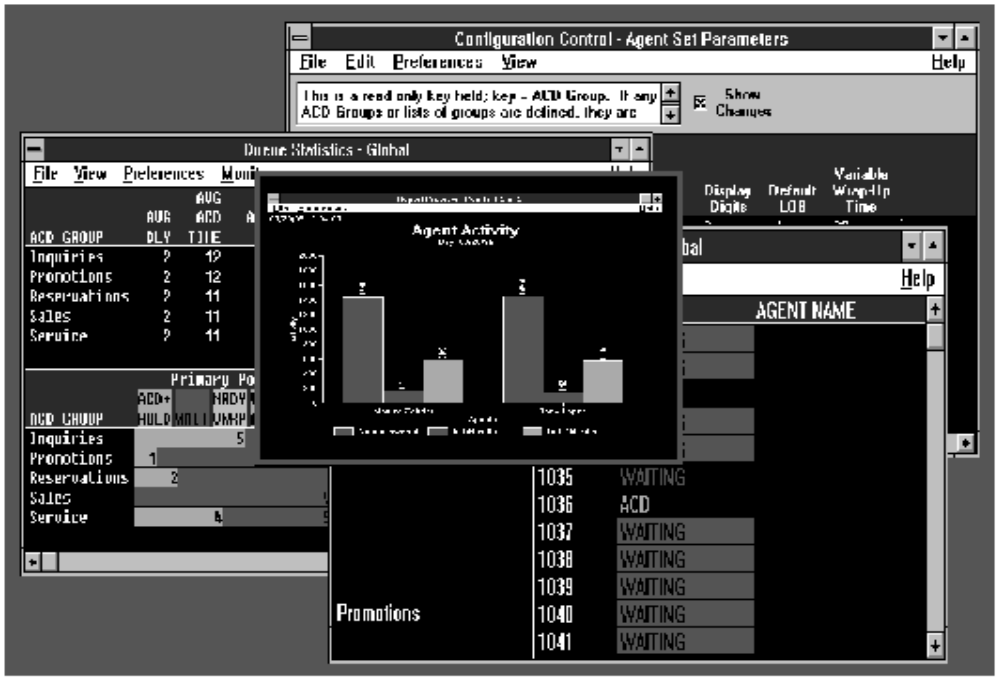
297-2671-211

Digital Switching Systems

Call Center Management Information System (CC MIS)

Release Notes

Software Release 3.1 Standard 03.04 March 1996



NORTEL
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Publication number: 297-2671-211
Product release: Software Release 3.1
Document release: Standard 03.04
Date: March 1996

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Publication history

March 1996

Standard version issued in support of CC MIS Maintenance Release 3.1.

Feb 1996

Preliminary version issued in support of CC MIS Maintenance Release 3.1.

Dec 1995

Pre-Preliminary version issued for VO sites in support of CC MIS Maintenance Release 3.1.

May 1995

Standard version issued for CC MIS Software Release 3.0.

March 1995

Preliminary version issued for CC MIS Software Release 3.0 in support of VO sites.

Contents

Chapter 1: Introduction **1-1**
Reason for Release 1-1
Distribution media 1-1
Upgrade/install procedure 1-1
Additional installation procedures for 3.1 1-2
Special Notes Concerning Release 3 1-3
Miscellaneous Changes in Release 3 1-5
Changes in Maintenance Release 3.1 1-7
Changes to statistics names and headings 1-9

Chapter 2: List of fixes and replies for 3.0 and 3.1 **2-1**

Chapter 3: Reported problems **3-1**

List of tables

Table 1-1 CC MIS distribution media 1-1
Table 2-1 List of Fixes in 3.0 2-1
Table 2-2 List of Replies for 3.0 2-5
Table 2-3 Documentation Fixes for 3.0 2-9
Table 2-4 List of Fixes in 3.1 2-9
Table 2-5 List of Replies for 3.1 2-12
Table 2-6 Documentation Fixes for 3.1 2-13
Table 3-1 Reported problems 3-1
Table 3-2 Reported ACD MIS datastream problems 3-1

About this publication

This document contains installation and upgrade notes, a list of fixes, and a list of known problems with CC MIS Release 3.1.

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*
- 297-2671-175 *Call Center MIS Getting Started Guide*

Chapter 1: Introduction

CC MIS Release 3.1 serves as the Maintenance Release for CC MIS 3.0. This upgrade can be installed on a CC MIS system already running CC MIS 2.x, 3.0, or can be installed on a new CC MIS system.

