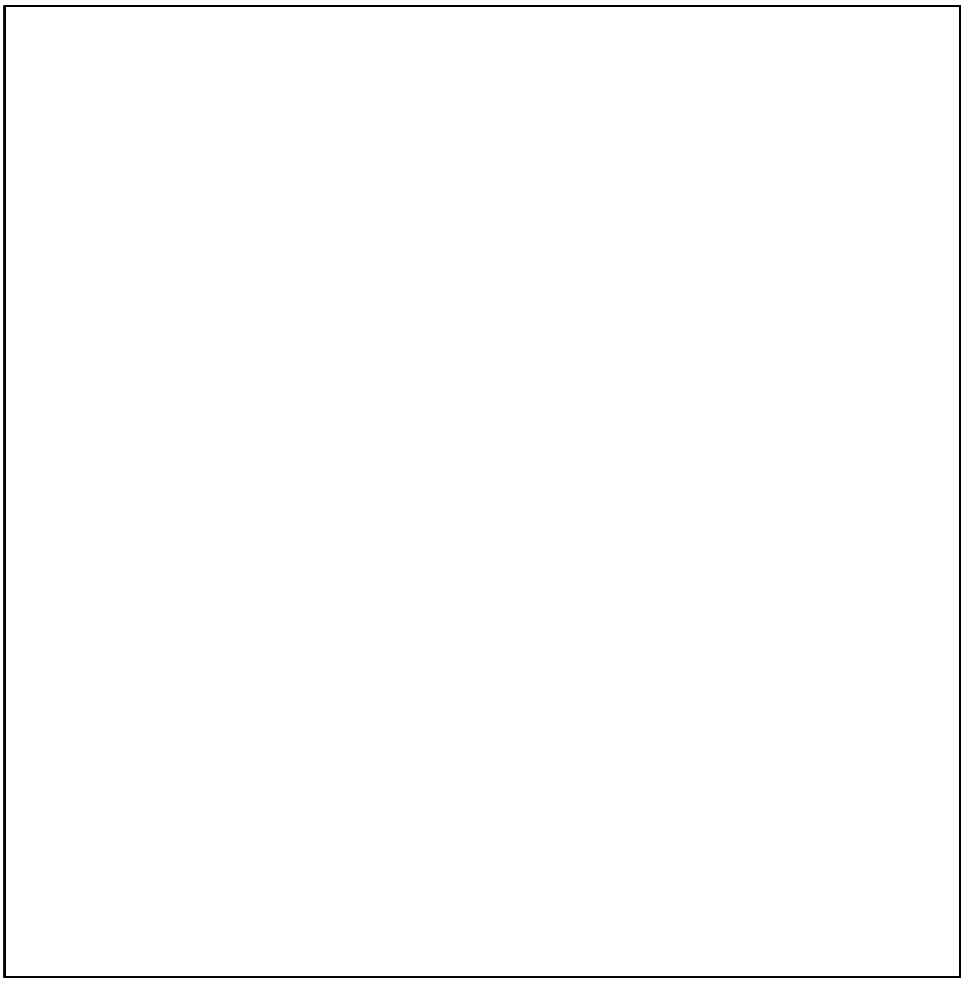
297-2671-220

Digital Switching Systems

DMS-ACD Call Center Management Information Center (CC MIS)

MAX 3.5 to CC MIS Conversion Guide

Software Release 1.1 Standard 01.02 October 1993



northern telecom

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MAX 3.5 to CC MIS Conversion Guide

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Initial Standard release 01.01

Contents

List of tables

About this publication

This guide is intended for system administrators and anyone interested in the conversion of ACD MAX 3.5 information to Call Center MIS format.

Related publication

The following Northern Telecom publication contains additional information about Call Center MIS as it relates to MAX 3.5.

297-2671-545 *DMS-ACD Call Center MIS, Maintenance and Administration Guide*

Chapter 1: Conversion Process

This chapter provides an overview of the process for converting MAX 3.5 data to CC MIS data, and then off-loading the data to another site. In this section, the different sites are referred to as the:

- Lab site - where the MAX 3.5 data is converted to CC MIS
- Customer site - where the resulting CC MIS data is loaded

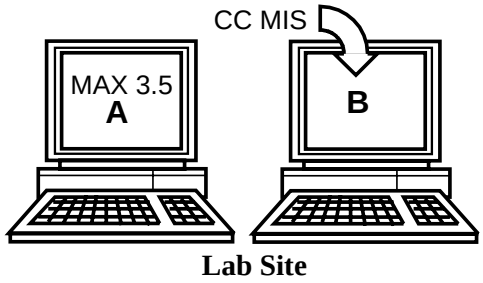
Each site includes two different platforms; one with MAX 3.5 software and the other with CC MIS software. Procedure 1-1 illustrates the process for converting MAX 3.5 system and historical data to CC MIS at the Lab site.

When loading the converted CC MIS database to the Customer site, complete the steps identified in Procedure 1-2. Prior to off-loading the CC MIS system data, the system data, which has been manually converted, and the system configuration file must be backed up to tape.

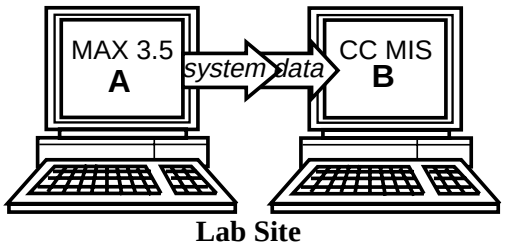
> ***Note:*** If you are using a DAT drive, call for NT Support before off-loading the converted CC MIS data.

Procedure 1-1xxx
Steps to convert MAX 3.5 data

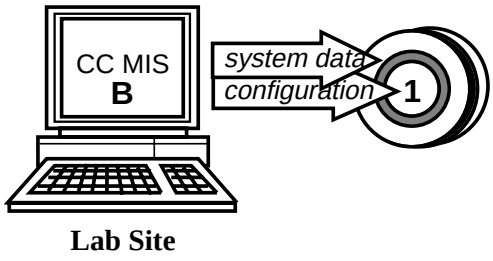
1. Using the *CC MIS Maintenance and Administration Guide*, NTP 297-2671-545, install CC MIS software. Ensure that the CC MIS data storage parameters are high enough to support the MAX 3.5 data.



2. In Precut mode, compare the MAX 3.5 system data to the existing CC MIS system data. Enter the MAX 3.5 system data into the CC MIS software. Refer to Chapter 2, "Manual conversion of system data."

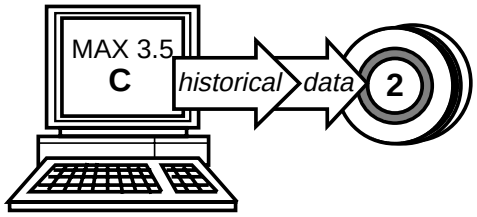


3. Backup the converted CC MIS system. (This creates the **/backup** directory.) Refer to the *CC MIS Maintenance and Administration Guide*, NTP 297-2671-545. Send the tape to the customer site.



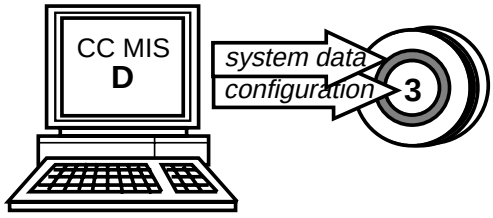
Procedure 1-2xxx
Steps to off-load converted CC MIS data

1. At the customer site, extract the MAX 3.5 historical data, which is written to tape. Refer to Chapter 3, "Automatic conversion of historical data."



