LCDS2 Complete Instructions

Lync Census Data Spreadsheet #2 Instructional Guide v22

UNIVERSITY OF ILLINOIS

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LCDS2 Instructions
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LCDS2 Instructions
How To Complete the LCDS2 from Start to Finish

Please review the high-level process steps below. These steps illustrate steps you can expect while transitioning from traditional phone lines to Lync Voice services. Please review these steps and understand them. Refer back to them, if you wonder where you are in this process.

Overview Steps for Completing LCDS2

Capturing all the specific, correct information for Group Resource Accounts is a complex task. CITES aims to make this entire process as simple as possible, so some CITES Unit Coordinators may be able to complete the LCDS2 on their own.

However, in order to successfully complete an LCDS2, one will have to follow the instructions in this guide precisely. Yes, it is take time, but when your department is among those departments that followed these instructions closely, you will appreciate the time and effort spent.

Your LCDS2 contains all current non-person phone numbers. A Pinnacle report is available with the same information, which you can use as a working guide, while you complete your LCDS2. We recommend that you use the Pinnacle report, along with the visuals that follow, to record which Lync voice solution best meets the needs for each phone number.

Additionally, please understand that the very 1st question to which you will respond (Column H asks if you want each specific phone number Lync-enabled. If you find a phone number that is NOT yours or that you do NOT want to be Lync-enabled, we provide an option in Column H, where you would answer No, which ends all work for that specific, unneeded phone line.

Note: You will need to fill out a Service Request to disconnect any lines you NO longer need or want. Please follow these next 4 specific steps for setting up Lync Non Person Voice accounts on Pgs. 5, 7, 14, and 29. Each of these steps looks like the one below, textually and visibly.

Please review each of these questions now and use Post Its or, in some way, mark these pages, especially Pg. 29, Step 4!

Step 1. Review the following diagram of information, which illustrates all Lync phone options at the highest level. These are all the categories of Lync phone options.

a. Evaluate to determine which of the 3 options best suits for each specific non-person phone numbers.

b. Notate your preference for each number before completing the LCDS2.
Three Main Options for Setting Up Non-Person Resource Accounts in Lync

Welcome to Lync Visuals of scenarios for Non-Person Resource Accounts! Below, please see a decision tree that may help you determine which type of non-person resource phone(s) you want to deploy, either Response Groups or a Common Area Phone.

While deciding which Lync option to use for each phone, please use this high-level diagram as a guide. Review these main options [Response Groups, Role-Based Accounts, or Common Area Phones] and determine which comes closest to meeting your needs per phone number. Setting up each phone number to operate in the most effective way for its specific use, depends on this decision, so please make sure you understand these two options, BEFORE completing the LCDS2 form.

If you have questions, please contact CITES Help Desk [consult@illinois.edu]

Three Main Setup Options for Non-Person Resource Accounts in Lync

Role-Enabled Characteristics

<table>
<thead>
<tr>
<th>Role-Based Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Public”</td>
</tr>
<tr>
<td>Can be maintained by the department</td>
</tr>
<tr>
<td>Can be voicemail enabled</td>
</tr>
<tr>
<td>Can be a part of a response group</td>
</tr>
<tr>
<td>Acts just like an individual’s account</td>
</tr>
</tbody>
</table>

| Can’t have a welcome message |
| Can’t be on a business hours or holiday schedule |
| Can’t have an overflow “queue” configured |
| Cannot be routed to via an IVR |

Common Area Phone Characteristics

- “Public”
- Can’t be maintained by the department
- Can’t have voicemail enabled
- Can’t be a part of a response group
- Anyone could use it

Common Area Phones are used in conference rooms, lobbies, break rooms, courtesy phones, and lab phones. Overall, these phones are used anywhere you need a public phone that is not tied to a person or individual account. This type of phone line can ring to phones in different locations.

1. Consider 4 Scenarios
   - Calls are sent directly to an IP phone and can be answered by anyone.
   - Should be used for individuals who are not eligible for personal Lync accounts, but needs to answer phone calls (e.g., student employees). Calls are sent directly to an IP phone and can be answered by anyone.

2. Respond Group
   - The number is part of a response group.
   - If no one in the group answers, the call can be routed to the voicemail configured on the IP phone, and a message waiting indicator is lit.

3. Response Group Criteria
   - “Non-Public”
   - Tied to specific agents
   - Can have a welcome message
   - Can be on a business hours or holiday schedule
   - Can have a call overflow options configured
   - Can (sometimes) be maintained by the department
   - Can have voicemail enabled
   - Can be accessed via an IVR

4. Serial Round Robin Longest Idle Parallel Attendant
   - An Interactive Voice Response (IVR) routes calls by using questions and answers. An IVR is sometimes called a voice menu. See Pg. 13 for more information.

With the Response Group, you can route and queue incoming calls to designated people (agents), such as customer service, an internal help desk, main departmental numbers, or general telephone support for a department.

* See visuals for ALL options on following pages.
Step 2. Review each visual to determine which one works best for each phone line.
a. Write down your choice FOR EACH NUMBER on your working copy now or write each number on the visual matching your choice per phone number. Do it your own way, but match all of your numbers to the best options now, before completing the LCDS2.
b. Print out the visuals AND Appendix B to more readily guide choices for your phones.

Note: These steps must be followed for EVERY PHONE NUMBER USED for non-person numbers.

Common Area Phone

A common area phone can be used in an area where multiple people can receive incoming calls without logging in to a phone or workstation. Common area phones are generally found in labs and workshops on campus. Phones in different physical locations can be rung through the same number.

Common area phones cannot be a part of a response group or have voicemail enabled.
Role-Based Account

The account can be a member of a response group and an IP phone is used. An incoming call will be routed according to the configuration of the response group. If the group is configured to send overflow calls to voicemail, the role-based account’s email account can be used.

The account can be configured with a team call. An incoming call will first ring to the IP phone, and if not answered, will be distributed to others according to the configuration of the team call.

A Role-Based Account should be used in cases where:
- individuals who are not eligible for personal Lync accounts may need to answer a phone
- a non-person standalone phone needs to be a member of a response group
- a non-person standalone phone needs to have voicemail

Delegates or team calling can be used in conjunction with a Role-Based Account. Voicemail can be configured for the Role-Based Account.

A Role-Based Account functions the same as an individual’s Lync account. The account has a password that can be used to log in and administer functions of the account.
Response Groups
As you will see in the following Response Group types, Lync relies on agent statuses (Presence) for distributing calls to agents in a Response Group. Agents shown as Available will always be able to answer a call. However, Lync has several statuses, which affect which agents can answer and when. Please see the following lists of some Lync Presence statuses. Notice the color codes as well.

<table>
<thead>
<tr>
<th>Available</th>
<th>Away</th>
<th>Busy</th>
<th>In a Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpenter, Nathan R</td>
<td>Coleman, Erik C - Away 1</td>
<td>Besson, Lori A - Busy Inc.</td>
<td>Malick, Subhan - In a call</td>
</tr>
</tbody>
</table>

The following visuals depict the Lync Options for Response Groups. Please review these to identify which option best suits your needs per phone number. Here's the first option:

Serial

Response Group: Serial
The agent listed first in the group will always receive the next incoming call, unless the agent’s Presence is Busy, Away, or Offline, in which case the call will route to agent listed second, and so on.