Note: To upgrade from CC MIS 1.1 to 3.1 requires upgrading from 1.1 to 2.x, then to 3.1.

Distribution media

CC MIS Release 3.1 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	3.1
1	3.5” DSHD	CC MIS windows-based remote software	3.1
1	tape, cartridge or DATs	CC MIS application installation software	3.1

Note: Customers upgrading form 2.x to 3.1 and new 3.1 installation will also receive the new OS tape for SVR4 NTOS 2.x.

Upgrade/install procedure

To upgrade software or install software, refer to the procedures documented in NTP 297-2671-545, *CC MIS Maintenance and Administration Guide*. Initial installation of CC MIS Release 3.1 on a new system should be performed by system engineers.

Prior to installing the new CC MIS, the new UNIX OS must be installed (except when upgrading from Rel 3.0 to 3.1). The new OS requires 425 MB of space and a minimum of 32 MB RAM. Upgrades from CC MIS 2.x to 3.1 requires re–configuration and may require several hours of downtime.
To upgrade from CC MIS 1.1 to 3.1 requires upgrading from 1.1 to 2.x, then to 3.1.

Additional installation procedures for 3.1

Release 3.1 supports the distribution of both the O/S and CC MIS on DAT tape. This enhancement may affect procedures in the Maintenance and Administration Guide, NTP 297–2671–545. Therefore, the additional information needed is provided below:

NTOS installation procedure

The command to boot from DAT is ”bo 0 50 COREunix” instead of ”bo 0 40 COREunix” for the QIC–150. This assumes that the DAT tape drive will continue to be installed at SCSI address 5. Also, if the target machine includes both a DAT and a cartridge tape drive then an additional prompt will appear during the installation procedure to ascertain which tape drive contains the NTOS installation tape. This prompt appears after the line:

*****> Scanning system for installed hard drives...**

The prompt appears as shown below:

INSTALL has determined that this system has both a CARTRIDGE and a DAT tape drive. You must select the tape drive which contains the O/S installation tape as follows:

c – Selects the CARTRIDGE tape drive.
d – Selects the DAT tape drive.

–––> Which tape drive contains the O/S install tape?

Note: This prompt does not appear if there is only one tape device in the system.

New installation procedure

Assuming that DAT tape drives will continue to be configured at SCSI address 5, the command for loading the CC MIS installation tape for a brand new installation may change depending on the installation media. The media–dependent commands are shown below.

For loading from QIC–150 cartridge, use the command:

cpio –iBcdmu </dev/rmt/m187_c0d4 (on MVME187 systems)
cpio –iBcdmu </dev/rmt/m197_c0d4 (on MVME197 systems)

For loading from DAT, use the command:

cpio –iBcdmu </dev/rmt/m187_c0d5 (on MVME187 systems)
cpio –iBcdmu </dev/rmt/m197_c0d5 (on MVME197 systems)

Upgrade from 3.1 to another release of 3.1 or later

On systems containing only a single tape drive there is no change. Systems containing both drives will include an additional prompt during the upgrade procedure to ascertain the type of media containing the upgrade. This new prompt appears just before the line which reads:

Extracting files from tape...

The contents of this new prompt are shown below:

This system has both a cartridge and a DAT tape drive. The cartridge tape drive is the larger of the two. Please select the tape drive that contains the CC MIS software upgrade as follows:

c – Selects the CARTRIDGE tape drive.

d – Selects the DAT tape drive.

Upgrade CC MIS from which drive? (cartridge/dat)

Special Notes Concerning CC MIS Release 3

The following information applies to CC MIS Software Release 3.

Additional disk space – The enhanced data and statistical collection in CC MIS Release 3 requires more disk space than was required in CC MIS 1.1 or 2.x. Therefore, upgrading from 1.x or 2.x to 3.1 may require a hardware upgrade to increase the size of the disk drive.

Automating CC MIS – Supervisors with expertise in PCs who wish to automate the startup of CC MIS in Windows can highlight the CC MIS icon in the Windows Program Manager window and select File / Copy. In the Copy Program Item box, at the To Group field, select the StartUp option from the drop down menu and click OK. This action causes CC MIS to start and display the Main window for login when Windows is started. [These instructions are only for the Microsoft Windows Program Manager. Similar capabilities may exist for other program managers.]

Note: To automate the startup of Windows, you must add the win command to your autoexec.bat file.

New Operating System – CC MIS Release 3 requires the installation of the UNIX OS. Refer to the CC MIS Maintenance and Administration Guide, NTP 297–2671–545.

