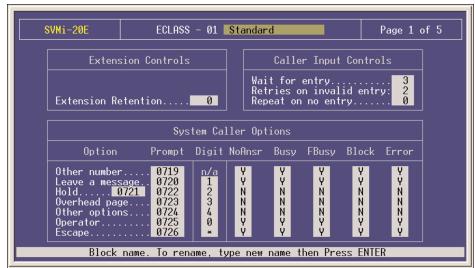# ECLASS BLOCK

Description

The ECLASS (Class of Service) Block is an expansion or extension of service parameters which pertain to an Extension Block. All extension blocks are associated with one ECLASS Block.

ECLASS Blocks specify the voice prompts and operating parameters to be used when transferring calls to Extension Blocks and what to do in the event of a failed transfer (ring-no-answer or busy). It authorizes subscribers to make Outcalls and allows their callers to have them paged via Overhead Paging. There is no limit to the number of Extension Blocks the ECLASS Block may be associated with.

The Operating Modes in the CallDirector section of the ECLASS Block provide the flexibility to handle calls differently for various modes of operation (typically at different times of the day). The CallDirector uses Event Pointers to pass control of the caller.

Eclass Block

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ECLASS   The first parameter is the Block Name. A Block name can also be referred to as the Label Name and can be any alphanumeric string up to 16 characters long (including spaces). A Block Name may not be the same as another Block Name. MBX, EXT or LIST Numbers may not be duplicated within the same group.

The ECLASS Group Number is located to the left of the ECLASS Block Name. Group Numbers are convenient for organizing extensions into application specific groups. This number must be the same as the Group Number for the Extension Blocks assigned to this ECLASS. In most applications, the default value of 01 is normally used. Values from 01 to 99 are valid. You select which group the ECLASS Block belongs to before you create the ECLASS Block. Group Numbers for ECLASS, EXTENSION, MCLASS, MAILBOX, and LIST Blocks generally are used for Multi Tenant environments.

Extension Controls

EXTENSION RETENTION   The number of days, from 1 to 999, an inactive extension or EXT Block will be retained. If an extension goes unused for the specified number of days, it will be automatically deleted. The default value is 60 days.

Caller Input Control

WAIT FOR ENTRY   The time, in seconds, that extensions in this ECLASS will wait for the caller to make an entry. This parameter is in effect after prompts play requesting caller entry on a failed transfer. This time begins after a prompt is spoken or after the last digit is pressed. This parameter should be kept in the 3-5 second range to avoid long delays by the SVMi-20E. The allowable inputs are 0-99 seconds.

RETRIES ON INVALID   The number of times from 0 to 99 that the SVMi-20E will allow the caller to re-enter his password if an invalid password was entered.

REPEAT ON NO ENTRY   The number of times from 0 to 9 that the SVMi-20E will repeat prompts, if no entry is made by the caller. This only effects prompts associated with the ECLASS Block. To have the caller "…Leave a message at the tone…" after hearing an Extension call condition greeting (see the User Guides for information on the extension greetings), this parameter should be set to 0.

System Caller Options Digit Assignment

This section defines the permission and options for all extensions that are assigned to this ECLASS. The programmable fields are:

a)   The prompts that play to callers for each option that is offered in the Extension Block.
b)   The digits that are assigned as caller inputs to activate these options
c)   What options are available for each type of call.

The options for each of these are:

OTHER NUMBER   No digit is assigned for this. This controls the ability of the SVMi-20E to allow callers reaching extensions, to dial another extension.
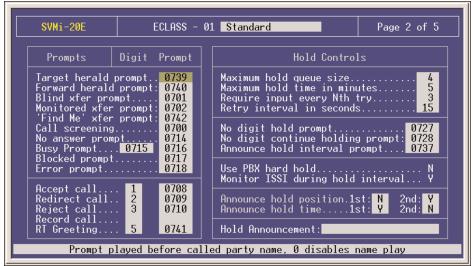
LEAVE MESSAGE   This is the digit a caller enters to indicate they wish to leave a message. Allowable digits are 0-9, but cannot be the same as the hold digit.

HOLD   This is the digit the caller enters when he elects to hold for an extension that is busy. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Request Paging or Digit for other options. This digit is active after a call transfer that results in a busy condition.

REQUEST PAGING   This is the digit the caller enters to have the called party paged via an external paging system. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit for other options.

