



CentreVu[®] Call Management System

Release 3 Version 9

Administration

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Mandatory Customer InformationMandatory customer information

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Ordering informationOrdering information

For information about ordering, see “How to order this information product (xix)”.

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Technical Support Telephone NumberAvaya National Customer Care Center

Avaya provides a telephone number for you to use to report problems or to ask questions about your call center. The support telephone number for customers in the U.S.A. and Canada is 1-800-242-2121. For technical support, customers outside the United States should call their Avaya Representative or Distributor.

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Developed by Lucent Technologies Customer Training and Information Products.This document was prepared by the Avaya University organization, Avaya, Denver, Colorado, U.S.A.

CentreVu® Call Management System

Administration

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About this information product

Purpose This information product provides instructions on administering a call center. It is for the use of CentreVu CMS administrators who have access to all parts of CentreVu CMS or Split/Skill supervisors with limited access to CentreVu CMS.

This information product specifically addresses the DEFINITY Enterprise Communications Server (ECS) functionality of CentreVu CMS. If you are implementing CentreVu CMS R3V9 for the first time, you may have DEFINITY ECS Release 9/10. If you are upgrading from an earlier version of CentreVu CMS, you may have an earlier switch release, such as ECS or Generic 3 (G3).

Reason for reissue Not applicable.

Safety labels Actions or inactions that may cause difficulties are labeled as follows:

Caution



CAUTION

Indicates that failure to take or avoid a specified action could result in loss of data.

Warning



WARNING

Indicates that failure to take or avoid a specified action could result in physical harm to the operator or the equipment.

**How to use this information
product**

This document contains the following chapters to assist in the administration of a call center:

<i>To learn about...</i>	<i>See this chapter...</i>
This document, password information, and cross-references for CentreVu Supervisor usage	Chapter 1, Introduction
Create synonyms in the Dictionary	Chapter 2, Using the Dictionary to name call center entities
Basic use of the Reports subsystem	Chapter 3, Using reports
Scripting common actions	Chapter 4, Scripting CentreVu CMS operations
Changing agent splits/skills, creating agent templates, moving extensions between splits, and using agent trace	Chapter 5, Administering call center agents

Adding or deleting call work codes and split/skill call profiles, changing VDN skill preferences, viewing trunk group assignments, changing VDN call profiles, and other call center activities	Chapter 6, Administering the call center configuration
Defining exceptions and running exception reports for agents, split/skills, trunk groups, VDNs, and vectors	Chapter 7, Administering exceptions
Creating users and defining, changing, or modifying associated CentreVu CMS permissions	Chapter 8, Administering user permissions
Changing the state of CentreVu CMS, allocating storage space, specifying storage intervals, and other system setup activities	Chapter 9, Configuring CentreVu CMS system settings
Understanding backups, restores, backup strategies, the maintenance reports, backup volumes, and labeling	Chapter 10, Maintaining CentreVu CMS
The Sun Microsystems, Inc.Solaris® operating system and using it with CentreVu CMS	Chapter 11, Using Solaris
How timetables and shortcuts streamline activities	Chapter 12, Using timetables and shortcuts
Call Vectoring and explanations of basic commands	Appendix A, Call Vectoring and Related ECS/G3 Features
Creating vectors and using all commands	Appendix B, CentreVu CMS Vector Contents

Conventions used

The following conventions are used in this information product.

Product release

DEFINITY Enterprise Communications Server is called “ECS” or “switch”. Unless otherwise noted, the term ECS includes Releases 6, 7, 8, 9, and 10. The functionality of earlier switch releases is noted if it differs from that of Releases 6 through 10.

Typography

A **monospaced font** designates *input* and *output*.

- Input is something you enter into the user interface. For example, “Enter **x** next to Printer, Terminal, or File.”
- Output is a character, word, or phrase that the system generates. For example, Please wait for initialization

Bold font indicates interface items, window titles, and features/system within CentreVu CMS.

Systems supported This document supports CentreVu Supervisor Release 9 and CentreVu CMS R3V9.

Related documentation The following documents are also useful in managing a call center:

- *CentreVu® Call Center R9 Little Instruction Book — Basic Administration*
- *CentreVu® Call Center R9 Little Instruction Book — Advanced Administration*
- *CentreVu® CMS Database Items and Calculations*
- *CentreVu® CMS R3V9 Custom Reports*
- *CentreVu® CMS R3V5 Forecast* (if product purchased)
- *CentreVu® Supervisor Release 9 Reports*
- *CentreVu® Release 9 Report Designer User Guide*
- *CentreVu® Visual Vectors Release 9 Installation* (if product purchased)
- *CentreVu® Visual Vectors Release 9 User Guide* (if product purchased)
- *CentreVu® CMS R3V9 Open Database Connectivity*
- *CentreVu® CMS R3V9 External Call History Interface*
- *CentreVu® Advocate Release 9 User Guide* (if purchased)
- *CentreVu® Supervisor Release 9 Installation and Getting Started*
- *Avaya Call Center Documentation CD-ROM*
- *CentreVu CMS Terminals, Printers, and Modems*

Related training

If you are looking at ways to maximize your investment, Avaya has a variety of self-paced and technology-equipped classroom courses that can help expand your learning on the topics covered or mentioned in this book.

Course Number	Delivery Method	Title
BTC121H	Instructor-Led	Generic 3 ACD (Automatic Call Distribution) DEFINITY switches
BTC124H	Instructor-Led	Generic 3 Expert Agent Selection (EAS) DEFINITY ECS Administration
BTC138H	Instructor-Led	DEFINITY ECS Generic 3 Automatic Call Distribution with Call Vectoring
BTC154H	Instructor-Led	CentreVu Supervisor Administration
BTC155H	Instructor-Led	CentreVu Supervisor Administration With EAS (Expert Agent Selection)
BTC416M	CD-ROM	Generating and Interpreting CentreVu Supervisor Reports
BTC429M	CD-ROM	DEFINITY ACD(Automatic Call Distribution and Vectoring)
BTC447M	CD-ROM	CentreVu Supervisor Administration
BTC448M	CD-ROM	DEFINITY BCMS Vu, Release 2

BTC450M	CD-ROM	CentreVu Advocate Breakthrough Solutions
BTC467M	CD-ROM	CentreVu Visual Vectors User Training

Visit our training website at <http://au.avaya.com> for detailed information on each of these courses.

CentreVu CMS Helpline and support services

Avaya offers Helpline support tailored to the specific needs of your company and your CentreVu CMS system.

If you have a problem with CentreVu CMS, call the Avaya Customer Care Helpline at (800) 242-2121 to report the problem and obtain a trouble ticket number. For customers outside the United States and Canada, please contact your local Avaya distributor or representative.

The Customer Care Helpline is staffed by trained CentreVu CMS technicians at the Technical Service Center (TSC). The technicians at TSC will try to fix your problem in a timely manner. If they cannot fix it, they will escalate the problem to a higher level of customer support.

Avaya also offers a support website at <http://www.avaya.com/support>. This website allows customers to register online, generate trouble tickets, view frequently asked questions, and download software updates.

Providing information

When calling the Helpline, be sure to report the problem as a “CentreVu Call Management System R3V9 problem” and be prepared to give the following information:

- Your full name, your organization, and a telephone number where an Avaya representative can contact you about the problem.
- The installation location (IL) number. The IL number is a 10-digit number from an Avaya database that identifies the details of your CentreVu CMS installation and environment.
- The DEFINITY and CentreVu CMS release information.
- The CPU type and speed.
- The Microsoft Windows® operating system being used (if you are using CentreVu Supervisor.)

- A description of the problem.
- The type of service contract your organization has with Avaya, if any. If your system is not covered by warranty or a service contract, you will be invoiced for the Helpline troubleshooting. A service contract may provide coverage for business hours only or for 24 hours a day, 7 days a week. The contract may also provide you with a dedicated technician for your installation.

How to order this information product

To register for instructor-led courses, call

1-800-255-8988.

To order CD-ROM courses, call

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Inquiries for training originating outside the United States and Canada should call

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1 Introduction

Overview

Purpose This chapter provides introductory information on CentreVu Supervisor, complementary products, and information on user passwords.

This chapter contains the following sections:

- Introduction
- Optional features
- Choosing a password
- Changing expired passwords

Basic User Information Basic information regarding the interfaces and usage of CentreVu Supervisor can be found in the CentreVu Supervisor Installation and Getting Started document.



Introduction

What is CentreVu CMS? CentreVu CMS is a software product for businesses and organizations that have a Avaya DEFINITY Enterprise Communications Server(ECS) and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the DEFINITY ECS. CentreVu CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature on the DEFINITY ECS.

A CentreVu CMS administrator accesses the CentreVu CMS database, generates reports, administers ACD parameters, and monitors call activities to determine the most efficient service for the calling customers.

Operating system

CentreVu CMS resides on the Sun Microsystems, Inc.Solaris[®] operating system and uses several Sun Microsystems, Inc.Solaris[®] system utilities to communicate with terminals and printers, to log errors, and to execute processes. CentreVu CMS utilizes the Informix Software, Inc.INFORMIX[®] database management system, which provides an interface to the CentreVu CMS historical database.

ACD Administration

CentreVu CMS provides an administrative interface to the switch. From the ACD interface, you can view or change parameters on the switch related to ACDs, Call Vectoring, and Expert Agent Selection (EAS). An administrator can also run reports that describe your call center configuration.

For example, an administrator can:

- Add or remove agents from splits or skills
- Move extensions between splits
- Change skill assignments
- Change trunk group-to-split
- Change trunk group-to-VDN
- Change VDN-to-vector assignments
- Start an agent trace
- List the agents being traced
- Create, copy, and edit call vectors



Optional features

Overview This section lists features that can be purchased for use with CentreVu CMS.

Call Vectoring Call vectors are user-defined, call-processing programs. The CentreVu CMS Call Vectoring feature enables you to create, copy, and edit call vectors on the ECS and G3 DEFINITY systems. Call vectors direct calls to specified on-network or off-network destinations, to queues in ACD splits, to call prompting, and digit collection. Calls can also be directed to treatments such as music, recorded announcements, forced disconnect, and forced busy.

On the DEFINITY system and CentreVu CMS, Call Vectoring is a separately purchased feature; however, all CentreVu CMS Call Vectoring windows are described in this information product. A description of the Vector Contents window (which you use to create, copy, and edit call vectors) and the allowed values for all the vectoring commands are in Appendix A, Call Vectoring and Related ECS/G3 Features.

Another separately purchased feature, CentreVu Visual Vectors Release 9, provides vector administration capabilities on a Windows-based platform.

See *CentreVu® Visual Vectors Release 9 User Guide* for more information.

Expert Agent Selection Expert Agent Selection (EAS) is an optional DEFINITY system feature that routes incoming calls to the right agent on the first try. When you use the ACD queuing and the vector Queue-to and Check commands, a call is routed to an agent who has the skills to handle that call.

With EAS, call distribution is based on skill groups to which agents are assigned. If a caller's problem requires specific skills, EAS can route the call to an agent who is a member of the necessary skill group. Agents can be assigned to multiple skill groups.

The ECS and G3 DEFINITY systems have different EAS capabilities so you need to plan ahead to add EAS. See Chapter 5, Administering call center agents and Chapter 6, Administering the call center configuration for more information on EAS.

If you do not have EAS, call distribution is based on splits.

Forecast *CentreVu® CMS R3V5 Forecast* is an optional CentreVu CMS feature. This product enables you to generate reports that predict both future call traffic and the resources that you will need to meet call-handling objectives. See *CentreVu® CMS R3V5 Forecast* for more information.

CentreVu Advocate CentreVu Advocate is an optional switch feature that provides flexibility in the way a call is selected for an agent in a call-surplus situation. See the *CentreVu® Advocate - R9 User Guide* for more information.

ODBC Open Database Connectivity (ODBC) is an optional CentreVu CMS feature that enables you to access data in the CentreVu CMS database for use in other software applications such as a spreadsheet program. With ODBC, you can access CentreVu CMS data directly from your application.

Disk Mirroring Disk Mirroring is an optional feature of CentreVu CMS that provides you with a completely redundant set of data, helping to ensure data security. Disk Mirroring is a feature of the Solstice DiskSuite software package. It allows you to build a hard disk system containing multiple complete sets of data. Having such data redundancy greatly reduces the risk of data loss should a hard disk drive fail or your system crash.



Choosing a password

Overview For system security, passwords are required for all CentreVu CMS user login IDs. If a password is not entered on your first login, the system will prevent you from continuing until one is supplied.

CentreVu CMS users can enter and change their passwords, but only a CentreVu CMS administrator working on the Sun Microsystems, Inc.Solaris® system can replace a forgotten password. See Chapter 11, Using Solaris for more information on replacing forgotten passwords.

Password restrictions Choose a password that has the following characteristics:

- Choose a password with at least six characters with at least one being a number or special character and at least being two alphabetic characters.
- When changing a password, the new password must have at least three characters that are different from the previous password.

See Chapter 8, Administering user permissions for more information on special characters.



Changing expired passwords

Steps

Important! The Terminal Emulator product must be installed on the system before users are able to change their passwords. Passwords cannot be changed through CentreVu Supervisor.

When a user's password expires, they are presented with a window during the login process that allows them to enter a new password. To change a password:

-
- 1** Choose a new password with at least three characters that are different from your previous password.
 - **2** Enter the new password in the New Password field.
 - **3** Reenter the new password in the Retype New Password field and select OK.

END OF STEPS



2 Using the Dictionary to name call center entities

Overview

Purpose This section provides information on procedures on using the Dictionary to administer names associated with call center entities. The Dictionary subsystem is used to assign synonyms or names to call center entities. The following list gives a short sample of the items used in the Dictionary:

- Login IDs
- Splits/skills
- Call work codes
- ACDs
- AUX reason codes
- Logout reason codes
- Trunk groups
- VDNs
- Vectors

The Dictionary also allows users to work with items in the database such as:

- Viewing standard database items
- Viewing standard calculations
- Creating and administering custom calculations

- Creating and administering constants
- Creating and administering custom database items

The assigned Dictionary names appear on reports to help users understand them better. The Dictionary also makes it possible for users to create agent groups, change agent splits/skills, and change trunk string values for reporting purposes. The Dictionary also provides a global search function to find any item within it.

Contents This section contains the following items:

- Dictionary rules
- ACDs
- Agent groups
- Agent string values
- Agent string value field descriptions
- Announcement names
- AUX reason code names
- Calculations
- Call work codes
- Constants
- Custom database items
- Generic string values synonyms
- Searching the Dictionary
- Location IDs
- Login ID names
- Logout reason code names
- Split/skill string values
- Split/Skill names
- Standard database items
- Trunk group names
- Trunk string values
- Trunk string values field descriptions
- VDN names
- Vector names
- Dictionary reports



Dictionary rules

Rules for Dictionary names

The following rules apply to the names in the Dictionary:

- Dictionary names can have from 1 to 20 characters.
- Names (synonyms) must begin with an alphabetic character.
- Dictionary names can include the following characters:
 - Any alphanumeric character
 - Underscore (_)
 - Blank ()
 - Comma (,)
 - Period (.)
 - Apostrophe (')
 - Plus sign (+)
- Blanks () are allowed in all Dictionary names *except*:
 - Calculation names
 - Constant names
- Names must be unique within each section of the Dictionary for an ACD.

For example, you can name trunk group 1 as *sales*, and split/skill 1 as *sales*, but you cannot name split/skill 1 as *sales* and split/skill 2 as *sales* on the same ACD.

- Fields and entries made in the Dictionary are case-sensitive.

Rules for Dictionary descriptions

- Descriptions in the Dictionary can have from 1 to 50 characters.
- Descriptions can include all printable characters *except*:
 - Semicolon (;)
 - Backward slash (\)
 - Grave accent (`)
 - Tilde (~)
 - Double quotes (“)
 - Pipe symbol (|)
 - Asterisk (*)
 - Question mark (?)



ACDs

Overview This section provides information on administering ACD names in the Dictionary and includes the following procedures:

- Adding an ACD name (2-5)
- Modifying an ACD name (2-7)
- Deleting an ACD Name (2-8)

The Dictionary Operations window is used to assign names to real and pseudo ACDs. Generated reports will contain the ACDs names, rather than the assigned ACD numbers.

You can add, delete, or change an ACD name regardless of the ACD that you are currently logged in to. For example, you can be logged in to ACD 1 and change the name for ACD 3. This change does not appear on the changed window border of the ACD until you open a new window.

Important! The Dictionary naming rules apply to these procedures. See “ Dictionary rules” for more information.

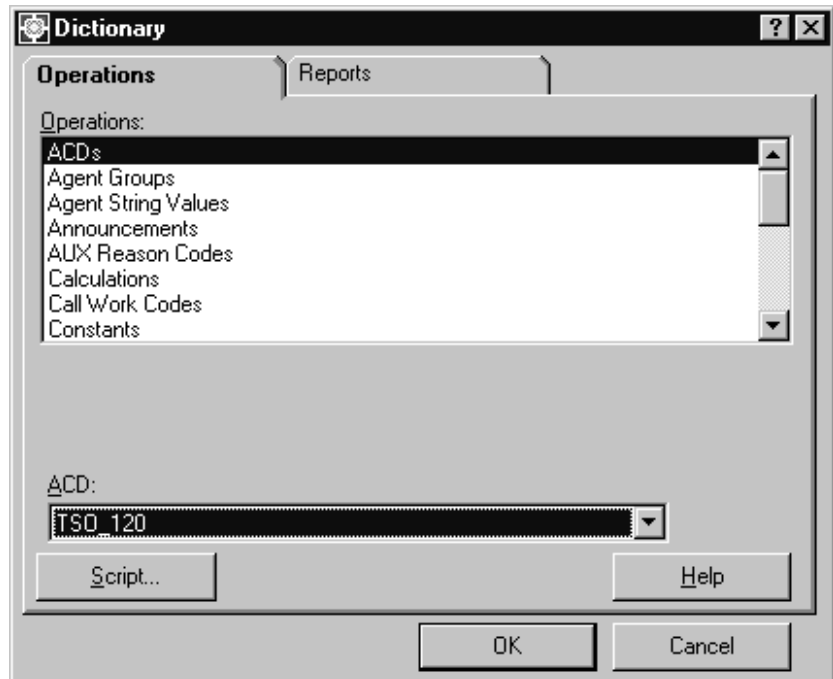
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To add, delete, or modify the name of an ACD, you need *write* permissions in the Dictionary subsystem and for the ACD.
- To view ACD names, you need *read* permissions in the Dictionary subsystem and for the ACD.

Adding an ACD name To add a name for an ACD to the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

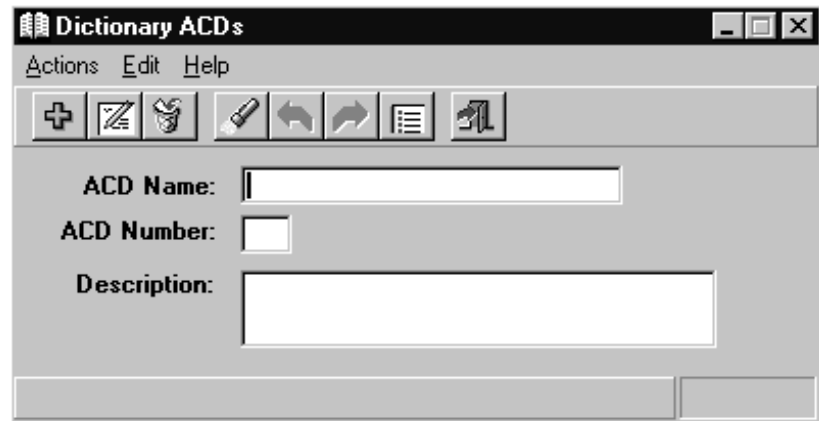
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight ACDs.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary ACDs window.



-
- 4 In the ACD Name: field, enter the name of the ACD that you want to add, delete, or change.

The name you assign to a real or pseudo ACD in the Dictionary is displayed on all reports and window titles that are associated with that ACD.

-
- 5 In the ACD Number: field, enter a number between 1 and 26 to correspond with the new ACD name.

Any additional information about the ACD can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

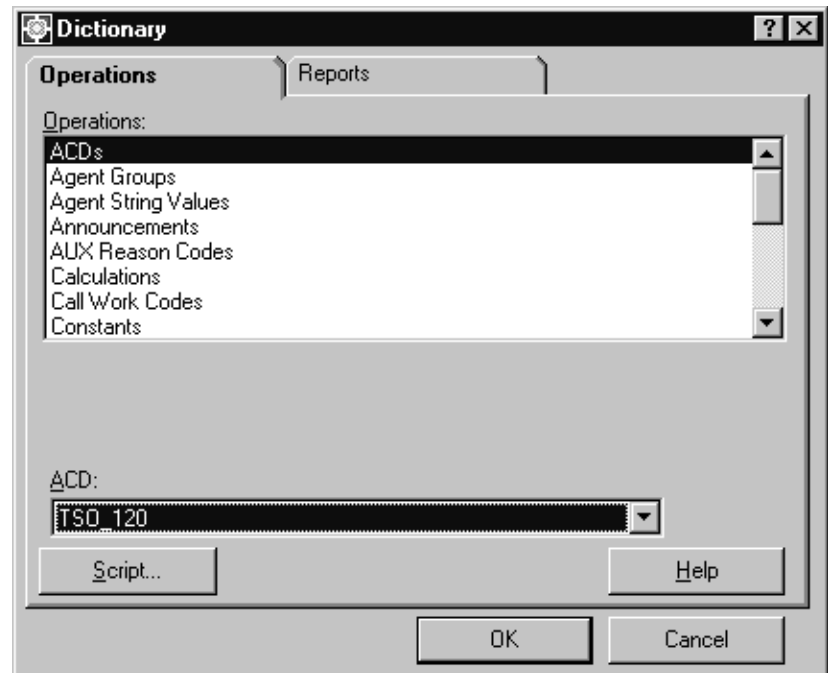
-
- 6 To add your changes to the Dictionary, select Actions > Add.

END OF STEPS

Modifying an ACD name To modify the name of an ACD in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

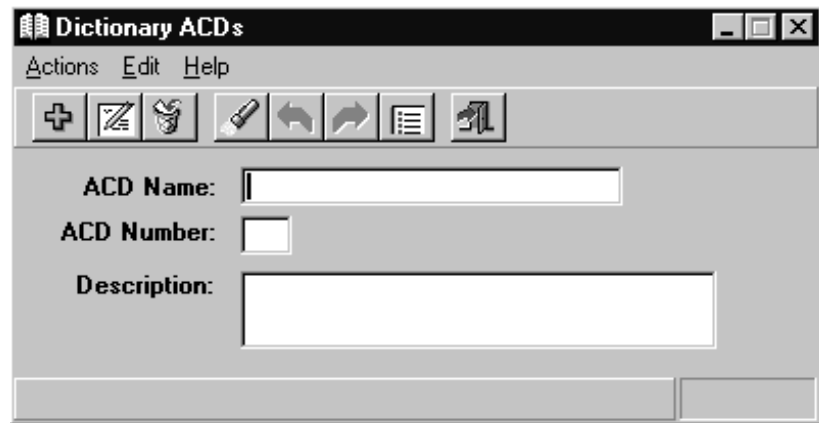
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight ACDs.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary ACDs window.



-
- 4 In the ACD Number: field, enter the number of the ACD that you want to modify.
-
- 5 From the Actions menu, select Find One.
-
- 6 In the ACD Name: field, enter the new name for the selected ACD.
-
- 7 To add your changes to the Dictionary, select Actions > Modify.

END OF STEPS

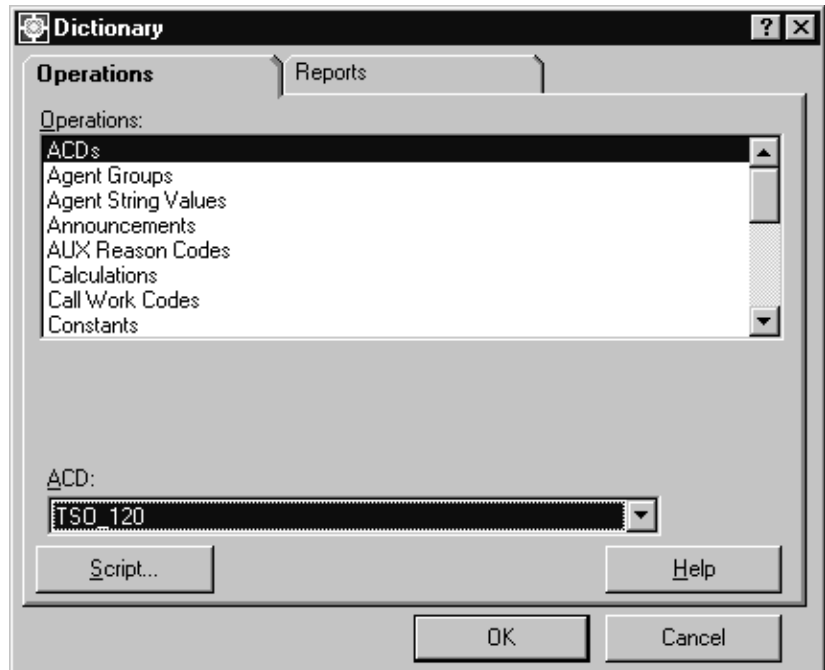
Deleting an ACD Name

To delete the name of an ACD in the Dictionary:

Important! Deleting an ACD name from the Dictionary only removes the name of the ACD. The ACD is then displayed as unnamed_acd *n* where *n* is the number of the ACD. No warnings are given during the process of deleting an ACD name. This procedure should not be performed unless you are certain that you want to delete the ACD name.

- 1 From the Controller Window, select Commands > Dictionary.

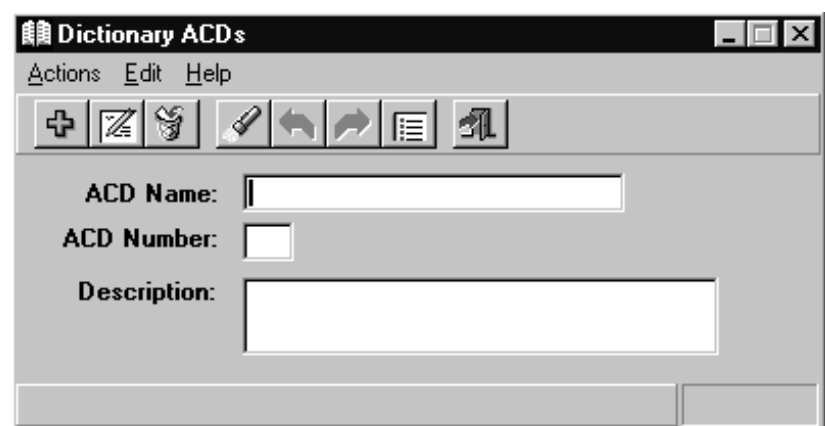
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight ACDs.

- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary window.



-
- 4** In the ACD Number: field, enter the number of the ACD to delete.
-

- 5** From the Actions menu, select Find One.

Result: The name of the ACD is displayed in the ACD Name: field.

- 6** Select Actions > Delete to remove the ACD from the Dictionary.

END OF STEPS



Agent groups

Overview This section provides procedures for creating and naming, copying, and deleting agent groups in the Dictionary using the Agent Groups window.

This section contains the following procedures:

- Adding an agent group (2-11)
- Listing agents in an agent group (2-14)
- Copying an existing agent group to a new name (2-15)
- Adding agents to an existing agent group (2-17)
- Deleting agents in an existing agent group (2-19)
- Deleting an agent group (2-22)

Agents can be grouped for reporting purposes, without regard to the split/skill assignment for the agent. For example, you can create a group for new employees or a group for employees with special skills.

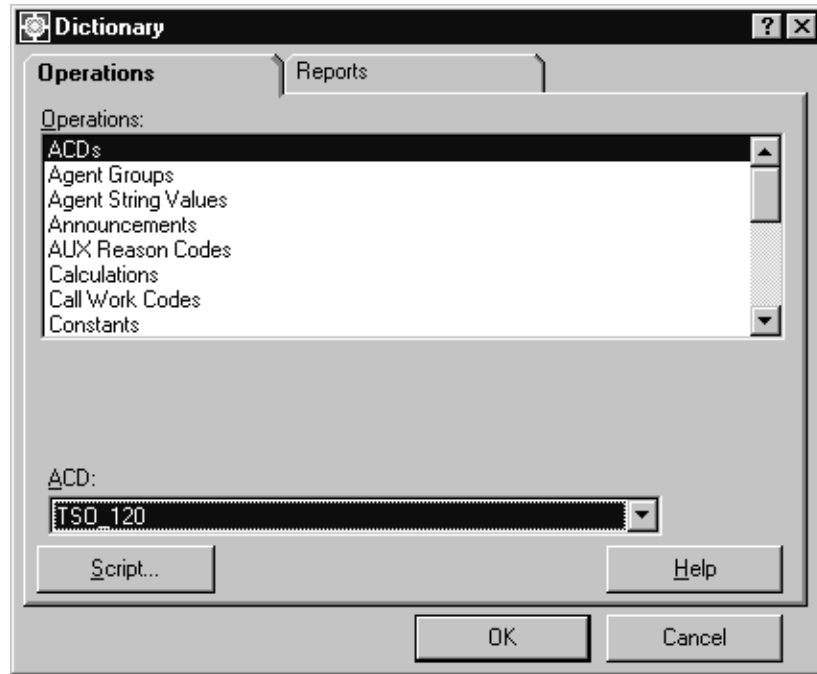
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To add, delete, or modify agent groups, you need *write* permissions in the Dictionary subsystem.
- To view agent groups, you need *read* permissions in the Dictionary subsystem.

Adding an agent group To add an agent group to the Dictionary:

-
- 1 From the Controller Window, select Commands > Dictionary.

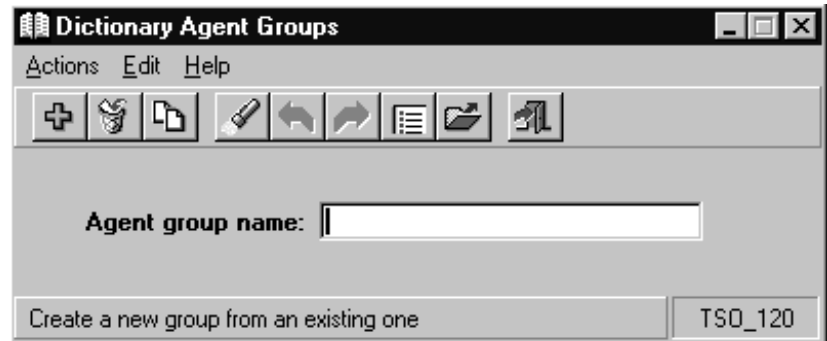
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Agent Groups.
-
- 3 In the ACD: field, enter the ACD on which you want to create the agent group.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Agent Groups window.