There is a phone number and a designated group of agents who can answer calls made to that number. An incoming call is always routed to the agent who is designated as the first answerer. If that agent is not available, the call will be offered to the agent listed second. If that agent is not available, the call is offered to the third, and so on. An overflow can be configured to hold calls that cannot immediately be routed to an available agent. Calls will be answered by agents as they become available, respecting the listed order.
Response Group: Round Robin

The next agent in the list with Available or Inactive Presence will receive the next incoming call. Calls are distributed evenly by rotation.

There is a single phone number and a designated group of agents who can answer calls made to that number. An incoming call is routed to the agent who is listed first and has a Presence status of Available or Inactive. Subsequent calls are routed to agents who have Presence statuses of Available or Inactive and an equitable balance of calls answered is maintained among the agents. An overflow can be configured to hold calls that cannot immediately be routed to an agent. Calls will be answered by agents as they become available.
Response Group: Longest Idle

The agent who has the longest Available or Inactive time (in Presence) will receive the next incoming call.

There is a phone number and a designated group of agents who can answer calls made to that number. An incoming call is routed to the agent who has had a Presence status of Available or Inactive for the longest amount of time. An overflow can be configured to hold calls that cannot immediately be routed to an agent. Calls will be answered by agents as they become available.
Response Group: Parallel

All agents with Available or Inactive Presence will be called simultaneously.

FIRST CALL
Comes in at 9:55 AM

Answers the call

SECOND CALL
Comes in at 10:05 AM

Is still in the 9:55 call

Has returned from the meeting

There is a phone number and a designated group of agents who can answer calls made to that number. All agents who have a Presence status of Available or inactive are notified that an incoming call is available to answer. An overflow can be configured to hold calls that cannot immediately be routed to an agent. Calls will be answered by agents as they become available.
Response Group: Attendant

All agents, regardless of Presence, will be called simultaneously. Agents can select which calls to answer.

---

**FIRST CALL**
Comes in at 9:55 AM

Answers the call

**SECOND CALL**
Comes in at 10:05 AM

Answers the call

---

**THIRD CALL**

No agents are available to answer, so the call is "queued". The group agents can pick which call to answer from a list of queued calls.

---

There is a single phone number and a designated group of agents who can answer calls made to that number. All agents in the group, regardless of Presence status (not including Do Not Disturb or Offline) notified that an incoming call is available to answer. The group agents can choose which call to answer if there are multiple calls at the same time.

In the event that there are no agents available to answer a call, waiting calls will remain as available to answer. If an agent becomes available during that wait time, they can answer any of the calls remaining. Unanswered calls will remain in the overflow for a pre-determined amount of time before being sent to voicemail.
Interactive Voice Response (IVR)

**Note:** An Interactive Voice Response (IVR) can be used in conjunction with any phone setup as is deemed appropriate to your preferences.

---

**Interactive Voice Response**

Thank you for calling... To reach the Advising Office, please say "Advising". To reach the Teaching Lab, please say "Lab"...

"Advising" or "Lab"?

Said, "Advising"

Said, "Lab"

Supervisor – Single Lync line

Advising Department – Round-Robin Response Group

Teaching Lab – Parallel Response Group

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An Interactive Voice Response (IVR) workflow routes calls by using questions and answers. The IVR asks the caller a question that has up to four possible answers, and depending on the caller’s response, routes the caller to a queue or asks a second question, which also has four possible answers. Depending on the answer to the second-level question, the caller is routed to the appropriate queue (http://technet.microsoft.com/en-us/library/gg521101.aspx).
Step 3. Respond to the following questions, as appropriate to the phone setup chosen above.

- This is the last of the introductory steps in this guide.
- From here on, please follow Lync Non-Person Account Activation steps, based on cells (A, B, C, etc.) in the Excel spreadsheet, or LCDS2.

Please DO NOT CHANGE THE FORMAT OF THE LCDS2, under any circumstances.

PLEASE CAREFULLY FOLLOW THIS GUIDE STEP by STEP OPTIMUM SUCCESS!

LCDS2 Instructions

Pinnacle provided data - DO NOT CHANGE Pinnacle Information is pre populated!

A. Phone Number
   Pinnacle provides this phone number as being tied to your college, unit, or department. The information in each row starting with a number needs to be completed. If any of these numbers are NOT your numbers, please double check on that. If number is NOT yours, answer No in Column H.

B. CFOP
   Identifies the charge code we use for each of your specific numbers. Please verify these. If you find errors or have questions, please contact CITES Service Request Management at 333-1161 or cites-svcreq@illinois.edu.

C. Org Code
   Lists the identification code for your college, unit, or department

Location Information

D. Building Name
   This is the name of building with specified phone line.

E. Room Number
   This is the name/identifier of room with specified phone line

F. Jack Number
   This is the jack number associated with the specified phone line.

G. Current NCOS
   This identifies the dialing policies in place for the specified phone line. Double check this number. Please verify these at http://uc.illinois.edu/lync/ncos. If you find errors or have questions, please contact CITES Service Request Management at 333-1161 or cites-svcreq@illinois.edu.

Move This Number to Lync?

H. Do you want to Lync enable this number?
   - Yes, this number should be moved to Lync
     o You will complete this row of options for setting up only this specific number.
   - Do not move to Lync keep this number as is
     o You want this number to stay as it is currently.
   - Not needed. I will submit a service request to disconnect this number.
○ You select this because the number is one you don’t use for any reason.
Display Name and Number Options

I. What is the display name you want other Lync users to see?

• This is the name to be displayed for both inbound and outbound calls within Lync.
• This name will appear for contact searches and Contact Lists in Lync windows, so this name will be displayed to other Lync users.
• This name can have up to 30 characters, and we recommend using NO more than 20, when feasible. Spaces are considered characters in this case.

  o Examples of Abbreviations:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assoc=Associate</td>
<td>Conference</td>
</tr>
<tr>
<td>Aux=Auxiliary</td>
<td>Dept=Department</td>
</tr>
<tr>
<td>Cntr=Center</td>
<td>Fclty=Faculty</td>
</tr>
<tr>
<td>Lab=Laboratory</td>
<td>Ofc=Office</td>
</tr>
<tr>
<td>Hlwy=Hallway</td>
<td>Sys=System</td>
</tr>
<tr>
<td>Sci=Science</td>
<td>Srvc=Service</td>
</tr>
<tr>
<td>Bldg=Building</td>
<td>Tech=Technical</td>
</tr>
</tbody>
</table>

  o CITES Help Desk
  o CITES L410 Conf Rm OR CITES L410 Conference Room (CITES L410 Conference Room)

Note: Do not include the "<" or ">" characters in the Display Name. Do not use the following display names, because they are reserved: RGS Presence Watcher or Announcement Service.