OTHER OPTIONS   This is the digit the caller enters to indicate they wish options, other than leaving a message or holding. Allowable digits are 0 - 9, but cannot be the same as the Digit to Leave Message, Digit to Hold or Digit to Request Paging.

ESCAPE DIGIT   This is the digit the caller enters to exit immediately from the current process. Control is passed to the block indicated by the Options pointer. This digit is also used by the Subscriber when exiting from the Extension Menu. Control is passed to the block specified by the USER-EXIT pointer. Allowable digits are 0 - 9, Q and #.

```
┌─────────────────────┬──────────────────────────────────────┐
│  Prompts  │Digit│Prompt│            Hold Controls             │
├───────────┴─────┴──────┼──────────────────────────────────────┤
│ Target herald prompt.. │0739│  Maximum hold queue size...........│ 4 │
│ Forward herald prompt: │0740│  Maximum hold time in minutes......│ 5 │
│ Blind xfer prompt..... │0701│  Require input every Nth try.......│ 3 │
│ Monitored xfer prompt: │0702│  Retry interval in seconds.........│15 │
│ 'Find Me' xfer prompt: │0742│                                      │
│ Call screening........ │0700│  No digit hold prompt...........│0727│
│ No answer prompt...... │0714│  No digit continue holding prompt:│0728│
│ Busy Prompt.... │0715│ │0716│  Announce hold interval prompt....│0737│
│ Blocked prompt........ │0717│                                      │
│ Error prompt.......... │0718│  Use PBX hard hold...............│ N │
│                         │    │  Monitor ISSI during hold interval..│ Y │
│ Accept call.... │ 1 │   │0708│                                      │
│ Redirect call.. │ 2 │   │0709│  Announce hold position.1st:│N│ 2nd:│Y││
│ Reject call.... │ 3 │   │0710│  Announce hold time.....1st:│Y│ 2nd:│N││
│ Record call....        │    │                                      │
│ RT Greeting.... │ 5 │   │0741│  Hold Announcement:                  │
└─────────────────────────┴────┴──────────────────────────────────────┘
       Prompt played before called party name, 0 disables name play
```

ECLASS Block

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Transfer Prompts

TARGET HERALD PROMPT The prompt # that plays during a transfer. By default this is "transferring to…".

FORWARD HERALD PROMPT The prompt # that plays when a call is forwarded. By default this is "forwarding to…".

BLIND TRANSFER PROMPT The prompt # that plays during a blind transfer. By default this is "one moment please".

MONITORED TRANSFER PROMPT The prompt # that plays during a monitored transfer. By default this is " Please hold while I connect your call".

FIND ME TRANSFER PROMPT The prompt # that plays during a 'find me' operation. By default this is "Please hold while I locate your party".

CALL SCREENING PROMPT The prompt # that plays during call screening. By default this is "Whose calling please?"

NO ANSWER PROMPT The prompt # that plays to a caller during an unanswered transfer. By default this is "I'm sorry the call was not answered".

BUSY PROMPT The prompt # that plays when a caller is holding for a busy station. By default there are two, they are "I'm sorry the number is busy" and "I'm sorry the number is still busy".

BLOCKED PROMPT The prompt # that plays to a caller when the subscriber has blocked their calls. By default this is "I'm sorry, that party is not available".

ERROR PROMPT The prompt # that plays in an error condition. By default this is "I'm sorry, that call did not go through".

Digits and Prompts

ACCEPT CALL   This is the digit a called party enters to indicate they will accept the call during a screened transfer. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

REDIRECT CALL   This is the digit a called party enters to indicate they wish to redirect a screened call to another extension. Allowable digits are 0-9. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

REJECT CALL   This is the digit a called party enters to indicate they wish to reject a call. If the call is rejected, the blocked greeting is played to the caller. The prompt # indicates the prompt that will play to the called party to remind them of the digit selection.

Hold Controls

MAX HOLD QUEUE SIZE   The maximum number of callers allowed to hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, the SVMi-20E will look to the Que-Full or Expand event pointer to determine what action to take. Allowable inputs are 1 to maximum number of ports installed.

MAX HOLD TIME (IN MINUTES)   The maximum amount of minutes the caller will hold in queue while waiting to be transferred to a WorkGroup member. Once this parameter is exceeded, the SVMi-20E will look to the Que-Full or Expand event pointer to determine what action to take. Allowable inputs range from 1 to 99 minutes.

