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Nortel Networks Symposium Call Center Server

What's New in Release 5.0

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Standard 1.0

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Nortel Networks Symposium Call Center Server

What's New in Release 5.0

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The Standard 1.0 version of *Nortel Networks Symposium Call Center Server What's New in Release 5.0* is released.

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Chapter 1

How to use this guide

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Overview

This document contains important information about Nortel Networks Symposium Call Center Server Release 5.0.

What's New in Release 5.0 highlights documentation changes, new features, and product changes for this release. It is organized into the following sections:

- Chapter 1, “How to use this guide,” includes
 - Symposium Call Center Server documentation suite information (including an overview of the suite, documentation changes, added documents, and moved content)
- Chapter 2, “New features,” includes
 - an overview of new features added in Release 5.0 and where you can find more information about them
 - an overview of new features added in the previous release, which are not currently documented in the Release 5.0 suite, if applicable
 - information about documentation enhancements
- Chapter 3, “Addenda to Release 3.0, Release 4.0, and Release 4.2 guides,” includes
 - information pertaining to Symposium Call Center Server Release 3.0, Release 4.0, and Release 4.2 guides that are rereleased (but not upissued) in the Symposium Call Center Server Release 5.0 documentation suite. The changes to these guides are minimal for Release 5.0 and are captured in this chapter.

Documentation suite

Introduction

For Release 5.0, 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
- existing Release 4.2 guides, where there are no changes to the original guides
- revised for Release 5.0 guides

Standard versions of all Release 5.0 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. Standard versions of all third-party programmer's guides are available through the Developer Partner Program.

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.

Note: Additional information is available in *Symposium Portfolio Server and Operating System Requirements*. This document is available on the Partner Information Center web site, which can be found by visiting www.nortelnetworks.com and selecting the Partner Information Center hyperlink. This bulletin provides detailed technical server and operating system requirements, as well as third-party software guidelines, for the Symposium suite of applications.

Release 5.0 documentation suite

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, Release 4.0, or Release 4.2 guide), and identifies the formats in which each guide is available, using these format codes:

- 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
- DPP = Developer Partner Program

Document name	Publication number and format	Status	Description
<i>Administrator's Guide for the DMS/MSL-100</i>	297-2183-401 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	This guide describes how to configure and manage your Symposium Call Center Server for the DMS/MSL-100 switch.
<i>Administrator's Guide for M1/Succession 1000</i>	297-2183-922 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	This guide describes how to configure and manage your Symposium Call Center Server for the Meridian 1/Succession 1000 switch.
<i>End-to-End Task Flow for the Meridian 1</i>	P0910114 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>	297-2183-803 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	This guide explains how to create and use customized reports, and how to export data.

Document name	Publication number and format	Status	Description
<i>Installation and Maintenance Guide</i>	297-2183-202 Standard 1.0 CD and WEB	revised for Release 5.0	This guide details installation, conversion, PEP application, and backup and restore procedures.
<i>Network Control Center Administrator's Guide</i>	297-2183-908 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	This guide provides information on how to implement Network Skill-Based Routing (NSBR) in your call center.
<i>Planning and Engineering Guide</i>	297-2183-106 Standard 1.0 CD and WEB	revised for Release 5.0	This guide includes planning and engineering topics, CapTool installation and usage information, and Network Skill-Based Routing considerations.
<i>Scripting Guide for the Meridian 1/ Succession 1000</i>	297-2183-910 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	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 Guide for the DMS/MSL-100</i>	297-2183-913 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	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>Setup Guide for M1/Succession 1000</i>	297-2183-302 (P0602733) Standard 1.0 CD and WEB	revised for Release 5.0	This guide provides and describes the worksheets you can use to plan the configuration of your Symposium Call Center Server.
<i>Setup Guide for the DMS/MSL-100</i>	P0911820 Standard 1.0 CD and WEB	revised for Release 5.0	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>	297-2183-921 Standard 1.0 HLP, CD, and WEB	revised for Release 5.0	This guide provides instructions for the day-to-day monitoring and management of the call center resources, including real-time displays.
<i>Symposium, M1/ Succession 1000, and Voice Processing Guide</i>	297-2183-909 Standard 1.0 CD and WEB	revised for Release 5.0	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 systems for use with Symposium Call Center Server.
<i>Symposium and DMS/MSL-100 Switch Guide</i>	297-2183-912 Standard 1.0 CD and WEB	revised for Release 5.0	This guide provides information and instructions on how to set up and configure the switch for use with Symposium Call Center Server.
<i>What's New in Release 5.0</i>	297-2183-802 Standard 1.0 HLP, CD, and WEB	new for Release 5.0	This guide provides an overview of the Symposium Call Center Server guides, documentation changes, new features, and product changes for Release 5.0.
<i>Host Data Exchange API Programmer's Guide</i>	N/A Standard 1.0 DPP	revised for Release 5.0	This guide provides information on developing applications that use the Host Data Exchange (HDX) Application Programming Interface for Symposium Call Center Server.
<i>Real-Time Statistics Multicast Programmer's Guide</i>	N/A Standard 1.0 DPP	revised for Release 5.0	This guide provides information for third-party application developers using the Real-Time Statistics Multicast interface.

