AVAYA

BCM Rls 6.0

CallPilot Custom Call Routing

Task Based Guide

Downloading documents

For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Table of Contents

Custom Call Routing

Overview

With Custom Call Routing (CCR) you can replace Automated Attendant (AA) menus with a CCR Tree that offers callers more choices. Callers who reach a CCR Tree hear the CCR Home node immediately after the Company Greeting.

CCR Trees contain paths that callers navigate using their telephone dial pad. By selecting an option from the prompts callers can:
- Hear an Information Message.
- Leave a message in a mailbox.
- Transfer to an extension or an external number.
- Go to a sub-menu.

When the caller dials the CCR tree they will be presented with the following options:

> Company Greeting: Refer to the **Company Greetings** section of the *Auto-Attendant Guide*.

$\downarrow$

> Touchtone Gate: Refer to the *General Properties* section of the *Auto-Attendant Guide*.

$\downarrow$

> CCR Home Menu: Refer to the **Greeting Tables** section of the *Auto-Attendant Guide*.
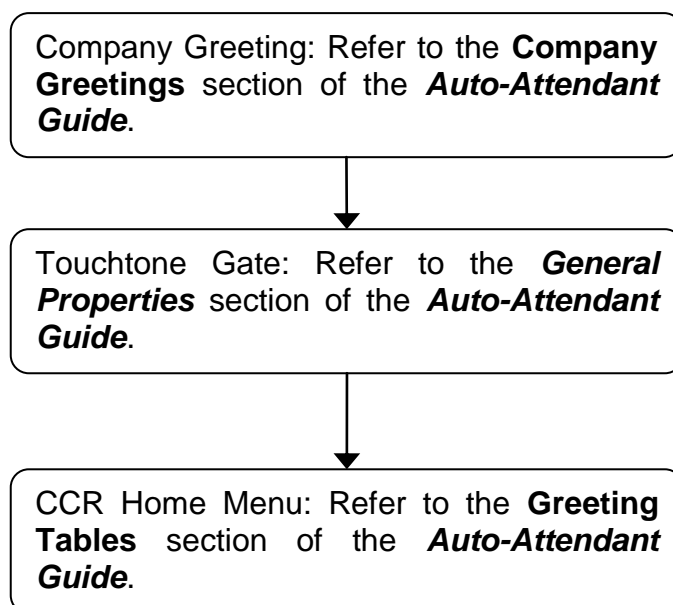
The CCR tree is assigned to an Auto-Attendant Greeting Table, and therefore the CCR Home Menu replaces the Auto-Attendant (AA) menu. However, the AA menu options are still available to the caller.

Note: that both the Company Greeting and Touchtone Gate are optional.

Flow Chart

The following flow chart outlines the CCR Tree set up procedure.

Configure the CCR Tree: Refer to the **Configuring a CCR Tree** section of this guide

Assign the CCR Tree to an AA Greeting Table: Refer to the **Assigning a CCR Tree to a Greeting Table** section of this guide

Ensure lines are routed to the CCR Tree: Refer to the **Ensuring the Callers Have CCR Tree Access** section of this guide
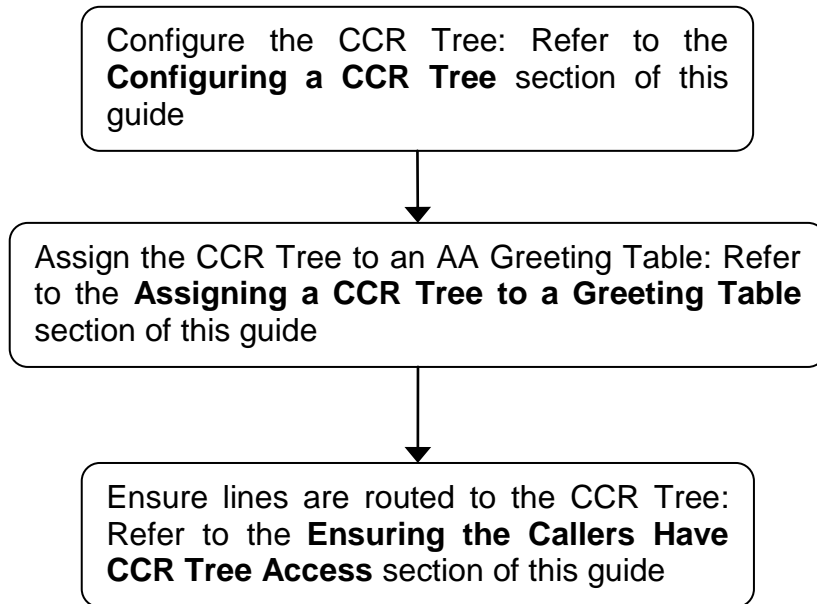
Required Information

Before commencing CCR tree construction, it would be useful to make a plan of the required tree functions, such as:

- Identify the frequently called departments and extensions.
- Determine which goods and services the customer may want to promote in Information mailboxes.
- Create mailboxes callers can leave messages in.
- Decide what type of Home node you should create.
- Determine destination types.
- Record prompts and messages. By default, a caller can press 9 to hear prompts in an alternate language or 0 to reach an Operator. These options are not included unless you record them as part of the Home node prompt.

Accessing CallPilot via Element Manager

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.
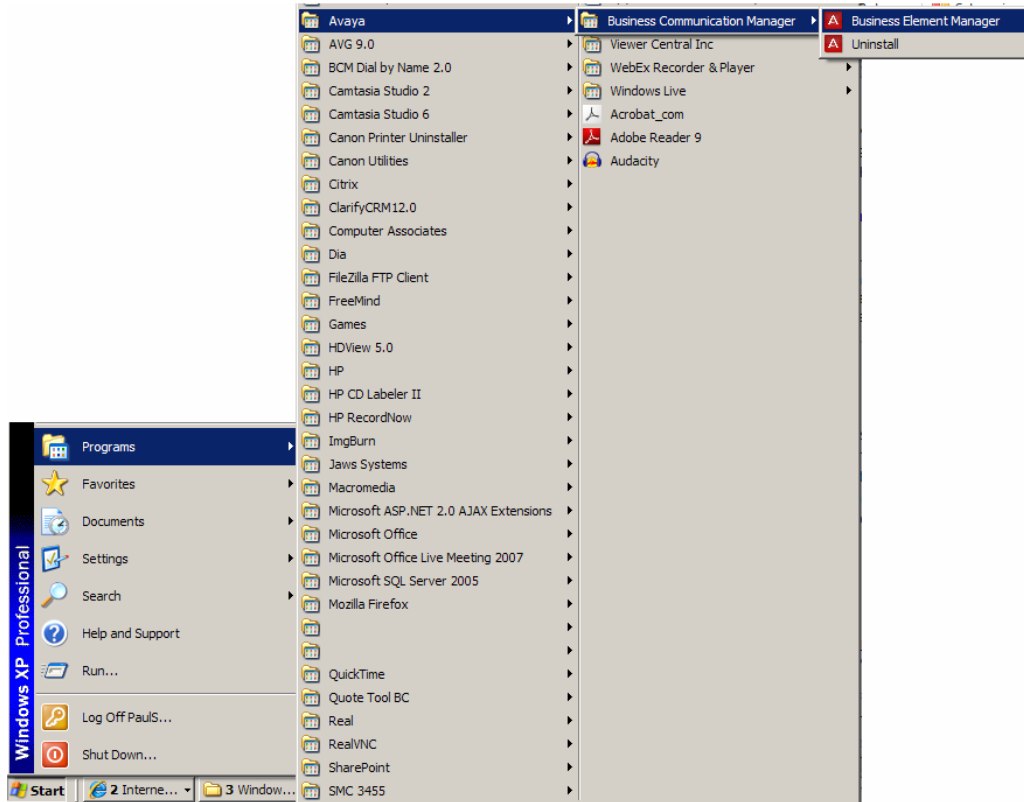
2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.
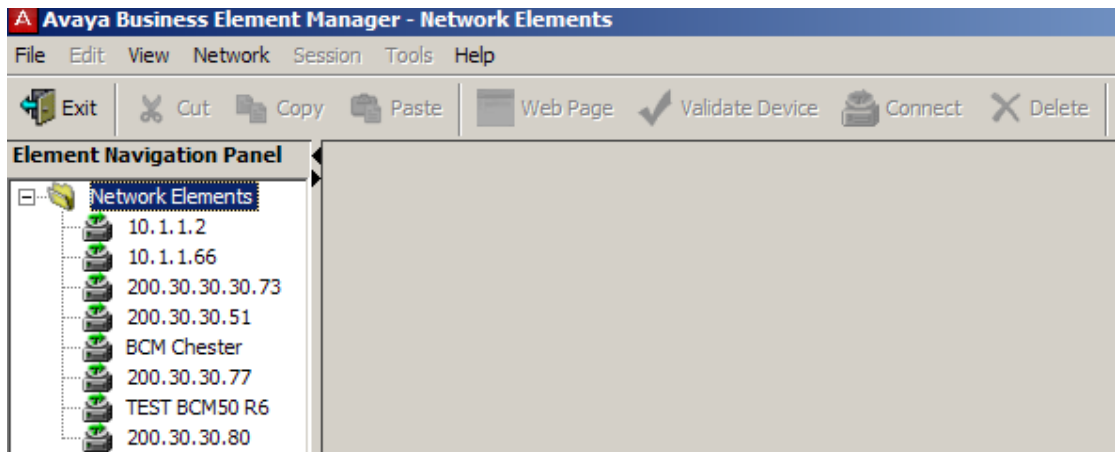
4. Open the **Network Elements** folder and select the IP Address of the BCM.
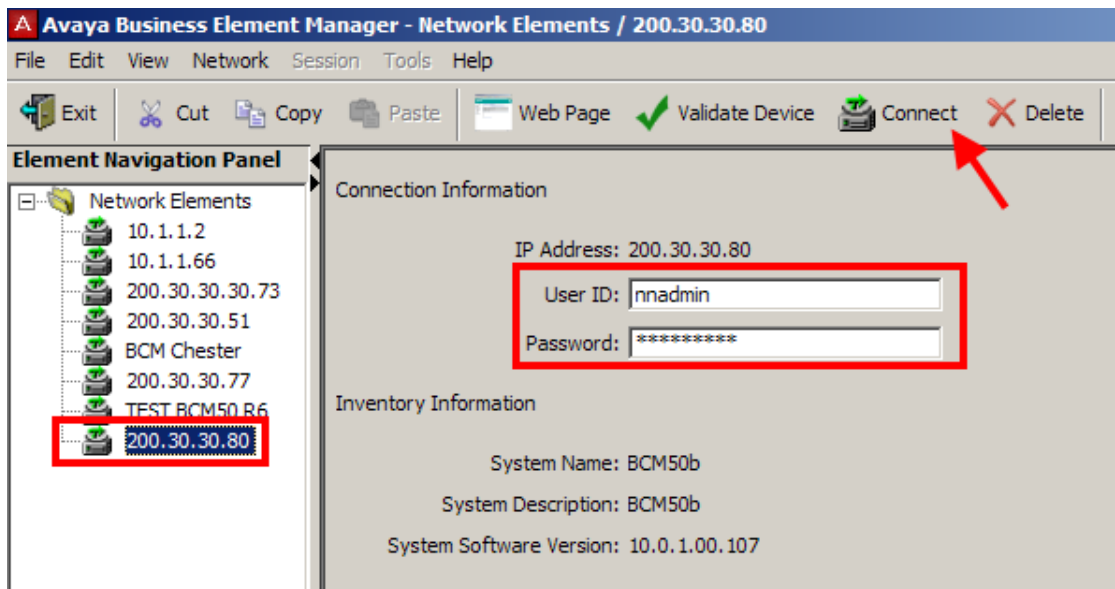
5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

