

# DNIS

## DESCRIPTION



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## 1

## GENERAL

Dialed 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 dialing.

When the call is presented to the agent, for example when it is ringing on the IP Telephone and after answer, the DNIS number and name is displayed on the telephone together with the A-party number and name. This is applicable if DNIS name and A-party number and name are available for presentation on the IP Telephone display.

Each DNIS number is stored together with its affiliated name and service group number. The service group number can be either an ACD. An incoming DNIS call will fetch its stored name and the call will be sent to its specified service group number. When the call is presented to an agent the DNIS number and name will be presented on the IP Telephone display.

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.

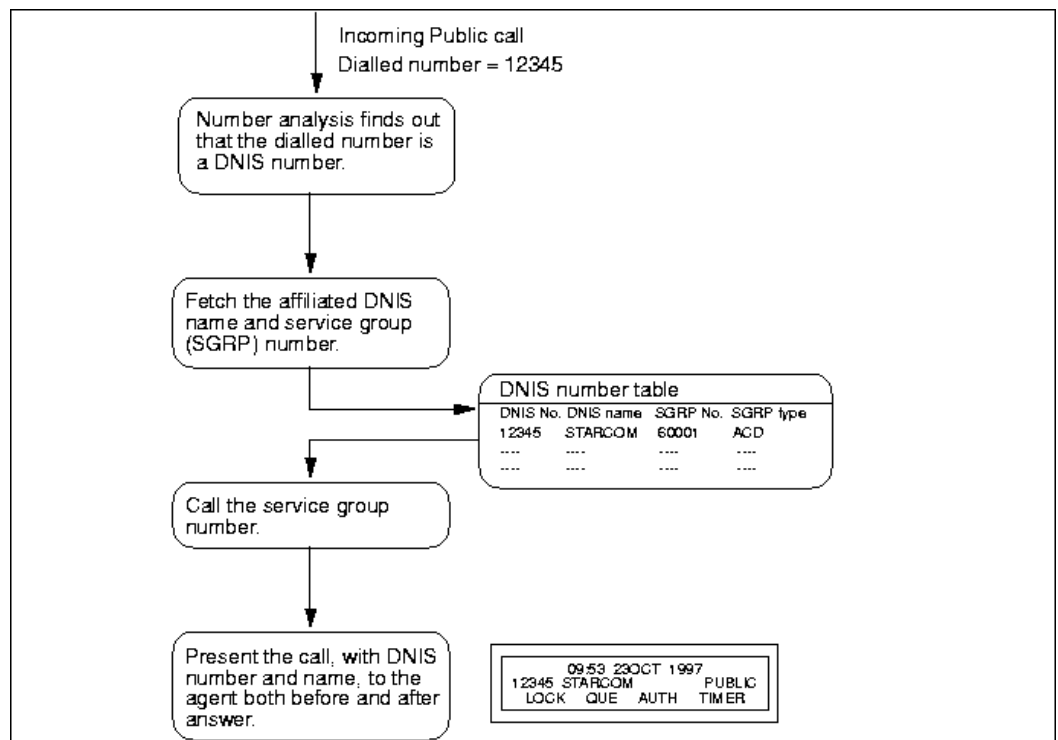
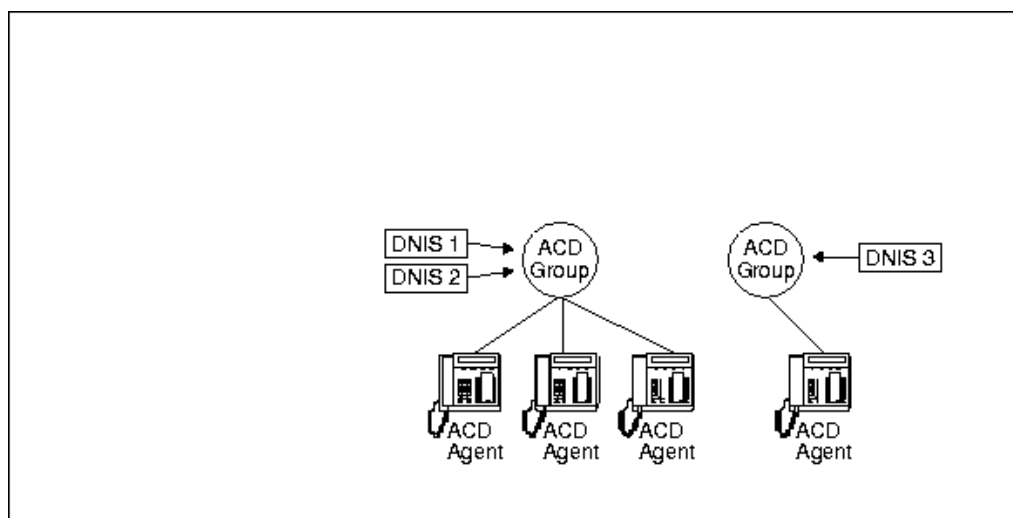


Figure 1: Incoming DNIS call



**Figure 2: DNIS configuration**

## 2 GLOSSARY

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

## 3 FACILITIES

The facility can be ordered separately and can be installed without interruption of the operation of the system. This facility requires that the system must be equipped with the ACD facility.

### 3.1 ADMINISTRATION

Each unique DNIS number is stored together with an alphanumeric identity, DNIS name, and an affiliated service group. More than one DNIS number can be affiliated to the same service group.

The stored DNIS data can be viewed by a print command, sorted in either DNIS number order or SGRP number order.

### 3.2 CALL HANDLING

A DNIS number can only be reached by direct calls. An incoming DNIS call is allowed to be:

- Deflected
- Diverted

- Distributed
- External follow me (ECF)
- Intruded
- Overflowed
- Single step transferred
- Transferred

All above mentioned traffic cases apply both within and outside the private network. The DNIS number and name will only be displayed within the private network (including VPN). If the call terminates outside the private network, the DNIS information will get lost.

## 4 CAPACITY AND LIMITATIONS

### 4.1 CAPACITY

Maximum number of DNIS numbers:

per LIM	10000
per system	10000

### 4.2 LIMITATIONS

The following services will be rejected:

- Any type of diversion to a DNIS number
- Any type of rerouting to a DNIS number
- External follow me (ECF) to a DNIS number
- Single step transferred to a DNIS number
- Transfer a call to a DNIS number

If a DNIS call is diverted or transferred to a PBX operator and the PBX operator extends the call, the DNIS number and name information will not be sent to the next party.

## 5 HARDWARE

No extra hardware is required.

## 6

## SUMMARY

The DNIS facility is used in a call center to identify up to 10000 different customers when the call is presented on the agent's IP Telephone display. The DNIS facility must be used in conjunction with the ACD facility.