

# ACD Audit Reporting from



**This audit was prepared  
For switching machine**

**Mar 20, 2008 02:15:33 PM  
demoacd**

The ACD Auditor is part of Consistacom's toolset for scientific, transparent management of your Avaya Communication Manager switches.

The Configuration Archive - a comprehensive history of administration activity across your entire network, answering the questions: "who", "what", "when", and "what was it before"? The archive is an indispensable compliance and trouble-shooting tool.

Multi-System Synchronizer - automatically carries out Business Continuity policy across the enterprise, and lets you administer many ACDs as one. MSS is the only certain way to be disaster-prepared and provide dependable call flows to customers.

Policy & Performance Agent Management - reduces the cost of ACD ownership while adding capacity management, leveraging Avaya's leading call routing technology to increase revenue, and deliver speedy call center operation changes to beat your competition.

The ACD Auditor - An expert system for analyzing call flow programming to discover errors, find and recover stranded resources, and answer the question: what will I affect if I change this?

To audit your other ACDs, or to purchase any Consistacom products for your enterprise, please contact us:

**solutions@consistacom.com**  
**www.Consistacom.com**  
**866-766-5692**

Powered by the



ACD Auditor

----- UNDEFINED RESOURCES -----

TYPE	ID	DESCRIPTION
Referenced By	ID	DESCRIPTION
Announcement	50000	* UNDEFINED *
Vector	201 (3)	Collect&Convers
Announcement	8040004	* UNDEFINED *
Vector	145	Sample Vector 5
Vector	145	Sample Vector 5
Vector	102	General Inquiry
Hunt Group	3	* UNDEFINED *
Vector	122	Check Case
	131	Goto Step Vect2
	132 (2)	GotoVec Vector1
	201 (5)	Collect&Convers
Hunt Group	9	* UNDEFINED *
VDN	20185	VDN 20185 for demo
Hunt Group	15	* UNDEFINED *
VDN	15000	Reserved South
Hunt Group	444	* UNDEFINED *
VDN	21001	Test VDN 21001
Hunt Group	445	* UNDEFINED *
VDN	21001	Test VDN 21001
Hunt Group	446	* UNDEFINED *
VDN	21001	Test VDN 21001
Vector	2	* UNDEFINED *
VDN	19000	Reserved ACME
Vector	132 (3)	GotoVec Vector1
Vector	4	* UNDEFINED *
Vector	132 (2)	GotoVec Vector1
Vector	7	* UNDEFINED *
Vector	132	GotoVec Vector1
Vector	8	* UNDEFINED *
Vector	132 (3)	GotoVec Vector1
	133	GotoVec Vector2
Vector	9	* UNDEFINED *
Vector	132	GotoVec Vector1
	133	GotoVec Vector2
Vector	11	* UNDEFINED *
Vector	132	GotoVec Vector1
	133	GotoVec Vector2
Vector	12	* UNDEFINED *
Vector	132	GotoVec Vector1
Vector	15	* UNDEFINED *
Vector	132	GotoVec Vector1
Vector	80	* UNDEFINED *
Vector	132	GotoVec Vector1
	133	GotoVec Vector2
Vector	81	* UNDEFINED *
Vector	132	GotoVec Vector1
	133	GotoVec Vector2
Vector	98	* UNDEFINED *
VDN	15003	Reserved Oranges
Vector	99	* UNDEFINED *
VDN	15008	Test VDN Return Destination
Vector	132	GotoVec Vector1
Vector	100	* UNDEFINED *
VDN	15001	test vdn 15001
Vector	200	* UNDEFINED *
Vector	201	Collect&Convers
Vector	202	* UNDEFINED *
Vector	203	Test Bright 1
Vector	304	* UNDEFINED *
VDN	24040	IC_HELP Xfr To OPS_SEC
Vector	333	* UNDEFINED *
VDN	21001	Test VDN 21001
Vector	553	* UNDEFINED *
VDN	21126	POST 8665251126 CABLE SUBP
	21127	POST 8665251127 CABLE SUBP
	21128	Post 8665251128 Cable SubP
	24222	Post 8778164222 Cable SubP

TYPE	ID	DESCRIPTION
Referenced By	ID	DESCRIPTION
Vector	669	* UNDEFINED *
VDN	20182	Post Default Voice Services
Vector	670	* UNDEFINED *
Vector	725	* UNDEFINED *
VDN	21599	Pre xxxxxxxxxxx NB WinSpch
Vector	726	* UNDEFINED *
VDN	21799	Pre xxxxxxxxxxx NB MacSpch
Vector	853	* UNDEFINED *
VDN	22329	Default Talent Plus Sk616
Vector	855	* UNDEFINED *
VDN	20008	Restored Offer
Vector Variable V		* UNDEFINED *
Vector	132	GotoVec Vector1
	137	Set Vector
Vector Variable Z		* UNDEFINED *
Vector	1	Attendent
	126	

Resource	Def.	Undef.	Ref.	Unref.	Total
Announcement	17	5	12	10	22
COR	31	4	n/a	n/a	35
Coverage Path	3	0	n/a	n/a	3
Hunt Group	19	6	15	10	25
VDN	27	0	n/a	n/a	27
VDN Variable	5	0	n/a	n/a	5
Vector	42	25	30	37	67
Vector Variable	24	2	20	6	26
Off-Switch Vector Routing:	15				

The announcement is no longer available on the ACD, but Vector 201 still tries to use it.

Vector 669 is not programmed, so calls to VDN 20182 will be disconnected!

Skill 3 doesn't exist, but several vectors are trying to queue calls to it

----- UNREFERENCED RESOURCES -----

TYPE	ID	DESCRIPTION
Referencing To	ID	DESCRIPTION
Announcement	20003	Test_Announce_4
COR	1	
Announcement	20005	TestNewAnn
COR	1	
Announcement	28001	Greeting
COR	1	
Announcement	28002	C2C Prompt ID
A		Everything listed under "Type" is a stranded relic of an obsolete call flow. Delete them to clean up the ACD. They can all be safely deleted and re-used for new flows. It is a practical impossibility to find these without the ACD Auditor!
Announcement	8041010	BTQM4
COR	1	
Announcement	8041011	BTQM6
COR	1	
Announcement	8041015	BQM7
COR	1	
Hunt Group	6	Cust Service Night
COR	1	
VDN	15001	test vdn 15001
Hunt Group	12	IT Help Desk
COR	1	
Hunt Group	50	Accounts Payable
COR	61	* UNDEFINED *
Hunt Group	104	Change Management
COR	1	
Hunt Group	160	MSS
COR	1	
Hunt Group	161	C2C Supervisor
COR	1	
Hunt Group	162	Sales Support
COR	1	
Hunt Group	920	Test Unreferenced Skill
COR	9	
Hunt Group	998	Investors
COR	61	* UNDEFINED *
Hunt Group	999	Agent on Leave
COR	61	* UNDEFINED *
Vector	22	Accounts Payable
Announcement	28003	Hold
Hunt Group	1	Cust Service Day
Vector	23	Outage Announcement
Announcement	28003	Hold
Hunt Group	2	Executive branch
Vector	30	Reserved South
Vector	31	Testing Vector
Hunt Group	10 (7)	Inside Sales USA
VDN	24986 (2)	Post xxxxxxxxxx Cable SubP
Vector Variable	A	desc var A-1
	K	desc var K
	S	desc var S
Vector	33	Sales Support
Announcement	20011	Test_Announce_11
Hunt Group	8041003	* UNDEFINED *
	10	Inside Sales USA
Vector	36	Cust Service Test 2
Announcement	20009	Pay_Restore_02
Vector	101	Tech Support
Announcement	8041000(2)	BBQM1
Vector	102	General Inquiry
Announcement	8041000(2)	BBQM1
	8041004	* UNDEFINED *
Hunt Group	153	Distributors
Vector	103	Outage Plan
Announcement	8041000	BBQM1
Hunt Group	152	Returns
Vector	105	C2C
Hunt Group	7	Reserved Oranges
Vector	120	announcementVec
Announcement	20001	Test_Announce_2
VDN Variable	V1	VDN Variable

