

# MiCollab Advanced Messaging 23.2

## Availability

## Administration Guide

For version 23.2 and above

## Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

## Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at [legal@mitel.com](mailto:legal@mitel.com) for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2023, Mitel Networks Corporation

All rights reserved

# Contents

<b>Preface</b>	<b>6</b>
References	6
Documentation	6
Documentation Updates	7
Help	7
Document Conventions	7
Frequently Used Terms	8
<b>Availability Overview</b>	<b>10</b>
Automating Subscriber Availability	10
Improving the Caller Experience	10
<b>Requirements</b>	<b>11</b>
MiCollab AM Requirements	11
Microsoft Integration Requirements	11
Google Integration Requirements	12
<b>Configuring Servers for Availability Automation</b>	<b>13</b>
Configuring MiCollab AM Mobile Location Integration	13
Configuring Microsoft Exchange Calendar Integration	13
Configuring Google Calendar Integration	13
Configuring Microsoft Skype for Business or Microsoft Lync Integration	14
<b>Understanding the Availability Feature</b>	<b>16</b>
The Availability Class of Service (COS)	22
Summary of Concepts and Terminology	24
Description of the Entities Interaction	26
<b>Availability Feature Configuration</b>	<b>27</b>
High Level Workflow	27
Configuring the Automatic Availability Sources	28
Configuring the Calendar Availability Source	29
Configuring the Presence Availability Source	30
Configuring the MiCollab AM Mobile Availability Source	31
Configuring MiCollab AM Working Hours	31
Configuring Other Availability Related MiCollab AM Settings	32
Creating the Availability Class of Service	33

The Availability Class of Service Defaults	33
Creating the Availability Class of Service	34
Configuring the Availability Class of Service	35
Customizing the Availability States List	35
Customizing the Availability State Settings	40
Customizing Availability Greetings	50
Configuring Availability Announcements	54
Customizing the Weekly Schedule	56
Customizing the Day Schedule Overrides	57
Displaying Resolution for Availability Schedule	58
Configuring the Subscriber Availability Schedule	58
Customizing the Subscriber Work Hours	60
Customizing the Automatic Overrides	61
Subscriber Availability	67
Subscriber Availability Settings	68
Special Availability COS Administration	70
Resetting Subscriber Mailbox Availability Settings	71
Show Differences Between Availability COS and Subscriber Mailbox Settings	72
<b>Availability Enhancements after MiCollab AM version 8.5</b>	<b>76</b>
Upgrading Pre-5.1 Availability Enabled Systems	77
Availability States	77
What is preserved	77
New settings and values after upgrading	77
<b>Appendix A: Availability Overrides References</b>	<b>80</b>
Conventions	80
Availability Override Defaults: MiCollab AM Only	81
Availability Override Defaults: MiCollab AM with Calendar	82
Availability Override Defaults: MiCollab AM with Calendar and Presence	83
Availability Override Defaults: MiCollab AM with Presence	84
Availability Override Defaults: MiCollab AM with Location	85
Availability Override Defaults: MiCollab AM with Calendar and Location	86
Availability Override Defaults: MiCollab AM with Presence and Location	87
Availability Override Defaults: MiCollab AM with Calendar, Presence, and Location	88



# Preface

This guide explains how to configure *Availability* in MiCollab Advanced Messaging (MiCollab AM).

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the MiCollab AM **Admin** utility, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

To implement MiCollab AM *Availability* successfully in an organization, the assistance of the following individuals, the implementation team, is required:

- MiCollab AM server administrator
- Microsoft Exchange Server administrator (if Exchange Calendar integration is desired)
- Microsoft Skype for Business or Microsoft Lync Server administrator (if Skype for Business/Lync presence integration is desired)
- MIS/IT support staff

**IMPORTANT** Make sure each member of the implementation team receives a copy of this online book before the implementation.

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

**Example:** On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

**Example:** Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

## Frequently Used Terms

Table 1. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>
Availability and Availability State	<p>Terms refer to the subscriber's <i>Availability</i> to be reached. From the caller perspective, a subscriber's <i>Availability State</i> determines the information the caller receives when trying to reach the subscriber, and the means to contact</p>



---

the subscriber. *Availability* may also refer to the MiCollab AM *Availability* feature.

---

# Availability Overview

While many systems out there use the Presence concept for indicating a user's status, MiCollab AM *Availability* expands this concept to include not only announcing the subscriber's status (the *Availability State*) to the caller, but also providing the means to reach the subscriber based on status.

MiCollab AM *Availability* introduces new enhancements to the end-user experience. These enhancements further automate the subscriber's *Availability* and improve the caller experience.

The following sections describe the *Availability* feature concepts.

## Automating Subscriber Availability

*Availability* improves subscriber efficiency by allowing external sources, such as Microsoft Exchange Calendar, Google Calendar, and Microsoft Skype for Business/Lync, or internal sources such as the MiCollab AM Mobile Location, to automatically change a subscriber's *Availability State*. As a result, you have the option to provide a descriptive announcement to callers informing them of the subscriber's current *Availability*.

### For example:

John Smith is *On Vacation* and will be back Monday.

External and internal sources used to automate the subscriber's *Availability* are referred to as *Automatic Availability Sources*.

## Improving the Caller Experience

When callers call in and try to reach *Availability*-enabled subscribers, their experience will differ depending on the subscriber's current *Availability State*.

For each *Availability State*, the interaction between the caller and the system can be customized to deliver meaningful information to the caller and behave in a way that makes sense for the subscriber's current status, as indicated by the current *Availability State*.

The combination of *Availability State* automation and announcing subscribers' *Availability* to callers makes the *Availability* feature a significant tool for enterprise productivity.

# Requirements

Be sure to meet the following minimum installation requirements to ensure that the correct files, versions, and service packs are installed prior to deploying the *Availability* feature.

## MiCollab AM Requirements

- MiCollab AM version 23.2 or above
- Calendar presence: A low latency, high bandwidth connection to the Calendar engine for best TUI performance
- Microsoft Skype for Business or Microsoft Lync presence: A low latency, high bandwidth connection to the presence servers for best TUI performance; Internet Protocol version 4 (IPv4) must be enabled.

## Microsoft Integration Requirements

- Internet Protocol version 4 (IPv4) must be enabled
- Microsoft Exchange Server 2010, 2013, 2016, or 2019
- Microsoft Lync Server 2010 or 2013
- Microsoft Skype for Business 2015, 2016, or 2019
- Microsoft Skype for Business for Office 365
- Microsoft Unified Communications Managed API (UCMA) 4.0 Runtime must be installed on the MiCollab AM server. Link: [www.microsoft.com/en-us/download/details.aspx?id=34992](http://www.microsoft.com/en-us/download/details.aspx?id=34992).

**NOTE** Microsoft UCMA API 4.0 Runtime requires the following prerequisites:

- *Window's Desktop Experience* must be enabled.  
Link: [technet.microsoft.com/en-us/library/cc772567.aspx](http://technet.microsoft.com/en-us/library/cc772567.aspx).
- Enabling *Window's Desktop Experience* will also enable *Ink and Handwriting Services*.
- *Microsoft Server Speech Platform Runtime (x64)* must not be installed.  
If MiCollab AM has already installed it, the administrator must go to *Uninstall a program* and uninstall this runtime before installing UCMA 4.0, which will reinstall it.

**IMPORTANT** UCMA does not need to be installed or configured on Call Servers. The installation is required only on System Servers.

- MiCollab AM must be installed on a 64-bit OS to be able to use the Microsoft UCMA library which is only available as a 64-bit module.

## Google Integration Requirements

- Google Apps account setup
- Internet Protocol version 4 (IPv4) must be enabled

# Configuring Servers for Availability Automation

This section describes the steps to prepare external *Availability* automation servers and components for *Availability* integration.

*Automatic Availability Sources* can automate the subscriber *Availability* changes. Examples of such sources are Microsoft Exchange Calendar, Google Calendar, Microsoft Skype for Business or Microsoft Lync, MiCollab AM Mobile Service (for mobile location), etc.

Some of the steps in this section are performed by, or with the assistance of the MIS/IT support staff, such as the Exchange, Skype for Business/Lync, and Web Server administrators.

You may skip this section if you do not wish to automate *Availability* changes based on calendar, presence engine, or mobile location.

**IMPORTANT** In order for the *Availability* automation to stay precise and perform accurate time calculation, be sure to synchronize the clocks for all servers on which MiCollab AM components are running.

## Configuring MiCollab AM Mobile Location Integration

The Mobile Location capability is delivered by the latest MiCollab AM Mobile Client via the MiCollab AM Mobile Service.

In order for the Mobile Location to be used for automatic *Availability State* changes, the MiCollab AM Mobile Service must be installed and configured and the Location information set in the MiCollab AM Mobile Client. Refer to see the Mobile Client help for details.

See the MiCollab AM documentation describing the MiCollab AM Mobile Service Installation Guide and configuration for details on setting up the MiCollab AM Mobile service.

## Configuring Microsoft Exchange Calendar Integration

The Exchange Calendar integration is automatically configured when the server side Unified Messaging capabilities are configured.

See the *MiCollab AM Unified Messaging for MS Exchange Administration Guide* for your particular version of Exchange for correct server configuration.

## Configuring Google Calendar Integration

The Google Calendar integration is automatically configured when the Google UM, Calendar and Contacts integration capabilities are configured.

See the *MiCollab AM Unified Messaging for IMAP Administration Guide* and the *MiCollab AM Unified Messaging for Google Apps Administration Guide* for Google configuration.

## Configuring Microsoft Skype for Business or Microsoft Lync Integration

Assuming the Microsoft Skype for Business or Microsoft Lync server is installed as part of the Active Directory Forest that the MiCollab AM server belongs to, the Skype for Business/Lync server is ready for the integration.

In order for MiCollab AM to connect to Skype for Business/Lync, it will need a Skype for Business/Lync account for the connection setup:

- Create an Active Directory account to be used by MiCollab AM when connecting to the Skype for Business/Lync server (for example, MiCollab AM Skype for Business).
- Import the MiCollab AM Skype for Business/Lync Active Directory user account into the Skype for Business/Lync server.
- Use the MiCollab AM Skype for Business/Lync account when setting up the MiCollab AM integration with the Skype for Business/Lync server.
- Stop the MiCollab AM server. The MiCollab AM server should be stopped before adding or editing E-Mail or Presence servers.
- Open **MiCollab AM Admin**, select **Configuration > System** from the menu bar, and then click the **Presence** tab in the **System Configuration** dialog box.
- Click **Add** to add the Skype for Business/Lync server, fill in the **Presence Server Profile** fields, and then click **OK** to add the new server.

The screenshot shows the 'Presence Server Profile' dialog box. It has a title bar with a close button (X). The dialog contains the following fields:

- Server Type:** A dropdown menu with 'Skype for Business / Lync' selected.
- Server Sub Type:** A dropdown menu with 'Skype for Business (Any Version) / Lync 2013' selected.
- Display Name:** A text box containing 'Skype for Business Server'.
- Server:** A text box containing 'Skype for Business'.
- Domain:** A text box containing 'companyname.com'.
- Presence Server Account:** A section containing:
  - E-mail Address:** A text box containing 'id@company.com'.
  - Logon ID:** A text box containing 'id'.
  - Password:** A password box containing 5 dots.
  - Confirm Password:** A password box containing 5 dots.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

- If you see the profile created like in the following figure, you have completed the Presence server profile setup.

Presence

Profiles:

Name	Server	Domain	ID
Skype for Business Server	Skype for Business	companyname.com	{5CE714EA-42B5-4965-B84C-FC4076811745}

Add...

Edit...

Delete...

OK Cancel Apply Help

- Change the MiCollab AM UCMA Server service from Manual Startup to Automatic Startup via the Windows Service Management Utility.

**NOTE** If MiCollab AM is deployed as a hosted solution on the cloud, this step is performed by the server administrator.

# Understanding the Availability Feature

*Availability* combines the following features and benefits:

- **The subscriber's ability to be reached.**

The subscriber's current *Availability State* determines the system's behavior when a caller is attempting to reach the subscriber.

- **The information the caller receives when trying to reach the subscriber.**

Based on the subscriber's *Availability State*, the system can communicate information about the called subscriber such as the subscriber's name, their current *Availability* (for example, ...is *In a Meeting*), the time/date the subscriber is expected to become available if they are currently absent or busy (for example, ...is *In a Meeting* and will be back at 11 a.m.), the subscriber's personal greeting, etc.

- **The means to contact the subscriber.**

Each *Availability State* has a different call list referred to as Find-me Devices. The system will use the Find-me Devices associated with the subscriber's current *Availability State* to call or locate the subscriber.

The two major *Availability* functional aspects are:

- **What is the subscriber's current Availability State?**

The system will use various data to determine the subscriber's current *Availability State*. Such data includes the subscriber's *Weekly Schedule*, *Automatic Availability Sources* and manual subscriber choices via *Manual Overrides*.

**For example:**

MiCollab AM might determine the subscriber's current *Availability State* is *In a Meeting* if the Exchange Calendar indicates that the subscriber has a meeting.

- **What is the caller's experience?**

For each *Availability State*, the caller's experience can vary based on the administrator's and subscriber's preferences. The caller may or may not hear the subscriber's *Availability Announcement*, may or may not be able to leave a message, etc.

**For example:**

When the subscriber's current *Availability State* is *In a Meeting* the caller may have the following experience:

*"Thank you for calling. Robert Johnson is In a Meeting and will be back at 2 p.m. Hi, if this is an urgent matter, please contact Jennifer Simmons or leave a message and I'll return your call as soon as I can. Please say: Leave a Message, Try Another Person, or Operator."*



The following diagram summarizes the two functional aspects described previously:

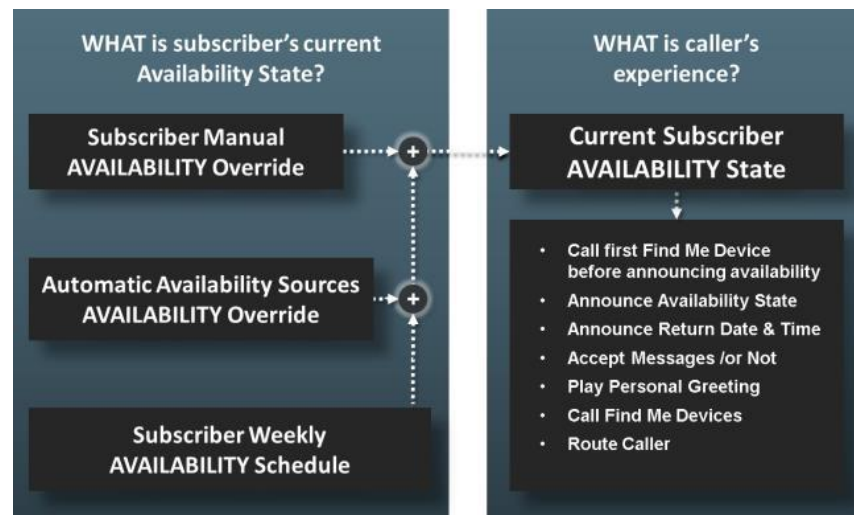


Figure 1. Availability Feature

## WHAT is the Subscriber's Current Availability State?

Determining the subscriber's current *Availability State* is as straight forward as overlaying the significant *Availability* event data in a predetermined prioritized order. The prioritized order has been established based on *Availability Source* data relevance: the most static data has lowest priority, while the most dynamic data has highest priority:

- **Lowest priority: The Weekly Schedule**

The system puts the subscriber's *Weekly Schedule* at the bottom of the priority list. The subscriber's *Weekly Schedule* specifies what the subscriber's normal *Availability* is at any time during the week.

Due to its static nature, the *Weekly Schedule* establishes the baseline subscriber *Availability* with other, more dynamic data sources contributing higher priority inputs.

- **Higher Priority: Automatic Availability Sources**

The external and internal *Automatic Availability Sources* refer to all relevant subscriber context data that can automatically change. The dynamic context sources/engines supported by MiCollab AM are:

- **Microsoft Exchange Calendar:** The Exchange Calendar Free/Busy/Out of Office/Tentative status can be configured to trigger a MiCollab AM *Availability State* override.
- **Google Calendar:** The Google Calendar Free/Busy status can be configured to trigger a MiCollab AM *Availability State* override.
- **Microsoft Skype for Business or Microsoft Lync:** The Skype for Business/Lync presence state can be configured to trigger a MiCollab AM *Availability State* override.

- **MiCollab AM Mobile Location:** The enhanced MiCollab AM Mobile client provides the MiCollab AM system subscriber location information that can be configured to trigger a MiCollab AM *Availability State* override.
- **MiCollab AM Do Not Disturb:** The MiCollab AM *Do Not Disturb* can be configured to trigger a MiCollab AM *Availability State* override. MiCollab AM *Do Not Disturb* uses the Call Blocking functionality built in to MiCollab AM.
- **MiCollab AM Out of Office:** The MiCollab AM *Out of Office* source is only determined by turning on or off the MiCollab AM *Out of Office* setting and is not affected by the calendaring or Skype for Business/Lync or mobile device location data.
- **MiCollab AM Subscriber Work Hours:** The subscriber Working Hours can be configured to trigger a MiCollab AM *Availability State* override.

The *Automatic Availability Sources* are generic sources of *Availability* that aggregate the data received from the specific presence and *Availability* engines listed above:

Table 2. Automatic Availability Sources

Specific <i>Availability</i> / Presence ENGINE	Generic <i>Automatic Availability Source</i>
Microsoft Exchange Calendar	Calendar
Google Calendar	
Microsoft Skype for Business/Lync	Presence
MiCollab AM Mobile Location	MiCollab AM Mobile Location
MiCollab AM Working Hours	MiCollab AM Working Hours
MiCollab AM Settings	MiCollab AM Settings: <i>Do Not Disturb</i> , <i>Out of Office</i>

Due to the large number of *Automatic Availability Sources* that provide relevant real-time context data that can be used to establish the subscriber's current *Availability State*, and the complexity to configure all these sources, MiCollab AM introduces the concept of *Automatic Availability Overrides*, or simpler, *Automatic Overrides* or *Availability Overrides*:

An *Automatic Override* is a trigger activated by external or internal events that automatically activates a specific *Availability State*. The trigger is activated when some or all of the *Automatic Availability Sources* such as Exchange Calendar, Skype for Business/Lync, etc. meet certain criteria.

**For example:**

**Assumption:** The following Availability States are defined: At my Desk, In a Meeting, and Out of the Office.

**Goal:** We want the subscriber's Availability to automatically change to In a Meeting when the Exchange Calendar indicates the subscriber is In a Meeting, but ONLY during business hours.

**Method:** Leveraging the concept of an Automatic Override, we will create an Automatic Override called When In a Meeting. It is activated only during the subscriber's Working Hours AND when the subscriber Calendar status is busy.

By associating/linking the When In a Meeting Automatic Override with the In a Meeting Availability State, we can cause the subscriber's Availability to automatically change to In a Meeting whenever the subscriber is In a Meeting (i.e., Exchange Calendar status = busy) that occurs within the subscriber's Working Hours.

By design, the automatic *Availability State* changes, based on *Automatic Overrides*, take precedence to the subscriber's *Weekly Schedule*.

- **Highest Priority: Manual Override**

*Manual Override* refers to the subscriber's decision to manually specify what the *Availability State* is. Because the subscriber is the best source of information as to what the current *Availability State* actually is, a *Manual Override* has the highest priority in establishing the subscriber's current *Availability State*. A *Manual Override* will override the *Weekly Schedule* and any active *Automatic Availability Override*.

## WHAT is the Caller's Experience?

Defined as what the caller experiences when calling the system and attempts to reach a subscriber. Depending on the *Availability State* configuration, the following aspects may or may not be part of the caller's experience. Each *Availability State* can have different configuration as follows:

- **Availability Announcement**

When enabled, the caller hears what the subscriber's *Availability* is at the time of the call.

**For example:** "Tom Jones is *In a Meeting*."

- **Auto Locate**

When enabled, the subscriber will be automatically located after the system announces their *Availability* to the caller. When this option is enabled, the caller is not presented with the locate option.

- **Return Date/Time Announcement**

When enabled, the caller hears the subscriber's return date and/or time.

**For example:** "Tom Jones is *In a Meeting* and will return at 2 p.m."

**NOTE** If the return date is less than a day away, system announces time only. If it's greater than a day, but less than a week, it announces the day of the week (for example, Monday). If greater than a week, it announces the return date (for example, February 15th).

**NOTE** Return times are calculated based on the Subscriber's time zone and not the system or caller's time zone.

- **Announce Availability Before Calling**

When enabled, the system will announce the subscriber's *Availability* to the caller before calling the first number on the **Find-me Devices** list.

When disabled, the system will call the first number on the **Find-me Devices** list, and if no answer, will then announce the subscriber's *Availability* to the caller.

The primary purpose of this settings is to avoid caller frustration of waiting through callouts that are expected (based on the subscriber's current *Availability*) to go unanswered when the subscriber is absent. The secondary purpose is when a subscriber is busy (for example, ...is *In a Meeting*), it forces the caller to decide if their call is important enough to interrupt the subscriber with a phone call.

- **Subscriber Greeting**

For each *Availability State*, the subscriber can record and assign separate greeting that the caller can hear. If the subscriber has recordings for the selected greetings, the callers will hear the subscriber's personal greetings. When *None* is selected, no personal greeting is played to the caller and the system provides all the necessary prompting.

- **Personal Greeting Location**

The personal greeting may be played before or after the caller chooses to leave a message. By playing the greeting before, it gives the subscriber the opportunity to convey information that allows the caller to make an informed decision when presented with the **Caller Routing Options Menu**, such as who to contact in their absence if they choose *Try Another Person*.

- **Message Acceptance**

When enabled, callers can leave messages and the **Caller Routing Options Menu** will give the caller the option to leave a message.

**For example:**

**Enabled:** Mary Smith is on maternity leave and will be back April 3rd. Hi. Please contact Jane Alexander while I'm away. Thanks! Please say: Leave a Message, Try Another Person or Operator.

**Disabled:** Mary Smith is on maternity leave and will be back April 3rd. Hi. Please contact Jane Alexander while I'm away. Thanks! **This mailbox is not accepting messages at this time.** Please say: Try Another Person or Operator.

