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# Console Presentation Group Level Services

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## Feature description

A Console Presentation Group (CPG) is a subset of the consoles configured for a customer. A CPG handles attendant calls from one or more tenants and incoming trunk calls on one or more routes. CPG improves functions for the following CPG Level Services:

- Attendant Overflow Positions (AOP)  
AOP DN and waiting time threshold can be specified for each CPG.
- Call Waiting Indication  
Count thresholds, timers, and buzz options can be defined for each CPG.
- Incoming Call Identification (ICI)  
ICI keys can be defined for each CPG. Attendants see only those ICI definitions for their own CPG.
- Listed Directory Numbers (LDN)  
Each CPG allows four LDNs.
- Night Service (NSVC)

Each CPG can go into Night Service mode independent of the other groups.

- Recorded Announcement (RAN)  
Each CPG can have its own recorded overflow announcements.

## Operating parameters

Console Presentation Group (CPG) services and Departmental Listed Directory Numbers (DLDN) are mutually exclusive at the customer level. That is, DLDNs can be equipped on the same system with Console Presentation Groups (CPGs), but not enabled for the same customer group at the same time.

## Feature interactions

### Attendant Administration

Attendants can dial the access code and activate the Administration mode. In this mode, they can modify the configuration of any telephone for this customer.

### Attendant Secrecy

The Secrecy option specified for a customer applies to all attendants for that customer.

### Attendant Supervisory Console

The supervisory console specified for a customer belongs to one CPG. In the Supervisory mode, ICI indicators show only the information for ICIs in that CPG. Thresholds specified in the Customer Data Block apply only to the CPG where that console resides, and do not effect any other CPG.

### Call Park

Parked calls recall to the attendant who parked them. If that attendant console goes into Position Busy mode, the call recalls to an attendant in the same CPG as the original.

If the attendant goes into Night Service while a call is parked, the recall is presented to the Night DN defined for that CPG. If an attendant goes into Night Service while the recall is in the attendant queue, it stays in the attendant queue until the call is abandoned.

Tenant access checking between the set (A) who picks up a parked call and the party (B) who parked the call, is enforced as follows:

- If B is a set, tenant-to-tenant access must be allowed between A and B.
- If B is an attendant, A and B must belong to the same CPG for tenant-to-tenant access.
- If access is denied, set A (who intends to pick up the access-denied parked call) receives a blocking tone.

### Network-Wide Listed Directory Number

CPG does not work with the network part of Network-Wide Listed Directory Number (LDN) because CPG is not supported by Network Attendant Service, which the network part requires. This feature does, however, provide two additional LDNs for each Console Presentation Group.

### Night Key for Direct Inward Dialing Digit Manipulation

The Day/Night can be activated with the DRC key by any attendant in the Console Presentation group.

## Feature packaging

Console Presentation Groups (CPGS) package 172 requires:

- Multi-Tenant Service (TENS) package 86

## Feature implementation

### Task summary list

The following is a summary of the tasks in this section:

1. "LD 93 - Enable Console Presentation Group (CPG)." (page 593)  
Enable Console Presentation Group (CPG).
2. "LD 93 - Assign attendant consoles to a presentation group." (page 593)  
Assign attendant consoles to a presentation group.
3. "LD 93 - Assign tenants to an attendant group number." (page 594)  
Assign tenants to an attendant group number.
4. "LD 93 - Assign a route to an attendant group number." (page 594)  
Assign a route to an attendant group number.
5. "LD 93 - Add Console Presentation Group features." (page 594)  
Add Console Presentation Group features.

### LD 93 - Enable Console Presentation Group (CPG).

Prompt	Response	Description
REQ	CHG	Change.
TYPE	TENS	Multi-Tenant data block.
CUST	xx	Customer number, as defined in LD 15
CPGS	YES	Enable CPG Level Services.

### LD 93 - Assign attendant consoles to a presentation group.

Prompt	Response	Description
REQ	CHG	Change.

Prompt	Response	Description
TYPE	CPG	Console Presentation Group data block.
CUST	xx	Customer number, as defined in LD 15
AGNO	0-63	Attendant Console Group number.
ANUM	1-63 1-63	Attendant console numbers.

**LD 93 - Assign tenants to an attendant group number.**

Prompt	Response	Description
REQ	CHG	Change.
TYPE	TCPG	Tenant to Console Presentation Group data block.
CUST	xx	Customer number, as defined in LD 15
TEN	1-511	Tenant number.
AGNO	0-63	Attendant Console Group number.

**LD 93 - Assign a route to an attendant group number.**

Prompt	Response	Description
REQ	CHG	Change.
TYPE	RCPG	Route to Console Presentation Group data block.
CUST	xx	Customer number, as defined in LD 15
ROUT		Route number
	0-511	Range for Large System and CS 1000E system.
	0-127	Range for Small System and Media Gateway 1000B.
AGNO	0-63	Attendant Console Group number.

**LD 93 - Add Console Presentation Group features.**

Prompt	Response	Description
REQ	NEW CHG	Add, or change Multi-Tenant Service for a customer.
TYPE	CPGP	Console Presentation Group level parameters.
CUST	xx	Customer number, as defined in LD 15
CPG	1-63	Console Presentation group number.
LDN0	xxxx	Listed DN 0.
NIT1	xxxx	First Night Service by Time of Day (NTOD) DN.
TIM1	hhmm	Hour minute for First NTOD DN.
NIT2	xxxx	Second NTOD DN.
TIM2	hhmm	Time for Second NTOD.

Prompt	Response	Description
NIT3	xxxx	Third NTOD DN.
TIM3	hhmm	Time for Third NTOD DN.
NIT4	xxxx	Fourth NTOD DN.
TIM4	hhmm	Time for Fourth NTOD.
ICI	xx aaa	Incoming Call Indicators (ICI).
AQTT	0-(30)-255	Attendant queuing threshold.
AODN	xxxx	Attendant overflow DN.
CWCL	(0)-255 (0)-255	Number of waiting calls, lower threshold and upper bound.
CWTM	(0)-511 (0)-511	Time for waiting calls, lower threshold and upper bound.
CWBZ	(NO) YES	Call Waiting Buzz. The first field provides a two-second buzz when the upper CWCL or CWTM threshold is exceeded.
	(NO) YES	The second field provides a buzz when the first call enters the queue.

## Feature operation

No specific operating procedures are required to use this feature.

