

Account Notation Guide



1. **Billing Account Number:** The billing account number associated with this account. This will generally be the code you enter for dialing long distance from this client.
2. **Client Telephone Number:** This is the client's main telephone number. This would be the number for this client published in the phone book, etc.
3. **Account Type:** Refers to the way messages for this client are handled. Common types are:
 - o **HOLD** - Messages are held for the client to pick up
 - o **REFER** - Callers are asked to call elsewhere, be it another telephone number, or the same number at a different time
 - o **RELAY** - Our agents will actively take steps to notify the client of a waiting message
 - o **PATCH** - Calls are patched through to the client
 - o **AUTO-DISPATCH** - There are CMC Dispatch Scripts set up for this account, and messages are relayed automatically when saved.
4. **Client Features:** Various special features utilized by this client. The feature notations are:
 - o ****** - PAA
 - o **//** - Operator Assisted
 - o **<>** - Alpha Pager Delivery
 - o **^^** - MARSY
 - o **++** - Fax Delivery
 - o **@@** - Email Delivery
5. **Forwarding Information:** The letters indicate the way the calls come to us at the answering service, the number is the client's DID.
 - o **OPR ASTD** - (Operator Assisted) - Callers for this client are greeted by a recording, usually stating the office hours and prompting the caller to press '0' to speak to an agent.
 - o **CF** - (Call Forwarding) - This client forwards their office telephone lines to their DID number
 - o **DIRECT** - This client, either through promotional materials, or by an after-hours recording on their office telephones, has their callers call their DID directly.
6. **Collect Call Handling Information:** Information on how to handle incoming collect calls. Common handling instructions are:
 - o **ACCEPT** - Accept all incoming collect calls
 - o **ACCEPT & BILL to** - Accept the incoming collect call and bill it to the number shown
 - o **REFER to** - Refer incoming collect callers to the 800 number shown

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7. **Recap Information:** If the client uses fax or email recap, this line will display FAX or EMAIL. The lowercase letter at the end notates whether the recap is automatic ('a'), or has to be initiated by an agent ('r').