Conversion of Personal Formats – During the upgrade from Release 2 to Release 3 the system will automatically locate any personal report formats that are being used in public report definitions and change these formats to public formats. All report definitions using these personal formats will also be changed to use the new public formats instead. Following the upgrade, the installation log file will list the personal formats that were converted to public formats.

System Time – The time used by CC MIS is the UNIX time, set on the CC MIS system. Time is no longer dependant on the switch.

> ***Note:*** UNIX time may drift from switch time. To reset the time, the system must be shutdown, then restarted.

Saving change orders – The saving of change orders (in both Windows and Text) has been changed to improve storage, data transfer and readability. Rows which have no changes (new data) are discarded when a change order is saved since such rows do nothing when executed and take up space on the screen and in the database. This change is in Release 3.0 and later. All earlier versions of CC MIS save all inserted rows whether or not they have changes.

Connecting ascii terminals – If you use TTY02 or TTY03 to connect a dumb terminal, you need to use line drivers or null modems.

Miscellaneous Changes in CC MIS Release 3

The following features and enhancements were made in Software Release 3.0 and are present in Maintenance Release 3.1.

Getting Started Guide – The new CC MIS Getting Started Guide (Quick Start with CC MIS) NTP 297–2671–175 is being shipped with the CC MIS Release 3.0. This guide is intended for users new to the CC MIS product. This guide contains a quick reference card. A complete COLOR version of this guide is available at an additional cost.

Multiple Tenant Partitions – CC MIS is now installed on partitions. Up to 16 partitions can be defined per CC MIS physical mode. Partitions allow for multiple tenants and multiple operating modes for CC MIS. Refer to the CC MIS Maintenance and Administration Guide, NTP 297–2671–545.

[This is a purchaseable item.]

> ***Note:*** Partitions must be defined in the exact order specified in the NTPs. The average time to create a partition is between 5–15 minutes.

Changes in Configuration Control – The Configuration Control portion of the Windows interface has been updated to display screens in Windows format rather than in Text Emulation windows. Refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Configuration Updates – Configuration updates are now performed through the Maintenance interface. (In previous releases of CC MIS they were performed in the Supervisor interface.) Refer to the CC MIS Maintenance and Administration Guide, NTP 297–2671–545.

Permanent Agent Detail Window – A new software option has been introduced that allows the user to permanently display an Agent Detail window containing graphical agent detail statistics. This feature is available in the Windows version of CC MIS. Refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Enhanced Agent Status Window – The Agent Status windows have been enhanced in the following functionality: Waiting, Call Duration timers, and Login time preferences. Refer to the CC MIS Supervisor's Guide, NTP 297–2671– 340.

Maintenance Guide (NTP 297-2671-545) – The Maintenance interface has been revised for Release 3.0 to accommodate multiple tenant partitions and additional features. Subsequently, the Maintenance Guide has been reorganized to reflect these changes. Particular attention should be given to Chapter 6 (System Configuration), Chapter 7 (Partitions), Chapter 9 (Configuration Updates) and Chapter 10 (Software Upgrades).

Supplemental DN Pegging – Increased ability to track calls of supplementary DNs has been added in Release 3.0. In particular, calls which overflow will be reported against the original source, supplementary DN and overflow group.

Avg Not Rdy Formula – The average Not Ready formula has changed from:

$$\frac{\text{Total Not Ready Time}}{\text{Calls Answered}}$$

to:

$$\frac{\text{Total Not Ready Time}}{\text{Number of Not Ready Activations}}$$

This change causes the reports run in 3.0 on 2.0 data for average not ready time to be starred out ("***") because the number of not ready activations is set to zero on all of the converted records. This occurs in the ACD-Group Performance Report.

Support for 2 GB hard drive – This release of CC MIS supports the use of a 2 GB hard drive (after new OS is installed).

Parallel Printer Port – The maintenance printer can now be connected to the VME using the parallel port.

Disk Mirroring – The disk mirroring feature is now implemented using a RAID hardware solution.

Posns Waiting and Agents Available – Two Release 2 real–time agent display statistics were reworded in Release 3 as follows: Posns Waiting statistic is now Posns IDLE and the Agents Available statistic is now Posns WAIT. For additional information, refer to Appendix A in the CC MIS Supervisor's Guide, NTP 297–2671–340.

Miscellaneous Changes in Maintenace Release 3.1

The following changes and enhancements were made in the CC MIS Maintenance Release 3.1.