6. A warning screen will appear, read the warning and click **OK**.
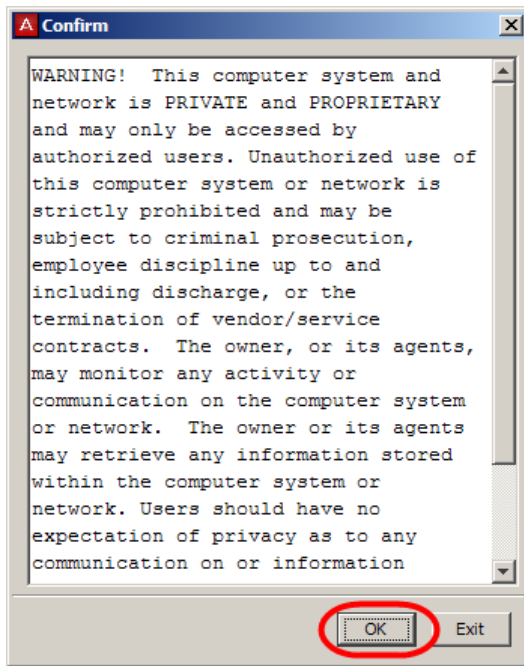
7. You will be presented with the Element Manager interface.
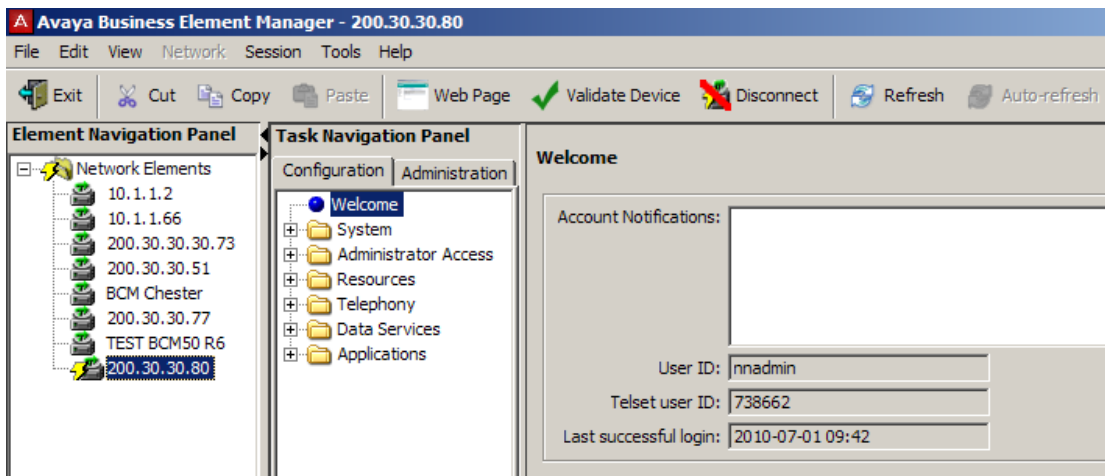
8. To access CallPilot Manager: Select the **Configuration** tab, open the **Applications** folder, select the **Voice Messaging / Contact Center** link, and then click to **Launch CallPilot Manager**.

9. You will be presented with a **Security Alert** Screen. Read the alert and click **Continue to this website** to continue.

10. The Main Menu of CallPilot Manager will be launched.
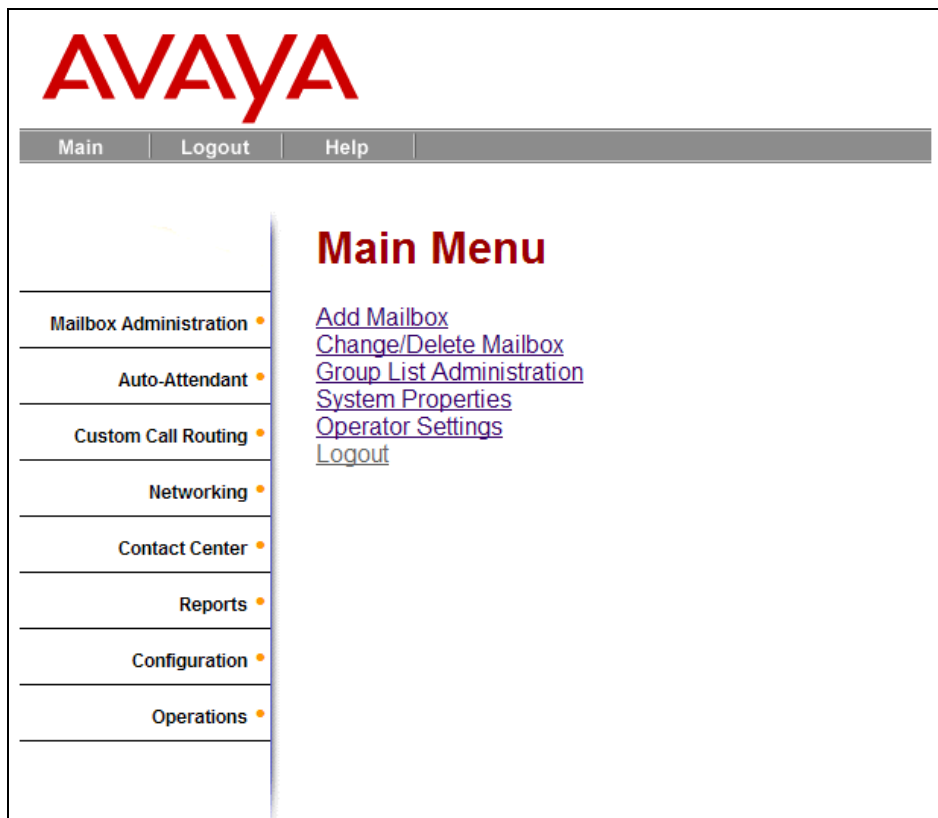
Accessing CallPilot Manager from Internet Explorer.
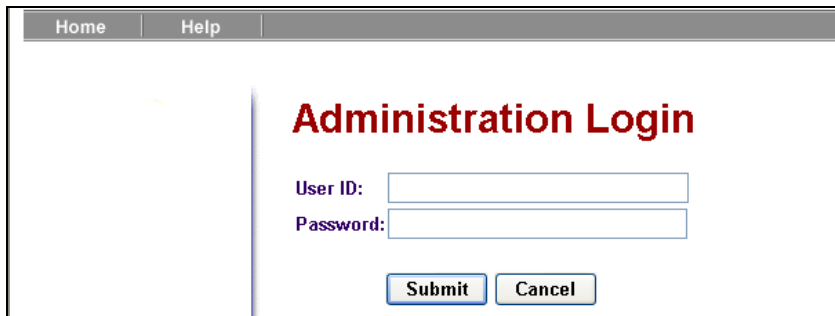
CallPilot Manager can also be accessed directly from Internet Explorer. This method of access is an alternative if you cannot gain access via Element Manager.