TYPE	ID	DESCRIPTION
Referencing To	ID	DESCRIPTION
	V5	VDN Variable
Vector Variable	B	testing 1 variable B
Vector	121	Queue To Vector
Vector	122	Check Case
Hunt Group	1	Cust Service Day
	2 (2)	Executive branch
	3	* UNDEFINED *
	10	Inside Sales USA
Vector	123	RouteTo Vector
Hunt Group	99	messaging hunt 99
VDN Variable	V1	VDN Variable
Vector Variable	B	testing 1 variable B
Vector	124	Adjunct Vector
Vector	125	Busy Vector
Vector	126	Collect Vector
Announcement	20000 (2)	C2C Status Intro
VDN Variable	V1	VDN Variable
Vector Variable	B	testing 1 variable B
	D	desc var D
	H	desc var H
	K	desc var K
	M	desc var M
	R	desc var R
	Z	* UNDEFINED *
Vector	127	Consider Vector
Hunt Group	1	Cust Service Day
Vector	128	ConverseOn Vect
Hunt Group	1	Cust Service Day
	2	Executive branch
VDN Variable	V1	VDN Variable
Vector	129	Disconnect Vect
Announcement	20001	Test_Announce_2
VDN Variable	V1	VDN Variable
Vector Variable	K	desc var K
Vector	130	Goto Step Vect1
Hunt Group	1 (4)	Cust Service Day
	2	Executive branch
VDN	15000 (2)	Reserved South
VDN Variable	V1 (4)	VDN Variable
	V2	VDN Variable
Vector Variable	A (3)	desc var A-1
	D	desc var D
	I	desc var I
	K	desc var K
	L	desc var L
	O	desc var O
	P	desc var P
	U	desc var U
	Y	desc var Y
Vector	131	Goto Step Vect2
Hunt Group	1	Cust Service Day
	3	* UNDEFINED *
VDN Variable	V1 (3)	VDN Variable
	V2	VDN Variable
	V5	VDN Variable
Vector Variable	A (3)	desc var A-1
	B	testing 1 variable B
	K	desc var K
	Y	desc var Y
Vector	132	GotoVec Vector1
Hunt Group	2	Executive branch
	3 (2)	* UNDEFINED *
VDN	15000 (2)	Reserved South
VDN Variable	V1 (4)	VDN Variable
	V3	VDN Variable
Vector	1 (4)	Attendant
	2 (3)	* UNDEFINED *
	3 (7)	messaging hunt
	4 (2)	* UNDEFINED *
	5 (3)	Inside Sales EMEA
	6	BSR Single Site
	7	* UNDEFINED *
	8 (3)	* UNDEFINED *
	9	* UNDEFINED *

----- UNREFERENCED RESOURCES -----

TYPE	ID	DESCRIPTION	TYPE	ID	DESCRIPTION
Referencing To	ID	DESCRIPTION	Referencing To	ID	DESCRIPTION
*Vector	132	GotoVec Vector1	Vector Variable	G	desc var G
Vector	10	Collect Vector	Vector Variable	J	desc var J
	11	* UNDEFINED *	Vector Variable	Q	desc var Q
	12	* UNDEFINED *	Vector Variable	T	desc var T
	15	* UNDEFINED *	Vector Variable	W	desc var W
	80	* UNDEFINED *	Vector Variable	X	desc var X
	81	* UNDEFINED *			
	99	* UNDEFINED *	Resource	Def.	Undef.
Vector Variable	A (4)	desc var A-1	Announcement	17	5
	B	testing 1 variable B	COR	31	4
	D (2)	desc var D	Coverage Path	3	0
	F	desc var F	Hunt Group	19	6
	K (2)	desc var K	VDN	27	0
	V	* UNDEFINED *	VDN Variable	5	0
Vector	133	GotoVec Vector2	Vector	42	25
VDN Variable	V1 (2)	VDN Variable	Vector Variable	24	2
	V2 (2)	VDN Variable	Off-Switch Vector Routing:	15	
	V3	VDN Variable			
Vector	8	* UNDEFINED *	--- Full Cleanup Potential: ---		
	9	* UNDEFINED *	Announcement	13	
	10	Collect Vector	Hunt Group	14	
	11	* UNDEFINED *	Vector	39	
	80	* UNDEFINED *	Vector Variable	23	
	81	* UNDEFINED *	Total resources	89	
Vector Variable	A (2)	desc var A-1			
	B	testing 1 variable B			
	I	desc var I			
	K	desc var K			
Vector	134	Messaging Vecto			
Vector	135	Reply_Best Vect			
Vector	136	Return Vector			
Vector	137	Set Vector			
VDN Variable	V1 (3)	VDN Variable			
	V2	VDN Variable			
	V4	VDN Variable			
Vector Variable	A	desc var A-1			
	B (2)	testing 1 variable B			
	D	desc var D			
	F (2)	desc var F			
	I	desc var I			
	K	desc var K			
	M (2)	desc var M			
	N	desc var N			
	O	desc var O			
	V	* UNDEFINED *			
Vector	138	Stop Vector			
Vector	139	WaitTime Vector			
VDN Variable	V1	VDN Variable			
	V2	VDN Variable			
	V3	VDN Variable			
Vector Variable	A	desc var A-1			
Vector	140	QueueTo Vector			
Hunt Group	1	Cust Service Day			
	101	C2C skilled hunt			
Vector	141	RouteTo Vec2			
VDN Variable	V1	VDN Variable			
Vector	145	Sample Vector 5			
Announcement	8040001	* UNDEFINED *			
	8040002	* UNDEFINED *			
Vector	146	YouAre Vector			
Announcement	8041000	BBQM1			
Vector	201	Collect&Convers			
Announcement	50000 (3)	* UNDEFINED *			
Hunt Group	3 (5)	* UNDEFINED *			
Vector	200	* UNDEFINED *			
Vector Variable	A (3)	desc var A-1			
	B (3)	testing 1 variable B			
	C (2)	Active VDN			
Vector	203	Test Bright 1			
Announcement	8040001	* UNDEFINED *			
Vector	202	* UNDEFINED *			
Vector	204	Test BrightHous			
Announcement	8040001	* UNDEFINED *			
Hunt Group	1	Cust Service Day			

Statistics above show what can be cleaned up in the first pass (using this report). Stats on the left show what can be reclaimed with repeated reporting / cleanup passes.

