



CentreVu[®]

Visual Vectors User Guide

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CentreVu® Visual Vectors

User Guide

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About this information product

Purpose This *CentreVu® Visual Vectors User Guide*, 585–210–944, is written primarily for the CentreVu Call Management System (CMS) administrator who has access to all areas on one or more CentreVu CMS servers, and secondarily, for auxiliary administrators and split/skill supervisors who have limited access to Vectors and Vector Directory Numbers.

This book specifically addresses the DEFINITY Enterprise Communications Server (ECS) functionality of CentreVu CMS. If you are implementing the CentreVu CMS R3V9 server for the first time, you will have DEFINITY ECS R9.1. This call center configuration supports all of the functions that are accessible using CentreVu Visual Vectors software.

Where to begin

Read [Chapter 2, Setting up your Call Center World](#) and [Chapter 3, Using CentreVu Framework](#) to learn how to use the CentreVu Framework interface.

Reason for reissue This document is being reissued to support CentreVu Visual Vectors Version 9.

Safety labels This is not applicable to this guide.

How to use this information product

The following table describes the contents of each major section of this document.

Title	Contents
Introduction	Generally describes CentreVu Framework and Visual Vectors and includes things you should know before using the product.
Setting up your Call Center World	Describes how to use the Navigator tool to set up the objects in your Call Center World.
Using Framework	Describes the CentreVu Framework tool.
Using Navigator	Tells you how to view objects and perform actions with the Navigator tool.
Using the Vector Editor	Tells you how to use the Vector Editor to create new and edit existing vectors, as well as to attach comments, display and print vectors.
Using the VDN Administration Wizard	Tells you how to use this wizard-based tool to assign VDNs to vectors and set Skill Preferences.
Using the Import Export Wizard	Explains how to use this wizard-based tool to share vectors by exporting them to a ScratchPad or ACD, which allows other users to import the vectors.

Conventions used

The following conventions are used throughout this document.

Product release

Unless otherwise noted, the term DEFINITY Enterprise Communications Server (ECS) refers to Release 9.1. The functionality of earlier switch releases is noted if it differs from that of Releases 8 and 9.1.

Document number

Publication titles are followed by their document number. For example, see *CentreVu Visual Vectors Installation & Getting Started*, 585–210–947, for more information.

Typography

Italic font indicates:

- The titles of books and CD-ROMs. For example: For more information, see “Starting Visual Vectors” in Chapter 6, “Getting started with CentreVu Visual Vectors,” of *CentreVu Visual Vectors Installation and Getting Started*, 585-210-947.
- Emphasis. For example: The collect step is not available for *non prompting* vectors.
- Indicating the use of a word as a word. For example: The system flashes the word *working* at the bottom of the screen while it completes this process.

Courier font designates *input* and *output*.

- Input is something you type into the user interface. For example, Enter `Sales` to match and display available VDNs named `Pre-Sales`, `Sales`, and `Sales Split`.
- Output is a character, word or phrase that the system generates. For example, `Please wait for initialization`

Related documentation

There are many documents that can help you use CentreVu CMS to its maximum capability. The title and document number of the most important ones are listed here.

- *Avaya Call Center V9 Change Description 585-215-942*
- *Avaya Call Center Documentation CD-ROM 585-215-926*
- *CentreVu[®] Visual Vectors Installation and Getting Started 585-210-947*
- *CentreVu CMS R3V9 Administration 585-214-015*
- *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting 585-215-956*
- *CentreVu Supervisor Version 9 Reports 585-210-929*
- *CentreVu Call Center V9 Little Instruction Book Maintenance 585-215-944*
- *CentreVu Call Center V9 Little Instruction Book Basic Administration 585-215-954*
- *CentreVu Call Center V9 Little Instruction Book Advanced Administration 585-215-955*

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For additional documents, see [Related documentation \(-ix\)](#).

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1 Introduction

Overview

Purpose This *CentreVu Visual Vectors User Guide* gives you the information you need to use the client software package.

This chapter includes the following sections:

- [General information](#)
- [Things to know before using Visual Vectors](#)
- [Things to know about call center data](#)
- [Prerequisite system administration](#)

See the overview of each section for a preview of the section's contents.



General information

Overview

Purpose This section presents a brief overview of what the software does, who uses it, and how it works, followed by an overview of supporting hardware and software.

In this section This section includes the following information:

- [What is Visual Vectors software?](#)
- [Platforms and required software](#)
- [Supported switches](#)
- [Prerequisite switch and CentreVu CMS features](#)



What is Visual Vectors software?

Introduction CentreVu Call Management System (CMS) Visual Vectors software is a product used by businesses and organizations that have a DEFINITY Enterprise Communications Server (ECS) or other switch and that receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) and Call Vectoring features of the switch. CentreVu CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature on the switch.

The CentreVu CMS administrator can access the CentreVu CMS database, generate reports, administer ACD parameters, and also monitor call activities to determine the most efficient service possible for the customers. The CentreVu CMS server supports CentreVu Supervisor client computers.

The Visual Vectors Server software runs on the same platform as CentreVu CMS and supports CentreVu Visual Vectors clients. Using the client software, administrators can change certain properties of call center entities, as well as create and edit vectors, assign Vector Directory Numbers (VDNs) to vectors, and set VDN Skill Preferences.

CentreVu CMS and Visual Vectors Server software interface with the Sun Microsystems, Inc. Solaris operating system. They use several system utilities to:

- Communicate with CMS terminals and printers
- Communicate with computers that are running CentreVu Supervisor and CentreVu Visual Vectors client software
- Log errors
- Execute processes



Platforms and required software

Supported server hardware platforms

Visual Vectors Server 9.0 software is certified to run on the following computers:

- Sun Microsystems, Inc. Sun Enterprise 3000
- Sun Microsystems, Inc. Sun Enterprise 3500
- Sun Microsystems, Inc. Sun Ultra 5

Recommended client computer configuration

The recommended computer configuration required for CentreVu Visual Vectors V9 client software is the following:

- Intel Corporation Pentium or compatible processor, running at 300 MHz or faster (the minimum supported processor speed is 133 MHz; however, performance may be unsatisfactory)
- A hard disk drive with 50 MB of free space
- A CD-ROM drive
- 64 MB RAM or 96 MB RAM if Visual Vectors is co-resident with CentreVu Supervisor (the minimum supported amount of physical memory is 48 MB). If your server has a large number of objects, for example, thousands of VDNs, it is advisable to have 96 MB RAM or more (128 MB RAM or more if running with CentreVu Supervisor). If you are running Microsoft Windows 2000, you will need an extra 16 MB RAM.
- A video monitor and adapter set to at least 800x600x256 graphics resolution.
- Windows 95, Windows 98, Windows NT 4.0 (with Service Pack 4 or later), Windows 2000, or Windows Millennium Edition operating system.

Note: The required browser for CentreVu Visual Vectors online help system is Microsoft Internet Explorer 3.02 or later. Before installing CentreVu Visual Vectors, ensure that Microsoft Internet Explorer 3.02 or later is correctly installed; however, it does not need to be set as your default browser or .htm application.

- A mouse or other pointing device that is compatible with one of the supported Windows operating systems.
- For Network connection:
 - WinSock 1.1 compliant TCP/IP stack
 - Xerox Corp. Ethernet communications board

Required software for a Windows-based client platform

CentreVu Visual Vectors runs on a Microsoft Windows 95, Microsoft Windows 98, Windows NT 4.0, or Windows 2000 operating system. When running under Windows NT 4.0, CentreVu Visual Vectors V9 client software requires Service Pack 4 or later to be installed.

The required browser for CentreVu Visual Vectors online Help is Microsoft Internet Explorer 3.02 or later. Before installing CentreVu Visual Vectors, ensure that Microsoft Internet Explorer 3.02 or later is correctly installed; however, it does not need to be set as your default browser or .htm application.



Supported switches

Switch names and releases

CentreVu CMS and Visual Vectors Server software are certified to run with the following switches:

- DEFINITY Enterprise Communications Server (ECS) Release 6.3
- DEFINITY ECS Release 7
- DEFINITY ECS Release 8
- DEFINITY ECS Release 9 and 10

Single and multiple ACDs

Depending on which server you have and how the CentreVu CMS software was installed, the CentreVu CMS software can communicate with as many as eight ACDs.

Depending on how the Visual Vectors Server software was installed and configured, the CentreVu Visual Vectors V9 client software can communicate with as many as 20 servers that are running CMS and Visual Vectors.

References to multiple ACDs in this document refer to configurations with multiple switches. If you have only one switch, you can ignore the considerations for multiple ACDs.



Prerequisite switch and CentreVu CMS features

Introduction CentreVu CMS includes a feature for administering automatic call distribution (ACD) and optional features for managing aspects of the system. The features required to use CentreVu Visual Vectors software are described below.

ACD administration and Visual Vectors CentreVu CMS and Visual Vectors software provide an administrative interface to the switch. The CMS software supports CentreVu Supervisor clients. Using the Agent Administration and Call Center Administration areas, you can use CentreVu Supervisor to view or change various parameters on the switch that are related to ACD, Vectoring, and Expert Agent Selection (EAS). You can also run reports that describe your call center configuration.

For example, you can:

- Add agents to or remove agents from splits or skills
- Move extensions between splits
- Change skill assignments
- Change the following assignments: trunk group-to-split, trunk group-to-VDN, VDN-to-vector
- Start an agent trace and list the agents being traced

The Visual Vectors Server software supports CentreVu Visual Vectors clients. Using the Visual Vectors client software, administrators can change certain properties of call center entities, as well as create and edit vectors, assign VDNs to vectors, and set VDN Skill Preferences.

The CentreVu Visual Vectors administrator should coordinate with the ECS switch administrator to be sure that the needed ACD and CMS configurations are understood by both administrator.

Vectoring and Visual Vectors

The CentreVu CMS Call Vectoring feature enables you to create, copy, and edit vectors on any supported DEFINITY Enterprise Communications Server (ECS). Call vectors are user-defined, call-processing programs. Call vectors direct calls to specified on-network or off-network destinations, to queues in ACD splits, or to treatments such as music, recorded announcements, forced disconnect, and forced busy. CentreVu Visual Vectors provides a visually rich, intuitive graphical user interface for this feature for call centers with DEFINITY ECS R6.3 or later and CentreVu CMS R3V9 servers.

On the DEFINITY ECS and CentreVu CMS, the Call Vectoring feature is a separately purchased feature that is required to use Visual Vectors software.



Things to know before using Visual Vectors

Overview

Purpose This section describes the interactions of CentreVu Visual Vectors software with other call center client software.

In this section This section includes the following information:

- [Interactions with CentreVu Supervisor](#)
- [Interactions with CMS and Supervisor](#)



Interactions with CentreVu Supervisor

Introduction CentreVu Visual Vectors software is designed to work with CentreVu Supervisor Version 6 or later.

Interactions with CentreVu Supervisor If CentreVu Supervisor Version 6 or later is correctly installed on your client computer, the Visual Vectors CentreVu Framework window displays a toolbar icon which you can use to start CentreVu Supervisor. You can also select CentreVu Supervisor from the Tools menu.

Although you may be able to run CentreVu Supervisor from Visual Vectors, the two software programs, CentreVu Visual Vectors and CentreVu Supervisor, do not interact directly. If information from the two programs does not seem to match, first try to log off the CentreVu CMS server in each program, and then log back on. This will cause CentreVu Supervisor to read the configuration file in Visual Vectors and respond with the correct information.

Using CentreVu Supervisor Use CentreVu Supervisor software to do the following:

- Generate reports on the VDNs, vectors, and skill preferences you assigned using CentreVu Visual Vectors tools
- Assign names to splits or skills, trunk groups, ACDs, Vectors, and VDNs in the CentreVu CMS Dictionary, so that the objects in your Call Center World have more meaningful names

If CentreVu Supervisor Version 8 or later is installed, there will be a CentreVu Visual Vectors icon on the CentreVu Supervisor toolbar.

See *CentreVu Supervisor Version 9 Reports*, 585–210–929, and *CentreVu CMS Release 3 Version 9 Administration*, 585–214–015, for more information.



Interactions with CMS and Supervisor

Introduction CentreVu Visual Vectors software is designed to work with CentreVu CMS R3V6 or later.

Interactions with CentreVu CMS R3V9 If information obtained from the two client software programs does not seem to match, log off the CentreVu CMS R3V9 server from each client software program, and then log back on. This will cause the CentreVu CMS R3V9 server software to read the configuration file in Visual Vectors and respond with the correct information.

Important! Edit vectors only in Visual Vectors. If you use any other way to edit vectors, such as a CMS terminal, the vector step comments will be converted to floating comments.

Using CentreVu Supervisor CentreVu Visual Vectors software is designed to work with CentreVu Supervisor Version 6 or later. Use CentreVu Supervisor software to do the following:

- Generate reports on the VDNs, vectors, and skill preferences you assigned using Visual Vectors tools.
- Assign names to entities such as splits or skills, trunk groups, ACDs, Vectors, and VDNs in the CentreVu CMS Dictionary. You can use the Navigator tool in Visual Vectors to give more meaningful names to these objects in your Call Center World.

See *CentreVu® Supervisor Version 9 Reports, 585-210-929*, and *CentreVu CMS Release 3 Version 9 Administration, 585-214-015*, for more information.

Things to know about call center data

Overview

Purpose This section describes the CentreVu processes for storing and tracking switch data for your call center. The information is intended to give you an overview of how CentreVu CMS works, where CentreVu CMS stores data, and how Visual Vectors Server software accesses CMS Dictionary and User Permissions data.

In this section This section includes the following information:

- [How CentreVu CMS stores and tracks ACD data](#)



How CentreVu CMS stores and tracks ACD data

- Real-time and historical databases** CentreVu CMS stores the ACD data that is received from the switch in the real-time and historical databases. Within each of these databases, CentreVu CMS stores the specific ACD data for agents, splits or skills, trunks, trunk groups, vectors, and VDNs in separate database tables. Call work codes (CWC) also have separate database tables in the real-time and historical database.
- Summarizing CMS data** As CentreVu collects the real-time data from the ACD, the data is stored in the current intrahour interval tables (agent, split/skill, trunk, trunk group, vector, and VDN) until the end of the interval. At the end of the current intrahour interval, data is archived to the previous intrahour interval tables and to the intrahour historical tables. At the time that you designate, the historical intrahour data is summarized into daily data. At the end of your designated week, which is specified on the System Setup subsystem Storage Intervals window, the daily data is summarized into weekly data. On the first day of a new month, monthly summaries are generated from the daily data for the previous month.
- CMS Dictionary** The CMS Dictionary contains names for call center ACDs and their entities, including announcements, splits or skills, trunk groups, VDNs, and vectors. The assigned names appear on CMS reports to make them easier to interpret, as well as in Visual Vectors software to make it easier to use. You can use Visual Vectors tools to rename entities, or edit certain other properties of those entities, for example, their descriptions. See *CentreVu CMS Release 3 Version 9 Administration, 585–215–015*, for more information about the CentreVu CMS Dictionary.
- User permissions** Visual Vectors software determines what users can view and modify based on CMS User Permissions. For example, if a user has read access for an ACD and/or its vectors but does not have write access, the user is not able to use Vector Editor to save, or Navigator to copy, a vector to that ACD. Likewise, if a user does not have read or write access permissions for a certain type of entity, for example, VDNs, the folder for those entities on the ACD appears empty in Navigator. See *CentreVu CMS Release 3 Version 9 Administration, 585–215–015*, for more information about CentreVu CMS User Permissions.



Prerequisite system administration

Overview

Purpose This section describes the system-level administration, including permissions, that is required before you can run CentreVu Visual Vectors software.

In this section This section consists of the following information:

- [Configuring Visual Vectors Server](#)
- [Technical Support](#)
- [CentreVu Visual Vectors Training](#)



Configuring Visual Vectors Server

Introduction If you need to install and configure the CentreVu Visual Vectors Server, first see *CentreVu CMS R3V9 Software Installation, Maintenance, and Troubleshooting*, 585–210–956, for instructions on how to proceed. A brief outline follows of the procedures to install the CentreVu Visual Vectors Server software package.

Installing Visual Vectors Server software To install Visual Vectors Server software:

1 Log in as root.

2 Insert the CD-ROM and enter the following command: `/usr/sbin/pkgadd -d /cdrom/cdrom0`.

Result: The system displays information about the CD contents.

3 Enter “1” or press Return to select Visual Vectors Server software for processing.

Result: The system asks you if you want to continue.

4 Enter “y” to continue installation.

Result: The system again displays information about the CD-ROM package.

5 After verifying this information, enter “q” at the prompt.

Result: The system completes the installation process.

END OF STEPS

Reports or VDNs	CMS Hardware Platform Capacity Limits				
	Ultra 5	UE3000 (1 CPU)	UE3000 (2 CPUs)	E3500 (2 CPUs)	E3500 (4 CPUs)
ODBC reports per hour	120	160	320	480	960
Web hits per hour	60,000	80,000	160,000	240,000	480,000
VDNs on any single ACD	1950	2600	5200	7800	15,600

Delay estimates The following information estimates the delay (in seconds) to navigate VDNs for some CMS hardware platforms that are running CentreVu Visual Vectors Server software:

VDNs	CMS Hardware Platform Delay in Seconds				
	Ultra 5	UE3000 (1 CPU)	UE300 (2 CPUs)	E3500 (2 CPUs)	E3500 (4 CPUs)
250	5.8	4.5	2.3	1.5	0.8
500	9.0	7.1	3.6	2.4	1.2
1000	15.6	12.2	6.1	4.1	2.1
2000	28.8	22.5	11.3	7.6	3.8
4000	55.2	43.1	21.6	14.6	7.3
8000	107.9	84.3	43.2	28.6	14.3



Technical Support

If you have a problem If you have a problem with CentreVu Visual Vectors, first consult the following:

- *Troubleshooting* in this or your installation guide.
- Help's Contents, alphabetical Index, and full text Search function.
- The readme.txt file that is delivered with the software.

Important! The readme.txt file includes late-breaking changes to and news about the software. Use a text editor such as Notepad to read the file.

Information to provide the system administrator If these sources don't contain answers to your questions, contact the system administrator for your site's CentreVu CMS. The system administrator may need information from you:

- The version installed on your PC (select the About... item from the Help Menu and note the load number in the upper-right corner).
- The name or IP address of your CentreVu CMS server (the system administrator will know the version and load of CentreVu CMS installed on your server).
- The type of connection you have to the server (serial or over a network).
- The manufacturer and model of your PC, as well as the amount of RAM installed.



CentreVu Visual Vectors Training

Training included with software If you are a customer located within the United States, your Avaya Project Manager should call 1-800-255-8988 to schedule the appropriate classes for you. For training outside of the United States, contact your local Avaya distributor or representative.

Available courses The following table shows available training courses:.

Course Number	PEC	Course Name	Description
BTC124H	1460-057	DEFINITY ECS with EAS	A 4-day course that provides training on the tasks that are required to set up a G3 switch with the EAS feature and design vectors.
BTC138H		DEFINITY ECS G3 ACD with Vectoring	A 4-day course that provides training on the tasks that are required to set up a CentreVu CMS call center application with the G3 switch and the EAS feature, administer CentreVu CMS, interpret reports on ACD activity, and use the Vectoring and Forecast features.
BTC429M	1470-016a	DEFINITY ACD and Vectoring	This CD-ROM course lasts approximately 1.5 hours. It provides actual experience with administering the ACD feature with vectoring.
BTC155H	1462-031	CentreVu Supervisor V6 Administration with EAS	A 4.5-day class that provides training on the tasks that are required to administer CentreVu CMS using CentreVu Supervisor V6, interpret reports of ACD activity in the CentreVu Supervisor Interface, and use the vectoring and forecasting features in the CMS interface.

Course Number	PEC	Course Name	Description
BTC154H	1462-030	CentreVu Supervisor V6 Administration	A 4.5-day class that provides training on the tasks that are required to administer CentreVu CMS using CentreVu Supervisor V6, interpret reports of ACD activity in the CentreVu Supervisor Interface, and use the vectoring and forecasting features in the CMS interface.
BTC447M	1472-006	CentreVu Supervisor V6 Administration (with and without EAS)	This CD-ROM course lasts approximately 4 hours. It provides training on the tasks that are required to administer CMS and how to use the CentreVu Supervisor tools. This course includes system simulations, exercises, and supporting material.
BTC115H	1462-014	CentreVu CMS Custom Reports	A 3-day class that provides training on the tasks that are required to develop CMS custom reports.
BTC450M	1472-005	CentreVu Advocate: Breakthrough Solutions	This CD-ROM course lasts approximately 4 hours. It provides training on how to use CentreVu Advocate to better manage call center resources. This course includes system simulations, exercises, and support material.
BTC467M	Not listed	CentreVu Visual Vectors User Training	This CD-ROM course lasts approximately 2 hours. It provides training on how to uses Visual Vectors to create vectors and how to assign VDNs to vectors. The course includes system simulations, exercises, and supporting material.

Course notes

When your company purchases the CentreVu Visual Vectors software package, free training for two people is included. If your company wants to enroll additional people in courses, it needs to use Price Elements Codes (PECs) when enrolling the additional people.

The last lesson in the Administration courses is a half-day session that provides training on the Forecast feature. Students enrolled in the Administration courses can also view the Visual Vectors User Training CD-ROM during the last lesson. If your company has not purchased the Forecast or Vectoring features, you do not have to attend this session.

Other training

You may benefit by taking additional courses in the following subject areas:

- Traffic Theory and Data Analysis
- Host Computer Administration
- Switch Administration

You automatically receive the following Individualized Learning Program booklets after one of your call center's employees is enrolled in the CentreVu CMS Administration course:

- ACD Fundamentals
- Vectoring and EAS Basics



2 Setting up your Call Center World

Overview

Purpose This chapter explains how to set up the Call Center World seen in the Navigator. It includes the following sections:

- [Introduction to your Call Center World](#)
- [Managing Call Center World objects](#)

See the overview of each section for a preview of the section's contents.



Introduction to your Call Center World

Overview

Purpose This section provides an introduction to Call Center World features and explains how to connect to a new CMS server or add a new CMS server to your Call Center World.

In this section This section includes the following information:

- [Features of your Call Center World](#)
- [Using Visual Vectors windows](#)
- [Connecting to a CentreVu CMS server](#)



Features of your Call Center World

Overview Visual Vectors is *object-oriented*, which means that the system handles all entities as objects. An object is a set of computer instructions with properties you define. This chapter explains how to perform actions on objects in your Call Center World, including how to select objects, rename objects, delete objects, and so forth.



Using Visual Vectors windows

Introduction This part explains how to use features that are common to all Visual Vectors windows, that is, menus, toolbars, and online Help.

Visual Vectors menus To select a menu item, choose any of the following methods:

- Click the item.
- Use the arrow keys to highlight the item and then press Enter.
- Hold down Alt and press the underlined letter in the menu item you want to select
- Press the key or combination of keys (usually the Alt key or the Control key and a letter key) assigned to the operation. For example, use Control+C to copy.

Visual Vectors toolbars All items that are available on the Visual Vectors toolbars are also available from the menus. To select a toolbar item, click the icon.

Help system Press F1 or click Help to display Help for a window. Select Help from the menu bar to choose from the help options that are described in [Framework window objects](#).



Connecting to a CentreVu CMS server

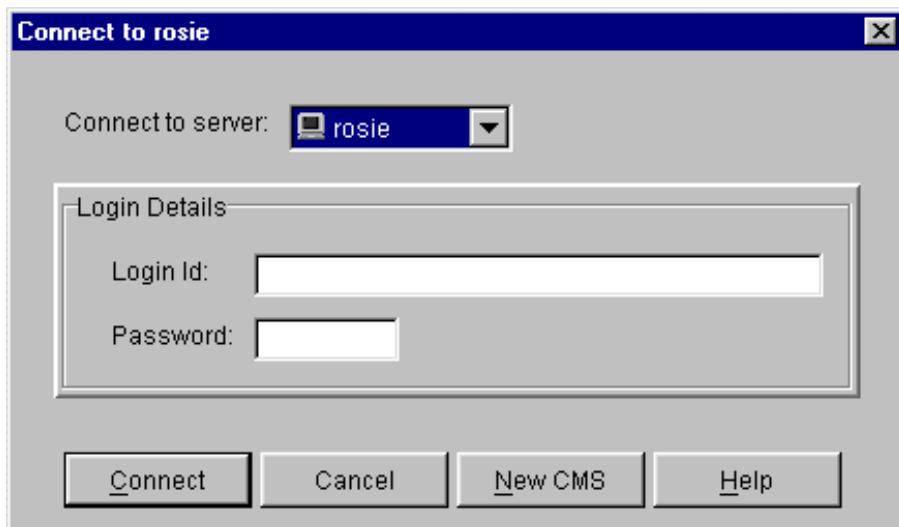
Purpose You can use the Connect menu item or toolbar button to log in to a CMS server.

Connection types From CentreVu Framework, you can connect to one or more existing CMS servers or you can add a new CMS server. Note that you are limited to one instance of a login ID per server.

Connecting to an existing server in your Call Center World To establish a CMS connection when the server exists in your Call Center World:

- 1 Select Connect from the File menu, or click Connect on the toolbar.

The Connect to server window appears.



- 2 Type your CentreVu CMS login Id in the Login Id: text box.
- 3 Press the Tab key to move the cursor to the Password: text box.
- 4 Type your CMS password in the Password: text box.

-
- 5 Select a CMS server in your Call Center World from the Connect to server: drop-down list.
-

- 6 Click Connect.

Result: The system displays a status message that indicates that the software is connecting to the CMS server. If the connection is broken or dropped while you are working with tools, you will be prompted to save on-line open vectors elsewhere.

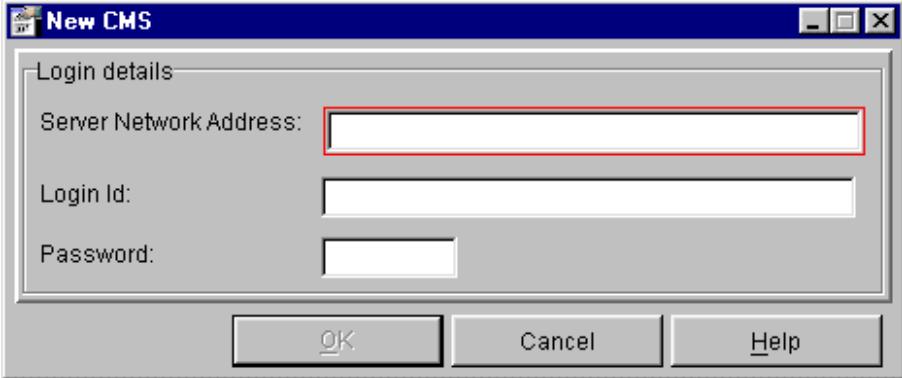
END OF STEPS

Adding a new server to your Call Center World

To establish a connection with a new CentreVu CMS server that is not already in your Call Center World:

- 1 To establish a CMS connection, do one of the following:
 - In the CentreVu Framework window, select Connect from the File menu.
 - In the Navigator window, highlight Call Center World in the left-hand pane, and then select New CMS from the File menu or shortcut menu.
 - Click New in the Navigator toolbar.

The system displays the New CMS window.



The screenshot shows a dialog box titled "New CMS" with a "Login details" section. It contains three text input fields: "Server Network Address:", "Login Id:", and "Password:". The "Server Network Address" field is highlighted with a red border. At the bottom, there are three buttons: "OK", "Cancel", and "Help".

-
- 2 Type the hostname or IP address of a CentreVu CMS Visual Vectors server in the Server Network Address: text box.

3 Type your CentreVu CMS login ID in the Login Id: text box.

4 Type your CMS password in the Password: text box.

5 Click OK.

Result: If the CMS server you entered:

- Exists and can be connected to, a new CMS object is added to your Call Center World and you are connected to this new server. If the connection is broken or dropped while you are working with tools, you will be prompted to save on-line open vectors elsewhere.
- Does not exist or cannot be connected to, an error message is displayed showing the cause of the failure. Go back to Step 2 to enter the required information again.

END OF STEPS



Managing Call Center World objects

Overview

Purpose This section describes how to manage objects in your Call Center World.

In this section This section includes the following information:

- [Selecting objects](#)
- [Adding objects](#)
- [Deleting objects](#)
- [Renaming objects](#)
- [Changing other object properties](#)



Selecting objects

Introduction To perform any action on an object in your Call Center World, you must first select the object. To select an object, choose either of the following methods:

- Click the object.
- Use the arrow keys to highlight the item and then press Enter.

Input window actions The following table describes the features of the input window.

Feature	Action
Menu bar	Pull down a list of actions, edit options, and online Help.
Toolbar action buttons	Click a button to perform an action.
Input fields	Type in the information that is needed to complete an action.
Selection list	View a list of the content that you may enter in the input field.

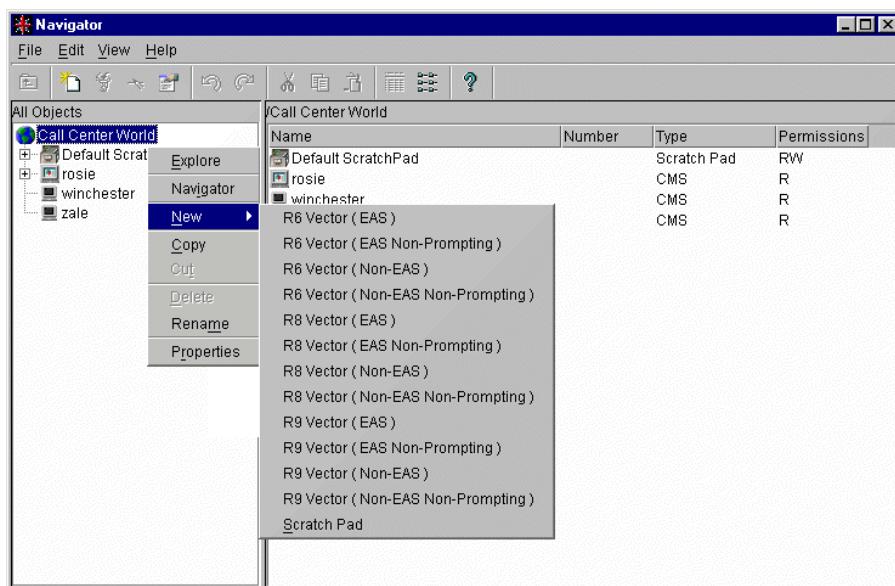


Adding objects

Introduction To add an object to your Call Center World (for example, a new vector for an ACD in the Vector Folder), you must first select a container for the object in a Navigator window. Note that if you add or save a vector to the Vector Folder on a measured ACD, it will be added to the CMS database.

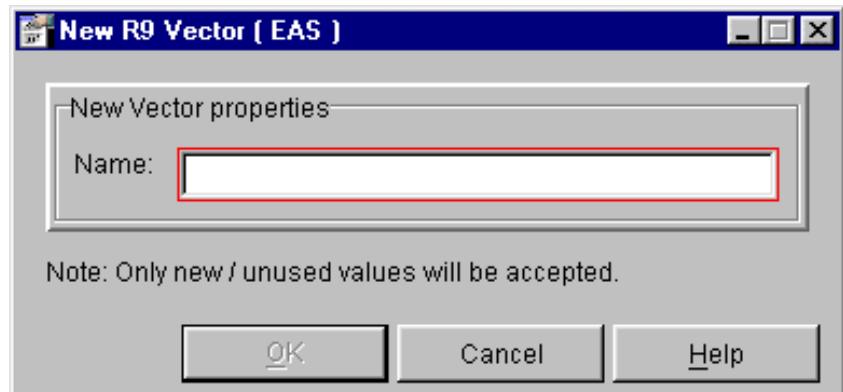
Procedure To add a new vector or ScratchPad to your Call Center World:

- 1 In the Navigator window, highlight a ScratchPad or Vector Folder in the left-hand pane, and then click the right mouse button. The system displays the shortcut menu.



- 2 Select a type of vector from the shortcut menu. If you highlighted a ScratchPad, you can also select ScratchPad from the menu.

The system displays the New Vector or New ScratchPad window.



- 3 Fill in the required information in the input fields in the window. For a new vector, you need to enter a name. If you are adding a new vector to an ACD, an Id is also required.

- 4 Click OK.

Result: If the addition was:

- Successful, the system displays the new object in the Navigator window.
- Not successful, the system displays an error message showing the cause of the failure.

END OF STEPS



Deleting objects

Procedure You may want to delete a CMS from your Call Center World or a vector from the CentreVu CMS database. You may need to obtain information from the CMS database before deleting the item for future reference.

Getting information To obtain information from the CMS database before you delete the item:

- 1 Select the object in the Navigator window and then do one of the following:
 - Select Properties from the File menu or shortcut menu.
 - Click Properties on the toolbar.
 - Press Alt+Enter.

The system displays the Properties window.



- 2 Locate and note the relevant information. For example, verify that you have permission to delete the item.
-

- 3 Close the Properties window.

END OF STEPS

Performing the Delete To delete a CMS or vector from your Call Center World:

1 Select the object in the Navigator window.

2 Do one of the following:

- Select Delete from the File menu or shortcut menu.
- Click Delete on the toolbar.
- Press Delete.

Result: If the deletion was:

- Successful, the contents of the object (steps) are removed causing the vector to not appear in Navigator.
- Not successful, the system displays an error message showing the cause of the failure.

