



DIVISION OF STATE
INFORMATION TECHNOLOGY

SOMS Explanation of Terms v.2.0

Ordering Legacy PBX Telephone Services

November 1, 2010

This document was created for the Telephone Coordinators of the state of South Carolina as a guide to ordering Telephone Services through a web-based portal provided by **Spirit Telecom**.

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1. EXPLANATION OF TERMS

Agent Log-In ID: An Agent is a person assigned to one or more splits/skills and handles calls to/from an extension in those splits/skills.

Bridged Appearance: A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call. Primarily associated with a Digital Service telephone number.

COE – Customer Owned Equipment

COS – Class of Service: Class of Service, as related to Legacy PBX telephone systems, is often used to define the permissions provided a service number.

COR – Class of Restriction: The COR feature provides the ability to deny certain call attempts based on the incoming and outgoing CORs provisioned on the switch. It is used to allow long-distance calling, local calling only, calling international, etc.

CPU: Call Pick-Up Group: A group of individuals authorized to answer any call directed to an extension number within the group.

CMS: Call Management System - An application, running on an adjunct processor that collects information from an Automatic Call Distribution (ACD) unit. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors and vector directory numbers (VDNs).

ELL: Equipment Line Location.

LD Authorization Code: Previously referred to as PBN.

MRC: Monthly Recurring Charge. Examples: Analog and Digital Telephone Service, Caller-ID Service, Bridged Extensions, etc.

OTC: One-Time Only Charges. Examples: DSIT Technician Labor, Set-Types [Analog and Digital], Inventory Items.

Vector: Call vectoring is a call routing processes that redirects incoming calls to ports or additional locations based on a set of pre-defined commands or values. Call vectoring allows incoming calls to be directed differently depending on variety of factors including the time of day, incoming call location and how busy the system is along with other factors.

VDN = Vector Directory Numbers. Used in the telephony world to route incoming calls. VDN is basically a [virtual](#) extension without a physical location which is used for routing incoming calls to a call center environment.