

SECTION 6 - MISCELLANEOUS SERVICES

G. SIMPLIFIED MESSAGE DESK INTERFACE SERVICE

1. General

Simplified Message Desk Interface (SMDI) Service is a Central Office package providing the following features:

Message Waiting Indication
Automatic Call Routing
Automatic Message Retrieval

The service is provided only when the necessary central office facilities are available.

2. SMDI Feature Descriptions

Simplified Message Desk Interface (SMDI) provides a central office interface to a voice messaging computer which provides end users with a convenient means of monitoring for the receipt of messages and means of retrieving those messages. SMDI allows the central office to pass call set-up information to a voice messaging computer and to pass message waiting requests from the voice messaging computer to the voice messaging end user.

The call set-up information includes the called party's number and the calling party's number. Passing the called party's number to a voice messaging computer allows a voice messaging computer to route calls to an end user's personal message box for a personal greeting.

Message waiting indication is provided to end users by stuttered dial tone or by a message waiting light on telephones equipped with a light feature. The end user can call the voice messaging computer for his message or ignore the signal and place a call; message waiting indication will continue until the message has been retrieved and a signal has been received from the voice messaging computer. (T)

Call set-up information and message waiting requests are rendered in data format via a data link and data modems. (T)

Voice lines, arranged in a Uniform Call Distribution (UCD) group, are used to carry the voice transmission between the central office and voice messaging computer.

Automatic call routing provides automatic routing of end users' telephone lines to a voice messaging computer on a "ring-no answer" condition after approximately three to four rings or if a "busy" condition is encountered.

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas