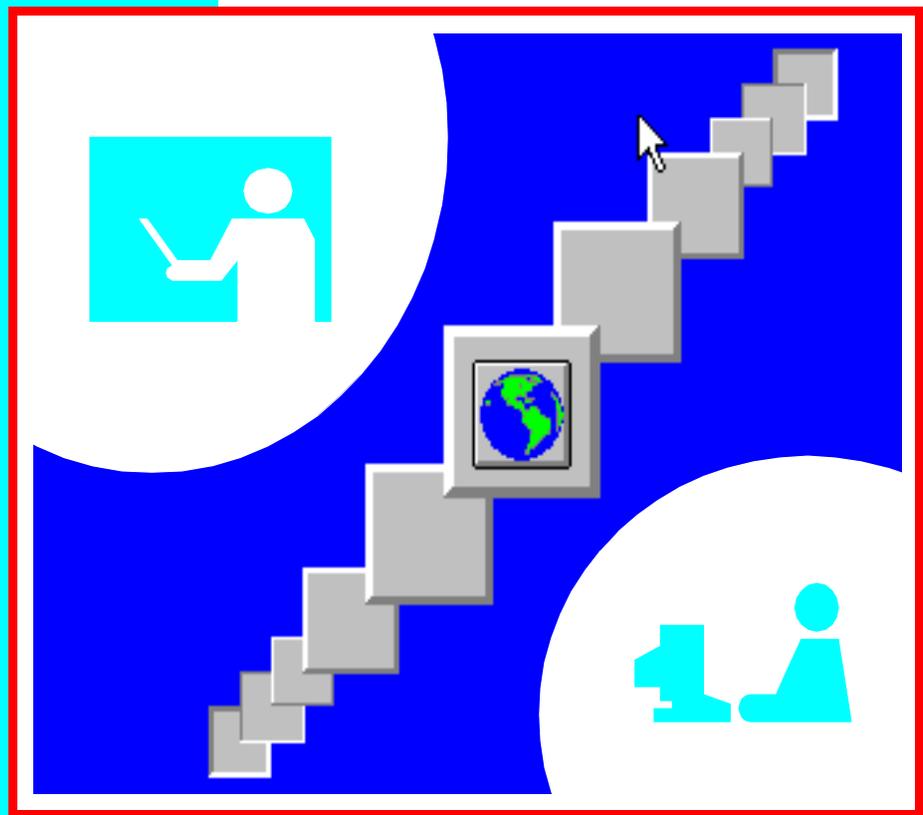


# Introducing CC MIS Software Release 5.0

## New Features

Provides an Overview of the New Features  
Included in CC MIS Software Release 5.0  
Supervisor's and Maintenance Interfaces



CC MIS Release Description Guide  
Standard 297-2671-215.05.02

## CC MIS Release 5.0

### New Features

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CC MIS Software Release 5.0  
Status: Standard  
Date: Nov 2000

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# New Features in Release 5.0

This section contains a listing of the new features that were added in Release 5.0. Most of the features listed are described within this guide. (Refer to the Contents page for the presentation order and content of each section.)

The new features available in Release 5.0 are listed below.

- Addition of the DHCP function which allows a Supervisor to connect to a CC MIS partition via a LAN without the requirement of entering an IP Address. This feature is enabled on the Partition Options screen.
- The Key Code feature was added to allow customer software to be upgraded remotely using a key code.
- Enhanced handling of ACD Re-Enqueued Calls adding the following new statistics
  - Abd After RENQ
  - Num RENQ Routed
  - RENQ Via Force Out
  - RENQ Via Not Ready
- RENQ related fields were added to the Configuration Control - Special Routing window and to the Configuration Control - Change Orders / Special Routing window.
- Num ACD Hold Acts statistic was added to the Report Formula definition.

