 75 percent maximum limit, other system functions can be performed and bursts of caller activity can also be accommodated. Suggested Actions: If the 75 percent maximum limit is exceeded, take one or more of the following steps to lower Call Processing Occupancy: Item #1 If the users do not get a dial tone immediately, they should be encouraged to wait 10 to 15 seconds before going on-hook and off-hook again. Item #2 If the switch is part of a private network and is receiving a large amount of traffic from another switch in the private network, investigate the possibility of reconfiguring the network. Item #3 Check the administration translation and verify all digital sets, administered with display modules, actually have display modules. For those sets without display modules, change the administration translations to indicate the digital sets do not have a display module. Item #4 Check the hardware error log for high levels of maintenance activity.

Continued on next page

Table 4-1. Processor Occupancy Summary Report — Continued

Field	Description
Sm Occ	<i>System Management Occupancy.</i> The amount of time taken by lower priority activities such as administration and maintenance command processing, maintenance activity, error logging, and Light-Emitting Diode (LED) audits. For additional details, refer to your <i>DEFINITY ECS System Description and Specifications</i> .
Idle Occ	<i>Idle Occupancy.</i> The amount of time the processor is unused. There are several factors that drive down this number, including: — a large offered load, increases CP occupancy — a switch with many stations and trunks requires a high level of background maintenance, increases SM occupancy — frequent demand testing or administration, increases SM occupancy These factors may reduce the idle occupancy to almost 0% during several 3-minute intervals. On a heavily-loaded switch with frequent demand testing, the idle occupancy may drop to low levels for longer periods (perhaps 1–2 hours). These situations are normal and do not indicate a problem with the switch. However, a lightly-loaded switch with few stations translated and little demand maintenance or administration should not experience long periods of low idle occupancy (less than 15%). If this is the case, a problem is likely.
Total Calls	<i>Total Calls.</i> The total number of calls connected during the listed hour. Calls are counted in the time interval they are answered and not in the time interval they are dropped. Therefore, a call that starts in one time interval and ends in another is counted only in the time interval where it originates.
Tandem Calls	<i>Tandem Calls.</i> The number of trunk-to-trunk calls connected during the last hour.

Continued on next page

Table 4-1. Processor Occupancy Summary Report — Continued

Field	Description
Total Atmpts	<i>Total Attempts.</i> The number of call attempts made during the measurement interval. The following occurrences count as an attempt: ■ A user lifts the station handset and hangs up before dialing any digits (off-hooks) ■ A user lifts the station handset, dials the destination number, the far end rings but does not answer, and the user hangs up (no answer) ■ A user lifts the station handset, dials the destination number, the far end is busy ■ A user places a call answered by the dialed number ■ A user conferences a second party onto the call ■ An incoming trunk seizure ■ Maintenance requests an outgoing trunk be seized ■ Tandem calls (either pnet or public network) result in 2 attempts, but only one total call ■ AUDIX audits of message waiting lamps ■ AUDIX Leave Word Calling activations  NOTE: Mathematically, the Total Atmpts field is the total of the Intcom, Inc, Out, and Pnet attempts.
Intcom Atmpts	<i>Intercom Attempts.</i> This field includes the sum of two types of calls. The first type is extension-to-extension calls on the same switch. The second type is partially completed calls where a local extension goes off-hook and then hangs up before the call is answered. This includes both busy and no-answer calls.

Continued on next page

Table 4-1. Processor Occupancy Summary Report — *Continued*

Field	Description
Inc Atmpts	<i>Incoming Attempts.</i> The number of incoming trunk seizures from public network facilities.
Out Atmpts	<i>Outgoing Attempts.</i> The number of outgoing trunk seizures made over public network facilities.
Pnet Atmpts	<i>Private Network Attempts.</i> The number of incoming and outgoing seizures made over private network facilities. Note that a tandem call is counted as two private network attempts, since it includes both incoming and outgoing trunk seizures. ⇒ NOTE: The determination of whether a call is over public network or over private network facilities depends on the trunk type (for ISDN-PRI facilities it is also dependent on the service type).

The Last-Hour Command

When to Use the Last-Hour Command

- The main function of the last-hour command is to:
- Provide a detailed view of the occupancy levels for the last-hour
 - Identify potential load related problems that may have occurred during the last hour

Processor Occupancy Last-Hour Measurements Report

Command

- To display the Processor Occupancy Last-Hour report:
1. Type **list measurements occupancy last-hour [print or schedule]** and press RETURN.
- Options:** The **print** and **schedule** options are available for this command.

Screen

Screen 4-3 shows typical output for the Processor Occupancy Last-Hour Measurements report. The time and date the report is requested displays at the top right.

list measurements occupancy last-hour

Switch Name: Customer_Switch_name

Page 1

Date: 3:13 pm MON NOV 11, 19xx

OCCUPANCY LAST-HOUR MEASUREMENTS											
Meas Minute	Static Occ	CP Occ	Sm Occ	Idle Occ	Total Calls	Tandem Calls	Total Atmpts	Intcom Atmpts	Inc Atmpts	Out Atmpts	Pnet Atmpt
15:11	2	5	26	67	646	710	1421	0	0	0	1421
15:08	4	5	22	69	641	704	1412	0	0	0	1412
15:05	5	6	25	64	639	705	1410	0	0	0	1410
15:02	4	6	24	66	645	710	1420	0	0	0	1420
14:59	3	4	22	71	639	703	1411	2	0	0	1409
14:56	3	5	24	68	639	704	1412	2	0	0	1410
14:53	6	6	24	64	645	704	1418	3	0	0	1415
14:50	4	5	27	64	641	707	1418	3	0	0	1415
14:47	4	6	19	71	648	706	1429	3	0	0	1426
14:44	2	5	26	67	639	701	1405	3	0	0	1402
14:41	4	14	19	63	1624	1075	2399	243	0	0	2156
14:38	6	15	28	51	1786	1133	2556	290	0	0	2266

Command successfully completed

Command:

Screen 4-3. Processor Occupancy Last-Hour Measurements Report

 **NOTE:**
The fields on this report are the same as the summary report, but the data is calculated over a 3-minute time interval. The Meas Minute field represents the end of the time interval.

Using the Last-Hour Report to Resolve Problems

The following list identifies some areas pursued when investigating a problem believed to be processor occupancy (load) related.

1. Multiply the number in the Total Calls field by 20 for the identified 3-minute time interval (the time when the problem occurred). If the product exceeds the advertised BHCC of the switch, it is the load for this time interval causing the problem. If the product does not exceed the BHCC for the switch, this load is not the problem.
2. Compare the number in the Total Atmpts field with the Total Calls field for the identified 3-minute time interval (the time when the problem occurred). If the number of attempts is significantly greater than the number of calls, a significant percent of the occupancy is due to call processing stimuli that do not result in completed calls.
3. Examine the hardware error log for an excessive amount of maintenance activity (for example, a high number of errors).

- 4. Refer to the **list measurements communications-links** report to determine if any of the links are receiving an abnormal amount of traffic.
- 5. Check with the users to determine if a certain feature(s) is used heavily during the identified time interval.
- 6. Refer the problem to maintenance personnel with the suggestion they check the software error log.

The Busiest-Interval Command

This section describes the Processor Occupancy Busiest-Interval Measurements report.

When to Use the Busiest-Interval Command

The main function of the **busiest-interval** command is to provide a long-term history report of potential performance-related problems.

 **NOTE:**
This report provides a collection of the 20 busiest 3-minute intervals within the last two months. Therefore, this command is most useful to the service technician for investigating habitual performance problems or those problems not reported exactly when they happen.

Processor Occupancy Busiest-Interval Measurements Report

Command

To display the Processor Occupancy Busiest-Interval Measurements report:

- 1. Type **list measurements occupancy busiest-intervals [print/schedule]** and press RETURN.
Options: The **print** and **schedule** commands are available for this command.

Screen

[Screen 4-4](#) show typical output for the Processor Occupancy Busiest-Interval Measurements Report. The time and date the report is requested displays at the top right. The Date of Occurrence field identifies the month, day, and time of day for 20 of the busiest intervals (that is, the sum of Stat Occ + CP Occ). All other fields are described in [Table 4-1](#).

4 Processor Occupancy Reports

Processor Occupancy Busiest-Interval Measurements Report

4-12

list measurements occupancy busiest-intervals

Switch Name: Customer_Switch_Name

Date: 3:13 pm MON NOV 11, 1991

Page 1

OCCUPANCY BUSIEST 3-MINUTE INTERVALS MEASUREMENTS

Date of Occurrence	Static Occ	CP Occ	Sm Occ	Idle Occ	Total Calls	Tandem Calls	Total Atmpts	Intcom Atmpts	Inc Atmpts	Out Atmpts	Pnet Atmpts
11/11/10:20	16	9	26	49	686	490	1225	245	0	0	980
11/11/11:14	8	16	27	49	1788	1130	2558	286	0	0	2272
11/11/12:38	7	15	21	57	1786	1131	2554	286	0	0	2268
11/11/13:41	6	16	26	52	1786	1129	2553	290	0	0	2263
11/11/14:11	7	15	25	53	1780	1135	2557	285	0	0	2272

Command successfully completed

Command:

Screen 4-4. Processor Occupancy Busiest-Interval Measurements Report

 **NOTE:**
The fields on this report are the same as on the summary report. However, the data is calculated over 3-minute intervals rather than 1-hour intervals.

Using the Busiest-Interval Report
to Resolve Problems

The following list identifies some areas that may be pursued when investigating a problem that is believed to be processor occupancy (load) related.

1. Multiply the number in the Total Calls field by 20 for the identified 3-minute time interval (the time when the problem occurred). If the product exceeds the advertised BHCC of the switch, it is the load for this time interval causing the problem. If the product does not exceed the BHCC for the switch, this load is not the problem.
2. Compare the number in the Total Atmpts field with the Total Calls field for the identified 3-minute time interval (the time when the problem occurred). If the number of attempts is significantly greater than the number of calls, a significant percent of the occupancy is due to processing off-hook and on-hook stimuli that do not result in a completed call.
3. Examine the hardware error log for an excessive amount of maintenance activity (for example, a high number of errors).
4. Refer to the **list measurements communications-links** report to determine if any of the links are receiving an abnormal amount of traffic.
5. Check with the users to determine if a certain feature(s) is used heavily during the identified time interval.
6. Refer the problem to maintenance personnel with the suggestion they check the software error log.

After a serious performance problem is detected and corrected, use the **clear measurements occupancy busiest-intervals** command and clear the log of busiest entries. This allows attention to be focused on any current performance problems.

 **NOTE:**
The **clear measurements occupancy busiest-intervals** command should only be used to clear out data from resolved problems.

The Pktint Command

This section describes the Processor Occupancy Pktint Command. This command is available on the G3r switch.

When to Use the Pktint Command

Use the Pktint command to provide a 24-hour history of the occupancy of each (up to three) packet interface (pktint) boards.

Processor Occupancy Pktint Report

Command

To display the Processor Occupancy Pktint Report:

1. Type **list measurements occupancy pktint [print or schedule]** and press RETURN.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 4-5](#) shows typical output for the Processor Occupancy Pktint Report.
[Table 4-2](#) describes the fields unique to the Processor Occupancy Pktint Report.

```
list measurements occupancy pktint
Switch Name: Customer_Switch_Name          Date: 5:35 pm  FRI NOV 22, 1991
PROCESSOR PACKET INTERFACE REPORT

Meas      PKT_INT1      PKT_INT2      PKT_INT3
Hour      Occ          Occ          Occ
1600      2            0 BRDNINST    0 BRDNINST
1500      2            0 BRDNINST    0 BRDNINST
1400      2            0 BRDNINST    0 BRDNINST
1300      2            0 BRDNINST    0 BRDNINST
1200      2            0 BRDNINST    0 BRDNINST
1100      2            0 BRDNINST    0 BRDNINST
1000      2            0 BRDNINST    0 BRDNINST
900       2            0 BRDNINST    0 BRDNINST
800       2            0 BRDNINST    0 BRDNINST
700       2            0 BRDNINST    0 BRDNINST
600       2            0 BRDNINST    0 BRDNINST
500       2            0 BRDNINST    0 BRDNINST

press CANCEL to quit -- press NEXT PAGE to continue
```

Screen 4-5. Processor Occupancy Pktint Report

Table 4-2. Processor Occupancy Pktint Report

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting hour in which the measurements are taken.
PKT - INTN Occ	<i>Packet-Interface Occupancy.</i> Where N is either 1, 2, or 3, representing each of the 3 PKT-INT boards. The percent occupancy is retrieved from each PKT-INT board for the hour. If a board is not inserted, this field displays a 0 with the note BRDNINST indicating the board is not inserted. If the board is out of service this field displays a 0 with the note OUTSERV indicating the board is out of service. If the data cannot be retrieved from the board because of some internal problem, this field displays a 0 with the note DA_N_AVAIL indicating the data cannot be retrieved. Suggested Action: The occupancy should generally run about two percent. As occupancy nears 100%, consider adding another PKT-INT.

The Communications Links Command

This section describes the Processor Occupancy Communications Links command.

4	Processor Occupancy Reports	
	Processor Occupancy Communications Link Measurements Report	4-15

When to Use the Communications Links Command

The main function of the communications links command is to:

- Obtain a report that facilitates the monitoring of traffic over the processor interface links
- Determine if it is necessary to perform load balancing
- Identify defective processor interface links



NOTE:

The three processor occupancy commands described earlier may (depending upon the application) indicate the switch is running at capacity, in keeping with user perceptions. However, these commands, with the exception of pointing to a call overload, do not provide any extra information as to why it is running at capacity. This command provides additional insight into how the processor interface links affect occupancy (for example, link overload, link transmission problems, and so on.).

Processor Occupancy Communications Link Measurements Report

Command

To display the Processor Occupancy Communications Link Measurements report:

1. Type **list measurements communications-links <1-8/9-16/17-24/25> [print/schedule]** and press RETURN.

Required fields: There is one required field for this command—**1-8/9-16/17-24/25**. Enter the range of links you want to display.

Options: The **print** and **schedule** options are available for this command.

Screen

[Screen 4-6](#) and [Screen 4-7](#) show typical output for the Processor Occupancy Communication Link Measurements report. The time and date the report is requested displays at the top right. [Table 4-3](#) describes the data fields presented in the Processor Occupancy Communications Link Measurements report.

list measurements communications-links 1-8
Switch Name: Cust_Switch_Name

Date: 1:55 pm TUE JUL 31, 1990

Page 1

COMMUNICATION LINK MEASUREMENTS								
Meas	Link	Link	Link	Link	Link	Link	Link	Link
Hour	1	2	3	4	5	6	7	8
1200	10471	576	24	4	0	40	2	0
1100	13764	612	24	14	0	313	4	0
1000	12217	550	24	4	0	36	9	0
900	12365	601	26	4	0	32	2	0
800	12630	559	28	4	0	36	4	0
700	12714	412	24	4	0	36	4	0
600	12531	299	24	4	0	40	4	0
500	12407	352	24	4	0	42	2	0
400	12173	311	34	4	0	32	2	0
300	12121	301	24	4	0	36	4	0
200	12561	412	24	4	0	36	4	0
100	12501	478	24	4	0	36	2	0

press CANCEL to quit -- Press NEXT PAGE to continue

Screen 4-6. Processor Occupancy Communication Measurement Report — Page 1

list measurements communications-links 1-8
Switch Name: Cust_Switch_Name

Date: 1:55 pm TUE JUL 31, 1990

Page 2

COMMUNICATION LINK MEASUREMENTS								
Meas	Link	Link	Link	Link	Link	Link	Link	Link
Hour	1	2	3	4	5	6	7	8
0	12460	345	28	4	0	44	4	0
2300	12413	301	28	4	0	44	4	0
2200	12313	267	24	4	0	26	4	0
2100	12526	472	26	4	0	32	4	0
2000	12297	376	71	4	0	36	4	0
1900	12330	321	24	13	0	32	4	0
1800	12210	283	24	4	0	36	2	0
1700	12549	356	24	4	0	40	2	0
1600	12361	519	34	4	0	23	2	0
1500	12384	494	24	4	0	29	2	0
1400	12422	0	24	4	0	16	2	0
1300	12318	0	26	4	0	32	2	0

Command successfully completed
Command:

Screen 4-7. Processor Occupancy Communication Measurement Report — Page 2

The Processor Occupancy Communication Link Measurements reports for each customer application varies significantly since a particular link on one switch may serve a different function than the same link for another switch. Furthermore, what is considered to be normal link traffic for one service (for example, DCS) may

vary widely from what is considered to be normal link traffic for another service (for example, CMS). Therefore, it is recommended the customer obtain a printed report of what is deemed to be normal traffic (for each switch) and use that report for comparison purposes.

This report is of significant value in determining the long term impact processor link traffic has on processor occupancy. The report can also be used to identify certain types of link failure (for example, total failure at 1400 hours on link 2 [on Page 2]). However, since the report summarizes data at 1-hour time intervals, some types of intermittent problems are not easily recognized with this report. Intermittent transmission problems may be more easily identified by reviewing the software error log.

Table 4-3. Communications Link Measurements Report

Field	Description
Meas Hour	<i>Measurement Hour.</i> The starting time (using 24-hour clock) of the hour during which the data is recorded. Data is listed beginning with the most recently completed hour and extending back for 24-hour intervals.
Link #	<i>Link Number.</i> The links are identified by numbers 1 through 8, 9 through 16, 17 through 24, or 25. The numbers in each column represent the number of messages traversing the link. Once a link is established and traffic begins flowing over it, the messages are counted automatically; no command is required.