Employee ID – The Employee ID field has been added to the Agent Definition screen. This field allows you to enter up to a 14 character employee ID for each agent. This employee ID can then be used as a key in custom tabular and graphical reports. The Employee ID field also appears in the Agent Database Report. For additional information, refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Group Ordering – This feature allows supervisors to set a peference for the order in which ACD Groups are presented in reports and real–time (Queue Statistics and Agent Status) displays. (This feature only applies to the Windows Interface.) For additional information, refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Flexible DN Formatting – This feature allows the DN formatting to be determined by a customer–defined template. Leading zeros are no longer removed from the DNs that are less than 10 digits. For additional information, refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Real–time Display Refresh – The real–time queue statistics displays (24 hr, Shift, and 10 minute) are no longer reset to zero when CC MIS is shutdown or a partition is stopped. These statistics are restored (to the values at shutdown) immediately following system or partition start–up. This only applies to controlled shutdowns – shutting the system down through the Maintenance interface, setting a partition to "stopped", or power down with an initialized UPS. During this shut down, all real–time queue statistics (including 10–minute, 24 hr, and shift) is stored on a per ACD group basis and is written out to a file on disk. Statistics which reflect current values that are not affected by the 10–minute, 24 hr, or shift data are not stored in this file during the shutdown. This includes: position counts, threshold values, and queue sizes and expected delays. The position counts, queue sizes, and expected delays are filled by the switch and may be set to zero. The threshold values are set to current values from CC MIS definitions.

> ***Note:*** The 24 hr and shift will be reset to zero automatically if the system is down across the midnight or shift boundary, respectively. The 10 minute statistics will be reset to zero if the system is down longer than 10 minutes.

Data associated with positions are not stored in the file. All position data (displayed on Agent Status displays) will be reset on startup based on information received from the switch. An exception is when a partition is activated (set to “running”) after being in the stopped mode and the link was already active. The position status data will reflect the current known state for the position. However, the state timers and login times will reflect the time at which the partition was activated.

Additional Miscellaneous Changes:

1. Reference to the key Source ACD Group in the ACD–DN statistics group has been modified to correctly reference the Destination ACD group.

2. The width of all ACD group and ACD–DN fields on standard tabular report formats have been increased from 12 to 16 characters to accommodate the 16 character ACD–DNs now possible with the Flexible DN Formatting feature. (Existing custom report formats will not be affected by an upgrade.)

3. The Variable fields that are left blank in the Wallboard Message Definition and Wallboard Display Definition screens are now filled with (None) as a default.

4. The description for the Multi–Stage Queue Threshold field on the Agent Set Parameters screen in Configuration Control has been updated. Refer to Chapter 6, page 6–16 of the CC MIS Supervisor’s Guide, NTP 297–2671–340.

Changes to statistics names and headings

In Maintenance Release 3.1, several changes were made to the names and headings in the statistics for CC MIS. These changes will impact in the following ways:

a. Users will be impacted by formula heading changes only if they use default headings for their custom reports. Standard reports will not be affected since these are defined with custom headings. Custom reports with ”custom” headings will not be affected since the custom headings over–ride the defaults. Users using default headings which desire the old headings can create custom headings with the old text (not seen as very likely since the new headings are more descriptive).

b. Users creating report formats and formulas may notice a change in a name for a formula or statistic. In the case of the text interface, the number that may be used to select the statistic is not changed. In windows, there is minimal impact since the changes to the names do not appear to alter the sorting order of the name in relation to other names in the menus.

c. The agent work time formulas will now include variable wrap–up time. The user may notice an increased value in the results of these formulas only if they use variable wrap–up. This is seen as a bug in the previous formula results and generally, the user has been making custom formulas to fix. If the user desires the old formula, they can create a custom formula without the variable wrapup time.

Reference to the key Source ACD Group in the ACD–DN statistics group has been modified to correctly reference the Destination ACD group.

Time overflow statistics

The following changes apply to the time overflow statistics.

Formula #	Old Heading	New Heading
(Destination ACD–GRP Statistics)		
17	TOF CALLS	TOF CALLS ANSWD
32	MAX TOF DEL	MAX TOF ANS DEL
56	TOF %	TOF ANS %
(Overflow Statistics)		
18	TOTAL TOF CALLS	TOTAL TOF CALLS ANSWD
23	TOT TOF %	TOT TOF ANS %
44	MAX TOF DLY	MAX TOF ANS DEL
45	TOT TOF DLY	TOT TOF ANS DEL

Agent Work Time Formulas

The following changes apply to the agent statistics formulas:

TOTAL WORK TIME (#29)
currently: ACD Talk Time + Not Ready Time
new: ACD Talk Time + Not Ready Time + Var Wrapup Time

