

***Section D:* Channel Allocation Table**

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Overview

Introduction

The Channel Allocation Table (CAT) allows you to

- view how channels are currently allocated across different queues and services
- see what the distribution of port types is (the number of basic, full-voice, and multimedia ports)
- move agents from one queue to another as part of the procedure to dedicate a port

When to use this feature

Normally, you will not have to configure this table. When the Meridian Mail software is installed, the installation technician configures the switch to match the Channel Allocation Table.

This is also true when you perform a channel expansion (to add new agents). You generally do not have to modify the CAT because it is updated with the information that was provided during the expansion.

However, when you move agents from one queue to another (in order to dedicate them to a particular service), you will have to modify the CAT to show that the agent is now associated with a different queue and that the agent is dedicated to a particular service.

When to dedicate ports

Dedicating ports to a particular service reduces the overall efficiency of your port usage, so you should consider whether it is necessary to dedicate ports. Note that even when you have separate queues set up for basic, full-voice, and multimedia ports, these ports can be shared for outbound services (such as Remote Notification and Fax Outcalling).

For more information about port types and dedicating ports, see the section "Planning your configuration" on page 23-13.

The Channel Allocation Table

Introduction

The Channel Allocation Table (CAT) determines how agents on the switch are associated with DSP ports on Meridian Mail.

Agents are identified by a terminal number (TN), an ACD directory number (DN), and a single call non-ringing (SCN) DN. Each DSP port must be associated with an existing ACD agent in the Meridian 1 database. This is to handle the queuing of calls coming in to Meridian Mail, and to handle dial-out features such as Remote Notification and Delivery to Non-Users.

ATTENTION

The Channel Allocation Table (CAT) should only be configured by those who know how to program the switch.

When to use

When you move agents from one queue to another (in order to dedicate them to a particular service), you will have to modify the CAT to indicate the ACD DN with which the agent is now associated, as well as the service to which it is dedicated.

Note that even when you have separate queues set up for basic, full-voice, and multimedia ports, these ports can be shared for outbound services (such as Remote Notification and Fax Outcalling).

For a complete explanation of how to dedicate ports, and how to decide if you need to dedicate ports, see the section "Planning your configuration" on page 23-13.

Reaching the screen

To reach the Channel Allocation Table screen, use the following procedure.

Starting Point: The Main Menu

Step Action

- 1 Select System Status and Maintenance.
Result: The System Status and Maintenance menu is displayed.
- 2 Select Channel Allocation Table.
- 3 Do you have a multinode system?
 - If yes, you are prompted for the node number. Enter the node number followed by <Return>.**Result:** The Channel Allocation Table for the node you requested is displayed.
 - If no, you are immediately taken to the Channel Allocation Table.

The CAT screen

The Channel Allocation Table also lists the maximum number of voice ports and minimum number of multimedia ports that you can configure, and how the different port types are currently allocated. The Choice of Services list at the top of the screen lists all the services that can be dedicated to a port. To hide this list, press the [Hide Choice of Services] softkey.

System Status and Maintenance

Channel Allocation Table for Node 2 (C=Card D=DSP P=Port)

Choice of Services:

ALL All Services

AN AMIS Networking

AS Announcement Service

EN Enterprise Networking

EM Express Messaging

FOC Fax Outcalling

ACC Meridian ACCESS

NW Meridian Networking

PM Prompt Maintenance

RA Remote Activation

OC RM/DNU Outcalling

TS Thru-Dial Service

TR Transcription Service

VF Voice Forms Service

MS Voice Menu Service

VM Voice Messaging

VS Voice Softkey

Limit; MaxVoice MinMulti; MaxFull;

72 68 2 68

-----Allocated-----

M/F: 2 V/F: 66 V/B: 2

C-D-P TN ACD DN SCN Type Capability Outbound

1 2-1-1 009-0-02-00 3651 2800 Multi Full ALL

009-0-02-01 blocked for Multimedia port 2-1-1.

2 2-2-1 009-0-02-02 3651 2802 Multi Full ALL

009-0-02-03 blocked for Multimedia port 2-2-1.

3 2-3-1 009-0-02-04 3659 2804 Voice Full Basic ALL

MORE BELOW

Select a softkey >

Save

Cancel

Hide Choice of Services

How port information is presented

Ports that are configured to support multimedia services (multimedia ports) require the use of both DSP ports supported by a DSP. The location of the first port supported by the DSP is considered the location of the multimedia port. The second physical port location supported by the DSP is considered to be blocked for the multimedia port. This is reflected in the CAT by a row following the multimedia port with the message “blocked for Multimedia port C-D-P,” where C-D-P is the “Card-DSP-Port” number of the multimedia port.

The number of DSP ports on a system may be very large. Therefore, when you choose to view the CAT on a multinode system, you are prompted for a node number to limit the scope to one node at a time. The CAT screen then displays information for that node.

