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Nortel Networks Symposium Call Center Server

What's New in Release 4.2

Product release 4.2

Standard 3.0

December 2002

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Nortel Networks Symposium Call Center Server

What's New in Release 4.2

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- December 2002** Standard 3.0 of *What's New in Release 4.2* for Symposium Call Center Server Release 4.2 is released.
- August 2002** Standard 2.0 of *What's New in Release 4.2* for Symposium Call Center Server Release 4.2 is released.
- April 2002** Standard 1.0 of *What's New in Release 4.2* for Symposium Call Center Server Release 4.2 is released.

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Chapter 1

How to use this guide

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Overview

Introduction

This document contains important information about Nortel Networks Symposium Call Center Server Release 4.2.

What's New in Release 4.2 highlights documentation changes, new features, and product changes for this release. It is organized in the following sections:

- Chapter 1, “How to use this guide,” includes
 - Symposium Call Center Server documentation library information (including an overview of the library, documentation changes, added documents, and moved content)
- Chapter 2, “New features”
 - new features added in Release 4.2 and where you can find more information about them
 - new features added in Release 4.0, and which are not currently documented in the Release 4.2 suite
 - documentation enhancements
- Chapter 3, “Addenda to Release 3.0 and Release 4.0 guides”

A number of Symposium Call Center Server Release 3.0 and Release 4.0 guides are rereleased in the Symposium Call Center Server Release 4.2 documentation library. The changes to these guides are minimal for Release 4.2. This chapter contains information pertaining to these guides.

Note: DMS/MSL-100 is not currently supported in Release 4.2.

Documentation library

Introduction

For Release 4.2, documentation can be categorized as

- existing Release 3.0 guides, where there are no changes to the original guides
- existing Release 4.0 guides, where there are no changes to the original guides
- revised for Release 4.2 guides

Standard 1.0 versions of most Release 4.2 guides are available in PDF format on the Symposium Call Center Server documentation CD. You can access some of the online guides (in PDF format) through the Help menu. Online Help is also available through the Help menu.

Some guides have been upissued since the product release. These guides are available in PDF format on the Nortel Networks and Partner Information Center web sites.

Release 4.2 documentation library

The following table lists each Symposium Call Center Server guide alphabetically, provides the publication number and status (new, revised, or a rerelease of a Release 3.0 or Release 4.0 guide), and identifies the formats in which each guide is available, using these format codes:

- PM = printed manual
- HLP = PDF format in online Help
- CD = PDF format on Documentation CD
- WEB = PDF format on the Nortel Networks and Partner Information Center web sites

Document name	Publication number and format	Status	Description
<i>Administrator's Guide for the Meridian 1</i>	297-2183-125 (P0602729) Standard 1.0 HLP, CD, and WEB	revised for Release 4.2	This guide describes how to configure and manage your Symposium Call Center Server for the Meridian 1 switch.
<i>End-to-End Task Flow for the Meridian 1</i>	P0910114 PM, CD, and WEB	existing Release 3.0 guide	This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center.
<i>Historical Reporting and Data Dictionary</i>	297-2183-550 (P0602732) Standard 1.0 HLP, CD, and WEB	revised for Release 4.2	This guide explains how to create and use customized reports, and how to export data.
<i>Installation and Maintenance Guide</i>	297-2183-120 (P0985399) Standard 3.0 CD and WEB	revised for Release 4.2	This guide details installation, conversion, PEP application, and backup and restore procedures.

