

# Glossary

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## Numerical

**ITR6**  
The German National Integrated Services Digital Network (ISDN).

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## A

**ACD**  
Automatic Call Distribution

**ACD agent/extension**  
A station extension that is a member of an Automatic Call Distribution (ACD) split/skill/hunt group.

**ACD call**  
A call directed to an ACD split/skill/hunt group either directly or through vector processing.

**ACD split/skill/hunt group**  
A specific type of hunt group that distributes similar type calls to the available agent/station extension that has been idle for the longest time.

**ACK**  
Positive Acknowledgement

**Active call**  
For the Send DTMF Signals feature, a call that has received answer supervision, either network or timed (that is, resulting from elapse of a software timer), and has assigned listen and talk time slots. Therefore, for Send DTMF Signals purposes, an answered call on hold is an active call.

**Active-Notification Association**  
A "link" initiated by the adjunct allowing it to receive Event Reports for a specific ECS entity; for example, an outgoing call. This association is initiated by the adjunct via the **Event Notification Request** capability.

**Active-Notification Call**  
A call for which Event Reports are being sent over an active-notification association (communication channel) to the adjunct. Sometimes referred to as a "monitored call."

**Active Notification Domain**  
A VDN or ACD Split extension for which Event Notification has been requested.

**Adjunct**  
*See Application.*

**Adjunct-Control Association**  
A relationship initiated by an application via the **Third Party Make Call, Third Party Take Control, or Domain (Station) Control** capabilities to set calls up and control calls already in progress.

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**Adjunct-Controlled Call**

Includes all calls that can be controlled using an adjunct-control association. These calls must have been originated via the **Third Party Make Call** or **Domain (Station) Control** capabilities, or must have been taken control of via the **Third Party Take Control** or **Domain (Station) Control** capabilities.

**Adjunct-Controlled Split**

An ACD split administered to be under adjunct control. Agents logged into such splits must do all telephony and ACD login and/or logout and change work mode functions through the adjunct (except for auto-available adjunct controlled splits, whose agents may not be logged in and/or logged out or have their work modes changed).

**Adjunct-Monitored Call**

Includes all adjunct-controlled calls, active-notification calls, and calls that provide event reporting over domain-control associations.

**Adjunct Processor**

Also called Application Processor. A customer-provided processor used in conjunction with ASAI for call monitoring and control. The AP initiates billing change requests for the Flexible Billing feature. *See also* **ASAI Host/Adjunct Processor**.

**Adjunct Routing**

A vector command/step that allows the ECS to request a route/destination, from an ASAI adjunct, for the call executing the vector command/step. When an **adjunct routing** vector command is encountered, the ECS disconnects any tone detector/call prompter connected to the call and discards any dial-ahead digits that had been collected. Collected digits are retained with the call and sent to the adjunct in the Route Request message.

**Advice of Charge**

An ISDN feature that allows the network to send the current cost of the current outgoing call (on ISDN trunk groups) to DEFINITY ECS. This feature is available in various countries but not in the US at the current time.

**Announcement**

An administered extension that provides a recorded message. DEFINITY ECS supports both internal (announcement circuit pack - TN750) and external (TIE trunk connected to recording device; for example, A15 Unit) announcement sources.

**Answer Supervision**

A signal sent by a terminating communication system to an originating communication system, or intermediate charging point, such as a central office (CO) ECS, indicating that an incoming call has been answered. Upon receiving this signal, the originating system or other charging point begins tracking charges for the call, if charges apply. In terms of network services, answer supervision is a feature offered by the network provider on certain types of trunks.

**Answering Machine Detection**

A DEFINITY ECS feature that enables OCM customers who are launching switch-classified calls to differentiate between calls answered by a human and calls answered by an answering machine.

**AOC**

See Advice of Charge

**AOC-D**

This is a supplementary AOC feature supported by DEFINITY ECS in which AOC information is provided periodically throughout the duration of a call as well as at the end of the call.

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**AOC-E**

This is a supplementary AOC feature supported by DEFINITY ECS in which AOC information is provided when the call is dropped.

**AP**

Adjunct Processor (or Application Processor)

**Application**

An adjunct entity that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the ECS cannot distinguish among several applications residing on the same adjunct and treats the adjunct and all resident applications as a single application. The terms "application" and "adjunct" are used interchangeably. *See also* **ASAI Application**.

**Application Processor**

*See* **Adjunct Processor, ASAI Host/Adjunct Processor**.