J. Please provide a more descriptive display name.

• Please be as specific in this description as possible. Remember, this phone description will be visible to all Lync users in the Lync Contact Card. Make sure that you include the department or unit name in this description.

  o The name can be the same or similar to the following listing, What is the display name you want other Lync users to see (J), but it does NOT need to be.
  o Use your best judgment. We can change it later; but you can include more information in this description (I) than in the What is the display name you want other Lync users to see (J), up to 5 characters, but you want it to be legible.

Example  CITESL410ConfRm-UCPrgrmOfc (CITES L410 Conference Room – UC Program Office)
K. List alternate number you want displayed to callers (if different)
   - This number is the number you want displayed to callers, instead of the number displayed from Phone Number (Column A).
   - This number will be seen by both inbound and outbound calls.

Number's Operational Behavior

L. Select Common Area Phone, Role Based Account, or Response Group (Refer to your list of preferences per phone number from Step 2, Pg. 7.)
   - **Common Area Phones** are used in conference rooms, lobbies, break rooms, courtesy phones, and lab phones. Overall, these phones are used anywhere you need a public phone that is not tied to a person or individual account. This type of phone line can ring to phones in different locations.
     - If you select this option, numerous subsequent options turn black and become unavailable. Just scroll past them for next available options.
     - **Example:** CITES UC Program Office uses a common area phone in its conference room for meetings, so those who can’t physically attend, can still participate via this phone.
   - A **Role-Based Account** should be used in cases, where individuals NOT eligible for personal Lync accounts may need to answer phones, or where standalone phones may need to be a member of a response group.
   - A **Response Group** means that you set up a group of agents to answer calls. We have several ways this can be set up, which follows soon, but for now, select Response Group if you want someone from a group of people to answer a phone line. This is the most common scenario.

M. Provide Agent Anonymity? (This is set as No by default, so agent’s names will be shown.)
   - This question can be answered only Yes or No.
     - **If Yes:**
       - An agent’s identity will remain unknown when the agent answers the phone.
       - Anonymous calls cannot start with instant messaging (IM) or video.
       - An agent or caller can add IM and video after the call has been answered by the agent.
       - Can put calls on-hold and transfer calls (blind and consultative transfers).
       - Anonymous calls do NOT support:
         - Conferencing
         - Application and desktop sharing
         - File transfer
         - White-boarding and data collaboration
         - Call recording
     - **If No,** this option is NOT used.

Note: More information regarding Agent Anonymity follows on next page.

Note: If you want agents to be able to call out and appear as though they are the response group (instead of as themselves), you MUST answer Yes to Agent Anonymity.
More on Agent Anonymity

**Agent Anonymity** - By default, when a Response Group agent answers a call, the caller will see the name of the agent. When a call is placed to a Response Group and answered by an agent, the call will appear as a transfer to the agent and the caller will see the agent’s identity. When the Response Group is configured for agent anonymity, the agent’s name will not be visible to the caller. Even if the caller initiates an instant message conversation, the identity of the agent remains concealed.

- window caller will see **without Agent Anonymity** enabled:

![Without Agent Anonymity](image1)

- window caller will see **with Agent Anonymity** enabled:

![With Agent Anonymity](image2)

**TIP: Outbound Calls on behalf of the Response Group**

In addition to accepting calls as anonymous agents, agents can also make outbound calls on behalf of a response group. To make sure that agents remain anonymous, calls made on behalf of a response group must be made through the Response Group application. The supported clients (Lync 2010 and Lync 2010 Attendant) retrieve the list of available response groups when the agent signs in. This list is updated every eight hours. For the call-on-behalf-of feature, the voice policy (NCOS) of the response group is used, not the voice policy (NCOS) of the agent. The Response Group MUST have Agent Anonymity enabled in order for agents to call on its behalf!
Common Area Questions

Note: If you selected Response Group in Column L, this cell (N) and the next (O) in this row will have turned black and are no longer options.

N. Provide PIN
   • PIN must be at least 6 non-repeating digits.
   • Avoid using special characters.

O. Allow user log in ability?
   • Select Yes or No.
     o If you select Yes, Lync-enable user would be able to login as self on this phone.
     o If you select No, users will NOT be able to log in as themselves to the phone.

Note: Please understand that, if you select Yes, then anyone CAN login to this phone to use it ... just like current public area phones can be used by anyone and can be regulated by staff.

Role Based Account Questions

Note: Information to give your IT Pro for every phone/computer used:
1. Create Role-Based account in your OU in Active Directory.
   a. Do NOT include the phone number in the name of the account.
   b. Neither the AD group sAMAccountName nor the email address should be the same as a Response Group name.
   c. Please follow standard naming conventions for role-based accounts.
      • Resource accounts can’t conflict with existing or future NetIDs; therefore, the account name MUST be greater than 9 characters.
      • Preface account name with a unit identifier, such as CITES-HelpDesk-Student1 or Station1.
   d. This account must be in the UOFI domain.
   e. This account MUST remain enabled.
2. Send an e-mail to consult@illinois.edu, asking for the account to be mail enabled ONLY if voicemail is required.
   a. Please include the EXACT name of the account.
3. Please provide the sAMAccountName, password, & e-mail address (if needed) to your department’s CITES Unit Coordinator.

P. Account Name (sAMAccountName)
   • Please provide the name of the role-based account created by your IT Pro to be Lync enabled.

Q. Does this account need voicemail?
   • If you select Yes, this account will be enabled for voicemail.
   • If you select No, voicemail will not be available for this account and Column will be blanked out.

R. Provide Exchange e-mail address for this account
   • Please provide the email address of the role-based account created by your IT Pro.

Note: This step is only necessary if you chose Yes for voicemail.
Welcome Message

S. Do you want callers to hear an interactive voice menu when dialing this number?
   - Select Yes or No.
     - Select Yes, if you want callers to hear an interactive voice menu (If you want to speak at an advisor, please press 1, to leave a voice mail, press 2, etc.).
     - Select No, i you do NOT want callers to hear an interactive voice menu.
       ➢ With this selection, will turn black and is NO longer an option.

T. If you selected No in S this tab turns black, and you can proceed to the next section.

If you selected Yes in S, be aware that you will have to go to Tab 2 to complete the IVR section, after you complete filling out information for ALL of your numbers. See below:

IVR: For more info about IVRs (voice menus), go to: http://technet.microsoft.com/en-us/library/gg413020.aspx

Note: Interactive workflows support up to two levels of questions, with each question having up to four possible answers. The IVR asks the caller a question that has up to four possible answers, and depending on the caller’s response, routes the caller to a queue or asks a second question. The second question can also have four possible answers. Depending on the answer to the second-level question, the caller is routed to the appropriate queue.

When you design call flows by using Lync Server Management Shell, you can define any number levels of IVR questions and any number of answers. However, for caller usability we recommend that you not use more than three levels of questions, with not more than five answers each. In addition, if you design a call flow that has more than two levels of questions with more than four answers each, you cannot edit the call flow by using Microsoft Lync Server 2010 Control Panel.