Document name	Publication number and format	Status	Description
<i>Network Control Center Administrator's Guide</i>	297-2183-126 (P0990170) Standard 2.0 HLP, CD, and WEB	revised for Release 4.2	This guide provides information on how to implement Network Skill-Based Routing (NSBR) in your call center.
<i>Planning and Engineering Guide</i>	297-2183-105 (P0985400) Standard 3.0 CD and WEB	revised for Release 4.2	This guide includes planning and engineering topics, CapTool installation and usage information, and Network Skill-Based Routing considerations.
<i>Platform Migration Guide</i>	297-2183-305 (P0918378) Standard 3.0 CD and WEB	revised for Release 4.2	This guide provides step-by-step instructions for all of the procedures you must perform to migrate to a server platform that uses the same Release 4.2 of Symposium Call Center Server as your present platform.
<i>Scripting Guide for the Meridian 1</i>	297-2183-905 (P0602730) Standard 1.0 HLP, CD, and WEB	revised for Release 4.2	This guide provides an overview of the function of call center scripts, instructions for managing scripting resources, and a detailed reference of script commands.
<i>Scripting Quick Reference Card for the Meridian 1</i>	P0911677 PM, CD, and WEB	existing Release 3.0 guide	This guide provides scripting tips, hints, and quick reference information.
<i>Setup Guide for the Meridian 1</i>	297-2183-302 (P0602733) Standard 1.0 CD and WEB	revised for Release 4.2	This guide provides and describes the worksheets you can use to plan the configuration of your Symposium Call Center Server.

Document name	Publication number and format	Status	Description
<i>Supervisor's Guide</i>	297-2183-907 (P0602731) Standard 1.0 HLP, CD, and WEB	revised for Release 4.2	This guide provides instructions for the day-to-day monitoring and management of the call center resources, including real-time displays.
<i>Symposium, Meridian 1/CSE 1000, and Voice Processing Guide</i>	297-2183-906 (P0990543) Standard 2.0 CD and WEB	revised for Release 4.2	This guide provides information and instructions on how to set up and configure the switch, Meridian Link Services, and Meridian Mail or other voice processing system for use with Symposium Call Center Server.
<i>What's New in Release 4.2</i>	297-2183-010 (P0985398) Standard 3.0 HLP, CD, and WEB	new for Release 4.2	This guide provides an overview of the Symposium Call Center Server guides, documentation changes, new features, and product changes for Release 4.2.

Chapter 2

New features

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New features in Release 4.2

Introduction

A number of new features and enhancements are incorporated in Symposium Call Center Server Release 4.2. This section provides a brief overview of some of these new features.

Support for new switches

Symposium Call Center Server Release 4.2 provides switch connectivity to the Succession Communication Server for Enterprise (CSE) 1000 switch and the Meridian 1 Internet Enabled (IE) switch.

The Meridian 1 IE switch has IP capabilities provided by ITG lines and trunks.

The CSE 1000, Nortel Networks' new IP switch, consists of the CSE 1000 Call Server, Succession Media Gateways, and i2004 IP phones and i2050 softphones. The Succession Media Gateways provide interfaces to analog trunks, digital trunks, or analog sets (including conventional fax machines and modems). They also provide DSP functionality for support of these interfaces and conferencing services.

Note: Release 1.1 of the CSE 1000 switch supports networking only over ISDN trunks.

CallPilot support

Release 4.2 of Symposium Call Center Server includes the optional Symposium Voice Services on CallPilot feature, which allows you to use CallPilot 2.0 as a voice processing system. Symposium Voice Services on CallPilot supports the following script commands:

- Give IVR
- Give Controlled Broadcast Announcement
- Open/End Voice Session
- Play Prompt
- Collect Digits

New operating system

Symposium Call Center Server 4.2 runs on the Windows 2000 Server and Windows 2000 Advanced Server operating systems. Windows 2000 provides much greater reliability than the Windows NT operating system used in previous releases. Additionally, the Windows 2000 operating system greatly expands Platform Vendor Independence (PVI) hardware choices, and provides a common operating system with Symposium Web Client.

Notes:

- Other versions of the Windows 2000 operating system software, such as Windows 2000 Datacenter Server and Windows 2000 Professional, are not supported.
- Symposium Call Center Server requires that Windows 2000 Service Pack 2 be installed on the server.
- Nortel Networks normally supports the currently available Service Pack. To find out which Service Packs have been verified for use with Symposium Call Center Server, contact your Nortel Networks customer service representative.

Platform Vendor Independence

Symposium Call Center Server 4.2 supports only the Platform Vendor Independence (PVI) platform. PVI enables you to use any hardware platform that meets the requirements specified in the *Installation and Maintenance Guide* for Release 4.2.