Mapping Links to Applications

Command

To see what applications are running on the links:

1. Type **display communications-interface links** and press RETURN.

Screen

[Screen 4-8](#) shows typical output for the Processor Occupancy Interface Links report for the G3r, G3si and G3csi systems. [Table 4-4](#) describes the data fields presented in the Processor Occupancy Interface Link report.

display communication-interface links								SPE B
INTERFACE LINKS								
Link	Enable	Est Conn	Ext	Type	Destination Number	DTE DCE	Conn Mod.	Name
1:	n	n						
2:	n	n	25902	BX25		DTE		proc 02 - audix
3:	n	n						
4:	y	y	25904	BX25	28007	DTE		proc 04
5:	n	n						
6:	n	n						
7:	n	n						
8:	n	n						

Screen 4-8. Processor Occupancy Interface Links report

Table 4-4. Processor Occupancy Interface Links report

Field	Description
Link	A display-only field. Indicates the interface link number that connects to another node in a DCS network, a Message Server, CMS, ISDN Gateway, or AUDIX. Interface Links always terminate on a port in a PGATE circuit pack for R5r and later configurations or on the PI circuit pack for R5si configurations
Enable	A display-only field. Indicates whether the link is enabled.
Est Conn	<i>Establish Connection.</i> A display-only field. This field displays a y when the system is responsible for any part of the call setup required for the link between the system and the far-end data module.
Ext	<i>Extension.</i> A display-only field. This is the data extension assigned on the Processor Interface Data Module screen. If the data module has not been administered, this field will be blank.
Type	A display-only field. Displays the protocol type that is to be established on the link. Valid entries are BX25 , and isdn .
Destination Number	A display-only field. Displays either external , switched , TAC , or eia if the system is involved in establish any part of the connection.
DTE DCE	A display-only field. Specifies either DTE or DCE to define the type of interface. This field only contains information if the Type field is BX25. If one endpoint of a link is DTE, then the other must be DCE, and vice versa.
Conn Mod.	<i>Connected Data Module.</i> A display-only field. This is the data module extension to which the link connects.
Name	A display-only field. Displays the 15-character name for the link (for identification purposes only). It may be used to identify the destination machine.

Data Analysis Guidelines

The following guidelines are intended to show an easy method for determining whether currently reported data is acceptable or not. These guidelines represent the minimum you should do to verify the recorded measurement values are consistent with expected and historic values. Perform additional checks as necessary.

To check the acceptability of hourly data, verify the system clock was not changed during the measurement hour. If the system clock was changed, the Minutes field displays double asterisks (for example, 11 **).

During a partial system reset (for example, 1 or 2 or Cold 1 or Cold 2) the measurement data is retained for the affected time interval. However, during a full system reset (for example, 3, 4, or 5) the measurement data is not retained for the affected time interval.

Analyzing the Data

In order to calculate the measured BHCC, use the summary report to collect measurement data. Subsequently, record data for the identified peak hour on Worksheet 5. After recording four weeks of data, calculate the column averages and record the averages in the appropriate row and column at the bottom of Worksheet 5.

NOTE:

Before recording each day's data review the whole day in order to ensure the peak hour is not the result of an abnormality (for example, caused by a snow storm, and so on). If you determine the peak hour is the result of an abnormality, disregard that day's data. Additionally, the weeks you select to record data from should NOT be times of slack business activity. Furthermore, the weeks should NOT be four consecutive weeks; but should be the weeks from two or more months of normal business activity.

["WORKSHEET 5"](#) in [Appendix A, "Blank Worksheets"](#) provides space to record seven-day-per-week data. If your application is a five-day operation, data should only be recorded for the five days (Monday through Friday). When averaging the data, take care to only divide by the number of days that data was actually recorded (for example, 20 or 28).

Table 4-5. Procedures for Calculating Processor Occupancy

Step	Description
Step 1.	Is there available sufficient Processor Occupancy to grow the switch? ■ If the sum of Call Processing Occupancy plus Static Occupancy is greater than 70 percent, there is no room to grow and no need to complete Steps 2 through 7. ■ If the sum of Call Processing Occupancy plus Static Occupancy is less than 70 percent, continue with the following steps.
Step 2.	Calculate the Usage Profile. Use the four-week average data (obtained from your completed copy of Worksheet 5) to solve the following equations. $\% \text{ INTCOM} = \frac{\text{Int Atmpt}}{\text{Total Atmpt}} \times 100$ $\% \text{ INC} = \frac{\text{Inc Atmpt}}{\text{Total Atmpt}} \times 100$ $\% \text{ OUT} = \frac{\text{Out Atmpt}}{\text{Total Atmpt}} \times 100$ $\% \text{ PNET} = \frac{\text{Pnet Atmpt} - \text{Tandem Calls}}{\text{Total Atmpt}} \times 100$

Continued on next page

Table 4-5. Procedures for Calculating Processor Occupancy — *Continued*

Step	Description
Step 3.	Determine the Traffic Application. Is the traffic application ICM/CMS, or CallVisor ASAI/OCM. You can make this determination based on the type of business served by the switch, the percentages of incoming and outgoing traffic, and personal knowledge of which features in use. For example, a General Business application has a more even (in terms of incoming, outgoing, and intercom) distribution of traffic. An ICM/CMS application has a high percentage of incoming calls and also provide those features specific to ACD or Call Vectoring. Some of these include agent and trunk tracking capability (for example, CMS or BCMS), recurring announcements, and so on. If the switch supports more than one traffic application (for example, ICM/CMS as the primary and General Business as the secondary), then the processor occupancy required for the primary application must be determined first and then the remainder is available for the secondary application.  NOTE: This document describes the method for calculating the BHCC for a simple General Business traffic application. Those switches that provide the DCS, CMS, BCMS, and/or ISDN-PRI feature(s) are termed complex and the Design Center must be consulted in order to calculate their BHCC. All ICM (ACD and Call Vectoring), ASAI/OCM, and vectoring and interflow/traffic applications are also termed complex and currently are only evaluated by the Design Center. For more information, contact your Account Team.
Step 4.	Determine the maximum number of calls the switch should be able to complete in one hour. In order to make this determination, to the configuration guidelines for the switch.

Continued on next page

Table 4-5. Procedures for Calculating Processor Occupancy — Continued

Step	Description
Step 5.	Determine the normal calling rate for the given level of occupancy. a. Calculate how many completed calls the switch makes for the given level of occupancy. This number is referred to as Calls predicted. $Calls\ Predicted = \frac{Static\ Occ + CP\ Occ}{70} \times BHCC$  NOTE: 1) The divisor number, 70, is the constant from Step 1 and refers to the percentage of the processor used by call processing. 2) The number for BHCC is the number that is obtained in Step 4. b. Compare the Calls Predicted number to the four-Week average Total Calls field on Worksheet 5. $Calls\ Predicted < Total\ Calls$ or $Calls\ Predicted > Total\ Calls$ c. If the Calls Predicted number is less than the Total Calls number, then either the customer has a low feature usage rate or is completing more than 70 percent of calls. Therefore, if additional capacity is used in the same way, the following predictions should provide reliable results. If the Calls Predicted number is greater than the Total Calls number, then either the customer has a high feature usage rate or is completing less than 70 percent of calls. Therefore, care must be taken in predicting how many additional calls can be supported.  NOTE: If the Calls Predicted number equals or approximately equals the Total Calls number, then the customer is using the switch in a typical manner.

Table 4-5. Procedures for Calculating Processor Occupancy — Continued

Step	Description
Step 6.	Determine how many additional calls the switch can complete. The number of additional calls can be calculated with the following equation. $\text{Number of Additional Calls} = \frac{\text{Total Calls (4 Week Avg)}}{\text{Static Occ} + \text{CP Occ}} \times (\text{Idle Occ} - 15)$
Step 7.	Determine how many additional extensions can be added. $\text{Additional Extensions} = \frac{\text{Number of Additional Calls}}{\text{Average Number of Calls per Extension}}$  NOTE: The Average Number of Calls per Extension depends on the traffic application and other customer-specific operating techniques. If this measurement is not known, then you may use 4.05 (a typical figure for a General Business traffic application).

Security Violations Reports

5

This chapter describes the Security Violations Reports. There are six security violation reports — a detail report, a summary report, and four status reports. These reports show system management logins, and attempts to use station security codes, authorization codes, and remote access barrier codes. They also provide information about attempts to access the system made within a given time frame.

Security Violations Summary Report

The system generates a Security Violations Summary Report that displays valid and invalid access attempts, and security violations in each of the categories measured (login, authorization code, barrier code, and station security code).

Commands

Commands are available to display or clear the Security Violations Summary report.

To display the summary report:

1. Type **list measurements security-violations summary [print/schedule]** and press RETURN.

To reset all counters of the Security Violations reports to zero:

- 1. Type **clear measurements security-violations** and press RETURN.

NOTE:
The Security Violations Summary Report accumulates data until it is cleared. This report *will* overflow; therefore, review and clear it at least once a month.

Options: The options **print** and **schedule** are available for these commands.

Screen

[Screen 5-1](#) displays a typical Security Violations Summary Report. The report header lists the switch name and date and time the report is requested. [Table 5-1](#) describes the data presented in the Security Violations Summary Report.

Switch Name:_____		Date: xx:xx am DAY MON xx, 19xx							
SECURITY VIOLATIONS SUMMARY REPORT									
Counted Since: xx:x am DAY MON xx,19xx									
Barrier Codes		Station Security Codes			Authorization Codes				
-----		-----			-----				
		Origination			Remote				
		Station	Trunk	Total	Station	Trunk	Access	Attd	Total
Valid	0	1	2	3	0	0	0	0	0
Invalid	0	4	6	10	0	0	0	0	0
Sec Viol	0			3					0
Port Type	Successful Logins	Invalid Attempts	Invalid IDs	Forced Disconnects	Login Security Violations		Trivial Attempts		
SYSAM-LCL	0	0	0	0	0		0		
SYSAM-RMT	0	0	0	0	0		0		
MAINT	0	0	0	0	0		0		
SYS-PORT	0	0	0	0	0		0		
Total	0	0	0	0	0		0		

Screen 5-1. Security Violations Summary Report

Table 5-1. Security Violations Summary Report

Field	Description
Counted Since	The time at which the counts above were last cleared and started accumulating again, or when the system is initialized.
Barrier Codes	The total number of times a user entered a valid or invalid remote access barrier code, and the number of resulting security violations. Barrier codes are used with remote access trunks. An inexplicable, significant increase in valid barrier code use could indicate the barrier code has been compromised. A marked increase in this number of invalid codes may indicate someone is <i>attempting</i> to break into your system. If you have just administered a new barrier code, or a barrier code expired recently, it may indicate people are making honest mistakes. Suggested Action: Delete or change the barrier code if you suspect it has been compromised.
Station Security Code Origination/Total	The number of calls originating from either stations or trunks that generated valid or invalid station security codes, the total number of such calls, and the number of resulting security violations. A dramatic increase in the number of either valid or invalid attempts may be cause for alarm. Unless recording of TTI/PSA events is turned off, they appear in the history log. If usage does not seem legitimate, security codes and/or classes of service should be changed.

Continued on next page

Table 5-1. Security Violations Summary Report — Continued

Field	Description
Authorization Codes	The number of calls, by origination, that generated valid or invalid authorization codes, the total number of such calls, and the number of resulting security violations. Calls are monitored based on the following origination types: ■ Station ■ Trunk (other than remote access) ■ Remote Access ■ Attendant If valid authorization code usage increases dramatically, you should investigate. Someone may have obtained valid codes; on the other hand, it may turn out that a number of new, legitimate users have come onto the system. If invalid authorization code usage increases dramatically, you should investigate. Someone may be trying to break into your system. However, a legitimate explanation may be that authorization codes have recently been changed and users are making some honest mistakes. <i>If you suspect Authorization Codes have been compromised, change them.</i>

Continued on next page

Table 5-1. Security Violations Summary Report — Continued

Field	Description
Port Type	The type of port used by the measured login process. If break-ins are occurring at this level, the offender may have access to your system administration. This is an extremely dangerous situation. On the G3r, port types can be: ■ <i>SYSAM-LCL (SYSAM Local Port.):</i> This port on the SYSAM board is typically used as the local connection to the management terminal. It is located in the switch room. ■ <i>SYSAM-RMT (SYSAM Remote Port.):</i> The dial-up port on the SYSAM board is typically used by services for remote maintenance and is also used by the switch to call out with alarm information. If system break-ins are made or attempted using this port, the offender is someone who has the dial-up number. ■ <i>MAINT:</i> These ports on the Expansion Port Networks maintenance boards are typically used as local connections for on site maintenance performed by services. If system break-ins are made or attempted using this port, the offender is someone who works in the building. ■ <i>SYS-PORT (System Ports):</i> These ports are accessed by dial-up through the TDM bus.
	On the G3si, port types can be: ■ <i>MGR1:</i> The dedicated system administration terminal connection. ■ <i>NET:</i> The network controller dial-up ports. ■ <i>EPN:</i> The EPN maintenance EIA port. ■ <i>INADS:</i> The Initialization and Administration System port.
Total	Measurements totaled for all the above port types.
Successful Logins	The total number of successful logins into SM (that is, the login ID and the password submitted were valid) for the given port type.

Continued on next page

Table 5-1. Security Violations Summary Report — Continued

Field	Description
Invalid Login Attempts	The total number of login attempts where the attempting party submitted an invalid login ID or password while accessing the given port type.  NOTE: Look for numbers significantly higher than normal. Invalid attempts do not include cases where a user makes several attempts to logon and is successful on the second or third attempt. (A user is given three tries at logging on before disconnected.)
Invalid Login IDs	The total number of unsuccessful login attempts where the attempting party submitted an invalid login while accessing the given port type.
Login Forced Disconnects	The total number of login processes disconnected automatically by the switch because the threshold for consecutive invalid login attempts was exceeded for the given port type. The threshold is three attempts.
Login Security Violations	The total number of login security violations for the given port type. As with barrier code attempts, the user can define the meaning of a security violation by setting two parameters administratively: 1. The number of unsuccessful logins 2. The time interval A login security violation notification is sent to the attendant console or a station with a display when the number of unsuccessful logins is exceeded within the administered interval of time.
Login Trivial Attempts	The total number of times a user connected to the system and gave no input to the login sequence. A large number of trivial attempts could mean that the dial-up numbers were accidentally distributed to the wrong personnel.

Security Violations Detail Report

The Security Violations Detail Report provides system management login data per login identification. It relates only to system administration.

NOTE:

If you recently added login IDs, these do not appear in the detail report (either as successful or not) until the next hourly update or until you enter the clear measurements security violations command. Similarly, logins that you remove and are subsequently used in login attempts, are included in the Security Violations Detail Report until the next hourly update or until you enter the clear measurements security violations command.

Commands

Commands are available to display or clear the Security Violations Detail and Summary reports.

To display the detail report:

1. Type **list measurements security-violations detail [print/schedule]** and press RETURN.

To reset all counters of the Security Violations reports to zero:

1. Type **clear measurements security-violations** and press RETURN.

NOTE:

The Security Violations Summary Report accumulates data until it is cleared. This report *will* overflow; therefore, review and clear it at least once a month.

Options: The options **print** and **schedule** are available for these commands.

Screen

[Screen 5-2](#) shows typical output for the Security Violations Detail Report for G3r systems. [Table 5-2](#) describes the data fields presented in the Security Violations Detail Report.

list measurements security-violations detail

Switch Name: Definity In-House

Counted Since: 9:42 am TUE OCT 15, 19xx

Successful

Invalid

Logins

Passwords

Page 1 SPE A

Date: 1:21 pm MON OCT 21, 19xx

SECURITY VIOLATIONS DETAIL REPORT

Login ID	Port Type	Logins	Passwords
init	SYSAM-LCL	6	0
	SYSAM-RMT	0	0
	MAINT	0	0
	SYS-PORT	191	3
	Total	197	3
inads	SYSAM-LCL	0	0
	SYSAM-RMT	11	1
	MAINT	0	0
	SYS-PORT	22	1
	Total	33	2

press CANCEL to quit -- press NEXT PAGE to continue

Screen 5-2. Security Violations Detail Report

Table 5-2. Security Violations Detail Report

Field	Description
Login ID	The login identification submitted by the party attempting to login. Login IDs include the valid system login IDs.  NOTE: If you see a large number of invalid attempts where an invalid ID is used, this may indicate unauthorized use by an individual who does not have access to valid login IDs. On the other hand, if the invalid attempts involve invalid passwords being used, whoever is trying to break in does know the ID. Review the Valid ID attempts to see which ones had invalid passwords connected with them.
Port Type	The type of port where login attempts were made. G3r: ■ SYSAM-LCL (SYSAM Local Port): This port on the SYSAM board is typically used as the local connection to the management terminal. It is located in the switch room. ■ SYSAM-RMT (SYSAM Remote Port): The dial-up port on the SYSAM board is typically used by services for remote maintenance and is also used by the switch to call out with alarm information. ■ MAINT: These ports on the Expansion Port Networks maintenance boards are typically used as local connections for on-site maintenance performed by services. ■ SYS-PORT (System Ports): These ports are accessed by dial-up through the TDM bus. G3si: ■ MGR1: The dedicated system administration terminal connection. ■ INADS: The Initialization and Administration System port ■ EPN: The EPN maintenance EIA port. ■ NET: The network controller dial-up ports.
Successful Logins	Total number of times a login is used successfully to log into the system for the given port type.
Invalid Passwords	The total number of login attempts where the attempting party submitted an invalid password for the given port type and login ID.

Security Violations Status Reports

The security violations reports provide current status information for Login, Remote Access (barrier code), or Authorization Code or Station Security Code violation attempts. The data displayed by these reports is updated every 30 seconds. A total of 16 entries is maintained for each type of violation. The oldest information is overwritten by new entries at each 30-second update. The security violations report is divided into four distinct reports:

- Login Violations
- Remote Access Barrier Code Violations
- Authorizations Code Violations
- Station Security Code Violations

Login Violations

To determine login violations, the system monitors the following ports:

- System administration terminal connected within 50 feet of the system cabinet
- Customer Support Service Organization (CSSO)
- Dial-up ports that use the switch fabric. These are normally used by CSSO.
- Expansion Port Networks (EPN) Maintenance Ports. These ports are typically used as local connections by services for on site maintenance.

