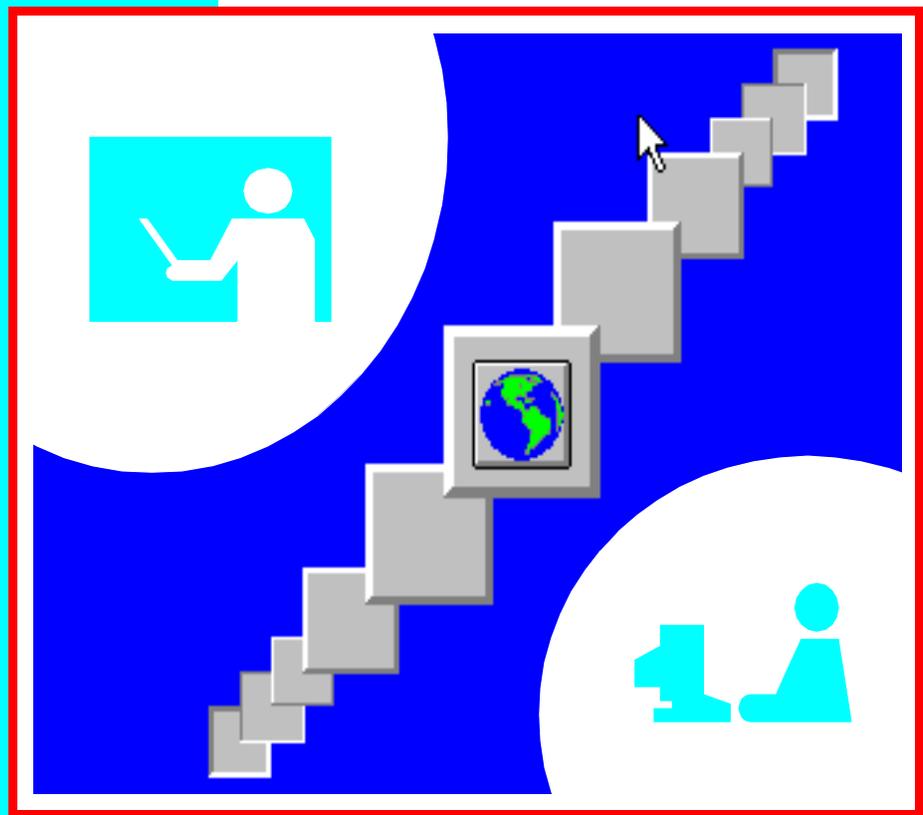# Introducing

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

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CC MIS Release 5.0

New Features

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CC MIS Release Description Guide
297-2671-215.05.02
Issue: 01

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

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Contents: **Page**

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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 DHPC 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.

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Re-Enqueued Enhancements

Note: Re-enqueue features require BCS43

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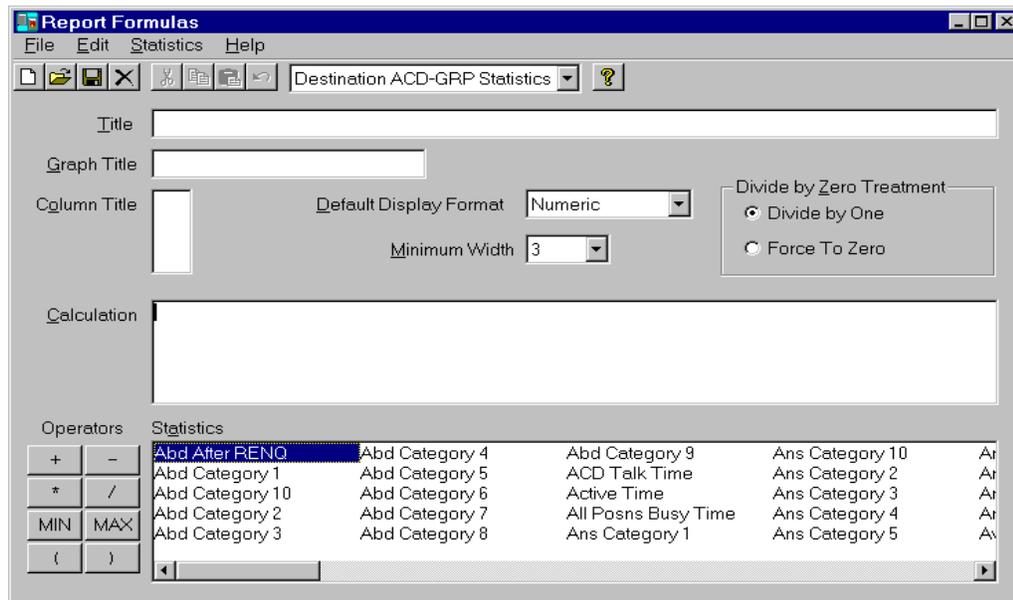
RENQ fields were added to the Configuration Control - Special Routing window and to the Configuration Control - Change Orders / Special Routing window. These fields are described below:

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.