- **Play the "Not Accepting Messages" Prompt**

When Message Acceptance is disabled and this is enabled, the caller will hear that the subscriber is not accepting messages.

**For example:**

**On:** Mary Smith is on maternity leave and will be back April 3rd. Hi. Please contact Jane Alexander while I'm away. Thanks! **This mailbox is not accepting messages at this time.** Please say: Try Another Person or Operator.

- **Subscriber Privacy**

Specifies what level of detail is provided to the caller: subscriber name only (for example, Mary Smith...), subscriber extension only (for example, The person at 2345...), subscriber's name and extension (for example, Mary Smith at 2345...), or no subscriber specific information (for example, The person you are calling...).

- **Caller Routing Options Menu**

When enabled, the caller is able to choose between various options that may or may not be available depending on the context.

**For example:**

If for the subscriber's current *Availability State* is configured to not accept messages, the Call Routing Menu will not include the Leave a Message option.

If disabled, the system does not present any options to the caller, but instead automatically executes the defined **Timeout/Error** Action.

- **Timeout/Error Action**

In case the caller fails to make a selection or recognition fails too many times, the system can route the call to an operator, the answer mode call processor, a specified call processor, another subscriber, take a message, or hang-up.

- **Call Screening**

When Call Screening enabled, the caller will be prompted to provide their name so the subscriber can verify who is calling prior to answering the call.

- **Locate Mode**

Locate refers to the method the system will use to call each number in the subscriber's *Find-me Devices* list while attempting to connect the caller with the subscriber. The system calls each device in the list one by one until the subscriber is found or the list is exhausted. During the callouts, the caller may hear music on hold (if available) or only silence. Music on hold will either come from the PBX or from MiCollab AM depending on the callout method (for example, PBX transfer versus a Join).

When locating the subscriber, the level of feedback the caller receives between callouts is controlled via the Locate Mode setting:

- **Silent:** No prompting is played in between devices and the caller cannot cancel out of the locate
- **Confirm:** After the first device is tried, the caller is asked if they want to continue to locate the subscriber in between each of the remaining devices in the **Find-me Devices** list. The caller has the ability to cancel the locate operation when prompted between each device.
- **Confirm Once:** After the first device is tried, the caller is asked if they want to continue to locate the subscriber. If the caller chooses Yes, then the system calls the rest of the devices in the Find-me Devices one by one with only a simple Trying next number announcement in between. The caller can only cancel out of this type of locate when prompted after the first device.
- **Announce:** Between each device, the system plays a simple announcement to let the caller know it is trying another number. The caller cannot cancel out of this type of locate.

- **Announce with Cancel:** Between each device, the system plays a prompt letting the caller know it is trying another number and that the caller can cancel by saying Cancel or pressing the \* key.

The following table describes the behavior related settings that the subscriber can adjust via WPM:

Table 3. Permission for Administrator and Subscriber

Capability	Administrator	Subscriber
Announce <i>Availability</i> to Caller	✓	✓
Announce Return Date/Time to Caller	✓	✓
Announce First	✓	
Personal Greeting to Play	✓	✓
Personal Greeting Location	✓	
Message Acceptance	✓	✓
Play the Not Accepting Messages Prompt	✓	
Subscriber Privacy	✓	
Caller Routing Options Menu	✓	
Timeout/Error Action	✓	
Call Screening	✓	✓
Locate Mode	✓	
Manage Find-me Devices List	✓	✓

## The Availability Class of Service (COS)

In order to simplify *Availability* management, MiCollab AM introduces the concept of *Availability Class of Service* (COS). The *Availability* COS encapsulates all *Availability* related aspects in the same manner the *Mailbox* COS encapsulates the mailbox related aspects:

- With the exception of upgraded systems, an *Availability* enabled subscriber must be associated with an *Availability* COS. As a result, an *Availability* enabled subscriber is typically, linked to a *Mailbox* COS and to an *Availability* COS. Each of the two classes of service facilitates the administration of mailbox and *Availability* settings, respectively.

**NOTE** In the case of upgrades from versions prior to 5.1 , the subscribers enabled with the *Availability* capability may not have an *Availability* COS associated with them after upgrading. See the [Availability Enhancements after MiCollab AM version 8.5](#) section for recommendations on performing upgrades.

- As with the *Mailbox* COS, an *Availability* COS is assigned a mailbox number.

- As with the *Mailbox COS*, the administrator can push *Availability COS* changes to linked subscribers.
- As with the *Mailbox COS*, a subscriber can only be associated with a single *Availability COS* at a time.
- As with the *Mailbox COS*, the subscriber *Availability* settings can diverge from the *Availability COS* settings the subscriber is associated with. The only exceptions to this rule are:
- **Availability States:** Subscriber *Availability States* are an identical match or a subset of the *Availability COS States*. A subscriber cannot have an *Availability State* that does not exist in the linked *Availability COS*.
- **Automatic Overrides:** The *Automatic Overrides* a subscriber may use are the same as the *Availability COS Automatic Overrides*.

**NOTE** Although the *Automatic Overrides* are the same for the *Availability COS* and the linked subscribers, they may be mapped differently: The same *Automatic Override* (let's say when *In a Meeting*) may activate the *In a Meeting Availability* for one subscriber and activate the *In a Tentative Meeting* for another. This allows the administrator to customize *Automatic Override* use on a subscriber by subscriber basis.

Also, the *Subscriber Mailbox* is not allowed to adjust the *Automatic Overrides* that are used. This is a function only available in the *Availability COS*.

- **Find-me Devices:** As described in the following sections, Find-me Devices lists can be subscriber specific or linked to the COS setting.

To accommodate the addition of the *Availability COS*, MiCollab AM Admin has been enhanced to provide better visibility and filtering of the *System Management* mailbox types such as *Mailbox COS* and *Availability COS*. See the following figure:

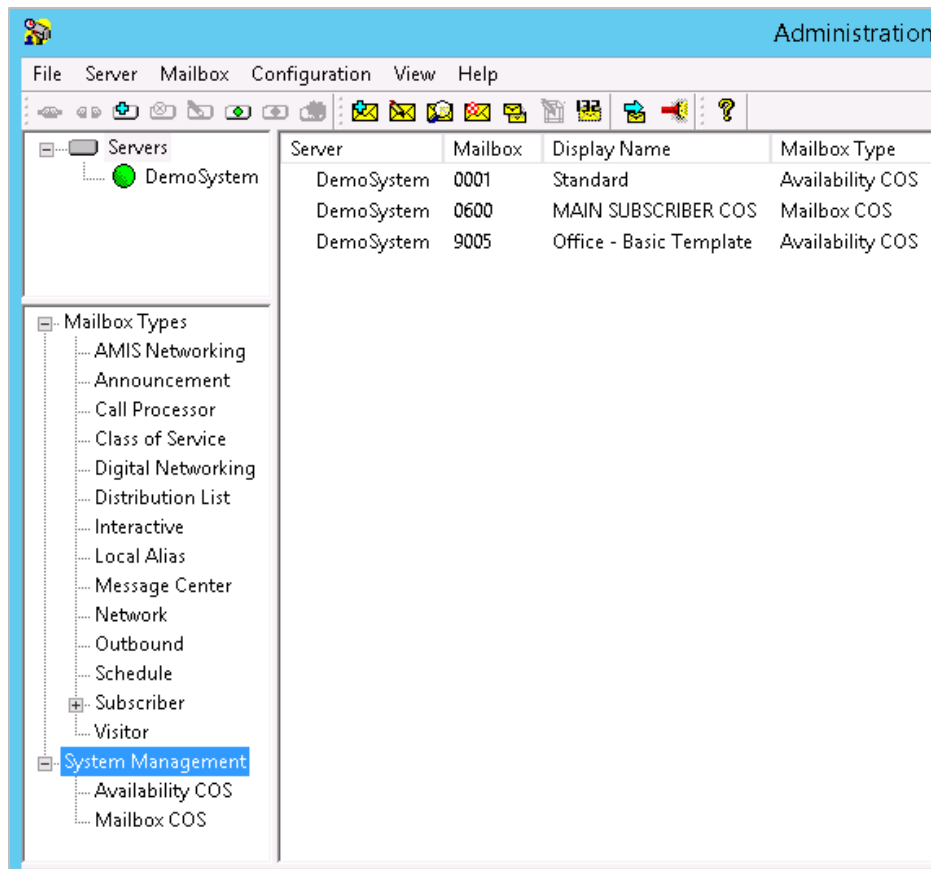


Figure 2. MiCollab AM Admin

As indicated in the image above, the *Mailbox COS* and *Availability COS* can be found under **System Management**.

## Summary of Concepts and Terminology

This following figure and the description below summarize the concepts introduced so far:



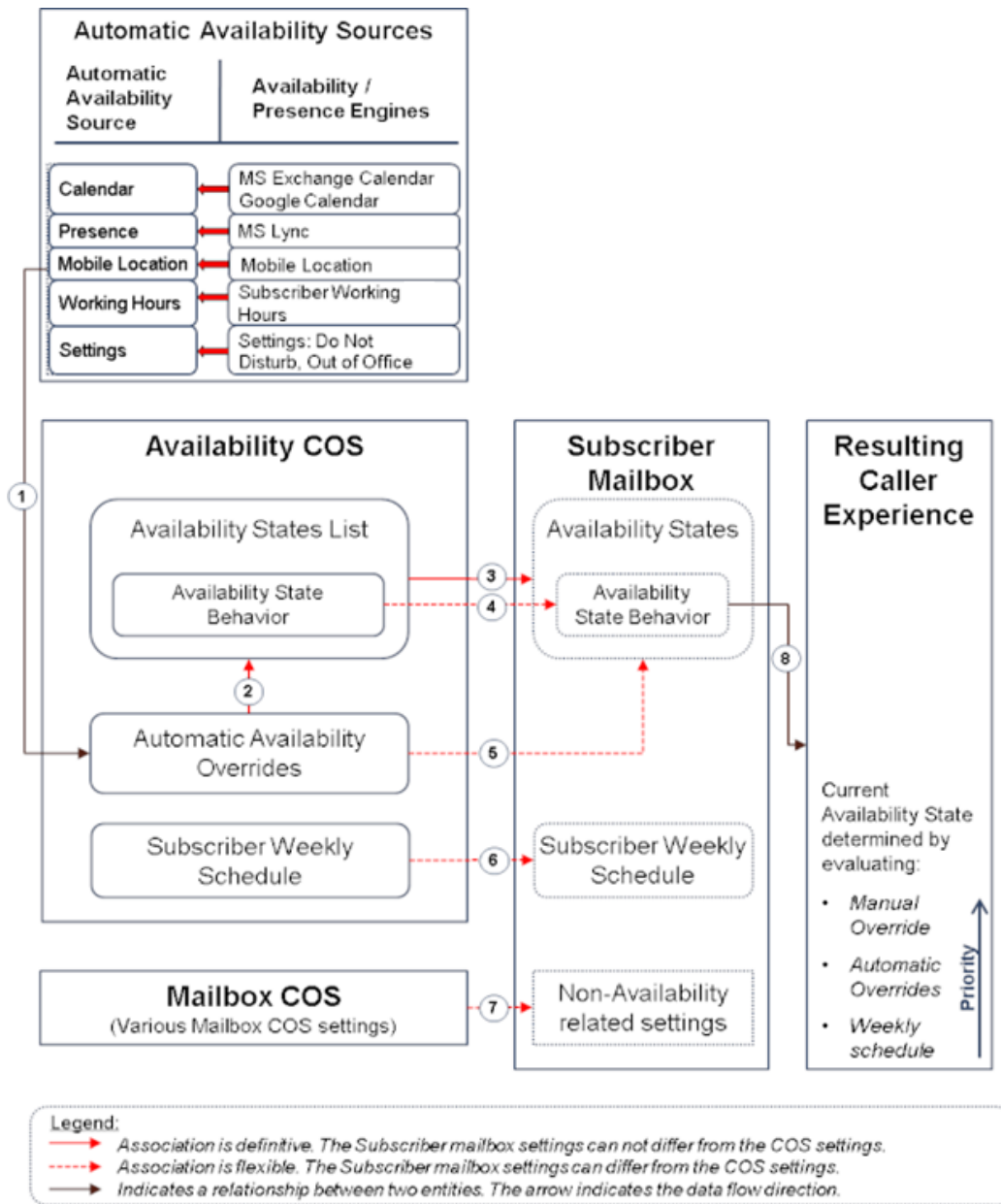


Figure 3. Association/Relationship Summary

- **Automatic Availability Sources:** Illustrates how various external engines are mapped to the MiCollab AM *Automatic Availability Sources* in order to activate the *Availability Overrides*.

For example:

Exchange Calendar and Google Calendar engines are linked to the Calendar MiCollab AM *Availability Source*.

- **Availability COS:** Illustrates the *Availability COS* components such as the *Availability States*, the *Subscriber Weekly Schedule* and the *Automatic Overrides*.
- **Subscriber Mailbox:** Illustrates how the subscriber settings encompass the *Availability COS* setting and the *Mailbox COS* settings.

## NOTES

Messaging User License is a licensed feature of MiCollab AM. This license must be allocated for the user to receive non-system generated messages. Licenses are allocated within the system on a per-user basis.

The *Automatic Overrides* component is missing from the Subscriber block because the *Automatic Overrides* can only be configured in the *Availability COS*.

- **Resulting Caller Experience:** Illustrates how the various *Availability* aspects such as subscriber's *Weekly Schedule*, and the overrides activate a specific *Availability State* which in turn determines the caller experience.

## Description of the Entities Interaction

- ① The *Automatic Availability Sources* are used to define the *Automatic Availability Overrides*. This happens at the COS level. The following sections will describe in detail how an *Availability Override* is linked to the *External Sources*.
- ② The *Automatic Availability Overrides* are linked to the *Availability States* that they activate. This *Availability COS* link is typically inherited in the *Subscriber Mailbox* - see ④ and ⑤ for details.
- ③ The *Subscriber Mailbox* inherits the *Availability COS States*. *Subscriber Mailbox Availability States* cannot be different than the *Availability COS States*.

As indicated, there is an exception to this rule: The *Availability COS* can have states that the *Subscriber Mailbox* does not have. This is so an administrator can add and configure new *Availability States* without them automatically propagating to subscribers before they are ready to use.

- ④ The *Subscriber Mailbox Availability States* behavior inherit the *Availability COS* behavior, but can deviate from it. The administrator can always re-align the *Availability COS* and any *Subscriber Mailbox* settings behaviors.
- ⑤ The *Subscriber Mailboxes* inherit the *COS Automatic Overrides*; hence the *Automatic Overrides* do not show in the *Subscriber Mailbox*. This means all *Subscriber Mailboxes* associated with an *Availability COS* will use the same *Automatic Overrides*.

However, the *Automatic Overrides* association to the *Availability States* can differ between a *Subscriber Mailbox* and the *Availability COS*.

- ⑥ The *Subscriber Weekly Schedule* inherit the *COS* behavior, but can and most likely will, deviate from it as soon as the subscriber adjusts it.
- ⑦ The *Subscriber Mailbox* is associated with the *Mailbox COS*, inherits the mailbox settings but can deviate from them, with the administrator having the ability to re-align them.
- ⑧ The caller experience depends on the behavior settings for the current *Availability State*. The current *Availability State* is determined by evaluating the current *Availability State* as resulting from the subscriber's *Weekly Schedule*, account for any currently active *Automatic Overrides*, then for active *Manual Override*.

# Availability Feature Configuration

The *Availability* feature provides significant productivity benefits. However, in order to take full advantage of it, a good understanding of the mechanics and the configuration steps is required.

While the previous sections have introduced the major *Availability* concepts, this section provides the in-depth step by step details on configuring *Availability*.

**IMPORTANT** It is highly recommended that you thoroughly review and understand the Understanding the *Availability* Feature section of this document before proceeding.

## High Level Workflow

This section identifies the key steps an administrator must take when configuring the *Availability* feature. The following sections will describe each step in detail.

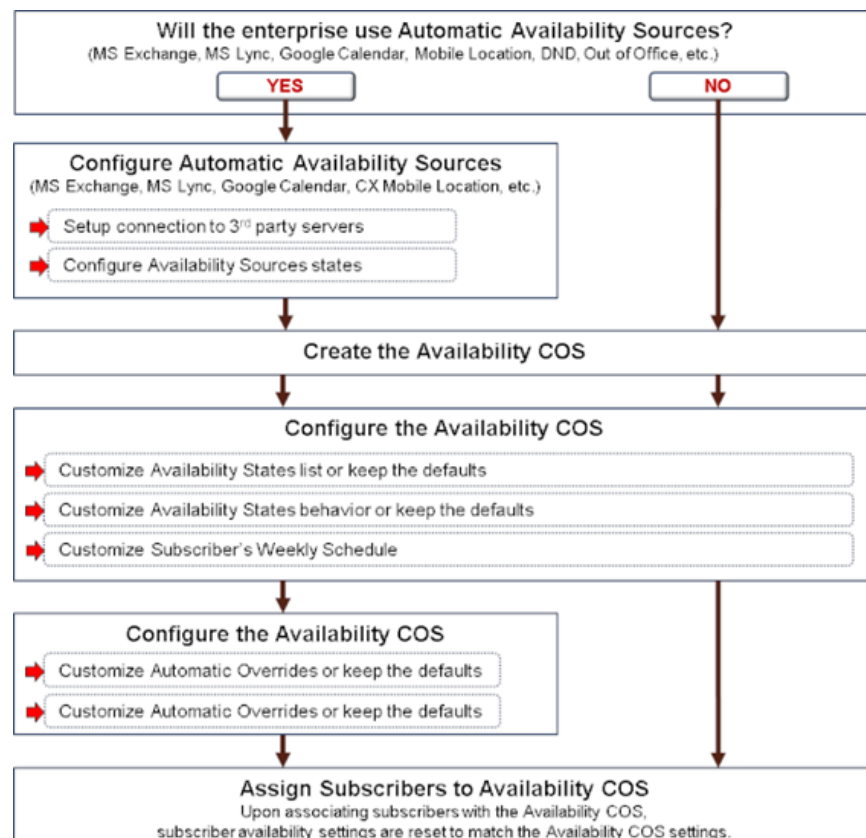


Figure 4. Configuring the *Availability* Feature

# Configuring the Automatic Availability Sources

This section details the procedure to configure the *Automatic Availability Sources*. You may skip this section if you do not plan to use *Automatic Availability Sources*.

You should NOT skip this section if you plan to automate subscribers' *Availability* by using any *Automatic Availability Sources*.

Once the *Automatic Availability Sources* have been configured for integration as described in section *Configuring Servers for Availability Automation*, you are ready to configure how the *Automatic Availability Sources* will be used.

As previously described, the *Automatic Availability Sources* can trigger *Automatic Overrides* which in turn activate a specific *Availability State*. The caller experiences the active *Availability State* behavior.

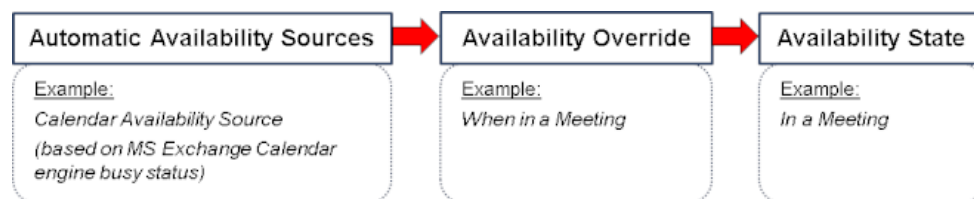


Figure 5. Availability Configuration

Each *Automatic Availability Source* comes with a number of possible statuses (also referred to as states).

**For example:**

The Microsoft Exchange Calendar engine makes the following statuses available to the Calendar *Automatic Availability Source*:

- Free
- Tentative
- Busy
- Out of Office
- Working Elsewhere

...while the Google Calendar engine makes the following statuses available to the Calendar *Automatic Availability Source*:

- Free
- Busy

These statuses are automatically reported to the MiCollab AM system by the Exchange Calendar or Google Calendar engines via the integration link.

The Administrator can choose which of the statuses the *Automatic Availability Source* (the Calendar *Automatic Availability Source* in the above example) are used to trigger *Automatic Overrides*.

**For example:**

The administrator might decide that the only Calendar statuses to be used in configuring the *Automatic Overrides* are *Busy* and *Out of Office*. In such case, in order to keep the *Automatic Overrides* configuration simple, the Administrator may choose to disable the statuses that will not be used.

**NOTE** Due to the generic nature of the *Automatic Availability Sources*, they make available all states, regardless of the related engine capability.

### For example:

When configured, Google Calendar drives the Calendar *Automatic Availability Source* for Google UM subscribers, and although the Calendar *Automatic Availability Source* will show *Free*, *Tentative*, *Busy*, *Out of Office*, or *Working Elsewhere* as the available states, Google Calendar engine can only activate the *Free* and *Busy* states.

In the above example, if the administrator tries to use one of the inactive states in the *Availability Override* criteria, let's say *Out of Office* is used for a Google UM subscriber, the *Automatic Override* can never be active because the data will always be missing.

Although the above described behavior might seem unusual, it proves to be very helpful when the same *Automatic Availability Override* (*Out of Office* in this case) is used for Exchange and Google UM subscribers. It allows the use of the same *Availability COS* for all subscribers with the Exchange UM subscribers getting the added benefit of the *Out of Office Automatic Override*.

The following sections describe the steps to customize each *Automatic Availability Source*.

Begin by opening the **System Configuration** window and navigating to the **Availability Sources** tab. You will notice that all *Availability Sources* are listed and are disabled by default.

You may enable the desired *Availability Source* by clicking the corresponding **Enable** checkbox.

**NOTE** The **In Use** checkbox indicates if the corresponding *Availability Source* is already used by an *Automatic Override* criteria/rule. During the initial setup, all *Availability Sources* will appear unused. However, after configuring the *Automatic Overrides*, some of *Availability Sources* will appear in use. An *Availability Source* that is in use cannot be disabled.