Command

To access Monitor Security Violations reports:

1. Type **monitor security-violations <login/remote-access/authorization-code/station-security-code>** and press RETURN.

Screens

This section describe each of the above possible reports (login, remote access, authorization code, and station security code) and describes the data fields presented in each report.

Security Violations Status—
Login Violations report

[Screen 5-3](#) shows typical output for the Security Violations Status—Login Violations report. [Table 5-2](#) describes the data fields presented in the Security Violations Status—Login Violations report.

monitor security-violations login				

SECURITY VIOLATIONS STATUS				
Date: NN:nn DAY MON nn 199n				
LOGIN VIOLATIONS				
Date	Time	Login	Port	Ext
01/08	07:51	root	NET-1	4030
01/08	07:51	admin	NET-1	4030
01/07	07:52	cust	rcust	MGR1

Screen 5-3. Security Violations Status— Login Violations report (G3si)

Table 5-3. Login Violations report

Field	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
Login	The login string entered as part of the invalid login attempt. An invalid password may cause an invalid attempt. Entry of an invalid password results in an invalid login attempt. In this case the valid login ID associated with the attempt is displayed.
Port Type (G3r) Port (G3si)	The port on which the failed login session is attempted.
Ext	This field is present only on reports from G3si systems. The extension assigned to the network controller board on which the failed login session is attempted. It contains an entry only if the System Administrator's management terminal is administered through a network controller port. This field is not present on reports produced by the G3r.

Security Violations Status— Remote Access
Barrier Code Violations report

[Screen 5-4](#) shows typical output for the Security Violations Status—Remote Access Barrier Code Violations report. [Table 5-4](#) describes the data fields presented in the Security Violations Status—Remote Access Barrier Code Violations report.

```
-----
monitor security-violations remote-access
-----
                        SECURITY VIOLATIONS STATUS
                        Date:  NN:nn DAY MON nn 199n

                        REMOTE ACCESS BARRIER CODE VIOLATIONS

Date    Time    TG No   Mbr    Ext   Bar-Cd    CLI/ANI
01/08   10:55   31      5     4050  1030     2025551234
01/08   10:54   31      1     4050  2345     5559876

-----
-----
```

Screen 5-4. Remote Access Barrier Code Violations report

Table 5-4. Remote Access Barrier Code Violations

Field	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
TG No	<i>Trunk Group Number.</i> The number of the remote access trunk group over which the barrier code is sent.
Mbr	<i>Trunk Group Member.</i> The number of the remote access trunk group member over which the barrier code is sent.
Ext	<i>Extension.</i> The extension used to interface with the Remote Access feature.
Bar -Cd	<i>Barrier Code.</i> The incorrect barrier code that resulted in the invalid attempt.
CLI/ANI	<i>Calling Line Identifier/Automatic Number Identification.</i> The calling line identifier or automatic number identification, when available on the incoming message, of the party making the invalid attempt.

Security Violations Status—Authorization
Code Violations report

[Screen 5-5](#) shows typical output for the Security Violations Status—Authorization Code Violations report. [Table 5-5](#) describes the data fields presented in the Security Violations Status—Authorization Code Violations report.

monitor security-violations authorization-code

SECURITY VIOLATIONS STATUS
Date: NN:nn DAY MON nn 199n

AUTHORIZATION CODE VIOLATIONS

Date	Time	Originator	Auth-Cd	TG No	Mbr	Bar-Cd	Ext	CLI/ANI
01/07	08:33	STATION	1234567				84321	
01/06	07:32	TRUNK	1233555	35	14			3035551234
01/03	14:22	REM ACCESS	2222	31	3	3295912		5556789
12/25	16:45	ATTENDANT	1212111				84000	

Screen 5-5. Authorization Code Violations report

Table 5-5. Authorization Code Violations report

Field	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
Originator	The type of resource from which the invalid access attempt originated. Originator types include: ■ Station ■ Remote Access (when the invalid authorization code is associated with an attempt to invoke the Remote Access feature). ■ Attendant
Auth-Cd	<i>Authorization Code.</i> The invalid authorization code entered.
TG No	<i>Trunk Group Number.</i> The trunk group number of the trunk where the attempt originated. It appears only when the originator type is “trunk” or “remote access” and an invalid authorization code is entered.
Mbr	<i>Trunk Group Member.</i> The number of the trunk in the trunk group where the attempt originated.
Bar -Cd	<i>Barrier Code.</i> The valid barrier code entered with the invalid authorization code. It appears only when an authorization code is required to invoke Remote Access, following entry of the barrier code.
Ext	<i>Extension.</i> The extension associated with the station or attendant originating the call. It appears only when authorization code is entered from the station or attendant console.
CLI/ANI	<i>Calling Line Identifier/Automatic Number Identification.</i> The calling line identifier or automatic number identification, when available on the incoming message, of the party making the invalid attempt.

Security Violations Status—Station Security Code
Violations report

[Screen 5-6](#) shows typical output for the Security Violations Status—Station Security Code Violations report. [Table 5-6](#) describes the data fields presented in the Security Violations Status—Station Security Code Violations report.

```
-----
monitor security-violations station-security-codes
-----

      SECURITY VIOLATIONS STATUS
Date:  NN:nn DAY MON nn 199n

      STATION SECURITY CODE VIOLATIONS

Date   Time   TG No   Mbr   Port/Ext   FAC   Dialed Digits
01/07  08:33           6       2           123   3001#12345678#
01/01  07:32           01A0301  135   3001#87654321#
01/03  14:22       3       6           124   #5551234#
12/25  16:45           88888   127   980765432112345

-----
-----
```

Screen 5-6. Station Security Code Violations report

Table 5-6. Station Security Code Violations report

Field	Description
Date	The date the attempt occurred.
Time	The time the attempt occurred.
TG No	<i>Trunk Group Number.</i> The trunk group number associated with the trunk where the attempt originated.
Mbr	<i>Trunk Group Member.</i> The trunk group member number associated with the trunk where the attempt originated.
Port/Ext	<i>Port/Extension.</i> The port or extension associated with the station or attendant originating the call.
FAC	<i>Feature Access Code.</i> The feature access code dialed that required a station security code.
Dialed Digits	The digits the caller dialed when making this invalid attempt. This may allow judgement as to whether the caller is actually trying to break in to the system, or is a legitimate user making typographical mistakes.

History Reports

6

History Reports

This chapter describes the History (recent changes) and Access Security Gateway Session History reports.

You can view or print a History report of the most recent administration and maintenance changes. The History report also lists each time a user logs in or off the system. This report is used for diagnostic, information, or security purposes.

The system maintains a log in a software buffer of the most recent administration and maintenance commands. This log is called the transaction log. Commands must be data affecting and successfully entered to save in the transaction log. The data-affecting commands are called data commands.

The transaction log displays or prints as the History report when you enter the **list history** or **list history print** command at the management terminal or a remote terminal. This report can be generated by any login with display administration and maintenance-data permissions.

You can also view or print an Access Security Gateway Session History report of all session establishment and rejection events associated with users accessing the system administration and maintenance interface through Access Security Gateway (ASG). This report contains the last 500 session log entries for the G3si and 1250 session log entries for the G3r.

The Access Security Gateway Session History report displays or prints when you enter the **list asg-history** or **list asg-history [print/schedule]** command. This report can only be generated by a login with the super-user permissions.

Data Commands

With the exception of login and logoff, only those administration and maintenance commands that change the data state associated with any object and qualifier are maintained in the transaction log.

For example, the **list change station 3600** command changes the state of the translation data and so is classified as a data command and entered in the log. However, the command **display station 3600** does not change the state of the translation data and is not entered in the log.

The following commands are classified as data commands and are saved in the transaction log:

- add, change, remove, duplicate
- backup
- busyout, release
- cancel
- clear
- configure
- enable, disable
- format
- login/logoff
- mark
- recycle
- refresh
- restart
- save
- set, reset
- start
- test
- upgrade
- wp (write physical)

The following commands are *not* classified as data commands and are *not* saved in the transaction log:

- copy
- download
- get
- list, display, status
- load, restore
- monitor
- rp (read physical)
- upload

History Report

The History report contains associated data saved in the transaction log for every data command. This data includes:

- Date and Time
- Port
- Login
- Action, Object, and Qualifier

Command

The History report displays or prints data commands in last in, first out order.

To display the History report:

1. Type **list history** and press RETURN.

To print the History report:

1. Type **list history print** and press RETURN.

Screen

[Screen 6-1](#) shows typical output for the History report. [Table 6-1](#) describes the data fields presented in the History report.

HISTORY						
Date of Loaded Translation: 9:53pm Wed Jul 13, 1994						
Date	Time	Port	Login	Actn	Object	Qualifier
07/18	12:34	1A0301	tti-m	cha	station	4000
07/18	12:23	1B0401	psa-a	cha	station	4003
07/16	09:44	2B0608	tti-s	cha	station	4003
07/16	09:22	1D0708	psa-d	cha	station	4055
07/15	15:25	EPN	cust	cha	station	507
07/15	15:19	NET	cust	cha	system-param	features
07/15	15:18	NET	inads	dup	station	20001 start 30001 call count 8
07/15	15:16	EPN	cust	add	station	507
07/15	15:15	EPN	ncust	logn		
07/15	15:09	NET	cust	add	station	505
07/15	15:06	NET	cust	cha	station	504
07/15	15:04	EPN	cust	add	station	504
07/15	15:02	NET	cust	add	station	503
07/15	15:01	NET	cust	add	station	502
07/15	14:56	NET	cust	add	station	501
07/15	14:23	EPN	cust	cha	dialplan	

Screen 6-1. History report

Table 6-1. History report field descriptions

Field	Description
Date of Loaded Translation	The time and date the translation is saved on tape. When a translation is saved on tape, by entering the save translation command, the time and date of the save is logged on the tape. Whenever the system is cold started or rebooted, the transaction log is loaded from the tape and the time and date are included on the History Report, for example, "9:53 pm Wed Jul 13, 1994."
Date	The date the data command is entered (for example, 07/18).
Time	The time the data command is entered (for example, 12:34).
Port	The port, or group of ports, to which the user is connected. Users are grouped as follows: G3csi and G3si Port Types ■ MGR1 - direct system access port connection ■ INADS - dial up port ■ EPN - Expansion Port Network connection ■ NET - Network Controller incoming/outgoing system access port ■ PHONE - local extension G3r Port Types ■ SYSAM-LCL - direct system access port connection ■ SYSAM-RMT - dial up port ■ MAINT - maintenance board RS-232 connection ■ SYS-PORT - incoming/outgoing system access port ■ PHONE - local extension G3csi, G3si, and G3r Port Types XXXXXX - actual psa/tti port (for example, 1A0301) the phone is either seperating from or merging to.

Table 6-1. History report field descriptions

Field	Description
Login	The system login of the user entering the data command (for example, cust). If the port type is a psa/tti port, the cooresponding login will be one of the following: ■ psa-a—psa associate ■ psa-d—psa disassociate ■ tti-m—tti merge ■ tti-s—tti seperate Note that these logins associated with the port type will not appear on the Login report.
Action	The first command word entered—specifies the operation to be performed.
Object	The second command word or words entered—specifies the object to be acted on (for example station, trunk group).
Qualifier	The third command word or words entered—one or more words or digits used to further identify or complete the object (for example, 1120 [the station number]).

Access Security Gateway Session History Report

The Access Security Gateway Session History report logs all session establishment and rejection events associated with users accessing the system administration and maintenance interface through Access Security Gateway (ASG). This report emulates the data provided in the DEFINITY ECS History report, and also contains information on whether the session was accepted or rejected by ASG, and if rejected, the reason for the rejection.

This report is accessible only if, on the System-Parameters Customer-Options screen, the Access Security Gateway (ASG) field is set to y.

Command

To display the Access Security Gateway Session History report:

1. Type **list asg-history** and press return.

- To print the Access Security Gateway Session History report:
1. Type **list asg-history [print/schedule]** and press return.
- Options: The **print** and **schedule** options are available with this command.

Screen

[Screen 6-2](#) shows typical output for the Access Security Gateway Session History report. [Table 6-2](#) describes the data fields presented in the Access Security Gateway Session History report.

ACCESS SECURITY GATEWAY SESSION HISTORY				
Date	Time	Port	Login	Status
01/06	12:45	SYSAM-RMT	csand	AUTHENTICATED
01/05	01:32	SYSAM-LCL	jsmith	REJECT-BLOCK
01/05	12:33	SYSAM-RMT	ajones	REJECT-EXPIRE
01/03	15:10	SYSAM-RMT	swrigh	REJECT-PASSWORD
01/02	08:32	SYSAM-LCL	jsmith	REJECT-INVALID
01/02	07:45	SYSAM-RMT	mehrda	REJECT-RESPONSE

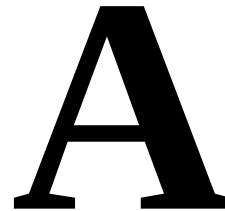
Screen 6-2. Access Security Gateway Session History report

Table 6-2. Access Security Gateway History report field descriptions

Field	Description
Date	Indicates the date of the session establishment or rejection. The date displays in the mm/dd format where mm = month and dd = day.
Time	Indicates the time of the session establishment or rejection. The time displays in the hh:mm format where hh = hour and mm = minute.
Port	Indicates the port mnemonic associated with the port on which the session was established or rejected. The port mnemonics for G3r systems are SYSAM-LCL, SYSAM-RMT, MAINT, and SYS-PORT. For G3si systems, they are MRG1, INADS, NET, and EPN.
Login	Indicates the alphanumeric login string entered by the user and associated with the session establishment or rejection.
Status	Indicates the code showing whether the session was established or rejected and, if rejected, the reason for the rejection. The following is a list of the possible status values: ■ AUTHENTICATED—User authentication and session establishment. ■ REJECT-BLOCK—User rejected because the Blocked field associated with the login ID is set to y. ■ REJECT-EXPIRE—User rejected because access restriction based on the Expiration Date criteria detected. ■ REJECT-INVALID—User rejected because the user-supplied login ID did not match any of the administered login IDs. ■ REJECT-RESPONSE—User rejected because the user-supplied response to the system challenge not valid. ■ REJECT-RESTRICT—User rejected because access restriction based on either the Day of Week or Time of Day criteria detected. ■ REJECT-SESSIONS—User rejected because access restriction based on the Number of Sessions criteria detected.

6	History Reports	
	Access Security Gateway Session History Report	6-8

Blank Worksheets



Worksheets serve as the suggested means for collecting data for historical comparison purposes. To obtain information on how to use these forms, refer to ["Data Analysis Guidelines"](#) for the corresponding measurements report. Make as many copies of these forms as you need for your data collection and analysis.

WORKSHEET 1

ATTENDANT GROUP DATA WORKSHEET

System ID:				Location: Group Size:										Week No. and Date
Day of Week	Report Type*	Meas Hour	Calls Ans	Calls Aband	Calls Queued	Calls H-Abd	Calls Held	Time Avail	Time Talk	Time Held	Time Abd	Speed of Answer		
M														
T														
W														
T														
F														
S														
S														
M														
T														
W														
T														
F														
S														
S														
M														
T														
W														
T														
F														
S														
S														
M														
T														
W														
T														
F														
S														
S														

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak.

WORKSHEET 2

ARS/AAR ROUTING PATTERN DATA WORKSHEET

System ID:		Location:				Report Type = Yesterday *						
Route-Pattern No:		Queue Size:				% of Calls Carried						Week No. and Date
Day of Week	Total Calls Offered	Calls Carried	Calls Blocked	Calls Queued	Queue Overflow	Pref 1	Pref 2	Pref 3	Pref 4	Pref 5	Pref 6	
M												
T												
W												
T												
F												
S												
S												
M												
T												
W												
T												
F												
S												
S												
M												
T												
W												
T												
F												
S												
S												
M												
T												
W												
T												
F												
S												
S												

* Use “Yesterday’s report” for the full day route-pattern measurement.

WORKSHEET 3

HUNT GROUP DATA WORKSHEET

System ID:
Group ID:

Location:
Group Size:
Queue Size:

Group Name:
Group Type:

Day of Week	Report Type*	Meas Hour	Total Usage	Calls Answered	Calls Abandoned	Calls Queued	Speed of Answer	Week No. and Date
M								
T								
W								
T								
F								
S								
S								
M								
T								
W								
T								
F								
S								
S								
M								
T								
W								
T								
F								
S								
S								
M								
T								
W								
T								
F								
S								
S								

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak

WORKSHEET 4

TRUNK GROUP DATA WORKSHEET

System ID:
Group No:

Location:
Group Size:
Queue Size:

Group Type:
Group Dir:

Day of Week	Report Type*	Meas Hour	Total Usage	Total Seize	Inc. Seize	Grp Ovfl	Calls Qued	Que Ovfl	Que Abd	Out Serv	% ATB	% Out Blk	Week No. and Date
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak

WORKSHEET 5

WIDEBAND TRUNK GROUP DATA WORKSHEET										
System ID: Group No:				Location: Group Size:						Service Type: Group Dir:
Day of Week	Report Type*	Meas Hour	Total Usage	Total Seize	Inc. Seize	Grp Ovfl	Out Serv	% ATB	% Out Blk	Week No. and Date
M										
T										
W										
T										
F										
S										
S										
M										
T										
W										
T										
F										
S										
S										
M										
T										
W										
T										
F										
S										
S										
M										
T										
W										
T										
F										
S										
S										

* Report Type: LH for last hour, TP for today's peak, or YP for yesterday's peak

WORKSHEET 6

PROCESSOR OCCUPANCY SUMMARY DATA WORKSHEET													
System ID:					Location:								
Day of Week	Peak Hour	Stat Occ	CP Occ	SM Occ	Idle Occ	Total Calls	Tandem Calls	Total ATMPT	INTCOM ATMPT	INC ATMPT	OUT ATMPT	PNET ATMPT	Week No. and Date
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
M													
T													
W													
T													
F													
S													
S													
4 Week Avg	NA												

“NA” means that the field () should not be calculated. It is not applicable.

