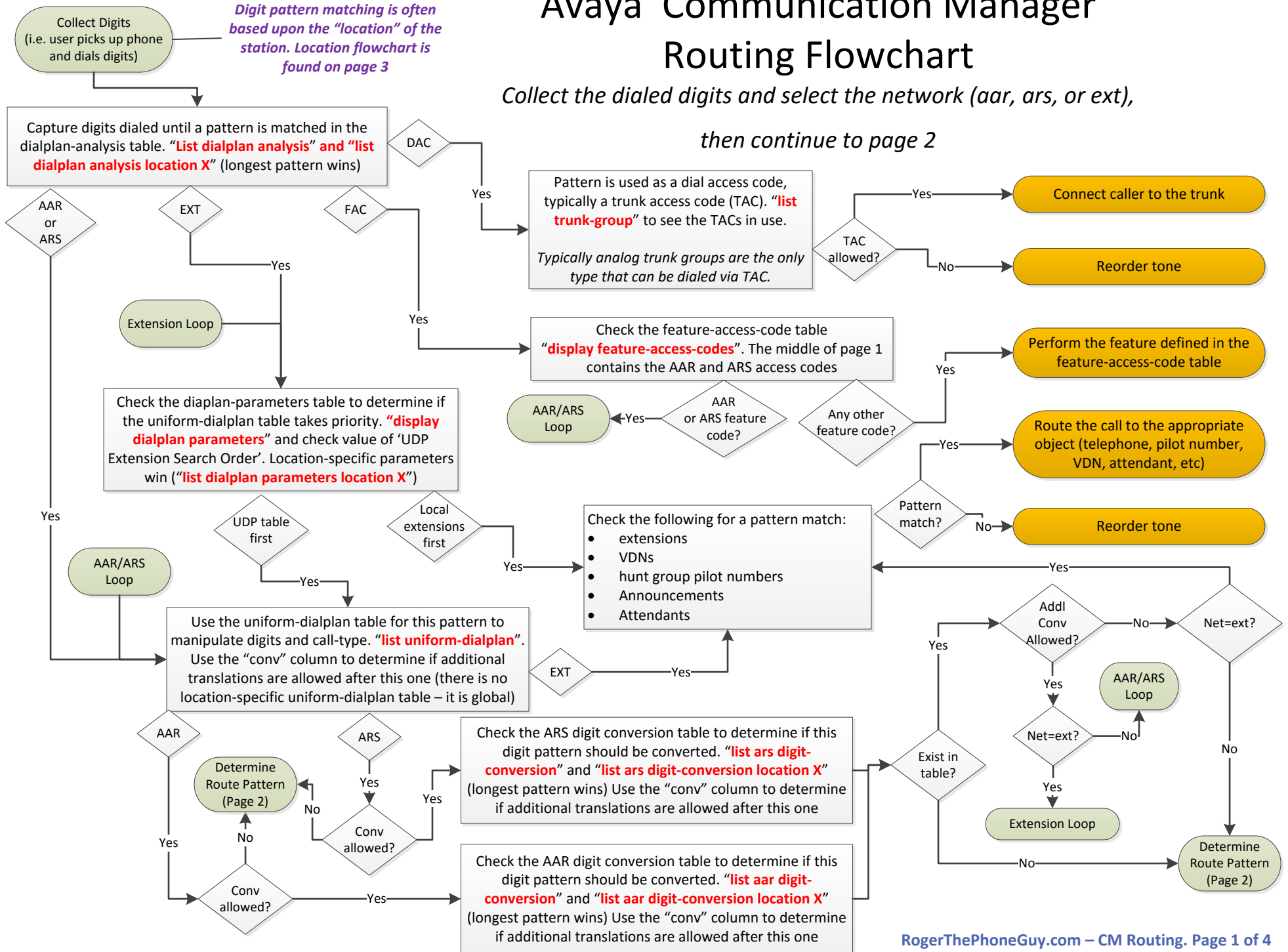