1. Open Internet Explorer. In the address bar enter **http://<IP Address of BCM>/CallPilotManager**.
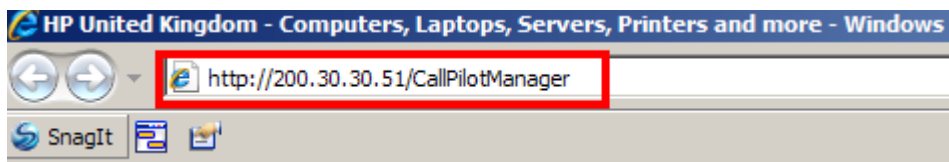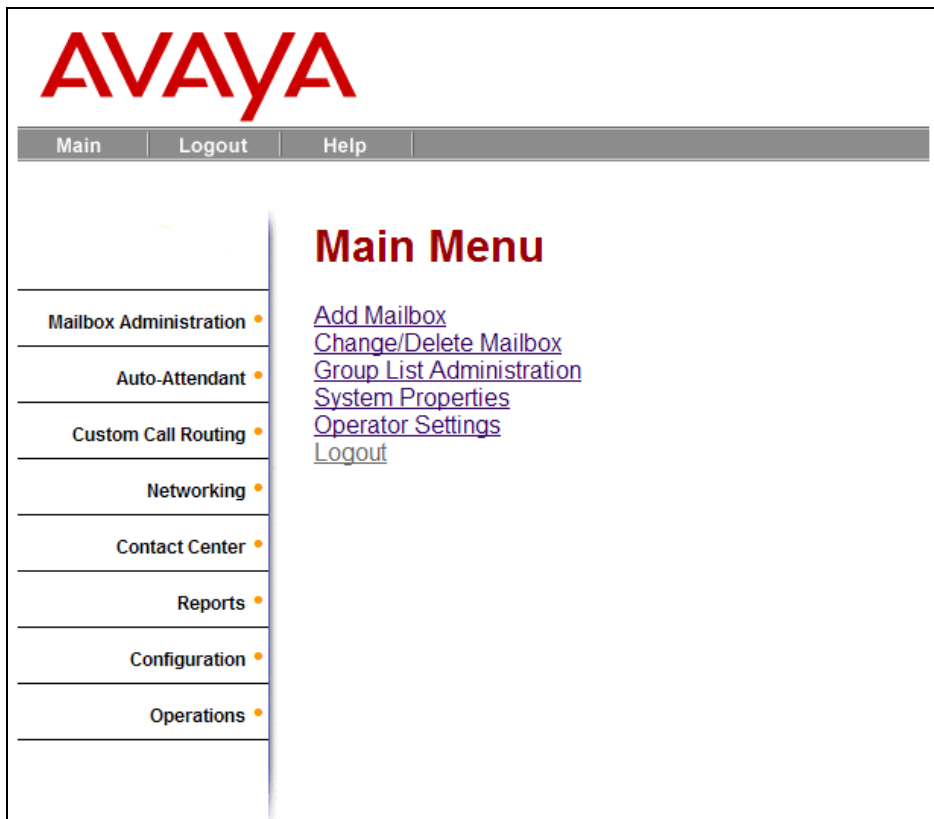
2. If you are presented with the **Certificate Error** window, click **Continue to this website (not recommended)**.

3. You will be presented with **Administration Login** screen. Enter the user ID and password. By default the User ID is **nnadmin** and the Password is **PlsChgMe!**.

4. Click the **Submit** button. The Main Menu of CallPilot Manager will be displayed.

CCR Tree Structure

This section details the various components that formulate a CCR tree.

Home Node

After the Company Greeting, a caller hears the Home node message for the CCR Tree. A Home node can offer up to eight options. Callers can select options such as:

- Listening to an Information Message in primary or alternate language.
- Leaving a message.
- Transferring to an extension or an external number.
- Choosing from a sub-menu.

By default, 0 is reserved for reaching the Operator and 9 offers the menu in the alternate language. The Home node is on Level 0. As the sub-menus are added to one another the caller can then progresses through the levels of the CCR Tree. You can create up to 11 levels (from 0 to 10).

The Home node can be an Information Message. You can program the Home node to play an Information Message.

For example:

> "*Come celebrate with us! It's time for Ideal Office Machines' annual get-to-know-our-customers picnic. The annual picnic is on the first Sunday of August from 1:00 to 5:00 p.m. in Thompson Park. See you there*."

If the Home node is an Information Message, the caller disconnects at the end of the message. The other destination types do not apply.

Alternative Languages for the Home Node Prompt

If you record an Alternate Language Home node prompt, you must tell callers about the Alternate Language option in the Home node message. In the Primary Language Home node prompt tell callers to press 9 if they want to hear the message in the Alternate Language.
For example:

> "*To hear this message in [the Alternate Language] press 9. To place an order press 1. To add your name to our mailing list press 2. To reach our sales department press 3. To speak with the receptionist press 0*".

Information Message

An Information Message is a message you record to tell callers about goods or services available from your company. You can tell callers about information such as sales, specials, company events, business hours, price lists, and shipping times.

For example:

> "*We're pleased to announce the arrival of the new FaxEasy line of fax machines. FaxEasy is easy to operate and produces top quality fax images at an affordable price*".

You must create Information mailboxes before you can add an Information Message to a CCR Tree.

Sub-menu

A sub-menu is any menu that callers hear after the Home node. Sub-menus can lead to other sub-menus. A sub-menu is a prompt that provides callers with another list of options. For example, from the Home node a caller can press .to reach the Sales department and hear the sub-menu options.

For example:

> "*To place an order press 1. To add your name to our mailing list, press 2. To speak with a Customer Service Representative press 3. To speak with the receptionist press 0*".

Mailbox Node

Create mailbox nodes to give callers a mailbox where they can leave a message.

For example:

> "*You have reached the Ideal Office Machines Order Desk mailbox. After the tone, leave your name, address, telephone number, and the number of the item you want to order. Thank you*".

Destination

The destination is where callers go after they listen to an Information Message or leave a message in a mailbox. Each Information Message and Mailbox node must have a destination:
- **Previous:** returns the caller to the previous menu.
- **Home:** returns the caller to the Home node.
- **Disconnect:** disconnects the call.

You can assign destinations only to Information Messages and Mailbox nodes.

Transfer Node

A Transfer node transfers callers to an extension (DN's) or an external number. Callers can also be transferred to Hunt group DN's and Contact Center DN's.

Paths

A Path can be a series of menus, Information Messages, Mailboxes or Transfers. A Path number is the digit that callers press to go to the next level in a CCR Tree.

Park and Page Node

A Park and Page node parks a call and announces it to a paging zone, overhead paging system or both. Depending on the configuration you select, the page can be repeated until the parked call is answered. An unanswered call returns to the CCR Tree.

For example:

> "*Hello, you are through to Bob's mailbox. If you would like to leave a message please do so after the tone or alternatively press 6 now to page me. Thank you*".

Configuring a CCR Tree

The first step in configuring a CCR tree is to create a Home node. If the Home node is a Menu, other options can be added. If the Home node is a Mailbox node, Information node, or Transfer node, no other options need to be added.

Creating the Home Node

The Home node can be one of the following:
- Menu
- Information
- Transfer
- Mailbox

The most common option is a Menu node. However, some customers may require callers to be transferred to a single destination at night-time, e.g. a surgery may require callers to be transferred to a GP's mobile number. In this situation, the Home node would be a Transfer type.

To Create a Home Menu Node

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Create** link for the CCR Tree you want to create. The New CCR Tree page appears. From the **Create Options**, select **Home Menu Node**, and click **Submit**.

