

Interception service, IS

OPERATIONAL DIRECTIONS



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GENERAL

The interception computer is used to store information relevant to extensions such as:

- Directory information, e.g. section or department to which a directory number belongs to
- Off duty information concerning extensions, e.g. reason for absence, time/date of return
- Messages for off duty extensions.

The interception computer function facilitates the system-initiated storage and presentation of off duty information. For example by utilizing a procedure an extension can activate **message diversion**, in conjunction with which an off duty code and (possibly) return to duty time are transmitted to the interception computer. On a call to the extension with message diversion function activated the call will be diverted to a divertee position (answering position) for message diversion 1 Configuration for the Interception computer function. on page 3 The information will be presented on an interception computer terminal.

The function can also be utilized in conjunction with diversion and follow me.

Only one interception computer can be connected to the PBX.

Message printout position

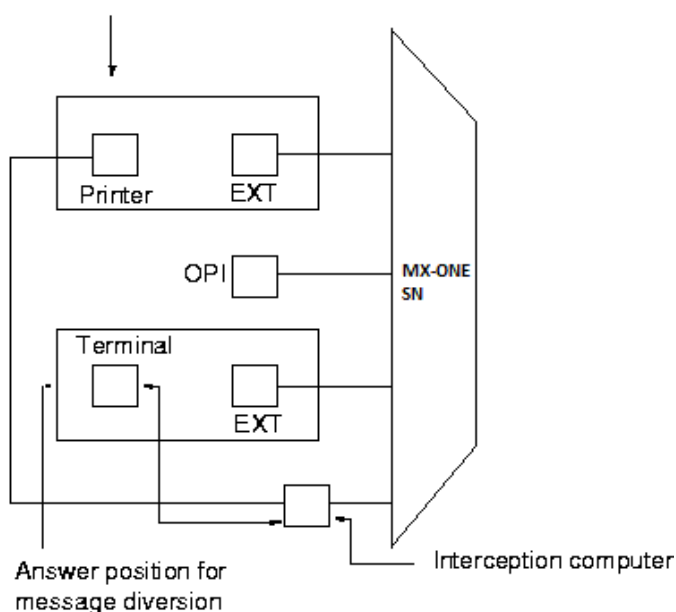


Figure 1: Configuration for the Interception computer function.

2 PREREQUISITES

Basic information system data for the INTERCEPTION COMPUTER application shall be initiated with command *ICFUI*. See the command description for *INFORMATION SYSTEMS, IC*.

Directory information of all extensions shall be initiated in the interception computer.

3 AIDS

An I/O terminal.

4 REFERENCES

In these operational directions references are made to the following documents:

Operational Directions:	Information systems I/O data
Command Descriptions:	Information systems, IC Interception service, IS

5 PROCEDURE

The following procedure shall be used for the interception computer facility:

- Initiate the interception computer function
- Initiate the diverttee position for message diversion
- Initiate the message printout position.

6 EXECUTION

6.1 INTERCEPTION COMPUTER

6.1.1 INITIATION OF INTERCEPTION COMPUTER FUNCTION

General

Connect the interception computer to the network interface ports on the MX-ONE Service Node.

Prerequisites

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Execution

Key the command *ISFUI*.

Verify the result with command *ISFUP*.

6.1.2 REMOVAL OF THE INTERCEPTION COMPUTER FUNCTION

General

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Prerequisites

Before the interception computer function will be removed, all divertee (answer) positions for message diversion and the message printout positions that are initiated must be removed.

Execution

		Measure/Question	Observation/Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- Y --> 3[3] 2 -- N --> 3 3 --> 4[4] 4 --> 5[5] 5 --> STOP([STOP]) </pre>	1	Key the command <i>ISEPP</i> to verify that all diverttee positions for message diversion and the message printout positions have been removed.	
	2	Does any diverttee position for message diversion and/or message printout positions exist?	
	3	Key the command <i>ISEPE</i> to remove the diverttee answer position for message diversion and/or message printout positions.	
	4	Key the command <i>ISFUE</i> to remove the interception computer function.	
	5	Key the command <i>ISFUP</i> to verify the result.	