**Audit of PBX/ACD demoacd**  
**----- Off-Switch Vector Routing -----**

TYPE	ID	DESCRIPTION			
Referenced By	ID				
Route-To	6778				
Vector	123	RouteTo Vector			
Route-To	8355				
Vector	141	RouteTo Vec2			
Route-To	25000				
Vector	30	Reserved South			
Route-To	26002				
Vector	101	Tech Support			
Route-To	26003				
Vector	101	Tech Support			
Route-To	26809				
Vector	203	Test Bright 1			
Route-To	26810				
Vector	203	Test Bright 1			
Route-To	26831				
Vector	204	Test BrightHous			
Route-To	63009				
Vector	145	Sample Vector 5			
Route-To	63010				
Vector	145	Sample Vector 5			
Route-To	63012				
Vector	145	Sample Vector 5			
	146	YouAre Vector			
Route-To	63014				
Vector	145	Sample Vector 5			
Route-To	63015				
Vector	145 (2)	Sample Vector 5			
Route-To	830555				
Vector	1	Attendent			
Route-To	8667165692				
Vector	5				
Resource	Def.	Undef.	Ref.	Unre	
Announcement	17	5	12		
COR	31	4	n/a	n/a	35
Coverage Path	3	0	n/a	n/a	3
Hunt Group	19	6	15	10	25
VDN	27	0	n/a	n/a	27
VDN Variable	5	0	n/a	n/a	5
Vector	42	25	30	37	67
Vector Variable	24	2	20	6	26
Off-Switch Vector Routing:	15				

This shows everywhere your vector programming can send a call off of your ACD. Sometimes these are errors, some are valid Uniform Dial Plan numbers hosted on other ACDs. The value here is that you can clearly see just the off-switch routing, where costly errors can occur.

All of the programmed transfers to business partners and your low-volume sites that are carried by the public network will be listed. One business found over \$800,000 per year in toll-free expenses because they forgot to add their new inter-ACD trunks and left the old numbers active!

**Audit of PBX/ACD demoacd**  
**----- FULL CROSS REFERENCES -----**

TYPE	ID	DESCRIPTION
Referenced By	ID	DESCRIPTION
Announcement	20000	C2C Status Intro
Coverage Path	5	
Vector	126 (2)	Collect Vector
<p style="background-color: yellow; border: 1px solid red; padding: 5px;">This detailed cross-reference saves call flow programmers time and reduces errors by answering "what happens if I change Skill (Hunt Group) 5" quickly and in one place. Without it, programmers spend a great deal of their time looking up this information, one piece at a time, with 20-year old tools and procedures.</p>		
Announcement	20005	TestNewAnn
Announcement	20009	Pay_Restore_02
Vector	36	Cust Service Test 2
Announcement	20011	Test_Announce_11
VDN	20185	VDN 20185 for demo
Vector	33	Sales Support
Announcement	28001	Greeting
Announcement	28002	C2C Prompt ID
Announcement	28003	Hold
Vector	22	Accounts Payable
Vector	23	Outage Announcement
Announcement	28004	VDNWhisper
Announcement	50000	* UNDEFINED *
Vector	201 (3)	Collect&Convers
Announcement	8040001	* UNDEFINED *
Vector	145	Sample Vector 5
Vector	203	Test Bright 1
Vector	204	Test BrightHous
Announcement	8040002	* UNDEFINED *
Vector	145	Sample Vector 5
Announcement	8041000	BBQM1
Vector	101 (2)	Tech Support
Vector	102 (2)	General Inquiry
Vector	103	Outage Plan
Vector	146	YouAre Vector
Announcement	8041001	BBQM4
Announcement	8041002	BBQM7
Announcement	8041003	* UNDEFINED *
Vector	33	Sales Support
Announcement	8041004	* UNDEFINED *
Vector	102	General Inquiry
Announcement	8041010	BTQM4
Announcement	8041011	BTQM6
Announcement	8041015	BQM7
Hunt Group	1	Cust Service Day
Coverage Path	5	
VDN	15000	Reserved South
VDN	15200	Example VDN 15200
VDN	20185	VDN 20185 for demo
Vector	22	Accounts Payable
Vector	122	Check Case
Vector	127	Consider Vector
Vector	128	ConverseOn Vect
Vector	130 (4)	Goto Step Vect1
Vector	131	Goto Step Vect2
Vector	140	QueueTo Vector
Vector	204	Test BrightHous
Hunt Group	2	Executive branch
VDN	15000	Reserved South
Vector	3	messaging hunt
Vector	6	BSR Single Site
Vector	23	Outage Announcement
Vector	122 (2)	Check Case
Vector	128	ConverseOn Vect
Vector	130	Goto Step Vect1
Vector	132	GotoVec Vector1
Hunt Group	3	* UNDEFINED *
Vector	122	Check Case
Vector	131	Goto Step Vect2
Vector	132 (2)	GotoVec Vector1
Vector	201 (5)	Collect&Convers

TYPE	ID	DESCRIPTION
Referenced By	ID	DESCRIPTION
Hunt Group	5	Cust Service Priority
VDN	15200	Example VDN 15200
VDN	20185	VDN 20185 for demo
Vector	6	BSR Single Site
Hunt Group	6	Cust Service Night
Hunt Group	7	Reserved Oranges
Vector	105	C2C
Hunt Group	9	* UNDEFINED *
VDN	20185	VDN 20185 for demo
Hunt Group	10	Inside Sales USA
VDN	15200	Example VDN 15200
VDN	20008	Restored Offer
Vector	31 (7)	Testing Vector
Vector	33	Sales Support
Vector	122	Check Case
Hunt Group	12	IT Help Desk
Hunt Group	15	* UNDEFINED *
VDN	15000	Reserved South
Hunt Group	50	Accounts Payable
Hunt Group	99	messaging hunt 99
Vector	123	RouteTo Vector
Hunt Group	101	C2C skilled hunt
Vector	140	QueueTo Vector
Hunt Group	104	Change Management
Hunt Group	152	Returns
Vector	103	Outage Plan
Hunt Group	153	Distributors
Vector	102	General Inquiry
Hunt Group	160	MSS
Hunt Group	161	C2C Supervisor
Hunt Group	162	Sales Support
Hunt Group	444	* UNDEFINED *
VDN	21001	Test VDN 21001
Hunt Group	445	* UNDEFINED *
VDN	21001	Test VDN 21001
Hunt Group	446	* UNDEFINED *
VDN	21001	Test VDN 21001
Hunt Group	920	Test Unreferenced Skill
Hunt Group	998	Investors
Hunt Group	999	Agent on Leave
TCI BSR App	2	* UNDEFINED *
VDN	21001	Test VDN 21001
VDN	15000	Reserved South
Coverage Path	5	
Hunt Group	7	Reserved Oranges
Vector	130 (2)	Goto Step Vect1
Vector	132 (2)	GotoVec Vector1
VDN	15001	test vdn 15001
Coverage Path	5	
Hunt Group	6	Cust Service Night
VDN	15008	Test VDN Return Destination
VDN	15003	Reserved Oranges
Coverage Path	4	
VDN	15008	Test VDN Return Destination
VDN	15200	Example VDN 15200
VDN	19000	Reserved ACME
VDN	20008	Restored Offer
VDN	20099	Agent Scheduling
VDN	20100	Distributors-Intl
VDN	20180	Post Default Post/United
VDN	20181	Post Default GlobalNet
VDN	20182	Post Default Voice Services
VDN	20185	VDN 20185 for demo
VDN	20929	nickel and dime
VDN	21001	Test VDN 21001
VDN	21123	POST 8665251123 NB SUBP
VDN	21124	POST 8665251125 CABLE SUBP
VDN	21126	POST 8665251126 CABLE SUBP
VDN	21127	POST 8665251127 CABLE SUBP
VDN	21128	Post 8665251128 Cable SubP