3. The **CCR Tree Properties** screen appears. Click the **Change** link.

4. The **CCR Menu Node Properties** page appears. Click the **Voice** link.

5. The **Voice Prompt** screen appears.
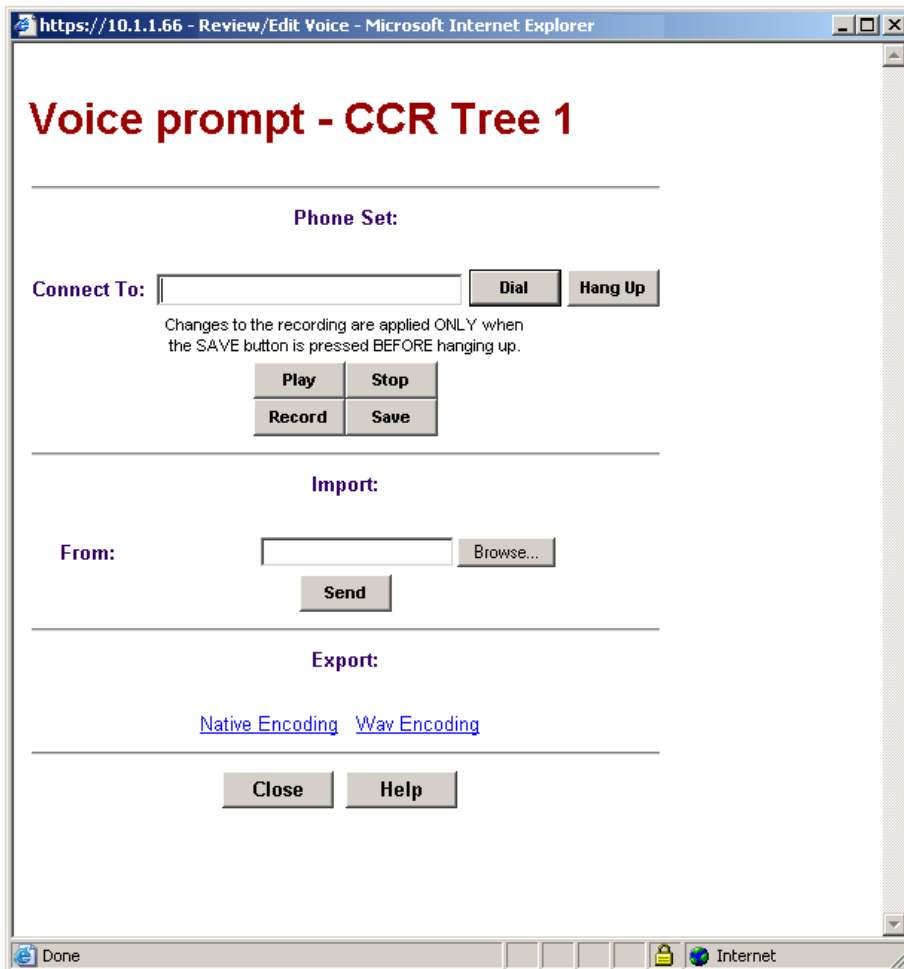
6. In the **Connect To** box, type the extension number or telephone number you are using to record the greeting or prompt.

   For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

7. Click the **Record** button. The telephone rings.

8. Pick up the handset. Do not use Handsfree.

9. After the tone, record the CCR Tree home menu prompt.

10. After you finish recording your prompt, click the **Stop** button.

11. To listen to the prompt, click the **Play** button or to save the recording.

12. Click the **Save** button.

> **Note:** Do not forget to click **Save** before replacing the receiver; otherwise the recording will be lost.

13. Click the **Close** button and replace your telephone handset.

14. The Primary Prompt will be displayed. Please note that to view the prompt as "Recorded" you will have to refresh the screen.

15. In the **Caption** box add descriptive text for the prompt you have just recorded.

16. Click the **Submit** button.

17. The Home Menu node will now be displayed.
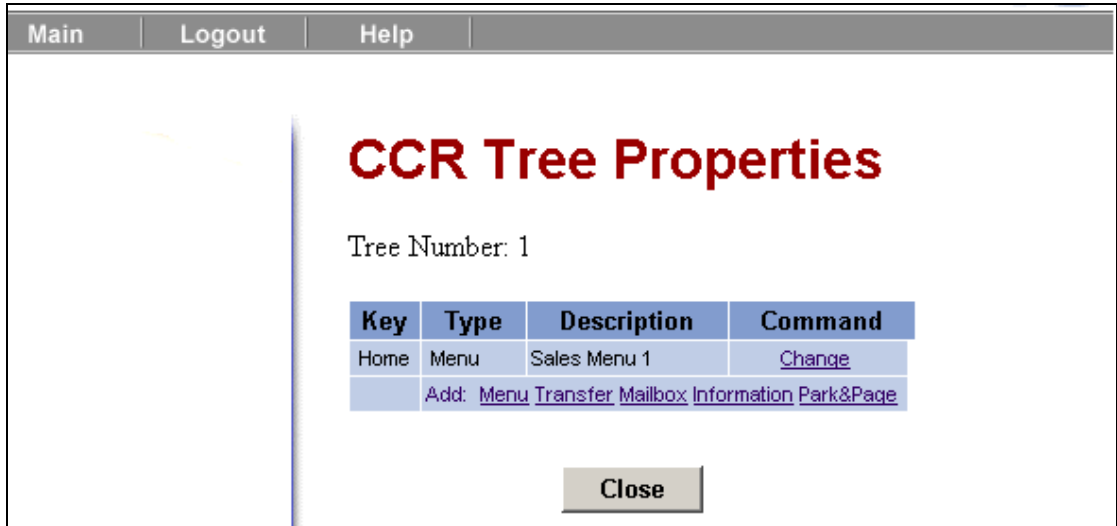
You should now proceed to the *Adding Nodes to the Home Menu* section.

To Create Other Home Menu Types

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Create** link for the CCR Tree you want to create. The **New CCR Tree** page appears.

3. From the **Create Options** option, select the type of Home Node you want to create. If you want to base your new tree on an existing tree, select **Copy of tree** and select the tree you want to copy.

4. Click the **Submit** button. The CCR Tree Properties page shows the new CCR Tree.

5. If you are:

    a. **Creating a Home Information Node:**
        i. Click the **Change** link for the CCR Tree. The CCR Info Node Properties page appears.

        ii. In the **Caption** box type a name for the Information node, such as *Sales*.

        iii. To record the Information node primary and alternate messages, click the **Voice** button and follow the steps in ***Recording Prompts*** section of this guide.

b. **Creating a Home Transfer Node:**

i. Click the **Change** link for the CCR Tree. The CCR Transfer Node Properties page appears.

ii. In the **Caption** box type a name for the Transfer node, such as *Sales*.

iii. From the **Outdial Method** list box select an outdial method. The outdial method is the telephony resource that is used to transfer the call:
   a. Select **Line** to use an external line to transfer the caller to an external telephone number, and enter the line number you want to use.
   b. Select **Pool** to use a line pool to transfer the caller to an external telephone number and enter the Line Pool number you want to use.
   c. Select **Route** to use a Routing Code to transfer the caller to an external telephone number.
   d. Select **Intercom** to transfer the caller to an extension.
   e. In the **Phone Number** box, type the extension or external telephone number. Depending on the

Outdial Method you may need to precede the telephone number with – for example – routing digits.

   c. **Creating a Home Mailbox Node**

      i. Click the **Change** link for the CCR Tree. The CCR Mailbox Node Properties page appears.

      ii. In the **Mailbox Number** box type the number of the mailbox you want calls to transfer to.

      iii. Click the **Submit** button.

For the above type of Home Nodes the CCR tree is now complete.

Adding Nodes to the Home Menu

If the CCR tree has a Home Menu node, other nodes may now be added to that node. Options to add to the Home Menu are:
- Transfer Nodes.
- Information Nodes.
- Mailbox Nodes.

- Sub-Menu Nodes.
- Park & Page Nodes.

Adding a Transfer Node

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Change** link for the CCR Tree that you want to add a Transfer node to.