Name	Engine Type	Source	Enable	In Use
Calendar	Calendar	Calendar (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Presence	Presence	Presence (All Types)	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Location	Location	Mobile Location	<input type="checkbox"/>	<input type="checkbox"/>
Working Hours	Time	Working Hours	<input type="checkbox"/>	<input type="checkbox"/>
System Settings	Setting	System Settings	<input type="checkbox"/>	<input type="checkbox"/>

"Calendar (All Types)" calendar states

Enabled	Calendar State
<input checked="" type="checkbox"/>	Free
<input checked="" type="checkbox"/>	Tentative
<input checked="" type="checkbox"/>	Busy
<input checked="" type="checkbox"/>	Out of Office
<input checked="" type="checkbox"/>	Working Elsewhere

List Users Add Location Remove Location

Figure 6. Availability Sources

## Configuring the Calendar Availability Source

- To enable the Calendar *Availability Source*, check the corresponding **Enable** check box.
- Upon enabling the Calendar *Availability Source*, the related states will be displayed in the right window.

Name	Engine Type	Source	Enable	In Use
Calendar	Calendar	Calendar (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Presence	Presence	Presence (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Location	Location	Mobile Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Hours	Time	Working Hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Settings	Setting	System Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Enabled	Calendar State
<input checked="" type="checkbox"/>	Free
<input checked="" type="checkbox"/>	Tentative
<input checked="" type="checkbox"/>	Busy
<input checked="" type="checkbox"/>	Out of Office
<input checked="" type="checkbox"/>	Working Elsewhere

List Users    Add Location    Remove Location

Figure 7. Availability Configuration

By default, all *Availability Source* states are enabled. This setup provides the greatest flexibility later on when setting up the *Automatic Overrides*, and allows you to leverage the designed *Automatic Override* defaults; however, if desired, you can disable the states that you deem unnecessary by unchecking the Enable check box.

## Configuring the Presence Availability Source

- Check the **Enable** check box to enable the *Availability Source*, then disable the states that you deem unnecessary by unchecking the **Enable** check box.

**NOTE** It is highly recommended that at least in the initial setup phase, all states are selected. This provides the greatest flexibility later on when setting up the *Automatic Overrides*, and allows you to leverage the designed *Automatic Override* defaults. You can always come back later and disable an unused state, or enable a disabled state.

Name	Engine Type	Source	Enable	In Use
Calendar	Calendar	Calendar (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Presence	Presence	Presence (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Location	Location	Mobile Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Hours	Time	Working Hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Settings	Setting	System Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Enabled	Calendar State
<input checked="" type="checkbox"/>	Free
<input checked="" type="checkbox"/>	Tentative
<input checked="" type="checkbox"/>	Busy
<input checked="" type="checkbox"/>	Out of Office
<input checked="" type="checkbox"/>	Working Elsewhere

List Users    Add Location    Remove Location

Figure 8. Presence Availability Configuration

## Configuring the MiCollab AM Mobile Availability Source

MiCollab AM Mobile Location is a MiCollab AM system *Availability Source* that is deployed as part of the MiCollab AM Mobile service deployment. An organization that uses the MiCollab AM Mobile clients can leverage the MiCollab AM automatic Mobile Location capability:

The MiCollab AM Mobile clients running on Android and iPhone devices will notify the MiCollab AM server via the MiCollab AM Mobile Service when the mobile device is in the range of a predefined location.

From the MiCollab AM Mobile Location *Availability Source* perspective, the administrator defined locations are the *Availability Source* states, as opposed to other *Availability Sources* whose states are predefined.

- Check the **Enable** check box to enable the *Availability Source*, then disable the states that you deem unnecessary by unchecking the **Enabled** check box.

**NOTE** It is highly recommended that at least in the initial setup phase all states are selected. This provides the greatest flexibility later on when setting-up the *Automatic Overrides*, and allows you to leverage the Mitel designed *Automatic Override* defaults. You can always come back later and disable an unused state, or enable a disabled state.

- If desired, use the Add Location and Remove Location buttons to add or remove locations.

**NOTE** You cannot remove Other Location as it will be the active location whenever the subscriber is not at one of the other defined locations.

The screenshot displays the 'Availability Sources' configuration window. It contains a table with the following data:

Name	Engine Type	Source	Enable	In Use
Calendar	Calendar	Calendar (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Presence	Presence	Presence (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Location	Location	Mobile Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Hours	Time	Working Hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Settings	Setting	System Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Below the table is a 'List Users' button. To the right, the 'Mobile Location' locations are configured in a sub-table:

Enabled	Location
<input checked="" type="checkbox"/>	Other Location
<input checked="" type="checkbox"/>	Office
<input checked="" type="checkbox"/>	Home

Below this sub-table are 'Add Location' and 'Remove Location' buttons.

Figure 9. Mobile Availability Configuring

## Configuring MiCollab AM Working Hours

- Check the **Enable** check box to enable the *Availability Source*, then disable the states that you deem unnecessary by unchecking the **Enabled** check box.

**NOTE** It is highly recommended that at least in the initial setup phase all states are selected. This provides the greatest flexibility later on when setting-up the *Automatic Overrides*, and allows

you to leverage the Mitel designed *Automatic Override* defaults. You can always come back later and disable an unused state, or enable a disabled state.

Name	Engine Type	Source	Enable	In Use
Calendar	Calendar	Calendar (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Presence	Presence	Presence (All Types)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mobile Location	Location	Mobile Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Hours	Time	Working Hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Settings	Setting	System Settings	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Enabled	Time Range
<input checked="" type="checkbox"/>	Working
<input checked="" type="checkbox"/>	Not Working

Figure 10. System Working Hours Configuration

## Configuring Other Availability Related MiCollab AM Settings

The MiCollab AM Settings *Availability Source* states are *Out of Office* and *Do Not Disturb*. These states can be used to trigger *Availability Overrides*.

### For example:

When a subscriber enables the *Out of Office* feature in MiCollab AM via the VUI or TUI, this can trigger an *Automatic Override* that can be set to activate the *Out of Office Availability State*. As a result, the caller experience will be per the *Out of Office Availability State* configuration.

**NOTE** The *Do Not Disturb* functionality uses the MiCollab AM Call Blocking feature in the TUI, but uses the *Do Not Disturb* functionality in the VUI.

- Check the **Enable** check box to enable the *Availability Source*, then disable the states that you deem unnecessary by unchecking the Enabled check box.

**NOTE** It is highly recommended that at least in the initial setup phase all states are selected. This provides the greatest flexibility later on when setting-up the *Automatic Overrides*, and allows you to leverage the Mitel designed *Automatic Override* defaults. You can always come back later and disable an unused state, or enable a disabled state.



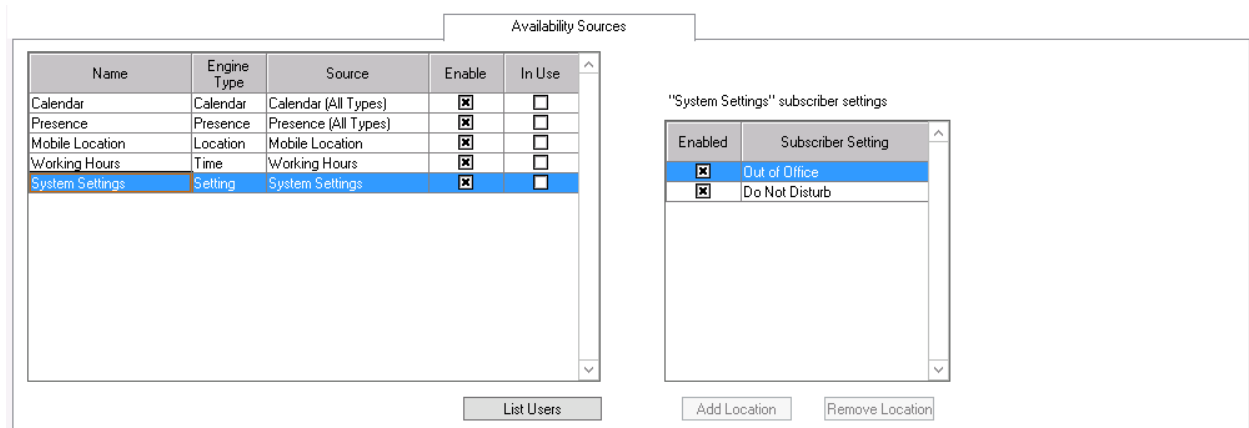


Figure 11. Availability Sources Tab – System Settings

## Creating the Availability Class of Service

This section details the procedure to create the *Availability COS*. Depending on your needs, you may create one or more *Availability Classes of Service*.

### The Availability Class of Service Defaults

In order to simplify the initial *Availability COS* setup, MiCollab AM offers a comprehensive working set of defaults. The default settings have been designed by evaluating and understanding real customer preferences, and have been thoroughly field trialed.

There are two sets of COS defaults the administrator can leverage:

- **Availability COS Template**

When adding a new COS, you may specify an *Availability COS* template to be used. The template contains defaults for:

- The list of *Availability States*
- The configuration for each *Availability State*
- The *Weekly Schedule* configuration
- The weekly *Work Hours* configuration
- The list of *Availability Greetings* and their assignment to *Availability States*

- **Automatic Overrides defaults**

When the *Availability COS* is initially created, if a template has been used, it includes all the system default *Automatic Overrides*, as well as previously created custom *Automatic Overrides*. However, none of the *Automatic Overrides* in the list are configured with a criteria, or associated with *Availability States*. This means an out of the box *Availability COS* will not implement any *Availability Automation*.

In order to start using the automation capabilities, the administrator has two options:

- **Template:** Select the desired template from a list of *Availability Overrides*. When selecting and applying a template, the related *Availability Source* rules are loaded and the appropriate

*Automatic Overrides* are linked to the *Availability States*, assuming the default *Availability States* have not been deleted.

Upon loading the *Automatic Overrides* defaults, you will immediately end up with a fully functional set of *Automatic Overrides*.

- **Manual:** Manually configure the *Automatic Overrides* and manually link them to the appropriate *Availability States*.

## Creating the Availability Class of Service

- Click on the **New Mailbox** button in order to bring up the **New Mailbox** window. In the **New Mailbox** window, select the **Server**, the **Availability COS** for the **Mailbox Type**, and the **Template**.

The Various templates presented match the typical configuration for various vendors. If unsure which template to choose, chose *Standard*. You can also choose *None* if you want to start from scratch.

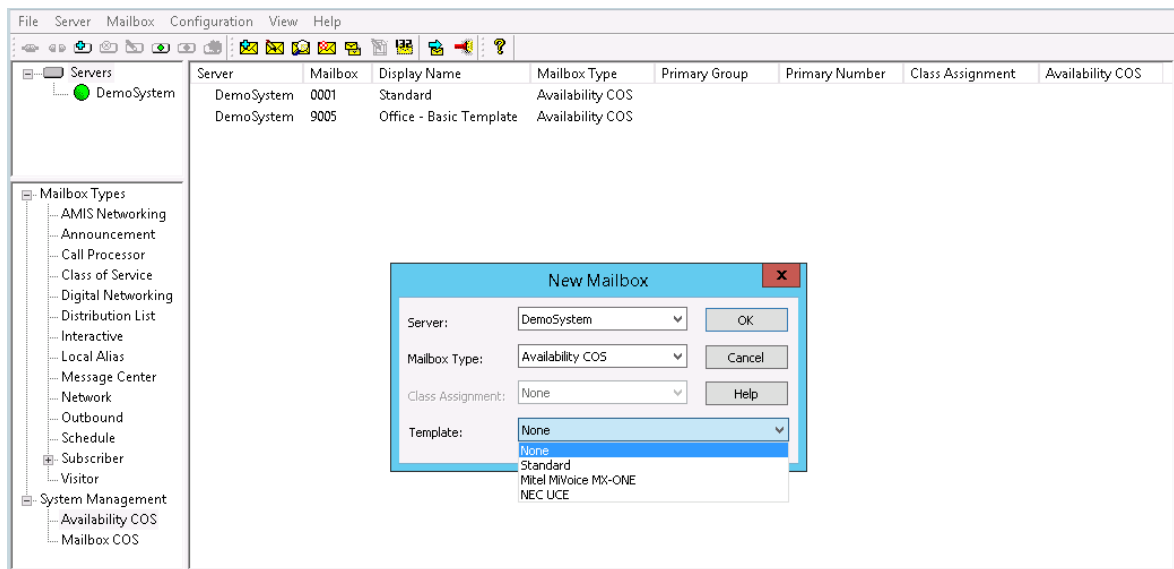


Figure 12. *Availability Class of Service*

- After selecting the desired template, click **OK** to initiate the *Availability COS* creation.
- The **Availability COS Mailbox** window appears. Enter a unique *Mailbox Number* and a *Display Name*, and then click the **Save Mailbox** button to save the Mailbox.

Figure 13. Class Information

The **Class Information** Tab from the **Availability Class of Service Mailbox** screen shows all members of a particular *Availability Class of Service* and allows you to both add and delete members and show difference between selected members and the parent COS.

## Configuring the Availability Class of Service

This section details the procedure for configuring the *Availability Class of Service*. The following aspects are covered:

- Customizing the *Availability States* list.
- Customizing the *Availability States* settings that ultimately drive the system's behavior.
- Customizing *Availability Greetings*.
- Customizing the *Weekly Schedule*.
- Customizing the subscriber Working Hours to be used in *Automatic Overrides* rules.
- Customizing the *Automatic Overrides*.

The text for the *Availability State* may be localized to the language installed on the system - even if ASR is not enabled. If multiple languages are installed, then there will be a language tab at the bottom of the form that will allow the configuration of the *Availability State* for that language.

## Customizing the Availability States List

The *Availability States* describe the various statuses a subscriber can be in.

**For example:**

*In a Meeting, On Vacation, At Lunch*, etc. The *Availability COS* allows the management of the *Availability States* list as well as their localization.

To display and manage the *Availability State* list, select the **Availability States** tab, as seen below.

Availability State	Locked	Automatic Override	Availability hidden
At Lunch	<input type="checkbox"/>	None	<input type="checkbox"/>
At my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Away from my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>	When Do Not Disturb	<input type="checkbox"/>
In a Meeting	<input type="checkbox"/>	None	<input type="checkbox"/>
Left for the Day	<input type="checkbox"/>	When Do Not Disturb	<input type="checkbox"/>
Mobile	<input type="checkbox"/>	When at Office	<input type="checkbox"/>
On Vacation	<input type="checkbox"/>	When at Office	<input type="checkbox"/>
Out for the Holiday	<input type="checkbox"/>	When at Home Office	<input type="checkbox"/>
Out of the Office	<input type="checkbox"/>	When Working Elsewhere	<input type="checkbox"/>
Out Sick	<input type="checkbox"/>	When Mobile	<input type="checkbox"/>
Working Elsewhere	<input type="checkbox"/>	When at Desk	<input type="checkbox"/>
Working from Home	<input type="checkbox"/>	When at Home Office	<input type="checkbox"/>

Figure 14. *Availability States* Tab

- 1 The *Availability States* list with the related management options.
- 2 The *Availability State* related settings. These are the settings that determine the MiCollab AM behavior for each *Availability State*.

This section describes the management of the *Availability States* list, with the next section focusing on the per-*Availability State* settings. The following image displays an example of the *Availability States* list.

Availability State	Locked	Automatic Override	Availability hidden
At Lunch	<input type="checkbox"/>	None	<input type="checkbox"/>
At my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Away from my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>	None	<input type="checkbox"/>
In a Meeting	<input type="checkbox"/>	None	<input type="checkbox"/>
Left for the Day	<input type="checkbox"/>	None	<input type="checkbox"/>
Mobile	<input type="checkbox"/>	None	<input type="checkbox"/>
On Vacation	<input type="checkbox"/>	None	<input type="checkbox"/>
Out for the Holiday	<input type="checkbox"/>	None	<input type="checkbox"/>
Out of the Office	<input type="checkbox"/>	None	<input type="checkbox"/>
Out Sick	<input type="checkbox"/>	None	<input type="checkbox"/>
Working Elsewhere	<input type="checkbox"/>	None	<input type="checkbox"/>
Working from Home	<input type="checkbox"/>	None	<input type="checkbox"/>

Figure 15. *Availability States* List

- Check the **Locked** check box in the *Availability States* list table to lock the selected *Availability State*. A locked *Availability State* is available to subscribers as is. Subscribers cannot change any settings. However, the settings are still visible in *Web PhoneManager* under the **Availability Settings** tab.

**NOTE** This allows administrators to create and enforce group policies that users can't override.

- Expand the **Automatic Override** dropdown list for the selected *Availability State* and choose the *Automatic Override* to activate the *Availability State*.

For example:

For the "Do Not Disturb" *Availability State*, select the "When Do Not Disturb" *Automatic Override*.

Availability State	Locked	Automatic Override	Availability hidden
At Lunch	<input type="checkbox"/>	None	<input type="checkbox"/>
At my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Away from my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>	When Do Not Disturb	<input checked="" type="checkbox"/>
In a Meeting	<input type="checkbox"/>	None	<input type="checkbox"/>
Left for the Day	<input type="checkbox"/>	When Do Not Disturb	<input type="checkbox"/>
Mobile	<input type="checkbox"/>	When Out of Office	<input type="checkbox"/>
On Vacation	<input type="checkbox"/>	When in a Meeting	<input type="checkbox"/>
Out for the Holiday	<input type="checkbox"/>	When Away	<input type="checkbox"/>
Out of the Office	<input type="checkbox"/>	When at Home Office	<input type="checkbox"/>
Out Sick	<input type="checkbox"/>	When Working Elsewhere	<input type="checkbox"/>
Working Elsewhere	<input type="checkbox"/>	When Mobile	<input type="checkbox"/>
Working from Home	<input type="checkbox"/>	When at Desk	<input type="checkbox"/>
		When at Home Office	<input type="checkbox"/>

Figure 16. Availability States Configuration

**NOTE** The configuration of *Automatic Overrides* will be described in the following sections.

- Check the **Availability Hidden** check box to hide the selected *Availability State*. When an *Availability State* is hidden:
  - It cannot be used in the *Weekly Schedule* (not visible).
  - It cannot be used for *Manual Overrides* (not visible).
  - It cannot be activated by *Automatic Overrides*.

The ability to hide an *Availability State* can be used in two ways:

- **By subscribers:** Subscriber may use *Web PhoneManager* to hide one or more *Availability States* that they are not interested in using. Subscribers are not able to hide or show an *Availability State* that is *Locked*.
- **By administrators:** Used in conjunction with the *Locked* setting, the *Hidden* option allows the administrator to configure a new *Availability State* without making it available to subscribers. When ready to make the new *Availability State* available to subscribers, the Administrator unlocks and shows the *Availability State*.

To configure Availability States:

**NOTE** This is one way to configure an *Availability State* prior to making it available to subscribers. Another way, described further in this document implies configuring the state first, and then pushing it to subscribers.

- 1 Click the **Add** button to add a new *Availability State*.
- 2 Select an *Availability State* and click **Delete** to remove it.
- 3 When deleting an *Availability COS* that has been propagated to the linked *Subscriber Mailboxes*, you are given the option to specify an *Availability State* to replace the one being deleted in the *Availability Schedule*.
- 4 If no replacement *Availability State* is specified, any *Availability Schedule* references to the deleted *Availability State* will be removed and the time period will not have an associated *Availability State*.
- 5 Select an *Availability State* and click the **Copy** button to duplicate the configuration of the selected state. The copy operation creates a new *Availability State* with the same exact configuration settings as the original. During the copy operation, you will have the option to provide a name for the new *Availability State*.
- 6 Click on the language tabs below the *Availability* list to see the language specific names of the *Availability States*.
  - A yellow warning icon (⚠) preceding an *Availability State* name indicates that the localized string is missing as illustration in the figure below. Similarly, the yellow warning icon (⚠) preceding the language name in the language tab, indicates that a localized version of the name has not been entered.

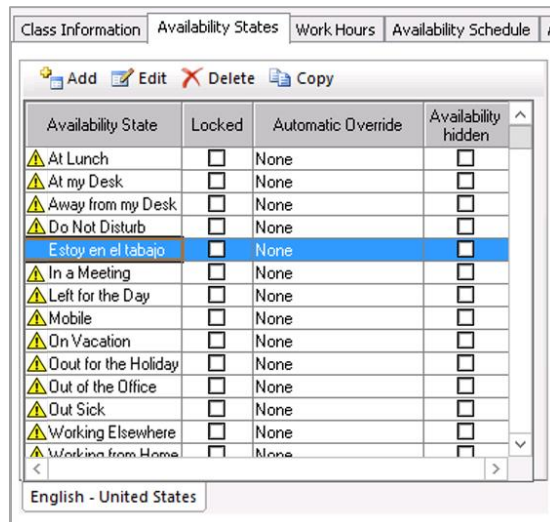


Figure 17. Warning Example

**NOTE** The yellow warning icon will disappear once the localized version of the *Availability State* is added. The localization of the *Availability State* is done via the Edit option, as described in the following section.

- Select a state and click the **Edit** button in the toolbar to edit the name and the speech options for the selected *Availability State*.

The *Availability State* speech options are extremely important for managing *Availability* via the Voice User Interface (VUI). Editing the *Availability State* allows you to specify the *Availability State* localized name, TTS Name, and Spoken Name.

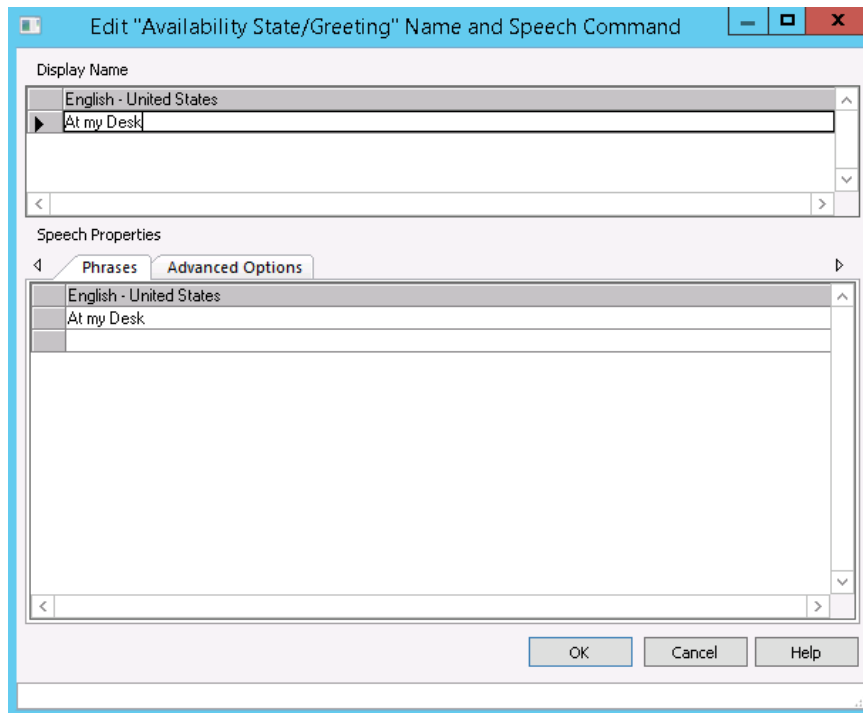


Figure 18. Name and Speech Command

- Edit the speech name for each language in the **Display Name** section of the **Edit** window. The *Display Name* is what gets displayed in *MiCollab AM Admin*, *Web PhoneManager*, and the *MiCollab AM Mobile client*.