**ASAI**

Adjunct Switch Application Interface (ASAI)

1. The Lucent Technologies recommendation for Computer Telephony Integration (CTI) based on the CCITT Q.932 protocol.
2. An option on the DEFINITY ECS that enables the ASAI messaging interface. Also called CallVisor ASAI.

Adjunct Services Application Interface (ASAI)

1. A messaging interface between the ECS and an Adjunct Processor that allows the AP to perform call monitoring and control functions.

**ASAI Application**

An application running on an ASAI adjunct by making calls to a library written to meet the ASAI specifications. *See also* **Application**.

**ASAI Host/Adjunct Processor**

A computer processor that communicates with the ECS via an ASAI link. *See also* **Application Processor**.

**ASAI link**

An ISDN BRI or Ethernet interface configured to support ASAI.

**Association**

A communication channel between the adjunct and ECS for messaging purposes. An active association is an existing call on the ECS or an extension on the call.

Or, a single instance of an ASAI capability group (for example, Third Party Call Control, Notification, Third Party Domain Control, Routing) between an ASAI adjunct and the ECS.

Also, a virtual relationship established between the ECS and the AP used to relate messages and events to a particular call or to an ASAI capability. An association is represented by a unique Call Reference Value (CRV)/link combination.

**Auto-available Split**

A specific type of ACD split/hunt group that automatically logs in its members and places them in auto-in mode as soon as the ECS is initialized or when a member is added to the auto-available split. Normally used when dedicated equipment answers the call directed to the split. Also, allows the movement of agents to other splits without the agent being logged out.

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**Automatic-answer (auto-answer)**

A feature that allows an agent to receive ACD calls while off-hook.

**Available Agent**

An agent available to receive a call through an ACD split (ACD call); that is, an agent who/which is logged in and not on a call, and in the auto-in or manual-in work mode.

**AWOH**

Administration Without Hardware (extensions administered without assignment of a physical port).

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**B****Basic Call Management System**

ECS features that provide a subset of the functionality of a CMS.

**BCMS**

Basic Call Management System

**Billing Number (BN)**

The 10-digit number (North America) that is billed when the calling party makes a toll call. The BN is not always identical to the Calling Party Number (CPN); for example, a company may have a BN of 555-7000, yet an individual at the company may have a CPN of 55-7335. Taken together, the CPN/BN information allows the called party to identify the calling party and determine call volumes from particular geographic areas. *See also* **Calling Party Number (CPN)**.

**BN**

Billing Number

**BRI**

The ISDN Basic Rate Interface specification.

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**C****Call Classification after Answer Supervision**

A DEFINITY ECS (R5) feature that removes the call classifier port from a switch-classified call. ECS relies on answer supervision response of the outgoing trunk to provide answer feedback to the adjunct. If Answering Machine Detection is requested by ASAI for a switch-classified call, then call classifier will be added to the call when the trunk has returned answer supervision.

**Call Control Capabilities**

Capabilities (*Third Party Selective Hold, Third Party Reconnect, Third Party Merge*) that can be used in either of the Third Party Call Control ASE (cluster) subsets: Call Control and Domain Control.

**Call Detail Recording**

A DEFINITY ECS feature that generates records that contain information about particular calls controlled by ECS.

**Caller Information Forwarding (CINFO)**

A feature that provides the capability of using the customer-entered digits (ced) and customer database-provided digits (cdpd) supplied by the network in an ISDN PRI SETUP message for an incoming call as collected digits in vector processing.

**Calling Party Number (CPN)**

The 10-digit number (North America) of the station that is calling. The CPN is not always identical to the billing number (BN); for example, a company may have a BN of 555-7000, yet an individual at that company may have a CPN of, for example, 555-7335. Taken together, CPN/BN information allows the called party to identify the calling party and to determine call volumes from particular geographic areas. Formerly called station identification (SID). *See also* **Billing Number (BN)**.

**Call Management System (CMS)**

An application that collects, stores, analyzes, displays and reports ACD information provided by the ECS. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and vector directory numbers, and enables customers to partially administer the ACD features on the ECS.

**Call Prompting**

A feature that uses vector commands to collect and test digits, and/or display digits to the agent or pass them to an adjunct. Based on the digits dialed, the call is routed to a desired destination or receives other treatment. External callers must have touch-tone dialing for entering digits. Call Prompting can be used with other call vectoring capabilities.

**Call Reference Value (CRV)**

An identifier present in ISDN messages that associates a related sequence of messages. In ASAI, the CRVs distinguish between associations.