Each response can be accepted in one of three ways (voice, keypad, both).

U. Do you want callers to hear a welcome message?
   - This message is an initial greeting during regular business hours.
   - Select Yes or No.
     - If you select Yes, complete V & W.
     - If you selected No V & W turn black, so you can skip to the Response Group section (X).

LCDS2 Instructions
V. How do you want to provide this welcome message?

- Choose one of the three options:
  - Select *CITES Recorded* if you want CITES to record a message you provide.
  - Select *Text-to-Speech* if you want a recording derived from the system's automated, electronic, voice translation.
  - Select *Provide a .WAV File Name* if you want to provide a message yourself.

  - When choosing .WAV file, it must be less than 4 MB
  - 8-bit or 16-bit file
  - Linear pulse code modulation (LPCM), A-Law, or mu-Law format
  - Mono or stereo

**Note:** For the best performance of .WAV files, a 16 kHz, mono, 16-bit .WAV file is recommended. If you use a Windows Media audio file, use low bitrates. Please contact your IT Pro for more information.

W. Type message content or .WAV File Name

- If you selected *CITES recorded* in V, please provide the message typed out.
- If selecting .WAV File Name in V, please provide name of file.
- If selecting *text-to-speech* in V, please provide the text for this message.

Response Group Questions

**Note:** If you selected *Common Area Phone* type or *Role-Based Account* back in Column L, then ALL of the options in this section will be black and NOT available.

**Note:** If you use an email distribution list, you are subject to the following constraints:

- Agent – A staff member assigned or approved to answer a specific phone line(s).
- You cannot select multiple distribution lists for the agent group. Each group supports only a single distribution list.
- If the distribution list contains one or more distribution lists, members of the nested distribution lists are not added to the agent list.
- If *Serial or Roun Robin* is selected, the server offers an incoming call to the appropriate agent according to the routing method and according to the order in which agents are listed in the distribution list.
- If you use an email distribution list, hidden memberships or hidden lists might become visible to the Response Group administrator or users.
- Agents who are NOT logged in are NOT able to receive calls.
- Response Group offers options, as introduced on Pg. 6 and in diagrams on Pgs. 8-12.

**Note:** The following list in Column X refers to *Presence*. This *Presence* is seen through written and color-coded indicators in *Lync* that show if an agent is *Available*, *Busy*, *In a call*, *Away*, and so forth. See Pg. 35 for more information about *Presence*.
X. **Select preferred call routing method** (from the following five Response Group options)

• *Parallel* - All agents with *Available or Inactive Presence* will be called simultaneously.
  o All agents who have a status of *Available or Inactive* are notified that an incoming call is available to answer.
  o A queue overflow (where incoming calls can go in line before they are answered) can be configured to hold calls that cannot immediately be routed to an agent.
  o Queued calls ring to agents as they become available.

• *Round Robin* - The next agent in the list with *Available or Inactive Presence* will receive the next incoming call, as calls will be distributed evenly by rotation.
  o An incoming call is routed to the agent who is listed first and has a status of *Available or Inactive*.
  o Subsequent calls are routed to agents who have status of *Available or Inactive Presence* and an equitable balance of calls answered is maintained among the agents.
  o A queue overflow can be configured to hold calls that cannot immediately be routed to an agent.
  o Queued calls ring to agents as they become available.

• *Attendant* - All agents, regardless of *Presence*, will be called simultaneously, and agents can select which calls in the queue to answer. The ONLY exception to this setup occurs when an agent has Presence set to *Do Not Disturb*.
  o Incoming calls are routed to a waiting queue and any available agent may answer a queued call.
  o In the event that there are NO agents available to answer a call, calls will be held in the queue.
  o If an agent becomes available during that wait time, they can answer any of the calls remaining in the queue.
  o Unanswered calls will remain in the queue for pre-determined amount of time before being sent elsewhere, such as, to voicemail.

• *Serial* - The agent listed first in the group will always receive the next incoming call, unless the agent’s *Presence* is *Busy, Away, or Offline*, in which case the call will route to agent listed 2\textsuperscript{nd}, then 3\textsuperscript{rd} and so on.
  o An incoming call is always routed to the agent who is designated as the first answerer.
  o If that agent is not available, the call will be routed to the agent listed second.
  o If that agent is not available, the call is routed to the third, and so on.
  o A queue overflow can be configured to hold calls that cannot immediately be routed to an available agent.
  o Queued calls ring to agents as they become available, respecting the listed order.

• *Longest Idle* - The agent who has the longest *Available or Inactive* (Presence) time will receive the next incoming call.
  o An incoming call is routed to the agent who has had a status of *Available or Inactive* for the longest amount of time.
  o A queue overflow can be configured to hold calls that cannot immediately be routed to an agent.
  o Queued calls ring to agents as they become available.
Y. Should agents be logged into the response group automatically?

- Do you want agents to be automatically signed in to the Response Group when signing into Lync? Answer Yes or No.
  - If you select Yes, agents are automatically signed into the Response Group when signing into Lync.
    - This option is referred to as Informal.
  - If you select No, agents who answer calls need to sign in separately to do so.
    - This option is referred to as Formal.

Z. Provide Exchange Email Address (Preferred) or provide agent NetIDs. (Contact IT Pro for help with this. See shaded area below for IT Pro Information.)

Warning: For Serial Response Groups ONLY, please provide agent NetIDs. List agent NetIDs in the order you want them called. You can't use an Exchange Email Address for Serial Response Groups. Order does NOT matter for all other options!

- You can create an Exchange mail enabled Active Directory group with the names of the agents who are part of the response group, but the order agents are listed does NOT matter.
- This step gives the department local control of who can be members of that Response Group.

Note: Information to give to your IT Pro:

   - Do NOT include the phone number in the name of the group.
   - Neither the AD group sAMAccountName nor the email address should be the same as the Response Group name.
   - Please include your department or unit at the beginning of the name of this group.
   - Add the necessary staff to the group.
   - This group should NOT include sub groups or other mail enabled groups. This group must be in the UOFI domain.

2. Send an e-mail to consult@illinois.edu, asking for the AD group to be mail enabled.
   - Please include the EXACT name of the group.
   - Make sure to state that this request should be transferred to the UC-Lync Queue.

AA. Select alert time per agent

- Lync rings in 5-second intervals, so use that as a guide for selecting an appropriate number of seconds you want a phone line to ring-per-agent, before the call is passed along.
  - How much time do you want to provide for an agent to have time to reasonably answer a call?

Note: Agent Groups - Alert time default is 20 sec; maximum is 180 sec

AB. Specify name for the queue

- All Response Groups require a queue for incoming calls. A queue routes a call to a group of agents by various means, as described on Pg. 20.
- Provide name of department, identifying information, and the word queue.

Example: CITES SRM Queue
AC. Do you want to limit time callers wait for their calls to be answered?