**IMPORTANT** Because the *Display Name* configured here is the *Speech Name*, it relates to the subscriber's VUI language selection, not to the GUI language selection.

In other words, if the subscriber GUI language is English and the VUI language is Spanish, the *MiCollab AM Mobile client* and *Web PhoneManager* will display the *Availability State* names in Spanish.

- Edit or add new speech phrases in the **Phrases** tab of the **Speech Properties** section. You may do this for all languages presented under the **Phrases** tab. The speech phrases are used by *MiCollab AM* speech recognition to identify the desired *Availability State* over the VUI.
- Edit The TTS Name and the Spoken Name in the **Advanced Options** tab of the **Speech Properties** section. You may do this for all languages presented under the **Phrases** tab that have a *Display Name*. Both the TTS Name and Spoken Name are entirely optional.

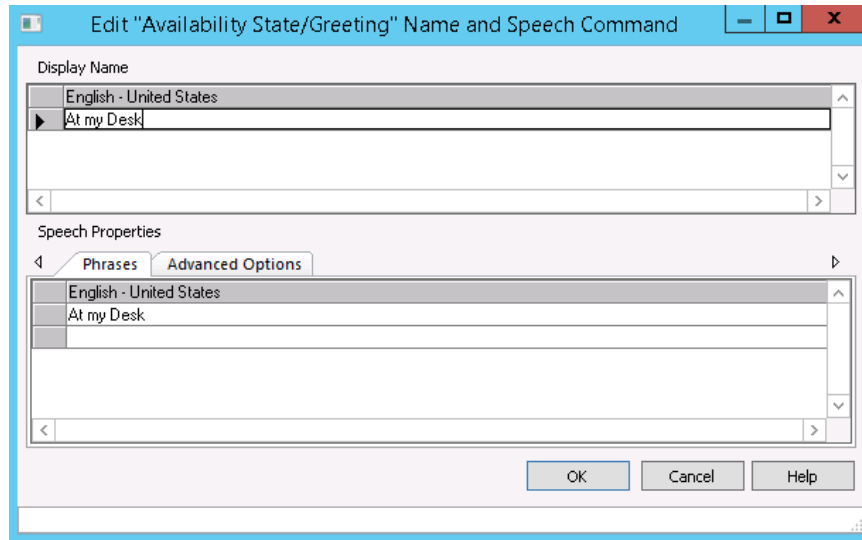


Figure 19. Name and Speech Command

## Customizing the Availability State Settings

Each *Availability State* has a group of configuration options that determines the caller experience when the subscriber is in an *Availability State*. The illustration below indicates the *Availability* settings for the selected *Availability State*, *At Lunch*:

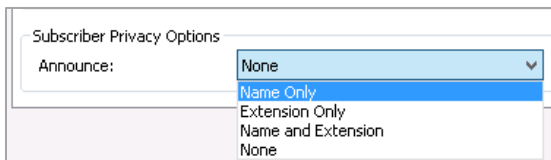


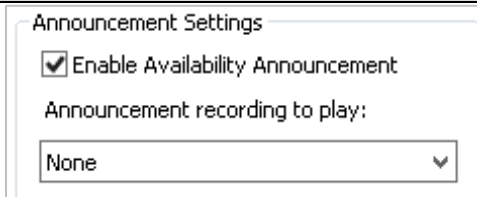
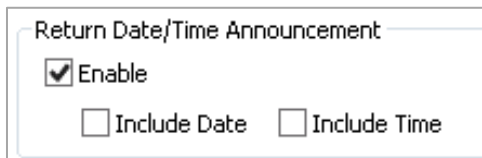
Figure 20. Availability State Settings

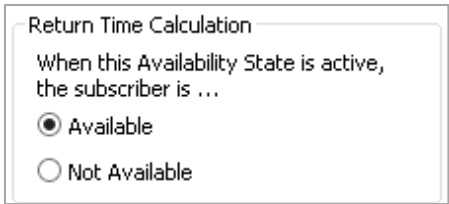
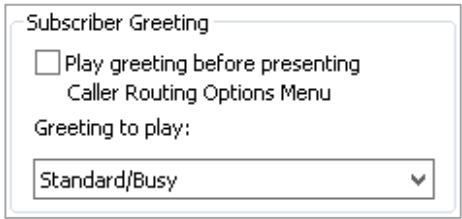
To configure the *Availability* settings for an *Availability State*, select the desired *Availability State* in the *Availability States* table, and then adjust the settings as desired as described in the following table.

Table 4. Availability State Setting

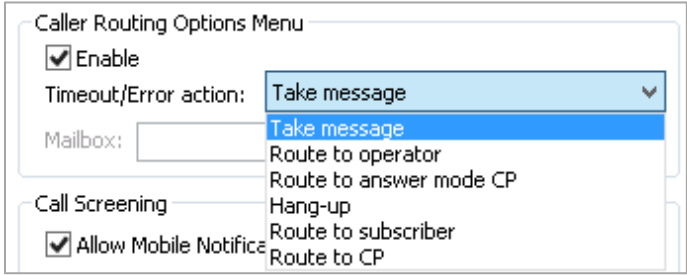
Setting	Description
<b>1 Announcement Order</b>	<p>Announcement Order controls how the announcement and locate options are presented.</p> <p>The primary purpose of these settings is to avoid caller frustration of waiting through callouts that are expected (based on the subscriber's current <i>Availability</i>) to go unanswered when the subscriber is absent.</p> <p>The secondary purpose is when a subscriber is busy (for example, ...is <i>In a Meeting</i>), it forces the caller to decide if their call is important enough to interrupt the subscriber with a phone call.</p>
<b>Announce Availability before calling</b>	<ul style="list-style-type: none"> <li>When checked, the system will announce the subscriber's <i>Availability</i> to the caller before calling the first number on the <i>Find-me Devices</i> list.</li> <li>When unchecked, the system will call the first number on the <i>Find-me Devices</i> list, and if no answer, will then announce the subscriber's <i>Availability</i> to the caller.</li> </ul>

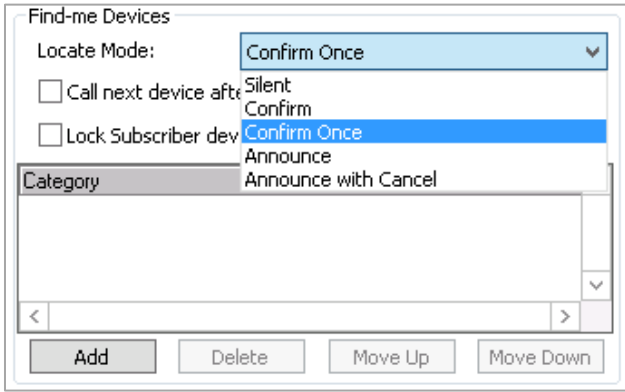
Setting	Description
	<p><b>NOTE</b> This option is mutually exclusive with the <i>Auto locate</i> option. Thus, when this checkbox is checked, the <i>Auto locate</i> option becomes inactive.</p>
Auto Locate	<ul style="list-style-type: none"> <li>When checked, the subscriber will be automatically located after the system announces their <i>Availability</i> to the caller. When this option is checked, the caller is not presented with the locate option.</li> <li>When unchecked, the system will follow the current behavior where the caller is prompted to locate the subscriber.</li> </ul> <p><b>NOTE</b> This option is mutually exclusive with the <i>Announce Availability before calling</i> option. When this checkbox is checked, the <i>Announce Availability before calling</i> option becomes inactive</p>
Locate first before announcing Availability	<ul style="list-style-type: none"> <li>When checked, the subscriber will be automatically located first before the system announces their <i>Availability</i> to the caller.</li> <li>When unchecked, the system will follow the <i>Auto locate</i> behavior.</li> </ul> <p><b>NOTE</b> This function works in conjunction with <i>Auto locate</i>, which means this option works only when <i>Auto locate</i> is checked. Also, if <i>Auto locate</i> becomes inactive, this option also becomes inactive, but the checkbox value is preserved.</p>
<b>2</b> Subscriber Privacy Options	<p>The <b>Announce</b> dropdown list specifies what level of detail is provided to caller.</p> 
<b>3</b> Announcement Settings	<p>This group of settings control how the subscriber's <i>Availability</i> is announced.</p>
Enable Availability Announce	<p>When checked, the caller hears what the subscriber <i>Availability</i> is at the time of the call.</p> <p><b>For example:</b> "Tom Jones is <i>In a Meeting</i>."</p>

Setting	Description
	
Announcement Recording to play:	<p>The <b>Announcement recording to play</b> dropdown list allows the administrator to select which of the system or custom <i>Availability Announcement</i> should be used when announcing the subscriber's <i>Availability</i>.</p> <p>This option is disabled if the <i>Enable Announce Availability</i> option is unchecked.</p> <p><b>NOTE</b> The system <i>Availability Announcements</i> are not loaded by default. The following section describes the steps to initialize the system <i>Availability Announcements</i> as well as the steps to add custom <i>Availability Announcements</i>.</p>
Return Date/Time Announcement - Enable	<p>When this option is checked, the caller hears when the subscriber is expected to become available. The system will insert an announcement indicating when the subscriber will be back, per the date and time setting.</p> <p><b>For example:</b> "Tom Jones is <i>In a Meeting</i> and will be back at 2 p.m."</p> <p>The <i>Announce Return Date and/or Time</i> option can be enabled only if the <i>Announce Availability</i> option is enabled.</p> 
Include Date Include Time	<p>If <i>Return Date and/or Time</i> is enabled, the administrator can configure whether date and/or time are announced.</p> <p>The announcement will be as follows:</p> <ul style="list-style-type: none"> <li>• If the <i>Return Date</i> is less than a day away, the system will announce the <i>Return Time</i> instead, even if <i>Include Time</i> is unchecked.</li> <li>• If the <i>Return Date</i> is greater than a day, but less than a week, the system will announce the <i>Return Date</i> as the day of the week (for example, Monday). If greater than a week, it announces the month and day (for example, February 15th).</li> </ul>

Setting	Description
Return Time Calculation	<p>This option sets whether the subscriber is available or not available to take the call when the selected <i>Availability State</i> is active. Setting this option properly for each <i>Availability State</i> increases the chance of more accurate return time calculation.</p> <ul style="list-style-type: none"> <li>• <b>Available</b> – While the selected <i>Availability State</i> is active, the subscriber is available to take the call.</li> <li>• <b>Not Available</b> – While the selected <i>Availability State</i> is active, the subscriber is not available to take the call.</li> </ul> 
<b>4</b> Subscriber Greeting	<p>This group of settings controls when and which subscriber greeting is played.</p>
Play greeting before presenting Caller Routing Options Menu	<p>If a subscriber personal greeting from the <b>Greeting to play</b> dropdown list is selected, this field allows the administrator to specify when the personal greeting is played:</p> <ul style="list-style-type: none"> <li>• When checked, the personal greeting plays before the caller makes the choice to locate the subscriber, leave a message, etc.</li> <li>• When unchecked, the personal greeting plays after the leave a message option is selected by the caller or the take a message error / timeout action is invoked.</li> </ul>  <p>The problem with the way greetings have traditionally worked, is that the information the caller needs is often times contained in the subscriber's greeting. By the time the caller hears it, it's too late to act upon it and only has two choices, record a message or hang up and call back.</p> <p>The purpose of this settings is to allow subscribers the ability to convey information relevant to the caller's decision on what to do next (for example, locate, leave a message, try another person, etc.) so that the caller can make a more informed decision and can proceed in the best manner for the situation.</p>

Setting	Description
	<p><b>NOTE</b> When a greeting is played up front, it should complement the information presented by the system already, rather than repeating it.</p> <p>It may also be useful for the administrators to setup a greeting to play before the <i>Caller Routing Options Menu</i>, in order to make sure the callers get all information they need to make the right decision: leave a message, try another person (for example, Tom Jones), call again later, etc.</p>
Greeting to play	<p>Administrators can select the greeting to play for the <i>Availability State</i> being configured. The options are:</p> <ul style="list-style-type: none"> <li>• <i>None</i> – No personal greeting is played, only the standardized system prompting is used.</li> <li>• <i>Greetings list</i> – If the subscriber has recorded greeting for the selected greeting name, the recorded greeting will be presented to the caller while the selected <i>Availability State</i> is active.</li> </ul> <p><b>NOTE</b> The recorded greeting can be used for other <i>Availability States</i> as well, not just for the <i>Availability State</i> that matches its name.</p>
<b>5</b> Message Acceptance	<p>These settings partially control whether a message will be accepted depending on the <i>Accept Messages</i> setting in the <b>Features</b> tab.</p>
Accept Messages	<p>When checked, the callers are presented with the option to leave a message.</p> <p>This setting does not control the subscriber's mailbox ability to take messages, in situations such as mailbox is full.</p> <p><b>For example:</b></p> <p>If any the <i>Subscriber Mailbox</i> conditions such as mailbox full are met, the caller may still not be able to leave a message even though they hear the prompt. By the same token, subscriber's mailbox might be able to receive messages, but the system will not offer the caller this option when the subscriber is in an <i>Availability State</i> that is configured to not take messages.</p>
Play the not accepting messages prompt	<p>Controls whether the system notifies callers that the subscriber does not take messages:</p> <ul style="list-style-type: none"> <li>• If checked, the system notifies callers: This mailbox is not accepting messages at this time.</li> </ul>

Setting	Description
	<ul style="list-style-type: none"> <li>If unchecked, callers are not notified, they just don't get the option to leave a message.</li> </ul>
<b>6</b> Caller Routing Options Menu	<p><i>Call Routing Options Menu</i> includes locate, leave a message, and try another person and operator.</p>
Enable	<ul style="list-style-type: none"> <li>When checked, it enables the <i>Caller Routing Options Menu</i> to be announced to the caller with the available options for the current context.</li> <li>When unchecked, the caller will not be presented with any options, and the <i>Timeout/Error</i> action is taken.</li> </ul> <p><b>For example:</b></p> <p>If the <i>Caller Routing Options Menu</i> is disabled and the <i>Timeout/Error</i> is set to <i>Take message</i>, the caller leaves a message without having the option to locate the subscriber, try another person, etc.</p>
Timeout / Error	<p>Specifies what the system will do if VUI fails to understand what the caller wants, or the caller doesn't press a key in the TUI mode.</p>  <p>If this is the case, the administrator must provide additional configuration information for each of the selected options.</p> <p><b>For example:</b></p> <p>If the action is set to <i>Route to Subscriber</i>, the administrator must specify the Mailbox that should take the message.</p>
Mailbox	<p>If <i>Route to Subscriber</i> or <i>Route to CP</i> is selected from the <b>Timeout/Error action</b> dropdown list as a caller routing option, the mailbox that will handle the call must be selected.</p>
<b>7</b> Call Screening	<p><i>Call Screening</i> is used for the subscribers to accept or reject an incoming call after listening to a short recording identifying the caller. This group of settings controls how <i>Call Screening</i> is handled for each <i>Availability State</i>.</p>

Setting	Description
Allow Mobile Notification Call Alerts	<p><i>Mobile Notification for Call Screening</i> is usually presented visually on the subscribers mobile devices, which requires the subscriber to touch the options on the screen to accept or reject calls.</p> <p>The mobile notification is configured in the <b>Devices</b> tab from the <i>Subscriber Mailbox</i>.</p> <ul style="list-style-type: none"> <li>When checked, the <i>mobile notification</i> is enabled while the selected <i>Availability State</i> is active.</li> <li>When unchecked, the <i>mobile notification</i> is disabled.</li> </ul>
Enable Call Screening	<ul style="list-style-type: none"> <li>When checked, Call Screening is enabled for non-mobile devices during the selected <i>Availability State</i> and the caller will be prompted to provide their name. Then the subscriber will be presented with the name of the caller prior to being prompted with the options to accept or reject the call.</li> <li>When unchecked, <i>Call Screening</i> is disabled for non-mobile devices.</li> </ul>
<b>8</b> Find me Devices	This group of settings controls the devices to be called and how the call attempts are presented to the caller.
Locate Mode	 <ul style="list-style-type: none"> <li><i>Silent</i>: No prompting is played in between devices and the caller cannot cancel out of the locate feature.</li> <li><i>Confirm</i>: After the first device is tried, the caller is asked if they want to continue to locate the subscriber in between each of the remaining devices in the <i>Find-me Devices</i> list. The caller has the ability to cancel the locate operation when prompted between each device.</li> <li><i>Confirm Once</i>: After the first device is tried, the caller is asked if they want to continue to locate the subscriber. If the caller chooses Yes, then the system calls the rest of the devices in the <i>Find-me Devices</i> one by one with only a simple Trying next</li> </ul>

Setting	Description
	<p>number announcement in between. The caller can only cancel out of this type of locate when prompted after the first device.</p> <ul style="list-style-type: none"> <li>• <i>Announce</i>: Between each device, the system plays a simple announcement to let the caller know it is trying another number. The caller cannot cancel out of this type of locate.</li> <li>• <i>Announce with Cancel</i>: Between each device, the system plays a prompt letting the caller know it is trying another number and that the caller can cancel by saying Cancel or pressing the * key .</li> </ul>
Call next device after busy signal	<p>Allows the system to continue locating for the next available device in the <i>Find-me Devices</i> list when a busy signal is detected.</p> <p>This feature is useful for a mailbox registered with multiple devices that belong different subscribers (for example, for call center, technical support, etc.).</p>
Lock subscriber devices to Availability Class of Service	<ul style="list-style-type: none"> <li>• When checked, the subscriber cannot make any changes to the Find-me Device list.</li> <li>• When unchecked, the subscriber has a full control of the devices and can make changes to the list via <i>WPM</i>.</li> </ul> <p>Depending on the control desired, this setting may be beneficial to implement company dialing standards and policies.</p>
Devices List	<p>Presents the list of subscriber devices the system will use to locate the subscriber (See <a href="#">Locate Mode</a> above). The system will call the devices from the top down.</p> <p>Administrators can insert new devices, remove existing devices, or change the device order by moving the device entries up or down</p>
<b>9</b> Manual Override Default Duration	<p>This setting specifies the <i>Manual Override</i> duration.</p>
Until Specific Time-of-Day	<p>Allows a specific time of day to be selected for expiration.</p> <p>If the time-of-day specified is equal to or earlier than the time when the <i>Manual Override</i> is being set, it is interpreted as expiring on the following day.</p> <p>Therefore a time-of-day of 12:00 AM is always treated as expiring on the following day (equivalent to midnight of the current day) and is useful for states such as <i>Out Sick</i> where the <i>Announce Return Date and/or Time</i> has only <i>Include Date</i> selected.</p>



Setting	Description
For Length-of-Time	<p>Allows the <i>Manual Override</i> to expire after the specified amount of time expires.</p> <p><b>For example:</b></p> <p>The <i>At Lunch</i> state with a length-of-time of 1:00 will expire 1 hour after it is manually set.</p>
Never Expires	Allows an <i>Availability State</i> to remain in effect until it is manually replaced by another or until automatic operation is restored.

Based on the configuration options described above, the following illustration summarizes the caller interaction options:

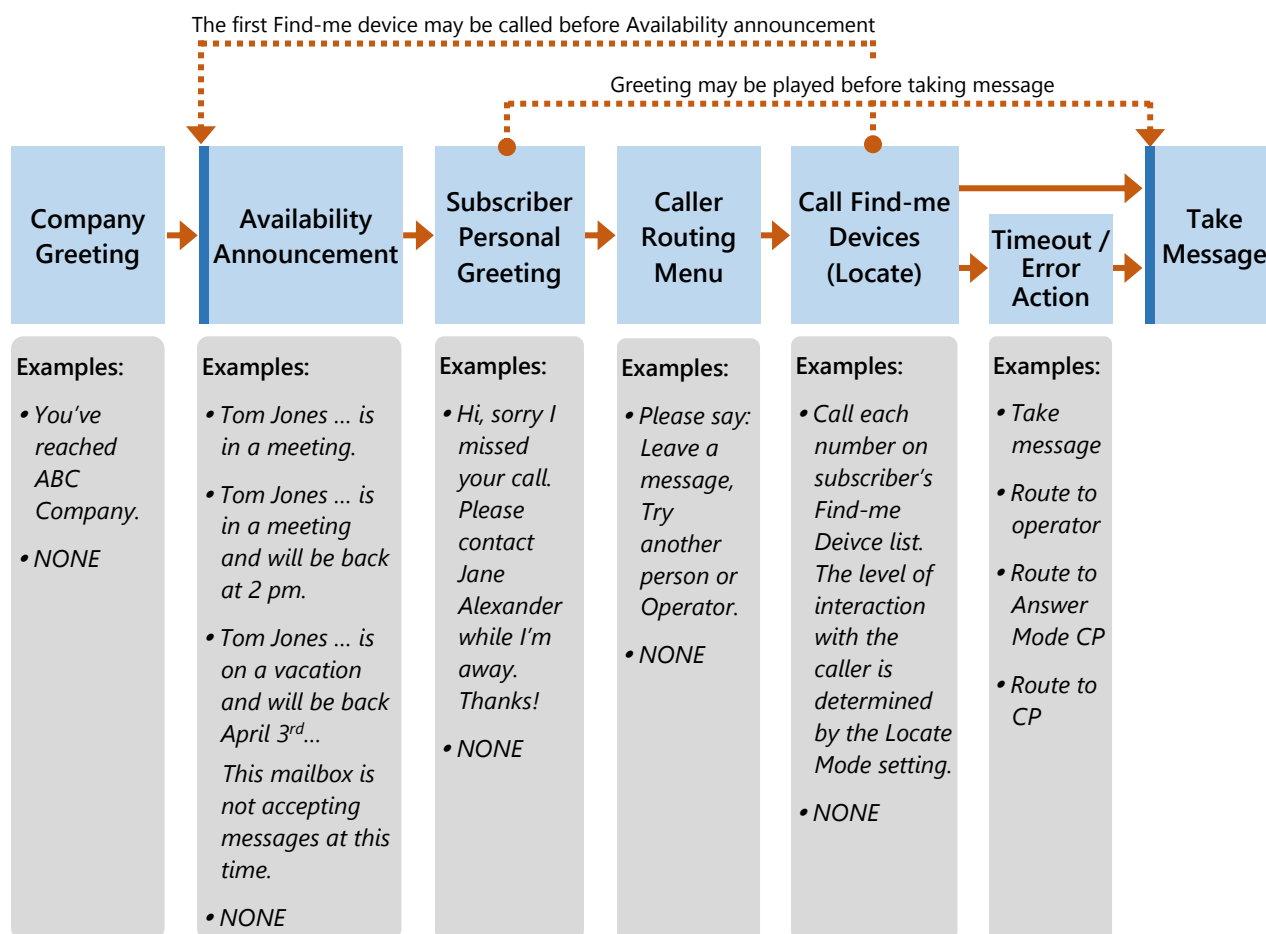


Figure 21. Caller Interaction Options

## Customizing Availability Greetings

In the *Availability Class of Service* mailbox, the administrator can create/edit/delete *Availability Greeting* names that the users (subscribers) can use to record their own greetings.