In Symposium Call Center Server Release 4.0, you can use either the PVI or Meridian Application Server (MAS) Nortel-supplied hardware, such as 701t servers, 702t servers, 1003t servers, 1000t servers, and 1001t servers. In Symposium Call Center Server Release 4.2, you can use 1003t servers and Windows 2000 Compliance Built 702t servers, as long as they are configured as PVI systems. You may be able to use other 702t servers, but you must make sure that the BIOS is compatible; if it is not, you must perform a BIOS upgrade.

Symposium Call Center Server is also supported on any High Availability Platform that has undergone compatibility testing with Symposium Call Center Server as part of Nortel Networks' Compatibility Test Program. (For more details on this compatibility test program, see www.nortelnetworks.com/prd/dpp/).

Currently, Nortel Networks has successfully completed testing on some of the High Availability platforms offered by Stratus. Specific details of the high availability platforms that are compatible with Symposium Call Center Server are available on request from Nortel Networks in a platform-specific product bulletin.

For more information on Stratus, go to www.stratus.com.

Support for Pentium IV

Symposium Call Center Server runs on a Pentium IV platform.

Simplified installation

Symposium Call Center Server 4.2 provides a new installation procedure. This new installation procedure separates the installation process into three phases:

- software installation
- database installation
- software and database configuration

One of the advantages of the three-phase installation is that you can restart each phase if a problem is encountered. In Release 4.0, if there is a problem with the Symposium Call Center Server installation, you must restart the entire process from the beginning. In Release 4.2, if there is a problem with the Symposium Call Center Server 4.2 installation, you only have to restart the phase that failed. An additional advantage of the three-phase installation is that you can do the first two phases in advance of the server arriving at the client site.

Upgrade path from Release 1.5, Release 3.0, and Release 4.0

If your Release 1.5, Release 3.0, or Release 4.0 server is running on a MAS platform, you can perform a direct conversion to Release 4.2 on a PVI platform.

Improved Product Enhancement Package/Service Update management

Symposium Call Center Server Release 4.2 provides a consolidated Product Enhancement Package/Service Update utility. This enhanced utility offers improved installation and management. Additionally, you can now remove all Product Enhancement Packages (PEPs) and Service Updates (SUs) in a single process.

Install-time PEPs

Symposium Call Center Server Release 4.2 introduces Install-time PEPs, which provide more timely resolution to installation issues. These PEPs allow Nortel Networks to resolve installation issues without reissuing the server CD.

Install-time PEPs must be installed after the product software is installed but before the product database is installed. In the PEP ID for Install-time PEPs, the ninth character is a U (for example, NI040206U007S).

Internationalization framework

Symposium Call Center Server Release 4.2 provides a base internationalization structure that supports installation on non-English operating systems, such as the Japanese and Traditional Chinese operating system. (Graphical user interfaces and event messages are in English only.) Additionally, in Release 4.2, the Sybase ASE 12.0 adds database support for the Japanese and Traditional Chinese character sets. As a result, you can now enter and display data in both Japanese and Traditional Chinese.

Note: Additional languages will be offered, based on market demand.

Remote database backup capability

Symposium Call Center Server Release 4.2 provides a new database backup capability. In Release 4.0, you must use a tape drive to back up the database; in Release 4.2, you have the option of backing up the database to either tape or a remote directory on a network computer. This feature provides the local system administrator the freedom to fully centralize and schedule all backup files onto one remote backup computer. This computer can be directly connected to a high-capacity backup tape system to perform a system-wide backup.

New database expansion utility

Symposium Call Center Server Release 4.2 provides a new database expansion utility. This utility is introduced to control database expansion. In previous releases, the database expanded automatically during upgrades and migration. In Release 4.2, migrations and upgrades do not change the original database size. You can use this utility to selectively add database space on new disk partitions, or to expand databases after migrating to a server with larger disk partitions.

New database size utility

A new utility, SCCSDBSpace, calculates the amount of data in the database at the current time. You can use this utility prior to performing a platform migration to determine the database size. The utility is available on the Symposium Call Center Server Supplementary CD.