Chapter 2

New features

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Overview

This chapter provides a high-level overview of the new features and enhancements available in Symposium Call Center Server Release 5.0. It also includes a table that lists the new features and specifies where you can find more information about them. As well, this chapter provides new information and clarification for existing information in guides that have not been updated for Release 5.0.

New features in Release 5.0

Introduction

A number of new features and enhancements are incorporated in Symposium Call Center Server Release 5.0. This section provides a brief overview of some of these new features.

Note: You must use Symposium Call Center Web Client, not the Classic Client, to access the following Release 5.0 features:

- Networking enhancements
- Capacity enhancements

Networking enhancements

For Meridian 1/Succession 1000, Symposium Call Center Server Release 5.0 offers the following networking enhancements:

- queuing up to 20 network sites
- queuing to a virtual call center
- routing to longest idle agent
- routing based on average speed of answer

Note: Networking enhancements are only available if you are using Symposium Web Client. They are not available if you are using the Classic Client.

Queuing to up to 20 network sites

In previous releases of Symposium Call Center Server, network calls could be queued to only three network sites. With Release 5.0, network calls can be queued to up to 20 network sites. That is, up to 20 sites are considered in routing decisions.

Virtual Call Center

In previous releases, a Queue to Network Skillset command only queued calls to remote sites; it did not queue calls to the local site. To allow a call to be queued to the local site, you had to include a Queue to Skillset command. Usually, a call was queued locally before the agent reservations were received from the remote sites, and, thus, calls queued to both local and network skillsets were usually answered at the local site.

In Release 5.0, you can choose to queue calls to the source (local) site, as well as to network sites when executing the Queue to Network Skillset command. The source site waits for all network sites to respond, and then it bases call routing on network-wide information, distributing call load evenly between the sites in the network. In this manner, a group of call centers at different locations behaves like a single “virtual” call center: regardless of where the calls arrive, they are routed to the location with the longest idle agent or the fastest speed of answer, for example.

Longest idle agent

In previous releases, the source site routed the call to the first site from which it received an agent reservation indication. This ensured that calls were answered as quickly as possible. However, it could result in an uneven distribution of calls: agents at the site with the fastest communication channels could be busier than agents at sites with slower connections.

In Release 5.0, you can choose to route the call to the agent with the longest idle time across the network. To facilitate comparison of different available agents, the server must wait a configurable amount of time to receive agent reservation indications from the target sites. After this period, the server compares the priority and idle time of the reserved agents, and chooses the appropriate one. Then it routes the call to the selected site.

Average speed of answer

Instead of using longest idle agent in routing decisions, you can use average speed of answer. If you choose this option, the server examines the agent reservation indications to determine the average speed of answer for the network skillset at each of the responding sites. It then routes the call to the site with the lowest average speed of answer (the site which, at the time of the call, is answering the network skillset calls faster than any other site).