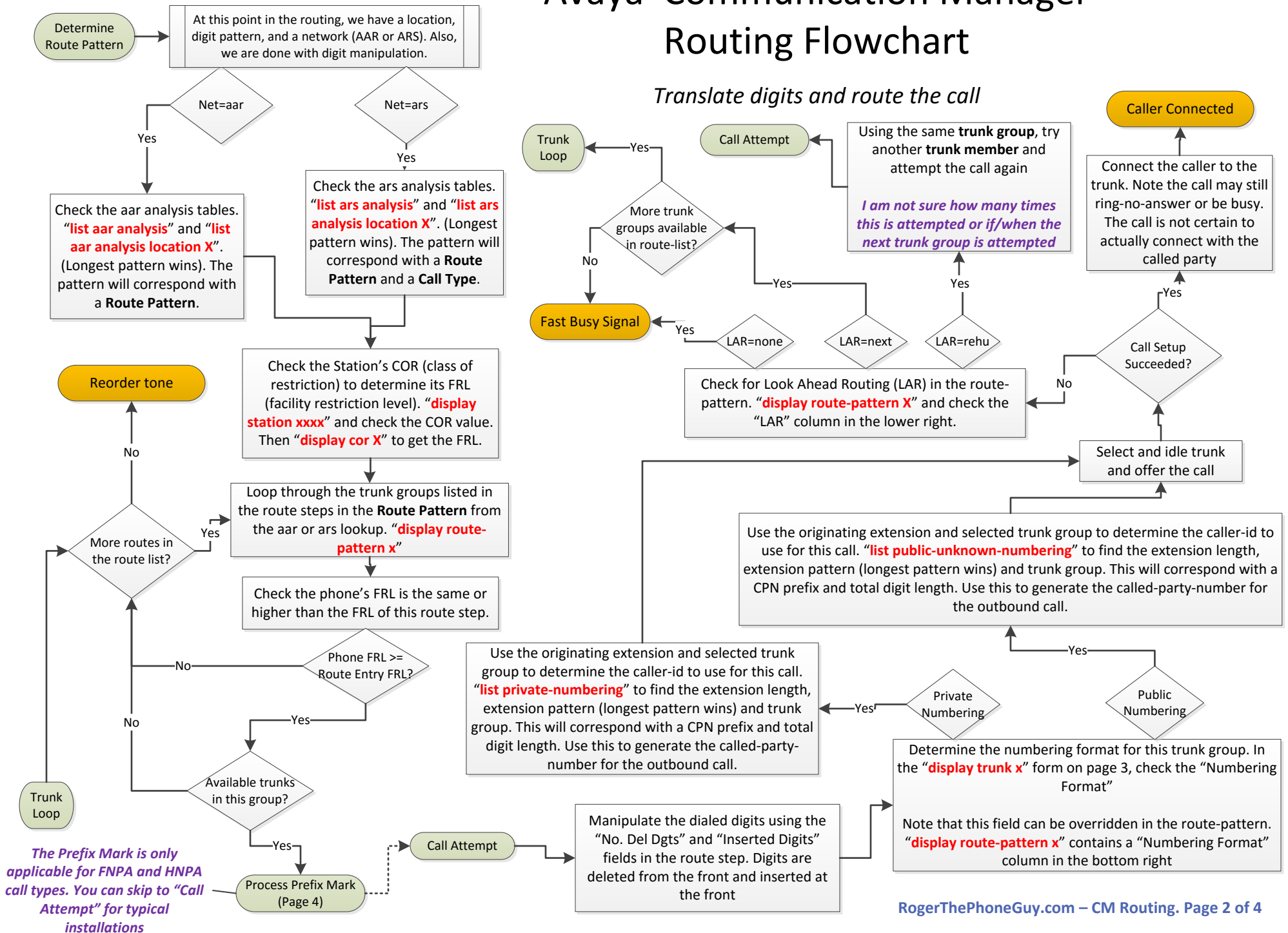