**Audit of PBX/ACD demoacd**  
**----- FULL CROSS REFERENCES -----**

TYPE	ID	DESCRIPTION	TYPE	ID	DESCRIPTION
Referenced By	ID	DESCRIPTION	Referenced By	ID	DESCRIPTION
VDN	21599	Pre xxxxxxxxxxx NB WinSpch	Vector	12	* UNDEFINED *
VDN	21799	Pre xxxxxxxxxxx NB MacSpch	Vector	132	GotoVec Vector1
VDN	22329	Default Talent Plus Sk616	Vector	15	* UNDEFINED *
VDN	24040	IC_HELP Xfr To OPS_SEC	Vector	132	GotoVec Vector1
VDN	24222	Post 8778164222 Cable SubP	Vector	22	Accounts Payable
VDN	24985	Post xxxxxxxxxxx Cable SubP	Vector	23	Outage Announcement
VDN	24986	Post xxxxxxxxxxx Cable SubP	Vector	30	Reserved South
Vector	31 (2)	Testing Vector	Vector	31	Testing Vector
VDN Variable	V1	VDN Variable	Vector	33	Sales Support
Vector	120	announcementVec	Vector	36	Cust Service Test 2
Vector	123	RouteTo Vector	Vector	80	* UNDEFINED *
	126	Collect Vector	Vector	132	GotoVec Vector1
	128	ConverseOn Vect		133	GotoVec Vector2
	129	Disconnect Vect	Vector	81	* UNDEFINED *
	130 (4)	Goto Step Vect1	Vector	132	GotoVec Vector1
	131 (3)	Goto Step Vect2		133	GotoVec Vector2
	132 (4)	GotoVec Vector1	Vector	98	* UNDEFINED *
	133 (2)	GotoVec Vector2	VDN	15003	Reserved Oranges
	137 (3)	Set Vector	Vector	99	* UNDEFINED *
	139	WaitTime Vector	VDN	15008	Test VDN Return Destination
	141	RouteTo Vec2	Vector	132	GotoVec Vector1
VDN Variable	V2	VDN Variable	Vector	100	* UNDEFINED *
Vector	130	Goto Step Vect1	VDN	15001	test vdn 15001
	131	Goto Step Vect2	Vector	101	Tech Support
	133 (2)	GotoVec Vector2	Vector	102	General Inquiry
	137	Set Vector	Vector	103	Outage Plan
	139	WaitTime Vector	Vector	105	C2C
VDN Variable	V3	VDN Variable	Vector	120	announcementVec
Vector	132	GotoVec Vector1	Vector	121	Queue To Vector
	133	GotoVec Vector2	Vector	122	Check Case
	139	WaitTime Vector	Vector	123	RouteTo Vector
VDN Variable	V4	VDN Variable	Vector	124	Adjunct Vector
Vector	137	Set Vector	Vector	125	Busy Vector
VDN Variable	V5	VDN Variable	Vector	126	Collect Vector
Vector	120	announcementVec	Vector	127	Consider Vector
	131	Goto Step Vect2	Vector	128	ConverseOn Vect
Vector	1	Attendent	Vector	129	Disconnect Vect
VDN	20099	Agent Scheduling	Vector	130	Goto Step Vect1
	20100	Distributors-Intl	Vector	131	Goto Step Vect2
	20929	nickel and dime	Vector	132	GotoVec Vector1
Vector	132 (4)	GotoVec Vector1	Vector	133	GotoVec Vector2
Vector	2	* UNDEFINED *	Vector	134	Messaging Vecto
VDN	19000	Reserved ACME	Vector	135	Reply_Best Vect
Vector	132 (3)	GotoVec Vector1	Vector	136	Return Vector
Vector	3	messaging hunt	Vector	137	Set Vector
Vector	132 (7)	GotoVec Vector1	Vector	138	Stop Vector
Vector	4	* UNDEFINED *	Vector	139	WaitTime Vector
Vector	132 (2)	GotoVec Vector1	Vector	140	QueueTo Vector
Vector	5	Inside Sales EMEA	Vector	141	RouteTo Vec2
VDN	21123	POST 8665251123 NB SUBP	Vector	145	Sample Vector 5
	21124	POST 8665251125 CABLE SUBP	Vector	146	YouAre Vector
	24985	Post xxxxxxxxxxx Cable SubP	Vector	200	* UNDEFINED *
	24986	Post xxxxxxxxxxx Cable SubP	Vector	201	Collect&Convers
Vector	132 (3)	GotoVec Vector1	Vector	201	Collect&Convers
Vector	6	BSR Single Site	Vector	202	* UNDEFINED *
VDN	15000	Reserved South	Vector	203	Test Bright 1
	15200	Example VDN 15200	Vector	203	Test Bright 1
	20185	VDN 20185 for demo	Vector	204	Test BrightHous
Vector	132	GotoVec Vector1	Vector	304	* UNDEFINED *
Vector	7	* UNDEFINED *	VDN	24040	IC_HELP Xfr To OPS_SEC
Vector	132	GotoVec Vector1	Vector	333	* UNDEFINED *
Vector	8	* UNDEFINED *	VDN	21001	Test VDN 21001
Vector	132 (3)	GotoVec Vector1	Vector	553	* UNDEFINED *
Vector	133	GotoVec Vector2	VDN	21126	POST 8665251126 CABLE SUBP
Vector	9	* UNDEFINED *		21127	POST 8665251127 CABLE SUBP
Vector	132	GotoVec Vector1		21128	Post 8665251128 Cable SubP
Vector	133	GotoVec Vector2		24222	Post 8778164222 Cable SubP
Vector	10	Collect Vector	Vector	669	* UNDEFINED *
Vector	132	GotoVec Vector1	VDN	20182	Post Default Voice Services
Vector	133	GotoVec Vector2			