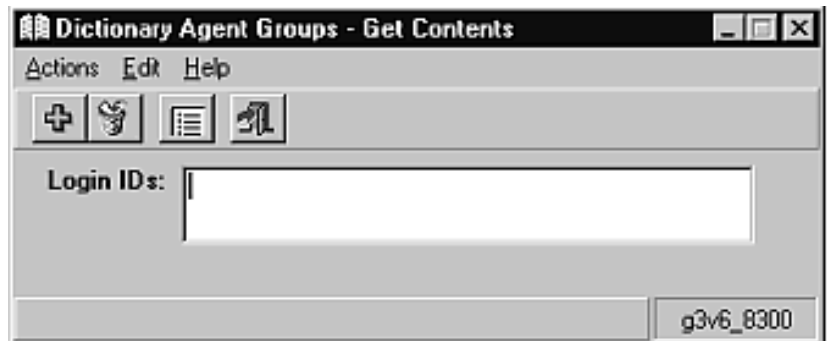


-
- 5 In the Agent group name: field, enter the name of the new agent group.

-
- 6 To add the agent group to the Dictionary, select Actions > Add.

-
- 7 To add the Login IDs for this agent group, select Actions > Get Contents.

Result: CentreVu Supervisor displays the Agent Groups-Get Contents window.



-
- 8 Enter the Login IDs for the new group.

-
- 9 To add the Login IDs to the Dictionary, select the Actions > Add.

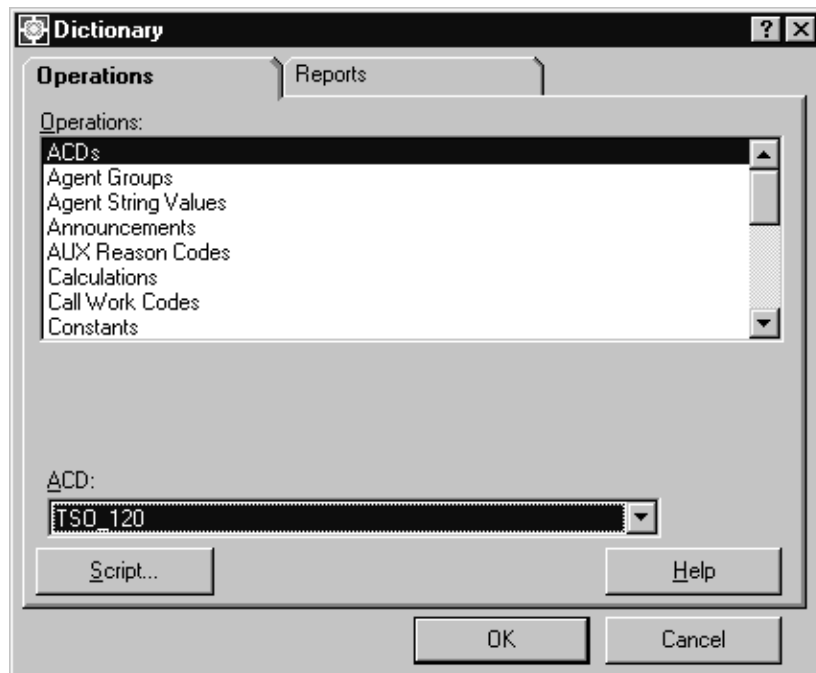
END OF STEPS

Listing agents in an agent group

To list the agents defined in an agent group in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

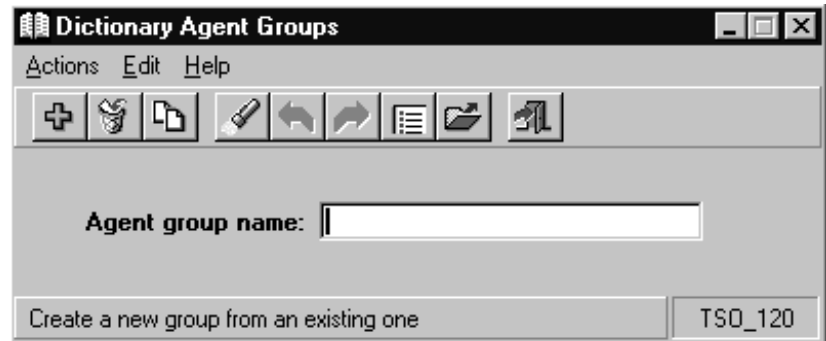
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Agent Groups.
- 3 In the ACD: field, enter the ACD on which the agent group exists.

-
- 4 Select OK.

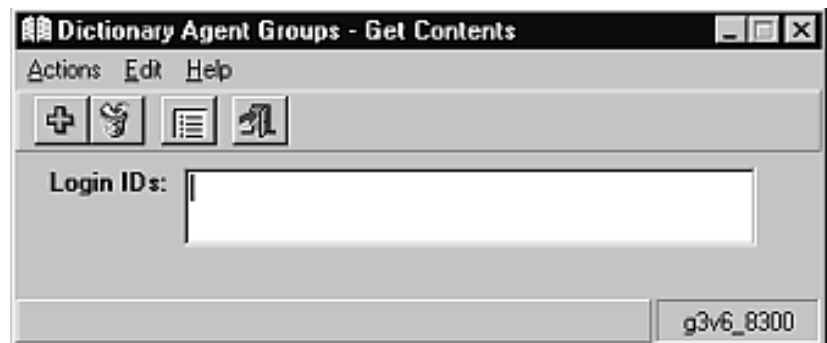
Result: CentreVu Supervisor displays the Dictionary Agent Groups window.



-
- 5 In the Agent group name: field, enter the name of the agent group.

-
- 6 From the Actions menu, select Get contents.

Result: CentreVu Supervisor displays the Agent Groups-Get Contents window.



-
- 7 From the Actions menu, select List All.

Result: CentreVu Supervisor displays the Dictionary Agent Groups-Get Contents-List All window listing the agents in the group.

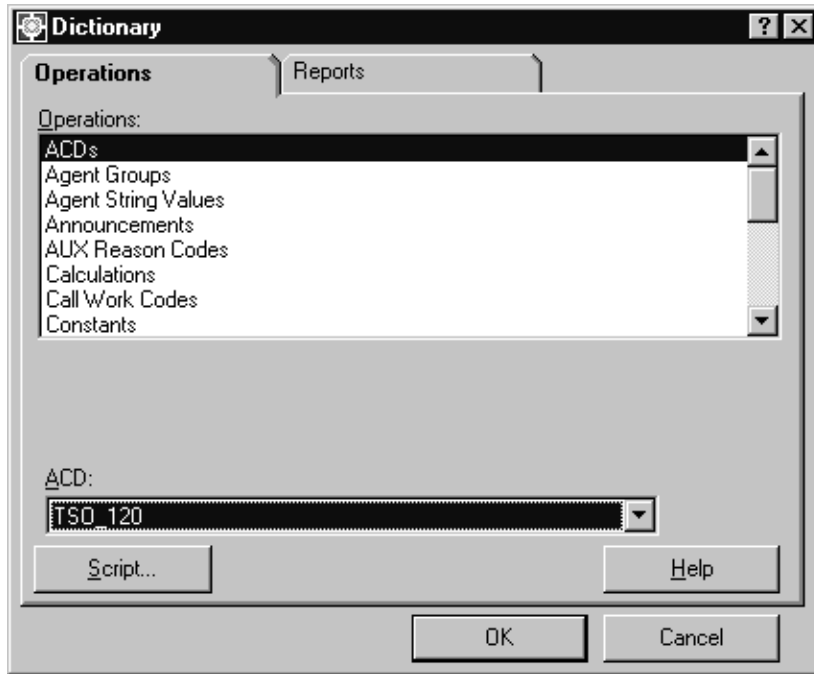
END OF STEPS

Copying an existing agent group to a new name

To copy an existing agent group in the Dictionary to a new name:

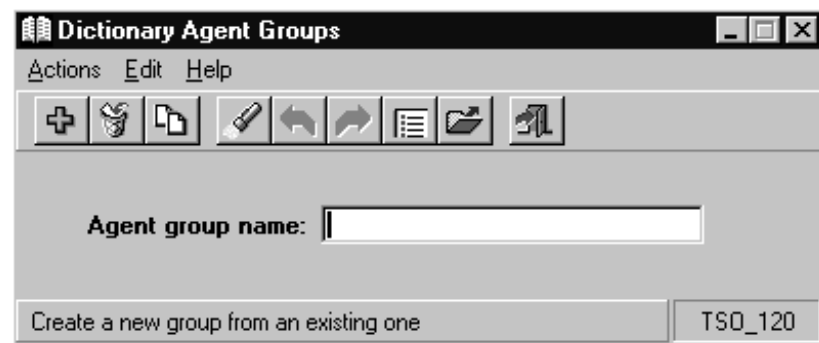
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Agent Groups.
- 3 In the ACD: field, enter the ACD on which the agent group exists.
- 4 Select OK.

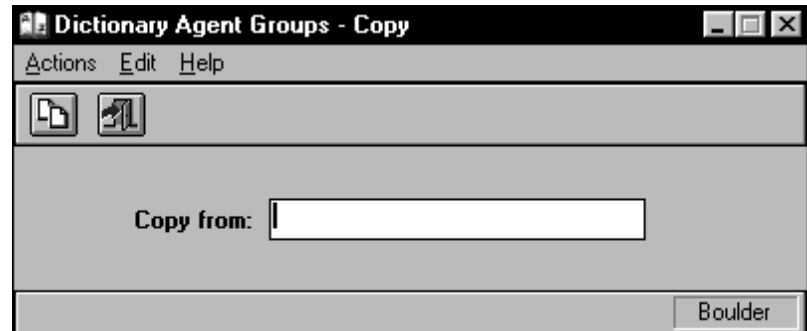
Result: CentreVu Supervisor displays the Dictionary Agent Groups window.



-
- 5 In the Agent group name: field, enter the name of the new agent group.
-

- 6 From the Actions menu, select Copy Group.

Result: CentreVu Supervisor displays the Dictionary-Agent Groups-Copy window.



-
- 7 In the Copy from: field, enter the name of the agent group that you want to copy.
-

- 8 From the Actions menu, select Copy Group.

Result: The new agent group is automatically populated with all the agents from the copied group.

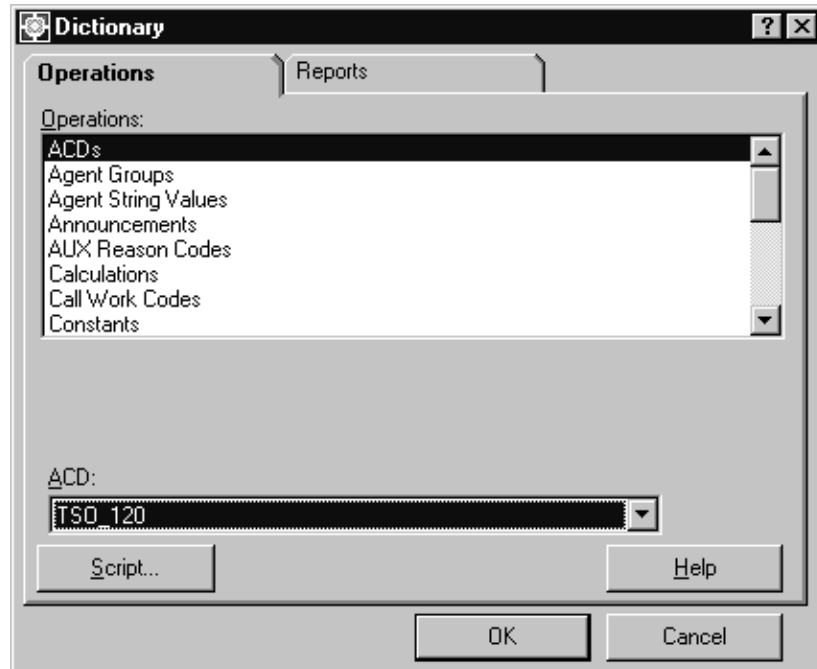
END OF STEPS

Adding agents to an existing agent group

To add agents to a group that already exists in the Dictionary:

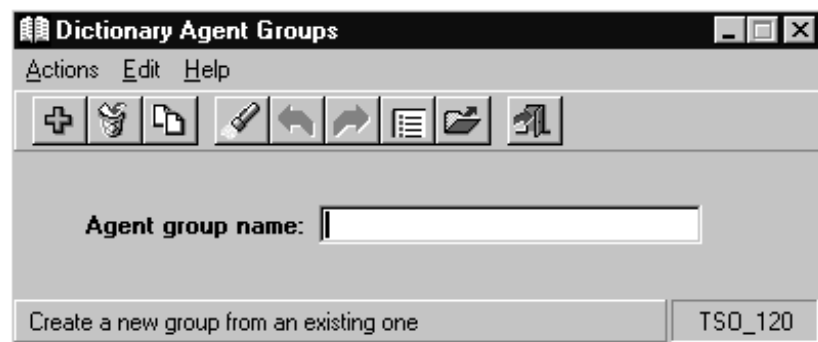
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Agent Groups.
- 3 In the ACD: field, enter the ACD on which the agent group exists.
- 4 Select OK.

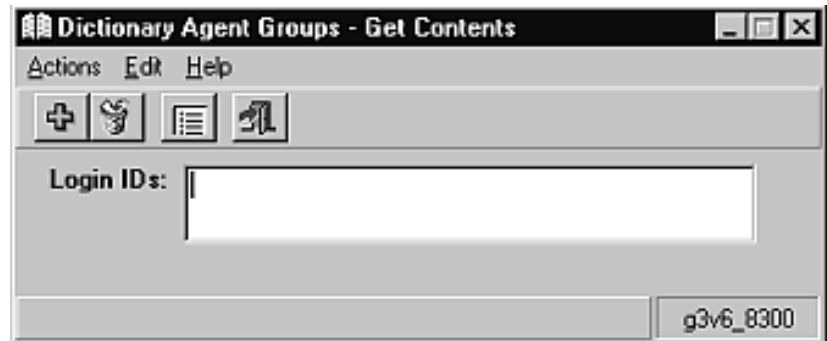
Result: CentreVu Supervisor displays the Dictionary Agent Groups window.



-
- 5 In the Agent group name: field, enter the name of the agent group that you want to add agents to.
-

- 6 From the Actions menu, select Get Contents.

Result: CentreVu Supervisor displays the Dictionary-Agent Groups-Get Contents window.



-
- 7 Enter the Login IDs that you want to add to this group.
-

- 8 From the Actions menu, select Add.

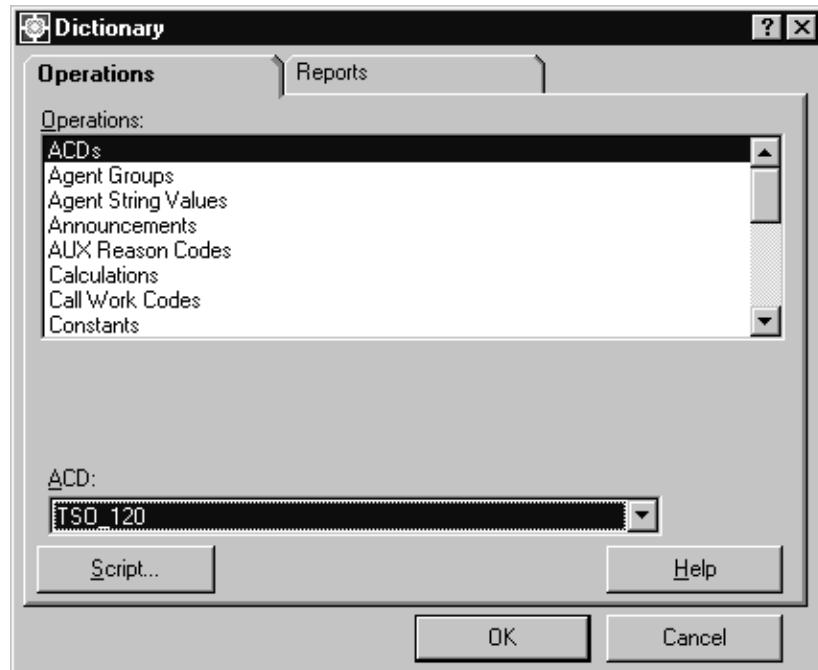
END OF STEPS

Deleting agents in an existing agent group

To delete agents from an existing group in the Dictionary:

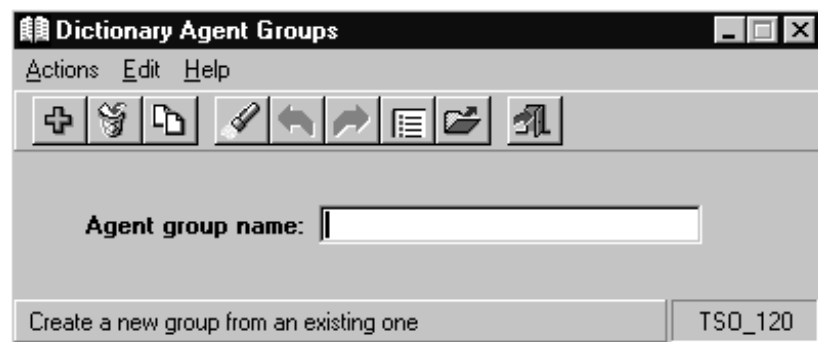
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Agent Groups.
- 3 In the ACD: field, enter the ACD on which the agent group exists.
- 4 Select OK.

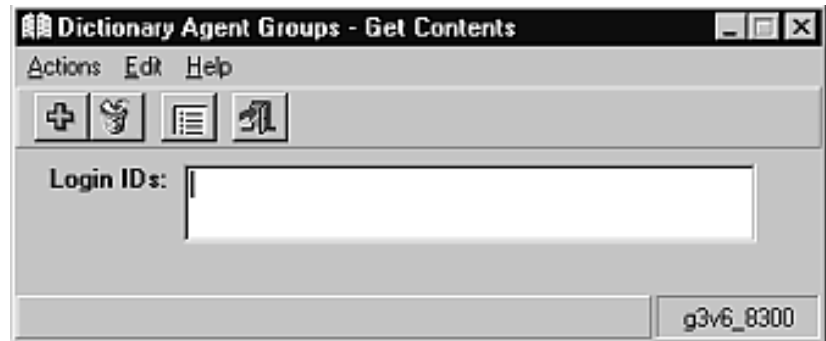
Result: CentreVu Supervisor displays the Dictionary Agent Groups window.



-
- 5 In the Agent group name: field, enter the name of the agent group from which agents will be deleted.
-

- 6 From the Actions menu, select Get contents.

Result: CentreVu Supervisor displays the Agent Groups-Get Contents window.



-
- 7 Enter the Login IDs to delete from this group.
-

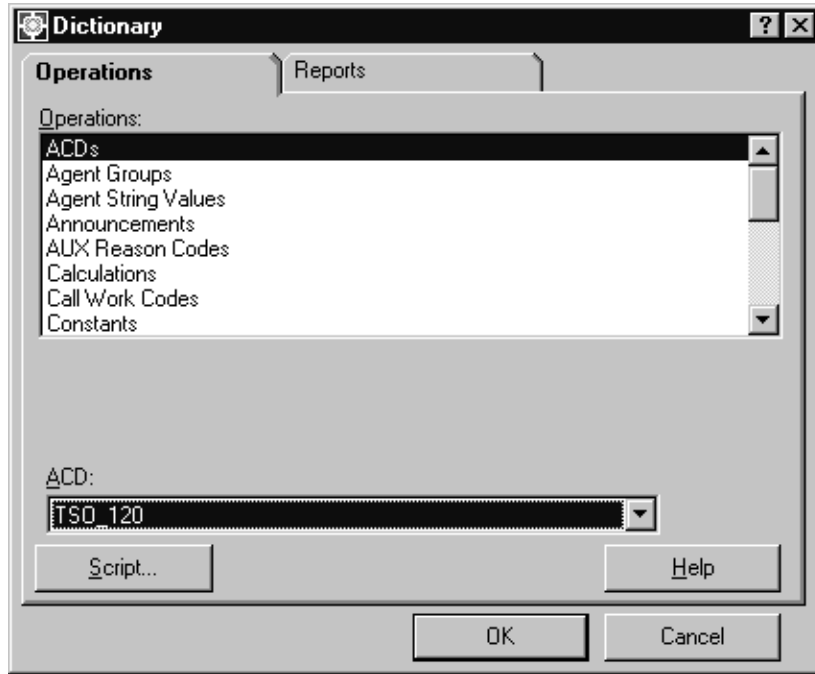
- 8 From the Actions menu, select Delete.

END OF STEPS

Deleting an agent group

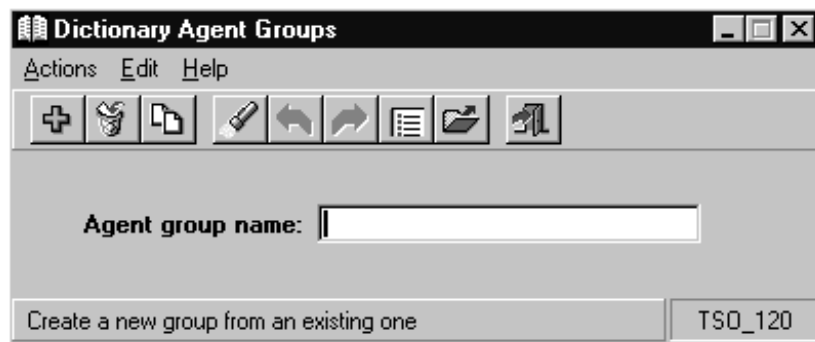
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Agent Groups.
- 3 In the ACD: field, enter the ACD on which the agent group exists.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Agent Groups window.



-
- 5** In the Agent group name: field, enter the name of the agent group to delete.
-

- 6** From the Actions menu, select Delete.
-

END OF STEPS



Agent string values

Overview Agent string values are the descriptive words in reports that deal with agents. These words, such as ACD, ACW, or AUX, describe the value of the data. Strings are changed to the values you administer when they are displayed as data in a report. The report heading is not affected.

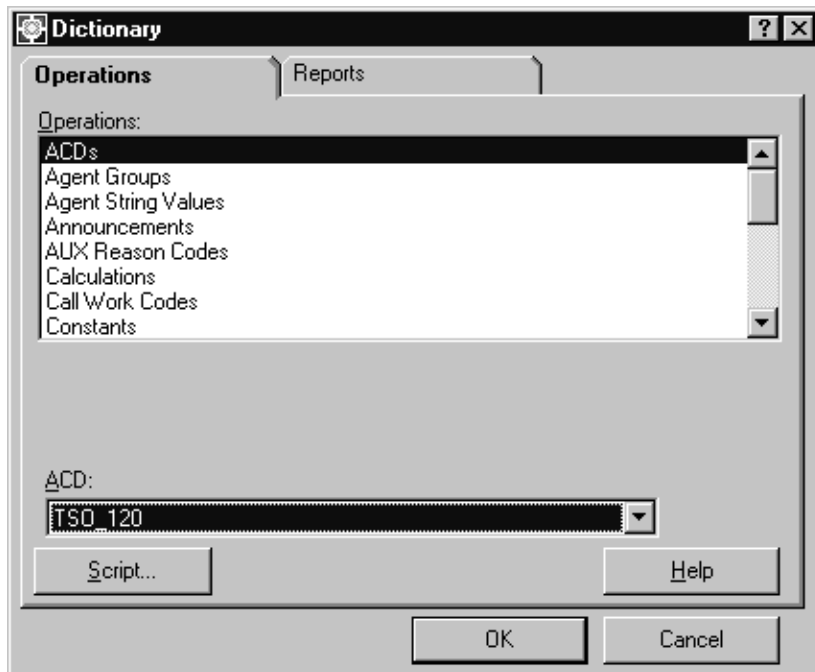
Permissions Depending on the procedure that you want to perform, you will need the following permissions:

- To modify agent string values, you need *write* permissions in the Dictionary subsystem.
- To view agent string values, you need *read* permissions in the Dictionary subsystem.

Changing agent string value descriptions To change agents string value descriptions in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Agent String Values.
-

- 3 In the ACD: field, select the ACD that you want to modify.

Result: CentreVu Supervisor displays the Dictionary Agent String Values window.

Dictionary Agent String Values

Actions Edit Help

Work Mode

ACD: ACD

ACW: ACW

AUX: AUX

AVAIL: AVAIL

DACD: DACD

DACW: DACW

OTHER: OTHER

RINGING: RING

UNKNOWN: UNKNOWN

UNSTAFF: UNSTAFF

Call Direction

IN: IN

OUT: OUT

Call Origination

PHONE: PHONE

KEYBOARD: KEYBOARD

Call Destination

PBX: PBX

OFF: OFF

Agent Trace Work Mode

LOGON: LOGON

LOGOFF: LOGOFF

Agent Role

TOP: TOP

ALLOCATED: ALLC

BACKUP: BCKP

ROVING: ROVE

RESERVE: RSRV

Call Handling Preference

LEVEL: LVL

NEED: NEED

PERCENT: PCNT

Reserve Level

Rsv1: R1

Rsv2: R2

TSQ_120

-
- 4 Enter a new descriptive word in the field that you want to change. See “Agent string value field descriptions” for field descriptions.

END OF STEPS



Agent string value field descriptions

Field description table The following table describes the agent string values:

Field	Description
Work Mode	To change any of the work-mode default names, enter the new descriptive word in the appropriate work mode field. Agents can be in any one of the following work modes: • ACD — the agent is on an ACD call. • ACW — the agent is in the after-call work mode. • AUX — the agent is in the auxiliary work mode. • AVAIL — the agent is available to take an ACD call. • DACD — the agent is on a direct agent ACD call. • DACW — the agent is in the after-call work mode for a direct agent ACD call. • OTHER — the agent has just logged in and CentreVu CMS has not yet been notified of the agent's state, or the agent is dialing to place an extension call while in auto-in/manual-in (AI/MI), or the agent is in AI/MI and has an extension call ringing, or the agent has put a call on hold and has taken no further call-related action. • RINGING — an ACD call is ringing at the agent's voice terminal and the agent is not doing anything else. • UNKNOWN — CentreVu CMS does not recognize the current state. • UNSTAFF — the agent is not logged in (is not staffed).
Agent Trace Work Mode	To change the agent trace, work-mode default names, enter the new descriptive word next to LOGON or LOGOFF. • LOGON — an agent is logged in. • LOGOFF — an agent is logged out and is not available to take ACD calls.
Call Handling Preference	To change the call-handling preference default names, enter the new descriptive word next to LEVEL, NEED, or PERCENT. • LEVEL — the agent's call-handling preference is by skill level. • NEED — the agent's call-handling preference is by greatest need. • PERCENT — the agent's call-handling preference is based on an assigned percentage of time allocated to each skill.

Field	Description
Reserve Level	To change the reserve-level default names, enter the new descriptive word next to Rsv1 or Rsv2. • Rsv1 — the agent begins answering calls when the skill's 1st threshold is crossed. • Rsv2 — the agent begins answering calls when the skill's second threshold is crossed.
Call Direction	To change the call-direction default names, enter the new descriptive word next to IN or OUT. • IN — the agent is on an incoming call. • OUT — the agent is on an outbound call.
Call Origination	To change the call-origination default names, enter the new descriptive word next to PHONE or KEYBOARD. Agents can be on either type of the following outbound calls: • PHONE — the agent dialed an outbound call using the voice terminal dial pad. • KEYBOARD — the agent dialed an outbound call using the computer keyboard.
Call Destination	To change the call-destination default names, enter the new descriptive word next to PBX or OFF. • PBX — internal to the switch. • OFF — external to the switch.
Agent Role	To change the agent role default names, enter the new descriptive word next to TOP, ALLOCATED, BACKUP, ROVING, or RESERVE. • TOP — the agent can be counted on to answer the skill's calls (unless an agent's other skills go into overload). • ALLOCATED — the agent has a percentage of his/her time allocated to answering the skill's calls. • BACKUP — the agent helps to answer the skill's calls when his/her top skill is not busy. • ROVING — the agent answers a skill's calls when this skill has the greatest need. • RESERVE — the agent helps answer the skill's calls when the skill is over threshold. These roles vary according to call-handling preference.



Announcement names

Overview This section provides information on working with announcement names in the Dictionary. Announcements are recorded messages that are played for callers. Announcement names are synonyms assigned to these recorded messages in the Dictionary.

The following procedures in this section enable you to add, delete, modify, or view announcement names for each ACD:

- Adding an announcement name (2-28)
- Viewing an announcement name (2-31)
- Listing all announcement names for an ACD (2-32)
- Modifying an announcement name (2-34)
- Deleting an announcement name (2-36)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view announcement names, you need *read* permissions in the Dictionary subsystem.
- To add, delete, or modify announcement names, you need *write* permissions in the Dictionary subsystem.

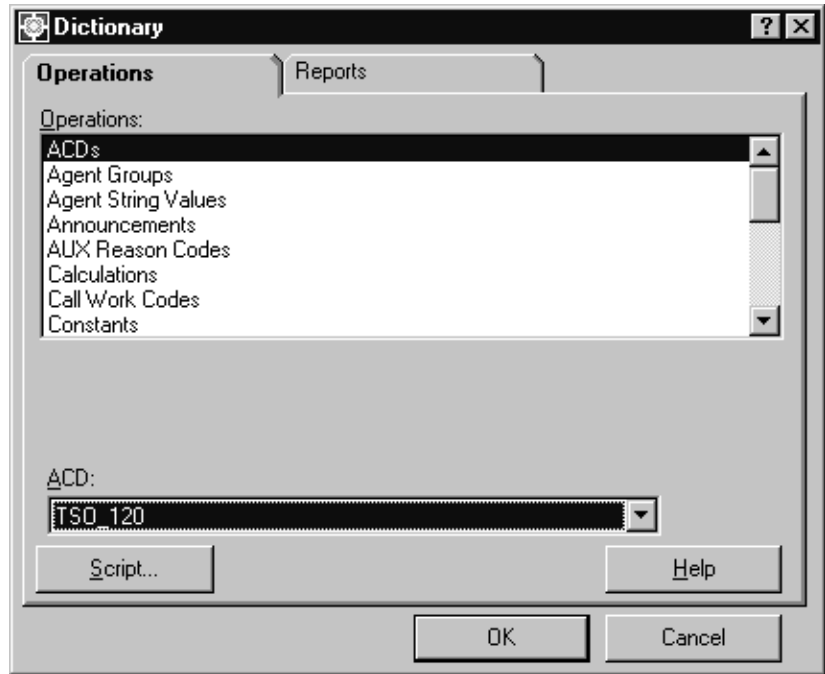
Important! Remember the following when you create announcement names or numbers:

- Announcement names must be unique.
- Multiple values are not allowed for announcement names or numbers.