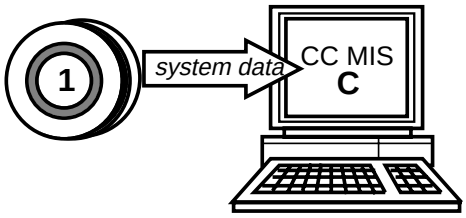
Customer Site

2. Switch CC MIS to Product mode. Backup the original CC MIS system data. (This creates the **/backup** directory.) Refer to *CC MIS Maintenance and Administration Guide*, NTP 297-2671-545.



Customer Site

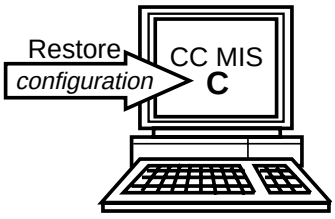
3. Restore the converted system data from tape. Refer to *CC MIS Maintenance and Administration Guide*, NTP 297-2671-545.



Customer Site

4. Exit to root.
Restore the system configuration file from the **/backup** directory.

Enter the following command:



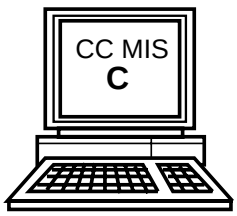
Customer Site

```
cd /ccmis/backup/db/config/bin/file.db
cp file.db /ccmis/db/config/bin/file.db
```

-continued-

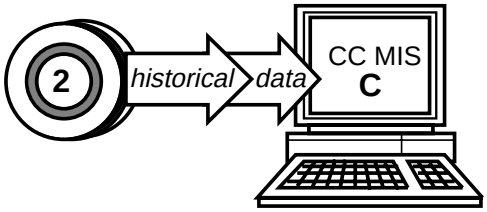
Procedure 1-2xxx
Steps to off-load converted CC MIS data (continued)

5. Login as maint and verify that all system data (i.e., supervisor IDs, profiles) is correct.



- [x] **supervisor IDs**
- [x] **profiles**
- [x] **reports**
- [x] **formulas**
- [x] **schedules**
- [x] **parameters**

6. Perform the automatic conversion process by converting MAX 3.5 historical data to CC MIS. Refer to Chapter 3, "Automatic conversion of historical data."



Customer Site

Installation process

Using the *CC MIS Maintenance and Administration Guide*, NTP 297-2671-545, install the CC MIS software. During installation, ensure that the following procedures have been completed:

- When prompted for a data conversion utility, specify "Setup to Convert DMS-MAX Data."
- Obtain the datastore profile from the MAX 3.5 system administrator.

Based on the datastore profile for your site, enter the selected profile settings into the CC MIS storage calculator. The data parameters should be set to those identified in Table 1-1 and entered in the Storage Duration section of the Storage Calculator screen (see Figure 1-1).

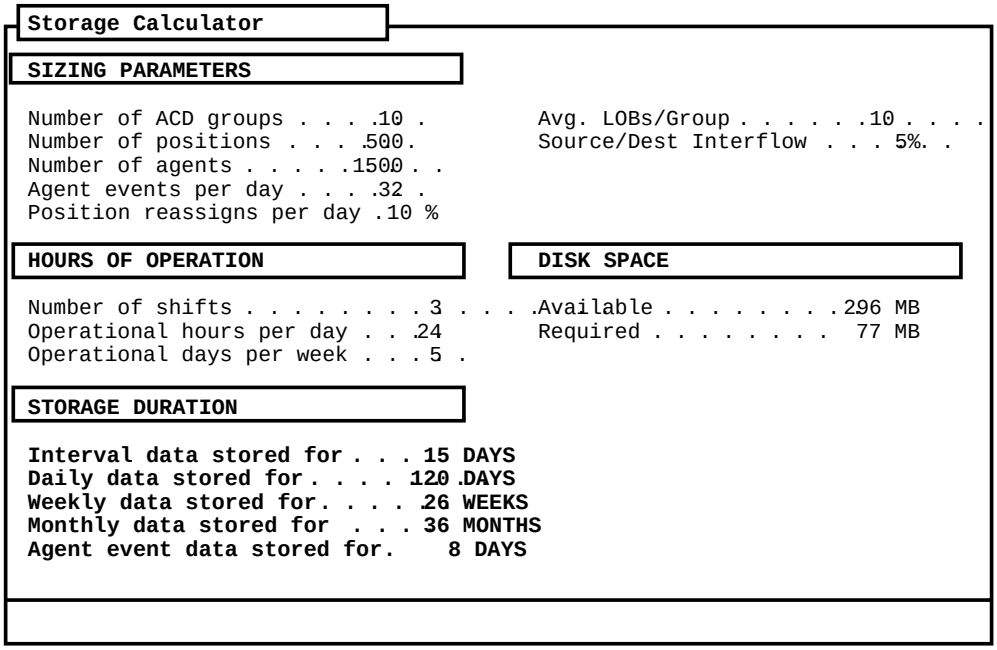
> ***Note:*** The CC MIS data parameters must be large enough to support the MAX 3.5 data that is being converted. If the data parameters are too small, errors will occur during the conversion process.

Table 1-1xxx
MAX 3.5 data storage parameters

Combination types	Database storage profiles 1	2	3	4	5	6	7	8	9
Interval (days)	8	15	15	8	15	8	15	8	5
Daily (days)	66	120	180	120	120	60	90	30	20
Weekly (weeks)	5	26	26	26	26	26	26	26	20
Monthly (months)	6	36	36	36	24	36	36	24	13
Event log (days)	2	8	8	8	8	8	8	8	2

After the data storage parameters have been set, print out a MAX 3.5 ACD-GRP Statistics report. This report will be referenced when converting the historical call data.

Figure 1-1xxx
Storage Calculator



Chapter 2:
Manual conversion of system data

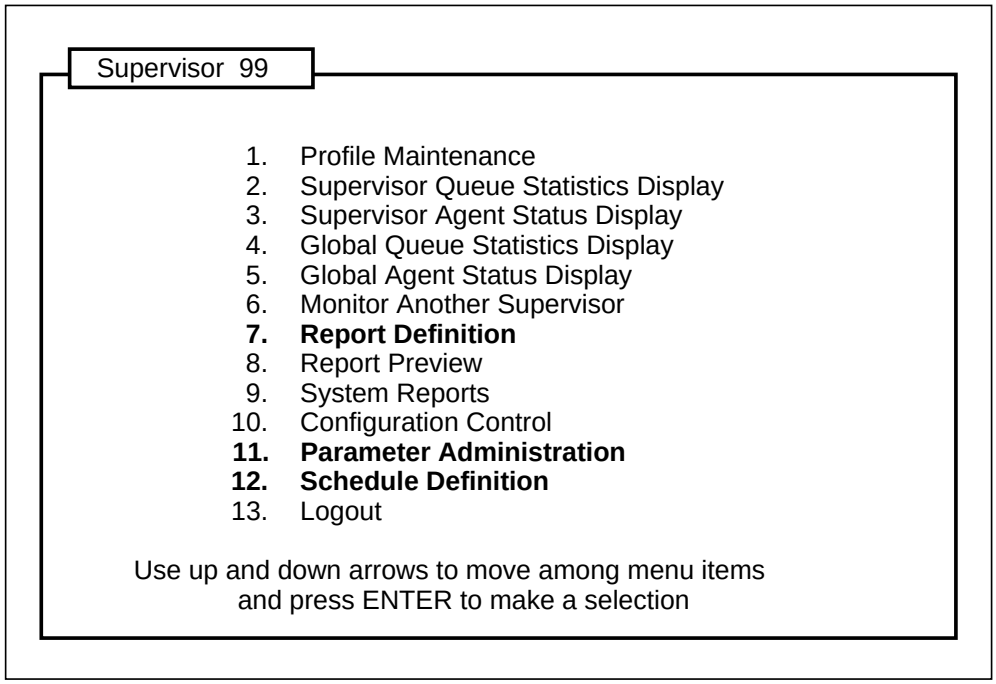
To manually convert MAX 3.5 system data to CC MIS system data, you must have two side-by-side terminals: one configured for MAX 3.5 and the other with CC MIS. These terminals are used to compare the MAX 3.5 system data fields with the CC MIS system data fields.