3. The CCR Tree Properties page appears. Click the **Transfer** link.

4. The new **Transfer** node appears on the CCR Tree Properties page. Click the **Change** link for the Transfer node.
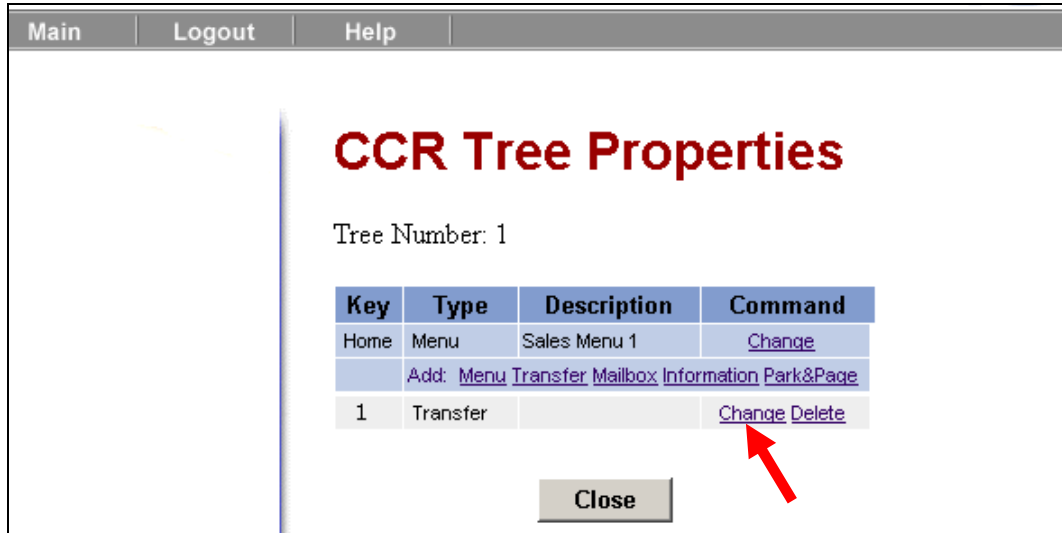
5. The **CCR Transfer Node Properties** page appears. In the **Caption** box type where you are transferring the caller to, for example *Sales*.
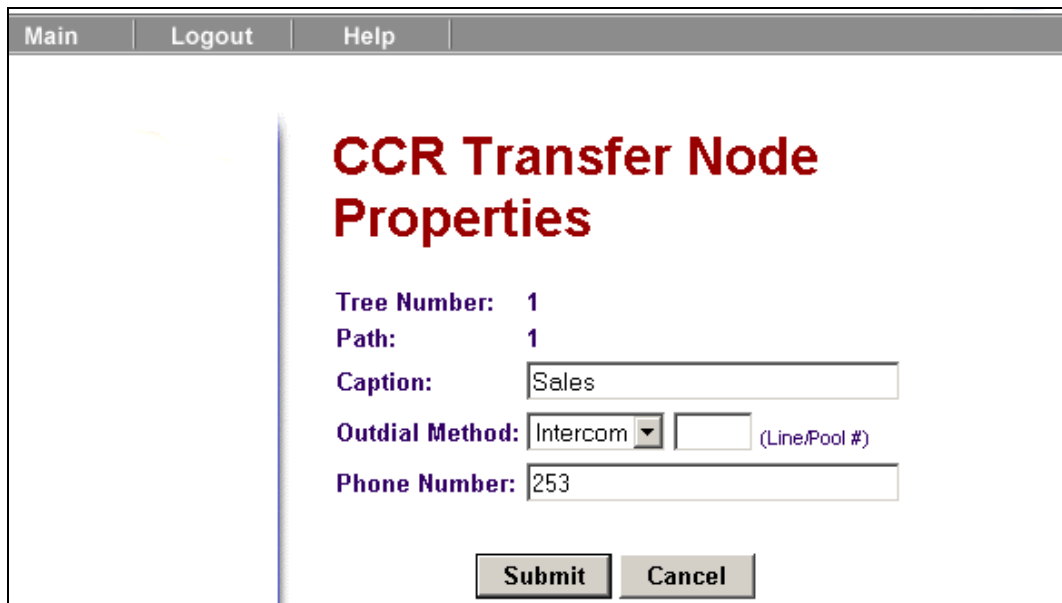
6. From the **Outdial Method** list box select an outdial method. The outdial method is the telephony resource that is used to transfer the call:

   a. Select **Line** to use an external line to transfer the caller to an external telephone number, and enter the line number you want to use.
   b. Select **Pool** to use a line pool to transfer the caller to an external telephone number and enter the Line Pool access code you want to use.

      c. Select **Route** to use a Routing Code to transfer the caller to an external telephone number.

      d. Select **Intercom** to transfer the caller to an extension.

7. In the **Phone Number** box, type the extension or external telephone number.

8. In the above example the call will transfer to the Sales department that is a skillset with a control DN of 253.

9. Click the **Submit** button. You will be returned to the **CCR Tree Properties** page.

Adding an Information Node

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Change** link for the CCR Tree that you want to add an Information node to. The CCR Tree Properties page appears.

3. Click the **Information** link. The new Information node appears on the CCR Tree Properties page.

4. Click the **Change** link for the Information node. The CCR Information Node Properties page appears.

5. In the **Caption** box type a caption that describes the information, for example, *Store Location and Hours.*

6. From the **Destination** list box, select a destination. The destination is the location on the CCR Tree that callers go to after the Information message plays:
    a. **Previous**: returns to the previous menu node.
    b. **Home**: returns the call to the Home node prompt.
    c. **Disconnect**: disconnects the call.

7. To record the Primary and Alternate prompts, click the **Voice** button and follow the steps in the *Recording Prompts* section of this guide. These prompts are the information message that the caller hears when they are routed to this node.

8. Click the **Submit** button. You will be returned to the **CCR Tree Properties** page.

Adding a Mailbox Node

Adding a mailbox node gives callers a mailbox where they can leave a message or listen to an Information Message, depending on the mailbox type.

Use a Mailbox node to transfer callers to a Subscriber, Information or Fax On Demand mailbox.

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Change** link for the CCR Tree that you want to add a Mailbox node to. The CCR Tree Properties page appears.

3. Click the **Mailbox** link. The new Mailbox node appears on the CCR Tree Properties page.
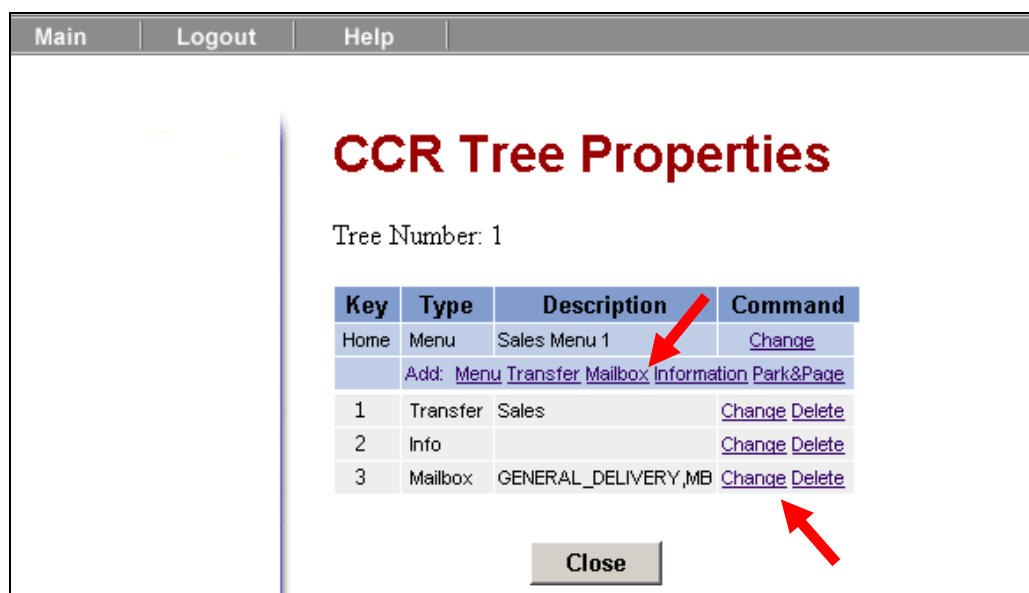
4. Click the **Change** link for the Mailbox node.

5. The CCR Mailbox Node Properties page appears.

6. In the **Mailbox Number** box type the mailbox number of the Subscriber, Information, or Fax on Demand mailbox you want the call to transfer to. You must create the mailbox before you can assign it to a Mailbox node.

7. From the **Destination** list box, select a destination. The destination is the location on the CCR Tree that callers go to after they leave a message:

   a. **Previous**: returns to the previous menu.
   b. **Home**: returns the call to the Home node prompt.
   c. **Disconnect**: disconnects the call.

8. Click the **Submit** button. You will be returned to the **CCR Tree Properties** page.

Adding a Park & Page Node

A Park and Page node parks a call and announces it to a paging zone, overhead paging system or both. The page can be repeated until the parked call is answered. Incoming calls that go unanswered, due to the page going unanswered are returned to the CCR Tree.

To Add a Park and Page Node

1. Click the **Custom Call Routing** heading.

2. Click the **Change** link for the CCR Tree that you want to add Park & Page node.

3. The CCR Tree Properties page appears.

4. Click the **Park &Page** link. The new Park & Page node appears on the CCR Tree Properties page.
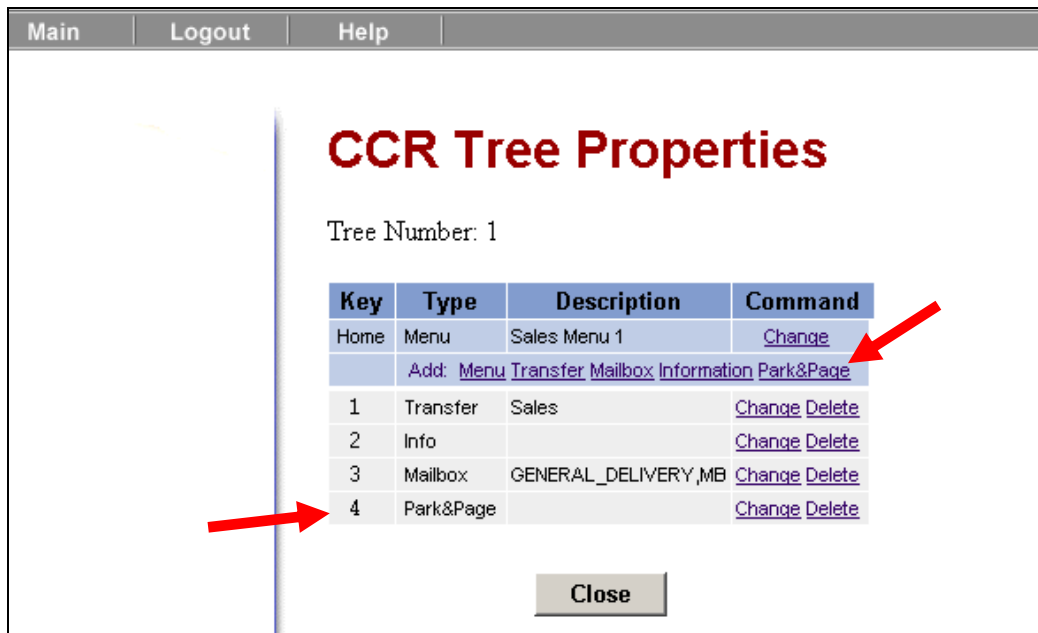
5. Click the **Change** link for the Park and Page node.

