

Time Zone Processing

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Time Zone Processing

Time zone processing ensures that when a call is launched into a particular state or province, it is at an appropriate time relative to the place being called. Every jurisdiction has an allowable calling period. This is typically from 8am to 9pm, local time, but there are significant variations that need to be taken into account.

Pre-Requisites

- RME_x 2.2 with latest SCFIX
- Valid allowable calling periods (ACP) in the state controls table
- A recent version of the Melissa Data time zone file
- The settings in the dialer control table
- The settings of the Special Control Flags

State Control Table

- State Options from System Control Menu 2
- Enter 'No working before HHMM or after HHMM'
- Consider a safety margin (end at 2056)
- Consider states with multiple time zones such as Florida

The State Controls Table

Session A - [24 x 80]

File Edit View Communication Actions Window Help

State Options

Company name CBJ CREDIT RECOVERY
 State MD

Tax rate .00

Not allowed to work, no calls to POE (N,P) - Warn debtor that call is being recorded (Y) -

Close accounts (Y) - Close code -

Forward to agency - Forwarding rate .00

Change owner to - Send letter -

Apply Smart Code - Payment receipt (Y) / Letter -

Rate for finance charge - No fin.chg. on sec.bal-N -

No interest on sec.bal. (N) - No Post-dated/Directs Checks (N,1) -

No credit reporting (N) - Time frame (A,M,P) -

State/area code warnings (Y) - No working before 0800 or after 2100

Dialer IVR/Campaign restriction (Y,A,P,N) -

F1-New Selection F3-Search F4-Remove Information F7-Exit

MA a 06/031

I902 - Session successfully started

The Melissa Data File

- FONE*Data
- Provides RME_x the ability to relate area code and prefix data to location information like city, state, county, and TIME ZONE
- <http://www.melissadata.com/>
- 1 800 MELISSA
- Quarterly updates recommended

The Melissa Data File

Phone Number File

Area Code (NPA) 714
Prefix (NXX) 589
New Area Code 949
City Rancho Santa Margarita
State CA
County FIPS Code 06059
Latitude 33.6375
Longitude -117.6038
ZIP Code 1 92679
ZIP Code 2 92688
ZIP Code 3 92692
Country U (USA)
Overlay 0
Cell 0
LATA 730

The Melissa Data File

Phone Number History File

Area Code 714
Prefix 589
New Area Code 949
City Rancho Santa Margarita
State CA
Start Date 04/18/1998
End Date 10/17/1998

The Melissa Data File

County Name File

County FIPS Code	06059
State	CA
County Name	Orange
Time Zone	8 (Pacific)
County Area (sq miles)	790
County Seat	Santa Ana
County Seat Elevation	1102.73
County Population	2,846,289
County Type	C
# Households	935,287
Persons Per Household	3.04
Est. White Population	1,844,652
Est. Black Population	47,649
Est. Hispanic Population	875,579
Avg. Household Income	\$50,986
Avg. House Value	\$250,300

The Melissa Data File SCITLTZ

```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
WORK WITH DATA IN A FILE
Format . . . . : ITLTZ
Mode . . . . : CHANGE
File . . . . : SCITLTZ

AREA ACODE:      301
PREFIX (NXX):   657
ZIP CODE 1:     20815
ZIP CODE 2:     20814
ZIP CODE 3:     20816
AREA CODE #:    5
DST Y=OBSERVE DST: Y
STATE:         MD

F3=Exit          F5=Refresh      F6=Select format
F9=Insert        F10=Entry       F11=Change

MA a                                                    04/021
I902 - Session successfully started
```

Loading The Melissa Data File

- Information on this in the RME_x Knowledge Base
- Download FONE*Data from Melissa Data
- Copy PC files to i5, into library FONEDATA
- Make sure you copy the data as well as the file structure
- Run the RME_x update program from
 - I-Tel System Control options
 - Phone number maintenance options
 - Create area code and time zone files

The Dialer Control Table

- In which time zone is the dialer located?
 - Atlantic Time 4
 - Eastern Time 5
 - Central Time 6
 - Mountain Time 7
 - Pacific Time 8
- Are you observing DST in the location you are calling from?