Most data fields on the MAX 3.5 have a direct correlation to the CC MIS data fields. In this section, the MAX 3.5 fields that do not convert to CC MIS are noted or the alternative CC MIS field is identified. For additional information on the procedures for entering data in CC MIS, refer to the *Call Center Management Information System (CC MIS) Supervisor's Guide*, NTP 297-2671-340.

Figure 2-1 identifies the MAX 3.5 Main Menu and the options that must be manually converted by comparing the MAX 3.5 data displays with the CC MIS data displays. The MAX 3.5 system data that must be manually converted includes:

- Report Definition data
  - Report Parameters
  - Tabular Format Definitions
  - Graphic Format Definitions
  - Formula Definitions
  - Spectrum Definitions
- Parameter Administration data
  - Personnel File Definition
  - Supervisor Definition
  - Time Frames Definition
  - Threshold Definition
  - Line of Business Definition
  - Miscellaneous Options
- Schedule Definition data

Figure 2-1xxx
Max 3.5 Main Menu



Logging in to MAX 3.5 and CC MIS

Use Procedure 2-1 to login to MAX 3.5 and CC MIS.

Procedure 2-1xxx
Logging in to MAX 3.5 and CC MIS

Step	MAX 3.5 action	CC MIS action
1	Login to the MAX 3.5 system. Enter the supervisor ID and password. ***Note:*** The supervisor ID entered must be set up to have System Administrator status.	Login to the CC MIS system. Enter the supervisor ID and password.
2	Enter the system administrator password. The MAX 3.5 Main Menu is displayed.	The CC MIS Main Menu is displayed.

Converting report definitions

Before creating any report definitions. you must first create all MAX 3.5 report formulas that are not available on CC MIS.

Formula definitions

Most of the MAX3.5 standard formulas are available on the CC MIS system. However, some MAX 3.5 standard formulas differ from the CC MIS formulas.

Tables 2-1 through 2-10 identify the Destination ACD-GRP, Overflow, and Agent statistic formulas that:

- **have conflicting calculations between MAX 3.5 and CC MIS**
  The MAX 3.5 calculations are entered in CC MIS as PUBLIC formulas and saved under different names.
- **are only on MAX 3.5 and not on CC MIS**
  These formulas cannot be recreated on CC MIS.
- **have the same calculations, but different names**
  The CC MIS formula name will have to be used.

After reviewing these tables, use Procedures 2-2 through 2-4 starting on page 2-7 to convert these MAX 3.5 formulas to CC MIS formulas:

Table 2-1xxx
Destination ACD-GRP Statistics-conflicting calculations

Formula	MAX 3.5 calculation	CC MIS calculation
Number of Calls Accepted	Num Calls Offered - Num Calls Deflected	Calls Answered + Calls Abandoned - Num TOF Calls
Average Answering Delay	Total Answer Delay + Total TOF Delay / Calls Answered	Total Answer Delay / Calls Answered
Percentage of manned time busy	Busy Time x 100 / Manned Time	(ACD Talk Time + Not Ready Time) x 100 / Manned Time
Percentage of calls that time overflowed in	Num TOF Calls x 100 / Calls Answered	Num TOF Calls x 100 / (Calls Answered + Calls Abandoned)

Table 2-2xxx
Overflow Statistics-conflicting calculations

Formula	MAX 3.5 calculation	CC MIS calculation
Number of Calls Accepted	Num Calls Offered - Num Calls Deflected	Calls Answered + Calls Abandoned

Table 2-3xxx
Agent Statistics-conflicting calculations

Formula	MAX 3.5 calculation	CC MIS calculation
Number of ACD calls transferred out	ACD Xfer Out	Trans Out Agt to Agt + Trans Out Agt to Grp + Trans SDN to NonACD
Number of DN calls transferred out	DN Xfer Out	Trans Out SDN to SDN + Trans Out SDN to Grp + Trans SDN to NonACD

Table 2-4xxx
Destination ACD-GRP Statistics-MAX 3.5 only

Formula	MAX 3.5 calculation
Number of ACD calls transferred in	ACD Xfer In
Number of DN calls transferred in	DN Xfer In
Number of agent-DN calls transferred in	Agt-DN Xfer In
Number of DN-ACD calls transferred in	DN-ACD Xfer In
Number of night forward calls	Num NCF Calls
Number of time thresholded calls	Num Calls Theshlded

Table 2-5xxx
Overflow Statistics-MAX 3.5 only

Formula	MAX 3.5 calculation
Number of agent-DN calls transferred	Agt-DN Xfer
Number of night call forward calls	Num NCF Calls
Number of ACD calls transferred	ACD Xfer
Number of DN calls transferred	DN Xfer
Number of time thresholded calls	Num calls threshlded

Table 2-6xxx
Agent Statistics-MAX 3.5 only

Formula	MAX 3.5 calculation
Average walkaway time	Walkaway Time / Num Walkaway Periods
Number of agent-DN calls transferred out	DN-ACD Xfer Out
Number of DN-ACD calls transferred out	DN-ACD Xfer Out

Table 2-7xxx
Destination ACD-GRP Statistics-different names

MAX 3.5 formula	CC MIS formula
Number of calls that received delayed ANN	Number of calls that received RAN
Average not ready time	Average post call processing time
Number of controlled interflow calls	Number of calls CIF routed

Table 2-8xxx
Overflow Statistics-different names

MAX 3.5 formula	CC MIS formula
Average overflow answer delay	Average delay from source
Telephone service level of destination ACD-GRP	Telephone service level of destination ACD-DN
Number of calls that time overflowed	Total number of calls that time overflowed
Number of controlled interflow calls	Number of calls CIF routed
Number of calls that received delayed ANN	Number of calls that received RAN

Table 2-9xxx
Agent Statistics-different names

MAX 3.5 formula	CC MIS formula
Total time manned by agents	Total manned time of agent

Table 2-10xx
LOB Statistics-different names

MAX 3.5 formula	CC MIS formula
Average duration LOB code charged to	Average duration activity code charged to
Number of times LOB call charged to	Number of times activity code charged to
Total time LOB code charged to	Total time charged to activity code

Converting formula definitions

Use Procedures 2-2 through 2-4 to convert MAX 3.5 statistic formulas to CC MIS statistic formulas. LOB statistics do not need to be converted and CC MIS does not support VFG statistics.

Procedure 2-2xxx
Converting Destination ACD-GRP formula definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 5, *Formula Definition*.	At the Which Mode? menu, select option 5, *Formula Definition*.
3	At the Formula Definition screen, highlight the Statistic Group field. Press *[Options]* key.	
4	At the Statistic Group screen, select option 1, *Destination ACD-GRP Statistics*.	
5	At the Formula Definition screen, select the *[Commands]* key.	
6	At the Commands menu, select option 3, *Read an existing formula*.	
7	At the Read Which? menu, select the STANDARD formula to view. Refer to Table 2-1 for the formulas to recreate.	Enter the information displayed on the MAX 3.5 Formula Definition screen in the CC MIS Formula Definition screen.
8		Press the *[Commands]* key. Select option 5, *Save as a new public formula.*
9	Repeat steps 5 through 7 for each Destination ACD-GRP Statistics formula.	Repeat steps 7 through 8 for each Destination ACD-GRP Statistics formula.