END OF STEPS



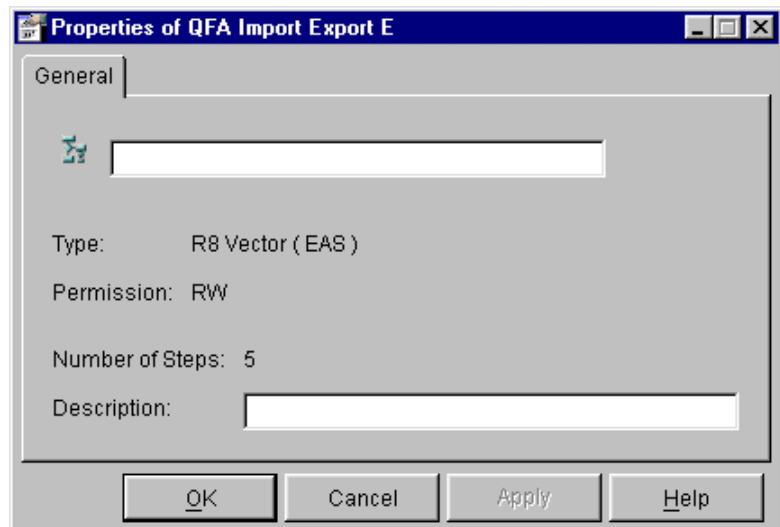
Renaming objects

Introduction You may want to rename an object that already exists in your Call Center World. You may need to obtain information from the CMS database before renaming the item for future reference.

Getting information To obtain information from the CMS database before you rename the item:

- 1 Select the object in the Navigator window and then do one of the following:
 - Select Properties from the File menu or shortcut menu.
 - Click Properties on the toolbar.
 - Press Alt+Enter.

The system displays the Properties window.



- 2 Locate and note the relevant information. For example, verify the type of the vector you want to rename.

- 3 Close the Properties window.

END OF STEPS

Doing the renaming To rename an ACD object in the CMS database:

- 1 Select the object in the Navigator window.
- 2 Do one of the following:
 - Select Rename from the File menu or shortcut menu.
 - Click Rename on the toolbar.

The system displays the Renaming object window with the Name property field highlighted.



- 3 Type in the new name or edit the existing name and then click OK.

Result: If the object was

- Renamed, the system displays the new name in the Navigator window.
- Not renamed, the system displays an error message that shows the cause of the failure.

END OF STEPS



Changing other object properties

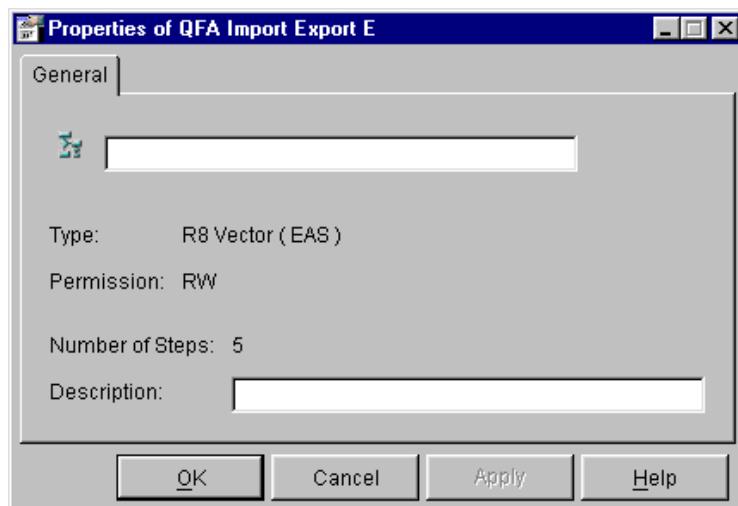
Introduction You may want to view or change the properties of a single object or of multiple objects in your Call Center World.

Single object Follow this procedure if the Properties you want to change are for a single object or entity, that is, one split/skill, vector, VDN, or trunk group.

1 Select the object in the Navigator window and then do one of the following:

- Select Properties from the File menu or shortcut menu.
- Click Properties on the toolbar.
- Press Alt+Enter.

The system displays the Properties window.



The window contains properties of the object for which you have permissions in the CMS Dictionary.

2 Click in or use the Tab key to move to the fields in which you want to change the values.

-
- 3 Type the new values in the fields.

Result: The system displays a red box around any property fields with invalid values.

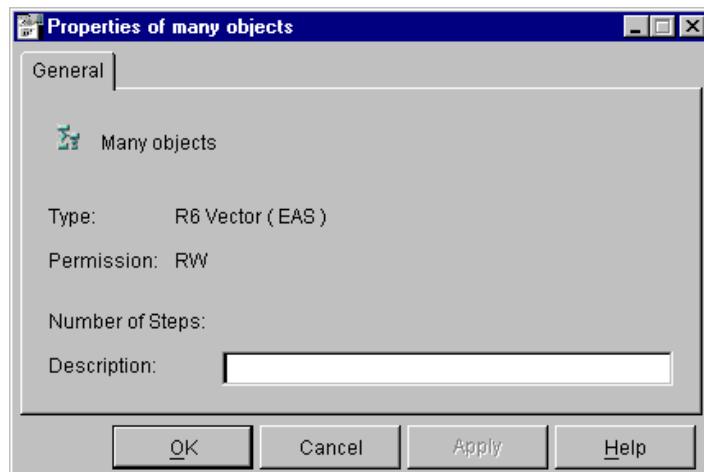
- 4 When you have made all of your changes and no red boxes are displayed, click OK.

END OF STEPS

Multiple objects Follow this procedure if the Properties you want to change are for multiple objects or entities, that is, multiple splits or skills, vectors, VDNs, or trunk groups.

- 1 Select the objects in the Navigator window and then do one of the following:
 - Select Properties from the File menu or shortcut menu.
 - Click Properties on the toolbar.
 - Press Alt+Enter.

The system displays the Properties of many objects window.



The window contains properties of the objects for which you have permissions in the CMS Dictionary.

.....

2 Click in or use the Tab key to move to the fields in which you want to change the values.

.....

3 Type the new values in the fields.

Result: The system displays a red box around any property fields with invalid values.

.....

4 When you have made all of your changes and no red boxes are displayed, click OK.

.....

END OF STEPS

.....

Rules for field entry When you change certain properties using Visual Vectors software, the CentreVu CMS server database is updated. CMS has three classes of input field: name (synonym), description, and number. This topic describes the rules that apply to each class.

Name A name (synonym) property field must begin with an alphabetic character. Characters are case sensitive.

A Name property field can consist of from 1 to 20 characters, which include:

- Letters
- Numbers
- Underscores (_)
- Blanks
- Commas (,)
- Periods (.)
- Plus signs (+)

Description A description property field can be consist of from 1 to 50 characters.

All keyboard characters are allowed except:

- Backslashes (\)
- Grave accent (`)
- Tilde (~)
- Double quotes (")
- Pipe symbol (|)
- Asterisk (*)
- Question mark (?)



Call Center World objects

Overview

Purpose Objects include items on which you can perform actions in your Call Center World. For example, the objects may be vectors, trunk groups, or ACDs.

No matter which tool you use to select an object, the way in which you perform an action on the object is the same.

In this section This section includes the following information:

- [Defining Call Center World objects](#)



Defining Call Center World objects

Overview The following list includes possible objects in your Call Center World. To perform actions on the object, click the object using the right mouse button.

- [Call Center World object](#)
- [ScratchPad object](#)
- [CMS object](#)
- [ACD object](#)
- [Announcement Folder object](#)
- [Announcement object](#)
- [Split/Skill Folder object](#)
- [Split/Skill object](#)
- [Trunk Group Folder object](#)
- [Trunk Group object](#)
- [Vector Folder object](#)
- [Vector object](#)
- [VDN Folder object](#)
- [VDN object](#)

Call Center World object The following table describes the Call Center World object:

Actions	Description
Explore	Expands your Call Center World to show one or more CMS Servers for which you have read or read and write permission.
Disconnect All	Displays the Disconnect window with all connected CMS servers highlighted.
Navigator	Launches the Navigator window with the Call Center World as the place to start browsing.
New	If the CMS submenu is clicked, accesses the New CMS window to add a new server to your world.
Properties	Displays the properties of your Call Center World.

ScratchPad object The following table describes the ScratchPad object:

Actions	Description
Explore	Expands the ScratchPad.
Navigator	Launches the Navigator window with the ScratchPad as the place to start browsing.
New	Creates a new ScratchPad or new vectors.
Cut	Cuts the selected ScratchPad, to be pasted later.
Copy	Copies an object, to be pasted later.
Paste	Pastes an object that has been cut or copied.
Delete	Deletes the ScratchPad.
Rename	Places the user in edit mode for the ScratchPad name field in the Renaming ScratchPad window.
Properties	Displays the properties of the ScratchPad.

CMS object The following describes the CMS object:

Actions	Descriptions
Explore	Expands the CMS object to show one or more ACDs for which you have read or read and write permission.
Connect	Displays the Connect to server window for this CMS.
Disconnect	Displays the Disconnect window with this CMS highlighted.
Navigator	Launches the Navigator window with the CMS as the place to start browsing.
Delete	Removes the CMS from your Call Center World.
Properties	Displays the properties of the CMS.

ACD object The following table describes the ACD object:

Actions	Descriptions
Explore	Expands the ACD object to show folders of CMS entities.
Navigator	Launches the Navigator window with the ACD as the place to start browsing.
Rename	Places you in edit mode for the “ACD name” field in the Renaming ACD window.
Properties	Displays properties of the ACD.

Announcement Folder object

The following table describes the Announcement Folder object:

Actions	Descriptions
Explore	Expands the Announcement Folder.
Navigator	Launches the Navigator window with the folder as the place to start browsing.
Properties	Displays the properties of the Announcement folder.

Announcement object

The following table describes the Announcement object:

Actions	Descriptions
Navigator	Launches the Navigator window with the announcement as the place to start browsing.
Rename	Places the user in edit mode for the “Announcement name” field in the Renaming Announcement window.
Properties	Displays the properties of the announcement.

Split/Skill Folder object

The following table describes the Split/Skill Folder object:

Actions	Descriptions
Explore	Expands the Split/Skill Folder.
Navigator	Launches the Navigator window with the folder as place to start browsing.
Properties	Displays the properties of the Split/Skill Folder.

Split/Skill object

The following table describes the Split/Skill object:

Actions	Descriptions
Navigator	Launches the Navigator window with the split/skill as the place to start browsing.
Rename	Places user in edit mode for the “Split/Skill name” field in the Renaming Split/Skill window.
Properties	Displays the properties of the Split/Skill.

Trunk Group Folder object

The following describes the Trunk Group Folder object:

Actions	Descriptions
Explore	Expands the Trunk Group Folder.
Navigator	Launches the Navigator window with the folder as the place to start browsing.
Properties	Displays the properties of the Trunk Group Folder.

Trunk Group object The following describes the Trunk Group object:

Actions	Descriptions
Navigator	Launches Navigator window with the trunk group as place to start browsing.
Rename	Places the user in edit mode for the “Trunk Group name” field in the Renaming Trunk Group window.
Properties	Displays the properties of the Trunk Group.

Vector Folder object The following table describes the Vector Folder object:

Actions	Descriptions
Explore	Expands the Vector Folder.
Navigator	Launches the Navigator window with the folder as place to start browsing.
New Vector	Creates a new vector with one Stop step in the folder.
Paste	Pastes a vector if there is one cut or copied.
Properties	Displays the properties of the Vector Folder.

Vector object The following table describes the Vector object:

Actions	Descriptions
Edit	Accesses the Vector Editor tool to edit the vector.
Export	Accesses the Import Export Wizard to export the vector.
Navigator	Launches the Navigator window with the vector as the place to start browsing.
Cut	Copies a vector to memory and replaces it with a blank vector.
Copy	Copies a vector to be pasted later.
Delete	Deletes the vector from the folder for this ACD. This replaces it with a blank vector and leaves the name in the Dictionary.
Rename	Places the user in edit mode for the “Vector name” field in the Renaming... window.
Properties	Displays the properties of the vector.

VDN Folder object The following table describes the VDN Folder object:

Actions	Descriptions
Explore	Expands the VDN folder.
Navigator	Launches the Navigator window with the folder as the place to start browsing.
Properties	Displays the properties of the VDN Folder.

VDN object The following table describes the VDN object:

Actions	Descriptions
Navigator	Launches the Navigator window with the VDN as the place to start browsing.
Rename	Places the user in edit mode for the “VDN name” field in the Renaming VDN window.
Properties	Displays the properties of the VDN.



Call Center World object properties

Overview

Purpose Use object properties to change certain allowable parameters of:

- Any entities of the ACD, including announcements, splits or skills, trunk groups, VDNs, and vectors
- VDN administration, for example, its assigned vector and skill preferences

In this section This section includes the following information:

- [Defining object properties](#)



Defining object properties

Overview The following table describes the properties of all objects in your Call Center World. To perform actions on the object, click the object using the right mouse button, and then select Properties.

- [Call Center World object](#)
- [ScratchPad object](#)
- [CMS object](#)
- [ACD object](#)
- [Announcement Folder object](#)
- [Announcement object](#)
- [Split/Skill Folder object](#)
- [Split/Skill object](#)
- [Trunk Group Folder object](#)
- [Trunk Group object](#)
- [Vector Folder object](#)
- [Vector object](#)
- [VDN Folder object](#)
- [VDN object](#)

Call Center World object The following table describes properties of the Call Center World object:

Properties	Description
Name	You cannot edit this name.
Type	Type of object (World).
Permission	Displays the permission (R for read) that you have for your Call Center World.
Description	Description of the Call Center World. You can edit this field.

ScratchPad object The following describes properties of the ScratchPad object:

Properties	Description
Name	Name of a folder that contains offline vectors.
Type	Type of object (ScratchPad).
Permission	Displays ScratchPad permissions (R for read and W for write).
Description	Characters describing the ScratchPad object. You can edit this field.

CMS object The following describes properties of the CMS object:

Properties	Description
Name	Name of the CentreVu CMS server. You cannot edit this name.
Type	Type of object (CMS or unconnected CMS).
Permission	Displays the permissions (R for read, blank for none) that you have for the CentreVu CMS server.
Version	If connected, displays CentreVu CMS server software release and version numbers, for example, R3V9.
Locale	If connected, displays CentreVu CMS server software locale and time zone, for example, TZ GMT – 05:00.
Containee Count	If connected, displays the number of objects (ACDs) that are contained within this object.

ACD object The following table describes properties of the ACD object:

Properties	Description
Name	Name of the ACD in the CentreVu CMS Dictionary. You can rename it if you have ACD read and write access on the CMS.
Type	Type of object (ACD).
Permission	Displays the ACD permissions (read, write, or both) that you have on the CentreVu CMS.
Id	Number that identifies the ACD on the CentreVu CMS.
Version	DEFINITY server software release and version numbers, for example, ECS R9.
Locale	DEFINITY server software locale and time zone, for example, TZ GMT — 05:00.

Properties	Description
Link Status	Status (Link Up, Link Down) of the link to the ACD from the CMS. The ACD icon is crossed out in the Navigator window if the link is down.
ACD Features	Features enabled on the ACD, which could be EAS, Prompting, or Vectoring.
Description	Description of the ACD in the CMS Dictionary. You can edit this field.

Announcement Folder object

The following table describes properties of the Announcement Folder object:

Properties	Description
Name	Name of the folder that contains announcements for this ACD.
Type	Type of object (folder).
Permission	Displays the announcement permissions (read, write, or both), that you have for this ACD.
Containee Count	Shows the number of announcements that are contained in the folder.

Announcement object

The following describes properties of the Announcement object:

Properties	Description
Name	Name of the announcement in the CMS Dictionary. You can rename it if you have read and write permissions.
Type	Type of object (announcement).
Permission	Displays the permissions (read, write, or both) that you have for this announcement.
Extension	Announcement extension number.
Description	Description of the announcement in the CMS Dictionary. You can edit this field.

Split/Skill Folder object The following describes properties of the Split/Skill Folder object:

Properties	Description
Name	Name of the folder that contains measured splits or skills for this ACD.
Type	Type of object (folder).
Permission	Displays the split and skill permissions (read, write, or both) that you have for this ACD.
Containee Count	Shows the number of splits or skills that are contained in the folder.

Split/Skill object The following table describes properties of the Split/Skill object:

Properties	Description
Name	Name of the split/skill in the CentreVu CMS Dictionary.
Type	Type of object (split/skill).
Permission	Displays the permissions (read, write, or both) that you have for this split/ or skill.
Id	Number identifying the split/skill on the CentreVu CMS.
Description	Description of the split/skill in the CMS Dictionary. You can edit this field.

Trunk Group Folder object The following table describes properties of the Trunk Group Folder object:

Properties	Description
Name	Name of the folder that contains measured trunk groups for this ACD.
Type	Type of object (folder).
Permission	Displays the trunk group permissions (read, write, or both) that you have for this ACD.
Containee Count	Shows the number of trunk groups that are contained in the folder.

Trunk Group object The following table describes properties of the Trunk Group object:

Properties	Description
Name	Name of the trunk group in the CentreVu CMS Dictionary.
Type	Type of object (trunk group).
Permission	Displays the permissions (read, write, or both) that you have for this trunk group.
Id	Number that identifies the trunk group on the CentreVu CMS.
Description	Description of the trunk group in the CMS Dictionary. You can edit this field.

Vector Folder object The following table describes properties of the Vector Folder object:

Properties	Description
Name	Name of the folder that contains non-empty vectors for this ACD.
Type	Type of object.
Permission	Displays the vector permissions (read, write, or both) that you have for this ACD.
Containee Count	Shows the number of vectors that are contained in the folder.

Vector object The following table describes properties of the Vector object:

Properties	Description
Name	Name of the vector in the CentreVu CMS Dictionary.
Type	Type of object (vector).
Permission	Displays the permissions (read, write, or both) that you have for this vector
Description	Description of the vector in the CMS Dictionary. You can edit this field.
Id	Number that identifies the vector on the CentreVu CMS.
Step Count	The number of steps that are contained in the vector.

VDN Folder object The following table describes properties of the VDN Folder object:

Properties	Description
Name	Name of the folder that contains measured VDNs for this ACD.
Type	Type of object (folder).
Permission	Displays the VDN permissions (read, write, or both) that you have for this ACD.
Containee Count	Shows the number of VDNs that are contained in the folder.

VDN object The following table describes properties of the VDN object:

Properties	Description
Name	Name of the VDN in the CentreVu CMS Dictionary.
Type	Type of object (VDN).
Permission	Displays the permissions (read, write, or both) that you have for this VDN.
Extension	VDN extension number.
Vector Id	Shows the number or synonym that identifies the vector that is assigned to this VDN. You can change this assignment if you have VDN permissions on the CMS for the ACD.
Description	Description of the VDN in the CMS Dictionary. You can edit this field.
Skill Pref	Shows what skill preferences are assigned to this VDN. You can change this assignment if you have VDN permissions on the CMS for the ACD [Expert Agent Selection (EAS) only].



3 Using CentreVu Framework

Overview

Purpose This chapter explains how to use CentreVu Framework. It includes the following sections:

- [Introduction to CentreVu Framework](#)

See the overview of each section for a preview of the section's contents.



Introduction to CentreVu Framework

Overview

Purpose This section provides an introduction to CentreVu Framework features and explains how to use the Framework window.

In this section This section includes the following information:

- [Features of CentreVu Framework](#)
- [Starting and exiting CentreVu Framework](#)
- [Framework window objects](#)



Features of CentreVu Framework

Introduction CentreVu Framework is the starting point of CentreVu Visual Vectors. CentreVu Framework gives you access to all of the CentreVu Visual Vectors features, which gives you the ability to manage any connections CentreVu Visual Vectors has to CentreVu Call Management System (CMS) servers. For example, from the CentreVu Framework window, you can access Visual Vectors tools to view, modify, add, and delete ACD items in the CentreVu CMS database.

After opening Framework, you can access and use the following tools:

- Navigator to view or modify the properties of objects in your Call Center World, which includes renaming some types of objects
- Vector Editor to create new vectors or edit existing ones
- VDN Assignment Wizard to assign one or more VDN(s) to a vector
- Import Export Wizard to import vectors to a public directory or other application

No matter which tool you use to select an operation, the way in which you perform the operation is the same.



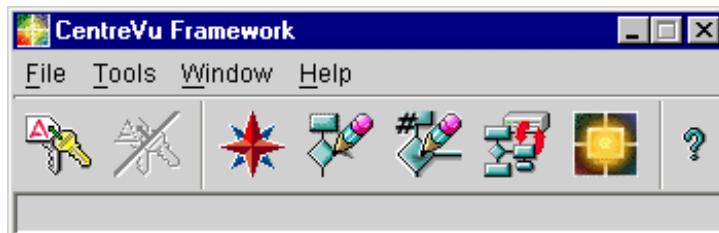
Starting and exiting CentreVu Framework

Introduction This part explains how to start CentreVu Framework, how to log in to an existing or a new server, and how to exit CentreVu Framework and disconnect from the server.

Starting CentreVu Framework To start CentreVu Framework:

- 1 Select Start from the Microsoft Windows taskbar.
- 2 Select Programs from the Start menu.
- 3 Select the Avaya CentreVu Visual Vectors V9 program group.
- 4 Select CentreVu Visual Vectors V9.

The system starts the Visual Vectors program and opens the Framework window. Although Visual Vectors is running, you are not yet connected to a CMS server.



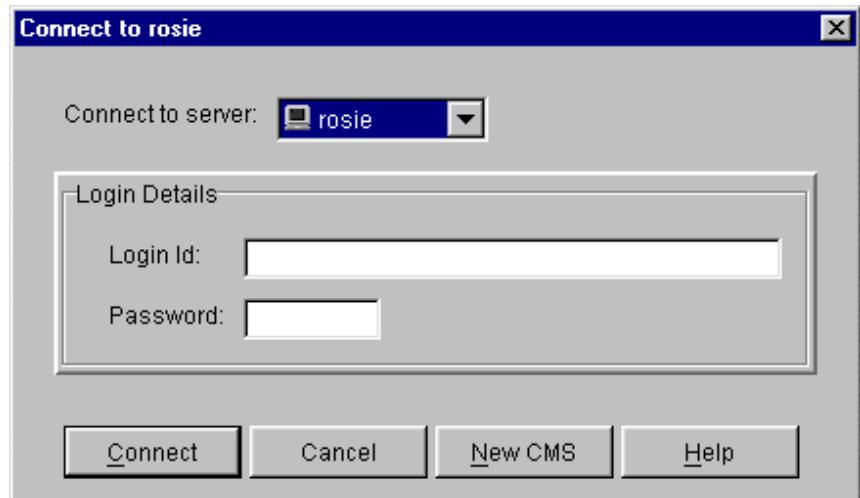
You may either connect to an existing server or establish a connection to a new server. You are limited to one instance of a login ID per server, but you can connect to more than one server at a time.

END OF STEPS

Logging in to an existing server Use this procedure if you have connected to a CMS server at least once.

- 1 Click Connect on the toolbar or select Connect from the File menu.

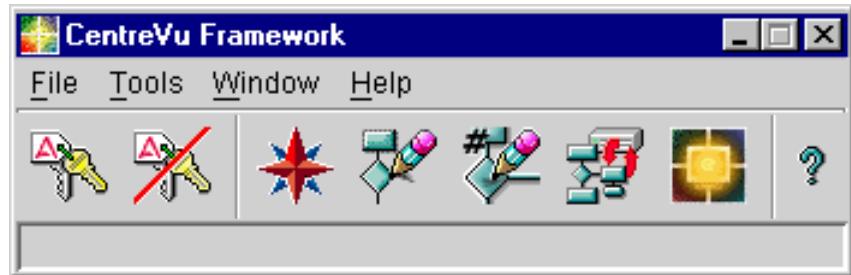
The system displays the Connect to Server dialog box showing the server to which you connected last.



- 2 If you want to connect to a different server than the one that is displayed, select a CMS server from the “Connect to server:” list.
- 3 Enter your CMS login Id in the Login Id: text box.
- 4 Enter your CMS password in the Password: text box.

- 5 Click Connect.

Result: If the Disconnect toolbar button in CentreVu Framework is highlighted, you have successfully logged in to the CMS server.



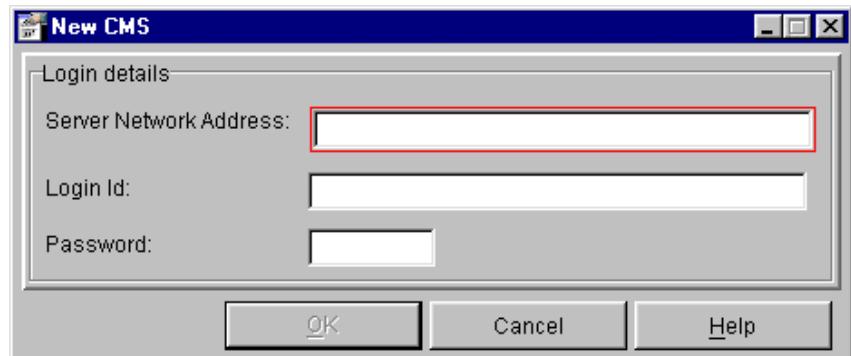
END OF STEPS

Logging in to a new server

If you have never connected to a CMS server before, you need to establish a connection. To connect to a new server:

- 1 Select Connect from the File menu.

Result: The system displays the New CMS login dialog box.



- 2 Type the hostname or IP address of a CentreVu CMS/Visual Vectors server in the Server Network Address: text box.
- 3 Enter your CentreVu CMS login ID in the Login Id: text box.

4 Type your CMS password in the Password text box.

5 Click OK.

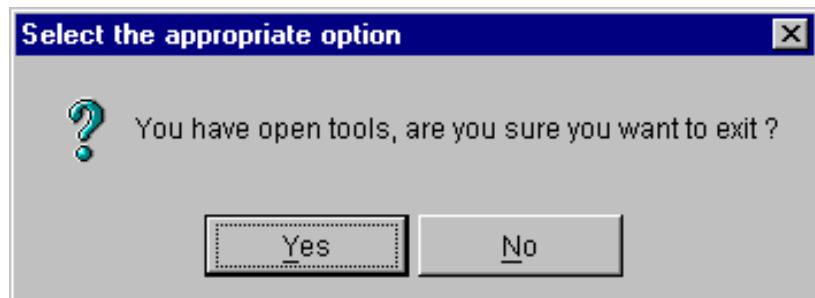
Result: If the CMS server you entered exists, you are connected to this new server. If the CMS server does not exist, the system displays an error message showing the cause of the failure.

END OF STEPS

Closing windows and exiting You do not have to close windows before exiting CentreVu Framework, but if you do not, the system displays a warning that you have open tools.

- 1 To close one or more CentreVu Framework windows, do one of the following:
 - To close a window, click on the window to make it active and press Alt+F4. The active window closes.
 - To close all windows, select Close All from the CentreVu Framework Window menu. All open windows close.
- 2 To exit CentreVu Framework, select Exit from the File menu.

If you have open windows other than the CentreVu Framework window, such as the Vector Editor or Navigator tools, the system displays a message asking if you want to exit.



- 3 Click Yes to close the tools and exit CentreVu Framework.

If you restart CentreVu Framework, the system attempts to restore the windows you left open during the last session, and the system attempts to restore the CMS server connections that you used during the last session.

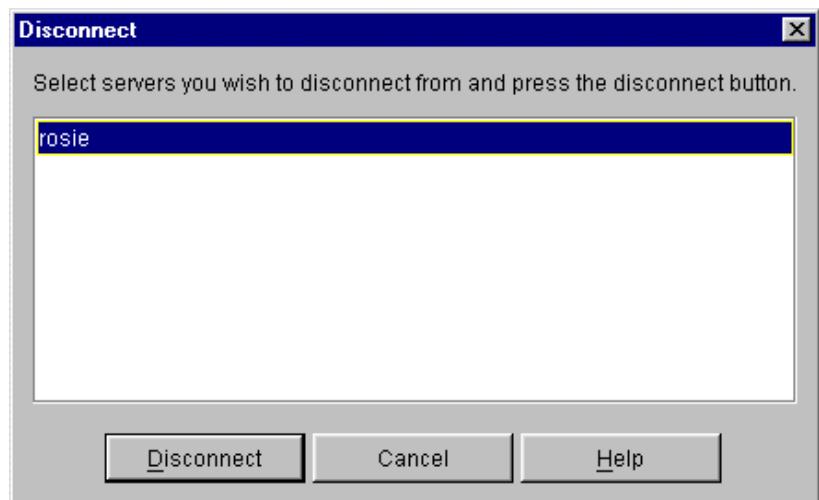
END OF STEPS

Disconnecting from CMS servers

You do not have to disconnect from CMS servers before exiting CentreVu Framework. The Visual Vectors program disconnects your computer automatically before it closes the CentreVu Framework window.

- 1 To disconnect from a server or servers, do one of the following:
 - Select Disconnect from the CentreVu Framework File menu.
 - Click Disconnect in the CentreVu Framework toolbar.

The system displays the Disconnect window.



- 2 Select the servers you want to disconnect from and then click Disconnect.

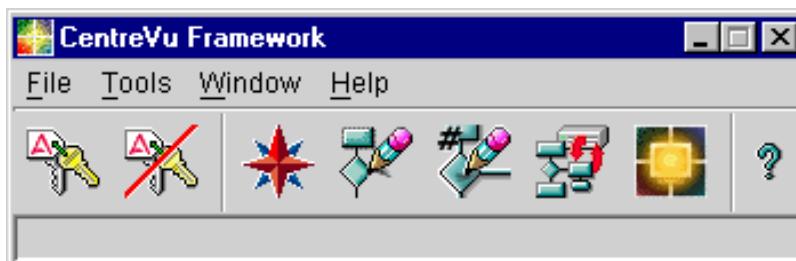
END OF STEPS



Framework window objects

Introduction This part introduces you to the features of the Framework window as they appear both before and after you connect to a CentreVu CMS server.

The following figure shows the CentreVu Framework window:



Title bar The title bar shows the name of the tool. When a vector is open in the Vector Editor, its name is shown.

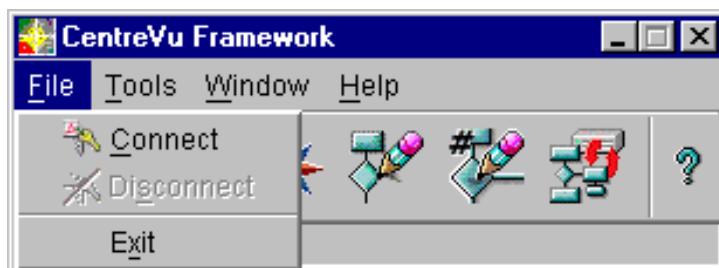
Minimize, Maximize/Restore, and Close buttons These buttons adjust the size of the current window, or close it.

Toolbar The toolbar contains buttons for quick access to specific features of the application. When your mouse pointer is over a toolbar button for a few seconds, a brief description of the button displays. When you select a button, the status bar displays a description of the command that the particular button performs.

The following table describes buttons on the toolbar.

Button	Function
Connect	Initiates a connection to a CMS server.
Disconnect	Disabled until you are connected to a CMS server.
Navigator	Accesses the window for the Navigator.
Vector Editor	Accesses the window for the Vector Editor.
VDN Assignment Wizard	Accesses the first of a series of dialog boxes for the VDN Assignment Wizard.
Import Export Wizard	Accesses the first of a series of dialog boxes for the Import Export Wizard.
CentreVu Supervisor	Starts CentreVu Supervisor Version 6 or later, if that program is installed correctly. If not, this button does not appear.
Help Contents	Starts the Help application window for Visual Vectors.

- Status bar** The status bar is located at the bottom of the CentreVu Framework and Vector Editor windows. Framework displays a brief description of what actions are occurring. Vector Editor displays the number of steps in the current vector.
- Menu bar** The menu bar lists the available drop-down menus. This section identifies the menus that are available before you log in to the CMS server: File, Tools, Window, and Help.
- File menu** Select File from the menu bar to display the File menu.



File menu items

The File menu has the following items:

Connect Displays the “Connect to server” window.

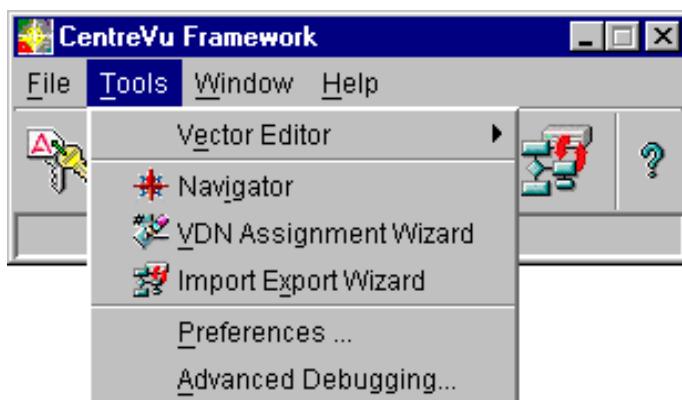
You can select from the drop-down list of servers to which you have previously connected, or click New CMS to identify a new server to log in to and add to your Call Center World.

Disconnect Displays the Disconnect window that lists the servers to which you are connected.

Highlight the server or servers from which you wish to disconnect and select Disconnect or press Enter.

Exit Automatically disconnects your computer from any CMS servers to which you are connected, and then closes the CentreVu Framework window. The system displays a warning message if you have open tool windows.

Tools Menu Select Tools from the menu bar to display the Tools menu.



Tools menu items

The Tools menu has the following items:

Vector Editor Opens the window for the Vector Editor. You can create new vectors or edit existing vectors in this window, and then save them to an ACD if you have the needed permissions or the ScratchPad on your computer.

Navigator Opens the window for the Navigator. You can view, add, delete, or move objects in your Call Center World using this window.

VDN Assignment Wizard Opens the first of a series of dialog boxes for the VDN Assignment Wizard. This tool helps you to assign VDNs to vectors and VDN skill preferences. You can also view which VDNs are assigned to which vectors and, if necessary, change those assignments.