**Audit of PBX/ACD demoacd**  
**----- FULL CROSS REFERENCES -----**

TYPE	ID	DESCRIPTION	TYPE	ID	DESCRIPTION			
Referenced By	ID	DESCRIPTION	Referenced By	ID	DESCRIPTION			
Vector	670	* UNDEFINED *	Vector Variable Q		desc var Q			
VDN	20181	Post Default GlobalNet	Vector Variable R		desc var R			
Vector	671	* UNDEFINED *	Vector	126	Collect Vector			
VDN	20180	Post Default Post/United	Vector Variable S		desc var S			
Vector	725	* UNDEFINED *	Vector	31	Testing Vector			
VDN	21599	Pre xxxxxxxxxx NB WinSpch	Vector Variable T		desc var T			
Vector	726	* UNDEFINED *	Vector Variable U		desc var U			
VDN	21799	Pre xxxxxxxxxx NB MacSpch	Vector	130	Goto Step Vect1			
Vector	853	* UNDEFINED *	Vector Variable V		* UNDEFINED *			
VDN	22329	Default Talent Plus Sk616	Vector	132	GotoVec Vector1			
Vector	855	* UNDEFINED *	Vector	137	Set Vector			
VDN	20008	Restored Offer	Vector Variable W		desc var W			
Vector Variable A		desc var A-1	Vector Variable X		desc var X			
Vector	1 (2)	Attendent	Vector Variable Y		desc var Y			
	31	Testing Vector	Vector	130	Goto Step Vect1			
	130 (3)	Goto Step Vect1		131	Goto Step Vect2			
	131 (3)	Goto Step Vect2						
	132 (4)	GotoVec Vector1	Vector Variable Z		* UNDEFINED *			
	133 (2)	GotoVec Vector2	Vector	1	Attendent			
	137	Set Vector		126				
	139	WaitTime Vector	Resource	Def.	Undef.	Ref.	Unref.	Total
	201 (3)	Collect&Convers	Announcement	17	5	12	10	22
Vector Variable B		testing 1 variable B	COR	31	4	n/a	n/a	35
Vector	10 (5)	Collect Vector	Coverage Path	3	0	n/a	n/a	3
	120	announcementVec	Hunt Group	19	6	15	10	25
	123	RouteTo Vector	VDN	27	0	n/a	n/a	27
	126	Collect Vector	VDN Variable	5	0	n/a	n/a	5
	131	Goto Step Vect2	Vector	42	25	30	37	67
	132	GotoVec Vector1	Vector Variable	24	2	20	6	26
	133	GotoVec Vector2	Off-Switch Vector Routing:	15				
	137 (2)	Set Vector						
	201 (3)	Collect&Convers						
Vector Variable C		Active VDN						
Vector	10	Collect Vector						
	201 (2)	Collect&Convers						
Vector Variable D		desc var D						
Vector	126	Collect Vector						
	130	Goto Step Vect1						
	132 (2)	GotoVec Vector1						
	137	Set Vector						
Vector Variable E		desc var E						
Vector	10	Collect Vector						
Vector Variable F		desc var F						
Vector	132	GotoVec Vector1						
	137 (2)	Set Vector						
Vector Variable G		desc var G						
Vector Variable H		desc var H						
Vector	126	Collect Vector						
Vector Variable I		desc var I						
Vector	130	Goto Step Vect1						
	133	GotoVec Vector2						
	137	Set Vector						
Vector Variable J		desc var J						
Vector Variable K		desc var K						
Vector	31	Testing Vector						
	126	Collect Vector						
	129	Disconnect Vect						
	130	Goto Step Vect1						
	131	Goto Step Vect2						
	132 (2)	GotoVec Vector1						
	133	GotoVec Vector2						
	137	Set Vector						
Vector Variable L		desc var L						
Vector	130	Goto Step Vect1						
Vector Variable M		desc var M						
Vector	126	Collect Vector						
	137 (2)	Set Vector						
Vector Variable N		desc var N						
Vector	137	Set Vector						
Vector Variable O		desc var O						
Vector	130	Goto Step Vect1						
	137	Set Vector						
Vector Variable P		desc var P						
Vector	130	Goto Step Vect1						

----- Alphabetic List of Defined Resources -----

TYPE	ID		TYPE	ID	
Vector Variable	A	desc var A-1	Announcement	28003	Hold
Vector Variable	J	desc var J	VDN	24040	IC_HELP Xfr To OPS_SEC
Vector Variable	K	desc var K	Vector	5	Inside Sales EMEA
Vector Variable	L	desc var L	Hunt Group	10	Inside Sales USA
Vector Variable	M	desc var M	Hunt Group	998	Investors
Vector Variable	N	desc var N	Hunt Group	12	IT Help Desk
Vector Variable	O	desc var O	Vector	3	messaging hunt
Vector Variable	P	desc var P	Hunt Group	99	messaging hunt 99
Vector Variable	Q	desc var Q	Vector	134	Messaging Vecto
Vector Variable	R	desc var R	Hunt Group	160	MSS
Vector Variable	S	desc var S	VDN	20929	nickel and dime
Vector Variable	T	desc var T	Vector	23	Outage Announcement
Vector Variable	U	desc var U	Vector	103	Outage Plan
Vector Variable	W	desc var W	Announcement	20009	Pay_Restore_02
Vector Variable	X	desc var X	VDN	21123	POST 8665251123 NB SUBP
Hunt Group	50	Accounts Payable	VDN	21124	POST 8665251125 CABLE SUBP
Vector	22	Accounts Payable	VDN	21126	POST 8665251126 CABLE SUBP
Vector Variable	C	Active VDN	VDN	21127	POST 8665251127 CABLE SUBP
Vector	124	Adjunct Vector	VDN	21128	Post 8665251128 Cable SubP
Hunt Group	999	Agent on Leave	VDN	24222	Post 8778164222 Cable SubP
VDN	20099	Agent Scheduling	VDN	20181	Post Default GlobalNet
Vector	120	announcementVec	VDN	20180	Post Default Post/United
Vector	1	Attendent	VDN	20182	Post Default Voice Services
Announcement	8041000	BBQM1	VDN	24985	Post xxxxxxxxxx Cable SubP
Announcement	8041001	BBQM4	VDN	24986	Post xxxxxxxxxx Cable SubP
Announcement	8041002	BBQM7	VDN	21799	Pre xxxxxxxxxx NB MacSpch
Announcement	8041015	BQM7	VDN	21599	Pre xxxxxxxxxx NB WinSpch
Vector	6	BSR Single Site	Vector	121	Queue To Vector
Announcement	8041010	BTQM4			
Announcement	8041011	BTQM6			
Vector	125	Busy Vector			
Vector	105	C2C			
Announcement	28002	C2C Prompt ID	VDN	15003	Reserved Oranges
Hunt Group	101	C2C skilled hunt	VDN	15000	Reserved South
Announcement	20000	C2C Status Intro	Vector	30	Reserved South
Hunt Group	161	C2C Supervisor	VDN	20008	Restored Offer
Announcement	20002	CardOptions	Vector	136	Return Vector
Hunt Group	104	Change Management	Hunt Group	152	Returns
Vector	122	Check Case	Vector	141	RouteTo Vec2
Vector	10	Collect Vector	Vector	123	RouteTo Vector
Vector	126	Collect Vector	Hunt Group	162	Sales Support
Vector	201	Collect&Convers	Vector	33	Sales Support
Vector	127	Consider Vector	Vector	145	Sample Vector 5
Vector	128	ConverseOn Vect	Vector	137	Set Vector
Hunt Group	1	Cust Service Day	Vector	138	Stop Vector
Hunt Group	6	Cust Service Night	Hunt Group	2	Tech Support
Hunt Group	5	Cust Service Priority	Vector	101	Tech Support
Vector	36	Cust Service Test 2	Vector	203	Test Bright 1
VDN	22329	Default Talent Plus Sk616	Vector	204	Test BrightHous
Vector Variable	D	desc var D	Hunt Group	920	Test Unreferenced Skill
Vector Variable	E	desc var E	VDN	15001	test vdn 15001
Vector Variable	F	desc var F	VDN	21001	Test VDN 21001
Vector Variable	G	desc var G	VDN	15008	Test VDN Return Destination
Vector Variable	H	desc var H	Vector Variable	B	testing 1 variable B
Vector Variable	I	desc var I	Vector	31	Testing Vector
Vector Variable	Y	desc var Y	Announcement	20005	TestNewAnn
Vector	129	Disconnect Vect	Announcement	20011	Test_Announce_11
Hunt Group	153	Distributors	Announcement	20001	Test_Announce_2
VDN	20100	Distributors-Intl	Announcement	20003	Test_Announce_4
VDN	15200	Example VDN 15200	VDN	20185	VDN 20185 for demo
Hunt Group	2	Executive branch	VDN Variable	V1	VDN Variable
Vector	102	General Inquiry	VDN Variable	V2	VDN Variable
Vector	130	Goto Step Vect1	VDN Variable	V3	VDN Variable
Vector	131	Goto Step Vect2	VDN Variable	V4	VDN Variable
Vector	132	GotoVec Vector1	VDN Variable	V5	VDN Variable
Vector	133	GotoVec Vector2	Announcement	28004	VDNWhisper
Announcement	28001	Greeting	Vector	139	WaitTime Vector

Every configured resource of interest is listed here, in alphabetic order of the resource name. That groups all the resources used to implement a single call flow together, making changes much faster and more accurate.

