585-236-161-03

AT&T Route It!™
Schedules and Quick Changes
Release 2007.2

User’s Guide

AT&T — PROPRIETARY
This document contains proprietary information of AT&T and is not to be disclosed or used except in accordance with applicable agreements.

Copyright© 2007 AT&T
All Rights Reserved
Printed in U.S.A.

Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Trademarks

Microsoft, Microsoft Explorer, MS, MS-DOS, Windows, Windows 98, Windows NT, Windows ME and Windows XP are registered trademarks of Microsoft Corporation.

CustomNet, MasterLine, MEGACOM, and READYLINE are registered trademarks of AT&T.

Route It! is a trademark of AT&T.

USADirect is a service mark of AT&T.

ZIP Code is a registered trademark of the United States Postal Service.

Telephone Support

For technical support with your AT&T Route It! software, please call1 800 862-2237 and choose Prompt 2 for Route It! support. Route It! support is available 24 hours a day, 7 days a week, in all of the continental United States and Canada.

Security Requirements

To help protect your Route It! data from theft or misuse, please adhere to these security requirements.

Store Route It! passwords and their corresponding user names separately.

When a user having Route It! access leaves your company, or a laptop computer on which Route It! is installed is lost or stolen, please call1 800 862-2237, *within four hours*, and choose Prompt 2 for Route It! support to have the user name and password reset.

It is your responsibility to perform virus checks on any software files residing on or used on the same PC where Route It! is installed.

Contents

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Contents

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Contents

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Contents

Contents

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Figures

Figures

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Tables

AT&T — PROPRIETARY
Use pursuant to Company Instructions

About This Document

Who Should Read This Guide

Read this guide if you want to work with the AT&T Route It!™ Scheduler to schedule routing plans, maximum calls allowed (MCA) at Alternate Termination Sequence (ATS) terminations, and maximum calls in queue (MCQ [currently not available in Canada]). This guide also explains how to perform emergency quick changes to modify the values used in active schedules in 5 or 15 minutes. Finally, this guide also describes how to enable or disable queries to Customer Routing Point (CRP) databases (currently not available in Canada) in five minutes.

AT&T Route It! is part of AT&T Toll -Free Routing Control.

Reasons For Reissue

This document is reissued to describe the following items:

- Remove references to CRP Tables Future Changes
- Update release number to 2007.2

How to Use This Guide

Beginners may want to review Chapter 1, "Scheduler Basics," for an overview of features common to each of the three schedule types in Route It!

For an explanation of each type of schedule, see the overview section of Chapter 2, "Scheduling Plans," and the sections "Scheduling Maximum Calls Allowed" and "Scheduling Maximum Calls in Queue" in Chapter 3, "Scheduling MCA and MCQ Values."

Al Route It! users may want to understand how to make a quick change to a schedule or to the query status of a CRP database before they actually need to make one. The overview section of Chapter 4, "Quick Changes," provides a description of the Quick Changes feature, as well as a brief overview of the steps needed to make a quick change.

It is assumed that Route It! users are familiar with the Microsoft Windows environment. For information on using the MS-DOS operating system or Windows, refer to the user's guides supplied with the software.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Conventions Used

This guide uses different fonts and styles to distinguish different types of information. The conventions used are listed below:

- Text that appears on your screen is shown in bold type, like this: **System Admin**.

  Screen text includes prompts, field names, menu items, error messages, or any other information displayed by the program.

- The response the system makes after you enter a command is described on a new line, for example:

  From the File menu, choose **Open**.

  The Open dialog box appears.

- Screen buttons are shown like this: **OK**.

- The terms *select* and *choose* are used throughout this document to indicate that you should press and release the left mouse button when the pointer is on an item in the software, such as a menu option or list item.

  — The term *select* indicates the selection and highlighting of one or more items in a list. For example: Select a dialed number from the list box.

  — The term *choose* indicates the selection of a menu command or button that results in action being taken in the software. For example: From the File menu, choose **Open**.

  For certain functions, you may need to click the right mouse button. The documentation describes when you need to click the right mouse button.

- The document contains reminders that alert you to additional and important information:

  ☑ **USAGE TIP:**
  Provides helpful information, such as an alternate way of choosing a menu command.

  NOTE:
  Alerts you to additional information.

  + **IMPORTANT:**
  Informs you that the feature described will be available in a future version of Route It!

  CAUTION:
  Alerts you to the extra importance of information contained in an explanation or in a procedure.

  WARNING:
  Indicates the presence of a hazard that will or can cause equipment damage, loss of software or data, or service interruption if the hazard is not avoided.

Glossary Conventions

The glossary in this guide uses different fonts and styles to distinguish different types of information. The conventions used are listed below:

- Text that appears on your screen is shown in bold type, like this: **999-000-3001** .
- When a term used in a definition is defined elsewhere in the glossary, it appears in bold type, like this: **Allocator Node**.

Related Documentation

This user's guide is part of a four-document set that also includes:

- *AT&T Route It! Installation User's Guide* (Order # 585-236-165).

  This guide describes how to install and set up Route It! It also explains how to set up Route It! user permissions.
- *AT&T Route It! Edit Plans User's Guide* (Order # 585-236-160-03).

  This guide describes how to use the Edit Plans feature of Route It! to set up and manage call routing for your AT&T Toll -Free Service. It also explains how to change certain call routing in five minutes or less. The guide also describes how to use the new Route It! Mail task.
- *AT&T Route It! Administration Guide* (Order # 585-236-162-03).

  This guide describes how to use the Customer Profile feature of Route It! to view information about provisioned data, such as dialed numbers, terminations, queues, and announcements. In addition, this guide explains how to update plan data using the Refresh function.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Finding Route It! Information

Use Table 1 to determine which Route It! guide contains general Route It! information. Use Table 2 to help locate information about a specific Route It! task.

Table 1. Finding General Information in Route It! Documents

To Find Information About. .	See the *AT&T Route It!*. .
Route It! hardware and software requirements, installation procedures, setting Route It! user permissions, connecting your PC to the support system	*Installation User's Guide*.
Route It! administrative features, that is, Customer Profile, Refresh, and System Administration	*Administration Guide.*
Route It! features and functions, AT&T Toll -Free calling Services, AT&T Advanced Features, and starting Route It!	*Edit Plans User's Guide,* Chapter 1, "Overview."
Using Route It! with Windows	*Edit Plans User's Guide,* Chapter 2, "Using Route It! with Windows."
Possible changes made to your routing plans when a new area code is created for a geographical region	*Edit Plans User's Guide*, Appendix A, "Managing Area Code Split Updates."
Possible changes made to your terminations and routing plans when a new country code is added for a geographical region.	*Edit Plans User's Guide*, Appendix B, "Managing Country Code Updates."
Validation performed by the support system when a dialed number subscribes to the Redirect or Alternate Destination Routing (ADR) AT&T Advanced Feature	*Administration Guide*, Appendix A, "Advanced Feature Rules."

Table 2. Finding Specific Task Information in Route It! Documents

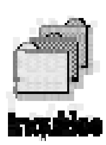
For This Application	To Find Information About. .	See the *AT&T Route It!*. .
User Setup 	Adding, modifying, and removing setup information for Route It! users, and changing user permissions	*Installation User's Guide,* Chapter 4, "User Setup," and *Administration Guide,* Chapter 5, "User Setup."
Edit Plans 	Changing your password	*Edit Plans User's Guide,* Chapter 1, "Overview."
	Basic concepts of routing plans and their nodes and branches, Service Dates, Service View, and plan validation	*Edit Plans User's Guide,* Chapter 3, "Routing Plan Concepts."
	Creating and editing routing plans, working with nodes and branches, overriding the percentages of Allocator node branches in an active schedule in five minutes or less, displaying plan information, displaying node and branch data, saving, deleting, and printing plans, updating plan data, and getting plans validated in preparation for use in routing calls	*Edit Plans User's Guide,* Chapter 4, "Creating or Editing a Plan."
	Creating, modifying, printing, and deleting labels for values or names in branch and node fields	*Edit Plans User's Guide,* Chapter 5, "Labels."
Inquiries 	Searching for Dialed Number and Terminating Routing Number information.	*Administration Guide*, Chapter 6, "Inquiries."
CRP Tables 	Creating and editing CRP tables, assigning CRP databases to tables, and getting information on CRP tables and terminations and announcements (currently available only in the United States)	*Edit Plans User's Guide,* Chapter 6, "CRP Tables."

Table 2. Finding Specific Task Information in Route It! Documents (Cont'd)

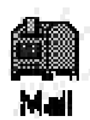
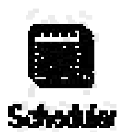
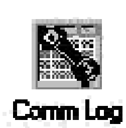
For This Application	To Find Information About. .	See the *AT&T Route It!*. .
Mail 	Opening, sorting, printing, and deleting Route It! mail messages	*Edit Plans User's Guide,* Chapter 8, "Displaying Mail Messages."
Scheduler 	Features common to each schedule type, an overview of working with schedules and making quick changes	*Schedules and Quick Changes User's Guide*, Chapter 1, "Scheduler Basics."
	Creating, editing, saving, and printing plan schedules, sending schedules to the support system, and changing the Service View	*Schedules and Quick Changes User's Guide*, Chapter 2, "Scheduling Plans."
	Specifying the MCA (maximum calls allowed) at a given ATS (Alternate Termination Sequence)-type termination, specifying the MCQ (maximum calls in queue [currently not supported by AT&T Canada Long Distance Services])	*Schedules and Quick Changes User's Guide*, Chapter 3, "Scheduling MCA and MCQ Values."
Quick Changes 	Overriding the values in an active schedule in either 5 or 15 minutes, resuming original schedule values, changing the query status of a CRP table in 5 minutes, and changing the Service View	*Schedules and Quick Changes User's Guide*, Chapter 4, "Quick Changes."
Comm Log 	Displaying, printing, and saving messages in the Comm Log and customizing the look of the Comm Log	*Edit Plans User's Guide,* Chapter 7, "Comm Log."

Table 2. Finding Specific Task Information in Route It! Documents (Cont'd)

For This Application	To Find Information About. .	See the *AT&T Route It!*. .
Customer Profile 	Your provisioned data, using Customer Profile to rename data items, changing the service area of a termination, or changing the timeout treatment for a queue	*Administration Guide*, Chapter 2, "Customer Profile."
	Rules for changing the service area of an access line	*Administration Guide*, Chapter 2, "Customer Profile," and Appendix B, "Service Area Rules."
Refresh 	Updating general AT&T information and detailed account-specific data, comparing the Route It! Service Dates with the support system Service Dates, requesting a list of transactions for a specific account	*Administration Guide*, Chapter 3, "Refresh."
System Admin 	Disconnecting your PC from the support system, backing up and restoring your Route It! database, entering or changing selections for automatic Refresh, support system message polling, scheduled Refresh, purging Comm Log messages, installing Route It! patches, removal of account data, and SMW (Service Management Workstation) ID	*Administration Guide*, Chapter 4, "System Administration."
	Setting Route It! user permissions, adding and modifying Route It! users, and removing Route It! user access	*Administration Guide*, Chapter 5, "User Setup."

How to Order Documentation

The order number for this document is 585-236-161-03. To order an additional copy of this document or any of the documents mentioned under the heading "Related Documentation," contact your AT&T account representative.

Receiving Updates

AT&T automatically provides AT&T Route It! software owners with updates of any Route It! software-related document. If you are not receiving updates, cal 1 800 862-2237. Ask to be placed on the standing order list and indicate the documents by document order number. The document updates will be shipped to you as they become available.

Getting Online Help

Online help is available on every window through the Help menu. It is also available on every dialog box through the **Help** button.

Route It! Security

To help protect your Route It! data from theft or misuse, please adhere to these security requirements:

- Store Route It! passwords and their corresponding user names separately.
- When a user having Route It! access leaves your company, please call AT&T at 1 800 862-2237 and choose Prompt 2 for Route It! support, *within four hours,* to have the user name and password reset.
- If a laptop computer on which Route It! is installed is lost or stolen, please notify AT&T by calling 1 800 862-2237 and choosing Prompt 2 for Route It! support.

In addition, it is your responsibility to perform virus checks on any software files residing on or used on the same PC where Route It! is installed.

Route It! Training

AT&T offers an instructor-led training course on Route It! at the AT&T training Center in Irvine, California. For scheduling and registration information on these courses, please contact your AT&T account representative.

Route It! Support

For technical support with your Route It! software, please call 1 800 862-2237 and choose Prompt 2 for Route It! support. Route It! support is available 24 hours a day, 7 days a week, in all of the continental United States and Canada.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Scheduler Basics

1

Contents

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Scheduler Basics

1

This chapter provides an overview of the three types of schedules in AT&T Route It! Scheduler. It describes several features common to each schedule type and explains how to access the Scheduler main window. This chapter also provides an overview of the Quick Changes application.

NOTE:
Currently, not all features and nodes are supported by AT&T Canada Long Distance Services. Refer to this information in the *AT&T Route It! Edit Plans User's Guide*:

- Features—"AT&T Advanced Features (United States/Canada)" in Chapter 1, "Overview."
- Nodes—"Node Categories" in Chapter 3, "Routing Plan Concepts."

Route It! Scheduler

Route It! Scheduler lets you customize your call routing by time of day and day of week. Table 1-1 describes the three types of schedules in Route It!

Table 1-1. Route It! Schedules

Schedule Type	Use This Schedule to Specify…
Plan schedule	Which routing plans are used to route calls and when. A plan schedule consists of routing plans, each set in a time slot for a particular day of the week. You can create or edit plan schedules. Before a plan can be used for call routing, it must be part of a plan schedule that has dialed numbers assigned to it.
MCA schedule	The maximum calls allowed (MCA) at an Alternate Termination Sequence (ATS) termination. By editing an MCA schedule, you can change the MCA value for an ATS termination by day of week and time of day.
MCQ schedule	The maximum calls that can be held in a queue at one time. For a specific queue, this schedule determines the maximum calls in queue (MCQ) used each day of the week and during each part of the day. You can edit the MCQ values in an MCQ schedule. **NOTE:** Currently, MCQ is not supported by AT&T Canada.

Each schedule is made up of a grid of cells that contain plan names, MCA values, or MCQ values, depending on the type of schedule displayed. Figure 1-1 shows the grid of a plan schedule.

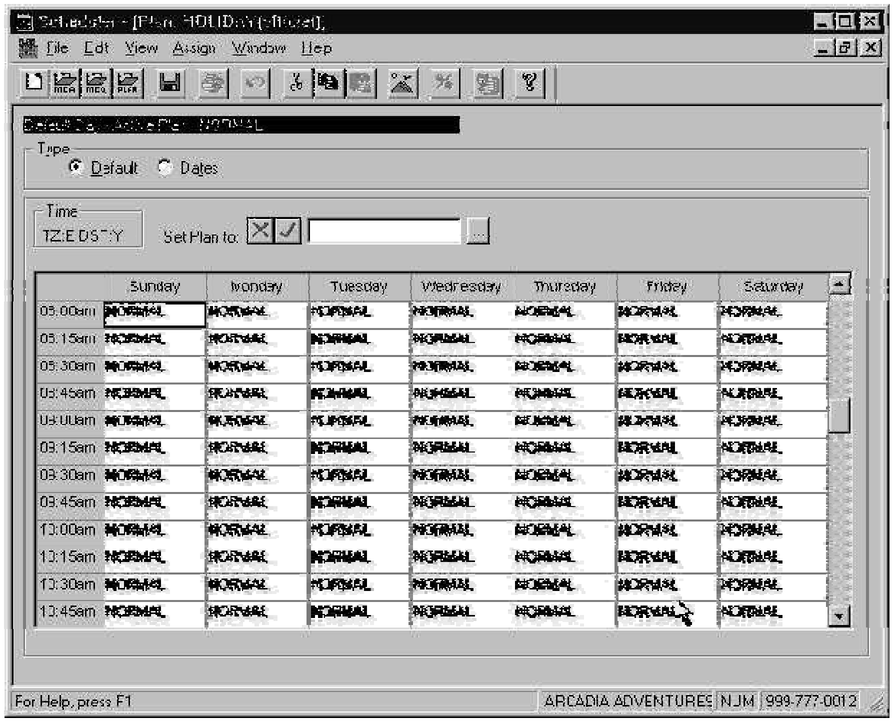


Figure 1-1. Plan Schedule Grid

In the sample schedule in Figure 1-1, the **Time** box shows the time zone (**TZ**) associated with a schedule. The time zone of a schedule may appear as **A** (Atlantic), **C** (central), **E** (eastern), **H** (Hawaii /Alaska), **M** (mountain), or **P** (Pacific). It also indicates whether daylight saving time (**DST**) is in effect for the schedule by displaying a **Y** (yes).

The grid has these parts:

- The leftmost column in the grid shows the time intervals. The following time intervals are available: 15 minutes, 30 minutes, 1 hour, and 2 hours.
- The top row of the grid shows the days of the week or, if selected, a specific date.
- Each cell represents a plan or value that is in effect during a particular time interval on a particular day.

Columns can be resized by clicking on the right border of a column heading and dragging the mouse to the right or left.

You can access a Shortcut menu by clicking the right mouse button in any area of the grid. This Shortcut menu contains the **Cut**, **Copy**, and **Paste** commands. Use these commands as you would from the Edit menu or toolbar.

Any new or existing table that you have created or edited must be made official. To make the schedule official, you send it to the host support system for validation.

Scheduler Toolbar

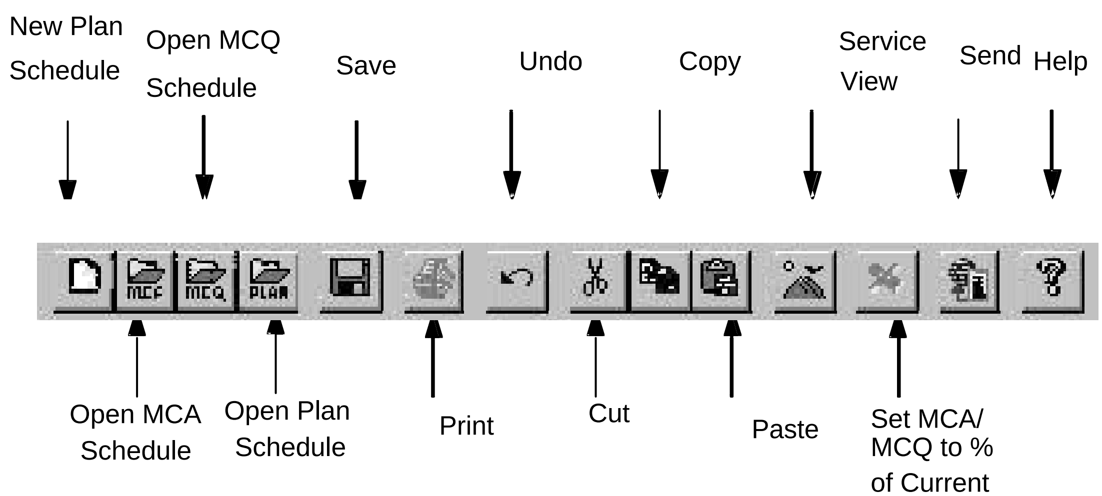


Figure 1-2. Scheduler Toolbar

The Scheduler toolbar, shown in Figure 1-2, appears directly below the menu bar on each schedule. Use this toolbar to initiate menu commands quickly

Common Schedule Features

In addition to the grid format, each schedule includes these five features to help you work with schedules:

- default or exception date scheduling
- **Set Plan/MCA/MCQ** buttons (see **NOTE** below)
- Active indicator
- monthly calendar
- customized time intervals

NOTE:
Currently, MCQ is not supported by AT&T Canada Long Distance Services.

Default or Exception Date Scheduling

When you create or edit a schedule, you work with either a default schedule or with exception dates. Figure 1-3 shows the **Default** and **Dates** option buttons under **Type** in a plan schedule window. A default schedule is currently displayed.

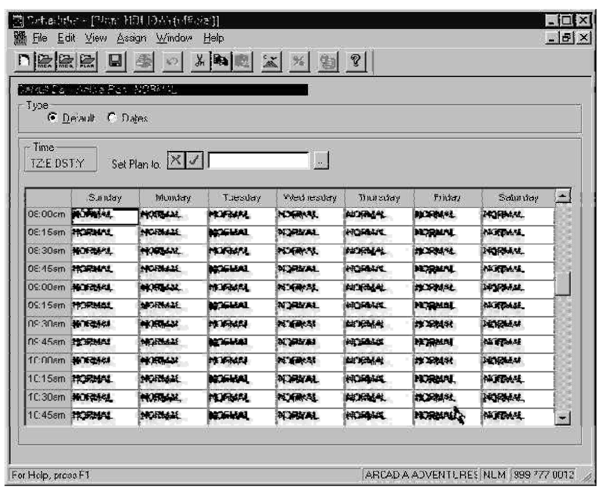


Figure 1-3. Choosing Default or Exception Date Scheduling

In a default schedule, the plan names or values in the grid cells are used on a weekly basis for an indefinite period. As shown in Figure 1-3, each column of a default schedule grid is headed by a day of the week. Default schedules handle normal call routing.

Exception dates are specific days of a schedule that deviate from the default schedule. You may want to use exception dates to accommodate unusually high-call traffic periods, such as holidays. You can click **Dates** to display from one to seven specific dates on the schedule grid. The dates you specify can be default or exception dates.

Figure 1-4 shows several exception dates displayed in the schedule grid

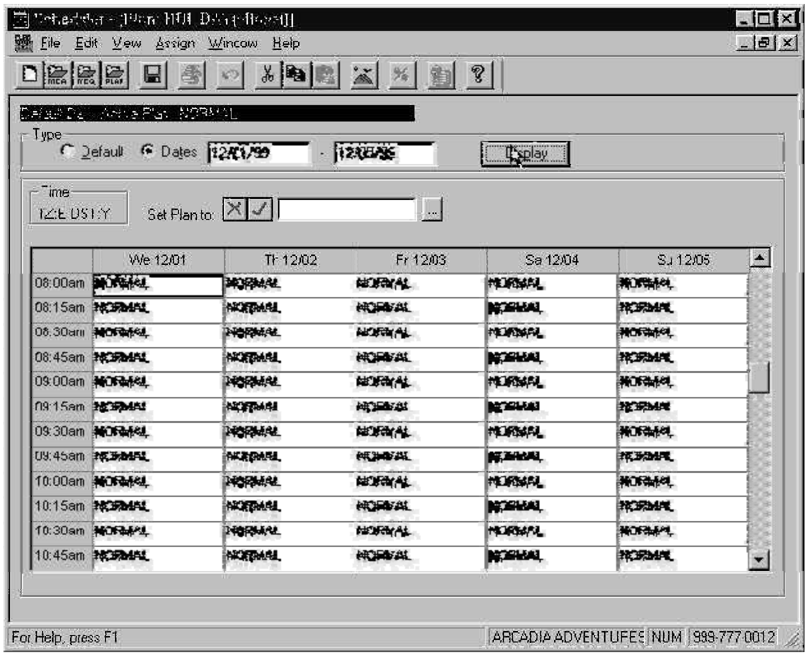


Figure 1-4. Exception Dates

There are two kinds of exception dates in Route It!, as described in Table 1-2.

