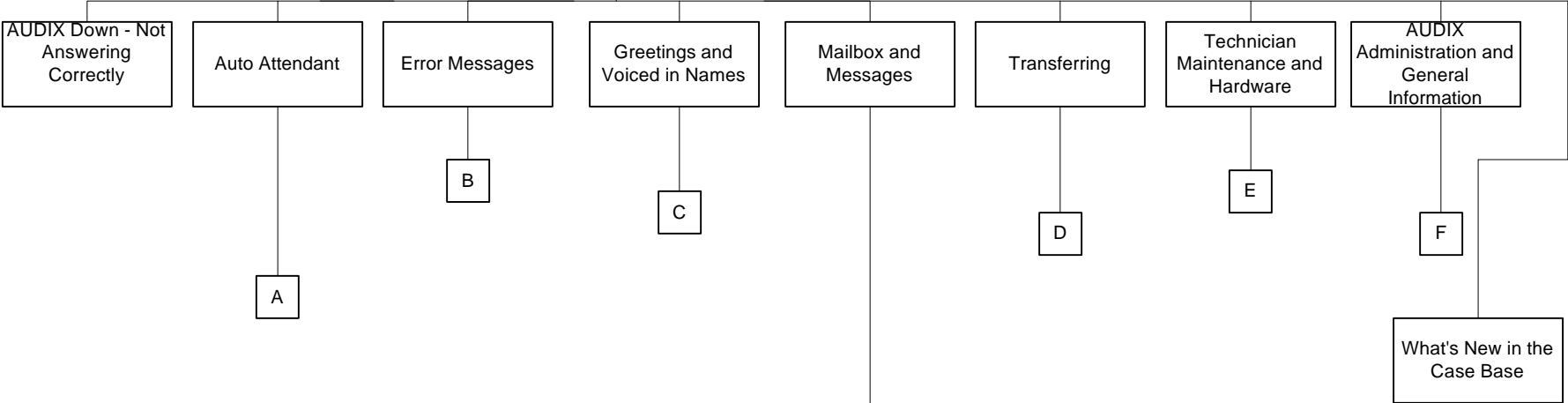
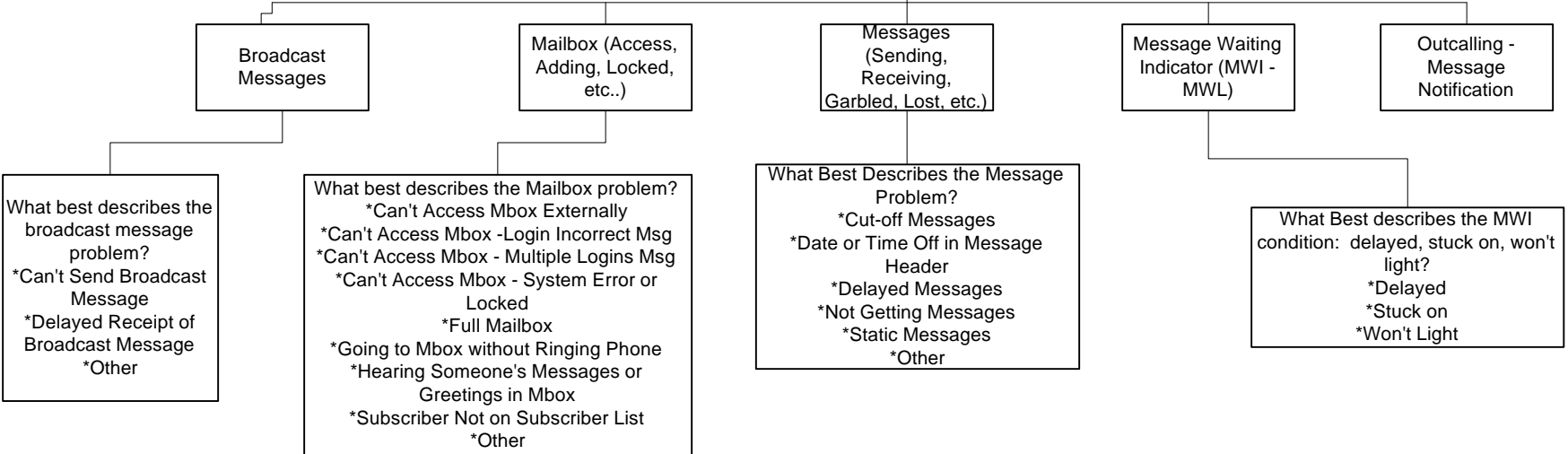


AUDIX VOICE POWER CASE BASE STRUCTURE

How would you categorize the AUDIX call?



What best describes the Mailbox/Message problem?



