CNM has 30 Digital Multi line sets that are Department Receptionist phones located on the South part of Main Campus. These phones must stay a multi line and multi feature phone for emergency purposes. These phones are run directly back to the North Side where the Phone switch is located in A-106. This Design when the South Campus loses power there will be operational phones in each Department. The situation is CNM’s Main Campus has been cut in half using 2 different PNM power Grids a South Side and a North Side. This design will continue to provide phone functions to each Receptionist in each building in case of emergency. The approx distance to these phones are 2000+ feet. All Analog elevator lines are run back to the North Side A-106 Approx dist is 2000+ feet.

The Buildings that these phones are located in are: Student Services Building, Max Salazar Hal, Ken Chappy Hall, Physical Plan Department, South Temps Buildings, Stromberg Hall.
### CNM's PHONE SYSTEM
#### DEFINITY G3Rv8
#### SYSTEM CAPACITY

**Page 1**

**Features Available for CNM Use**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAR/ARS</td>
<td>640</td>
</tr>
<tr>
<td>Inserted Digit Strings</td>
<td>3000</td>
</tr>
<tr>
<td>Abbreviated Dial</td>
<td>100,000 Entries per system</td>
</tr>
<tr>
<td>Abbreviated Dial Lists</td>
<td>5000 Personal lists</td>
</tr>
</tbody>
</table>

**Call Management (BCMS)**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCMS Measured Agents</td>
<td>2000 Agents</td>
</tr>
<tr>
<td>Measured Split/Skill</td>
<td>600</td>
</tr>
<tr>
<td>VDN Numbers</td>
<td>512</td>
</tr>
</tbody>
</table>

**Call Coverage**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer Coverage Groups</td>
<td>750</td>
</tr>
<tr>
<td>Call Coverage Paths</td>
<td>9999</td>
</tr>
<tr>
<td>Call Pick up Groups</td>
<td>5000</td>
</tr>
<tr>
<td>Extended Pick up Groups</td>
<td>400</td>
</tr>
</tbody>
</table>

**Call Vectoring/Call Prompting**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vector Directory Numbers</td>
<td>20,000</td>
</tr>
<tr>
<td>Vectors</td>
<td>512</td>
</tr>
</tbody>
</table>

**Data Parameters**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administered Connections</td>
<td>128</td>
</tr>
<tr>
<td>Alphanumeric Dialing Entries</td>
<td>1250</td>
</tr>
</tbody>
</table>

**Dial Plan**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extensions</td>
<td>36,065</td>
</tr>
<tr>
<td>UDP Dial Plan Extensions</td>
<td>50,000</td>
</tr>
<tr>
<td>Digital Data End Points</td>
<td>7500</td>
</tr>
<tr>
<td>Expansion Port Networks</td>
<td>43</td>
</tr>
<tr>
<td>Facility Busy Indicators</td>
<td>7500</td>
</tr>
</tbody>
</table>

---

### CNM's PHONE SYSTEM
#### DEFINITY G3Rv8
#### SYSTEM CAPACITY

**Page 2**

**Hunt Groups, Splits, Skills**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hunt Groups</td>
<td>900,000</td>
</tr>
<tr>
<td>Splits</td>
<td>800,000</td>
</tr>
<tr>
<td>Skills</td>
<td>600</td>
</tr>
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</table>

**Administrated Logical Agents**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrated Logical Agents</td>
<td>10,000</td>
</tr>
<tr>
<td>Administrated Logical Agent-Skill Pairs</td>
<td>65,000</td>
</tr>
<tr>
<td>Logged in ACD Agents</td>
<td>100</td>
</tr>
<tr>
<td>Logged in Centre Vu Advocate Agents</td>
<td>100</td>
</tr>
<tr>
<td>Logged in ISDN Softphone Agents</td>
<td>5200</td>
</tr>
<tr>
<td>Hunt Group members</td>
<td>10,000 Entries</td>
</tr>
<tr>
<td>CMS Measured ACD Members</td>
<td>200</td>
</tr>
<tr>
<td>Queue Groups</td>
<td>15,000,000 Combined with</td>
</tr>
<tr>
<td>Queue / Call Status Buttons</td>
<td>15,928</td>
</tr>
</tbody>
</table>

**Intercom Groups**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intercom Groups</td>
<td>256</td>
</tr>
<tr>
<td>Modem Pool Groups</td>
<td>63</td>
</tr>
<tr>
<td>Personal CO Line Trunk</td>
<td>200</td>
</tr>
</tbody>
</table>

**Trunks**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Groups in Trunk</td>
<td>665</td>
</tr>
<tr>
<td>Trunk Ports</td>
<td>4000</td>
</tr>
</tbody>
</table>