• Answer Yes or No.
  o Is there an amount of time you feel is a maximum amount callers should have to wait before their calls are accepted, either by a person or by a recording?
    ➢ If you select Yes, continue selecting options in this section.
    ➢ If you select No AD through AJ turn black and are NO longer needed.

AD. What do you want callers to hear while waiting for their calls to be answered?

• You can select from 3 options:
  o Select Standard (Music) and callers will hear Lync system music.
  o Select Silence and callers will NOT hear anything (NOT recommended).
  o Select Custom if you want to provide specific music or some kind of a message.
    ➢ Selecting Custom causes you to have to tell us the file name you want to use. For instance, a music department might offer some standard arrangement.

AE. Type custom file name (must be .WAV or .WMA)

• This option opened, because you selected to send us a file you created.
  o We can only accept these file types.
  o Select Provide a .WAV File Name if you want to provide a message yourself.
    ➢ When choosing .WAV file, it must be less than 4 MB
    ➢ 8-bit or 16-bit file
    ➢ Linear pulse code modulation (LPCM), A-Law, or mu-Law format
    ➢ Mono or stereo

Note: For the best performance of wave files, a 16 kHz, mono, 16-bit .WAV file is recommended. If you use a Windows Media audio file, use low bitrates. Please contact your IT Pro for more information.

AF. Set maximum queue wait time limit (10 seconds to 3 minutes)

• Determine how long you want callers to wait before their calls are either answered by a person or routed elsewhere. How long should callers wait before being an interaction?
  • Rarely, phone queue needs more than 30 minutes. In such case, type in the amount of time, up to 60 minutes maximum. Average wait times are between 15 and 30 seconds.

AG. How do you want to handle calls that exceed the maximum wait time?

• Once callers have waited the maximum amount of time (AF before an interaction, what do you want to happen to such callers?
  o Route to billboard provides a voice message for callers without the option for callers to leave a voicemail message.
  o Send to voicemail provides callers with opportunity to leave a voice message.
    ➢ Must be e-mail box for delivery/can’t have distribution list!
  o Route to another telephone number forwards a caller to another phone line.
    ➢ This option doesn't come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred. This should be local or toll-free number.
  o Route to another person forwards to another Lync-enabled caller to another person's phone line.
    ➢ This option doesn't come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred.
  o Send to another group of agents (queue) forwards a call to another queue.

LCDS2 Instructions
AH. Before a waiting call is re-routed, do you want to provide a message?
   • Select Yes or No.
     o If you select Yes, complete AI.
     o If you selected No AI becomes unavailable.

AI. Type message content for text to speech
   • Type content for Text-to-Speech so you can attain a recording derived from the system’s automated, electronic, voice translation.

AJ. Specify voice mailbox e-mail address, telephone number, name of person, or group of agents (queue) for call to be routed
   • If you selected, Route to billboard (in Column AG), this column, AJ will turn black. It is NO longer an option.
     o At the same time, the column with Before a waiting call is re-routed, do you want to provide a message? (AH) turns blue and automatically selects Yes. You will NOT be able to change it, so please be careful!
   • If you selected a) Send to voicemail box b) Route to another telephone number, or c) Route to another person, please provide specific:
     o a) voice mailbox e-mail address,
     o b) telephone number (local or toll-free), or
     o c) name of person to which you want callers to be sent, as appropriate to your selection in (AG).
   • If you selected, Send to another group of agents (queue), list that group name here.

Call Queue Overflow Options
Note: You can use queue overflow to forward a call if a queue has too many concurrent callers waiting. You can configure this option to forward the newest call or the oldest call (Column AM).

AK. Enable queue overflow?
   • Select Yes or No.
     o If you select Yes, complete AL through AQ.
     o If you selected No then AL through AQ turn black and are NO longer needed.

AL. Maximum number of callers allowed in queue?
   • Select limit for the number of calls that can be waiting to be answered in the queue.
     • Select number between 1 and 20.
     • If you need more than 20, please write in that number in this cell (AL).
AM. Should overflow pertain to newest or oldest callers?
   • Select Newest, if you want the newest call to go directly to a waiting queue in a call overflow scenario.
     o Use this option, if you want newest call to go immediately to an overflow queue, since the queue with callers waiting to speak to a person or hear a voice message is full.
   • Select Oldest, if you prefer that the oldest call to go directly to a waiting queue in a call overflow scenario.
     o Use this option, if you instead want a newest call to enter the group of caller waiting to either speak to a person or hear a voice message.

AN. How do you want to handle queue overflow calls?
   • Once callers have waited the maximum amount of time (AF), what do you want to happen for newest or oldest calls?
     o Route to billboard provides a voice message for callers without the option for callers to leave a voicemail message.
     o Send to voicemail provides callers with opportunity to leave a voice message.
       ➢ Must be e-mail box for delivery/can't have a distribution list!
     o Route to another telephone number forwards a caller to another phone line.
       ➢ This option doesn't come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred. This should be a local or toll-free number.
     o Route to another person forwards to another Lync-enabled caller to another person's phone line.
       ➢ This option doesn't come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred.
     o Send to another group of agents (queue) forwards a call to another queue

AO. Before an overflow call is routed, do you want to provide a message?
   • Select Yes or No.
     o If you select Yes, complete AP.
     o If you selected No AP becomes black and is NO longer an option.

AP. Type message content for text to speech
   • Write the text for the message you want to leave for callers.
AQ. Specify voice mailbox e-mail address, telephone number, name of person, or group of agents (queue) for call to be routed

- If you selected, *Route to billboard* (in Column AN), this box (AQ) turned black. This is NO longer an option.
  - At the same time, the column with *Before an overflow call is re-routed, do you want to provide a message?* (AO) turns blue and automatically selects Yes. You will NOT be able to change it!
- If you selected a) *Send to voicemail box* b) *Route to another telephone number*, or c) *Route to another person*, please provide specific:
  - a) voice mailbox e-mail address,
  - b) telephone number (local or toll-free), or
  - c) name of person where you want callers to be sent, based on your selection in (AN).
- If you selected, *Send to another group of agents (queue)*, list that group name here.

AR. Do you need additional queues for this response group?

- Select Yes or No.

Note: If you will be using an IVR (voice menu) for this number, and that menu requires that you provide more than 1 queue (for this phone number), you need to select Yes.

Example: A department has a single main number and uses an IVR to dispatch incoming calls to either receptionist line or a support line, then an extra queue is required, but NOT an additional phone number. In this example, the main line would continue to the receptionist, which utilizes the queue name previously entered in this row for this number. So, the additional routing only needs a queue and NOT an additional phone number.

- Press for general information and Press 2 for support. In such a case, one number handles these 2 lines, through the IVR.
  - Additional queues may also be used without an IVR as well.

Example: A department has a single main line for which calls are routed to two support personnel (main queue). When those two individuals are already on a call and you have chosen to take advantage of the call overflow option, you can have the additional calls routed to other staff members (additional queue).

AS. Cell changes, depending on your selection in Column AR.

- If you select *Yes* Column AS turns yellow and directs you to access the Additional Queues tab.

