

Exhibit 176



Avaya Call Management System Database Items and Calculations

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Communication Manager capabilities that impact CMS

Agent trace database items Communication Manager server cross-reference			
Database item	Release 2.x, 3.x, 4.x, 5.x	Release 6.x	Release 7.x
DIRECTION	X	X	X
DURATION	X	X	X
EVENT_TIME	X	X	X
EXT_CALL_ORIG	X	X	X
INTERRUPTED	NA	e	e
KEYBD_DIALED	X	X	X
LOC_ID	X	X	X
LOGID	X	X	X
LOGOUTREASON	RC	RC	RC
MCT	X	X	X
RECONNECT	X	X	X
ROW_DATE	X	X	X
SPLIT	X	X	X
STARTTIME	X	X	X
STARTTIME_UTC	NA	NA	X
TENANT	X - Release 5.2 only	X	X
TRANSFERRED	X	X	X
UCID	X	X	X
WMODE_SEQ	X	X	X
WORKCODE	X	X	X
WORKMODE	X	X	X

Call record database items

Call record database items Communication Manager server cross-reference			
Database item	Release 2.x, 3.x, 4.x, 5.x	Release 6.x	Release 7.x
ACD	X	X	X
ACWTIME	X	X	X
AGENTSkillLEVEL	NA	e	e
AGENTSURPLUS	NA	e	e
AGT_RELEASED	X	X	X
ANSHOLDTIME	X	X	X
ANSLOCID	X	X	X
ANSLOGIN	X	X	X

Table continues...

Call record database items Communication Manager server cross-reference			
Database item	Release 2.x, 3.x, 4.x, 5.x	Release 6.x	Release 7.x
ANSREASON	RC	RC	RC
ANS_ATTRIB_ID	NA	NA	X
ASAI_UUI	X	X	X
ASSIST	X	X	X
AUDIO	X	X	X
CALLID	X	X	X
CALLING_II	X	X	X
CALLING_PTY	X	X	X
CONFERENCE	X	X	X
CONSULTTIME	X	X	X
CWC1	X	X	X
CWC2	X	X	X
CWC3	X	X	X
CWC4	X	X	X
CWC5	X	X	X
DA_QUEUED	X	X	X
DIALED_NUM	X	X	X
DISPIVECTOR	X	X	X
DISPOSITION	X	X	X
DISPPRIORITY	X	X	X
DISPSKLEVEL	EAS	EAS	EAS
DISPSPLIT	X	X	X
DISPTIME	X	X	X
DISPVDN	X	X	X
DURATION	X	X	X
EQLOC	X	X	X
EQLOCID	X	X	X
EVENT1-EVENT9	X	X	X
FIRSTIVECTOR	X	X	X
FIRSTVDN	X	X	X
HELD	X	X	X
HOLDABN	X	X	X
INTERRUPTDEL	NA	e	e
LASTCWC	X	X	X

Table continues...

Communication Manager capabilities that impact CMS

Call record database items Communication Manager server cross-reference			
Database item	Release 2.x, 3.x, 4.x, 5.x	Release 6.x	Release 7.x
LASTDIGITS	X	X	X
LASTOBSERVER	X	X	X
MALICIOUS	X	X	X
NETINTIME	X	X	X
OBSERVINGCALL	X	X	X
OBSLOCID	X	X	X
OBS_ATTRIB_ID	NA	NA	X
ORIGHOLDTIME	X	X	X
ORIGLOCID	X	X	X
ORIGLOGIN	X	X	X
ORIGREASON	RC	RC	RC
ORIG_ATTRIB_ID	NA	NA	X
PREFSKILLLEVEL	NA	e	e
QUEUE TIME	X	X	X
RINGTIME	X	X	X
ROW_DATE	X	X	X
ROW_TIME	X	X	X
SEGMENT	X	X	X
SEGSTART	X	X	X
SEGSTART_UTC	X	X	X
SEGSTOP	X	X	X
SEGSTOP_UTC	X	X	X
SEQNUM	X	X	X
SPLIT1	X	X	X
SPLIT2	X	X	X
SPLIT3	X	X	X
TALKTIME	X	X	X
TENANT	X - Release 5.2 only	X	X
TKGRP	X	X	X
TRANSFERRED	X	X	X
UCID	X	X	X
UUI_LEN	X	X	X
VDN2-9	X	X	X

This is a cumulative item.

