



IP Office Technical Tip

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VOICEMAIL GENERATED “STILL QUEUED” MESSAGES NOT OUTPUT IF HUNTGROUPE NAME EXCEEDS 12 CHARACTERS

The Manager field for creating a HuntGroup name is 15 characters long. This therefore means that HuntGroup names can be from 1 to 15 characters in length.

The Voicemail “queued message” field (which is an internal variable and is not user accessible) is 32 characters long. The message format is of the form:-

```
$ACD Transfer_Type;HuntGroup_name,Queue_Position,eta;
```

Therefore, for a Still-Queued ACD Transfer type you get the following:-

```
$StillQueued;HuntGroup_name,24,60;
```

So of the 32 characters available:-

- 1 is used for the "\$"
- 11 are used for the ACD Transfer_Type [StillQueued]
- 1 is used for the ";" separator
- 1 is used for the first "," separator
- 2 are used for the Queue_Position [24]
- 1 is used for the second "," separator
- 2 are used for the eta [60]
- 1 is used as the final ";" string terminator

This leaves [32-20] 12 characters for the HuntGroup name.

The result of this is that the “Queued” message is played in place of the “StillQueued” message.

Note that this can be easily verified by using the Call Status application to monitor the calls queued.

In the instance when the "Queued" message is to be output the Voicemail message takes the format:-

```
$Queued; HuntGroup_name,24,60;
```

So of the 32 characters available:-

- 1 is used for the "\$"
- 6 are used for the ACD Transfer_Type [StillQueued]
- 1 is used for the ";" separator
- 1 is used for the first "," separator
- 2 are used for the Queue_Position [24]
- 1 is used for the second "," separator
- 2 are used for the eta [60]
- 1 is used as the final ";" string terminator

This leaves [32-15] 17 characters for the HuntGroup name – which is more than the 15 allowed in the Manager so no problem occurs.

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