WORK STFD % (#34)
currently: (ACD Talk Time + Not Ready Time) * 100 / Staffed Time
new: (ACD Talk Time + Not Ready Time + Var Wrapup Time) * 100 / Staffed Time

ACD Group Formulas

The following changes apply to the ACD group statistics formulas:

TOTAL WORK TIME (#48)
currently: ACD Talk Time + Not Ready Time
new: ACD Talk Time + Not Ready Time + Var Wrapup Time

WORK STFD % (#54)
currently: (ACD Talk Time + Not Ready Time) * 100 / Staffed Time
new: (ACD Talk Time + Not Ready Time + Var Wrapup Time) * 100 / Staffed Time

LOB Statistics

The following changes apply to the LOB statistics:

"Num Occurences" changes to "Num Entries"

The following are changes to the formula names (selected via the menu when defining a report format or reading in a formula) in the LOB statistics group.

Total time charged to activity code (#10) becomes Total time charged to LOB code

Average duration activity code charge to (#11) becomes Average duration of a LOB entry

Number of times an agent changed the LOB code (#12) becomes Number of LOB entries

Maximum LOB call duration (#13) becomes Maximum LOB duration

The following are changes to the default headings associated with the LOB formulas:

NUM OCCURNC (#12) becomes NUM ENTRIES

ACD-DN Formulas

The following are changes to the statistics names when selected from within the ACD–DN statistics groups (these appear as statistics when editing a formula):

MAX LOB Duration changes to MAX LOB Call Dur

Total LOB Duration changes to Total LOB Call Dur

Note: There is currently no formula which references “MAX LOB Duration”. Therefore, the following was added:

Formula #39 with heading “MAX LOB CALL DUR”, formula name “Maximum LOB Call Duration” and formula “Max LOB Call Dur”.

Walkaway Statistics

The following is a change to the walkaway statistics group formula to make the formula name more accurate with what it reports:

Changed formula #11 “Total Walkaway Call Duration” to “Total Walkaway Duration”

Display Statistics

The following are changes to names of display statistics to make them consistent between each other:

Changed “24hr Abd Aft RAN” to “24hr Abd After RAN”
Changed “Shft Abd After Ran” to “Shft Abd After RAN”

Preventive maintenance (VME)

The VME 8420 is a low maintenance unit. However, it is recommended that the following items be performed to keep the VME running properly:

- Check filters on the back of the unit. The filter can become clogged and can cause the VME to shutdown due to over temperature.
- Regular tape rotation of tapes used for data backups.
- DAT head cleaning. (A head cleaner is sent with each system.)

For additional information concerning preventive maintenance for the VME 8420, refer to Chapter 12, *VME maintenance,* in the *CC MIS Maintenance and Administration Guide*, NTP 297–2671–545.

Chapter 2: List of fixes and replies

Fixes in Software Release 3.0

The following table contains a list of fixes for CC MIS Release 3.0 (Some of these fixes listed below were first implemented in the CC MIS Maintenance Release 2.1.0 and therefore were fixed in Release 3.0). These are also included in the 3.1 Maintenance Release. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-1
List of fixes in 3.0

CSR #	Title	Explanation
NF50126	No warning upon UPS power failure	Updated the UPS interface software (ASAP).
NF50128	Write protect not detected	Modified tape error message in backup to indicate that the tape may be write–protected.
NF50129	No date in backup or restore logs.	Added date stamp to the back-up and restore logs.
NF50130	No test message at printer	Test message to printer from Test I/O Ports was not getting flushed out until next job printed. Changed code to out-put a form feed after the test message.
NF50133	Table IBNRTE displays incorrectly	Changed code so that the IBNRTE table is now initialized in shared memory segment and will now display the correct message for an index that has yet to be datafilled.
NF50134	Table OFRT displays incorrectly	Changed code so that the OFRT table is now initialized in shared memory segment and will now display the correct message for an index that has yet to be datafilled.

-continued-

Table 2-1 (continued)
List of fixes in 3.0

CSR #	Title	Explanation
NL41905	Wrong weekly & monthly totals.	Fixed Stsmgr to calculate active time correctly when a position is moved between the time a call is presented to that position and the call is answered.
NR50499	Partition configuration has no exit & save.	Added a verification prompt when the name field is changed. Did not add a save and exit command as changes in this screen must take place when they are entered.
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.
UT408668	When all agents are moved out of a subgroup, the supervisor cannot move any agents into that subgroup.	Fixed so that supervisor can move agents into an empty subgroup.
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.