**Audit of PBX/ACD demoacd**  
**----- Alphabetic List of Defined Resources -----**

<b>TYPE</b>	<b>ID</b>					
Vector	146	YouAre Vector				
Resource		Def.	Undef.	Ref.	Unref.	Total
Announcement		17	5	12	10	22
COR		31	4	n/a	n/a	35
Coverage Path		3	0	n/a	n/a	3
Hunt Group		19	6	15	10	25
VDN		27	0	n/a	n/a	27
VDN Variable		5	0	n/a	n/a	5
Vector		42	25	30	37	67
Vector Variable		24	2	20	6	26
Off-Switch Vector Routing:		15				

**Audit of PBX/ACD demoacd**  
**----- VECTOR VARIABLES -----**

Var	Description	Type	Scope	Length	Start	Assignment	VAC
A	desc var A-1	value	G	1		1	
B	testing 1 variable B	tod	G			1523	
C	Active VDN	vdn	L			latest	
D	desc var D	ani	L	2	10		
E	desc var E	asaiuui	L	5	92		
F	desc var F	collect	G	16	1	554333322221111	
G	desc var G	dow	G			5	
H	desc var H	doy	G			68	
I	desc var I	stepcnt	L				
J	desc var J	vdntime	L				
K	desc var K	collect	L	13	2		
L	desc var L	value	G	1		3	VV1
M	desc var M	stepcnt	L				
N	desc var N	dow	G			5	
O	desc var O	doy	G			68	
P	desc var P	vdn	L			active	
Q	desc var Q	asaiuui	L	16	1		
R	desc var R	value	G	1		1	VV9
S	desc var S	vdn	L			active	
T	desc var T	ani	L	16	1		
U	desc var U	tod	G			1523	
W	desc var W	value	G	1		9	VV4
X	desc var X	vdntime	L				
Y	desc var Y	tod	G			1523	

This is a snapshot of vector variable configuration at the time data was collected for the auditing process. It shows programmers what they need to interpret vector variable use in call flows.

----- VDN VARIABLES - BY VARIABLE -----

VDN Variable programming is a proven way to simplify and standardize call handling. Only the ACD Auditor has these reports to keep track of the VDN variables - a key to success.

VAR	Description	VDN	Assignment	Description	Dialable Targets
V1	VDN Variable				
		15000	23008	USA	
		15001	23009	International	
		15003	20105	Non-Skilled Hunt Extension	Hunt Group: reciprocal
		15008	15012	Station Extension	Station:
	15200	23010	Inside	Agent: Phil Blair	
V2	VDN Variable				
		15000	39005	East Coast	
		15003	21451	Skilled Hunt Extension	Hunt Group: C2C skilled hunt
		15008	27001	Skilled Hunt Extension	Hunt Group: Cust Service Day
		15200	39729	West Coast	
V3	VDN Variable				
		15000	39	USA	
		15003	27001	Hunter	Hunt Group: Cust Service Day
		15008	23101	Agent Extension	Agent: Great Neck Ant
		15200	72	APAC	
	20185	123333321	Example Var V3		
V4	VDN Variable				
		15000	173	Normal	
		15003	15013	Station Named	Station: Voice Mailbox AOL Corp Com
		15008	20001	Announcement Extension	Announcement: Test_Announce_2
	15200	296	Priority		
V5	VDN Variable				
		15000	60	Priority	
		15008	20100	VDN Extension	VDN: Distributors-Intl
	15200	120	2 Minutes		

What happened here? VDN 15001 sets variable V1 to the value 23009, which is in a dial number range, but no target is assigned to 23009. Callers will probably be disconnected! Compare to 15200

This tells us VDN 15200 sets variable V1 to a value of 23010, which is the dial number assigned to call center agent Phil Blair

**Audit of PBX/ACD demoacd**  
**----- VDN VARIABLES - BY VDN -----**

VDN	Description	Assignment	Description	Dialable Targets
15000	Reserved South			
	V1	23008	USA	
	V2	39005	East Coast	
	V3	39	USA	
	V4	173	Normal	
	V5	60	Priority	
	First	2		Executive branch
	Second	15		* UNDEFINED *
	Third	1		Cust Service Day
15001	test vdn 15001			
	V1	23009	International	
15003	Reserved Oranges			
	V1	20105	Non-Skilled Hunt Extension	Hunt Group: reciprocal
	V2	21451	Skilled Hunt Extension	Hunt Group: C2C skilled hunt
	V3	27001	Hunter	Hunt Group: Cust Service Day
	V4	15013	Station Named	Station: Voice Mailbox AOL Corp Com
15008	Test VDN Return Destination			
	V1	15012	Station Extension	Station:
	V2	27001	Skilled Hunt Extension	Hunt Group: Cust Service Day
	V3	23101	Agent Extension	Agent: Great Neck Ant
	V4	20001	Announcement Extension	Announcement: Test_Announce_2
	V5	20100	VDN Extension	VDN: Distributors-Intl
15200	Example VDN 15200			
	V1	23010	Inside	Agent: Phil Blair
	V2	39729	West Coast	
	V3	72	APAC	
	V4	296	Priority	
	V5	120	2 Minutes	
	First	1		Cust Service Day
	Second	5		Cust Service Priority
	Third	10		Inside Sales USA
20185	VDN 20185 for demo			
	V3	123333321	Example Var V3	
	First	1		Cust Service Day
	Second	5		Cust Service Priority
	Third	9		* UNDEFINED *

This is similar to the VDN Variable report by Variable on the previous page. Here we see all of the variable settings for a VDN in one place. It is very helpful when checking on all the VDNs using a common call flow vector.

**Audit of PBX/ACD demoacd**  
**----- Licensing And Options Report -----**

**Running Version: R013x.00.0.340.3 As Of: Mon Oct 02, 2006 21:48:05 (GMT)**

**Licensing Limits And Usage As Of: Mon Oct 02, 2006 21:48:09 (GMT)**

Basic Capacities	Licensed	Used
Maximum Off-PBX Telephones - EC500	5	3
Maximum Off-PBX Telephones - OPS	5	0
Maximum Off-PBX Telephones - SCCAN	5	0
Maximum XMOBILE Stations	5	0
Platform Maximum Ports	44000	2751
Call Center Capacities	Licensed	Used
Logged-In ACD Agents	25	0
Logged-In Advocate Agents	25	0
Logged-In IP Softphone Agents	25	0
IP Port Capacities	Licensed	Used
Maximum Administered H.323 Trunks	50	0
Maximum Administered Remote Office Trunks	8000	0
Maximum Administered SIP Trunks	50	0
Maximum Concurrently Registered IP eCons	5	0
Maximum Concurrently Registered IP Stations	12000	0
Maximum Concurrently Registered Remote Office Stations	12000	0
Maximum G250/G350/G700 VAL Sources	5	0
Maximum Number of DS1 Boards with Echo Cancellation	0	0
Maximum TN2501 VAL Boards	2	1
Maximum IP Registrations By Product ID	Licensed	Used
IP_Agent	5	0
IP_API_A	0	0
IP_API_B	0	0
IP_API_C	0	0
IP_eCons	5	0
IP_IR_A	0	0
IP_Phone	12000	0
IP_ROMax	12000	0
IP_Soft	5	0