Upgraded Sybase ASE compatibility

Symposium Call Center Server Release 4.2 uses Sybase ASE 12.0. (Release 4.0 uses Sybase ASE 11.03.)

Upgraded pcAnywhere compatibility

Symposium Call Center Server Release 4.2 is now shipped with pcAnywhere Release 10.5. (Previously, it was shipped with pcAnywhere 9.2.)

Increased agent capacity

Symposium Call Center Server Release 4.2 supports 50 percent more agents than Symposium Call Center Server Release 4.0.

Capacity enhancements allow the server to support a greater number of agents. For Symposium Call Center Server Release 4.2, Nortel Networks has successfully tested servers with 1500 active agents. In Release 4.0, only 1000 active agents were tested.

Notes:

- To report on the 1500-agent call center, you need the Symposium Call Center Web Client.
- These new limits are contingent upon switch capacity.

Increased skillset capacity

Symposium Call Center Server Release 4.2 allows you to have 100 network skillsets.

This change gives the customer the added capacity to configure more network skillsets. In Releases 3.0 and 4.0, the maximum number of network skillsets per server in Symposium Call Center Server is 50. This limit is increased to 100 in Release 4.2. The total number of skillsets (a combination of local and network skillsets) is still 350, but the customer can now have up to 100 network skillsets.

Network skillset routing has not changed in Symposium Call Center Server Release 4.2; that is, a Queue to Network Skillset command can still route calls to up to 3 nodes, and to up to 10 skillsets.

To implement the increased skillset capacity, only the Network Control Center software must be upgraded to Release 4.2. A Network Control Center server running Release 4.2 software can support a mix of Release 3.0 and Release 4.0 nodal Symposium Call Center Server sites.

Increased Controlled Directory Number capacity

The Meridian 1 system with X11 Release 25.40 has increased the maximum number of CDN/ACD-DN queues from 240 to 1000. Symposium Call Center Server Release 4.2 takes advantage of X11 Release 25.40 ACD/CDN expansion to allow you to use 750 Controlled Directory Numbers (CDNs).

Note: The CDN and ACD-DN increase is supported only on the Meridian Option 81C Pentium processor. All other systems remain at 240 CDN/ACD-DN combinations.

Increased call capacity

Symposium Call Center Server Release 4.2 provides an increased system call capacity of up to 35 000 calls per hour. This is an increase from the Release 4.0 maximum of 25 000 calls per hour. Sites increasing call traffic need to run the Capacity Tool utility to ensure that the on-site server in Symposium Call Center Server is capable of supporting the increased call traffic.

Support for Windows XP on the client PC

You can install and run the Symposium Call Center Server Client application on a PC running Windows XP.

Note: Windows XP is only supported on Revision 5 of the Client CD.

Symposium Web Client

Symposium Web Client 4.0 is a new browser-based thin client for administrators and supervisors using Symposium Call Center Server Release 4.0 or higher. Symposium Web Client 4.0 enables call center managers to increase the overall effectiveness of their contact center by providing richer real-time information that can be used to address peak loads and reduce wait times.

Symposium Web Client improves contact center efficiency with the following components:

- Contact Center Management
- Access and Partition Management

- Configuration
- Scripting
- Real-Time Reporting
- Historical Reporting
- Emergency Help
- Audit Trail
- Agent Desktop Displays

Note: Server maintenance utilities, such as backup, restore, alarm monitor, event browser, server performance monitor, and voice prompt editor still require the use of the existing Symposium Call Center Server client.

Additional real-time statistics available for Web Client

Symposium Call Center Server Release 4.2 provides new real-time statistics, which are available through Symposium Web Client and third-party applications. The following statistics are now available in agent real-time displays:

- Not Ready reason code
- number of CDN calls answered by an agent per interval
- number of DN calls made by an agent per interval
- number of DN calls answered by an agent per interval
- dialed DN for outbound calls made by an agent

New historical reporting fields for Web Client

In Symposium Call Center Server Release 4.2, several new fields have been added to the database. The following table shows the views affected, and lists the new fields:

View	New fields
DNIS DNISStat	DNIS_PREFIX—This field stores the prefix of a DNIS number. It allows you to sort, filter, and report on individual DNIS 800 numbers.
AgentPerformanceStat	<p>DNInExtCallsHoldTime—This field stores hold time for calls to an agent’s DN key from an external number (that is, from another customer group).</p> <p>DNInIntCallsHoldTime—This field stores hold time for calls to an agent’s DN key from an internal number.</p> <p>DNOutExtCallsHoldTime—This field stores hold time for calls from an agent’s DN key to an external number.</p> <p>DNOutIntCallsHoldTime—This field stores hold time for calls from an agent’s DN key to an internal number.</p>
ActivityCodeStat	ActivityShortName—This field stores the short name for the activity code.

With the Symposium Web Client, you can add these fields to customized reports.

New database view

The new SCCSDBSpace view displays the following information:

- the amount of space allocated to the Symposium Call Center Server databases
- the amount of space used by the databases
- the amount of space available

To install the database view, apply Release 4.2 SU04S from the Symposium Call Center Server Supplementary CD.

Note: When you create a custom report with the SCCSDBSpace view, include the following text on the report:

The amount of data stored can change between the time when you run your report and the time when you back up your database. To ensure that you have enough space for your backup, increase the used database space by 15–30 percent.

Compatibility with Crystal Reports 8.5

Crystal Reports version 8.0 and Crystal Reports version 8.5 have the same report format. Therefore, if you create a report in Crystal Reports version 8.5, you can import it into the Symposium Call Center Server Release 4.0 client application, as long as it does not use any Crystal Reports 8.5-specific features.

Do not import reports that use features available in Crystal Reports version 8.5 but not in Crystal Reports version 8.0. These features are not compatible with the CR 8.0 engine utilized in Symposium Call Center Server. For more information on the features specific to each version of Crystal Reports, see http://support.crystaldecisions.com/communityCS/TechnicalPapers/cr85_featuresmatrix.pdf.

Note: To create reports compatible with Symposium Call Center Server, use the Professional version of Crystal Reports. (You can use the Developer version, as long as you do not use any Developer-specific features.) The Standard version is not compatible with Symposium Call Center Server.

Meridian Link Services enhancements

The CTI and Softphone application offers the following improvements:

- **Supervisor Key** — This feature provides the ability for a CTI application to invoke the Supervisor Key on behalf of an agent's phoneset through Meridian Link Services.
- **Emergency Key** — This feature provides the ability to invoke the Emergency Key on behalf of an agent's phoneset through Meridian Link Services.
- **Activity code/Not Ready Reason codes** — This feature provides the ability to enter Activity codes as well as Not Ready Reason codes (Activity Codes) on behalf of an agent's phoneset through Meridian Link Services.

New CORBA implementation

Symposium Call Center Server Release 4.2 replaces Iona's CORBA (Orbix) implementation with Borland's CORBA (VisiBroker 5.1) solution. The Symposium Call Center Server Open Interface components (Host Data Exchange and Real-Time Statistical Multicast) use the CORBA implementation to provide a universal connection API for third-party developers.

Where to find information about Release 4.2 features

Introduction

The following table lists software features introduced in Release 4.2, and specifies where you can find more information about them.

New features

Feature	Related content
Support for new switches	Release 4.2 <i>Symposium, M1/CSE 1000, and Voice Processing Guide</i> Release 4.2 <i>Planning and Engineering Guide</i>
Symposium Voice Services on CallPilot	Release 4.2 <i>Symposium, M1/CSE 1000, and Voice Processing Guide, Standard 2.0</i>
New operating system	Release 4.2 <i>Installation and Maintenance Guide</i>
Platform Vendor Independence	Release 4.2 <i>Installation and Maintenance Guide</i> Release 4.2 <i>Planning and Engineering Guide</i>
Support for Pentium IV	Release 4.2 <i>Planning and Engineering Guide</i>
Simplified installation	Release 4.2 <i>Installation and Maintenance Guide</i>
Upgrade path from Release 1.5, Release 3.0, and Release 4.0	Release 4.2 <i>Installation and Maintenance Guide</i>
Improved Product Enhancement Package/Service Update management	Release 4.2 <i>Installation and Maintenance Guide</i>
Install-time PEPs	Release 4.2 <i>Installation and Maintenance Guide</i>
Internationalization framework	Release 4.2 <i>Installation and Maintenance Guide</i>