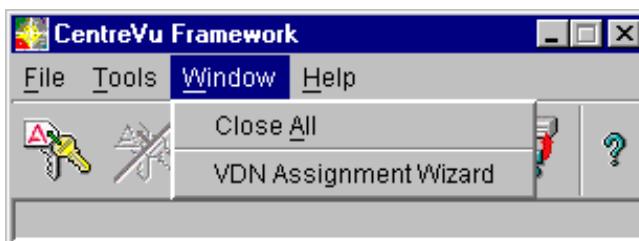
Import Export Wizard Opens the first of a series of dialog boxes for the Import Export Wizard. This tool helps you to create a vector file, which can contain one or more vector objects. You can then export the vector file to a shared or public directory, where it can be imported and shared by other users.

CentreVu Supervisor Launches a separate session of CentreVu Supervisor. The two programs are autonomous. CentreVu Supervisor appears only if you have the right version installed on your computer.

Preferences... Opens the Preferences window. You can view or modify settings such as Locale and indicate whether ToolTips are enabled.

Advanced Debugging... Used for debugging. Do not change the settings on the Advanced window unless you are instructed to do so by an Avaya administrator.

Window menu Select Window from the menu bar to display the Window menu.



Window menu items

The Window menu has the following items:

Close All Closes the windows of all open tools, but leaves the CentreVu Framework window open and the Visual Vectors software running.

VDN Assignment Wizard Makes the VDN Assignment Wizard the current window.

Help menu Select Help from the menu bar to display the Help menu.



Press F1 or click Help to display help on a window or tool.

Help menu items

In the Help menu, you can select from the following options:

Help Contents Opens the Help window, and displays the Visual Vectors table of contents.

About... Displays the About CentreVu Visual Vectors... window, which shows the software build number.



4 Using Navigator

Overview

Purpose This chapter explains how to use CentreVu Navigator. It includes the following sections:

- [Introduction to Navigator](#)
- [Navigating your Call Center World](#)

See the overview of each section for a description of the section's contents.



Introduction to Navigator

Overview

Purpose This section provides an introduction to Navigator features and explains how to open and close Navigator. It also familiarizes you with the objects in the Navigator window.

In this section This section includes the following information:

- [Features of Navigator](#)
- [Opening and closing Navigator](#)
- [Navigator window objects](#)



Features of Navigator

Introduction You use Navigator to view and manage call center objects using the same conventions as you use to manage Microsoft Windows Explorer.

Navigator provides a means for you to:

- View and manage switch objects that are used in vectors
- Use the offline ScratchPad to store vectors on your computer. If you have many vectors, organize them into folders
- Copy and move vectors from ScratchPad to one or more ACDs, and between ACDs
- Change the properties of VDNs
- View and rename objects, depending on your permissions



Opening and closing Navigator

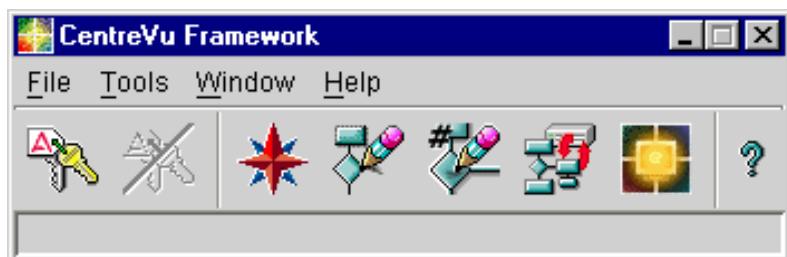
Introduction This section explains how to open and close Navigator, how to log in to a CMS server, and how to disconnect your computer from any CMS servers to which you are connected.

Opening Navigator To open Navigator:

- 1 Select Start from the Microsoft Windows taskbar.
- 2 Select Programs from the Start menu.
- 3 Select the Avaya CentreVu Visual Vectors program group from the Programs submenu of the Start menu.
- 4 Select CentreVu Visual Vectors V9 from the program group.

Result: The system starts the Visual Vectors program and opens the Framework window. Although Visual Vectors is running, you are not yet connected to a CMS server.

The following figure shows how Framework appears before you log in to a CMS server.



-
- 5 Select Navigator from the Tools menu or click the Navigator icon on the toolbar.

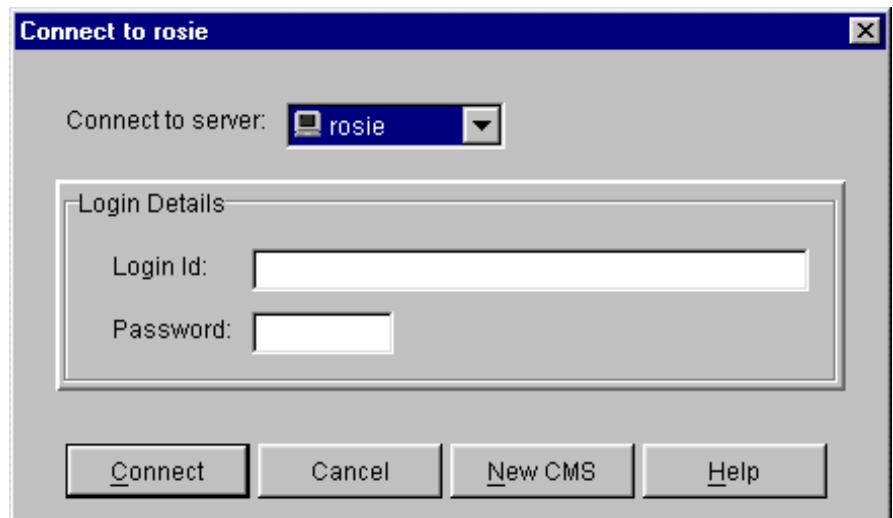
Result: The system displays the Navigator window. The Navigator window lists CMS servers to which you have connected before. If you want to view objects on a server, double-click the server name. If you are not connected to the server, Visual Vectors prompts you to log in.

END OF STEPS

Logging in to an existing server

This procedure explains how to log in to an existing server when you are working in Navigator.

-
- 1 If you double-click the name of a CMS server to which you are not connected, the system displays the Connect to server dialog box showing the server to which you are attempting to connect.

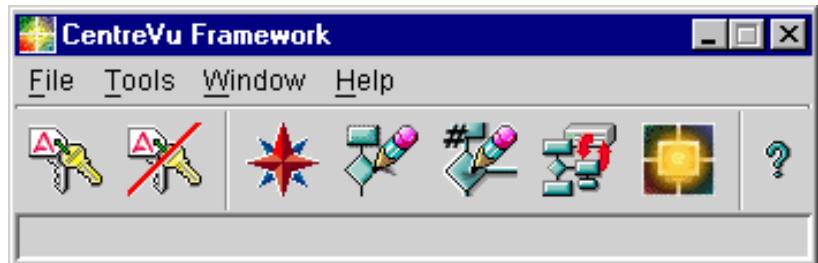


-
- 2 If you want to connect to a different server than the one that is displayed, select a CMS server from the “Connect to server:” list.
 - 3 Enter your CMS login Id in the Login Id: text box.

- 4 Enter your CMS password in the Password: text box.

- 5 Click Connect.

Result: If the Disconnect toolbar button in CentreVu Framework is highlighted, you have successfully logged in to the CMS server.



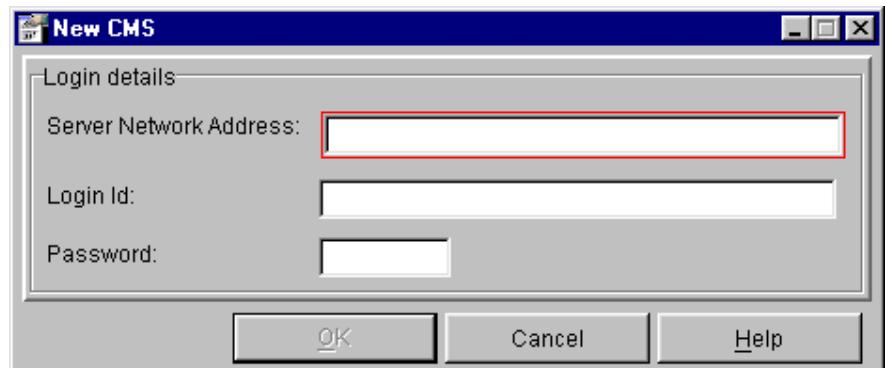
END OF STEPS

Logging in to a new server

If you have never connected to a CMS server before, you need to establish a connection. To connect to a new server in Navigator:

- 1 Select New CMS from the File menu.

The system displays the New CMS login dialog box.



- 2 Type the hostname or IP address of a CentreVu CMS/Visual Vectors server in the Server Network Address: text box.

.....

3 Enter your CentreVu CMS login ID in the Login Id: text box.

.....

4 Type your CMS password in the Password: text box.

.....

5 Click OK.

Result: If the CMS server you entered exists, you are connected to this new server. If the CMS server does not exist, the system displays an error message showing the cause of the failure.

.....

END OF STEPS

.....

Closing Navigator and exiting

.....

1 To close Navigator, select Close from the Navigator File menu, or press Alt+F4.

.....

2 To exit the software, select Exit from the File menu in the CentreVu Framework main window.

Result: The Visual Vectors program automatically disconnects your computer from any CMS servers to which you are connected and then closes the CentreVu Framework window.

.....

3 If you have open windows other than the CentreVu Framework window, such as the Vector Editor or Navigator tools, and you try to exit, the system displays a message asking if you want to exit. Click Yes to disconnect and exit.

If you restart CentreVu Framework, the system attempts to restore the windows you left open during the last session, and the system attempts to restore the CMS server connections that you used during the last session.

.....

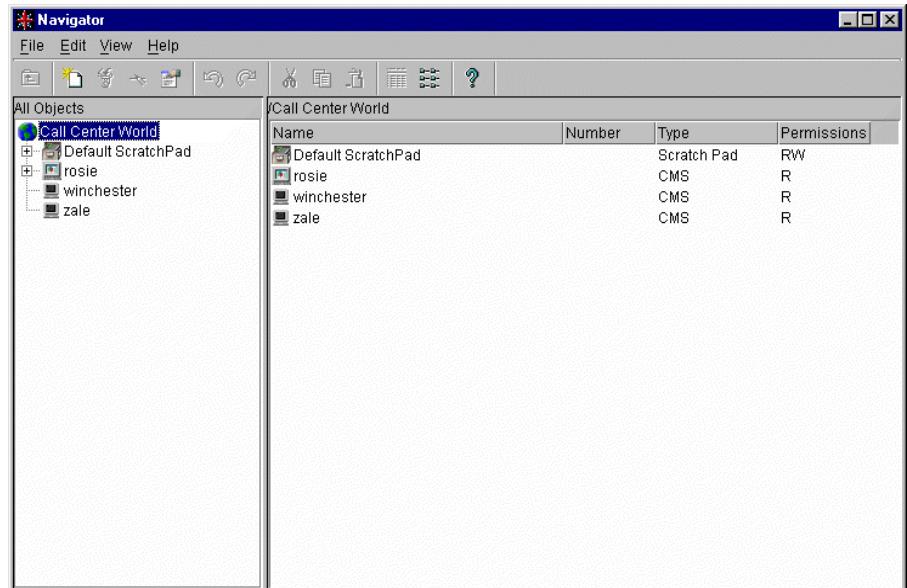
END OF STEPS

.....



Navigator window objects

Introduction This section introduces you to the features of the Navigator window as they appear both before and after you connect to a CentreVu CMS server. The following figure shows the Navigator window:



System menu box The system menu box enables you to perform operations such as closing the current window or application.

Title bar The title bar shows the name of the application.

Maximize, minimize and close buttons The buttons in the upper right corner that adjust the size of the current window or close it.

Toolbar The toolbar contains buttons for quick access to specific features of the application. When your mouse pointer is over a toolbar button for a few seconds, a brief description of the button displays. When you select a button, the status bar displays a description of the command that the particular button performs

The following table describes buttons on the toolbar:

Button	Function
Up One Level	Highlights the parent object of the selected object in the left pane and displays the parent object's contents in the right pane.

Button	Function
New	Creates a new object on the CMS server (or your computer's ScratchPad).
Delete	Removes an object from the CMS server (or your computer's ScratchPad).
Rename	Opens the Renaming Object window and enters the editing mode for the name of the selected object.
Properties	Opens the Properties window for the selected object.
Undo	Restores the last action that was performed in this Navigator session, up to four previous actions.
Redo	Restores the last action that was undone in this Navigator session, up to four previous actions.
Cut	Removes the selected object to be pasted later.
Copy	Makes a copy of the selected object and saves it to be pasted later.
Paste	Pastes the object that was previously cut or copied.
Details	Changes the information displayed in the right pane for objects that are selected in the left pane. Details view is the default, showing one row for each object that is contained in the object selected in the left pane. Each row contains columns for the object's Name, Number, Type, and your read or write Permissions for it.
List	Changes the information that is displayed in the right pane for objects that are selected in the left pane. List view shows one named icon for each object that is contained in the object selected in the left pane.
Help Contents	Opens the Help Topics window and displays the table of contents.

Status indicators The following table describes the indicators in Navigator. These indicators tell you about the state of a CMS server and its measured ACDs.

This indicator	Displays
Login status	The icon for the CMS object in Navigator displays a black screen if you are not connected.

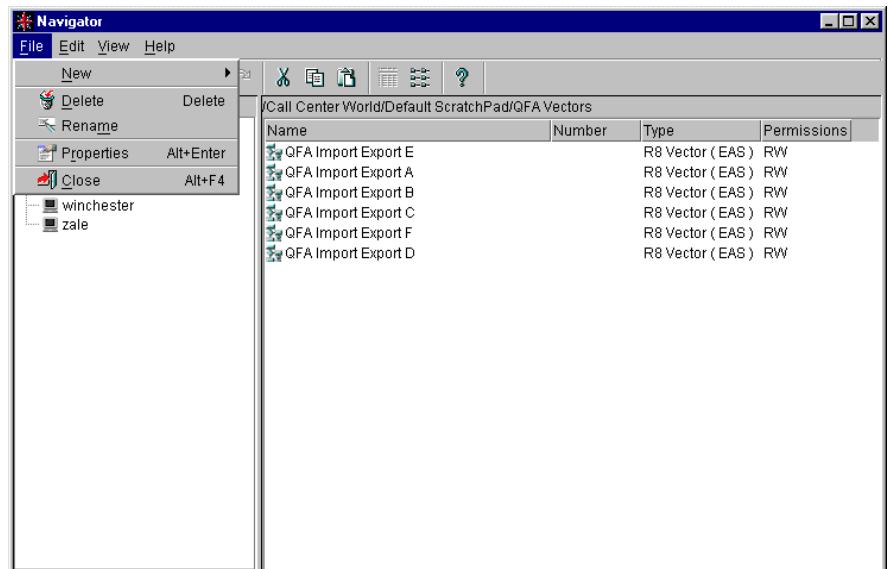
This indicator	Displays
ACD link status	Icons for the ACDs that are supported by the CMS. If the link to an ACD is down, the icon is crossed out. If the CMS server is connected to the ACD via a TCP/IP connection and the connection is in a transient state, the icon changes to a straight line.

Status messages The following table describes the status messages that may display in Visual Vectors.

This message	Displays when
Starting tool...	A Visual Vectors window is opening. Framework is locked during this time.
Looking for items to Connect...	Framework is searching your Call Center World for CMS servers.

Menu bar The menu bar identifies the four menus that are available after you log in to a CMS server: File, Edit, View, and Help.

File menu The following figure shows the file menu in the Navigator window:



File menu items The File menu has the following items.

New Creates a new object on the CMS server or your computer's ScratchPad.

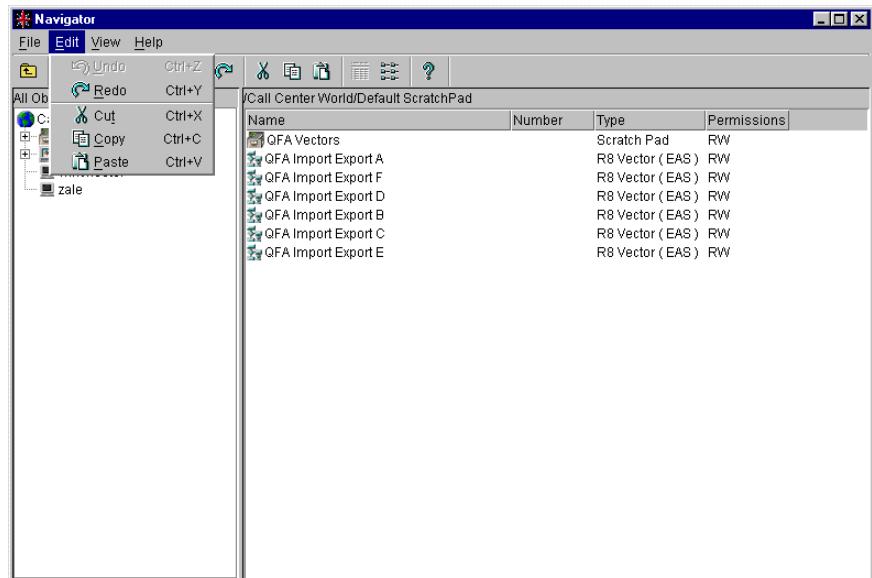
Delete Removes an object from the CMS server or your computer's ScratchPad.

Rename Shows the Renaming Object window and enters the editing mode for the name of the selected object.

Properties Accesses the Properties window for the selected object.

Close Closes the Navigator window.

Edit menu The following figure shows the Edit menu in the Navigator window:



Edit menu items The Edit menu has the following items.

Undo Restores the last action performed in this Navigator session, up to four previous actions.

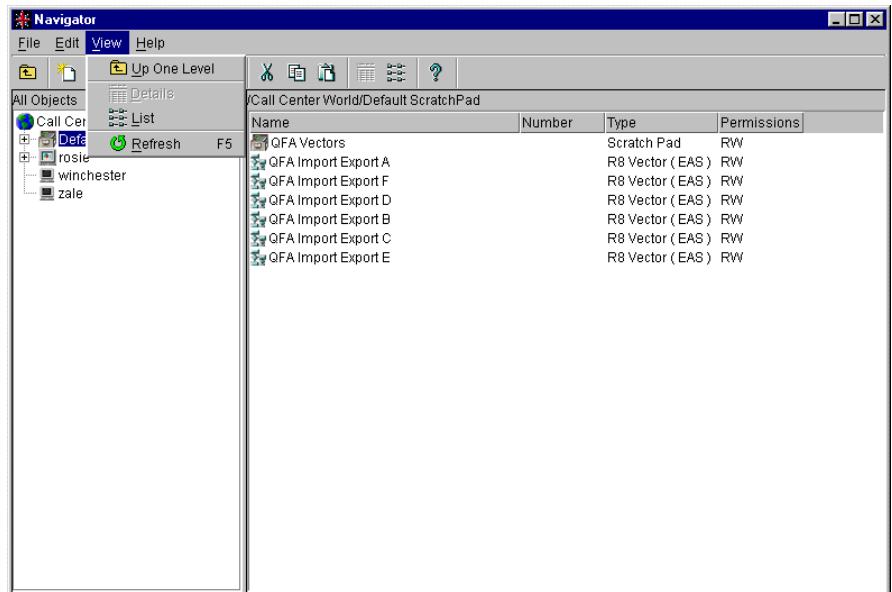
Redo Restores the last Undo that was performed in this Navigator session, up to four previous actions.

Cut Removes the selected object and saves it to be pasted later.

Copy Makes a copy of the selected object to be pasted later.

Paste Pastes an object that was previously cut or copied.

View menu The following figure show the view menu in the Navigator window:



View menu items The View menu has the following items.

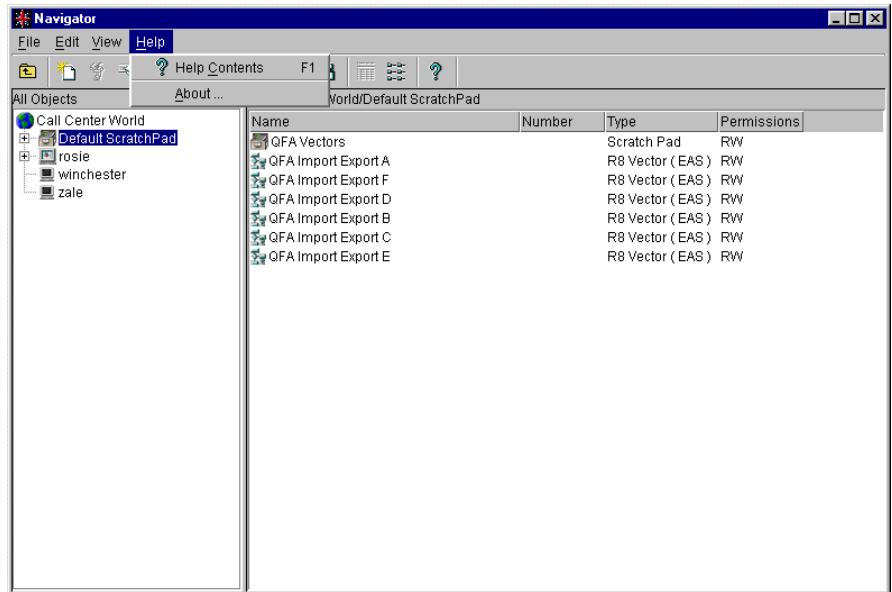
Up One Level Highlights the parent object of the selected object in the left pane, and displays the parent object's contents in the right pane.

Details Changes the information that is displayed in the right pane for the objects that are selected in the left pane. Details view is the default, and it shows one row for each object that is contained in the object selected in the left pane. Each row contains columns for the object's name, its type, and your read or write permissions for it.

List Changes the information that is displayed in the right pane for objects that are selected in the left pane. List view shows one named icon for each object that is contained in the object selected in the left pane.

Refresh Refreshes and redraws both panes of the Navigator window.

Help menu The following figure shows the Help menu in the Navigator window:



Help menu items Press F1 or click Help to display context-sensitive help. Select Help from the menu bar to choose from the following items.

Help Contents Opens the Help Topics window and displays the table of contents.

About... Opens the About... window, which shows the software version number.



Navigating your Call Center World

Overview

Purpose Use this section to learn how to view and manage call center objects.

In this section This section includes the following information:

- [Managing call center objects](#)

Related information The objects that are visible in Navigator windows have sets of:

- Actions that you can perform on them. See [Call Center World objects](#) for more information.
- Properties, some of which may be modified. See [Changing object properties \(4-17\)](#) for more information.



Managing call center objects

Introduction Follow the instructions to explore objects, make menu selections, add objects, change object properties, and enter values in input fields.

Exploring objects To explore an object, browse your Call Center World to find:

- Any entities of the ACD, including announcements, splits or skills, trunk groups, VDNs, and vectors
- VDN administration, including the vector and skill preferences assigned to one or more VDNs

To explore an object, do any of the following:

- Click the “+” icon next to an object, for example, a CMS, to expand the display and show objects contained by that object, for example, ACDs.
- If you need to reduce clutter, click the “–” icon to the left of an object to collapse the display and hide the objects within that object.
- Double-click an object to perform the default function of that object. For example, double-click a container to explore the container. However, if you double-click a vector, you go directly to editing the selected vector.
- Highlight an object and right-click it to display the object's shortcut menu. The shortcut menu displays the allowable actions.

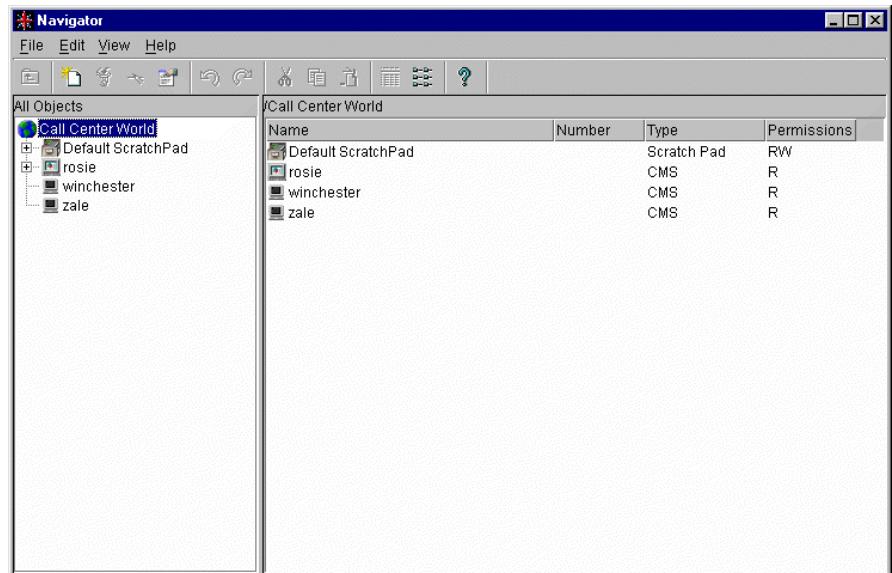
Selecting menu items To select a Navigator menu item, choose any of the following methods:

- Click the item.
- Use the arrow keys to highlight the item and then press Enter.
- Press Alt and press the underlined letter in the menu or item that you want to select
- Hold down Ctrl and press the accelerator key assigned to the action. For example, use Ctrl+C to copy.

Adding a new object To add a new object in Navigator:

- 1 In the Framework window, select Navigator from the Tools menu, or click the Navigator icon in the toolbar.

The Navigator window opens.



- 2 From the File menu in Navigator, or by using the Navigator toolbar, select New to add an object.

If you select:

- New CMS, the New CMS Server window opens for you to specify the parameters of a new server.
- New ScratchPad, the New ScratchPad window opens for you to specify the name of a new offline folder.
- New Vector, the New Vector window opens for you to specify the name. This feature can create a new online vector that contains one Stop step or an empty offline vector.

- 3 Complete entries on the New, Rename, or Properties window (as applicable) and click OK.

To rename an object, you must have Write permission.

END OF STEPS

Copying, deleting, and renaming objects

To copy, delete, or rename an object in Navigator:

- 1 In the Framework window, select Navigator from the Tools menu, or click the Navigator icon in the toolbar.

Result: The Navigator window opens.

- 2 From the File menu in Navigator, or by using the Navigator toolbar, select:
 - Copy to copy a selected object. You can then paste it into an allowable container.
 - Delete to remove the selected object.
 - Rename to change an object's name. The Rename object window opens with the object's name highlighted for editing.
-

- 3 Complete entries on the Copy, Delete, or Rename window (as applicable) and click OK.

END OF STEPS

Changing object properties

To change the properties of an object in Navigator:

- 1 In the Framework window, select Navigator from the Tools menu, or click the Navigator icon in the toolbar.

The Navigator window opens.

- From the File menu in Navigator, or by using the Navigator toolbar, select Properties. The Properties window for the selected object opens.

Example: A Properties window for an Import Export object is shown below.



- Enter the information in the field or fields you want to edit. You can complete an input field in a Properties window by:
 - Entering the requested information in the text box
 - Selecting the information from a drop-down list of valid entries
 - Checking a box for the input field

You can edit some fields, while others are for display only.

- When you are finished, click OK.

Important! If you need to know what properties an object has, see [Defining object properties](#).

END OF STEPS



5 Using the Vector Editor

Overview

Purpose This chapter explains how to use the Vector Editor. It includes the following sections:

- [Introduction to the Vector Editor](#)
- [Using Vector Editor windows](#)
- [Using vector steps](#)

See the overview of each section for a description of the section's contents.



Introduction to the Vector Editor

Overview

Purpose This section provides an overview of the Visual Vectors Vector Editor. It also explains how to open the Vector Editor, close windows, and exit the Vector Editor.

In this section This section includes the following information:

- [Vector Editor features](#)
- [Opening and closing the Vector Editor](#)
- [Vector Editor window objects](#)



Vector Editor features

Introduction Visual Vectors' Vector Editor allows you to create and edit vectors using a graphical user interface (GUI) that lets you drag and drop icons from a palette and arrange them into vector steps in a work area. The Vector Editor lets you:

- Create and edit vectors by an easy, drag-and-drop method
- Annotate, that is, attach comments to vectors
- Print representations of vectors

Note that Navigator supplies a read-only plain text view of vectors for users who are familiar with accessing vectors from a terminal.



Opening and closing the Vector Editor

Opening the Vector Editor This section explains how to open the Vector Editor.

Procedure To open the Vector Editor:

- 1 Select Start from the taskbar.
.....
- 2 Select Programs from the Start menu.
.....
- 3 Select the Avaya CentreVu Visual Vectors 9 program group.
.....
- 4 Select CentreVu Visual Vectors 9.

The system starts the Visual Vectors program and opens the Framework window. Although Visual Vectors is running, you are not yet connected to a CMS server.

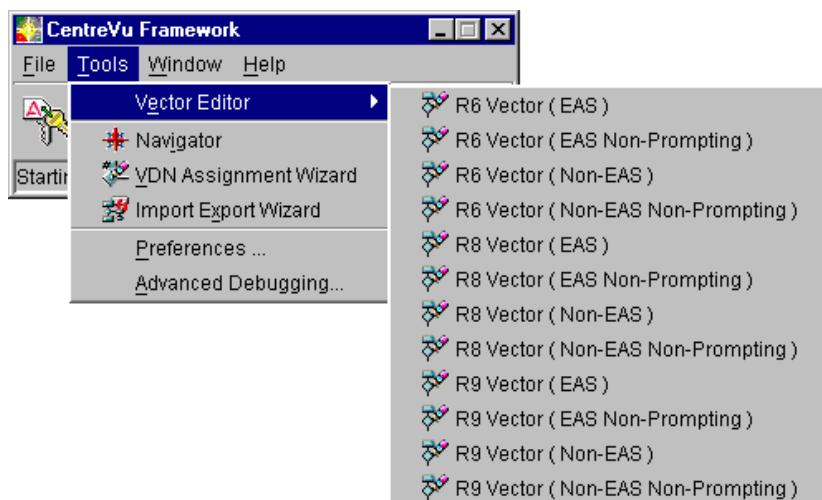
The following figure illustrates how the main window appears before you log in to a CMS server.



5 To start the Vector Editor, do one of the following:

- Select Vector Editor from the Tools menu.
- Click the Vector Editor icon in the toolbar.

The system displays the Vector Editor menu.



6 Select the type of Vector you want from the Vector Editor menu.

You can also double-click on a vector in Navigator to start the Vector Editor.

END OF STEPS



Closing the Vector Editor

Closing Vector Editor windows

To close one Vector Editor window, do one of the following:

- Select Close from the Vector Editor File menu.
- Press Alt+F4 while the window is active.
- Select Close from the CentreVu Framework Window menu and then select the window you want to close from the drop-down menu.

To close all windows, select Close All from the CentreVu Framework Window menu.

If you have unsaved changes to the current vector, the system asks you if you want to save them.

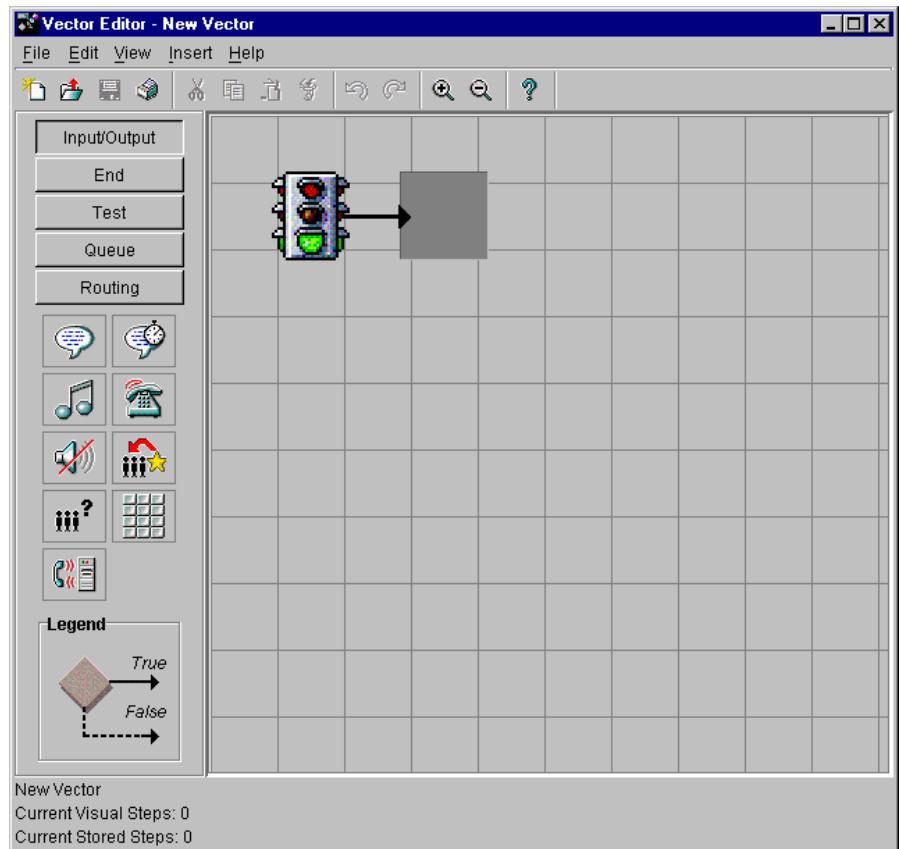
For information on exiting the Vector Editor, see [Closing windows and exiting \(3-7\)](#).



Vector Editor window objects

Introduction Using the Vector Editor window, you can create and edit vectors visually using common Windows-based conventions. For example, you can use the drag-and-drop method to move icons that represent commands from a palette and arrange them into vector steps in a work area. You can also attach comments, change layout, and save and print the vectors.