**Call Vectoring**

A method that manages inbound calls, using routing tables to uniquely define treatments for each call type. The call type is based on the dialed number or trunk group termination to a vector via vectoring directory numbers. The vectors are customer-programmable using commands that resemble a high-level programming language to specify what treatments the call should be given. Also called "vectoring." *See also* **Vectors** and **Vector step**.

**Capability**

Either a request for or an indication of an operation. For example, a *Third Party Make Call* is a request for setting up a call and an *Event Report* is an indication that an event has occurred.

**Capability Groups**

Sets of capabilities that denote association types. For example, *Call Control* is a type of association that allows certain functions (the ones in the capability group) to be performed over this type of association. Each capability group may contain capabilities from several capability groups. Groups are provisioned through ECS administration, and can be requested by an application. Referred to in other documentation as administration groups or Application Service Elements (ASEs).

**Cause Value**

A value returned in responses to requests or in event reports when a denial occurs or an unexpected condition is encountered. ASAI cause values fall into two "coding standards": Coding Standard 0 includes cause values that are part of Lucent Technologies and CCITT ISDN specifications, and Coding standard 3 includes any other ASAI cause values. ASAI documents use a notation for cause value where the coding standard for the cause is given first, followed by a slash and the cause value. For example, CS0/100 is coding standard zero, cause value one hundred.

**CDR**

Call Detail Recording

**cdpd**

*See* **Customer database-provided digits**.

**ced**

*See* **Customer-entered digits**.

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## C

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**charge advice**

See **Advice of Charge**

**charge units**

Used in countries outside the US, this is a network charge for a call based on the number of charge units used. A charge unit is of variable length of time associated with a fixed cost. Assignment of duration of charge time and cost varies from country to country.

**CINFO**

See Caller INformation FOrwarding.

**Class of Restriction**

A feature that allows definition of up to 96 classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups.

**Collected digits**

Touch-tone digits entered by a caller and collected by a **collect digits** vector step. See also **dial-ahead digits**.

**CMS**

**Call Management System**

**Controlled Call**

A call for which an ASAI adjunct has Third Party Call Control. Controlled calls include calls controlled via Third Party (Single Call) Call Control and Third Party Domain (Station) Control associations.

**Controlled Station**

A station being monitored and controlled via a domain-control association.

**CONVERSANT VIS**

A Lucent Technologies Voice Response Unit product often used with the DEFINITY ECS to perform call screening, redirection, and data collection functions.

**Converse session**

The period of time during which a call is under the control of a converse vector step and the calling party is interacting with a Voice Response Unit (VRU) or ACD agent.

**Converse split**

A split/skill or hunt group accessed by a converse vector step. (The term "non-converse split" is used to signify any split/skill or hunt group accessed by a queue to main or check backup vector step.)

**COR**

Class of Restriction

**COS**

Class of Service

**CS**

Code Set (term used to distinguish between different meanings assigned to cause values; code set 0 is standard ISDN, code set is used for special services)

**Cost of a Call**

The cost that the public network reports for a given call. This can take the form of charge units that have accrued during the call, or the actual cost of the call represented in local currency.

**Coverage call**

A call that is redirected from the called extension to another extension or group of extensions when certain criteria are met. See also **Coverage criteria**.

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**Coverage criteria**

The conditions under which a call to a principal is redirected to coverage — for example, the Send All Calls button is on, the line is busy, or all the appearances are in use. Also called “criteria” and “redirection criteria.” *See also* **Coverage call**.

**CPN**

Calling Party Number

**CRV**

Call Reference Value

**CSTA**

Computer-supported Telecommunications Applications

**CTI**

Computer/Telephony Integration

**Customer Database- Provided Digits (cdpd)**

Digits that are retrieved by the network from a customer host database and passed to DEFINITY ECS in an ISDN SETUP message.

**Customer -Entered Digits (ced)**

Digits that are collected from the caller by the network and passed to DEFINITY ECS in an ISDN SETUP message.

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**D****DCS**

Distributed Communications System

**Denying a Request**

Sending a negative acknowledgement (NAK) or Facility Information Element (FIE) with a *return error* component. (A cause value is also provided.) This should not be confused with the Denial Event Report, which applies to calls.

**Device**

Telephone or Soft extension

**Dial-ahead digits**

Touch-tone digits entered by a caller but not yet collected by a **collect digits** vector step.