The Dialer Control Table

```

Session A - [24 x 80]
File Edit View Communication Actions Window Help
Dialer Control File

Code      I      Description  I-Tel _____
Digits in extension      3
Call Recording on/all Comp. (Y,N,b)  Y
Code to add to non-local#           _____
Dialer time zone (System time)      05
Hours behind GMT                    05
Hours ahead of GMT                  _____
Is DST on? (Y)                      Y

Override dialer Message Queue      ITELMSGQ _____
Override Message queue library     SCLIB _____
Show inbound messages (Y,N,b)      Y
Include balance in message (Y,N,b)  Y
Show balance if over                _____
Use of 800 numbers for time zone    N (N=Omit with other numbers, A=Always
                                     omit, blank=Always use)

F1-New Selection  F4-Remove Information  F7-Exit

MA a                                     05/040
I902 - Session successfully started
  
```

Dealing with 800 Numbers

- Where is a toll-free number located?
 - Anywhere in North America
 - In the same place as other numbers on the account
- Options:
 - ‘ ’ (blank) default to 2pm to 5pm EST
 - ‘N’ ignore toll-free numbers if there are other numbers on the account
 - ‘A’ always ignore

Special Control Flags

- Stored on SCSYSOP2
 - OPF004 Use State for Preview Dialing
 - OPF006 Use State in ACP calculation
 - OPF007 Validate only number being called
 - OPF008 Validate TAB+ numbers
- No Menu option
- Updated using DFU
- Default Values are 'safest'

Special Control Flags – OPF004

USE STATE ACP IN PREVIEW

- This control flag allows you to use the ACP from the state table in preference to the time zone from the Melissa Data table. This applies only to Preview dialing
- The valid values are ‘ ’ (blank) and ‘Y’.
- The default is ‘ ’ (blank).
- Blank The system will calculate the allowable calling period based on the telephone numbers on the account (home, work and cell from the main account screen) and the state in the consumers address. The result will be the most restrictive calling period.
- ‘Y’ For calls launched in preview (including preview calls from within a predictive campaign), the system will permit the call if the current time is between the ‘earliest time to call’ and the ‘latest time to call’ on the state controls table, for the state in the consumer’s address. There will be no verification on the number being called.
- If the return mail flag on the consumer’s account is set to ‘Y’, then the system will calculate the ACP for the number being called, and on no other data.

Special Control Flags – OPF006

INCLUDE STATE IN ACP CHECK

- This control flag allows you ignore the ACP on the state controls table.
- The valid values for this field are ‘ ‘ (blank) and ‘N’.
- The default for this field is ‘ ‘ (blank).
- Blank The system will calculate the allowable calling period based on the telephone numbers on the account (home, work and cell from the main account screen) and the state in the consumers address. The result will be the most restrictive calling period.
- ‘N’ The system will not check the allowable calling times from the state controls table. The allowable calling period will be calculated based only on the phone numbers on the account.

Special Control Flags – OPF007

CHECK DIALED NUMBER ONLY IN PREVIEW

- This control flag allows you to calculate the ACP only on the number being dialed. It will bypass the checks on the other numbers on the account and on the ACP in the state controls tables.
- The valid values for this field are ‘ ’ (blank) and ‘Y’.
- The default for this field is ‘ ’ (blank).
- This control field affects only preview dialing
- Blank The system checks the allowable calling period for all numbers on an account. If the current time falls outside the allowable calling period for any number on the account, or outside the allowable calling period for the state, the call is prohibited.
- ‘Y’ The system will check the allowable calling period only for the number being dialed: it will not check the allowable calling period for any other numbers on the account, nor will it check the valid calling times for the state in the consumer’s address.

Special Control Flags – OPF008

CALCULATE ACP ON TAB+ NUMBERS

- This control flag allows you to calculate the ACP on all numbers on an account, including being dialed. It will bypass the checks on the other numbers on the account and on the ACP in the state controls tables.
- The valid values for this field are ‘ ’ (blank) ‘A’ and ‘D’.
- The default for this field is ‘ ’ (blank).
- Blank The system will calculate the allowable calling period based on the telephone numbers on the account (home, work and cell from the main account screen) and the state in the consumers address.
- ‘A’ The system will calculate the allowable calling period based on the telephone numbers on the account (home, work and cell from the main account screen) and the state in the consumers address AND all numbers on the TAB+ screen that have enabled (the phone code is upper-case).
- ‘D’ The system will calculate the allowable calling period based on the telephone numbers on the account (home, work and cell from the main account screen) and the state in the consumers address AND all DEBTOR numbers on the TAB+ screen that have enabled (the phone code is upper-case).

