AMIS Networking Implementation Checklist

Step	Description	Done
Gather information for the network		
1	Obtain the system access number for each open AMIS site with which CallPilot exchanges messages.	❒
Configure the switch **Note:** For the switch requirements, refer to the *CallPilot 1.0 AMIS Networking Implementation and Administration Guide* (NTP 555-7101-303). For instructions on configuring the switch, refer to your switch documentation.		
2	Define the ACD queues.	❒
3	Dedicate ACD agents to networking, if required.	❒
4	Verify TGAR and NCOS on ACD agents.	❒
5	Define trunks (if additional trunks are required).	❒
6	Verify access to trunks (TGAR).	❒
Configure the network database in CallPilot **Note:** For instructions, refer to the CallPilot Manager online Help.		
7	Configure the local server. Use the information recorded on the “CallPilot Networking—Local Server Maintenance” worksheet (NWP-024).	❒
8	Configure the prime location for the local server. Use the information recorded on the “CallPilot Networking—Switch Location Maintenance” worksheet (NWP-026).	❒
9	Configure the Network Message Service (NMS) satellite locations for the local server, if required. Use the information recorded on the “CallPilot Networking—Switch Location Maintenance” worksheet (NWP-026).	❒

AMIS Networking Implementation Checklist

Step	Description	Done
Configure the AMIS Networking message delivery options in CallPilot		
Note: For instructions, refer to the CallPilot Manager online Help.		
10	Enable AMIS Networking message transmissions to and from open AMIS sites.	❒
11	Define the open AMIS compose prefix.	❒
12	Configure the AMIS Networking batch delivery threshold.	❒
13	Define the allowed open AMIS delivery times.	❒
14	Configure the local server's system access number.	❒
Configure the System and Messaging options in CallPilot		
Note: For instructions, refer to the CallPilot Manager online Help.		
15	Define the AMIS Networking DN in the Service Directory Number (SDN) table and, if required, dedicate channels. **Note:** For guidelines on channel allocation, refer to the *CallPilot 1.0 AMIS Networking Implementation and Administration Guide* (NTP 555-7101-303).	❒
16	Define Dialing Information and Dialing Translations.	❒
Test the network for correct operation		
Note: For instructions, refer to the *CallPilot 1.0 AMIS Networking Implementation and Administration Guide* (NTP 555-7101-303).		
17	Test call routing access by testing each ACD agent.	❒
18	Compose and send a message from a mailbox on the local server to a mailbox on the local server.	❒
19	Send a message from a mailbox on the local server to a user at an open AMIS site, if possible.	❒

AMIS Networking Implementation Checklist

Step	Description	Done
Create a backup of the network		
20	Back up CallPilot. **Note:** For instructions, refer to the *CallPilot Administrator's Guide* (NTP 555-7101-301).	❒
21	Print CallPilot network information. **Note:** For instructions, refer to "Printing networking information" in the CallPilot Manager online Help.	❒
22	Back up the switch. **Note:** For instructions, refer to your switch documentation.	❒
23	Print switch network information. **Note:** For instructions, refer to your switch documentation.	❒