Adding an announcement name To add a name for an announcement to the Dictionary:

-
- 1 From the Controller Window, select Commands > Dictionary.

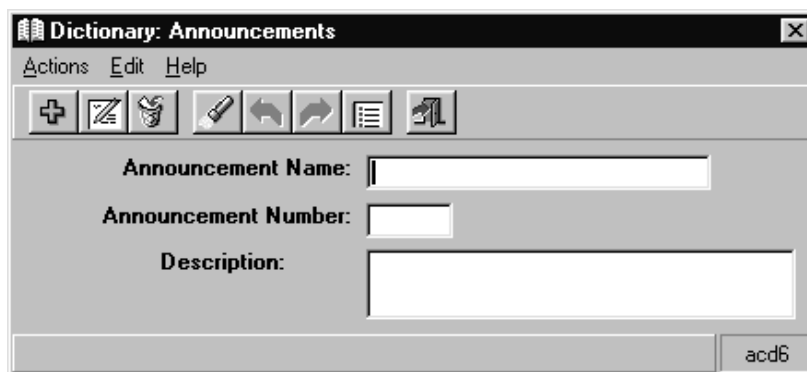
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Announcements.
-
- 3 In the ACD: field, enter the ACD on which the announcement resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Announcements window.



-
- 5 In the Announcement Name: field, enter the name that you want to assign to the announcement.

-
- 6 In the Announcement Number: field, enter a number that will correspond with the announcement name.

Any additional information about the announcement can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

-
- 7 From the Action menu, select Add.

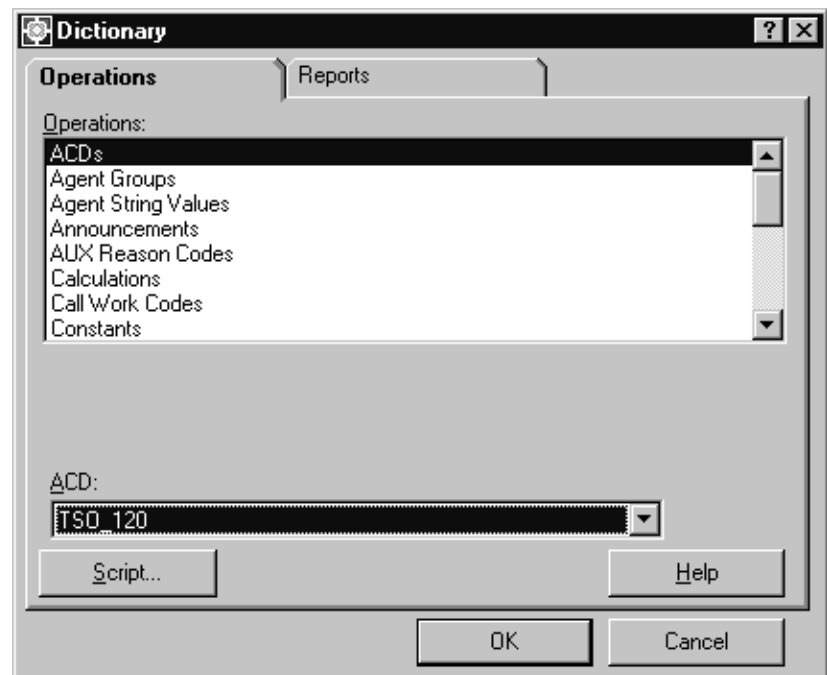
END OF STEPS

Viewing an announcement name

To view an announcement name in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

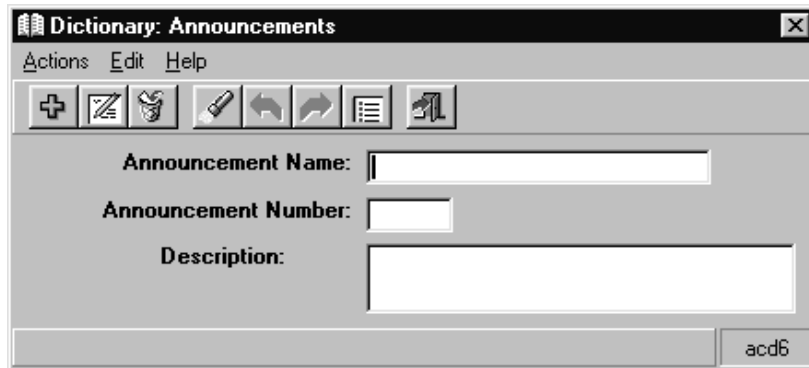
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Announcements.
- 3 In the ACD: field, enter the ACD on which the announcement resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Announcements window.



-
- 5 To find an announcement name to view, only one of the fields requires an announcement to be specified. Perform one of the following actions to specify an existing announcement in the Dictionary:
- In the Announcement Name: field, enter the synonym name of the announcement.
 - In the Announcement Number: field, enter the number of the announcement.

-
- 6 From the Action menu, select Find One.

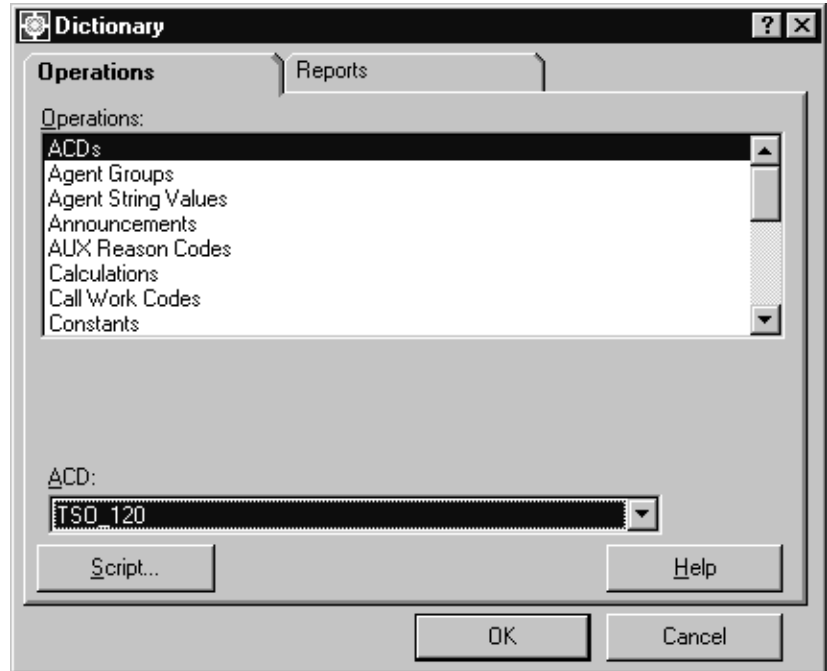
END OF STEPS

Listing all announcement names for an ACD

To list all announcement names that are defined in the Dictionary for an ACD:

-
- 1 From the Controller Window, select Commands > Dictionary.

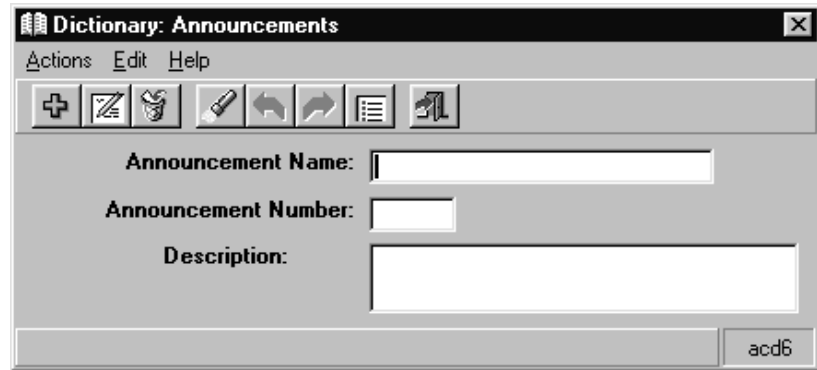
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Announcements.
-
- 3 In the ACD: field, enter the ACD on which the announcement resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Announcements window.



-
- 5 From the Action menu, select List All.

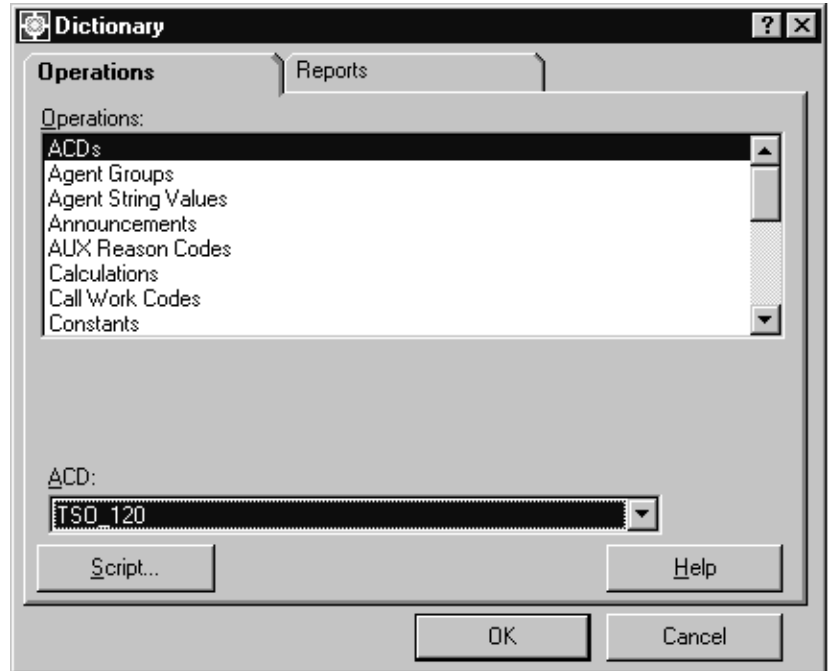
END OF STEPS

Modifying an announcement name

To modify an announcement name in the Dictionary:

-
- 1 From the Controller Window, select Commands > Dictionary.

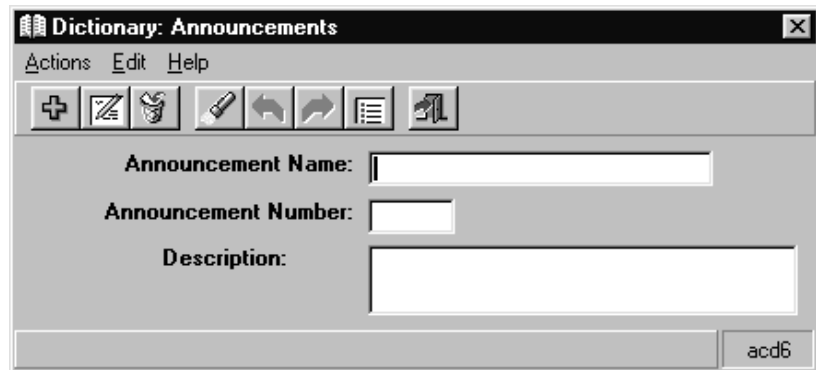
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Announcements.
-
- 3 In the ACD: field, enter the ACD on which the announcement resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Announcements window.



-
- 5 To find an announcement name to modify, only one of the fields requires an announcement to be specified so that it can be found. Perform one of the following actions to specify an existing announcement in the Dictionary:

- In the Announcement Name: field, enter the name of the announcement.
- In the Announcement Number: field, enter the number of the announcement.

-
- 6 From the Action menu, select Find One.

-
- 7 In the Announcement Name: field, enter the new announcement name.

-
- 8 From the Action menu, select Modify.

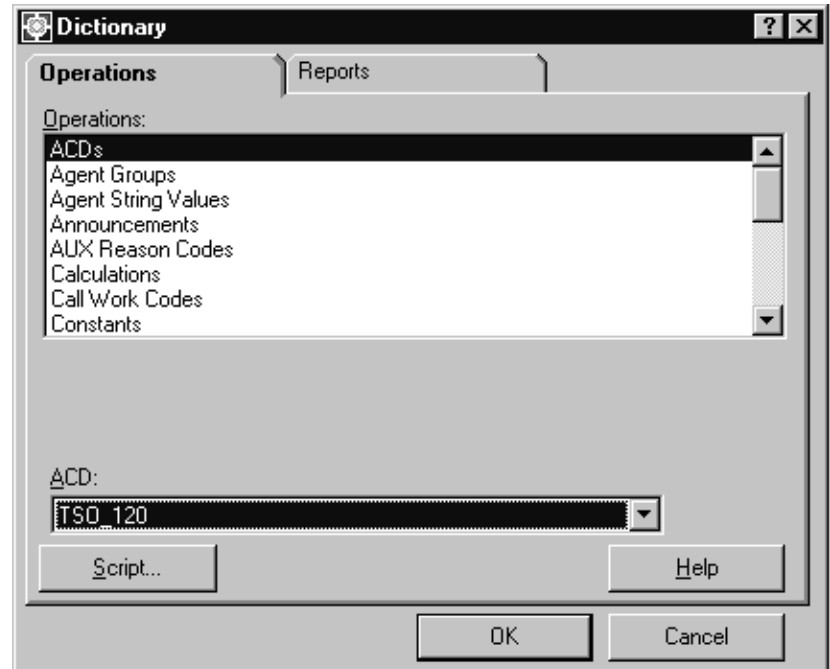
END OF STEPS

Deleting an announcement name

To delete an announcement name in the Dictionary:

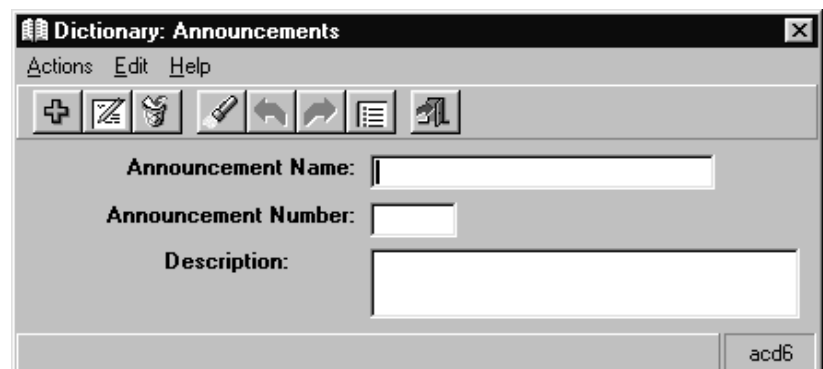
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Announcements.
- 3 In the ACD: field, enter the ACD on which the announcement resides.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Announcements window.



.....

5 To find an announcement name to delete, only one of the fields requires an announcement to be specified so that it can be found in the Dictionary. Perform one of the following actions to specify an existing announcement in the Dictionary:

- In the Announcement Name: field, enter the name of the announcement.
- In the Announcement Number: field, enter the number of the announcement.

.....

6 From the Action menu, select Find One.

.....

7 From the Action menu, select Delete.

.....

E N D O F S T E P S



AUX reason code names

Overview This section provides information on working with AUX reason code names in the Dictionary. AUX reason codes enable a call center to track an agent's time more precisely when the agent is in the AUX work mode. The agent can specify exactly why the AUX state is used, such as for lunch or meetings. You can view, add, delete, or change AUX reason code names by selecting AUX Reason Codes from the Dictionary menu.

Complete the AUX Reason Codes window if you want names associated with your AUX reason codes to appear in the AUX Reasons Code standard real-time and historical reports.

This section contains the following procedures:

- Adding an AUX reason code name (2-40)
- Viewing an AUX reason code name (2-42)
- Listing all AUX reason code names (2-44)
- Modifying an AUX reason code name (2-46)
- Deleting an AUX reason code (2-48)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view AUX reason codes, you need *read* permissions in the Dictionary subsystem.
- To add, delete, or modify AUX reason codes, you need *write* permissions in the Dictionary subsystem.

Important! Remember the following when working with AUX reason codes:

- To use AUX reason codes, your switch must have EAS.
- AUX reason codes are single digits, 0 through 9.
- AUX reason code names can be up to 20 characters long.
- AUX reason code 0 is used for cases in which the switch automatically puts an agent into AUX work mode. You can change this name.
- Names must be unique within an ACD. No two AUX reason codes in the same ACD can have the same name.

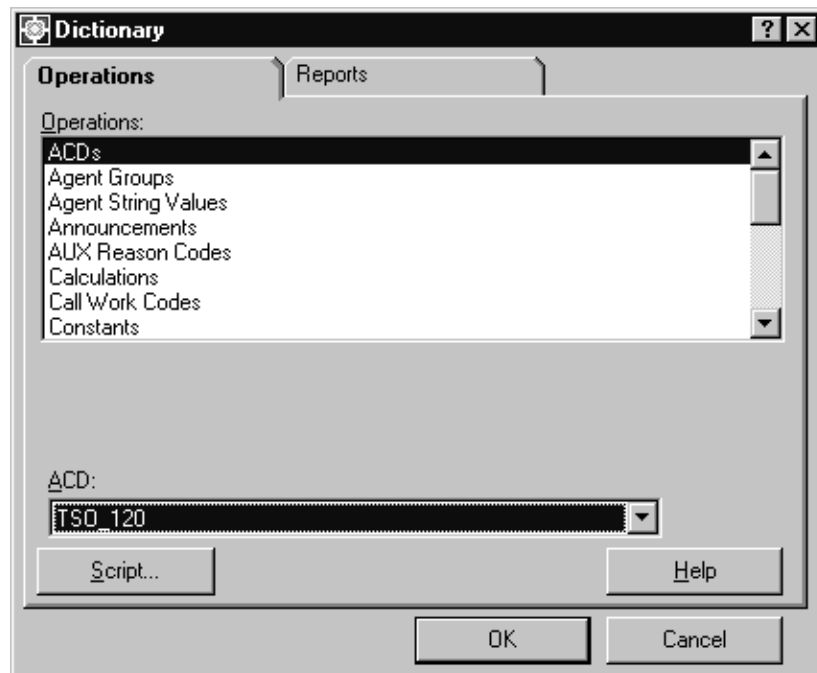
- If you make changes to the AUX reason code names you must rerun any report that uses AUX reason codes to see the changes.

Adding an AUX reason code name

To add a name in the Dictionary for an AUX reason code:

- 1 From the Controller Window, select Commands > Dictionary.

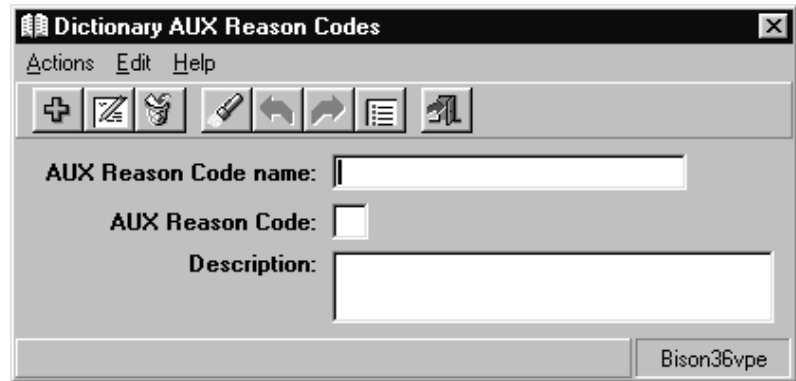
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight AUX Reason Codes.
- 3 In the ACD: field, enter the ACD on which the AUX Reason Codes reside.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary AUX Reason Codes window.



-
- 5 In the AUX Reason Code name: field, enter the name for the AUX reason code.

-
- 6 In the AUX Reason Code: field, enter the one-digit AUX reason code number, between 0 and 9.

Any additional information about the AUX reason code can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

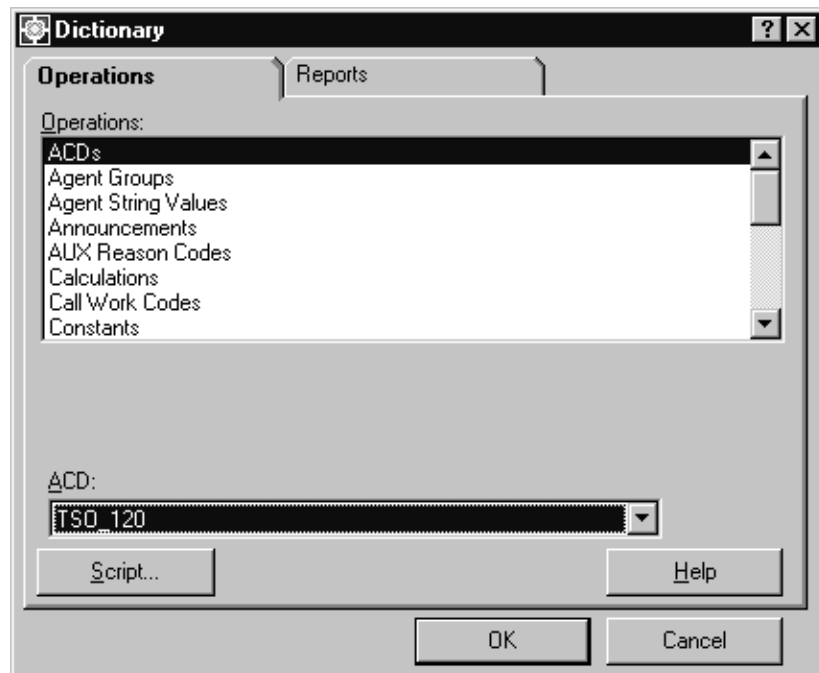
-
- 7 From the Action menu, select Add.

END OF STEPS

**Viewing an AUX reason
code name**

- 1 From the Controller Window, select Commands > Dictionary.

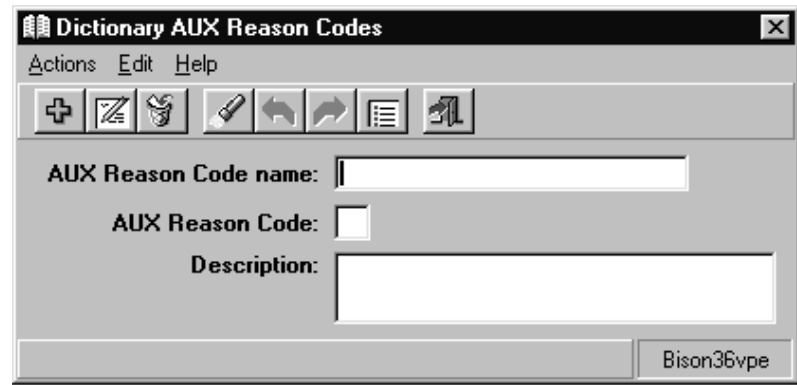
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight AUX Reason Codes.
- 3 In the ACD: field, enter the ACD on which the AUX Reason Codes reside.

4 Select OK.

Result: CentreVu Supervisor displays the Dictionary AUX Reason Codes window.



5 To find an AUX reason code name to view, only one of the fields requires an AUX reason code to be specified. Perform one of the following actions to specify an existing AUX reason code in the Dictionary:

- In the AUX Reason Code name: field, enter the name for the AUX reason code.
- In the AUX Reason Code: field, enter the one-digit AUX reason code number, between 0 and 9.

6 From the Actions menu, select Find One.

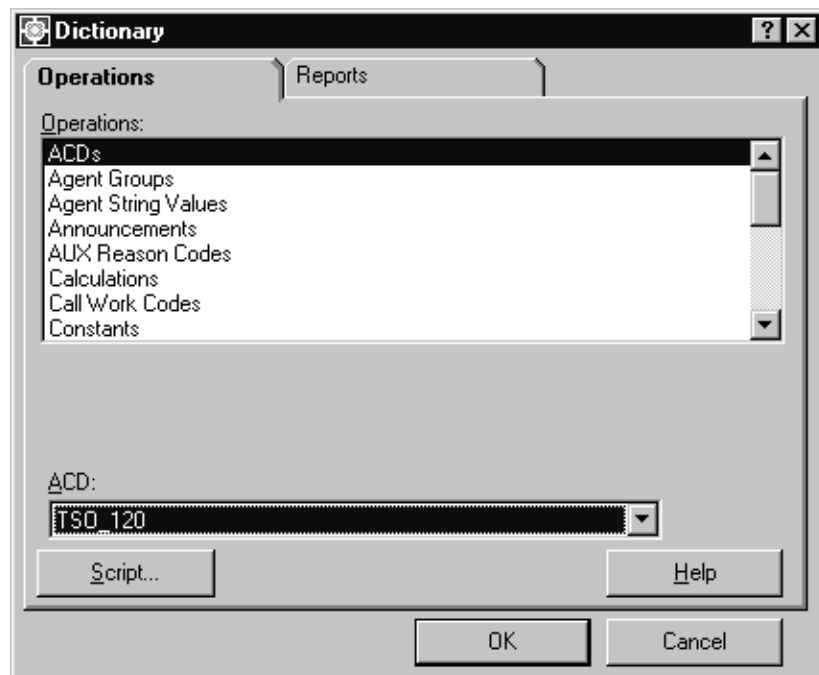
END OF STEPS

Listing all AUX reason code names

To list all AUX reason code names in the Dictionary for an ACD:

- 1 From the Controller Window, select Commands > Dictionary.

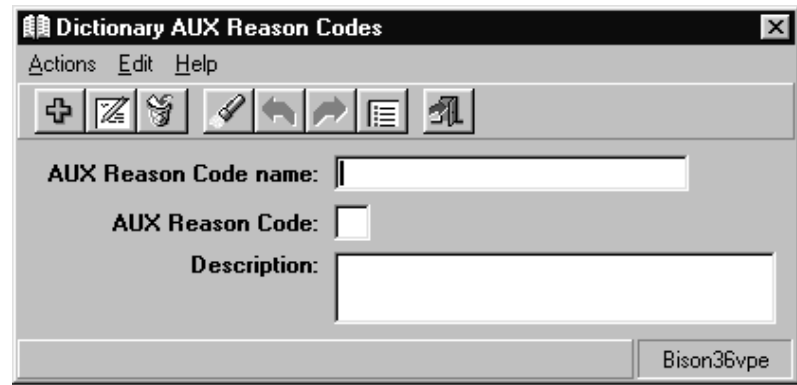
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight AUX Reason Codes.
- 3 In the ACD: field, enter the ACD on which the AUX Reason Codes reside.

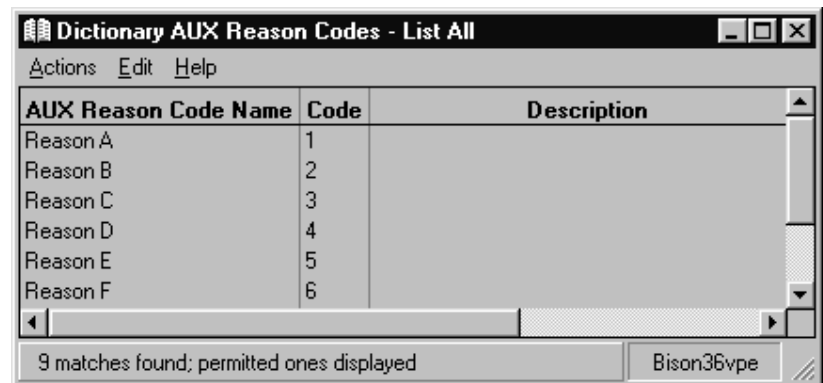
-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary AUX Reason Codes window.



-
- 5 From the Actions menu, select List All.

Result: CentreVu Supervisor displays the Dictionary AUX Reason Codes – List All window.



AUX Reason Code Name	Code	Description
Reason A	1	
Reason B	2	
Reason C	3	
Reason D	4	
Reason E	5	
Reason F	6	

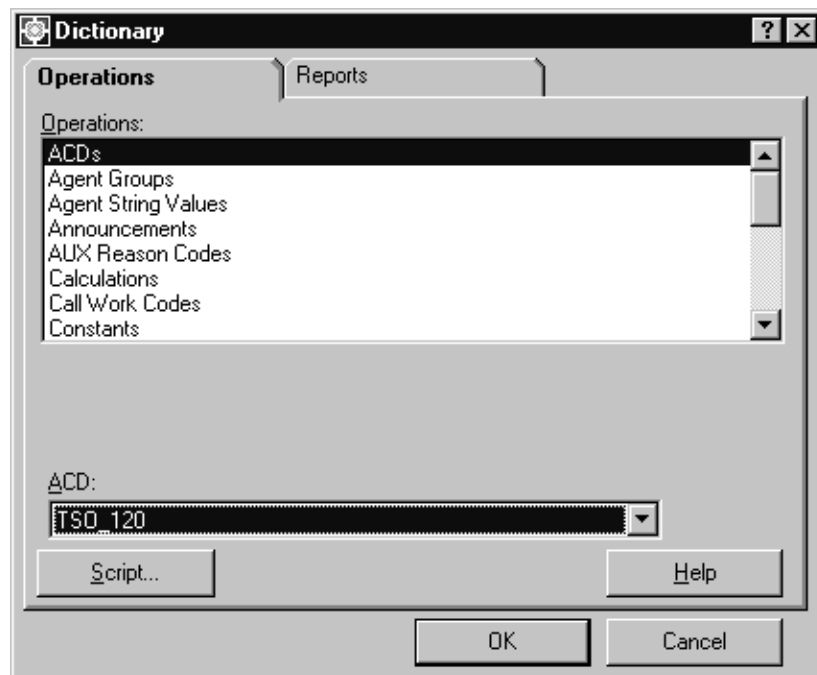
END OF STEPS

Modifying an AUX reason code name

To modify an AUX reason code name in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

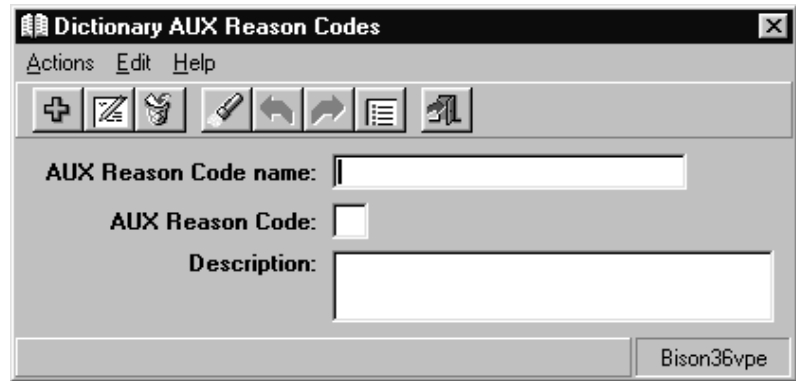
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight AUX Reason Codes.
- 3 In the ACD: field, enter the ACD on which the AUX reason codes reside.

4 Select OK.

Result: CentreVu Supervisor displays the Dictionary AUX Reason Codes window.