- Access to additional OFRT tables (OFR2, OFR3, and OFR4) using the Config/View/OFRT Tables sub-menu.
- Access to additional IBNRTE tables (IBNRT2, IBNRT3, and IBNRT4) using the Config/View/IBNRTE Tables sub-menu.
- The capability of changing route entries to the new tables was added to the Groups/Time Overflow, Groups/Overflow Targets, and Groups/Special Routing windows in Configuration Control.
- The System Report/Configuration Report can include entries from the new IBNRTE and OFRT tables.
- Enhancements to the Session / Setup / Communication screen.
- CC MIS Main window was enhanced to display defined clients.
- Agent Trace option was added to the Admin / Agent Definition screen.
- Two additional fields were added to the Storage Calculator (Agent Trace Data and Disk Space for Agent Trace).
- Client Management was added to the Admin menu.
- Terminology change on the Partition Configuration screen in the Maintenance Interface (LAN Terminals changed to Static LAN Terminals).
- Enhancements made to the CC MIS Client Services tab window (Session / Setup / Client Services).
- Language Support - CC MIS 5.0 is now offered in French and Spanish.



# Re-Enqueued Enhancements

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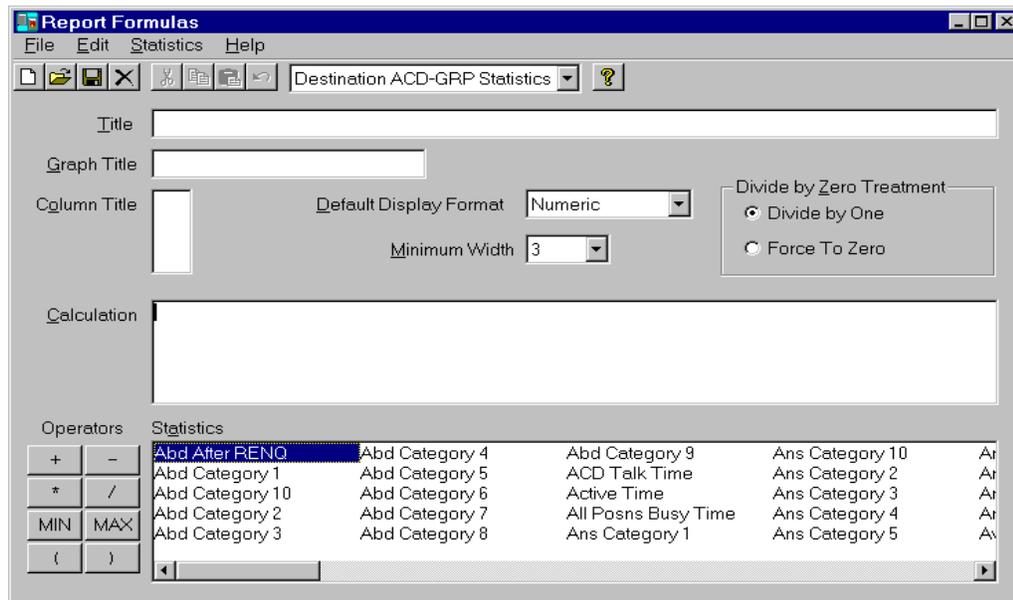
**Note:** Re-enqueue features require BCS43

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Enhanced handling of ACD Re-Enqueued Calls adding the following new statistics to the formulas list in the Report Formula Definition window. These will appear in the appropriate statistics group formulas list:

- Abd After RENQ
- Num RENQ Routed
- RENQ Via Force Out
- RENQ Via Not Ready

These formulas are available under the appropriate statistics groups in the Report Formula Definition window (as shown in the example below).



RENG fields were added to the Configuration Control - Special Routing window and to the Configuration Control - Change Orders / Special Routing window. These fields are described below:

*Re-Enqueue Time* - The maximum amount of time in seconds a re-enqueued call remains queued before being re-routed to the re-enqueue route (Range: 0 -1800).

