

Check One:

- BellSouth Centrex
- UNE P Centrex

# BellSouth Centrex®/UNE P Centrex/Wholesale Local Platform Services/WLP Request - DMS100

RF-3663  
(10-2005)

Sales Code:

Customer Name	LDN - -	Date	Service Order Number
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**Automatic Call Distribution (ACD) Table - Complete one for each ACD**

ACD Name (1-16 characters)	Primary ACD Directory Number	Trunk Priority 0-3*	Line Priority 0-3*
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Member Number	Supplemental ACD Number/Name	Priority Level 0-3*	Member Number	Supplemental ACD Number/Name	Priority Level 0-3*
1			9		
2			10		
3			11		
4			12		
5			13		
6			14		
7			15		
8			16		

\* 0 = Highest    3 = Lowest

Required Data	Option / Field Name	Value	Default	Assigned Parameters
(Table ACDGRP) Unanswered Call Ringing	ACDRNGTH	0, 12 - 60 seconds 0 - Calls not placed back in queue		
Basic Overflow Route	THROUTE	IBN Route or Office Route		
Night Service Route	NSROUTE	IBN Route or Office Route		
Priority Promotion Timer	PRIOPRO	0 - 255 seconds		
Delayed Billing	DBG	N	N	N
Maximum Call Queue Size	MAXCQSIZ	0 - 511 (Calls) 0 = No Queue		
Maximum Queue Wait Time	MAXWAIT	0 - 1800 seconds 0 = No Queue		

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**Automatic Call Distribution (ACD) Table - Complete one for each ACD**

Options Data	Option / Field Name	Value	Default	Assigned Parameters
1. ACD w/NMR	ACDMIS POOL SUBPOOL ACDVFG VFG MISOPTS  LOBVAL	Y/N 1 - 16 characters 1 - 16 characters Y/N 1 - 6 Alphanumeric WALKAWAY DEFLOB 000 - 999		
2. Multi-Stage Queue Status	MSQS	Y/N		
Queue Threshold				
Threshold 1	T1	0 - 2400		
Threshold 2	T2	0 - 2400		
Threshold 3	T3	0 - 2400		
Choice	Choice	CallQ or Wait		
Multi-Stage Queue Display	MSQDISP			
- Display	DISPLAY	Y/N		
- Display Interval	DINTRVL	0 - 180 sec.		
- Key Lamp	LAMP	Y/N		
- Lamp Interval	LINTRVL	5 - 180 sec.	5	
3. Distinctive Ringing On ACD Calls	DISTRING	None, Inbound, Outbound or Both		
4. Observe Agent Warning Tone	OBSWTONE	Y/N		
5. Forced Night Service Options - Cleaning Route Route	FRCNGTSV CLRRTE CLROUTE	Y/N IBN Route or OFC Route		
6. Call Forcing Station Exceptions (Table ACD LOGIN ID)	FORCING TONE DESTINATION	Y/N HSET, BASE, NONE		
7. ACD Called Name / Number	ACDDISP	Y/N		
Display		0 - 7 or Name Data Filled in DN ATTRS		
# Display Digits:	DISPDIGS	0 - 7		
8. <input type="checkbox"/> Y <input type="checkbox"/> N Music/Announcement	AUDIO	AUDIO		
Recorded Announcements Threshold	RANTH	0, 6 - 60 sec. <sup>1</sup>		If RANTH is 0 And Ringing is N Customer Will Receive Immediate Announcement (Barge In)
Ringing	RINGING	Y/N		
Audio Group (Table AUDIO)	AUDIO GRP	AUDIO1 - AUDIO512 <sup>1</sup>		
9. <input type="checkbox"/> Management Report Interface (Provide with ACD/MIS) <input type="checkbox"/> Y <input type="checkbox"/> N	MGTRPT	Y/N		
ACD with NMR Pool/Password Assignments (Table ACDMISPL)	POOL PASSWORD	1 - 16 Characters 5 - 8 Characters (Generally, all ACD Groups for a single customer will belong to the same pool and share the same password.		