Table 1-2. Types of Exception Dates

Different from Default	These exception dates have values that differ from the corresponding default dates. For example, you can specify that Monday, May 1, has cell values that differ from values normally used in the default schedule on Mondays. The column heading for this type of exception date is shown in magenta.
Same as Default	These exception dates have values that are the same as the corresponding default dates. You can change the values for the exception date of Monday, May 1, to exactly match those normally used in the default schedule on Mondays. The column heading for this type of exception date is shown in blue.

Set Plan/MCA/MCQ Buttons

To quickly populate or edit cells in a schedule, use the **Set Plan to** (for plan schedules), **Set MCA to** (for MCA schedules), or **Set MCQ to** (for MCQ schedules) button, whichever is applicable.

NOTE:
Currently, MCQ is not supported by AT&T Canada Long Distance Services.

Figure 1-5 shows the **Set Plan to** button on a plan schedule.

Figure 1-5. The Set Plan to Feature

To use this feature, select cells in the grid by highlighting them with your mouse. Then enter a value or plan name in the text box. For plan schedules, you can also use the **Choices (...)** button to select a routing plan.

To add the value or plan name to the selected cells, click the green check mark button. To remove a value in the text box without affecting any values in the schedule grid, click the red **X** button *before you click the check mark button.*

Active Indicator

For any official schedule, or for a local schedule that has an associated official version, the Active indicator shows the current plan or value that is in effect in the network at the time you are viewing the schedule. The information in the Active indicator pertains to only the official schedule. For example, if you are looking at an official plan schedule at 11 a.m. on Tuesday, the Active indicator shows the plan actively being used in the AT&T network to route calls at that time. The Active indicator is located above the **Type** panel, as shown in Figure 1-6.

Figure 1-6. Active Indicator

The indicator also shows whether the plan or value is from a default or exception date or whether it is an override plan or value. For more information on override plans and values, see the section “Quick Changes,” later in this chapter.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Information in the Active indicator is based on a separate copy of the official schedule maintained on your PC. The current date and time are determined by your PC's clock.

NOTE:
To ensure that the current value or plan appears in the Active indicator, make sure your PC's clock is set to the correct date and time.

You can edit the current schedule without affecting the plan or value displayed in the Active indicator.

To help you quickly identify the type of entry in the Active indicator, the background color behind the text message changes, as shown in Table 1-3.

Table 1-3. Active Indicator Color-Coding

Entry	Color of Active Indicator
Default day	Black
Exception date— same as default	Blue
Exception date— different from default	Magenta
Override value or plan	Red

Monthly Calendar

The monthly calendar shows a month of dates for a schedule in a calendar format. You can display any month up to 13 months from the current date.

The days on the monthly calendar are color-coded to help you quickly identify default and exception dates. The calendar does not show individual cell values.

You can select up to seven days on the monthly calendar and then display them in the grid. You can also select exception dates on the calendar and change them to the default schedule.

Customized Time Intervals

For each day in a schedule, the grid is divided into 15-minute intervals. Route It! allows you to display larger time intervals. Changing the interval displayed does not change any values in the grid cells. For a complete description of this procedure, see "Changing the Time Intervals on the Schedule Grid" in Chapter 2, "Scheduling Plans."

Starting Scheduler

To display the Scheduler main window, do *one* of the following:

- From the Route It! Tasks menu, choose **Scheduler**.

  Or

- Double-click the Scheduler icon.

The Scheduler main window appears. When first opened, the window is empty, except for the menu bar, toolbar, and status bar. The status bar shows the account number for the current Service View.

To display a plan schedule, MCA schedule, or MCQ schedule, see either Chapter 2, “Scheduling Plans,” or Chapter 3, “Scheduling MCA and MCQ Values.”

NOTE:
Currently, MCQ is not supported by AT&T Canada Long Distance Services.

Quick Changes

A quick change lets you override the values of an active schedule with an override value in 5 or 15 minutes. Make a quick change to handle emergency situations, such as a sudden increase in calls to a call center or a site closing due to snow.

A quick change is completed in 5 or 15 minutes in the AT&T network *after* it has been received by the support system.

- A quick change to a single plan schedule takes place in the network within 5 minutes.
- A quick change to as many as 34 terminations takes place in the network within 5 minutes.
- A quick change to an MCQ schedule takes place in the network within 15 minutes.

NOTE:
Currently, MCQ is not supported by AT&T Canada Long Distance Services.

The override remains in effect until you make another quick change to resume the use of the original schedule. When resumed, the original schedule follows the default or exception date values for the current date and time.

While a schedule is overridden, you can still display and edit the schedule and also send your changes to the support system.

To make a quick change, you use Quick Changes, available on the Route It! main window. You can make quick changes to active MCA or MCQ schedules and to active plan schedules.

For more information, see Chapter 4, “Quick Changes.”

AT&T — PROPRIETARY
Use pursuant to Company instructions

Scheduler Plans

2

Contents

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Scheduler Plans

2

This chapter describes how to create and edit a plan schedule for either default or exception dates. It also explains how to designate plan schedules for use during quick changes. Finally, this chapter describes how to move dialed numbers between schedule sets.

Working with Plan Schedules

Use plan schedules to specify when routing plans are used to route calls. The schedule that you create or edit consists of routing plans, each set in a time slot for a particular day of the week. To use an official plan schedule for call routing, you must assign one or more dialed numbers to it.

Before you can use routing plans for call routing, you need to complete these procedures:

1. Create or edit a plan schedule and save it.

   To create a new plan schedule, you add routing plan names to every cell in the plan schedule grid. When you save a newly created or edited plan schedule, it is saved as a local plan schedule on your PC.

2. Send the local plan schedule to the support system.

   A plan schedule that passes validation at the support system becomes an official plan schedule.

3. Assign dialed numbers to the official plan schedule, if necessary.

   For a plan schedule to be actively used in call routing, it must be associated with a set of one or more dialed numbers called a *schedule set*. The AT&T support center initially sets up a schedule set of dialed numbers when it provisions your account.

   To associate dialed numbers with an official plan schedule, you move the dialed numbers from one schedule set to the schedule set for the current plan schedule. The name of the official plan schedule is synonymous with the name of the schedule set associated with it. The terms *plan schedule* and *schedule set* are used interchangeably throughout this chapter.

Figure 2-1 shows the relationship between a sample schedule set and a sample plan schedule.

AT&T — PROPRIETARY
Use pursuant to Company instructions

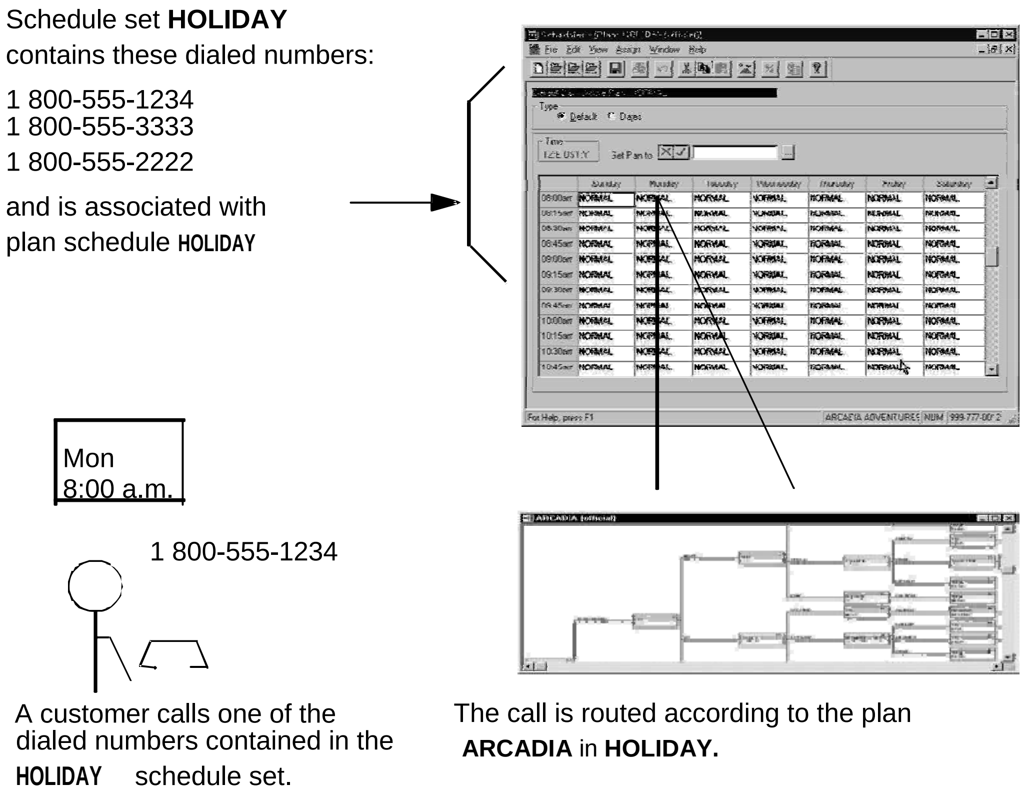


Figure 2-1. Schedule Set/Plan Schedule Relationship

Opening a Plan Schedule

This section describes how to open a new or existing plan schedule.

Opening a New Plan Schedule

To open a new plan schedule, follow these steps:

1. From the File menu, choose **New Plan Schedule**.

   An empty local plan schedule appears.

2. For the procedure on populating grid cells with routing plan names, see the section “Selecting and Editing Cells,” later in this chapter

Opening an Existing Plan Schedule

To open one of the last four plan schedules displayed, choose it from a list of schedules at the bottom of the File menu.

To select a plan schedule from a list of those for the current Service View, follow these steps:

1. From the File menu, choose **Open Plan Schedule**.

The Open Plan Schedule dialog box appears, as shown in Figure 2-2.

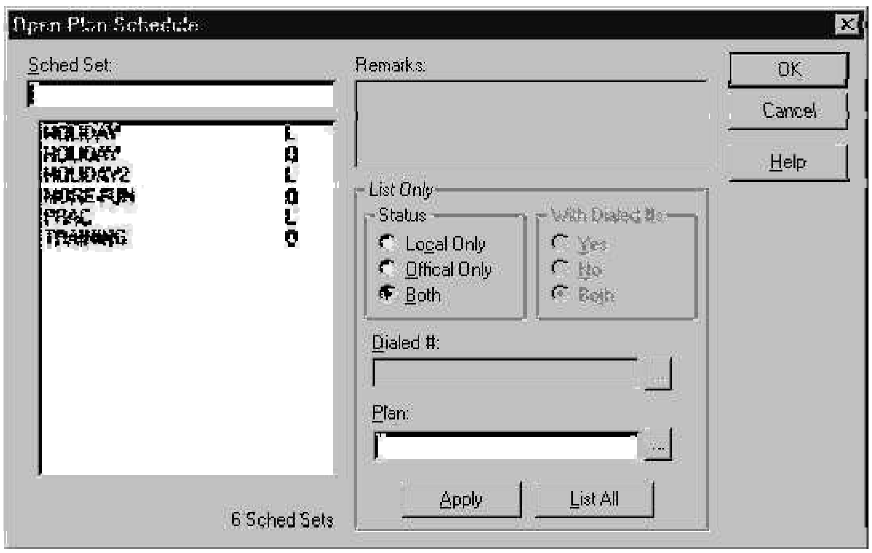


Figure 2-2. Open Plan Schedule Dialog Box

The list box shows the names of all plan schedules for the current Service View.

- **L** or **O** following a plan schedule name identifies it as either a local or an official plan schedule.
- The **Remarks** text box contains read-only remarks about a plan schedule that has been selected from the list box.

2. To open a plan schedule, do *one* of the following:

- Double-click a plan schedule in the list box.
- Select a schedule name from the list box and then choose **OK**.
- In the **Sched Set** text box, type a schedule name (dashes, if any, are optional) and then choose **OK**.

NOTE:
If the list box displays both the local and official versions of a schedule, any plan schedule name you type in the **Sched Set** text box corresponds to the local version. To specify an official version of the plan schedule, you must select the schedule name from the list box.

The selected plan schedule appears in the Scheduler main window.

NOTE:
When you open a schedule that is being overridden, the name of the override plan is displayed above the schedule grid.

Searching for a Plan Schedule

To search for a plan schedule to open, you can expand or narrow the list of schedules.

To expand or narrow the list of schedules, at the Open Plan Schedule dialog box, make selections under **List Only** and then choose **Apply**. The **List Only** area contains these selections:

Status — Select to display local plan schedules only (**Local Only**), official plan schedules only (**Official Only**), or both local and official plan schedules (**Both**).

With Dialed #s

NOTE:
To use this selection, make sure that **Official Only** has been selected under **Status**.

Select to display *one* of the following:

- official plan schedules that have dialed numbers assigned to them (**Yes**)
- official plan schedules that do not have dialed numbers assigned to them (**No**)
- al official plan schedules, whether they have dialed numbers assigned to them or not (**Both**)

Dialed # — To display the name of the official schedule set associated with a dialed number, type the dialed number name or the dialed number digits (dashes are optional), or use the **Choices (...)** button.

Plan — To display only those schedule sets that use a particular plan, type the plan name, or use the **Choices (...)** button.

NOTE:
To display a list of all plan schedule names for the current Service View, choose **List All**.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Displaying the Default Schedule or Specific Dates

When you first open a plan schedule, the default schedule appears. You can also select to display one or more specific dates. When you select specific dates to display, keep in mind the following:

- You can display from one to seven consecutive dates at a time.
- The earliest date you can display is today’s date.
- You cannot display a date later than 13 months from today’s date.

To display specific dates, do the following:

1. Display a plan schedule in the active window.
2. In the **Type** box, choose **Dates**.

   Two text boxes are displayed.
3. Using the format **mm/dd/yy**, enter a single date in the first text box or a range of dates in the first and second text boxes.
4. Choose **Display**.

   The dates selected are displayed in the plan schedule grid. The message bar displays a notice if the selected dates are earlier or later than the current Service Date.

   NOTE:
   You can also use the monthly calendar to select and display specific dates. To display the monthly calendar, press **F2**. For more information on the monthly calendar, see the section “Displaying the Monthly Calendar,” later in this chapter.
5. To display the default schedule at any time, in the **Type** box, choose **Default**.

Selecting and Editing Cells

There are four ways to add or change routing plan names in the plan schedule grid. You can:

- Use your mouse to select cells and then use the Set Plan to feature to populate the cells.
- Type the new value directly into selected cell(s).
- Paste cell contents from the same or different plan schedule into selected cells.
- Find all cells with a specific plan name and replace them with another plan name.

Any changes you make to plan schedules appear in uppercase letters.

The next section describes how to select cells with your mouse. The following sections explain how to populate the selected cells with routing plan names.

AT&T — PROPRIETARY
Use pursuant to Company instructions

For information on saving plan schedules you have edited, see the section “Saving a Plan Schedule,” later in this chapter.

Selecting Cells with Your Mouse

To select a cell, click anywhere in the cell, except on the text. To clear the current selection(s), select a single cell or press an arrow key.

Keep in mind the following when you select cells:

- At least one cell in the grid is always selected and appears with a white background.
- If a plan name is longer than the cell width, an arrow (>) appears in the right side of the cell. To display the entire plan name, drag the border at the right of the column heading to make the column wider.

To switch between the cell selection method described here and the text selection method described in “Typing Values Directly into Selected Cells,” later in this chapter, press **Esc**.

Table 2-1 describes the various ways to select cells in the schedule grid.

Table 2-1. Selecting Cells with Your Mouse

To Select…	Do This
One cell at a time	Click the cell.
A range of adjacent cells	Drag across cells. *Or* Hold down **Ctrl** + **Shift** and then press any of the arrow keys to select cells in the direction of the arrow keys.
Nonadjacent cells or ranges	Click different cells and/or drag across different cell ranges while holding down **Ctrl**.
One or more adjacent columns	Click or drag across one or more column heads.
Nonadjacent columns	Hold down **Ctrl** and click the desired columns.
One or more rows	Click or drag across the times in the times column.
Nonadjacent rows	Hold down **Ctrl** and click the desired rows.
All cells	Click the corner selector in the upper left-hand corner of the grid (the corner selector is unmarked). To deselect all cells, click the corner selector again.

Editing Cell Values with "Set Plan to"

You can use **Set Plan to** populate selected cells with a routing plan name. You can add a routing plan name to empty cells or change the existing plan names.

To populate cells using **Set Plan to**, follow these steps:

1. Select one or more cells in the schedule grid.
2. To populate cells, do *one* of the following:
   - In the **Set Plan to** text box, type a plan name and then click the green check mark button.

     NOTE:
     To clear the **Set Plan to** text box without changing any values in the grid, click the red **X** button *before you click the green check mark*.

     If you type a plan name that does not exist or is not an official plan, you will receive a notice. To use this plan name anyway, choose **YES**.
   - Click the **Choices (…)** button and choose an official plan name from the Choices dialog box.

     The selected cell(s) are populated with the plan name.

Typing Values Directly into Selected Cells

You add or change a plan name in the schedule grid by typing directly into the cell. You can also add a value to multiple cells at one time by typing directly in one of the cells. To add the value(s) to the schedule, press **Enter** or an arrow key.

NOTE:
If you save the schedule before adding the edited cell value(s) to the schedule, the edited value(s) are lost.

Editing Text in a Single Cell

To edit text in a single cell, do the following:

1. Click on the text within the cell and then add or edit the text.
2. To add the value to the schedule, press **Enter** or press one of the arrow keys.

   Or

   To return to the selected cell's original value, press **Esc**.

   Or

   To delete the data in the selected cell, press **Delete**.

Editing Text in Multiple Cells at One Time

To add a value to multiple cells or to multiple ranges of cells at one time, do the following:

1. Select the cells or ranges of cells to be edited.
2. Type the new value into the highlighted cell.
3. To populate the entire range of selected cells, press **Enter** or press one of the arrow keys.

   Or

   To return to the selected cells' original value, press **Esc**.

   Or

   To delete the data in the selected cells, press **Delete**.

To switch between the text selection method described here and the cell selection method described in "Selecting and Editing Cells," earlier in this chapter, press **Esc**.

Editing "Hidden" Cell Values

An asterisk (*) in a cell indicates that the schedule contains different values at a shorter time interval than is currently shown. If you edit the value in a cell containing an asterisk, all "hidden" cell values are populated with the same value. After you press **Enter** or an arrow key, the asterisk is removed, indicating that cell values at shorter time intervals are the same.

For more information about the time intervals at which a schedule can be displayed, see the section "Changing the Time Intervals on the Schedule Grid," later in this chapter.

Moving and Copying Schedule Portions

You can copy or move cell values from one plan schedule to another, provided the time intervals are the same. You can also copy or move cell values from one area to another within a single plan schedule. Use the **Cut**, **Copy**, and **Paste** commands on the Edit menu to move or copy a portion of a plan schedule.

You can copy or move:

- one or more cells (multiple cells must be adjacent)
- a portion of a cell value

Copying or moving cell values places them temporarily in the Clipboard. You can paste the contents of the Clipboard multiple times. However, each successive copy or move replaces the contents of the Clipboard.

NOTE:
If you change the Service View, the contents from the previous move or copy remain in the Clipboard.

Selecting the Paste Area

There are two ways to paste cell values you have copied or cut. You can:

- Select a paste area that is identical to the cut/copy area.

  The paste area should contain the same number of cells as the original and should be in the same shape as the original. For example, if you copy a grid section that is three cells wide by three cells high, you need to select the same area of cells for the paste.

- Select one cell as a starting point for the paste.

  When you select a single cell as the paste area, that cell is used as the upper left-hand corner of the pasted section. The cells you are copying or moving are pasted in their original shape. Any existing cell values are replaced with the pasted cell values.

NOTE:

You cannot paste beyond the boundaries of the schedule grid.

You can reverse the most recent cut or paste with the **Undo** command on the Edit menu.

To copy or move cell values, follow these steps:

1. In a plan schedule, select the cell (s) that you want to copy or move, or select a portion of a cell value that you want to copy or move.
2. From the Edit menu, choose either **Cut** or **Copy**, depending on whether you are moving or copying the cell values.

   USAGE TIP:

   To select the **Cut**, **Copy**, and **Paste** commands from a Shortcut menu, click the right mouse button in the schedule grid.

   The selected values are stored in the Clipboard. Cells that are cut are emptied of their values.
3. To select the target area to paste to, do *one* of the following:
   - For pasting in the same plan schedule, either select an area of cells matching the original, or select one cell.
   - For pasting to a different plan schedule, open the plan schedule and either select an area of cells matching the original, or select one cell.
4. To paste the cell values to the target, from the Edit menu or Shortcut menu, choose **Paste**.

   If you are pasting more than one cell to a single cell, and if **Confirm Paste** is selected on the View menu, a message appears to inform you that the selected cell will be the upper left-corner starting point of the paste area. To turn off this message for future pastes, clear the **Show this notice each time** check box. If you changed the status of the **Show this notice each time** check box, the status of **Confirm Paste** on the View menu is also changed accordingly. Your changes are saved and used in future sessions.
5. To continue pasting, choose **Yes**.

AT&T — PROPRIETARY
Use pursuant to Company instructions

The selected cells are populated with the pasted values.

Finding and Replacing Schedule Values

You can search for all instances of a routing plan name in a plan schedule and replace it with a different routing plan name.

To replace routing plan names, follow these steps:

1. Display a local or official plan schedule that contains routing plan names.
2. Select the cell s for which you want to find and replace plan names.
3. From the Edit menu, choose **Replace MCAs**, **Replace MCQs**, or **Replace Plans**, as applicable.

   The Replace Plans dialog box appears, as shown in Figure 2-3.