WORKSHEET 7 1 of 10

The Call Center Operations worksheet allows Lucent Technologies personnel to assess the status and capacity of your DEFINITY Generic 3r switch. The information collected helps Lucent Technologies determine the impact of the proposed configuration on your switch.

The worksheet contains four general sections: General Business, Incoming Call Management (for example, ACD), Outgoing Call Management, and Call Flows. The general business section provides the general business (non ICM/OCM) call traffic mix expected for the switch. The Incoming Call Management (ICM) section provides general information about inbound telemarketing operations. The Outgoing Call Management (OCM) section provides general information about outbound telemarketing operations. The Call Flows section provides a list of important items to include in the customer call flows and several examples of appropriate call flows.

The accuracy of the information provided determines whether realistic and achievable switch capacity estimates can be obtained. Therefore, it is **STRONGLY** recommended that the information provided is as accurate as possible and be reviewed by the customer and the appropriate Lucent Technologies representative.

General Business

1. Indicate how much of the general business traffic (non-ICM/OCM) in your system fits into each of the following categories. Use percentages. The five categories must add to 100%.

Traffic Type	Percentage
Intercom	
Incoming	
Outgoing	
Private Network (ETN, UDP, DCS)	
General Business Vectoring (Note)	
Total	100%

NOTE: General Business Vectoring applies to incoming calls that use Call Vectoring and terminate to destinations other than ACD splits.

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2. Indicate the call characteristics for each of the categories above. Again, each category (intercom, incoming, outgoing, private networking) must add to 100%.

Intercom	Answered	_____
	Coverage (Note 1)	_____
	Auto Call Back	_____
	Total	100%
Incoming	DID Answered	_____
	DID Coverage (Note 1)	_____
	Attendant Answered (Note 2)	_____
	Attendant Extended (Note 3)	_____
	Total	100%
Outgoing	DOD 7/8 Digit Calls	_____
	DOD 10/11 Digit Calls	_____
	Total	100%
Private Networking	Incoming Answered	_____
	Incoming Coverage (Note 1)	_____
	Outgoing	_____
	Tandem	_____
	Total	100%

Notes:

1. Coverage means that the call goes to coverage without being answered at the original destination.

2. Attendant answered means that an attendant answers a call, handles the caller's request and disconnects.

3. Attendant extended means that an attendant answers a call and extends the call to a station that answers.
3. For the general business traffic (non ICM/OCM), specify the percentage (%) of calls that fit into the following categories. Percentages do not need to add up to 100%.

DCS Calls on Private Network	_____
ISDN-PRI on Private Network	_____
ISDN-PRI on Incoming Calls	_____
ISDN-PRI on Outgoing Calls	_____
ISDN-PRI on General Business Vectoring	_____

4. Specify the number of CDR ports used (maximum 2) _____
5. Specify the percentage of calls on Intra-Switch CDR _____

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6. Specify the percentage of total business traffic that terminates and originates at each of the following types of stations. Percentages must add up to 100%.

Analog Stations	_____
DCP Non-display	_____
DCP with Display	_____
ISDN BRI	_____
Total	100%

7. For the general business traffic indicate how coverage calls are handled. The total of the percentages below cannot exceed 100%.

- Specify the percentage of all coverage calls that go to AUDIX™ Voice Messaging System. _____
- Specify the percentage of all coverage calls that go to an ASAI Messaging Service that sets the Message Waiting Indicator (Set Value - Message Waiting Indicator) _____

8. Specify the percentage of general business calls that involve an ASAI monitored/controlled station (3rd Party Domain Control) _____

9. Specify the percentage of the domain controlled calls (from 8 above) that are initiated via ASAI (3rd Party Auto Dial) _____

10. Provide the appropriate call flow for call vectoring, if any, as specified in the Call Flow Section.

Incoming Call Management (ICM)

1. Specify the percentage of your system's inbound ICM traffic that fits into the following categories:

ICM Calls using ISDN PRI facilities	_____
ICM Calls using CDR	_____

2. Indicate in minutes per hour the expected agent efficiency (that is, in a typical hour how many minutes is an agent active on ACD Calls or available to receive ACD Calls?) _____

NOTE: Agents in After Call (ACW) and Auxiliary (AUX) work modes are not available to receive calls.

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3. Specify the maximum number of inbound ACD agents (exclude Voice Response Unit ports) on the system _____

4. Specify the percentages of ICM traffic that terminates at each of the following station types (this is not the administered number of ACD stations, but the actual station mix used to answer calls). Percentages must add up to 100%.

Analog Stations	_____
DCP Non-display	_____
DCP with Display	_____
ISDN BRI	_____
Total	100%

5. Provide the appropriate call flows as specified in the Call Flow Section.

Outgoing Call Management (OCM)

1. Specify the percentage of your system's outbound OCM traffic that fits into the following categories:

OCM Calls using ISDN trunks	_____
OCM Calls using CDR	_____

2. Specify the average number of rings for calls that are never answered _____

3. Specify the average number of rings for calls that are answered _____

4. Indicate in minutes per hour the expected agent efficiency (that is, in a typical hour how many minutes is an agent active on outbound calls or available to initiate outbound OCM calls?) _____

NOTE: Agents in After Call (ACW) and Auxiliary (AUX) work modes are not available to receive calls.

5. Specify the maximum number of outbound ACD agents (exclude Voice Response Unit ports) on the system _____

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6. Specify the station type mix (in percentages) used by active ACD agents (this is not the administered number but the actual mix used by agents in the outbound calling). Percentages must add up to 100%.

Analog Stations	_____
DCP Non-display	_____
DCP with Display	_____
ISDN BRI	_____
Total	100%

7. Is CMS/BCMS used to monitor and measure the outbound ACD calls? _____
8. Provide the appropriate call flows as specified in the Call Flow Section.

Call Flows

Using Figures A-1, A-2, A-3, and A-4 as examples, specify a call flow, complete with percentages, that best depicts the call operations during the busy hour. As a minimum, call flows should be provided for general business call vectoring, Incoming Call Management, and Outgoing Call Management areas. If there are several different call flows within each area, draw a call flow for each and give the percentages of the overall traffic that each call flow represents. Table A-1 shows the most important items to include in the call flow for each of the call categories: General Business (Call Vectoring), ICM, and OCM.

Table A-1. Items to Include in Call Flow Diagrams

Items	General Business Call Vectoring	ICM	OCM
Call Vectoring Commands Executed	X	X	
— Announcement	X	X	
— Wait	X	X	
— Collect Digit	X	X	
— Total Digits Collected	X	X	
— Available Agent Conditional Checks		X	
— Conditional Checks (Goto, Route to, and Check Backup) other than Available Agents	X	X	
— Unconditional Route to	X	X	
— Successful Queue Commands		X	
— Messaging (AUDIX Messaging System only)	X	X	
— ASAI Adjunct Routing		X	
— Look Ahead Interflow Successes		X	
— Look Ahead Interflow Failures		X	

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Table A-1. Items to Include in Call Flow Diagrams (Continued)

Items	General Business Call Vectoring	ICM	OCM
ACD Split Actions		X	X
— Announcements (Forced First/Recurring)		X	X
— Queued		X	X
— Intraflow		X	
— Voice Response Unit (VRU) Transfers		X	
— AUDIX as Automated Attendant		X	
CallVisor Related Actions		X	X
— ISDN Gateway (IG) Event Reporting		X	
— ASAI Event Reporting (Event Notification)		X	
— ASAI Transfers/Conferences (3rd Party Merge)		X	X
— ASAI Change Work Modes (Request Feature)		X	X
— ASAI Queries for Agents, Splits, & Trunk Status			X
— ASAI Call Termination (3rd Party Drop/Clear Call)		X	X
— User/Switch Classified 3rd Party Make Calls			X
Other	X	X	X
— Call Holding Time Per Agent		X	X
— VRU Usage		X	X
— Call Transfers/Conferences		X	X
— Digits Dialed (7 or 10 Digits)			X
— Call Classification Outcomes			X
— Coverage Usage	X		
— Attendant Extended Calls	X		

Information sources for developing an accurate call flow can be obtained from:

1. BCMS Historical Reports — Daily and Hourly Split and System Reports.
2. CMS Historical Reports — Split and System Reports.
3. Hunt Group Measurements Report.

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Calls to VRU Transferred to Agent Split

This call flow includes:

- CMS Reporting
- CallVisor ASAI Event Reporting on All Splits (VRU and Agent Splits)
- Non-ISDN Trunks
- CONVERSANT® VIS, VRU
- VRU Transfers via Switch-Hook Flashes.

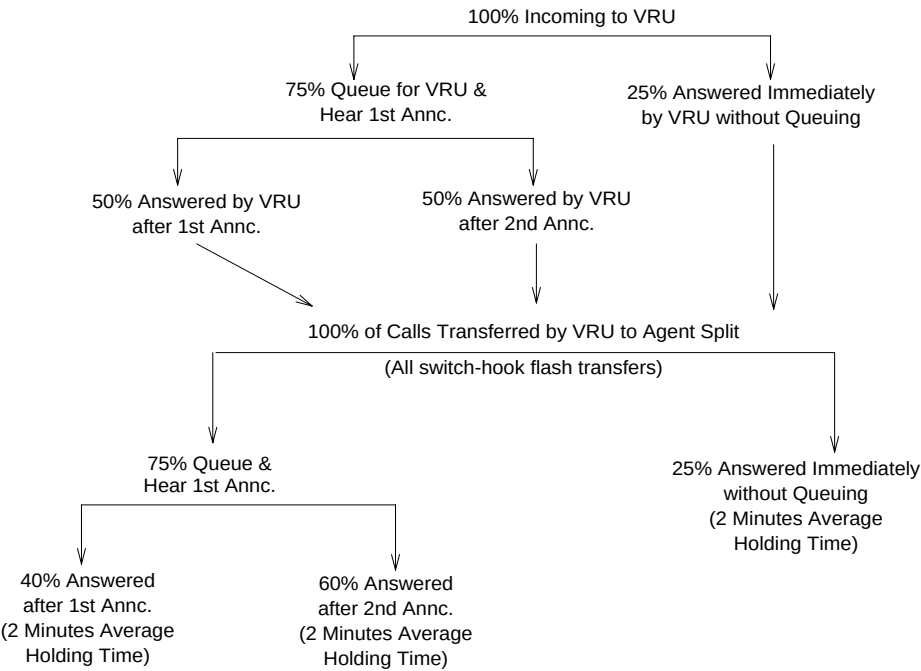


Figure A-1. Sample ACD — ICM Call Flow

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Calls to Vector Application — Call Vector Not Defined

The following call flow presents a call vectoring application before the call vector has been defined. The following items are used with the call flow.

- All calls provide ASAI Event Reporting
- 50% of the calls use ISDN trunks
- All transfers are done manually by the agents at their voice terminals
- A performance objective of no more that 0.2% of the calls would listen to a second announcement while in queue and no calls should receive busy signal.

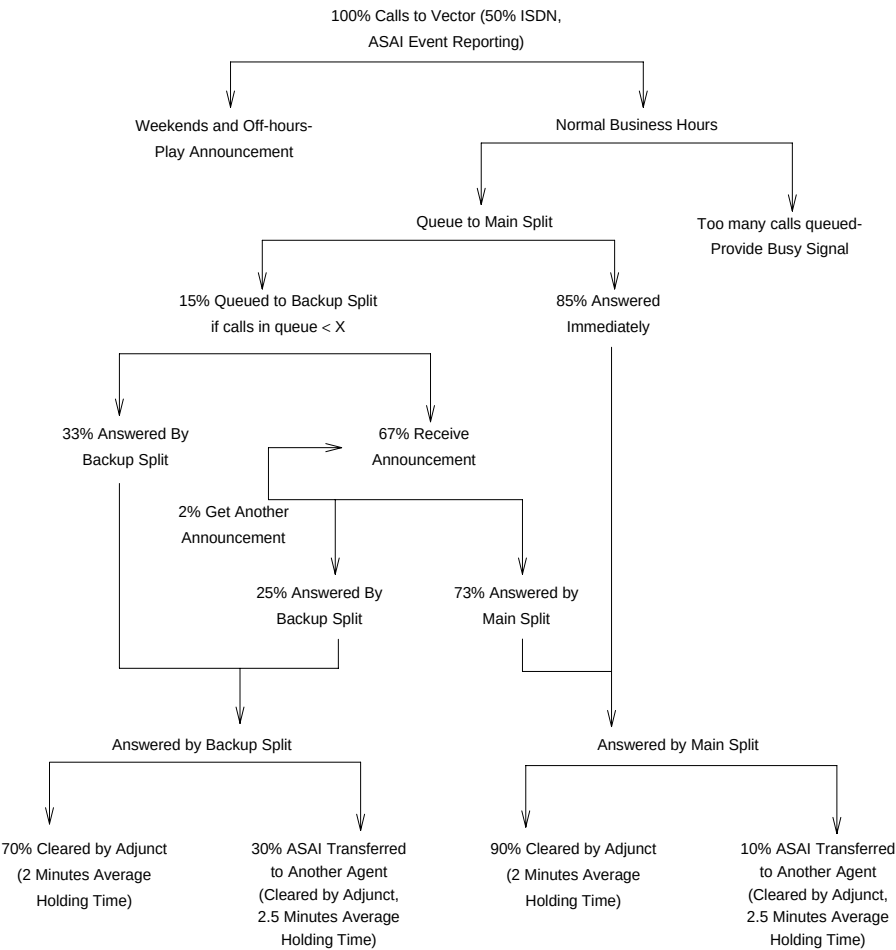


Figure A-2. Sample Call Vectoring Call Flow

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Calls to Vector Application - Call Vector Defined

The following call flow presents a call vectoring application after the call vector has been defined. The sample call vector below is used:

- 1. Goto Step 3 if time-of-day is sat 00:00 to sun 23:59
- 2. Goto Step 5 if time-of-day is all 6:30 to all 16:45
- 3. Wait 2 secs hearing ringback
- 4. Disconnect after announcement extension 7000
- 5. Goto Step 13 if calls-queued in split 7 is >9 priority top
- 6. Queue to main split 7 priority top
- 7. Check backup split 9 priority top if available-agents >0
- 8. Wait time 4 secs hearing ringback
- 9. Announcement 7010
- 10. Wait time 30 secs hearing music
- 11. Announcement 7020
- 12. Goto Step 10 if unconditionally
- 13. Busy

Note that since the busy hour is being analyzed, all calls get to Step 5. In addition we know that 90% of the calls are answered in 10 seconds or less and that the remaining 10% of the calls are answered within 30 seconds or less.

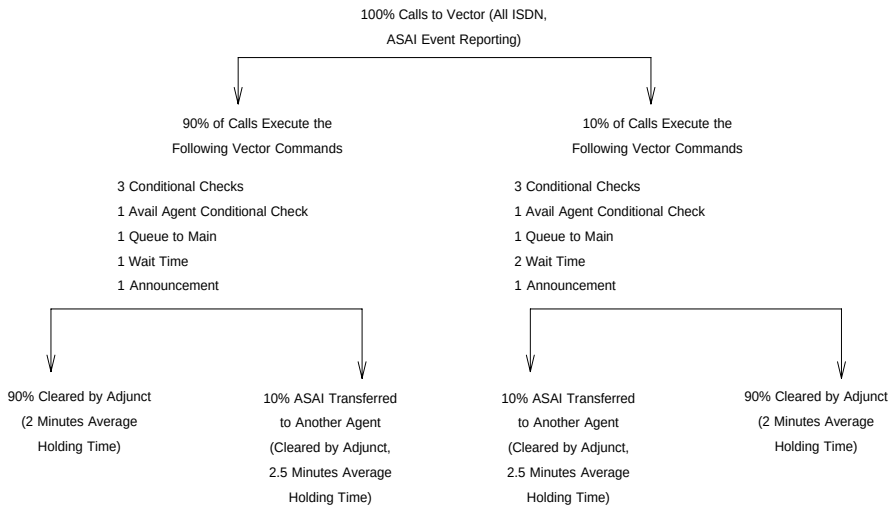


Figure A-3. Sample ICM Call Vectoring Call Flow

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ASAI Switch Classified Calls

The ASAI adjunct originates all calls via the 3rd Party Make Call capability and uses the switch's call classifier board.

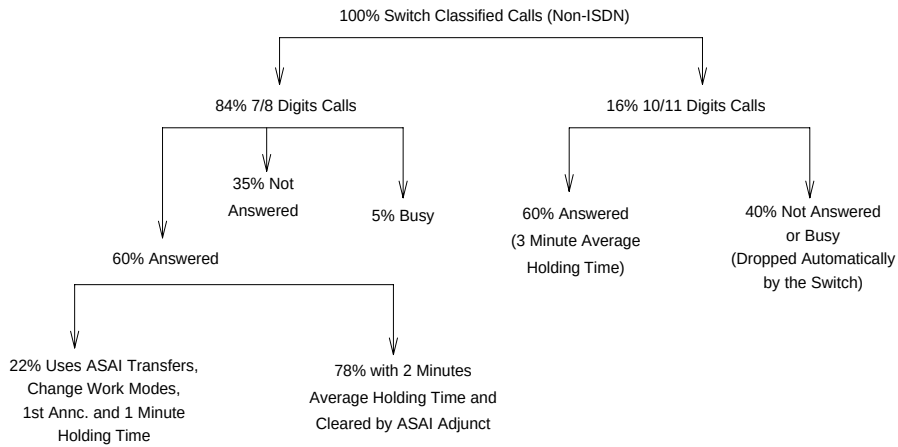


Figure A-4. Sample OCM Call Flow

Glossary and Abbreviations

Numerics

3B2 Message Server

A software application that combines voice and data messaging services for voice-terminal users whose extensions are connected to a system.