*Re-Enqueue Route* - This is the re-enqueue route that consists of table (Values: "OFRT", "IBNRTE") and index (Range: 0 - 1023).

*Re-Enqueue Audio Table* - Audio group used to provide re-enqueue announcement to callers prior to re-routing the call to the re-enqueue route (Range: 1 - 512).

### ACD Hold Activations Statistic

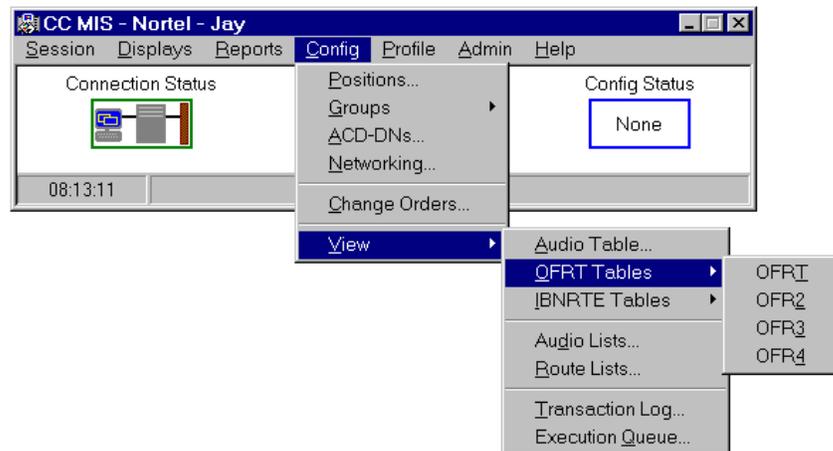
The Num ACD Hold Acts statistic was added to the Report Formula Definition window and is displayed in the formulas list under the appropriate statistics group.



# Access to OFRT and IBNRTE Tables

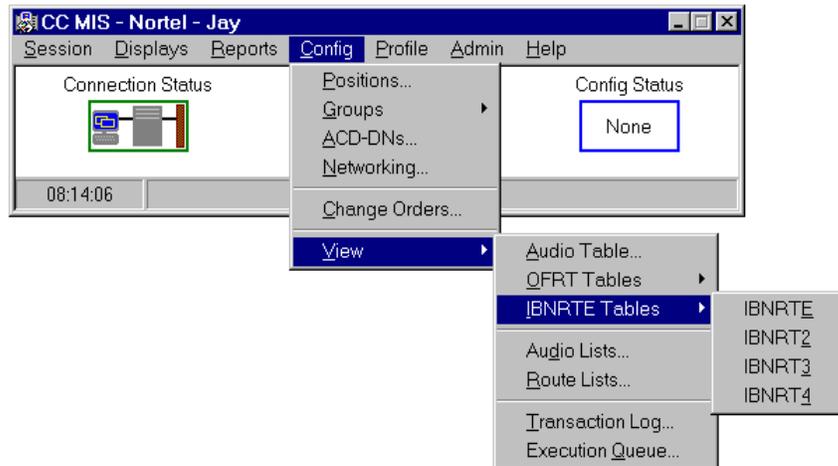
## OFRT Tables

Access to additional OFRT tables (OFR2, OFR3, and OFR4) using the Config/View/OFRT Tables sub-menu.



## IBNRTE Tables

Access to additional IBNRTE tables (IBNRT2, IBNRT3, and IBNRT4) using the Config/View/IBNRTE Tables sub-menu.



## New Tables are Available in Configuration Report

Entries for the new IBNRTE and OFRT tables can be included in the System Report/Configuration Report .



# DHCP Feature

Addition of the DHCP function which allows CC MIS to be connected to a LAN without the requirement of entering an IP Address.