VDN tables

The number of calls delivered to not preferred agents via the VDN upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

AGSURPPREFCALLS

The AGSURPPREFCALLS item appears in the following tables:

Split/skill tables

The number of calls delivered to preferred agents in the skill upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

VDN tables

The number of calls delivered to preferred agents via the VDN upon agent surplus condition. A preferred agent is an agent with a skill level for the skill matches the level specified in the check vector command.

This is a cumulative item.

AGT_RELEASED

The AGT_RELEASED item is included in the following database tables:

Agent trace tables

The agent released or dropped the split/skill or direct agent ACD call, including transferred and conferenced calls. Valid values are n, which means that the call was not released or dropped, and y, which means that the call was released or dropped.

Call record tables

The agent released or dropped the split/skill or direct agent ACD call, including transferred and conferenced calls. Valid values are n, which means that the call was not released or dropped, and y, which means that the call was released or dropped.

Trunk tables

The login ID of the agent who originated the current call on this trunk. CALLING_LOGID is NULL when the trunk is idle.

This is a status item.

CALLING_PTY

The CALLING_PTY item is included in the following database tables:

Agent trace tables

The calling party identification. On communication servers without ISDN ANI delivery, the identification is the extension or trunk equipment location that identifies the originator of the call. On communication servers with ISDN ANI delivery, the identification is the ANI/SID. The CALLING_PTY item is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. This field can contain up to 24 digits.

Call record tables

The calling party identification. On communication servers without ISDN ANI delivery, the identification is the extension or trunk equipment location that identifies the originator of the call. On communication servers with ISDN ANI delivery, the identification is the ANI/SID. The CALLING_PTY item is blank if the trunk is not measured or, for internal calls, if the originating extension is not measured. This field can contain up to 24 digits.

CALLSOFFERED

The CALLSOFFERED item is included in the following database tables:

Split/skill tables

The number of calls that queued to the split/skill and that completed during the interval. This does not include calls that could not queue to the split/skill because the queue was full or there was no queue. $\text{CALLSOFFERED} = \text{ACDCALLS} + \text{ABNCALLS} + \text{BUSYCALLS} + \text{DISCCALLS} + \text{OUTFLOWCALLS} + \text{DEQUECALLS} + \text{ICRPULLCALLS}$.

CALLSOFFERED includes ABNCALLS, RINGCALLS, OTHERCALLS, and INFLOWCALLS.

This is a cumulative item.

CALLSURPDELIVERIES

The CALLSURPDELIVERIES item appears in the following tables:

QUECOUNT (real-time)

The QUECOUNT item is included in the following database tables:

Trunk tables

The number of ACD splits/skills to which the call is queued. QUECOUNT is blank (NULL) when the trunk goes idle, gets forced busy, gets a forced disconnect, connects to a station or agent, or forwards out of the queue. Valid values for QUECOUNT are NULL, 1, 2, and 3.

This is a status item.

QUETYPE (real-time)

The QUETYPE item is included in the following database tables:

Trunk tables

An indication of whether this call entered the queue as a result of a “queue to” or another vector command. QUETYPE is blank (NULL) for direct agent calls, when vectoring is not used, and when the call dequeues. A call is removed from the queue when it is answered, abandoned, forced busy, or forced disconnected. Valid values for QUETYPE are NULL, MAIN, and BACKUP.

This is a status item.

QUETYPE2 and QUETYPE3 (real-time)

The QUETYPE2 and QUETYPE3 items appear in the following database tables:

Trunk tables

An indication of whether this call entered the second or third queue as a result of a “queue to” or another vector command. QUETYPE2 and QUETYPE3 are NULL when vectoring is not used and when the call dequeues. A call is removed from the queue when it is answered, abandoned, forced busy, or forced disconnected. Valid values for QUETYPE2 and QUETYPE3 are NULL, MAIN, and BACKUP.

This is a status item.

QUEUETIME

The QUEUETIME item is included in the following database tables:

Call record tables

Time the call segment spent in queue before answer.