5 To find an AUX reason code name to modify, only one of the fields requires an AUX reason code name to be specified. Perform one of the following actions to specify an existing AUX reason code name in the Dictionary:

- In the AUX Reason Code name: field, enter the name for the AUX reason code.
- In the AUX Reason Code: field, enter the one-digit AUX reason code number, between 0 and 9.

6 From the Actions menu, select Find One.

7 In the AUX Reason Code name: field, enter the new name for the AUX reason code.

8 From the Actions menu, select Modify.

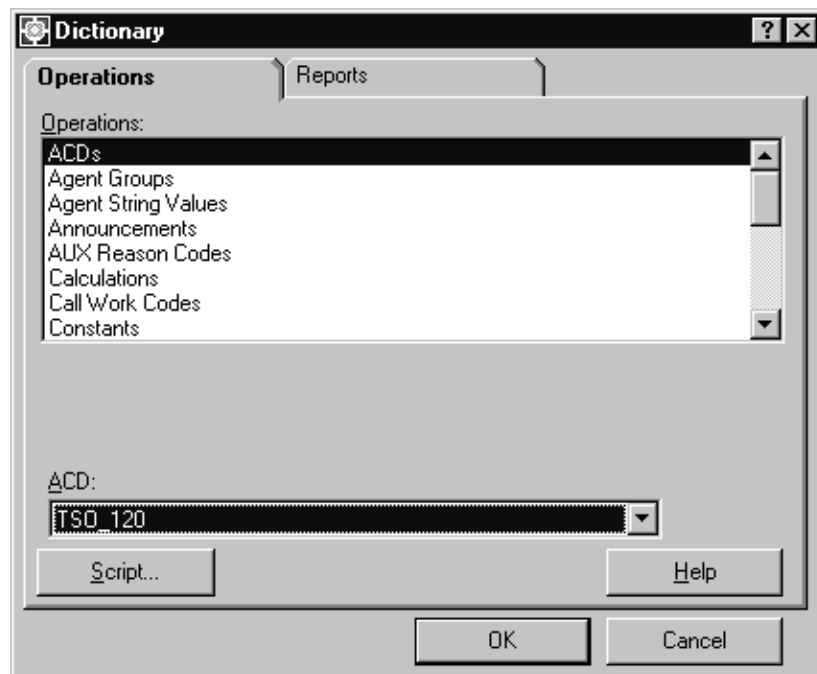
END OF STEPS

Deleting an AUX reason code

To delete an AUX reason code name from the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

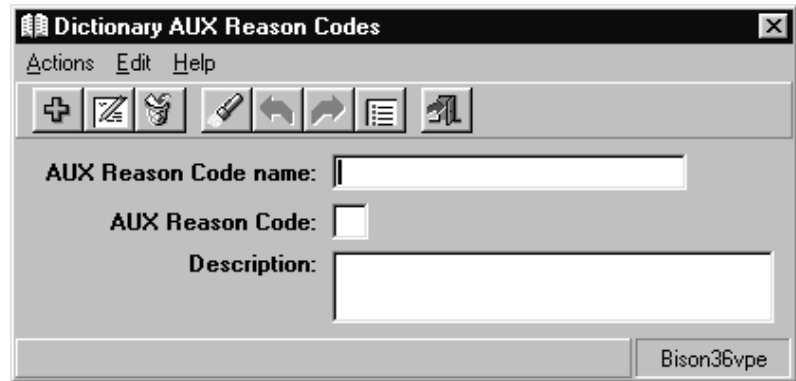
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight AUX Reason Codes.
- 3 In the ACD: field, enter the ACD on which the AUX reason codes reside.

4 Select OK.

Result: CentreVu Supervisor displays the Dictionary AUX Reason Codes window.



5 To find an AUX reason code name to delete, only one of the fields requires an AUX reason code to be specified. Perform one of the following actions to specify an existing AUX reason code in the Dictionary:

- In the AUX Reason Code name: field, enter the name for the AUX reason code.
- In the AUX Reason Code: field, enter the one-digit AUX reason code number, between 0 and 9.

6 From the Actions menu, select Find One.

7 From the Actions menu, select Delete.

END OF STEPS



Calculations

Overview Calculation names are abbreviated names for calculations in the database that are used to create reports. You can view standard calculations or create your own custom calculations to use in custom reports. The calculations for standard reports already exist in the Dictionary.

This section contains the following procedures:

- Viewing a calculation (2-51)
- Listing all calculations (2-52)
- Adding a calculation (2-54)
- Modifying a custom calculation (2-56)
- Deleting a custom calculation (2-57)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view calculations, you need *read* permissions in the Dictionary subsystem.
- To create, delete or modify a custom calculation, you need *write* permissions in the Dictionary subsystem.

Important! Remember the following when working with calculations:

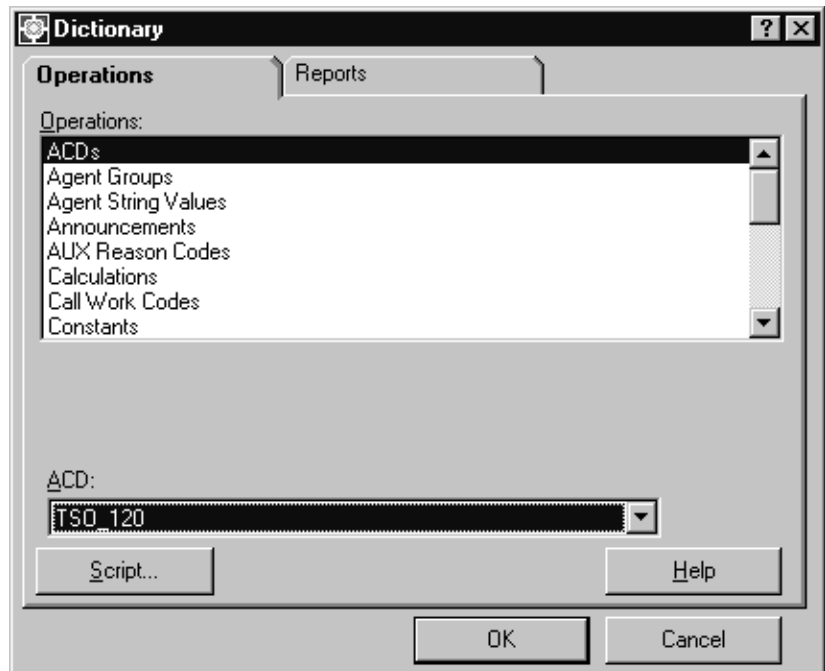
- Calculations must be one word with no blanks.
- Reports will not run if you embed calculations more than three levels deep.
- Standard calculations cannot be deleted.
- The standard CentreVu CMS calculations are listed in the following documents:
 - *CentreVu CMS Database Items and Calculations*
 - *CentreVu CMS Report Designer User Guide*
 - *CentreVu Reports*
 - *CentreVu CMS Custom Reports*

- It is recommended that you identify your own calculations in all lowercase letters to distinguish them from the standard CentreVu CMS calculations, which are in all uppercase letters.
- If you delete a custom calculation from the Dictionary, any reports that it appeared in will not run.
- You can adversely affect standard reports if you change a standard CentreVu CMS calculation. Reports will probably run, but the results may be different from those expected.
- Reports will not run if you create calculations that reference each other in a circular fashion. For example, assume that CALC_1 uses CALC_2 in its processing. If CALC_2 then uses CALC_1 in its processing, this creates a circular pattern where processing cannot be completed.

Viewing a calculation To view a calculation in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

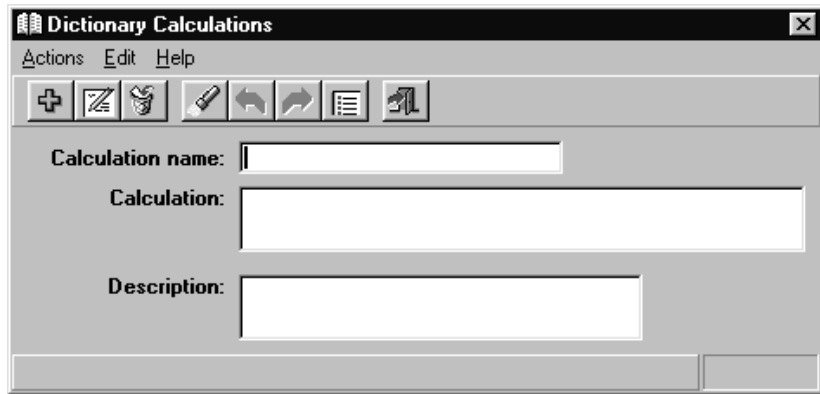
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Calculations.

3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Calculations window.



4 To find a calculation to view, only one of the fields requires a calculation to be specified. Perform one of the following actions to specify an existing database calculation in the Dictionary:

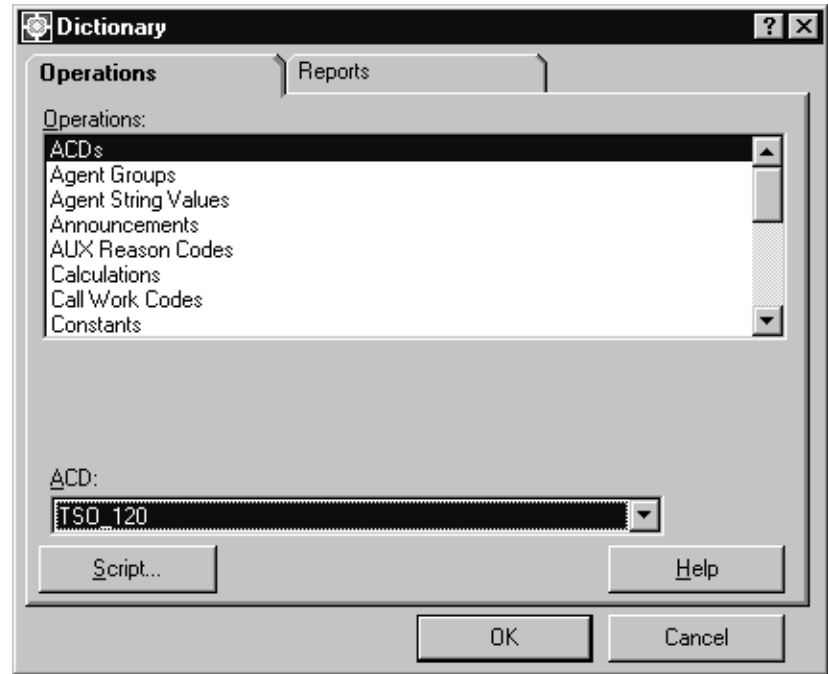
- If you know the name of the calculation, enter it in the Calculation name: field.
- If you do not know the name of the calculation, perform the following steps to view all the calculations alphabetically:
 1. Leave all the fields in the Dictionary Calculations window blank, and from the Actions menu, select Find One.
 2. Use the Next or Previous buttons to move through the list.

END OF STEPS

Listing all calculations To list all calculations in the Dictionary:

-
- 1 From the Controller Window, select Commands > Dictionary.

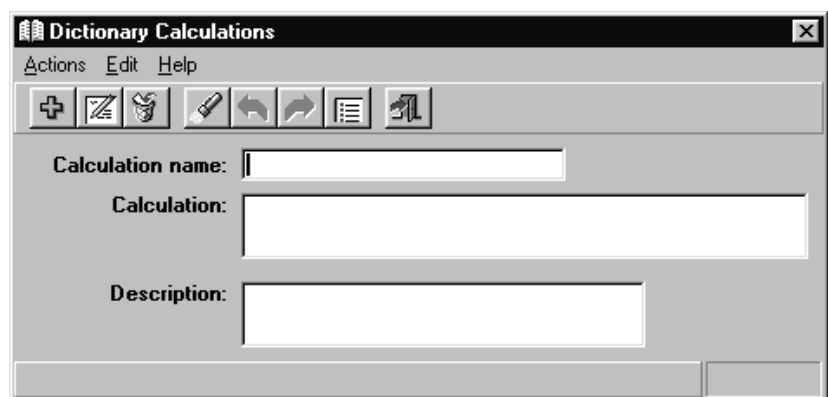
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Calculations.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Calculations window.



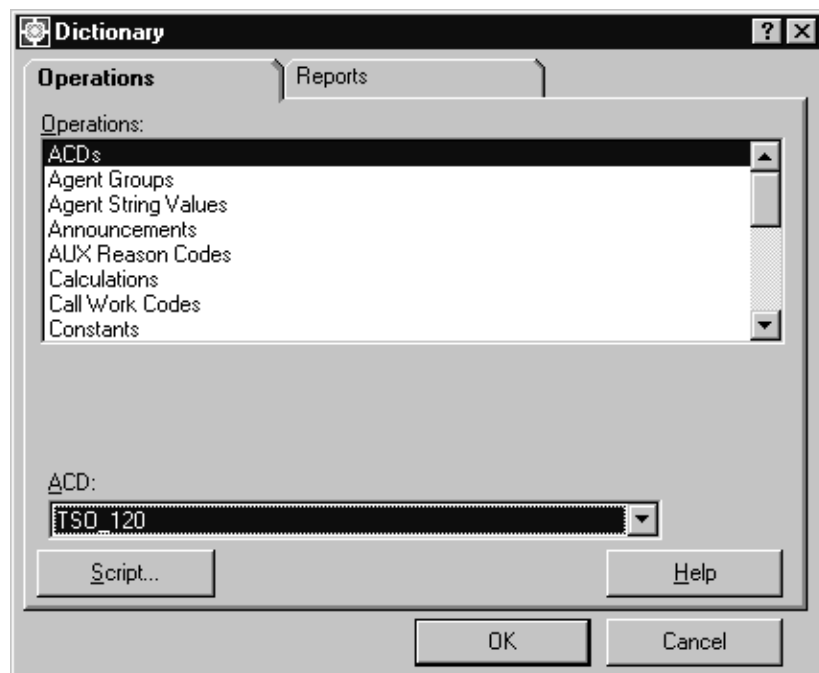
-
- 4 From the Actions menu, select List All.

END OF STEPS

Adding a calculation To add a calculation in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

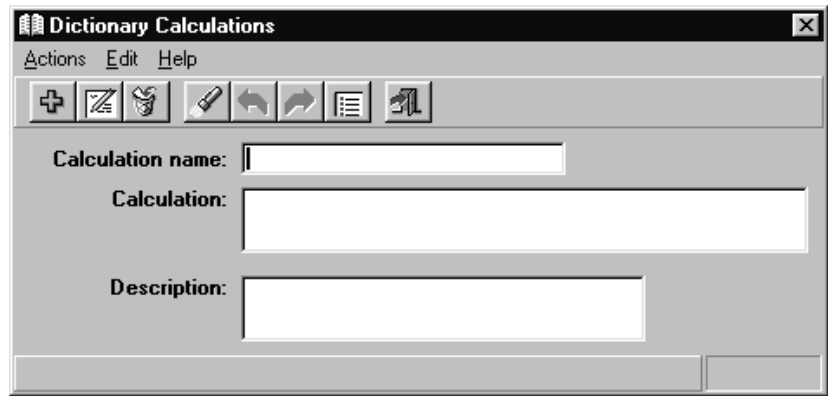
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Calculations.

3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Calculations window.



4 Enter the name of the calculation in the Calculation name: field.

Important! Use lowercase letters in the name to distinguish it from a standard calculation.

5 In the Calculation: field, enter the formula for the calculation.

Formulas can include:

- Database items
- Constants
- Calculation (the maximum nesting level is 3)
- The following arithmetic operators:
 - + (add)
 - – (subtract)
 - * (multiply)
 - / (divide)
 - () (do first, as in standard mathematical operations)

Any additional information about the calculation can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

-
- 6 From the Actions menu, select Add.

END OF STEPS

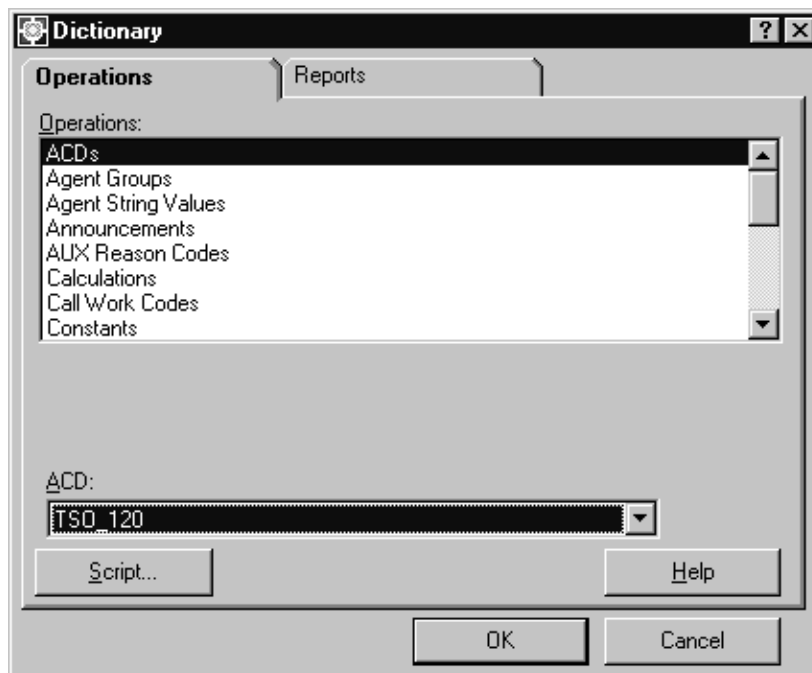
Modifying a custom calculation

Important! Modifying a standard calculation is not recommended. If you modify a standard calculation, the meaning of that calculation is changed in every report in which it appears.

To modify a custom calculation:

- 1 From the Controller Window, select Commands > Dictionary.

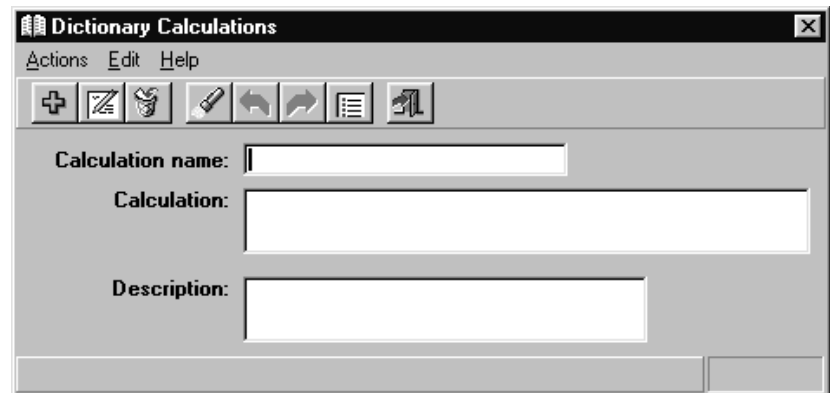
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Calculations.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Calculations window.



-
- 4 Enter the name of the custom calculation in the Calculation name: field.

-
- 5 From the Actions menu, select Find One.

-
- 6 In the Calculation: field, enter the new formula.

Any changes to the descriptive information, can be entered in the Description: field.

-
- 7 From the Actions menu, select Modify.

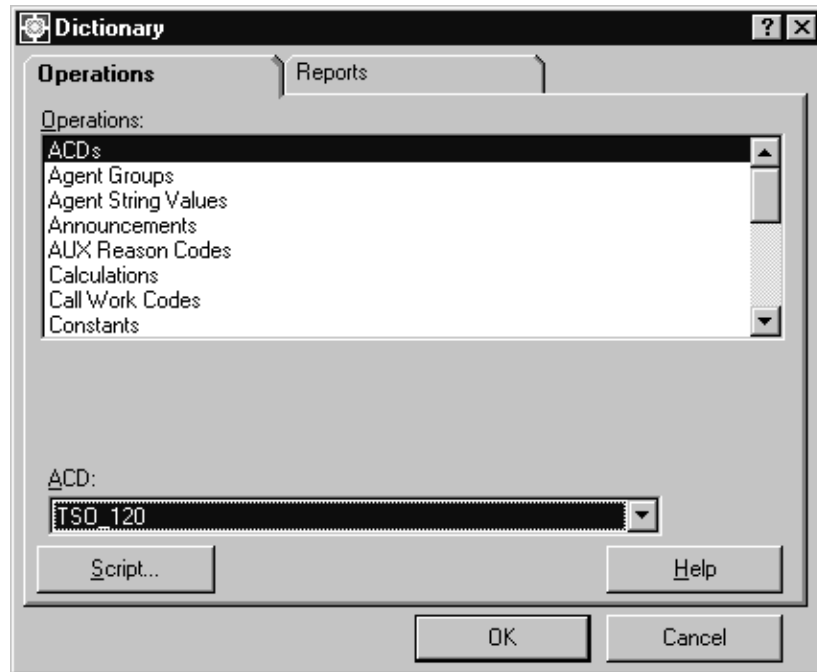
END OF STEPS

Deleting a custom calculation

To delete a custom calculation:

-
- 1 From the Controller Window, select Commands > Dictionary.

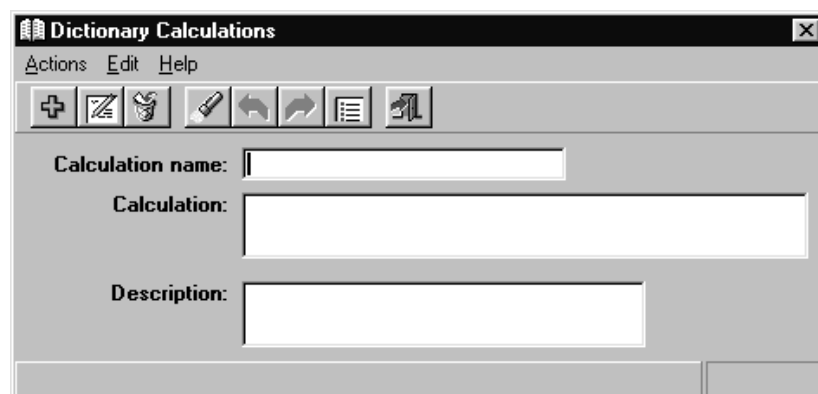
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Calculations.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Calculations window.



.....
4 Enter the name of the custom calculation in the Calculation name: field.

.....
5 From the Actions menu, select Find One.

.....
6 From the Actions menu, select Delete.

.....
E N D O F S T E P S



Call work codes

Overview Call work codes are numeric sequences that are entered by agents to categorize the type of call that they have just received. By entering call work codes, agents can assign one of many defined categories to the calls which can be later viewed in detail through reports. The call work codes are defined in the Dictionary and can be used to represent any type of call in which there is an interest in tracking, such as complaints, special sales, promotional events, and so forth. You can view, add, delete, or modify call work codes and their names from the Call Work Codes window. These names then appear in the standard Call Work Code historical report.

This section contains the following procedures:

- Adding a name to a call work code (2-61)
- Viewing a call work code name (2-62)
- Listing all call work code names (2-64)
- Modifying a call work code name (2-65)
- Deleting a call work code name (2-67)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view call work code names, you need *read* permissions in the Dictionary subsystem.
- To add, delete or modify call work code names, you need *write* permissions in the Dictionary subsystem.

Important! Remember the following when working with call work codes:

- Call work codes must be activated on the ACD before the administration and naming of them can be performed.
- Call work codes require storage space on the CentreVu CMS file system. The number of call work codes available on a system must be configured through the Data Storage Allocation window. See “Chapter 9, Configuring CentreVu CMS system settings” for more information.

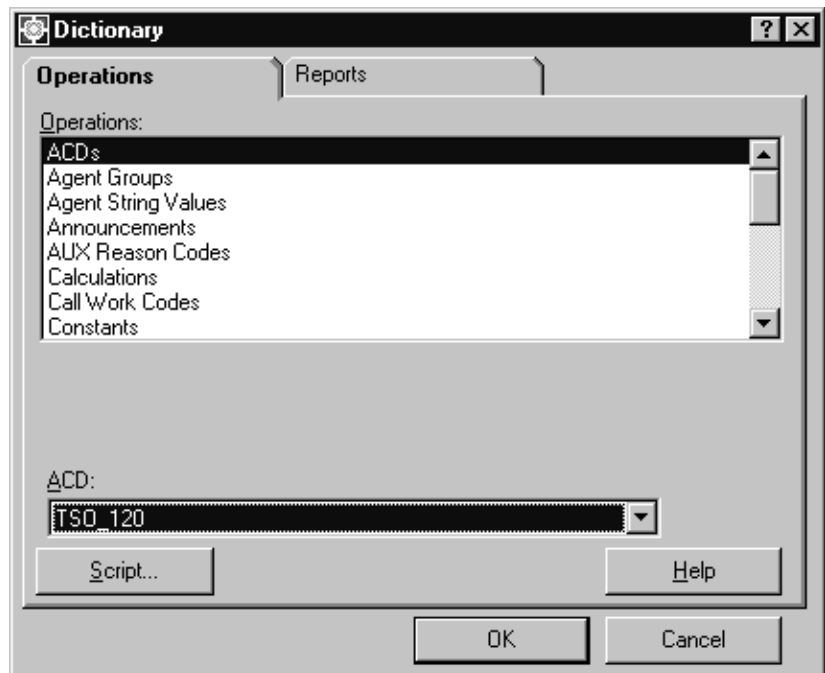
- Call Work Code 0 is reserved for unadministered work codes so that summary data can be collected. The default name for Call Work Code 0 is Unadministered codes, but this name can be modified.
- Even though call work codes can be up to 16 digits in length, a Dictionary name can only be assigned to a call work code that is 9 digits in length.

Adding a name to a call work code

To add a name to a call work code:

- 1 From the Controller Window, select Commands > Dictionary.

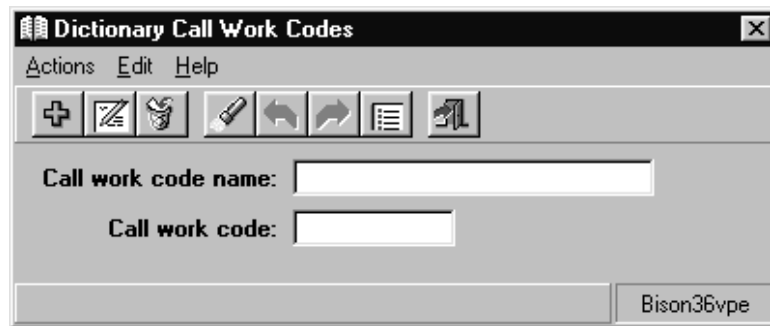
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Call Work Codes.
- 3 In the ACD: field, enter the ACD on which the call work code resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Call Work Codes window.



-
- 5 In the Call work code name: field, enter the name of the of the new call work code.
-
- 6 In the Call work code: field, enter the number of the of the new call work code.
-
- 7 From the Actions menu, select Add.

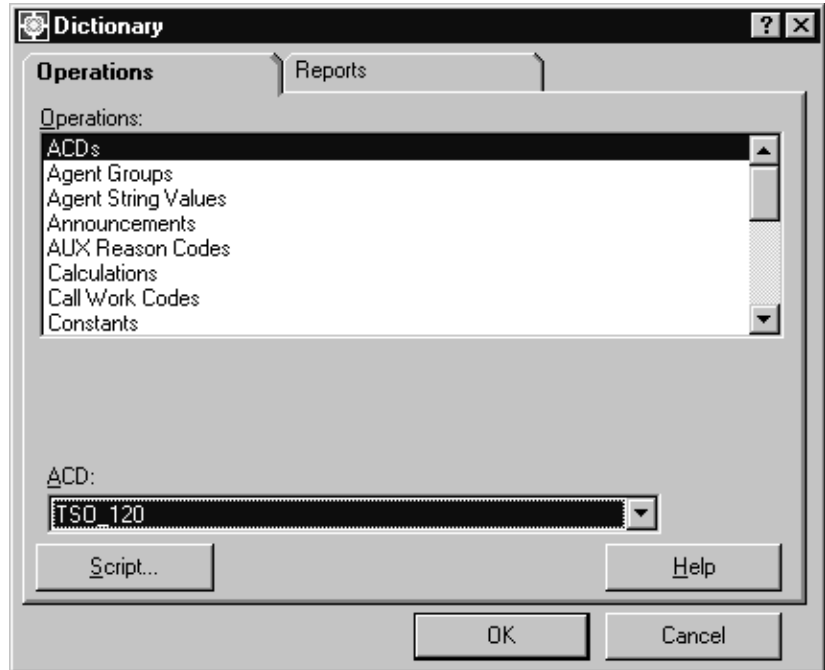
END OF STEPS

Viewing a call work code name

To view the name assigned to a call work code in the Dictionary:

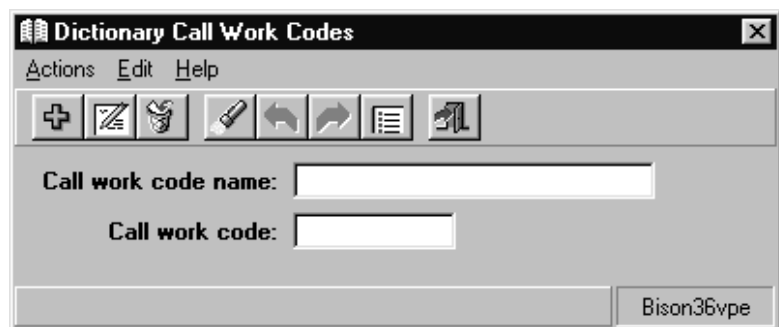
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Call Work Codes.
- 3 In the ACD: field, enter the ACD on which the call work code resides.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Call Work Codes window.



-
- 5** To find a call work code name to view, only one of the fields requires a call work code to be specified. Perform one of the following actions to specify an existing call work code in the Dictionary:
- In the Call work code name: field, enter the name of the call work code.
 - In the Call work code: field, enter the number of the of the call work code.
-
- 6** From the Actions menu, select Find One.