This feature is enabled in the Maintenance Interface on the partition Options screen.

```
Partition Options - Simulator Link

Data Export : Enabled
Language Support : Disabled
Use of Maintenance Printer : Enabled
Nightly Backups : Enabled
Automatic Position Reassignment : Enabled
SNMP Support : Disabled
Flexible Intervals : Enabled
Maximum ACD Groups [1-442] : 20
Maximum Positions [1-4500] : 100
Maximum Wallboard Ports [0-47] : 0
Maximum Supervisor Connections [0-29] : 5
Maximum Logins [0-29] : 5

Dynamic LAN Terminal Access : Enabled
Access Password : *****
Confirm Password : *****

F12=Help F1=Commands F2=Options
```

In the Windows Supervisor Interface, this feature makes use of the Session / Setup / Communications command.

This screen allows you to define several connection profiles and allows you to start a new session of CC MIS with the profile of your choice. (Multiple sessions connected to different partitions are permitted).

When defining a profile, the connection type is selected, the Host IP address is specified, and the partition name and password are entered.

CC MIS allows LAN connections to the specified host and partition without the IP address of the Supervisor's machine being defined.

Specify the type of connection, then the associated fields displayed for the connection selected.

CC MIS Communications Setup

Profile Name: Jays [New] [Delete]

Connection Type: LAN to Partition

Hostname/Address: 47.0.16.161

Partition: Steve

Password: xxxxxx  Save Password

[OK] [Cancel] [Apply] [Help]

CC MIS Communications Setup

Profile Name: Jays [New] [Delete]

Connection Type: LAN to Partition

Hostname/Address: LAN to Host

Partition: Serial

Password: Serial - Post Dial Window

Serial - Unix Login

[OK] [Cancel] [Apply] [Help]

Available connections can be selected from the drop-down menu



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# Client Management

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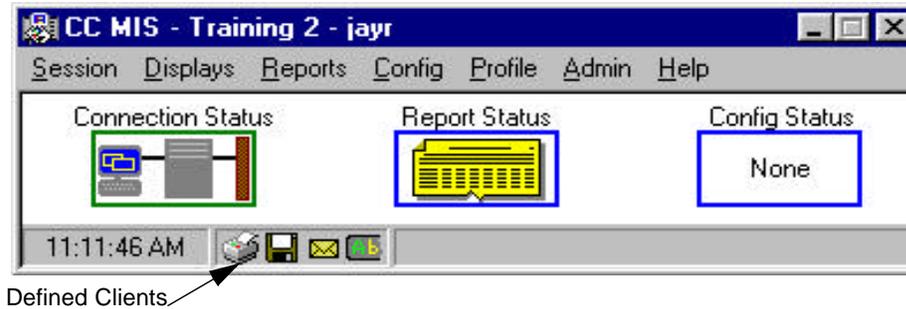
Clients are added using the CC MIS Client Services tab window (Session / Setup / Client Services).

Selecting the clients under the Services tab causes the clients to be displayed on the CC MIS Main window.

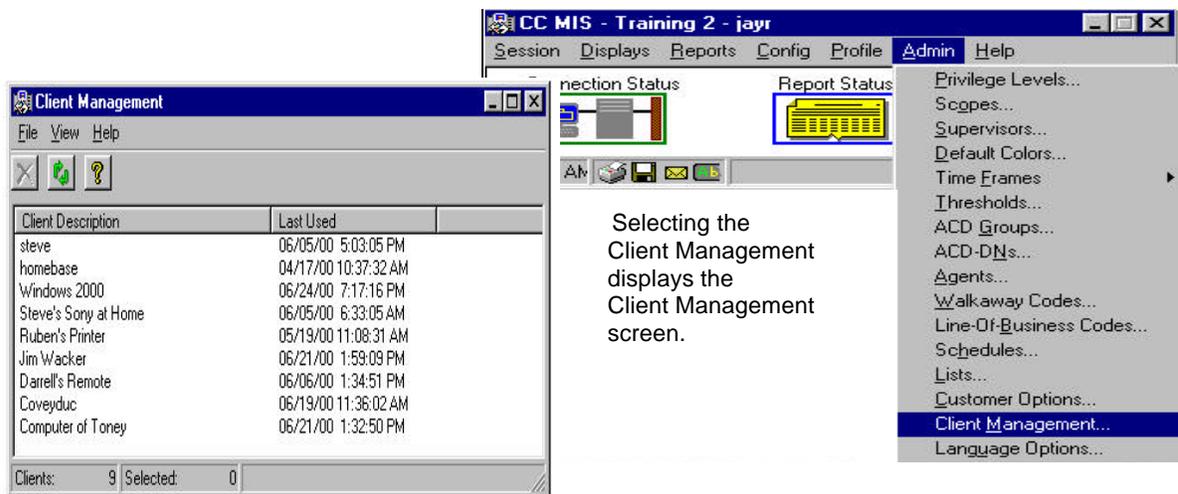
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The CC MIS Main window was enhanced to display defined clients.