-continued-

Table 2-1 (continued)
List of fixes in 3.0

CSR #	Title	Explanation
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. Changed code to allow agent status to display correctly.
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).
UT412197	Customer can't change wallboard message.	Modified configuration control to kill all wallboard processes if a wallboard configuration change is made. Wallboard processes will be restarted automatically and the messages can be changed.
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.
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.

-continued-

Table 2-1 (continued)
List of fixes in 3.0

CSR #	Title	Explanation
UT500949	Unable to pull event logs after 1900.	Fixed report generator to print agent event logs after 6 pm CST.
UT501261	Daylight savings time changes at wrong time	Fixed winserver process to handle long form for time zone specification (need for U.K.).
UV500101	Historical database conversion failed	Change code in conversion process to reduce execution time and to provide the ability to restart the process. Improved error checking was added to help prevent conversion problems.
-end-		

CSR Replies in 3.0

The following table contains a list of replies to CSRs opened against the CC MIS software for Release 3.0.

Table 2-2
List of Replies for 3.0

CSR #	Title and Reply
NF40466	*Title:* X.25 Status shows discrepancy. *Reply:* Unable to reproduce in Release 3.0.
NF50127	*Title:* Maintenance terminal locked up. *Reply:* User reported that maintenance terminal locked up when attempting to access Connection Parameters from Configuration Options. Could not reproduce.
NF50132	*Title:* Remote login keyboard mapping *Reply:* Since the information for keyboard mapping is specific to each emulation package, refer to the documentation for the emulation package in question for its keyboard mapping.
NF50135	*Title:* CCMIS: Agent Hold Time not displayed. *Reply:* This problem is an RFF for the OSAP software. It is not sending a hold message, so CC MIS cannot update its timers.
UJ500008	*Title:* Scope function does not work correctly *Reply:* The scenario described within the CSR violates a specific restriction in the scope feature.
UJ500010	*Title:* Error message from WCCMIS. *Reply:* Unable to reproduce in Release 3.0.
UJ500067	*Title:* CC MIS: system was down due to power failure. *Reply:* The logs did not indicate that the problem was software related.
-continued-	

Table 2-2
List of Replies for 3.0

CSR #	Title and Reply
UT410405	*Title:* Problems with overflow reports *Reply:* This works as designed. It appears that the source group has overflow routes that end at the destination group. The source group may not be in the same pool but because it is the same DMS it is not considered a new call into the destination group.
UT410546	*Title:* Unable to change message on wallboard display. *Reply:* Unable to reproduce.
UT410650	*Title:* Underscore appears in the group name *Reply:* The tool which caused this problem does not exist in CC MIS 3.0.
UT410651	*Title:* Underscore appears in agent name. *Reply:* Duplicate of UT410650.
UT411205	*Title:* Agent sets walkaway on ACD set, then agent shows forced. *Reply:* Unable to reproduce.
UT412797	*Title:* After running a configuration update, agent/ supervisors in the not ready state are shown in CC MIS as being the wait state. *Reply:* This configuration update problem was eliminated and does not occur in Release 3.0 as result of the code restructuring for handling historical and real–time statistics.
UT50184	*Title:* Agent Status/Duration errors on CCMIS. *Reply:* Does not occur in CC MIS 3.0.
UV400052	*Title:* Windows interface – opening agent status. *Reply:* Unable to reproduce in Release 3.0.
UV500091	*Title:* Format of disk failed during OS install *Reply:* Failure was caused by VO customer having wrong OS tape. The CSC will provide the OS tape for regular customers upgrading to CC MIS 3.0.
-continued-	

Table 2-2
List of Replies for 3.0

CSR #	Title and Reply
UV500092	*Title:* Wallboard send to wallboard screen shows characters on the wallboard names *Reply:* It was reported that the wallboard messages had been converted by the conversion from CC MIS 2.0 to CC MIS 3.0. However, an inspection of the CC MIS 2.0 backup tape showed that the messages were corrupt before the conversion.
UV500099	*Title:* WCCMIS crashes when using Windows Alt–Tab. *Reply:* Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.
UV500100	*Title:* Stats stopped collecting data after 12:00 noon. *Reply:* Based on the data, the statistics stopped collecting at different non–interval times. This problem could not be reproduced.
UV500105	*Title:* Blank position IDs on insert. *Reply:* Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.
UV500107	*Title:* Time frame is specified by day as 0..–13 *Reply:* Unable to reproduce. Received an error message when ”0..–13” was entered for the time frame on both Windows and text.
UV500109	*Title:* File open status should be replaced w/hour glass. *Reply:* The informational windows that pop up are used to receive data from the host. A significant re–write would be required to change this behavior and there is no functionality enhancement.
UV500113	*Title:* Opening report definition comes up blank. *Reply:* Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.
-continued-	