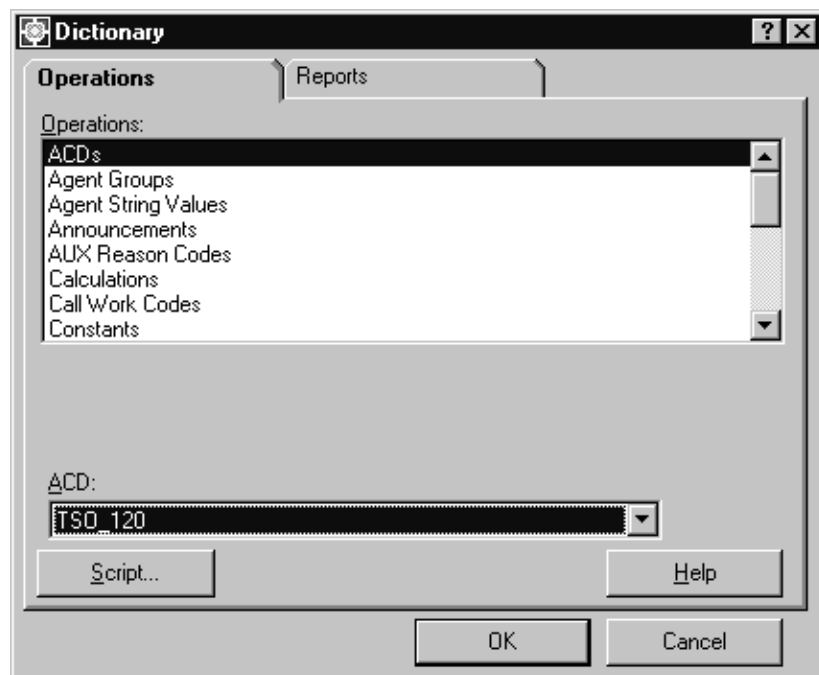
END OF STEPS

Listing all call work code names

To list all call work code names in the Dictionary:

- 1** From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.

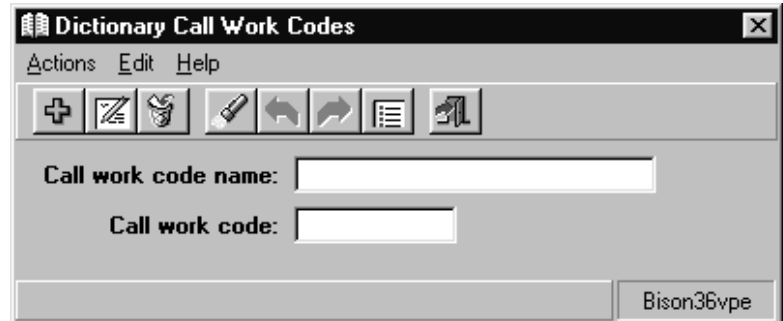


-
- 2** In the Operations: list, highlight Call Work Codes.
-

-
- 3 In the ACD: field, enter the ACD on which the call work codes reside.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Call Work Codes window.



-
- 5 From the Actions menu, select List All.

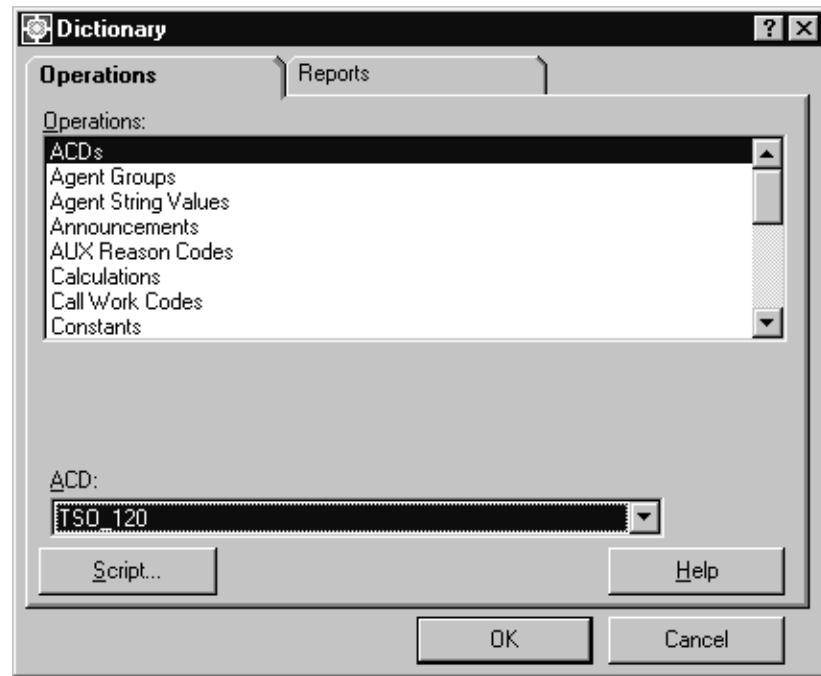
END OF STEPS

Modifying a call work code name

To modify a call work code name in the Dictionary:

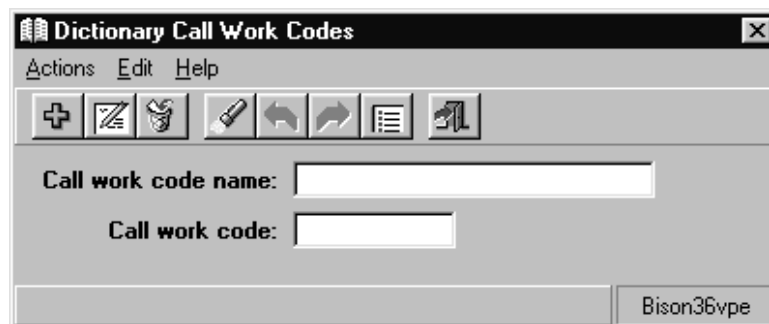
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Call Work Codes.
- 3 In the ACD: field, enter the ACD on which the call work code resides.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Call Work Codes window.



5 To find a call work code name to modify, only one of the fields requires a call work code to be specified. Perform one of the following actions to specify an existing call work code in the Dictionary:

- In the Call work code name: field, enter the name of the of the call work code.
- In the Call work code: field, enter the number of the of the call work code.

6 From the Actions menu, select Find One.

7 In the Call work code name: field, enter the new name for the of the call work code.

8 From the Actions menu, select Modify.

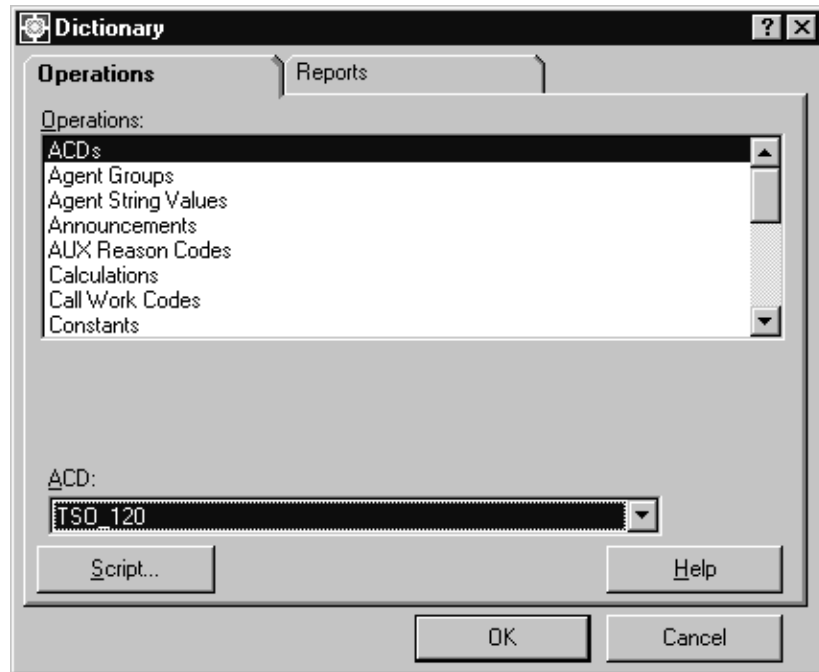
END OF STEPS

**Deleting a call work code
name**

To delete the name of a call work code in the Dictionary:

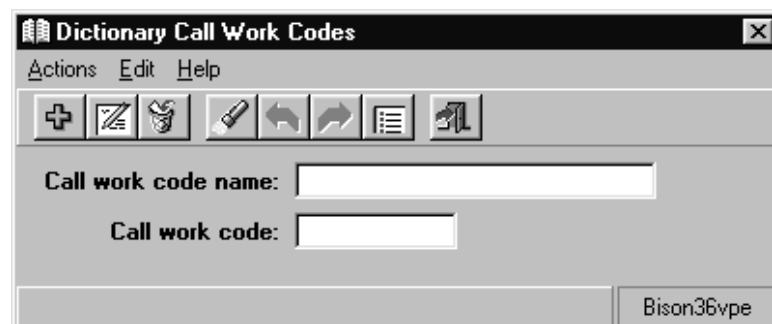
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Call Work Codes.
- 3 In the ACD: field, enter the ACD on which the call work code resides.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Call Work Codes window.



5 To find a call work code name to delete, only one of the fields requires a call work code to be specified. Perform one of the following actions to specify an existing call work code in the Dictionary:

- In the Call work code name: field, enter the name of the of the call work code.
- In the Call work code: field, enter the number of the of the call work code.

6 From the Actions menu, select Find One.

7 From the Actions menu, select Delete.

END OF STEPS



Constants

Overview Constants are items with fixed numerical values that you can enter into the Dictionary for use only in custom and designer reports. Constants do not exist in CentreVu CMS when it is installed.

This section contains the following procedures:

- Adding a constant (2-70)
- Viewing a constant (2-72)
- Listing all constants (2-73)
- Modifying a constant (2-75)
- Deleting a constant (2-76)

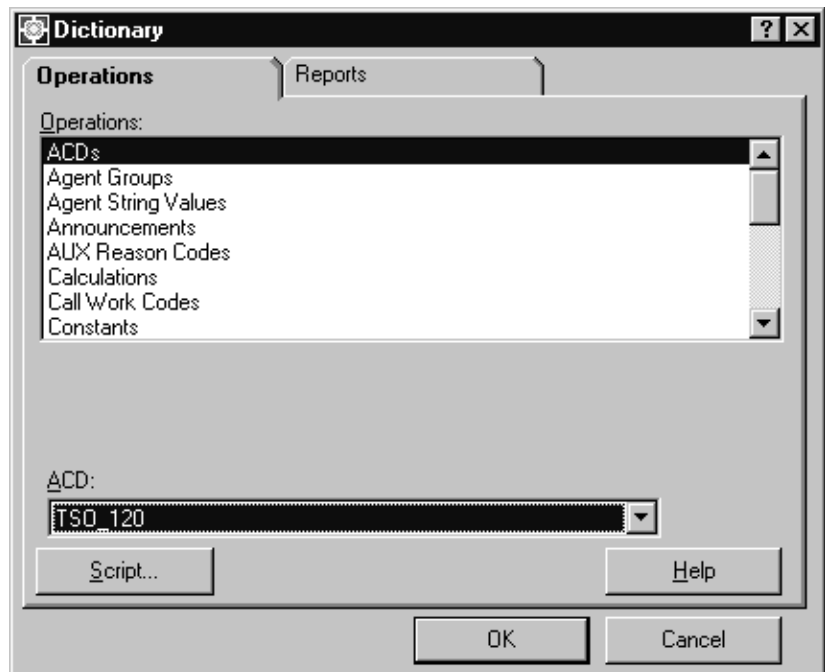
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view a constant, you need *read* permissions in the Dictionary subsystem.
- To add, delete or modify a constant, you need *write* permissions in the Dictionary subsystem.

Adding a constant To add a constant to the Dictionary:

-
- 1 From the Controller Window, select Commands > Dictionary.

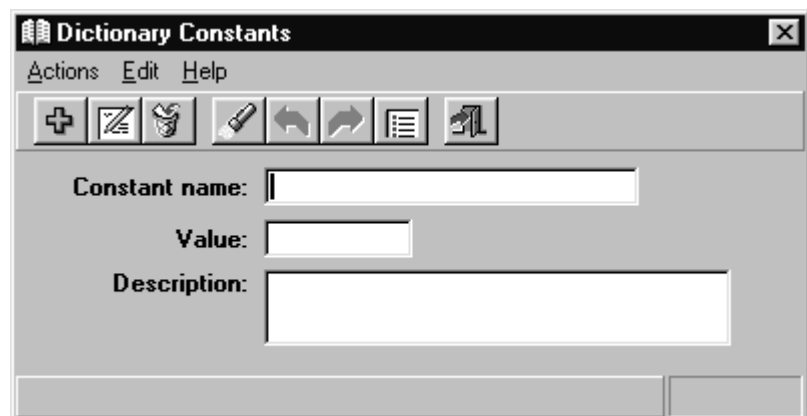
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Constants.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Constants window.



-
- 4 In the Constant name: field, enter the name of the new constant.
 - 5 In the Value: field, enter the numerical value of the constant. The value can range from –99999 to 999999.
-

Any additional information about the constant can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

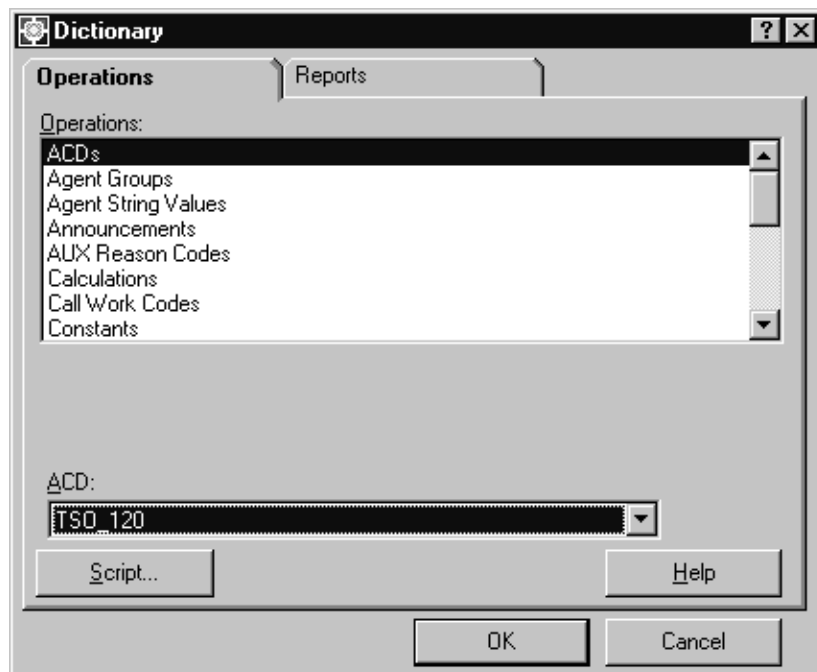
- 6 From the Actions menu, select Add.
-

END OF STEPS

Viewing a constant To view a constant in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

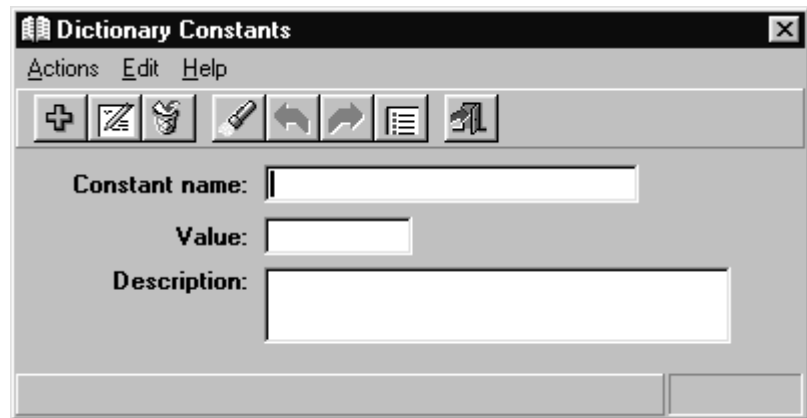
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Constants.
-

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Constants window.



-
- 4 To find a constant to view, only one of the fields requires a constant to be specified. Perform one of the following actions to specify an existing constant in the Dictionary:
- In the Constant name: field, enter the name of the constant.
 - In the Value: field, enter the numerical value of the constant.

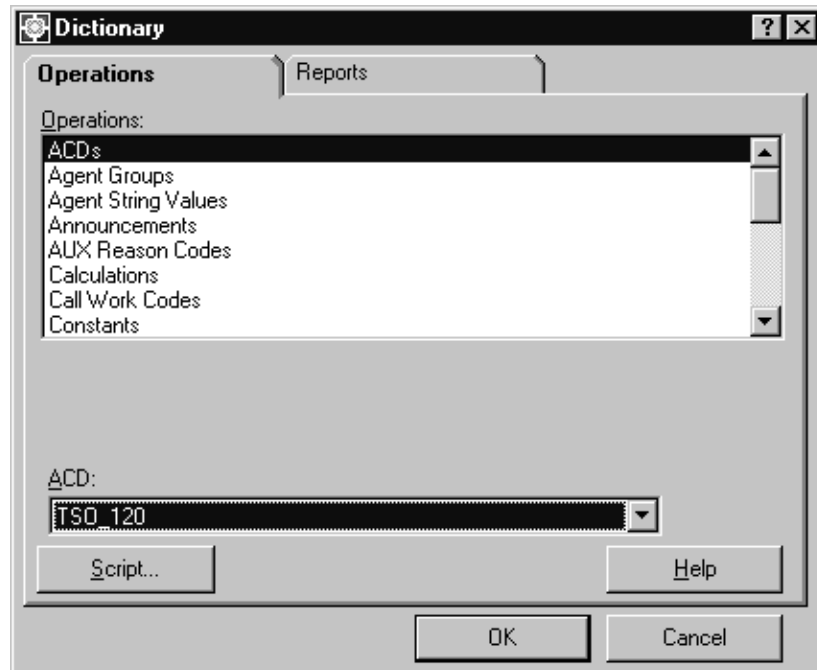
-
- 5 From the Actions menu, select Find One.

END OF STEPS

Listing all constants To list all constants defined in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

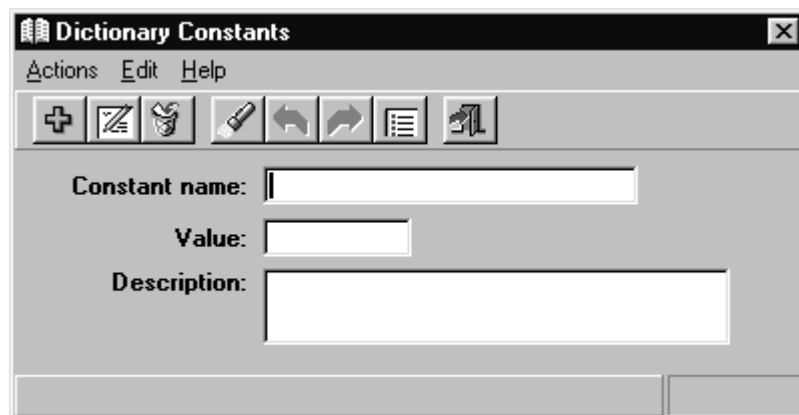
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Constants.

- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Constants window.



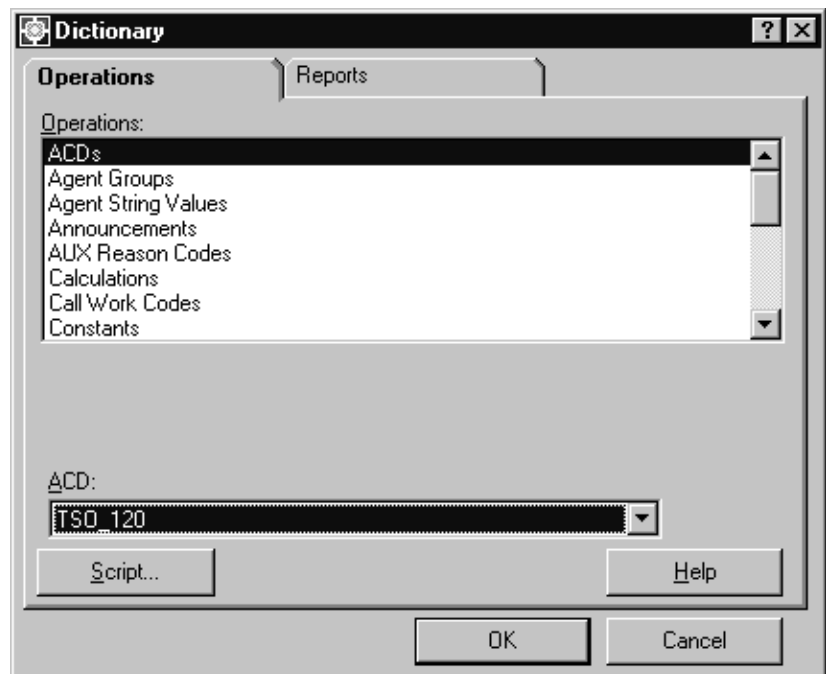
-
- 4 From the Actions menu, select List All.

END OF STEPS

Modifying a constant To modify a constant that is defined in the Dictionary:

- 1 From the Controller Window, select Commands > Dictionary.

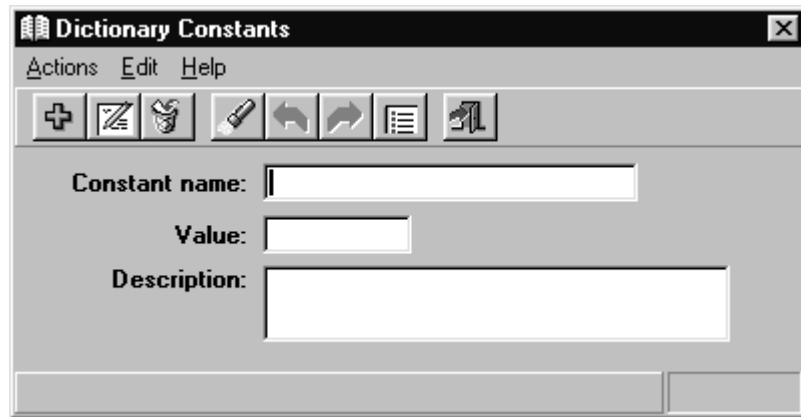
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Constants.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Constants window.



-
- 4 To find a constant to modify, only one of the fields requires a constant to be specified. Perform one of the following actions to specify an existing constant in the Dictionary:

- In the Constant name: field, enter the name of the constant.
- In the Value: field, enter the numerical value of the constant.

-
- 5 From the Actions menu, select Find One.

-
- 6 In the Value: field, enter the new numerical value for the constant.

Important! You cannot modify the name of the new constant. If you want to change the name, you must delete the old constant and add a new one.

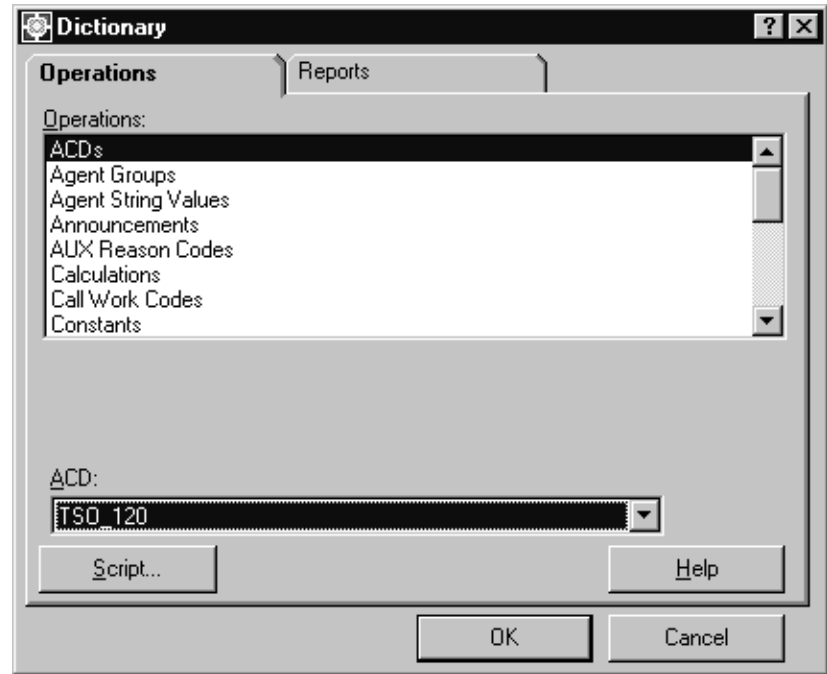
-
- 7 From the Actions menu, select Modify.

END OF STEPS

Deleting a constant To delete a constant from the Dictionary:

-
- 1 From the Controller Window, select Commands > Dictionary.

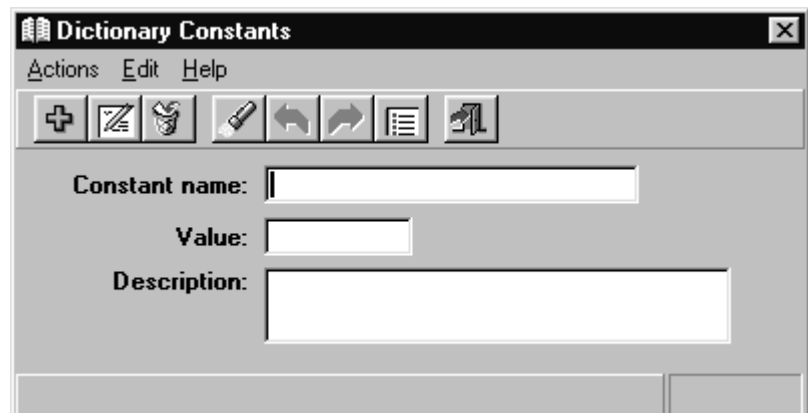
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Constants.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Constants window.



4 To find a constant to delete, only one of the fields requires a constant to be specified. Perform one of the following actions to specify an existing constant in the Dictionary:

- In the Constant name: field, enter the name of the constant.
- In the Value: field, enter the numerical value of the constant.

5 From the Actions menu, select Find One.

6 From the Actions menu, select Delete.

END OF STEPS



Custom database items

Overview You can define your own custom database items, which are stored in the CentreVu CMS database. The custom database items are entered from the Dictionary Custom Items window, and allow you to combine your own data with the CentreVu CMS data on custom or designer reports. You can also modify or delete custom database items.

This section contains the following procedures:

- Adding a custom database item (2-80)
- Viewing a custom database item (2-81)
- Listing all custom database items (2-83)
- Modifying a custom database item (2-84)
- Deleting a custom database item (2-86)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

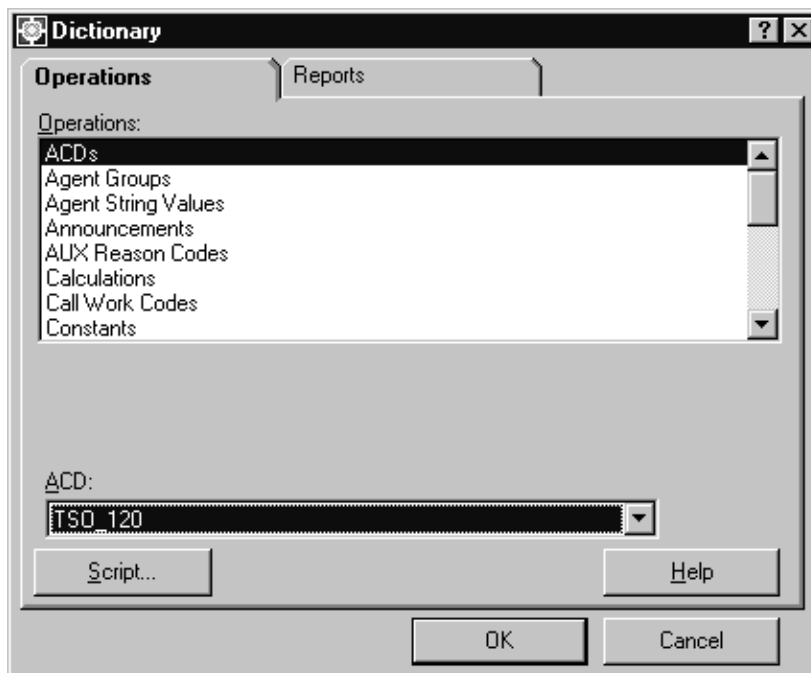
- To view a custom database item, you need *read* permissions in the Dictionary subsystem.
- To add, delete, or modify a custom database item, you need *write* permissions in the Dictionary subsystem.

Important! You must first create the table in the database before you create a custom database item.

Adding a custom database item

- 1 From the Controller Window, select Commands > Dictionary.

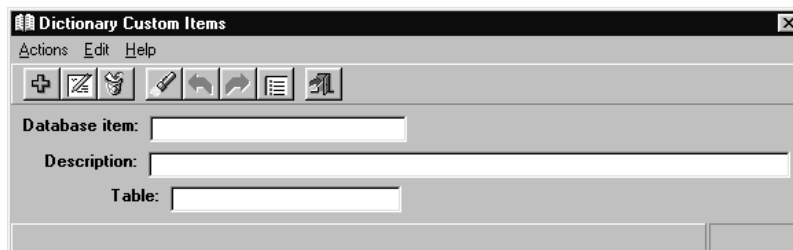
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Custom Items.

- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Custom Items window.



-
- 4 In the Database item: field, enter the name of the new database item.

Any additional information about the custom database item can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

- 5 In the Table: field, enter the name of the table that will contain the new custom database item.
-

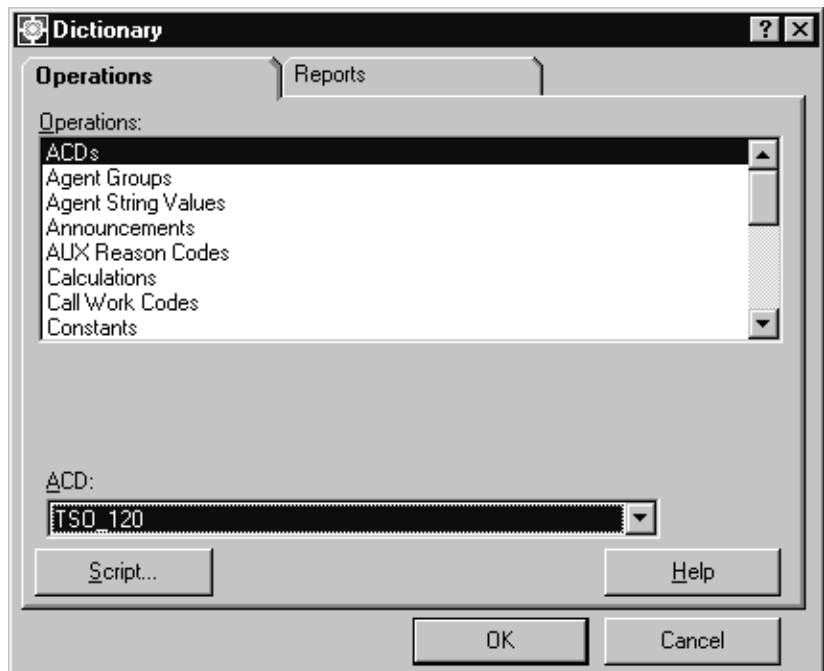
- 6 From the Actions menu, select Add.
-

END OF STEPS

Viewing a custom database item

- 1 From the Controller Window, select Commands > Dictionary.