REQUIRE INPUT EVERY NTH TRY   This allows the caller to remain on hold for a busy extension without pressing the hold digit for each retry interval. This parameter specifies the number of retry intervals that the caller is not prompted to enter a digit to indicate they wish to continue holding. Allowable entry for this parameter are 1-99. If this parameter is set greater than "1", the SVMi-20E will default to 'hold' on a busy condition if the caller makes no input on the first busy.

RETRY INTERVAL (IN SECONDS) This is the maximum number of seconds, from 1 to 99, the SVMi-20E waits when a caller elects to hold before re-trying the extension.

HOLD PROMPTS

NO DIGIT HOLD PROMPT   The prompt # that plays during caller hold options. By default this is "If you would like to hold, please stay on the line".

NO DIGIT CONTINUE HOLDING PROMPT   The prompt # that plays during caller hold options. By default this is "To continue holding, please stay on the line".

ANNOUNCE HOLD INTERVAL PROMPT   The prompt # that plays during caller hold options. By default this is "I will try that extension in a moment".

On Hold Information Messages

ANNOUNCE HOLD POSITION   The system will advise the caller of his position in the hold queue when selecting to hold for a busy extension, there are two parameters for this feature.

1st - The Hold position will be played when the caller first begins to hold.
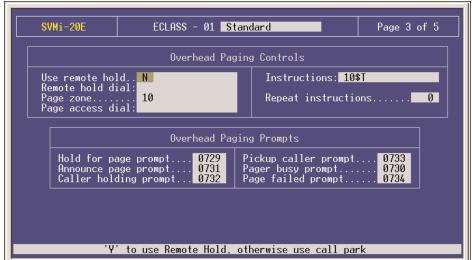2nd - The Hold position will be played each time the SVMi-20E attempts to connect the call.

ANNOUNCE HOLD TIME The system will advise the caller of the average hold time when selecting to hold for a busy extension, if this parameter is set to 'Y'. There are two parameters for this feature.

1st - The Estimated hold time will be played when the caller first begins to hold.
2nd - The Estimated hold time will be played each time the SVMi-20E attempts to connect the call.

HOLD ANNOUNCEMENT This is the Announcement Block the caller hears when he elects to hold for a busy extension. This may be used to provide the caller music or promotional information rather than waiting silently on hold. To select an Announcement, press ENTER at this field to bring up the Target Generator. Select a new or existing Announcement and press ENTER. Press 'Ctrl + O' to review or edit the Announcement text.

```
 ┌──────────────────────────────────────────────────────────────┐
 │  SVMi-20E        ECLASS - 01 │Standard│        Page 3 of 5     │
 │  ┌────────────────────────────────────────────────────────┐   │
 │  │            Overhead Paging Controls                     │   │
 │  │                                                         │   │
 │  │  Use remote hold.. │N│      Instructions: │10$T      │  │   │
 │  │  Remote hold dial:                                      │   │
 │  │  Page zone........  10      Repeat instructions.... │0│ │   │
 │  │  Page access dial:                                      │   │
 │  └────────────────────────────────────────────────────────┘   │
 │  ┌────────────────────────────────────────────────────────┐   │
 │  │            Overhead Paging Prompts                      │   │
 │  │                                                         │   │
 │  │  Hold for page prompt.... │0729│  Pickup caller prompt.... │0733│ │
 │  │  Announce page prompt.... │0731│  Pager busy prompt....... │0730│ │
 │  │  Caller holding prompt... │0732│  Page failed prompt...... │0734│ │
 │  └────────────────────────────────────────────────────────┘   │
 │                                                                │
 │        'Y' to use Remote Hold, otherwise use call park         │
 └──────────────────────────────────────────────────────────────┘
```

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Overhead Paging

The Overhead Paging feature allows a subscriber to be reached, by his callers, when he is either on the phone or away from the desk. The Overhead Paging function is allowed or disallowed, for each extension, by the system administrator. The subscriber can either activate or deactivate the option from within the extension menu. The Overhead paging option is only available if the caller is on a trunk and the Trunk.TBl file contains valid Trunk ID data. (For more information on the Trunk.TBL file goto the Directory structure section of the SVMi-20E Programming Overview documentation.