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**ACD**

Options Data	Option / Field Name	Value	Default	Assigned Parameters
	PROTOCOL OUTEVENT	BCS++ 10-200 (obtain from SCC)		
ACD with NMR Subpool/Password Assignments (Table ACDMISSP)	SUBPOOL PASSWORD POOL	1 - 16 Characters 5 - 8 Characters 1 - 16 Characters		
10. <input type="checkbox"/> Non-Immediate Cutoff	NONIMCUT	Y/N		
11. Time Delay Deflection	TIMDELOFL TIME	0 - 1800 sec.		
Type of calls to overflow:	OFLTYPE	ALLPRO or PRI0ONLY		
Start of Timing:	START	P0ONLY or IMMEDIAT		
12. <input type="checkbox"/> Incoming Overflow Queue	OVFLING			
Answer Order: Max # of overflowed calls in queue:	SERVICE	OVFLIN, P0FIRST, or OLDEST		
	MAXVQSIZ	0 - 511		
13. <input type="checkbox"/> Transfer to ACD Agent INCALLS	ACDXFER			
Max # of transferred calls in Queue: Transferred Call Recall: Transferred Call Recall Timer:	CTQSIZ CXRRECALL XFERTIMR	0 - 42 Y/N 12 - 120		
14. <input type="checkbox"/> ACD Call Transfer w/Time	TIMECXR	Y/N		
15. Ann. From Orig. Group	ORGANN	Y/N		
16. Var. Wrap Up Time: Def. Var. Wrap Up Time:	VARWRAP DWRPTIME	0 - 900 sec.		
17. Not Ready on Sec. Dir. #	NRONSDN	NRONSDN		
18. ACD Call Park Call Park Recall: Call Park Recall Timer:	ACDPRK CPKRECALL CPKRTMR	ACDPRK Y/N 12 - 240 sec.		
19. Supervisor Emergency Key (Table ACDSGRP): Subgroup: (Obtain from NISC-TR)	SUBGROUP RECORDER CHOICE	1 - 255 (Can have more than one subgroup) - NONE - TRUNK CLLI - LINE LEN		
20. Enhanced Overflow (Table ACDRTE) Route 1: Route 2: Route 3: Route 4:	OVFL  OVFLLIST OVFLLIST OVFLLIST OVFLLIST	Name(s) of the ACD Group(s) to which calls are to be overflowed or DN XXX-XXXX		
21. Announcement Prior to Night Service Routing (Table ACDRTE)	NSAUDIO	NSAAUDGRP AUDIO1 - AUDIO512		
22. Controlled Interflow (ACDRTE)	CIFROUTE	CIFROUTE IBN ROUTE or OFC ROUTE INDEX		
23. Time Display Threshold Routing	TMDTHRTE	IBN Route of Ofc Route		
24. Forced Ann. For Incoming Calls	FIAUDIO	FIAUDGRP  AUDIO 01 - AUDIO/512		
25. Forced Ann. For Overflow Calls	FOAUDIO	FOAUDIOGRP AUDIO 01 - AUDIO/512		

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**ACD Enhanced Login Assignments**      **ACD Primary DN:** - -

Options (Table ACD, Login)	Option / Field Name	Value	Default	Assigned Parameters
Agent Login ID Customer Group Restricted Customer Group Assignment	LOGINID CUSTSEL CUSTGRP	0001 - 9999 Y or NO 1 - 16 Characters (Matches CTX Group)		
Enhanced Login Customer Group Password Assignment	VARWRAPTIME MISGROUP ACDGRP	1 - 900 ACDGROUP NAME		
Password Restricted Password	PSWDSEL PSWD	Y or N 0001 - 9999		
Options	PAQ	0 - 42		
Agent Login ID Customer Group Restricted Customer Group Assignment	LOGINID CUSTSEL CUSTGRP	0001 - 9999 Y or NO 1 - 16 Characters (Matches CTX Group)		
Password Restricted Password	PSWDSEL PSWD	Y or N 0001 - 9999		
Agent Login ID Customer Group Restricted Customer Group Assignment	LOGINID CUSTSEL CUSTGRP	0001 - 9999 Y or NO 1 - 16 Characters (Matches CTX Group)		
Password Restricted Password	PSWDSEL PSWD	Y or N 0001 - 9999		
Agent Login ID Customer Group Restricted Customer Group Assignment	LOGINID CUSTSEL CUSTGRP	0001 - 9999 Y or NO 1 - 16 Characters (Matches CTX Group)		
Password Restricted Password	PSWDSEL PSWD	Y or N 0001 - 9999		
Agent Login ID Customer Group Restricted Customer Group Assignment	LOGINID CUSTSEL CUSTGRP	0001 - 9999 Y or NO 1 - 16 Characters (Matches CTX Group)		
Password Restricted Password	PSWDSEL PSWD	Y or N 0001 - 9999		
Agent Login ID Customer Group Restricted Customer Group Assignment	LOGINID CUSTSEL CUSTGRP	0001 - 9999 Y or NO 1 - 16 Characters (Matches CTX Group)		
Password Restricted Password	PSWDSEL PSWD	Y or N 0001 - 9999		