Note: The fields **Src_Ans_Delayed** and **Src_Abd _Delayed** in the overflow tables are available and datafilled in both the MAX 3.5 and CC MIS systems. However, they are not accessible to the user through the MAX 3.5 user interface.

Procedure 2-3xxx
Converting Overflow Statistic formula definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 5, *Formula Definition*.	At the Which Mode? menu, select option 5, *Formula Definition*.
3	At the Formula Definition screen, highlight the Statistic Group field. Press the *[Options]* key.	
4	At the Statistic Group screen, select option 2, *Overflow Statistics*.	
5	At the Formula Definition screen, select the *[Commands]* key.	
6	At the Commands menu, select option 3, *Read an existing formula*.	
7	At the Read Which? menu, select the STANDARD formula to view. Refer to Table 2-2 for the formulas to recreate.	Enter the information displayed on the MAX 3.5 Formula Definition screen in the CC MIS Formula Definition screen.
8		Press F1, *Commands.* Select option 5, *Save as a new public formula.*
9	Repeat steps 5 through 7 for each Overflow Statistics formula.	Repeat steps 7 through 8 for each Overflow Statistics formula.

Procedure 2-4xxx
Converting Agent Statistic formula definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 5, *Formula Definition*.	At the Which Mode? menu, select option 5, *Formula Definition*.
3	At the Formula Definition screen, highlight the Statistic Group field. Press the *[Options]* key.	
4	At the Statistic Group screen, select option 3, *Agent Statistics*.	
5	At the Formula Definition screen, select the *[Commands]* key.	
6	At the Commands menu, select option 3, *Read an existing formula*.	
7	At the Read Which? menu, select the STANDARD formula to view. Refer to Table 2-3 for the formulas to recreate.	Enter the information displayed on the MAX 3.5 Formula Definition screen in the CC MIS Formula Definition screen.
8		Press the *[Commands]* key. Select option 5, *Save as a new public formula.*
9	Repeat steps 5 through 7 for each Agent Statistics formula.	Repeat steps 7 through 8 for each Agent Statistics formula.

Report parameter definitions

To convert MAX 3.5 report parameter definitions to CC MIS, complete the steps in Procedure 2-5:

Note: When converting report parameter definitions, only convert PUBLIC report parameter definitions. Do not convert PERSONAL report parameter definitions.

Procedure 2-5xxx
Converting report parameter definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 2, *Report Parameter Definition*.	At the Which Mode? menu, select option 2, *Report Parameter Definition*.
3	At the Report Parameter Definition screen, select the *[Commands]* key	
4	At the Commands menu, select option 3, *Read an existing report definition*.	
5	At the Read which report? menu, starting at the top of the list, select the PUBLIC report to be converted.	
6		Enter the information displayed on the MAX 3.5 Report Parameter Definition screen in the CC MIS Report Parameter Definition screen.
7		Press the *[Commands]* key. Select option 5, *Save as a new public report definition*.
8		Select option 2, *Clear the form*.

-continued-

Procedure 2-5xxx
Converting report parameter definitions (continued)

Step	MAX 3.5 action	CC MIS action
9	Repeat steps 3 through 5 for each public report.	Repeat steps 5 through 8 for each public report.
10	Press the *[Commands]* key. Select option 1, *Exit (without saving changes)*.	Press the *[Commands]* key. Select option 1, *Exit (without saving changes)* .

Table 2-11xxx
MAX 3.5 and CC MIS report parameter data field correlation

MAX 3.5 Data Fields	CC MIS Data Fields
Report Name	Report Name
Use of Name	Use of Name
Style	Style
Format	Format
(N/A)	Report Contents
Time Frame	Time Frame
Group By	(N/A)
(N/A)	Logical Groups
Report Ranges Output Device	*Do not complete these fields. This information should be completed on-site.*

Tabular format definitions

To convert MAX 3.5 tabular format definitions to CC MIS, complete the steps in Procedure 2-6. The fields on the MAX 3.5 Tabular Format Definition screen directly correlate to the fields on the CC MIS Tabular Format Definition screen.

Note: When converting report definitions, only convert PUBLIC report definitions. Do not convert PERSONAL report definitions.

Procedure 2-6xxx
Converting tabular format definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 3, *Tabular Format Definition*.	At the Which Mode? menu, select option 3, *Tabular Format Definition*.
3	At the Tabular Format Definition screen, select F1, *Commands*.	
4	At the Commands menu, select option 3, *Read an existing format*.	
5	Select the PUBLIC report format to view. (STANDARD reports are identical on CC MIS and MAX 3.5).	Enter the information displayed on the MAX3.5 Tabular Format Definition screen in the CC MIS Tabular Format Definition screen.
6		Press the *[Commands]* key. Select option 5, *Save as a new public format.*
7		Select option 2, *Clear form.*
8	Repeat steps 3 through 5 for each PUBLIC report format.	Repeat steps 5 through 7 for each PUBLIC report format.
9	Press the *[Commands]* key. Select option 1, *Exit (without saving changes).*	Press the *[Commands]* key. Select option 1, *Exit (without saving changes).*

Graphic format definitions

To convert MAX 3.5 graphic format definitions to CC MIS, complete the steps in Procedure 2-7. The fields on the MAX 3.5 Graphic Format Definition screen directly correlate to the fields on the CC MIS Graphic Format Definition screen.

Note: When converting report definitions, only convert PUBLIC report definitions. Do not convert PERSONAL report definitions.

Procedure 2-7xxx
Converting graphic format definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 4, *Graphic Format Definition*.	At the Which Mode? menu, select option 4, *Graphic Format Definition*.
3	At the Graphic Format Definition screen, press the *[Commands]* key.	
4	At the Commands menu, select option 3, *Read an existing format*.	
5	At the Read Which Graph? menu, select the PUBLIC report to view.	Enter the information displayed on the MAX3.5 Graphic Format Definition screen in the CC MIS Graphic Format Definition screen.
6		Press the *[Commands]* key. Select option 5, *Save as a new public format.*
7		Select option 2, *Clear form.*

-continued-

Procedure 2-7xxx
Converting graphic format definitions (continued)

Step	MAX 3.5 action	CC MIS action
8	Repeat steps 3 through 5 for each PUBLIC report format.	Repeat steps 5 through 7 for each PUBLIC report format.
9	Press the *[Commands]* key.Select option 1, *Exit (without saving changes).*	Press the *[Commands]* key. Select option 1, *Exit (without saving changes).*

Spectrum Definitions

To convert MAX 3.5 spectrum definitions to CC MIS, complete the steps in Procedure 2-8.

Procedure 2-8xxx
Converting spectrum definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 5, *Report Definition*.	From the CC MIS Main Menu, select option 6, *Report Definition*.
2	At the Which Mode? menu, select option 6, *Spectrum Definition*.	At the Which Mode? menu, select option 6, *Spectrum Definition*.
3		Enter the information displayed on the MAX3.5 Spectrum Definition screen in the CC MIS Spectrum Definition screen.
4	Press the *[Commands]* key.	Press the *[Commands]* key. Select option 4, *Save changes.*
5	Select option 1, *Exit (without saving changes).*	Select option 1, *Exit (without saving changes).*

Parameter Administration

The MAX 3.5 parameters that are converted include:

- Personnel File and Supervisor Definitions
- Threshold Definitions
- Line of Business Definitions
- Miscellaneous Options

Personnel File and Supervisor Definitions

The MAX 3.5 personnel files and supervisor definitions are converted as supervisor definitions in CC MIS. A Personnel File option is not available in CC MIS, but the same information is included in the CC MIS profile and supervisor definition.

To include this information in the CC MIS supervisor definition, you must first generate a MAX 3.5 Personnel Database and Supervisor Database report. The information included in these reports is used to complete the CC MIS Supervisor Definition.