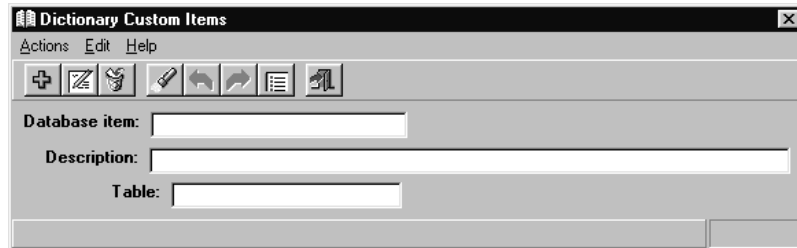
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Custom Items.
-

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Custom Items window.



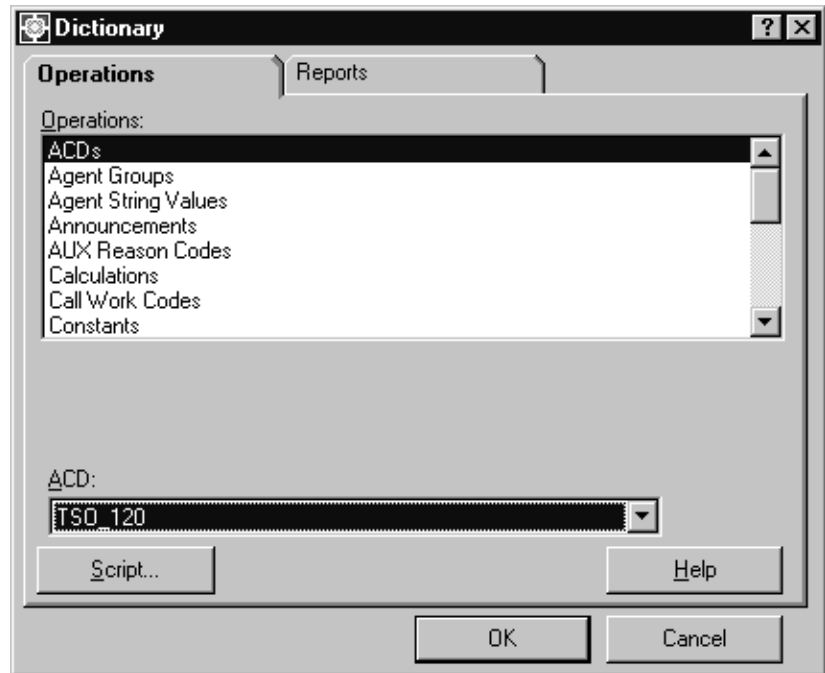
-
- 4 In the Database item: field, enter the name of the custom database item.
-
- 5 From the Actions menu, select Find One.

END OF STEPS

Listing all custom database items

- 1 From the Controller Window, select Commands > Dictionary.

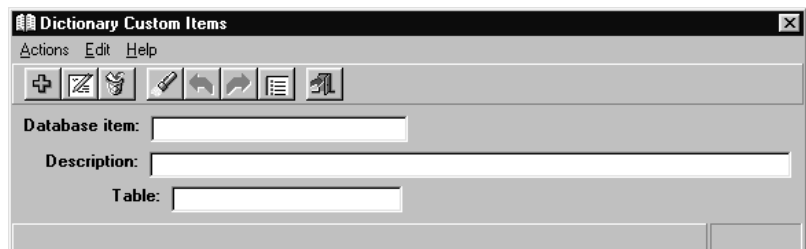
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Custom Items.

- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Custom Items window.



- 4 In the Database item: field, enter the name of the custom database item.

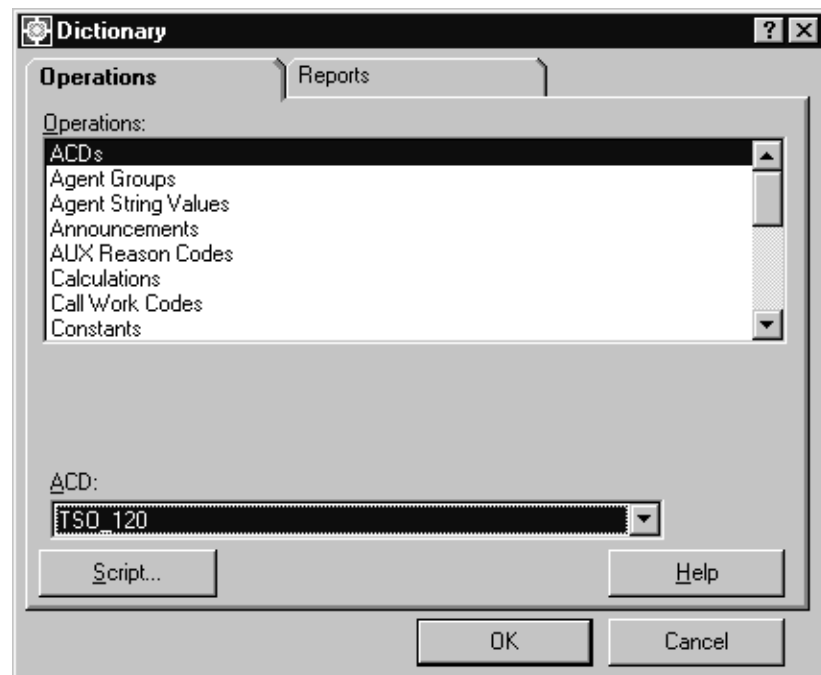
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a custom database item

- 1 From the Controller Window, select Commands > Dictionary.

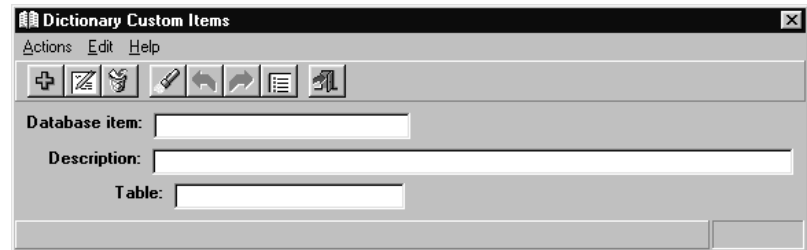
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Custom Items.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Custom Items window.



-
- 4 In the Database item: field, enter the new name for the custom database item.

-
- 5 In the Table: and Description: fields, enter the new information for the custom database item. Only 50 or fewer characters can be entered in the Description: field.

Note: You cannot modify the name of a custom database item. You must delete the old item and add the new item.

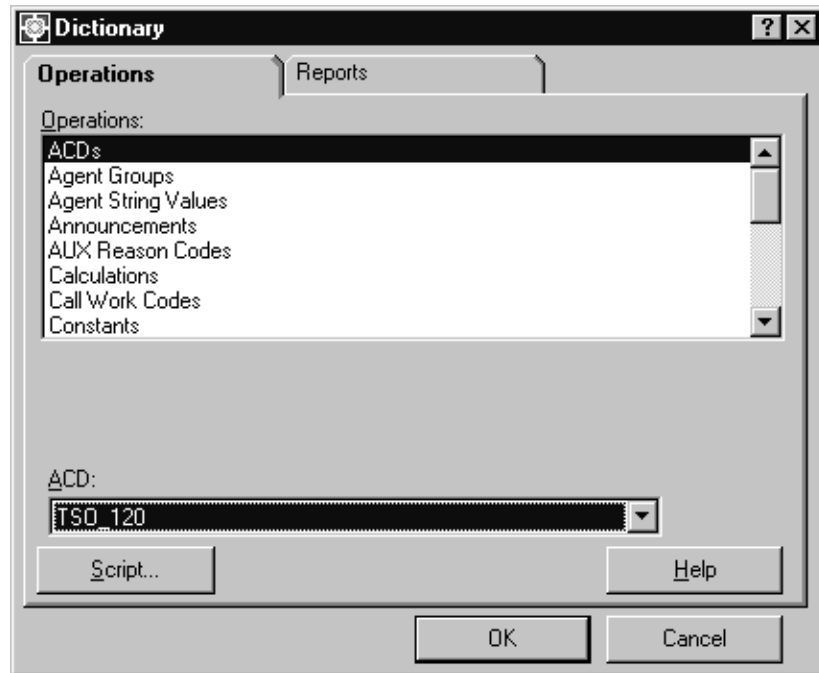
-
- 6 From the Actions menu, select Modify.

END OF STEPS

Deleting a custom database item

- 1 From the Controller Window, select Commands > Dictionary.

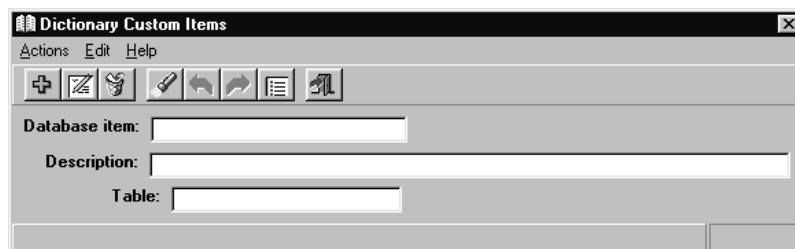
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Custom Items.

- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Custom Items window.



- 4 In the Database item: field, enter the name of the database item to delete.

5 From the Actions menu, select Find One.

6 From the Actions menu, select Delete.

END OF STEPS



Generic string values synonyms

Overview Modifying generic string values allows you to enter a replacement string for the default y for YES and n for NO values. The string values can be up to six characters in length. These modified string values appear in custom or designer reports that use the YES or NO synonyms.

This section contains the following procedures:

- Viewing generic string values (2-89)
- Modifying generic string values (2-90)

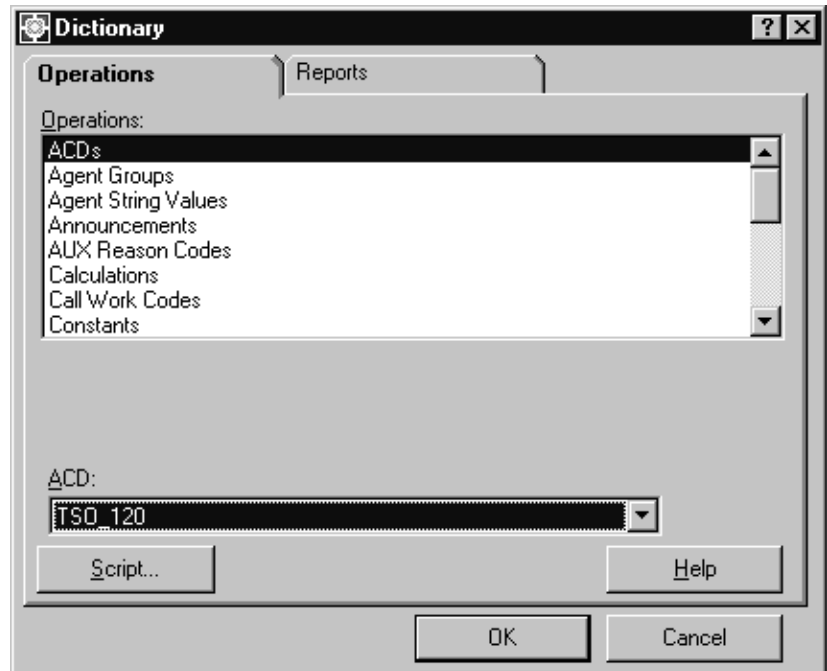
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view generic string values, you need *read* permissions in the Dictionary subsystem.
- To modify generic string values, you need *write* permissions in the Dictionary subsystem.

Viewing generic string values

- 1 From the Controller Window, select Commands > Dictionary.

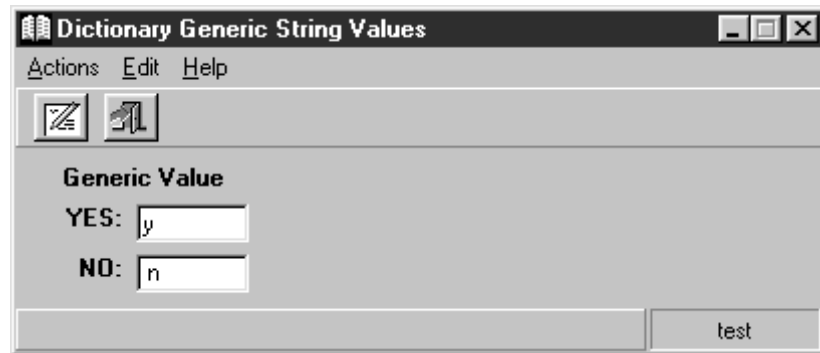
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Generic String Values.
- 3 In the ACD: field, enter the ACD on which the generic string values reside.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Generic String Values window.

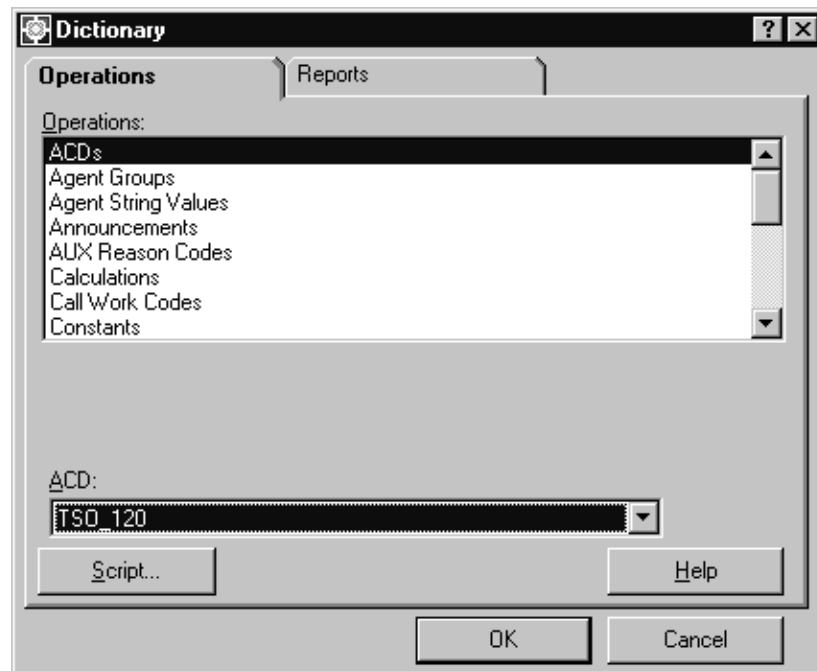


END OF STEPS

Modifying generic string values

- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.

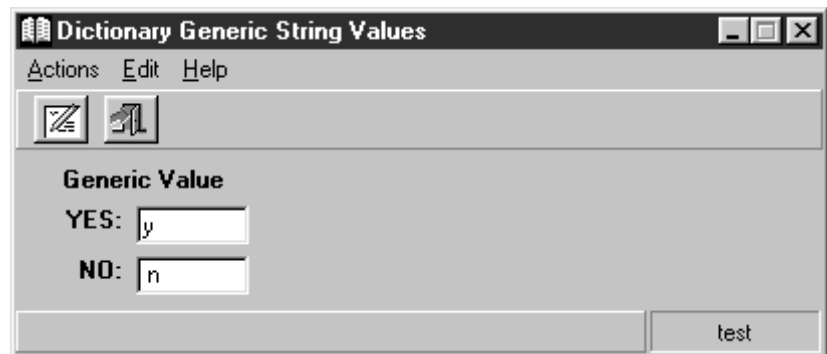


-
- 2 In the Operations: list, highlight Generic String Values.
-

-
- 3 In the ACD: field, enter the ACD on which the generic string values reside.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Generic String Values window.



-
- 5 In the YES: field, enter up to six characters.
-

- 6 In the NO: field, enter up to six characters.

The characters entered in the YES: and NO: fields will appear in reports that use YES and NO fields.

- 7 From the Actions menu, select Modify.

END OF STEPS



Searching the Dictionary

Overview The Dictionary contains a global search feature that can be used to find a wide variety of information.

Some examples of the types of information you can search for in the dictionary are:

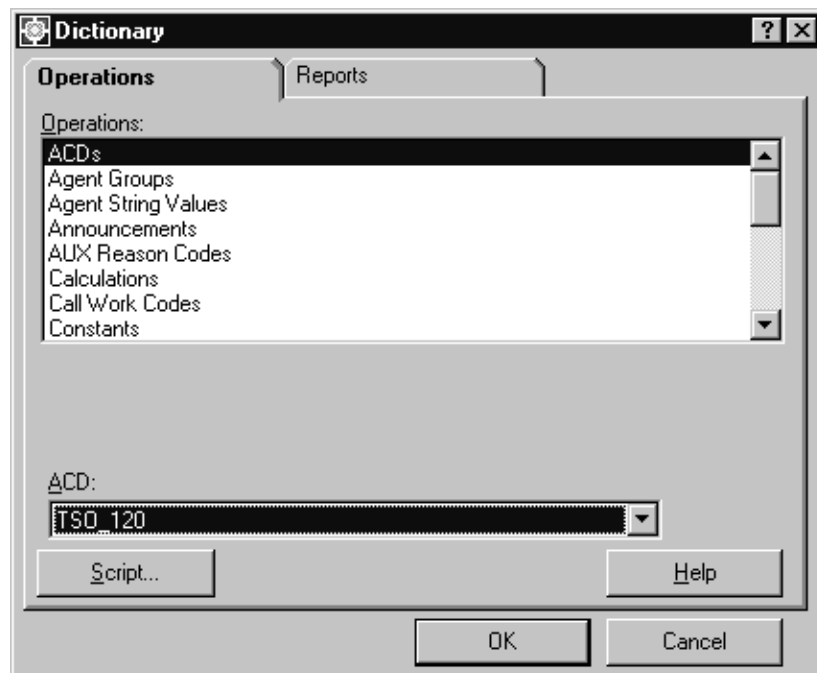
- A login ID or a group of login IDs
- A split, skill, or trunk group
- ACD names
- Database items
- Calculations
- Agent names

Permissions To do a global search in the dictionary, you need *write* permissions in the Dictionary subsystem.

Procedure

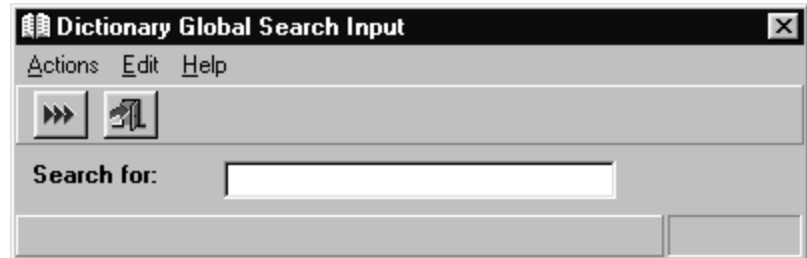
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Global Search Input.

Result: CentreVu Supervisor displays the Dictionary Global Search Input window.



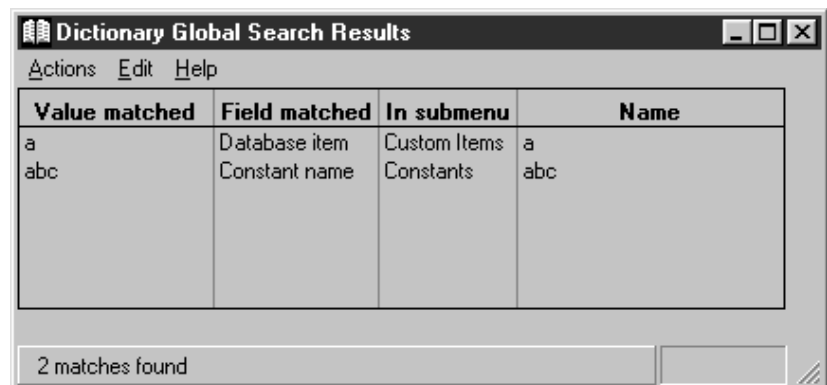
Important! Remember the following before entering search criteria:

- You can search on any pattern
- You can include an asterisk (*) or question mark (?) in your pattern
- The search is case sensitive

-
- 3 In the Search for: field, enter the item name or pattern.

-
- 4 From the Actions menu, select Run.

Result: CentreVu Supervisor displays the Dictionary Global Search Results window.



<i>Field</i>	<i>Contents</i>
Value matched	Displays the matches for your pattern.
Field matched	Displays the name of the field in the Dictionary that corresponds to value matched.
In submenu	The Dictionary submenu where your search pattern was found.
Name	The name that corresponds to the value matched.

END OF STEPS



Location IDs

Overview Location IDs represent the physical location or site where an agent sits or the port network to which a trunk is assigned. Location IDs can be named for ease of identification in reporting in multi-site environments. The same location IDs and their synonyms are used for both agents and trunks.

This section contains the following procedures:

- Adding a location ID (2-96)
- Viewing a location ID (2-98)
- Listing all location IDs (2-100)
- Modifying a location ID (2-102)
- Deleting a Location ID (2-104)

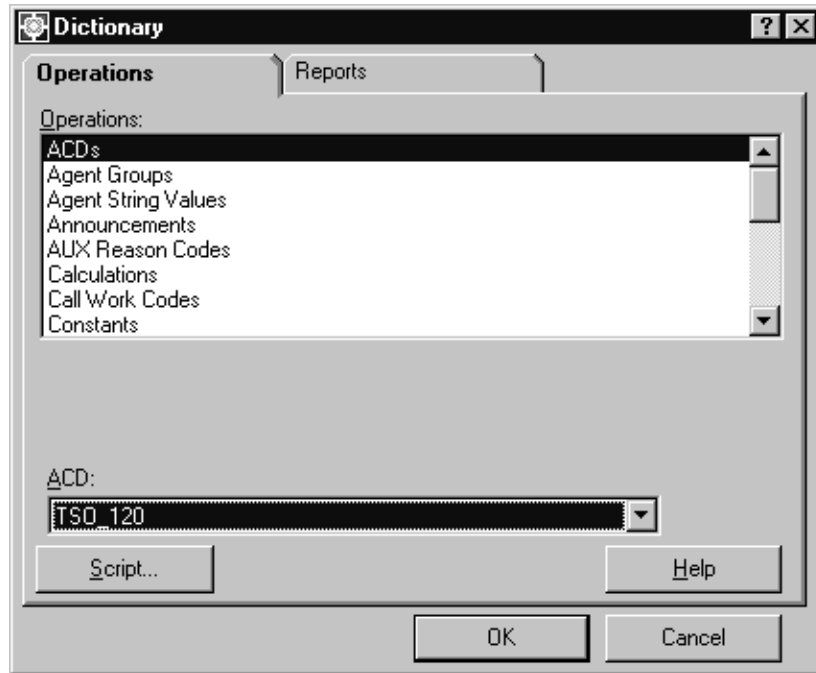
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view the name of a location ID, you need *read* permissions in the Dictionary subsystem.
- To add, delete, or modify the name of a location ID, you need *write* permissions in the Dictionary subsystem.

Adding a location ID

- 1 From the Controller Window, select Commands > Dictionary.

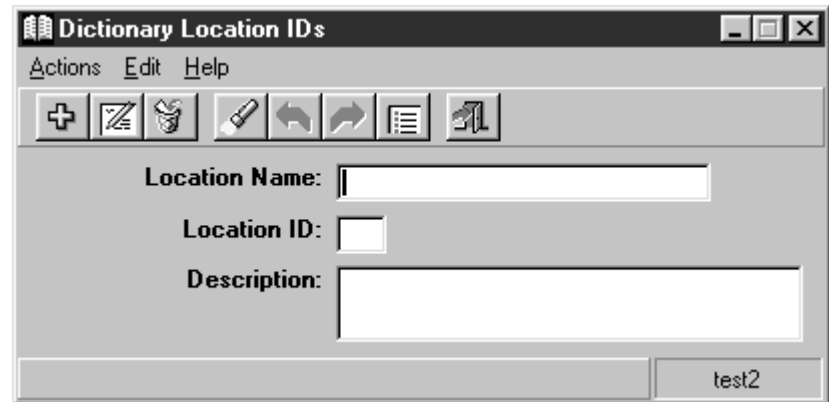
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Location IDs.
- 3 In the ACD: field, enter the ACD on which you want to add the location ID.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Location IDs window.



-
- 5 In the Location name: field, enter the name of the new location.
-
- 6 In the Location ID: field, enter the number from 1 to 44 for the new location.

Any additional information about the location ID can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

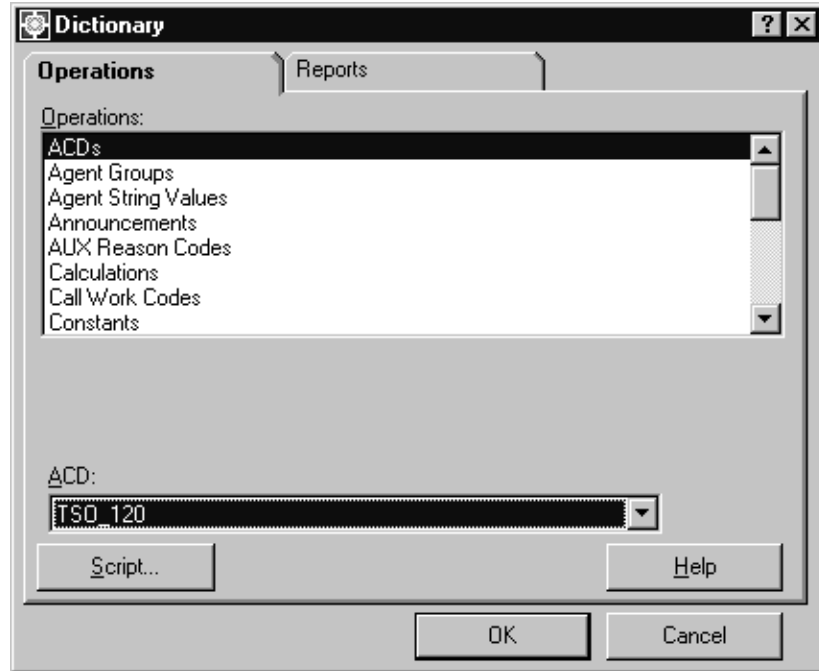
-
- 7 From the Actions menu, select Add.

END OF STEPS

Viewing a location ID

- 1 From the Controller Window, select Commands > Dictionary.

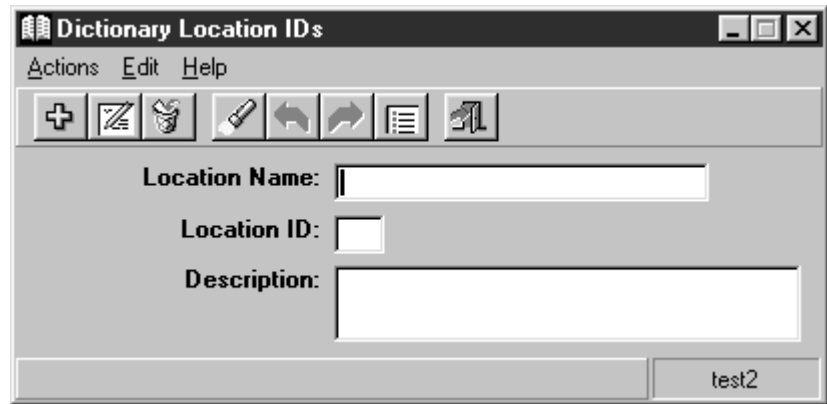
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Location IDs.
- 3 In the ACD: field, enter the ACD on which the location ID resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Location IDs window.



-
- 5 To find a location ID to view, only one of the fields requires a value to be specified. Perform one of the following actions to specify a location ID in the Dictionary:
- In the Location Name: field, enter the name of the location.
 - In the Location ID: field, enter the number of the location.

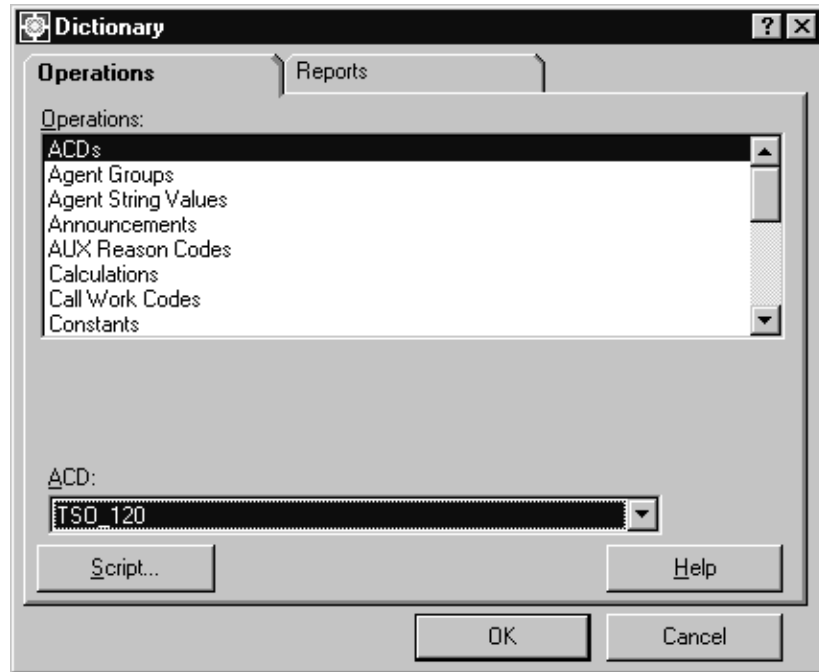
-
- 6 From the Actions menu, select Find One.

END OF STEPS

Listing all location IDs

- 1 From the Controller Window, select Commands > Dictionary.

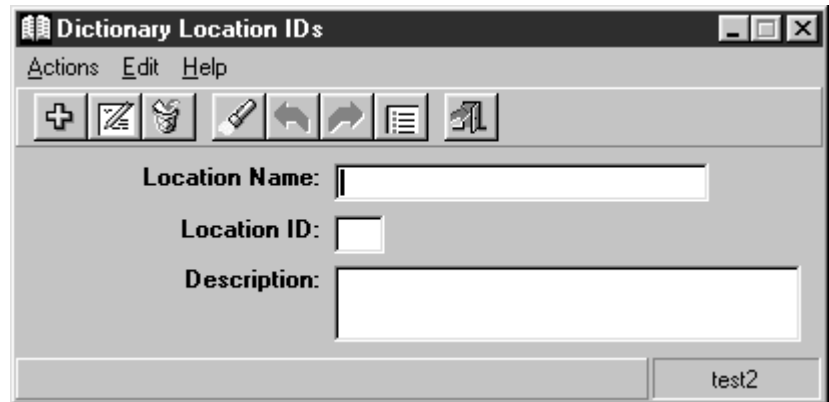
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Location IDs.
- 3 In the ACD: field, enter the ACD on which the location IDs reside.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Location IDs window.