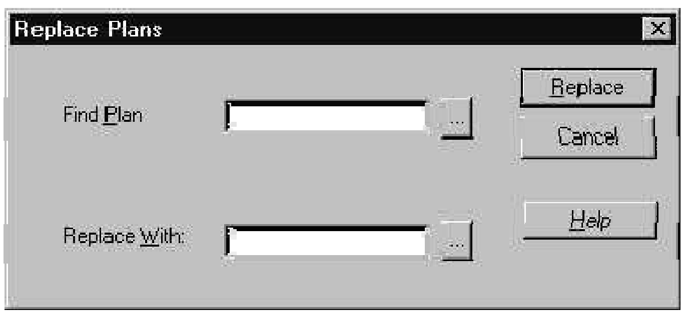


Figure 2-3. Replace Plans Dialog Box

4. In the **Find Plan** box, type or select the name of the plan you want to replace. (A plan name is up to 16 characters long and can contain letters, the digits 0 to 9, and the symbols **# $. , % & _ - + ’** . The first character must be a letter.)
5. In the **Replace With** box, type or select the name of the replacement plan.
6. To complete the replacement, choose **Replace**.

   If the replacement plan you entered does not exist or is not an official plan, you will receive a message. Choose **Yes** to proceed with the plan replacement.

   The plan names in selected cell s within the grid are replaced with the new plan name.

Undoing Edits

The **Undo** command on the Edit menu lets you immediately reverse an editing change that you have made to a plan schedule, as shown in Table 2-2.

Table 2-2. The Undo Function

You Can Undo These Changes	You *Cannot* Undo These Changes
■ Cut ■ Paste ■ Undo ■ Set Plan to ■ Replace ■ Clearing cells with **Delete** ■ Typing	■ The last edit performed before you changed the time interval ■ The last edit performed before you changed the number of days displayed

To access:

From the Edit menu, choose **Undo**.

NOTE:
When switching between Default and Dates modes, you may only undo the last action performed in the mode in which you are working. For example, if you are editing a cell in the Default mode and then switch to the Dates mode, you must return to Default mode in order to undo the last action there.

Displaying the Monthly Calendar

You can display a monthly calendar for the currently active plan schedule. The calendar shows a month of dates in a calendar format without cell values. The dates are color-coded to help you quickly identify default and exception dates.

Use the monthly calendar to:

- Select dates and then display the corresponding cell values in the schedule grid.
- Change exception dates to the default schedule.

The schedule grid is updated automatically with any changes you make in the calendar. The reverse is also true for changes you make in the schedule grid.

To display the monthly calendar, follow these steps:

1. Display a plan schedule in an active window.
2. From the View menu, choose **Monthly Calendar**.

   ☑ **USAGE TIP:**
   You can also press **F2** to display the monthly calendar.

   The monthly calendar appears. The calendar initially shows dates for the current month.
3. To display dates for a different month, select the month from the drop-down list.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Dates in the calendar are color-coded, as shown in Table 2-3. To display a color key while viewing the monthly calendar, choose **Color Key**. To close the color key, choose **Close**.

Table 2-3. Color Key for the Monthly Calendar

This Color	Indicates. .
Black	A default date
Blue	An exception date that has the same values as the corresponding default date
Magenta	An exception date that has values different from the corresponding default date

Selecting Dates for Display on the Schedule Grid

You can select up to seven days on the monthly calendar and then display their values in the schedule grid. The earliest date you can select is today's date. The latest date can be no later than 13 months from today's date.

To select dates for display on the schedule grid, follow these steps:

1. To select a date, click it with your mouse.

☑ **USAGE TIP:**
To select multiple dates, press **Ctrl** and click each additional date with your mouse.

Selected dates are highlighted. (To deselect a date, hold down **Ctrl** and click the left mouse button again.)

2. To display selected dates in the schedule grid *and* close the monthly calendar, choose **OK**.

The monthly calendar is closed, and the schedule grid shows cell values for the selected dates.

Or

To display selected dates in the schedule grid without closing the monthly calendar, choose **Apply**.

The schedule grid shows cell values for the selected dates.

Changing Exception Dates to Default Dates on the Monthly Calendar

You can select exception dates on the monthly calendar and change them back to default dates. The calendar shows exception dates in either magenta or blue. You must save the plan schedule in the active window for these changes to take effect.

NOTE:
You can also change exception dates to default dates by choosing the **List Exception Dates** command from the View menu on the Scheduler main window. For more information, see the next section, "Displaying Exception Dates."

To change exception dates to default dates, follow these steps:

1. To select each exception date, click it with your mouse.

   Selected dates are highlighted. (To deselect a date, click it again.)

2. To change the selected dates to default dates, choose **Set To Default**.

   A warning message asks you to confirm the change.

3. To confirm the changing of the dates, choose **Yes**.

   The dates in the calendar change from magenta or blue to black.

Displaying Exception Dates

Use commands on the View menu to list exception dates for the currently displayed plan schedule. An exception date is a specific date in an AT&T Route It! schedule that contains values used only for that day.

You can also display, in color, individual cell s contained in exception dates. The cell values must be different from the values for the corresponding default day to appear in color.

Displaying a List of Exception Dates

To see a list of exception dates, follow these steps:

1. Display a plan schedule in the active window.

2. From the View menu, choose **List Exception Dates**.

   The Exception Dates dialog box appears, as shown in Figure 2-4.

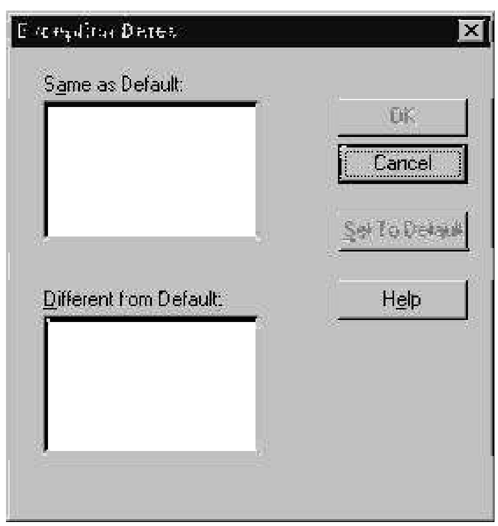


Figure 2-4. Exception Dates Dialog Box

AT&T — PROPRIETARY
Use pursuant to Company instructions

Each list box shows any exception dates from today's date onward in chronological order. The list boxes update automatically to reflect changes made to the schedule during the current session.

Exception dates are shown in two categories:

Same as Default	An exception date listed here has the same values as the default date for the corresponding day of the week.
Different from Default	An exception date listed here has values that differ from the default date for the corresponding day of the week.

3. To close the Exception Dates dialog box, choose **Cancel**.

Changing Exception Dates to Default Dates

You can change exception dates listed in the Exception Dates dialog box to the default schedule, regardless of whether they are the same as or different from the default.

To change exception dates to default dates, follow these steps:

1. Display the Exception Dates dialog box, as described in the previous section.

2. Select one or more exception dates from either the **Same as Default** list box, the **Different from Default** list box, or both.

3. To change the selected exception dates to the default, choose **Set To Default**.

4. At the confirmation message, choose **Yes**.

The selected dates are set to the default and removed from each list box. If the exception dates are displayed on the schedule grid, they remain on the grid but are displayed as default dates.

5. To close the Exception Dates dialog box, choose **Cancel**.

6. To save the changes just made, from the File menu, choose **Save**.

Showing Differences from Default on the Schedule Grid

Choose **Show Differences from Default** on the View menu to display, in magenta, cell values that differ from the default. all other cell values appear in black.

To show differences from default in color on the schedule grid, follow these steps:

1. Select from one to seven dates and display them on the plan schedule grid.

(For more information, see the section "Displaying the Default Schedule or Specific Dates" or the section "Selecting Dates for Display on the Schedule Grid," both earlier in this chapter.)

2. From the View menu, choose **Show Differences from Default**.

Any cell values that differ from the default appear in magenta.

AT&T — PROPRIETARY
Use pursuant to Company instructions

NOTE:
Each time you select the **Show Differences from Default** command during the current session, you alternately activate or deactivate the color-coding in cell s on the plan schedule.

Changing the Time Intervals on the Schedule Grid

To change the length of the time intervals on the schedule grid, follow these steps:

1. From the View menu, point to **Time Interval** and then choose one of the four time intervals.

   A message appears to inform you that, after changing a time interval, the last command *cannot* be undone using the **Undo** command.

2. To change the time interval, choose **Yes**.

   Or

   To cancel the time interval change, choose **No**.

After you change the time interval, some cells may appear with an asterisk (*) to the left of their cell values. The asterisk indicates that different values exist at a shorter time interval than is currently displayed on the schedule.

To view the values that are not displayed for a given time interval, double-click the cell with the asterisk. The Cell Detail dialog box displays the plan associated with each 15-minute interval represented by the particular cell.

NOTE:
After changing a time interval, the last command *cannot* be undone using the **Undo** command.

Removing a Date from View

Choose **Remove Dates from View** from the View menu to remove specific dates displayed in the schedule grid. The schedule grid allows you to display up to seven specific dates. Choose **Remove Dates from View** to remove one or more dates before displaying different dates.

NOTE:
Make sure you save any changes for a date before you remove the date from view.

To remove one or more dates currently displayed on the schedule grid, do the following:

1. Display one or more specific dates in the schedule in the active window.
2. Select one or more dates (columns).
3. From the View menu, choose **Remove Dates from View**.

   NOTE:
   Remove Dates from View is not available when a default schedule is displayed.

If you have unsaved edits for a date being removed, a message prompts you to save or discard them.

4. Do *one* of the following:

- To discard any changes and remove the date(s) from view, choose **Yes**.
- To return to the schedule without making any changes or removing the date(s), choose **No**.

Displaying Detail for a Cell in the Schedule Grid

To display read-only detail for a cell, on the schedule grid, select the cell and choose **Cell Detail** from the View menu.

☑ **USAGE TIP:**
You can also double-click a cell to display its cell detail.

The Cell Detail dialog box appears. Any cell values that differ from the default are shown in magenta. Values are shown in 15-minute intervals. The Cell Detail dialog box remains displayed until you close it.

While the Cell Detail dialog box is displayed, you can double-click another cell to see its detail. In addition, when you edit any cell, the cell values in the Cell Detail dialog box are automatically updated with the edited value(s).

To close the Cell Detail dialog box, choose **Close**.

Saving a Plan Schedule

Use the **Save** or **Save As** commands on the File menu to save any changes you have made to a plan schedule. When you save a plan schedule, whether it is local or official, it is saved as a local plan schedule on your PC.

When you edit a local copy of an official plan schedule, you do not affect the official copy in use at the AT&T network. The official plan schedule is not changed until you send the local copy having the same name to the support system.

Using Save

To save an existing local plan schedule under the same name, from the File menu, choose **Save**.

A status message confirms that the plan schedule has been saved.

Using Save As

Use the **Save As** command to save any of the following:

- a newly created, unnamed plan schedule
- an official plan schedule
- an existing local plan schedule under a different name

All plan schedules are saved as local plan schedules with **Save As**.

To save a plan schedule using **Save As**, follow these steps:

1. Display the plan schedule in an active window.
2. From the File menu, choose **Save As**.

   The Save As dialog box appears, as shown in Figure 2-5.

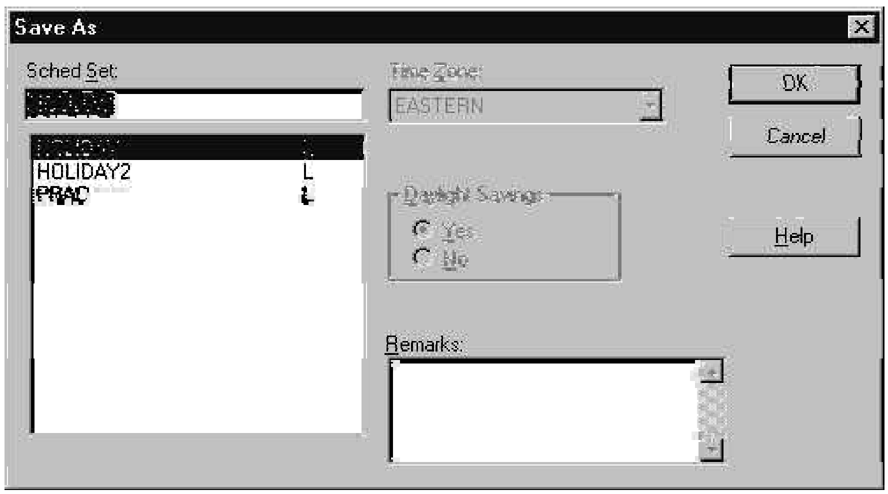


Figure 2-5. Save As Dialog Box

   The list box under the **Sched Set** text box lists the names of all local plan schedules for the current Service View.

3. In the **Sched Set** text box, type the name of a local schedule, or select a plan schedule from the list box. (The plan schedule name must be from 1 to 16 characters long and can contain letters, the digits 1 to 9, and the symbols **# $. , % & _ - + '**. The first character must be a letter or number.)
4. In the **Remarks** text box, optionally enter any remarks, such as a description of the schedule.
5. Choose **OK**.

   One of the following happens:

   A status message indicates that the plan schedule has been saved, if you saved a newly created or existing plan under a new name.

   Or

   A message prompts you to confirm the replacement of an existing plan schedule, if you renamed a plan schedule with the name of another existing local plan schedule.

6. If prompted to confirm the replacement of a plan schedule, choose **Yes**.

   A status message confirms that the plan schedule has been saved.

   Or

To cancel the replacement of a plan upon saving, choose **No**.
You are returned to the Save As dialog box.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Sending a Plan Schedule to the Support System

Use the **Send** command on the File menu when you have finished creating or revising a plan schedule and want to send it to the host support system. A plan schedule that passes validation at the support system becomes an official plan schedule.

NOTE:
To activate an official plan schedule in the network for the first time, you must assign dialed numbers to it. For more information, see the next section, "Moving Dialed Numbers Between Schedule Sets."

Keep in mind the following when you send a plan schedule to the support system:

- Your user name must have send permissions for plan schedules.
- The plan schedule must be local. You cannot send an untitled or official schedule.
- Every cell of the default schedule grid must be populated.
- Choosing **Send** saves any edits that were not previously saved.
- When you send a plan schedule, Route It! also saves a local copy of the plan schedule.

To send a plan schedule to the support system, follow these steps:

1. Display the plan schedule in the active window.

2. From the File menu, choose **Send**.

The Send dialog box appears, as shown in Figure 2-6.

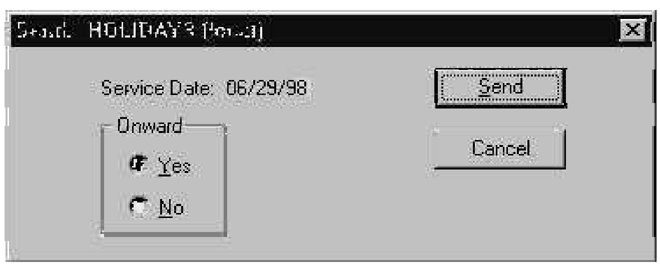


Figure 2-6. Send Dialog Box

The **Service Date** field shows the current Service Date for the plan schedule you are sending.

3. Under **Onward**, select *one* of the following:

- To have the schedule validated for the current Service Date and all pending Service Dates, choose **Yes**.
- To have the schedule validated for the current Service Date only, choose **No**.

NOTE:
Any changes made to the remarks automatically apply to the current Service Date and all pending Service Dates.

4. Choose **Send**.

A status bar message indicates that the plan has been sent to the host.

5. To confirm the success of your request, check the Comm Log.

The Comm Log shows your request in the message list as one of the following:

NOTE:
[**Schedule Set Name**] is the name of the plan you have sent to the support system.

- **Add Dialed # Sched Set [Sched Set Name].**
- **Modify Dialed # Sched Set [Sched Set Name].**

The response from the support system appears in the message list as one of the following:

- **Dialed # Sched Set [Schedule Set Name] added.**
- **Dialed # Sched Set [Schedule Set Name] modified.**
- **Update Dialed # Sched Set failed.**

To see additional information about this transaction, check the message detail.

Moving Dialed Numbers Between Schedule Sets

A schedule set is a group of dialed numbers that is associated with an official plan schedule. Every schedule set is associated with a corresponding official plan schedule of the same name.

You can move one or more dialed numbers from one schedule set to another. The schedule sets must exist in the same Service View. Also, if an official plan schedule contains a routing plan that has a Customer Routing Point (CRP) node, you can move only dialed numbers that subscribe to Intelligent call Processing (ICP) to that schedule set.

NOTE 1:
You must have send permissions for plan schedules to move dialed numbers between schedule sets.

NOTE 2:
Currently, CRP and ICP are not supported by AT&T Canada Long Distance Services.

To move dialed numbers between schedule sets, follow these steps at the Scheduler main window:

1. From the Assign menu, choose **Dialed Numbers**.

The Assign Dialed Numbers dialog box appears, as shown in Figure 2-7.

AT&T — PROPRIETARY
Use pursuant to Company instructions

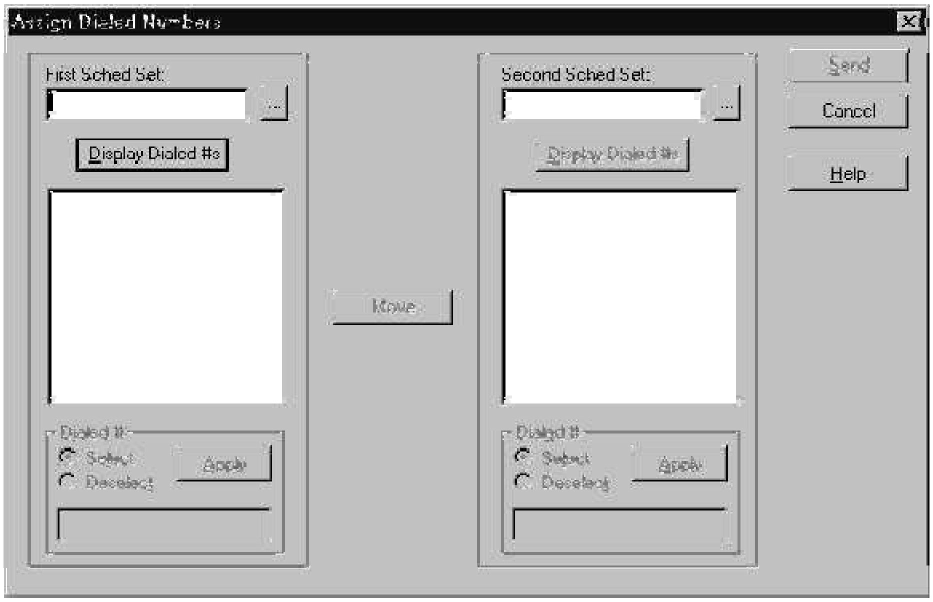


Figure 2-7. Assign Dialed Numbers Dialog Box

2. In the **First Sched Set** and **Second Sched Set** text boxes, do *one* of the following:

- Type the names of two different schedule sets and click **Display Dialed #s**.
- Click the **Choices (...)** button, use your mouse or the arrow keys on your keyboard to select the names of two different schedule sets from the choice list that appears, then choose **OK**.

The dialed numbers for each schedule set are displayed in the list boxes beneath each schedule set name. Most dialed numbers contain 10 digits. However, Universal International Freephone Numbering (UIFN) dialed numbers are 11 digits, for example, 800-XXX-XXXXX. In the list boxes, the 10-digit numbers are intermingled with the UIFN dialed numbers.

3. For each move you want to make, select one or more dialed numbers/names from a dialed number list using *one* of the following methods:

☑ **USAGE TIP:**
You can make multiple moves before sending your request to the support system.

- Use your mouse to click on a number/name. To choose more than one, do *one* of the following:
  - To select sequential numbers/names, press and hold the **Shift** key while you click the first and last desired numbers/names. The numbers/names between your selections are selected automatically.

    Or
  - To select numbers/names that are not sequential, press the **Ctrl** key while you click each desired number/name.

  To move selected dialed numbers/names from one schedule set to the other, choose **Move** or double-click on your selection and the item will move to the appropriate location.

  NOTE:
  If your user name is not set up with send permissions for plan schedules, **Move** will be dimmed.

  The dialed numbers are deleted from the original list and moved to the bottom of the opposite list.
- Use the arrow keys on your keyboard to select a dialed number or name. To select more than one sequential number/name, press and hold the **Shift** key while you press the appropriate arrow key.
- Below the **Display Dialed #s** list box is **Dialed #**.

  a. Click in the **Dialed #** text box and type one or more numbers/names or enter an asterisk (*). (An asterisk selects all entries in the list box.)

  This activates the **Select** (the default) and **Deselect** buttons above the text box.

  b. Choose either the **Select** or the **Deselect** button for each number/name selected and click **Apply**. (You can also select and deselect by typing an asterisk [*] in the **Dialed #** text box.)

  Route It! then checks the validity of your selection(s). You will receive a message that prompts you if you need to take further action.

  If the entry passes all edits, the matching dialed number(s)/name(s) in the corresponding schedule set scrolling list is selected or deselected, depending on the option button you chose. Also, the **Dialed #** text box will be cleared.

With either method, each dialed number/name selected appears highlighted in the dialed number list.

AT&T — PROPRIETARY
Use pursuant to Company instructions

4. To send the move request to the support system, choose **Send**.

Or

To cancel the request, choose **Cancel**.

The Send: Assigned Dialed #s dialog box appears.

5. Under **Onward** of the Send: Assigned Dialed #s dialog box, do *one* of the following, then choose **Send**:

- To make the move effective for the Service Date shown and for all existing Service Dates onward, select **Yes**.

  The status bar indicates that your message has been sent.

- To make the move effective for the Service Date shown only, select **No**.

  The status bar indicates that your request has been sent.

6. To confirm the success of your request, check the Comm Log.

The Comm Log shows your request in the message list as follows:

Move Dialed #(s) between Sched Sets.

The response from the support system appears in the message list as one of the following:

- **Dialed #s moved between Sched Sets.**
- **Move Dialed #s between Sched Sets failed.**

To see additional information about this transaction, check the message detail.

Adding or Removing Override Plans

To designate override plans for a plan schedule, you use the **Override Plans** command on the Assign menu. To use a routing plan for a quick change, you need to designate it as an override plan. During a quick change, the override plan supersedes al other routing plans in an official plan schedule.