This feature is useful in call centers where agents belong to multiple skillsets, some of which are commission skillsets. The feature ensures that agents at all sites have an equal chance of answering commission calls.

Symposium Standby Server

Release 5.0 supports the integration of Symposium Call Center Server and Sybase Replication Server to support a *Warm Standby* configuration.

Symposium Standby Server consists of three components: the Active Server, the Standby Server, and a dedicated Replication Server, which provides database replication for real-time synchronization of online (Active) servers and backup (Standby) servers. If the Active Server fails, or if you decide to stop its service for a while, you can switch the system over to allow the Standby Server to take over operation of the call center, greatly reducing downtime and data loss.

Database Integration Wizard

Symposium Call Center Server Release 5.0 delivers a Symposium Database Integration service that provides interfaces to ODBC for accessing company databases, and to TAPI for attaching data to calls without custom programming; it also enables you to modify database access and call data attachment without making software changes. The service gives you access to ODBC and TAPI while consuming just a single connection to the HDX server.

Database Integration is delivered as a robust Windows 2000 service, fully integrated on the Symposium Call Center Server Release 5.0 server, and an intuitive graphical user interface (the Database Integration Wizard), which allows you to configure and test

- the connection to the HDX server for accessing your company's database
- the connection to the TAPI server for attaching data to calls
- data source names (System DSNs) for communication with your company's database
- SQL statements for accessing and modifying data

The Database Integration Wizard simplifies integration with ODBC-compliant contact center applications and computer-telephony integration (CTI) applications (using Symposium TAPI Service Provider). You can easily integrate database queries into call flows (for data-directed routing, customer validation, and so on), and transfer customer data to an agent's workstation for screen pops.

Capacity enhancements

Symposium Call Center Server Release 5.0 provides several capacity enhancements:

- increased agent capacity
- increased skillset capacity
- increased IVR capacity

Note: Capacity enhancements are only available if you are using Symposium Web Client. They are not available if you are using the Classic Client.

Increased agent capacity

Symposium Call Center Server Release 5.0 increases agent capacity to 3300 active and 6000 configured agents. Symposium Call Center Server Release 4.2 offered support for 2000 active and 3000 configured agents.

Increased skillset capacity

Symposium Call Center Server Release 5.0 allows you to have a maximum of 1000 skillsets, including system-defined skillsets, local skillsets, and networked skillsets. With Release 5.0, all 1000 skillsets are capable of being networked. This is an improvement on Release 4.2, which allowed up to 350 skillsets (with up to 100 network skillsets).

Increased IVR capacity

Symposium Call Center Server Release 5.0 supports up to a maximum of 1000 IVR ports. Symposium Call Center Server Release 4.2 provided support for up to 500 IVR ports.

Historical reporting enhancements

Symposium Call Center Server Release 5.0 includes the following historical reporting enhancements:

- new historical reporting fields for custom reports
- pegging enhancements for Agent Login/Logout statistics
- support for Crystal Reports 9
- new Network Consolidated Skillset Call Distribution report

New historical reporting fields

In Symposium Call Center Server Release 5.0, several new fields have been added to the database and are available for custom reports. (To avoid compatibility issues with previous versions, the existing Symposium Call Center Server reports remain unchanged for this release.)

The following table lists the new fields:

Field	Description
Wait Time	Records the total time an agent spends in the idle state after releasing a call for a particular skillset/application.
Hold Time	Records the total time an agent spends on hold during calls for a particular skillset/application.
Consult Time	Records the total time an agent spends on consult during calls for a particular skillset/application.
Calls Transferred	Records the number of Symposium Call Center Server calls, ACD calls, and NACD calls transferred by an agent for a particular skillset/application.
	Note: Data pegging for Calls Transferred is not implemented for this release.

Field	Description
DN Out External Talk Time	Records the total time an agent spends on outgoing DN external calls, including hold time, for a particular skillset/application.
DN Out Internal Talk Time	Records the total time an agent spends on outgoing DN internal calls, including hold time, for a particular skillset/application.
Number Times Not Ready	Records the total number of times that an agent enters the Not Ready state.

