

DNIS

OPERATIONAL DIRECTIONS



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GENERAL

Dialled Number Information Service (DNIS) is a service which provides the ACD agents the possibility to identify different customers based on the number the customer is dialling.

Each DNIS number is stored together with its affiliated name and service group number. The service group number can be an ACD group. An incoming DNIS call will fetch its stored name and the call will be sent to its specified service group number.

The DNIS feature works in conjunction with the ACD feature. In order for the DNIS feature to work, the ACD feature must be installed in the system.

2

GLOSSARY

For a complete list of abbreviations and glossary, see the description for *ACRONYMS, ABBREVIATIONS AND GLOSSARY*.

3

PREREQUISITES

All service group data assigned according to the operational directions for *AUTOMATIC CALL DISTRIBUTION*.

4 PROCEDURE

4.1 INITIATION

The following procedure is recommended for initiation of the DNIS functionality:

- 1) Initiate the DNIS numbers with the command *number_initiate*, see the operational directions for *NUMBER ANALYSIS, NA*.
- 2) Initiate service groups, that is, ACD groups, with the command *ACGRI*, see the operational directions for *AUTOMATIC CALL DISTRIBUTION*.
- 3) Initiate the DNIS numbers to the service groups.

4.2 REMOVAL

The following procedure is recommended for removal of the DNIS functionality:

- 1) Remove the affiliated service groups, that is, the ACD groups, with the command *ACTNE*.
- 2) Remove the DNIS numbers with the command *number_end*.

5 EXECUTION

5.1 DNIS NUMBER

5.1.1 INITIATE SERVICE GROUP TO DNIS NUMBER

General

Service group (that is, ACD) will be affiliated to a DNIS number.

Prerequisites

The DNIS directory number must be initiated with number type DN in the command *number_initiate*. An ACD group must be initiated in the system.

Execution

Key the command *ACTNI* to initiate a group number as a service group to a DNIS number.

Key the command *ACTNP* to verify that initiation has been executed.

5.1.2 ALTERATION OF INITIATED SERVICE GROUPS AFFILIATED TO A DNIS NUMBER

General

There are no alteration commands, therefore the service group must be removed from the DNIS number and then a new initiation must be done.

Prerequisites

-

Execution

See the section, 5.1.3 Removal of a service group from DNIS number on page 5 Removal of service group from DNIS number, and the section, 5.1.1 Initiate service group to DNIS number on page 5 Initiate service group to DNIS number.

Key the command *ACTNP* to verify that the alteration has been executed.

5.1.3 REMOVAL OF A SERVICE GROUP FROM DNIS NUMBER

General

The affiliation between a service group and a DNIS number will be removed.

Prerequisites

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Execution

Key the command *ACTNP* to remove the affiliation between the service group and the DNIS number.

Key the command *ACTNP* to verify that removal has been executed.

5.1.4 PRINT DNIS NUMBERS AND SERVICE GROUPS

General

DNIS numbers and service groups can be printed for verification.

Prerequisites

-

Execution

Key the command *ACTNP* to print out the initiated DNIS numbers and service groups.

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TERMINATION

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