

297-2671-211

Digital Switching Systems

# **Call Center Management Information System (CC MIS)**

Release Notes

Software Release 2.1.0 Standard 02.09 April 1995

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Digital Switching Systems

# Call Center Management Information System (CC MIS)

## Release Notes

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Publication number: 297-2671-211  
Product release: Software Release 2.1.0  
Document release: Standard 02.09  
Date: April 1995

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## Publication history

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**April 1995**

Standard version issued to support CC MIS Maintenance Release 2.1.0.

**March 1995**

Preliminary version issued to support CC MIS Maintenance Release 2.1.0.

**August 1994**

Final document, for internal review, issued to support CC MIS Maintenance Release 2.0.3.

**July 1994**

Preliminary document, for internal review, issued to support CC MIS Maintenance Release 2.0.3.

**April 1994**

Final document re-issued to support Release 2.0.2.

**April 1994**

Draft document re-issued to support Release 2.0.2.

**March 1994**

Draft document re-issued to support Release 2.0.1.

Final document re-issued to support Release 2.0 RTM VO.

**February 1994**

Final document re-issued to support Release 2.0 RTM.

**January 1994**

Final document issued to support Release 2.0 RTM.

**December 1993**

Preliminary 02.01 document issued to support CC MIS Release 2.0 VO.

**October 1993**

Draft 02.01 document issued for review to support CC MIS Release 2.0 Pre-NIS.

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## About this publication

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This document contains installation and upgrade notes, a list of fixes, and a list of known problems with CC MIS Release 2.0.

### 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*



# Chapter 1: Introduction

CC MIS Release 2.1.0 serves as the maintenance release for CC MIS 2.0. This upgrade can be installed on a CC MIS system already running CC MIS 1.1.x, or 2.0, or can be installed on a new CC MIS system.

## Reason for Release

CC MIS Release 2.1.0 contains fixes for various problems which were considered non-gating for the CC MIS 2.0.3 load or were discovered since the release of CC MIS 2.0.3 load.

## Distribution media

CC MIS Release 2.0 distribution media is listed in Table 1-1.

**Table 1-1**  
**CC MIS distribution media**

Qty	Type	Application	Version
1	3.5" DSHD	CC MIS text-based remote software	2.1.0
1	3.5" DSHD	CC MIS windows-based remote software	2.1.0
1	tape, cartridge	CC MIS application installation software	2.1.0

## Upgrade/install procedure

To upgrade software or install software, refer to the procedures documented in NTP 297-2671-545, *DMS ACD CC MIS Maintenance and Administration Guide*.

Upgrades from CC MIS 1.1 to 2.0 requires re-configuration and may require several hours of downtime.

The enhanced data and statistical collection in CC MIS 2.0 requires more disk space than was required in CC MIS 1.1. Therefore, upgrading to 2.0 may require a hardware upgrade to increase the size of the disk drive.

## Additional upgrade steps

The upgrade procedure for CC MIS is presented in the Maintenance and Administration Guide (NTP 297-2671-545, in Chapter 4, page 4-16). The following two steps should be performed after the upgrade procedure to ensure a smooth transition is achieved:

1. Powerdown CC MIS through maint and reboot the system.
2. After the system is rebooted, verify that the scope on previously defined supervisors is correct.

## Documentation changes for Release 2.1.0

Changes to documentation issued in support of CC MIS includes:

### **CC MIS Supervisor's Guide (NTP 297-2671-340)**

**Logical Groups field** – The Logical groups field is case sensitive. A note indicating case sensitivity has been added to the field description on page 5-10.

**LOB Statistics** – Information on how CC MIS actually handles LOB statistics was added on page 6-16, “Moving an active position to a new group.”

### **CC MIS Maintenance and Administration Guide (NTP 297-2671-545)**

**Disk mirroring** – Installation instructions concerning the TwinCom software for disk mirroring were deleted. (CC MIS uses the RAID hardware system for the disk mirroring feature.)