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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.
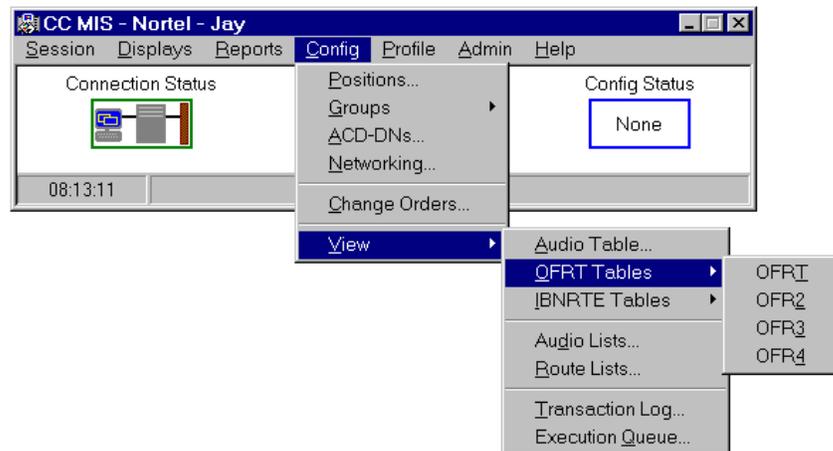
IBNRTE Tables

Access to additional IBNRTE tables (IBNRT2, IBNRT3, and IBNRT4) using the Config/View/IBNRTE Tables sub-menu.
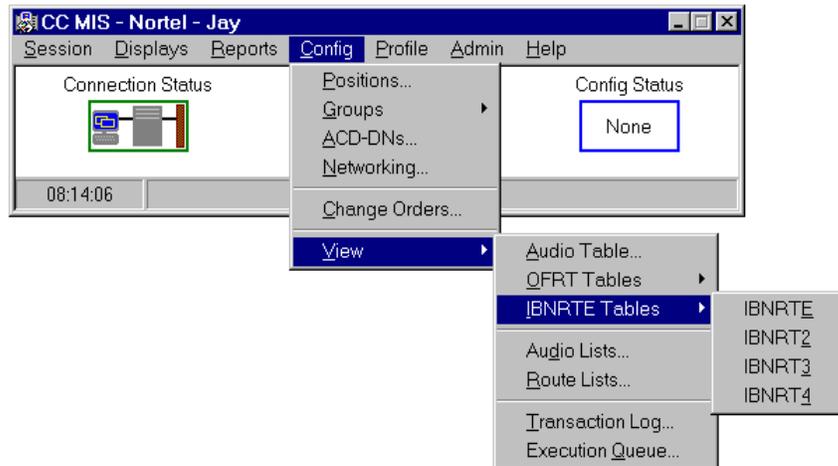
New Tables are Available in Configuration Report

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

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DHCP Feature

Addition of the DHPC 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: ×××××   ☑ Save Password

OK   Cancel   Apply   Help

CC MIS Communications Setup

Profile Name: Jays   New   Delete

Connection Type: LAN to Partition
Hostname/Address
Partition
Password

LAN to Host
LAN to Partition
Serial
Serial - Post Dial Window
Serial - Unix Login

OK   Cancel   Apply   Help

Available connections can be selected from the drop-down menu
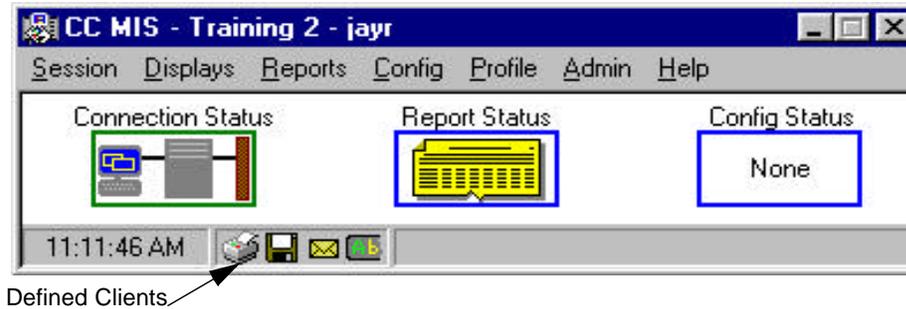
5

Client Management

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.