The following figure shows the Vector Editor window:



System menu box The system menu box enables you to perform operations such as closing the current window or application.

Title bar The title bar shows the name of the application.

Minimize, maximize and close buttons These buttons in the upper right corner of the window adjust the size of the current window or close it.

Toolbar The toolbar contains buttons for quick access to specific features of the application. When your mouse pointer is over a toolbar button for a few

seconds, a brief description of the button displays. When you select a button, the status bar displays a description of the command that the particular button performs.

The following table describes buttons on the toolbar:

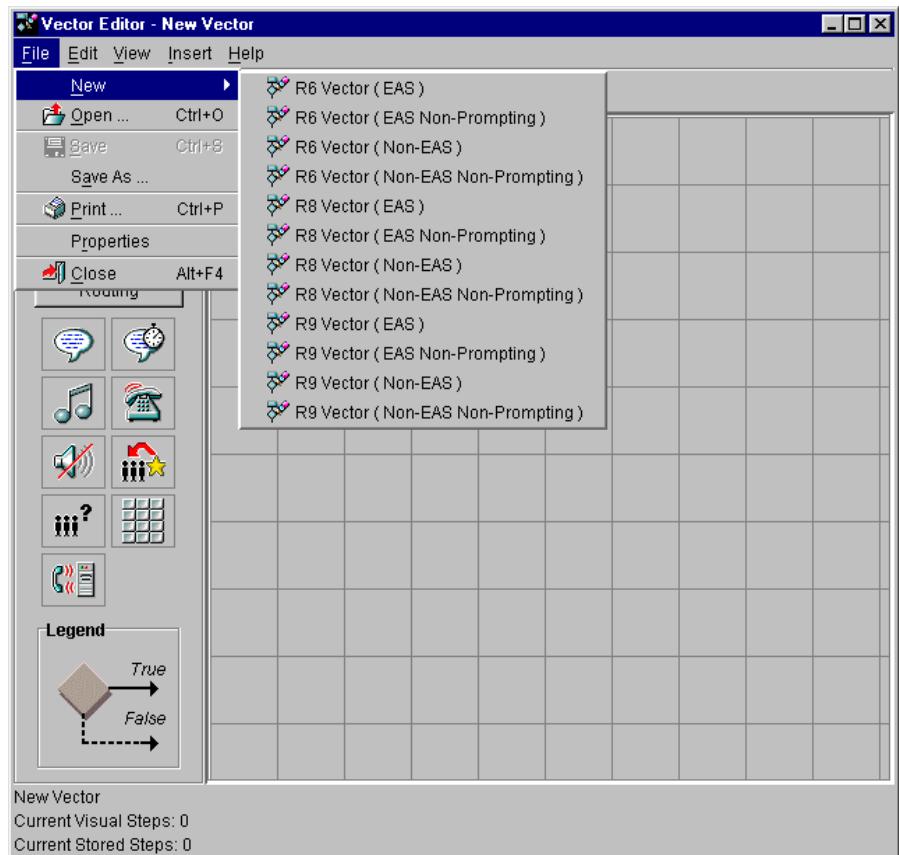
Button	Function
New	Creates a new vector in memory.
Open...	Displays the Select the Vector to open window. Use this window to browse your Call Center World to find the vector you want to work with.
Save	Copies (saves) the vector you are working on to the CMS Server (or computer ScratchPad) where the original vector that you opened resides.
Print...	Displays the standard Windows Print window.
Cut	Removes whatever you select and saves it to be pasted later.
Copy	Makes a copy of whatever you select and saves it to be pasted later.
Paste	Pastes the selection that was previously cut or copied.
Delete	Removes the object you select from the vector.
Undo	Restores the last action that was performed in this Vector Editor session. There are no limits to the number of actions you can undo in Vector Editor.
Redo	Restores the last action that was undone in this Vector Editor session. There are no limits to the number of actions you can redo in Vector Editor.
Zoom In	Magnifies the vector display each time it is selected.
Zoom Out	Decreases the magnification of the vector display each time it is selected.
Help Contents	Opens the Help Topics window, and displays the table of contents.

Status indicators The following table describes status indicators:

Indicator	Function
Vector Location	Shows New Vector or a full path to an existing vector in your Call Center World (for example, /Call Center World/CMS20/ACD8/Vector Folder/Visual Vector).
Current Visual Steps	Shows a count of the number of palette icons in the current visual vector. The initial Start icon is not counted.
Current Stored Steps	Shows a count of the number of vector steps the current vector will occupy when stored on an ACD. The limit is 32 steps. At step 29, the line stating the number of steps turns yellow. At step 33, the line turns red.

Menu bar The menu bar lists the available drop-down menus. The following information identifies these menus: File, Edit, View, Insert, and Help.

File menu The following figure shows the File menu in the Vector Editor window:



File menu items The File menu has the following items:

New Creates a new vector in memory.

Open... Displays the Select the Vector to open window, allowing you to browse your Call Center World to find the vector that you want to work with.

Save Saves your vector.

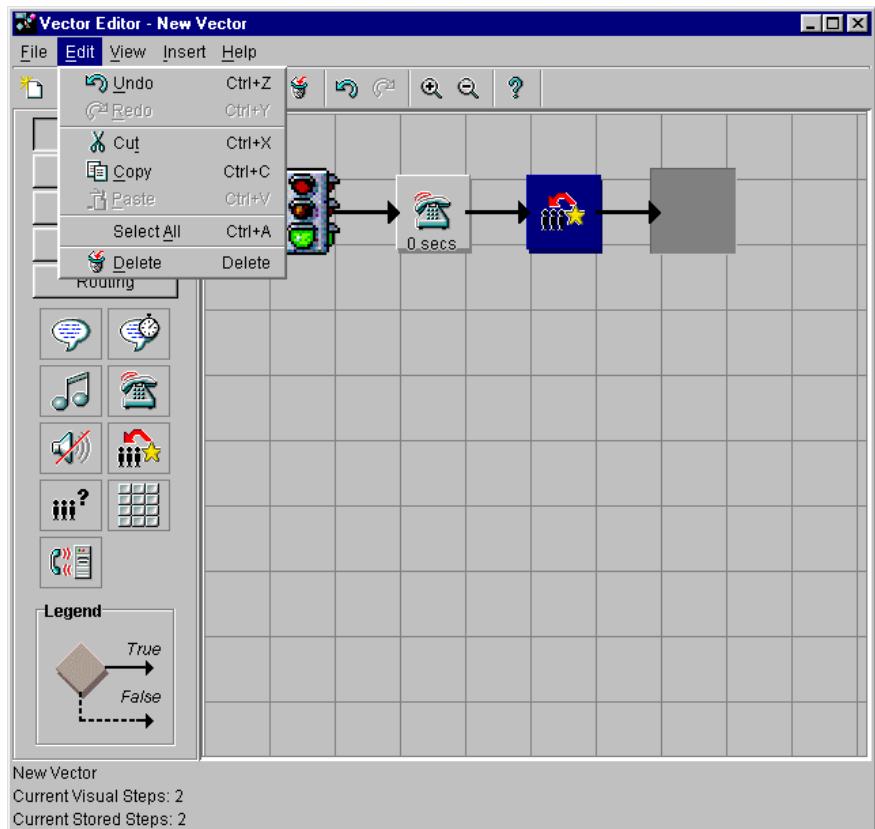
Save As... Displays the Save Vector As window.

Print... Displays the standard Windows Print window.

Properties Accesses the Properties window for the current vector.

Close Closes the Vector Editor tool's window.

Edit menu The following figure shows the Edit menu in the Vector Editor window:



Edit menu items The Edit menu has the following items:

Undo Restores the last action that was performed in this Vector Editor session. There are no limits to the number of actions you can undo in Vector Editor.

Redo Restores the last action that was undone in this Vector Editor session. There are no limits to the number of actions you can redo in Vector Editor.

Cut Removes whatever you selected and saves it to be pasted later.

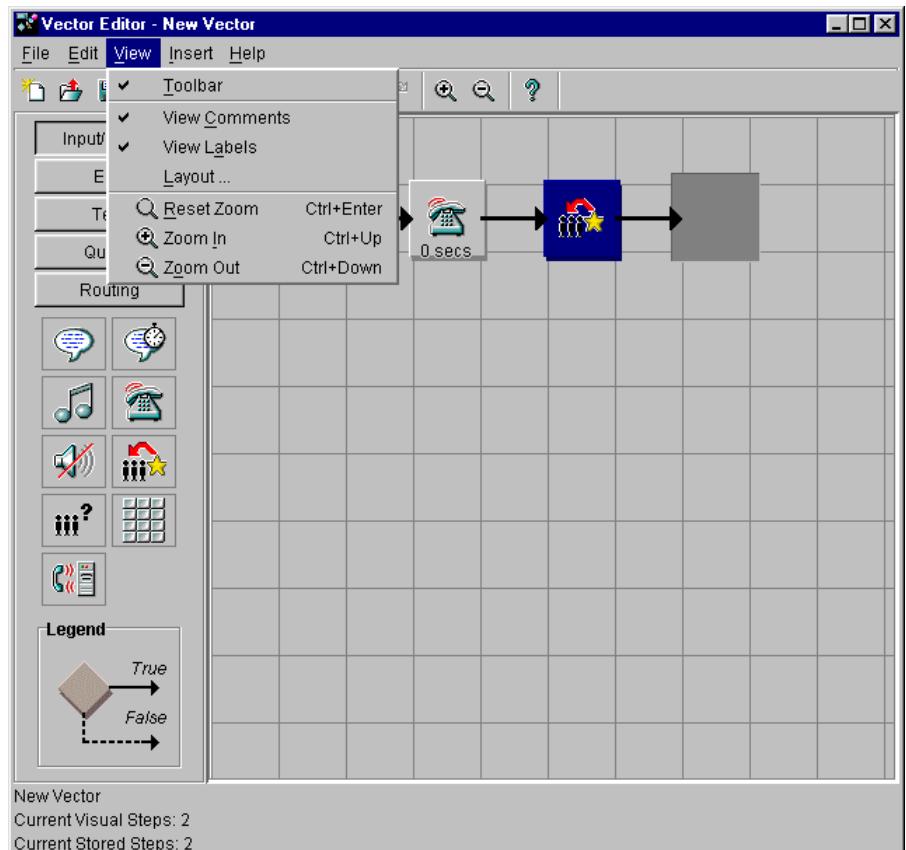
Copy Makes a copy of your selection and saves it to be pasted later.

Select All Selects all steps in the vector.

Paste Pastes the selection that was previously cut or copied.

Delete Removes whatever you selected from the vector.

View menu The following figure shows the View menu in the Vector Editor window:



View menu items The View menu has the following items:

Toolbar Toggles to show the Vector Editor toolbar.

View Comments Toggles to show the comments for the vector steps.

View Labels Toggles to show the labels for the vector steps.

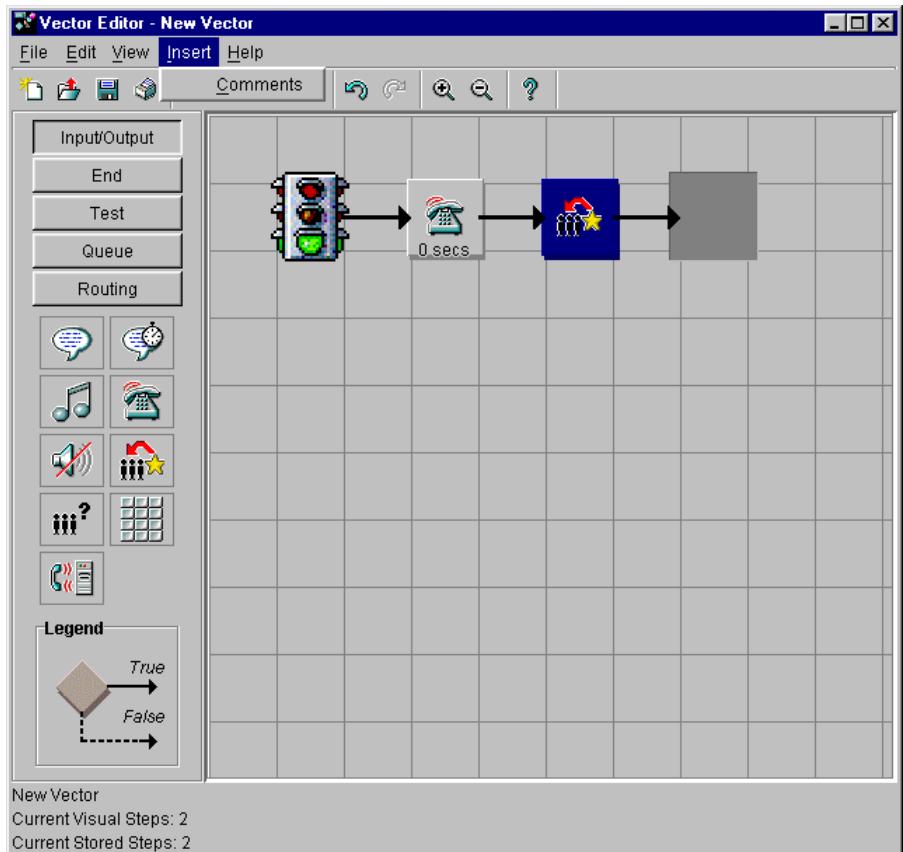
Layout... Displays a window that you can use to change how vectors are laid out or oriented.

Reset Zoom Resets the zoom magnification to the default of 100%.

Zoom In Magnifies the vector display each time that it is selected.

Zoom Out Decreases the magnification of the vector display each time that it is selected.

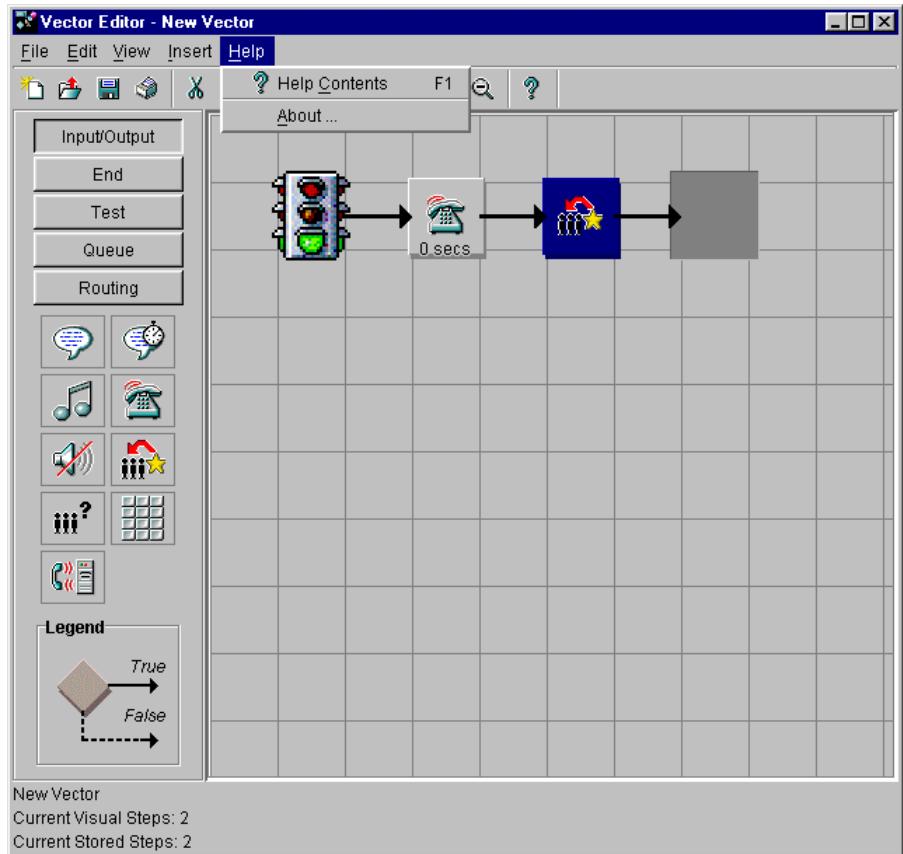
Insert menu The following figure shows the Insert menu in the Vector Editor window:



Insert menu item The Insert menu has the following item.

Comments Allows you to type comments and attach them to a visual vector. If you use a tool other than the Vector Editor to edit vectors, then your comments will be detached from the vector steps and you will have to reattach them.

Help menu The following figure shows the Help menu window:



Help menu items Press F1 or click Help to display context-sensitive help. Select Help from the menu bar to choose from the following:

Help Contents Opens the Help Topics window and displays the table of contents.

About... Opens the About... window, which shows the software version number.



Using Vector Editor windows

Overview

Purpose This section introduces you to the features of the Vector Editor window. Follow the instructions to select menu items and enter values in input fields in Vector Editor dialog boxes.

In this section This section includes the following information:

- [Accessing vectors](#)
- [Saving and printing vectors](#)



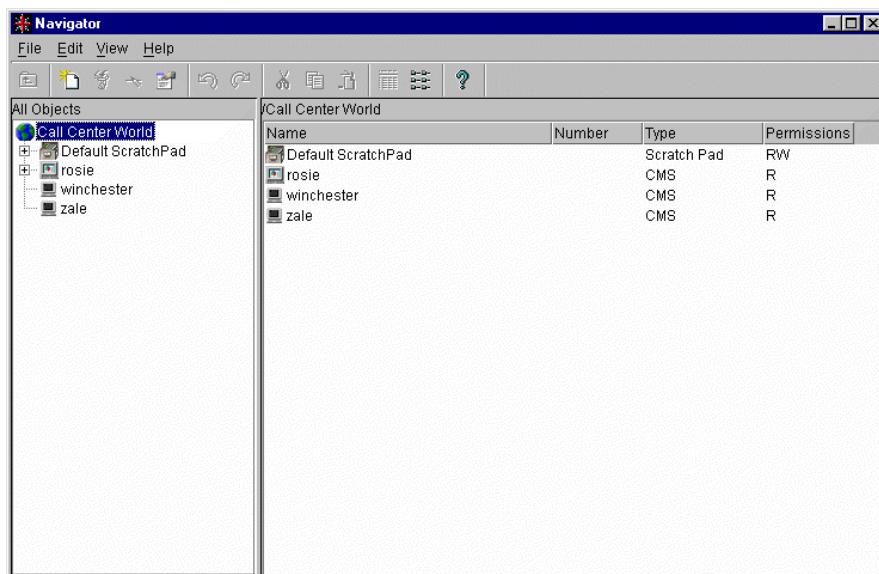
Accessing vectors

Procedure You can access vectors from the Navigator window or from the Vector Editor.

Accessing vectors from Navigator To access vectors from the Navigator window:

- 1 In the CentreVu Framework window, select Navigator from the Tools menu, or click the Navigator icon in the toolbar.

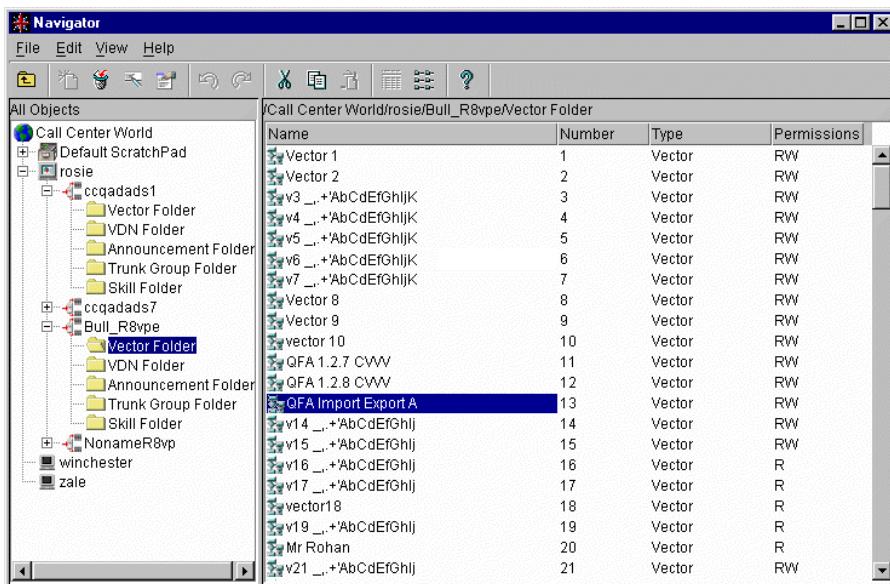
The system displays the Navigator window.



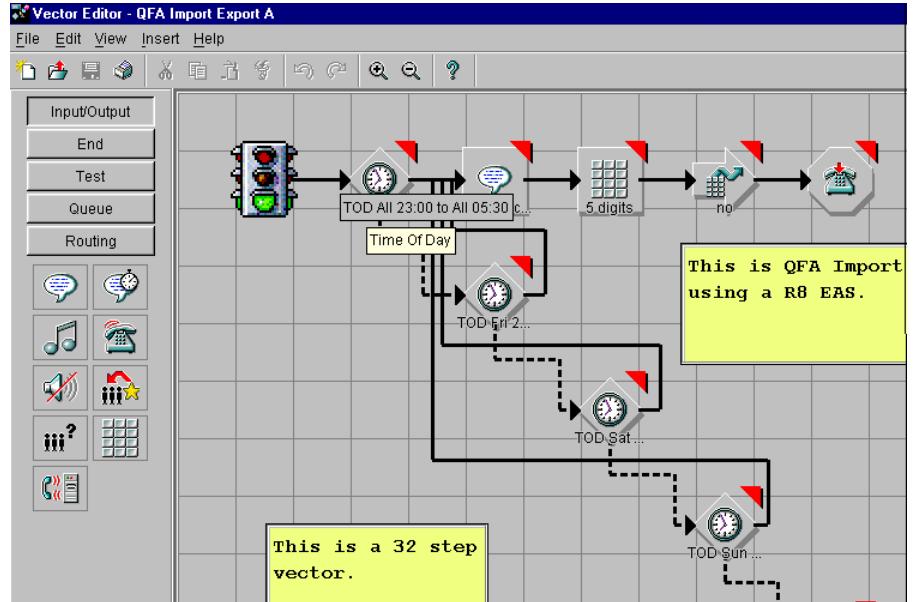
- 2 Browse your Call Center World to find the object you want. See [Exploring objects \(4-15\)](#).

- When you find the object you want, such as the ScratchPad or an ACD's Vector Folder in the Navigator window, double-click it to open it. The objects contained in the folder appear in the right pane of the Navigator window.

In the example below, the objects in the Bull_R8vpe ACD's Vector Folder are listed in the right pane.



- 4 Double-click the vector, for example, QFA Import Export A, to open it.
The Vector Editor opens the vector.



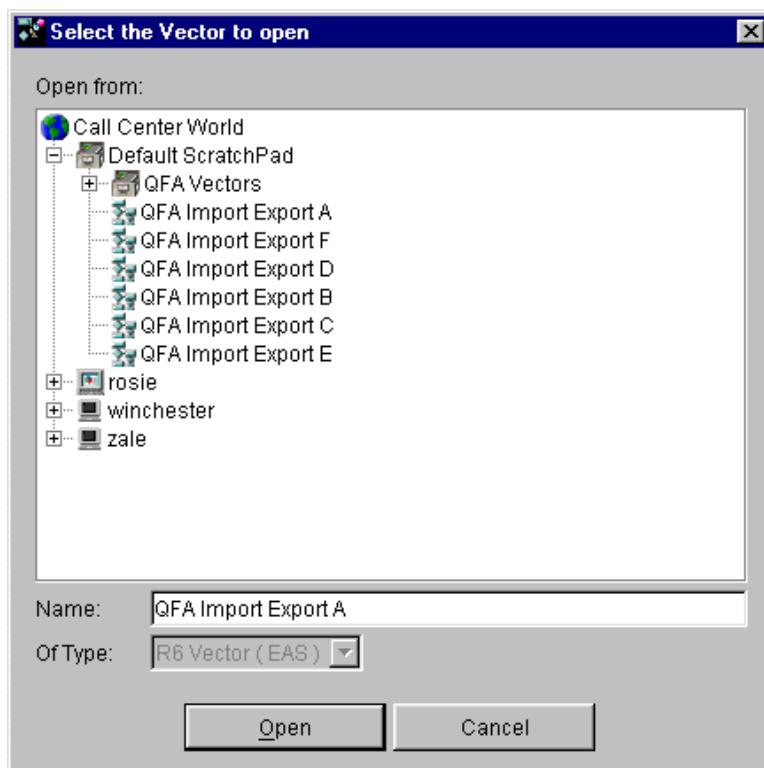
END OF STEPS

Accessing vectors from Vector Editor

To access a vector from the Vector Editor window:

- 1 Select Open... from the Vector Editor File menu.

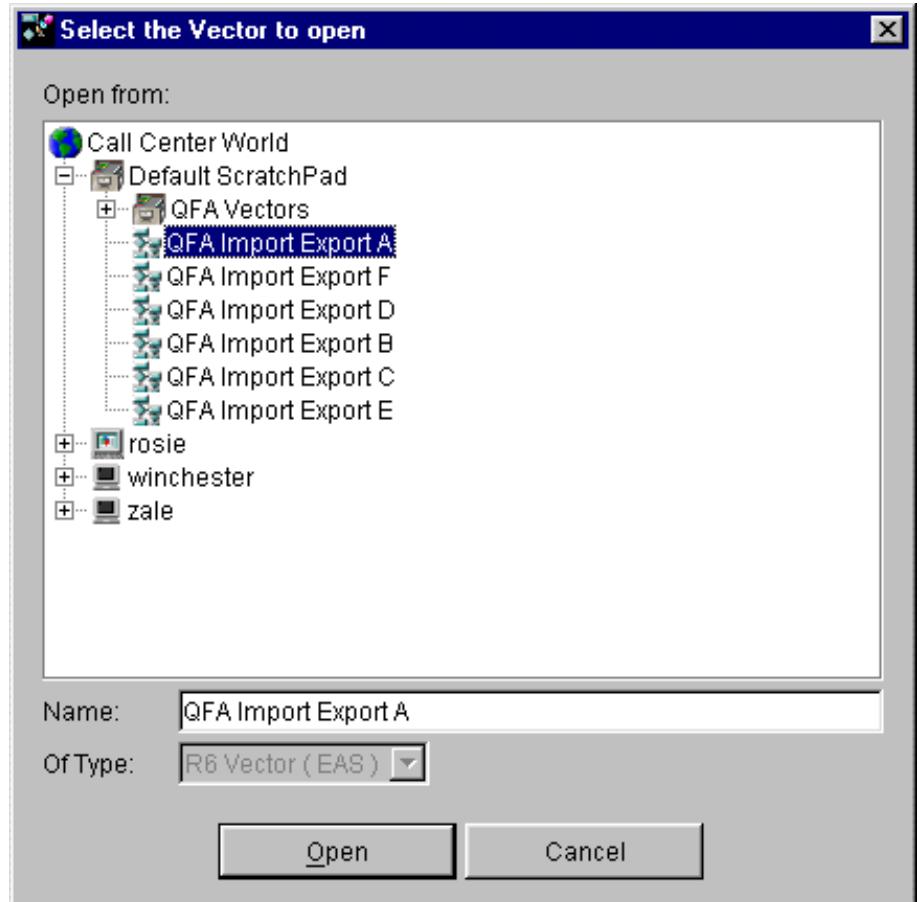
The system displays the Select the Vector to open window.



- 2 Browse your Call Center World to find the vector you want to open. See [Exploring objects \(4-15\)](#).

- 3 Click the name of the vector you want to open.

In the example below, the QFA Import Export A vector is selected.



- 4 Click Open.

Result: The Vector Editor opens the vector.

END OF STEPS



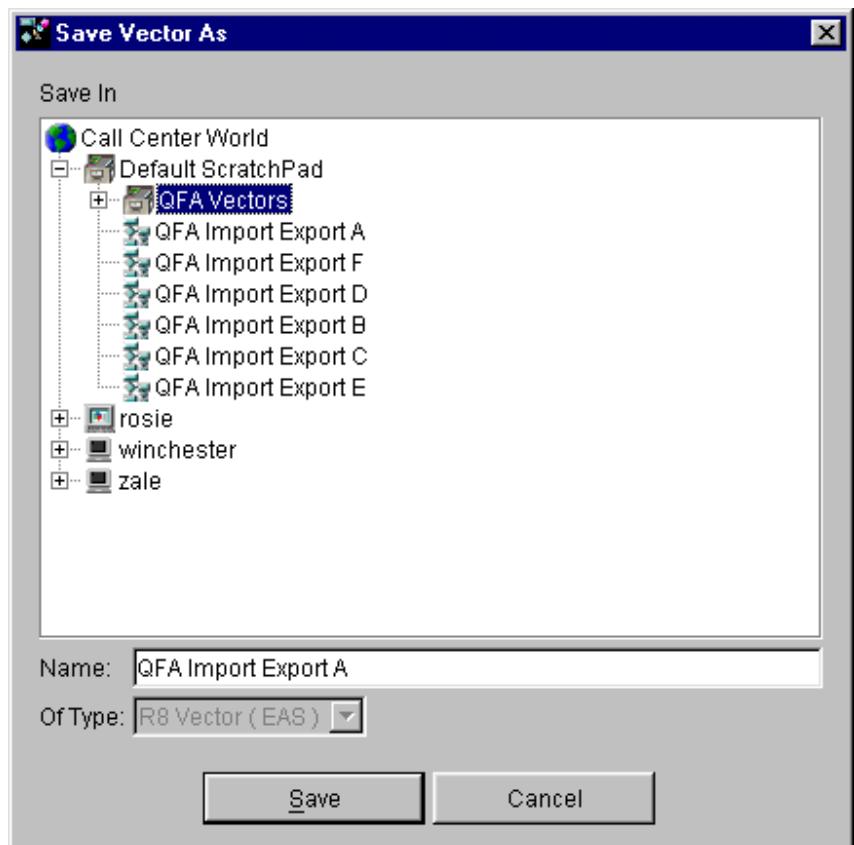
Saving and printing vectors

Introduction This procedure explains how to save and print vectors from the Vector Editor and from Navigator.

Saving vectors To save a vector from the Vector Editor window:

- 1 Select Save As... from the File menu.

Result: The Vector Editor displays the Save Vector As window.



- 2 Browse your Call Center World to find the container in which you want to save the current vector. See [Exploring objects \(4-15\)](#).

.....

3 Click the name of the container (ScratchPad or Vector Folder) in which you want to save the vector.

.....

4 If you want to give the vector a name that is different from the default name, type your preferred name in the Name text box.

.....

5 Click Save.

Result: The Vector Editor does one of the following:

- Saves a graphical representation of the selected vector to the ScratchPad
- Converts the visual vector and stores it on the ACD containing the Vector Folder

.....

END OF STEPS

.....

In Navigator

Alternatively, in Navigator you can drag and drop vectors into the container in which you want to save them.

Printing vector graphics The print function is available only in the Vector Editor module of Visual Vectors. To print a vector graphic:

.....

1 Select Print from the File menu in the Vector Editor window. The system displays the Print dialog box.

.....

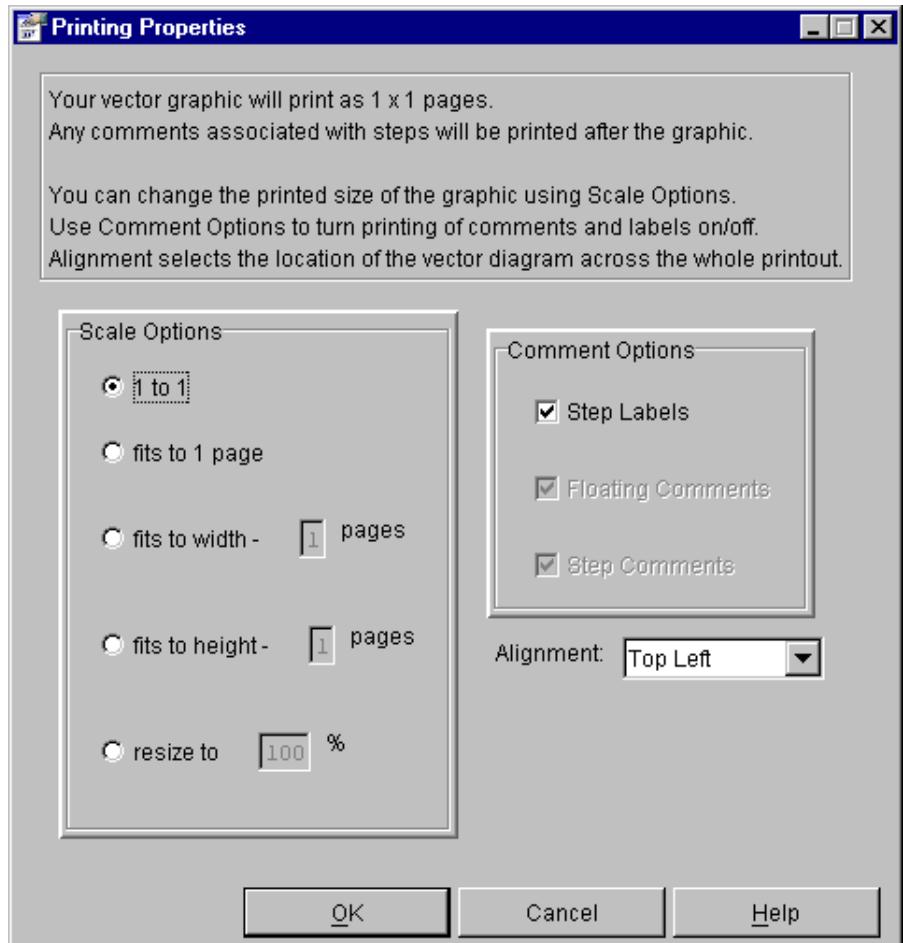
2 In the Print dialog box, select the printer, print range, and number of copies.