**Voice Terminals**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Station Button Memory</td>
<td>5,260,000 Units</td>
</tr>
<tr>
<td>Stations</td>
<td>25,000</td>
</tr>
<tr>
<td>ISDN/BRI Endpoints &amp; Trunks</td>
<td>7000</td>
</tr>
</tbody>
</table>

---

### CMS CENTRE VU 3.V6

- Sun Ultra 5 5.1 Rev 3V6
- Link type X.25
- CentreVu Supervisor
- Expert agent selection
- Forecasting
- Vectoring

**Feature System Capacities**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agents Per System</td>
<td>5200</td>
</tr>
<tr>
<td>Agents per Split</td>
<td>999</td>
</tr>
<tr>
<td>Agent Login Id’s</td>
<td>10000</td>
</tr>
<tr>
<td>Skill Group</td>
<td>600</td>
</tr>
<tr>
<td>Trunk Groups</td>
<td>665</td>
</tr>
<tr>
<td>Trunks</td>
<td>4000</td>
</tr>
<tr>
<td>Vectors</td>
<td>512</td>
</tr>
<tr>
<td>Vector Routing Tables</td>
<td>100</td>
</tr>
<tr>
<td>Vector Entries per Table</td>
<td>100</td>
</tr>
<tr>
<td>Vectoring Audio/Music</td>
<td>265</td>
</tr>
<tr>
<td>VDN’s (Total)</td>
<td>20000</td>
</tr>
<tr>
<td>VDN’s (Measured)</td>
<td>6000</td>
</tr>
<tr>
<td>Priority Level w/o Vectoring</td>
<td>2</td>
</tr>
<tr>
<td>Priority Level with Vectoring</td>
<td>4</td>
</tr>
<tr>
<td>Queue Slots per Split</td>
<td>999</td>
</tr>
<tr>
<td>Queue Slots per System</td>
<td>150,000</td>
</tr>
<tr>
<td>Recorded Announcements</td>
<td>256</td>
</tr>
<tr>
<td>Integrated Announcement</td>
<td>10 ea (Boards)</td>
</tr>
<tr>
<td>Expert agent selection</td>
<td></td>
</tr>
</tbody>
</table>

---

### Intuity Audix Map 40P

- 24 Channels To Switch
- 9000 voicemail accounts
- 60 hours of Speech
- 32 IMAP Sessions
- Broadcasting
- Fax Messaging
- Out Calling
Abbreviated Dial Enhanced 4 lists (Enhanced, Group, Personal, System)
Account Codes
Administered Connections
ACD Automatic Call Distribution
AAR Tables (Automatic Alternate routing)
Analog Bridged
ACW (After Call Work)
Active Station Ringing (Control)
Alias Station Naming
Announcements Specify #
ARS (Automatic Route Selection)
ARS/ AAR Partitioning
Audible Message Waiting
Authorization Codes
Automatic call back
Auto Answer
Automated Attendant
Auto up date Time and Date on Station Endpoints
ACW After Call Waiting
BCMS Basic Call Management Service
BCMS / VuStats Service Level
Bridged Call Alerting
Bridged Call Appearance
Busy Indicator
Call Detail Recording
Call Log
Call park
Call Forwarding
Call Park
Call Transfer
CAG (Coverage Answer Groups)
Call pickup!
Call pick up on Intercom Calls
Call Work Codes
Call Coverage Groups
Call Pickup Groups
Centralized Attendant Service
CDR Call Detail Recording
Conference calls 6 member
COR (59 Class of Restriction) Specify #
COS (Classes of Service) Specify #
Code Calling Access
Controlled Privet calls
Crisis Alert
Delayed Ringing
Did (Direct inward Dialing) 3000 numbers
Did Call Waiting
DCS
DCS Call Coverage
Directory
Emergency Access to Attendant
Extended Coverage / Forward Admin
EAS (Expert Agent Selection)
FAC (Feature access Codes) Specify #
FRL (Facility restriction Level) Specify #
Forced Entry of Account Codes
GO to Coverage
Hot line / Ring Down
Hospitality Basic