Using the **Override Plans** command, you can add one or more official routing plans to a list of override plans. Any routing plan in the list is available for quick changes for the selected plan schedule. You can also remove routing plans from the list of override plans.

NOTE:

Your user name must have send permissions for plan schedules.

To add or remove override plans, follow these steps at the Scheduler main window:

1. From the Assign menu, choose **Override Plans**.

The Assign Override Plans dialog box appears.

2. In the **For Official Plan Schedule** box, do one of the following:

Type the name of the official plan schedule and choose **Display.**

Or

Select the **Choices (…)** button, use your mouse or the arrow keys on your keyboard to select an official plan, then choose **OK**.

A list of existing override plans for the selected plan schedule is displayed.

3. Do one or more of the actions in Table 2-4.

NOTE:
You can make multiple additions and deletions before sending your request to the support system.

Table 2-4. Adding or Removing Override Plans

To…	Follow These Steps
Add a plan to the list of override plans	At the **Plan Name** box, type a plan name and choose **Add**. *Or* At the **Plan Name** box, use the **Choices (…)** button to select and add one or more plan names to the current list of override plans. Use *either* of these methods: ■ Use your mouse to click on a plan name. To choose more than one, do *one* of the following: — To select sequential plan names, press and hold the **Shift** key while you click the first and last desired names. The names between your selections are selected automatically. Choose **OK**. *Or* — To select plan names that are not sequential, press the **Ctrl** key while you click each desired name. Choose **OK**. ■ Use the arrow keys on your keyboard to select a plan name. To select more than one sequential name, press and hold the **Shift** key while you press the appropriate arrow key. Choose **OK**. Each selected plan is added to the list of override plans. **NOTE:** When you open a schedule that is being overridden, the name of the override plan is displayed over the schedule grid.

Table 2-4. Adding or Removing Override Plans (Cont'd)

To…	Follow These Steps
Remove one or more plans from the list of override plans	**1.** From the list of override plans, select one or more plans with your mouse or arrow keys, as described earlier in this table. **NOTE:** If you remove an override plan currently being used during a quick change, the status bar displays a warning message indicating that the plan is currently being used. **2.** Choose **Remove**. Each selected plan is removed from the list of override plans.
Get more information about an override plan	**1.** From the list of override plans, select an override plan. (Only one plan can be selected at a time.) **2.** Choose **Plan Info**. Read-only information about the selected override plan appears in the Info on Plan dialog box.

4. To send your request to the support system, choose **Send**.
   The Send: List of Override Plans dialog box appears.

5. At the Send: List of Override Plans dialog box, choose **Send**.

   The status bar indicates that your request has been sent to the support system.

6. To confirm the success of your request, check the Comm Log.
   The Comm Log shows your request in the message list as follows:

   Modify list of available Override Plans.

   The response from the support system appears in the message list as one of the following:
   - List of available Override Plans modified.
   - Modify list of Override Plans failed.

   To see additional information about this transaction, check the message detail.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Displaying Summary Information About a Plan Schedule

Use the **Summary Info** command on the File menu to display and edit remarks about an existing local plan schedule. You can also view time zone and daylight saving time information.

To save any changes to the schedule's remarks, you must save the plan schedule. To update the corresponding official schedule, you must send the local plan schedule having the same name to the support system.

NOTE:
The **Summary Info** command is not available for a new plan schedule until the plan schedule is saved.

To display and edit summary information about a plan schedule, follow these steps:

1. From the File menu, choose **Summary Info**.

   The Summary Info for Schedule Set dialog box appears.
2. Optionally type comments in the **Remarks** text box. The text can be up to 120 characters long and can include any character, except @ or **+**.
3. Choose **OK**.

   You are returned to the plan schedule.
4. To save any changes, from the File menu, choose **Save**.

   The changes are saved with the local schedule.

Getting Information About an Official Plan Schedule

You can display additional information about an official plan schedule. Use the **Info** command on the View menu to see information, such as the dialed numbers that are assigned to a plan schedule. all information is read-only.

To display information about an official plan schedule, follow these steps:

1. Display an official plan schedule in an active window.
2. From the View menu, choose **Info**.

   The Info on Official Plan Schedule dialog box appears, as shown in Figure 2-8.

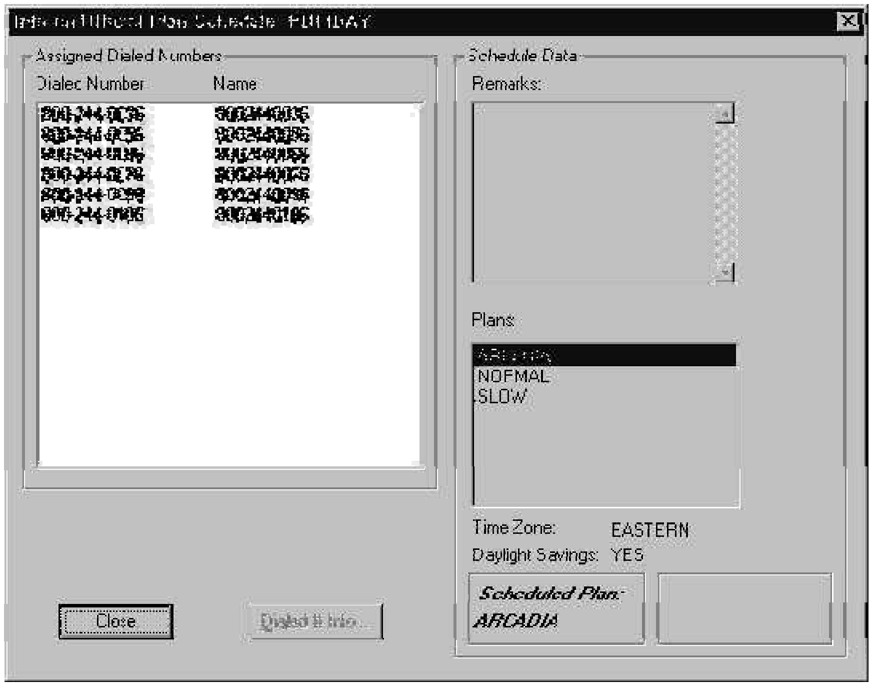


Figure 2-8. Info on Official Plan Schedule Dialog Box

The title bar shows the name of the official plan schedule. To close the dialog box, choose **Close**.

The dialog box shows information about the official plan schedule as follows:

	Shows
Assigned Dialed Numbers	Shows the number and name of each dialed number assigned to the official plan schedule. To see more information about a dialed number, select one from the list and choose **Dialed # Info**.
Remarks	Contains any comments about the plan schedule.
Plans	Lists all routing plans contained in the plan schedule. The routing plan currently being used to route calls is highlighted.
Time Zone	Indicates the time zone of the official plan schedule.
Daylight Savings	Indicates whether daylight saving time is in effect for the plan schedule.
Scheduled Plan	Indicates the routing plan currently being used to route calls.
Override Plan	Displayed only during a quick change. Indicates the routing plan currently being used as the override plan.

Printing a Plan Schedule

Use the **Print** command on the File menu to print a plan schedule and information about a plan schedule. The plan schedule can be local or official.

To print a plan schedule and information about it, follow these steps:

1. Display a plan schedule in an active window.

   NOTE:
   If the schedule has not yet been saved, the printout will have “Untitled” in place of the schedule name on the printout.

2. From the File menu, point to **Print**, then choose *one* of the following options:

Default Schedule	Prints the schedule grid, time zone, and daylight saving time information. If the plan schedule is official, also prints a list of any override plans associated with the plan schedule.
List of Exception Dates	Prints two lists of exception dates: ■ exception dates that are the same as the default schedule ■ exception dates that are different from the default schedule **NOTE:** To use this option, the schedule to be printed must have associated exception dates.
Dates Displayed	Prints specific dates displayed on the schedule grid, as well as time zone and daylight saving time information. If the plan schedule is official, also prints a list of any override plans associated with the plan schedule. **NOTE:** You must first display specific dates on the schedule grid before you can use this option.
Schedule Info	Prints the time zone, daylight saving time information, and remarks associated with the plan schedule. If the plan schedule is official, also prints a list of dialed numbers assigned to it.

   The Print dialog box appears.

3. Make selections for printing and choose **OK**.

   After you choose **OK**, the status bar indicates that printing has started.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Closing a Plan Schedule

Close a plan schedule when you have finished working with it and want to free up memory on your PC. If the plan schedule contains any unsaved changes at the time you close it, you are given a choice to save or discard the changes before you close the plan.

To close a plan schedule, follow these steps:

1. Make sure the plan schedule you want to close is in the active window.
2. From the File menu, choose **Close**.

   If it is local and any changes to it have been saved, the plan schedule closes.

   Otherwise, a message prompts you to save any changes.
3. Do *one* of the following:
   - To save any changes and close the plan schedule, choose **Yes**.

     If the plan schedule is local, the changes are saved, and the plan schedule is closed.

     If the plan schedule is official or a newly created plan schedule, the Save As dialog box appears. For information on saving the plan schedule, see the section "Using Save As," earlier in this chapter.
   - To close the plan schedule without saving changes, choose **No**.

     The edits are not saved, and the plan schedule is closed.

     NOTE:
     If you close a *new* plan schedule without saving it, the plan schedule is discarded.
   - To continue working with the plan schedule without saving, choose **Cancel**.

     You are returned to the plan schedule in the active window.

Deleting a Plan Schedule

Use the **Delete** command on the File menu to delete a local or official plan schedule. When you delete an official plan schedule, a request is sent to the support system to delete the plan. It is possible to delete multiple plan schedules. Select multiple plans by clicking on the first selection, press **Shift** or **Control**, and click on any additional plans you want to select.

NOTE:
To delete an *official* plan schedule, you must have a user name that has send permissions for plan schedules. See your Route It! system administrator for more information.

To delete a plan schedule, follow these steps:

1. From the File menu, choose **Delete**.

The Delete Schedule dialog box appears.

2. Choose the **Plan Schedule** tab.

The list box shows all plan schedules for the current Service View. An **L** indicates a local plan schedule; an **O** indicates an official plan schedule.

3. Type a plan schedule name in the **Delete Plan Schedule** text box, or select from the list box the plan(s) you want to delete.

NOTE 1:
If both the local and official versions of a plan schedule are displayed in the list box, any plan schedule name you type in the text box corresponds to the local version. To specify an official version of the plan schedule, you must select the plan schedule name from the list box.

NOTE 2:
If multiple plan schedules are selected, all local schedules are deleted first, then all official schedules are deleted.

4. To delete one or more *local* plan schedule(s), do the following:

a. Choose **Delete**.

A message prompts you to confirm the deletion.

b. At the confirmation message, choose **Yes** or **Yes to All** for multiple selections.

The local plan schedule(s) is deleted. If the plan schedule(s) was displayed, it is now closed.

5. To delete one or more *official* plan schedule(s), do the following:

a. Choose **Delete**.

The Delete Official Schedule dialog box appears.

NOTE:
If the plan schedule is official with dialed numbers assigned to it, a warning appears. Choose **OK** to return to the Delete Official Schedule dialog box.

b. Under **Onward**, select *one* of the following and then choose **Send** for single deletions or **Send All** for multiple deletions:

- To make the deletion effective for the Service Date shown and for al existing Service Dates onward, select **Yes**.
- To make the deletion effective for the Service Date shown only, select **No**.

Your request to delete the official plan schedule is sent to the support system. If the plan schedule was displayed, it is now closed.

c. To confirm the success of your request to delete an official plan schedule, check the Comm Log.

The Comm Log shows your request in the message list as follows:

AT&T — PROPRIETARY
Use pursuant to Company instructions

NOTE:
[Schedule Set Name] is the name of the official plan schedule that you have requested to delete.

- Delete Dialed # Sched Set [Schedule Set Name].

The response from the support system appears in the message list as one of the following:

- Dialed # Sched Set [Schedule Set Name] deleted.

- Update Dialed # Sched Set failed.

To see additional information about this transaction, check the message detail.

Changing the Service View

The Service View determines which plan schedules (schedule sets) you can work with in Scheduler. A *Service View* is the plan schedule information associated with a specific Account ID and Service Date.

You can change either the Account ID or the Service Date or both. You can also change the Service View for the current task only or for all tasks in Route It!, as described in Table 2-5.

Table 2-5. Changing the Service View for One or All Tasks

If You Choose. .	Then. .
Current Task Only	The Service View remains in effect for the current task session only.
All Route It! Task s	The Service View applies to all tasks in Route It!, whether they are currently running or started later. It becomes the default Service View for all tasks, remaining in effect until you choose a new Service View for all Route It! tasks.

CAUTION:
*Before changing the Service View, make sure you save or send any ongoing work in Scheduler and, if you selected **All Route It! Tasks**, in other Route It! windows.*
Route It! displays a message, reminding you that this work will be lost unless you save or send it. After you change the Service View, any schedules displayed in the Scheduler main window are closed. Any edits to schedules not saved or sent during the session are lost.

To change the Service View, follow these steps:

1. From the View menu, select **Svc View** .

Or

On the menu bar, select the **Service View** button.

The Change Service View dialog box appears, as shown in Figure 2-9.

Figure 2-9. Change Service View Dialog Box

2. In the **Account ID** text box, do *one* of the following:

Type an Account ID and choose **Apply**

If changes are made to the Account ID field, you MUST select Apply before choosing the OK button.

Or

Select an Account ID from the choice list that appears after clicking the **Choices (...)** button.

The **Customer Name** and **Service Date** fields update with the associated information.

3. In the **Service Date** text box, type or select a Service Date. The format is **mm/dd/yy**, where **mm** is the month, **dd** is the day, and **yy** is the year.

NOTE:
The list includes all Service Dates, and their respective activation indicators, except those earlier than the active Service Date.

4. Under **Change In**, select whether to change the Service View for the **Current Task Only** or for **All Route It! Tasks**.

NOTE:
The **Change In** area is dimmed if your account access permissions for the selected Account ID have been changed by your Route It! system administrator.

5. Choose **OK**.

A message warns you about the potential loss of unsent edits and prompts you to confirm the Service View change.

6. To complete the Service View change, choose **Yes.**

The status bar shows the Account ID and the customer name chosen for the Service View.

Updating Plan Schedule Data

You can update official plan schedules on your PC with current data from the support system. Updating your official plan schedules keeps them in sync with the data at the support system.

For the procedure to update official plans on your PC, see Chapter 3, “Refresh,” in the *AT&T Route It! Administration* guide.

Quitting Scheduler

Use the **Exit** command on the File menu to quit Scheduler. Before exiting, you should close all plan schedules displayed, making sure you save any changes you want to keep. For more information on closing plan schedules, see the section “Closing a Plan Schedule,” earlier in this chapter.

To quit Scheduler, do *one* of the following:

- From the File menu, choose **Exit**.

  Or

- Double-click the Control-menu icon.

If any plan schedules are still displayed and have unsaved changes, you are prompted to save or discard the changes; otherwise, the Scheduler main window is closed.

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Scheduling MCA and MCQ Values

3

Contents

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Scheduling MCA and MCQ Values

3

This chapter describes the MCA and MCQ schedules and explains how to display and modify them.

NOTE:
Currently, MCQ schedules are not supported by AT&T Canada Long Distance Services. Also, not all features and nodes are supported. Refer to this information in the *AT&T Route It! Edit Plans User's Guide,* for details on features and nodes:

- Features— "AT&T Advanced Features (United States/Canada)" in Chapter 1, "Overview."
- Nodes— "Node Categories" in Chapter 3, "Routing Plan Concepts."

Scheduling Maximum Calls Allowed

The maximum calls allowed (MCA) value is the maximum number of calls that can be routed to an ATS termination at one time. AT&T initially provisions this value to equal the number of egress lines at a termination.

With the Schedule MCAs feature of AT&T Route It!, you can change the MCA value for an ATS termination by day of week and time of day (provided it does not exceed the number of egress lines at the termination). Specifying the MCA value for a termination lets you optimize the use of your agent pools and improve call completion.

Alternate Termination Sequence

An Alternate Termination Sequence (ATS) consists of one termination or several terminations in a sequence. If a termination is free, the call completes there. In a sequence of terminations, if one termination is busy, a call is routed to the next termination. For example, if the primary termination is busy, the call goes to the next termination in the sequence and continues through the sequence of terminations until it reaches one that is not busy. If all terminations are busy, the call is routed along an **ALL BUSY** branch to another node for additional routing or for final handling.

Calls in Progress

To determine when an ATS termination is busy, the AT&T network compares the MCA value with the number of calls in progress (CIP) at the termination. A CIP counter, maintained by the AT&T network, keeps track of how may calls are active at each answering location. If a call completes at an ATS termination, the CIP counter is

AT&T — PROPRIETARY
Use pursuant to Company instructions

incremented by one. When the calling party hangs up, the CIP counter is decremented by one. By comparing the calls in progress with the MCA value, the AT&T network ensures that the number of calls at a termination does not exceed the maximum calls allowed.

MCA Schedule

To schedule the maximum calls allowed for an ATS termination, you use an MCA schedule (also called a *termination schedule*). Every ATS termination in your account has an MCA schedule associated with it. The name of an MCA schedule is the same as the name of its corresponding ATS termination.

Each cell in the MCA schedule grid contains an MCA value, either a default value or one that you specify. AT&T initially sets up every MCA schedule with default values equal to the maximum number of lines for the termination. For example, if an ATS termination has 50 lines, in its corresponding MCA schedule, every cell in the grid initially contains the value **50**.

To control call traffic at a termination, you can reduce MCA values from the default during certain time periods.

NOTE:
Keep in mind that different dialed numbers in the same or different schedule sets can route calls to the same ATS termination. Changing the MCA value for a termination affects all routing plans and dialed numbers that reference the termination.

To activate an MCA schedule that you have changed, you need to send it to the host support system.

Overriding MCA Values

You can override all MCA values of an active MCA schedule with an override value in five minutes. To perform this override, also known as a *quick change,* you use Quick Changes, available on the Route It! main window.

Quick Changes allows you to modify the number of calls allowed at an ATS termination on an emergency basis. The override remains in effect until you perform another quick change to resume the use of the original schedule values or change the override value. For more information, see Chapter 4, “Quick Changes.”

NOTE:
Different dialed numbers in the same or different schedule sets can route calls to the same ATS termination. Changing or overriding the MCA value for a termination affects all routing plans and dialed numbers that reference the termination.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Scheduling Maximum Calls in Queue

The maximum calls in queue (MCQ) value is the maximum number of calls that can be held in a queue at one time. A queue temporarily holds calls that cannot be immediately routed to one or more ATS terminations because the terminations are busy or unavailable. Queues are located in the AT&T network.

With the Schedule MCQs feature of Route It!, you can specify the maximum number of calls in a queue by time of day and day of week. The number of queue slots purchased for the queue determines the largest MCQ value you can specify. Each slot holds one call.

Network Queuing

NOTE:
Currently, Network Queuing is not supported by AT&T Canada Long Distance Services.

There are two kinds of queues associated with the Advanced Feature Network Queuing, as described in Table 3-1.

Table 3-1. Advanced Feature Network Queues

Fixed queue	A fixed queue serves just one ATS termination.
Variable queue	A variable queue serves multiple ATS terminations. A call in a variable queue routes to the first termination that becomes available.

In Edit Plans, there is a Fix Queue node and a Var Queue node corresponding to fixed and variable queues. A Fix Queue node can follow the **ALL BUSY** branch of an ATS node, or it can follow the **FULL** branch of another Fix Queue node. The Var Queue node can follow only the **ALL BUSY** branch of an ATS node. A termination can be associated with only one queue.

Calls in Queue

To ensure that the maximum calls in queue are not exceeded, the AT&T network compares the MCQ value with the actual number of calls in a queue. A calls in queue (CIQ) counter, maintained by the AT&T network, keeps track of how may calls are sitting in a queue at a given point in time.

If the CIQ value is less than the MCQ value, then a call can be placed in queue, and the CIQ counter is incremented by one. When the call leaves the queue, the counter is decremented by one. If the CIQ value is equal to the MCQ value, the queue is considered full , and the call is routed to another node type for additional routing or for final handling.

NOTE:
More than one dialed number in the same or different schedule set can route calls to the same ATS termination and associated queue. Changing an MCA value or overriding it affects all routing plans and dialed numbers that reference the ATS termination and queue.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Maximum Time in Queue

In addition to the MCQ value, a maximum time in queue (MTQ) value also regulates the calls held in a queue. The MTQ is the maximum amount of time, in minutes, a cal can be held in a network queue. The MTQ ranges from 1 to 30 minutes. If a cal remains in queue past the MTQ, it is sent to a final-handling treatment, also known as a *timeout treatment*. You can specify a timeout treatment of either a ringing tone, a busy signal, or an announcement.

A Sample Queue Sequence

This section describes a possible sequence of events when a call enters a queue.

1. The caller hears an "into queue" announcement informing the caller that answering will be delayed. This delay announcement may be generic or customized.

NOTE:
The start of the delay announcement is also the starting point from which the total time in queue is calculated. As a result, you must set the MTQ value for a number greater than or equal to the length of the announcement.

2. The caller then hears music. The music is either classical, easy listening, or pop, depending on the type selected at the time you placed your order for service.

3. The music is interrupted every 30 seconds by a generic reassurance announcement: "Your call is important to us. Please hold on."

4. The call remains in queue until *one* of the following criteria is met:

- An ATS termination served by the queue becomes available.
- The caller abandons the call.
- The MTQ is reached.

5. If a call cannot enter a queue because the queue is full, the call is routed to the next node in the routing plan. This node can be another feature node or a final-handling treatment.

6. If a call enters a queue and the maximum time in queue is reached, the call is sent to a timeout treatment.

MCQ Schedule

To schedule the maximum number of calls held in a queue at one time, you use an MCQ schedule (also called a *queue schedule*). Every queue in your database has an MCQ schedule associated with it. The name of an MCQ schedule is the same as the name of its corresponding queue.

Each cell in the MCQ schedule grid contains an MCQ value, either a default value or one that you specify. AT&T sets up an MCQ schedule for every queue. By default, al values in an MCQ schedule are initially equal to the number of slots for the queue.

To activate an MCQ schedule that you have changed, you need to send it to the support system.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Overriding MCQ Values

You can override all MCQ values of an active MCQ schedule with an override value on an emergency basis. The override, also known as a quick change, takes place in 15 minutes. To perform this override, you use Quick Changes, available on the Route It! main window.