Overhead Paging Dial Settings

USE REMOTE HOLD 'Y' - uses the remote hold option on the switch. This will allow the subscriber paged to simply go to any phone and do a remote hold pickup of his extension. 'N' - uses the standard Park and Page options allowed on the switch. The Subscriber would do a pick up of the announced trunk.

REMOTE HOLD DIAL 'Dial string required to put a caller on remote hold before paging the subscriber. This string should be $K11. '$K' represents dialing the extension number of the subscriber and the '11' is the Remote Hold feature code of the switch.

PAGE ZONE This field identifies the zone that should be paged by extension blocks belonging to this ECLASS when Use Remote Hold is 'N'. When Use Remote Hold is set to 'Y' this field is ignored. Valid entries are:

    0   All Internal Zones
    1   Internal Zone 1
    2   Internal Zone 2

3   Internal Zone 3
    4   Internal Zone 4
    5   External Zone 1
    6   External Zone 2
    7   External Zone 3
    8   External Zone 4
    9   All External Zones
    ✳   All Zones

PAGE ACCESS DIAL Enter the switch feature code for paging followed by the Page zone. '55' is the default switch feature code for accessing overhead paging. Valid zone entries are:

0   All Internal Zones
1   Internal Zone 1
2   Internal Zone 2
3   Internal Zone 3
4   Internal Zone 4
5   External Zone 1
6   External Zone 2
7   External Zone 3
8   External Zone 4
9   All External Zones
*   All Zones

Instructions: Enter the pickup instructions that will be spoken over the paging system. If Use Remote Hold is 'Y' then this parameter can and should be empty or it could be 12$K. '12' is the switch Remote Hold pickup feature Code and $K is the subscriber's extension number register reference. (For more information on registers in the SVMi-20E go to the Special Character Appendix in the Product Reference manual.

REPEAT PICK UP INSTRUCTIONS The number of times the SVMi-20E will announce the call over the paging system in succession. O is the default entry but 1 is also generally acceptable in business paging etiquette.

	Park And Page	**Remote Hold and Page**
Use Remote Hold	N	Y
Remote Hold Dial	-	$K11
Page Zone	10	-
Page Access Dial	-	55*
Instructions	10$T	-
Repeat Instructions	0	0

The above table shows typical Parameter settings for Park and Page, and Remote Hold and Page.

Overhead Paging Prompts

HOLD FOR PAGE PROMPT The prompt # that plays during caller paging options. By default this is "Please Hold while I page your party".
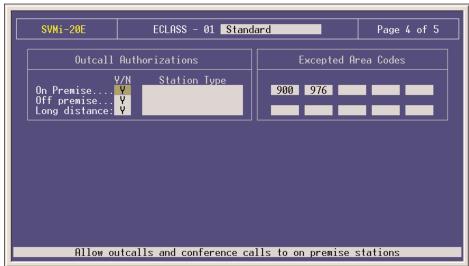
ANNOUNCE PAGE PROMPT The prompt # that plays during caller paging options. By default this is "There is a call for".

CALLER HOLDING PROMPT The prompt # that plays during caller paging options. By default this is "….is holding".

PICK UP CALLER PROMPT The prompt # that plays during caller paging options. By default this is "to pick up dial".

PAGER BUSY PROMPT The prompt # that plays during caller paging options. By default this is "I'm sorry that party is already being paged, please make another selection".

PAGE FAILED PROMPT The prompt # that plays during caller paging options. By default this is "I'm sorry, your page was not answered".

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Outcall Authorizations

ON PREMISE (Y/N) Set to 'Y' to allow the subscriber to make on-premise Outcalls. The On Premise Station Type—Station type to use for on-premise out calls. If left blank, SVM will automatically select a Station type. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

OFF PREMISE (Y/N) Set to 'Y' to allow the subscriber to make local Outcalls. The Off Premise Station Type—Station type to use for off-premise out calls. Leave blank for auto select. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

LONG DISTANCE (Y/N) Set to 'Y' to allow subscriber to make long distance Outcalls. The Long Distance Station Type—Station type to use for long distance out calls. Leave blank for auto select. Press ENTER to bring up the Target Generator. Select a new or existing Station type from the Target Generator pick list and press ENTER. Press F10 to review or edit the selected Station Block.

