Integrated AMIS Networking Implementation Checklist

Step	Description	Done
Gather information for the network		
Note: For instructions, refer to the *CallPilot 1.0 Integrated AMIS Networking Implentation and Administration Guide* (NTP 555-7101-305). If necessary, consult with a switch technician.		
1	Gather ESN information from the switch.	❒
2	Gather CDP information from the switch.	❒
3	Draw a diagram of the existing network.	❒
4	Assign a unique site ID to each site in the network.	❒
5	Analyze the information and determine if changes are required to the dialing plan configuration on the switch.	❒
Configure the switch		
Note: For the switch requirements, refer to the *CallPilot 1.0 Integrated AMIS Networking Implementation and Administration Guide* (NTP 555-7101-305). For instructions on configuring the switch, refer to your switch documentation.		
6	Define the ACD queues.	❒
7	Dedicate ACD agents to networking, if required.	❒
8	Verify TGAR and NCOS on ACD agents.	❒
9	Define trunks (if additional trunks are required).	❒
10	Verify access to trunks (TGAR).	❒
11	Modify the dialing plan configuration on the switch if required.	❒
Configure the network sites and locations in CallPilot		
Note: For instructions, refer to the CallPilot Manager online Help.		
12	Configure the local server. Use the information recorded on the “CallPilot Networking—Local Server Maintenance” worksheet (NWP-024).	❒

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Step	Description	Done
13	Configure each remote server. Use the information recorded on the “CallPilot Networking—Remote Server Maintenance” worksheet (NWP-025).	❒
14	Configure the prime location for each of the local and remote servers. Use the information recorded on the “CallPilot Networking—Switch Location Maintenance” worksheet (NWP-026).	❒
15	Configure the Network Message Service (NMS) satellite locations for each of the local and remote servers, if required. Use the information recorded on the “CallPilot Networking—Switch Location Maintenance” worksheet (NWP-026).	❒
16	Convert existing sites to AMIS Networking if necessary.	❒
Configure the AMIS Networking message delivery options in CallPilot **Note:** For instructions, refer to the CallPilot Manager online Help.		
17	Enable AMIS Networking message transmissions to and from AMIS sites.	❒
18	Configure the AMIS Networking batch delivery threshold.	❒
19	Define the open AMIS compose prefix (if your network also contains open AMIS sites).	❒
20	Configure the local server’s system access number.	❒
21	Define the open AMIS delivery times (if your network also contains open AMIS sites).	❒
22	Define the AMIS Networking economy delivery times.	❒
23	Define the AMIS Networking stale times.	❒
Configure the System and Messaging options in CallPilot **Note:** For instructions, refer to the CallPilot Manager online Help.		
24	Define the AMIS Networking DN in the SDN table and, if required, dedicate channels.	❒

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Step	Description	Done
25	Define Dialing Information and Dialing Translations.	❒
Test the network for correct operation		
Note: For instructions, refer to the *CallPilot 1.0 Integrated AMIS Networking Implentation and Administration Guide* (NTP 555-7101-305).		
26	Test call routing access by testing each ACD agent.	❒
27	Compose and send a message from a mailbox on the local server to a mailbox on the local server.	❒
28	Send a message from a mailbox on the local server to the loopback mailbox at an integrated AMIS (remote) site.	❒
29	Send a message from a mailbox on the local server to a user at an integrated AMIS (remote) site.	❒
Create a backup of the network		
30	Back up CallPilot. **Note:** For instructions, refer to the *CallPilot Administrator's Guide* (NTP 555-7101-301).	❒
31	Print CallPilot network information. **Note:** For instructions, refer to "Printing networking information" in the CallPilot Manager online Help.	❒
32	Back up the switch. **Note:** For instructions, refer to your switch documentation.	❒
33	Print switch network information. **Note:** For instructions, refer to your switch documentation.	❒