800 service

A service in the United States that allows incoming calls from certain areas to an assigned number for a flat-rate charge based on usage.

A

AA

Archangel. See [angel](#).

AAC

ATM access concentrator

AAR

See [Automatic Alternate Routing \(AAR\)](#).

abandoned call

An incoming call in which the caller hangs up before the call is answered.

Abbreviated Dialing (AD)

A feature that allows callers to place calls by dialing just one or two digits.

AC

1. Alternating current.
2. See [Administered Connection \(AC\)](#).

AAR

Automatic Alternate Routing

ACA

See [Automatic Circuit Assurance \(ACA\)](#).

ACB

See [Automatic Callback \(ACB\)](#).

ACD

See [Automatic Call Distribution \(ACD\)](#).

ACD agent

See [agent](#).

ACU

See [Automatic calling unit \(ACU\)](#).

ACW

See [after-call work \(ACW\) mode](#).

access code

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature, or access an outgoing trunk.

access endpoint

Either a nonsignaling channel on a DS1 interface or a nonsignaling port on an analog tie-trunk circuit pack that is assigned a unique extension.

access tie trunk

A trunk that connects a main communications system with a tandem communications system in an electronic tandem network (ETN). An access tie trunk can also be used to connect a system or tandem to a serving office or service node. Also called access trunk.

access trunk

See [access tie trunk](#).

ACCUNET

A trademarked name for a family of digital services offered by AT&T in the United States.

ACD

See [Automatic Call Distribution \(ACD\)](#). ACD also refers to a work state in which an agent is on an ACD call.

ACD work mode

See [work mode](#).

active-notification association

A link that is initiated by an adjunct, allowing it to receive event reports for a specific switch entity, such as an outgoing call.

active-notification call

A call for which event reports are sent over an active-notification association (communication channel) to the adjunct. Sometimes referred to as a monitored call.

active notification domain

VDN or ACD split extension for which event notification has been requested.

ACU

See [Automatic calling unit \(ACU\)](#).

AD

See [Abbreviated Dialing \(AD\)](#).

ADAP

AUDIX Data Acquisition Package

ADC

See [analog-to-digital converter \(ADC\)](#).

adjunct

A processor that does one or more tasks for another processor and that is optional in the configuration of the other processor. See also [application](#).

adjunct-control association

A relationship initiated by an application via *Third Party Make Call*, the *Third Party Take Control*, or *Domain (Station) Control* capabilities to set up calls and control calls already in progress.

adjunct-controlled call

Call that can be controlled using an adjunct-control association. Call must have been originated via *Third Party Make Call* or *Domain (Station) Control* capabilities or must have been taken control of via *Third Party Take Control* or *Domain (Station) Control* capabilities.

adjunct-controlled split

An ACD split that is administered to be under adjunct control. Agents logged into such splits must do all telephony work, ACD login/ logout, and changes of work mode through the adjunct (except for auto-available adjunct-controlled splits, whose agents may not log in/out or change work mode).

adjunct-monitored call

An adjunct-controlled call, active-notification call, or call that provides event reporting over a domain-control association.

Adjunct-Switch Application Interface (ASAI)

A recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3.

ADM

Asynchronous data module

administer

To access and change parameters associated with the services or features of a system.

Administered Connection (AC)

A feature that allows the switch to automatically establish and maintain end-to-end connections between access endpoints (trunks) and/or data endpoints (data modules).

administration group

See [capability group](#).

administration terminal

A terminal that is used to administer and maintain a system. See also [terminal](#).

Administration Without Hardware (AWOH)

A feature that allows administration of ports without associated terminals or other hardware.

ADU

See [asynchronous data unit \(ADU\)](#).

AE

See [access endpoint](#).

after-call work (ACW) mode

A mode in which agents are unavailable to receive ACD calls. Agents enter the ACW mode to perform ACD-related activities such as filling out a form after an ACD call.

AG

ASAI Gateway

agent

A person who receives calls directed to a split. A member of an ACD hunt group or ACD split. Also called an ACD agent.

agent report

A report that provides historical traffic information for internally measured agents.

AIM

Asynchronous interface module

AIOD

Automatic Identification of Outward Dialing

ALBO

Automatic Line Build Out

All trunks busy (ATB)

The state in which no trunks are available for call handling.

ALM-ACK

Alarm acknowledge

American Standard Code for Information Interchange

See [ASCII \(American Standard Code for Information Interchange\)](#).

AMW

Automatic Message Waiting

AN

Analog

analog

The representation of information by continuously variable physical quantities such as amplitude, frequency, and phase. See also [digital](#).

analog data

Data that is transmitted over a digital facility in analog (PCM) form. The data must pass through a modem either at both ends or at a modem pool at the distant end.

analog telephone

A telephone that receives acoustic voice signals and sends analog electrical signals along the telephone line. Analog telephones are usually served by a single wire pair (tip and ring). The model-2500 telephone set is a typical example of an analog telephone.

analog-to-digital converter (ADC)

A device that converts an analog signal to digital form. See also [digital-to-analog converter \(DAC\)](#).

angel

A microprocessor located on each port card in a processor port network (PPN). The angel uses the control-channel message set (CCMS) to manage communications between the port card and the archangel on the controlling switch-processing element (SPE). The angel also monitors the status of other microprocessors on a port card and maintains error counters and thresholds.

ANI

See [Automatic Number Identification \(ANI\)](#).

ANSI

American National Standards Institute. A United States professional/technical association supporting a variety of standards.

answerback code

A number used to respond to a page from a code-calling or loudspeaker-paging system, or to retrieve a parked call.

AOL

Attendant-offered load

AP

Applications processor

APLT

Advanced Private-Line Termination

appearance

A software process that is associated with an extension and whose purpose is to supervise a call. An extension can have multiple appearances. Also called call appearance, line appearance, and occurrence. See also [call appearance](#).

application

An adjunct that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the switch cannot distinguish among several applications residing on the same adjunct and treats the adjunct, and all resident applications, as a single application. The terms application and adjunct are used interchangeably throughout this document.

applications processor

A micro-computer based, program controlled computer providing application services for the DEFINITY switch. The processor is used with several user-controlled applications such as traffic analysis and electronic documentation.

application service element

See [capability group](#).

architecture

The organizational structure of a system, including hardware and software.

ARS

See [Automatic Route Selection \(ARS\)](#).

ASAI

See [Adjunct-Switch Application Interface \(ASAI\)](#)

ASCII (American Standard Code for Information Interchange)

The standard code for representing characters in digital form. Each character is represented by an 8-bit code (including parity bit).

association

A communication channel between adjunct and switch for messaging purposes. An active association is one that applies to an existing call on the switch or to an extension on the call.

asynchronous data transmission

A method of transmitting data in which each character is preceded by a start bit and followed by a stop bit, thus permitting data characters to be transmitted at irregular intervals. This type transmission is advantageous when transmission is not regular (characters typed at a keyboard). Also called asynchronous transmission. See also [synchronous data transmission](#).

asynchronous data unit (ADU)

A device that allows direct connection between RS-232C equipment and a digital switch.

asynchronous Transfer Mode (ATM)

A packet-like switching technology in which data is transmitted in fixed-size (53-byte) cells. ATM provides high-speed access for data communication in LAN, campus, and WAN environments.

ATB

See [All trunks busy \(ATB\)](#).

ATD

See [Attention dial \(ATD\)](#).

attendant

A person at a console who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations. See also [attendant console](#).

ATM

See [asynchronous Transfer Mode \(ATM\)](#).

attendant console

The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations. Also called console. See also [attendant](#).

Attention dial (ATD)

A command in the Hayes modem command set for asynchronous modems.

Audio Information Exchange (AUDIX)

A fully integrated voice-mail system. Can be used with a variety of communications systems to provide call-history data, such as subscriber identification and reason for redirection.

AUDIX

See [Audio Information Exchange \(AUDIX\)](#).

auto-in trunk group

Trunk group for which the CO processes all of the digits for an incoming call. When a CO seizes a trunk from an auto-in trunk group, the switch automatically connects the trunk to the destination — typically an ACD split where, if no agents are available, the call goes into a queue in which callers are answered in the order in which they arrive.

Auto-In Work mode

One of four agent work modes: the mode in which an agent is ready to process another call as soon as the current call is completed.

Automatic Alternate Routing (AAR)

A feature that routes calls to other than the first-choice route when facilities are unavailable.***

Automatic Callback (ACB)

A feature that enables internal callers, upon reaching a busy extension, to have the system automatically connect and ring both parties when the called party becomes available.

Automatic Call Distribution (ACD)

A feature that answers calls, and then, depending on administered instructions, delivers messages appropriate for the caller and routes the call to an agent when one becomes available.

Automatic Call Distribution (ACD) split

A method of routing calls of a similar type among agents in a call center. Also, a group of extensions that are staffed by agents trained to handle a certain type of incoming call.

Automatic calling unit (ACU)

A device that places a telephone call.

Automatic Circuit Assurance (ACA)

A feature that tracks calls of unusual duration to facilitate troubleshooting. A high number of very short calls or a low number of very long calls may signify a faulty trunk.

Automatic Number Identification (ANI)

Representation of the calling number, for display or for further use to access information about the caller. Available with Signaling System 7.

automatic restoration

A service that restores disrupted connections between access endpoints (nonsignaling trunks) and data endpoints (devices that connect the switch to data terminal and/or communications equipment). Restoration is done within seconds of a service disruption so that critical data applications can remain operational.

Automatic Route Selection (ARS)

A feature that allows the system to automatically choose the least-cost way to send a toll call.

automatic trunk

A trunk that does not require addressing information because the destination is predetermined. A request for service on the trunk, called a seizure, is sufficient to route the call. The normal destination of an automatic trunk is the communications-system attendant group. Also called automatic incoming trunk and automatic tie trunk.

AUX

Auxiliary

auxiliary equipment

Equipment used for optional system features, such as Loudspeaker Paging and Music-on-Hold.

auxiliary trunk

A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.

Aux-Work mode

A work mode in which agents are unavailable to receive ACD calls. Agents enter Aux-Work mode when involved in non-ACD activities such as taking a break, going to lunch, or placing an outgoing call.

AVD

Alternate voice/data

AWOH

See [Administration Without Hardware \(AWOH\)](#).

AWG

American Wire Gauge

AWT

Average work time

B

B8ZS

Bipolar Eight Zero Substitution.

bandwidth

The difference, expressed in hertz, between the defined highest and lowest frequencies in a range.

barrier code

A security code used with the Remote Access feature to prevent unauthorized access to the system.

baud

A unit of transmission rate equal to the number of signal events per second. See also [bit rate](#) and [bits per second \(bps\)](#).

BCC

See [Bearer capability class \(BCC\)](#).

BCMS

Basic Call Management System

BCT

See [business communications terminal \(BCT\)](#).

Bearer capability class (BCC)

Code that identifies the type of a call (for example, voice and different types of data).

Determination of BCC is based on the caller's characteristics for non-ISDN endpoints and on the Bearer Capability and Low-Layer Compatibility Information Elements of an ISDN endpoint. Current BCCs are 0 (voice-grade data and voice), 1 (DMI mode 1, 56 kbps data transmission), 2 (DMI mode 2, synchronous/asynchronous data transmission up to 19.2 kbps) 3 (DMI mode 3, 64 kbps circuit/packet data transmission), 4 (DMI mode 0, 64 kbps synchronous data), 5 (temporary signaling connection, and 6 (wideband call, 128–1984 kbps synchronous data).

BER

Bit error rate

BHCC

Busy-hour call completions

bit (binary digit)

One unit of information in binary notation, having two possible values: 0 or 1.

bits per second (bps)

The number of binary units of information that are transmitted or received per second. See also [baud](#) and [bit rate](#).

bit rate

The speed at which bits are transmitted, usually expressed in bits per second. Also called data rate. See also [baud](#) and [bits per second \(bps\)](#).

BLF

Busy Lamp Field

BN

Billing number

BOS

Bit-oriented signaling

BPN

Billed-party number

bps

See [bits per second \(bps\)](#).

bridge (bridging)

The appearance of a voice terminal's extension at one or more other voice terminals.

BRI

The ISDN Basic Rate Interface specification.

bridged appearance

A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call.

BTU

British Thermal Unit

buffer

1. In hardware, a circuit or component that isolates one electrical circuit from another. Typically, a buffer holds data from one circuit or process until another circuit or process is ready to accept the data.
2. In software, an area of memory that is used for temporary storage.

bus

A multiconductor electrical path used to transfer information over a common connection from any of several sources to any of several destinations.

business communications terminal (BCT)

A digital data terminal used for business applications. A BCT can function via a data module as a special-purpose terminal for services provided by a processor or as a terminal for data entry and retrieval.

BX.25

A version of the CCITT X.25 protocol for data communications. BX.25 adds a fourth level to the standard X.25 interface. This uppermost level combines levels 4, 5, and 6 of the ISO reference model.

bypass tie trunks

A 1-way, outgoing tie trunk from a tandem switch to a main switch in an ETN. Bypass tie trunks, provided in limited quantities, are used as a last-choice route when all trunks to another tandem switch are busy. Bypass tie trunks are used only if all applicable intertandem trunks are busy.

byte

A sequence of (usually eight) bits processed together.

C

CACR

Cancellation of Authorization Code Request

cabinet

Housing for racks, shelves, or carriers that hold electronic equipment.

cable

Physical connection between two pieces of equipment (for example, data terminal and modem) or between a piece of equipment and a termination field.

cable connector

A jack (female) or plug (male) on the end of a cable. A cable connector connects wires on a cable to specific leads on telephone or data equipment.

CAG

Coverage answer group

call appearance

1. For the attendant console, six buttons, labeled a–f, used to originate, receive, and hold calls. Two lights next to the button show the status of the call appearance.
2. For the voice terminal, a button labeled with an extension and used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance.

call-control capabilities

Capabilities (*Third Party Selective Hold*, *Third Party Reconnect*, *Third Party Merge*) that can be used in either of the Third Party Call Control ASE (cluster) subsets (Call Control and Domain Control).

Call Detail Recording (CDR)

A feature that uses software and hardware to record call data (same as CDRU).

Call Detail Recording utility (CDRU)

Software that collects, stores, optionally filters, and outputs call-detail records.

Call Management System (CMS)

An application, running on an adjunct processor, that collects information from an ACD unit. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and VDNs, and enables customers to partially administer the ACD feature for a communications system.

call-reference value (CRV)

An identifier present in ISDN messages that associates a related sequence of messages. In ASAI, CRVs distinguish between associations.

call vector

A set of up to 15 vector commands to be performed for an incoming or internal call.

callback call

A call that automatically returns to a voice-terminal user who activated the Automatic Callback or Ringback Queuing feature.

call-waiting ringback tone

A low-pitched tone identical to ringback tone except that the tone decreases in the last 0.2 seconds (in the United States). Call-waiting ringback tone notifies the attendant that the Attendant Call Waiting feature is activate and that the called party is aware of the waiting call. Tones in international countries may sound different.

call work code

A number, up to 16 digits, entered by ACD agents to record the occurrence of customer-defined events (such as account codes, social security numbers, or phone numbers) on ACD calls.

CAMA

Centralized Automatic Message Accounting

carrier

An enclosed shelf containing vertical slots that hold circuit packs.

carried load

The amount of traffic served by traffic-sensitive facilities during a given interval.

CARR-POW

Carrier Port and Power Unit for AC Powered Systems

CAS

Centralized Attendant Service or Call Accounting System

CCS or hundred call seconds

A unit of call traffic. Call traffic for a facility is scanned every 100 seconds. If the facility is busy, it is assumed to have been busy for the entire scan interval. There are 3600 seconds per hour. The Roman numeral for 100 is the capital letter C. The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated CCS. If a facility is busy for an entire hour, then it is said to have been busy for 36 CCS. See also [Erlang](#).

capability

A request or indication of an operation. For example, *Third Party Make Call* is a request for setting up a call; *event report* is an indication that an event has occurred.

capability group

Set of capabilities, determined by switch administration, that can be requested by an application. Capability groups denote association types. For example, *Call Control* is a type of association that allows certain functions (the ones in the capability group) to be performed over this type of association. Also referred to as administration groups or application service elements (ASEs).

CA-TSC

Call-Associated Temporary Signaling Connection

cause value

A value is returned in response to requests or in event reports when a denial or unexpected condition occurs. ASAI cause values fall into two coding standards: Coding Standard 0 includes any cause values that are part of AT&T and CCITT ISDN specifications; Coding standard 3 includes any other ASAI cause values. This document uses a notation for cause value where the coding standard for the cause is given first, then a slash, then the cause value. Example: CS0/100 is coding standard 0, cause value 100.

CBC

Call-by-call or coupled bonding conductor

CC

Country code

CCIS

Common-Channel Interoffice Signaling

CCITT

CCITT (Comitte Consultatif International Telephonique et Telegraphique), now called *International Telecommunications Union* (ITU). See [International Telecommunications Union \(ITU\)](#).

CCMS

Control-Channel Message Set

CCS

See [CCS or hundred call seconds](#).

CCSA

Common-Control Switching Arrangement

CDM

Channel-division multiplexing

CDOS

Customer-dialed and operator serviced

CDR

See [Call Detail Recording \(CDR\)](#).

CDRP

Call Detail Record Poller

CDRR

Call Detail Recording and Reporting

CDRU

See [Call Detail Recording utility \(CDRU\)](#).

CEM

Channel-expansion multiplexing

center-stage switch (CSS)

The central interface between the processor port network and expansion port networks in a CSS-connected system.

central office (CO)

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

central office (CO) codes

The first three digits of a 7-digit public-network telephone number in the United States.

central office (CO) trunk

A telecommunications channel that provides access from the system to the public network through the local CO.