.....

3 If you need to specify any printer properties, click Properties and make your changes in the Document Properties window. Then click OK.

- 4 In the Print dialog box, click OK.

Result: The system displays the Printing Properties window.



-
- 5** The Printing Properties window lets you scale your printed graphic. Select any of the following print options:
- 1 to 1: Your vector graphic will print as the size you see on your screen. This is the default option.
 - fits to 1 page: Your vector graphic will print on one page.
 - fits to width - pages: Your vector graphic will print on the number of pages you specify in the pages field. The printed graphic will remain height and width proportional.
 - fits to height - pages: Your vector graphic will print on the number of pages you specify in the pages field. The printed graphic will remain height and width proportional.
 - resize to %: Your vector graphic will print to the size you specify in the % field. The printed graphic will remain height and width proportional.
 - Step Labels: Click to enable the printing of step labels that are present on your vector graphic. If there are no step labels, this field is unavailable.
 - Floating Comments: Click to enable the printing of global comments that are present on your vector graphic. If there are no step comments, this field is unavailable.
 - Alignment: Allows you to determine the positioning of the vector graphic on the printout.
-
- 6** Click OK in the Printing Properties window to print your vector graphic.

END OF STEPS



Using vector steps

Overview

Purpose This section lists the vector steps in the Vector Editor palettes and describes all possible step properties.

In this section This section includes the following information:

- [Vector step palettes](#)
- [Vector step properties](#)
- [Creating a new Goto vector](#)
- [Moving or copying vectors to ACDs of different types](#)



Vector step palettes

Introduction Vector steps are grouped in the following five palettes on the left side of the Vector Editor window. Note that not all the steps are available for every type of vector. For example, the collect step is not available for *non prompting* vectors.

- Input/Output
 - Announcement
 - Timed Announcement
 - Music
 - Ringback
 - Silence
 - Reply
 - Consider
 - Collect
 - Converse
- End
 - Busy
 - Stop
 - Disconnect
- Test
 - Caller Info
 - Center Info
 - Queue Activity
 - Agent Activity
 - Time of Day
 - Holiday
- Queue
 - Queue Activity
 - Center Info
 - Agent Activity
 - Queue Unconditional

-
- Routing
 - Route To Number
 - Route To Digits
 - Adjunct Route
 - Messaging Skill
 - Goto Vector.



Vector step properties

Overview When you select properties from the shortcut menu for an object, the system displays an input window. The information that is required in the input window depends on the object.

This section describes all possible properties. However, not all features automatically show. Which properties are shown, which menu items are available, and which toolbar buttons function can vary from user to user.

The tables in this section state that you can have as many as 999 Skill Ids. This is true for CentreVu CMS R3V8 or later vectors. However, CentreVu CMS R3V6 vectors can still only have a maximum of 600 vectors.

The following are described:

- [Basic features of fields on property windows](#)
- Properties of the [Announcement \(Input/Output\) step](#)
- Properties of the [Timed Announcement \(Input/Output\) step](#)
- Properties of the [Music \(Input/Output\) step](#)
- Properties of the [Ringback \(Input/Output\) step](#)
- Properties of the [Silence \(Input/Output\) step](#)
- Properties of the [Reply \(Input/Output\) step](#)
- Properties of the [Consider \(Input/Output\) step](#)
- Properties of the [Collect \(Input/Output\) step](#)
- Properties of the [Converse \(Input/Output\) step](#)
- Properties of the [Busy \(End\) step](#)
- Properties of the [Stop \(End\) step](#)
- Properties of the [Disconnect \(End\) step](#)
- Properties of the [Caller Info \(Test\) step](#)
- Properties of the [Center Info \(Test\) step](#)
- Properties of the [Queue Activity \(Test\) step](#)
- Properties of the [Agent Activity \(Test\) step](#)
- Properties of the [Time Of Day \(Test\) step](#)
- Properties of the [Holiday \(Test\) step](#)
- Properties of the [Queue Activity \(Queue\) step](#)
- Properties of the [Center Info \(Queue\) step](#)
- Properties of the [Agent Activity \(Queue\) step](#)

- Properties of the [Queue Unconditional \(Queue\) step](#)
- Properties of the [Route To Number \(Routing\) step](#)
- Properties of the [Route To Digits \(Routing\) step](#)
- Properties of the [Adjunct Route \(Routing\) step](#)
- Properties of the [Messaging Skill \(Routing\) step](#)
- Properties of the [Goto Vector \(Routing\) step](#)

Basic features of fields on property windows

Use the features of the Property window to enter or edit existing field values, as shown in the following table:

Feature	Action
Text boxes	Type in any characters from the keyboard for this field.
Drop-down lists	View and select from a list of the valid values for this input field.
Numeric fields	Type in numbers (depending on switch type and software version) for this input field.
Check Boxes	Select the check box to toggle it on for yes or off for no.

Announcement (Input/Output) step

The following table describes the Announcement (Input/Output) step:

Properties	Description
Announcement	Select a valid announcement for the ACD on which the step will be saved, or select Extension.
Extension	Enter an extension number of from 1 to 5 digits (default=0). Disabled if Announcement is not tied to an Extension.
Comment	Enter a comment that is associated with this step.

Timed Announcement (Input/Output) step

The following table describes the Timed Announcement (Input/Output) step:

Properties	Description
Seconds	Enter a numeric value from 0 to 999 (default=0).
Announcement	Select a valid announcement for the ACD in which the step will be saved, or select Extension.
Extension	Enter an extension number of from 1 to 5 digits (default=0). Disabled if Announcement is not tied to an Extension.
Treatment	Select music, silence, ringback, or continue. The default is continue.
Comment	Enter a comment that is associated with this step.

Music (Input/Output) step

The following table describes the Music (Input/Output) step:

Properties	Description
Seconds	Enter a numeric value from 0 to 999 (default=0).
Comment	Enter a comment that is associated with this step.

Ringback (Input/Output) step

The following table describes the Ringback (Input/Output) step:

Properties	Description
Seconds	Enter a numeric value from 0 to 999 (default=0).
Comment	Enter a comment that is associated with this step.

Silence (Input/Output) step

The following table describes the Silence (Input/Output) step:

Properties	Description
Seconds	Enter a numeric value from 0 to 999 (default=0).
I-Silent	Select to enable the I-Silent feature.
Comment	Enter a comment that is associated with this step.

Reply (Input/Output) step

The following table describes the Reply (Input/Output) step:

Properties	Description
Comment	Enter a comment that is associated with this step.

**Consider (Input/Output)
step**

The following table describes the Consider (Input/Output) step:

Properties	Description
Measure	Split/Skill is the default value. Select a location from the drop-down list, if applicable.
Split/Skill	Select a split, skill, or ID (or First, Second, or Third if EAS) from the drop-down list. This field is disabled if the value in the Measure field is Location.
Skill Id	Enter a numeric value from 1 to 999 (default=1). This field is disabled if the value in the Measure field is Location or if the Split/Skill field is not Id.
Priority	High is the default, or select low, medium, or top from the drop-down list. This field is disabled if the value in the Measure field is Location.
Location	Enter a numeric value from 1 to 255 (default=1). This field is disabled if the value in the Measure field is Split/Skill.
Adjustment	Enter a numeric value from 0 to 100 (default=0).
Comment	Enter a comment that is associated with this step.

**Collect (Input/Output)
step**

The following table describes the Collect (Input/Output) step:

Properties	Description
Source	Digits is the default, or select CED or CDPD from the drop-down list, if applicable.
Number of digits	Enter a numeric value from 1 to 16 (default=1). This field is disabled if the Source field is not digits.
Comment	Enter a comment that is associated with this step.

Converse (Input/Output) step

The following table describes the Converse (Input/Output) step:

Properties	Description
Split/Skill	Select a split/skill (First, Second, Third or Id) from the drop-down list.
Skill Id	Enter a numeric value from 1 to 999 (default=1). This field is disabled if the value in the Split/Skill field is not Id.
Priority	High is the default, or select low, medium, or top from the drop-down list.
Passing	None is the default, or select vdn, ani, digits, qpos, wait, or data from the drop-down list.
Data	Enter up to a 6-digit number, if applicable (default is blank). This field is enabled only if the value in the first Passing field is Data.
Passing	None is the default value. Select vdn, ani, digits, qpos, wait, or data from drop-down list. If the first Passing field value is None, then the only valid value for this second Passing property is None.
Data	Enter up to a 6-digit number, if applicable (the default is blank). This field is enabled if the value in the second Passing field is Data.
Comment	Enter a comment that is associated with this step.

Busy (End) step

The following table describes the Busy (End) step:

Properties	Description
Comment	Enter a comment that is associated with this step.

Stop (End) step

The following table describes the Stop (End) step:

Properties	Description
Comment	Enter a comment that is associated with this step.

Disconnect (End) step

The following table describes the Disconnect (End) step:

Properties	Description
Comment	Enter a comment that is associated with this step.

Caller Info (Test) step The following table describes the Caller Info (Test) step:

Properties	Description
Measure	ANI is the default, or select digits or ii-digits from the drop-down list, if applicable.
Comparator	Equals (=) is the default, or select <=, <>, <, >, >=, in, or not in, from the drop-down list.
Threshold	Null is the default, or enter a numeric value of 1 to 16 characters if ani or digits, 00 to 99 if ii-digits (? , +, and # are valid in certain situations). This field is enabled only if the value in the Comparator field is in or not in.
Table	Zero (0) is the default, or enter a numeric value from 1 to 100. This field is disabled if the value in the Comparator field is anything except in or not in.
Comment	Enter a comment that is associated with this step.

Center Info (Test) step The following table describes the Center Info (Test) step:

Properties	Description
Measure	Counted-calls to VDN is the default, or select rolling-asa or expected-wait from the drop-down list.
Split/Skill	Select a split/skill (First, Second, Third, Best, Call, or Id) from the drop-down list. This field is disabled if the value in the Measure field is not expected wait.
Skill Id	Enter numeric value from 1 to 999 (default=0). This field is disabled if the value in the Split/Skill field is not Id.
Priority	High is the default, or select low, medium, or top from the drop-down list. This field is disabled if the value in the Measure field is not expected wait, or if the value in the Split/Skill field is Best or Call.
VDN	Select a VDN (or extension, active, or latest) from the drop-down list. This field is disabled if the value in the Measure field is expected wait.
Extension	Enter an extension number of from 1 to 5 digits. This field is disabled if the value in the VDN field is not an extension.
Comparator	Equals (=) is the default value. Select <=, <>, <, >, >=, from the drop-down list.
Threshold	One (1) is the default value, or enter a numeric value that depends on the Measure and the software version of your switch.
Comment	Enter a comment that is associated with this step.

Queue Activity (Test) step

The following table describes the Queue Activity (Test) step:

Properties	Description
Measure	Rolling-asa is the default value. Select calls-queued, interflow-qpos, oldest-call-wait, or wait-improved from the drop-down list.
Split/Skill	Select a split/skill (First, Second, Third, Id, or Best) from the drop-down list. Disabled if Measure is interflow-qpos. Best is invalid if Measure is anything but wait-improved.
Skill Id	Enter a numeric value from 1-999 (default=1). This field is disabled if the value in the Split/Skill field is not Id. If you are in working offline (for example, in a ScratchPad vector), you can also enter synonyms, but once you go online you can only use numbers.
Priority	High is the default, or select low, medium, or top from the drop-down list. This field is disabled if the value in the Measure field is interflow-qpos.
Comparator	Equals (=) is the default, or select <=, <>, <, >, >=, from the drop-down list.
Threshold	One (1) is the default, or enter a numeric value that depends on Measure and the software version of your switch.
Comment	Enter a comment associated with this step.

Agent Activity (Test) step

The following table describes the Agent Activity (Test) step:

Properties	Description
Measure	Available-agents is the default, or select staffed-agents from the drop-down list.
Split/Skill	Select a split/skill (First, Second, Third, or Id) from the drop-down list.
Skill Id	Enter a numeric value from 1 to 999 (default=0). This field is disabled if the value in the Split/Skill field is not Id.
Comparator	Equals (=) is the default, or select <=, <>, <, >, >=, from the drop-down list.
Threshold	Zero (0) is the default value, or enter a numeric value that depends on Comparator and the software version of your switch.
Comment	Enter a comment associated with this step.

Time Of Day (Test) step The following table describes the Time Of Day (Test) step:

Properties	Description
Start Day	All is the default, or select beginning day from the drop-down list. Must select All if Finish Day is All.
Start Time	Current time is the default, or enter the beginning time of day in 24-hour format.
Finish Day	All is the default, or select the ending day from the drop-down list. Must select All if Start Day is All.
Finish Time	Current time is the default, or enter the ending time of day in 24-hour format.
Comment	Enter a comment associated with this step.

Holiday (Test) step The following table describes the Holiday (Test) step:

Properties	Description
Comparator	In is the default, or select not-in from the drop-down list.
Table	Zero (0) is the default, or enter a numeric value from 1–10.
Comment	Enter a comment associated with this step.

Queue Activity (Queue) step The following table describes the Queue Activity (Queue) step:

Properties	Description
Measure	Rolling-asa is the default, or select calls-queued, oldest-call-wait, or wait-improved from the drop-down list.
Split/Skill	Select a split/skill (First, Second, Third, Id, or Best) from the drop-down list. Best is valid only if Measure is wait-improved.
Skill Id	Enter a numeric value from 1 to 999 (default=1). This field is disabled if the value in the Split/Skill field is not Id.
Priority	High is the default, or select Low, Medium, or Top from the drop-down list. This field is disabled if the value in the Split/Skill field is Best.
Comparator	Auto-selected default. This is a read-only field.
Threshold	One (1) is the default, or enter a numeric value that depends on Measure and the software version of your switch.
Comment	Enter a comment associated with this step.

Center Info (Queue) step The following table describes the Center Info (Queue) step:

Properties	Description
Measure	Expected-wait is the available value.
Split/Skill	Select a split/skill (First, Second, Third, Best, or Id) from the drop-down list.
Skill Id	Enter a numeric value from 1 to 999 (default=1). This field is disabled if the value in the Split/Skill field is not Id.
Priority	Low is the default, or select Medium, High, or Top from the drop-down list. This field is disabled if the value in the Split/Skill field is Best.
Comparator	Auto-selected default. This is a read-only field.
Threshold	One (1) is the default, or enter a numeric value that depends on Measure and the software version of your switch.
Comment	Enter a comment associated with this step.

Agent Activity (Queue) step The following table describes the Agent Activity (Queue) step:

Properties	Description
Measure	Available-agents is the default, or select staffed-agents from the drop-down list.
Split/Skill	Select a split/skill (First, Second, Third, or Id) from the drop-down list.
Skill Id	Enter a numeric value from 1 to 999 (default=0). This field is disabled if the value in the Split/Skill field is not Id.
Priority	Low is the default, or select medium, high, or top from the drop-down list.
Comparator	Auto-selected default. This is a read-only field.
Threshold	Zero (0) is the default, or enter a numeric value that depends on the Comparator value and your the software version of your switch.
Comment	Enter a comment associated with this step.

**Queue Unconditional
(Queue) step**

The following table describes the Queue Unconditional (Queue) step:

Properties	Description
Split/Skill	Select a split/skill (First, Second, Third, Id, or Best) from the drop-down list.
Skill Id	Enter a numeric value from 1 to 999 (default=0). This field is disabled if the value in the Split/Skill field is not Id.
Priority	High is the default, or select low, medium, or top from the drop-down list. This field is disabled if the value in the Split/Skill field is Best.
Comment	Enter a comment associated with this step.

**Route To Number
(Routing) step**

The following describes the Route To Number (Routing) step:

Properties	Description
Number	Null is the default, or enter a 1 to 16 digit number or other valid characters, including *, #, ~p, ~w, ~W, ~m, ~s, and ~r. ~r can only be at the beginning and has to be followed by numbers only.
Coverage	No is the default, or select yes from the drop-down list.
Comment	Enter a comment associated with this step.

**Route To Digits
(Routing) step**

The following table describes the Route To Digits (Routing) step:

Properties	Description
Coverage	No is the default, or select yes from the drop-down list.
Comment	Enter a comment associated with this step.

**Adjunct Route (Routing)
step**

The following table describes the Adjunct Route (Routing) step:

Properties	Description
Extension	Enter an extension number from 1 to 5 digits. Default is null.
Comment	Enter a comment associated with this step.

**Messaging Skill
(Routing) step**

The following table describes the Messaging Skill (Routing) step:

Properties	Description
Split/Skill	Select a split/skill (First, Second, Third, or Id) from the drop-down list.
Skill Id	Enter numeric value from 1 to 999 (default=0). This field is disabled if the value in the Split/Skill field is not Id.
Extension	Extension is the default, or select Active or Latest.
Number	Enter an extension number from 1 to 5 digits. This field is disabled if the Extension field is active or latest.
Comment	Enter a comment associated with this step.

**Goto Vector (Routing)
step**

The following table describes the Goto Vector (Routing) step:

Properties	Description
Vector	Select a valid vector from the drop-down list, or select Id.
Vector Id	Enter the numeric Id of a valid vector. This field is disabled if the value in the Vector field is not Id.
Comment	Enter a comment associated with this step.



Creating a new Goto vector

Introduction The following scenario gives an example of how to create a Goto vector. Because this scenario contains so many steps, it has been divided into several topics for readability.

Procedure To create a new Goto vector:

-
- 1 Start CentreVu Visual Vectors.

Result: The system displays the CentreVu Framework window.

- 2 In the CentreVu Framework window, select Tools and then select 9 Vector (EAS) from the for Vector Editor submenu.

Result: The system displays the Vector Editor window for a New Vector. The first step is an empty (grey) box.

To start your new vector, you want processing to branch to a different vector for nighttime callers only. First, you must test for the time of day.

- 3 On the left side of the Vector Editor window, click the Test palette.

Result: The system displays the available icons on the Test palette.

- 4 Using the ToolTips (if enabled), click the Time Of Day icon. Use the drag-and-drop method to move the icon to the empty step box in the workspace area.

Result: A yellow box appears when you can drop the icon.

- 5 Double-click the Time Of Day icon.

Result: The system displays the Properties of Time Of Day window. This window contains default values.

-
- 6 Select Start Time: and enter 23:00, and select Finish Time: and enter 5:00.

Leading zeroes are discarded from numeric entries.

-
- 7 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this test icon changes to “TOD All 23:00 to All 05:00.”

Two arrows to empty step boxes now appear in the workspace. The solid arrow points to the next step if the test is true. The broken or dotted arrow points to the next step if the test is false.

-
- 8 Click the Routing palette.

Result: The system displays the available icons on the Routing palette.

-
- 9 Click the Goto Vector icon. Use the drag-and-drop method to move the icon to the empty step box for TRUE in the workspace area.

Result: A yellow box appears when you can drop the icon.

-
- 10 Double-click the Goto Vector icon.

Result: The Properties of the Goto Vector window appears with the required field outlined in red.

-
- 11 Select Vector ID: and enter 2.

Result: The OK and Apply buttons are enabled in the Properties window.

-
- 12 Type a comment for this step in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this step icon changes to Vector 2.

END OF STEPS

Disconnecting weekend calls

Next, you need to disconnect weekend callers after the system plays an announcement. To disconnect weekend calls:

- 1 To test the weekend condition, click the Test palette again.

Result: The system displays the available icons on the Test palette.

- 2 Using the ToolTips (if enabled), click the Time Of Day icon again. Use the drag-and-drop method to move the icon to the empty step box for FALSE in the workspace area.

Result: A second conditional branch is created, with two arrows pointing to empty step boxes.

- 3 Double-click the Time Of Day icon.

Result: The system displays the Properties of Time Of Day window. This window contains default values.

- 4 In the Properties of Time of Day window:

- Select Friday from the Start Day: drop-down list.
- Select Monday from the Finish Day: drop-down list.
- Select Start Time: and enter 20:00.
- Select Finish Time: and enter 5:00.

Leading zeroes are discarded from numeric entries.

- 5 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes, and the label for this test icon changes to “TOD Fri 20:00 to Mon 05:00.”

- 6 You want processing to branch to a different vector for weekend callers only. Click the Input/Output palette.

Result: The system displays the available icons on the Input/Output palette.

-
- 7 Using the ToolTips (if enabled), click the Announcement icon. Use the drag-and-drop method to move the icon to the empty step box for TRUE in the workspace area.

Result: A yellow box appears when you can drop the icon.

- 8 Double-click the Announcement icon.

Result: The system displays the Properties of Announcement window. The Extension: field is required.

- 9 Select Extension: and enter 84573.

Result: The OK and Apply buttons are enabled in the Properties window.

- 10 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this icon changes to “Ext 84573.”

- 11 Next, you need to disconnect weekend callers after the system plays an announcement. To test the weekend condition, click the End palette.

Result: The system displays the icons on the End palette.

- 12 Using the ToolTips (if enabled), click the Disconnect icon. Use the drag-and-drop method to move the icon to the empty step box for TRUE in the workspace area.

Result: A yellow box appears when you can drop the icon. The Disconnect step icon ends this conditional branch.

Two arrows to empty step boxes now appear in the workspace. The solid arrow points to the next step if the test is true. The broken or dotted arrow points to the next step if the test is false.

-
- 13 If the weekend condition tests false, you want to queue the call. Click the Queue palette.

Result: The system displays the icons on the Queue palette.

- 14 Using the ToolTips (if enabled), click the Queue Unconditional icon. Use the drag-and-drop method to move the icon to the empty step box for FALSE in the workspace area.

Result: A yellow box appears when you can drop the icon.

- 15 Double-click the Queue Unconditional icon.

Result: The system displays the Properties of Queue Unconditional window.

- 16 Select Id from the Skill: drop-down list.

Result: The Skill Id: field is enabled and required.

- 17 Select Skill Id: and enter 1.

Result: The OK and Apply buttons are enabled in the Properties window.

- 18 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this icon changes to Skill 1.

END OF STEPS

Selecting ringback Next, you want callers to wait while the system rings back. To activate ringback:

- 1 On the left side of the Vector Editor window, click Input/Output.

Result: The system displays the icons in the Input/Output window.

- 2 Using the ToolTips (if enabled), click the Ringback icon.

- 3 Use the drag-and-drop method to move the icon to the empty step box in the workspace area.

Result: A yellow box appears when you can drop the icon.

- 4 Double-click the Ringback icon.

Result: The system displays the Properties of Ringback window. This window contains a default value of 0 seconds.

- 5 Select the Seconds: field, and change the highlighted default value to 18.

Result: The Apply button is enabled in the Properties window.

- 6 Type a comment for this test in the comment: field, and then click OK.

Result: The Properties window closes and the label for this step icon changes to 18 secs.

Next, you want to collect a digit after playing an announcement for the caller.

- 7 Using the ToolTips (if enabled), click the Announcement icon. Use the drag-and-drop method to move the icon to the empty step box in the workspace area.

Result: A yellow box appears when you can drop the icon.

-
- 8 Double-click the Announcement icon.

Result: The system displays the Properties of Announcement window.

The Extension: field is required.

-
- 9 Select the Extension: field and enter 72349.

Result: The OK and Apply buttons are enabled in the Properties window.

-
- 10 Type a comment for this test in the Comment field, and then click OK.

Result: The Properties window closes and the label for this icon changes to “Ext 72349.”

-
- 11 Using the ToolTips (if enabled), click the Collect icon.

-
- 12 Use the drag-and-drop method to move the icon to the empty step box in the workspace area.

Result: The label shows the default is to collect 1 digit, so you do not need to edit the default properties of this icon.

END OF STEPS

Routing callers Next, you want to route callers conditionally, based on the collected digit. You can add the condition later. To route callers:

-
- 1 Click the Routing palette.

Result: The system displays the icons on the Routing palette.

-
- 2 Using the ToolTips (if enabled), click the Route To Number icon.

-
- 3 Use the drag-and-drop method to move the icon to the empty step box in the workspace area.

Result: A yellow box appears when you can drop the icon.

- 4 Double-click the Route To Number icon.

Result: The system displays the Properties of Route To Number window. This window contains default values.

- 5 Select the Number: field and change the highlighted default value to 93031234567.

Result: The Apply button is enabled in the Properties window.

- 6 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this icon changes to “93031234567 no.”

- 7 You must add the conditional branch. Click the Test palette.

Result: The system displays the available icons on the Test palette.

- 8 Using the ToolTips (if enabled), click the Caller Info icon. Use the drag-and-drop method to move the icon onto the arrow BEFORE the Route To Number icon in the workspace area.

Result: A yellow box appears when you can drop the icon between existing icons.

- 9 Double-click the Caller Info icon.

Result: The system displays the Properties of Caller Info window. This window contains default values.

-
-
- 10** Select digits from the drop-down list for the Measure: field.
- Result:** The Apply button is enabled.
-
- 11** Select the Threshold: field and change the default value to 5.
- Result:** The highlighted value changes in the Properties window.
-
- 12** Type a comment for this test in the Comment: field, and then click OK.
- Result:** The Properties window closes and the label for this icon changes to DIG = 5.
- There are now two empty step boxes in the workspace area. The true box (solid arrow) is the next step if the collected digit was 5; otherwise, the false box is next.
-
- 13** If the collected digit was not 5, you want callers to wait while the system plays music, so click the Input/Output palette.
- Result:** The system displays the available icons on the Input/Output palette.
-
- 14** Using the ToolTips (if enabled), click the Music icon. Use the drag-and-drop method to move the icon onto the empty box for FALSE in the workspace area.
- Result:** A yellow box appears when you can drop the icon.
-
- 15** Double-click the Music icon.
- Result:** The system displays the Properties of Music window. This window contains a default value of 0 seconds.

-
- 16 Select the Seconds: field and change the highlighted default value to 30.

Result: The Apply button is enabled in the Properties window.

- 17 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this step icon changes to “30 secs.”

END OF STEPS

Playing an announcement

You want to play an announcement for callers every 30 seconds. To play the announcement:

-
- 1 Using the ToolTips (if enabled), click the Announcement icon. Use the drag-and-drop method to move the icon onto the empty box after the Music icon in the workspace area.

Result: A yellow box appears when you can drop the icon.

- 2 Double-click the Announcement icon.

Result: The system displays the Properties of Announcement window. The Extension: field is required.

- 3 Select the Extension: field and enter 74934.

Result: The OK and Apply buttons are enabled in the Properties window.

- 4 Type a comment for this test in the Comment: field, and then click OK.

Result: The Properties window closes and the label for this icon changes to “Ext 74934.”

-
- 5 Now, to create a loop back to hearing music, drag the empty step box to the FALSE arrow immediately BEFORE the Music step icon.

Result: A solid line joins this arrow, showing the unconditional nature of this Goto step.

There is still an empty step box after the Route To Number icon.

- 6 To finish editing your new vector, click the End palette.

Result: The system displays the available step icons in the End palette.

- 7 Using the ToolTips (if enabled), click the Music icon. Use the drag-and-drop method to move the icon onto the empty box step box in the workspace area.

Result: A yellow box appears when you can drop the icon. The Stop step icon ends this conditional branch.

- 8 If you have not already saved your work, select Save from the File menu or toolbar in the Vector Editor window.

Result: The first time you save, a window will appear in which you specify where to save the vector. This can be offline in a ScratchPad, or online to a permitted ACD's Vector Folder. If your vector is new on the ACD, that is, if you are not saving using an existing vector's name, the system asks you for a Name and ID. If you used the name of an existing vector while saving, the system asks you if you want to overwrite the existing vector.

END OF STEPS



Moving or copying vectors to ACDs of different types

Introduction You can move or copy vectors from one ACD to another using Navigator. You can also open or create a vector of one type and save it to an ACD of a different type, or copy and paste one or more steps between different vectors using the Vector Editor tool. In these situations, vector steps need conversion. The software guides you through the conversion process.

Procedure To move or copy vectors to ACDs of different types:

- 1 Open an existing vector or create a new R9 Vector (EAS). This vector must contain skill-related properties of steps such as Queue Activity, Center Info, or Agent Activity, and digit properties of steps such as Converse or Collect.
- 2 Copy the whole vector or set of steps described in Step 1. Do one of the following:
 - To select all steps in the vector, in the Edit menu click Select All. Then select Copy in the Edit menu to copy the steps.
 - To select a set of steps in the vector, hold down the Shift key while you click on each step you want to copy. Then select Copy in the Edit menu to copy the steps.
- 3 Open an existing vector, or create a new Vector (non-EAS, non-Prompting).

-
- 4 In the vector you opened or created in Step 4, select Paste in the Edit menu to paste the whole vector or set of steps you previously copied.

Result: The system displays one or more messages explaining the necessary conversions.

- 5 Perform one of the following actions:
- Select Yes to correct incompatible steps individually.
 - Select Yes to All to correct all steps of the same type in all of the vectors or steps that are currently selected.

END OF STEPS



6 Using the VDN Assignment Wizard

Overview

Purpose This chapter explains how to use the VDN Assignment Wizard. It includes the following sections:

- [Introduction to the VDN Assignment Wizard](#)
- [Using VDN Assignment windows](#)

See the overview of each section for a preview of the section's contents.



Introduction to the VDN Assignment Wizard

Overview

Purpose This section provides an overview of the Visual Vectors VDN Assignment Wizard.

In this section This section includes the following information:

- [Features of the VDN Assignment Wizard](#)
- [Opening and closing the VDN Assignment Wizard](#)
- [VDN Assignment Wizard window objects](#)



Features of the VDN Assignment Wizard

Introduction When your DEFINITY switch receives a call, it translates objects dialed by the caller or sent to it into a VDN. The DEFINITY switch uses VDNs to direct those calls to the appropriate vector. When your vectors are complete and ready to use, the VDN Assignment Wizard helps you assign VDNs to your vectors so that incoming calls associated with those VDNs get treated the way your organization wants them to be treated.



Opening and closing the VDN Assignment Wizard

Introduction This section explains how to open and close the VDN Assignment Wizard.

Opening the VDN Assignment wizard To open the VDN Assignment Wizard:

- 1 Select Start from the Microsoft Windows taskbar.
- 2 Select Programs from the Start menu.
- 3 Select the Avaya CentreVu Visual Vectors V9 program group.
- 4 Select CentreVu Visual Vectors V9.

Result: The system starts the Visual Vectors program and opens the Framework window. Although Visual Vectors is running, you are not yet connected to a CMS server.

The following figure illustrates how the main window appears before you log in to a CMS server.



- 5 You must connect to a CMS server to assign VDNs to a vector. See [Starting and exiting CentreVu Framework](#) for more information.

-
- 6 To open the VDN Assignment Wizard window, select VDN Assignment Wizard from the Framework Tools menu, or click the VDN Assignment Wizard icon in the Framework toolbar.

The system displays the VDN Assignment Wizard window.

END OF STEPS

Closing the VDN Assignment Wizard

To close one VDN Assignment window, do one of the following:

- Click Cancel in the VDN Assignment Wizard window.
- Press Alt+F4 while the window that you want to close is active.
- Select Close from the CentreVu Framework Window menu and then select the window you want to close from the drop-down menu.

To close all VDN Assignment windows, select Close All from the CentreVu Framework Window menu.

If you have unsaved changes to the current vector, the system asks you if you want to save them.

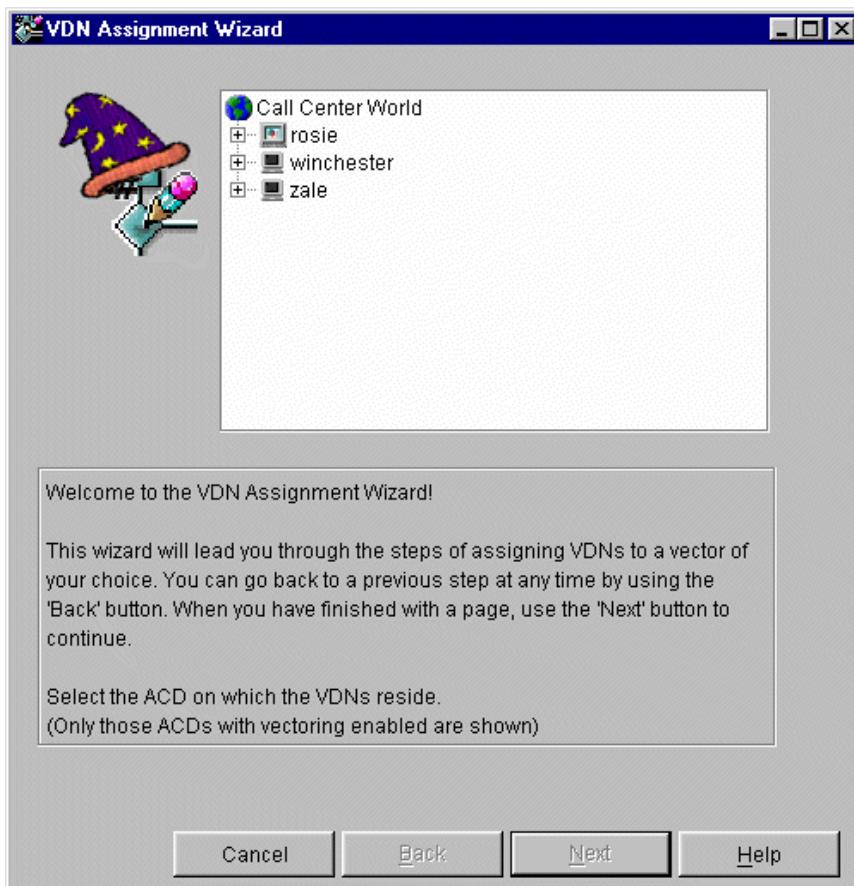
For information on exiting the VDN Assignment Wizard, see [Closing windows and exiting \(3-7\)](#).