Although the users can record their own greetings using the greeting names, only the administrator is authorized to create, edit, or delete the *Availability Greeting* names.

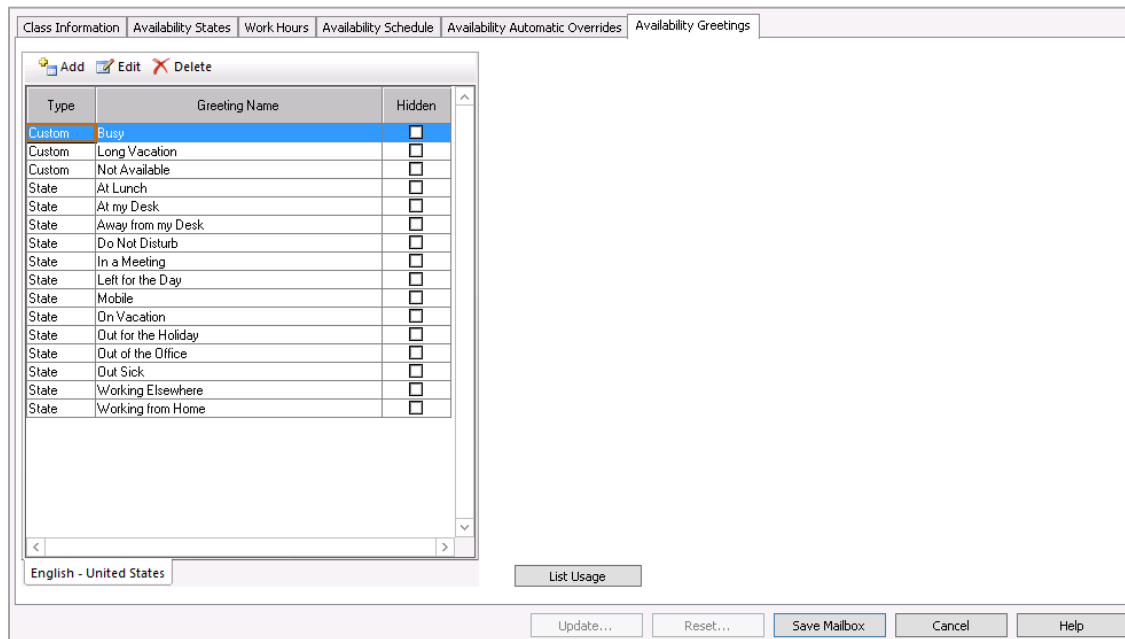


Figure 22. Availability Greetings

## Types of Availability Greetings

There are two *Availability Greeting* types available in the system as follows:

This is a detailed view of the table shown in Figure 22. It has three columns: 'Type', 'Greeting Name', and 'Hidden'. The 'Busy' row is highlighted in blue.

Type	Greeting Name	Hidden
Custom	Busy	<input type="checkbox"/>
Custom	Long Vacation	<input type="checkbox"/>
Custom	Not Available	<input type="checkbox"/>
State	At Lunch	<input type="checkbox"/>
State	At my Desk	<input type="checkbox"/>
State	Away from my Desk	<input type="checkbox"/>

Figure 23. Availability Greetings

- **State:** For each *Availability State* name defined in the **Availability States** tab, the same name is generated automatically as a greeting name in the **Availability Greetings** tab. This type of greeting name is classified as the *State* type.

**IMPORTANT** The State type *Availability Greeting* names always stay in sync with the *Availability State* names defined in the **Availability States** tab. If the name is changed in the either tab (**Availability States** tab or **Availability Greetings** tab), the names get updated in both places.

**NOTE** Although the names are shared for both *Availability State* and *Availability Greeting*, the *Availability Greeting* name does not have to be used only for the *Availability State* the name is synced with.

**For example:**

The *State* type greeting name *Away from my Desk* can be assigned not only for the state *Always from my Desk*, but also for other states such as *At Lunch*, *In a Meeting*, etc.

- **Custom:** If a new *Availability Greeting* name is added in the **Availability Greeting** tab, it is classified as the *Custom* type. The *Custom* type greeting names don't have any association with the *Availability States*, and can be assigned to any states just like the *State* type greeting names.

## Configuring the Availability Greeting Names

### To create a State type greeting name:

- 1 When an *Availability State* name is created in the **Availability States** tab, the greeting name is created automatically in the **Availability Greetings** tab.

### To create a Custom type greeting name:

- 1 From the greetings list toolbar, click the **Add** button. The **Add Availability State Name and Speech Command** dialog box appears.
- 2 In the **Display Name** field, the new greeting name.
- 3 [Optional] In the **Advanced Options** tab, upload the recorded file. And then, click **OK**.

**IMPORTANT** Greeting names require speech commands as the greetings can be managed via the phone by the subscribers. Read carefully the following rules:

- ✓ If your system supports TTS (text-to-speech), the names you created will be spoken through the TTS capability.
- ✓ If your system doesn't support TTS, you must upload the recorded name file for the new Custom greeting you are creating.
- ✓ You can still upload the recorded name files even if your system supports TTS but desire to use your own recorded name files.
- ✓ If your system doesn't support TTS and you don't upload the recorded name file for the new Custom greeting you are creating, the callers will hear either nothing or an error prompt.

- 4 The *Custom* greeting names created in this list will also appear in the **Greeting to play** dropdown list in the **Availability States** tab as well so it can also be assigned to an *Availability State*. (Refer to the [Assigning Availability Greeting to Availability State](#) section.)

## To edit an Availability Greeting name:

- 1 Select the *Availability Greeting* name you want to edit, and then click the **Edit** icon on the toolbar.
- 2 The **Edit Name and Speech Command** appears with the name of the greeting you selected displayed in the **Display Name** field.
- 3 Change the name and click **OK**.

**NOTE** Editing a State type greeting name also edits the *Availability State* name.

## To delete a Custom Availability Greeting name:

**IMPORTANT** The State type greeting names cannot be deleted. The **Delete** button becomes inactive when a State type greeting name is selected.

- 1 Select the *Custom type Availability Greeting* name you want to delete, and then click the **Delete** icon on the toolbar.
- 2 On the confirmation dialog box, click **Yes**.

**NOTE** If the selected greeting name is used by any other mailboxes, a warning dialog box will appear indicating that the selected greeting name cannot be deleted.

If you want to find out where the greeting name is used, click the **List Usage** button located at the bottom right corner of the greeting list table. For more details, refer to the [Viewing Availability Greeting Name Usage](#) section.

## To hide an Availability Greeting name:

The administrator can hide any *Availability Greeting* names from the table to prevent the names to be exposed to the subscribers. When an *Availability Greeting* name is hidden, the subscribers will not be presented with the greeting names from their phone, *WPM*, or *MiCollab AM Mobile client*.

**NOTE** You can only hide the *Availability Greeting* names that are not in use by any subscribers or mailboxes. If you get a warning message indicating that the selected *Availability Greeting* name cannot be hidden, click the **List Usage** button to verify the mailboxes or subscribers that use the greeting name.

- 1 Check the **Hidden** checkbox of the *Availability Greeting* name from the table.

## Viewing Availability Greeting Name Usage

If you want to view whether an *Availability Greeting* name is in use by other mailboxes, or you get a warning message when you try to delete or hide an *Availability Greeting* name, click the **List Usage** button in the **Availability Greetings** tab.

The **Availability Greeting Usage** dialog box displays the list of mailboxes (categorized by the mailbox types) that are using the selected greeting name.

Figure 24. *Availability Greeting Usage*

- **Availability Class of Service Mailbox – Availability State Use:**

Displays the list of *Availability States* that are assigned with the selected greeting name (displayed in the **Greeting Name:** field on the top of the dialog box) from the *Availability Class of Service* mailbox you are viewing.

- **Subscriber Mailbox – Availability State Use:**

Displays the list of *Subscriber Mailboxes* and *Availability State* that are assigned with the selected greeting name.

**NOTE** The *State Names* will be displayed in the language the *Subscriber Mailbox* is configured with.

- **Subscriber Mailbox – Manual Override Alternate Greeting Use:**

Displays the list of *Subscriber Mailboxes* that currently have the selected greeting set as the alternate greeting for a manual *Availability Override*.

**NOTE** The *Greeting Names* will be displayed in the language the *Subscriber Mailbox* is configured with.

## Assigning Availability Greeting to Availability State

The administrator should set up the initial *Availability State* – greeting name assignment in the **Subscriber Greeting** section from the **Availability States** tab as illustrated in the figure below. This assignment can be changed by the subscriber via their WPM.

**NOTE** Any greeting names hidden from the **Availability Greetings** tab will not appear in this list.

The screenshot shows the 'Availability States' configuration window. The 'Subscriber Greeting' section is highlighted with a blue box. It contains a checkbox for 'Play greeting before presenting Caller Routing Options Menu' and a dropdown menu for 'Greeting to play:' set to 'At Lunch'.

Figure 25. Subscriber Greeting for an *Availability State*

## Configuring Availability Announcements

MiCollab AM provides a standard set of *Availability Announcements* and allows the administrator to import custom recordings.

The *Availability Announcements* are managed in the **Availability Announcements** tab of the **System Configuration** window:

The screenshot shows the 'Availability Announcements' configuration window. The window has tabs for Speech, Group Management, Availability Sources, Availability Announcements, and Directory Propagation. The 'Availability Announcements' tab is active. It shows a list of announcements with columns for ID, Enable, Name, and File Name. A blue box highlights the 'Add' button (labeled 2) and the 'Initialize' button (labeled 1). A blue box also highlights the bottom section (labeled 3) where a new announcement can be added.

Figure 26. Availability Announcements

## System Availability Announcements

The MiCollab AM system *Availability Announcements* are not loaded by default. Before they are selectable, the administrator must initialize them by pressing the **Initialize** button ①.

**NOTE** When initializing the *Availability Announcements*, the administrator is given the option to preserve or remove the custom announcements.

If adding a new language after a subsequent initialization, the administrator must re-initialize the announcements in order for the factory supplied announcements to be loaded for the newly added language.

## Customizing Availability Announcements

### To add a custom Availability Announcement:

- 1 Add a custom *Availability Announcements* by clicking the **Add** button (② in [Figure 26. Availability Announcements](#)) or fill in the custom *Availability* details in the last row of the *Availability Announcements* table ③.
- 2 Upon clicking the **Add** button, specify the name of the custom *Availability Announcement* and the location of the .wav file to be imported.
- 3 Click **Apply** button to save changes.

### To delete a custom Availability Announcement:

- Select the desired *Availability Announcement* and then press the **Delete** button.

### To add a new language after custom announcements have been configured:

- When adding a new language, any existing custom announcements will show the yellow warning for the new language, until the administrator provides the language specific string and recording.

## Disabling Availability Announcements

The administrator can also disable any system or custom *Availability Announcements*. A disabled *Availability Announcement* does not show in the *Availability States*, *Availability Announcement* list.

- Select the desired *Availability Announcement* from the list and then uncheck the **Enable** checkbox.

**NOTE** Disabling an *Availability Announcement* assigned to an *Availability State* resets the *Availability State* announcement to *None*. However, re-enabling the announcement will revert the *Availability State* announcement setting back to playing the announcement.

## Customizing the Weekly Schedule

The *Weekly Schedule* is used as the baseline reference when MiCollab AM evaluates the current *Availability State* for the subscriber. The baseline *Availability* schedule is determined by the days of the week schedule, which is available in a compact **Days of the Week only** view. The whole week view makes the *Weekly Schedule* easy to review and configure.

The screenshot displays the 'Availability Schedule' configuration window. At the top, there are tabs for 'Class Information', 'Availability States', 'Work Hours', 'Availability Schedule' (selected), 'Availability Automatic Overrides', and 'Availability Greetings'. A 'Resolution (minutes)' section shows radio buttons for 15, 30, and 60, with 60 selected. Below this is a 'View: Days of the Week only' dropdown menu. The main area is a grid with days of the week as columns and time slots as rows. The grid shows 'At my Desk' for Monday through Friday from 08:00 AM to 11:00 AM, and 'At Lunch' for Monday through Friday from 12:00 PM to 01:00 PM. At the bottom, there are buttons for 'Update...', 'Reset...', 'Save Mailbox' (highlighted), 'Cancel', and 'Help'. A language selector at the bottom left shows 'English - United States'.

Figure 27. Day Schedule Overrides

**NOTE** The COS *Weekly Schedule* has relevance only initially. Linking subscribers to the schedule causes new subscribers to inherit the COS schedule settings, thus the COS *Weekly Schedule* acts as a template.

However, once subscribers start customizing the *Weekly Schedule* to meet their needs, the COS schedule changes no longer affect them unless the administrator resets subscriber *Availability* settings to match the *Availability COS*. The mailbox reset is a radical action that resets all *Availability* settings.

Per the *Availability* feature design, the weekly *Availability* schedule (Days of the Week only view) can be overridden by:

- The *Automatic Availability Overrides* (based on *Automatic Availability Sources*)
- The *Manual Override* that subscribers can initiate. The *Manual Override* allows the subscriber to set a specific *Availability*. The *Manual Override* has the highest priority in establishing subscriber's *Availability*.



## Customizing the Day Schedule Overrides

As an alternative to the specific *Availability Manual Override*, MiCollab AM offers the option to specify an entire day schedule as a *Manual Override*. In order to achieve this, the administrator must add a custom *Day Schedule Override*.

When the *Day Schedule Override* gets activated via a *Manual Override*, MiCollab AM uses the *Availability* schedule defined in the *Day Schedule Override* to determine subscriber's *Availability State* throughout the day. Because this is a *Manual Override*, it takes precedence to the *Weekly Schedule*, and to any *Automatic Overrides*.

Differences between the single *Availability Override* and the *Day Schedule Override*:

- When an *Availability State* is specified for the *Manual Override*, the subscriber *Availability State* does not change until the *Manual Override* expires.
- When a *Day Schedule Override* is specified as *Manual Override*, the subscriber's *Availability State* will change throughout the day, as defined in the specified *Day Schedule Override*.

Although the *Day Schedule Override* does not have a default expiration setting, the expiration can be set in the same way any *Manual Override* expiration is set, when the override is initiated.

The *Weekly Schedule* views:

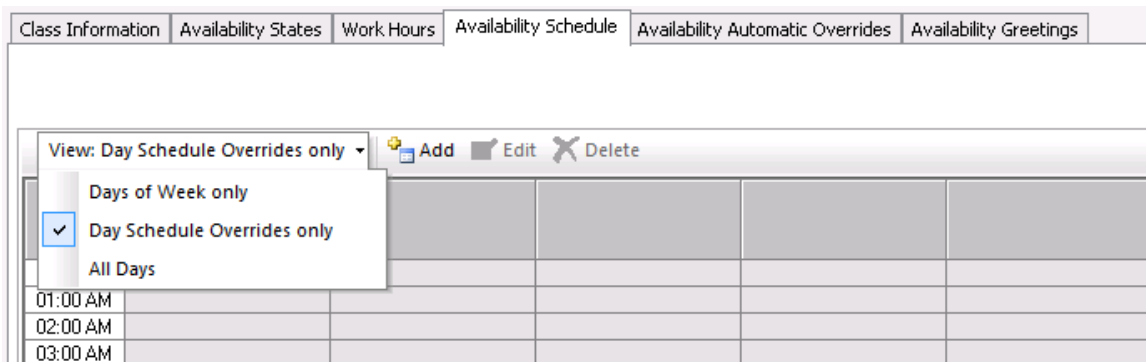


Figure 28. Schedule Views

- **Days of the Week only:** This view only displays the days of the week schedule, which is what determines the baseline subscriber *Availability Schedule*.
- **Day Schedule Overrides only:** This view only displays the custom *Day Schedule Overrides* that can be configured and used as a full day *Manual Override* (as opposed to a single *Availability State Manual Override*).

No *Day Schedule Overrides* are configured by default for a new installation. However the administrator can create, edit and delete *Day Schedule Overrides*:

- Use the **Add** button next to the **View** selection drop down to add a new *Day Schedule Override*. Upon clicking the Add button an **Add Availability Day Schedule Override** window opens allowing you to specify the name and the speech properties.
- Use the **Edit** button next to the View selection drop down to edit the *Availability Day Override* name and speech properties.

- Use **Delete** button next to the View selection drop down to delete the selected *Availability Day Schedule Override*.

**NOTE** The **Add**, **Edit**, and **Delete** buttons are enabled only for views that include *Day Schedule Overrides* (*Day Schedule Overrides* only and *All Days*).

- **All Days:** This view displays all days, including the days of the week that make the *Weekly Schedule*, and the custom *Day Schedule Override* days.

## Displaying Resolution for Availability Schedule

By default, the *Weekly Schedule* is displayed with a 60-minute granularity. If needed, the administrator can choose to display the schedule with a 15-minute or a 30-minute granularity. This allows for special case schedule configuration and matches the subscriber WPM view.

When displaying a schedule based on 15 minute increments in 30 minutes mode, the cell(s) including the 15 minute transition display both *Availability States*:

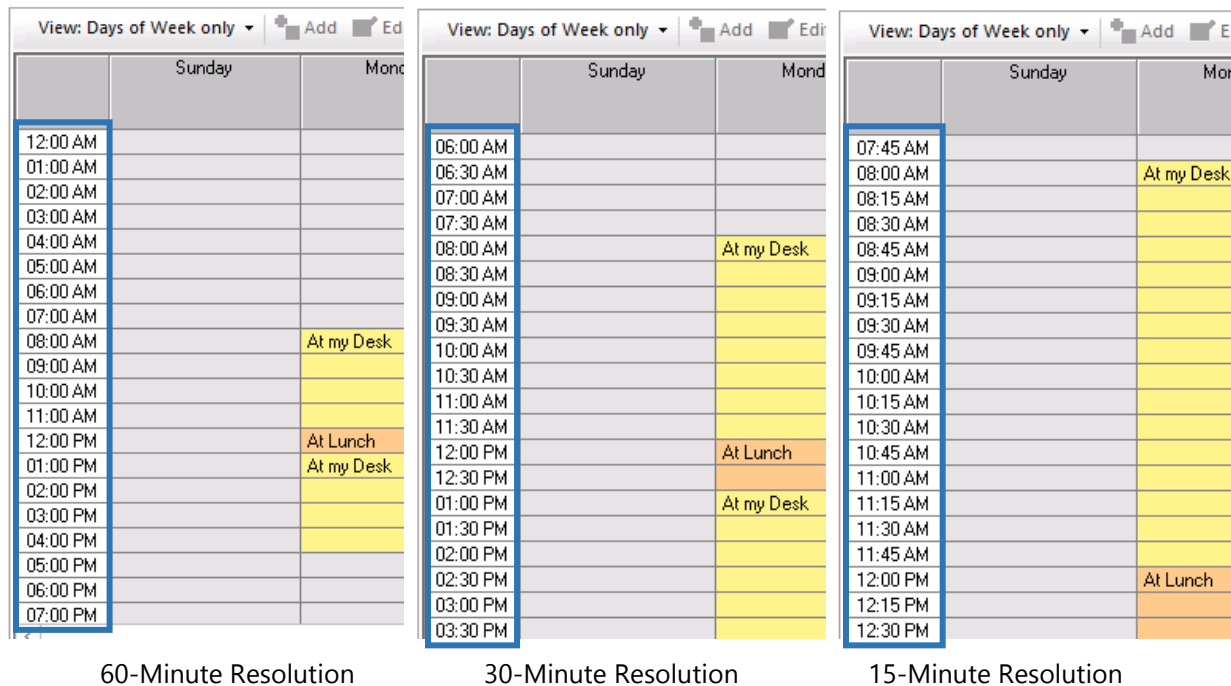


Figure 29. Weekly Schedule Views

## Configuring the Subscriber Availability Schedule

Configuring the *Availability* schedule refers to specifying the *Availability State* for various time segments within a Day. To configure the *Availability* Schedule:

- Choose the desired view mode for the schedule from the **View** dropdown list.
- Click the **15**, **30**, or **60** radio button to change the schedule display resolution. The default schedule is set with a 60-min granularity.

- Click on the starting time segment (cell). When the dropdown arrow appears, click the arrow to open the *Availability States* list. And then select the *Availability State* you want to assign to the time block.

The screenshot shows the 'Availability Schedule' tab in a software interface. At the top, there are tabs for 'Class Information', 'Availability States', 'Work Hours', 'Availability Schedule' (selected), 'Availability Automatic Overrides', and 'Availability Greetings'. On the right, there's a 'Resolution (minutes)' section with radio buttons for 15, 30, and 60 (selected). Below this is a 'View: Days of Week only' dropdown and icons for 'Add', 'Edit', and 'Delete'. The main area is a grid with days of the week as columns and time slots from 12:00 AM to 07:00 PM as rows. Monday is highlighted in blue. A dropdown menu is open for the 08:00 AM slot on Monday, showing a list of availability states: 'None (Call Primary)', 'At my Desk' (highlighted), 'Away from my Desk', 'At Lunch', 'In a Meeting', 'Left for the Day', 'Out of the Office', 'Out Sick', 'On Vacation', 'Out for the Holiday', 'Mobile', 'Working Elsewhere', 'Do Not Disturb', and 'Working from Home'. At the bottom, there's a language selector set to 'English - United States' and buttons for 'Update...', 'Reset...', 'Save Mailbox', 'Cancel', and 'Help'.