6. The **CCR Park and Page Node Properties** page appears.

7. In the **Caption** box type a name for where you are paging the caller to, for example Support. The caption can be a maximum of 50 characters.

8. If you want to transfer the call to an extension before you park and page it, in the **Transfer DN** box type the extension you want to transfer the call to. If the call is not 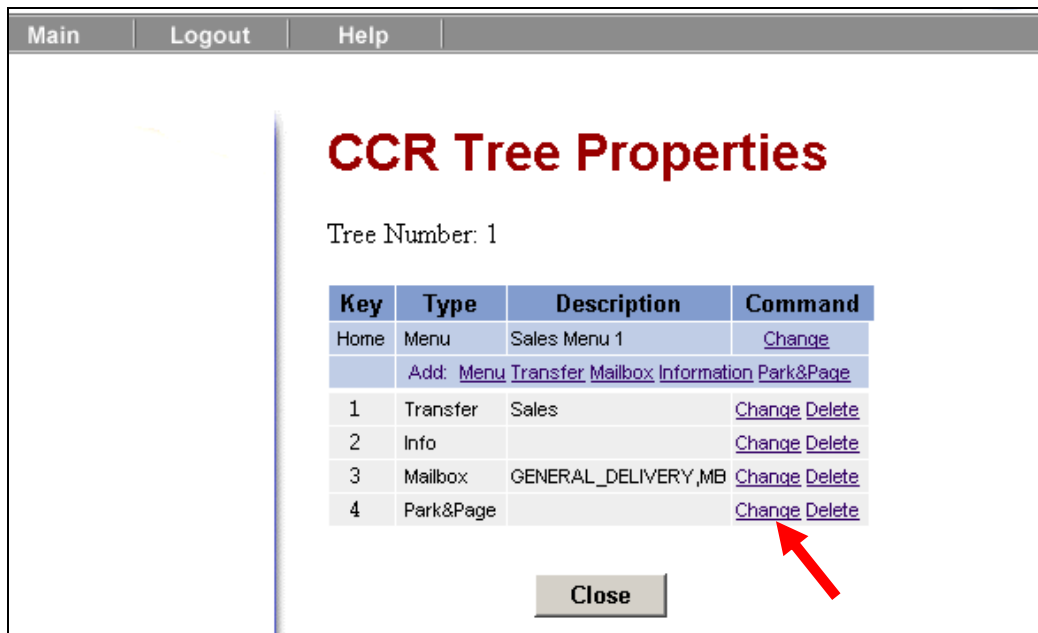answered at this extension it returns to the CCR Tree and a Park and Page is performed. If you leave this box clear the call is immediately parked and paged.

9. Select the **Transfer Before Page** check box if you want to transfer the call to the extension you specify in the Transfer DN box before it is parked and paged.

10.

11. If you define a **Transfer DN** but do not select the **Transfer before page** check box, the call is parked, and is transferred to the DN after all of the page retries are tried.

12. From the **Page Type** list select the page type you want to use: internal zone, overhead paging or both. The default is internal zone.

13. From the **Paging Zone** list select a number from 1 to 6, or All.

14. From the **Page Retries** list select a number from 0 to 5 (or Unlimited) that is the number of times the system will try to page to the paging zone. The default is 1.

15. In the **Retry Interval** box type the number of seconds between paging retries. The retry time is measured from the end of the playback of the page. The range is 5-300 seconds. The default is 15 seconds.

16. Click the **Voice** buttons for the **Primary and Alternate prompts** and record your primary and alternate recordings. These recordings are played over the paging zone or overhead paging system, followed by the park string. For example if you record "Support please pick up." CallPilot can play "Support, please pick up 101". If you have not recorded Customized Digits the "101" is in the system voice. If you have recorded Customized Digits the entire prompt is played in your voice.

17. Click the **Close** button.

Recording Customised Digits

You can record customized recordings for the digits 0 to 9 in the primary and alternate languages, for use with the Park and Page feature. If you select the Use Customized Digits check box, Customized Digits are used to play the park code in your voice, for example, "Support call on 101."

If you select the Use Customized Digits check box you must record recordings for every Customized Digit. If your system is bilingual you must record recordings in the primary and alternate languages.

1. Click the **Auto-Attendant** heading and click the **Customized Digits** link.

2. The **Customized Digits** page appears.

3. For digits 0 to 9, click the **Voice** links and record your customized digit recording. In your recording say the name of the digit, for example, "three".

4. Record alternate Customized Digits recordings if your system uses an alternate language.

5. Click the **Auto-Attendant** heading. Click the **General Properties** link.

6. The **Auto-Attendant Properties** page appears. Click the **Use customized digits** check box.

7. Click the **Submit** button.

Adding a Sub-Menu Node

Create a Menu node to organize choices for your callers, or when you have more choices than can fit on one menu.

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Change** link for the CCR Tree that you want to add a Menu node to. The CCR Tree Properties page appears. Click the **Menu** link. The new Menu node appears on the CCR Tree Properties page.

3. Click the **Change** link for the **Menu** node.
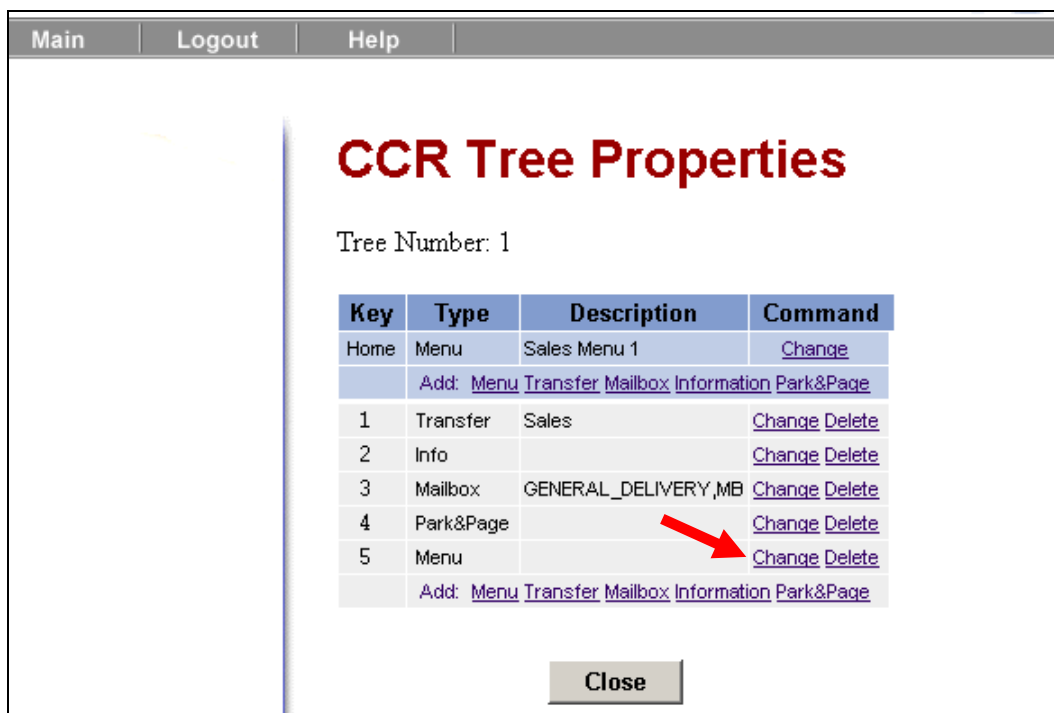
4. The CCR Menu Node Properties page appears. In the **Caption** box type a caption for the node.
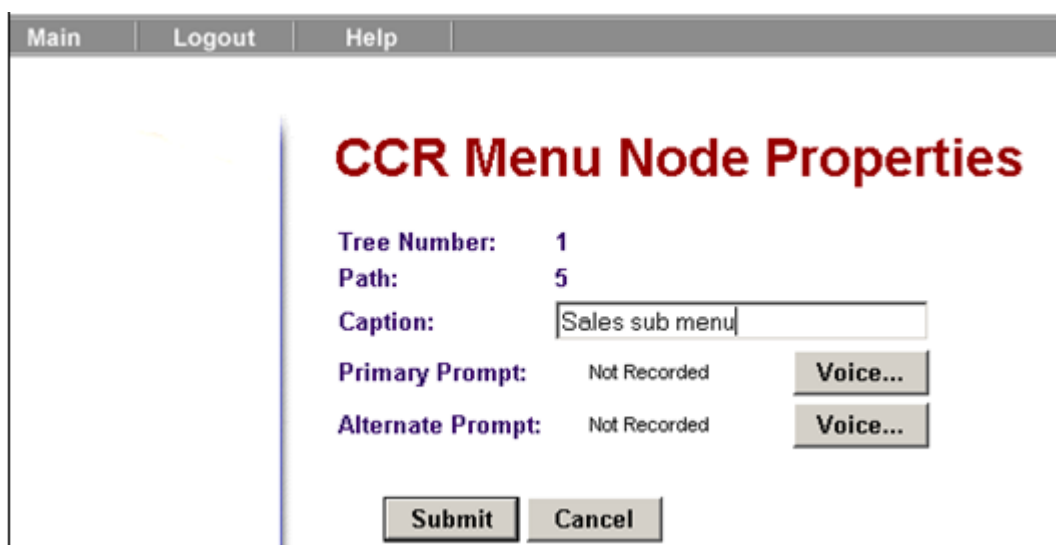
5. To record the Primary and Alternate prompts, click the **Voice** button and follow the steps in the *Recording Prompts* section of this guide.