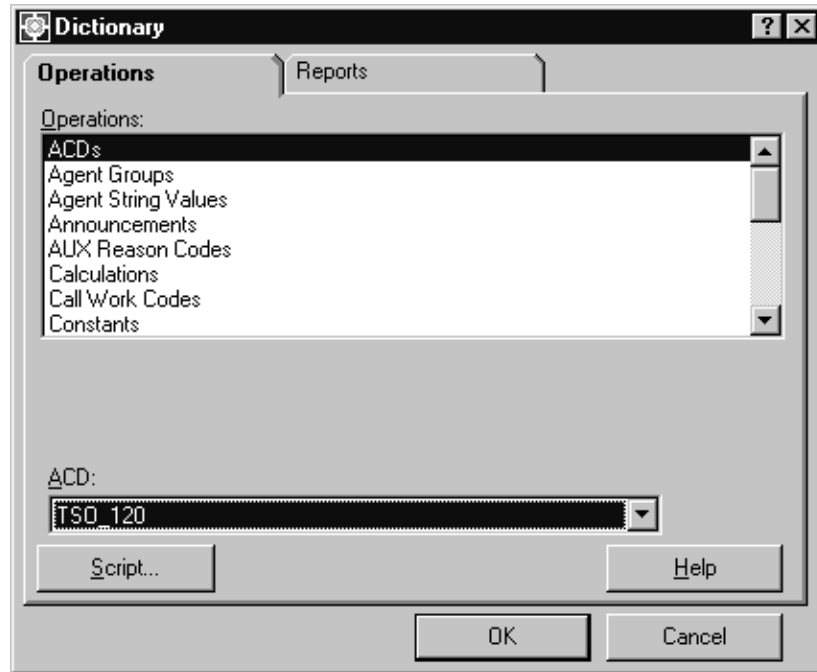
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a location ID

- 1 From the Controller Window, select Commands > Dictionary.

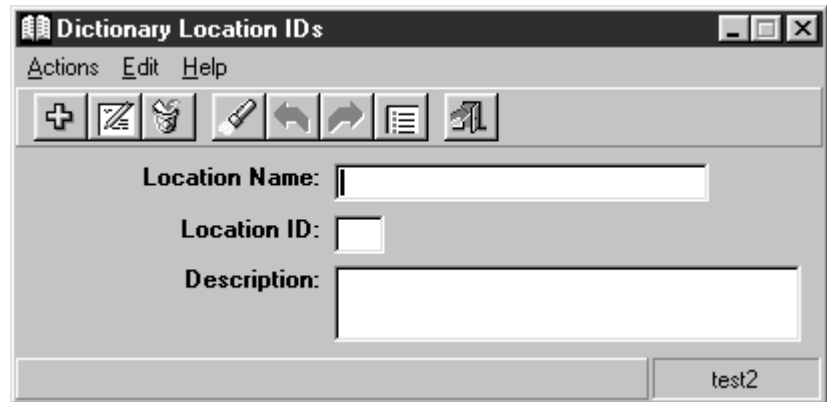
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Location IDs.
- 3 In the ACD: field, enter the ACD on which the location ID resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Location IDs window.



-
- 5 To find a location ID to modify, only one of the fields requires a value to be specified. Perform one of the following actions to specify a location ID in the Dictionary:

- In the Location Name: field, enter the name of the location.
- In the Location ID: field, enter the number of the location.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the Location Name: field, enter the new name for the location.

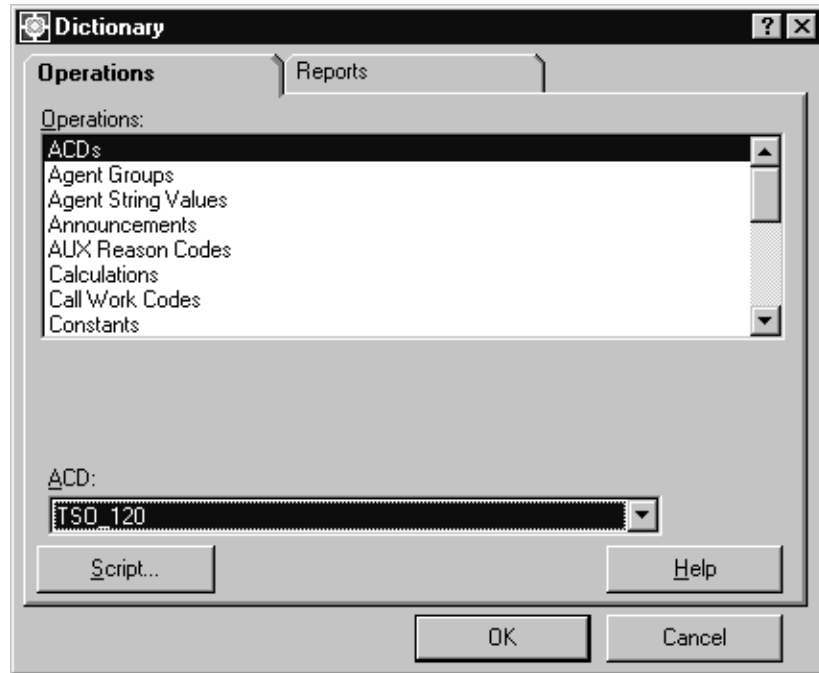
-
- 8 From the Actions menu, select Add.

END OF STEPS

Deleting a Location ID

- 1 From the Controller Window, select Commands > Dictionary.

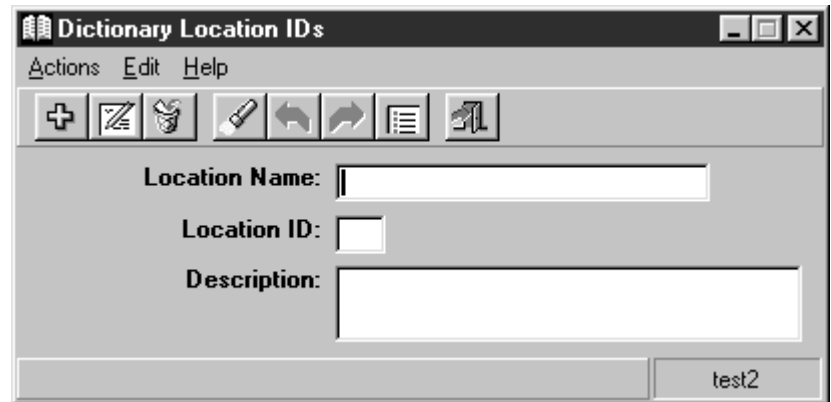
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Location IDs.
- 3 In the ACD: field, enter the ACD on which the location ID resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Location IDs window.



-
- 5 To find a location ID to delete, only one of the fields requires a value to be specified. Perform one of the following actions to specify a location ID in the Dictionary:

- In the Location Name: field, enter the name of the location.
- In the Location ID: field, enter the number of the location.

-
- 6 From the Actions menu, select Find One.

-
- 7 From the Actions menu, select Delete.

END OF STEPS



Login ID names

Overview CentreVu CMS uses agent login IDs to identify measured ACD agents. After an agent's name is assigned to a login ID, CentreVu CMS windows and reports show that agent's login ID name instead of the login ID number.

You do not have to input agent names in the Dictionary, but CentreVu CMS administration windows and reports are easier to understand with agent names instead of login IDs. Depending on the amount of space in the report, agent names can be truncated.

This section contains the following procedures:

- Adding a name to a login ID (2-107)
- Viewing a login ID name (2-109)
- Listing all login ID names (2-111)
- Modifying a login ID name (2-112)
- Deleting a login ID name (2-114)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view login IDs, you need *read* permissions in the Dictionary subsystem.
- To add, delete, or modify login IDs, you need *write* permissions in the Dictionary subsystem.

Important! Remember the following when working with login ID names:

- Login ID names are sorted alphabetically in the Dictionary based on the first character that you input in the Agent name: field.

For example, if the agent is listed as Jane Brown, CentreVu CMS sorts on the *J* for Jane. If the agent is listed as Brown, Jane CentreVu CMS sorts on the *B* in Brown. CentreVu Supervisor reports do not automatically sort by agent name, but the user can request the report to do so.

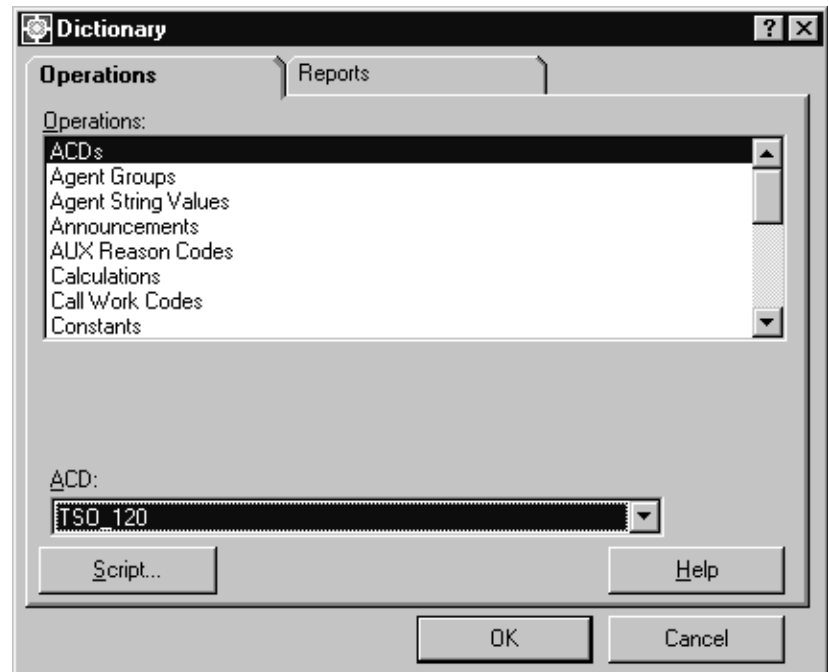
- You can assign no more than one agent name to the same login ID.
- You cannot assign the same agent name to multiple login IDs.
- You can use only numbers in login IDs.

- If you are viewing a real-time report when a change is made to a login ID that appears on that report, you must exit the report and rerun it to see the change.

Adding a name to a login ID

- 1 From the Controller Window, select Commands > Dictionary.

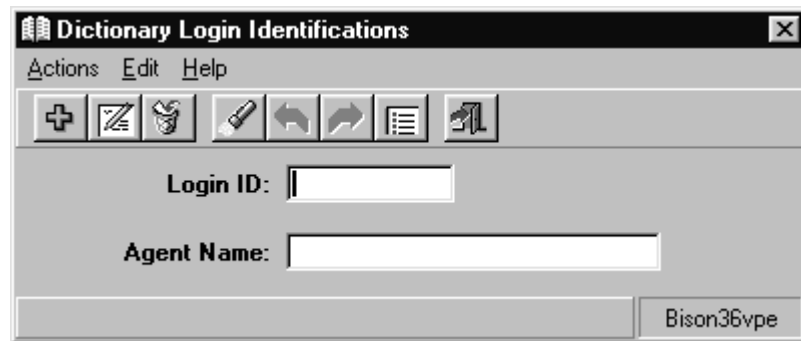
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Login Identifications.
- 3 In the ACD: field, enter the ACD on which you want to assign a name to a login ID.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Login Identifications window.



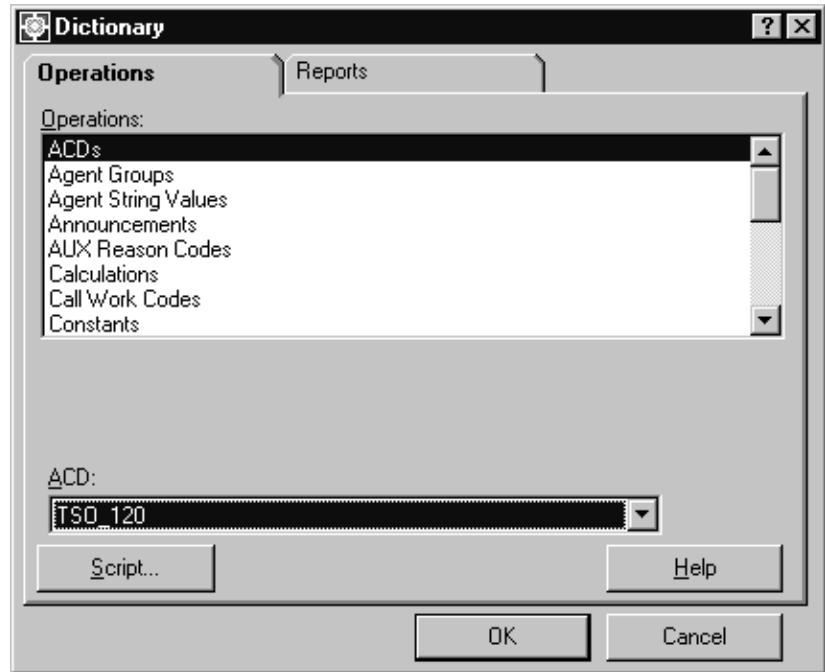
-
- 5 In the Login ID: field, enter the number of the login ID on which you want to assign a new name.
-
- 6 In the Agent Name: field, enter the name of the agent to be associated with the Login ID number.
-
- 7 From the Actions menu, select Add.

END OF STEPS

Viewing a login ID name

- 1 From the Controller Window, select Commands > Dictionary.

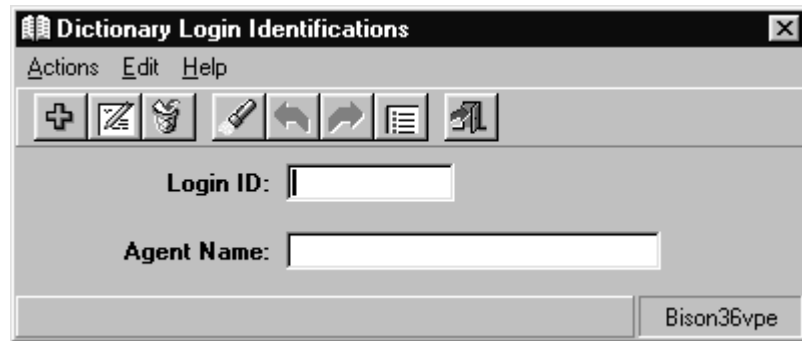
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Login Identifications.
- 3 In the ACD: field, enter the ACD on which you want to view a login ID name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Login Identifications window.



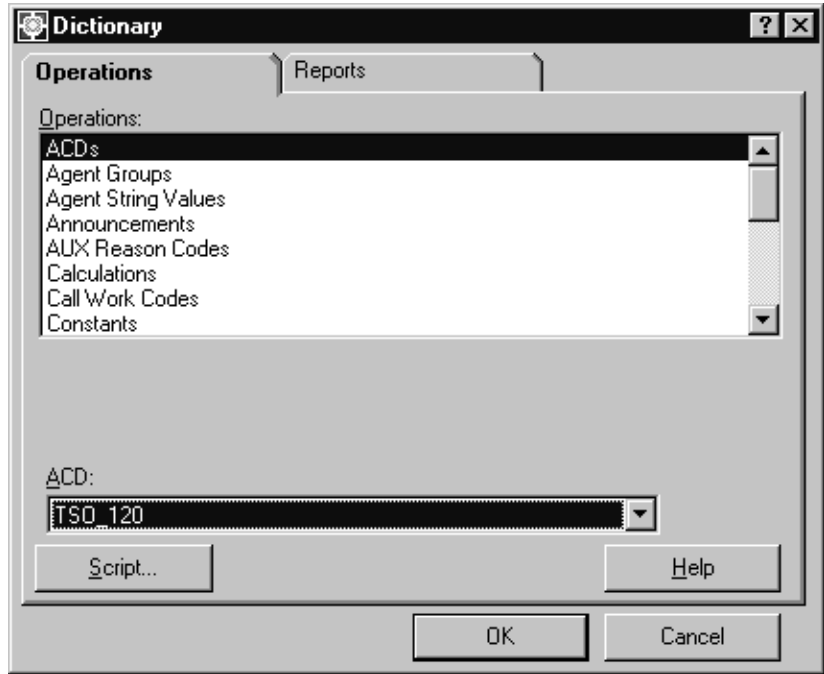
-
- 5 To find a login ID to view, only one of the fields requires a value to be specified. Perform one of the following actions to specify a login ID in the Dictionary:
- In the Login ID: field, enter the number of the login ID.
 - In the Agent Name: field, enter the name of the agent.
-
- 6 From the Actions menu, select Find One.

END OF STEPS

Listing all login ID names

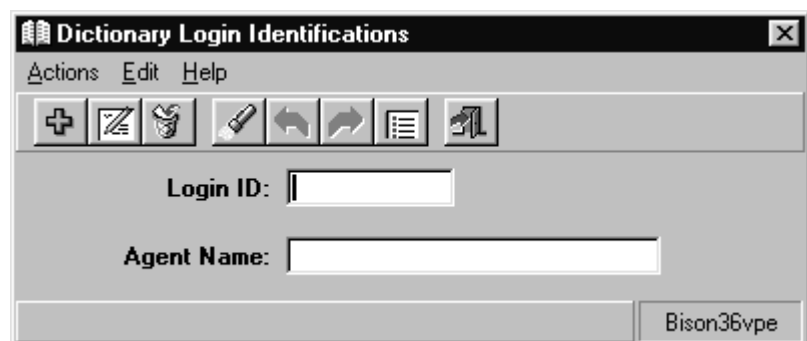
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Login Identifications.
- 3 In the ACD: field, enter the ACD on which you want to list all login ID names.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Login Identifications window.



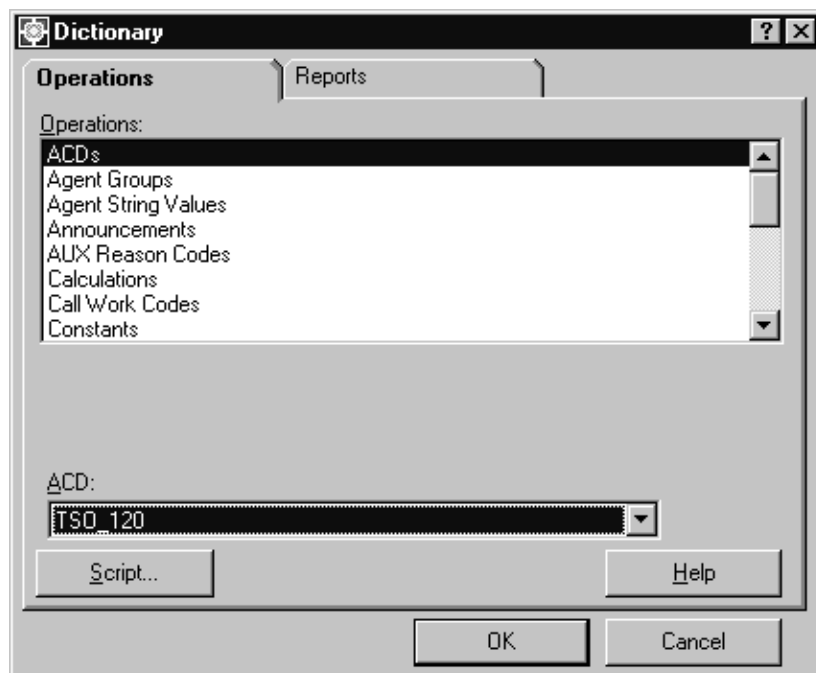
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a login ID name

- 1 From the Controller Window, select Commands > Dictionary.

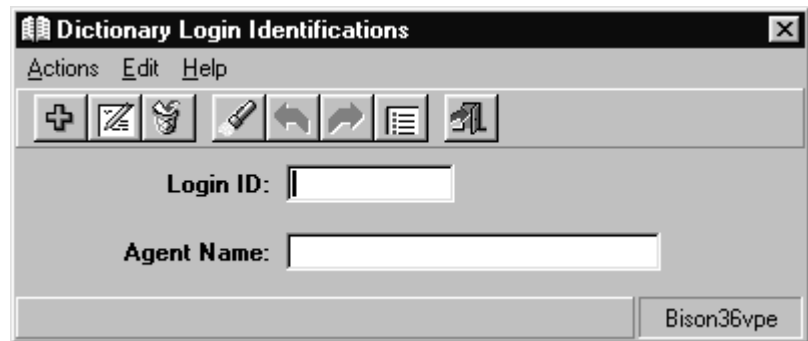
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Login Identifications.
-
- 3 In the ACD: field, enter the ACD on which you want to modify a login ID name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Login Identifications window.



-
- 5 To find a login ID to modify, only one of the fields requires a value to be specified. Perform one of the following actions to specify a login ID in the Dictionary:

- In the Login ID: field, enter the number of the login ID.
- In the Agent Name: field, enter the name of the agent.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the Agent Name: field, enter the modified name of the agent.

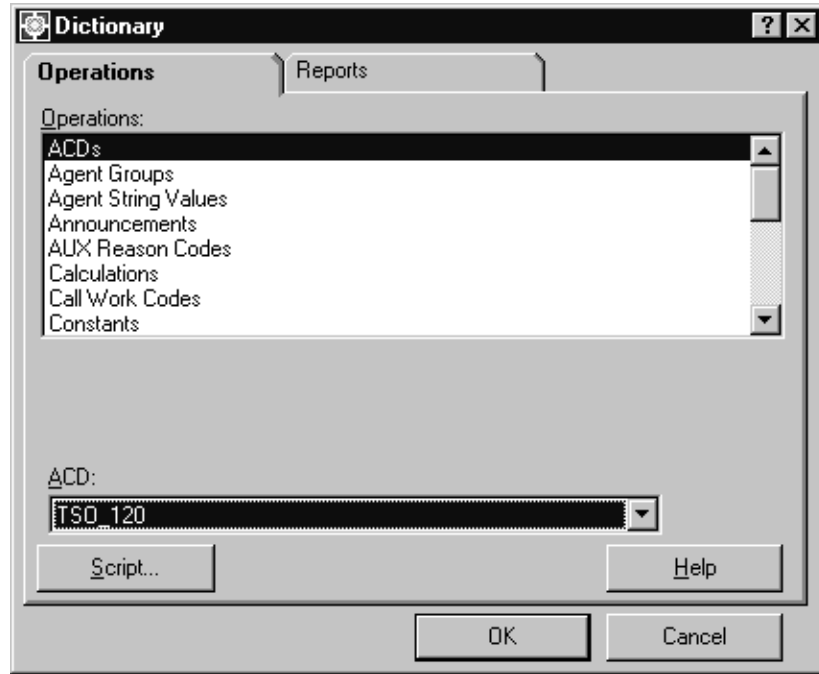
-
- 8 From the Actions menu, select Modify.

END OF STEPS

Deleting a login ID name

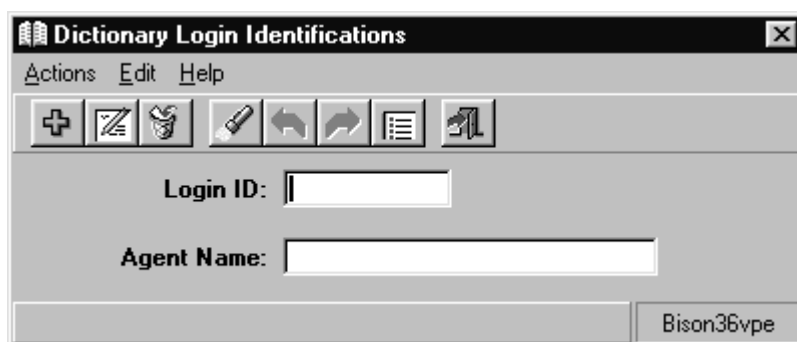
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Login Identifications.
- 3 In the ACD: field, enter the ACD on which the login ID name to delete resides.
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Login Identifications window.



.....

5 To find a login ID to delete, only one of the fields requires a value to be specified. Perform one of the following actions to specify a login ID in the Dictionary:

- In the Login ID: field, enter the number of the login ID.
- In the Agent Name: field, enter the name of the agent.

.....

6 From the Actions menu, select Find One.

.....

7 From the Actions menu, select Delete.

.....

END OF STEPS



Logout reason code names

Overview Logout reason codes enable an agent to give the reason for logging out, such as attending training or the end of a shift. You can add, delete, modify, and view logout reason codes from the Logout Reason Codes window. The names that are assigned to the logout reason codes appear in the standard agent login/logout and agent trace historical reports.

This section contains the following procedures:

- Adding a logout reason code name (2-117)
- Viewing a logout reason code name (2-119)
- Listing all reason code names (2-121)
- Modifying a logout reason code name (2-123)
- Deleting a logout reason code name (2-125)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view logout reason codes, you need *read* permissions in the Dictionary subsystem.
- To add, delete, or modify logout reason code, you need *write* permissions in the Dictionary subsystem.

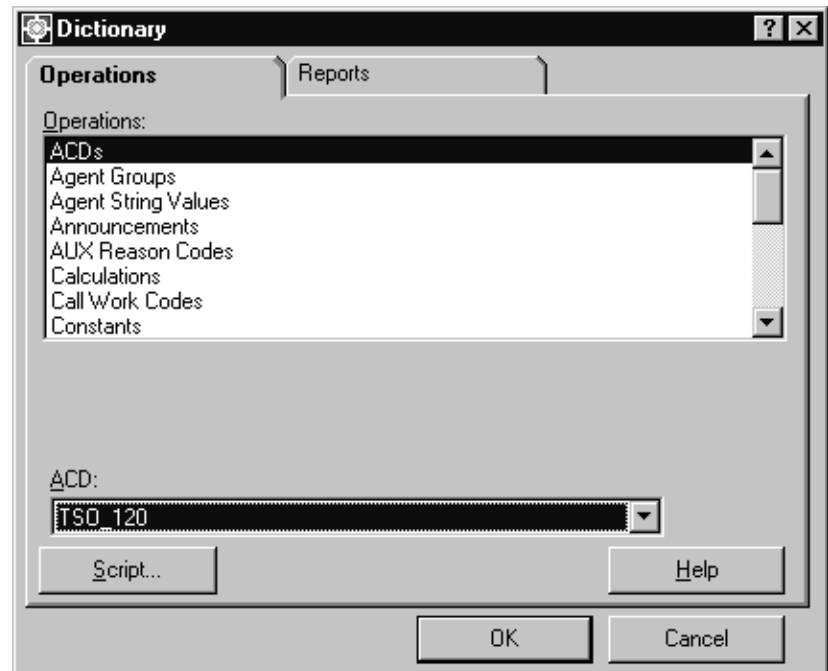
Important! Remember the following when working with logout reason code names:

- Logout reason codes are single digits, 0 through 9. A zero is used when the system logs an agent out or if the agent does not specify a code.
- Logout reason code names can be up to 20 characters long.
- To use logout reason codes, your switch must have the Expert Agent Selection (EAS) feature.

**Adding a logout reason
code name**

- 1 From the Controller Window, select Commands > Dictionary.

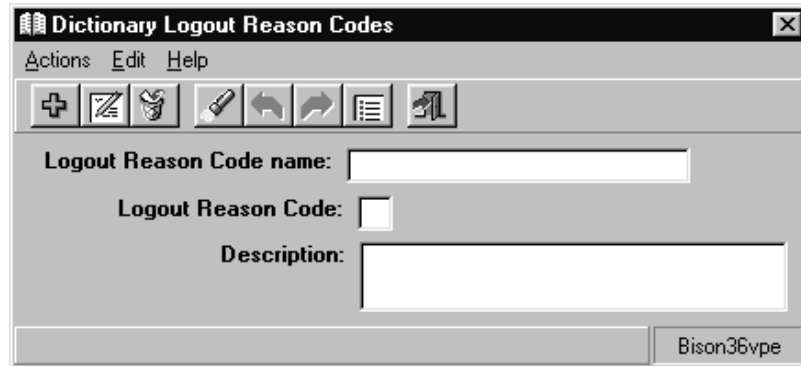
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations list, highlight Logout Reason Codes.
- 3 In the ACD: field, enter the ACD on which you want to add a logout reason code.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Logout Reason Codes window.



-
- 5 In the Logout Reason Code name: field, enter the name of the new logout reason code.

-
- 6 In the Logout Reason Code: field, enter a number from 0 to 9 to be associated with the logout reason code name.

Any additional information about the logout reason code can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

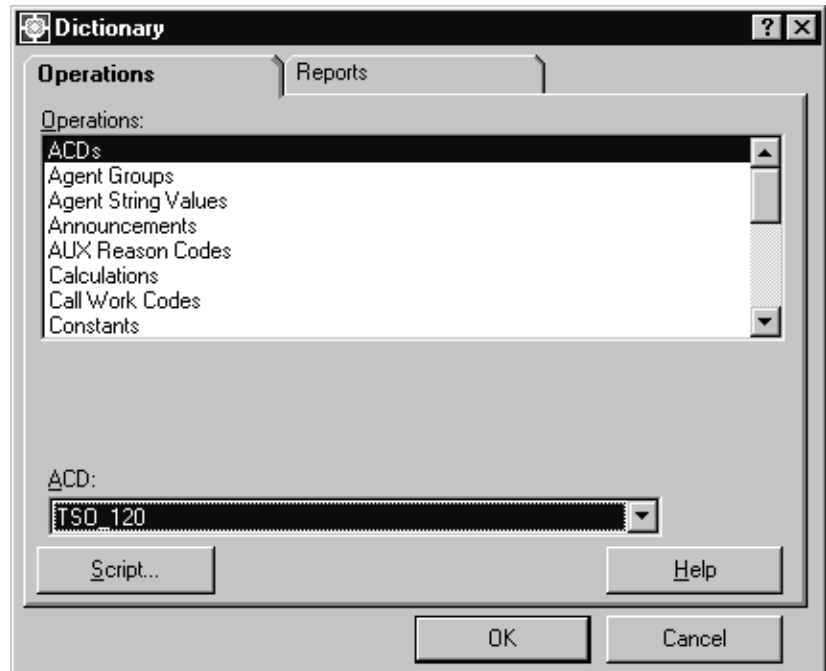
-
- 7 From the Actions menu, select Add.

END OF STEPS

**Viewing a logout reason
code name**

- 1 From the Controller Window, select Commands > Dictionary.

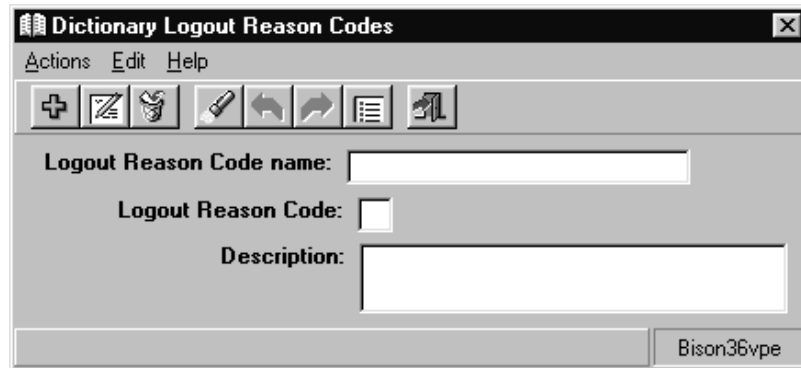
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Logout Reason Codes.
-
- 3 In the ACD: field, enter the ACD on which you want to view a logout reason code name.