VDN Assignment Wizard window objects

Introduction This part introduces you to the features of the VDN Assignment window.

VDN Assignment Wizard window The following figure shows the VDN Assignment Wizard window:



Title bar The title bar shows the name of the application.

Minimize, maximize/restore and close buttons These buttons in the upper right corner of the window adjust the size of the current window, or close it.

Buttons These five buttons appear on the VDN Assignment Wizard windows:

Button	Function
Cancel	Closes the wizard without making or changing any assignments.
Back	Displays the previous window in the wizard. This button is disabled on the first window.
Next	Accesses the next window in the wizard. This button is replaced by the Edit button in the last window. See <i>Edit</i> .
Edit	Accesses the properties window for one or more selected VDNs. This is the last window of the VDN Assignment Wizard.
Help	Accesses help information about the current window.



Using VDN Assignment windows

Overview

Purpose This section explains how to use the features of the VDN Assignment window. Follow the instructions to make VDN selections, use windows, and enter values in input fields.

In this section This section includes the following information:

- [Assigning VDNs](#)

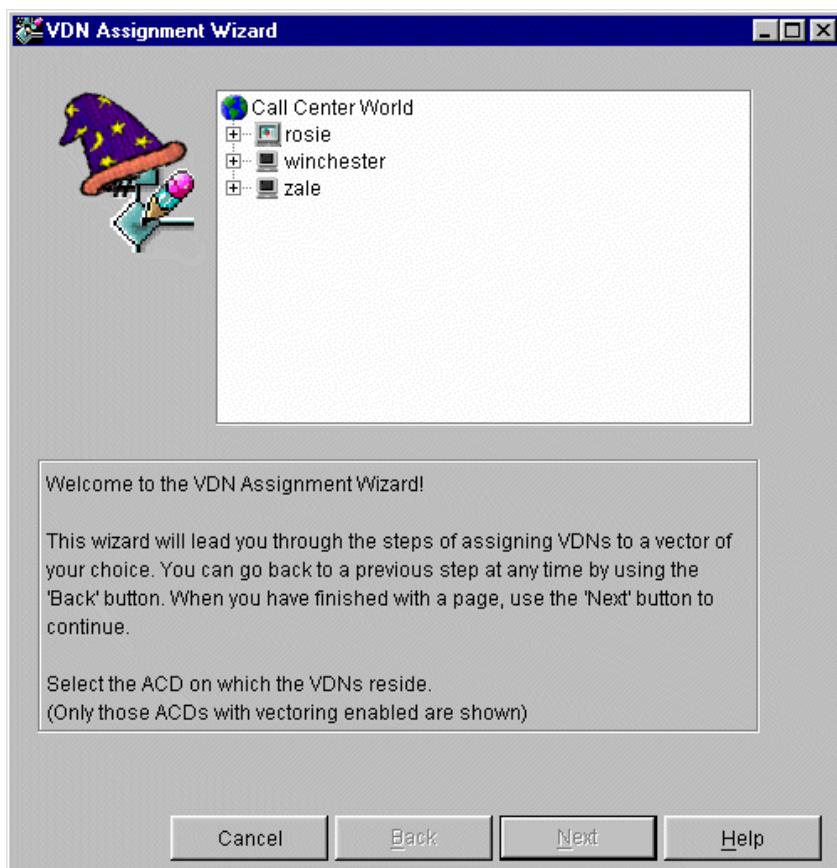


Assigning VDNs

Introduction The VDN Assignment Wizard guides you through the process of assigning a VDN and skill preference to a vector. It consists of several dialog boxes in sequence, for example, one dialog box filters and selects the VDNs you wish to assign, and another dialog box performs the assignments.

Accessing the VDN Assignment Wizard Follow these steps to use the first window of the VDN Assignment Wizard.

- 1 In the CentreVu Framework window, do one of the following:
 - Select VDN Assignment Wizard from the Tools menu.
 - Click the VDN Assignment Wizard icon in the toolbar.The system displays the VDN Assignment Wizard Welcome window.

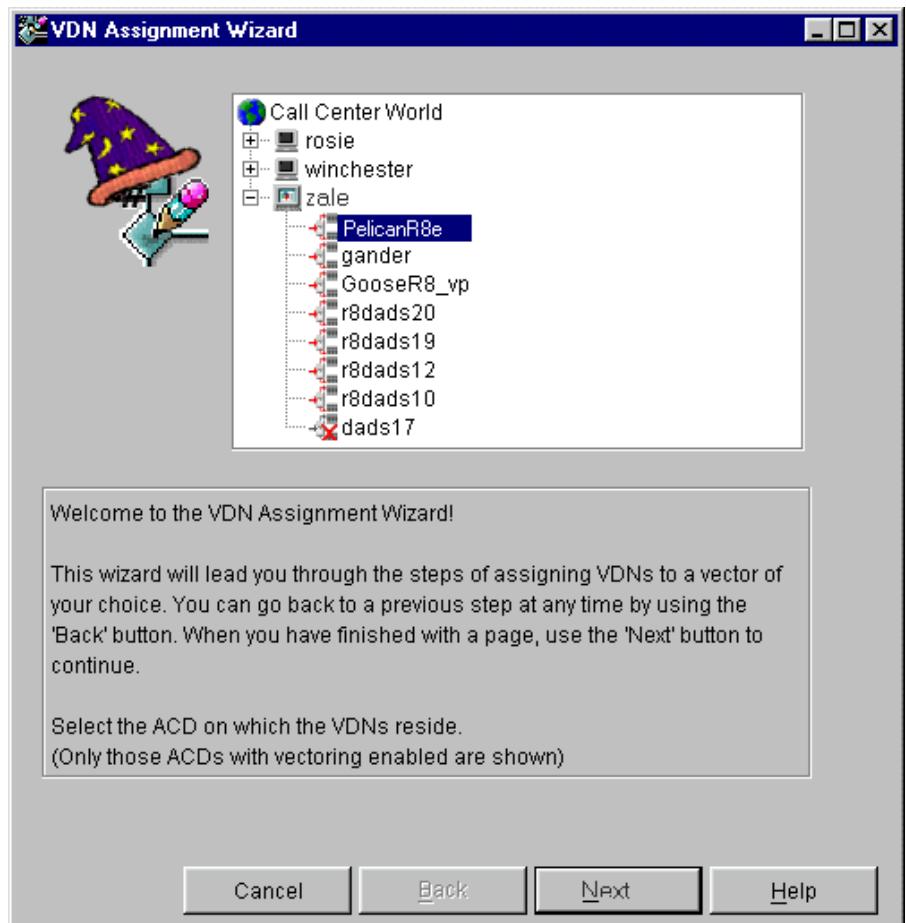


- 2 Browse your Call Center World to find the object you want. See [Exploring objects \(4-15\)](#).

Important! If you are not connected to a server, you need to double-click the server and complete the “Connect to (server name)” window before you can view its ACDs.

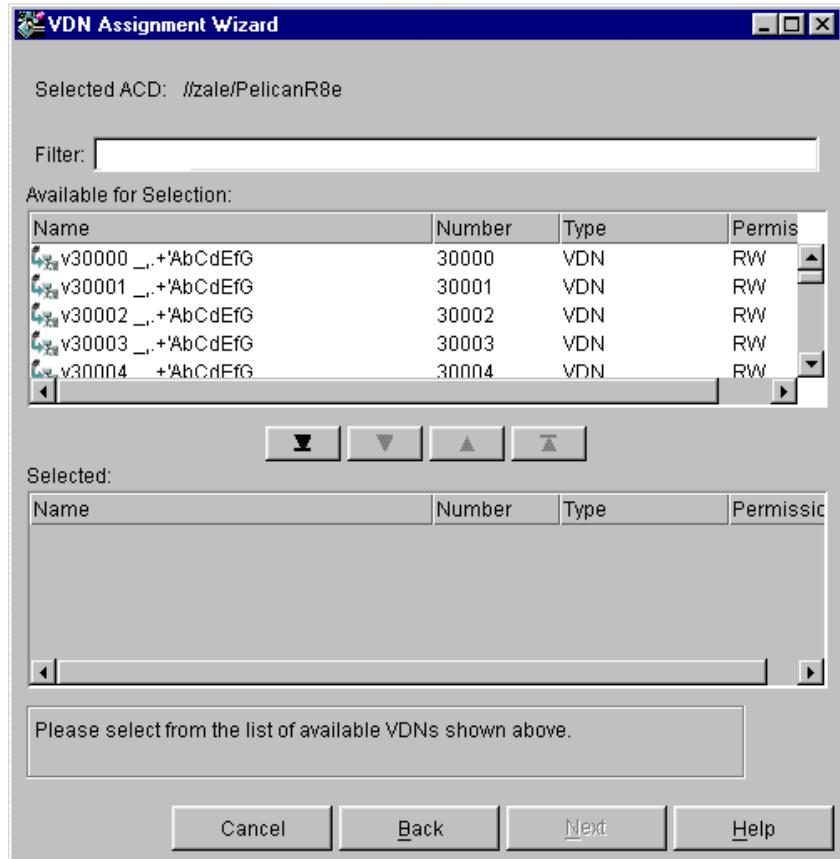
- 3 Click the ACD that contains the object you want to assign.

In the following figure, the ACD “PelicanR8e” has been selected.



4 Click Next.

The system displays the Available for Selection window.



END OF STEPS

Using the Available for Selection window

In the Available for Selection window, you may display a list of all VDNs available for selection, or you may filter the list to display only those VDNs containing certain criteria.

- 1 To filter the list of VDNs Available for Selection, enter any of the following parameters in the Filter: text box.

These parameters can be from 1 to 20 characters. These characters *can* include:

- Letters
- Numbers
- Underscores (_)
- Blanks
- Commas (,)
- Periods (.)
- Plus signs (+)

These characters *cannot* include:

- Backslash (\)
- Grave accent (`)
- Tilde (~)
- Double quotes (")
- Pipe symbol (|)

These parameters *can* include pattern-matching wildcards, such as:

- Question mark (?) (exactly one character)
- Asterisk (*) (any number of characters, including none)

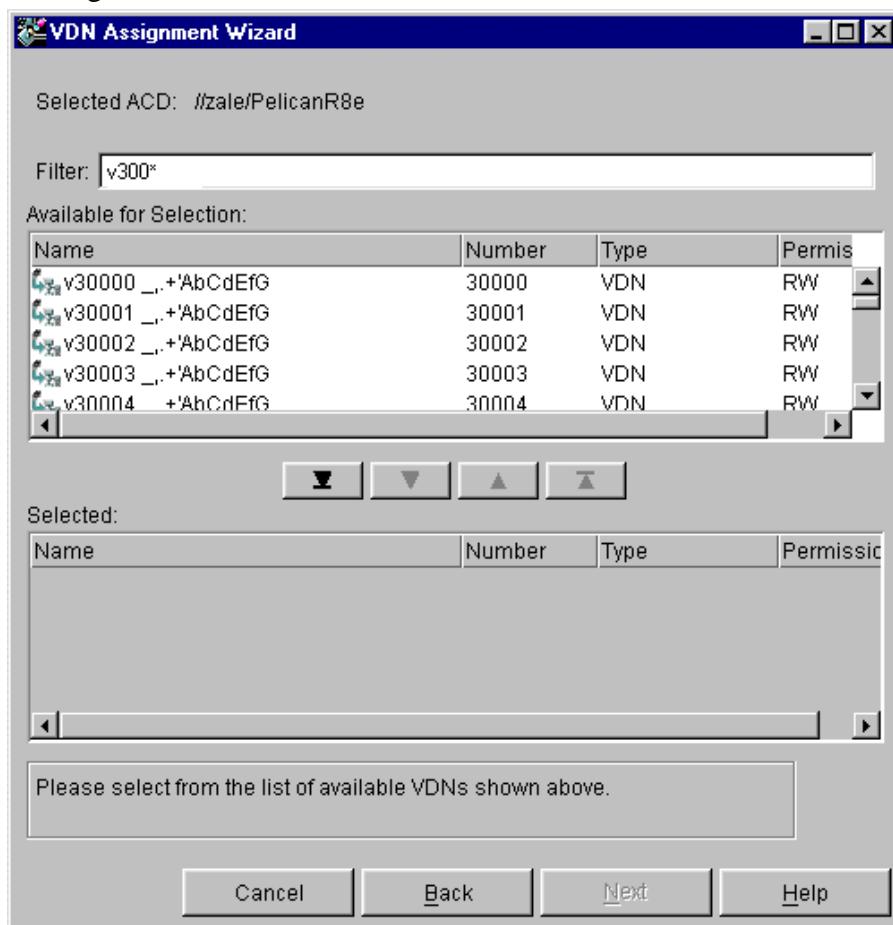
Entering characters or characters with wildcards restricts the VDNs that are displayed in the Available for Selection (Filtered): list box to those that partially or completely match your entry. For example

- Entering *Sales* matches and displays available VDNs named Pre-Sales, Sales, and Sales Split.
- Entering VDN*1 matches and displays available VDNs named VDN1, VDN 201, and VDNSupport01.

The following example shows the VDNs that have been filtered to include only those VDNs with names containing the characters

v3000

and higher.

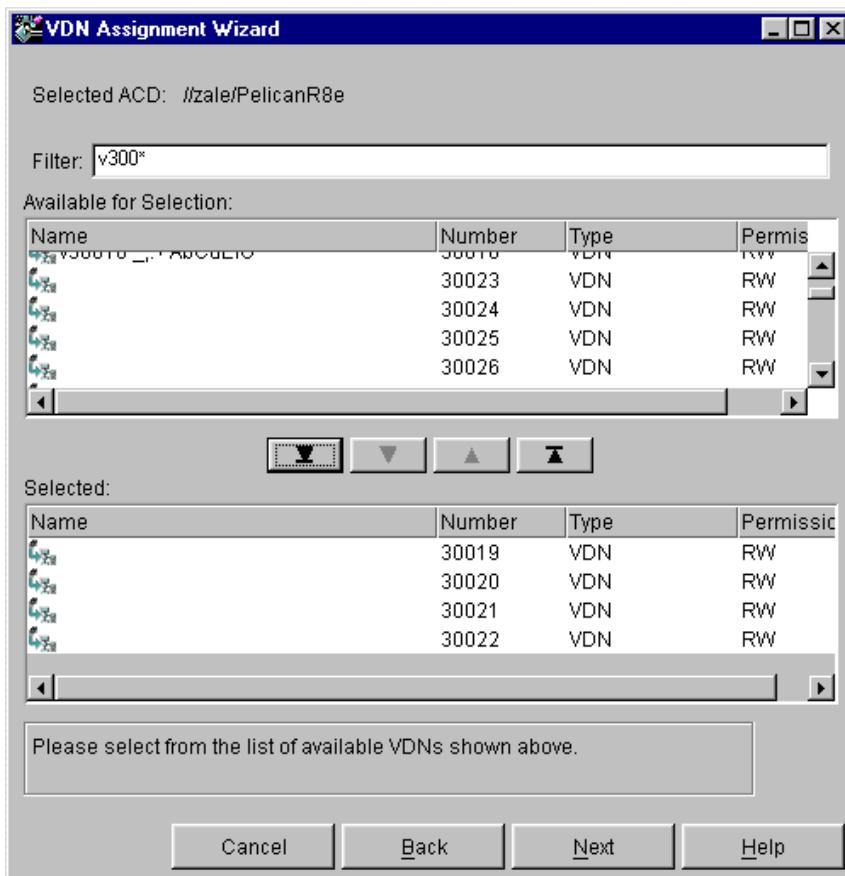


- 2 Take one of the following actions to select one or more VDNs you want to administer from the filtered list of VDNs that are available for selection:
 - Select the VDN in the Available for Selection: list box and then click the down arrowhead ↓ button.
 - Hold down the Control key while you select each one of the VDNs that you want and then click the down arrowhead ↓ button.
 - Hold down the Shift key while you select the first and last in a group of VDNs that you want and then click the down arrowhead ↓ button.

- Click the down arrowhead button with the horizontal line under it to move *all* VDNs that are in the filtered Available for Selection: list box to the Selected: list box.

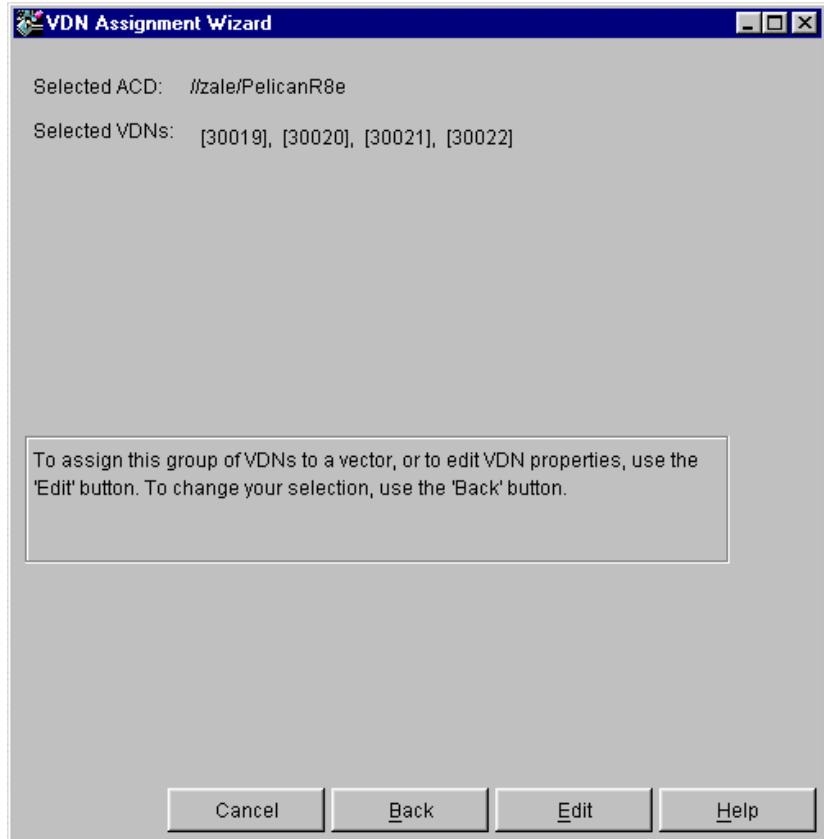
You may deselect one or more VDNs by reversing any of these actions, for example clicking the up arrowhead button ↑ to move highlighted VDNs in the Selected: list box back to the Available for Selection: list box.

The following figure shows the Selected list of VDNs below the filtered list of VDNs Available for Selection.



- 3 Click Next to go to the next window in the wizard.

Result: The system displays the Edit Assignment window.



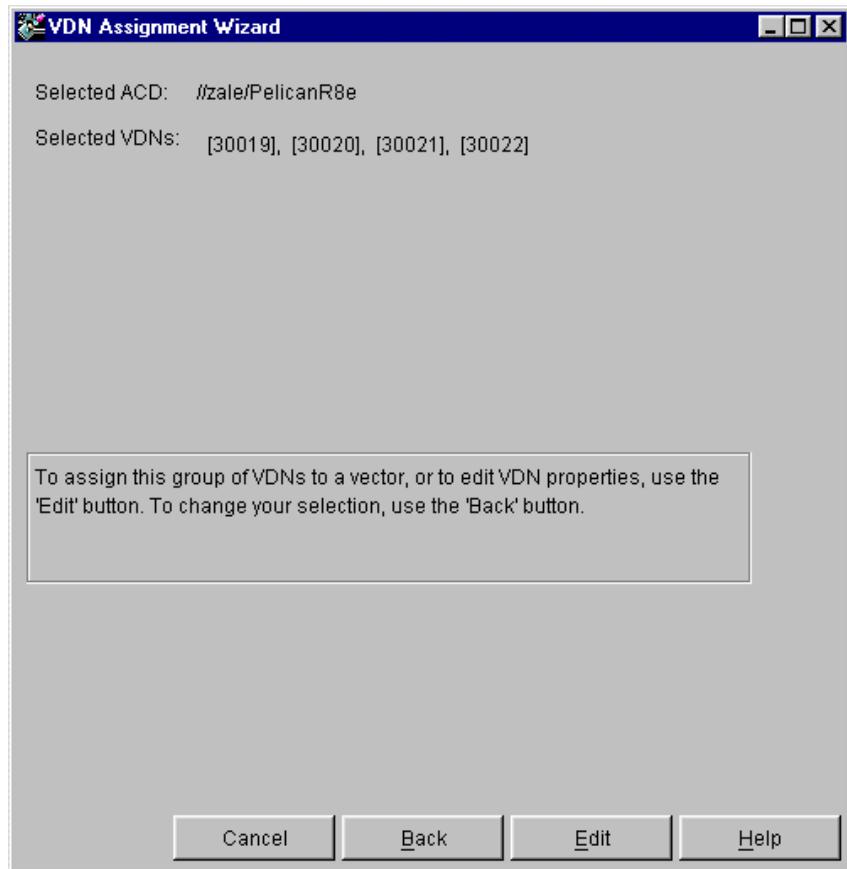
END OF STEPS

Using the Edit Assignment window

To use the Edit Assignment window:

- 1 First, check the Selected ACD and Selected VDNs shown to confirm that they are the ones you want to assign or edit.

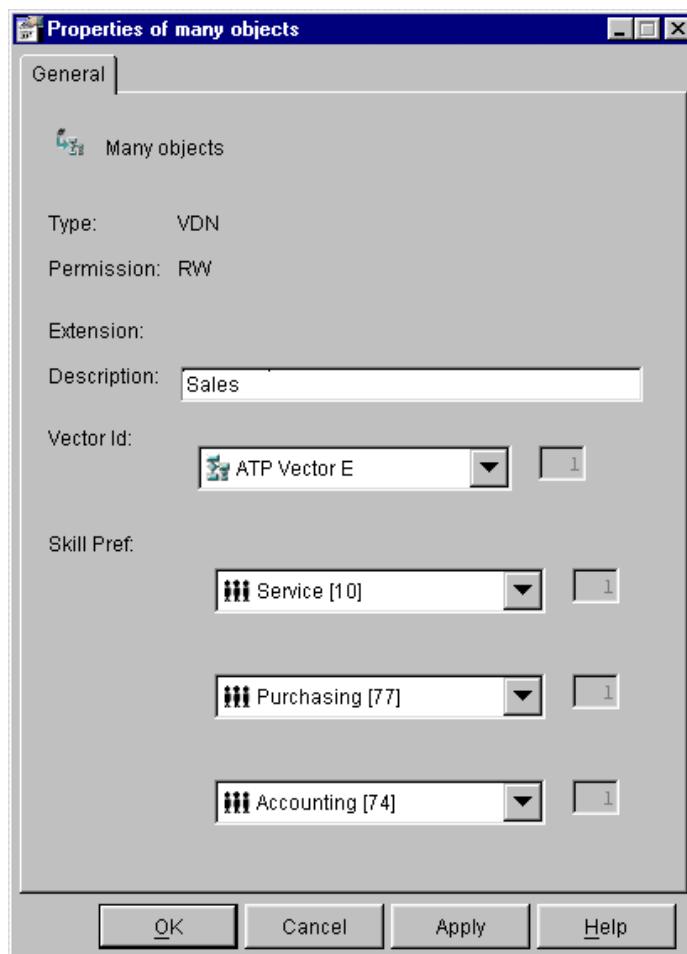
Example: The following figure shows the Selected VDNs from 30019 through 30022.



- 2 Click Edit to assign the selected VDNs to a vector or to change other VDN object properties. If you select:
 - One VDN, the property window for that VDN shows the values in its property fields that you can edit.
 - Many VDNs with different values, the property window shows blank property fields for you to complete.

- Many VDNs with the same values, the property window shows the common values in the property fields.

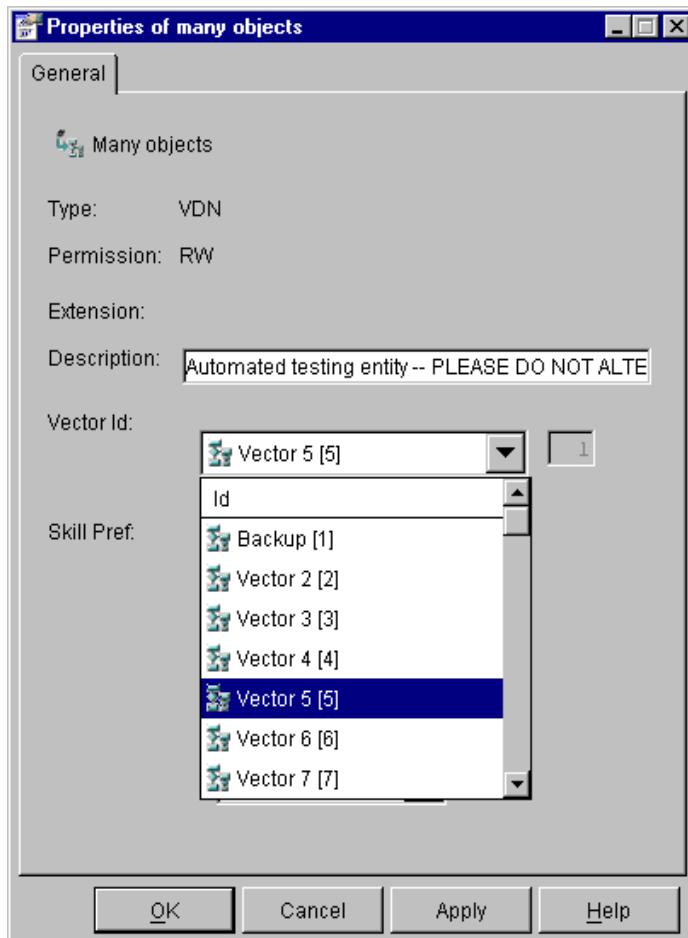
Example: This Properties of many objects window shows the common values in the property fields.



If the Selected VDN is already assigned to a common vector, the Id of that vector is the default, for example, ATP Vector E. If the selected VDN is not already assigned to a vector, then "1" is the default.

- 3 Perform one of the following actions:
- If you do not want to change the default vector Id, go to Step 5.
 - If you want to change the vector Id, click the down arrow in the Vector Id field.

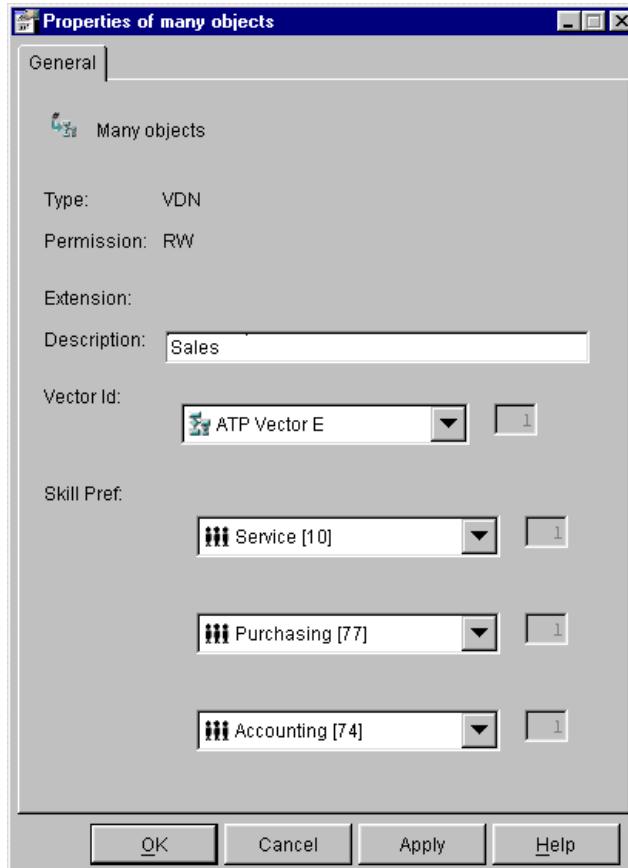
The system displays the Vector Id: drop-down list.



- 4 Select the vector Id you want from the drop-down list.

- 5 If the EAS feature has been purchased and enabled on the selected ACD, you need to select one or more skill preferences. If the Selected VDNs are already assigned common skills, those skills are the default selections.

In the Properties of many objects window shown below, the Selected VDNs are already assigned common skills.



- 6 Click the down arrow in the Skill Pref: field you want to change. If you choose [none] for:
- Skill Preference 1, then Skill Preference 2 and Skill Preference 3 also must be [none].
 - Skill Preference 2, then Skill Preference 3 also must be [none].

Note that choosing [none] removes existing skill preferences from those selected VDNs that have them.

7 Perform one of the following actions:

- Click OK to commit all the VDN Assignments and any other changes to VDN properties and close the window.
- Click Apply to commit changes but leave the VDN Properties window open for further input.

END OF STEPS



7 Using the Import Export Wizard

Overview

Purpose This chapter explains how to use the Visual Vectors Import Export Wizard. It includes the following sections:

- [Introduction to the Import Export Wizard](#)
- [Importing and exporting vectors](#)

See the overview of each section for a preview of the section's contents.



Introduction to the Import Export Wizard

Overview

Purpose This section provides information about the Import Export Wizard and explains how to start and exit the Import Export tool.

In this section This section includes the following information:

- [Features of the Import Export Wizard](#)
- [Opening and closing the Import Export Wizard](#)
- [Import Export Wizard objects](#)



Features of the Import Export Wizard

Introduction The Visual Vectors Import Export feature lets you create a vector and export it to a public directory or other application, where the vector can be imported and shared by other users.

For example, first you create a vector file, which can contain one or more vector objects. You can then attach the vector file to email or export it to a shared or public directory. Other users can then import this vector file to their system where, using Visual Vectors tools, they can view and edit it or load it to a DEFINITY server.

The Import Export Wizard provides a means for you to:

- Distribute vectors within a single site or across a multi-site environment
- Share vectors with users from other organizations
- Create a central library of vectors that other users can access
- Archive vectors to a server on a LAN for backup
- Train and mentor other users (review vectors and mail back corrections and suggestions)

Important! Vectors cannot be imported to other applications, for example, Microsoft Project or Visio.



Opening and closing the Import Export Wizard

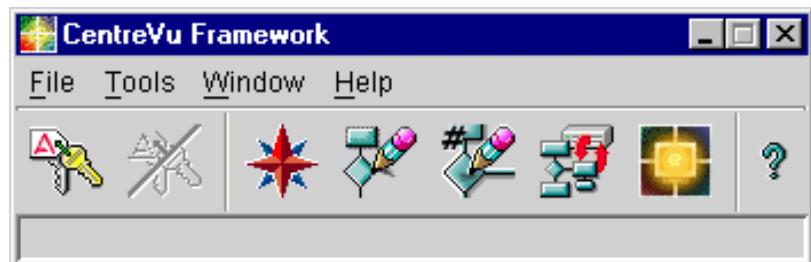
Introduction This section explains how to open and close the Import Export Wizard.

Opening the Import Export Wizard To open the Import Export Wizard:

- 1 Select Start from the Microsoft Windows toolbar.
- 2 Select Programs from the Start menu.
- 3 Select the Avaya CentreVu Visual Vectors V9 program group.
- 4 Select CentreVu Visual Vectors V9.

Result: The system starts the Visual Vectors program and opens the Framework window. Although Visual Vectors is running, you are not yet connected to a CMS server.

The following figure illustrates how the main window appears before you log in to a CMS server.



You do not have to connect to a CMS server at this point, but you will need to connect to a CMS server before you can import or export vectors. See [Starting and exiting CentreVu Framework](#) for more information.

-
- 5 To start the Import Export Wizard, select Import Export Wizard from the Framework Tools menu, or click the Import Export Wizard icon in the Framework toolbar.

Result: The system displays the Import Export Wizard.

END OF STEPS

Closing the Import Export Wizard

To close one wizard window, do one of the following:

- Click Cancel in the Import Export Wizard window, or press Escape on your keyboard.
- Press Alt+F4 while the window that you want to close is active.
- Select Close from the CentreVu Framework Window menu, and then select the window you want to close from the drop-down menu.

To close all windows, select Close All from the CentreVu Framework window menu.

If you have unsaved changes to the current vector, the system asks you if you want to save them.

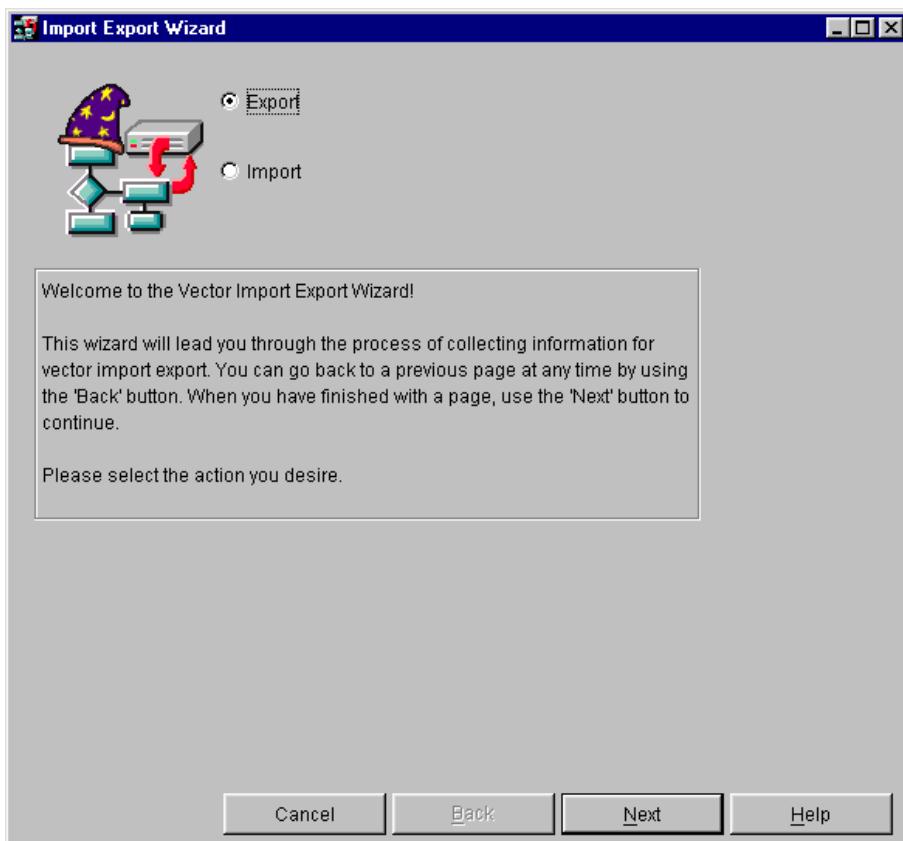
For information on exiting the VDN Assignment Wizard, see [Closing windows and exiting \(3-7\)](#).



