

Primas CX device type description

Device Type Description

Device type	Category code	Device code	Description	Usage	ScreenPop	FreedomQ	PCS
DNIS VDN	VDN	VDN.DNIS	The VDN associated with a public phone number number such as Tollfree or DID.	Helps to record inbound traffic.	Optional for report	Optional for Dashboard	Optional for report
IVR VDN	VDN	HUNT.IVR	The VDN routes a call to IVR.	Helps to identify how long customer interacts with IVR for reporting.	Optional for report		
Agent VDN	VDN	VDN.AGENT	The VDN routes a call to agent skill. It is also called IVR Exit Point.	Helps to recognize whether IVR routed call to a VDN and the time that customer wait in queue.	Required	Required	Optional for report
Priority VDN	VDN	VDN.PRI_FQ	The VDN with higher priority than Agent VDN	Helps to implement callback features. When system callback customer, it will transfer customer to the priority queue.		Required	
Voluntary VDN	VDN	VDN.VOL	The VDN with higher priority than Agent VDN	When customer callback earlier than the callback schedule or after they missed a callback from our system, transfer customer to this VDN to get higher priority to talk to an agent. It is the same as priority VDN, so it is only required if we need special logics for these cases.		Optional for special cases	
After hours VDN	VDN	VDN.AH	The call will route to this VDN at after-hours	Helps to report after-hours calls.	Optional for report		
Survey VDN	VDN	VDN.SURVEY	The call will be routed the this VDN for requesting a survey when agent hung up	Helps to recognize whether customer has been offered for a survey.			Required
Auto-answer VDN	VDN	VDN.AUTO	The VDN answer the call automatically	This is the same as announcement device but we will classify the call as answer call even though there is no real agent answer this call. This normally use for the report	Optional for report		
Other VDN	VDN	VDN.OTHER	Other VDN	If we need to monitor call events routed to a VDN for some reasons but we don't actually have any logic to that VDN, we classify it as "Other VDN"			
Agent Hunt Group	HUNT	HUNT.SK	Agent Hunt group extension or skill extension.	Helps to monitor agent login/ logout for the agent report.	Required	Required	Required
Agent Login ID	AGENT	AGENT	Agent Login ID	Helps to identify which agent login on which extension for the agent report.	Required	Required	Required
Agent Extension	EXT	EXT.AGENT	Agent Extension	Helps to recognize whether a call has been answered by an agent.	Required	Required	Required
Recording device	REC	REC	Recording device ID	Helps to recognize whether the call has been recorded for audio.	Optional for report		
Announcement device	ANN	ANN	Announcement device ID	Helps to recognize that device answered the call automatically, not an agent answered the call.	Optional for report		