The corresponding database tables/views for all intervals are updated to contain the new fields.

Pegging enhancements for Agent Login/Logout

For Symposium Call Center Server Release 5.0, occurrences of agents entering and exiting the Not Ready state are pegged in the Agent Login/Logout report, along with the time at which these events occurred. An Agent Ready event is indicated by the letters RY, and an Agent Not Ready event is indicated by the letters NR in the report.

Support for Crystal Reports 9

Symposium Call Center Release 5.0 provides support for Crystal Reports 9. Users can create new reports, create database aliases, and add customized formulas to reports using the Crystal Reports 9 Report Wizard.

Network Consolidated Skillset Call Distribution report

For Meridian 1/Succession 1000, Symposium Call Center Server Release 5.0 provides a new network consolidated report that allows users to see, on a network skillset basis, a breakdown of how calls are distributed across the network. The report generates figures for a particular network skillset, indicating how many local and incoming network calls were answered on each site (total and percentage).

The new report is similar to the existing Network Consolidated Skillset Performance report; however, the Network Consolidated Skillset Call Distribution report provides a network skillset grouping first, and then a breakdown within that skillset of nodal call distribution. This enables users to determine network call distribution on a per-skillset basis.

Network skillset calls that terminate at the source site are reported on in the same way as existing local calls that are queued to a network skillset.

Note: You can access the Network Consolidated Skillset Call Distribution report only through Symposium Web Client, not the Classic Client.

Scripting enhancements

Larger master script size

Symposium Call Center Server Release 5.0 allows all scripts to support 50 000 characters. This increase allows for greater complexity in the Master script if you want to write your call processing script with a large element of call processing performed in the Master script.

Symposium Call Center Server Release 4.2 imposed an upper limit of 30 000 (including comments) on the number of characters that can be entered into a single call processing script, including the Master script.

Agent ID/Skillset in HDX

For Symposium Call Center Server Release 5.0, the variable types Agent ID and Skillset are available in the Host Data Exchange (HDX) command set. This enhancement results in simpler scripts with increased scripting flexibility, especially with regard to Symposium Web Center Portal integration—Agent ID and Skillset can be passed from Symposium Web Center Portal and used directly in Symposium Call Center Server scripts, making integration scripts more manageable.

Wild variables

Symposium Call Center Server Release 5.0 introduces a new type of call variable: the wild variable. Wild variables are modifiable by the call and client, and accessible to all calls, opening up new possibilities for script design. For

example, putting the call center into emergency operation with a call to a designated CDN can set a wild variable flag indicating an emergency, which other calls can check.

You can convert call variables of integer type to wild variables using two new scripting commands: READVAR and SAVEVAR. A wild variable table holds the “wild” value of the call variable. All calls have access to this table, and calls can save their current value of a particular call variable to the table using SAVEVAR for other calls to access using READVAR. Usage of this feature is enabled completely by scripting.

Multiple Symposium Call Center Servers per Meridian 1/Succession 1000 switch

Symposium Call Center Server Release 5.0 introduces support for up to three separate servers in Symposium Call Center Server connected to a single Meridian 1/Succession 1000 switch. Each instance of Symposium Call Center Server is a logically independent call center, controlling separate switch resources.

RSM enhancements

Symposium Call Center Server Release 5.0 provides Real-Time Statistics Multicast (RSM) enhancements that allow for improved interoperability with Nortel Remote Agent Observe and other third-party applications that access RSM data. With Release 5.0, the agent record is expanded to store the following information, which is now available to Nortel Remote Agent Observe in the agent multicast stream:

- **Answering Application ID**—enables access to the Symposium Call Center Server application for which the agent is currently answering a call
- **Answering CDN**—enables access to the Controlled Directory Number (CDN) for which the agent is currently answering a call
- **Answering DNIS**—enables access to the Dialed Number Identification Service (DNIS) for which the agent is currently answering a call