6. Click the **Submit** button.

7. You should then add in the nodes that are required from the sub menu.

8. In this example two transfer nodes have been added to the sub menu.

An Example of a Finished Tree

When the CCR tree has been completed it may look like the following example.

Note that the options originating from a Sub-Menu are denoted by a "dot", and the more Sub-Menu levels that are created, the more "dot's" there will be.
The above CCR tree can be represented from the callers' perspective as follows:
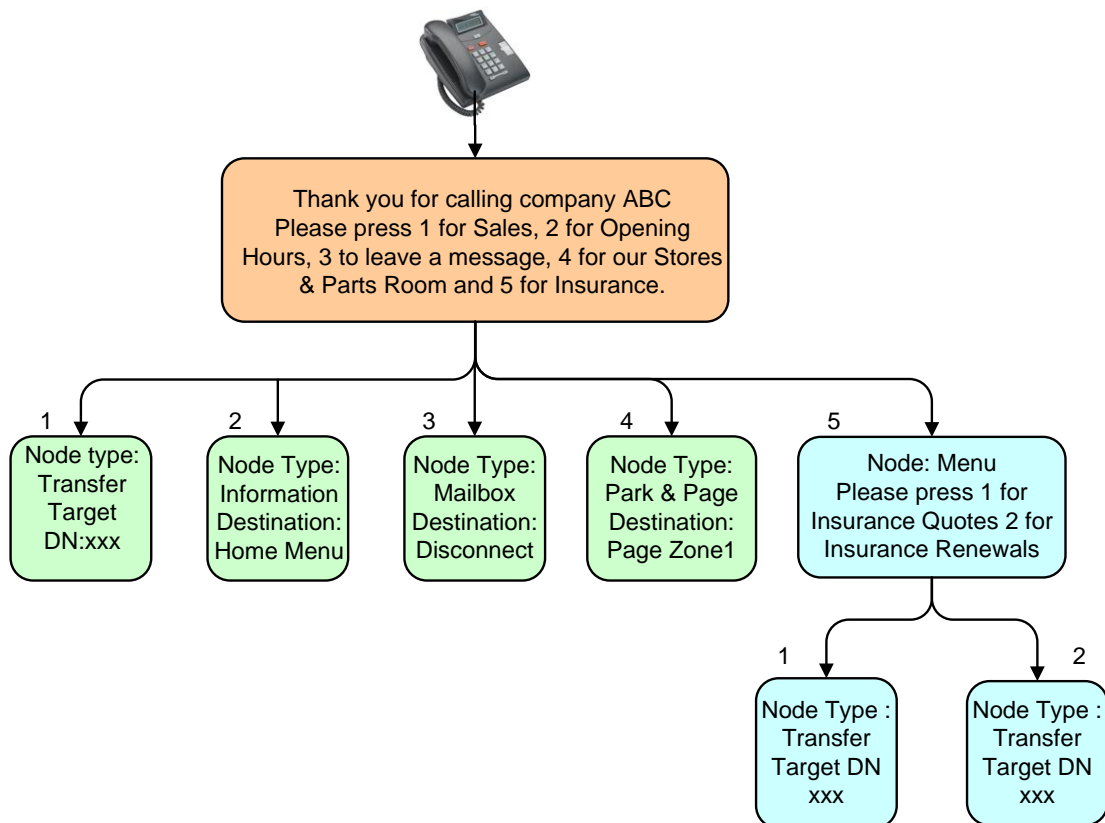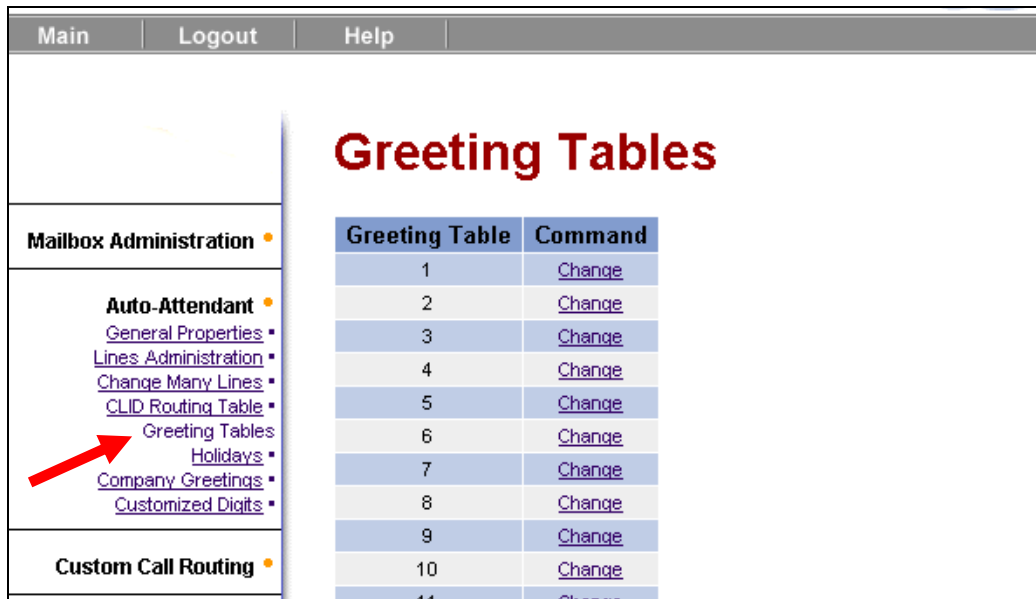
Assigning a CCR Tree to an Auto-Attendant Table

The CCR tree has to be assigned to an Auto-Attendant Greetings Table to give callers the ability to access it. For more information on Greetings Tables refer to the *Auto-Attendant* guide.
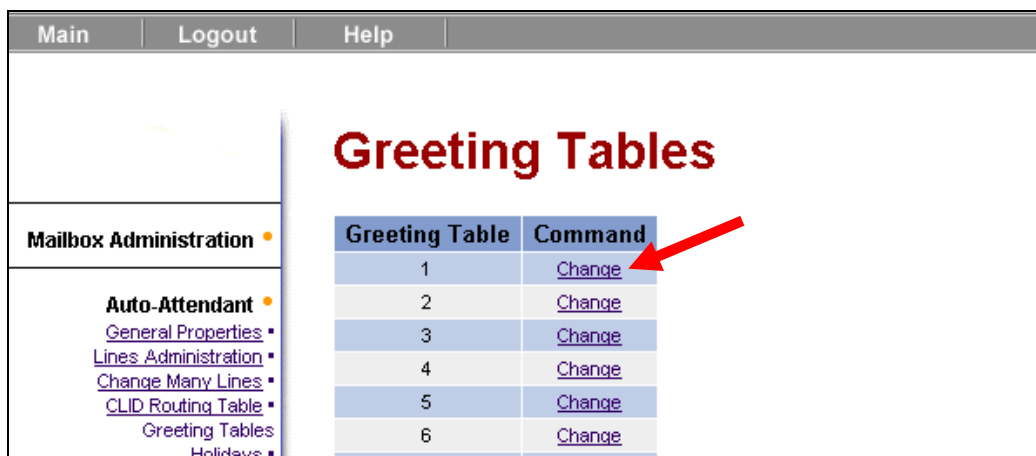
To Assign a CCR Tree to a Greeting Table

1. Click the **Auto-Attendant** heading.

2. Click the **Greeting Tables** link**.** The Greeting Tables page appears.

3. Click the **Change** link for the Greeting Table you want to assign a CCR Tree to. The Greeting Table Setup dialog box appears.

4. Select from each **CCR Tree** list box the CCR Tree you want calls to route to for each time of day. If you do not want calls to route to a CCR Tree select **None**.