Feature	Related content
Remote database backup capability	Release 4.2 <i>Installation and Maintenance Guide</i>
New database expansion utility	Release 4.2 <i>Installation and Maintenance Guide</i>
New database size utility	Release 4.2 <i>Installation and Maintenance Guide</i>
Upgraded Sybase ASE compatibility	Release 4.2 <i>Installation and Maintenance Guide</i>
Increased agent capacity	Release 4.2 <i>Planning and Engineering Guide</i>
Increased skillset capacity	Release 4.2 <i>Planning and Engineering Guide</i>
Increased Controlled Directory Number capacity	Release 4.2 <i>Planning and Engineering Guide</i>
Increased call capacity	Release 4.2 <i>Planning and Engineering Guide</i>
Support for Windows XP on the client PC	Release 4.2 <i>Installation and Maintenance Guide</i>
Symposium Web Client	Documentation set provided with Symposium Web Client.
Additional real-time statistics available for Web Client	<i>Symposium Web Client Supervisor's Guide</i>
New historical reporting fields for Web Client	<i>Symposium Web Client Supervisor's Guide</i>
New database view	<i>Historical Reporting and Data Dictionary</i>
Meridian Link Services enhancements	<i>Symposium Meridian Link Services Release 1.5, 3.0, 4.0, and 4.2 Interface Specification</i>
New CORBA implementation	Release 4.2 <i>Host Data Exchange API Programmer's Guide</i> and Release 4.2 <i>Real-Time Statistic Multicast Programmer's Guide</i>

Documentation enhancements

Introduction

This section provides new information and clarification for existing information in guides that have not been upissued for Release 4.2.

End-to-End Task Flow

The documentation set has changed for Release 4.2. Refer to “Documentation library” on page 11 for an updated list of guides and their publication numbers.

Web site information

Topic	Details
New web site addresses	See “Web site addresses” on page 33.

Chapter 3

Addenda to Release 3.0 and Release 4.0 guides

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End-to-End Task Flow

Changes to End-to-End Task Flow

The following list describes changes to the *End-to-End Task Flow*:

- If you want to order any of the guides, refer to the publication numbers in the tables in the “Documentation library” on page 11 in Chapter 1 of this guide.
- Full backups (as documented in the *Release 4.0 Software Installation and Maintenance Guide* and the *Administrator’s Guide*) are no longer supported. To perform a full backup, you must use a third-party backup utility.

Web site addresses

Introduction

This section provides information about the new European and North American web site addresses for PEPs and Service Updates.

New web site addresses

<https://www21.nortelnetworks.com/MPL> Europe

<https://www43.nortelnetworks.com/MPL> North America

Notes:

- To register for either of these web sites, follow the instructions listed at <http://nortelnetworks.com/register>.
- You can still obtain Symposium Call Center Server customer documentation, product bulletins, and Installation and Operations Addenda from the www.nortelnetworks.com and Partner Information Center web sites.

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Reader Response Form

Nortel Networks Symposium Call Center Server
Product release 4.2
What's New in Release 4.2

Tell us about yourself:

Name: _____

Company: _____

Address: _____

Occupation: _____ **Phone:** _____

1. What is your level of experience with this product?

- New user Intermediate Experienced Programmer

2. How do you use this book?

- Learning Procedural Reference Problem solving

3. Did this book meet your needs?

- Yes No

If you answered No to this question, please answer the following questions.

4. What chapters, sections, or procedures did you find hard to understand?

5. What information (if any) was missing from this book?

6. How could we improve this book?

Please return your comments by fax to 353-91-756050, or mail your comments to Nortel Networks, Mervue Business Park, Galway, Ireland.



Reader Response Form

Nortel Networks Symposium Call Center Server

What's New in Release 4.2

Nortel Networks
Mervue Business Park
Galway, Ireland

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