The Client Management was added to the Admin menu. From this window, a supervisor can delete unwanted clients.



The Client Management option is enabled in the Master Privileged Definition screen / Administration Privileges in the Maintenance Interface



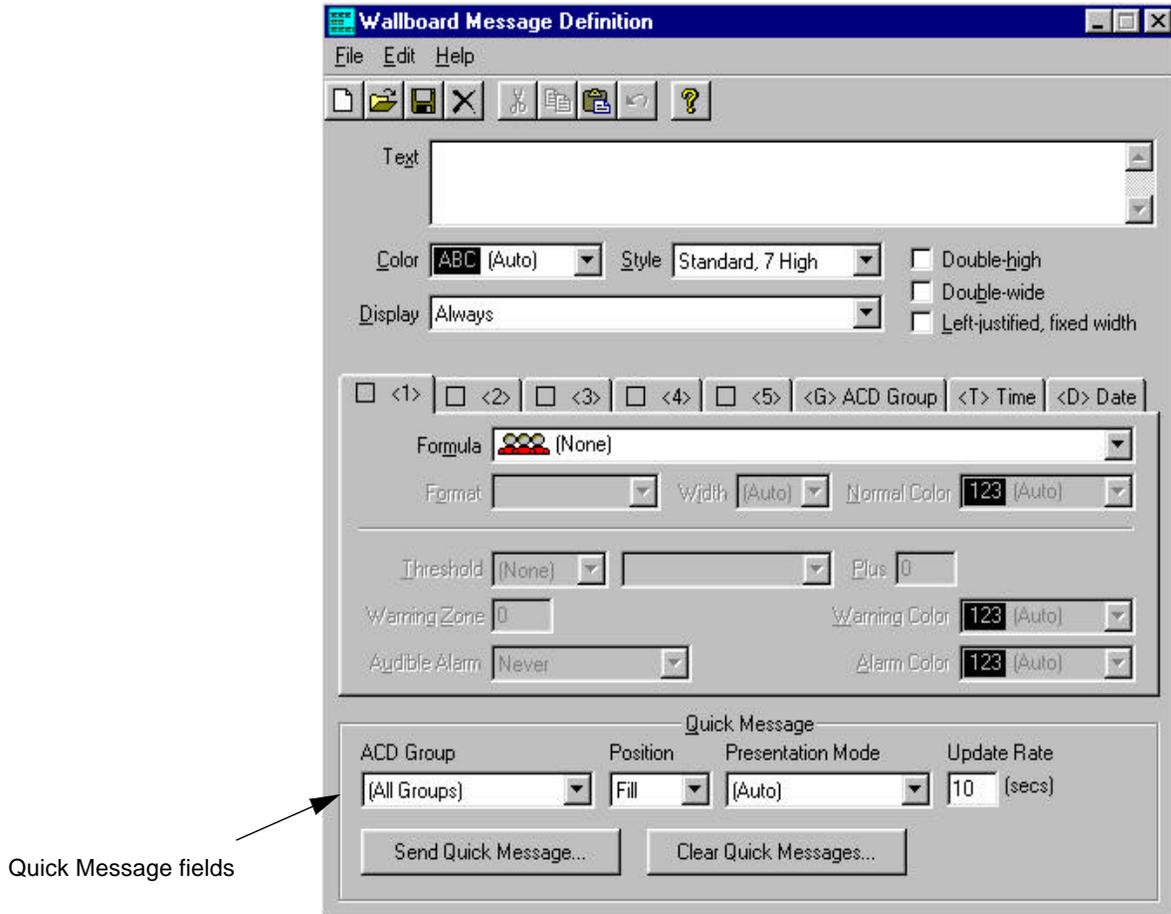
# Quick Messages Wallboards

Wallboard "Quick Messages" can now be sent from the Wallboard Message Definition and Wallboard Run Table windows.

The Run Table window is shown below:



The Quick Message fields were added to the Wallboard Message Definition screen shown below.





# Misc Maintenance Enhancements

## Storage Calculator

Agent Trace fields were added to the Storage Calculator.

Storage Calculator - Live Partition 1	
<b>SIZING PARAMETERS</b>	
Number of ACD groups.....	5
Avg source ACD-DNs/group.....	51
Avg active positions.....	50
Avg agents per day.....	50
Avg agent events/agent/day....	32
Avg LOB codes/group.....	10
Avg walk codes/group.....	10
Avg source groups/dest group..	1
Position moves per day.....	2%
ACD-DN reassigns per day.....	2%
Disk space for Agent Trace....	10 MB
<b>OPTIONAL STATISTICS GROUPS</b>	
Walkaway Statistics.....	By Group
ACD-DN Statistics.....	By Group
LOB Statistics.....	By Group
<b>STORAGE DURATION</b>	
Interval data.....	30 DAYS
Daily data.....	180 DAYS
Weekly data.....	52 WEEKS
Monthly data.....	12 MONTHS
Agent event data...	30 DAYS
Agent Trace data...	30 DAYS
<b>HOURS OF OPERATION</b>	
Number of shifts...	3