Note: Please follow the same instructions as you did for the preceding Columns through AQ on this form, which you will see in the Additional Queues tab.

- If you select *No* Column AS turns black and is NO longer needed.
After Hours Options

AT. Identify specific hours when calls can be answered

Please specify ALL hours when calls for this number might be answered. If you want someone to be able to answer the phone at 7:00 am.—at times—you should specify that your business hours begin at 7:00 a.m.

Note: Please denote daily differences (staggered shifts) and any noted lunch break during those hours. Lync can only facilitate 1 break per day, such as a lunch break.

AU. How do you want to handle after hour calls?

- Route to billboard provides a voice message for callers without the option for callers to leave a voicemail message.
- Send to voicemail provides callers with opportunity to leave a voice message.
  o Must have an e-mail box for delivery, but it can NOT be a distribution list!
- Route to another telephone number forwards a caller to another phone line.
  o This option doesn’t come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred. This should be a local or toll-free number.
- Route to another person forwards to another Lync-enabled caller to another person’s phone line.
  o This option doesn’t come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred.

AV. Before call is routed, offer after hours message?

- If you selected Route to billboard, this is automatically Yes.
- If you selected Send to voicemail box Route to another telephone number, or Route to another person, select Yes or No.
  o Selecting Yes requires you to fill in the next options (AW & AX).
  o Selecting No will black out those 2 options (AW & AX).

AW. How do you want to provide this after hours message?

- Choose one of the three options:
  o Select CITES Recorded if you want CITES to record a message you provide.
  o Select Text-to-Speech if you want a recording derived from the system’s automated, electronic, voice translation.
  o Select Provide a .WAV File Name if you want to provide a message yourself.
    ➢ When choosing .WAV file, it must be less than 4 MB
    ➢ 8-bit or 16-bit file
    ➢ Linear pulse code modulation (LPCM), A-Law, or mu-Law format
    ➢ Mono or stereo

Note: For the best performance of .WAV files, 16 kHz, mono, 16-bit .WAV file is recommended. If you use a Windows Media audio file, use low bitrates. Please contact your IT Pro for more information.
AX. Type message content or .WAV file name

- If you selected *CITES recorded* in **AW**, please provide the message typed out.
- If selecting .WAV File Name in **AW**, please provide name of file.
- If selecting *text-to-speech* in **AW**, please provide the text for message.

AY. Specify voice mailbox email address, telephone number, or name of *Lync* enabled person for after hours call to be routed

- If you selected, *Route to billboard* (in **Column AU**), this column, **A** will turn black.
  - It is NO longer an option.
  - At the same time, the column with *Before call is routed, offer after-hours message?* (**AV**) turns blue and automatically selects *Yes*. **You will NOT be able to change it!**
- If you selected a) *Send to voicemail box*  b) *Route to another telephone number*, or c) *Route to another person*, please provide specific:
  - a) voice mailbox e-mail address,
  - b) telephone number (local or toll-free), or
  - c) NetID of person where you want callers to be sent, based on your selection in (**AU**).
- If you selected, *No after-hours (take calls 24x7)*, then the next 4 (**AV through AY**) options in this section all turn black, so you do NOT use them.

**Holiday Options**

AZ. Select from the following holiday schedule options?

- *All campus holidays*
  - This option follows the traditional University schedule.
- *All campus holidays an reduced service days*
  - This option includes the traditional holiday schedule; plus, you also do NOT answer calls on reduced service days.
- *No Holidays*
  - If your area does NOT take time off over holidays, select this option.
  - Once you select this option, **Columns AY through BC** turn black and will be skipped.
- *Custom Schedule*
  - If your area has its own unique schedule, which does NOT match any of the above options, regarding holiday schedules, select this option.
BA. How do you want to handle calls during holidays?
   - *Route to billboard* provides a voice message for callers without the option for callers to leave a voicemail message.
   - *Send to voicemail* provides callers with opportunity to leave a voice message.
     - Must be e-mail box for delivery/can't have a distribution list!
   - *Route to another telephone number* forwards a caller to another phone line.
     - This option doesn’t come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred. This should be a local or toll-free number.
   - *Route to another person* forwards to another Lync-enabled caller to another person’s phone line.
     - This option doesn’t come with an outgoing information message. Instead, callers are routed as such, and they may NOT know this has occurred.

BB. Before call is routed, offer message during holidays?
   - If you selected *Route to billboard*, this is automatically Yes.
   - If you selected *Send to voicemail box Route to another telephone number, or Route to another person*, select Yes or No.
   - Selecting Yes requires you to fill in the next 3 options (BA & BB).
   - Selecting No will black out those 2 options (BA & BB).

BC. How do you want to provide this message during holidays?
   - Choose one of the three options:
     - Select *CITES Recorded* if you want CITES to record a message you provide.
     - Select *Text-to-Speech* if you want a recording derived from the system’s automated, electronic, voice translation.
     - Select *Provide a .WAV File Name* if you want to provide a message yourself.
       - When choosing .WAV file, it must be less than 4 MB
       - 8-bit or 16-bit file
       - Linear pulse code modulation (LPCM), A-Law, or mu-Law format
       - Mono or stereo

*Note:* For the best performance of wave files, a 16 kHz, mono, 16-bit Wave file is recommended. If you use a Windows Media audio file, use low bitrates. Please contact your IT Pro for more information.

BD. Type message content or .WAV file name
   - If you selected *CITES recorded* in BA please provide the message typed out.
   - If selecting .WAV File Name in BA, please provide name of file.
   - If selecting text-to-speech in BA please provide the text for message.
BE. Specify voice mailbox e-mail address, telephone number, or name of person for call to be routed

- If you selected, Route to billboard (in Column AY), this box turns black. These are no longer options.
  - At the same time, the column with Before call is routed, offer message during holidays? (AZ) turns blue and automatically selects Yes. You will NOT be able to change it!

- If you selected a) Send to voicemail box b) Route to another telephone number, or c) Route to another person, please provide specific:
  - a) voice mailbox e-mail address,
  - b) telephone number (local or toll-free), or
  - c) NetID of person where you want callers to be sent, based on your selection in (AZ).

Step 4. Once you receive an e-mail notification that every phone number you submitted in the LCDS2 has been activated, please test each one to validate that it works like you want it to.

The End! Congratulations!

Note: Instructions for setting up an Interactive Voice Response menu follows in Appendix A.
Appendix A

Interactive Voice Response (IVR) Menu Creation

The Interactive Voice Response Menu worksheet should be completed if you selected Yes in the Do you want callers to hear an interactive voice menu column. You will need to fill out an IVR worksheet for every number where you selected Yes.

Strategy Tip:
Do this last, AFTER you set up your response group phones!

The LCDS2 requires you to come up with a queue name for each response group. These queue names are used by the IVR to route calls when customers select a certain response. Filling out the LCDS2 in its entirety first allows you to have these queue names ready and available. Following this strategy should allow you to easily arrange them in the menus that make the most sense for your needs.