Dial-ahead digits are stored in the call prompting buffer until collected by a **collect digits** vector step. However, if customer-entered digits (ced) or customer database-provided digits (cdpd) are encountered at the vectoring step, then the dial-ahead digits that were stored in the buffer will be deleted. *See* **Collected digits**, **Customer-entered digits**, and **Customer database-provided digits**.

**Distributed Communications System**

A private network of PBXs in which some features are transparent across PBXs.

Or, a network configuration linking two or more ECS(s) in such a way that selected features appear to operate as if the network were one system/ECS.

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## E

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**Domain**

An entity that can be controlled or monitored. Available domains are VDNs, ACD splits, and stations. The VDN domain is used only for active-notification associations, the station domain is used only for the domain-control associations, and the ACD-split domain is for active-notification associations and domain-control associations.

**Domain-Control Association**

The unique "CRV/link number" combination initiated by a **Third Party Domain Control Request** capability.

**Domain-Controlled Split**

A split for which a **Third Party Domain Control** request has been accepted. A domain-controlled split provides an event report for logout.

**Domain-Controlled Station**

A station for which a **Third Party Domain Control** request has been accepted. Provides event reports for calls that are alerting, connected, or held at the station.

**Domain-Controlled Station on a Call**

A station active on a call that provides event reports over one or two domain-control associations.

**DTMF**

Dual Tone Multi-Frequency

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**E****EAS**

Expert Agent Selection

**EAS PHD**

Expert Agent Selection Preference Handling Distribution

**ETSI**

European Telecommunications Standards Institute

**Expert Agent Selection**

An optional feature that allows call center agents to have assigned skills and to receive calls based on their skill. EAS adds flexibility to ACD. Each agent is assigned to a station at login time. This makes it possible to use the same physical station for a variety of skills and agents.

Or, an ACD feature in which calls can be directed to specialized pools of agents who possess the correct skills to handle the call.

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**F****FAC**

Feature Access Code

**Facilities**

Trunks connecting the DEFINITY ECS to public or private networks.



**Facility IE**

A Q.931 Codeset 6 Information Element containing information to be passed between communications entities. This IE can be included in several Q.931 messages and, as a parameter, contains additional IEs within itself.

**FACility Message**

A Q.931 message sent during an ASAI association to convey information from one endpoint to another as part of the message exchange for that ASAI association.

Also used to pass change rate requests for the Flexible Billing feature to the 4ESS switch and to receive success or failure responses from the 4ESS switch.

**Feature Access Code**

A 1-, 2-, 3-, or 4-digit dial code used to activate or cancel a feature or to access an outgoing trunk. Star (\*) or pound (#) can be used as the first digit of an access code.

**Flexible Billing**

A feature that allows ASAI to change the rate at which an incoming 900-type call is billed.

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**I****ICP**

Intelligent Call Processing

**IE**

Information Element

**II- Digits**

Information Identifier Digits

**Information Element (IE)**

A defined and identifiable structure within an ISDN message that contains particular information relevant to the call and that message. An ISDN message consists of an appropriate set of IEs, some mandatory and others optional.

**Information Identifier (II) Digits**

Information sent from the originating network ECS that identifies the type of originator (cellular, prison, etc.) for the call.

**Intelligent Call Processing (ICP)**

An advanced 800 service platform that supports "cooperative call processing" features between the AT&T network and a customer premises database. CINFO is one of the features supported over the ICP platform.

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**L****Listener**

In the Selective Listening feature, the party that the talker has been listen-disconnected from (or reconnected from).

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**M**

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**Logical Agent**

A logical extension assigned to an agent when the EAS feature is enabled on the ECS. A logical agent logs into a skill, and by so doing, maps the logical extension to a physical extension.

**Look ahead Interflow (LAI)**

A DEFINITY feature that enhances Call Vectoring interflow by ensuring that calls do not interflow to a backup ECS that cannot accept the calls.

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**M****Manual Answer**

An operation in which an Automatic Call Distribution (ACD) agent is on-hook and available to receive an ACD call, the call comes in via ringing on the station set, and the agent goes off-hook on the ringing appearance to answer the call.

**Manual-in Mode**

An ACD work mode that indicates an agent is available to receive an ACD call. When the agent is in manual-in mode, the agent is automatically put into after-call work state on termination of the current ACD call.

**MAPD**

Multi-Application Platform on DEFINITY

**Monitored call**

A call that provides ASAI Event Reports over Event Notification associations.

**Monitored domain**

The VDN, split, or agent specified in an ASAI Event Notification Request. ASAI messaging to support this feature only applies to monitored domains.

**MWL**

Message Waiting Lamp.