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**ACD Remote Log Management**      **ACD Primary DN:** - -

Options	Option / Field Name	Value	Default	Assigned Parameters
<input type="checkbox"/> Y <input type="checkbox"/> N   ACD Administration w/Remote Load Management 9TQBLE admin) Senior Supervisor: ACD Adm. Group:	ADMINSUP ADMINGRP	1 - 16 Characters 2 - 555		
ACD Remote Load Management Information (Configuration Security)				
(Table ACDGRP Options)				
1. ACD Administration Group Assignment	ACDADMIN ADMINGRP			
2. Maximum Value to Which Maximum Overflow Queue Size Can Be Changed Using Load Management	MAXVQLMT VQLMT	0 - 511		
3. Maximum Value to Which Maximum Call Queue Size Can Be Changed Using Load Management	MAXCQLMT CQLMT			
(Table ACDRTE Options)				
1. IBN or Office Routes to Which This ACD Group Has Access	TABEN	Alphanumeric (up to 10 routes) (obtain from NISC-TR)		
2. Audio Groups to Which This ACD Group Has Access	AUDIO	Alphanumeric (up to 8 Audio Group Names) (obtain from NISC-TR)		

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**ACD Switch-Computer Application Interface (SCAI) Link**      **ACD Primary DN:** - -

Options	Option / Field Name	Value	Default	Assigned Parameters
1. SCAI Call Redirection on CD Basis Response Message Timer Network Class of Service Billing Directory Number	SCAIREDIR MSGTO NCOS BILLDN	1 - 30 0 to 255 0 to 11 Digits		
2. LINKKEY	MPCNO LINKNO LINKALM	0 to 255 0 to 3 N		
3. PRTCLDAT	PROTOCOL LONKNABL CONVNABL	X2580, X2584 0 to 32767 0 to 32767		
4. PARMSEL	BAUDRATE  CLKSRCE ELECSPEC L2MODULO L2WINDOW L2ACK L3DATA  L3MODULO L3WINDOW NODETYPE NumpVCS PVCDBIT SVCSIN SVCSOUT SVCS2WAY THRUPUT  T1 S or T1 10MS T2 S or T2 10MS T3 S or T3 10MS T4 S or T4 10MS N2 R20 R22 R23 R25 T20 T21 T22 T23	B300, B600, B1200 B2400, B4800, B9600 B19200, or B56000 INTERNAL or EXTERNAL RS232 or V350 MOD8 or MOD128 1 to 127 0 to 255 P16, P32, P64, P128, P256, P512, P1024 P2048, P4096 MOD8 or MOD128 1 to 127 DCE or DTE 0 to 255 DOFF or DON 0 to 255 0 to 255 0 to 255 NOVALUE or ANX25 THRUPUTBPS value 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255 1 to 255		
5. EXINF	EXINFO DIGITS	SVCDNA or \$ 0 to 9 (up to 15 entries)		

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Sales Code:

PON:

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Customer Name	LDN	Date	Service Order Number
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Audio (1 - 512)

**Announcements<sup>1</sup>**

Required Data (Table Audio)	Choice	Customer CPE	Cycles (1-30)	(0-1800 Sec.)	(NISC-CTG use only)
Audio (1 - 512)					
Maximum Connections					
Check One:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
<input type="checkbox"/> UCD Q <input type="checkbox"/> CWO					
<input type="checkbox"/> CWD <input type="checkbox"/> KSMOH					
<input type="checkbox"/> Call Hold <input type="checkbox"/> CPK					
<input type="checkbox"/> ACD Q - Audible Ringing Y/N	<input type="checkbox"/> Yes <input type="checkbox"/> No				

**Music<sup>1</sup>**

Required Data (Table Audio)	Choice	Customer CPE	Cycles (1-30)	(0-1800 Sec.)	(NISC-CTG use only)
Audio (1 - 512)			1	0	
Maximum Connections					
Check One:		<input type="checkbox"/> Yes <input type="checkbox"/> No			
<input type="checkbox"/> UCD Q <input type="checkbox"/> CWO					
<input type="checkbox"/> CWD <input type="checkbox"/> KSMOH					
<input type="checkbox"/> Call Hold <input type="checkbox"/> CPK					
<input type="checkbox"/> ACD Q - Audible Ringing Y/N	<input type="checkbox"/> Yes <input type="checkbox"/> No				