Field descriptions

The following items appear on the Channel Allocation Table screen.

Choice of Services	
Description	This is a list of voice or fax services and their associated acronyms.
Service restrictions	<p>The following services are available only if voice menus are installed:</p> <ul style="list-style-type: none">• AS (Announcement Service)• PM (Prompt Maintenance)• RA (Remote Activation)• TS (Thru-Dial Service)• MS (Voice Menu Service) <p>Greeting Change Service (GS) is available only if Voice Messaging (VMUIF) is installed. Express Messaging (EM) and Call Answering (CA) are available only if Voice Messaging (MMUI) or Hospitality is installed.</p> <p>Transcription Service (TR) and Voice Forms Service (VF) are available only if the Voice Forms feature is installed.</p> <p>Meridian Networking (NW), Meridian ACCESS (ACC), AMIS Networking (AN), RN/DNU Outcalling (OC), and Fax Outcalling (FOC) appear only if the feature is installed.</p>
Limit	
Description	This is the number of physical port locations on the system from which voice and multimedia ports are derived.
MaxVoice	
Description	This is the maximum number of voice ports (basic and full) allowed on the system according to your system's keycode. This number plus the MinMulti number is the maximum number of ports allowed on the system.

The Channel Allocation Table

MinMulti	
Description	This is the minimum number of multimedia ports required on the system according to your system's keycode. The system will not allow you to reduce the number of multimedia ports on the system to below the MinMulti value.
MaxFull	
Description	This is the maximum number of full service ports (full service voice or multimedia) allowed on the system according to your system's keycode.
Allocated	
Description	This field shows how the ports are currently allocated between full service multimedia, full service voice, and basic service voice.
Allocations	<ul style="list-style-type: none">• <i>M/F</i> The number of full service multimedia ports on the system.• <i>V/F</i> The number of full service voice ports on the system.• <i>V/B</i> The number of basic service voice ports on the system. Basic service ports must also be voice ports. <p><i>Note:</i> Multimedia ports require full service capability, so basic service multimedia ports are not available.</p>

C-D-P	
Description	This is the physical location of the DSP port in the Meridian Mail system.
Numbering scheme	<p>This number represents the card-DSP-port number. The node number is shown in the title at the top of the screen for multinode systems. This is a read-only field.</p> <p>The number to the left of the C-D-P field counts the ports and corresponds to the port numbers shown in the DSP Port Status screen.</p>
TN	
Description	<p>This is the terminal number or routing address. This is a read-only field specifying the physical location of the corresponding agent in the switch.</p> <p>The elements in the address represent the network loop, shelf, card slot, and unit (port) on the switch.</p>
ACD DN	
Description	<p>This is the primary DN. This is the directory number assigned to the ACD agent queue that contains this port.</p> <p>Note: Before changing the Primary DN, the DSP port must be disabled (use the DSP Port Status screen). If the port is not disabled, this is a read-only field.</p>
Multiple queues	If you have more than one agent queue in your configuration (to service different types of ports or dedicated services), ensure that you enter the ACD DN of the queue that contains this port. This ACD DN is configured in Overlay 23 on the Meridian 1.

SCN	
Description	<p>This is the Single Call Non-ringing DN. This DN corresponds to the secondary DN of the agent that corresponds to this port. This DN is the Key 1 Single Call Non-ringing DN (SCN-DN) assigned to the corresponding agent (not the agent ID associated with Key 0 on the agent set).</p> <p>Note: Before changing the SCN DN, the DSP port must be disabled (use the DSP Port Status screen). If the port is not disabled, this is a read-only field.</p>
Considerations	<p>This DN is taken from Overlay 11 on the Meridian 1. If the DN is not the same as the SCN DN taken from Overlay 11 on the Meridian 1, then features that require Meridian Mail to generate a call (such as Call Sender and Thru-Dial) will not function.</p> <p>For more information about this DN, refer to “Programming the Meridian 1” in the <i>Installation and Maintenance Guide</i> (NTP 555-70x1-250).</p>
For Card Option Users	<p>Do not change the SCN DNs. They have been configured by Meridian Mail technicians. Changing them could create a conflict.</p>
Type	
Description	This field could show “Voice” or “Multi.”
Values	<p>Voice This indicates a port that can provide voice services (such as Voice menus, Announcements, RN/DNU Outcalling, and so on).</p> <p>Multi This indicates a port that can provide multimedia-related services (such as Fax Outcalling), as well as voice services. A “Multi” port is configured from two port locations. As a result, the next port location is labeled as “blocked.”</p>