### Hunt groups
- Intercom
- ISDN DCS Calls
- Last number dialed
- Malicious call Trace
- Message Waiting Lamp
- Modern Pooling
- Multiple Audible Alerting (Internal, External, Priority)
- Multiple Call Handling
- Multiple Call Appearances
- Multiple Listed Directory numbers
- Music on hold
- Night Service (Enhanced)
- Off hook Alarm
- Paging
- Paging Group
- Password Aging
- Personalized ring Pattern per end point
- Priority Calling
- Recent Change History
- Restriction Features
- Controlled Restriction
- Fully Restricted
- Inward / outward Restricted
- International Restricted
- Information Restricted
- Toll Restricted
- Security Violation Notification
- System Status Reports
- Redir ct Notification
- Reason Codes
- Restrict Call Forwarding
- Secondary Data Module
- Service Observing (Basic)
- Service Observing (Remote/ By FAC)
- Service Observing (VDN)
- Tenant Partitioning
- Time Of Day Coverage
- Time Of Day Routing Per Station
- Timed ACW (After Call Work)
- Trace
- TTI (Terminal Translation Initialization)
- Send all Calls
- Station and Trunk MSP
- Site Administration
- Soft Phone (Specify #)
- Uniform Dial Plan
- Vectoring (Advanced)
- Vectoring (Attendant)
- Vectoring (Prompting)
- Vectoring (AN/II-Digits Routing)
- VDN of Origin Announcement
- VDN Return Destination
- Vu Stats
- Vu Stats (Enhanced)
- Wideband Switching
- Whisper Rage
- Whisper Answerback

### FAC (Feature Access Codes)
- Abbreviated Dial List 1 Access Code
- Abbreviated Dial List 2 Access Code
- Abbreviated Dial List 3 Access Code
- Abbreviated Dial Group List Access Code
- Announcement Access Code
- Answer Back Access Code
- Auto Route Selection Access Code
- Automatic Callback Activation Code
- Automatic Callback Deactivation Code
- Call Forwarding Activation Busy/DA
- Call Forwarding Deactivation Busy/DA
- Call Park Access Code
- Facility Test Calls Access Code
- Group Control Restrict Activation code
- Group Control Restrict Deactivation code
- Last Number Dialed Access Code
- Malicious Call Trace Activation Code
- Malicious Call Trace Deactivation Code
- Priority Calling Access Code
- Program Access Code
- Send All Calls Activation Code
- Send All Calls Deactivation Code
- Terminal Translation Initialization Merge Code (TTI)
- Terminal Translation Separation Merge Code (TTI)
- Transfer to voicemail Access Code

### ACD Feature Access Codes
- After Call Work Access Code
- Assist Access Code
- Auto-in Access Code
- Aux Work Access Code
- Login Access Code
- Logout Access Code
- Manual in Access Code
- Service Observing Listen Only Access Code
- Service Observing Listen & Talk Access Code

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CNM's CURRENT PHONE SYSTEM FEATURES
AVAYA g3rV8

FAC (FEATURE ACCESS CODES) for use on all phones used at CNM:
CALL CENTER ELITE Pre 8.1

- Automatic Call Distribution (ACD)
- Auto Available Split (AAS)
- Agent Login ID Administration
- Administrable inter-digit timeout
- Agent Call Handling Preference
- Auto-Answer/Manual-Answer by Logical Agent ID
- Call Vectoring
- Call Prompting
- Call Work Codes (CWC)
- Expert Agent Selection (EAS)
- Forced Multiple Call Handling
- Least Occupied Agent (LOA)
- MIA (Most Idle Agent) Across Splits/Skills Option
- MIA (Most Idle Agent) Treatment for ACW (After Call Work)
- Multiple Call Handling on Request
- Move Agent/Change Splits/Skills while Staffed
- Multiple Announcement Boards
- Redirect-on-no-Answer (RONA)
- Service Observing Basic
- Service Observing by class
- Service Observing Remote
- Service Observing on VDNs
- Service Observing VDN on Agent Answer
- Vector Initiated Service Observing
- Timed After Call Work/Agent Pause Between Calls
- Remote Logout of Agents
- Redirect-on-no-Answer to VDN
- Reason Codes for login, logout, and ACW
- VuStats including Enhancements Service Level, Login IDs
- VDN of Origin Announcement
- VDN Return Destination
- Vector Administration:
  - route to with/without coverage
  - multiple audio/music sources
- Vectoring Advanced Routing:
  - ANI/II Digits Routing
  - ASA routing
  - Best Service Routing
- VDN Calls routing
- Use Analog and Digital Endpoints with FAC (Feature Access Codes)
- **CMS CENTRE VU 3.V6**
  - Sun Ultra 5 5.1 Rev 3V6
  - Link type X.25
  - CentreVu Supervisor
  - Expert agent selection
  - Forecasting
  - Vectoring

- **FEATURE**
  - **SYSTEM Capacities**
  - Agents Per System 5200
  - Agents per Split 999
  - Agent Login Id's 10000
  - Skill Group 600
  - Trunk Groups 665
  - Trunks 4000
  - Vectors 512
  - Vector Routing Tables 100
  - Vector Entries per Table 100
  - Vectoring Audio/ Music 265
  - VDN's (Total) 20000
  - VDN's (Measured) 8000
  - Priority Level w/o Vectoring 2
  - Priority Level with Vectoring 4
  - Queue Slots per Split 999
  - Queue Slots per System 150,000
  - Recorded Announcements 256
  - Integrated Announcement 10 ea (Boards)
  - Expert agent selection
  -
### Class of Service (COS)

Built and Issued to Individual users or groups by Class.