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**N****NAK**

Negative Acknowledgment

**NSF IE**

Network-Specific Facility IE. Part of the ISDN SETUP message that contains the identification of the service used to process that particular call. The second optional NSF IE may indicate a feature available with the call, such as Flexible Billing.

**Network-provided digits**

See Caller INformation FOWarding (CINFO).

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## O

### Observer

A person allowed to monitor the call-handling activity of agents. *See also* **Service Observing**.

### Outbound Dialing

The mechanism used by an ASAI adjunct to ask the ECS to launch a call on behalf of an ACD split, detect when the call is answered, and connect the far end to an available agent in the split.

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## P

### Party/Extension Active on Call

A party is on the call if it is actually connected to the call (in active talk or in held state). An originator of a call is always a party on the call. Alerting parties, busy parties, and tones are not parties on the call.

### PCOL

Personal Central Office Line

### Phantom Calls

A feature that allows a call to originate either from a station AWOH (Administered Without Hardware) or from a Non-Hunt Group made up of AWOH stations.

### PRI

Primary Rate Interface

### Primary Extension

The main extension associated with the physical station set.

### Primary Rate Interface

A standard Integrated Services Digital Network (ISDN) frame format that specifies the protocol used between two or more communications systems. North American PRI runs at 1.544 Mbps and provides 23 64-Kbps B-channels (voice or data) and one 64-Kbps D-channel (signaling). The D-channel is the 24th channel of the interface and contains multiplexed signaling information for the other 23 channels.

### Principal

A station that has its primary extension bridged on one or more other stations.

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## Q

### Queue

An ordered sequence of items, such as outgoing trunk calls, incoming Automatic Call Distribution (ACD) calls, or available agent positions waiting to be processed.

### Queuing

The process of holding calls in order of their arrival to await connection to an attendant, answering group, or idle trunk.

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## R

### R2-MFC

A multifrequency-compelled signal used primarily in national and international voice-switched networks as a robust and flexible signalling scheme.

### Receiving Endpoint

For the Send DTMF Digits feature, an endpoint that can listen to DTMF signals on behalf of a sender. A receiving endpoint's listen path is connected to the sender's talk path. Also called "receiver."

### Redirection on No Answer

A feature that redirects an unanswered, ringing, ACD split call back to the split after making the agent unavailable and notifying the Call Center manager.

### REGister Message

The ISDN message type used to initiate the ASAI Set Value and Value Query capabilities.

### RELease COMplete Message

The ISDN message type used to complete the ASAI Set Value and Value Query capabilities.

### Reorder Tone

A fast-busy tone repeated 120 times a minute, indicating that at least one of the facilities required for a call, such as a trunk or a digit transmitter, was not available when the call was placed.

### Ringback Tone

The audible signal heard at a calling telephone to indicate that the called party is being rung. In some contexts, ringback tone does not mean that the called party is receiving an audible signal.

### RONA

Redirection on No Answer

### ROSE

Remote Operations Service Element. A CCITT and ISO standard that defines a notation and services that support interactions between the various entities that make up a distributed application.

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## S

### SIT

Special Information Tone

### Selective Listening

A feature that allows an adjunct to disconnect a party (endpoint) from listening to other parties on an active call. A disconnected party can also be reconnected to the active call.

### Send DTMF Signals

A feature that allows the DEFINITY ECS to generate DTMF tones on a talk path when requested to do so by the adjunct application.

### Sending Endpoint

For the Send DTMF Digits feature, an endpoint on whose behalf the DTMF signals are sent. Also called "sender."

## Glossary

## T

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**Service Observing**

A feature that allows the activating user (called the observer) to listen in on a call connected to the observed station or VDN.

Or, a feature that allows designated telephones to audibly monitor (on a listen-only basis) calls being handled by another extension. A barge-in option is also available.

**Skill Hunt Group**

A hunt group for EAS (Expert Agent Selection) that has the same attributes as a vector-controlled split.

**Simulated Bridged Appearance**

The same as a **temporary bridged appearance**. Allows the station user (usually the principal) to bridge onto a call answered by another party on its behalf.

**Single-Step Conference**

A feature that allows a device to be added into an existing call without placing any parties on hold.

**SO**

Service Observing

**Soft Extension**

A Station administered without a physical port assignment (same as WOH).

**Split**

A group of agents organized to receive calls in an efficient and cost-effective manner.