6.1.3

ALTERATION OF THE INTERCEPTION COMPUTER FUNCTION

General

Only some of the parameter data, which were initiated with command *ICFUI* can be altered with command *ICFUC*. If other parameter data are to be altered it is first necessary to remove the interception computer function and then re-initiate it with new parameter data.

Prerequisites

Information system data shall be initiated with command *ICFUI*.

Execution

		Measure/Question	Observation/Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2{2} 2 -- Y --> 3[3] 3 --> 4[4] 4 --> 5[5] 5 --> 6[6] 6 --> 7[7] 7 --> STOP([STOP]) 2 -- N --> 6 </pre>	1	Key the command <i>ISFUP</i> and <i>ICFUP</i> to verify existing parameter data.	
	2	Do parameter values exist that cannot be altered with command <i>ICFUC</i> ?	
	3	Remove the interception computer function.	See section Removal of the interception computer function.
	4	Initiate the interception computer function with new parameter values.	See section Initiation of the interception computer function.
	5	Key the command <i>ISFUP</i> to verify the result.	
	6	Alter necessary data with command <i>ICFUC</i> .	
	7	Key the command <i>ISFUP</i> to verify the result.	

6.1.4

PRINTOUT OF INTERCEPTION COMPUTER FUNCTION

Key commands *ISFUP* and *ICFUP* to obtain a printout of data relevant to the interception computer function.

6.2

DIVERTEE POSITION FOR MESSAGE DIVERSION

6.2.1

INITIATION OF A DIVERTEE POSITION FOR MESSAGE DIVERSION

General

Initiation of a diverttee position for message diversion means that a terminal is affiliated to a directory number (see figure 1-1).

Prerequisites

The interception computer function and the directory number shall be initiated.

Execution

		Measure/Question	Observation/Comment
<p>Flow</p> <pre> graph TD START([START]) --> D1{1} D1 -- Y --> P2[2] D1 -- N --> P3[3] P2 --> P3 P3 --> P4[4] P4 --> STOP([STOP]) </pre>	1	Is the divertee position for message diversion to be initiated as an extension, internal group hunting group PBX or a call pickup group?	
	2	Key the command <i>ISEPI</i> to initiate the members of the group as divertee positions for message diversion.	
	3	Key the command <i>ISEPI</i> to initiate the divertee position for message diversion.	
	4	Key the command <i>ISEPP</i> to verify the result.	

6.2.2

REMOVAL OF DIVERTEE POSITION FOR MESSAGE DIVERSION

		Measure/Question	Observation/Comment
Flow <pre> graph TD START([START]) --> 1[1] 1 --> 2[2] 2 --> STOP([STOP]) </pre>	1	Key the command <i>ISEPE</i> to remove the divert position for message diversion.	If the divert position for message diversion is an internal group, hunting group, or a call pickup group, all members of the group are also defined as divert positions for message diversion (see section for Initiation of a divert position for message diversion).
	2	Key the command <i>ISEPP</i> to verify the result.	Due consideration should be given on whether to allow the individual divert position to remain defined as divert position or be removed (with command <i>ISEPE</i>).

6.2.3

PRINTOUT OF DIVERTEE POSITIONS FOR MESSAGE DIVERSION

Key the command *ISEPP* to obtain a printout of the divert positions for message diversion.

6.3

MESSAGE PRINTOUT POSITION

6.3.1

INITIATION OF MESSAGE PRINTOUT POSITION

General

Initiation of a message printout position means that a printout position (terminal with printer) is affiliated to a directory number.

Prerequisites

The interception computer function and directory number shall be initiated.

Execution

Key the command *ISEPI* to initiate the message printout position.

Key the command *ISEPP* to verify the result.

6.3.2

REMOVAL OF MESSAGE PRINTOUT POSITION

Key the command *ISEPE* to remove the message printout position.

Key the command *ISEPP* to verify the result.

6.3.3

PRINTOUT OF MESSAGE PRINTOUT POSITION

Key the command *ISEPP* to obtain a printout of data relevant to the message printout position.

6.4

INITIATION OF UPDATING

See operational directions for *INFORMATION SYSTEMS*.

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TERMINATION

If exchange data have been altered and no more commands are to be keyed, a dump shall be performed.