**Running Version: R013x.00.0.340.3 As Of: Mon Oct 02, 2006 21:48:05 (GMT)**

**Special Application Settings As Of: Mon Oct 02, 2006 21:48:11 (GMT)**

Special App Option	Setting
(SA7161) - NORTEL SL1 PRI and DMS Names Display	N
(SA7291) - TAAS Pickup During Day	N
(SA7311) - CDR Record Answering Party	N
(SA7409a) - Flash to Answer CW/Hold	N
(SA7409b) - Cancel ARS using '*'	N
(SA7474) - Cover Internal on Night Service	N
(SA7483) - Enhanced Emergency Alert	N
(SA7487) - Cover External on Trunk on Hold	N
(SA7578) - Integrated Directory Service over DCS	N
(SA7666) - COS Conference Tone Check	N
(SA7710) - Enhanced Display on Redirected Calls	N
(SA7776) - Display Incoming Digits for ISDN Trunk Groups	N
(SA7777) - Night Service on DID Trunk Groups	N
(SA7778) - Display UUI Information	N
(SA7779) - Enhanced DID Routing	N
(SA7852) - # and * in Vector Collect Step	NONE
(SA7880) - ASAI Internally Measured Data	N
(SA7900) - Service Observe Physical Set	N
(SA7933) - Busy Tone with SAC and No Available Cvg Points	N
(SA7963) - Dial By Name	N
(SA7991) - Variable Length Account Code	N
(SA7994) - Incr Station Busy Ind to 25,000 (Linux only)	N
(SA8052) - ISDN Redirecting Number	N
(SA8077) - Russian Power Industry Feature	N
(SA8122) - QSIG CPC Conversion for Code Set 5	N
(SA8140) - Attendant Dial 0 Redirect	N
(SA8141) - LDN Attendant Queue Priority	N
(SA8143) - Omit Designated Extensions From Displays	N
(SA8146) - Display Update for Redirected Calls	N
(SA8156) - Attendant Priority Queuing by COR	N
(SA8157) - Toll Free Vectoring until Answer	N
(SA8201) - Start Time and 4-Digit Year CDR Custom Fields	N
(SA8202) - Intra-switch CDR by COS	N
(SA8211) - Prime Appearance Preference	N
(SA8240) - Station User Admin of FBI	N
(SA8312) - Meet-Me Paging	N
(SA8323) - Idle Call Preference Display	N
(SA8339) - PHS X-Station Mobility	N
(SA8348) - Map NCID to Universal Call ID	N
(SA8428) - Station User Button Ring Control	N
(SA8434) - Delay PSTN Connect on Agent Answer	N

**Running Version: R013x.00.0.340.3 As Of: Mon Oct 02, 2006 21:48:05 (GMT)**

**Special Application Settings As Of: Mon Oct 02, 2006 21:48:11 (GMT)**

Special App Option	Setting
(SA8439) - Forward Held-Call CPN	N
(SA8440) - Unmodified QSIG Reroute Number	N
(SA8475) - Russian SOSM	N
(SA8481) - Replace Calling Party Number with ASAI ANI	N
(SA8500) - Expanded UUI Display Information	N
(SA8506) - Altura Interoperability (FIPN)	N
(SA8507) - H245 Support With Other Vendors	N
(SA8508) - Multiple Emergency Access Codes	N
(SA8510) - NTT Mapping of ISDN Called-Party Subaddress IE	N
(SA8517) - Authorization Code By COR	N
(SA8518) - Automatic Callback with Called Party Queuing	N
(SA8520) - Hoteling Application for IP Terminals	N
(SA8558) - Increase Automatic MWI & VuStats (S8700 only)	N
(SA8567) - PHS X-Station Mobility over IP	N
(SA8569) - No Service Observing Tone Heard by Agent	N
(SA8573) - Call xfer via ASAI on CAS Main	N
(SA8582) - PSA Location and Display Enhancements	N
(SA8587) - Networked PSA via QSIG Diversion	N
(SA8589) - Background BSR Polling	N
(SA8621) - SCH Feature Enhancements	N
(SA8622) - Enhanced Call Pickup Alerting	N
(SA8623) - Chained Call Forwarding	N
(SA8661) - Increased Automatic Wakeup Calls	N
(SA8662) - Expanded PMS Name & Number	N
(SA8684) - PMS Wakeup Message	N
Change Key	
Password 1	
Password 2	
Re-enter Key	

**Audit of PBX/ACD demoacd**  
**----- Licensing And Options Report -----**

**Running Version: R013x.00.0.340.3 As Of: Mon Oct 02, 2006 21:48:05 (GMT)**

**Customer Option Settings As Of: Mon Oct 02, 2006 21:48:09 (GMT)**

Customer Option	Setting	Customer Option	Setting
A/D Grp/Sys List Dialing Start at 01	N	Enterprise Wide Licensing	N
Abbreviated Dialing Enhanced List	Y	Expert Agent Selection (EAS)	Y
Access Security Gateway (ASG)	N	Extended Cvg/Fwd Admin	Y
ACD	Y	External Device Alarm Admin	N
Agent States	N	Five Port Networks Max Per MCC	N
Analog Trunk Incoming Call ID	Y	Flexible Billing	N
Answer Supervision by Call Classifier	N	Forced ACD Calls	N
ARS	Y	Forced Entry of Account Codes	N
ARS/AAR Dialing without FAC	N	G3 Version	V13
ARS/AAR Partitioning	Y	Global Call Classification	N
ASAI Link Core Capabilities	Y	Hospitality (Basic)	Y
ASAI Link Plus Capabilities	Y	Hospitality (G3V3 Enhancements)	Y
Async. Transfer Mode (ATM) PNC	N	Increased Adjunct Route Capacity	N
Async. Transfer Mode (ATM) Trunking	N	Internet Protocol (IP) PNC	N
ATM WAN Spare Processor	N	Interworking with DCS	N
ATMS	N	IP Attendant Consoles	Y
Attendant Vectoring	Y	IP Stations	Y
Audible Message Waiting	N	IP Trunks	Y
Backup Cluster Automatic Takeover	N	ISDN Feature Plus	Y
Basic Call Setup	N	ISDN Network Call Redirection	Y
Basic Supplementary Services	N	ISDN-BRI Trunks	Y
BCMS (Basic)	Y	ISDN-PRI	Y
BCMS/VuStats Service Level	Y	Local Survivable Processor	N
BSR Local Treatment for IP & ISDN	Y	Location	1
Business Advocate	Y	Lookahead Interflow (LAI)	Y
Call Center Release	3.0	Malicious Call Trace	Y
Call Work Codes	Y	Media Encryption Over IP	Y
CAS Branch	N	Mode Code for Centralized Voice Mail	N
CAS Main	N	Multifrequency Signaling	Y
Centralized Attendant	N	Multimedia Appl. Server Interface (MASI)	Y
Change COR by FAC	N	Multimedia Call Handling (Basic)	Y
Computer Telephony Adjunct Links	Y	Multimedia Call Handling (Enhanced)	Y
Cvg Of Calls Redirected Off-net	Y	Multinational Locations	N
DCS (Basic)	Y	Multiple Call Handling (Forced)	Y
DCS Call Coverage	Y	Multiple Call Handling (On Request)	Y
DCS with Rerouting	Y	Multiple Level Precedence & Preemption	N
Digital Loss Plan Modification	Y	Multiple Locations	Y
DS1 Echo Cancellation	Y	PASTE (Display PBX Data on Phone)	Y
DS1 MSP	N	Personal Station Access (PSA)	N
DTMF Feedback Signals For VRU	Y	Platform	8
Dynamic Advocate	Y	PNC Duplication	N
EAS-PHD	Y	Port Network Support	Y
Emergency Access to Attendant	Y	Posted Messages	N
Enable 'dadmin' Login	Y	Private Networking	Y
Enhanced Conferencing	Y	Processor and System MSP	N
Enhanced EC500	Y	Processor Ethernet	N