Capability	
Description	This field indicates the range of services supported on this port. The two ranges are “Basic” and “Full.” Note that all basic services can also run on full service ports.
Basic services	<p>The following “Basic” services are available:</p> <ul style="list-style-type: none">• ACC—Meridian ACCESS• AS—Announcement Service• MS—Voice Menu Service• PM—Prompt Maintenance• RA—Remote Activation• TS—Thru-Dial Service• VS—Voice Softkey
Full services	<p>“Full” services include all basic services plus the following:</p> <ul style="list-style-type: none">• VM—Voice Messaging• EM—Express Messaging• CA—Call Answering• AN—AMIS Networking Agent• OC—RN/DNU Outcalling• HM—Hospitality Messaging• CO—Post-Checkout Mailbox• VF—Voice Forms Service• TR—Transcription Service• NW—Meridian Networking• FOC—Fax Outcalling <p><i>Note:</i> RN/DNU Outcalling supports Remote Notification and Delivery to Non-User features. Fax Outcalling supports Fax-on-Demand same-call delivery and fax call-back delivery, Fax Information (FI), and Fax Item Maintenance (FIM).</p>

Outbound	
Description	<p>When Meridian Mail makes an outbound call, it checks this column to see what ports can be used. “ALL” indicates the port can be used for any outbound service (the port is shared for outbound calls).</p> <p>If you are dedicating the port to a particular service (outbound or inbound service), enter the service acronym in this column. This will prevent Meridian Mail from using that port for another outbound service.</p>
Example	<p>If you enter “OC” in this column for a particular port, the only outbound calls that can be made through this port are OC (RN/DNU) calls. At the same time, OC can use only this port to make outbound calls.</p> <p>Note: You must disable the DSP port (see the DSP Port Status screen) before changing the service associated with it.</p>
Defaults	<p>The default is “ALL,” which indicates a shared DSP port.</p>
Fax Outcalling considerations	<p>A multimedia port can be shared for outbound services (enter “ALL” in the Outbound column).</p> <p>You can achieve optimum traffic capacity for fax calls on a multimedia port by dedicating the port to Fax Outcalling and then using only the Fax Call Back method of delivery. For details, refer to the <i>Site and Installation Planning Guide</i> (NTP 555-70x1-200).</p>
Meridian ACCESS considerations	<p>If you enter ACC (Meridian ACCESS) in the Outbound column, a second field, Class, is displayed. For information and examples on how to configure ACCESS applications (for example, Meridian IVR), refer to the “Configuration examples” chapter in the <i>Meridian ACCESS Configuration Guide</i> (NTP 555-7001-315).</p>

Should you dedicate ports?

Introduction

When you dedicate a port to a particular service (for example, Fax on Demand, Outcalling [RN/DNU]), that port cannot be used for any other service, including voice messaging (call answering, logging in to Meridian Mail). That port is reserved for the service that you have assigned to it.

When ports are shared, they can be used for any service, including voice messaging.

Sharing your ports usually produces the most efficient system. When a port is dedicated, you can have a situation where callers are unable to log in to Meridian Mail because all shared ports are busy, while the dedicated port remains unused because it is reserved for the particular service assigned to it.

Ports are dedicated for incoming calls through the use of ACD queues and the VSDN table.

Ports are dedicated for outgoing calls through the "Outbound" column on the CAT table. Ports that are assigned to different queues can be shared for outgoing calls (for example, Remote Notification and Fax Outcalling).

See also

For a complete explanation of dedicated ports, see the section "Planning your configuration" on page 23-13.

When would you dedicate a port to a particular service

If you need to ensure that you always have a certain number of ports free for a particular service (for example, an important voice menu, FOC, or OC), then you may decide you need to dedicate ports to that service.

Dedicating ports for basic, full-voice, and multimedia services

If you have a mixture of port types (basic service, full service voice, and multimedia ports), then you need to set up a separate ACD queue for each port type. In effect, the ports become dedicated to a specific level of service, for incoming calls. The separate queues ensure that a call made to Meridian Mail is connected to a port that is capable of providing the service

Should you dedicate ports?

requested (for example, a call to a fax menu is directed to a multimedia port).

For outgoing calls made by Meridian Mail (for example, Remote Notification, Delivery to Non-User, and Fax Outcalling), the ports can be shared.

How outbound calls are processed

These are calls made by Meridian Mail (for example, to deliver a remote notification, a delivery-to-non-user message, or a fax). When Meridian Mail makes an outbound call, it seeks a port that has the service capability to make the call (a basic port for basic services, a full-voice port for full services, a multimedia port for fax deliveries).

Meridian Mail begins by seeking the lowest-grade port required. If those are busy, Meridian Mail searches the next higher port type.

Example

For example, RN requires the use of a full-voice port. Meridian Mail seeks an idle full-voice port to make the call. If all full-voice ports are busy, Meridian Mail will seek an idle multimedia port (if the multimedia ports are set up to be shared).

