Peripheral Terminology

Mapping to ACD-Specific Terminology

The following table summarizes the mapping of Unified Intelligent Contact Management (Unified ICM) terminology to ACD-specific terminology.

Table 1: Unified ICM and Peripheral-Specific Terminology

Unified ICM term	Peripheral-specific equivalent
Agent	Agent
Peripheral target	Trunk group and **DNIS**
Service	**Aspect Contact Center**: Application **Avaya Communication Manager**: Vector Directory Number (VDN)
Skill group	**Aspect Contact Center:** Agent group **Avaya Communication Manager:** Skill group or hunt group 3 Trunk group and **DNIS**
Trunk	**Aspect Contact Center:** Instrument 4 Trunk
Trunk group	Trunk group

Note   Multi-channel applications function as application instances.

In some cases the Unified ICM concept is very close to the corresponding ACD feature. For example, the Unified ICM concept of a service is very similar to the Aspect concept of an application. In other cases, the ACD does not have a feature that maps exactly to the Unified ICM feature. In these cases, you might choose

a different mapping than shown in the above table. For example, although it might make sense to associate each VDN on an Avaya Communication Manager with a Unified ICM service, you could also map each hunt group to a service.

On an Avaya Communication Manager running in EAS mode, each skill group has primary and secondary subgroups. The system software emulates this by automatically creating additional skill groups for these peripheral types. For example, when you configure the Sales skill group for an Avaya Communication Manager ACD, the system software automatically creates the Sales.pri and Sales.sec skill groups in addition to the base Sales group. In monitoring and scripts, you can reference the .pri and .sec skill groups directly or you can refer to the base skill group.

Some ACDs have limitations that prevent them from making full use of specific features of the system software.

Refer to the *Pre-installation Planning Guide for Cisco Unified ICM* for the current list of supported peripherals with any peripheral-specific limitations.

Peripheral Terminology

Different peripheral manufacturers use different terminology for agents, skill groups, and services. For example, a service might be called an application, split, or gate. A skill group might be called an agent group or hunt group.

For example, note the following about using peripherals with Unified ICM:

1. The Aspect contact center maps a trunk group and DNIS to a Call Control Table (CCT). The DEFINITY ECS uses the trunk group and DNIS for incoming calls.

2. Without customer controlled routing (CCR), one or more services map to an ACD DN. With CCR, one or more services map to an ACD CDN.

3. If an ECS is running in expert agent selection (EAS) mode, a skill group maps to an ECS skill group; otherwise, it maps to a hunt group.

4. A contact center instrument can be a trunk, a teleset, or a workstation.