Days per week.....	7
<b>DISK SPACE</b>	
Disk Available...	353 MB
Size Limit.....	98 MB
Disk Required....	98 MB
F12=Help F1=Commands F4=Interval Configuration F5=Analyze Configuration	

## Partition Configuration

LAN Terminals has been changed to Static LAN Terminals to accommodate the new DHCP feature.

The screenshot shows the 'Partition Configuration' screen. It features a table with columns for PARTITION NAME, MODE, STATE, PTN ID, and SWITCH LINK. A menu is overlaid on the right side of the table, listing nine options: 1. Connection Parameters, 2. Partition Options, 3. Disk Allocation, 4. Storage Calculator, 5. Serial Terminals, 6. Static LAN Terminals, 7. Printers, 8. Wallboards, and 9. Master Privilege Definition. At the bottom of the screen, there are function key prompts: F12=Help and F4=Select no command.

PARTITION NAME	MODE	STATE	PTN ID	SWITCH LINK
Simulator Link	Training	Running	1	
Steve	Training	Running	2	
Live Partition 1	Product	Running	3	
Live Training	Product	Running	4	
Steve's Nap	Product	Running	5	

## Partition Options

As mentioned earlier in this document, the Partition Options screen was modified to accommodate the new DHCP feature. The Dynamic LAN Terminal Access filed is used to enable DHCP.

The screenshot shows the 'Partition Options - Simulator Link' screen. It displays a list of configuration options with their current status. At the bottom, there are function key prompts: F12=Help, F1=Commands, and F2=Options.