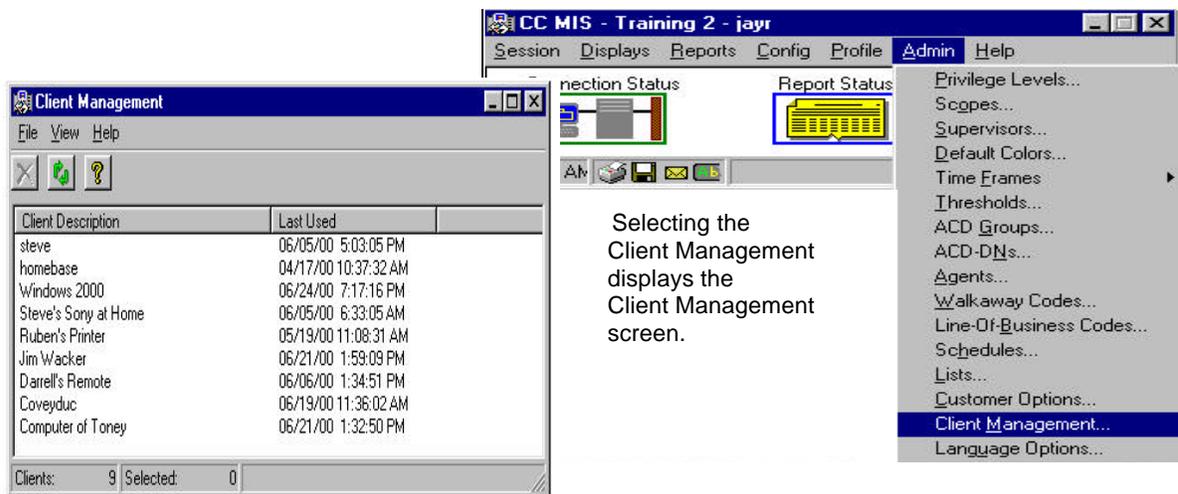The CC MIS Main window was enhanced to display defined clients.

Defined Clients

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

Selecting the Client Management displays the Client Management screen.

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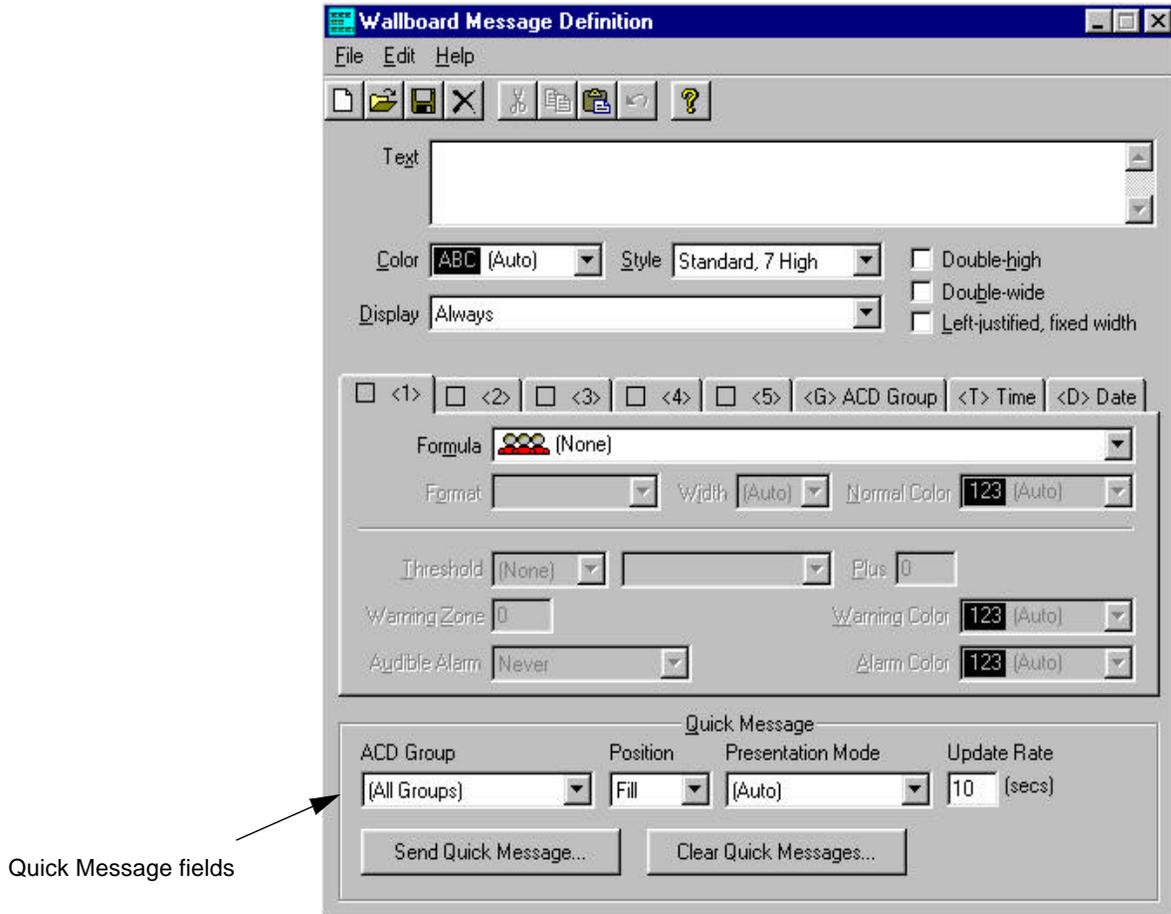
CC MIS