Figure 30. Availability Schedule

- Click the time segment that was assigned with a state, hold, and drag with the mouse until the time range you plan to assign with the same *Availability State*.

This screenshot shows the same 'Availability Schedule' interface as Figure 30. In this view, the time slots from 08:00 AM to 07:00 PM on Monday are all filled with a solid black color, indicating they are assigned the 'At my Desk' state. The 'At my Desk' label is visible in the top-left corner of this blacked-out area. The rest of the interface, including the tabs, resolution settings, and bottom buttons, remains the same as in Figure 30.

Figure 31. Availability Schedule

- Release the mouse. The selected range is assigned with the same *Availability State* assigned in the first time segment you clicked on.

Class Information | Availability States | **Work Hours** | Availability Schedule | Availability Automatic Overrides | Availability Greetings

Resolution (minutes): ☐ 15 ☐ 30 ☒ 60

View: Days of Week only | Add | Edit | Delete

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:00 AM							
01:00 AM							
02:00 AM							
03:00 AM							
04:00 AM							
05:00 AM							
06:00 AM							
07:00 AM							
08:00 AM		At my Desk	At my Desk	At my Desk	At my Desk	At my Desk	
09:00 AM							
10:00 AM							
11:00 AM							
12:00 PM							
01:00 PM							
02:00 PM							
03:00 PM							
04:00 PM							
05:00 PM							
06:00 PM							
07:00 PM							

English - United States

Figure 32. Availability Schedule

## Customizing the Subscriber Work Hours

MiCollab AM may use the subscriber's *Work Hours* as an *Automatic Availability Source* when establishing the *Automatic Overrides* criteria.

### For example:

The administrator can use the subscriber's *Work Hours* to specify that the *When In a Meeting Automatic Override* is triggered when the *Calendar Availability Source* reports the subscriber is *In a Meeting*, but **ONLY** during the specified subscriber's *Work Hours*.

*Work Hours* can be defined in the **Work Hours** tab using the same method used for assigning *Availability States* to the schedule.

Class Information | Availability States | **Work Hours** | Availability Schedule | Availability Automatic Overrides | Availability Greetings

Resolution (minutes): ☐ 15 ☐ 30 ☒ 60

View: Days of Week only | Add | Edit | Delete

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:00 AM	Not Working	Not Working	Not Working	Not Working	Not Working	Not Working	Not Working
01:00 AM							
02:00 AM							
03:00 AM							
04:00 AM							
05:00 AM							
06:00 AM							
07:00 AM							
08:00 AM		Working	Working	Working	Working	Working	
09:00 AM							
10:00 AM							

Figure 33. Work Hours Customization

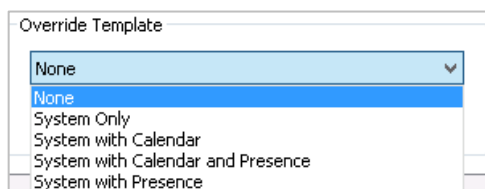
## Customizing the Automatic Overrides

The *Automatic Overrides* are by far the most powerful, most advanced, and most complex aspect of the MiCollab AM *Availability* feature:

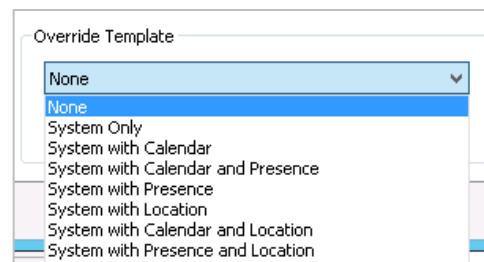
- Most powerful:  
Aggregates a large number of external and internal *Availability* and Presence Sources such as MS Exchange Calendar, Google Calendar, MS Skype for Business, MS Lync, MiCollab AM Mobile location, into a powerful yet intuitive criteria design matrix that outputs a set of automation triggers, referred to as *Availability Automatic Overrides*, *Availability Overrides*, or *Automatic Overrides*.  
  
The *Automatic Overrides* automatically activate subscriber *Availability States*, thus drastically reducing the daily *Availability* management needs.
- Most advanced:  
Provides unprecedented flexibility in interacting with external systems such as presence engines, calendar engines, location engines, etc.
- Most complex:  
Configuring the *Availability Overrides* capability can be a significant undertaking due to the extraordinary flexibility of the design and the large number of *Availability* data sources that provide meaningful data for *Automatic Overrides* criteria.  
  
In order to allow administrators to benefit from the automation benefits, yet have a great experience managing the MiCollab AM system, the following recommendations should be considered:
- Use the built-in *Availability Overrides* defaults.  
A significant investment has been made in providing a comprehensive set of defaults for the *Availability Overrides*: MiCollab AM offers a default *Automatic Override* configuration for each possible combination of enabled *Availability Sources*.

### For example:

If MiCollab AM Settings, MiCollab AM Working Hours, Calendar, and Presence *Availability Sources* are enabled, the following sets of *Automatic Overrides* are available:



If MiCollab AM Settings, MiCollab AM Working Hours, Calendar, Presence *Availability*, and MiCollab AM Mobile Location Sources are enabled, the following sets of *Automatic Overrides* are available:



- If planning to adjust the *Availability Override* criteria/rules, or create new *Availability Overrides*, do this in a test *Availability COS* so you don't affect production subscribers. If testing a new *Automatic Override*, you can do this in the production *Availability COS* by assigning the new override to a test subscriber.
- Take the *Availability* training class!

The *Availability Automatic Overrides* tab:

The most important aspect of the **Availability Automatic Overrides** tab is the *Availability Sources > Availability Overrides* matrix. The matrix uses a graphical approach to create unique associations between the *Availability Sources* and the resulting *Availability Overrides*:

- Starting with a simple case: We want to automatically set subscriber's *Availability* to *In a Meeting* based on Calendar status and subscriber's *Work Hours*:

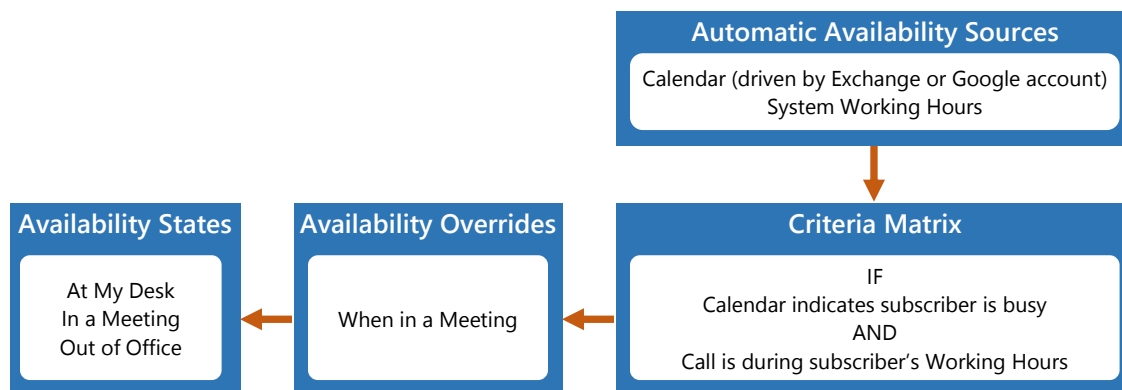


Figure 34. Availability Automatic Overrides tab

- The above case accounts for when the Calendar indicates the subscriber is *Busy*, and for the call being during their *Work Hours*, but does not account for the case the subscriber being *Out of Office* or in *Do Not Disturb* mode. When provisioning for *Out of Office* and *Do Not Disturb* condition:

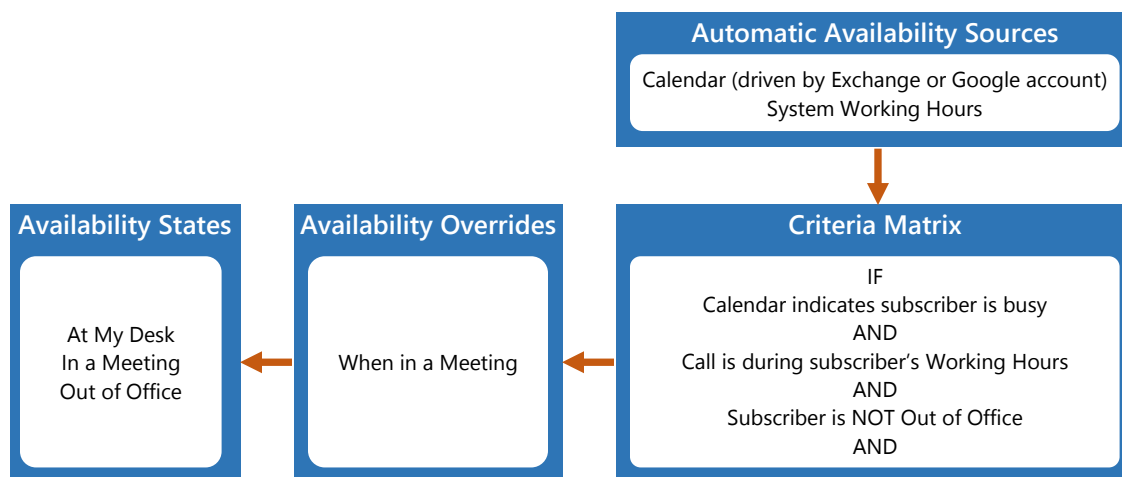


Figure 35. Availability Override Configuration

The above *Availability Override* configuration examples describe the concepts that the MiCollab AM console uses. While the *Availability Automatic Overrides* tab implementation follows the guidelines described above, the actual User Interface is fairly complex as it has to account for all real life variations.

In [Figure 37. Availability Automatic Overrides Tab](#), you can identify the major blocks defined above:

- Automatic Availability Sources* and their states: **2** and **3**
- Criteria Matrix: **4** and **6**
- Availability Overrides*: **5**

**NOTE** You cannot associate an *Automatic Override* to an *Availability State* in the *Availability Automatic Overrides* tab. The association can only be made in the *Availability States* tab, as illustrated in the following [Figure 36. Availability States Tab](#).

Figure 36. Availability States Tab

The **Availability Automatic Overrides** tab:

Figure 37. Availability Automatic Overrides Tab

**NOTE** If you click an override, the states that will be active with that override will be highlighted in blue to indicate the actual effect.

- Click on the **Availability Automatic Overrides** tab **1** to display the related configuration options.
- At any time, use the **Hide Unused Columns** **12** checkbox to hide or show columns in the matrix.
- The *Automatic Availability Sources* **2** and the associated states **3** specified when configuring the *Automatic Availability Sources* (in Configuration > System > **Availability Sources** tab) are the headers (columns) of the overrides criteria matrix **4**.

**NOTE** The *Availability Sources* **2** and the corresponding states **3** shown are the ones enabled on the Configuration / System / **Availability Sources** tab.

- The **Availability Overrides** **5** represent the final outcome of the override matrix. The *Availability Sources* received are applied to the criteria in order to determine which *Availability Override* is active, if any.
- The **Explicit Overrides** **6** represent any overrides that are explicitly set in the calendar clients by the subscriber. If the **Check for Explicit Override** box is checked, the Explicit Override will have the higher priority than the selected *Availability Override* and will occur before the *Availability Override*.
- **Test Functionality**

You can test *Availability Override* functionality by clicking one or more states defined under the *Availability Sources* listed across the top of the screen. Clicking to select will turn the state field dark blue. The name of the *Availability Override* activated under these input conditions will then turn dark blue.

**For example:**

Clicking the *Do Not Disturb* state under the *Presence Availability Source* will trigger the *When Do Not Disturb* override, turning it blue. You may combine overrides, such as *Home* and *Working* to verify the logic for a *Working from Home* override.

The names of the factory default *Automatic Overrides* are written in the context of the *Availability State* to be used when a certain set of conditions are true.

**For example:**

I want the system to activate my *Out of Office Availability State* whenever I'm out of the office. The rule name is then abbreviated to simply be *When Out of Office*.

The *Availability Overrides* are evaluated top to bottom. If the criteria for more than one *Availability Override* is met, the very top one that is also linked to a subscriber *Availability State* becomes active.

- The overrides criteria matrix consists of section **4** and section **7**.

**Section 4:**

Contains the decision matrix evaluated at row level, with each cell possible values being:

- **Y = YES:** Corresponding *Availability Source State* is valid (TRUE)
- **N = NO:** Corresponding *Availability Source State* is invalid (FALSE)
- **BLANK:** Corresponding *Availability Source State* is irrelevant



## Section 7:

- **Within Row Column 7.2**: Specifies how the values within each row are evaluated: **AND / OR**

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Calendar			Presence				Mobile Location		Working Hours	System Settings	
		Between Rows	Within Row	Busy	Out of Office	Working Elsewhere	Available	Away	Do Not Disturb	Be Right Back	Office	Home	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR						Y						Y
When Out of Office	<input checked="" type="checkbox"/>		OR		Y									Y	

Figure 38. Availability Overrides

In the figure above:

The *Do Not Disturb* state of the MiCollab AM settings *Availability Source* is set to *YES (Y)* for the “*When Do Not Disturb*” *Availability Override*. This translates into: IF the MiCollab AM *Do Not Disturb* (DND) is set in MiCollab AM, then the “*When Do Not Disturb*” *Availability Override* activates.

The *Out of Office* states of MiCollab AM settings and Calendar *Availability Sources* are set to *YES*, and the row logical criteria is set to *OR*. This translates into: IF the Calendar reports *Out of Office* for the subscriber OR MiCollab AM reports *Out of Office* for the subscriber, then the “*When Out of Office*” *Availability Override* activates.

- **Between Rows Column 7.1**: When the criteria for an *Availability Override* is more complex and requires a new row, **Between Row** column specifies the logical relationship between rows: **AND / OR**

Class Information

Availability States

Work Hours

Availability Schedule

Availability Automatic Overrides

Availability Greetings

Hide Unused Columns

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Calendar			Presence				Mobile Location		Working Hours	System Settings	
		Between Rows	Within Row	Busy	Out of Office	Working Elsewhere	Available	Away	Do Not Disturb	Be Right Back	Office	Home	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR						Y					Y	Y
When Out of Office	<input checked="" type="checkbox"/>		OR		Y								Y	N	N
When In a Meeting	<input checked="" type="checkbox"/>	AND	OR	Y			N						Y	N	N
When Away	<input checked="" type="checkbox"/>	AND	OR		N			Y		Y			Y	N	N
When at Home Office	<input checked="" type="checkbox"/>		AND		N						Y	Y	Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND		N	Y						Y	Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND		N						N		Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND		N						Y		Y	N	N

Override Template

None

Apply Template

Override

Add

Delete

Priority (for selected Override)

Up

Down

Rows (for selected Override)

Add row after selected row

Delete selected row

Update...

Reset...

Save Mailbox

Cancel

Help

Figure 39. Availability Automatic Overrides

In the figure above:

The “*When In a Meeting*” *Availability Override* is complex enough to require two rows.

Evaluating the criteria:

- **First row:**

**AND** condition, which means every cell on this row that is not *BLANK* must be *TRUE*.

For example:

The Calendar/*Out of Office* cell is *TRUE* if the Calendar *Out of Office* status is as specified by the cell, *NO*.

- **Second row:**

**OR** condition, which means that at least ONE cell on this row that is not *BLANK* must be *TRUE*.

- **The condition between the rows:**

**AND** means that both rows must be true.

Resulting overall condition (read it out loud!):

*Automatic Override "When In a Meeting" is activated.*

- **Raw version:**

IF MiCollab AM Settings/*DND* is *NO*, **AND** MiCollab AM Settings/*OOO* is *NO*, **AND** MiCollab AM Working Hours/*Working* is *YES*, **AND** Calendar/*OOO* is *NO* **AND** Calendar/*Busy* is *YES*.

- **Simplified version:**

IF MiCollab AM Settings is not *DND*, **AND** MiCollab AM Settings is not *OOO*, **AND** call is during the subscriber's Working Hours, **AND** Calendar is not *OOO* **AND** Calendar is *Busy*.

- **Further simplification:**

IF subscriber is not *DND* and not *OOO*, and the call is during subscriber's *Work Hours*, and Calendar shows subscriber is *Busy*.

- **Override Template 8**: Use this section to load the *Availability Override* defaults

The set of Override Templates available to choose from depends on which *Availability Sources* and associated states are enabled.

**NOTE** In order to make sure you get the entire list of templates that applies to your environment, enable all *Availability Sources* you want to use and all of their associated states.

When enabling multiple *Availability Sources* and all of their associated states, the *Overrides* criteria matrix can become quite large due to all of the states being displayed, regardless if they are being used or not.

Once a template has been applied, you may disable any states that that you wish to explicitly exclude. Alternatively, check **Hide Unused Columns** to hide any unused columns to make the matrix easier to read.

See the [Configuring the Automatic Availability Sources](#) section for details on enabling/disabling the *Availability Sources* and their states.

- **Override 9**: Use this section to add a new *Availability Override*, or to delete the selected *Availability Override*.

- **Priority 10**: Use this section to move the selected *Availability Override* upwards (increase priority) or downwards (decrease priority). If the criteria for more than one *Automatic Override* are met, then the *Automatic Override* with the highest priority will be the active one.

**NOTE** Ideally, the overrides criteria (rules) should be constructed in such a way that only one *Availability* can be active at any given time with priority acting as a fail-safe for unexpected overlapping situations.

However, in some cases it may be possible to simplify lower priority rules when you can depend on a higher priority rule never being deleted or modified.

For example, If you have a high priority rule that whenever *Calendar/Out of Office* = Y, it enables the "Out of Office" *Availability State*, then technically, you do not need to add a *Calendar/Out of Office* = N condition to lower priority rules.

If you construct the rules in such a dependent manner, then you will need to exercise extreme caution whenever deleting or modifying higher priority rules or lower priority ones may no longer work as expected.

- **Rows (for selected override) 11**: Use this section to add rows to the selected *Availability Override* criteria, or delete the selected row.

## Subscriber Availability

This section describes the subscriber *Availability* configuration. Given that most of the subscriber functionality is similar to the *Availability COS* functionality; this section will not detail each aspect of the subscriber administration, but rather state the similarities and differences between subscriber *Availability* administration and *Availability COS* administration.

### Prerequisites:

- Subscriber must have Personal Assistant enabled: **Subscriber Mailbox > Main** tab.
- *Availability* Processing must be allowed and enabled: **Subscriber Mailbox > Main** tab or **Subscriber Mailbox > Availability** tab.
- Subscriber must be associated with an *Availability COS*.

The only exception is after an upgrade from a version earlier than 5.1 . In such a case, a subscriber may not have an assigned *Availability COS* after the upgrade, but *Availability* will function. However, such subscribers will not be able to utilize the *Automatic Availability Overrides* capabilities.

Associating a subscriber with an *Availability COS* from *Subscriber Mailbox / Main* tab:

- Click on the ... button and select the desired *Availability COS*.

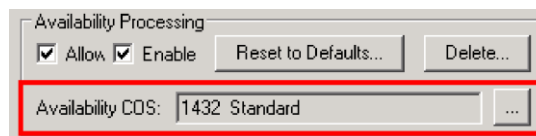


Figure 40. *Availability COS*

Associating a subscriber with an *Availability COS* from **Availability COS > Class Information** tab:

- Click the **Add Members** button and select the desired subscriber(s).

**NOTE** Associating a subscriber with an *Availability COS*, will reset ALL subscriber *Availability* settings including schedule, *Availability States*, and all the associated settings.

You may also associate a subscriber with an *Availability COS* from the **Availability** tab of the *Subscriber Mailbox*.

## Subscriber Availability Settings

All subscriber *Availability* settings are located under **Subscriber Mailbox** > **Availability** tab as illustrated below:

**NOTE** Group (2) below can also be found in the **Main** tab of the *Subscriber Mailbox*.

Subscriber Mailbox - DemoSystem - 1888 SUBSCRIBER EXAMPLE

1 Availability

2 ☒ Allow ☒ Enable Reset to Defaults Delete...

3 Current Availability Status (snapshot)  
Current State: (click "Refresh")  
Current Schedule:  
Current Greeting:  
Expiration: Return Time:

4 Availability COS: 9005 Office - Basic Template

5 Availability States

6 Availability Schedule

Availability State	Locked	Automatic Override	Availability hidden
At Lunch	<input type="checkbox"/>	None	<input type="checkbox"/>
At my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Away from my Desk	<input type="checkbox"/>	None	<input type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>	When Do Not Disturb	<input type="checkbox"/>
In a Meeting	<input type="checkbox"/>	When in a Meeting	<input type="checkbox"/>
Left for the Day	<input type="checkbox"/>	None	<input type="checkbox"/>
Mobile	<input type="checkbox"/>	None	<input type="checkbox"/>
On Vacation	<input type="checkbox"/>	None	<input type="checkbox"/>
Out for the Holiday	<input type="checkbox"/>	None	<input type="checkbox"/>
Out of the Office	<input type="checkbox"/>	When Out of Office	<input type="checkbox"/>
Out Sick	<input type="checkbox"/>	None	<input type="checkbox"/>
Working Elsewhere	<input type="checkbox"/>	None	<input type="checkbox"/>
Working from Home	<input type="checkbox"/>	When at Home Office	<input type="checkbox"/>

Announcement Settings

☒ Enable Availability Announcement

Announcement recording to play:  
is at lunch

Return Date/Time Announcement

☒ Enable

☐ Include Date ☒ Include Time

Return Time Calculation

When this Availability State is active, the subscriber is ...

