Digital Switching Systems
Call Center Management Information System (CC MIS)
Release Notes

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Release Notes

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Final document reissued to incorporate CC MIS maintenance release 1.1.3 changes

Contents

About this publication

This document contains installation and upgrade notes, a list of fixes, and a list of known problems with maintenance Release 1.1.3.

Related documents

The following Northern Telecom documents contain additional information about CC MIS:

- 297-2671-150 *Call Center MIS System Description*
- 297-2671-545 *Call Center MIS Maintenance and Administration Guide*
- 297-2671-340 *Call Center MIS Supervisor's Guide*
- 297-2671-050 *Call Center MIS Quick Reference Guide*
- 297-2671-220 *Call Center MIS MAX 3.5 to CC MIS Conversion Guide*
- 297-2671-210 *Call Center MIS Conversion to RT-100 Stand-alone Guide*
- 297-2671-310 *RT-100 Report Conversion Guide*

Chapter 1: Introduction

CC MIS Release 1.1.3 RTM serves as the RTM maintenance release to CC MIS 1.1. You can install this upgrade on a CC MIS system already running CC MIS 1.0, or on a new CC MIS system.

Distribution media

CC MIS Release 1.1.3 ships on floppy diskettes and tape cartridges. The following table describes the content of each diskette and tape.

Table 1-1
CC MIS distribution media

Qty	Type	Application	Part number	Version
1	3.5" DSHD	CC MIS text-based remote software	E0457350	1.1.3.RTM
1	3.5" DSHD	CC MIS windows-based remote software	E0457360	1.1.3.RTM
1	tape, cartridge	CC MIS application installation software	E0457460	1.1.3.RTM
1	tape, cartridge	ACD MAX/CC MIS Dump Utility	E0457370	1.1.0.RTM
1 1	3.5" DSHD 5.25" DSHD	RT-100 Static System Utility	E0457380	30.0.3
1 1	3.5" DSHD 5.25" DSHD	RT-100 Static System Utility	E0458050	27.3

Installation notes

This release allows for the conversion of ACD-MAX data and the coexistence of RT-100 and CC MIS.

> **CAUTION**
> **Service interruption.**
> A parameter change is required on the host switch before installation of CC MIS Release 1.1.3. The L3WINDOW parameter in the MPCLINK table must have a value of 7, or service will be interrupted. For more information, refer to the description of PRS BI15804 in Table 2-1, List of Fixes in Chapter 2 "List of Fixes".

ACD-MAX conversion software

This installation includes ACD-MAX conversion software. Refer to NTP 297-2671-220, *MAX 3.5 to CC MIS Conversion Guide* for detailed information about converting ACD-MAX software. This option is available for new installations and upgrades of CC MIS 1.0 to CC MIS 1.1.3.

RT-100/CC MIS coexistence

The RT-100 software and the CC MIS supervisor text interface may co-exist on a single RT-100 PC by configuring the RT-100 to run as a stand-alone product. In stand-alone mode, the RT-100 does not receive live data from the ACD switch. The only data available is for historical reporting, in order to allow customers to retrieve old data until that data is no longer useful to them. Refer to NTP 297-2671-210, *Conversion to RT-100 Stand-alone Guide* for detailed information about RT-100/CC MIS coexistence.

Upgrade notes

This installation includes the optional Data Export feature if it has been enabled.

Upgrade/install procedure

Refer to the procedures documented in NTP 297-2671-545, *DMS ACD CC MIS Maintenance and Administration Guide*.

Note: A new menu item has been added to the Maintenance Interface under the Configuration menu item, "Sizing of DNs". This new item allows for the prepending of a '0' to a 9 digit ACD DN. This has been added to support the United Kingdom in adaptation of their specific dialing plan. To activate this change, CC MIS must be shutdown and restarted.

Chapter 2: List of fixes

The following table contains a list of fixes for CC MIS including Customer Service Request (CSR) numbers, the problem identified, and action taken.

Table 2-1
List of fixes

CSR #	Title	Explanation
BI15804	Change Layer 3 Window size to 7	Changed the x25cfg333.2 file to have a window size of 7 for layer 3. Will need to set the L3WINDOW size to 7 in the MPCLINK table on the switch.
UF309103	Page format problems in windows printers	Changed code to correctly change the font for the printer.
UF309104	Windows printer stops printing	Changed interface to windows to correct printing problems.
UF401093	Unable to perform loadmanagement when leading 0 was present.	Changed code to allow load-management to be performed when a 10 digit ACD DN has a leading 0. This is for the United Kingdom dialing plan and is not applicable in the US market.
-end-		

Chapter 3: Known problems

The following table contains a list of known problems with CC MIS Release 1.1.3 as of December 10, 1993.

Table 3-1
Known Problems

CSR #	Description
BI14973	When using tabular format definition with custom titles it is difficult to align the titles with the formulas. This is a feature request and has not been targeted for any release at this time.
BI15255	An agent report for over 600 agents with 20,000 calls per hour for one day by interval takes 50 minutes to run. This problem has been reported to Unify Corp.
BI15279	When reading in an adhoc report definition from report parameter definition when none exists, the supervisor is logged out, after a certain time, if they don't respond to the OK window. This is currently under investigation, and it will be fixed in CC MIS Release 2.0.
BI16334/UV300481	When generating a period report the time frame in the report header indicates the year as 1970. This will be fixed in CC MIS Release 2.0.
UF300684	In graphical reports when more than one 0% the report has fields that are overwritten. This is a Grafsman problem and will be fixed in the next release of Grafsman.
UF300369	In the real time Agent Status Screen when an agent is on an ACD call, puts the call on hold and then returns to the call the threshold is restarted each time. This will be fixed in CC MIS Release 2.0.
UF300687	The line count is off for some System Reports. This will be fixed in CC MIS Release 2.0.
UF300729	The supervisor password appears in the text supervisor definition screen. This will be fixed in CC MIS Release 2.0 with the Security Feature.
-continued-	

Table 3-1 (continued)
Known Problems

CSR #	Description
UV300483	Reports are unable to be printed because the system had a printer fault. This will be fixed in CC MIS Release 2.0.
UT402028	If ACD DN names are all numeric and a text interface is used the report will not be found.
UT402695	If the graphic reports are printed in portrait format with very large numbers, the graphs may become inverted and appear negative.
UT402797	The /usr directory is increasing in usage.
-end-	

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