**Running Version: R013x.00.0.340.3 As Of: Mon Oct 02, 2006 21:48:05 (GMT)**

**Customer Option Settings As Of: Mon Oct 02, 2006 21:48:09 (GMT)**

Customer Option	Setting
Reason Codes	Y
Remote Office	Y
Restrict Call Forward Off Net	Y
RFA Module ID (MID)	1
RFA System ID (SID)	1
Secondary Data Module	Y
Service Level Maximizer	N
Service Observing (Basic)	Y
Service Observing (Remote/By FAC)	Y
Service Observing (VDNs)	Y
Station and Trunk MSP	N
Station as Virtual Extension	N
Supplementary Services with Rerouting	N
System Management Data Transfer	N
Tenant Partitioning	N
Terminal Trans. Init. (TTI)	Y
Time of Day Routing	Y
Timed ACW	Y
TN2501 VAL Maximum Capacity	Y
Transfer into QSIG Voice Mail	N
Uniform Dialing Plan	Y
Usage Allocation Enhancements	Y
Value-Added (VALU)	N
VDN of Origin Announcement	Y
VDN Return Destination	Y
Vectoring (ANI/II-Digits Routing)	Y
Vectoring (Basic)	Y
Vectoring (Best Service Routing)	Y
Vectoring (CINFO)	Y
Vectoring (G3V4 Advanced Routing)	Y
Vectoring (G3V4 Enhanced)	Y
Vectoring (Holidays)	Y
Vectoring (Prompting)	Y
Vectoring (Variables)	Y
VuStats	Y
Wideband Switching	N
Wireless	

**Audit of PBX/ACD demoacd**  
**----- System Inventory Report -----**  
**Detailed Listing**

Cab/GW	Shelf	Slot	Cab Location		Cabinet Type	Cabinet Layout	
			Shelf Type	Number		Assigned	Free
			Board Type	Vintage	Board function		
1			1		expansion-portnetwork	five-carrier	
	A		expansion-control	01PN			
		00	TN2312AP	HW02 FW021	IP SERVER INTFC	0	0
		00	TN775D	000003	MAINTENANCE	0	0
		01	TN570D	000005	EXPANSION INTRFC	0	0
		02	TN799DP	HW01 FW012	CONTROL-LAN	2	16
		03	TN744E	000002	CALL CLASSIFIER	8	0
	B		port	01PN			
		00	TN2312AP	HW02 FW021	IP SERVER INTFC	0	0
		00	TN744E	000002	CALL CLASSIFIER	8	0
		01	TN2312AP	HW02 FW021	IP SERVER INTFC	10	0
		02	TN771DP	HW00 FW012	MAINTENANCE/TEST	3	1
		03	TN799DP	HW01 FW014	CONTROL-LAN	2	16
		18	TN801	mapd	RESERVED-LANGATE	0	8
		19	TN801	mapd	RESERVED-LANGATE	0	8
		20	TN801B	000005	MAPD BOARD	6	18
	E		switch-node	01SN			
		02	TN573B	000006	SWITCH NODE INTF	0	0
		03	TN573B	000006	SWITCH NODE INTF	0	0
		04	TN573B	000006	SWITCH NODE INTF	0	0
		05	TN573B	000006	SWITCH NODE INTF	0	0
		06	TN573B	000006	SWITCH NODE INTF	0	0
		07	TN573B	000006	SWITCH NODE INTF	0	0
		08	TN573B	000007	SWITCH NODE INTF	0	0
		10	TN572	000017	SWITCH NODE CLOCK	0	0
		12	TN572	000017	SWITCH NODE CLOCK	0	0
		14	TN573B	000007	SWITCH NODE INTF	0	0
		15	TN573B	000006	SWITCH NODE INTF	0	0
		16	TN573B	000006	SWITCH NODE INTF	0	0
		17	TN573B	000006	SWITCH NODE INTF	0	0
		18	TN573B	000006	SWITCH NODE INTF	0	0
2			1		expansion-portnetwork	single-carrier-stack	
	A		No additional	shelf information	available.		
		00	TN2312AP	HW02 FW021	IP SERVER INTFC	0	0
		00	TN775D	000003	MAINTENANCE	0	0
	B		No additional	shelf information	available.		
		00	TN2312AP	HW02 FW021	IP SERVER INTFC	0	0

**Audit of PBX/ACD demoacd**  
**----- System Inventory Report -----**  
**Summaries**

<b>SUMMARY</b>				<b># Boards</b>	<b>Ports:</b>	
<b>Sort</b>	<b>Criterion</b>				<b>Assigned</b>	<b>Free</b>
	TN2312AP	HW02 FW021	IP SERVER INTFC	5	10	0
	TN570D	000005	EXPANSION INTRFC	1	0	0
	TN572	000017	SWITCH NODE CLOCK	2	0	0
	TN573B	000006	SWITCH NODE INTF	10	0	0
	TN573B	000007	SWITCH NODE INTF	2	0	0
	TN744E	000002	CALL CLASSIFIER	2	16	0
	TN771DP	HW00 FW012	MAINTENANCE/TEST	1	3	1
	TN775D	000003	MAINTENANCE	2	0	0
	TN799DP	HW01 FW012	CONTROL-LAN	1	2	16
	TN799DP	HW01 FW014	CONTROL-LAN	1	2	16
	TN801	mapd	RESERVED-LANGATE	2	0	16
	TN801B	000005	MAPD BOARD	1	6	18
Board Type						
	TN2312AP		IP SERVER INTFC	5	10	0
	TN570D		EXPANSION INTRFC	1	0	0
	TN572		SWITCH NODE CLOCK	2	0	0
	TN573B		SWITCH NODE INTF	12	0	0
	TN744E		CALL CLASSIFIER	2	16	0
	TN771DP		MAINTENANCE/TEST	1	3	1
	TN775D		MAINTENANCE	2	0	0
	TN799DP		CONTROL-LAN	2	4	32
	TN801		RESERVED-LANGATE	2	0	16
	TN801B		MAPD BOARD	1	6	18
Board Function						
			CALL CLASSIFIER	2	16	0
			CONTROL-LAN	2	4	32
			EXPANSION INTRFC	1	0	0
			IP SERVER INTFC	5	10	0
			MAINTENANCE	2	0	0
			MAINTENANCE/TEST	1	3	1
			MAPD BOARD	1	6	18
			RESERVED-LANGATE	2	0	16
			SWITCH NODE CLOCK	2	0	0
			SWITCH NODE INTF	12	0	0