**Connection Type (Enter Choice)**

(1)	Announcement, Music, Silence, AUD Ringing			
(2)	Announcement, Music, Silence, AUD Ringing			
(3)	Announcement, Music, Silence, AUD Ringing, Repeat			
(4)	Announcement, Music, Silence, AUD Ringing, Repeat			
(5)	Announcement, Music, Silence, AUD Ringing, Repeat			
(6)	Announcement, Music, Silence, AUD Ringing, Repeat			

<sup>1</sup> Use one sheet for each UCD queue or feature.  
Repeat is only valid for last choice.

If Announcement is provided by customer CPE, enter the announcement circuit ID: \_\_\_\_\_

If Music is provided, enter the music circuit ID: \_\_\_\_\_

**Announcements**

Provide exact wording for up to a maximum of four announcements (up to 11 seconds each).

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

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**Network Speed Calling List Detail Sheet**

Group Name <sup>1</sup>	NISC-CTG Use	
	Network Speed Call (No. of Items):	(Table REPLCODE)

#	Speed Call Number (0-999)	Destination Number (up to 24 digits)	CAT/NCOS	#	Speed Call Number (0-999)	Destination Number (up to 24 digits)	CAT/NCOS
1.				26.			
2.				27.			
3.				28.			
4.				29.			
5.				30.			
6.				31.			
7.				32.			
8.				33.			
9.				34.			
10.				35.			
11.				36.			
12.				37.			
13.				38.			
14.				39.			
15.				40.			
16.				41.			
17.				42.			
18.				43.			
19.				44.			
20.				45.			
21.				46.			
22.				47.			
23.				48.			
24.				49.			
25.				50.			

<sup>1</sup> Use different sheets for each group and duplicate sheets to accommodate list size.







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**Direct Inward System Access (DISA) for Translation Work**

<input type="checkbox"/> DISA	No. of Simultaneously Accesses Allowed per DISA No.:
No. of Requested DISA Nos.:	<input type="checkbox"/> Authorization Code Required

A	DISA Number	Auth	Simultaneous Access	NAR NAME/VFG Name/Number	DISA Access Method	PTN/STN	Remarks
1.		<input type="checkbox"/>					
2.		<input type="checkbox"/>					
3.		<input type="checkbox"/>					
4.		<input type="checkbox"/>					
5.		<input type="checkbox"/>					
6.		<input type="checkbox"/>					
7.		<input type="checkbox"/>					
8.		<input type="checkbox"/>					
9.		<input type="checkbox"/>					
10.		<input type="checkbox"/>					
11.		<input type="checkbox"/>					
12.		<input type="checkbox"/>					
13.		<input type="checkbox"/>					
14.		<input type="checkbox"/>					
15.		<input type="checkbox"/>					
16.		<input type="checkbox"/>					
17.		<input type="checkbox"/>					
18.		<input type="checkbox"/>					
19.		<input type="checkbox"/>					
20.		<input type="checkbox"/>					
21.		<input type="checkbox"/>					
22.		<input type="checkbox"/>					
23.		<input type="checkbox"/>					
24.		<input type="checkbox"/>					
25.		<input type="checkbox"/>					

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**DS-O Level Detail (attach to Private Facility Sheet)**

**Request for Issuance of Service Order**

DS1 Circuit #		DS1 Service Order			DS1 CLF		DSO Service Order	
Activity	DSO #	USOC	Svc. Type	TGN	CLS	CFA	Network Access Code	Remarks
	1	M1HDO						
	2	M1HDO						
	3	M1HDO						
	4	M1HDO						
	5	M1HDO						
	6	M1HDO						
	7	M1HDO						
	8	M1HDO						
	9	M1HDO						
	10	M1HDO						
	11	M1HDO						
	12	M1HDO						
	13	M1HDO						
	14	M1HDO						
	15	M1HDO						
	16	M1HDO						
	17	M1HDO						
	18	M1HDO						
	19	M1HDO						
	20	M1HDO						
	21	M1HDO						
	22	M1HDO						
	23	M1HDO						
	24	M1HDO						
	25	M1HDO						