Data Export	: Enabled
Language Support	: Disabled
Use of Maintenance Printer	: Enabled
Nightly Backups	: Enabled
Automatic Position Reassignment	: Enabled
SNMP Support	: Disabled
Flexible Intervals	: Enabled
Maximum ACD Groups [1-442]	: 20
Maximum Positions [1-4500]	: 100
Maximum Wallboard Ports [0-47]	: 0
Maximum Supervisor Connections [0-29]	: 5
Maximum Logins [0-29]	: 5
Dynamic LAN Terminal Access	: Enabled
Access Password	: *****
Confirm Password	: *****

## **Partition Options Report**

The Partition Options Report was enhanced to include the Dynamic LAN Terminal Access field.

## **Storage Calculator Report**

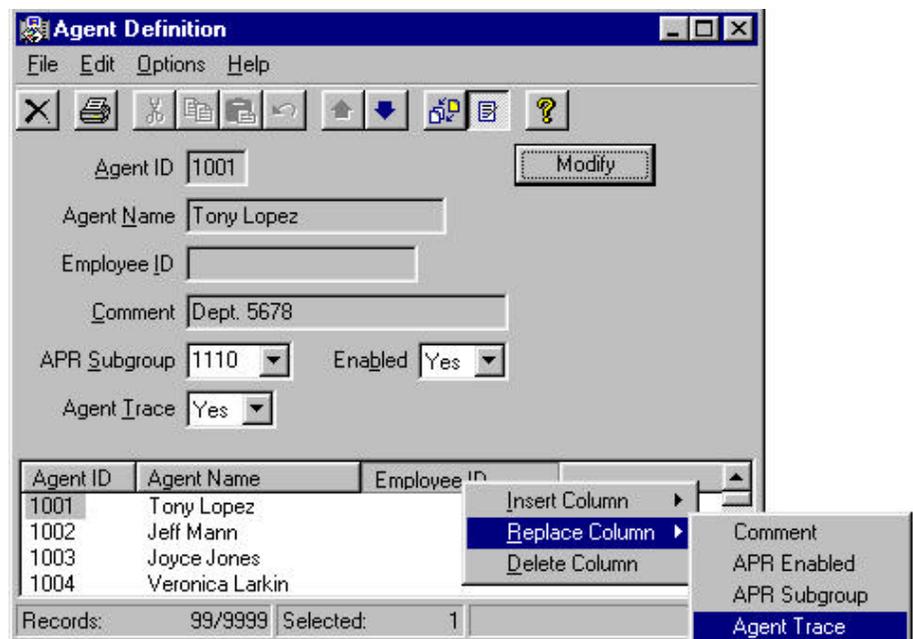
The Storage Calculator Report was enhanced to include the Agent Trace fields.



# Agent Trace

## Agent Definition

The Agent Definition window (under the Admin menu) was enhanced to include the Agent Trace field. When set to Yes, the Agent Trace feature is activated for that agent.



## Report Parameter Definition

The Agent Trace Report was added to the Report Parameter Definition window - Event Log.



## Agent Trace Report

A sample of the Agent Trace Report is shown below:

Agent Trace Report			
Daily Report			
Training 2		Date: 07/12/00	Time: 10:09:49 AM
Days: All			
AGENT	TIME	ACTIVITY	
Day: 07/10/00			
1001	Group 555-011-0000	Subgroup 1100	Position 1101
	14:58:04	ACD Call	Hold
	14:58:05	ACD Call	Resume
	14:58:05	ACD Call	Release
		LOB = 001 - Not Defined	Duration 0:01:16
	14:58:14	ACD Call	Answer
	14:58:41	ACD Call	Hold
	14:59:01	Transfer	In SDN to Agent
		From Group 555-001-0000	Position 1009
	14:59:01	DN1 In	Answer
	14:59:01	DN1 In	Release
	14:59:01	ACD Call	Resume
	14:59:01	ACD Call	Release

## **Agent Trace in the Storage Calculator**

Agent Trace fields were added to the Storage Calculator. These fields must be set in the Maintenance Interface in order to collect Agent Trace data.



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