Import Export Wizard objects

Introduction This part introduces you to the features of the Import Export Wizard window.

Import Export Wizard window The following figure shows the Import Export Wizard window:



Title bar The title bar shows the name of the application.

Minimize, maximize/restore and close buttons These buttons in the upper right-hand corner adjust the size of the current window, or close it.

Buttons These four buttons appear on the windows of the Import Export Wizard:

Button	Function
Cancel	Closes the wizard without making or changing any assignments.
Back	Displays the previous window in the wizard. This button is disabled on the first window.
Next	Accesses the next window in the wizard. This button is replaced by the Export button in the last window. See <i>Export</i> .
Export	Initiates the export process.
Help	Accesses help information about the current window.



Importing and exporting vectors

Overview

Purpose This section explains how to import and export vectors.

In this section This section includes the following information:

- [Exporting Vectors](#)
- [Importing vectors](#)



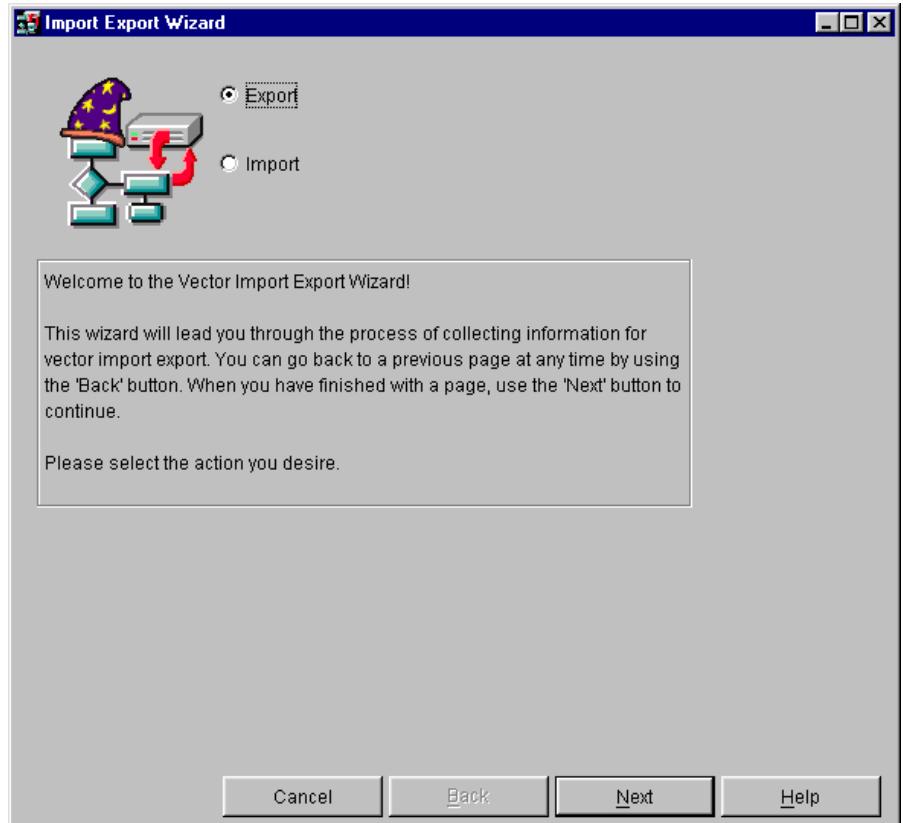
Exporting Vectors

Introduction The Import Export Wizard guides you through the process of collecting information to export, selecting the vectors to export, and performing the export. It consists of several dialog boxes in sequence, for example, one dialog box filters and selects the vectors you wish to export, and another dialog box performs the export.

Accessing the Import Export Wizard Follow these steps to use the first window of the Import Export Wizard.

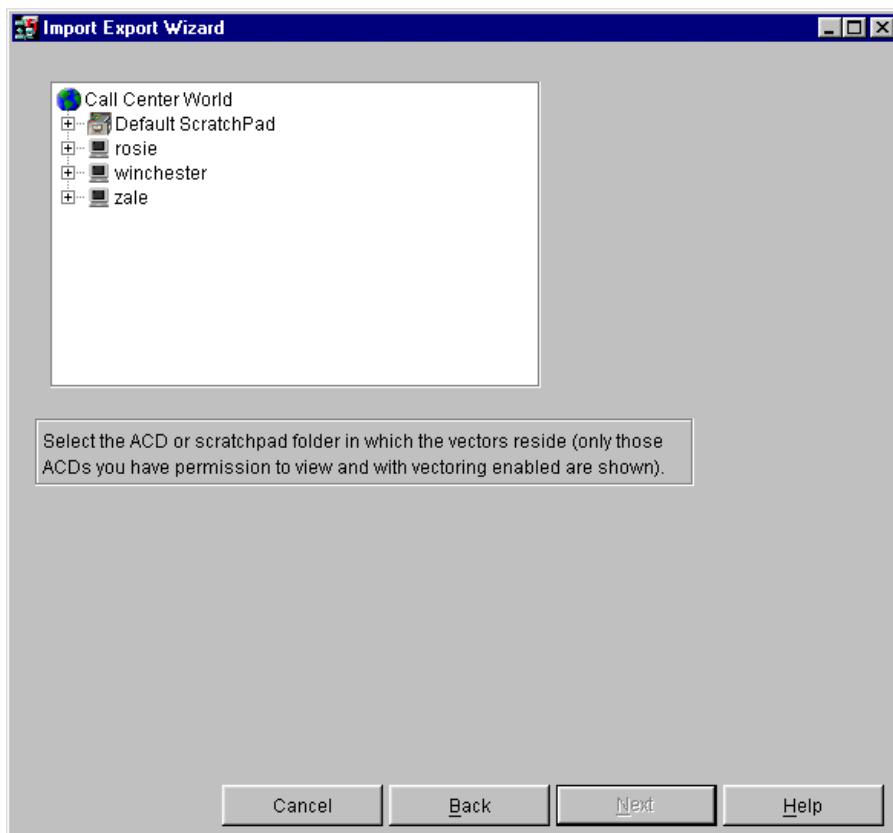
- 1 In the CentreVu Framework window, do one of the following:
 - Select Import Export Wizard from the Tools menu.
 - Click the Import Export Wizard icon in the toolbar.

The system displays the Vector Import Export Wizard Welcome window.



- 2 Select Export, and then click Next.

The system displays the second window of the Import Export Wizard.

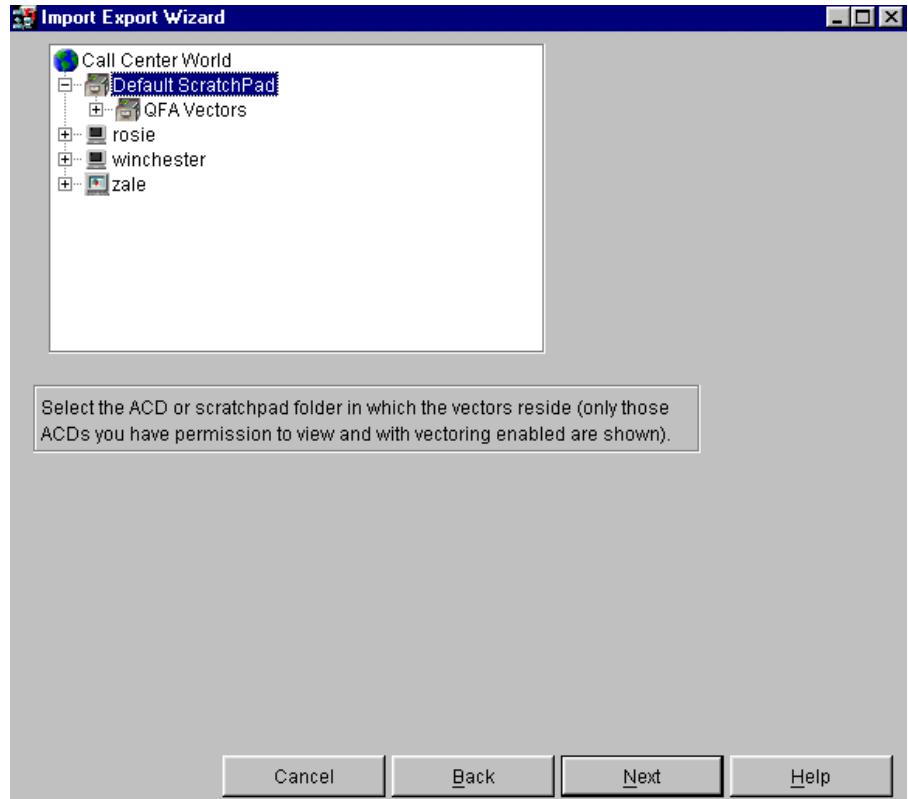


- 3 Browse your Call Center World and find the ACD or ScratchPad folder containing the vectors you want to export. See [Exploring objects \(4-15\)](#).

Important! If you are not connected to a server, you need to double-click the server and complete the “Connect to (server name)” window before you can view its ACDs.

-
- 4 Click the ScratchPad folder or ACD that contains the vectors you want to export.

Example: In the following example, the Default ScratchPad has been selected.



-
- 5 Click Next.

Result: The system displays the Available for Selection window.

END OF STEPS

Using the Available for Selection window

In the Available for Selection window, you may display a list of all vectors available for export, or you may filter the list to display only those vectors containing certain criteria.

- 1 To filter the list of vectors available for selection, enter any of the following parameters in the Filter: text box.

These parameters can be from 1 to 20 characters. These characters *can* include:

- Letters
- Numbers
- Underscores (_)
- Blanks
- Commas (,)
- Periods (.)
- Plus signs (+)

These characters *cannot* include:

- Backslash (\)
- Grave accent (`)
- Tilde (~)
- Double quotes (")
- Pipe symbol (|)

These parameters *can* include pattern-matching wildcards, such as:

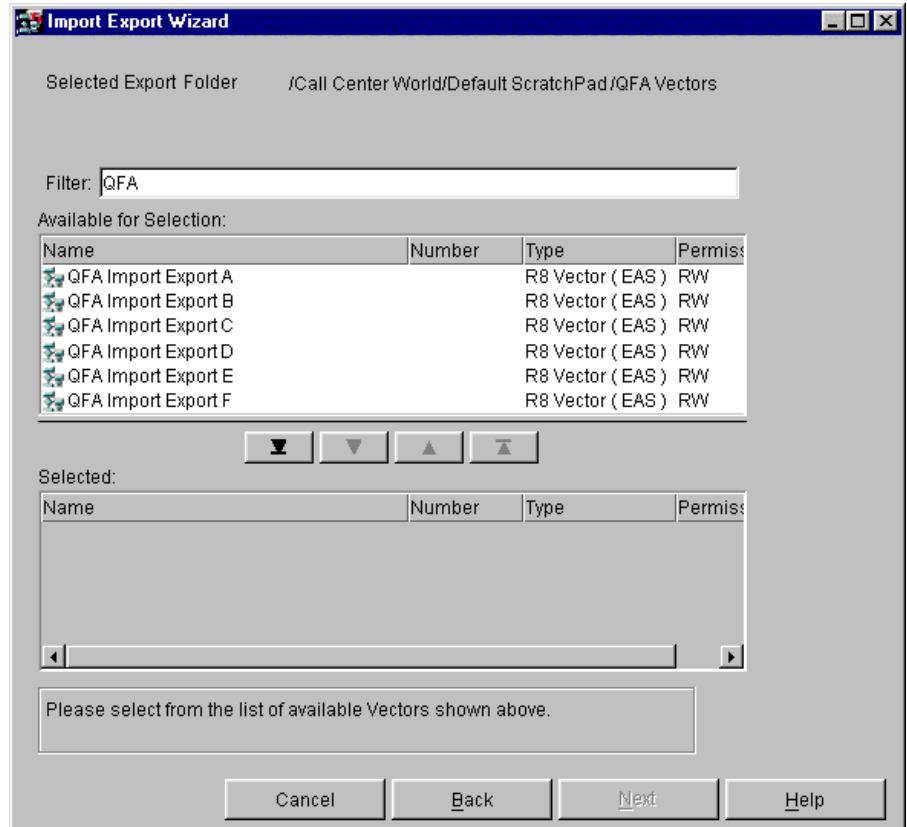
- Question mark (?) (exactly one character)
- Asterisk (*) (any number of characters, including none)

Entering characters or characters with wildcards restricts the VDNs that are displayed in the Available for Selection (Filtered): list box to those that partially or completely match your entry. For example

- Entering *Sales* matches and displays available vectors named Pre-Sales, Sales, and Sales Split.
- Entering QFA*1 matches and displays available vectors named QFA1, QFA 201, and QFASupport01.

Example: The following example shows the vectors that have been filtered to include only those vectors with names containing the characters

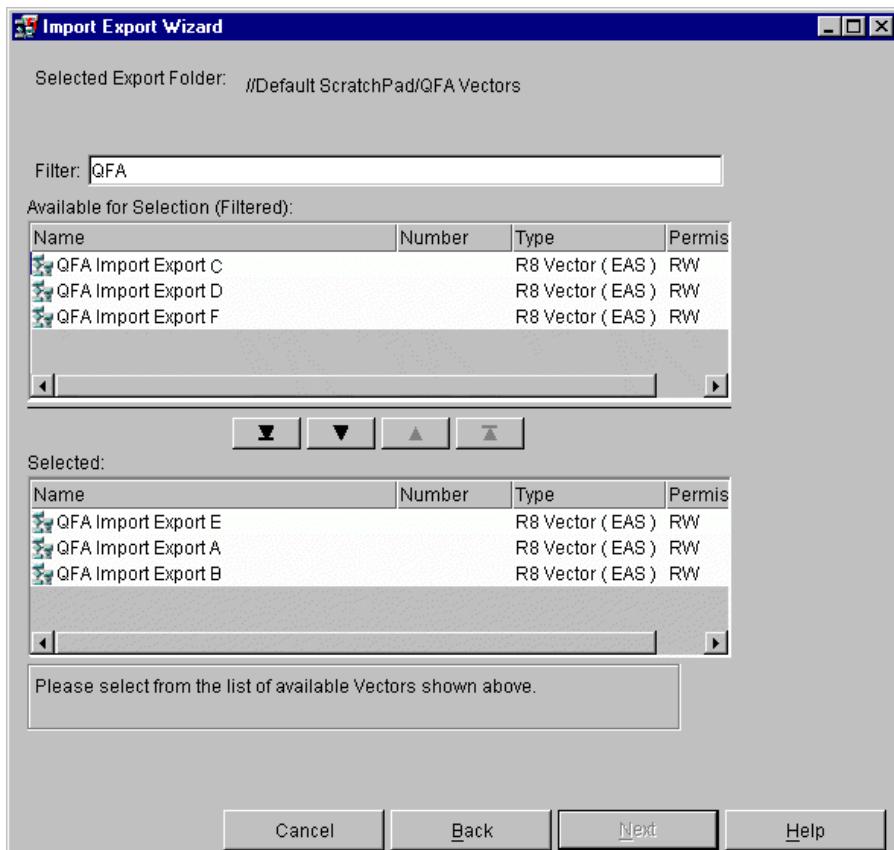
QFA



- 2 Take one of the following actions to select one or more vectors you want to export from the filtered list of vectors that are available for selection:
 - Select the vector in the Available for Selection: list box, and then click the down arrowhead ↓ button.
 - Hold down Control while you select each one of the vectors that you want and then click the down arrowhead ↓ button.
 - Hold down Shift while you select the first and last in a group of vectors that you want and then click the down arrowhead ↓ button.
 - Click the down arrowhead button with the horizontal line under it to move *all* vectors that are in the filtered Available for Selection: list box to the Selected: list box.

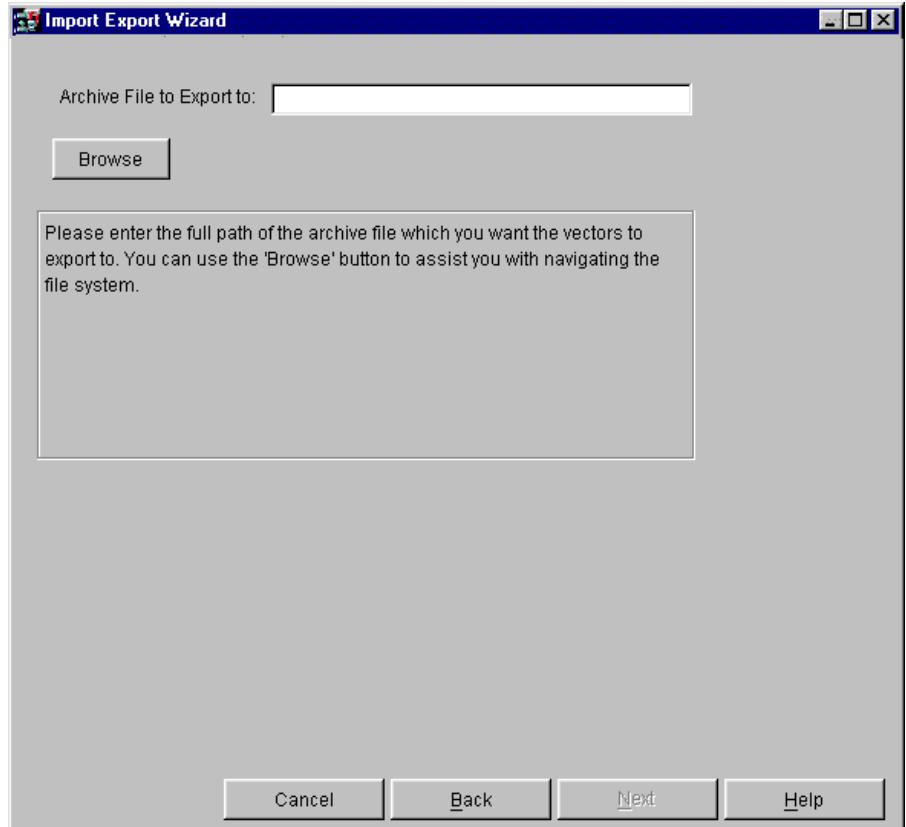
You may deselect one or more vectors by reversing any of these actions; for example, using the up arrowhead button \uparrow to move highlighted filters in the Selected: list box back to the Available for Selection: list box.

Result: The following figure shows the selected list of vectors below the filtered list of vectors available for selection.



-
- 3 Click Next to go to the next window in the wizard.

Result: The system displays the Export Archive File window.



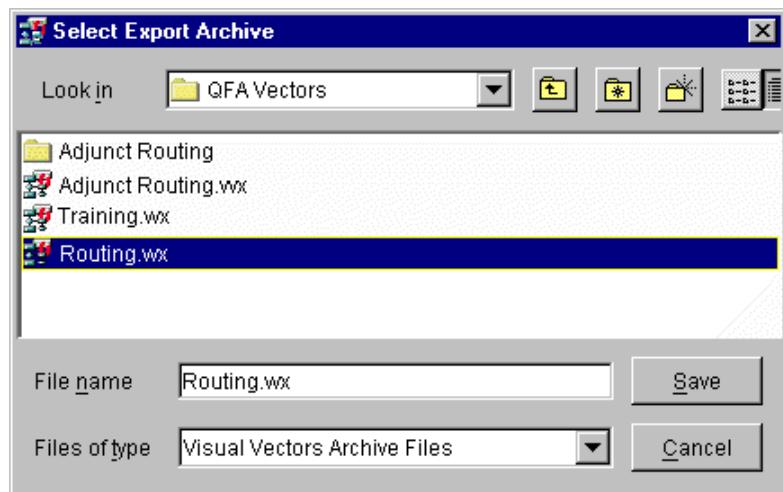
END OF STEPS

**Using the Archive File
and Export Summary
windows**

The Export Archive File window lets you choose the archive file to which you want to export the vectors.

- 1 To use the Export Archive File window, do one of the following:
 - Enter the full path of the archive file where you want to export the vectors.
 - Click Browse if you want to browse the network to find the target folder where you want to export the vector files.

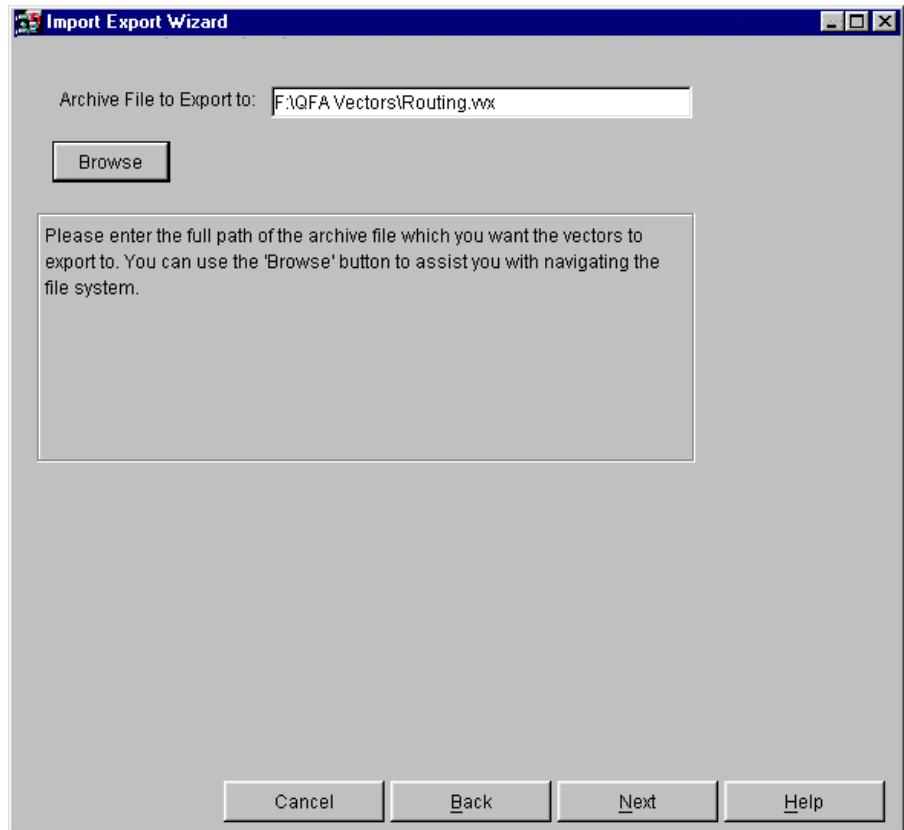
Result: The system displays the Select Export Archive dialog box.



- 2 Explore the network to find the archive file to which you want to export the vectors.

- 3 When you find the file, highlight it and click Open.

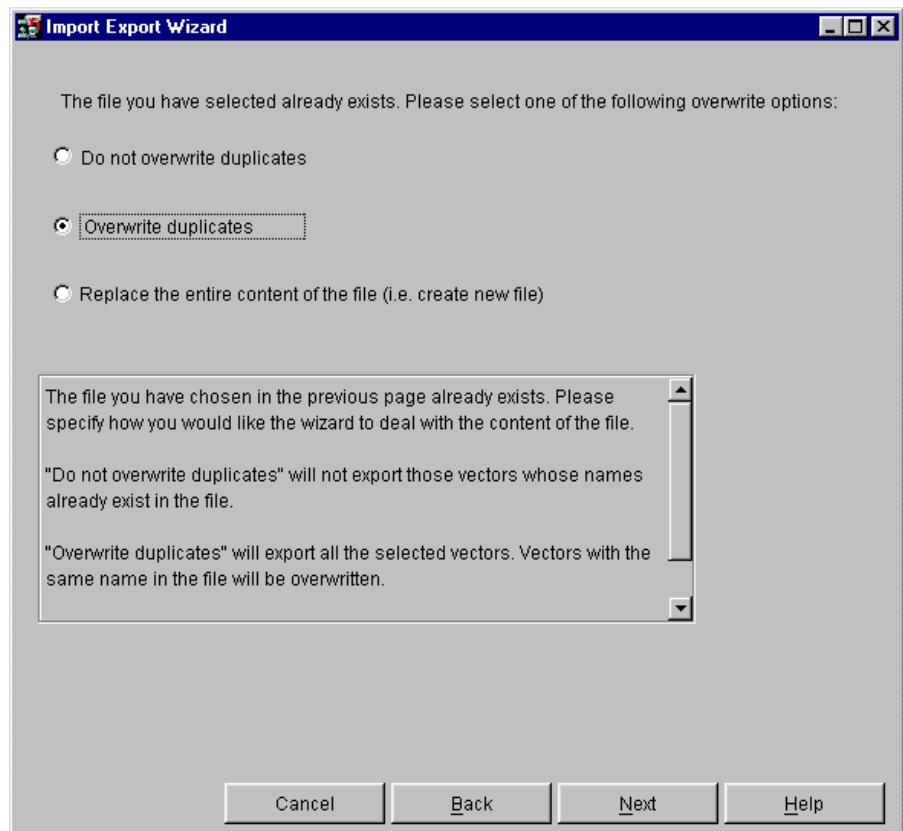
Result: The system displays the Export Archive File window, which shows the path of the file you selected.



- 4 Click Next. The window that appears depends on whether or not the archive file you are exporting is already present in the destination folder. For example:
 - If the archive file is already present, the system displays a window that gives you the opportunity to specify how you want to handle the files. Go to Step 5.
 - If the archive file is not present, the Vector Export Summary window appears. Go to Step 6.

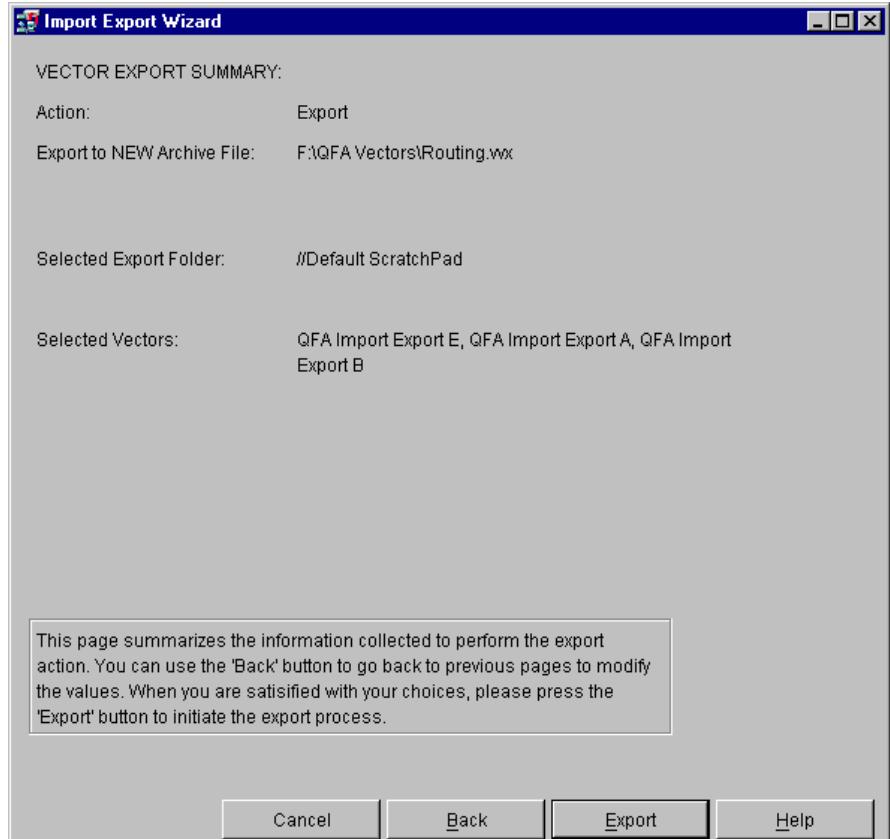
- 5 If the archive file is already present, the system displays the window shown below. Perform one of the following actions:
- If you do not want to export those vectors whose names already exist in the destination file, click “Do not overwrite duplicates.”
 - If you do not want to overwrite those vectors whose names already exist in the destination file, click “Overwrite duplicates.”
 - If you want to create a new file to replace the old one, click “Replace the entire contents of the file.”

Example: In the example below, “Overwrite Duplicates” has been selected.



6 Click Next.

Result: The system displays the Vector Export Summary window. This window summarizes the information collected to perform the export action.



7 Perform one of the following actions:

- If you need to modify the values on this window, click Back to go to previous windows.
- If you are satisfied with your choices, click Export to initiate the export process.

Result: When the export is completed, the system displays the Export Completed message, which gives the number of vectors exported to the archive file.



END OF STEPS



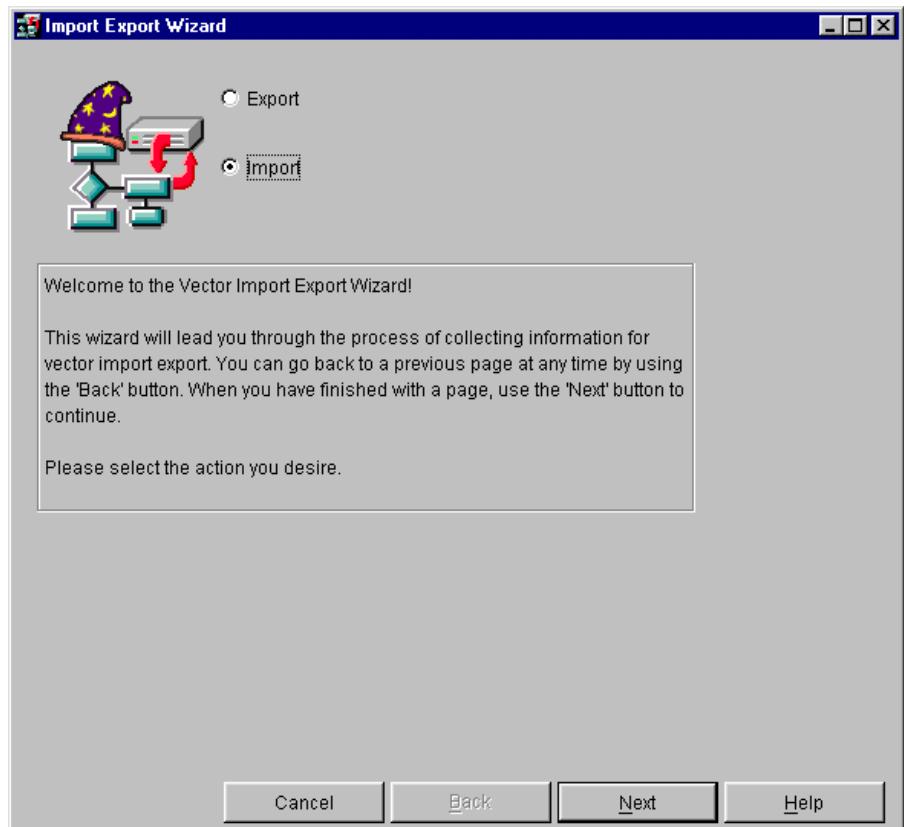
Importing vectors

Introduction The Import Export Wizard guides you through the process of collecting information for importing vectors and initiating the import process. It consists of several dialog boxes in sequence, for example, one dialog box filters and selects the vectors you wish to import, and another dialog box performs the import.

Accessing the Import Export Wizard Follow these steps to use the first window of the Import Export Wizard.

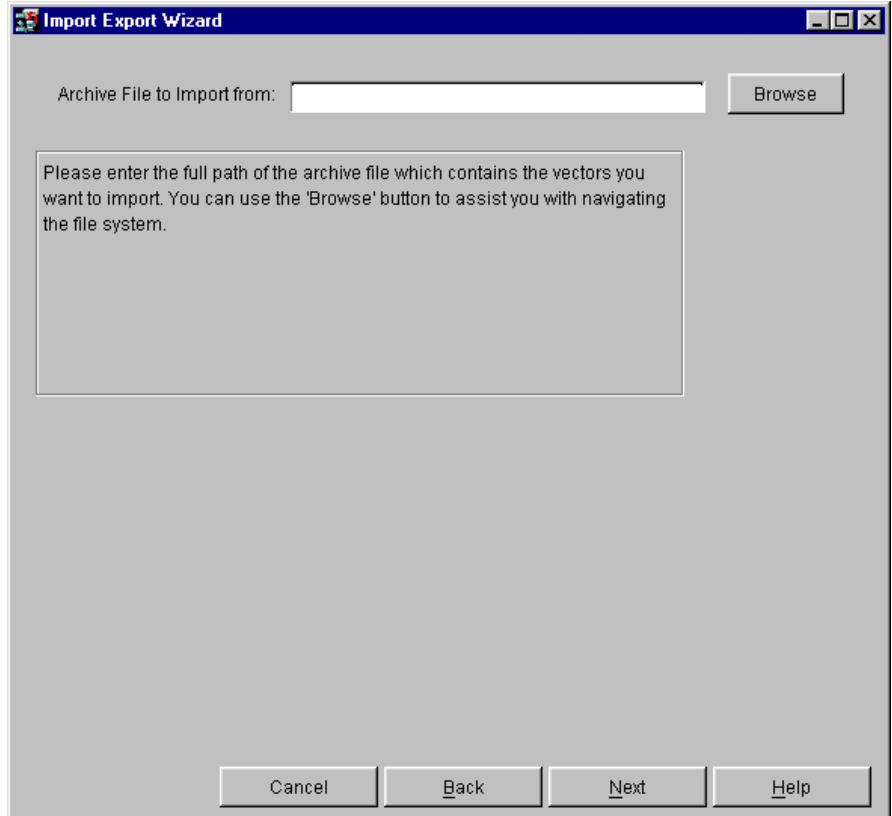
- 1 In the CentreVu Framework window, do one of the following:
 - Select Import Export Wizard from the Tools menu.
 - Click the Import Export Wizard icon in the toolbar.