**Sizing of DNs** – A new menu item was added to the Maintenance Interface under the Configuration menu item, “Sizing of DNs”. This item allows for the prepending of ‘0’(s) to make a 10 digit ACD DN. This is used when the dialing plan contains DNs with leading zeros. To activate this change, CC MIS performs an automatic shutdown and restart.

### **CC MIS System Description Guide (NTP 297-2671-150)**

**Disk mirroring** – Information concerning the disk mirroring software was modified. TwinCom software has been replaced by the RAID hardware system to provide CC MIS disk mirroring. (See note on page 2-16.)

**Note:** A Technical Bulletin will be issued separately of this documentation to provide the part numbers and instructions for installing the RAID system.

**Features of previous maintenance release (Release 2.0.3)**

The features that were included in Maintenance Release 2.0.3 were as follows:

**Support for 2 GB hard drive** – The maintenance release of CC MIS supports the use of a 2 GB hard drive.

**Manned to Staffed** – The terms “manned” and “unmanned” have been changed to “staffed” and “spare” respectively.

**Custom Formulas** – The system limit information concerning the number of custom formulas that can be define has been corrected. Previous documentation listed these limits as 500 when the actual number is 100 per statistical group.

**Historical Statistics** – The sections containing statistics have been updated.

**Calls Accepted Formula** – The Destination Group CALLS ACCPT formula has been changed. The new format is:

$$\begin{array}{l} \text{CALLS} \\ \text{ACCPT} = \quad \text{CallsAnswered} + \text{CallsAbandoned} \end{array}$$

1-4 Introduction

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## Chapter 2: List of fixes and replies

The following table contains a list of fixes for CC MIS Maintenance Release 2.1.0. It includes Customer Service Request (CSR) numbers, the title, and explanation.

**Table 2-1**  
**List of fixes**

CSR #	Title	Explanation
BI22041	X.25 errors causes link to drop.	Upgraded the X.25 configuration files.
BX40240	Need to peg Call Offered Network Deflect as Deflect.	Changed statistics code to include Call Offered CSTATUS 5 with CSTATUS 2 in Calls Deflected statistic.
BX41123	Change order opens wrong in TEXT mode (with lists).	Fixed the list code so that multiple list types can be used within a change order (for example, position list and an agent list).
NV40463	Route change order failure.	Changed the CC MIS Release 1 to CC MIS Release 2 upgrade to include the Change Network Targets table.
UJ500009	If an ACD group name is deleted, the group name is still displayed until a configuration update is run.	Changed code to remove names for ACD groups that have been deleted.
UT402028	Cannot view or print agent statistics for numeric names.	Changed the report definition area to allow numeric names for ACD groups.
UT407866	custom queue formula is not giving correct statistics.	Changed formula calculations to correctly calculate negative numbers.
UT408632	Audio table shows all audio routes.	Changed link code to look for a null list for audio groups.
-continued-		

**Table 2-1 (continued)****List of fixes**

CSR #	Title	Explanation
UT408668	Config control: when all agents are moved.	Changed design of scope feature to allow a subgroup with no agents to move agents in.
UT409959	Can't delete groups with a 0 dn.	Changed code so that the false 0 dn does not show on display.
UT410312	Intermittently customer is getting query engine failure.	Changed code to fix race condition.
UT410351	Error when upgrading 1.1 to 2.0.3.	Changed code to kill lp_winrequest to provide new version from tape.
UT410353	Error on disk calc during upgrade.	Fixed upgrade to reflect correct disk calculation parameters stored by release 1.
UT410354	System description for attached reports is wrong.	Changed code so 100 reports can be attached to a schedule.
UT410355	Time and date format is inconsistent on reports.	Changed code to provide consistent time and date format for reports.
UT410686	Agents available when displayed to wallboard.	Changed code to reflect correct number in agents available when displayed to wallboard.
UT410756	Agent status doesn't display correctly.	Technical bulletin issued. Fixed in Release 3.0.
UT411365	Scheduled reports quit printing on Epson printer.	Duplicate of UT411464.
UT411464	Windows remote stops printing.	Changed to accept large amounts of data for printing.
UT411519	Query Engine failure.	Changed code to perform range checking on DNs (failure was caused by an invalid DN).
UT412216	Overflow statistics report reflect different data.	Changed code to include all TOF calls from the call answered TOF.
UT412266	Unable to print multiple copies of report on Windows PC.	Changed code to allow printing of multiple copies (with only one banner page).
UT412318	Cannot send new message to wallboard.	Changed code to kill wallboards when configuration changed in order to get new messages to appear.
UT412491	Database errors (w_acddn table)	Changed AGE code to correctly calculate when a table is full.
-continued-		