Improved server installation and uninstallation

Symposium Call Center Server Release 5.0 provides the following enhancements to the server installation and uninstallation process:

- streamlined installation process
- elimination of Install-time PEPs
- improved uninstallation process

Streamlined installation process

Symposium Call Center Server Release 5.0 provides a streamlined installation process that provides improved user guidance and reduces the amount of manual configuration required. The new installation process makes use of InstallShield's advanced capabilities to

- collect basic setup information before the installation begins so that the installation can proceed with minimal user-interaction
- automate and integrate separate installation steps into a single process
- provide Wizard guidance for additional installation and migration steps; for example, during migration, Platform Recovery Disk data is automatically imported before the database installation begins, and the database restore utility is automatically launched when database installation is finished. On completion of the installation, the server setup configuration utility is automatically launched.
- operate in non-interactive mode by default, with minimal customer interaction required (no need to acknowledge the various installation phases). Progress indication is still provided on the screen during the installation, and only one server restart is required.

Elimination of Install-time Product Enhancement Packages

The server installation procedure has changed for Symposium Call Center Server Release 5.0 to specify that you copy the latest Service Update (SU) from the supplementary CD *before* you install Symposium Call Center Server. This change eliminates the need for Install-time Product Enhancement Packages (PEPs), which were introduced in Release 4.2 to allow database installation and server configuration problems to be patched. (The Install-time PEPs were required because the installation of the SU or PEP was the final stage of the installation process, after the database had been installed and the configuration data entered.)

Now that you copy the SU from the supplementary CD before the application is installed, there is only one sustaining SU installed during server installation, and this step has been integrated into the Symposium Call Center Server installation process. (Once you have installed the application and Sybase, a dialog box appears advising you that the latest service update has been located and will be installed before the database installation begins.)

Improved uninstallation process

In the previous release of Symposium Call Center Server, the uninstallation process was performed in three phases: uninstalling Symposium Call Center Server Database Installer using Add/Remove Programs; entering a DOS command to uninstall Sybase; and uninstalling Symposium Call Center Server using Add/Remove Programs.

Symposium Call Center Server Release 5.0 provides an integrated uninstallation process. During the product install, a single Symposium Call Center Server component is added to the Windows Add/Remove Programs utility with three subcomponents (Symposium Software, Sybase Software, and Database File System). This enhancement eliminates the command line steps, allows for one-click full uninstallation, and enables partial uninstallation through the Change facility of the Add/Remove Programs utility.

Server upgrade and migration

Symposium Call Center Server Release 5.0 supports the following direct upgrade paths for the platform migration process:

- Symposium Call Center Server Release 4.0 → Symposium Call Center Server Release 5.0
- Symposium Call Center Server Release 4.2 → Symposium Call Center Server Release 5.0

For any release prior to Symposium Call Center Server 4.0, you must migrate to Symposium Call Center Server Release 4.2 (recommended) or 4.0 (for Release 3.0 DMS sites) as an intermediate step.

Serviceability enhancements

Symposium Call Center Server Release 5.0 offers the following serviceability/supportability enhancements:

- **Improvements to error and alarm messages**—Fault management error and alarm messages that are intended for support/design groups (not end users) have been evaluated and reclassified to a lower priority level. As a result, these messages no longer alert the Symposium Call Center Server administrator, but are still accessible to the support and design groups, should they be required.
- **Documentation improvement for alarm messages**—Online Help documentation of existing error and alarm messages has been enhanced to provide Symposium Call Center Server administrators and distributors with a better understanding of the messages, and to highlight the appropriate actions to take when these messages appear.