Table 2-2
List of Replies for 3.0

CSR #	Title and Reply
UV500115	*Title:* Agent detail still redrawn after count goes to 9999 *Reply:* Adding a check to only repaint the status box if it is less than 9999 and it has not been covered up will increase the amount of flickering seen by the user.
UV500117	*Title:* Agent detail window should have resize corners removed *Reply:* The border that is needed for this window has resize corners that cannot be removed.
UV500122	*Title:* WCCMIS memory leak lockup windows application. *Reply:* Problem was fixed in a solution to a different problem report. The problem was related to a resource leak. The change made eliminates the resource leak and prevents the lock up condition.
UV500126	*Title:* Exiting CCMIS causes segmentation violation. *Reply:* Problem already solved by UV500123.
UV500136	*Title:* Edit Insert screen flicker when scrolled. *Reply:* This problem is inherent in Windows and will occur in any Windows program when scrolling through a listbox which has a large number (hundreds) of items.
UV500137	*Title:* Wrong message issued on login to WCCMIS. *Reply:* Unable to reproduce in the lab or at the customer site.
UV500143	*Title:* Report/formula labels are incorrect. *Reply:* This request is an RFF.
UV500147	*Title:* Report parameter allows user to highlight multiple reports *Reply:* Problem was fixed in a solution to a different problem report. The solution was to remove the multiple selection option from the File/Open dialog.
-end-	

Documentation Fixes for 3.0

The following table contains a list of fixes and replies to CSRs opened against the CC MIS documentation for 3.0.

Table 2-3
Documentation fixes in 3.0

CSR #	Title and Reply
NF50131	*Title:* Changing data storage parameters does not shut down the system. *Reply:* Removed shutdown note and references from documentation.
UT50452	*Title:* RT–100 Conversion Guide needs to be updated. *Reply:* Information not available at this time.
UV500142	*Title:* Error in Supervisor's Guide. *Reply:* Information regarding TOF calls has been corrected.
-end-	

Fixes in Maintenance Release 3.1

The following table contains a list of fixes for CC MIS Release 3.1 The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-4
List of fixes in 3.1

CSR #	Title	Explanation
NF50140	CCMIS:Internal modem port disabled	Resetting the modem port is no longer an option on the Diagnostics menu when one is logged in on the modem.
NR51089	Walk–away code changes the Secondary DN	Fixed to store walkaway code whenever a walkaway occurs. The correct walk code is then sent to stsmgr depending upon the event type occurred.
NR51178	Garbage written to the transaction log	Changed the line of code that calls the function to create the index file.
-continued-		

Table 2-4
List of fixes in 3.1

CSR #	Title	Explanation
NR51328	Avg Abandoned Delay stat in the ACD DN	Changed format for Avg Abandoned Delay from numeric to seconds.
NR51372	Unable to look at system configuration	Could not reproduced problem. However, changed code to be able to enter screen and change fields. Also added function so printer in config database and UNIX lp system are matched in case of a printer administration error.
NR51377	Event log not showing the correct information	Code added to detect a change in position id and display.
NR51495	Transaction log will fill up with more than 2K lines	Fixed so that index file will be closed and re-opened for read-only access preventing this problem.
NR51512	A winserver process will go into run away state	Added code in Rel 3.1 to kill runaway winserver processes.
NV50393	Position assignment change orders	Problem no longer exists since the removal of Unify and replaced with new code.
NV50411	CCMIS:Supervisor print option unavailable	Changed winserver to correct communication between processes.
UT50886	3.0 RTM report print problem	Duplicate of UV50024.
UT51774 Duplicate PRS to PRS UT51778–Reply	GPF's when changing preferences	Fixed so a GPF will not be created when view is vertical, >100 agents, and more columns than needed to display all visible agents.
UT53238	VT100 and VT220 emulation access on CCMIS	Fixed the 8–bit control field for the terminal initialization sequence when using PROCOMM to dial into a site.
UT54664	W/B message delete problem	Wallboard process null message records in the wallboard definition are skipped and no longer queued.