Excepted Area Codes

EXCEPTED AREA CODES These 10 spaces are used to specify area codes subscribers may not call. Use these settings to restrict toll calls such as calls to 900 numbers.

```
┌─────────────────────────────────────────────────────────────┐
│  SVMi-20E        ECLASS - 01 │Standard│        Page 5 of 5    │
│ ┌────────────────────────┐                                    │
│ │ Operating MODE.. │00│  │            CallDirector            │
│ │┌──────────────────┐    ├────────┬───────┬───────────────┐   │
│ ││Default          │_   │  Event │Action│Typ Gp  Target Name│  │
│ │└──────────────────┘    │        │       │               │   │
│ │                        │MESSAGE │       │               │   │
│ │                        │OPTIONS │ Goto  │MNU   Night Main│   │
│ │                        │OPERATOR│ Goto  │EXT 01 Operator │   │
│ │                        │ESCAPE  │ Goto  │MNU   Night Main│   │
│ │                        │NO-ENTRY│ Tran  │      MESSAGE   │   │
│ │                        │INVALID │ Goto  │MNU   Night Main│   │
│ │                        │QUE-FULL│ Goto  │MNU   Night Main│   │
│ │                        │USER-EXIT│Goto  │MNU   Night Main│   │
│ │                        │DIRECTORY│Goto  │DIR   Directory │   │
│ │                        └────────┴───────┴───────────────┘   │
│ │                  ┌───────────────────────────────────┐      │
│ │                  │  Open Extensions and WorkGroups   │      │
│ │                  └───────────────────────────────────┘      │
│ ├───────────────────────────────────────────────────────────┤ │
│ │     Mode number and name for pointers being edited or created│ │
│ └───────────────────────────────────────────────────────────┘ │
└─────────────────────────────────────────────────────────────┘
```

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Operating Mode

This is used to select an operating mode for programming the mode specific pointers. Examples of operating modes are Day, Night or Holiday. This field does not set the operating mode for the system, that is done in the schedule table. This selection allows you to program different destinations called event pointers for each mode.

Press ENTER on this field and all the mode blocks will be displayed. Choose the mode you would like to program. If you select 'Default' it means all the time - unless another mode is entered to override the default setting. If you want the same setting to be in effect all the time, simply program the 'default' mode and leave the settings for all other modes blank.

Call Director

This is used to program the target for specific conditions or events.

To edit any of the Event Pointers, select the Event and press ENTER to bring up the Target Generator. Select and open the appropriate Block type from the Target Generator pick list. Highlight and open and existing Block of that type or create a new Block. Press 'Ctrl + O' to review or edit the selected Block. The possible Events are:

MESSAGE POINTER This causes the SVMi-20E to go directly to the designated Block, if the caller chooses to leave a message. This is usually an MCLASS Block, which routes the caller to a mailbox with the same number as the Extension Block. However, it may be a DIAL Block or Extension Block if messages are to be taken by a secretary or separate voice mail system. The SVMi-20E will ignore this pointer if the <MSG> pointer is set in the Extension Block.

OPTIONS POINTER   When a transfer to an extension results in a busy or ring-no-answer condition, the caller is given choices such as "To leave a message, press 1, to hold, press 2, or for additional options, press 3." This pointer determines the MENU Block which control will be passed to, if the caller presses the digit for additional options.

OPERATOR POINTER   This is the Block control is passed to if the caller presses '0' for the operator while listening to: "To leave a message, press 1, to hold, press 2, or for additional options, press 3".

ESCAPE POINTER   This is the Block to go to if a public caller presses the escape digit.

NO-ENTRY POINTER   This is the Block to go to if no entry is made within the ECLASS Block when prompted.

INVALID POINTER   This is the Block to go to if an invalid entry is made within the ECLASS Block when prompted.

QUE-FULL POINTER   The next Block to go to if the number of callers allowed to hold in queue is exceeded. (See Max in hold queue parameter in the MODE Block.) The SVMi-20E will ignore this pointer if the <QUE-FULL> pointer is set in the Extension Block.

USER-EXIT POINTER   The next Block to go to if a subscriber presses star (*) to exit from their extension administration menu. It is recommended that the named Block, be the initial MENU Block to allow the user to return to the beginning of the application.

DIRECTORY   Pointer This is the Block to go to if the caller presses the digit associated with the Directory Assistance.

Open Extensions and WorkGroups

This field is a navigation facility. Press ENTER to bring up the Target Generator, then select and open an extension block from the Target Generator pick list. (The term WorkGroups refers to a possible future enhancement).