CEPT

European Conference of Postal and Telecommunications Rate 1

channel

1. A circuit-switched call.
2. A communications path for transmitting voice and data.
3. In wideband, all of the time slots (contiguous or noncontiguous) necessary to support a call.
Example: an H0-channel uses six 64-kbps time slots.
4. A DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call; analogous to a single trunk.

channel negotiation

The process by which the channel offered in the Channel Identification Information Element (CIIE) in the SETUP message is negotiated to be another channel acceptable to the switch that receives the SETUP message and ultimately to the switch that sent the SETUP. Negotiation is attempted only if the CIIE is encoded as *Preferred*. Channel negotiation is not attempted for wideband calls.

CI

Clock input

circuit

1. An arrangement of electrical elements through which electric current flows.
2. A channel or transmission path between two or more points.

circuit pack

A card on which electrical circuits are printed, and IC chips and electrical components are installed. A circuit pack is installed in a switch carrier.

CISPR

International Special Committee on Radio Interference

Class of Restriction (COR)

A feature that allows up to 64 classes of call-origination and call-termination restrictions for voice terminals, voice-terminal groups, data modules, and trunk groups. See also [Class of Service \(COS\)](#).

Class of Service (COS)

A feature that uses a number to specify if voice-terminal users can activate the Automatic Callback, Call Forwarding All Calls, Data Privacy, or Priority Calling features. See also [Class of Restriction \(COR\)](#).

cm

Centimeter

CM

Connection Manager

CMDR

Centralized Message Detail Recording

CMS

Call Management System

CO

See [central office \(CO\)](#).

common-control switching arrangement (CCSA)

A private telecommunications network using dedicated trunks and a shared switching center for interconnecting company locations.

communications system

The software-controlled processor complex that interprets dialing pulses, tones, and keyboard characters and makes the proper connections both within the system and external to the system. The communications system itself consists of a digital computer, software, storage device, and carriers with special hardware to perform the connections. A communications system provides voice and data communications services, including access to public and private networks, for telephones and data terminals on a customer's premises. See also [switch](#).

confirmation tone

A tone confirming that feature activation, deactivation, or cancellation has been accepted.

connectivity

The connection of disparate devices within a single system.

console

See [attendant console](#).

contiguous

Adjacent DS0s within one T1 or E1 facility or adjacent TDM or fiber time slots. The first and last TDM bus, DS0, or fiber time slots are not considered contiguous (no wraparound). For an E1 facility with a D-channel, DS0s 15 and 17 are considered contiguous.

control cabinet

See [control carrier](#).

control carrier

A carrier in a multicarrier cabinet that contains the SPE circuit packs and, unlike an R5r control carrier, port circuit packs. Also called control cabinet in a single-carrier cabinet. See also [switch-processing element \(SPE\)](#).

controlled station

A station that is monitored and controlled via a domain-control association.

COR

See [Class of Restriction \(COR\)](#).

COS

See [Class of Service \(COS\)](#).

coverage answer group

A group of up to eight voice terminals that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

coverage call

A call that is automatically redirected from the called party's extension to an alternate answering position when certain coverage criteria are met.

coverage path

The order in which calls are redirected to alternate answering positions.

coverage point

An extension or attendant group, VDN, or ACD split designated as an alternate answering position in a coverage path.

covering user

A person at a coverage point who answers a redirected call.

CP

Circuit pack

CPE

Customer-premises equipment

CPN

Called-party number

CPN/BN

Calling-party number/billing number

CPTR

Call-progress-tone receiver

CRC

Cyclical Redundancy Checking

critical-reliability system

A system that has the following duplicated items: control carriers, tone clocks, EI circuit packs, and cabling between port networks and center-stage switch in a CSS-connected system. See also [duplicated common control](#), and [duplication](#).

CSA

Canadian Safety Association

CSCC

Compact single-carrier cabinet

CSCN

Center-stage control network

CSD

Customer-service document

CSM

Centralized System Management

CSS

See [center-stage switch \(CSS\)](#).

CSSO

Customer Services Support Organization

CSU

Channel service unit

CTS

Clear to Send

CWC

See [call work code](#).

D

DAC

1. Dial access code or Direct Agent Calling
2. See [digital-to-analog converter \(DAC\)](#).

data channel

A communications path between two points used to transmit digital signals.

data-communications equipment (DCE)

The equipment (usually a modem, data module, or packet assembler/disassembler) on the network side of a communications link that makes the binary serial data from the source or transmitter compatible with the communications channel.

data link

The configuration of physical facilities enabling end terminals to communicate directly with each other.

data module

An interconnection device between a BRI or DCP interface of the switch and data terminal equipment or data communications equipment.

data path

The end-to-end connection used for a data communications link. A data path is the combination of all elements of an interprocessor communication in a DCS.

data port

A point of access to a computer that uses trunks or lines for transmitting or receiving data.

data rate

See [bit rate](#).

data service unit (DSU)

A device that transmits digital data on transmission facilities.

data terminal

An input/output (I/O) device that has either switched or direct access to a host computer or to a processor interface.

data terminal equipment (DTE)

Equipment consisting of the endpoints in a connection over a data circuit. In a connection between a data terminal and host, the terminal, the host, and their associated modems or data modules make up the DTE.

dB

Decibel

dba

Decibels in reference to amperes.

dBrnC

Decibels above reference noise with C filter.

DC

Direct current

DCE

Data-communications equipment

D-channel backup

Type of backup used with Non-Facility Associated Signaling (NFAS). A primary D-channel provides signaling for an NFAS D-channel group (two or more PRI facilities). A second D-channel, on a separate PRI facility of the NFAS D-channel group, is designated as backup for the D-channel. Failure of the primary D-channel causes automatic transfer of call-control signaling to the backup D-channel. The backup becomes the primary D-channel. When the failed channel returns to service, it becomes the backup D-channel.

DCO

Digital central office

DCP

Digital Communications Protocol

DCS

Distributed Communications System

DDC

Direct Department Calling

DDD

Direct Distance Dialing

delay-dial trunk

A trunk that allows dialing directly into a communications system (digits are received as they are dialed).

denying a request

Sending a negative acknowledgement (NAK), done by sending an FIE with a *return error* component (and a cause value). It should not be confused with the denial event report that applies to calls.

designated voice terminal

The specific voice terminal to which calls, originally directed to a certain extension, are redirected. Commonly used to mean the forwarded-to terminal when Call Forwarding All Calls is active.

dial-repeating trunks

A PBX tie trunk that is capable of handling PBX station-signaling information without attendant assistance.

dial-repeating tie trunk

A tie trunk that transmits called-party addressing information between two communications systems.

DID

Direct Inward Dialing

digit conversion

A process used to convert specific dialed numbers into other dialed numbers.

digital

The representation of information by discrete steps. See also [analog](#).

digital communications protocol (DCP)

- A proprietary protocol used to transmit both digitized voice and digitized data over the same communications link. A DCP link is made up of two 64-kbps information (I-) channels and one 8-kbps signaling (S-) channel. Digital Communications Protocol. The DCP protocol supports 2 information-bearing channels, and thus two telephones/data modules. The I1 channel is the DCP channel assigned on the first page of the 8411 station form. The I2 channel is the DCP channel assigned on the analog adjunct page of the 8411 station form or on the data module page.
- Digital Communications Protocol. The DCP protocol supports 2 information-bearing channels, and thus two telephones/data modules. The I1 channel is the DCP channel assigned on the first page of the 8411 station form. The I2 channel is the DCP channel assigned on the analog adjunct page of the 8411 station form or on the data module page.

digital data endpoints

In DEFINITY ECS, devices such as the 510D terminal or the 515-type business communications terminal (BCT).

digital multiplexed interface (DMI)

An interface that provides connectivity between a communications system and a host computer or between two communications systems using DS1 24th-channel signaling. DMI provides 23 64-kbps data channels and 1 common-signaling channel over a twisted-pair connection. DMI is offered through two capabilities: bit-oriented signaling (DMI-BOS) and message-oriented signaling (DMI-MOS).

digital signal level 0 (DS0)

A single 64-kbps voice channel. A DS0 is a single 64-kbps channel in a T1 or E1 facility and consists of eight bits in a T1 or E1 frame every 125 microseconds.

digital signal level 1 (DS1)

A single 1.544-Mbps (United States) or 2.048-Mbps (outside the United States) digital signal carried on a T1 transmission facility. A DS1 converter complex consists of a pair, one at each end, of DS1 converter circuit packs and the associated T1/E1 facilities.

digital terminal data module (DTDM)

An integrated or adjunct data module that shares with a digital telephone the same physical port for connection to a communications system. The function of a DTDM is similar to that of a PDM and MPDM in that it converts RS-232C signals to DCP signals.

digital-to-analog converter (DAC)

A device that converts data in digital form to the corresponding analog signals. See also [analog-to-digital converter \(ADC\)](#).

digital transmission

A mode of transmission in which information to be transmitted is first converted to digital form and then transmitted as a serial stream of pulses.

digital trunk

A circuit that carries digital voice and/or digital data in a telecommunications channel.

DIOD

Direct Inward and Outward Dialing

direct agent

A feature, accessed only via ASAI, that allows a call to be placed in a split queue but routed only to a specific agent in that split. The call receives normal ACD call treatment (for example, announcements) and is measured as an ACD call while ensuring that a particular agent answers.

Direct Extension Selection (DXS)

A feature on an attendant console that allows an attendant direct access to voice terminals by pressing a group-select button and a DXS button.

Direct Inward Dialing (DID)

A feature that allows an incoming call from the public network (not FX or WATS) to reach a specific telephone without attendant assistance.

Direct Inward Dialing (DID) trunk

An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

disk drive

An electromechanical device that stores data on and retrieves data from one or more disks.

distributed communications system (DCS)

A network configuration linking two or more communications systems in such a way that selected features appear to operate as if the network were one system.

DIVA

Data In/Voice Answer

DLC

Data line circuit

DLDM

Data-line data module

DMI

Digital-multiplexed interface

DND

Do not disturb

DNIS

Dialed-Number Identification Service

DOD

Direct Outward Dialing

domain
VDNs, ACD splits, and stations. The VDN domain is used for active-notification associations. The ACD-split domain is for active-notification associations and domain-control associations. The station domain is used for the domain-control associations.

domain-control association
A *Third Party Domain Control Request* capability initiates a unique CRV/link number combination, which is referred to as a domain-control association.

domain-controlled split
A split for which *Third Party Domain Control* request has been accepted. A domain-controlled split provides an event report for logout.

domain-controlled station
A station for which a *Third_Party_Domain_Control* request has been accepted. A domain-controlled station provides event reports for calls that are alerting, connected, or held at the station.

domain-controlled station on a call
A station that is active on a call, and which provides event reports over one or two domain-control associations.

DOSS
Delivery Operations Support System

DOT
Duplication Option Terminal

DPM
Dial Plan Manager

DPR
Dual-port RAM

DS1
Digital Signal Level 1

DS1C
Digital Signal Level-1 protocol C

DS1 CONV
Digital Signal Level-1 converter

DSI
Digital signal interface

DSU
Data service unit

DTDM
Digital-terminal data module

DTE
Data-terminal equipment

DTGS
Direct Trunk Group Select

DTMF
Dual-tone multifrequency

DTS

Disk-tape system

deduplicated common control

Two processors ensuring continuous operation of a communications system. While one processor is online, the other functions as a backup. The backup processor goes online periodically or when a problem occurs.

duplication

The use of redundant components to improve availability. When a duplicated subsystem fails, its backup redundant system automatically takes over.

duplication option

A system option that duplicates the following: control carrier containing the SPE, EI circuit packs in carriers, fiber-optic cabling between port networks, and center-stage switch in a CSS-connected system.

DWBS

DEFINITY Wireless Business System

DXS

Direct extension selection

E

E1

A digital transmission standard that carries traffic at 2.048 Mbps. The E1 facility is divided into 32 channels (DS0s) of 64 kbps information. Channel 0 is reserved for framing and synchronization information. A D-channel occupies channel 16.

E & M

Ear and mouth (receive and transmit)

EA

Expansion archangel

EAL

Expansion archangel link

ear and mouth (E & M) signaling

Trunk supervisory signaling, used between two communications systems, whereby signaling information is transferred through 2-state voltage conditions (on the E and M leads) for analog applications and through a single bit for digital applications.

EEBCDIC

Extended Binary-Coded Decimal Interexchange Code

ECC

Error Correct Code

ECMA

European Computer Manufacturers Association

EFP

Electronic power feed

EI

Expansion interface

EIA

Electronic Industries Association

EIA-232

A physical interface specified by the EIA. EIA-232 transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet. EIA-232 replaces RS-232 protocol in some DEFINITY applications.

electronic tandem network (ETN)

A tandem tie-trunk network that has automatic call-routing capabilities based on the number dialed and the most preferred route available. Each switch in the network is assigned a unique private network office code (RNX), and each voice terminal is assigned a unique extension.

Electronics Industries Association (EIA)

A trade association of the electronics industry that establishes electrical and functional standards.

emergency transfer

If a major system failure occurs, automatic transfer is initiated to a group of telephones capable of making outgoing calls. The system operates in this mode until the failure is repaired and the system automatically returns to normal operation. Also called power-failure transfer.

EMI

Electromagnetic interference

end-to-end signaling

The transmission of touch-tone signals generated by dialing from a voice terminal to remote computer equipment. These digits are sent over the trunk as DTMF digits whether the trunk signaling type is marked as tone or rotary and whether the originating station is tone or rotary. Example: a call to a voice-mail machine or automated-attendant service. A connection is first established over an outgoing trunk. Then additional digits are dialed to transmit information to be processed by the computer equipment.

enhanced private-switched communications service (EPSCS)

An analog private telecommunications network based on the No. 5 crossbar and 1A ESS that provides advanced voice and data telecommunications services to companies with many locations.

EPN

Expansion-port network

EPROM

Erasable programmable read-only memory

EPSCS

Enhanced Private Switched Communications Services

ERL

Echo return loss

Erlang

A unit of traffic intensity, or load, used to express the amount of traffic needed to keep one facility busy for one hour. One Erlang is equal to 36 CCS. See also [CCS or hundred call seconds](#).

ESF

Extended superframe format

ESPA

European Standard Paging Access

ETA

Extended Trunk Access; also Enhanced Terminal Administration

ETN

Electronic tandem network

ETSI

European Telecommunications Standards Institute

expansion archangel (EAA)

A network-control microprocessor located on an expansion interface (EI) port circuit pack in an expansion port network. The EA provides an interface between the EPN and its controlling switch-processing element.

expansion-archangel link (EAL)

A link-access function on the D-channel (LAPD) logical link that exists between a switch-processing element and an expansion archangel (EA). The EAL carries control messages from the SPE to the EA and to port circuit packs in an expansion port network.

expansion control cabinet

See [expansion control carrier](#).

expansion control carrier

A carrier in a multicarrier cabinet that contains extra port circuit packs and a maintenance interface. Also called expansion control cabinet in a single-carrier cabinet.

expansion interface (EI)

A port circuit pack in a port network that provides the interface between a PN's TDM bus/ packet bus and a fiber-optic link. The EI carries circuit-switched data, packet-switched data, network control, timing control, and DS1 control. In addition, an EI in an expansion port network communicates with the master maintenance circuit pack to provide the EPN's environmental and alarm status to the switch-processing element.

expansion port network (EPN)

A port network (PN) that is connected to the TDM bus and packet bus of a processor port network (PPN). Control is achieved by indirect connection of the EPN to the PPN via a port-network link (PNL). See also [port network \(PN\)](#).

extension-in

Extension-In (ExtIn) is the work state agents go into when they answer (receive) a non-ACD call. If the agent is in Manual-In or Auto-In and receives an extension-in call, it is recorded by CMS as an AUX-In call.

extension-out

The work state that agents go into when they place (originate) a non-ACD call.

external measurements

Those ACD measurements that are made by the External CMS adjunct.

extension

A 1- to 5-digit number by which calls are routed through a communications system or, with a Uniform Dial Plan (UDP) or main-satellite dialing plan, through a private network.

external call

A connection between a communications system user and a party on the public network or on another communications system in a private network.

F

FAC

Feature Access Code

facility

A telecommunications transmission pathway and associated equipment.

facility-associated signaling (FAS)

Signaling for which a D-channel carries signaling only for those channels on the same physical interface.

FAS

Facility-associated signaling

FAT

Facility access trunk

FAX

Facsimile

FCC

Federal Communications Commission

FEAC

Forced Entry of Account Codes

feature

A specifically defined function or service provided by the system.

feature button

A labeled button on a telephone or attendant console used to access a specific feature.

FEP

Front-end processor

FIC

Facility interface codes

fiber optics

A technology using materials that transmit ultrawideband electromagnetic light-frequency ranges for high-capacity carrier systems.

fixed

A trunk allocation term. In the fixed allocation scheme, the time slots necessary to support a wideband call are contiguous, and the first time slot is constrained to certain starting points.

flexible

A trunk allocation term. In the flexible allocation scheme, the time slots of a wideband call can occupy noncontiguous positions within a single T1 or E1 facility.

floating

A trunk allocation term. In the floating allocation scheme, the time slots of a wideband call are contiguous, but the position of the first time slot is not fixed.

FNPA

Foreign Numbering-Plan Area

foreign-exchange (FX)

A CO other than the one providing local access to the public telephone network.

foreign-exchange trunk

A telecommunications channel that directly connects the system to a CO other than its local CO.

foreign numbering-plan area code (FNPAC)

An area code other than the local area code, that must be dialed to call outside the local geographical area.

FRL

Facilities Restriction Level

FX

Foreign exchange

G

G3-MA

Generic 3 Management Applications

G3-MT

Generic 3 Management Terminal

G3r

Generic 3, RISC (Reduced Instruction Set Computer)

generalized route selection (GRS)

An enhancement to Automatic Alternate Routing/Automatic Route Selection (AAR/ARS) that performs routing based on call attributes, such as Bearer Capability Classes (BCCs), in addition to the address and facilities restriction level (FRL), thus facilitating a Uniform Dial Plan (UDP) that is independent of the type of call being placed.

glare

The simultaneous seizure of a 2-way trunk by two communications systems, resulting in a standoff.