Class of Services Features are:

- Auto Callback
- Call Forward All Calls
- Data Privacy
- Priority Calling
- Console Permissions
- Off-Hook Alert
- Client Room
- Restrict Call Forwarding-Off Net
- Call Forwarding Busy/DA
- Personal Station Access (PSA)
- Extended Forwarding
- Extended Forwarding B/DA
- Trunk-To-Trunk Transfer Override
- QSIG Call Offer Originations

### Class of Restriction (COR)

<table>
<thead>
<tr>
<th>COR</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>CNM Attendant console</td>
</tr>
<tr>
<td>1</td>
<td>Internal, &amp; 911 (Inter-Switch)</td>
</tr>
<tr>
<td>2</td>
<td>USA</td>
</tr>
<tr>
<td>3</td>
<td>USA + 1411</td>
</tr>
<tr>
<td>4</td>
<td>Toll Restricted</td>
</tr>
<tr>
<td>5</td>
<td>Inward Restricted / Campus &amp; 911 only</td>
</tr>
<tr>
<td>6</td>
<td>Inward Restricted / Toll Allowed</td>
</tr>
<tr>
<td>7</td>
<td>Inward Restricted / Local Allowed</td>
</tr>
<tr>
<td>8</td>
<td>International / Caribbean</td>
</tr>
<tr>
<td>9</td>
<td>Voice Mail Restricted</td>
</tr>
<tr>
<td>10</td>
<td>Facility Test -USA + 411</td>
</tr>
<tr>
<td>11</td>
<td>Audix Outcall</td>
</tr>
<tr>
<td>13</td>
<td>Outward Restricted/ Inward Allowed</td>
</tr>
<tr>
<td>14</td>
<td>Call Center Manager Toll Restricted</td>
</tr>
<tr>
<td>15</td>
<td>Call Center Agents Toll Restricted</td>
</tr>
<tr>
<td>16</td>
<td>Call Center Manager USA</td>
</tr>
<tr>
<td>17</td>
<td>Call Center Agents USA</td>
</tr>
<tr>
<td>40</td>
<td>Announcements</td>
</tr>
<tr>
<td>45</td>
<td>VDN Outward Restricted</td>
</tr>
<tr>
<td>50</td>
<td>Loudspeaker Paging</td>
</tr>
<tr>
<td>51</td>
<td>Video</td>
</tr>
<tr>
<td>55</td>
<td>Data/Switch</td>
</tr>
<tr>
<td>75</td>
<td>BIT Telephone Etiquette Training (Private)</td>
</tr>
<tr>
<td>90</td>
<td>Tie Trunks No Dial Access</td>
</tr>
<tr>
<td>92</td>
<td>JMMC Overflow</td>
</tr>
<tr>
<td>95</td>
<td>Trunk Groups No Dial Access</td>
</tr>
</tbody>
</table>

### Facility Restriction Level (FRL)

FRL determines the Calling Privileges of the user. FRL’s are ranked from 0-7. Starting at 0 been the lowest privileges and 7 been the highest Privileges.

Example:

- FRL 0 = Internal 911 or Operator
- FRL 1 = Toll Restricted
- FRL 2 = Reserved
- FRL 3 = USA Toll Calls
- FRL 4 = USA + 1411 Information
- FRL 5 = USA Toll Calls
- FRL 6 = International Call
- FRL 7 = Reserved

Each Station at CNM is Programmed with a COS (Class of Service), COR (Class of Restriction) and a FRL (Facility Restriction Level). These tables are built by selecting features and issued a Code number.

CNM has:
- 15 COS (Class of Service) Tables
- 95 usable COR (Class of Restriction) Tables
- 7 FRL (Facility Restriction Levels)
6 Standard Qwest Business lines used for redundant over flow. IF ISDN Trunks are full the Switch will Route OUT going calls through these Lines. The West Side Facility Has its own Switch and can Rout Calls out on these lines.

6 Standard Qwest Business lines used for redundant over flow. IF ISDN Trunks are full the Switch will Route OUT going calls through these Lines. The West Side Facility Has its own Switch and can Rout Calls out on these lines.

6 Standard Qwest Business lines used for redundant over flow. IF ISDN Trunks are full the Switch will Route OUT going calls through these Lines. The West Side Facility Has its own Switch and can Rout Calls out on these lines.