The Allowable Calling Period

- The Earliest time to call
 - (normally 8am local time)
- The Latest time to call
 - (normally 9pm local time)
- Stored on SCCQUE and TQ files

The Allowable Calling Period

- Calculated based on
 - The area code/exchange records in SCITLTZ
 - The times in the State Control Table
 - The values on the Dialer Control Table
 - The settings of the control flags
- The default for US and Canada is 8am to 9pm
- The default for elsewhere is 2pm to 5pm

UTC

- UTC stands for Universal Time Coordinated.
- It is equivalent to GMT (Greenwich Mean Time).
- Allowable calling times are stored in UTC format

The Allowable Calling Period

$$(AST+TZO-DST) / 24$$

$$(AET+TZO-DST) / 24$$

The Allowable Calling Period

$$(AST+TZO-DST) / 24$$

- **AST** The allowable start time in local time, in hours. This is the 'no working before' time from the state control table. Maryland would be '08'
- **TZO** The time zone offset (hours behind UTC or GMT) for the area code/exchange combination being called, from the time zone file. For 301 657 2084, this value would be '5'.
- **DST** DST is equal to '1' if the DST flag for the area code/exchange combination is equal to 'Y' AND the DST flag on the Dialer Control File on RME_x is equal to 'Y'. If either flag is blank, then DST is equal to zero.
- **24** The number of hours in a day

Checking Valid Times

```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
MENU: ITLOPT                                     Date : 3/14/12
I-Tel Management Options                         Time : 10:10:28

1. Hunt groups
2. Hunt group status
3. Agent status
4. Do not call numbers
5. Check valid calling times for an account
6.
7. Duplicate disposition codes by company

10. I-Tel server status

12. Force mini-server down after an abnormal end, or if
    mini-server can not be started

20. Delete call history by date range

Ready for option _

F7-Exit

MR a                                             21/021
I-Tel T902 - Session successfully started
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Checking Valid Times

```
Session A - [24 x 80]
File Edit View Communication Actions Window Help
[Toolbar icons]
Get I-Tel time zone for an account

Company code          02

Phone numbers        4167619633 (H)
                    3016572084 (W)
                    4165055612 (C)

State                MD

Time zone value      .54166 to 1.08033

Valid calling period 8.00 to 20.92
(in hour and fraction)

Reply back from ITLIST20 1=Phone number is to early to dial(4037)
                        2=Phone number is to late to dial(4038)

Pres ENTER for another selection F7-Cancel

MR a 05/035
I902 - Session successfully started
```

Checking Valid Times (TAB+)

OTHER PHONE WINDOW				Code	Date	Allow
[H]	323	3772744	ACP 10:00 to 23:00			-
[B]	323	9652744	ACP 10:00 to 23:00		3/04/10	-
[R]	404	3780171	ACP 10:00 to 20:00	R		-
[C]	850	6441048	ACP 10:00 to 20:00			-
[E]	850	6443424	ACP 10:00 to 20:00		4/02/10	-
[J]	850	9421339	ACP 10:00 to 20:00			-

Sort by phone code _ Smart Code ___ Callable (DNA) _ Spouse
 DB 10/27/

F5-Format F8-TZ F9-Hist F12-Upd F14-I-Tel detail SS

Checking Valid Times (TAB+)

OTHER PHONE WINDOW						Code	Date	Allow
516	8632521	ACP	13:00	to 16:00	Not on TZ table			-
518	2568677	ACP	07:00	to 20:00			2/09/10	-
518	8422775	ACP	07:00	to 20:00		R		-
518	8426399	ACP	07:00	to 20:00			11/12/09	-
518	8426552	ACP	07:00	to 20:00		D		-
518	8433708	ACP	07:00	to 20:00				-
518	8632521	ACP	07:00	to 20:00			12/05/09	- +

Sort by phone code _ Smart Code ___ Callable (DNA) _ Spouse
 DB 8/22/
 F5-Format F8-TZ F9-Hist F12-Upd F14-I-Tel detail SS

Checking Valid Times (TAB+)

OTHER PHONE WINDOW						Code	Date	Allow
[R]	512	2663724	ACP	08:00 to 21:00		R		-
[h]	612	7220024	ACP	08:00 to 21:00				-
[h]	612	7225069	ACP	08:00 to 21:00			12/05/09	-
[G]	612	7281664	ACP	08:00 to 21:00		G		-
[R]	612	8612805	ACP	08:00 to 21:00		R		-
[R]	612	8862567	ACP	08:00 to 21:00		R		-
[h]	651	2632222	ACP	08:00 to 21:00				- +

Sort by phone code _ Smart Code ___ Callable (DNA) _ Spouse
 DB 5/12/
 F5-Format F8-TZ F9-Hist F12-Upd F14-I-Tel detail SS

Time Zone Processing

RME

x features a comprehensive set of controls to ensure that your call center can operate in compliance with state and federal regulations.....provided you have:

1. The latest version of RME
2. An up-to-date time zone table
3. Set all your controls properly
4. Trained people in the use of the controls and the system

Time Zone Processing

Thank You

Quantrax August 2012