The override remains in effect until you perform another quick change to resume the use of the original schedule values. You can also perform a quick change to modify the MTQ value. For more information, see Chapter 4, “Quick Changes.”

Opening an MCA or MCQ Schedule

NOTE:
Currently, MCQ is not supported by AT&T Canada Long Distance Services.

To open one of the last MCA or MCQ schedules displayed, choose it from a list of schedules at the bottom of the File menu. A schedule is listed if it was one of the last four schedules displayed.

To open a schedule from a list of all schedules for the current Service View, follow the procedures in one of the next two sections, depending on whether you are opening an MCA or an MCQ schedule.

Opening an MCA Schedule

To open an MCA schedule, follow these steps:

1. From the File menu, choose **Open MCA Schedule**.

   NOTE:
   If there are no official MCA schedules for the current Service View, the **Open MCA Schedule** menu command appears dimmed.

   The Open MCA Schedule dialog box appears, as shown in Figure 3-1.

AT&T — PROPRIETARY
Use pursuant to Company instructions

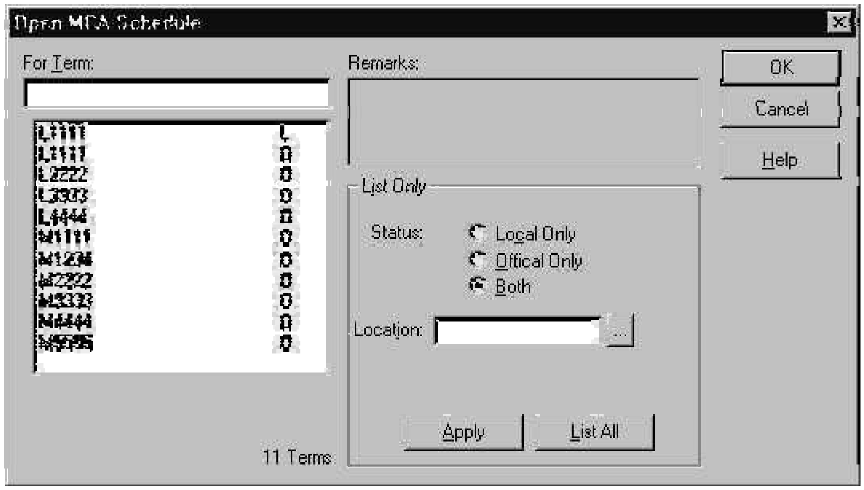


Figure 3-1. Open MCA Schedule Dialog Box

The list box shows the names of MCA schedules for the current Service View.

- **L** or **O** following each schedule name identifies it as either a local or an official schedule.
- The **Remarks** text box contains read-only remarks about a schedule that has been selected from the list box.

2. To open an MCA schedule, do *one* of the following:

- Double-click an MCA schedule in the list box.
- Select an MCA schedule from the list box and choose **OK**.
- In the **For Term** text box, type a schedule name and choose **OK**.

NOTE:
If the list box displays both the local and official versions of a schedule, any MCA schedule name you type in the **For Term** text box corresponds to the local version. To specify an official version of the schedule, you must select the schedule name from the list box.

The MCA schedule appears. Figure 3-2 shows a sample MCA schedule.

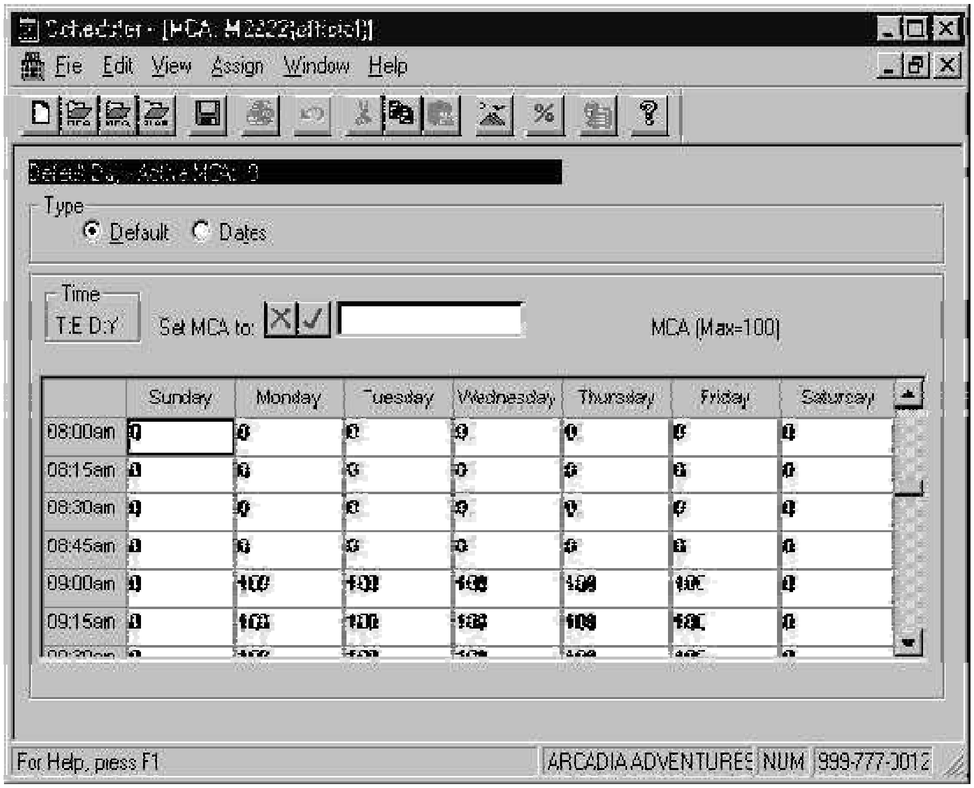


Figure 3-2. Sample MCA Schedule

MCA [Max=X] shows the maximum number of calls possible at the ATS termination, where **X** is a number from 0 to 999. This number is determined by the number of egress lines at the termination.

Searching for an MCA Schedule

To search for an MCA schedule to open, you can expand or narrow the list of schedules.

To expand or narrow the list of schedules, at the Open MCA Schedule dialog box, make selections from one or more of the choices under **List Only,** then choose **Apply**:

Status	Select to display local MCA schedules only (**Local Only**), official MCA schedules only (**Official Only**), or both local and official MCA schedules (**Both**).
Location	To see MCA schedules for terminations at a specific location, type or select a location name.

The list box displays MCA schedules based on the selections you applied.

NOTE:
To display a list of all MCA schedules for the current Service View, choose **List All**.

Opening an MCQ Schedule

To open an MCQ schedule, follow these steps:

1. From the File menu, choose **Open MCQ Schedule**.

NOTE:
If there are no official MCQ schedules for the current Service View, the **Open MCQ Schedule** menu command appears dimmed.

The Open MCQ Schedule dialog box appears.

The list box shows the names of MCQ schedules for the current Service View.

- **L** or **O** following each schedule name identifies it as either a local or an official schedule.
- The **Remarks** text box contains read-only remarks about a schedule that has been selected from the list box.

2. To open an MCQ schedule, do *one* of the following:

- Double-click an MCQ schedule in the list box.
- Select an MCQ schedule from the list box and choose **OK**.
- In the **For Queue** text box, type a schedule name and choose **OK**.

NOTE:
If the list box displays both the local and official versions of a schedule, any MCQ schedule name you type in the **For Queue** text box corresponds to the local version. To specify an official version of the schedule, you must select the schedule name from the list box.

The selected MCQ schedule appears in the Scheduler MCQs main window. **MCQ [Max=X**] shows the maximum number of calls that can be held in the queue, where **X** is a number from 0 to 999. This number is based on the number of slots purchased for the queue.

Searching for an MCQ Schedule

To search for an MCQ schedule to open, you can expand or narrow the list of schedules.

To expand or narrow the list of schedules, at the Open MCQ Schedule dialog box, select one or more options under **List Only,** then choose **Apply**:

Status	Select to display local MCQ schedules only (**Local Only**), official MCQ schedules only (**Official Only**), or both local and official MCQ schedules (**Both**).

Type Select to display fixed queues only (**Fixed**), variable queues only (**Variable**), or both fixed and variable queues (**Both**).

Termination To display MCQ schedules associated with an ATS termination, type or select a termination name. The termination cannot subscribe to caller Information Forwarding (CINFO).

The expanded or narrowed list appears in the list box.

NOTE:
To display a list of all MCQ schedules for the current Service View, choose **List All.**

Displaying the Default Schedule or Specific Dates

When you first open an MCA or MCQ schedule, the default schedule appears. You can also select to display one or more specific dates. When you select specific dates to display, keep in mind the following:

- You can display from one to seven consecutive dates at a time.
- The earliest date you can display is today's date.
- You cannot display a date later than 13 months from today's date.

To display specific dates, do the following:

1. Display an MCA or MCQ schedule in the active window.
2. Under **Type**, choose **Dates**.

   Two text boxes are displayed.
3. Using the format **mm/dd/yy**, enter a single date in the first text box or a range of dates in the first and second text boxes.
4. Choose Display.

   The dates selected are displayed in the schedule grid. The message bar displays a notice if the selected dates are earlier or later than the current Service Date.

   NOTE:
   You can also use the monthly calendar to select and display specific dates. To display the monthly calendar, press **F2**. For more information on the monthly calendar, see the section "Displaying the Monthly Calendar," later in this chapter.
5. To display the default schedule at any time, under **Type**, choose **Default**.

Selecting and Editing Cells

There are five ways to edit cell values in an MCA or MCQ schedule grid. You can:

- Use the **Set MCA to** or **Set MCQ to** text box on the Scheduler main window to specify a new value for selected cells.
- Type the new value directly into selected cells.

- Copy the contents of selected cell s and then paste them in the same or a different schedule.
- Change the values of selected cells to a percentage of their original value.
- Find all cells with a specific value and replace them with another value.

The next section explains how to select cells with your mouse. The following six sections describe how to change the values in the selected cells.

When you change an MCA or MCQ value, keep in mind the following about maximum and minimum values:

- For MCA values, you cannot specify a value higher than the number of lines at the termination. In addition, if you specify an MCA value of **0**, no calls will be routed to the termination.
- For MCQ values, you cannot specify a value higher than the number of slots purchased for the queue. In addition, if you specify an MCQ value of **0**, no calls will be held in the queue.

Selecting Cells with Your Mouse

To select a cell, click anywhere in the cell, except on the text. To clear the current selection(s), select a single cell, or press an arrow key.

Keep in mind the following when you select cells:

- At least one cell in the grid is always selected and appears with a white background.
- If the cell value is longer than the cell width, an arrow (>) appears in the right side of the cell. To display the entire cell value, drag the border at the right of the column heading to make the column wider.

Table 3-2 describes the various ways to select cells in the schedule grid.

Table 3-2. Selecting Cells with Your Mouse

To Select…	Do This
One cell at a time	Click the cell.
A range of adjacent cells	Drag across cells. *Or* Hold down **Ctrl** + **Shift** and then press any of the arrow keys to select cells in the direction of the arrow keys.
Nonadjacent cells or ranges	Click different cell s and/or drag across different cell ranges while holding down **Ctrl**.
One or more adjacent columns	Click or drag across one or more column heads.
Nonadjacent columns	Hold down **Ctrl** and click the desired columns.
One or more rows	Click or drag across the times in the times column.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Table 3-2. Selecting Cells with Your Mouse (Cont'd)

To Select…	Do This
Nonadjacent rows	Hold down **Ctrl** and click the desired rows.
Al cells	Click the corner selector in the upper left-hand corner of the grid (the corner selector is unmarked). To deselect all cells, click the corner selector again.

To switch between the cell selection method described here and the text selection method described in "Typing Values Directly into Selected Cells," later in this chapter, press **Esc**.

Editing Cell Values with "Set MCA/MCQ to"

Use **Set MCA to** or **Set MCQ to** specify a new MCA or MCQ value for selected cells.

To specify a value for the selected cells, follow these steps:

1. Type the value in the **Set MCA to** or the **Set MCQ to** text box.
2. Do *one* of the following:
   - To populate the cells with the value, choose the green check mark button.

     If you have specified a value that exceeds the maximum for this type of schedule, you will receive a notice. To specify the maximum allowed value, choose **OK**.
   - To clear the text box without changing any values in the grid, click the red **X** button.

Typing Values Directly into Selected Cells

You can edit the text within a single cell or type a new cell value directly into a selected cell or cells. To add the value(s) to the schedule, press **Enter** or an arrow key.

NOTE:
If you save the schedule before adding the edited cell value(s) to the schedule, the edited value(s) are lost.

Editing Text in a Single Cell

To edit text in a single cell, do the following:

1. Click on the text within the cell and edit the text.
2. To add the value to the schedule, press **Enter** or press one of the arrow keys.

   Or

   To return to the selected cell's original value, press **Esc**.

   Or

To delete the data in the selected cell, press **Delete**.

Editing Text in Multiple Cells at One Time

To add a value to multiple cells or to multiple ranges of cells at one time, do the following:

1. Select the cells or ranges of cells to be edited.
2. Type the new value into the highlighted cell.
3. To populate the entire range of selected cells, press **Enter** or press one of the arrow keys.

   Or

   To return to the selected cells' original value, press **Esc**.

   Or

   To delete the data in the selected cells, press **Delete**.

To switch between the text selection method described here and the cell selection method described in "Selecting Cells with Your Mouse," earlier in this chapter, press **Esc**.

Editing "Hidden" Cell Values

An asterisk (*) in a cell indicates that the schedule contains different values at a shorter time interval than the interval currently shown. If you edit the value in a cell containing an asterisk, all "hidden" cell values are populated with the same value. After you press **Enter** or an arrow key, the asterisk is removed, indicating that cell values at shorter time intervals are the same.

For more information about the time intervals at which a schedule can be displayed, see the section "Changing the Time Intervals on the Schedule Grid," later in this chapter.

Copying Schedule Portions

You can copy cell values from one schedule to another or from one area to another within a single schedule. You can also select and copy a portion of a cell value. Use the **Copy** and **Paste** commands on the Edit menu or Shortcut menu to copy schedule portions.

Keep in mind the following about copying schedule portions:

- You can copy, but not move, schedule portions of MCA and MCQ schedules.
- The schedules between which you copy data must be displayed at the same time intervals.
- You cannot copy schedule portions between MCA and MCQ schedules.
- If the cell values you paste are greater than the number of lines at the termination (for an MCA schedule) or greater than the number of queue slots (for an MCQ schedule), a message appears. Choose **Yes** to populate the selected cells with

AT&T — PROPRIETARY
Use pursuant to Company instructions

the maximum allowed value for that schedule.

Copying cell values places them temporarily in the Clipboard. You can paste the contents of the Clipboard multiple times. However, each successive copy replaces the contents of the Clipboard.

NOTE:
If you change the Service View, the contents from the previous copy remain in the Clipboard.

Selecting the Paste Area

There are two ways to paste cell values you have copied. You can:

- Select a paste area that is identical to the copy area.

  The paste area should contain the same number of cells as the original and should be in the same shape as the original. For example, if you copy a grid section that is three cells wide by three cells high, you need to select the same area of cells for the paste.

- Select one cell as a starting point for the paste.

  When you select a single cell as the paste area, that cell is used as the upper left-hand corner of the pasted section. The cells you are copying or moving are pasted in their original shape. Any existing cell values in the paste area are replaced with the pasted cell values.

NOTE:
You cannot paste beyond the boundaries of the schedule grid.

> **USAGE TIP:**
> You can reverse the most recent paste with the **Undo** command on the Edit menu.

To copy cell values, follow these steps:

1. In an MCA or MCQ schedule, select the range of adjacent cells that you want to copy, or select a portion of a cell value that you want to copy.

2. From the Edit menu, choose **Copy**.

> **USAGE TIP:**
> Click the right mouse button in the schedule grid to select the **Copy** and **Paste** commands from a Shortcut menu.

The selected cell values are stored in the Clipboard.

3. To select the target area to paste to, do *one* of the following:

- For pasting in the same schedule, select either an area of cells matching the original or a single cell.
- For pasting to a different schedule, open the plan and select either an area of cells matching the original or a single cell.

4. To paste the cell values to the target, from the Edit menu or Shortcut menu, choose **Paste**.

If you are pasting more than one cell to a single cell, and if **Confirm Paste** is selected on the View menu, a message appears to inform you that the selected cell will be the upper left-corner starting point of the paste area. To turn off this message for future pastes, clear the **Show this notice each time** check box. If you changed the status of the **Show this notice each time** check box, your changes to this check box are saved *unless* you choose **Cancel**.

5. To continue pasting, choose **Yes**.

The selected cells are populated with the pasted values.

Or

To cancel the paste, choose **No** or **Cancel**.

Changing Cell Values by a Percentage Amount

You can change the values of selected cells by specifying the percent increase or decrease of their current values.

If the percentage change results in a value that is greater than the number of lines at the termination (for an MCA schedule) or greater than the number of queue slots (for an MCQ schedule), a message appears. Choose **OK** to populate the selected cells with the maximum allowed value for that schedule.

To change cell values by a percentage amount, follow these steps:

1. In an MCA or MCQ schedule, select the cells containing values you want to change.

2. From the Edit menu, choose either **Set MCAs to % of Current** or **Set MCQs to % of Current**.

The Set MCA to Percent of Current or the Set MCQ to Percent of Current dialog box appears.

3. In the **Percent** text box, type a percentage from 0 to 999 and choose **OK**.

The values in the selected cells change by the percentage specified.

If the resulting cell value is a decimal, the system rounds the value up or down and displays the nearest whole number. For example, if the resulting MCA or MCQ value is 33.3, the actual cell value used is **33**. If the resulting value is 33.5, the actual cell value used is **34**. If the resulting cell value is a decimal less than 1, the actual cell value used is **1**.

Finding and Replacing Cell Values

You can search for all instances of a value in an MCA or MCQ schedule and replace it with a different value.

If the replacement value is greater than the number of lines at the termination (for an MCA schedule) or greater than the number of queue slots (for an MCQ schedule), a message appears. Choose **OK** to populate the cells with the maximum allowed value for that schedule.

To replace a value throughout a schedule, follow these steps:

AT&T — PROPRIETARY
Use pursuant to Company instructions

1. Display an MCA or MCQ schedule in the active window.

2. Select the cells for which you want to find and replace values.

3. From the Edit menu, choose either **Replace MCAs** or **Replace MCQs**.

The Replace MCA or the Replace MCQ dialog box appears.

4. Specify the original and replacement values as follows:

a. In the **Find MCA** or the **Find MCQ** text box, type the value that you want to replace.

b. In the **Replace With** text box, type the replacement value.

5. To complete the replacement, choose **Replace**.

Al instances of the selected value in the schedule are substituted with the replacement value.

Undoing Edits

The **Undo** command lets you immediately reverse an editing change that you have made to a plan schedule, as shown in Table 3-3.

Table 3-3. The Undo Function

You Can Undo These Changes	You *Cannot* Undo These Changes
■ Cut ■ Paste ■ Undo ■ Set MCA to/set MCQ to ■ Set to % ■ Replace ■ Typing	■ The last edit performed before you changed a time interval ■ The last edit performed before you changed the number of days displayed

To access:

From the **Edit** menu, choose **Undo**.

NOTE:
When switching between Default and Dates modes, you may undo only the last action performed in the mode in which you are working. For example, if you are editing a cell in the Default mode and then switch to the Dates mode, you must return to Default mode in order to undo the last action there.

Displaying the Monthly Calendar

You can display a monthly calendar for the currently active MCA or MCQ schedule. The calendar shows a month of dates without cell values. The dates are color-coded to help you quickly identify default and exception dates.

Use the monthly calendar to:

AT&T — PROPRIETARY
Use pursuant to Company instructions

- Select dates and then display the corresponding cell values in the schedule grid.
- Change exception dates to the default schedule.

The schedule grid is updated automatically with any changes you make in the calendar. The reverse is also true for changes you make in the schedule grid.

To display the monthly calendar, follow these steps:

1. Display a schedule in an active window.

2. From the View menu, choose **Monthly Calendar**.

☑ **USAGE TIP:**
You can also press **F2** to display the monthly calendar.

The monthly calendar appears. The calendar initially shows dates for the current month.

3. To display dates for a different month, select the month from the drop-down list.

Dates in the calendar are color-coded, as shown in Table 3-4. To display a color key while viewing the monthly calendar, choose **Color Key**. To close the color key, choose **Close**.

Table 3-4. Color Key for the Monthly Calendar

This Color	Indicates. .
Black	A default date
Blue	An exception date that has the same values as the corresponding default date
Magenta	An exception date that has values different from the corresponding default date

Selecting Dates for Display on the Schedule Grid

You can select up to seven days on the monthly calendar and then display their values in the schedule grid. The earliest date you can select is today's date. The latest date can be no later than 13 months from today's date.

To select dates for display on the schedule grid, follow these steps:

1. To select a date, click it with your mouse.

☑ **USAGE TIP:**
To select multiple dates, hold down **Ctrl** and click the left mouse button on the desired dates.

Selected dates are highlighted. (To deselect a date, hold down **Ctrl** and click the left mouse button again.)

2. To display selected dates in the schedule grid *and* close the monthly calendar, choose **OK**.

The monthly calendar is closed, and the schedule grid shows cell values for the selected dates.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Or

To display selected dates in the schedule grid without closing the monthly calendar, choose **Apply**.

The schedule grid shows cell values for the selected dates.

Changing Exception Dates to Default Dates on the Monthly Calendar

You can select exception dates on the monthly calendar and change them back to default dates. The calendar shows exception dates in either magenta or blue. You must save the active plan schedule for these changes to take effect.

NOTE:
You can also change exception dates to default dates by choosing the **List Exception Dates** command from the View menu on the Schedule MCAs or the Scheduler MCQs window. For more information, see the next section, “Displaying Exception Dates.”

To change exception dates to default dates, follow these steps:

1. To select each exception date, click it with your mouse.

   Selected dates are highlighted. (To deselect a date, click it again.)

2. To change the selected dates to default dates, choose **Set To Default**.

   A message prompts you to confirm the change.

3. To confirm the changing of the dates, choose **Yes**.

   The dates in the calendar change from magenta or blue to black.

Displaying Exception Dates

Use commands on the View menu to see exception dates for the currently displayed MCA or MCQ schedule. You can display a list of exception dates. You can also display, in color, individual cells contained in exception dates. The cell values must be different from the values for the corresponding default day to appear in color.

Displaying a List of Exception Dates

To see a list of exception dates, follow these steps:

1. Display an MCA or MCQ schedule in the active window.
2. From the View menu, choose **List Exception Dates**.

   The Exception Dates dialog box appears, as shown in Figure 3-3.