Switch support

Symposium Call Center Server Release 5.0 provides interworking support for the following switches:

- Meridian 1
- Succession 1000
- DMS
- MSL-100
- Succession 2000
- Nortel Networks Communication Server 2100

Supported switch software versions

The following table shows supported switch software versions for Symposium Call Center Server Release 5.0:

Switch	Supported versions
M1 11C mini	R25.15, R25.30, R25.40
M1 11C (including SIPE)	R25.15, R25.30, R25.40

Switch	Supported versions
M1 61C (including CPP)	R25.15, R25.30, R25.40
M1 81C (including CPP)	R25.15, R25.30, R25.40
Succession 1000	2.0, 3.0
Succession 1000M	3.0
DMS	CCM10/SCAI12 to CCM17/SCAI17
MSL-100	CCM10/SCAI12 to CCM17/SCAI17
Succession 2000	SE06/SCAI17
Communication Server 2100	SE06/SCAI17

DMS-specific features

Symposium Call Center Server Release 5.0 provides the following features for DMS:

- support for SCAI17 with backward compatibility to SCAI12
- support for iButton adapter alternatives to the parallel port
- support for call hold/unhold reporting
- ability to display the skillset name on the agent telset display when routing a call to an agent

Features for DMS also apply to MSL-100, Succession 2000, and Communication Server 2100.

Support for pcAnywhere

Symposium Call Center Server 5.0 provides support for pcAnywhere 11.0, which is supplied with Symposium Call Center Server on a separate CD.

Upgraded Sybase ASE compatibility

Symposium Call Center Server Release 5.0 uses Sybase ASE 12.5. (Release 4.2 uses Sybase ASE 12.0.)

PVI updates

Platform Vendor Independence (PVI) updates for Symposium Call Center Server Release 5.0 include the following features:

- support for a quad CPU configuration
- support for remote access through a VPN client (Contivity)
- support for configuration of dynamic disks on Windows 2000

Preinstall Compliancy Checker

Symposium Call Center Server Release 5.0 also provides an enhanced Preinstall Compliancy Checker utility, which determines the compliance of a server with Symposium Call Center Server Release 5.0 Platform Vendor Independence (PVI) requirements.

The Preinstall Compliancy Checker includes the following new functionality:

- does not check availability of parallel port when connected to an M1 switch
- checks for pcAnywhere version 11.0
- groups items logically (hardware, software and operating system, disk drive)
- checks for Windows 2000 Service Pack 3
- checks that the Service Update (SU) file is located on drive D
- supports the generic capability to easily add new products (for example, Symposium Web Center Portal or Symposium Express Call Center), if required

The Preinstall Compliancy Checker is included on the Server Application CD containing the Symposium Call Center Server software.

Updated Capacity Assessment Tool

The Capacity Assessment Tool (CapTool) for Release 5.0 provides a simplified user interface that populates detailed parameters with defaults, making it easy for non-expert users to calculate capacity requirements, including hardware platform, bandwidth, and disk space. (Users can also switch to expert mode if they prefer).

Additional enhancements to the CapTool since the last release of Symposium Call Center Server include

- updated user inputs to reflect increased limits on configuration parameters, such as number of active agents, skillsets, and calls per hour
- updated server performance models to include support for new Stratus servers, Quad CPU servers, and Symposium Standby Server impact (and removal of obsolete processors)
- updated networking parameter to accommodate queuing to up to 20 network sites (number of nodes is now input by the user, not hard-coded)
- updated LAN traffic calculations to include all component contributors (for example, Symposium Standby Server)
- WAN bandwidth breakdown to show provisioned and raw bandwidths
- minimum platform search on single, dual, and any processor lists
- workload scaling function based on number of active agents (to replace standard workloads)

Note: If you are using Symposium Web Client, the CapTool provides a fully integrated Symposium Web Client model that includes updated LAN traffic calculations to include Symposium Web Client.

Where to find information about Release 5.0 features

Introduction

The following table lists software features introduced in Release 5.0, and specifies where you can find more information about them.