**Table 2-1 (continued)**  
**List of fixes**

CSR #	Title	Explanation
UT412940	Walkaway reports not accurate.	Fixed code to handle walkaways that cross interval boundaries.
UT500411	Walkaway report discrepancy.	Duplicate of UT412940.
UT500577	CC MIS would not start; missing pipe.	Changed code to create pipe if it is missing.
UV400268	Multi-Stage Queue cannot be changed with config.	Changed code to process MSQ thresholds before the MSQ type.
-end-		

## CSR Replies

The following table contains a list of replies to CSRs opened against the CC MIS software.

**Table 2-2**  
**List of Replies**

CSR #	Title and Reply
NF40466	<i>Title:</i> X.25 Status shows discrepancy. <i>Reply:</i> Unable to reproduce.
UF300684	<i>Title:</i> In graphical report, when there is more than one 0%, the report has fields that are overwritten. <i>Reply:</i> Graftsman has replied that this is normal in graphical interfaces. This issue is more prevalent in non-Windows printers.
UJ500008	<i>Title:</i> Scope function does not work correctly <i>Reply:</i> The scenario described within the CSR violates a specific restriction in the scope feature.
UJ500010	<i>Title:</i> Error message from WCCMIS. <i>Reply:</i> Unable to reproduce.
UT410650	<i>Title:</i> Underscore appears in group name. <i>Reply:</i> Have not been able to reproduced on demand.
-continued-	

2-4 List of fixes

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**Table 2-2**  
**List of Replies**

<b>CSR #</b>	<b>Title and Reply</b>
UT410651	<i>Title:</i> Underscore appears in agent name. <i>Reply:</i> Have not been able to reproduced on demand.
UV400052	<i>Title:</i> Windows interface – opening agent status. <i>Reply:</i> Unable to reproduce.
-end-	

## Chapter 3: Known problems

The following table contains a list of known problems with CC MIS Release 2.1.0 as of April, 1995.

**Table 3-1**  
**Known Problems**

CSR #	Description
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 and is under investigation.
BI22153	Number of outstanding configuration requests drops to zero (when a second request is completed) if an ad hoc configuration update has been run and another ad hoc load management request is issued. (This does not apply to CC MIS Release 3.0.)
BI22169	Time format when using am/pm in the transaction log is invalid for the hours: 10, 11, and 12. This problem is fixed in CC MIS Release 3.
NL41905	If a position is moved from one group to another in between the time that a call is presented to that position and the time that the call is answered from that position, then the Staffed Time and Active Time data fields may be inaccurate (as well as any formulas based on these fields). Technical Bulletin 940006 describes the work around for CC MIS Release 2. The problem is fixed in CC MIS Release 3.
UT402695	Graphic reports show negative numbers when printing very large numbers in a portrait format.
UT412797	After running a configuration update, agent/supervisors in the not ready state are shown in CC MIS as being the wait state. (This problem does not exist in CC MIS Release 3.0.)
UT500949	Running agent event log reports between 6 p.m. CST and midnight will generate reports without data. Running reports at other times will create a correct report. (This problem is fixed in CC MIS Release 3.)
-continued-	

3-2 Known problems

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**Table 3-1 (continued)**  
**Known Problems**

<b>CSR #</b>	<b>Description</b>
UT501796	Duplicate of UT412797.
UV400260	The total duration field for a LOB by agent report will overflow (and be interpreted as a negative number) if the total call duration exceeds nine hours. (This problem is fixed in CC MIS Release 3.)
-end-	

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Release Notes

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Publication number 297-2671-211  
Product release Software Release 2.1.0  
Document release Standard 02.09  
Date April 1995

Printed in the United States of America.