Result: The system displays the Vector Import Export Wizard Welcome window.



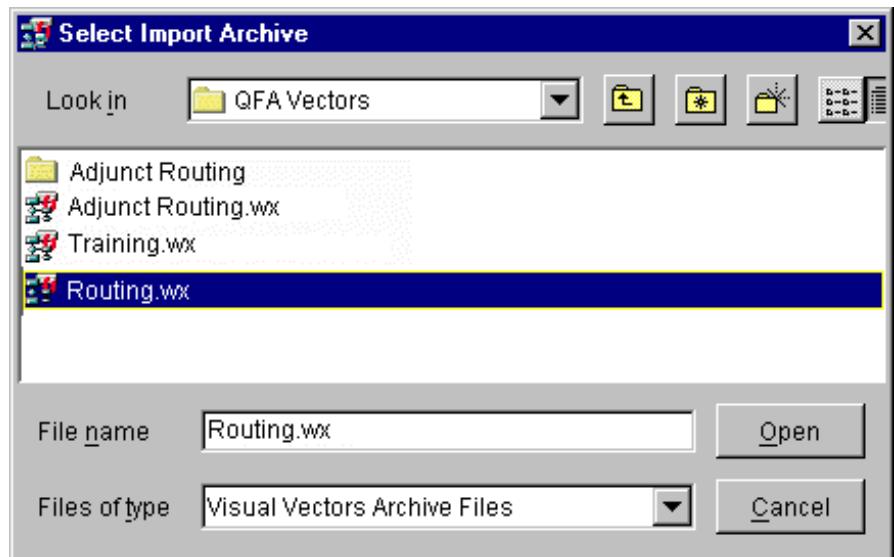
- 2 Select Import, and then click Next.

Result: The system displays the Import Archive File window.



-
- 3 To use the Import Archive File window, do one of the following:
- Enter the full path of the archive file containing the vectors you want to import.
 - Click Browse if you want to browse the network to find the archive file containing the vectors you want to import.

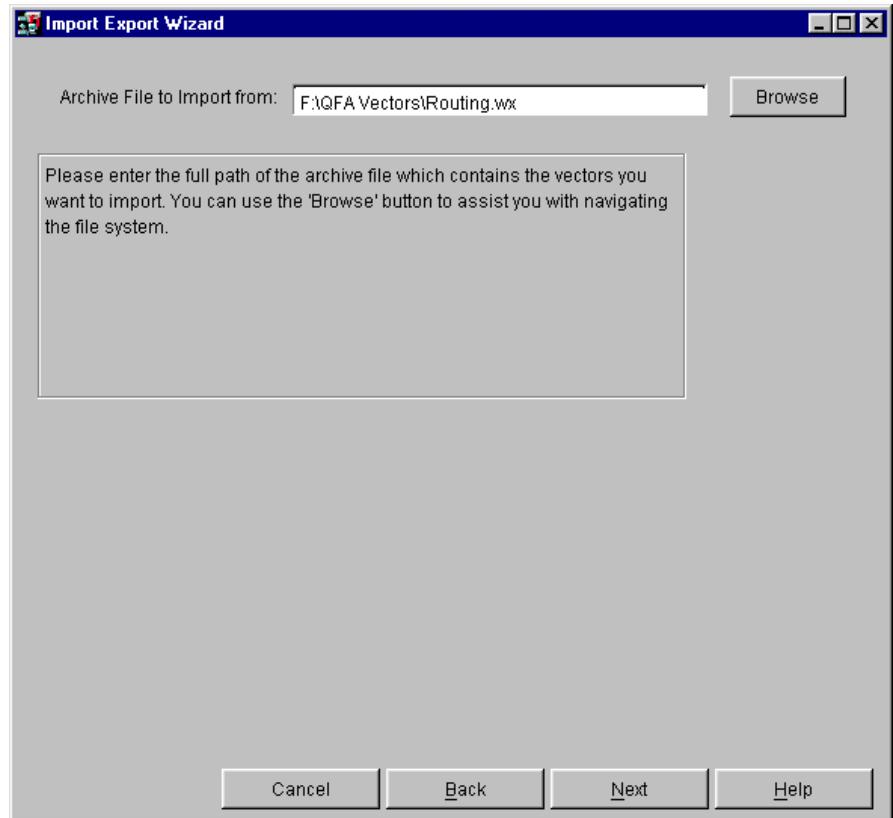
Result: The system displays the Browse dialog box.



-
- 4 Explore the network to find the file containing the vectors you want to import

-
- 5 When you find the file, highlight it and click Open.

Result: The system displays the Import Archive File window, which shows the path of the file you selected.



-
- 6 Click Next.

Result: The system displays the Import Selection window.

END OF STEPS

Using the Available for Selection and Summary windows

In the Available for Selection window, you may display a list of all vectors available for import, or you may filter the list to display only those vectors containing certain criteria.

- 1 To filter the list of vectors available for selection, enter any of the following parameters in the Filter: text box.

These parameters can be from 1 to 20 characters. These characters *can* include:

- Letters
- Numbers
- Underscores (_)
- Blanks
- Commas (,)
- Periods (.)
- Plus signs (+)

These characters can *not* include:

- Backslash (\)
- Grave accent (`)
- Tilde (~)
- Double quotes (")
- Pipe symbol (|)

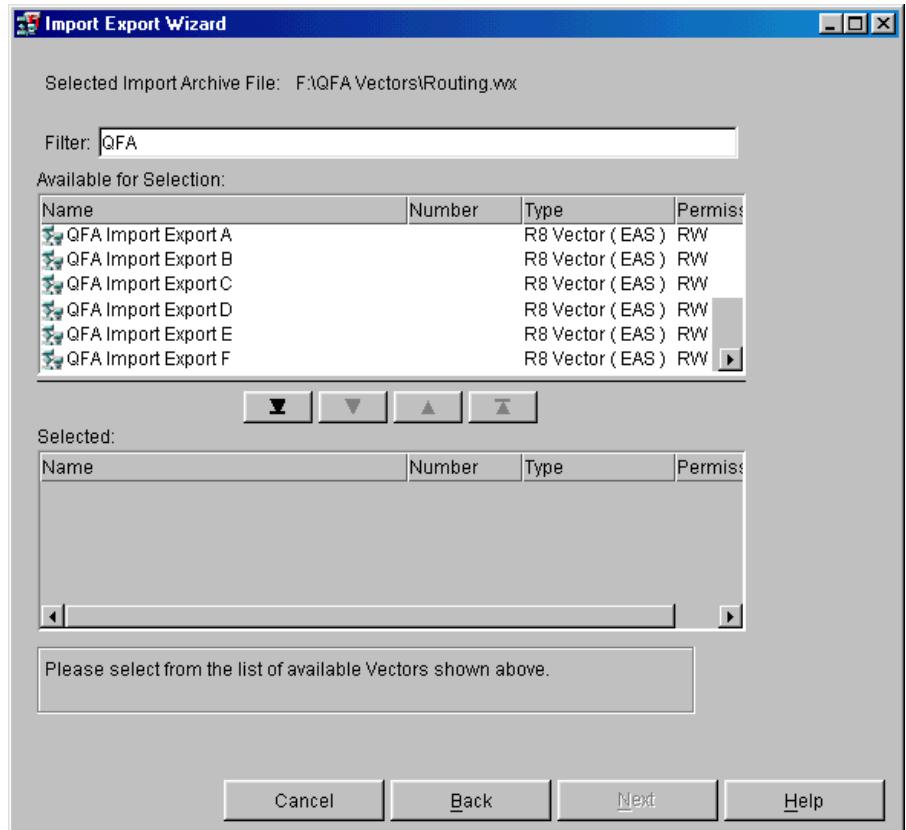
These parameters *can* include pattern-matching wildcards, such as:

- Question mark (?) (exactly one character)
- Asterisk (*) (any number of characters, including none)

Entering characters or characters with wildcards restricts the VDNs that are displayed in the Available for Selection (Filtered): list box to those that partially or completely match your entry. For example

- Entering *Sales* matches and displays available vectors named Pre-Sales, Sales, and Sales Split.
- Entering QFA*1 matches and displays available vectors named QFA1, QFA 201, and QFASupport01.

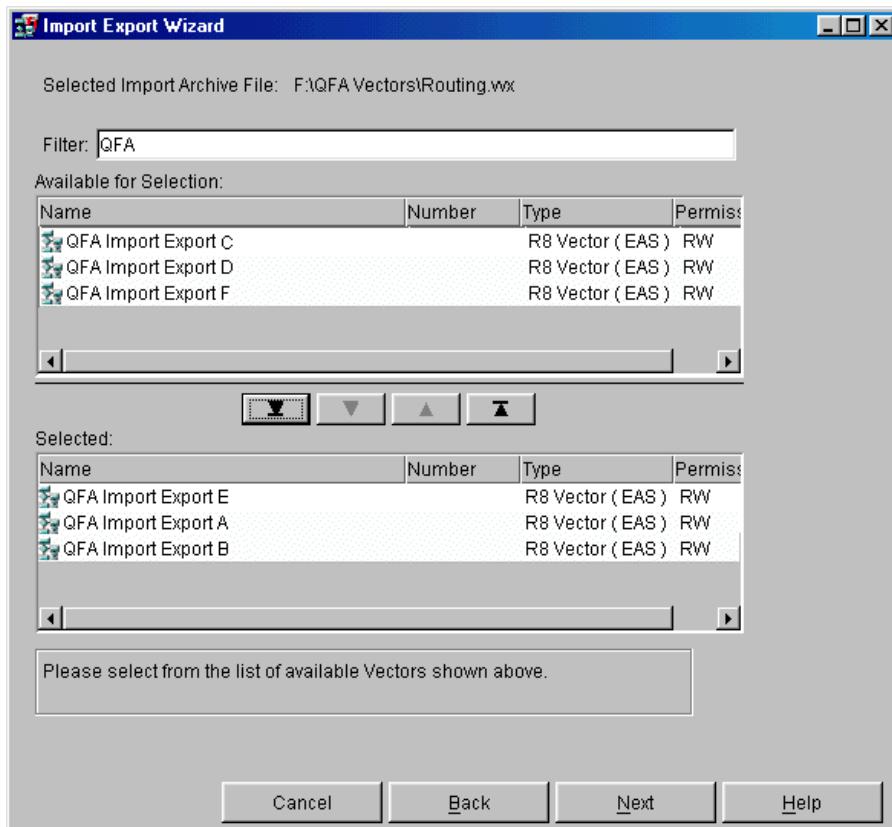
Example: In the example below, the filter QFA has been entered in the Filter: field.



- 2 Take one of the following actions to select one or more vectors you want to import from the filtered list of vectors that are available for selection:
 - Highlight the vector in the Available for Selection: list box, and then click the down arrowhead ↓ button.
 - Hold down Control while you highlight each one of the vectors that you want and then click the down arrowhead ↓ button.
 - Hold down Shift while you highlight the first and last in a group of vectors that you want and then select the down arrowhead ↓ button.
 - Click the down arrowhead button with the horizontal line under it to move *all* vectors that are in the filtered Available for Selection: list box to the Selected: list box.

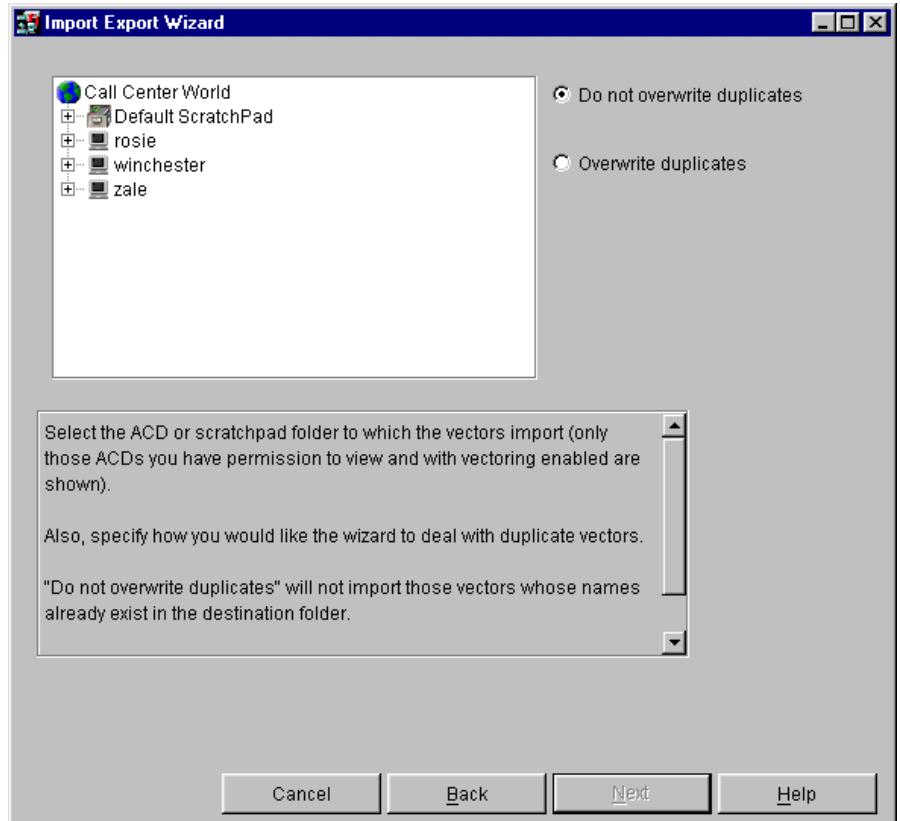
You may deselect one or more vectors by reversing any of these actions; for example, using the up arrowhead button ↑ to move highlighted filters in the Selected: list box back to the Available for Selection: list box.

Result: The following figure shows the selected list of vectors below the filtered list of vectors available for selection.



3 Click Next.

Result: The system displays the next window, which allows you to select the ACD or ScratchPad folder to which you want to import the vectors.

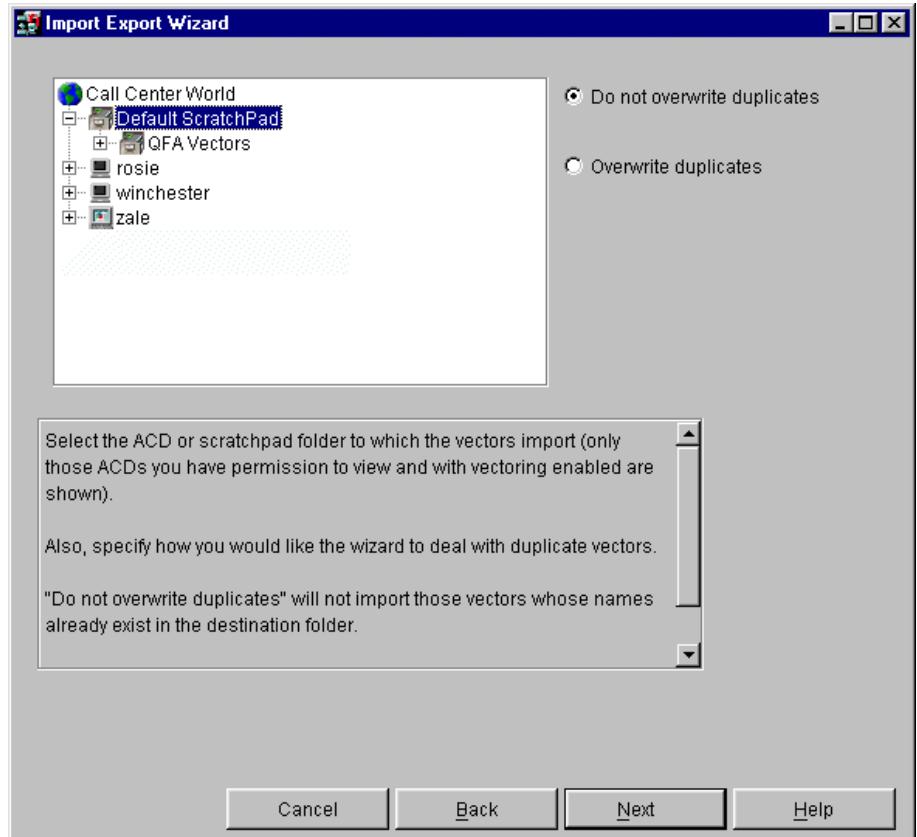


4 Browse your Call Center World and find the ACD or ScratchPad folder to which you want to export the vectors. See [Exploring objects \(4-15\)](#).

Important! If you are not connected to a server, you need to double-click the server and complete the “Connect to (server name)” window before you can view its ACDs.

- 5 Highlight the appropriate ScratchPad folder or ACD.

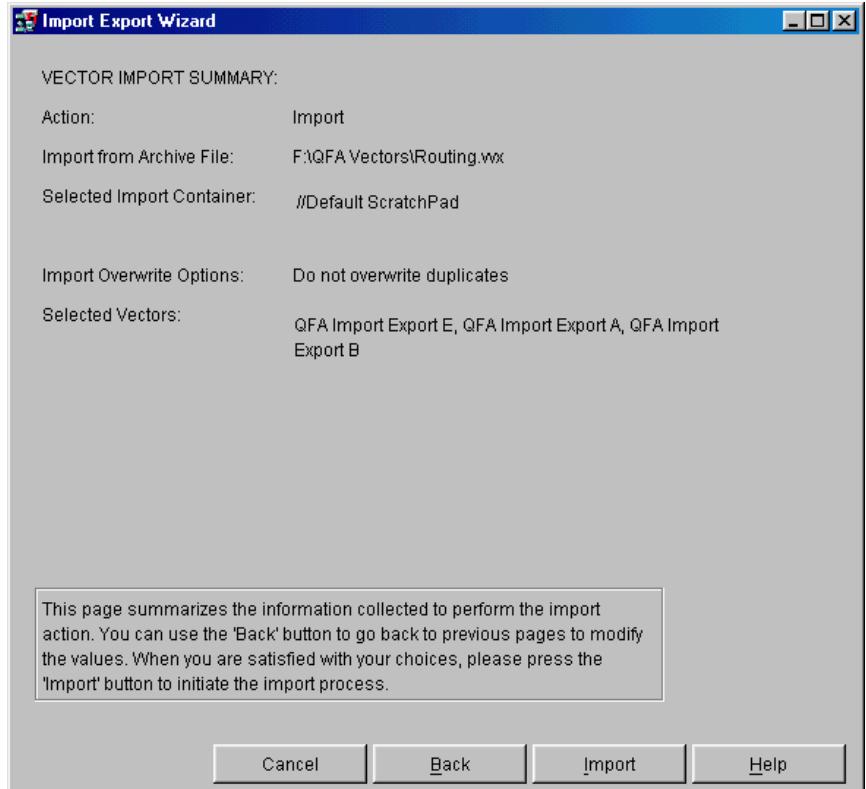
Example: In the following example, the Default ScratchPad folder has been selected.



- 6 Perform one of the following:
 - If you do not want to import those vectors whose names already exist in the destination file, click “Do not overwrite duplicates.”
 - If you do not want to overwrite those vectors whose names already exist in the destination file, click “Overwrite duplicates.”

7 Click Next.

Result: The system displays the Vector Import Summary window. This window summarizes the information collected to perform the import action.



-
- 8 Perform one of the following:
- If you need to modify the values on this window, click Back to go to previous windows.
 - If you are satisfied with your choices, click Import to initiate the import process.

Result: When the import is completed, the system displays the Imported Completed message, which gives the number of vectors imported to the ACD or ScratchPad.



END OF STEPS



Glossary

Access permissions

Permissions that are assigned to a user so that the user can gain access to different areas of a server or administer specific entities of an ACD, for example, splits or skills, trunk groups, vectors, and VDNs. Access permissions are specified as read or write permission. Read permission means that the user can access and view data. Write permission means that the user can add, modify, or delete data and execute processes.

ACD

See *Automatic Call Distribution*.

Active VDN calls

Also known as counted-calls to VDN. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands. It provides conditional branching to a different step in the same vector or to a different vector based on the number of incoming trunk calls a VDN is currently processing in a vector or at an agent.

Agent

A person that answers calls to an ACD split/skill. The agent is known to CMS by a login identification that is entered on the telephone keypad.

Agent login ID

A number that is entered by an ACD agent from a voice terminal to activate the agent position. Agent logins are required for all CMS-measured ACD agents.

Agent skill

An attribute that is associated with an ACD agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. The meaning of each Agent Skill is defined by the customer. Examples of skills are the ability to speak a particular language or the expertise to handle a certain product.

See also *Primary skill*, *Secondary skill*, and *Skill level*.

Announcement

A recorded voice message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.

Automatic Call Distribution (ACD)

A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups that are known as *splits* or *skills*. Also an agent state where the extension is engaged on an ACD call.

See also *Redirect On No Answer* and *Auto-Available Split*.

Call Center World

A collection of objects and entities that can be viewed and administered through CentreVu Framework. What you can access, edit, or assign depends on your permissions.

Call Management System (CMS)

A software product used by business customers that have Avaya telecommunications switches/ECS and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

Call prompting

A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those that are listed in the announcement.

Call Vectoring

A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits. Call vectoring permits treatment of calls that is independent of splits. Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.

CentreVu Advocate

A set of features designed to enhance call and agent selection within a call center. CentreVu Advocate requires CentreVu Supervisor Version 6, DEFINITY ECS R6, and Expert Agent Selection. See the *CentreVu Advocate User Guide*, 585–215–855, for more information.

CentreVu CMS

See *Call Management System*.

CentreVu Framework

The Visual Vectors software window from which you access tools such as Navigator, Vector Editor, and VDN Assignment. You can also use the File menu in this window to Connect to or Disconnect from CentreVu CMS servers.

CentreVu Supervisor

The Call Management System client application for the Microsoft Windows operating environment.

CentreVu Visual Vectors window

The window in which you are currently working, which is usually indicated by a highlighted title bar. Visual Vectors has a Framework window and windows for each of the tools, including Navigator, Vector Editor, VDN Assignment Wizard, and Import Export Wizard.

Container

An object in your Call Center World that logically contains other entities or objects. For example, each CMS object in your Call Center World can contain as many as 8 ACD objects, each of which contains entity folders (for announcements, split/skill objects, trunk groups, VDNs, and vectors).

Context menu

See *Shortcut menu*.

Current window

The window in which you are currently working, which is usually indicated by a highlighted title bar. Visual Vectors has a Framework window and windows for each of the tools, including Navigator, Vector Editor, VDN Assignment Wizard, and Import Export Wizard.

Data collection off

A state in which CMS is not collecting ACD data. If you turn off data collection, CMS does not void data on current call activity.

Data collection on

A state in which CMS is collecting ACD data.

Database

A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.

Database item

A name for a specific type of data that is stored in one of the CMS databases. A database item may store ACD identifiers such as split numbers or names, login IDs, VDNs and so forth. It may also store statistical data on ACD performance such as number of ACD calls, wait time for calls in queue, and current states of individual agents.

Database tables

CMS uses these tables to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.

Date format

The standard format for entering dates on Supervisor reports.

Acceptable formats are:

- *Month/day/year (for example, 3/21/93).*
- *A “-” offset based on today's date (for example, -1 for yesterday). You can also enter a range of numbers (for example, 0 through -7).*
- *Individual data entry items that are separated by a semicolon, for example, 3/21/93;3/23/93;3/25/93.*
- *Ranges that are separated by a hyphen, for example, 3/21/93-3/25/93.*

When you specify a date for a weekly report, that date or range of dates must correspond to the week start day selected in the System Setup-Storage Intervals window. If the date and day do not match, the system displays the message “No records found” in the status line.

The month start date must be the first day of the month.

Delete

An action that removes the entry on the window from the database.

Dictionary

A CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits or skills, trunk groups, VDNs, and vectors. These names appear on reports, making them easier to interpret.

EAS

See *Expert Agent Selection*.

Entity

A generic term that refers to one of the following: Announcement, Split/Skill, Trunk Group, VDN, or Vector. Entities that CentreVu Visual Vectors can view or administer include Vectors and VDNs. Entity names are obtained from the CentreVu CMS Dictionary; renaming entities using Visual Vectors results in changes to the CMS Dictionary.

Error message

A response from a program that indicates that a problem has arisen or something unexpected has happened that requires your attention.

Expert Agent Selection (EAS)

Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires. The ACD queuing and the Queue and Check Vector commands are used to route a call to an agent with the appropriate skill to handle that call. With EAS, call distribution is based on skill.

CentreVu CMS collects data on skills in the same manner as it collects data on splits.

CentreVu CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Folder

An object in the Navigator tool that contains entities (splits or skills, trunk groups, VDNs, and vectors). Folders are used to visually group all entities of a specific type for an ACD.

Historical database

Contains intrahour records for up to 62 days, daily records for up to 5 years, and weekly and monthly records for up to 10 years for each CMS-measured agent, split/skill, trunk, trunk group, vector, and VDN.

Import Export Wizard

The Import Export Wizard, accessed from CentreVu Framework, lets you export and import vector files, which makes the vector files accessible to multiple locations of a business. The vector files can be exported to a shared or public directory, placed in a central library of vectors, or archived to a LAN server, where other users may retrieve them by using the import process.

INFORMIX

A relational database management system that is used to organize CMS historical data.

INFORMIX SQL

The interactive interface that is typically used to view the INFORMIX database.

Integrated Services Digital Network (ISDN)

A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines.

ISDN

See *Integrated Services Digital Network*.

LAN

See *Local Area Network*.

Local Area Network

A private interactive communication network that allows computers to communicate over short distances, usually less than 1 mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps.

Logical agent

An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set.

Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" or "AI" button is lit, the agent is available to take a call in any assigned skills.

The Logical Agent capability allows calling agents to connect by dialing into their login IDs. Calls to login IDs can be treated as direct agent ACD calls, given the proper class of restriction, or they can be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related calls from personal calls.

Look Ahead Interflow (LAI)

A switch feature that can be used to balance the call load among multiple call centers. LAI works with Call Vectoring and ISDN PRI trunks to intelligently route calls between call centers. This allows multiple call centers to share work loads, expands hours of coverage, and allows calls to be transparently handled by call centers in different time zones.

Measured

A term that means an ACD entity (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data. If the ACD element is not measured, no data is collected.

Menu bar

A menu bar is under the title bar of most windows. The menu bar shows the menu names available for that particular window, for example, File and Help. You select an item from one of these drop-down menus.

Message windows

Temporary windows that are used only for displaying information like syntactical field errors.

Multouser Mode

a mode in which any administered CMS user can log in to CMS. Data continues to be collected if data collection is “on.”

Name (Synonym) Fields

Fields in which you can enter a name (synonym) that has been entered in the CMS Dictionary, for example, names of splits or skills, trunk groups, vectors, or VDNs.

Navigator

A window that is displayed after you select it from the Tools menu or toolbar in the CentreVu Framework window. It consists of two panes: a hierarchical “tree” view of your Call Center World on the left and a list of objects or entities on the right.

Nonprimary split/skill

When a call is queued to multiple splits or skills, the second and third splits or skills to which the call queues in a VDN are called nonprimary splits or skills. They are also referred to as secondary and tertiary splits or skills, respectively.

Object

Any item which may appear in your Call Center World through the Navigator tool. Objects can be containers of other objects or entities, for example, a VDNs folder, or an object may be an administrable entity itself, for example, a VDN.

Primary skill

Skills that are assigned to an agent. Primary skills are the areas in which the agent has the most expertise.

See also Agent Skill.

Pseudo-ACD

An area that you create on your CMS to place previously backed-up ACD data. A pseudo-ACD is not a live or real ACD and does not communicate with any switch.

Queue

A holding area for calls that are waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first.

Queued

A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer.

Read permission

The CMS user can access and view data, for example, run reports or view the Dictionary subsystem. Read permission is granted from the User Permissions subsystem.

Real-time database

Consists of the current and previous intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and VDN.

ScratchPad

The Default ScratchPad name is a container area on your PC that is designed to save vectors offline when a switch or ECS link or CMS connection is not available. You can create a hierarchy of sub-folders under the default folder by selecting New ScratchPad from Navigator's File menu.

Secondary skill

Skills that are assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise or are not the agent's preference.

Secondary skills are used in G3V2 through G3V4 with EAS.

See also *Agent skill*, *Skill level*.

Seized

A trunk state in which a call is using the trunk either incoming or outgoing.

Service observing-VDNs

A feature available with G3V4 or later switches that gives a telephone user the ability to monitor the treatment a call receives as it is processed by a VDN.

Shortcut key

A keyboard key or key combinations such as CTRL+N or CTRL+S that provides a shortcut to an action that is available from a menu.

Shortcut menu

A menu that appears when you right-click a selection, a toolbar, or a taskbar button, for example. It lists commands pertaining only to that screen region or selection.

Single-user mode

A mode in which only one person can log in to CMS. Data continues to be collected if data collection is "on." This mode is required to change some CMS administration.

Skill

An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call that requires one of those skills. Also, a skill can be defined as a specific customer need or requirement, or perhaps a business need of a call center.

Skill hunt group

When EAS is enabled, calls are routed to specific skill hunt groups. These skill hunt groups are usually based on the needs of the customers. Agents are not assigned to a skill group, but they are assigned specific skills that become active when they log in to their telephones.

Skill level

A priority level from 1 (highest) to 16 (lowest) that indicates an agent's level of expertise or ability to handle calls to the given skill. Skill levels are used with ECS Version 5 and later.

Split

A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.

Staffed agent

An agent who is currently logged in to the switch.

Station

An unmeasured extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group.

Status bar

A status bar is across the bottom of some windows. The status bar shows information about the current action in that window.

Switch

A private switching system that provides voice-only or voice and data communications services including access to public and private networks for a group of terminals within a customer's premises.

Time format

The standard format for entering times on CMS reports.

Acceptable formats are:

- *AM/PM format (for example, 7:30AM-5:00PM).*
- *Military time format (for example, 7:30-17:00).*

Title bar

A title bar is across the top of most windows. The title bar shows the name of that particular window, for example, Navigator. Titles of open tool windows are listed on the Window menu of CentreVu Framework.

Toolbar

A toolbar is under the menu bar of most windows. Toolbar icons represent actions you can perform.

Tooltips

Brief descriptions that display when the mouse pointer is over a toolbar button or icon.

Trunk

A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a telephone.

Trunk group

A group of trunks that are assigned the same dialing digits. These digits are either a telephone number or a Direct Inward Dialed (DID) prefix.

Universal Call Identifier (UCID)

A number that uniquely identifies a call in a network of nodes that support UCID. This number is a part of the records in the Call History feature of CMS.

User ID

The login ID for a CMS user.

User permissions

An area of the CMS server that allows the CMS administrator to define what each user has access to.

VDN

See *Vector Directory Number*.

VDN Assignment

The VDN Assignment Wizard, accessed from CentreVu Framework, guides you through the process of assigning a vector and skill preference to a VDN. The windows that are displayed after you select Vector Id or Skill Pref from the context menu of a VDN object are part of this tool.

VDN calls-counted

Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with G3V4 or later switches. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls a VDN is currently processing.

VDN of Origin Announcement (VOA)

A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call.

VDN skill preference

A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to an ACD agent with a particular ability or set of abilities.

For EAS only, up to three skills can be assigned to a VDN. Calls use VDN skills for routing based on the preference that you administer in the vector. VDN skill preferences are referred to in the vector as “1st,” “2nd,” or “3rd.”

Vector

A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which can receive calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.

Vector command

A vector step that describes the action to be executed for a call, for example, Queue, Check, Disconnect.

Vector Directory Number (VDN)

An extension number that enables calls to connect to a vector for processing. A VDN is not assigned to an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension that is connected to the switch.

Vector Editor

This software tool, accessed from CentreVu Framework, allows you to create and edit vectors visually, by using the drag-and-drop method to move icons that represent commands from a palette and arrange them into vector steps in a work area. You can attach comments, change layout, and save and print the vectors.

Vector file

The Windows accessible file that is created by the Export operation. An exported vector file can contain one or more vector objects.

Vector object

A term that defines a vector that is accessible to the Visual Vectors application. Vector objects include vectors in a DEFINITY switch, vectors stored in the Visual Vectors ScratchPad folder, and vectors within a vector file.

Vector step

One processing step in a vector. A vector step consists of a command and one or more conditions or parameters. These conditions or parameters are found on a step's Properties window in Visual Vectors client software.

Vector step condition

A condition that accompanies a vector command that defines the circumstances in which the command will be applied to a call. These conditions are found on a step's properties window in Visual Vectors client software.

VOA

See *VDN of Origin Announcement*.

Visual Vectors Client

Client software that provides a graphical user interface for creating or modifying configured elements of ACDs that are connected to a CMS.

Visual Vectors Server

Server software that enables administration, for example, changing or modifying configured elements, for ACDs that are connected to a CMS.

Write permission

A CMS user with write permission can add, modify, or delete data and execute processes. Write permission is granted from the User Permissions subsystem.

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