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SPECIFICATION DPT-SWS-008

**FUNCTIONAL REQUIREMENTS FOR
AUTOMATED CALL PROCESSING (ACP) SYSTEMS**

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**FUNCTIONAL REQUIREMENTS FOR
AUTOMATED CALL PROCESSING (ACP) SYSTEMS**

1. INTRODUCTION

- 1.1** This specification states the functional requirements directly related to Automated Call Processing (ACP) Systems. ACP systems shall be tested for compliance to Specifications **DPT-SWS-001**, **DPT-TE-001** and **DPT-TE-003** and be evaluated functionally in terms of this requirement.

2. SYSTEM DESCRIPTION

- 2.1** An ACP System consists of a central processing unit controlling a switching matrix which will automatically connect exchange lines to various operator positions, as and when required. These systems are used to automatically generate calls on a group of exchange lines by sequentially dialing numbers set up in a calling list or database.
- 2.2** A number of manned operator positions are provided to which successful calls generated by the system are routed.
- 2.3** The system allows for the installation of a system control station, which is used by the supervisor to control the operation of the system.

3. PRINCIPLE OF OPERATION

- 3.1** Outgoing calls are automatically generated by the system by processing records set up in a calling list.
- 3.2** An answered call is transferred to the first available operator and the system displays the record information from the calling list at that operator position.
- 3.3** In the event of all operator positions being busy, the system will temporarily suspend the generation of new calls.
- 3.4** The system will monitor and retain the result of each attempted call and maintain records of busy signals, no-answers and operator intercepts.

- 3.5** The supervisor is provided with special facilities which may include:
- 3.5.1** Building a calling list file for automated dialing.
 - 3.5.2** Managing a calling session, i.e. monitor operator and exchange line activity from the system control station.
 - 3.5.3** Modify the system configuration to suit a specific business environment.
 - 3.5.4** Obtaining statistical data from the system in the form of reports.
 - 3.5.5** The dialing pace of the system can be selected by the supervisor to ensure the availability of an operator position to service an answered call at all times

4. REQUIREMENTS FOR SYSTEM APPROVAL

- 4.1** The system shall conform to the principle of operation as outlined in **Section 2**.
- 4.2** The system shall conform to the relevant requirements of Specifications **DPT-TE-001**, **DPT-TE-003** and **DPT-SWS-001**.
- 4.3** Specialized workstations used by the ACP system shall be considered part of the system and shall be licensed with the system. Separate display/keyboards or workstations may be associated with standard telephone instruments to provide for additional facilities particular to an ACP system.
- 4.4** The applicant shall demonstrate, at the request and direction of the Department, all maintenance support facilities at his disposal.

5. CONDITION OF LICENSING

- 5.1** The issuing of a licence, authorizing the applicant to supply the equipment, shall be subject to the following conditions, which together with **Section 4** will constitute such licensing agreement.
- 5.2** Telkom SA Ltd will install and maintain the exchange lines up to a disconnection point provided by the supplier.
- 5.3** The supplier or a LMO licensed by the Department shall be responsible for installing and maintaining the entire system including the indoor cabling and a suitable distribution frame. All work undertaken by the supplier shall be in accordance with the standard **DPT-S-02**.

- 5.4** The following information shall be provided in respect of each application:
 - 5.4.1** The system capacity in terms of both exchange lines and operator positions
 - 5.4.2** The facilities provided at the system control station
 - 5.4.3** The facilities provided at each individual operator position
- 5.5** On application, the standard application form for a Switching System shall be completed and submitted to DPT together with all the relevant test reports, certificates and technical documentation pertaining to the system.

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