GM

Group manager

GPTR

General-purpose tone receiver

grade of service

The number of call attempts that fail to receive service immediately. Grade of service is also expressed as the quantity of all calls that are blocked or delayed.

ground-start trunk

A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.

GRS

Generalized Route Selection

H

H0

An ISDN information transfer rate for 384-kbps data defined by CCITT and ANSI standards.

H11

An ISDN information transfer rate for 1536-kbps data defined by CCITT and ANSI standards.

H12

An ISDN information transfer rate for 1920-kbps data defined by CCITT and ANSI standards.

handshaking logic

A format used to initiate a data connection between two data module devices.

hertz (Hz)

A unit of frequency equal to one cycle per second.

high-reliability system

A system having the following: two control carriers, duplicate expansion interface (EI) circuit packs in the PPN (in R5r with CSS), and duplicate switch node clock circuit packs in the switch node (SN) carriers. See also [duplicated common control](#), [duplication](#), [duplication option](#), and [critical-reliability system](#).

HNPA

See [home numbering-plan area code \(HNPA\)](#).

holding time

The total length of time in minutes and seconds that a facility is used during a call.

home numbering-plan area code (HNPA)

The local area code. The area code does not have to be dialed to call numbers within the local geographical area.

hop

Nondirect communication between two switch communications interfaces (SCI) where the SCI message passes automatically without intermediate processing through one or more intermediate SCIs.

host computer

A computer, connected to a network, that processes data from data-entry devices.

hunt group

A group of extensions that are assigned the Station Hunting feature so that a call to a busy extension reroutes to an idle extension in the group. See also [ACD work mode](#).

Hz

See [hertz \(Hz\)](#).

I

I1

The first information channel of DCP.

I2

The second information channel of DCP.

I2 Interface

A proprietary interface used for the DEFINITY Wireless Business System for the radio-controller circuit packs. Each interface provides communication between the radio-controller circuit pack and up to two wireless fixed bases.

I3 Interface

A proprietary interface used for the DEFINITY Wireless Business System for the cell antenna units. Each wireless fixed base can communicate to up to four cell antenna units.

IAS

Inter-PBX Attendant Service

ICC

Intercabinet cable or intercarrier cable

ICD

Inbound Call Director

ICDOS

International Customer-Dialed Operator Service

ICHT

Incoming call-handling table

ICI

Incoming call identifier

ICM

Inbound Call Management

IDDD

International Direct Distance Dialing

IDF

Intermediate distribution frame

IE

Information element

immediate-start tie trunk

A trunk on which, after making a connection with a distant switching system for an outgoing call, the system waits a nominal 65 ms before sending the digits of the called number. This allows time for the distant system to prepare to receive digits. On an incoming call, the system has less than 65 ms to prepare to receive the digits.

IMT

Intermachine trunk

in

Inch

INADS

Initialization and Administration System

incoming gateway

A PBX that routes an incoming call on a trunk *not* administered for Supplementary Services Protocol B to a trunk *not* administered for Supplementary Services Protocol B.

information exchange

The exchange of data between users of two different systems, such as the switch and a host computer, over a LAN.

Information Systems Network (ISN)

A WAN and LAN with an open architecture combining host computers, minicomputers, word processors, storage devices, PCs, high-speed printers, and nonintelligent terminals into a single packet-switching system.

INS

ISDN Network Service

inside call

A call placed from one telephone to another within the local communications system.

Integrated Services Digital Network (ISDN)

A public or private network that provides end-to-end digital communications for all services to which users have access by a limited set of standard multipurpose user-network interfaces defined by the CCITT. Through internationally accepted standard interfaces, ISDN provides digital circuit-switched or packet-switched communications within the network and links to other ISDNs to provide national and international digital communications. See also [Integrated Services Digital Network Basic Rate Interface \(ISDN-BRI\)](#) and [Integrated Services Digital Network Primary Rate Interface \(ISDN-PRI\)](#).

Integrated Services Digital Network Basic Rate Interface (ISDN-BRI)

The interface between a communications system and terminal that includes two 64-kbps B-channels for transmitting voice or data and one 16-kbps D-channel for transmitting associated B-channel call control and out-of-band signaling information. ISDN-BRI also includes 48 kbps for transmitting framing and D-channel contention information, for a total interface speed of 192 kbps. ISDN-BRI serves ISDN terminals and digital terminals fitted with ISDN terminal adapters. See also [Integrated Services Digital Network \(ISDN\)](#) and [Integrated Services Digital Network Primary Rate Interface \(ISDN-PRI\)](#).

Integrated Services Digital Network Primary Rate Interface (ISDN-PRI)

The interface between multiple communications systems that in North America includes 24 64-kbps channels, corresponding to the North American digital signal level-1 (DS1) standard rate of 1.544 Mbps. The most common arrangement of channels in ISDN-PRI is 23 64-kbps B-channels for transmitting voice and data and 1 64-kbps D-channel for transmitting associated B-channel call control and out-of-band signaling information. With nonfacility-associated signaling (NFAS), ISDN-PRI can include 24 B-channels and no D-channel. See also [Integrated Services Digital Network \(ISDN\)](#) and [Integrated Services Digital Network Basic Rate Interface \(ISDN-BRI\)](#).

intercept tone

An tone that indicates a dialing error or denial of the service requested.

interface

A common boundary between two systems or pieces of equipment.

internal call

A connection between two users within a system.

International Telecommunications Union (ITU)

Formerly known as International Telegraph and Telephone Consultative Committee (CCITT), ITU is an international organization that sets universal standards for data communications, including ISDN. ITU members are from telecommunications companies and organizations around the world. See also [BX.25](#).

International Telegraph and Telephone Consultative Committee

See [International Telecommunications Union \(ITU\)](#).

interflow

The ability for calls to forward to other splits on the same PBX or a different PBX using the Call Forward All Calls feature.

intraflow

The ability for calls to redirect to other splits on the same PBX on a conditional or unconditional basis using call coverage busy, don't answer, or all criteria.

internal measurements

BCMS measurements that are made by the system. ACD measurements that are made external to the system (via External CMS) are referred to as external measurements.

in-use lamp

A red light on a multiappearance voice terminal that lights to show which call appearance will be selected when the handset is lifted or which call appearance is active when a user is off-hook.

INWATS

Inward Wide Area Telephone Service

IO

Information outlet

ISDN

See [Integrated Services Digital Network \(ISDN\)](#).

ISDN Gateway (IG)

A feature allowing integration of the switch and a host-based telemarketing application via a link to a gateway adjunct. The gateway adjunct is a 3B-based product that notifies the host-based telemarketing application of call events.

ISDN trunk

A trunk administered for use with ISDN-PRI. Also called ISDN facility.

ISDN-PRI terminal adapter

An interface between endpoint applications and an ISDN PRI facility. ISDN-PRI terminal adapters are currently available from other vendors and are primarily designed for video conferencing applications. Accordingly, currently available terminal adapters adapt the two pairs of video codec data (V.35) and dialing (RS-366) ports to an ISDN PRI facility.

IS/DTT

Integrated Services/digital tie trunk

ISN

Information Systems Network

ISO

International Standards Organization

ISV

Independent software vendor

ITP

Installation test procedure

ITU
International Telecommunications Union

IXC
Interexchange carrier code

K

kHz
Kilohertz

kbps
Kilobits per second

kbyte
Kilobyte

kg
Kilogram

L

LAN
Local area network

LAP-D
Link Access Procedure on the D-channel

LAPD
Link Access Procedure data

LATA
Local access and transport area

lb
Pound

LBO
Line buildout

LDN
Listed directory number

LDS
Long-distance service

LEC
Local exchange carrier

LED
See [light-emitting diode \(LED\)](#).

light-emitting diode (LED)

A semiconductor device that produces light when voltage is applied. LEDs provide a visual indication of the operational status of hardware components, the results of maintenance tests, the alarm status of circuit packs, and the activation of telephone features.

lightwave transceiver

Hardware that provides an interface to fiber-optic cable from port circuit packs and DS1 converter circuit packs. Lightwave transceivers convert electrical signals to light signals and vice versa.

line

A transmission path between a communications system or CO switching system and a voice terminal or other terminal.

line appearance

See [appearance](#).

line buildout

A selectable output attenuation is generally required of DTE equipment because T1 circuits require the last span to lose 15–22.5 dB.

line port

Hardware that provides the access point to a communications system for each circuit associated with a telephone or data terminal.

link

A transmitter-receiver channel that connects two systems.

link-access procedure on the D-channel (LAPD)

A link-layer protocol on the ISDN-BRI and ISDN-PRI data-link layer (level 2). LAPD provides data transfer between two devices, and error and flow control on multiple logical links. LAPD is used for signaling and low-speed packet data (X.25 and mode 3) on the signaling (D-) channel and for mode-3 data communications on a bearer (B-) channel.

LINL

Local indirect neighbor link

local area network (LAN)

A networking arrangement designed for a limited geographical area. Generally, a LAN is limited in range to a maximum of 6.2 miles and provides high-speed carrier service with low error rates. Common configurations include daisy chain, star (including circuit-switched), ring, and bus.

logical link

The communications path between a processor and a BRI terminal.

loop-start trunk

A trunk on which, after establishing a connection with a distant switching system for an outgoing call, the system waits for a signal on the loop formed by the trunk leads before sending the digits of the called number.

LSU

Local storage unit

LWC

Leave Word Calling

M

MAC

Medium access

MADU

Modular asynchronous data unit

main distribution frame (MDF)

A device that mounts to the wall inside the system equipment room. The MDF provides a connection point from outside telephone lines to the PBX switch and to the inside telephone stations.

main-satellite-tributary

A private network configuration that can either stand alone or access an ETN. A main switch provides interconnection, via tie trunks, with one or more subtending switches, called satellites; all attendant positions for the main/satellite configuration; and access to and from the public network. To a user outside the complex, a main/satellite configuration appears as one switch, with one listed directory number (LDN). A tributary switch is connected to the main switch via tie trunks, but has its own attendant positions and LDN.

maintenance

Activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.

management terminal

The terminal that is used by the system administrator to administer the switch. The terminal may also be used to access the BCMS feature.

major alarm

An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.

Manual-In work mode

One of four agent work modes: the mode in which an agent is ready to process another call manually. See [Auto-In Work mode](#) for a contrast.

MAP

Maintenance action process

MAPD

Multiapplication platform for DEFINITY

MA-UII

Message-Associated User-to-User Signaling

Mbps

Megabits per second

M-Bus

Memory bus

Mbyte

Megabyte

MCC
Multicarrier cabinet

MCS
Message Center Service

MCT
Malicious Call Trace

MCU
Multipoint control unit

MDF
Main distribution frame

MDM
Modular data module

MDR
Message detail record

MEM
Memory

memory
A device into which information can be copied and held, and from which information can later be obtained.

memory shadowing link
An operating-system condition that provides a method for memory-resident programs to be more quickly accessed, allowing a system to reboot faster.

message center
An answering service that supplies agents to and stores messages for later retrieval.

message center agent
A member of a message-center hunt group who takes and retrieves messages for voice-terminal users.

MET
Multibutton electronic telephone

MF
Multifrequency

MFB
Multifunction board

MFC
Multifrequency code

MHz
Megahertz

MIM
Management information message

minor alarm
An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.

MIPS

Million instructions per second

MIS

Management information system

MISCID

Miscellaneous identification

MMCS

Multimedia Call Server

MMCH

Multimedia call handling

MMI

Multimedia interface

MMS

Material Management Services

MO

Maintenance object

modem

A device that converts digital data signals to analog signals for transmission over telephone circuits. The analog signals are converted back to the original digital data signals by another modem at the other end of the circuit.

modem pooling

A capability that provides shared conversion resources (modems and data modules) for cost-effective access to analog facilities by data terminals. When needed, modem pooling inserts a conversion resource into the path of a data call. Modem pooling serves both outgoing and incoming calls.

modular processor data module (MPDM)

A processor data module (PDM) that can be configured to provide several kinds of interfaces (RS-232C, RS-449, and V.35) to customer-provided data terminal equipment (DTE). See also [processor data module \(PDM\)](#).

modular trunk data module (MTDM)

A trunk data module that can be configured to provide several kinds of interfaces (RS-232, RS-449, and V.35) to customer-provided data terminal equipment.

modulator-demodulator

See [modem](#).

monitored call

See [active-notification call](#).

MOS

Message-oriented signaling

MPDM

Modular processor data module

MS

Message server

ms

Millisecond

MS/T

Main satellite/tributary

MSA

Message servicing adjunct

MSG

Message service

MSL

Material stocking location

MSM

Modular System Management

MSS

Mass storage system

MSSNET

Mass storage/network control

MT

Management terminal

MTDM

Modular trunk data module

MTP

Maintenance tape processor

MTT

Multitasking terminal

multiappearance voice terminal

A terminal equipped with several call-appearance buttons for the same extension, allowing the user to handle more than one call on that same extension at the same time.

Multicarrier cabinet

A structure that holds one to five carriers. See also [single-carrier cabinet](#).

Multifrequency Compelled (MFC) Release 2 (R2) signaling

A signal consisting of two frequency components, such that when a signal is transmitted from a switch, another signal acknowledging the transmitted signal is received by the switch. R2 designates signaling used in the United States and in countries outside the United States.

multiplexer

A device used to combine a number of individual channels into a single common bit stream for transmission.

multiplexing

A process whereby a transmission facility is divided into two or more channels, either by splitting the frequency band into a number of narrower bands or by dividing the transmission channel into successive time slots. See also [time-division multiplexing \(TDM\)](#).

multirate

The new N x DS0 service (see N x DS0).

MWL

Message-waiting lamp

N

N+1

Method of determining redundant backup requirements. Example: if four rectifier modules are required for a DC-powered single-carrier cabinet, a fifth rectifier module is installed for backup.

N x DS0

N x DS0, equivalently referred to as N x 64 kbps, is an emerging standard for wideband calls separate from H0, H11, and H12 ISDN channels. The emerging N x DS0 ISDN multirate circuit mode bearer service will provide circuit-switched calls with data-rate multiples of 64 kbps up to 1536 kbps on a T1 facility or up to 1920 kbps on an E1 facility. In the switch, N x DS0 channels will range up to 1984 kbps using NFAS E1 interfaces.

NANP

North American Numbering Plan

narrowband

A circuit-switched call at a data rate up to and including 64 kbps. All nonwideband switch calls are considered narrowband.

native terminal support

A predefined terminal type exists in switch software, eliminating the need to alias the terminal (that is, manually map call appearances and feature buttons onto some other natively supported terminal type).

NAU

Network access unit

NCA/TSC

Noncall-associated/temporary-signaling connection

NCOSS

Network Control Operations Support Center

NCSO

National Customer Support Organization

NEC

National Engineering Center

NEMA

National Electrical Manufacturer's Association

NETCON

Network-control circuit pack

network

A series of points, nodes, or stations connected by communications channels.

network-specific facility (NSF)

An information element in an ISDN-PRI message that specifies which public-network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public-network service.

network interface

A common boundary between two systems in an interconnected group of systems.

NFAS

See [Nonfacility-associated signaling \(NFAS\)](#).

NI

Network interface

NID

Network Inward Dialing

NM

Network management

NN

National number

node

A switching or control point for a network. Nodes are either tandem (they receive signals and pass them on) or terminal (they originate or terminate a transmission path).

Nonfacility-associated signaling (NFAS)

A method that allows multiple T1 and/or E1 facilities to share a single D-channel to form an ISDN-PRI. If D-channel backup is not used, one facility is configured with a D-channel, and the other facilities that share the D-channel are configured without D-channels. If D-channel backup is used, two facilities are configured to have D-channels (one D-channel on each facility), and the other facilities that share the D-channels are configured without D-channels.

NPA

Numbering-plan area

NPE

Network processing element

NQC

Number of queued calls

NSE

Night-service extension

NSU

Network sharing unit

null modem cable

Special wiring of an RS-232-C cable such that a computer can talk to another computer (or to a printer) without a modem.

NXX

Public-network office code

O

OA

Operator assisted

occurrence

See [appearance](#).

OCM

Outbound Call Management

offered load

The traffic that would be generated by all the requests for service occurring within a monitored interval, usually one hour.

ONS

On-premises station

OPS

Off-premises station

OPX

Off-premises extension

OQT

Oldest queued time

OSHA

Occupational Safety and Health Act

OSI

Open Systems Interconnect

OSS

Operations Support System

OSSI

Operational Support System Interface

OTDR

Optical time-domain reflectometer

othersplit

The work state that indicates that an agent is currently active on another split's call, or in ACW for another split.

OTQ

Outgoing trunk queuing

outgoing gateway

A PBX that routes an incoming call on a trunk administered for Supplementary Services Protocol B to a trunk *not* administered for Supplementary Services Protocol B.

P

PACCON

Packet control

packet

A group of bits (including a message element, which is the data, and a control information element (IE), which is the header) used in packet switching and transmitted as a discrete unit. In each packet, the message element and control IE are arranged in a specified format. See also [packet bus](#) and [packet switching](#).

packet bus

A wide-bandwidth bus that transmits packets.

packet switching

A data-transmission technique whereby user information is segmented and routed in discrete data envelopes called packets, each with its own appended control information, for routing, sequencing, and error checking. Packet switching allows a channel to be occupied only during the transmission of a packet. On completion of the transmission, the channel is made available for the transfer of other packets. See also [BX.25](#) and [packet](#).

PAD

Packet assembly/disassembly

paging trunk

A telecommunications channel used to access an amplifier for loudspeaker paging.

party/extension active on call

A party is on the call if he or she is actually connected to the call (in active talk or in held state). An originator of a call is always a party on the call. Alerting parties, busy parties, and tones are not parties on the call.