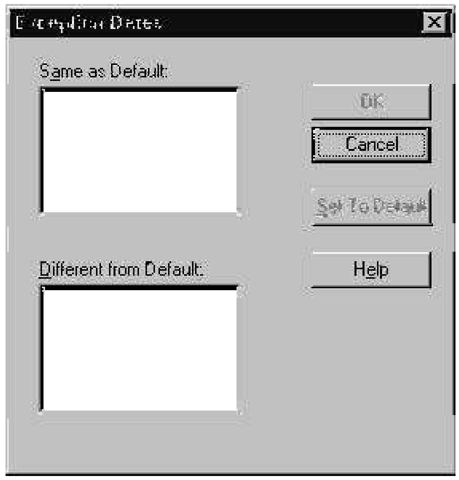


Figure 3-3. Exception Dates Dialog Box

Each list box shows any exception dates from today's date onward in chronological order. The list boxes update automatically to reflect changes made to the schedule (either saved or unsaved) during the current session.

Exception dates are shown in two categories:

Same as Default	An exception date listed here has the same values as the default date for the corresponding day of the week.
Different from Default	An exception date listed here has values that differ from the default date for the corresponding day of the week.

3. To close the Exception Dates dialog box, choose **Cancel**.

Changing Exception Dates to Default Dates

You can change exception dates listed in the Exception Dates dialog box to the default schedule, regardless of whether they are the same as or different from the default.

To change exception dates to default dates, follow these steps:

1. Display the Exception Dates dialog box, as described in the previous section.
2. Select one or more exception dates from either the **Same as Default** list box, the **Different from Default** list box, or both.
3. To change the selected exception dates to the default, choose **Set To Default**.
4. At the confirmation dialog box, choose **Yes**.

   The selected dates are set to the default and removed from each list box. If the exception dates are displayed on the schedule grid, they remain on the grid but are shown as default dates.
5. To close the Exception Dates dialog box, choose **Cancel**.

AT&T — PROPRIETARY
Use pursuant to Company instructions

6. To save the changes just made, from the File menu, choose **Save**.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Showing Differences from Default on the Schedule Grid

Choose **Show Differences from Default** on the View menu to display, in magenta, cell values that differ from the default. all other cell values appear in black.

To show differences from default in color in the schedule grid, follow these steps:

1. Select from one to seven dates and display them on the schedule grid.
   For more information, see the section “Displaying the Default Schedule or Specific Dates” or the section “Selecting Dates for Display on the Schedule Grid,” both earlier in this chapter.
2. From the View menu, choose **Show Differences from Default**.

   Any cell values that differ from the default appear in magenta.

   NOTE:
   Each time you select the **Show Differences from Default** command during the current session, you alternately activate or deactivate the color-coding on the schedule.

Changing the Time Intervals on the Schedule Grid

To change the length of the time intervals on the schedule grid, follow these steps:

NOTE:
After changing a time interval, the last change you made *cannot* be undone using the **Undo** command.

1. From the View menu, point to **Time Interval** and choose one of the four time intervals.

   A message appears to inform you that, after changing a time interval, the last command *cannot* be undone using the **Undo** command.
2. To change the time interval, choose **Yes**.

   Or

   To cancel the time interval change, choose **No**.

After you change the time interval, some cells may appear with an asterisk (*) to the left of their cell values. The asterisk indicates that different values exist at a shorter time interval than is currently displayed on the schedule.

To view the values that are not displayed for a given time interval, double-click the cell with the asterisk. The Cell Detail dialog box displays the value associated with each 15-minute interval represented by the particular cell.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Removing a Date from View

Choose **Remove Dates from View** from the View menu to remove specific dates displayed in the schedule grid. The schedule grid allows you to display up to seven specific dates. Choose **Remove Dates from View** to remove one or more dates before displaying different dates.

NOTE:
Make sure you save any changes for a date before you remove the date from view.

To remove one or more dates currently displayed on the schedule grid, do the following:

1. Display one or more specific dates in the schedule in the active window.
2. Select one or more dates (columns).
3. From the View menu, choose **Remove Dates from View**.

   NOTE:
   Remove Dates from View is not available when a default schedule is displayed.

   If you have unsaved edits for a date being removed, a message prompts you to save or discard them.
4. Do *one* of the following:
   - To discard any changes and remove the date(s) from view, choose **Yes**.
   - To return to the schedule without making any changes or removing the date(s), choose **No**.

Displaying Detail for a Cell in the Schedule Grid

To display read-only detail for a cell, on the schedule grid, select the cell and choose **Cell Detail** from the View menu.

☑ **USAGE TIP:**
You can also double-click a cell to display its cell detail.

The Cell Detail dialog box appears. Any cell values that differ from the default are shown in magenta. Values are shown in 15-minute intervals. The Cell Detail dialog box remains displayed until you close it.

While the Cell Detail dialog box is displayed, you can double-click another cell to see its detail. In addition, when you edit any cell, the cell values in the Cell Detail dialog box are automatically updated with the edited value(s).

To close the Cell Detail dialog box, choose **Close**.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Saving an MCA or MCQ Schedule

Use the **Save** or **Save As** commands on the File menu to save changes you have made to an MCA or MCQ schedule. When you save a schedule, whether it is local or official, it is saved as a local schedule on your PC.

When you edit an official copy of a schedule on your PC, you do not affect the official schedule currently in use in the AT&T network. To activate the changes, you need to send the schedule to the support system, where it must pass validation.

Using Save

To save a local MCA or MCQ schedule under the same name, from the File menu, choose **Save**.

A status message confirms that the schedule has been saved.

Using Save As

Use the **Save As** command from the File menu when you want to:

- Save any changes to an official schedule, including changes to the time zone and daylight saving time options and to the remarks.
- Associate an MCA schedule with a different termination.
- Associate an MCQ schedule with a different queue.

When you associate a schedule with a different termination or queue, Route It! checks to see if the schedule's values exceed the maximum allowed for values in the target schedule. If one or more values do exceed the maximum, a message appears indicating that they will be set to the maximum allowed for the target schedule.

After saving, to use any changes in actual call routing, you need to send the MCA or MCQ schedule to the support system, where it must pass validation.

To save an MCA or MCQ schedule using **Save As**, follow these steps:

1. Display the MCA or MCQ schedule in an active window.
2. From the File menu, choose **Save As**.

   The system displays the Save As dialog box for an MCA schedule or for an MCQ schedule. Figure 3-4 shows the Save As dialog box for an MCA schedule.

AT&T — PROPRIETARY
Use pursuant to Company instructions

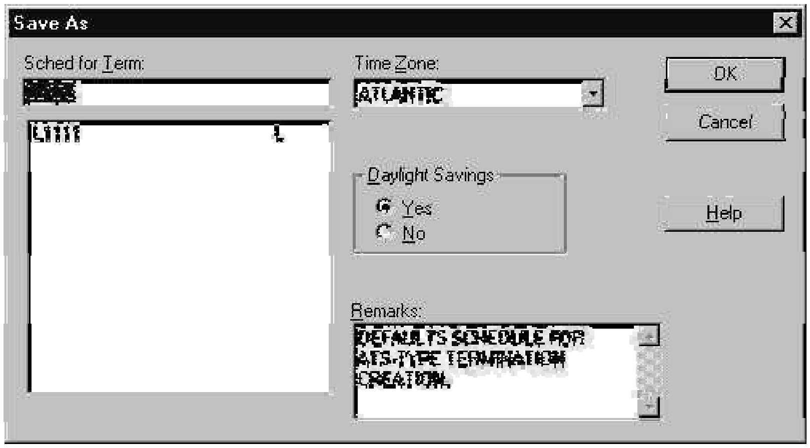


Figure 3-4. Save As Dialog Box

If you are saving an MCA schedule, the list box displays all local MCA schedules for the current Service View. If you are saving an MCQ schedule, the list box displays all local MCQ schedules for the current Service View.

3. Make selections as follows and choose **OK**.

Sched for Term *Or*	For an MCA schedule, type or select the name of the termination that you want to associate with the MCA schedule.
Sched for Queue	For an MCQ schedule, type or select the name of the queue that you want to associate with the MCQ schedule.
Time Zone	Optionally change the time zone setting for the schedule. **NOTE:** Currently, the Newfoundland time zone is not supported. Customers must make adjustments manually by changing the eastern time to a half hour later than the standard eastern time. For example, if Atlantic time is 5:30 p.m., the corresponding Newfoundland time is 6:00 p.m.
Daylight Savings	Optionally change the daylight saving time setting for the schedule.
Remarks	Optionally enter any remarks, such as a description of the schedule.

After you choose **OK**, *one* of the following happens:

A status message indicates that the schedule has been saved, if you are saving a local schedule with the same queue or termination.

Or

A message prompts you to confirm the replacement of an existing schedule, if you are saving an official schedule or are saving a local schedule with a different termination or queue.

4. If prompted to confirm the replacement of a schedule, choose **Yes**.

   A status message confirms that the schedule has been saved.

   Or

   To cancel the replacement of a schedule, choose **No**.

   You are returned to the Save As dialog box.

Sending an MCA or MCQ Schedule to the Support System

Use the **Send** command on the File menu or the **Send** icon on the toolbar after you have modified an MCA or MCQ schedule and want to use it for call routing.

NOTE:
The Send icon on the toolbar functions in the same manner as the Send command on the File menu. The icon is only available to users with send permissions for the task.

Send a schedule to activate a change to one or more of the following:

- one or more MCA or MCQ values
- time zone setting
- daylight saving time setting
- remarks

You also need to send a schedule that you have associated with a different queue or termination.

Keep in mind the following when you send a schedule to the support system:

- Your user name must have send permissions for the MCA or MCQ schedule type..
- The schedule must be local.
- Sending the schedule saves any edits that were not previously saved.

To send an MCA or MCQ schedule to the support system, follow these steps:

1. Display the schedule in the active window.
2. From the File menu, choose **Send** or click on the **Send** icon on the toolbar.

   The Send dialog box appears, as shown in Figure 3-5.

AT&T — PROPRIETARY
Use pursuant to Company instructions

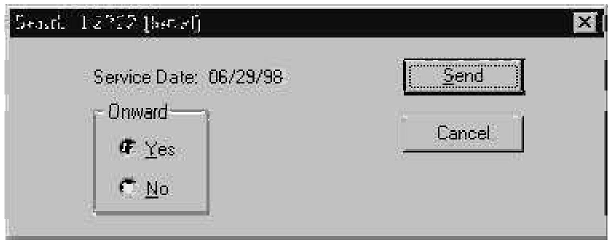


Figure 3-5. Send Dialog Box

The **Service Date** field shows the current Service Date for the schedule you are sending.

3. Under **Onward**, select *one* of the following:

- To have the schedule validated for the current Service Date and all pending Service Dates, choose **Yes**.
- To have the schedule validated for the current Service Date only, choose **No**.

NOTE:
Any changes made to the time options or remarks automatically apply to the current Service Date and all pending Service Dates.

4. Choose **Send**.

A status message indicates that the schedule or modifications to the schedule were sent to the support system.

5. To confirm the success of your request, check the Comm Log.

The Comm Log shows your request in the message list as one or more of the following:

NOTE:
[Termination Name] and **[Queue Name]** refer to the names of the MCA or MCQ schedules, respectively, that you have sent to the support system.

TZ/DST refers to the time zone and daylight saving time settings.

— Modify MCA Sched for Termination [Termination Name].
— Modify MCQ Sched for Queue [Queue Name].
— Modify TZ/DST for Term Sched [Termination Name].
— Modify TZ/DST for Queue Sched [Queue Name].

The response from the support system appears in the message list as one or more of the following:

— MCA Sched for Termination [Termination Name] modified.
— MCQ Sched for Queue [Queue Name] modified.
— TZ/DST modified for Term Sched [Termination Name].
— TZ/DST modified for Queue Sched [Queue Name].
— Modify MCA/MCQ Sched failed.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Modifying Summary Information

Use the **Summary Info** command on the File menu to display and change the following information about a local MCA or MCQ schedule:

- time zone setting
- daylight saving time setting
- remarks

NOTE:
To save the changes to the schedule, you must save the schedule.

Any changes you save affect the local schedule only. To update the corresponding official schedule, you must send the local schedule to the support system.

To display or change summary information for an MCA or MCQ schedule, follow these steps:

1. Display an existing schedule in the active window.
2. From the File menu, choose **Summary Info**.

   The Summary Info for Term or the Summary Info for Queue dialog box appears.
3. Optionally make selections for one or more fields as follows:

Time Zone	Select the time zone that you want associated with the schedule. **NOTE:** Currently, the Newfoundland time zone is not supported. Customers must make adjustments manually by changing the eastern time to a half hour later than the standard eastern time. For example, if Atlantic time is 5:30 p.m., the corresponding Newfoundland time is 6:00 p.m.
Daylight Savings	Select whether to have daylight saving time in effect for the schedule.
Remarks	Type comments about the schedule. The text can be up to 120 characters long and can include any character, except @ or **+**.

4. Choose **OK**.

   Or

   To close the dialog box without making any changes, choose **Cancel**.

   You are returned to the current schedule.
5. To save any changes, from the File menu, choose **Save**.

   The changes are saved with the local schedule.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Getting Schedule Information

As you view or edit an MCA or MCQ schedule, you may want to display additional information about the schedule. Use the **Info** command on the View menu to see more detail about a displayed MCA or MCQ schedule and its corresponding termination or queue. The schedule can be local or official. all information is read-only.

To display information about an MCA or MCQ schedule, follow these steps:

1. Display an MCA or MCQ schedule in the active window.
2. From the View menu, choose **Info**.

   The system displays a read-only dialog box with information about the MCA or MCQ schedule.

   When Service Assurance is in effect, **ON** appears in red in the **Svc Assurance** field, along with the type of Service Assurance (either **CUSTOMIZED** or **PRE-PLANNED**.) For more information about Service Assurance, see the section "Service Assurance" in Chapter 2, "Customer Profile," of the *AT&T Route It! Administration* guide.

   The **Schedule MCA Value** field shows the current MCA value in effect for the termination. The **Schedule MCQ Value** field shows the current MCQ value in effect for the queue. **Show Terms** displays information about one or more terminations served by the queue.

Printing a Schedule

Use the **Print** command on the File menu to print an MCA or MCQ schedule and information about the schedule. The schedule can be local or official.

To print a schedule and information about it, follow these steps:

1. Display an MCA or MCQ schedule in an active window.

   NOTE:
   If the schedule has not yet been saved, the printout will have "Untitled" in place of the schedule name on the printout.

2. From the File menu, point to **Print**, then choose *one* of the following options:

Default Schedule	Prints the default schedule grid of MCA or MCQ values, as well as time zone and daylight saving time information.
List of Exception Dates	Prints two lists of exception dates: ■ exception dates that are the same as the default schedule ■ exception dates that are different from the default schedule

Dates Displayed Prints the grid values for specific dates, as well as time zone and daylight saving time information.

> **NOTE:**
> You must first display specific dates on the schedule grid before you can use this option.

Schedule Info For an MCA schedule, prints general information about the termination, such as the access line, the termination routing number, and the number of lines.

For an MCQ schedule, prints information about the queue, such as the queue ID, whether it is fixed or variable, the number of slots, the timeout treatment, and the MTQ value for the queue. Also prints general information about the termination(s) the queue serves.

The Print dialog box appears.

3. Make selections for printing and choose **OK**.

   The status bar indicates that printing has started.

Closing a Schedule

Close an MCA or MCQ schedule when you have finished working with it and want to free up memory on your PC. If the schedule contains any unsaved changes at the time you close it, you are given a choice to save or discard the changes before you close the schedule.

To close an MCA or MCQ schedule, follow these steps:

1. Make sure the schedule you want to close is in the active window.
2. From the File menu, choose **Close**.

   If it is local and any changes to it have been saved, the schedule closes.

   Otherwise, a message prompts you to save any changes.
3. If the message appears, do *one* of the following:
   - To save any changes and close the schedule, choose **Yes**.

     If the schedule is local, the changes are saved, and the schedule is closed.

     If the schedule is official, the Save As dialog box appears. For information on saving the schedule, see the section “Using Save As,” earlier in this chapter.
   - To close the schedule without saving changes, choose **No**.

     The edits are not saved, and the schedule is closed.
   - To continue working with the schedule without saving, choose **Cancel**.

     You are returned to the schedule in the active window.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Deleting a Local Schedule

Use the **Delete** command on the File menu to delete one or more local MCA or MCQ schedule(s). It is possible to delete multiple schedules. When a plan schedule, MCA, or MCQ schedule is deleted, the schedule name is removed from the list on the appropriate tab.

NOTE:
You cannot delete an official MCA or MCQ schedule.

To delete one or more local MCA or MCQ schedule(s), follow these steps:

1. From the File menu, choose **Delete**.

   The Delete Schedule dialog box appears.

2. Select either the **MCA Schedule** or the **MCQ Schedule** tab, depending on the type of schedule you are deleting.

   The list box contains the names of all local schedules for the current Service View.

3. To select one or more schedule name(s) to delete, do *one* of the following:

   - Type a schedule name in the **Delete MCA Schedule** or the **Delete MCQ Schedule** text box. (An MCA or MCQ schedule name is 1 to 16 characters in length and can contain letters, the digits 0 to 9, and the symbols**. # $ _ = % , & ' -** . The first character must be a letter.)
   - Select one or more schedule name(s) from the list box.

NOTE:
Pattern matching is applied when you enter the name of a schedule in the text box. Then you can select the plan. Pattern matching is performed on the first character, then each additional character entered. As each character is entered, the first entry in the list box that matches with the same characters as those entered is brought into view. When the schedule is brought into view, you can select the schedule name to be deleted.

4. Choose **Delete**.

   A message appears, prompting you to confirm the deletion.

5. To delete the selected schedule(s), at the message, choose **Yes** for a single deletion or **Yes to All** for multiple deletions**.**

   The schedule is deleted. If the schedule was displayed, it is now closed.

Changing the Service View

The Service View determines which MCA or MCQ schedule you can work with in Scheduler. A Service View is the schedule information associated with a specific Account ID and Service Date.

You can change the Account ID or Service Date or both. You can also change the Service View for the current task only or for all tasks in Route It!, as described in Table 3-5.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Table 3-5. Changing the Service View for One or All Tasks

If You Choose. .	Then. .
Current Task Only	The Service View remains in effect for the current task session only.
All Route It! Tasks	The Service View applies to all tasks in Route It!, whether they are currently running or started later. It becomes the default Service View for all tasks, remaining in effect until you choose a new Service View for all Route It! tasks.

CAUTION:
*Before changing the Service View, make sure you save or send any ongoing work in Scheduler and, if you selected **All Route It! Tasks**, in other Route It! windows.*
Route It! displays a message, reminding you that this work will be lost unless you save or send it. After you change the Service View, any schedules displayed in the Scheduler main window are closed. Any edits to schedules not saved or sent during the session are lost.

To change the Service View, follow these steps:

1. From the View menu, select **Svc View .**

Or

From the menu bar, select the **Service View** button.

The Change Service View dialog box appears, as shown in Figure 3-6.

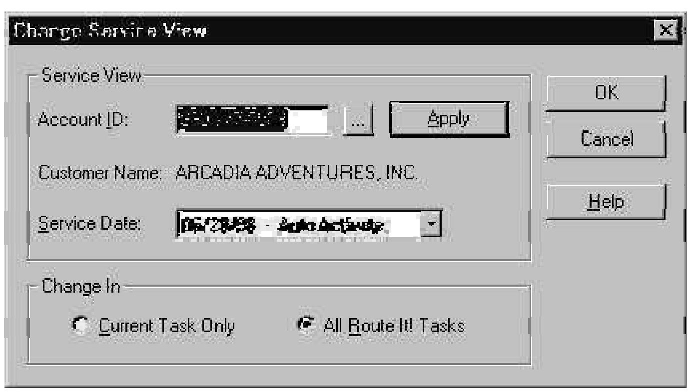


Figure 3-6. Change Service View Dialog Box

2. In the **Account ID** text box, do *one* of the following:

Type an Account ID and choose **Apply**.

Or

Select an Account ID from the choice list that appears after you click the **Choices (...)** button.

The **Customer Name** and **Service Date** fields update with the associated information.

3. In the **Service Date** text box, type or select a Service Date. The format is **mm/dd/yy**, where **mm** is the month, **dd** is the day, and **yy** is the year.

   NOTE:
   The list includes all Service Dates, and their respective activation indicators, except those that are earlier than the active Service Date.

4. Under **Change In**, select whether to change the Service View for the **Current Task Only** or for **All Route It! Tasks**.

   NOTE:
   The options under **Change In** are unavailable if your account access permissions for the selected Account ID have been changed by your Route It! system administrator.

5. Choose **OK**.

   A message warns you about the potential loss of unsent edits and prompts you to confirm the Service View change.

6. To complete the Service View change, choose **Yes**.

   The status bar shows the Account ID chosen for the Service View.

Updating Schedule Data

You can update all of your official MCA or MCQ schedules with current data from the support system. Updating your official schedules keeps them in sync with the data at the support system.

To perform an update, use the Refresh feature of Route It! This feature also updates information about your queues and terminations. To access Refresh, at the Route It! main window, double-click the Refresh icon, or choose **Refresh** from the Route It! Tasks menu. For more information, see the section “Updating Detailed Information” in Chapter 3, “Refresh,” of the *AT&T Route It! Administration* guide.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Quitting Scheduler

The **Exit** command on the File menu lets you quit Scheduler. Before exiting, you should close all open schedules, making sure you save any changes you want to keep.

To quit Scheduler, do *one* of the following:

- From the File menu, choose **Exit**.

  Or

- Double-click the Control-menu icon.

If any schedules are still displayed and have unsaved changes, you are prompted to save or discard the changes; otherwise, the Scheduler main window is closed.

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Quick Changes

4

Contents

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Quick Changes

4

This chapter describes how to perform quick changes to maximum calls allowed (MCA) schedules, maximum calls in queue (MCQ) schedules, plan schedules, and to the query status of Customer Routing Points (CRPs).

NOTE:
Currently, MCQ schedules and CRPs are not supported by AT&T Canada Long Distance Services. Also, not all features and nodes are supported. Refer to this information in the *AT&T Route It! Edit Plans User's Guide,* for details on features and nodes:

- Features— "AT&T Advanced Features (United States/Canada)" in Chapter 1, "Overview."
- Nodes— "Node Categories" in Chapter 3, "Routing Plan Concepts."