To print a MAX 3.5 Personnel Database and Supervisor Database report, complete the steps in Procedure 2-9.

Procedure 2-9xx
Printing personnel file and supervisor definitions

Step	MAX 3.5 action
1	From the MAX 3.5 Main Menu, select option 7, *System Reports*.
2	At the System Report screen, press the *[Options]* key. Select option 2, *Personnel Database Report.* Leave the SELECTED PERSONNEL NUMBER(S) field blank to include all personnel in the report.
3	Press the *[Commands]* key. Select option 3, *Print this report*.
4	Select option 1, *Exit.*
5	At the System Report screen, press F2, *Options.* Select option 3, *Supervisor Database Report.*
6	Press the *[Commands]* key. Select option 3, *Print this report*.
7	Select option 1, *Exit.*

To convert MAX 3.5 personnel files and supervisor definitions, complete the steps in Procedure 2-9.

Procedure 2-10xxx
Converting personnel file and supervisor definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 1, *Profile Maintenance*.	From the CC MIS Main Menu, select option 10, *Parameter Administration*.
2		At the Which Mode? menu, select option 2, *Supervisor Definition*.
3		Using the following resources, complete a supervisor definition for each user identified on the MAX 3.5 Supervisor Definition Database report: · MAX3.5 Profile Definition screen · Personnel Database report · Supervisor Definition Database report Refer to Table 2-12 for data field correlation between MAX 3.5 and CC MIS.
4	If the Group Member Defn field is *Enabled*, highlight the Group Member Defn field. Press the *[Group member definition]* key to display the group definitions assigned to the supervisor.	If the supervisor has Group Member Defn *Enabled*, highlight the Group Member Defn field. Press the *[Group member definition]* key and enter the group definitions assigned to the supervisor.
5	Press the *[Commands]* key.	Press the *[Commands]* key. Select option 2, *Save changes to the current supervisor definition.*
6	Select option 1, *Exit (without saving changes).*	Select option 1, *Exit (without saving changes).*

Most data fields on the MAX 3.5 Profile Maintenance screen match the data fields on the CC MIS Supervisor Definition screen. Table 2-12 identifies the fields that correlate, but have different names.

Table 2-12xxx
MAX 3.5 Profile and CC MIS supervisor data field correlation

MAX 3.5 Profile Data Fields	CC MIS Supervisor Data Fields
Personnel Number	Name (Use the name listed on the MAX 3.5 Personnel Database report)
Switch Position Number	ACD Position ID
Display Style	DN Display
Emergency Status	Emergency Indicator

Threshold Definitions

There is a direct correlation between the MAX 3.5 Threshold Definition data fields and the CC MIS Threshold Definition data fields. To convert threshold definitions, compete the steps in Procedure 2-11.

Procedure 2-11xxx
Converting threshold definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 9, *Parameter Administration*.	From the CC MIS Main Menu, select option 10, *Parameter Administration*.
2	At the Which Mode? menu, select option 5, *Threshold Definition*.	At the Which Mode? menu, select option 4, *Threshold Definition*.
3		Enter the information displayed on the MAX3.5 Threshold Definition screen in the CC MIS Threshold Definition screen.
4	Press the *[Commands]* key. Select option 1, *Exit (without saving changes).*	Press the *[Commands]* key. Select option 2, *Save and exit.*

Table 2-13 identifies the data fields in the MAX 3.5 Threshold Definition screen which correlate to the data fields on the CC MIS Threshold Definition screen.

Table 2-13xxx
MAX 3.5 and CC MIS threshold data field correlation

MAX 3.5 data fields	CC MIS data fields
DN Talk	DN IN DN OUT
Max Delay	Delay Objective
Min Level %	Service Objectives
Time Frames	Time Frames
Avg. Delay	Avg. Answer Delay

Line of Business definitions

There is a direct correlation between the MAX 3.5 Line of Business (LOB) Definition data fields and the CC MIS Line of Business Definition data fields. To convert LOB definitions, compete the steps in Procedure 2-12.

Procedure 2-12xxx
Converting Line of Business definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 8, *Line of Business Definition*.	From the CC MIS Main Menu, select option 7, *Line of Business Definition*.
2		Enter the information displayed on the MAX3.5 Line of Business Definition screen in the CC MIS Line of Business Definition screen.
3	Press the *[Commands]* key. Select option 1, *Exit (without saving changes).*	Press the *[Commands]* key. Select option 2, *Save and exit.*

Miscellaneous options

Most of the fields on the MAX 3.5 Miscellaneous Options screen directly correlate to the CC MIS Miscellaneous Options screen. CC MIS does not include the Default Language field. To convert Misceallenous Options, compete the steps in Procedure 2-13.

Procedure 2-13xxx
Converting Miscellaneous Options

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 10, *Miscellaneous Options*.	From the CC MIS Main Menu, select option 11, *Miscellaneous Options*.
2		Enter the information displayed on the MAX3.5 Miscellaneous Options screen in the CC MIS Miscellaneous Options screen.
3	Press the *[Commands]* key. Select option 1, *Exit (without saving changes).*	Press the *[Commands]* key. Select option 2, *Save and exit.*

Schedule Definitions

The fields on the MAX 3.5 Schedule Definition screen directly correlate to the CC MIS Schedule Definition screen. To convert schedule definitions, compete the steps in Procedure 2-14.

Procedure 2-14xxx
Converting schedule definitions

Step	MAX 3.5 action	CC MIS action
1	From the MAX 3.5 Main Menu, select option 10, *Schedule Definition*.	From the CC MIS Main Menu, select option 11, *Schedule Definition*.
2	Press the *[Commands]* key. Select option 3, *Read an existing schedule definition.*	
3	At the Read which Schedule Definition? screen, select the schedule definition to view.	
4		Enter the information displayed on the MAX3.5 Schedule Definition screen in the CC MIS Schedule Definition screen.
5	Press the *[Commands]* key.	Press the *[Commands]* key. Select option 5, *Save as a new schedule definition.*
6	Select option 1, *Exit (without saving changes).*	Select option 1, *Exit (without saving changes).*

Chapter 3: Automatic conversion of MAX 3.5 historical call data

Before performing a MAX 3.5 to CC MIS historical data conversion, you must first extract the historical data from MAX 3.5. Extraction consists of transferring the information from MAX 3.5 database files to CC MIS temporary files and then copying them to tape.

Extracting MAX 3.5 historical call data

Follow Procedure 3-1 to extract MAX 3.5 data.

Procedure 3-1
MAX 3.5 data extraction

Step	MAX 3.5 Action
1	At the Login prompt, type *root* and press Enter.
2	At the Password prompt, enter the root password and press Enter.
3	At the ZENIX prompt enter the following command to change to the temporary directory: *cd /max/tmp*
4	Insert in the tape driver the *conv_dump* tape cartridge to enable the extraction of MAX 3.5 data.
5	Enter the following command to load and execute the script file on the tape cartridge: *tar -x2* *A screen message informs you that the script file has been transferred to MAX 3.5.*
-continued-	

Procedure 3-1
MAX 3.5 data extraction (continued)

Step	MAX 3.5 Action
6	Eject the conv_dump tape cartridge and insert a blank cartridge to hold the MAX 3.5 data. Be sure that the tape does not exceed 150 feet in length, as the MAX 3.5 is unable to accommodate a longer tape.
7	Enter the following command to copy the MAX 3.5 data to the tape: *./conv_dump* When the data have been copied, eject the tape cartridge.

Converting historical call data

Follow Procedure 3-2 to convert MAX 3.5 historical data to CC MIS format.

