

APPENDIX E: Designing for a Scenario

In this lab, use the voice features that you have learned so far to fulfill the following customer's scenario.

Two employees on the system have primary extension 201 and 202. The operator has a primary extension 203. Make sure she can view the status of phones 201 and 202 as she may be required to transfer some calls to these employees' primary extension. In addition to the primary extensions, the employees have extensions 251, 252 and 253.

Extensions 201 and 202 are part of Sales department and extensions 251 and 252 are part of the marketing department.

The customer has FXO lines as well SIP trunks for PSTN access. For outbound calls, make sure to use the SIP trunk as the first choice, if the SIP trunk is down the calls should fallback to the analog FXO lines.

Incoming calls to FXO ports 0/1/0 and 0/1/1 should go directly to the Auto Attendant (AA). Use the prompt management system to record the AA greeting. The AA greeting should prompt caller to:

- Enter 1 for "Employee A" and 2 for "Employee B".
- For Sales department, the caller should be prompted to enter option 3. Unanswered calls to the sales department should be forwarded to the voicemail.
- For Marketing department, the caller should be prompted to enter option 4. Unanswered calls to the marketing department should be forwarded to the operator at extension 253.
- To be transferred to TAC helpline, the caller should be asked to enter option 5.
- Also if the caller has a mailbox on the system, he should be able to dial 9 to login and check his messages.
- Finally he should be able to dial 0 to reach the operator at extension 203.

Incoming calls to FXO ports 0/1/2 and 0/1/3 should ring all phones, and if there is no answer, then it should be forwarded to the AA.

There are DID numbers available from the SIP trunk provider. Incoming DIDs 4085xx1201 to 4085xx1203 should be mapped to the users' extension. All other DIDs should be forwarded to the AA.

A local directory should include contacts for TAC helpline at 800-553-2447 and PDI helpline at 800-462-4726. Users should be able to search and dial these numbers (configure appropriate prefixes). Users should use CME web GUI to configure their own speeddials.

BONUS SCENARIO:

Unanswered calls to sales department should hear a message "All our agents are busy, to continue to hold press 1, or press 0 to leave a message"