Note: You may need to configure multiple IVRs to meet your business needs. If you need to fill out additional IVR worksheets,

1) Right-click on the IVR Worksheet
2) Select “Move or Copy...”
3) Click on “(move to end)”
4) Click the box for “Create a copy”
5) Click OK
6) The new IVR sheet will be created and name IVR Worksheet (2)

Note: Please complete all the rows of the LCDS2 before starting the IVR worksheet???

An IVR menu can consist of two layers of choices for callers, referred to as menus. Each layer can provide up to four options. Callers can interact with a voice menu by voice commands and/or keypad responses. An IVR menu can only direct calls to queues (those are what you named in Column Y in the LCDS2). Therefore, you cannot route calls to a common area phone or to an individual's Lync number via an IVR.

FIGURE 2. THIS SCREENSHOT SHOWS WHAT THE IVR MENU CREATION INSTRUCTIONS LOOK LIKE WHEN YOU FIRST ACCESS THIS PAGE IN THE LCDS2.
Please follow these instructions to create an Interactive Voice Menu, or IVR:

1) Select recording method for all instructions
   • You can provide the text of the IVR in one of three ways:
     • Select CITES Recorded if you want CITES to record a message you provide.
     • Select Text-to-Speech if you want a recording derived from the system’s automated, electronic, voice translation.
     • Select Provide a .WAV File Name if you want to provide a message yourself.
       ➢ When choosing .WAV file, it must be less than 4 MB
       ➢ 8-bit or 16-bit file
       ➢ Linear pulse code modulation (LPCM), A-Law, or mu-Law format
       ➢ Mono or stereo

Note: For the best performance of wave files, a 16 kHz, mono, 16-bit .WAV file is recommended. If you use a Windows Media audio file, use low bitrates. Please contact your IT Pro for more information.

2) Select one of the following options for creating how customers will interact with this/these menus
   • Keypad response only – Callers interact with the menu by pressing numbers (0-9), * (star), or # (pound) on their keypad.
     o For example, if the menu said, “To contact the CITES Help Desk, please press 1,” the caller presses the 1 button/key on the phone to perform the action.
   • Voice only – Callers interact with the menu by saying their choice.
     o For example, if the menu said, “To contact the CITES Help Desk, please say, ‘Help Desk,’” the caller would say, “Help Desk” to perform the action.
   • Both keypad response and voice keyword – Could provide both of the options above.
     o For example, if the menu said, “To contact the CITES Help Desk, please say, ‘Help Desk’ or press 1,” the caller could say, “Help Desk” OR press the 1 key to perform the action.
**Note:** Please notice that the Voice Keyword or Keypad Response cell may turn black and blank out.

**FIGURE 5. AFTER SELECTING KEYPAD RESPONSE ONLY, VOICE KEYWORD TURNS BLACK.

**FIGURE 6. AFTER SELECTING VOICE KEYWORD, KEYPAD RESPONSE TURNS BLACK.**

3) **Provide message content or .WAV File Name for the 1st set of menu options**

- If you selected *CITES recorded*, please type out the message text in its entirety, making sure you include the specific commands as dictated by your answer from above question Number Two.
- If selecting *Text-to-speech*, please type out the message text in its entirety, making sure you include the specific commands as dictated by your answer from above question Number Two.
- If selecting *WAV File Name*, please provide name of file.
  - When choosing .WAV file, it must be less than 4 MB
  - 8-bit or 16-bit file
  - Linear pulse code modulation (LPCM), A-Law, or mu-Law format
  - Mono or stereo

**Note:** For the best performance of wave files, a 16 kHz, mono, 16-bit .WAV file is recommended. If you use a Windows Media audio file, use low bitrates. Please contact your IT Pro for more information.
4) a. Translate the options below and indicate the resulting action of selecting an option

**Note:** Please notice that the **Voice Keyword** or **Keypad Response** cell may be blanked out, depending on your choice from Question above.

- Translate your menu’s text into the specific options presented.
  - In the above example, “To contact the CITES Help Desk, please say, ‘Help Desk’ or press 1,” you would enter *Help Desk* in the **Voice Keyword** cell and select the number 1 from the Keypad Response dropdown. You must do this for every option in the initial menu.

**Note:** You are not required to fill in all four options!

4) b. In the Action option, you find two options:

![FIGURE 7. YOU FIND 2 OPTIONS FOR ACTION.](image)

- *Send to queue* – Will immediately send a caller to the queue you specify.
  - If you select this option, you will fill out the next cell in the **Queue Name** column.
  - These queue names will come from the LCDS2, Column Y.
  - Please enter the queue name exactly as it appears there.

- *Present another menu option* – A secondary menu will be announced, which provides another set of choices for the callers.
  - Selecting this option blacks out the **Queue Name** column and presents another section.

![FIGURE 8. WHEN IN ACTION, IF PRESENT ANOTHER MENU OPTION IS SELECTED, QUEUE NAME TURNS BLACK AND A NEW SET OF SUB OPTIONS DISPLAYS, WHICH ARE JUST LIKE THE OPTIONS YOU SAW EARLIER.](image)

**Note:** These questions follow the same instructions as the first menu option:

- You must provide the text or file name for the second-tier menu
- You must translate the menu into the separate options
- The action will **ALWAYS** be send callers to another queue, since you can only have a two-tier menu.
- You must provide the name of the queue to which calls are routed.

**Note:** You are not required to fill in all four sub-options!

---End of IVR Instructions Appendix---

**LCDS2 Instructions**
Appendix B

Note: Cut out these 2 pages for easy reference as you determine which of the 3 main options to use.

**Lync 3 Main Non Person Group Resource Account Options:**

**Role-Enabled Characteristics**

1. **“Public”**
   - Can be maintained by the department
   - Can be voicemail enabled
   - Can be a part of a response group
   - Acts just like an individual’s account

2. **Can’t have a welcome message**
   - Can’t be on a business hours or holiday schedule.
   - Can’t have an overflow “queue” configured
   - Cannot be routed to via an IVR.

**Common Area Phone Characteristics**

- “Public”
- Can’t be maintained by the department
- Can’t have voicemail enabled
- Can’t be a part of a response group
- Anyone could use it

**Common Area Phones** are used in conference rooms, lobbies, break rooms, courtesy phones, and lab phones. Overall, these phones are used anywhere you need a public phone that is not tied to a person or individual account. This type of phone line can ring to phones in different locations.

**Consider 4 Scenarios**

3. **Should be used for individuals who are not eligible for personal Lync accounts, but needs to answer phone calls (e.g. student employees).**
   - Calls are sent directly to an IP phone and can be answered by anyone.

4. **The number is part of a response group.**
   - If no one in the group answers, the call can be routed to the voicemail configured on the IP phone, and a message waiting indicator is lit.

**Figure 9 Common Area Phone & Role Based Account Descriptions**
With the **Response Group**, you can route and queue incoming calls to designated people (agents), such as customer service, an internal help desk, main departmental numbers, or general telephone support for a department.