-continued-

Table 2-4
List of fixes in 3.1

CSR #	Title	Explanation
UT54796	CC MIS – Overflow Statistics deficiency	This was a protocol deficiency. Changed to peg calls threshold routed when a call network answer message is received and the Time Threshold bit is true and L_Queued bit is false. Updated documentation.
UT55671	Data Export report contains page	A new line is added to the end of the page break when the printer is so configured.
UT55791	V3.0 User attempts to view route	Changed code to properly handle large lists.
UV50039	Data Export reports are not formatted correctly	Fixed such that Windows software works like the Text software not allowing Group By for Data Export.
UV50043	Duration Timers do not show when print	Fixed so the Duration Timers will always print.
UV50094	CCMIS:Incorrect ACDGRPs are defined in	Padded all system database DNs to the proper length.
UV50095	CCMIS:Duplication of Primary ACD–DNs are appearing	Padded all system database DNs to the proper length.
UV50112	CCMIS:No change order name available on	Fixed winserver process to prevent race condition.
-end-		

CSR Replies

The following table contains a list of replies for Maintenance Release 3.1 to CSRs opened against the CC MIS software.

Table 2-5
List of Replies for 3.1

CSR #	Title	Explanation
NR51380	Supervisor unable to move one agent	Functioning as design intended. Function is explained in online help. The list must be ungrouped before an individual element can be changed.
NR51416	CC MIS not able to handle multiple DN stats	Functioning as design intended.
NR51490	CC MIS: Failure to CCLINK, change orders	Unable to reproduce in Maintenance Release 3.1
NR51512	A winserver process will go intoa runaway state	This problem has not been reproduced in the lab. CC MIS Release 3.1 includes code to kill winserver should it enter a runaway state
NR51499	Report with pre–3.0 data is ok. Same report with post–3.0 data is not ok	The difference between pre 3.0 and post 3.0 data is due to the way the ACD–DN statistics are pegged. There is a list capability for running reports in Rel 3.1 for specifying DNs for which you want data.
NV50394	CCMIS:Supervisor scope ID'0' invalid	Change code to prevent this problem. Now, a dialog is displayed requesting a valid entry.
NV50404	Config update does not show up when more	Unable to reproduce problem in the lab for rel 2.0.3 and 3.0. Maybe a switch datafill problem.
UT51778 Duplicate PRS to PRS UT51774–Software Fixes	GPF when Agent Status is opened in Subgroup view	Problem resolved in PRS UT51774.

-continued-

Table 2-5
List of Replies for 3.1

CSR #	Title	Explanation
UT53058	CCMIS upgraded to rel 2.1 is missing file 1	Unable to reproduce in rel 3, and so problem can not be tested. As a preventive measure for rel 2 systems, when upgrading to rel 2, issue a ”lpshut” command at the UNIX prompt before the actual upgrade. lpshut will cancel all print jobs in the printer scheduler.
UT54355	Group and subgroup inconsistencies	Could not be reproduced in the lab for rel 3.0 and 3.1.
UT54796	CCMIS:Design deficiency–overflow stats	Design deficiency in the protocol. Since there are no call tags or ids, there is no way to associate any group of messages with a single call.
UV50044 Duplicate PRS to PRS UV50046–Rel 3.0 Software Fixes	Supervisors logged out attempting to process reports	Problem resolved in PRS UV50046.
-end-		

Documentation Fixes in 3.1

The following table contains a list of fixes and replies to CSRs opened against the CC MIS documentation and fixed in 3.1.

Table 2-6
Documentation fixes in 3.1

CSR #	**Title and Reply**
NR51374	*Title:* Explanation of Calls Offered. *Reply:* Added the following statement to the Supervisor’s guide (340) for Rel 3.1: Note: For additional explanation of the Call Offered statistic, refer to 10–2 and 10–3.
-end-	

Chapter 3: Reported problems

Reported CC MIS problems

The following table contains a list of reported problems with CC MIS as of Feb 07, 1996.

Table 3-1
Reported problems 3.1

CSR #	Description
NL60194	Agent status login times
TBD	Default Legend Text Incorrect in Graphic Quadrants ***Note:*** Currently, when multiple graphic display quadrants are displayed in one Queue Statistics screen and legend text has not been specified within the quadrant definitions, the resulting legend text will not be displayed correctly. The workaround is to specify legend text for all graphic bar segments within the graphic quadrant definitions.
-end-	

Reported ACD MIS Datastream problems

The following table contains a list of reported CSRs and PRS' with ACD MIS datastream.

Table 3-2
ACDMIS datastream

CSR #	Description
BI22175	Ans & Transferred statistic
-end-	

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 3.1
Document release Standard 03.04
Date March 1996

Printed in the United States of America.

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