About Quick Changes

You can perform a quick change to override the values in an active schedule in either 5 or 15 minutes. The override remains in effect until you make another quick change to resume the use of the original schedule values.

Quick changes enable you to make call -routing changes on an emergency basis. For example, if a call center closes due to adverse weather conditions, you can quickly put in place an override routing plan to route calls for the specified schedule set.

To make quick changes to schedules or to the query status of CRP databases, use Quick Changes. (Currently, CRP data is not supported by AT&T Canada Long Distance Services.) Table 4-1 shows the quick changes you can make.

Table 4-1. Quick Changes

Quick Change Type	Quick Changes
MCA schedule	You can override MCA schedules for one or more terminations with the same MCA value. Also use Quick Changes to resume normal MCA values.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Table 4-1. Quick Changes (Cont'd)

Quick Change Type	Quick Changes
MCQ schedule	You can override all MCQ values in a queue schedule with a single MCQ value. Or you can resume the use of the original schedule values. You can also change the MTQ value for the schedule. **NOTE:** Currently, queuing is not supported by AT&T Canada Long Distance Services.
Plan schedule	You can override all plans in an active schedule with a single override plan. You can also resume the use of the plan schedule with its original plans.
CRP query status	You can change the status of one, several, or all CRP databases for an Account ID to enable or disable the Query function.

A quick change is completed in 5 or 15 minutes in the AT&T network *after* it has been received by the support system.

- A quick change to as many as 34 terminations takes place in the network within 5 minutes.
- A quick change to an MCQ schedule takes place in the network within 15 minutes.
- A quick change to a single plan schedule takes place in the network within 5 minutes.
- A quick change to the query status of one or more CRPs takes place in the network within 5 minutes.

NOTE:
Your quick change request to the host support system may be delayed if other applications are running on your PC. Running other applications may cause port contention or slowed PC processing. To avoid delays, you should consider running only AT&T Route It! on your PC.

You can also perform a quick change on allocator branches in routing plans in five minutes or less. For more information, see Chapter 4, "Creating or Editing a Plan," in the *AT&T Route It! Edit Plans User's Guide*.

Starting Quick Changes

To display the Quick Changes window, do the following:

From the Route It! Tasks menu, choose **Quick Changes,** or double-click the Quick Changes icon.

The Quick Changes window appears, as shown in Figure 4-1. Each tab corresponds to a schedule type.

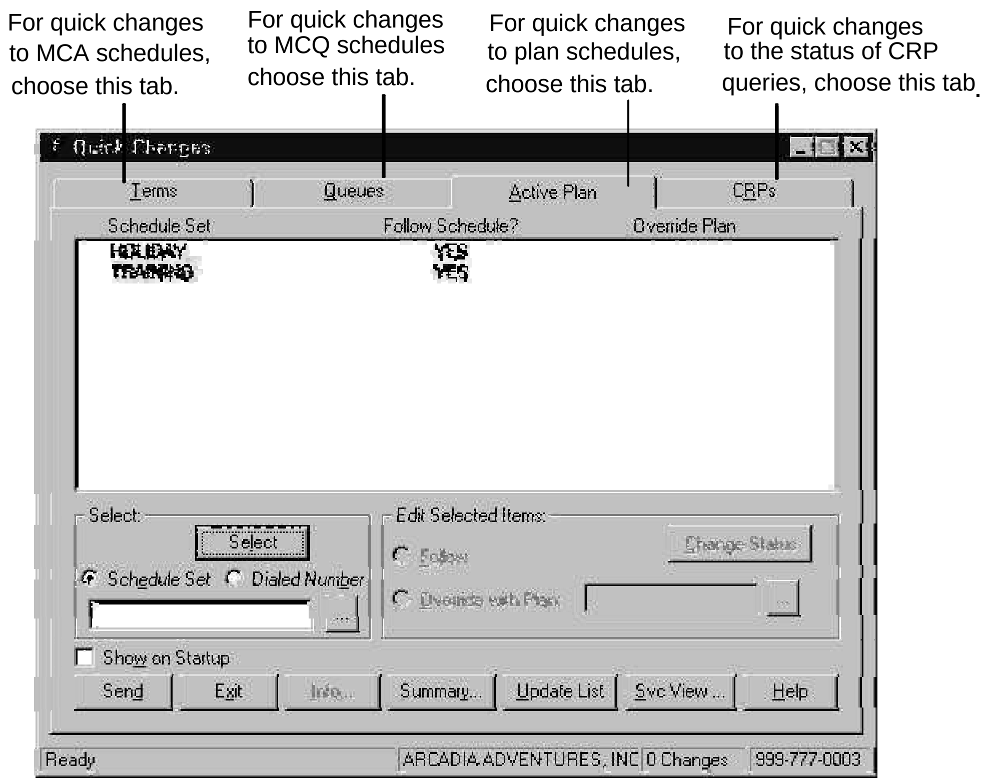
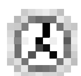


Figure 4-1. Quick Changes Window

There are two ways to display more information about a location, termination, queue, CRP database, or plan schedule selected in the list box:

- Choose the **Info** button to display a screen of detailed information on official schedules on the **Terms**, **Queues**, **Active Plan**, or **CRPs** tab.
- Double-click an item in the list box.
- On each tab next to the left-most column, there may be a status indicator symbol as described in Table 4-2.

Table 4-2. Tab Symbols

Symbol	Meaning	Description
	Changed But Not Sent	The item was changed in the current session, but the change has not been sent to the support system yet.
	Pending Transaction	The item was changed and the transaction was sent to the support system, but a successful response for that transaction has not been received yet.

Quick Change Steps

To make a quick change, complete these procedures at any one of the four Quick Changes tabs:

1. Select one or more schedules or CRP databases from the list box.

   Route It! provides the search capability for finding a specific schedule or database. For more information, see Chapter 2, “Scheduling Plans,” and Chapter 3, “Scheduling MCA and MCQ Values.”

2. Under **Edit Selected Items**, select the appropriate button to either override or resume the schedule values or query status.

   For each change you make, an arrow appears to the left of each schedule (or location) or CRP database. The arrow indicates that a quick change has been specified but not yet sent to the host support system.

   In addition, the status bar displays the total number of changes specified.

3. Send your quick change to the support system.

   Choose **Send**.

   The support system activates the quick changes in 5 or 15 minutes after they are received at the support system.

Viewing a Summary of Quick Changes

Before you send your quick changes to the support system, you can display a list that summarizes the changes you are requesting. Choose **Summary** to see the list.

You can also set an option that automatically displays a summary each time you choose **Send**. After reviewing the quick changes, you can then choose **Send** on the dialog box to send the quick changes to the support system.

For more information, see the section “Displaying a Summary of Quick Changes,” later in this chapter.

Getting the Status of Quick Changes

There are three ways to get the status of quick changes you have sent. You can:

- Update the list of schedules or CRP databases in the list box with information from the support system.
- Check the messages in the Comm Log.
- Check the Active indicator of the corresponding schedule (does not apply to CRP database quick changes).

Updating the Quick Changes Window

Each time you initially open it, the Quick Changes window shows the latest status of the schedules or CRP databases listed. Once displayed, you can update the list with the latest host information by doing one of the following:

- Choose **Update List**.
- Choose a different tab.

In either case, if you have made changes without sending them, a message alerts you that you have unsent edits and prompts you to send or discard them.

Checking the Comm Log

In the Comm Log, a transaction request shows information about the quick change sent to the support system. A corresponding transaction response shows whether the quick change was successfully validated at the support system.

When the AT&T network activates a quick change, the Comm Log displays a green message. The message detail shows the time the quick change went into effect in the network.

Checking the Active Indicator for a Schedule

When you display an official schedule (or a local schedule that has a corresponding official schedule), the Active indicator shows the active plan or value currently in effect in the AT&T network at the time you are viewing the schedule. If the schedule is currently overridden, the Active indicator displays **Schedule Overridden** on a red background. It also shows the override value or override plan currently in effect. For more information, see the section “Active Indicator” in Chapter 1, “Scheduler Basics.”

MCA Schedule Quick Changes

This section explains how to override or resume the MCA values of terminations.

NOTE:
Changing or overriding the MCA value for a termination affects all routing plans and dialed numbers that reference the termination.

AT&T — PROPRIETARY
Use pursuant to Company instructions

You can make quick changes to some or all terminations for a location. If you make a quick change to a location, it applies to all terminations for the location.

Figure 4-2 shows the **Terms** tab with sample data.

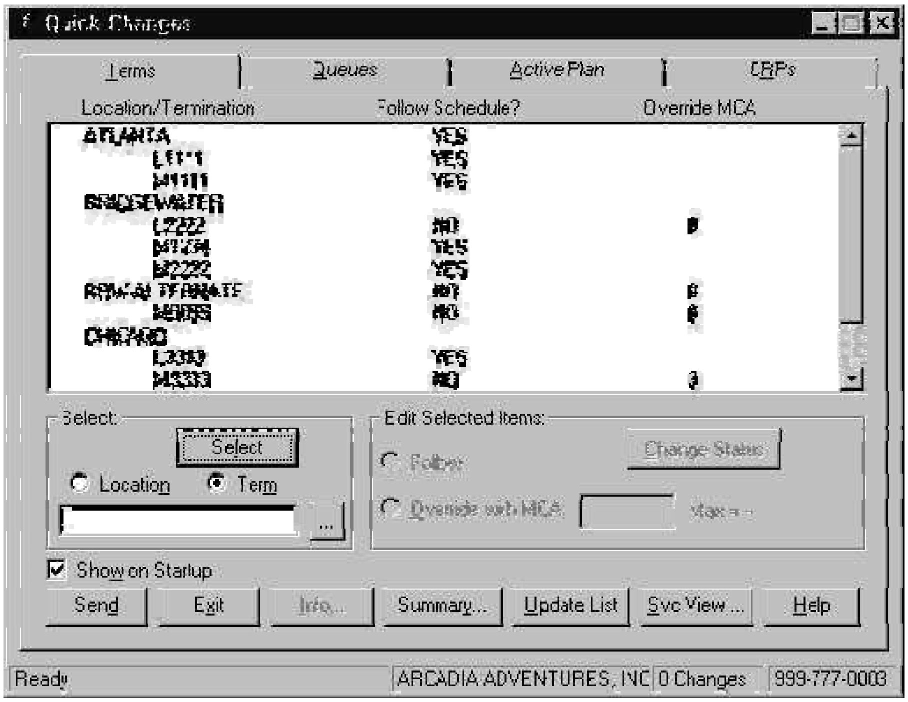


Figure 4-2. Terms Tab

On the **Terms** tab, shown in Figure 4-2, the list box shows the following information:

Location/Termination Lists locations and their associated terminations.

Follow Schedule? Shows the override status of each termination or of the location as a whole:

- **YES** indicates that the termination is following its default schedule.
- **NO** indicates that the termination is being overridden.

(A **YES** or **NO** for a location means all terminations for that location have the same status.)

Override MCA Shows the override value for a termination or for a location.

When you change the status of a location, an entry appears in the **Follow Schedule?** or the **Override MCA** column of the list box as follows:

- If all terminations for the location are following the default schedule, **Follow Schedule?** shows **YES** for the location.

- If all terminations for a location are being overridden, **Follow Schedule?** shows **NO** for the location.
- If all terminations for a location are overridden with the same value, the value is shown in the **Override MCA** column for that location.

A termination name can have an arrow to its left. This indicates that the item was changed in the current session but not yet sent to the support system.

Selecting MCA Schedules

To select MCA schedules for a quick change, select one or more terminations or locations in the list box.

Each termination or location you select is highlighted.

To search for a location or termination, follow these steps:

1. Under **Select**, choose either **Location** or **Term** to search for a location or a termination schedule, respectively.
2. In the text box, type or select one of the following:
   - For a location search, type or select the name of the location.

   NOTE:
   If you choose the **Choices (…)** button, the Choice List dialog box shows only those locations that have terminations assigned to them.
   - For a termination schedule search, type or select an access line or termination name.
3. If you typed your selection, choose **Select**.

   If a match is found, the location or termination name is highlighted in the list.

Specifying MCA Quick Changes

To specify a quick change for the selected schedules, follow these steps:

1. Make selections under **Edit Selected Items**, as shown in Table 4-3.

Table 4-3. Specifying MCA Quick Changes

To…	Do This
Resume the use of the original MCA values	Select **Follow**.

Table 4-3. Specifying MCA Quick Changes (Cont'd)

To…	Do This
Override the selected schedules with a single override value	Select **Override with MCA** and then type an override MCA value. **NOTE:** **Max=XXXX** shows the highest MCA value you can enter for the selected terminations or locations. **XXXX** is a value from 0 to 9999.

2. Choose **Change Status**.

An arrow appears to the left of any location or termination name for which a quick change has been specified. For a quick change to a location, the number of changes shown in the status bar increases by the number of terminations for the location.

3. To see a summary of the quick changes you have specified, choose **Summary**.

For more information, see the section "Displaying a Summary of Quick Changes," later in this chapter.

4. To send your quick change request to the host support system, choose **Send**.

For more information on sending your MCA quick changes, see the next section, "Sending MCA Quick Changes to the Support System."

Sending MCA Quick Changes to the Support System

After you have specified quick changes to one or more schedules, you must send your quick change request to the host support system.

(The send capability for MCA quick changes may be unavailable if your user name does not have send permissions for MCA quick changes. See your Route It! system administrator for more information.)

To send your request, follow these steps:

1. At the **Terms** tab, choose **Send**.

One of the following happens:

- Your request is sent to the support system.
- If the automatic summary option has been set, the Send Termination Changes dialog box appears.

2. If the Send Termination Changes dialog box appears, do *one* of the following:

- To send your quick change request to the support system, choose **Send**.
- To cancel your quick change request, choose **Cancel**.

  You are returned to the **Terms** tab of the Quick Changes window.

3. To confirm the success of your request, you can check the Comm Log.

The Comm Log shows each send request in the message list as the following:

— Quick Change: Modify status of Term Sched(s).

The support system sends a response indicating whether it successfully validated the quick change. The response appears in the message list as one of the following:

— Quick Change: Status of Term Sched(s) modified. (Displayed in blue.)
— Quick Change to status of Term Sched(s) failed. (Displayed in red.)

To see more information about this transaction, check the message detail.

When the AT&T network activates the quick change, a green message appears in the Comm Log. To see the time the quick change went into effect, check the message detail.

MCQ Schedule Quick Changes

NOTE:
Currently, MCQ is not supported by AT&T Canada Long Distance Services.

This section describes how to override or resume the MCQ values of queues. You can also override the MTQ value for one or more selected queues.

Figure 4-3 shows the **Queues** tab.

AT&T — PROPRIETARY
Use pursuant to Company instructions

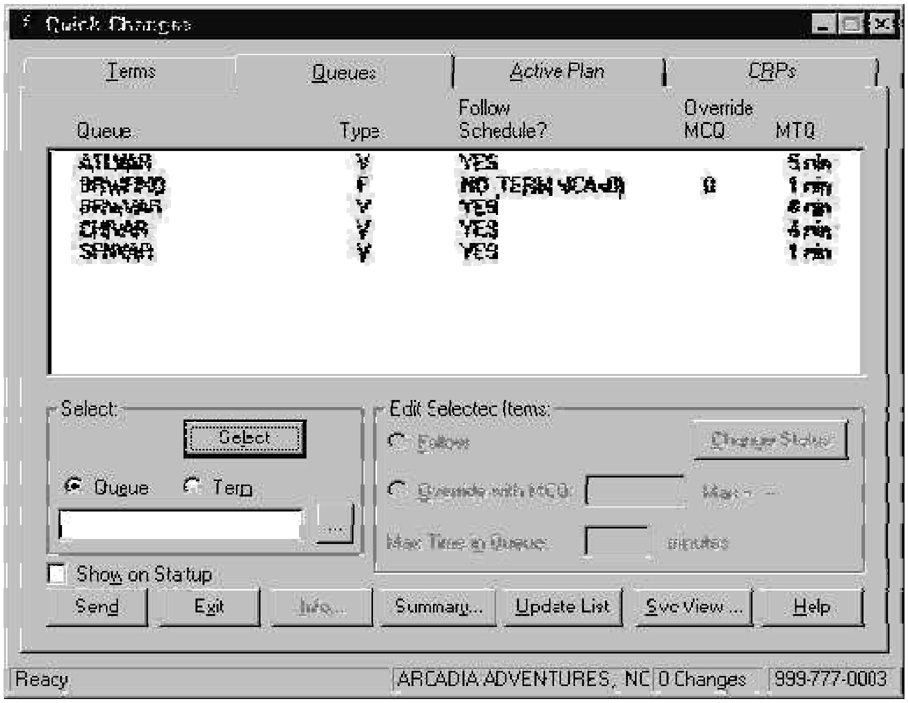


Figure 4-3. Queues Tab

On the **Queues** tab, shown in Figure 4-3, the list box shows the following information:

Queue Queue name.

Type Indicates whether the queue is a fixed queue (**F**) or a variable queue (**V**).

Follow Schedule? Indicates that an override MCQ value is in effect (**NO**) or that default or exception values are being followed (**YES**).

> **NOTE:**
> You cannot override the MCQ value of a fixed queue if the termination it serves has an MCA value of **0**.
> **[TERM MCA=0]** indicates this type of queue schedule in the list box.

Override MCQ The override MCQ value currently in effect.

MTQ The maximum time in queue setting that is currently in effect.

You can change the MTQ setting for a queue schedule at any time, regardless of the override status of the queue itself. You can change the MTQ setting when the schedule's MCQ value is overridden. You can also change this setting when the MCA value of the associated termination is overridden to **0**.

NOTE:
See Table 4-2 for additional information.

When you change the status of a queue, an entry appears in the **Follow Schedule?** and **Override MCQ** columns of the list box.

A queue name can have an arrow to its left. This indicates that the item was changed in the current session but not yet sent to the support system.

Selecting MCQ Schedules

To select MCQ schedules for a quick change, select one or more queues in the list box.

Each queue you select is highlighted.

To search for a queue, follow these steps:

1. Under **Select**, choose either **Queue** or **Term** to search for a queue or for a queue associated with a termination, respectively.
2. In the text box, type or select *one* of the following:
   - For a queue search, type or select the name or ID of the queue.
   - For a termination schedule search, type or select an access line or termination name.

     NOTE:
     If you choose the **Choices (…)** button to select a termination, the Choice List dialog box lists only those terminations that are associated with queues.
3. If you typed your selection, choose **Select**.

   If a match is found, the queue or termination name is highlighted in the list box.

Specifying MCQ Quick Changes

To specify a quick change for the selected schedules, follow these steps:

1. Make selections under **Edit Selected Items**, as shown in Table 4-4.

Table 4-4. Specifying MCQ Quick Changes

To…	Do This
Resume the use of the original MCQ value	Select **Follow**.

Table 4-4. Specifying MCQ Quick Changes (Cont'd)

To…	Do This
Override with a single override value	Select **Override with MCQ** and then type an override value. **NOTE:** **Max=XXXX** shows the highest MCQ value you can enter for the selected queues. **XXXX** is a value from 0 to 9999.
Change the maximum time in queue	Type an MTQ value (0 to 30) in the **Max Time in Queue** text box.

2. Choose **Change Status**.

An arrow appears to the left of any queue name for which a quick change has been specified.

3. To see a summary of the quick changes you have specified, choose **Summary**.

For more information, see the section "Displaying a Summary of Quick Changes," later in this chapter.

4. To send your quick change request to the host support system, choose **Send**.

For more information on sending your MCQ quick changes, see the next section, "Sending MCQ Quick Changes to the Support System."

Sending MCQ Quick Changes to the Support System

After you have specified quick changes to one or more MCQ schedules, you must send your quick change request to the host support system.

(The send capability for MCQ quick changes may be unavailable if your user name does not have send permissions for MCQ quick changes. See your Route It! system administrator for more information.)

To send your request, follow these steps:

1. At the **Queues** tab, choose **Send**.

One of the following happens:

- Your request is sent to the support system.
- If the automatic summary option has been set, the Send Queue Changes dialog box appears.

2. If the Send Queue Changes dialog box appears, do *one* of the following:

- To send your quick change request to the support system, choose **Send**.
- To cancel your quick change request, choose **Cancel**.

  You are returned to the **Queues** tab of the Quick Changes window.

3. To confirm the success of your request, you can check the Comm Log.

AT&T — PROPRIETARY
Use pursuant to Company instructions

The Comm Log shows each send request in the message list as the following:

— Quick Change: Modify status of Queue(s).

The support system sends a response indicating whether it successfully validated the quick change. The response appears in the message list as one of the following:

— Quick Change: Status of Queue(s) modified. (Displayed in blue.)
— Quick Change to status of Queue(s) failed. (Displayed in red.)

To see more information about this transaction, check the message detail.

When the AT&T network activates the quick change, a green message appears in the Comm Log. To see the time the quick change went into effect, check the message detail.

Plan Schedule Quick Changes

This section explains how to override a plan schedule (or schedule set) with an override plan and also how to resume the use of the original plan schedule.

NOTE:
Overriding a schedule set affects all dialed numbers in that set.

Before you can use a routing plan in a quick change, you must designate it as an override plan. For more information on assigning override plans, see the section “Adding or Removing Override Plans” in Chapter 2, “Scheduling Plans,” of this guide. If you are overriding more than one schedule set with the same routing plan, the routing plan must be designated as an override plan for each schedule set.

Figure 4-4 shows the **Active Plan** tab with sample data.