Procedure 3-2xxx
MAX 3.5 historical call data conversion

Step	Action
1	Put CC MIS into Product mode.
2	At the CC MIS Maintenance and Administration menu select option B, *Backup and Restore Utilities*. *The screen displays the Backup and Restore Utilities menu.*
3	At the Backup and Restore Utilities menu select option C, *Convert DMS-MAX Data*. *A screen message informs you that this process converts DMS-MAX data from a cartridge tape and reminds you that if you haven't yet made a MAX 3.5 tape, you must do so before continuing.* *A second message informs you that if the DMS-MAX "First Day of Week" is different from the current day, the dates in the converted data will not match the dates in the original MAX 3.5 data.*
4	Insert in the tape drive, the tape cartridge to which you copied the MAX 3.5 data in Procedure 1-1 (a tape with a length that does not exceed 150 feet). *A screen message prompts:* **Ready? (yes/quit)**
	-continued-

Procedure 3-2xxx
MAX 3.5 historical call data conversion (continued)

Step	Action
5	Enter *Q* to return to the Backup and Restore Utilities menu. OR Enter *Y* to begin data conversion. *When reading begins, the following screen message displays:* **Reading DMS-MAX data tape.** *When the tape has been read and data conversion begins, the following messages appear:* **DMS-MAX data has been read successfully.** AND **Starting data conversion . . .** *The amount of time required for the conversion depends on the amount of data to be converted. When conversion has finished, the screen displays the following message:* **Conversion of DMS-MAX data was successful.**
6	At the prompt, press Return to return to the Backup and Restore Utilities screen. *If the conversion was successful, the Convert DMS-MAX Data option no longer appears on the Backup and Restore Utilities screen. If the conversion failed (due to a shortage of disk space or other system problem), that option continues to appear.*
7	Remove the tape cartridge from the tape drive.
8	After performing the data conversion, select option 1, *Parameter Admin* from the CC MIS Main Menu. From the Which Mode? menu, select option 4, *Threshold Definition.*
9	Using the ACD-GRP Statistic report printed after installation, enter the MAX 3.5 threshold settings. Press the *[Commands]* key and select option 2, *Save changes*.

CC MIS temporary database files

This section identifies the MAX 3.5 and CC MIS parameters with the name of the MAX 3.5 database file from which they originate. In addition, the CC MIS temporary file into which they are placed during data extraction is also identified.

acd_dns to acddnsdatdmp

MAX 3.5 database file: *acd_dns*

CC MIS temporary file: *acddnsdatdmp*

Parameters:

ACD_DN_Number	ACD_DN_Name	Threshold_Number

Note: Records in the acd_dns table with an ACD_DN of 0 are dropped. All thresholds are converted to threshold 1.

agentdat to agndat_dmp

MAX 3.5 database file: *agentdat*

CC MIS temporary file: *agndat_dmp*

Parameters:

Agent_ID_Number	Agent_Dsply_Name	Agent_Rpt_Cmt

Note: Records in the agentdat table with an ACD_DN of 0 are dropped.

i_ovrflw to i_ovrfldatdmp

MAX 3.5 database file: *i_ovrflw*

CC MIS temporary file: *i_ovrfldatdmp*

Parameters:

Source_ACDDN	Dest_ACDDN	Day_Number
Interval_Number	Calls_Answered	Calls_Abandoned
Src_Ans_Delayed	Src_Abd_Delayed	Dst_Ans_Delayed
Dst_Abd_Delayed	Num_Qof_Calls	Num_Tof_Calls
Number_RAN_1	Calls_Blocked	Total_Ans_Delay
Total_Abd_Delay	Total_Tof_Delay	Max_Ans_Delay
Max_Abd_Delay	Max_Tof_Delay	ACD_Calls_Xferd
DN_Calls_Xferd	ACD_DN_Xferd	DN_ACD_Xferd

Num_Ncf_Calls	Num_Inf_Calls	Number_RAN_2
Num_NTOF_In_Calls	Num_NTOFAnsDlyd	

Note: Records in the i_ovrflw table with a Source_ACDDN or Dest_ACDDN of 0 are dropped.

i_acd_dn to i_acddndatdmp

MAX 3.5 database file: *i_acd_dn*

CC MIS temporary file: *i_acddndatdmp*

Parameters:

Dest_ACDDN	Day_Number	Interval_Number
Active_Time	Number_Answered	Number_Abandoned

Note: Records in the i_acd_dn table with a Dest_ACDDN of 0 are dropped.

i_acddn to i_specdatdmp

MAX 3.5 database file: *i_acddn*

CC MIS temporary file: *i_specdatdmp*

Parameters:

Ans_Del_Spectrum	Abd_Del_Spectrum

i_agent to i_agentdatdmp

MAX 3.5 database file: *i_agent*

CC MIS temporary file: *i_agentdatdmp*

Parameters:

ACDDN	Agent_ID	Supervisor_ID
Day_Number	Interval_Number	Calls Answered
DN_Calls_Out	DN_Calls_In	Total_DCP_Time
Total_PCP_Time	Total_In_DN_Time	Total_Out_DN_Time
Total_Wait_Time	Total_Hold_Time	Total_Busy_Time
Total_Manned_Time	Total_Walk_Time	Num_Short_Calls
Num_Walk_Periods	DN_Calls_Xferd	ACD_Calls_Xferd
DN_ACD_Xferd	ACD_DN_Xferd	Non_Accnt_Calls

Note: Records in the i_agent table with an ACDDN or Agent_ID of 0 are dropped.

i_actvy to i_actvydatdmp

MAX 3.5 database file: *i_actvy*

CC MIS temporary file: *i_actvydatdmp*

Parameters:

Dest_ACDDN	Day_Number	Interval_Number
Activity_Code	Time_Spent	Num_Occurrences

Note: Records in the i_actvy table with a Dest_ACDDN of 0 are dropped.

d_ovrflw to d_ovrfldatdmp

MAX 3.5 database file: *d_ovrflw*

CC MIS temporary file: *d_ovrfldatdmp*

Parameters:

Source_ACDDN	Dest_ACDDN	Day_Number
Calls_Answered	Calls_Abandoned	Src_Ans_Delayed
Src_Abd_Delayed	Dst_Ans_Delayed	Dst_Abd_Delayed
Num_Qof_Calls	Num_Tof_Calls	Number_RAN_1
Calls_Blocked	Total_Ans_Delay	Total_Abd_Delay
Total_Tof_Delay	Max_Ans_Delay	Max_Abd_Delay
Max_Tof_Delay	ACD_Calls_Xferd	DN_Calls_Xferd
ACD_DN_Xferd	DN_ACD_Xferd	Num_Ncf_Calls
Num_Inf_Calls	Number_RAN_2	Num_NTOF_In_Calls
Num_NTOFAnsDlyd		

Note: ***Note:*** Records in the d_ovrflw table with a Source_ACDDN or Dest_ACDDN of 0 are dropped.

d_acd_dn to d_acddndatdmp

MAX 3.5 database file: *d_acd_dn*

CC MIS temporary file: *d_acddndatdmp*

Parameters:

Dest_ACDDN	Day_Number	Active_Time
Number_Answered	Number_Abandoned	

Note: Records in the d_acd_dn table with a Dest_ACDDN of 0 are dropped.

d_acddn to binary d_specdatdmp

MAX 3.5 database file: *d_acddn*

CC MIS temporary file: binary *d_specdatdmp*

Parameters:

Ans_Del_Spectrum	Abd_Del_Spectrum

d_agent to d_agentdatdmp

MAX 3.5 database file: *d_agent*

CC MIS temporary file: *d_agentdatdmp*

Parameters:

ACDDN	Agent_ID	Supervisor_ID
Day_Number	Calls Answered	DN_Calls_Out
DN_Calls_In	Total_DCP_Time	Total_PCP_Time
Total_In_DN_Time	Total_Out_DN_Time	Total_Wait_Time
Total_Hold_Time	Total_Busy_Time	Total_Manned_Time
Total_Walk_Time	Num_Short_Calls	Num_Walk_Periods
DN_Calls_Xferd	ACD_Calls_Xferd	DN_ACD_Xferd
ACD_DN_Xferd	Non_Accnt_Calls	

Note: Records in the d_agent table with an ACDDN or Agent_ID of 0 are dropped.

d_actvy to d_actvydatdmp

MAX 3.5 database file: *d_actvy*

CC MIS temporary file: *d_actvydatdmp*

Parameters:

Dest_ACDDN	Day_Number	Activity_Code
Time_Spent	Num_Occurrences	

Note: Records in the d_actvy table with a Dest_ACDDN of 0 are dropped.

l_agent to l_agentdatdmp

MAX 3.5 database file: *l_agent*

CC MIS temporary file: *l_agentdatdmp*

Parameters:

Agent_ID	Agent_Event_Type	Event_Time
Day_Number	Walkaway_Reason	

Note: Records in the l_agent table with an Agent_ID of 0 are dropped.

w_ovrflw to w_ovrfldatdmp

MAX 3.5 database file: *w_ovrflw*

CC MIS temporary file: *w_ovrfldatdmp*

Parameters:

Source_ACDDN	Dest_ACDDN	Day_Number
Calls_Answered	Calls_Abandoned	Src_Ans_Delayed
Src_Abd_Delayed	Dst_Ans_Delayed	Dst_Abd_Delayed
Num_Qof_Calls	Num_Tof_Calls	Number_RAN_1
Calls_Blocked	Total_Ans_Delay	Total_Abd_Delay
Total_Tof_Delay	Max_Ans_Delay	Max_Abd_Delay
Max_Tof_Delay	ACD_Calls_Xferd	DN_Calls_Xferd
ACD_DN_Xferd	DN_ACD_Xferd	Num_Ncf_Calls
Num_Inf_Calls	Number_RAN_2	Num_NTOF_In_Calls
Num_NTOFAnsDlyd		

Note: Records in the w_ovrflw table with a Source_ACDDN or Dest_ACDDN of 0 are dropped.

w_acd_dn to w_acddndatdmp

MAX 3.5 database file: *w_acd_dn*

CC MIS temporary file: *w_acddndatdmp*

Parameters:

Dest_ACDDN	Day_Number	Active_Time
Number_Answered	Number_Abandoned	

Note: Records in the w_acd_dn table with a Dest_ACDDN of 0 are dropped.

w_acddn to binary w_specdatdmp

MAX 3.5 database file: *w_acddn*

CC MIS temporary file: binary *w_specdatdmp*

Parameters:

Ans_Del_Spectrum	Abd_Del_Spectrum

w_agent to w_agentdatdmp

MAX 3.5 database file: *w_agent*

CC MIS temporary file: *w_agentdatdmp*

Parameters:

ACDDN	Agent_ID	Supervisor_ID
Day_Number	Calls Answered	DN_Calls_Out
DN_Calls_In	Total_DCP_Time	Total_PCP_Time
Total_In_DN_Time	Total_Out_DN_Time	Total_Wait_Time
Total_Hold_Time	Total_Busy_Time	Total_Manned_Time
Total_Walk_Time	Num_Short_Calls	Num_Walk_Periods
DN_Calls_Xferd	ACD_Calls_Xferd	DN_ACD_Xferd
ACD_DN_Xferd	Non_Accnt_Calls	

Note: Records in the w_agent table with an ACDDN or Agent_ID of 0 are dropped.

w_actvy to w_actvydatdmp

MAX 3.5 database file: *w_actvy*

CC MIS temporary file: *w_actvydatdmp*

Parameters:

Dest_ACDDN	Day_Number	Activity_Code
Time_Spent	Num_Occurrences	

Note: Records in the w_actvy table with a Dest_ACDDN of 0 are dropped.

m_ovrflw to m_ovrfldatdmp

MAX 3.5 database file: *m_ovrflw*

CC MIS temporary file: *m_ovrfldatdmp*

Parameters:

Source_ACDDN	Dest_ACDDN	Day_Number
Calls_Answered	Calls_Abandoned	Src_Ans_Delayed
Src_Abd_Delayed	Dst_Ans_Delayed	Dst_Abd_Delayed
Num_Qof_Calls	Num_Tof_Calls	Number_RAN_1
Calls_Blocked	Total_Ans_Delay	Total_Abd_Delay
Total_Tof_Delay	Max_Ans_Delay	Max_Abd_Delay
Max_Tof_Delay	ACD_Calls_Xferd	DN_Calls_Xferd
ACD_DN_Xferd	DN_ACD_Xferd	Num_Ncf_Calls
Num_Inf_Calls	Number_RAN_2	Num_NTOF_In_Calls
Num_NTOFAnsDlyd		

Note: Records in the m_ovrflw table with a Source_ACDDN or Dest_ACDDN of 0 are dropped.

m_acd_dn to m_acddndatdmp

MAX 3.5 database file: m*_acd_dn*

CC MIS temporary file: *m_acddndatdmp*

Parameters:

Dest_ACDDN	Day_Number	Active_Time
Number_Answered	Number_Abandoned	

Note: Records in the m_acd_dn table with a Dest_ACDDN of 0 are dropped.

m_acddn to binary m_specdatdmp

MAX 3.5 database file: *m_acddn*

CC MIS temporary file: binary *m_specdatdmp*

Parameters:

Ans_Del_Spectrum	Abd_Del_Spectrum

m_agent to m_agentdatdmp

MAX 3.5 database file: *m_agent*

CC MIS temporary file: *m_agentdatdmp*

Parameters:

ACDDN	Agent_ID	Supervisor_ID
Day_Number	Calls Answered	DN_Calls_Out
DN_Calls_In	Total_DCP_Time	Total_PCP_Time
Total_In_DN_Time	Total_Out_DN_Time	Total_Wait_Time
Total_Hold_Time	Total_Busy_Time	Total_Manned_Time
Total_Walk_Time	Num_Short_Calls	Num_Walk_Periods
DN_Calls_Xferd	ACD_Calls_Xferd	DN_ACD_Xferd
ACD_DN_Xferd	Non_Accnt_Calls	

Note: Records in the m_agent table with an ACDDN or Agent_ID of 0 are dropped.

m_actvy to m_actvydatdmp

MAX 3.5 database file: *m_actvy*

CC MIS temporary file: *m_actvydatdmp*

Parameters:

Dest_ACDDN	Day_Number	Activity_Code
Time_Spent	Num_Occurrences	

Note: Records in the m_actvy table with a Dest_ACDDN of 0 are dropped.

Chapter 4: Comparing databases

This section describes the high-level differences between the CC MIS and MAX 3.5 databases.

Database capacities

In CC MIS, the installer specifies the profile values through an interactive screen, and the software verifies that there is sufficient disk space. Table 4-1 shows the relative CC MIS and MAX 3.5 capacities.

Table 4-1
Relative MAX 3.5 and CC MIS capacities

	CC MIS	Single-tower MAX 3.5	Twin-tower MAX 3.5	
Calls per hour	35,000	3000	10,000	5000
Active agent positions	2000	150	500	750
Supervisor terminals	32	8	32	32
Printers	40	2	8	8
Supervisor IDs	256	150	150	150
ACD groups	256	150	150	150
Days of interval data kept	configurable up to 9999	15	15	15
Days of daily data kept	configurable up to 9999	120	120	120
Weeks of weekly data kept	configurable up to 9999	26	26	26
Months of monthly data kept	configurable up to 9999	36	36	36
Days of event log data kept	configurable up to 9999	8	8	8

Profile maintenance/supervisor definition

In CC MIS Profile Maintenance a supervisor may view his current capabilities and modify his password and options. In Supervisor Definition a supervisor sets up the profiles of other supervisors. The Profile Maintenance and Supervisor Definition screens are identical.