**Response Group Criteria**
- “Non-Public”
- Tied to specific agents
- Can have a welcome message
- Can be on a business hours or holiday schedule
- Can have a call overflow options configured
- Can (sometimes) be maintained by the department
- Can have voicemail enabled
- Can be accessed via an IVR

**An Interactive Voice Response (IVR)** routes calls by using questions and answers. An **IVR** is sometimes called a voice menu. See Pg. 13 for more information.

**Serial**
- Round Robin
- Longest Idle
- Parallel
- Attendant

*See visuals for ALL options on following pages.*

---End of Lync 3 Main Non Person Group Resource Account Options Appendix---
## Lync Non Person Resource Account Glossary of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>A staff member assigned or approved to answer a specific phone line(s).</td>
</tr>
<tr>
<td>Attendant</td>
<td>There is a single phone number and a designated group of agents who can answer calls made to that number. Incoming calls are routed to a queue and any available agent may answer queued call. In the event that there are no agents available to answer a call, calls will be held in the queue. If an agent becomes available during that wait time, they can answer any of the calls remaining in the queue. Unanswered calls will remain in the queue for a pre-determined amount of time before being sent to voicemail.</td>
</tr>
<tr>
<td>Billboard</td>
<td>A billboard is a voicemail application that allows callers to hear information only; they cannot leave a message nor select from an IVR. Think of a real billboard; it gives you information only.</td>
</tr>
<tr>
<td>Common Area Phone</td>
<td>Common Area phones are used in conference rooms, lobbies, reception areas, and break rooms. They are also used for courtesy phones and lab phones. Overall, these phones are used anywhere you need a public phone that is not tied to a person or individual account. Such a phone line can ring to phones in different locations.</td>
</tr>
<tr>
<td>Delegate</td>
<td>Delegate is a specific person designated to make or receive calls on someone’s behalf.</td>
</tr>
<tr>
<td></td>
<td>o <strong>Example:</strong> President Hogan has another person answer phone calls for him.</td>
</tr>
<tr>
<td>Handset</td>
<td>The receiver or the part of the phone that you hold to talk and listen.</td>
</tr>
<tr>
<td>Headset</td>
<td>A headphone combined with a microphone. It allows users to talk and listen with hands-free operation.</td>
</tr>
<tr>
<td>Hunt Group</td>
<td>A hunt group is a telephony concept that refers to the methodology of distributing phone calls from a single telephone number to a group of several phone lines. Specifically, it refers to the process or algorithm used to select which line will receive the call.</td>
</tr>
<tr>
<td>IM /Instant messaging</td>
<td>Use Microsoft Lync to communicate with two or more people over the Internet using typed text. This technology, designed initially for conducting one-on-one personal chats, has permeated the workplace and is used by many business people over phone calls and e-mail.</td>
</tr>
<tr>
<td>Interactive Voice Response (IVR)</td>
<td>An Interactive Voice Response (IVR) workflow routes calls by using questions and answers.</td>
</tr>
<tr>
<td>IP Phone</td>
<td>A telephone that converts voice into IP packets and vice versa for voice over IP (VoIP) telephone service. The term usually refers to a telephone with built-in IP signaling protocols such as H.323 or SIP that is used in conjunction with an IP PBX in an enterprise. However, it may also refer to a software-based phone (softphone) that is installed in the user’s PC and requires that calls be made from the PC.</td>
</tr>
</tbody>
</table>
**Longest Idle**

There is a phone number and a designated group of agents who can answer calls made to that number. An incoming call is routed to the agent who has had a status of *Available* or *Inactive* for the longest amount of time. A queue overflow can be configured to hold calls that cannot immediately be routed to an agent. Queued calls will be answered by agents as they become available.

**Main Unit Number**

These are phone lines for a department, which has one published number—or main line—for that department.

- **Example:** The Ticket Office has one main number for people to call.

**Parallel**

There is a phone number and a designated group of agents who can answer calls made to that number. All agents who have *Available* or *Inactive* status are notified that an incoming call is available to answer. A queue overflow can be configured to hold calls that cannot immediately be routed to an agent. Queued calls will be answered by agents as they become available.

**Personal Line**

Telephone number assigned to a specific individual. In *Lync*, personal line is tied to NetID.

**Presence**

With presence, you can see at-a-glance if someone is available and contact them with a click using instant messaging, phone call or a video conference. Presence gives a user who wants to communicate with someone options for contacting them and tells them beforehand about the availability of the other user. A person can customize and control access to their Presence information. Presence is a *Lync* feature, which uses color codes and word descriptions to inform other *Lync* users about your availability.

**Available**, **Away**, **Busy**, **In a Call**

Presence types include: *Available* (green), *Inactive & Away* (both yellow), *Busy, In a Call, & In a Meeting* (all red), and *Offline* (blank). *Lync* also displays other statuses.

**Queue**

A queue routes the call to a group (or multiple groups) of agents. The group matches the caller to an agent by using a variety of methods such as longest idle routing or round robin routing. Response groups must be associated with a queue; they will NOT function without one.

**Queue Timeout**

A queue timeout is an option that you can configure to re-route a call that has not been answered within a specific period of time. Calls that exceed the queue timeout threshold can be routed to a billboard message, to voice mail, to another telephone number, to a *Lync* enabled user, or to another group of agents (queue).

**Response Group Phone**

A *Response Group* means that you set up a group of agents to answer calls. We have several ways this can be set up (Serial, Round Robin, Longest Idle, Parallel, and Attendant). A Response Group lets you have someone from a group of people answer phone line.

**Role Based Account**

A *Role-Based Account* should be used in cases, where individuals NOT eligible for personal *Lync* accounts may need to answer phones, or where standalone phones may need to be a member of a response group.
| **Round Robin** | There is a single phone number and designated group of agents who can answer calls made to that number. An incoming call is routed to the agent who is listed first and has a status of **Available** or **Inactive**. Subsequent calls are routed to agents who have status of **Available** or **Inactive** and an equitable balance of calls answered is maintained among the agents. A queue overflow can be configured to hold calls that cannot immediately be routed to an agent. Queued calls will be answered by agents as they become available. |
| **Route to Billboard** | This feature provides voice message without the option of leaving a message |
| **Serial** | There is a phone number and a designated group of agents who can answer calls made to that number. An incoming call is always routed to the agent who is designated as the first to answer. If that agent is not available, the call will be routed to the agent listed second. If that agent is not available, the call is routed to the third, and so on. A queue can be configured to hold calls that cannot immediately be routed to an available agent. Queued calls will be answered by agents as they become available, respecting the listed order. |
| **aSAMAccountName** | The logon name used to support clients and servers running earlier versions of the operating system, such as Windows NT 4.0, Windows 95, Windows 98, and LAN Manager. This attribute must be less than 20 characters to support earlier clients. |
| **Team Call** | A **Team Call** means that you have a group of people who can answer calls on behalf of someone else. Team Call is a feature that forwards call from a team leader to an entire team according to a hunt-group algorithm. |
| **Toast** | A popup window you see onscreen, when another **Lync** user calls your **Lync-Enabled** account. |

---End of Glossary---
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