SVMi-20E GLOSSARY

This Glossary is designed to give a quick reference and/or cross reference to different terms, expressions, and blocks mentioned through out the SVMi-20E documentation. The Glossary is listed in alphabetical order.

Block Name
The Label name is also referred to as the Block Name. Each block on the system is created with a unique name to help identify it with in the application.

Block Type
There are up 19 different Block types on the SVMi-20E systems. Block types are referenced by either the Block Type name or a three character Block Type Code.

— Announcement
— AudiotexLib
— Bye
— Dial
— Directory
— DocumentLib
— Eclass
— Extension
— Fax
— List
— Mailbox
— Mclass
— Menu
— Mode
— Net Mailbox
— Port
— Query
— Speak
— Station

Block Type Code
Three character code referencing a Block Type.

— ANN
— AXL
— BYE
— DAL
— DIR
— DTL
— ECL
— EXT
— FAX
— LST
— MBX
— MCL
— MNU
— MOD
— NMX
— PRT
— QRY
— SPK
— STN

| **Call Conditions** | Call Conditions reflect the status of a subscriber at the time the caller attempted to call them. This is used for routing and for playing of personal subscriber greetings. Call Conditions are: |

- o **NO-ANSWER** (Forward on No-answer)
- o **BUSY** (Forward on Busy)
- o **BLOCKED** (Forward All or Forward Blocked [DND])
- o **REJECTED** (Screened Rejected)
- o **NIGHT** (based on Subscriber Availability Schedule set in the SVMi-20E)

Call Routing Solution

The process in which the SVMi-20E voice processing system connects the caller to the person and/or device **MOST** suitable to communicate with the caller.

Call Session

The entire time that a caller is being processed by the SVMi-20E. The Call Session begins when the SVMi-20E receives an IPC message stating that it is about to receive a call and ends when the SVMi-20E goes on hook and terminates the call.

Call Type

Call Types are processed by the Mode Block and reflect the reason why the phone system is presenting a call to the SVMi-20E. This is used for call routing and starting the Call Routing Solution for that call session. Call Types are:

- o **DT** (**D**irect **T**runk)
- o **DS** (**D**irect **S**tation)
- o **AT** (Forward **A**ll **T**runk)
- o **AS** (Forward **A**ll **S**tation)
- o **BT** (Forward **B**usy **T**runk)
- o **BS** (Forward **B**usy **S**tation)
- o **NT** (Forward **N**o-Answer **T**runk)
- o **NS** (Forward **N**o-Answer **S**tation)
- o **TS** (**T**ransferred **S**tation)
- o **TT** (**T**ransferred **T**runk)
- o **RC** (**R**ecord **C**all)

Communicate

The need to Deliver and/or Receive information.

Designated Location

Utilizes the Alternate field in an Extension Block. It is any number, internal or external to the phone system, that a subscriber selects as the number they can be reached by their callers. Designated location is the same as Follow Me in the SVMi-20E Voice Processing Systems.

E-Mail Gateway	Forward Voice and Fax Mail messages to any E-Mail Inbox. Sends Voice Mail Messages, via SMTP, to a mail server.
E-Message Delivery	An E-Mail Message is sent from the SVMi-20E with a WAV and/or TIFF file attached.
E-Message Notification	An E-Mail Message is sent from the SVMi-20E with only the subject Information about the original Voice Message.
Extension Block	The SVMi-20E Systems use a very different voice processing theory then standard Voice Mail systems. In the SVMi-20E Systems the Extension Block controls how, when, and where a subscriber will receive their calls. The Extension Block is used in real time communications.
	Using the functionality of the Extension Block a SVMi-20E subscriber can, from a telephone anywhere in the world, control how (confirmed and/or screened) and where they will take their calls, and how long they would like to receive them at that location. They can also control whether they are even taking any calls and what to do with the calls they are not taking.
FaxMail	FaxMail is a message that is stored in a subscriber's mailbox that contains a Fax Document. If a Subscriber is authorized to receive Faxmail messages they can use their Mailbox as a receiving Fax Machine. The subscriber can then designate where they would like the Fax message to be sent.
Find Me	When enabled Find Me will attempt a series of calls to try and located the called subscriber. Find Me will first ring the subscriber's Extension (or Alternate number if entered). If that attempt is not answered it will then call the 1st phone numbers stored in position one of the called subscriber's Stored Telephone Number List. On a No-Answer call condition it will then attempt to call each number in the list one at a time through position 5.
Follow Me	Is a location where a subscriber designates they are receiving calls. This uses the Alternate number Field in an Extension Block and is also referred to as the subscriber's designated location. Follow Me is to one alternate number where Find Me is up to five alternate numbers.
Key	The "Key" is a register containing data that changes as a caller is routed through a Call Routing Solution. Each EXT, MBX, LST, NMX, ANN, and FAX has a block number also known as it's "Key". As a caller is routed through an application, the block number or the value the caller entered in a block is stored in the key register so that it can be used to keep track of where the caller has been and route them based on their activity in the system.
Label Name	The Label name is also referred to as the Block Name. Each block on the system is created with a unique name to help identify it with in the application.
Mailbox	On the SVMi-20E Systems the Mailbox is solely responsible for taking messages for a subscriber and/or group of subscribers, and empowering the subscriber control over how and where to be notified of and/or receive their messages.
Mailbox Greeting	This is a greeting recorded by each subscriber that only plays to a caller if they are routed directly to a subscriber's mailbox or the subscriber has not recorded any of their Personal Greetings associated with Call Conditions.

Net Mailbox	Is a mailbox that takes a message and then forwards it using the AMIS (Audio Messaging Interchange Specification) industry standard to another Voice Mail system equipped for receiving an AMIS message. This is a useful utility for companies that have multiple locations with multiple Phone systems and voice mail systems. Subscribers on one system can forward or record and send messages to subscribers on another system.
Network MBX	See Net Mailbox. In various documents and screens on the SVMi-20E system Network MBX is referenced rather then Net Mailbox. Network MBX and Net Mailbox are the same entity.
Personal Greetings	Personal Greetings are recordings made by each subscriber that play to their callers based on a specific Call Condition. Each subscriber can record up to 9 different Personal greetings. These greetings can be assigned by the subscriber to play to a caller during any or all of the five Call Conditions.
Registers	Registers contain data that can be collected and then stored as a caller is routed through a Call Routing Solution. As a caller is routed through an application, the block number (Key) or the value the caller entered in a block can be stored in a register so that it can be used to keep track of where the caller has been and route them based on their activity in the system.
	Some Registers like the CID, FWDID, and TRUNK may automatically contain data based what information the phone system has at the start of the call. This information is presented to the SVMi-20E at the beginning of the Call Session.
	Available registers are:

KEY	CID	FWDID
TRUNK	DATE	TIME
ACCNT	LANG	REG1
REG2	REG3	REG4

SMPT	Simple Mail Transport Protocol. This is the Protocol used by the SVMi-20E to deliver e-mails to the mail Server.
Subscriber	Any member of an organization where a SVMi-20E Voice Processing System is installed that has either access to a Extension and/or Mailbox on the SVMi-20E system.
Subscriber Services	This is the Menu in the SVMi-20E systems that every subscriber logs into when they are checking messages, setting their Access Manager, recording their greetings, etc… This is NOT a Menu Block. When a subscriber presses their VMMSG/MSG Key on their telephone or dials the SVMi-20E Station Group Number they will be asked to enter their Password. Once entered, they will be given a menu of available options and functionality based on the Extension and/or Mailbox Block authorizations.
Telecommunity	Any Person and/or device that needs to communicate with an organization.