Avaya Communication Manager Routing Flowchart

Collect the dialed digits and select the network (aar, ars, or ext),
then continue to page 2



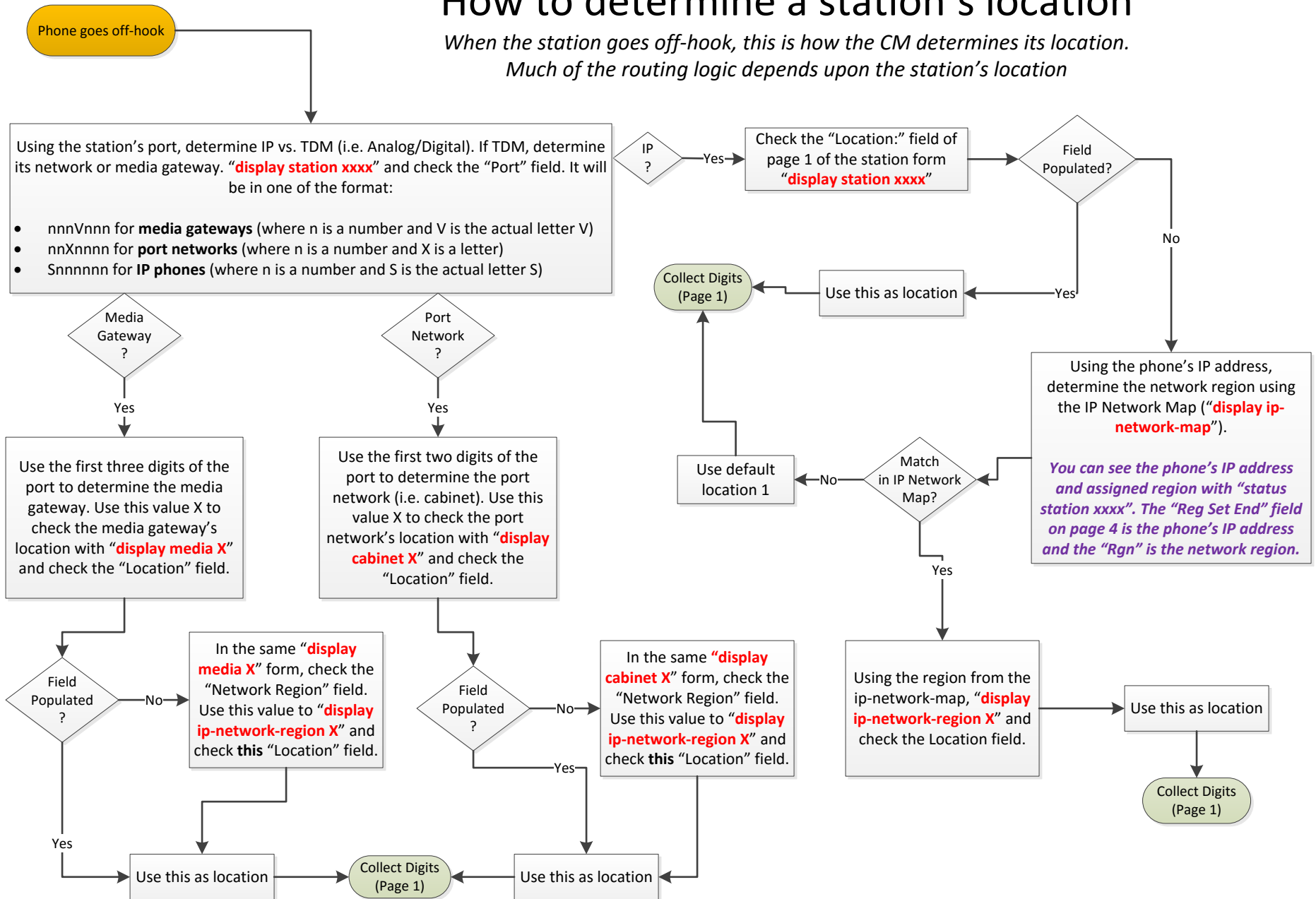
Avaya Communication Manager Routing Flowchart



Avaya Communication Manager

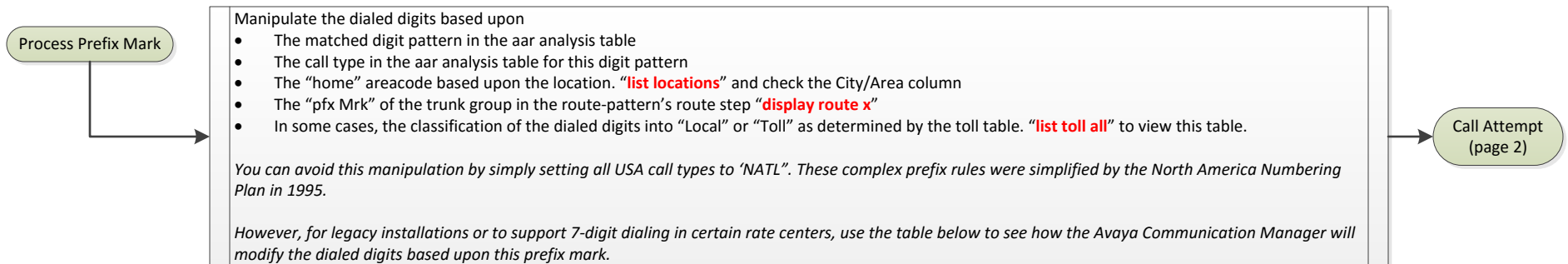
How to determine a station's location

When the station goes off-hook, this is how the CM determines its location.
 Much of the routing logic depends upon the station's location