A CC MIS profile is set at installation through an interactive screen. It is possible to change the profile after installation losing only those historical data that are no longer required by the new profile.

> ***Note:*** Since changing a profile can cause a delay of several hours, it is advisable to initially set the profile parameters as high as possible.

CC MIS contains three parameters not available in MAX 3.5:

- Display Definition
- Default View
- Default Queue Display

MAX 3.5 has ten pre-set profiles and the capacity of a particular system depends on the one specified during installation. It is impossible to change a profile without losing all historical data.

The MAX 3.5 parameter Language is not available in CC MIS Release 1.1.

Queue statistics

Although a CC MIS screen refresh rate of 10, 20, or 30 seconds is specified in the supervisor profile, it is automatically set to 30 seconds when call volume is high. A call rate of 24,000 per hour, which is equivalent to about 20 messages per second (assuming three messages per call), causes the screen refresh rate to change to 30 seconds.

Standard CC MIS screens have the following additional fields:

- Average agent time-The average amount of time between when a call is answered and when it is released, including the time spent on hold
- Number of agents required-The number of agents needed to answer the current volume of calls based on the delay threshold specified in Parameter Administration
- Overflow in wait-The current number of logical calls queued in the ACD group’s logical call queue.

Configuration control

The following CC MIS configuration control screens differ from those in MAX 3.5.

Change agent set parameters

Contains a Wrap Up Time parameter not available in MAX 3.5. Enables a supervisor to set and change the wrap-up time for each agent.

Change queue sizes

Queue Maximums parameters replace the MAX 3.5 Change Overflow Thresholds screen. A priority promotion timer parameter increases the call priority after the time specified.

Change time overflow parameters

These parameters appear on the MAX 3.5 Change Overflow Threshold screen. Time Delay Threshold Time and Time Delay Threshold Route are not available in MAX 3.5.

CC MIS shows the overflow type by Yes/No indicators (as compared to the numerical indicators in MAX 3.5). Yes means only priority 0 calls.

CC MIS uses 0-2 to specify the service order (rather than the 1-3 in MAX 3.5). Each value represents a queue/call service order as follows:

- 0 = outflow calls, incoming overflowed calls, call queues within priority
- 1 = outflow calls, call queue, inflow queue within priority
- 2 = oldest call of either physical or logical queue

Change ACD-DN assignments and priorities

CC MIS permits changing the group name of both primary and supplementary DNs. MAX 3.5 limits changing the group name to supplementary DNs.

Change network parameters

The following screen parameters are available only in CC MIS:

- Queue Threshold
- Wait Threshold
- Preference Weighting Factor
- Most Idle Agent Factor
- Number of Idle Agents Factor
- Service Rate
- Consider Source Flag

Change network targets

This screen's parameters are available only in CC MIS:

- Preference Weighting Factor
- Resource Index

Parameter administration

CC MIS does not contain the following two items:

- Personnel File Definition (moved to the Supervisor Definition screen)
- Language Definition

Threshold definition

Unlike MAX 3.5, CC MIS provides separate threshold definitions for DN IN calls and DN OUT calls.

CC MIS provides five user-defined thresholds not available in MAX 3.5. They enable a supervisor to specify thresholds for any real-time value and are defined by the system administrator.

The MAX Delay threshold in MAX 3.5 becomes Delay Objective in CC MIS and MIN Level (%) becomes Service Objective.

All CC MIS threshold changes take effect at the beginning of the next 30-minute interval.

ACD group definition

CC MIS identifies ACD groups by DN while MAX 3.5 uses the ACD group name. CC MIS also has an additional field on the ACD-GRP Definition screen to identify the logical group with which an ACD group may be associated. A logical group is a grouping of DNs of a similar activity or function.

Chapter 5: Comparing reports: CC MIS to MAX 3.5

This chapter describes the reports that are different between CC MIS and MAX 3.5. Reports that are not identified in this chapter are identical between the two programs. CC MIS does not maintain Virtual Facility Group statistics.

Refer to Chapter 2, “Manual conversion of system data,” for information on the report formula differences between MAX 3.5 and CC MIS.

Destination ACD-Group report

Table 5-1 lists the CC MIS fields not in the MAX 3.5 report.

Table 5-1
Destination ACD-Group-CC MIS fields not in MAX 3.5

CC MIS data field	Description
ACD Calls Xfered Out	Number of ACD calls transferred by an agent in this group
Agts Rqd	Number of agents required to handle the current call volume
All Posns Busy Time	Amount of time all positions were busy
Avg Delay Threshold	Average delay threshold set for the time period in Parameter Administration
Calls Completed	Number of calls released in the current period of time
DN Transferred Out	Number of DN calls transferred by an agent
Dur Category n	Number of calls with a duration in the nth category
Max Call Duration	Longest ACD call duration
Non ACD Trans In	Number of non-ACD calls transferred to this group
Non ACD Trans Out	Number of non-ACD calls transferred either from the INCALLS key or from the DN of an agent assigned to this group to a non-ACD destinations

-continued-

Table 5-1
Destination ACD-Group-CC MIS fields not in MAX 3.5

CC MIS data field	Description
Num Abd After RAN	Number of calls that received the recorded announcement and were abandoned
Num Forced Log Outs	Number of agent forced log-outs, due to agent not answering an ACD call presented
Short Call Time	Total processing time for short calls
Total Xfer In	Sum of ACD Transferred In (to agents of this group) + DN Transferred In + Non-ACD Trans In
Total Xfer Out	Sum of ACD Transferred Out + DN Transferred Out + Non-ACD Trans Out

Overflow Statistics report

Table 5-2 lists the CC MIS fields not in the MAX 3.5 report.

Table 5-2
Overflow Statistics-CC MIS fields not in MAX 3.5

CC MIS data field	Description
Num Abd After RAN	Calls abandoned after receiving the recorded announcement
Src Abd After Thrsh	Calls abandoned after reaching the source group's service level threshold
Src Ans After Thrsh	Calls answered after reaching the source group's service level threshold
Src Srv Lvl %	Service level calculation using threshold values of the source ACD group

Agent Statistics report

Table 5-3 lists the CC MIS fields not in the MAX 3.5 report.

Table 5-3
Agent Statistics-CC MIS fields not in MAX 3.5

CC MIS data field	Description
ACD Transferred In	Transferred calls answered on agents' In Calls key
Non ACD Trans Out	Calls transferred to non-ACD destinations
Short Call Time	Amount of processing time for short calls
Xfer In	All call types transferred to agent; sum of ACD Transferred In + DN Transferred In
Xfer Out	All call types transferred by agent; sum of ACD Transferred Out + DN Transferred Out + Non ACD Trans Out

Standard reports

CC MIS reports not in MAX 3.5

The following standard CC MIS reports are not available in MAX 3.5:

- Call Duration
- Summarized ACD Group Transfer
- ACD Group by Agent Transfer
- ACD Group Transfer-in
- ACD Group Transfer-out

MAX 3.5 reports not in CC MIS

The following standard MAX 3.5 reports are not available in CC MIS:

- ACD-GRP by Virtual Facility Groups
- Virtual Facility Group by ACD-GRPs

System reports

The CC MIS Configuration Report contains the NACD Network Target values not available in MAX 3.5. CC MIS does not report the Virtual Facility Group information available in MAX 3.5.

Digital Switching Systems

DMS-ACD Call Center Management Information Center (CC MIS)

MAX 3.5 to CC MIS Conversion Guide

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