5. Click the **Submit** button.

Ensuring the Caller's Have CCR Tree Access

Before callers can access the CCR tree, lines must be routed to the Greeting Table in Auto-Attendant Lines Administration.

Also, do not forget to check that Call Pilot is set to answer calls. This option is found in the Operator Settings.

For information on the above issues, refer to the *Auto-Attendant* guide.

Making Changes to a CCR Tree
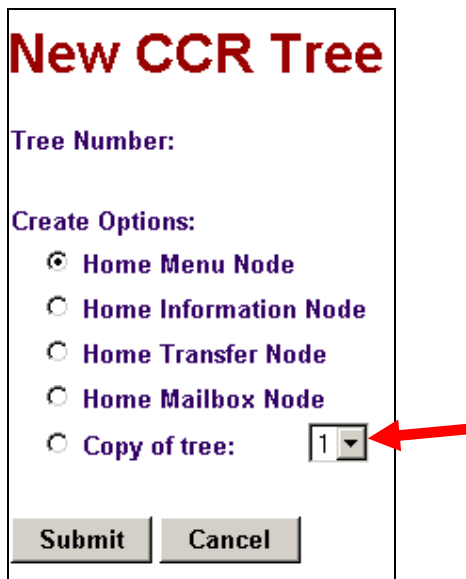
If it is necessary to make changes to a CCR tree, you must first ensure that the callers do not experience disruption. Therefore, any reference made to the CCR tree you wish to change should be removed from the Greeting Table.

Before this is done, you may find it useful to make a copy of the original tree to substitute whilst changes are made.

Copying a Tree

To make a copy of a tree:

1. Click the **Custom Call Routing** heading. The CCR Tree Administration page appears.

2. Click the **Create** link to create to create a new CCR Tree. The New CCR Tree page appears.

3. From the **Create Options** option, select **Copy of tree**, and select the tree you need to copy.

4. Click the **Submit** button.

5. The CCR Tree Properties page will appear. Click the **Close** button.

Removing References to a CCR Tree from a Greeting Table

1. Click the **Auto-Attendant** heading.

2. Click the Greeting Tables link.

3. Click the **Change** link for the Greeting Table that uses the CCR Tree that you want to disable. The **Greeting Table Setup** page appears.

4. For each time of day, remove the CCR Tree you want to disable by choosing another CCR Tree number (e.g. the copied version of the original) or **None** from the **CCR Tree** list box.

5. Click the **Submit** button.

It is now possible to safely make changes to the original CCR tree.

When finished, follow the above procedure to route calls through to the altered CCR Tree.

Recording Prompts

For best results, use a telephone that is attached to the same BCM as your voicemail system. Avoid using cordless telephones.

1. The Company Greeting recording screen appears as below.

2. In the **Connect To** box, type the extension number or telephone number you are using to record the greeting or prompt.

    For a local extension, just type the extension number. For a telephone number that is not a local extension, type the sequence of digits that dial the telephone number from the voicemail system. For example, you might need to dial 9, the area code, and then the telephone number.

3. Click the **Record** button. The telephone rings.

4. Pick up the handset. Do not use Handsfree.

5. After the tone, record your prompt.

6. After you finish recording your prompt, click the **Stop** button.

7. To listen to the prompt, click the **Play** button or to save the recording, click the **Save** button.

Note: Do not forget to click **Save** before replacing the receiver; otherwise the recording will be lost.

8. Click the **Close** button and replace your telephone handset.

Additional Information

One Button Access to CCR Trees

After you create a CCR Tree, you can program one-button access to any of its first level nodes.

To do this, you program a feature code for the tree node you wish to access at the push of a button using F*3 (the button programming feature code).

If you need to access several nodes at the push of a button, you must create a range of feature codes and assign each feature code to the different CCR Tree Nodes.
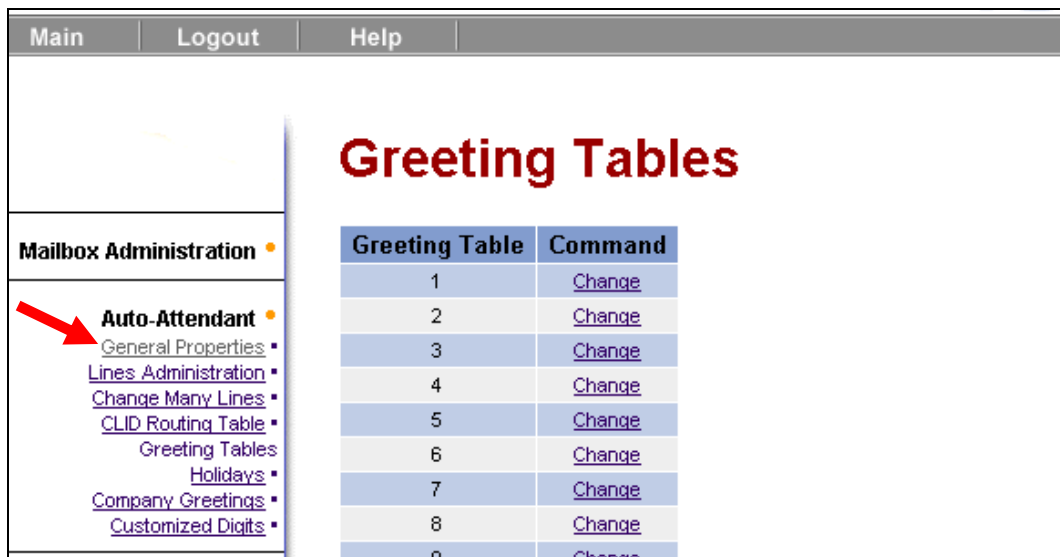
Only nodes 1 to 8 within trees 1 to 7 can be accessed with this feature.

1. Set the feature code range and assign the number of feature codes to the different CCR trees:

    a. Using a telset, access F983.

or

    b. In CallPilot Manager, access the Auto Attendant **General Properties** page.

2. The **Auto Attendant Properties** page will appear:

3. For example for two CCR trees with 8 nodes each. To program 16 feature codes (F911 through F918, and F921 through F928), enter 911 as the Starting CCR tree feature code.

4. If you wish to have two CCR trees available via one button feature codes you would enter 16 as the number of CCR Tree Feature Codes. i.e. 8 for tree 1 (nodes I to 8 – 911 to 918) and another 8 for tree 2 (nodes 1 to 8 - 921 to 928) giving a total of 16 for both trees.

5. The trees themselves should be configured in line with the one button feature codes to be used.

6. Program memory buttons on telephone set, using F*3 to correspond with the feature codes assigned in the Auto Attendant properties page. Refer to the *CallPilot Reference Guide* to program memory buttons for feature codes.

Note: The feature codes must not be the same as any other application. They must correspond to F9xy.
Where:
- **X** represents the tree number.
- **X** must not include 0, 8 or 9.
- **Y** represents the node number.
- **Y** is between 1and 8 inclusive.

For example:
- **F941** Sales (Tree 4, Option 1 Park & Page node).
- **F942** Accounts (Tree 4, Option 2).
- **F973** Technical Support (Tree 7, Option 3).

One Button Access to CCR Tree Example

An incoming call arrives directly into Customer Services but the caller wants to talk to someone in the Sales department. In this example there is a Park & Page node to access the sales department.

The Customer Service representative answers the call presses the pre-programmed button on the phone (F941). The system parks the call, and a page plays "Sales, please pick up XXX." XXX is the park code, for example 101 or 102. The Sales representative presses Intercom and XXX to pick up the call.

Setting Telset for One Button Access to CCR Trees

1. Press F983.

2. Enter the telset User ID that has voicemail administration rights and press OK.

   Note: For information about creating a user with voicemail administration rights, refer to the *BCM Administration Guide*.

3. Enter the user password and press OK.

4. Press **AA.**

5. Press **GRTG.**

6. Press **AA.**

7. Press **NEXT.**

8. Press **CHNG.**

9. Enter the starting feature number.

10. For example enter 912. F912 is associated with tree number 1 and node number 2.

11. Press **CHNG.**

12. Enter the number of the features you want to add.

If you want three features, enter 3 and then press OK. For example, if the starting feature code is 912 and you enter 3 for the number of features, F912, F913, and F914 become valid and take you to tree 1 node 2, tree 1 node 3, and tree 1 node 4.

Programming a Memory Button with a Feature Code

Each CallPilot feature code can be programmed to a single memory button. Use the paper labels that come with your telephone to identify the programmed button. To use the feature, press the labelled button.

1. Press F*3.

Note: **Do not** lift your handset.

---

2. The display shows Program Features.

3. Press a memory button with an LCD indicator.

4. Press the **Feature key** on the hand set**.**

5. Enter the feature code number that you want to program. That corresponds to the CCR tree and Node required.

   a. For example, enter **F942** to program the button to transfer a caller to Accounts.

6. Repeat steps 1 through 5 for each feature code you want to program.

7. To query the button programming use F*0, the display shows that the button is programmed.

Avaya Documentation Links

- CallPilot Manager Set Up and Operation guide
- CallPilot Programming Record
- CallPilot Telephone Administration guide