AUDIX VOICE POWER CASE BASE STRUCTURE (PAGE 2)

A
(Auto
Attendant)

What best describes the Auto Attendant Problem?
 *RNA, Busy, Dead Air, Disconnect
 *'AA Not Available' Msg
 *Can't Add Another AA - Can I Add Another AA?
 *Can't Add Another AA Option
 *Can't Xfr - 'Enter Ext' Msg - After Ext Entered
 *Can't Xfr - 'Invalid Extension' Msg
 *Can't Xfr - 'Invalid Option' Msg
 *Can't Xfr Out of AA to Outside Number
 *Can't Xfr to Operator from AA
 *Can't Xfr - Wave Off, Intercept
 *Crosstalk or Conversations in AA Greeting
 *Doesn't Go Anywhere - Disconnects After Time-out
 *Doesn't Recognize Touch-Tones
 *Greeting Keeps Repeating
 *Too Many Rings to Answer
 *Wrong Greeting at Wrong Time of Day
 *Other

B
Error Messages

What error message do you see?
 *Configuration Error (Any)
 *Diskette Drive Error (Any)
 *Hard Drive Component or Boot Drive (Any)
 *Memory Size Mismatch
 *Parity Error (Any)
 *TR Broken Play
 *Other

C
Greetings and
Voiced in Names

What best describes the Greeting/Voiced in Name problem?
 *Crosstalk - Hears Other Recordings
 *Name or Greeting Wrong
 *Too Loud, Soft - Personal or AA Grtgs
 *Too Loud, Soft - System Grtgs
 *Other

E
Technician
Maintenance and
Hardware

What best describes the Technician Maintenance/Hardware problem?
 *Assigning Extensions to Channels
 *Assigning Service to Channels
 *Backing Up Administrative and Speech Files
 *Cannot Login Remotely to PC
 *Changing State on IVP Board
 Checking Configuration Setup
 *Comcodes
 *PC - Computer Down - Can't Access
 *Printer Not Working
 *Printer Setup (570, 571, 473, 474)
 *Replacing the DCP Board
 *Replacing the Hard Drive-Disk
 *Replacing the IVP Board
 *Replacing the System (Mother) Board
 *Restoring Administrative and Speech Files
 *Setting Up a Getty Process
 *Shutting Down the AVP System
 *System Time or Date Incorrect
 *Taking PC Apart
 *Other

D
Transferring

What best describes the transfer problem?
 *Can't transfer out
 *Other

AUDIX VOICE POWER CASE BASE STRUCTURE (PAGE 3)



F
AUDIX
Administration and
General
Information

- *Add A Member to Coverage Group (Legend)
- *Adding an Auto Attendant Submenu
 - *Administering Outcalling
 - *AT&T Recorded Greetings
 - *Automated Attendant Service
 - *Back Up Admin and Speech Files
 - *Basic Commands
- *Black Hole Fix to Recover Lost System Space
 - *Call Answer Service
 - *Capacity
- *Changing Auto Attendant Greeting Remotely
- *Changing Subscriber's Mailbox Password
- *Changing System Administrator's Audix Password
 - *Deactivating a Touch-Tone Gate
 - *Determining Available Disk Space
- *Determining the Number of Subscribers on the System
 - *Holiday Administration
 - *How to Add a Subscriber
- *How to Check Configuration Setup or Run SETUP for Map 5.
- *How to Check configuration Setup or Run SETUP for MICA+.
- *How to Check Configuration Setup or Run SETUP for MICA.
- *How to Check Configuration Setup or Run SETUP for MICA.
 - *How to Create Mailing Lists
 - *How to Delete a Subscriber
- *How to Record Your Name (Voiced-in Name)
 - *Information Service
- *Logging into Subscriber Mailbox
 - *Message Drop Service
 - *QPPCN 381 MT
- *Recording and Activating a Touch-Tone Gate
- *Recording and Activating Temporary Closure Service
 - *Removing an Auto Attendant Submenu
- *Removing Password Aging, Change Password Aging Interval.
 - *Reports (System Generated) 2.0
 - *Reports (System Generated) 2.1

- *Restore Admin and Speech Files
- *Retrieving Messages from Message Drop Service
 - *Saving a Message to Disk
 - *Sending a Broadcast Message
 - *Setting the Time and Date
 - *Setting Up a Message Drop
 - *Setting Up an Information Service
 - *Setting Up an Auto Attendant
- *Setting Up Auto Attendant Greeting Remotely
 - *Skypagers
- *Subscriber Administration 2.0
 - *Subscriber Administration 2.1.1
- *System Parameter Administration 2.0
 - *System Parameter Administration 2.1.1.
 - *Test One Module
 - *Toll Fraud
- *Voice Mail Service