PBX

Private branch exchange

PC

See [personal computer \(PC\)](#).

PCM

See [pulse-code modulation \(PCM\)](#).

PCOL

Personal central-office line

PCOLG

Personal central-office line group

PCS

Permanent switched calls

PDM

See [processor data module \(PDM\)](#).

PDS

Premises Distribution System

PE

Processing element

- PEC**
Price element code
- PEI**
Processor element interchange
- personal computer (PC)**
A personally controllable microcomputer.
- PGATE**
Packet gateway
- PGN**
Partitioned group number
- PI**
Processor interface
- PIB**
Processor interface board
- pickup group**
A group of individuals authorized to answer any call directed to an extension within the group.
- PIDB**
Product image database
- PKTINT**
Packet interface
- PL**
Private line
- PLS**
Premises Lightwave System
- PMS**
Property Management System
- PN**
Port network
- PNA**
Private network access
- POE**
Processor occupancy evaluation
- POP**
Point of presence
- port**
A data- or voice-transmission access point on a device that is used for communicating with other devices.
- port carrier**
A carrier in a multicarrier cabinet or a single-carrier cabinet containing port circuit packs, power units, and service circuits. Also called a port cabinet in a single-carrier cabinet.

port network (PN)

A cabinet containing a TDM bus and packet bus to which the following components are connected: port circuit packs, one or two tone-clock circuit packs, a maintenance circuit pack, service circuit packs, and (optionally) up to four expansion interface (EI) circuit packs in DEFINITY ECS. Each PN is controlled either locally or remotely by a switch processing element (SPE). See also [expansion port network \(EPN\)](#) and [processor port network \(PPN\)](#).

port-network connectivity

The interconnection of port networks (PNs), regardless of whether the configuration uses direct or switched connectivity.

PPM

1. Parts per million
2. Periodic pulse metering

PPN

See [processor port network \(PPN\)](#).

PRI

See [Primary Rate Interface \(PRI\)](#).

primary extension

The main extension associated with the physical voice or data terminal.

Primary Rate Interface (PRI)

A standard ISDN frame format that specifies the protocol used between two or more communications systems. PRI runs at 1.544 Mbps and, as used in North America, provides 23 64-kbps B-channels (voice or data) and one 64-kbps D-channel (signaling). The D-channel is the 24th channel of the interface and contains multiplexed signaling information for the other 23 channels.

PRI endpoint (PE)

The wideband switching capability introduces PRI endpoints on switch line-side interfaces. A PRI endpoint consists of one or more contiguous B-channels on a line-side T1 or E1 ISDN PRI facility and has an extension. Endpoint applications have call-control capabilities over PRI endpoints.

principal

A terminal that has its primary extension bridged on one or more other terminals.

principal (user)

A person to whom a telephone is assigned and who has message-center coverage.

private network

A network used exclusively for the telecommunications needs of a particular customer.

private network office code (RNX)

The first three digits of a 7-digit private network number.

PROCR

Processor

processor carrier

See [control carrier](#).

processor data module (PDM)

A device that provides an RS-232C DCE interface for connecting to data terminals, applications processors (APs), and host computers, and provides a DCP interface for connection to a communications system. See also [modular processor data module \(MPDM\)](#).

processor port network (PPN)

A port network controlled by a switch-processing element that is directly connected to that PN's TDM bus and LAN bus. See also [port network \(PN\)](#).

processor port network (PPN) control carrier

A carrier containing the maintenance circuit pack, tone/clock circuit pack, and SPE circuit packs for a processor port network (PPN) and, optionally, port circuit packs.

Property Management System (PMS)

A stand-alone computer used by lodging and health-services organizations for services such as reservations, housekeeping, and billing.

protocol

A set of conventions or rules governing the format and timing of message exchanges to control data movement and correction of errors.

PSC

Premises service consultant

PSDN

Packet-switch public data network

PT

Personal terminal

PTC

Positive temperature coefficient

PTT

Postal Telephone and Telegraph

public network

The network that can be openly accessed by all customers for local and long-distance calling.

pulse-code modulation (PCM)

An extension of pulse-amplitude modulation (PAM) in which carrier-signal pulses modulated by an analog signal, such as speech, are quantized and encoded to a digital, usually binary, format.

Q

QPPCN

Quality Protection Plan Change Notice

quadrant

A group of six contiguous DS0s in fixed locations on an ISDN-PRI facility. Note that this term comes from T1 terminology (one-fourth of a T1), but there are five quadrants on an E1 ISDN-PRI facility (30B + D).

queue

An ordered sequence of calls waiting to be processed.

queuing

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

R

RAM

See [random-access memory \(RAM\)](#).

random-access memory (RAM)

A storage arrangement whereby information can be retrieved at a speed independent of the location of the stored information.

RBS

Robbed-bit signaling

RC

Radio controller

RCL

Restricted call list

read-only memory (ROM)

A storage arrangement primarily for information-retrieval applications.

recall dial tone

Tones signalling that the system has completed a function (such as holding a call) and is ready to accept dialing.

redirection criteria

Information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.

Redirection on No Answer

An optional feature that redirects an unanswered ringing ACD call after an administered number of rings. The call is then redirected back to the agent.

remote home numbering-plan area code (RHNPA)

A foreign numbering-plan area code that is treated as a home area code by the Automatic Route Selection (ARS) feature. Calls can be allowed or denied based on the area code and the dialed CO code rather than just the area code. If the call is allowed, the ARS pattern used for the call is determined by these six digits.

Remote Operations Service Element (ROSE)

A CCITT and ISO standard that defines a notation and services that support interactions between the various entities that make up a distributed application.

REN

Ringer equivalency number

reorder tone

A tone to signal that at least one of the facilities, such as a trunk or a digit transmitter, needed for the call was not available.

report scheduler

Software that is used in conjunction with the system printer to schedule the days of the week and time of day that the desired reports are to be printed.

RFP

Request for proposal

RHNPA

See [remote home numbering-plan area code \(RHNPA\)](#).

RINL

Remote indirect neighbor link

RISC

Reduced-instruction-set computer

RLT

Release-link trunk

RMATS

Remote Maintenance, Administration, and Traffic System

RNX

Route-number index (private network office code)

ROM

See [read-only memory \(ROM\)](#).

RPN

Routing-plan number

RS-232C

A physical interface specified by the Electronic Industries Association (EIA). RS-232C transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet.

RS-449

Recommended Standard 449

RSC

Regional Support Center

ROSE

See [Remote Operations Service Element \(ROSE\)](#).

S

S1

The first logical signalling channel of DCP. The channel is used to provide signaling information for DCP's I1 channel.

S2

The second logical signaling channel of DCP. The channel is used to provide signaling information for DCP's I2 channel.

SABM

Set Asynchronous Balance Mode

SAC

Send All Calls

SAKI

See [sanity and control interface \(SAKI\)](#).

sanity and control interface (SAKI)

A custom VLSI microchip located on each port circuit pack. The SAKI provides address recognition, buffering, and synchronization between the angel and the five control time slots that make up the control channel. The SAKI also scans and collects status information for the angel on its port circuit pack and, when polled, transmits this information to the archangel.

SAT

System access terminal

SCC

1. See [single-carrier cabinet](#).
2. Serial communications controller

SCD

Switch-control driver

SCI

Switch communications interface

SCO

System control office

SCOTCH

Switch Conferencing for TDM Bus in Concentration Highway

SCSI

See [small computer system interface \(SCSI\)](#).

SDDN

Software-Defined Data Network

SDI

Switched Digital International

SDLC

Synchronous data-link control

SDN

Software-defined network

SFRL

Single-frequency return loss

SID

Station-identification number

simplex system

A system that has no redundant hardware.

simulated bridged appearance

The same as a temporary bridged appearance; allows the terminal user (usually the principal) to bridge onto a call that had been answered by another party on his or her behalf.

single-carrier cabinet

A combined cabinet and carrier unit that contains one carrier. See also [Multicarrier cabinet](#).

single-line voice terminal

A voice terminal served by a single-line tip and ring circuit (models 500, 2500, 7101A, 7103A).

SIT

Special-information tones

- small computer system interface (SCSI)**
An ANSI bus standard that provides a high-level command interface between host computers and peripheral devices.
- SMDR**
Station Message Detail Recording, known as Call Detail Recording in DEFINITY ECS.
- SN**
Switch Node
- SNA**
Systems Network Architecture
- SNC**
Switch Node Clock
- SNI**
Switch Node Interface
- SNMP**
Simple Network Management Protocol
- software**
A set of computer programs that perform one or more tasks.
- SPE**
Switch Processing Element
- SPID**
Service Profile Identifier
- split**
See [ACD work mode](#).
- split condition**
A condition whereby a caller is temporarily separated from a connection with an attendant. A split condition automatically occurs when the attendant, active on a call, presses the start button.
- split number**
The split's identity to the switch and BCMS.
- split report**
A report that provides historical traffic information for internally measured splits.
- split (agent) status report**
A report that provides real-time status and measurement data for internally measured agents and the split to which they are assigned.
- SSI**
Standard serial interface
- SSM**
Single-site management
- SSV**
Station service
- ST3**
Stratum 3 clock board

staffed

Indicates that an agent position is logged in. A staffed agent functions in one of four work modes: Auto-In, Manual-In, ACW, or AUX-Work.

STARLAN

Star-Based Local Area Network

Station Message Detail Recording (SMDR)

An obsolete term now called CDR — a switch feature that uses software and hardware to record call data. See [Call Detail Recording \(CDR\)](#).

standard serial interface (SSI)

A communications protocol developed for use with 500-type business communications terminals (BCTs) and 400-series printers.

status lamp

A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).

stroke counts

A method used by ACD agents to record up to nine customer-defined events per call when CMS is active.

SVN

Security-violation notification

switch

Any kind of telephone switching system. See also [communications system](#).

switchhook

The buttons located under the receiver on a voice terminal.

switch-node (SN) carrier

A carrier containing a single switch node, power units, and, optionally, one or two DS1 converter circuit packs. An SN carrier is located in a center-stage switch.

switch-node (SN) clock

The circuit pack in an SN carrier that provides clock and maintenance alarm functions and environmental monitors.

switch-node interface (SNI)

The basic building block of a switch node. An SNI circuit pack controls the routing of circuit, packet, and control messages.

switch-node link (SNL)

The hardware that provides a bridge between two or more switch nodes. The SNL consists of the two SNI circuit packs residing on the switch nodes and the hardware connecting the SNIs. This hardware can include lightwave transceivers that convert the SNI's electrical signals to light signals, the copper wire that connects the SNIs to the lightwave transceivers, a full-duplex fiber-optic cable, DS1 converter circuit cards and DS1 facilities if a company does not have rights to lay cable, and appropriate connectors.

switch-processing element (SPE)

A complex of circuit packs (processor, memory, disk controller, and bus-interface cards) mounted in a PPN control carrier. The SPE serves as the control element for that PPN and, optionally, for one or more EPNs.

SXS

Step-by-step

synchronous data transmission

A method of sending data in which discrete signal elements are sent at a fixed and continuous rate and specified times. See also [association](#).

SYSAM

System Access and Administration

system administrator

The person who maintains overall customer responsibility for system administration. Generally, all administration functions are performed from the Management Terminal. The switch requires a special login, referred to as the system administrator login, to gain access to system-administration capabilities.

system printer

An optional printer that may be used to print scheduled reports via the report scheduler.

system report

A report that provides historical traffic information for internally measured splits.

system-status report

A report that provides real-time status information for internally measured splits.

system manager

A person responsible for specifying and administering features and services for a system.

system reload

A process that allows stored data to be written from a tape into the system memory (normally after a power outage).

T

T1

A digital transmission standard that in North America carries traffic at the DS1 rate of 1.544 Mbps. A T1 facility is divided into 24 channels (DS0s) of 64 kbps. These 24 channels, with an overall digital rate of 1.536 Mbps, and an 8-kbps framing and synchronization channel make up the 1.544-Mbps transmission. When a D-channel is present, it occupies channel 24. T1 facilities are also used in Japan and some Middle-Eastern countries.

TAAS

Trunk Answer from Any Station

TABS

Telemetry asynchronous block serial

TAC

Trunk-access code

tandem switch

A switch within an electronic tandem network (ETN) that provides the logic to determine the best route for a network call, possibly modifies the digits outputted, and allows or denies certain calls to certain users.

tandem through

The switched connection of an incoming trunk to an outgoing trunk without human intervention.

tandem tie-trunk network (TTTN)

A private network that interconnects several customer switching systems.

TC

Technical consultant

TCM

Traveling class mark

TDM

See [time-division multiplexing \(TDM\)](#).

TDR

Time-of-day routing

TEG

Terminating extension group

terminal

A device that sends and receives data within a system. See also [administration terminal](#).

tie trunk

A telecommunications channel that directly connects two private switching systems.

time-division multiplex (TDM) bus

A bus that is time-shared regularly by preallocating short time slots to each transmitter. In a PBX, all port circuits are connected to the TDM bus, permitting any port to send a signal to any other port.

time-division multiplexing (TDM)

Multiplexing that divides a transmission channel into successive time slots. See also [multiplexing](#).

time interval

The period of time, either one hour or one-half hour, that BCMS measurements are collected for a reports.

time slice

See [time interval](#).

time slot

64 kbps of digital information structured as eight bits every 125 microseconds. In the switch, a time slot refers to either a DS0 on a T1 or E1 facility or a 64-kbps unit on the TDM bus or fiber connection between port networks.

time slot sequence integrity

The situation whereby the N octets of a wideband call that are transmitted in one T1 or E1 frame arrive at the output in the same order that they were introduced.

to control

An application can invoke *Third Party Call Control* capabilities using either an adjunct-control or domain-control association.

to monitor

An application can receive *event reports* on an active-notification, adjunct-control, or domain-control association.

TOD

Time of day

tone ringer

A device with a speaker, used in electronic voice terminals to alert the user.

TOP

Task-oriented protocol

trunk

A dedicated telecommunications channel between two communications systems or COs.

trunk allocation

The manner in which trunks are selected to form wideband channels.

trunk-data module

A device that connects off-premises private-line trunk facilities and DEFINITY ECS. The trunk-data module converts between the RS-232C and the DCP, and can connect to DDD modems as the DCP member of a modem pool.

trunk group

Telecommunications channels assigned as a group for certain functions that can be used interchangeably between two communications systems or COs.

TSC

Technical Service Center

TTI

Terminal translation initialization

TTR

Touch-tone receiver

TTT

Terminating trunk transmission

TTTN

See [tandem tie-trunk network \(TTTN\)](#).

TTY

Teletypewriter

U

UAP

Usage-allocation plan

UART

Universal asynchronous transmitter

UCD

Uniform call distribution

UCL

Unrestricted call list

UDP

See [Uniform Dial Plan \(UDP\)](#).

UL

Underwriter Laboratories

UM

User manager

Uniform Dial Plan (UDP)

A feature that allows a unique 4- or 5-digit number assignment for each terminal in a multiswitch configuration such as a DCS or main-satellite-tributary system.

UNMA

Unified Network Management Architecture

UNP

Uniform numbering plan

UPS

Uninterruptible power supply

USOP

User service-order profile

UUCP

UNIX-to-UNIX Communications Protocol

UUI

User-to-user information

V

VAR

Value-added reseller

VDN

See [vector directory number \(VDN\)](#).

vector directory number (VDN)

An extension that provides access to the Vectoring feature on the switch. Vectoring allows a customer to specify the treatment of incoming calls based on the dialed number.

vector-controlled split

A hunt group or ACD split administered with the vector field enabled. Access to such a split is possible only by dialing a VDN extension.

VIS

Voice Information System

VLSI

Very-large-scale integration

VM

Voltmeter

VNI

Virtual nodepoint identifier

voice terminal

A single-line or multiappearance telephone.

W

WATS

See [Wide Area Telecommunications Service \(WATS\)](#).

WCC

World-Class Core

WCR

World-Class Routing

WCTD

World-Class Tone Detection

WFB

Wireless fixed base

Wide Area Telecommunications Service (WATS)

A service in the United States that allows calls to certain areas for a flat-rate charge based on expected usage.

wideband

A circuit-switched call at a data rate greater than 64 kbps. A circuit-switched call on a single T1 or E1 facility with a bandwidth between 128 and 1536 (T1) or 1984 (E1) kbps in multiples of 64 kbps. H0, H11, H12, and N x DS0 calls are wideband.

wideband access endpoint

Access endpoints, extended with wideband switching to include wideband access endpoints. A wideband access endpoint consists of one or more contiguous DS0s on a line-side T1 or E1 facility and has an extension. The Administered Connections feature provides call control for calls originating from wideband access endpoints.

wink-start tie trunk

A trunk with which, after making a connection with a distant switching system for an outgoing call, the system waits for a momentary signal (wink) before sending the digits of the called number. Similarly, on an incoming call, the system sends the wink signal when ready to receive digits.

work mode

One of four states (Auto-In, Manual-In, ACW, AUX-Work) that an ACD agent can be in. Upon logging in, an agent enters AUX-Work mode. To become available to receive ACD calls, the agent enters Auto-In or Manual-In mode. To do work associated with a completed ACD call, an agent enters ACW mode.

work state

An ACD agent may be a member of up to three different splits. Each ACD agent continuously exhibits a work state for every split of which it is a member. Valid work states are Avail, Unstaffed, AUX-Work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and OtherSpl. An agent's work state for a particular split may change for a variety of reasons (example: when a call is answered or abandoned, or the agent changes work modes). The BCMS feature monitors work states and uses this information to provide BCMS reports.

write operation

The process of putting information onto a storage medium, such as a hard disk.

WSA

Waiting session accept

WSS

Wireless Subscriber System



Z

ZCS

Zero Code Suppression

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Reports
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- ☐ Make it less technical
- ☐ Add more examples
- ☐ Add more/better quick reference aids
- ☐ Add more detail
- ☐ Improve the index

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