Avaya Communication Manager - How to process the Prefix Mark

When the CM routes a call to Home or Foreign NPAs (call type HNPA or FNPA), the prefix mark determines how the dialed digits will be manipulated



| Prefix Mark | Call Type | # Digits Outpulsed | Prefix Outpulsed | Plain English |
|-------------|--------------|--------------------|------------------|---|
| 0 or blank | (1)+10D FNPA | 10D | None | Caller dialed either '1'+10 or just 10 digits in foreign areacode. Send 10 digits only |
| 0 or blank | (1)+10D HNPA | 7D | None | Caller dialed either '1'+10 or just 10 digits in home areacode. Send 7 digits only |
| 0 or blank | 7D HNPA | 7D | None | Caller dialed 7 digits in home areacode. Send 7 digits only |
| 0 or blank | 1+7D HNPA | 7D | 1+ | Caller dialed '1' + 7 digits in home areacode. Send '1' + 7 digits |
| 1 | (1)+10D FNPA | 10D | 1+ | Caller dialed either '1'+10 or just 10 digits in foreign areacode. Send '1' + 10 digits |
| 1 | (1)+10D HNPA | 7D | None | Caller dialed either '1'+10 or just 10 digits in home areacode. Send 7 digits only |
| 1 | 7D HNPA | 7D | None | Caller dialed 7 digits in home areacode. Send 7 digits only |
| 1 | 1+7D HNPA | 7D | 1+ | Caller dialed '1' + 7 digits in home areacode. Send '1' + 7 digits |
| 2 | (1)+10D FNPA | 10D | 1+ | Caller dialed either '1'+10 or just 10 digits in foreign areacode. Send '1' + 10 digits |
| 2 | (1)+10D HNPA | 7D (Local) | None | Caller dialed either '1'+10 or just 10 digits in home areacode and call is 'Local'. Send 7 digits only |
| 2 | (1)+10D HNPA | 7D (Toll) | 1+ | Caller dialed either '1'+10 or just 10 digits in home areacode and call is 'Toll'. Send '1' + 7 digits |
| 2 | 7D HNPA | 7D (Local) | None | Caller dialed 7 digits in home areacode and call is 'Local'. Send 7 digits only |
| 2 | 7D HNPA | 7D (Toll) | 1+ | Caller dialed 7 digits in home areacode and call is 'Toll'. Send '1' + 7 digits |
| 2 | 1+7D HNPA | 7D | 1+ | Caller dialed '1' + 7 digits in home areacode. Send '1' + 7 digits |
| 3 | (1)+10D FNPA | 10D | 1+ | Caller dialed either '1'+10 or just 10 digits in foreign areacode. Send '1' + 10 digits |
| 3 | (1)+10D HNPA | 7D (Local) | None | Caller dialed either '1'+10 or just 10 digits in home areacode and call is 'Local'. Send 7 digits only |
| 3 | (1)+10D HNPA | 10D (Toll) | 1+ | Caller dialed either '1'+10 or just 10 digits in home areacode and call is 'Toll'. Send '1' + 10 digits |
| 3 | 7D HNPA | 7D (Local) | None | Caller dialed 7 digits in home areacode and call is 'Local'. Send 7 digits only |
| 3 | 7D HNPA | 10D (Toll) | 1+ | Caller dialed 7 digits in home areacode and call is 'Toll'. Send '1' + 10 digits |
| 3 | 1+7D HNPA | 10D | 1+ | Caller dialed '1' + 7 digits in home areacode. Send '1' + 10 digits |
| 4 | (1)+10D FNPA | 10D | None | Caller dialed either '1'+10 or just 10 digits in foreign areacode. Send 10 digits only |
| 4 | (1)+10D HNPA | 7D | None | Caller dialed either '1'+10 or just 10 digits in home areacode. Send 7 digits only |
| 4 | 7D HNPA | 7D | None | Caller dialed 7 digits in home areacode. Send 7 digits only |
| 4 | 1+7D HNPA | 7D | None | Caller dialed '1' + 7 digits in home areacode. Send 7 digits only |