☐ Available

☒ Not Available

Subscriber Greeting

☐ Play greeting before presenting  
Caller Routing Options Menu

Greeting to play:  
Standard/Busy

Message Acceptance

☒ Accept messages

☒ Play the not accepting messages prompt

Caller Routing Options Menu

☒ Enable

Timeout/Error action: Take message

Mailbox:

Call Screening

☒ Allow Mobile Notification Call Alerts

☒ Enable Call Screening

Find-me Devices

Locate Mode: Confirm Once

☐ Call next device after busy signal

☐ Lock Subscriber devices to Availability Class of Service

Name	Number

Add Delete Move Up Move Down

Manual Override Default Duration

☐ Until Specific Time-of-Day 12:00 AM

☒ For Length-of-Time 1:00

☐ Never Expires

Announcement Order

☒ Announce Availability before calling

☐ Auto locate

☐ Locate first before announcing Availability

Subscriber Privacy Options

Announce: Name Only

OK Cancel Help

Figure 41. *Subscriber Mailbox* / *Availability* tab

- 1 Availability Tab:** Access the *Availability* settings.
- 2 Availability Settings:** Same as the **Subscriber Mailbox** > **Main** tab.
  - Allow:** Allows *Availability* processing for the subscriber. This option is configurable only by the administrator.

Selecting this checkbox does not turn on the *Availability* feature, it just allows the user to turn it on if they so desire using *WPM* or *Speech*. When *Allow* is selected, an *Availability COS* is required. If one is not currently assigned, a dialog box will request an assignment. The mailbox cannot be saved until an assignment has been made.

- **Enable:** Controls whether the *Availability* processing is in effect. When **Enable** is selected, an *Availability COS* is required. If one is not currently assigned, a dialog box will request an assignment. The mailbox cannot be saved until an assignment has been made.
- **Reset to Defaults:** Resets all *Subscriber Mailbox Availability* settings to the default *Availability COS* settings.
- **Delete:** Deletes all the *Availability* settings for the subscriber including their *Availability States*, schedules, and work hours.
- **Availability COS:** Associate an *Availability COS* for the *Subscriber Mailbox*. Associating an *Availability COS* will reset all *Subscriber Mailbox Availability* settings to the *Availability COS* settings.
- **3 Current Availability Status (snap shot):** Provides administrators with details about the current *Subscriber Availability State*:
  - **Current State:** The subscriber's current *Availability State* will be shown if one of the Refresh actions are selected.
  - **(determined by):** Describes which schedule determined the current *Availability State* that is active. The available options are: Normal Schedule, *Automatic Override*, Manual State Override, *Manual Day Schedule Override*, or Explicit Override.
  - **Current Schedule:** The day schedule used for *Availability State* evaluation. Can be the day of the week based on current date, or in case of a *Day Schedule Override*, it is the name of the *Day Schedule Override*.
  - **Current Greeting:** Indicates the greeting that will be presented for the *Availability State* displayed in the Current State field.
  - **Expiration:** The expiration of the current *Availability State* as resulting from the schedule, Calendar events, and *Manual Override*.
  - **Return Time:** Indicates date/time when the subscriber will be available. If the current state is the Available type (configured in the *Availability States* tab), the system will return the current date/time.
  - **Resume Automatic:** Cancels any *Manual Override* and resumes automatic *Availability* processing (schedule + *Automatic Overrides*)
  - **Refresh All Status:** Executes a full *Availability* processing action, including *Automatic Overrides*.
  - **Refresh excluding Auto Overrides:** Does a partial *Availability* processing action, excluding *Automatic Overrides*. This includes schedule and *Manual Overrides* evaluation.
- **4 Availability States Tab:** All settings match the behavior described under *Availability COS* with the following exceptions:
  - You cannot add, remove, or edit an *Availability State* in the *Subscriber Mailbox*, those buttons will always be disabled. Admission of *Availability States* can only be done in the *Availability COS* mailbox associated with the subscriber.

- **4.1 Timeout/Error:** Includes the option to route the caller to a subscriber:

Figure 42. Caller Routing Options Menu

## Special Availability COS Administration

This section describes the various operations the *Availability COS* supports, such as linking subscribers, updating subscribers, viewing differences between the *Availability COS* settings and the subscriber settings, etc.

### Availability COS Changes and Propagating Changes (Update)

- Click the **Update** button to open the **Availability Class of Service Subscriber Update Mode** window.

Figure 43. Availability COS Service Subscriber Update Mode

- You can choose to update **All members**, or if you selected any subscribers in the **Subscriber Members** window prior to pressing the **Update** button, you can choose to update **Selected members** only.

- Choose the update method:
  - Update changed settings only:** Updates subscriber *Availability* settings with the *Availability* COS changes. Exceptions:
    - Availability Schedule:** Changes to the default schedule are not pushed to subscribers.
    - Subscriber Hours:** Changes are pushed only if changed in the *Availability* COS from the default
    - Lock Subscriber devices to Availability Class of Service:** Changes are not pushed to subscribers.
    - Find-me Devices list:** Changes are not pushed to subscribers.
  - Publish selected Availability State:** Pushes the selected *Availability State* to specified subscribers. This is used when a new *Availability State* has been added and configured, and the administrator decides to make it available to subscribers.

## Resetting Subscriber Mailbox Availability Settings

- Press the **Reset** button to open the **Availability Class of Service Subscriber Reset Mode** window.

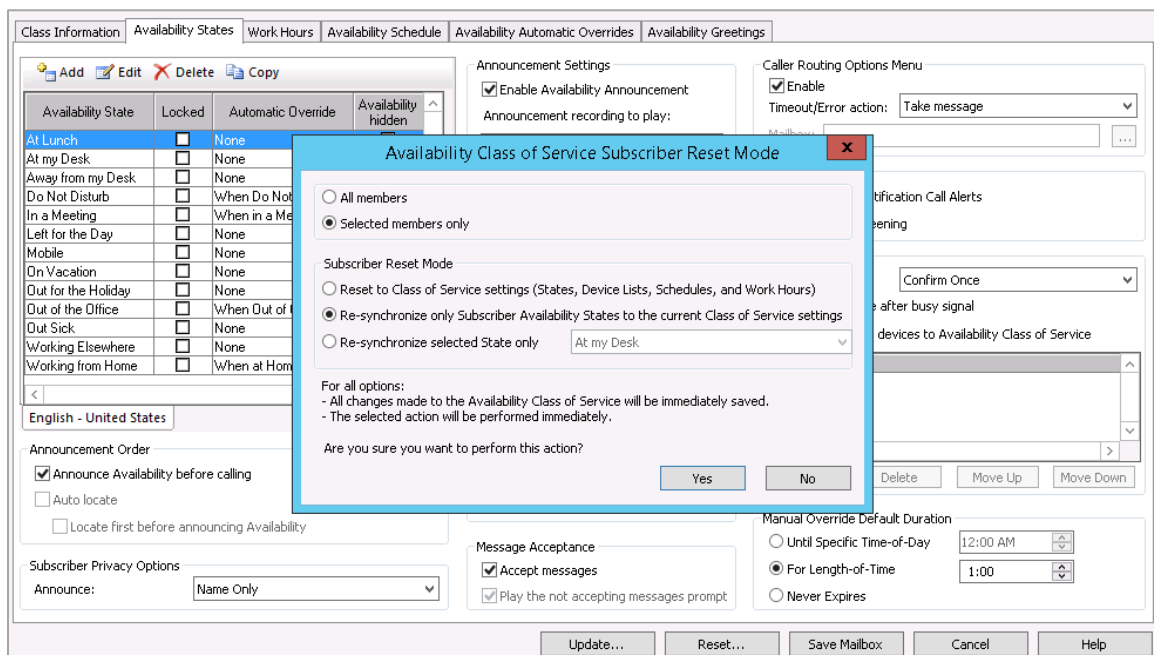


Figure 44. *Availability Class of Service* Reset Mode

- You can choose to reset **All members**, or if you selected any subscribers in the **Subscriber Members** window prior to pressing the **Reset** button, you can choose to reset **Selected members** only.
- Choose what to reset:
  - Reset to Class of Service defaults (States, Device lists, Schedules, and Work Hours):** Resets all *Availability* settings for the specified subscribers.

- **Re-synchronize all Subscriber Availability States to the current Class of Service settings:**  
Resets all subscriber options except for:
  - Lock Subscriber devices to *Availability Class of Service*
  - Find-me Devices list
- **Re-synchronize selected States only:** Same as Re-synchronize all Subscriber *Availability States* to the current Class of Service settings but only for the specified *Availability State*

## Show Differences Between Availability COS and Subscriber Mailbox Settings

Select the subscriber you want to see the differences for and click the **Show Differences** button under the *Availability COS* **Class Information** tab. This button will not show differences between the COS Default Schedule and Device List and any changes that a user may have made in the actual device or schedule list.

## Moving Subscribers Between Availability Classes of Service

Moving subscribers between *Availability COS* should be done with careful consideration. In many cases, a subscriber will have created extensive personal settings that will be overwritten by the move between classes. Attempting to add the user to a COS from the Subscriber's Main page will result in many of those personalization's being lost. However, adding the user to the COS from the *Availability COS* dialog will preserve customized settings.

To safely move a subscriber between two COS:

- 1 Open the desired destination COS.

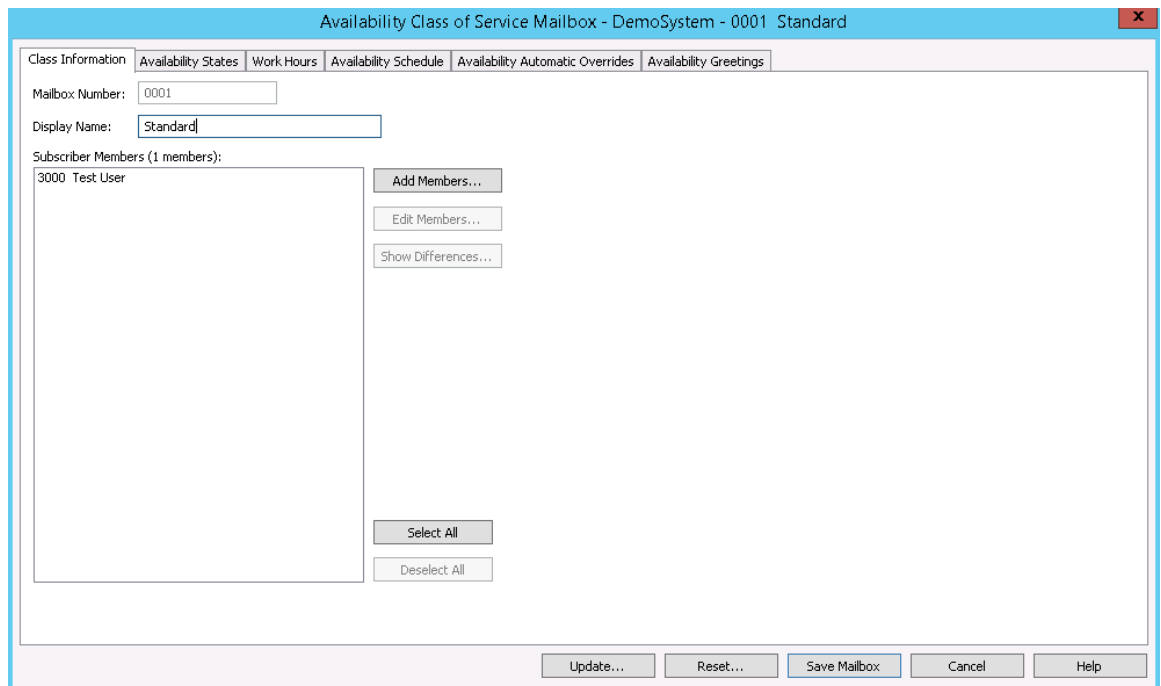


Figure 45. Class Information



- 2 Click **Add Members...** The **Mailbox Selection** dialog appears.

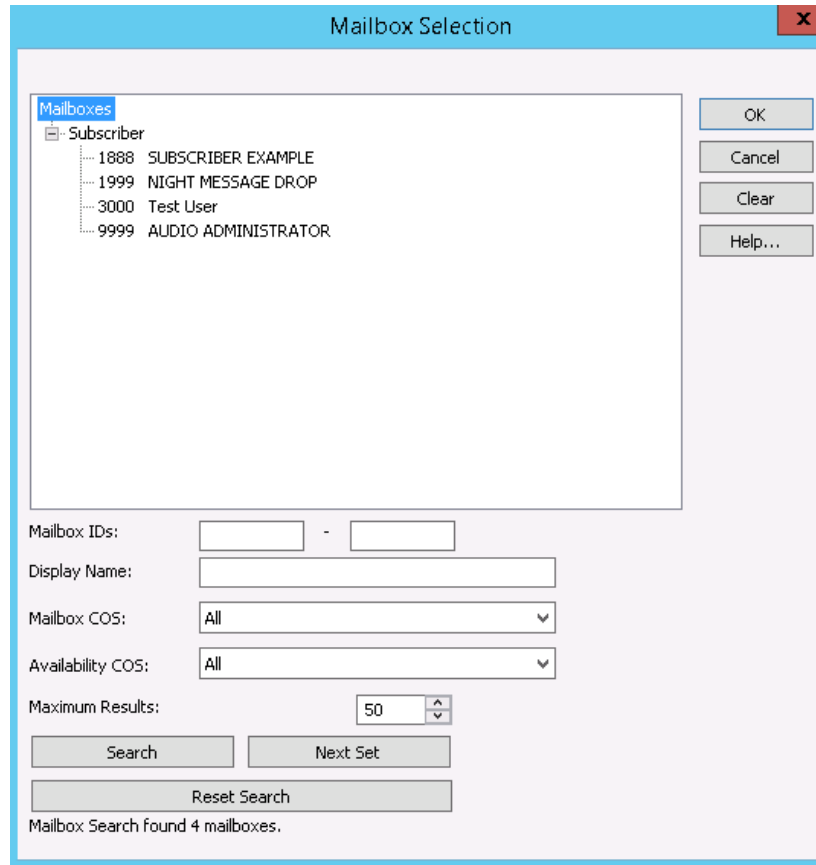
The 'Mailbox Selection' dialog box has a title bar with a close button. It contains a tree view on the left with 'Mailboxes' selected, showing a 'Subscriber' folder with four items: '1888 SUBSCRIBER EXAMPLE', '1999 NIGHT MESSAGE DROP', '3000 Test User', and '9999 AUDIO ADMINISTRATOR'. On the right are buttons for 'OK', 'Cancel', 'Clear', and 'Help...'. Below the tree view are search fields: 'Mailbox IDs:' with two input boxes and a hyphen, 'Display Name:' with a single input box, 'Mailbox COS:' with a dropdown menu set to 'All', and 'Availability COS:' with a dropdown menu set to 'All'. There is also a 'Maximum Results:' field with a spinner set to '50'. At the bottom are 'Search', 'Next Set', and 'Reset Search' buttons. A status line at the very bottom says 'Mailbox Search found 4 mailboxes.'

Figure 46. Mailbox Selection

- 3 Use the **Mailbox IDs** and the **Display Name** search fields to narrow the range of mailboxes displayed.
- 4 From the list mailboxes, select the desired mailboxes and click **OK** to assign them to the *Availability* COS. You will then be able to choose whether you wish to reset or retain the subscribers' custom settings from the **Add Subscribers to Availability COS** dialog box.

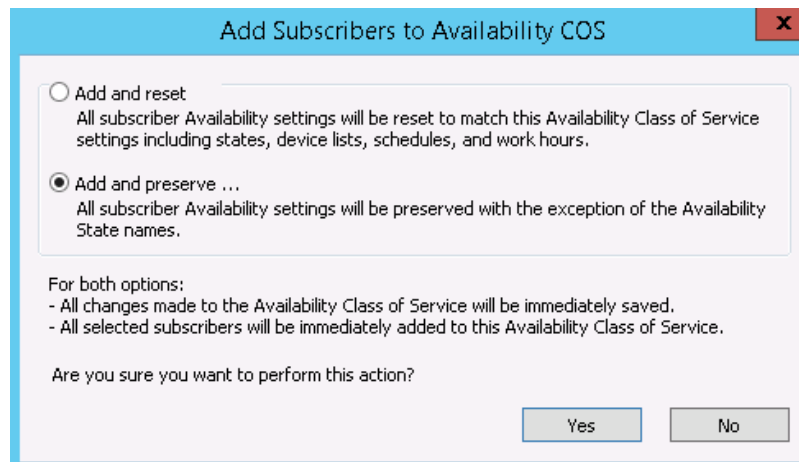
The 'Add Subscribers to Availability COS' dialog box has a title bar with a close button. It contains two radio button options: 'Add and reset' (unselected) and 'Add and preserve ...' (selected). The 'Add and reset' option has a description: 'All subscriber Availability settings will be reset to match this Availability Class of Service settings including states, device lists, schedules, and work hours.' The 'Add and preserve ...' option has a description: 'All subscriber Availability settings will be preserved with the exception of the Availability State names.' Below these are instructions for both options: '- All changes made to the Availability Class of Service will be immediately saved.' and '- All selected subscribers will be immediately added to this Availability Class of Service.' At the bottom is the question 'Are you sure you want to perform this action?' followed by 'Yes' and 'No' buttons.

Figure 47. Add Subscribers to *Availability* COS

- 5 In the **Add Subscribers to Availability COS** dialog box, select **Add and preserve ...** and click **Yes**. Then the **Availability State Mapping** dialog box will display to allow you to validate the state mappings.

Availability States Mapping

Subscriber List      Conflict count: 0      States Mapping      (highlighted items are for the selected subscriber)

Subscriber Availability States	Primary	Target Availability States
At Lunch	<input checked="" type="checkbox"/>	At Lunch
At my Desk	<input checked="" type="checkbox"/>	At my Desk
Away from my Desk	<input checked="" type="checkbox"/>	Away from my Desk
Do Not Disturb	<input checked="" type="checkbox"/>	Do Not Disturb
In a Meeting	<input checked="" type="checkbox"/>	In a Meeting
Left for the Day	<input checked="" type="checkbox"/>	Left for the Day
Mobile	<input checked="" type="checkbox"/>	Mobile
On Vacation	<input checked="" type="checkbox"/>	On Vacation
Out for the Holiday	<input checked="" type="checkbox"/>	Out for the Holiday
Out of the Office	<input checked="" type="checkbox"/>	Out of the Office
Out Sick	<input checked="" type="checkbox"/>	Out Sick
Working Elsewhere	<input checked="" type="checkbox"/>	Working Elsewhere
Working from Home	<input checked="" type="checkbox"/>	Working from Home

See help for details on mapping subscriber states to Availability COS states, and for understanding and resolving reported conflicts.

Add subscribers:

☐ Add all subscribers regardless if there are conflicts or not.  
With this option, each Subscriber Availability State with a conflict will be reset to the Availability COS Target State settings.

☒ Add only subscribers without conflicts.  
With this option, after the process is completed you will have the option to modify the states mapping for the subscribers that were skipped due to conflicts.

Add      Exit      Help...

Figure 48. Availability States Mapping

- 6 Select individual mailboxes by clicking their name from the **Subscriber List** pane on the left.
- 7 Resolve any conflicts or unassigned states.

**NOTE** The **States Mapping** in [Figure 48. Availability States Mapping](#) above shows that all *Availability States* are automatically mapped without any conflicts. However, you may come across some instances where not all the states are mapped.

The example in [Figure 49. Subscriber Availability States](#) indicates that only two states, *Do Not Disturb* and *Mobile* are automatically mapped. If these users are added with the other mappings not checked, the *Home*, *Office* and *Temporary Availability States* would be discarded.

By selecting each target state in the grid, the *None* assignments can be changed to something more meaningful in order to preserve as many of the subscriber's settings as possible.

Subscriber Availability States	Primary	Target Availability States
At Lunch	<input checked="" type="checkbox"/>	At Lunch
At my Desk	<input type="checkbox"/>	None
Away from my Desk	<input checked="" type="checkbox"/>	None
Do Not Disturb	<input checked="" type="checkbox"/>	At my Desk
In a Meeting	<input checked="" type="checkbox"/>	Away from my Desk
Left for the Day	<input checked="" type="checkbox"/>	At Lunch
Mobile	<input checked="" type="checkbox"/>	In a Meeting
On Vacation	<input checked="" type="checkbox"/>	Left for the Day
Out for the Holiday	<input checked="" type="checkbox"/>	Out of the Office
Out of the Office	<input checked="" type="checkbox"/>	Out Sick
Out Sick	<input checked="" type="checkbox"/>	On Vacation
Working Elsewhere	<input checked="" type="checkbox"/>	Out for the Holiday
Working from Home	<input checked="" type="checkbox"/>	Mobile
		Working Elsewhere
		Do Not Disturb
		Working from Home

Figure 49. Subscriber Availability States

- 8 In the **Add Subscribers** box, the **Add only subscribers without conflicts** radio button is select by default.

**NOTE** Any subsequent conflicts will result in this screen re-appearing to resolve the conflicts. Select **Add all subscribers regardless if there are conflicts or not** if having conflicting states overwritten by the default states is acceptable.

- 9 In the **Availability State Mapping** dialog box, click the **Add...** button.
- 10 Click **OK** on the confirmation dialog box. Then you are taken back to the Availability COS dialog box shown in Step 1.
- 11 If you wish to verify that individual subscriber settings are configured as expected, click the **Show Differences...** button.

# Availability Enhancements after MiCollab AM version 8.5

*Availability* was greatly enhanced in version 5.1, adding many new capabilities. However, upgrading from a previous version preserves the call behavior of the version you are upgrading from so that you can upgrade without having to retrain subscribers. Subscribers and outside callers will notice very little difference, if any, as they make and receive calls, allowing you to roll out enhancements to *Availability* later on at your own pace.

The one difference that may be most noticeable to callers is that many of the Locate Modes have been redesigned to keep the caller more informed as to what the system is doing while improving call flow at the same time.

From an administrator perspective, a few things have undergone a transformation:

- The term Presence has changed to *Availability State*. The primary reason for that is because the tab name was pretty much the only use of the word presence. Everything else used the term *Availability* instead.

**For example:**

To change your *Presence* over the phone, you didn't say change my presence, you said "*Change my Availability*."

- Call Lists, which were previously configured independent of a Presence and then referenced by a Presence, have been replaced by *Find-me Devices* lists and moved into the *Availability State* settings to eliminate the need to switch between tabs to figure out what phone numbers will be called when that *Availability State* is active.
- The subscriber *Weekly Schedule* is now comprised of 7 pre-defined day schedules named for each day of the week, such as Monday, Tuesday, Wednesday, etc. The contents of a day schedule previously assigned to one or more days of the week (on the **Weekly** tab), will be copied into the corresponding day schedule.