AT&T — PROPRIETARY
Use pursuant to Company instructions

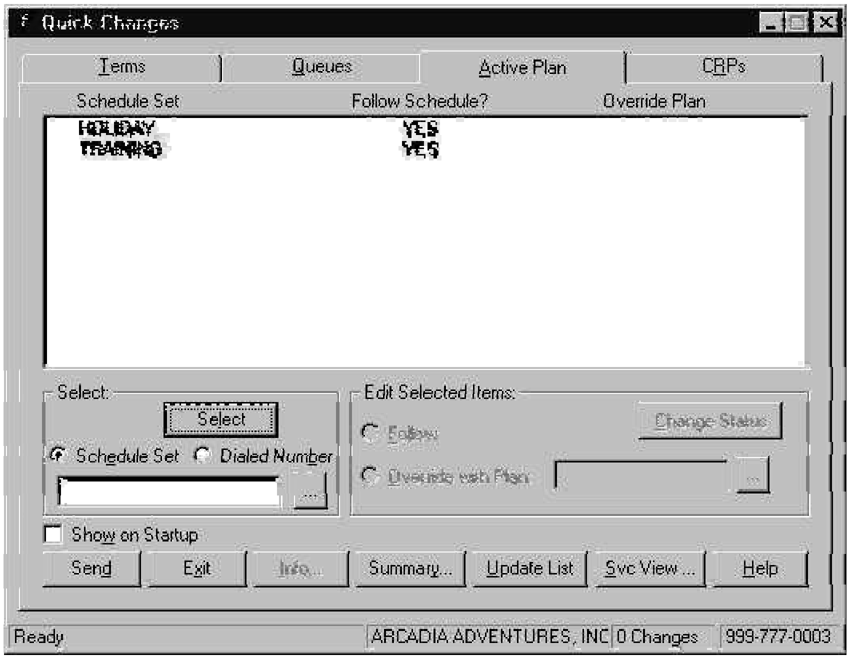


Figure 4-4. Active Plan Tab

On the **Active Plan** tab, shown in Figure 4-4, the list box shows the following information:

Schedule Set	Lists the schedule sets for the current Service Date.
Follow Schedule?	Shows whether normal default or exception plans are being used (**YES**) or whether an override plan is in effect (**NO**).
Override Plan	The override plan currently in effect.

NOTE 1:

See Table 4-2 for more information.

NOTE 2:

If you do not have send permissions, the **Choices (...)** button under **Edit Selected Items** is dimmed.

Selecting Plan Schedules

To select schedule sets for a quick change, select one or more schedule sets in the list box.

Each schedule set you select is highlighted.

To search for a plan schedule, follow these steps:

1. Under **Select**, choose either **Schedule Set** or **Dialed Number** to search by schedule set name or dialed number, respectively.
2. In the text box, type or select *one* of the following:
   - For a schedule set, type or select the name of an official schedule set.

     NOTE:
     If you choose the **Choices (…)** button, the Choice List dialog box shows only those official schedule sets that have dialed numbers assigned to them.
   - For a dialed number, type or select a dialed number name or dialed number digits (dashes are optional) contained in the schedule set.
3. If you typed your selection, choose **Select**.

   If a match is found, the schedule set is selected in the list box.

Specifying Plan Schedule Quick Changes

To specify a quick change for the selected schedules, follow these steps:

1. Make selections under **Edit Selected Items**, as shown in Table 4-5.

Table 4-5. Specifying Plan Schedule Quick Changes

To…	Do This
Resume the use of the original routing plans	Select **Follow**.
Override one or more schedule sets with an override plan	Select **Override with Plan** and type or select the name of an override plan. **NOTE:** The Choice List dialog box contains only those override plans that are associated with each plan schedule selected in the list.

2. Choose **Change Status**.

   An arrow appears to the left of any schedule set name for which a quick change has been specified.
3. To see a summary of the quick changes you have specified, choose **Summary**.

AT&T — PROPRIETARY
Use pursuant to Company instructions

For more information, see the section “Displaying a Summary of Quick Changes,” later in this chapter.

4. To send your quick change request to the host support system, choose **Send**.

For more information on sending your quick changes, see the next section, “Sending Plan Schedule Quick Changes to the Support System.”

Sending Plan Schedule Quick Changes to the Support System

After you have specified quick changes to one or more schedules, you must send your quick change request to the host support system.

(The send capability for plan schedule quick changes may be unavailable if your user name does not have send permissions for plan schedule quick changes. See your Route It! system administrator for more information.)

To send your request, follow these steps:

1. At the **Active Plan** tab, choose **Send**.

One of the following happens:

- Your request is sent to the support system.
- If the automatic summary option has been set, the Send Active Plan Changes dialog box appears.

2. If the Send Active Plan Changes dialog box appears, do *one* of the following:

- To send your quick change request to the support system, choose **Send**.
- To cancel your quick change request, choose **Cancel**.

  You are returned to the **Active Plan** tab of the Quick Changes window.

3. To confirm the success of your request, you can check the Comm Log.

The Comm Log shows your request in the message list as one of the following:

NOTE:
[Schedule Set Name] is the name of the plan schedule for which you have requested a quick change.

— Quick Change: Override Sched Set [Schedule Set Name].
— Quick Change: Remove Override on Sched Set [Schedule Set Name].

The support system sends a response indicating whether it successfully validated the quick change. The response appears in the message list as one of the following:

— Quick Change: Sched Set [Schedule Set Name] overridden. (Displayed in blue.)
— Quick Change: Override of Set [Schedule Set Name] removed. (Displayed in blue.)
— Quick Change to status of Sched Set failed. (Displayed in red.)

To see more information about this transaction, check the message detail.

When the AT&T network activates the quick change, a green message appears in the Comm Log. To see the time the quick change went into effect, check the message detail.

CRP Query Status Quick Changes

NOTE:
Currently, CRP is not supported by AT&T Canada Long Distance Services.

This section describes how to change the query status of CRP databases.

Figure 4-5 shows the **CRPs** tab. The data does not vary by Service Date.

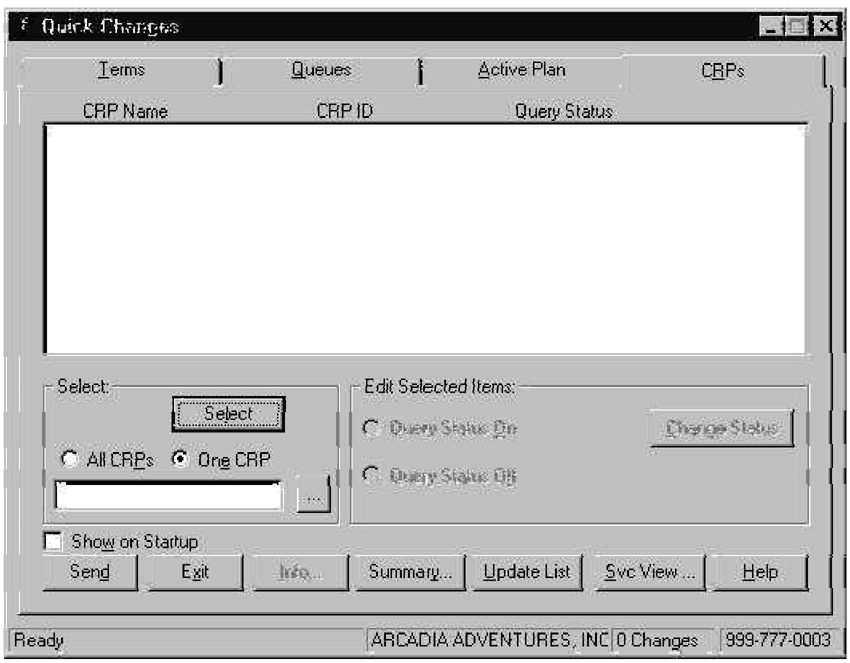


Figure 4-5. CRPs Tab

On the **CRPs** tab, shown in Figure 4-5, the list box shows the following information:

CRP Name The CRP database name.

CRP ID Shows the CRP ID.

Query Status Shows the query status of each CRP database.

Selecting CRP Databases

To select CRP databases for a quick change, select one or more CRPs in the list box.

Each CRP set you select is highlighted.

To select all CRP databases in the list box, under **Select**, choose **All CRPs**.

To search for one CRP database, follow these steps:

1. Under **Select**, choose **One CRP**.
2. In the text box, do *one* of the following:

   Type the name of the CRP database for which you want to search and choose **Select**.

   Or

   Click the **Choices (…)** button to select a CRP database from a list of all CRP databases for the Service View.

   If a match is found, the CRP is selected in the list box.

Specifying CRP Query Status Quick Changes

To specify a quick change for the selected CRP database, follow these steps:

1. Make selections under **Edit Selected Items**, as shown in Table 4-6.

Table 4-6. Specifying CRP Query Status Quick Changes

To…	Do This
Change the CRP query status to On	Select **Query Status On**.
Change the CRP query status to Off	Select **Query Status Off**.

2. Choose **Change Status**.

   An arrow appears next to each item changed, indicating that a quick change has been specified in the current session but not yet sent to the support system.
3. To see a summary of the quick changes you have specified, choose **Summary**.

   For more information, see the section “Displaying a Summary of Quick Changes,” later in this chapter.
4. To send your quick change request to the host support system, choose **Send**.

For more information on sending your quick changes, see the next section, “Sending CRP Quick Changes to the Support System.”

Sending CRP Quick Changes to the Support System

After you have specified quick changes to one or more CRPs, you must send your quick change request to the host support system.

(The send capability for CRP quick changes may be unavailable if your user name does not have send permissions for CRP quick changes. See your Route It! system administrator for more information.)

To send your request, follow these steps:

1. At the **CRPs** tab, choose **Send**.

   One of the following happens:

   - Your request is sent to the support system.
   - If the automatic summary option has been set, the Send CRP Query Status Changes dialog box appears.

2. If the Send CRP Query Status Changes dialog box appears, do *one* of the following:

   - To send your quick change request to the support system, choose **Send**.
   - To cancel your quick change request, choose **Cancel**.

     You are returned to the **CRPs** tab of the Quick Changes window.

3. To confirm the success of your request, you can check the Comm Log.

   The Comm Log shows your request in the message list as the following:

   NOTE:
   [CRP Name] is the name of the CRP for which you have requested a quick change.

   — Quick Change: Modify CRP Query Status [CRP Name].

   The support system sends a response indicating whether it successfully validated the quick change. The response appears in the message list as one of the following:

   — Quick Change: CRP Query Status modified. (Displayed in blue.)
   — Quick Change: For Query Status of CRP(s) failed. (Displayed in red.)

   To see more information about this transaction, check the message detail.

   When the AT&T network activates the quick change, a green message appears in the Comm Log. To see the time the quick change went into effect, check the message detail.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Displaying a Summary of Quick Changes

You can optionally display a summary of the quick changes requested before you send your quick changes to the host support system. The summary lists only those schedules or CRP databases for which quick changes are specified. Displaying a summary allows you to review quick changes before you send them to the support system for activation.

There are two ways to see a summary of quick changes:

- Choose **Summary** on any tab.

  A read-only summary of your requested quick changes appears in a Summary dialog box.

- Select the option to display the summary automatically before each send, as described below.

  After you select this option, the system automatically displays a summary of your quick changes before you send them to the support system. You can review your quick changes and then either send them to the support system or cancel the send.

Displaying a Summary

To display a read-only summary of requested quick changes, follow these steps:

1. Choose **Summary**.

   A Summary dialog box appears. Figure 4-6 shows the Summary dialog box for active plan quick changes.

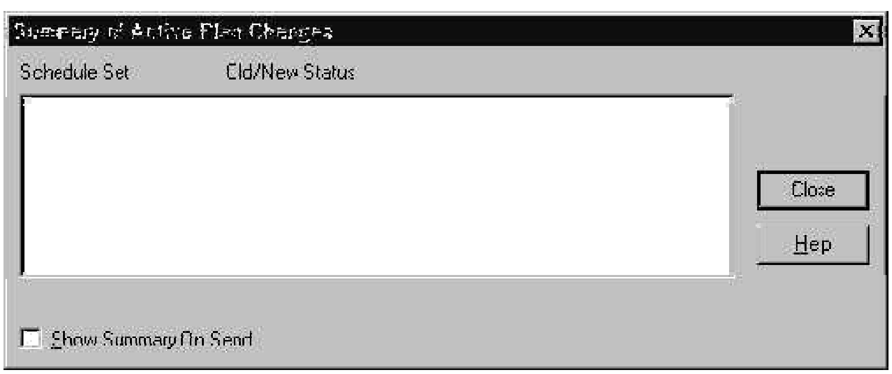


Figure 4-6. Summary of Active Plan Changes Dialog Box

   For each schedule listed, **Old/New Status** shows the initial status of the schedule and the quick change you are requesting.

2. To close the dialog box, choose **Close**.

Displaying a Summary Automatically

To set an option that automatically displays a read-only summary of quick changes before you send them to the support system, follow these steps:

1. Display the Summary dialog box, as described in the previous section.
2. Select **Show Summary On Send**.
3. To close the Summary dialog box, choose **Close**.

   To cancel the automatic display of summary information, do the following:

   At either the Summary or the Send dialog box, click the **Show Summary On Send** check box to clear it.

Changing the Service View

The Service View determines which schedules or CRP databases you can work with in Quick Changes. A Service View is the schedule information associated with a specific Account ID and Service Date.

For quick changes, you can change the Account ID of a Service View, but not the Service Date. The Service Date is always set to the active Service Date for the Account ID specified.

You can select to change the Service View for the current Quick Changes session only or for all tasks in Route It!, as described in Table 4-7.

Table 4-7. Changing the Service View for One or All Tasks

If You Choose. .	Then. .
Current Task Only	The Service View remains in effect for the current session of Quick Changes only.
All Route It! Tasks	The Service View applies to all tasks in Route It!, whether they are currently running or started later. It becomes the default Service View for all tasks, remaining in effect until you choose a new Service View for all Route It! tasks or until you change it for the current task only.

CAUTION:
*Before changing the Account ID, make sure you send any ongoing quick changes. If you selected **All Route It! Tasks**, save or send any work in other Route It! windows that you want to keep. Route It! displays a message, reminding you that any ongoing work will be lost unless you save or send it.*

To change the Account ID of the Service View, follow these steps:

1. At any of the Quick Changes tabs, choose **Svc View**.

The Change Service View dialog box appears, as shown in Figure 4-7.

Figure 4-7. Change Service View Dialog Box

2. In the **Account ID** text box, do *one* of the following:

Type an Account ID and choose **Apply**.

If changes are made to the Account ID field, **Apply** MUST be selected before choosing the **OK** button.

Or

Select an Account ID from the choice list that appears after you click the **Choices (...)** button.

The **Customer Name** and **Service Date** fields update with the associated information.

3. Under **Change In**, select whether to change the Service View for the **Current Task Only** or for **All Route It! Tasks**.

NOTE:
The **Change In** area is unavailable if your account access permissions for the selected Account ID have been changed by your Route It! system administrator.

4. Choose **OK**.

A message warns you about the potential loss of unsent edits and prompts you to confirm the Service View change.

5. To complete the Service View change, choose **Yes**.

The status bar shows the Account ID chosen for the Service View.

AT&T — PROPRIETARY
Use pursuant to Company instructions

Customizing the Quick Changes Window

You can choose to display any of the four tabs each time you initially start up Quick Changes. Selecting a tab for initial display can save you time when you need to make a quick change.

To set a tab for initial display on start-up, click **Show on Startup** on the desired tab.

Tab preference is saved by user name.

AT&T — PROPRIETARY
Use pursuant to Company instructions

AT&T — PROPRIETARY
Use pursuant to Company instructions

Glossary

A

Account ID

A unique customer account identifier.

(An Account ID is made up of 10 digits, of which the first three are always 999. For example, **999-000-3001**.)

Active Indicator

The portion of a scheduler window that shows the current plan or value that is in effect in the **network** at the time you are viewing the schedule.

Active Plan

The specific plan, either the plan determined by the **plan schedule** or an **override plan**, to be used for call routing at the current time.

Active Schedule

The schedule that is currently in effect in the **network**.

Active Service Date

The latest past **Service Date** for which the Auto Activate indicator is set to **YES**. The date may also be the current date. *See also* **Service Date**.

Advanced Features

The Global Transaction Network call -routing features, also known as Advanced Toll -Free Features. *See also* **Custom Routing Features**.

.

Alternate Termination Sequence (ATS)

An AT&T **Advanced Feature**, available as a routing plan node, that allows you to specify a sequence of alternate terminations to which calls can be rerouted when the previous terminations in the sequence are busy or unable to answer calls. This feature tries each alternate, in sequence, until an available termination is found, or until the sequence is exhausted, at which time a customer-specified treatment is applied.

ATS

See **Alternate Termination Sequence**.

ATS-Type Termination

A termination in a sequence of terminations to which calls can be rerouted when the previous terminations in the sequence are busy or unable to answer calls.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

C

CIP (Calls in Progress) Counter

A counter, maintained by the **network**, that records the number of simultaneous calls in progress at an **ATS-type termination**. Each **ATS-type termination** has its own CIP counter.

CIQ (Calls in Queue) Counter

A counter, maintained by the **network**, that records the number of calls being held in a network queue for an **ATS-type termination**. (Currently not supported by AT&T Canada Long Distance Services.)

CRP

See **Customer Routing Point**. (Currently not supported by AT&T Canada Long Distance Services.)

Custom Routing Features

The name AT&T Canada Long Distance Services uses for **Advanced Features**.

Customer Routing Point (CRP)

Database where the unique routing logic and data on each incoming cal is stored. (Currently not supported by AT&T Canada Long Distance Services.)

D

Default Day

A day that has not been specified as an **exception date** because normal call volume is expected.

Dialed Number Schedule

A schedule that determines what **routing plan** should be used to handle traffic to a dialed number at a given day and time for a dialed number schedule set.

E

Exception Date

A specific date or range of dates, up to 13 months in advance, during which **routing plans, maximum calls allowed,** or **maximum calls in queue** are named as exceptions to those normally scheduled.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

F

Fixed Queue

A Network Queuing feature, available as a **routing plan** node, that enables you to queue a call (for an) within a fixed queue of the **network** until the termination served by that queue is available to receive that call. (Currently not supported by AT&T Canada Long Distance Services.)

L

Local Schedule

A schedule stored on a PC but not yet sent to the **support system** for validation.

M

Maximum Calls Allowed (MCA)

The maximum number of simultaneous calls an **ATS-type termination** may handle at a given date and time.

An MCA value must not exceed the number of egress lines at a termination. The default MCA matches the number of egress lines at a termination.

Maximum Calls in Queue (MCQ)

The maximum number of calls that can be simultaneously queued (within a network queue) for an **ATS-type termination**. .

An MCQ value must not exceed the number of queue slots purchased for a queue. (Currently not supported by AT&T Canada Long Distance Services.)

Maximum Time in Queue (MTQ)

A time value that determines the maximum amount of time, in minutes, a call can be held within a network queue before a timeout treatment is applied. (Currently not supported by AT&T Canada Long Distance Services.)

Time values may range from 1 to 30 minutes.

MCA

See **Maximum Calls Allowed.**

.

MCA Schedule

A schedule of **maximum calls allowed** values for a particular **ATS-Type termination.**

AT&T — PROPRIETARY
Use pursuant to Company Instructions

MCQ

See **Maximum Calls in Queue** . (Currently not supported by AT&T Canada Long Distance Services.)

MCQ Schedule

A schedule of **maximum calls in queue** values for a particular network queue, either fixed or variable. (Currently not supported by AT&T Canada Long Distance Services.)

MTQ

See **Maximum Time in Queue** . (Currently not supported by AT&T Canada Long Distance Services.)

N

NCP

See **Network Control Point** .

Network

The AT&T transaction network that manages your **Toll-Free Services.**
.

Network Control Point (NCP)

A computer system with a database containing call -processing logic and information for routing, billing, and network control.

O

Official Plan

A call-routing plan that has been successfully validated at the **support System.**

Official Schedule

A schedule that has been successfully validated at the **support System.**

Override Plan

A **routing plan** , residing at the **Network Control Point** and available for activation on demand. Override plans can be used to quickly change the active **routing plan** for the current call -processing environment.

P

Plan Schedule

A schedule that determines what **routing plan** should be used to handle traffic to one or more dialed numbers at a given day and time.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Q

Quick Change

A routing capability that allows you to quickly:

- specify an MCA override value for an **ATS-type termination**
- change MTQ
- specify a different MCQ value for a network queue
- activate an override **routing plan**
- specify different distribution percentages for the branches of an Allocator node
- undo any of the above quick changes, except Allocator node changes

R

Routing Plan

A diagram that defines how calls will be routed. A routing plan, or *plan,* is composed of nodes and branches and their associated values, names, and labels.

Routing Telephone Number (RTN)

A telephone number for inbound service used to route calls to one of your terminations.

(An RTN consists of 10 digits separated by hyphens. For example, **629-555-9565**.)

RTN

See **Routing Telephone Number** .

S

Schedule Set

A set of one or more dialed numbers, all of which use the same schedule for call processing.

(A schedule set can consist of up to 16 alphanumerics, including the symbols # **$. , % & _ - + ’**. The first character must be a letter. For example, **SALES#SET** .)

Service Assurance

A term referring to AT&T’s uninterrupted service and no-miss Installation guarantees. Service Assurance guarantees that calls will be handled even if something interrupts the **network**.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Service Date

An effective date of service that defines your network capabilities for one or more Routing Telephone Numbers at the support system and Network Control Point.
(The format for the **Service Date** field is **mm/dd/yy**, where **mm** represents the month, **dd** represents the day, and **yy** represents the year.)

Service View

The current view of your service, as determined by the currently selected **Account ID** and **Service Date** .

SMW ID

Service Management Workstation identification. Must be unique for each PC or workstation.

Support System

The network component that receives your data and service data, combines that data into customer records, and transmits those customer records to the **Network Control Point** .

T

Timeout Treatment

The call -handling treatment invoked once a queued call reaches its **maximum time in queue** . This treatment can be a busy signal, an audible ring, or a recorded announcement.

Toll-Free Services

A family of services that offers calls at no charge to the caller. Businesses typically use Toll -Free Services to help sell and market their products.

U

UIFN

See **Universal International Freephone Numbering** .

Universal International Freephone Numbering (UIFN)

A scheme that allows a caller to dial the same numbering format for a toll -free call, regardless of the country from which the call originates. This allows the same toll -free number to be dialed universal y. This numbering scheme requires that the traditional 10-digit dialed number be expanded to 11 digits, that is,
800-XXX-XXXXX. Only the International Access Code that precedes the UIFN number will remain specific to the country of origin.

AT&T — PROPRIETARY
Use pursuant to Company Instructions

V

Variable Queue

A Network Queuing feature that enables you to direct calls for one or more **ATS-type terminations** to a network variable queue until a termination served by that queue is available to receive the call. (Currently not supported by AT&T Canada Long Distance Services.)

AT&T — PROPRIETARY
Use pursuant to Company Instructions

AT&T — PROPRIETARY
Use pursuant to Company Instructions

Index

AT&T — PROPRIETARY
Use pursuant to Company Instructions

O

P

Q

R

S

AT&T — PROPRIETARY
Use pursuant to Company Instructions

T

U

V