New features

Feature	Related content
Networking enhancements	Release 5.0 <i>Network Control Center Administrator's Guide</i>
Symposium Standby Server	Release 5.0 <i>Installation and Maintenance Guide</i>
Database Integration Wizard	Release 5.0 <i>Symposium Database Integration User's Guide</i>
Capacity enhancements	Release 5.0 <i>Planning and Engineering Guide</i>
Historical reporting enhancements	Release 5.0 <i>Historical Reporting and Data Dictionary</i>
Scripting enhancements	Release 5.0 <i>Scripting Guide for the Meridian 1/ Succession 1000</i> Release 5.0 <i>Scripting Guide for the DMS/MSL-100</i> Release 5.0 <i>Host Data Exchange API Programmer's Guide</i>
Multiple Symposium Call Center Servers per Meridian 1/ Succession 1000 switch	Release 5.0 <i>Symposium, M1/Succession 1000, and Voice Processing Guide</i>
RSM enhancements	Release 5.0 <i>RSM Programmer's Guide</i>

Feature	Related content
Improved server installation and uninstallation	Release 5.0 <i>Installation and Maintenance Guide</i>
Server upgrade and migration	Release 5.0 <i>Installation and Maintenance Guide</i>
Serviceability enhancements	Release 5.0 event code Online Help
Switch support	Release 5.0 <i>Installation and Maintenance Guide</i> Release 5.0 <i>Symposium, M1/Succession 1000, and Voice Processing Guide</i> Release 5.0 <i>Symposium and DMS/MSL-100 Switch Guide</i>
DMS-specific features: <ul style="list-style-type: none"> ■ SCAI17 ■ iButton Holder ■ Call hold/unhold reporting ■ Skillset name on telset display 	Release 5.0 <i>Symposium and DMS/MSL-100 Switch Guide</i> Release 5.0 <i>Installation and Maintenance Guide</i> Release 5.0 <i>Scripting Guide for the DMS/MSL-100</i> Release 5.0 <i>Administrator's Guide for the DMS/MSL-100</i>
Support for pcAnywhere	Release 5.0 <i>Installation and Maintenance Guide</i>
Upgraded Sybase ASE compatibility	Release 5.0 <i>Installation and Maintenance Guide</i>
PVI updates	Release 5.0 <i>Installation and Maintenance Guide</i> Release 5.0 <i>Symposium Portfolio Server and Operating System Requirements</i>
Capacity Assessment Tool	Release 5.0 <i>Planning and Engineering Guide</i>

Documentation enhancements

Introduction

This section provides new information and clarification for existing information in guides that have not been upissued for Release 5.0.

End-to-End Task Flow

Topic	Details
Documentation set	See “Changes to End-to-End Task Flow” on page 37.

Web site information

Topic	Details
New web site address for PEPs and SUs	See “Web site addresses” on page 38.

Chapter 3

Addenda to Release 3.0, Release 4.0, and Release 4.2 guides

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Overview

A number of Symposium Call Center Server Release 3.0, Release 4.0, and Release 4.2 guides are rereleased (but not upissued) in the Symposium Call Center Server Release 5.0 documentation library. The changes to these guides are minimal. This chapter contains information pertaining to these guides.

End-to-End Task Flow

Introduction

This section describes changes to the *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 section “Documentation suite” on page 11 of this guide, as the publication numbers in the *End-to-End Task Flow* are obsolete for Release 5.0.
- 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 European and North American web site addresses for PEPs, Service Updates (SUs), and documentation.

Web site address for PEPs and Service Updates

There is now one web site address for both Europe and North America. The new web site address is as follows:

<https://transportvo.nortelnetworks.com/mpl/mpl>

Note: To register for this web site, follow the instructions listed at <http://nortelnetworks.com/register>.

Web site addresses for documentation

You can still obtain Symposium Call Center Server customer documentation, product bulletins, and Installation and Operations Addenda from the Nortel Networks web site and the Partner Information Center web site:

www.nortelnetworks.com	End users
http://www.nortelnetworks.com/prd/picinfo/	Distributors

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Reader Response Form

Nortel Networks Symposium Call Center Server
Product release 5.0
What's New in Release 5.0

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
Contact Center Documentation Research and Development Prime, Nortel Networks, Mervue Business
Park, Galway, Ireland.



Reader Response Form

Nortel Networks Symposium Call Center Server

What's New in Release 5.0

Nortel Networks
Mervue Business Park
Galway, Ireland

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