**For example:**

If Monday was assigned as the Work Day schedule, then the contents of the Work Day schedule will be copied into the new Monday day schedule.

To offset the change, in **MiCollab AM Admin**, you can now see all 7 day schedules side by side and can apply changes across days for easier setup and troubleshooting schedule errors.

- In *WPM*, subscribers can still only work with one day at a time. However, the **Copy Schedule** button will allow the schedule to be easily copied from one day to one or more other days.

**For example:**

If there is a schedule set up for Monday and the schedule repeats throughout the week, the Monday's schedule can be copied into Tuesday, Wednesday, Thursday, and Friday.

# Upgrading Pre-5.1 Availability Enabled Systems

In order to provide a smooth upgrade for *Availability* enabled subscribers, the upgrade process handles the various *Availability* aspects as follows:

## Availability States

- The pre-5.1 *Presence(s)* get migrated to the *Availability States*, with the names being preserved.
- In order for caller experience to be as close to pre-5.1 MiCollab AM, the *Availability States* settings are configured to mimic the pre-5.1 systems behavior.

## What is preserved

- The phone numbers in a *Call List* are copied in the same order to the *Find-me Devices* list for each *Availability State* that referenced that Call List previously. In other words,
  - Locate Mode is copied to each *Availability State*.
  - The Default Duration for each *Availability State* is retained.

## New settings and values after upgrading

- **Announce Availability:** Disabled
- **Message Acceptance:** Enabled
- **Greeting:** Standard/Busy and *Availability Greetings*
- **Greeting Location:** After the Caller Routing Options Menu
- **Caller Routing Options Menu Timeout/Error Action:** Take Message
- **Subscriber Schedule:**

*Daily Schedules* and *Weekly Schedules* that make up the pre-5.1 subscriber's schedule are migrated into the *Weekly Availability Schedule* view, with the daily schedules also being migrated into *Day Schedule Overrides*.

### For example:

If the Wednesday day of the week in the pre-5.1 MiCollab AM *Weekly Schedule* was mapped to the *Work Day* schedule; after the upgrade, the subscriber's Wednesday *Availability* schedule will match the *Work Day* pre-5.1 schedule, and a new *Day Schedule Override* is created with the name *Work Day*.

- **Automatic Availability Overrides:**

The upgraded subscribers will have no *Availability Overrides* associated with their *Availability States*. This is due to the fact that even if the subscribers are associated with an *Availability COS* after the upgrade, the *Availability COSs* resulted from an upgrade have no *Automatic Overrides* configured (see the *Mailbox COS* upgrade considerations specified next).

- **Mailbox Class Of Service:**

Pre-5.1 MiCollab AM systems have a single *Class of Service* mailbox type, that can be used for managing the non-*Availability* settings and/or managing the linked subscriber *Availability* settings.

**NOTE** When used to manage the subscriber *Availability* settings, the pre-5.1 COS mailbox is listed as the *Availability Source* mailbox for the managed subscriber. The use of the *Availability Source* mailbox is limited to the ability to reset subscriber *Availability* to the linked *Availability Source* mailbox settings.

When upgrading a pre-5.1 MiCollab AM system to latest version, any *Mailbox COS* that is used for *Availability* settings management (listed as the *Availability Source* Mailbox for at least one subscriber in the pre-5.1 system), becomes an *Availability COS* with the following characteristics:

- An *Availability COS* resulted from an upgrade will have no *Automatic Overrides* configured by default. The administrator can:
- Load the *Automatic Overrides* defaults based on the configured *Availability Sources*, and manually map the *Automatic Overrides* to the *Availability States*.
- Create a new *Availability COS* containing the desired *Availability Overrides*, and link the subscribers to it. This will reset all subscriber *Availability* settings to the new *Availability COS* settings.
- All subscribers that listed the source *Mailbox COS* as their pre-5.1 *Availability Source* mailbox will be linked to the resulting *Availability COS*.

**NOTE** In general it is likely that most pre-5.1 subscribers do not have an *Availability Source* mailbox specified, and as a result those subscribers will be linked with no *Availability COS* after the upgrade.

Such orphan subscriber will continue to operate according to the *Availability* settings specified by *Subscriber Mailbox Availability Settings* tab. However, no *Automatic Overrides* can be used for those subscribers, because the *Automatic Overrides* can only be specified in the *Availability COS*.

As described above, the *Availability* related upgrade process has been carefully designed to minimize the upgrade impact to subscribers, and allow the administrator to introduce the new *Availability* enhancements when convenient.

When ready to introduce the new *Availability* enhancements, consider the following workflow:

**NOTE** In most cases the easiest approach is to use the steps you would use for new installs, as described in *Availability Feature Configuration / High Level Workflow*.

The only time you would consider a different approach (as described in the workflow below) is if after the upgrade most subscribers end up associated to an *Availability COS* (happens if prior to the upgrade the subscriber *Availability Source* mailbox pointed to a *Mailbox COS* with valid *Availability* settings), or if you desire to preserve the *Availability States* coming across from the upgraded system.

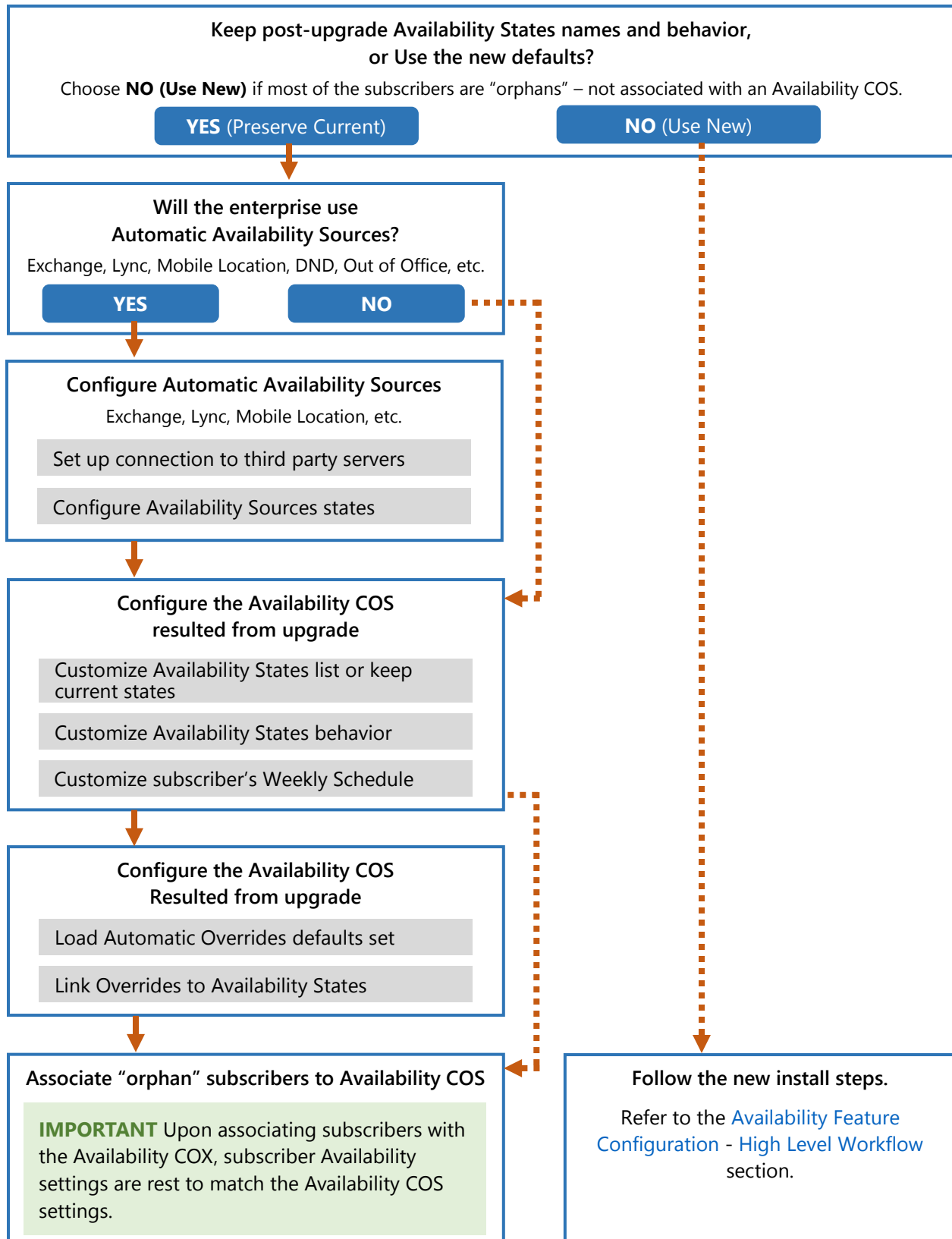


Figure 50. Availability States Flow

# Appendix A: Availability Overrides References

This appendix describes the MiCollab AM *Automatic Availability Overrides Defaults* criteria.

As more *Automatic Availability Sources* enter the picture, the *Availability Override* criteria can get quite complex. Given that the administrators and the end users are likely interested on what aspects can trigger a change of their *Availability State*, this section is meant to describe the criteria in an easy to understand fashion.

## Conventions

- The following sections will describe the *Automatic Override* criteria for each combination of the supported *Availability Sources*:
- **MiCollab AM:** Refers to MiCollab AM *Settings (Do Not Disturb and Out of Office)* and MiCollab AM *Working Hours Availability Sources*
- **Location:** Refers to the MiCollab AM *Mobile Location Availability Source*
- **Calendar:** Refers to the *Calendar Availability Source*, with data supplied by the supported and configured calendar engines
- **Presence:** Refers to the *Presence Availability Source*, with data supplied by the supported and configured presence engines
- For clarity, the defaults screenshots do not include the *Availability Sources* and the states not used in the criteria.

**NOTE** Your **Availability Automatic Overrides** tab view might display more *Availability Sources* and states than the below illustrations. This is if, as recommended in this guide, prior to loading the desired *Automatic Overrides* default set, you enabled all *Availability Sources* and their states in order to see all the default options.

Displaying the unused *Availability Sources* and their states does not impact the system behavior.

- In order to simplify the description of the override criteria, the italicized phrase *subscriber is working* refers to the following conditions:
- Call is *within the specified subscriber Working Hours* (as reported by the MiCollab AM *Working Hours Availability Source*)
- Subscriber is *not Out of Office* (as reported by either the MiCollab AM *Settings*, or *Calendar Availability Sources*)



- Subscriber is *not* in Do Not Disturb mode (as reported by either the MiCollab AM Settings, or Presence Availability Sources)

## Availability Override Defaults: MiCollab AM Only

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		System Settings	
		Between Rows	Within Row	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR		Y
When Out of Office	<input checked="" type="checkbox"/>		OR	Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND	N	N
			OR		
When Away	<input checked="" type="checkbox"/>	AND	AND	N	Y
			OR		
When at Home Office	<input checked="" type="checkbox"/>		AND	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND	N	N
When Mobile	<input checked="" type="checkbox"/>		AND	N	N
When at Desk	<input checked="" type="checkbox"/>		AND	N	N

Figure 51. MiCollab AM Only

Table 5. Availability Overrides Defaults: MiCollab AM Only

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	n/a
When Away	n/a
When Mobile	n/a
When at Home Office	n/a
When Working Elsewhere	n/a
When at Desk	n/a

## Availability Override Defaults: MiCollab AM with Calendar

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Calendar			Working Hours	System Settings	
		Between Rows	Within Row	Busy	Out of Office	Working Elsewhere	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR						Y
When Out of Office	<input checked="" type="checkbox"/>		OR		Y			Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND		N		Y	N	N
			OR	Y					
When Away	<input checked="" type="checkbox"/>	AND	AND		N		Y	N	N
			OR						
When at Home Office	<input checked="" type="checkbox"/>		AND		N		Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND		N	Y	Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND		N		Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND		N		Y	N	N

Figure 52. Availability: MiCollab AM with Calendar

Table 6. Availability Overrides Defaults: MiCollab AM with Calendar

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	Subscriber is working and Calendar status is Busy
When Away	n/a
When Mobile	n/a
When at Home Office	n/a
When Working Elsewhere	Subscriber is working and Calendar status is Working Elsewhere
When at Desk	n/a

## Availability Override Defaults: MiCollab AM with Calendar and Presence

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Calendar			Presence				Working Hours	System Settings	
		Between Rows	Within Row	Busy	Out of Office	Working Elsewhere	Available	Away	Do Not Disturb	Be Right Back	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR						Y				Y
When Out of Office	<input checked="" type="checkbox"/>		OR		Y							Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND		N		N				Y	N	N
			OR	Y									
When Away	<input checked="" type="checkbox"/>	AND	AND		N						Y	N	N
			OR					Y		Y			
When at Home Office	<input checked="" type="checkbox"/>		AND		N						Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND		N	Y					Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND		N						Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND		N						Y	N	N

Figure 53. MiCollab AM with Calendar and Presence

Table 7. Availability Overrides Defaults: MiCollab AM with Calendar and Presence

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	Subscriber is working and Calendar status is Busy
When Away	Subscriber is working, Calendar status is anything other than Busy, and Presence status is Away or Be Right Back.
When Mobile	n/a
When at Home Office	n/a
When Working Elsewhere	Subscriber is working and Calendar status is Working Elsewhere
When at Desk	Subscriber is working, Calendar status is not Busy, and Presence status is Available

## Availability Override Defaults: MiCollab AM with Presence

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Presence				Working Hours	System Settings	
		Between Rows	Within Row	Available	Away	Do Not Disturb	Be Right Back	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR			Y				Y
When Out of Office	<input checked="" type="checkbox"/>		OR						Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND	N				Y	N	N
			OR							
When Away	<input checked="" type="checkbox"/>	AND	AND					Y	N	N
			OR		Y		Y			
When at Home Office	<input checked="" type="checkbox"/>		AND					Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND					Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND					Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND					Y	N	N

Figure 54. MiCollab AM with Presence

Table 8. Availability Overrides Defaults: MiCollab AM with Presence

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	n/a
When Away	Subscriber is working and Presence status is Away or Be Right Back.
When Mobile	n/a
When at Home Office	n/a
When Working Elsewhere	n/a
When at Desk	Subscriber is working and Presence status is Available

## Availability Override Defaults: MiCollab AM with Location

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Mobile Location		Working Hours	System Settings	
		Between Rows	Within Row	Office	Home	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR					Y
When Out of Office	<input checked="" type="checkbox"/>		OR				Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND			Y	N	N
			OR					
When Away	<input checked="" type="checkbox"/>	AND	AND			Y	N	N
			OR					
When at Home Office	<input checked="" type="checkbox"/>		AND		Y	Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND			Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND	N		Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND	Y		Y	N	N

Figure 55. MiCollab AM with Location

Table 9. Availability Overrides Defaults: MiCollab AM with Location

Override:	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	n/a
When Away	n/a
When Mobile	Subscriber is working, and subscriber is not at a known location (Home or Office)
When at Home Office	Subscriber is working, and subscriber is at Home location
When Working Elsewhere	n/a
When at Desk	n/a

## Availability Override Defaults: MiCollab AM with Calendar and Location

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Calendar			Mobile Location		Working Hours	System Settings	
		Between Rows	Within Row	Busy	Out of Office	Working Elsewhere	Office	Home	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR								Y
When Out of Office	<input checked="" type="checkbox"/>		OR		Y					Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND		N				Y	N	N
			OR	Y							
When Away	<input checked="" type="checkbox"/>	AND	AND		N				Y	N	N
			OR								
When at Home Office	<input checked="" type="checkbox"/>		AND		N			Y	Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND		N	Y			Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND		N		N		Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND		N		Y		Y	N	N

Figure 56. MiCollab AM with Calendar and Location

Table 10. *Availability Overrides* Defaults: MiCollab AM with Calendar and Location

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	Subscriber is working and Calendar status is Busy
When Away	n/a
When Mobile	Subscriber is working, Calendar status is not Busy, and subscriber is not at a known location (Home or Office)
When at Home Office	Subscriber is working, Calendar status is not Busy, and subscriber is at Home location
When Working Elsewhere	Subscriber is working and Calendar status is Working Elsewhere
When at Desk	n/a

## Availability Override Defaults: MiCollab AM with Presence and Location

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Presence				Mobile Location		Working Hours	System Settings	
		Between Rows	Within Row	Available	Away	Do Not Disturb	Be Right Back	Office	Home	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR			Y						Y
When Out of Office	<input checked="" type="checkbox"/>		OR								Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND	N						Y	N	N
			OR									
When Away	<input checked="" type="checkbox"/>	AND	AND							Y	N	N
			OR		Y		Y					
When at Home Office	<input checked="" type="checkbox"/>		AND						Y	Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND							Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND					N		Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND					Y		Y	N	N

Figure 57. MiCollab AM with Presence and Location

Table 11. Availability Overrides Defaults: MiCollab AM with Presence and Location

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	n/a
When Away	Subscriber is working, and Presence status is Away or Be Right Back.
When Mobile	Subscriber is working, and subscriber is not at a known location (Home or Office)
When at Home Office	Subscriber is working, and subscriber is at Home location
When Working Elsewhere	n/a
When at Desk	Subscriber is working, Presence status is Available, and subscriber is at Home or Office location.

## Availability Override Defaults: MiCollab AM with Calendar, Presence, and Location

Availability Overrides (from highest to lowest Priority)	Check for Explicit Override	Logical Expression		Calendar			Presence				Mobile Location		Working Hours	System Settings	
		Between Rows	Within Row	Busy	Out of Office	Working Elsewhere	Available	Away	Do Not Disturb	Be Right Back	Office	Home	Working	Out of Office	Do Not Disturb
When Do Not Disturb	<input checked="" type="checkbox"/>		OR						Y						Y
When Out of Office	<input checked="" type="checkbox"/>		OR		Y									Y	
When in a Meeting	<input checked="" type="checkbox"/>	AND	AND		N		N						Y	N	N
			OR	Y											
When Away	<input checked="" type="checkbox"/>	AND	AND		N								Y	N	N
			OR					Y		Y					
When at Home Office	<input checked="" type="checkbox"/>		AND		N						Y	Y	Y	N	N
When Working Elsewh...	<input checked="" type="checkbox"/>		AND		N	Y							Y	N	N
When Mobile	<input checked="" type="checkbox"/>		AND		N						N		Y	N	N
When at Desk	<input checked="" type="checkbox"/>		AND		N						Y		Y	N	N

Figure 58. MiCollab AM with Calendar, and Location

Table 12. *Availability Overrides* Defaults: MiCollab AM with Calendar, Presence, and Location

Override	Description
When Do Not Disturb	Subscriber is in Do Not Disturb mode
When Out of Office	Subscriber is Out of Office
When In a Meeting	Subscriber is working and Calendar status is Busy
When Away	Subscriber is working, Calendar status is not Busy, and Presence status is Away or Be Right Back.
When Mobile	Subscriber is working, Calendar status is not Busy, and subscriber is not at a known location (Home or Office)
When at Home Office	Subscriber is working, Calendar status is not Busy, and subscriber is at Home location
When Working Elsewhere	Subscriber is working and Calendar status is Working Elsewhere
When at Desk	Subscriber is working, Calendar status is not Busy, Presence status is Available, and subscriber is at Home or Office location.



## Appendix B: Migration Considerations

The *Availability Class of Service* concept provides for great flexibility in managing subscriber's *Availability* settings, however due to the tight relationship between the *Subscriber Mailbox* and the *Availability COS* mailbox, some limitations on restoring *Availability COS* mailbox and *Subscriber Mailbox* objects exist.

In general terms, the *Subscriber Mailbox* has a loose dependency to the *Mailbox COS*, and a tight dependency on the *Availability COS* mailbox:

- The loose dependency to the *Mailbox COS* allows the *Subscriber Mailbox* to change independent of the *Mailbox COS*. As a result, *Subscriber Mailbox* restoration and *Mailbox COS* restoration can be seen as independent processes
- The tight relationship between the *Subscriber Mailbox* and *Availability COS* mailbox relates to the fact that certain *Subscriber Availability* settings, such as the *Availability States* must be linked and in sync with the associated *Availability COS*. This implies that the *Subscriber Mailbox* and *Availability COS* restoration cannot be seen as independent processes.
- To better understand the limitations on archiving and restoring *Availability* enabled *Subscriber Mailboxes* and the associated *Availability COS* mailbox, think of the two entities as a pair, a pair that cannot be separated without causing inconsistencies or even data loss.

Administrators *must* be aware of the following limitations when restoring *Availability* enabled *Subscriber Mailboxes*, and *Availability COS* mailboxes.

- Archive and restore mailboxes on the same system
- A *Subscriber Mailbox* may be restored by itself if the *Availability COS* mailbox the *Subscriber Mailbox* was linked to at the time of archiving is still in the system. Note that any *Availability States* that were removed from the *Availability COS* mailbox after the archive time will be removed from the *Subscriber Mailbox* upon restoration.

**NOTE** The *Subscriber Mailbox* may still be restored if the *Availability COS* mailbox the *Subscriber Mailbox* was linked to at the time of archiving is not in the system, but all subscriber *Availability* settings will be lost.

- An *Availability COS* mailbox may be restored if its original copy was either deleted or its mailbox ID changed.

**NOTE** An archived *Availability COS* mailbox cannot replace its original due to the fact that the original might have changed from the archived version and as a result the *Availability* related links to existing *Subscriber Mailboxes* might not be reconcilable upon the restore.

- *Subscriber Mailboxes* and the associated *Availability COS* mailbox may be restored in the same time if the original copy of the *Availability COS* mailbox was either deleted or its mailbox ID changed.
- Merge two systems and restore mailboxes previously archive on a different system:

- When merging two systems, an *Availability COS* mailbox may be archived on one system and restored on another as long as the target system does not contain another mailbox with the same mailbox ID. If the intention is to also restore *Subscriber Mailboxes* associated with the *Availability COS* being restored, they must all be restored in the same time with the *Availability COS* mailbox. Additive restoration of *Subscriber Mailboxes* from another system is not supported.
- The *Export* and *Import* operations from **MiCollab AM Admin** do not export or import *Availability State*, *Schedules* and *Overrides*, and *Greetings* and names.