**Split night service**

If a hunt group does not operate for certain hours, split night service provides the capability of forwarding new calls to a night destination but leaving the calls that are currently in queue until they have been handled. Night service for hunt groups allows different hunt and ACD groups to go into night service at different times. Night console service can also be administered on a trunk-group basis that has precedence over night console service for hunt groups.

**Split supervisor**

The manager of an Automatic Call Distribution (ACD) split who handles supervisor-assist calls.

**SSC**

See Single-Step Conference

**Staffed**

An Automatic Call Distribution (ACD) answering-position state indicating that the agent is present and logged in.

**Supervisor assist**

A feature that allows ACD agents to request assistance from their supervisors. The agent can confer with the supervisor, or transfer, or conference the call to the supervisor. Also called "agent assist."

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**T****TAC**

Trunk Access Code

## Glossary

## U

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**Talker**

In the Selective Listening feature, the party from who the listener has been listen-disconnected (or reconnected).

**TEG**

Terminating Extension Group

**Timed collection**

Digit collection with a 10-second interdigit time out. Every time a digit is received the interdigit timeout is reset and the tone detector/call prompter is disconnected if the interdigit time out expires. The **collect digits** vector command always executes timed collection of digits.

**Timeout**

The expiration of a preassigned time interval, during which a specified condition persisted. Timeout is normally associated with an automatic action — or example, in Loudspeaker Paging, after a timeout, the paging amplifiers and speakers are automatically released.

**To Control**

The action an application takes when it invokes Third Party Call Control capabilities using either an adjunct-control or a domain-control association. See **Controlled call**.

**To Monitor**

The action an application takes when it receives Event Reports on either an active-notification, adjunct-control, or domain-control association. See **Monitored call**.

**Transfer**

A feature that allows a multifunction (digital or hybrid) telephone user to transfer a call by pressing the Transfer button, which places the current call on hold, calling or selecting the appearance of a third party, and completing the transfer by pressing the Transfer button a second time. Transfer may also be done via FAC or ASAI.

**TTR**

Touch-tone receiver

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**U****UCID**

Universal Call Identifier

**Unmonitored domain**

A VDN, split, agent, or an ECS port not specified as a monitored domain. See **Monitored domain**.

**Unstaffed**

An Automatic Call Distribution (ACD) answering-position state indicating that the agent is not present.

**User to User Information**

An ISDN Q.931 Information Element used to carry user information transparently across an ISDN network. It is used by ASAI adjuncts to associate calls with adjunct/caller information during call routings and transfers.

**UUI**

User to User Information

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## V

### VDN

Vector Directory Number

### Vector command

A command used in call vectoring to specify the treatment a call will receive. Commands include main or backup Automatic Call Distribution (ACD) split queuing with priority levels and inflow-threshold checking; delays with specified feedback such as ringback, music, silence, or announcements; collecting digits; routing to internal or external destinations; and unconditional and conditional branching. Conditional branching is based on call-handling conditions of the ACD splits, collected digits, or on time of day and day of the week. *See also* **Vectors** and **Vector step**.

### Vector-Controlled Split

A hunt group or ACD split administered with the “vector field” enabled. Access to such a split is only possible by dialing a VDN extension. Vector-Controlled Splits cannot be Active Notification Domains.

### Vector Directory Number (VDN)

An extension that provides access to the Vectoring feature on the ECS. Vectoring allows a customer to specify the treatment of incoming calls based on the dialed number.

Or, an extension number that terminates at a vector. Calls to the VDN are processed by the vector to which the VDN points. When used with vectoring, the dialed number received by the communications system to provide Dialed Number Identification Service (DNIS) is the VDN assigned for that service.

### Vectors

Easily programmed routing tables for processing incoming calls that provide various responses to the caller before the call is answered or receives other treatment. *See also* **Call vectoring**, **Vector Directory Number**, **Vector command**, and **Vector step**.

### Vector step

One of a series of steps processed sequentially within a vector unless a step with a **Goto** command or **Stop** command is encountered or vector processing terminates. A step consists of an action to be taken and the information needed to complete the action. *See also* **Call vectoring**, **Vector command**, and **Vectors**.

### VN4

The French National Integrates Services Digital Network (ISDN).

### Voice Response Unit

An adjunct product used to perform call screening, redirection, and data collection functions. *See also* **CONVERSANT VIS**.

### VRI

Voice Response Integration

### VRU

Voice Response Unit

### VuStats

A feature that allows stations equipped with displays to display data items chosen from the BCMS data.

W

Work mode

An ACD agent's work state: manual-in, auto-in, after-call-work, or aux (auxiliary).