Port type/service required	Action taken
Basic-service (ACCESS)	Meridian Mail seeks an idle basic service port to complete the call. If all basic ports are busy (active), Meridian Mail seeks an idle full-voice port. If all full-voice ports are busy, Meridian Mail seeks an idle multimedia port.
Full-voice (RN, DNU)	Meridian Mail seeks an idle full-voice port. If all full-voice ports are busy, Meridian Mail seeks an idle multimedia port.
Multimedia (Fax delivery)	Meridian Mail seeks an idle multimedia port. If all multimedia ports are busy, Meridian Mail waits for one of the multimedia ports to become idle.

When ports are shared for outbound calls

All idle ports can be used for any outbound service. The only restriction is that a full-voice service must use a full-voice port or a multimedia port, and a multimedia service must use a multimedia port.

When ports are dedicated for outbound calls

When you assign a specific outbound service to a port (for example, OC or FOC), then no other outbound service can use that port. The port can still be used for any inbound service (incoming calls), unless you have also set up a separate queue for that port.

If you want the port to be completely reserved for a particular service, make it fully dedicated by setting up a separate queue as well as assigning the particular service to the port in the “Outbound” column in the CAT table.

For more information, see “Fully dedicating ports – blocking inbound and outbound calls” on page 23-49.

Modifying the Channel Allocation Table

Channel allocation and dedication

Consider whether it is beneficial or necessary to dedicate ports (channels). See “Should you dedicate ports?” on page 23-23. See the section “Planning your configuration” on page 23-13.

ATTENTION

- Update the Channel Allocation Table only when the system is idle or during low traffic periods.
- The Channel Allocation Table should only be configured by those who are knowledgeable about programming the switch.

Procedure

To modify the Channel Allocation Table, use the following steps.

Starting Point: The System Status and Maintenance menu

Step Action

- | | |
|---|--|
| 1 | Disable the DSP port(s) you wish to reconfigure. <ul style="list-style-type: none">• To disable a single port, see “Disabling/enabling DSP ports in single mode” on page 28-40.• To disable a range of ports, see “Disabling/enabling DSP ports in range mode” on page 28-42. |
| 2 | Select Channel Allocation Table from the System Status and Maintenance menu. <ul style="list-style-type: none">• If you have a single node system, the Channel Allocation Table is displayed. Go to step 4.• If you have a multinode system, go to step 3. |
| 3 | Enter the number of the node on which the port resides, followed by <Return>. |
| 4 | Modify the ports. For each disabled port, you can change the values in the following fields: <ul style="list-style-type: none">• ACD DN• SCN DN• Capability (for voice ports)• Outbound (Service) |

Step Action

Note: Ports that are not disabled can only be viewed. For disabled ports, the port capability (Full or Basic) is highlighted and the ACD DN, SCN, and Outbound fields are underlined.

System Status and Maintenance									
Channel Allocation Table for Node 2 (C=Card D=DSP P=Port)									
Limit; MaxVoice MinMulti; MaxFull;				-----Allocated-----					
72	68	2	68	M/F: 2 V/F: 66 V/B: 2					
#	C-D-P	TN	ACD DN	SCN	Type	Capability	Outbound		
1	2-1-1	009-0-02-00	3651	2800	Multi	Full	ALL		
		009-0-02-01	blocked for Multimedia port 2-1-1.						
2	2-2-1	009-0-02-02	3651	2802	Multi	Full	ALL		
		009-0-02-03	blocked for Multimedia port 2-2-1.						
3	2-3-1	009-0-02-04	3659	2804	Voice	Full	Basic	ALL	
4	2-3-2	009-0-02-05	3659	2805	Voice	Full	Basic	ALL	
5	2-4-1	009-0-02-06	3650	2806	Voice	Full	Basic	ALL	
6	2-4-2	009-0-02-07	3650	2807	Voice	Full	Basic	ALL	
7	3-1-1	009-0-03-00	3650	2808	Voice	Full	Basic	ALL	
8	3-1-2	009-0-03-01	3650	2809	Voice	Full	Basic	ALL	
9	3-2-1	009-0-03-02	3650	2810	Voice	Full	Basic	ALL	
10	3-2-2	009-0-03-03	3650	2811	Voice	Full	Basic	ALL	
								MORE BELOW	
Select a softkey >									
Save		Cancel						Display Choice of Services	

- 5 Are you satisfied with the changes?
 - If yes, press [Save].
 - If no, press [Cancel].

Result: On a single node system, you are returned to the System Status and Maintenance menu.

On a multinode system, you are prompted for another node. If you have to reallocate ports on another node, return to step 3. Otherwise, press [Cancel] to return to the System Status and Maintenance menu.
- 6 Reenable any DSP ports you have put out of service.
 - To enable a single port see “Disabling/enabling DSP ports in single mode” on page 28-40.
 - To enable a range of ports see “Disabling/enabling DSP ports in range mode” on page 28-42.