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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:

Quick Message field

Release 5

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

Quick Message fields

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Misc Maintenance Enhancements

Storage Calculator

Agent Trace fields were added to the Storage Calculator.

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

```
┌─ Partition Configuration ──────────────────────────────────────────┐
│                              PTN         SWITCH LINK                │
│ PARTITION NAME    MODE      STATE    ID  D┌──────────────────────────┐
│                                          │1. Connection Parameters  │
│ Simulator Link    Training  Running   1  │2. Partition Options      │
│ Steve             Training  Running   2  │3. Disk Allocation        │
│ Live Partition 1  Product   Running   3  │4. Storage Calculator     │
│ Live Training     Product   Running   4  │5. Serial Terminals       │
│ Steve's Nap       Product   Running   5  │6. Static LAN Terminals   │
│                                          │7. Printers               │
│                                          │8. Wallboards             │
│                                          │9. Master Privilege Definition│
│                                          └──────────────────────────┘
│                                                                    │
│                                                                    │
│                                                                    │
│                                                                    │
│ F12=Help   F4=Select no command                                    │
└────────────────────────────────────────────────────────────────────┘
```

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.

```
┌─ 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                            │
└────────────────────────────────────────────────────────────────┘
```

Partition Options Report

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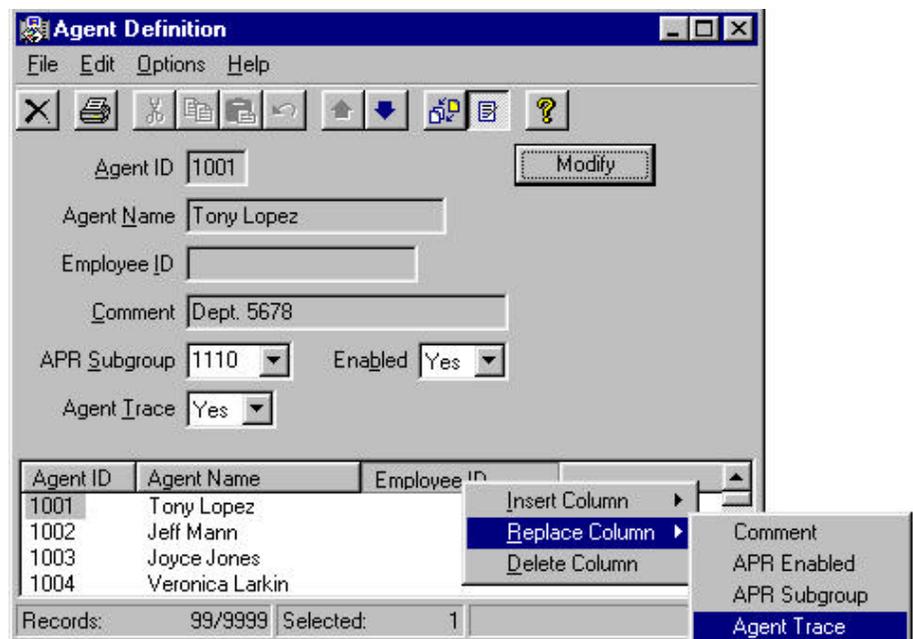
Storage Calculator Report

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

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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 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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