4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Logout Reason Codes window.



5 To find a logout reason code to view, only one of the fields requires a value to be specified. Perform one of the following actions to specify a logout reason code in the Dictionary:

- In the Logout Reason Code name: field, enter the name of the logout reason code.
- In the Logout Reason Code: field, enter a number from 0 to 9 that is associated with the logout reason code.

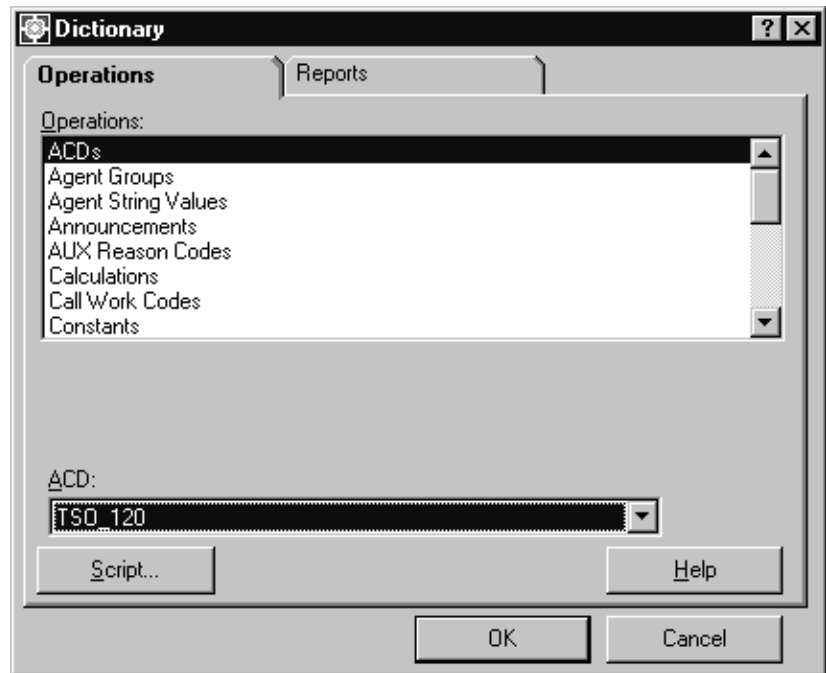
6 From the Actions menu, select Find One.

END OF STEPS

Listing all reason code names

- 1 From the Controller Window, select Commands > Dictionary.

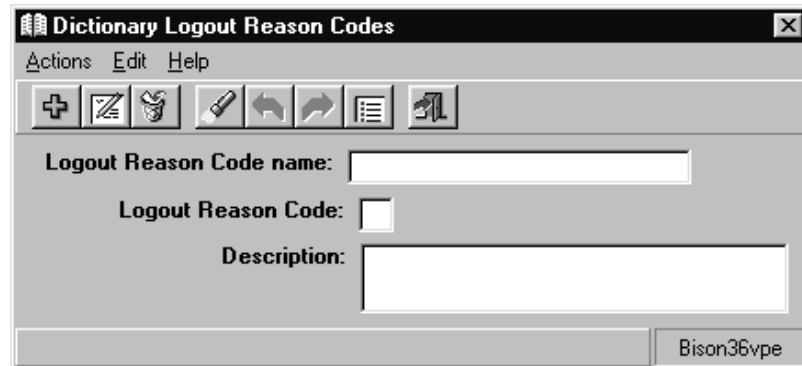
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Logout Reason Codes.
- 3 In the ACD: field, enter the ACD on which you want to view all logout reason code names.

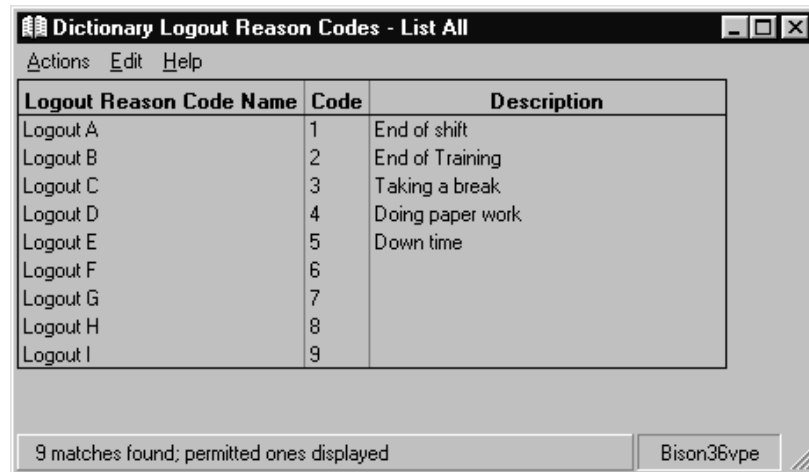
-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Logout Reason Codes window.



-
- 5 From the Actions menu, select List All.

Result: CentreVu Supervisor displays the Dictionary Logout Reason Codes — List All window.



Logout Reason Code Name	Code	Description
Logout A	1	End of shift
Logout B	2	End of Training
Logout C	3	Taking a break
Logout D	4	Doing paper work
Logout E	5	Down time
Logout F	6	
Logout G	7	
Logout H	8	
Logout I	9	

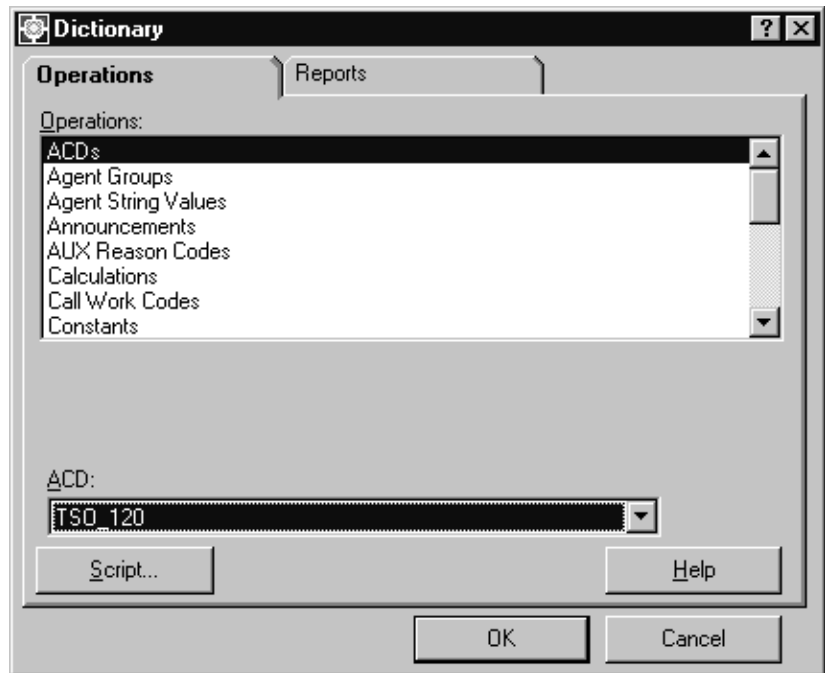
9 matches found; permitted ones displayed

END OF STEPS

**Modifying a logout reason
code name**

- 1 From the Controller Window, select Commands > Dictionary.

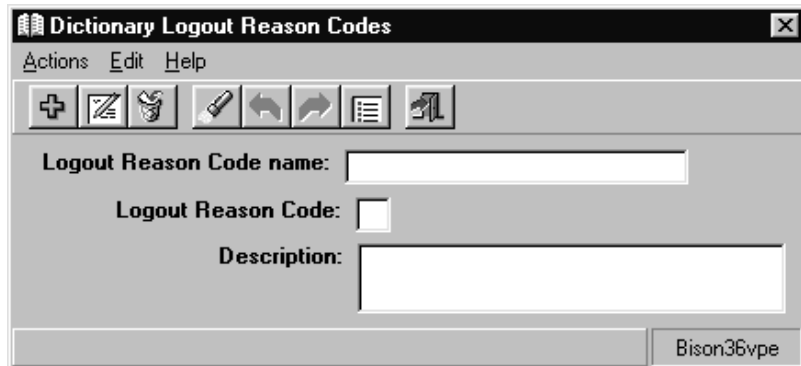
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Logout Reason Codes.
- 3 In the ACD: field, enter the ACD on which you want to modify a logout reason code name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Logout Reason Codes window.



-
- 5 To find a logout reason code to modify, only one of the fields requires a value to be specified. Perform one of the following actions to specify a logout reason code in the Dictionary:

- In the Logout Reason Code name: field, enter the name of the logout reason code.
- In the Logout Reason Code: field, enter the number from 0 to 9 that is associated with the logout reason code.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the Logout Reason Code name: field, enter the new name for the logout reason code.

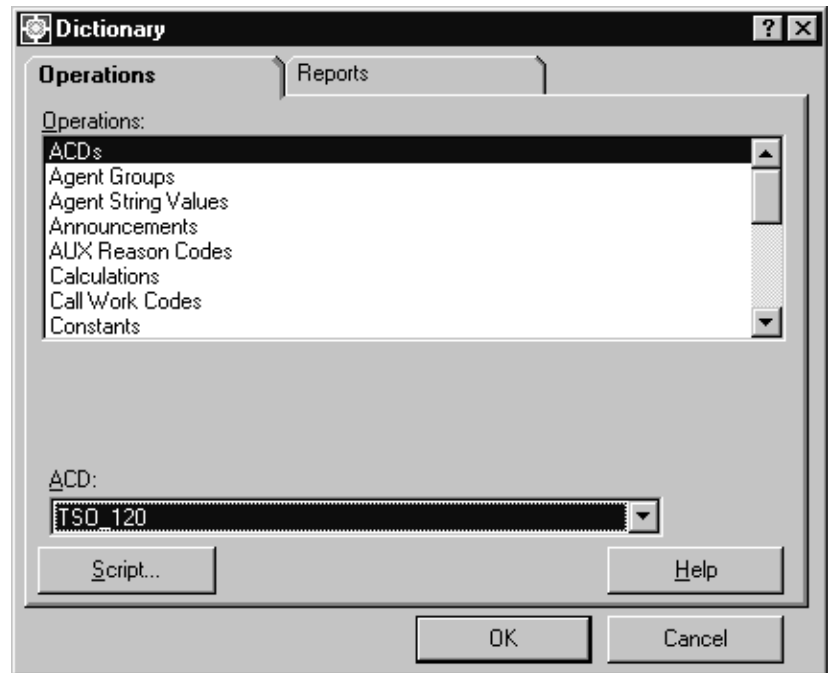
-
- 8 From the Actions menu, select Modify.

END OF STEPS

**Deleting a logout reason
code name**

- 1 From the Controller Window, select Commands > Dictionary.

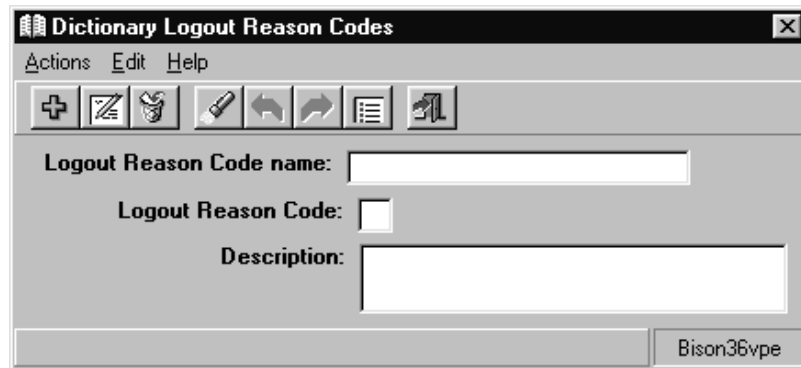
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Logout Reason Codes.
- 3 In the ACD: field, enter the ACD on which the logout reason code name to delete resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Logout Reason Codes window.



-
- 5 To find a logout reason code to delete, only one of the fields requires a value to be specified. Perform one of the following actions to specify a logout reason code in the Dictionary:

- In the Logout Reason Code name: field, enter the name of the logout reason code.
- In the Logout Reason Code: field, enter the number from 0 to 9 that is associated with the logout reason code.

-
- 6 From the Actions menu, select Find One.

-
- 7 From the Actions menu, select Delete.

END OF STEPS



Split/skill string values

Overview Split/skill string values are the descriptive words used in the split/skill call profile reports. From the Split/Skill String Values window, you can change the default string values to correspond with your own requirements.

This section contains the following procedures:

- Viewing split/skill string values (2-128)
- Modifying split/skill string values (2-129)
- Split/skill string value field descriptions

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view split/skill string values, you need *read* permissions in the Dictionary subsystem.
- To modify split/skill string values, you need *write* permissions in the Dictionary subsystem.

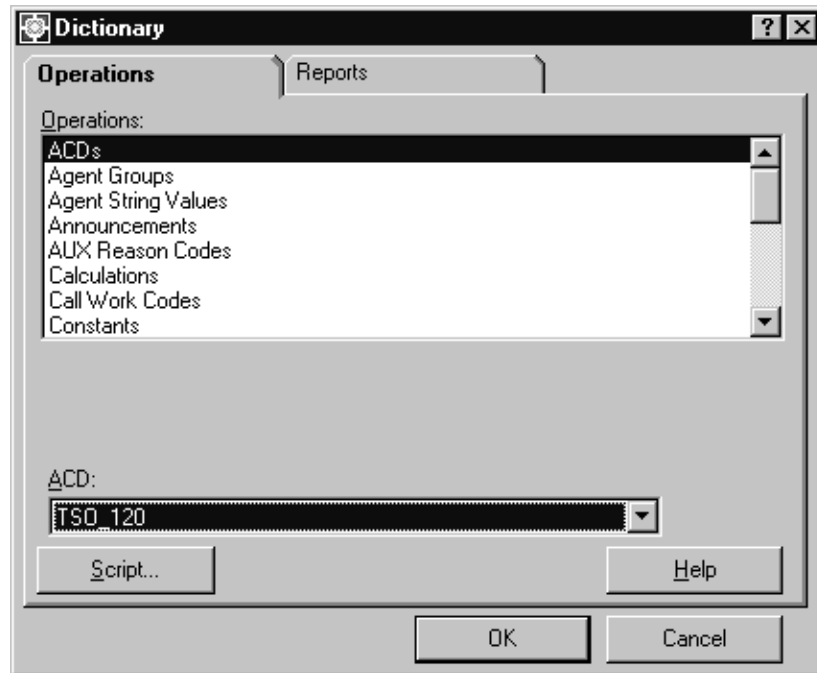
Important! Remember the following when working with split/skill string values:

- If you assign values that are longer than the field lengths allowed on standard reports, the values are truncated to fit on those reports. Similar custom reports can be created to accommodate the longer string values.
- If you do not assign different values to the split/skill string values, the default values are used.

Viewing split/skill string values

- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Split/Skill String Values.
- 3 In the ACD: field, enter the ACD on which you want to view the split/skill string values.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Split/Skill String Values window.

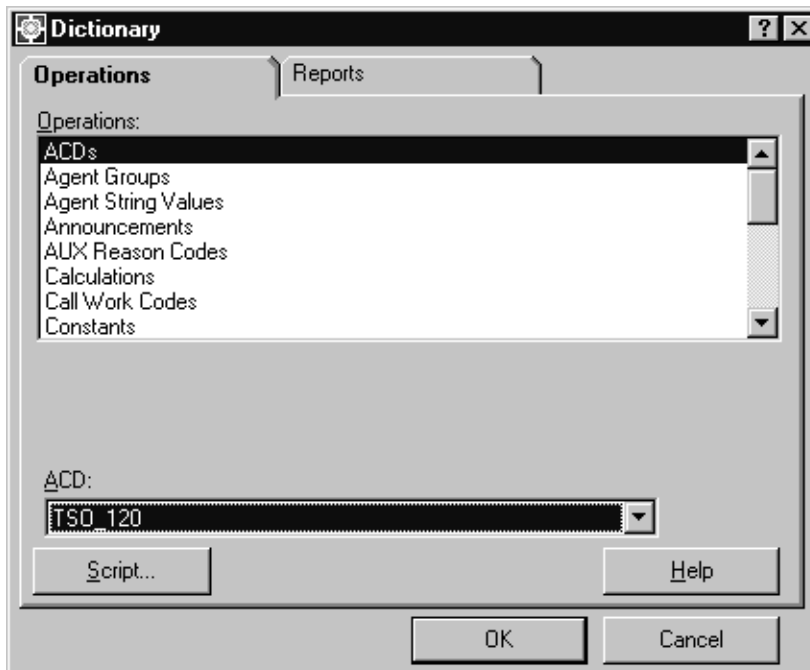


END OF STEPS

Modifying split/skill string values

- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.

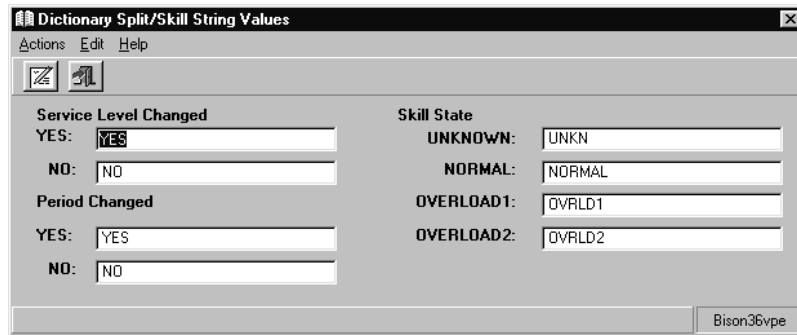


-
- 2 In the Operations: list, highlight Split/Skill String Values.
-

-
- 3 In the ACD: field, enter the ACD on which you want to modify the split/skill string values.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Split/Skill String Values window.



-
- 5 Enter a new split/skill string value in each field that you want to modify.

See “Split/skill string value field descriptions” for more information.

- 6 From the Actions menu, select Modify.

END OF STEPS



Split/skill string value field descriptions

Dictionary split/skill string values table

The following table describes the fields in the Dictionary Split/Skill String Values window:

Field	Description
Service Level Changed	The service level is the time limit in seconds for calls to wait in queue before being answered. The Split/Skill Call Profile reports can be used to see how many calls were either answered or abandoned within each service level increment. The string values in the following fields are displayed on the Split/Skill Call Profile Report: • YES — The string value in this field will appear on the Split/Skill Call Profile Report if the service level in the split/skill call profile has changed. • NO — The string value in this field will appear on the Split/Skill Call Profile Report if the service level in the split/skill call profile has not changed.
Period Changed	There are ten time increments of administrable length in the real-time and historical Split/Skill Call Profile Reports. The string values in the following fields are displayed on the Split/Skill Call Profile Report: • YES — The string value in this field will appear on the Split/Skill Call Profile if the time period in the split/skill call profile has changed. • NO — The string value in this field will appear on the Split/Skill Call Profile if the time period in the split/skill call profile has not changed.

Field	Description
Skill State	Skill states are used to specify states for the different skills. The string values in the following fields represent the following skill states: • UNKNOWN — leave the default value. The default value is UNKN. • NORMAL — enter the descriptive word for the state of a skill using the Service Level Supervisor feature when it is below all overload thresholds. The default value is NORMAL. • OVERLOAD1 — enter the descriptive word for the state of a skill using the Service Level Supervisor feature when it exceeds the first overload threshold. The default value is OVRLD1. • OVERLOAD2 — enter the descriptive word for the state of a skill using the Service Level Supervisor feature when it exceeds both the first and second thresholds. The default value is OVRLD2.



Split/Skill names

Overview You can assign names to your ACD splits or skills. These split/skill names appear on the split/skill reports, making your reports easier to identify and read.

Split/skill names should reflect the configuration of your splits/skills and ACDs.

For example, if you want splits in your system to be divided according to Sales, Customer Service, and Wholesale, assign those names to the splits that handle those areas of the business. If you want skills in your system to be divided by language such as French, Spanish, and German, assign those names to the skills that handle calls in those languages.

This section contains the following procedures:

- Adding a split/skill name (2-134)
- Viewing a split/skill name (2-136)
- Listing all the split/skill names (2-138)
- Modifying a split/skill name (2-140)
- Deleting a split/skill name (2-142)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view the name assigned to a split/skill, you need *read* permissions in the Dictionary subsystem and for the split/skill.
- To add, delete or modify the name assigned to a split/skill, you need *write* permissions in the Dictionary subsystem and for the split/skill.

Important! Remember the following when working with split/skill names:

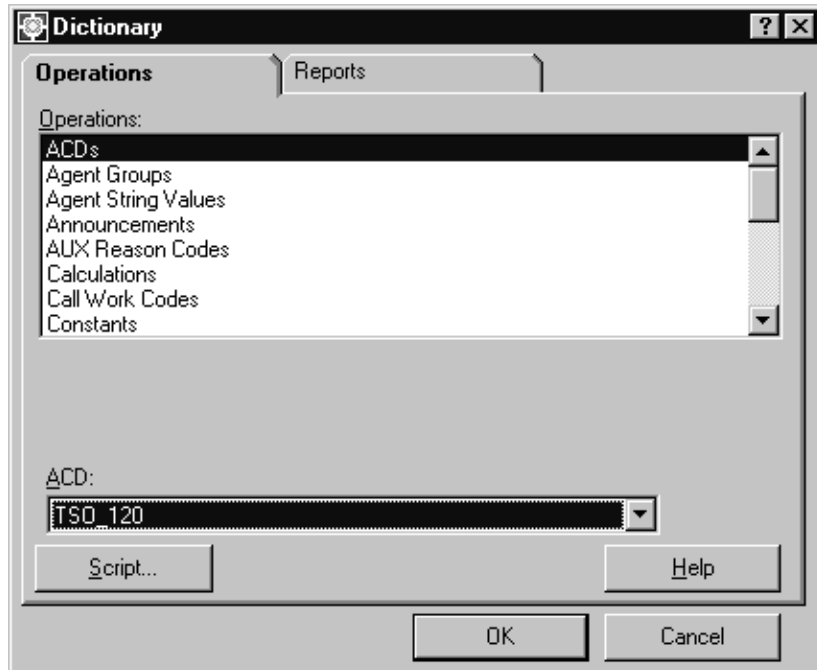
- It is advised that you be consistent with the names given by your switch administrator.
- If you assign a name, the split/skill number no longer appears in split/skill reports or windows. The split/skill name appears instead.

- If you make changes to split/skill names when viewing a report that includes those splits/skills, you must exit the report and rerun it to see the changes.

Adding a split/skill name

- 1 From the Controller Window, select Commands > Dictionary.

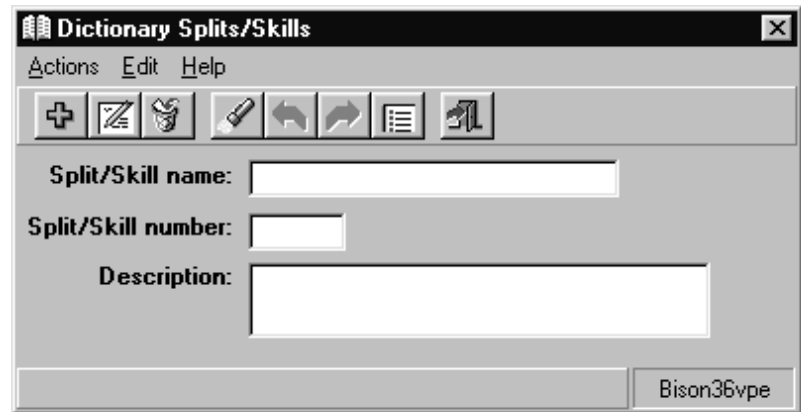
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Splits/Skills.
- 3 In the ACD: field, enter the ACD on which you want to name a split/skill.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Splits/Skills window.



-
- 5 In the Split/Skill name: field, enter the name of the split/skill.

-
- 6 In the Split/Skill number: field, enter the number of the split/skill.

Any additional information about the split/skill can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

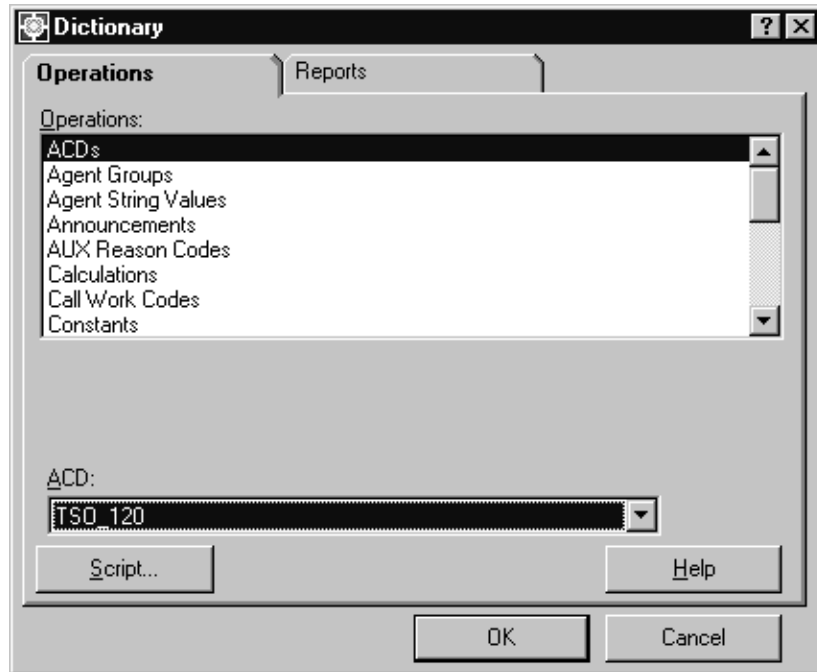
-
- 7 From the Actions menu, select Add.

END OF STEPS

Viewing a split/skill name

- 1 From the Controller Window, select Commands > Dictionary.

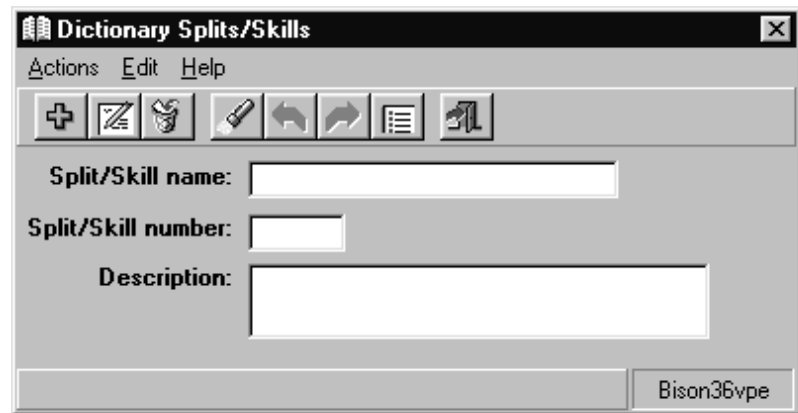
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Splits/Skills.
- 3 In the ACD: field, enter the ACD on which you want to view a split/skill.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Splits/Skills window.



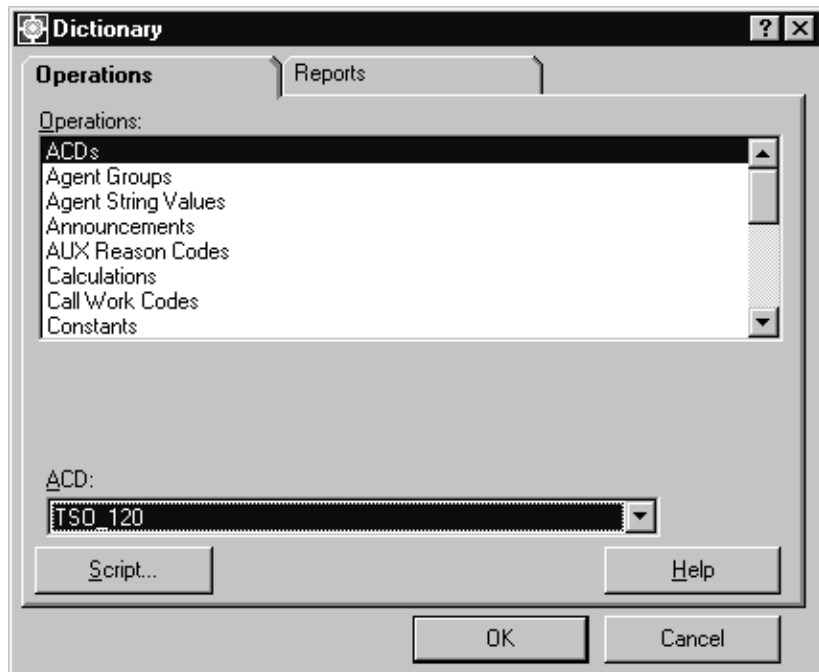
-
- 5 To find a split/skill to view, only one of the fields requires a split/skill to be specified. Perform one of the following actions to specify an existing split/skill in the Dictionary:
- In the Split/Skill name: field, enter the name of the split/skill.
 - In the Split/Skill number: field, enter the number of the split/skill.
-
- 6 From the Actions menu, select Find One.

END OF STEPS

Listing all the split/skill names

- 1 From the Controller Window, select Commands > Dictionary.

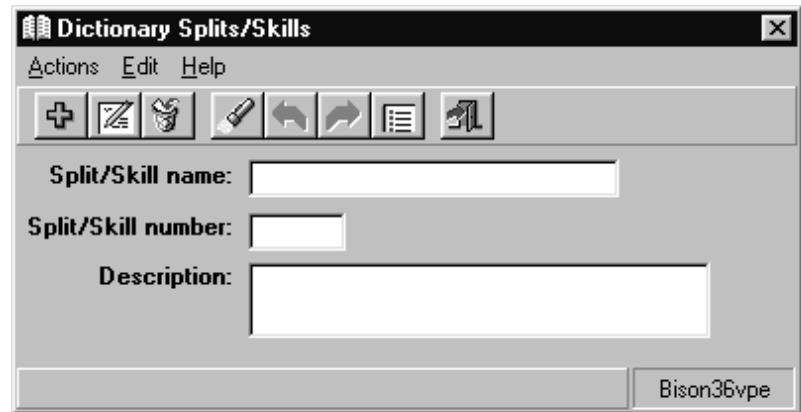
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 In the Operations: list, highlight Splits/Skills.
-
- 3 In the ACD: field, enter the ACD on which you want to view all split/skill names.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Splits/Skills window.



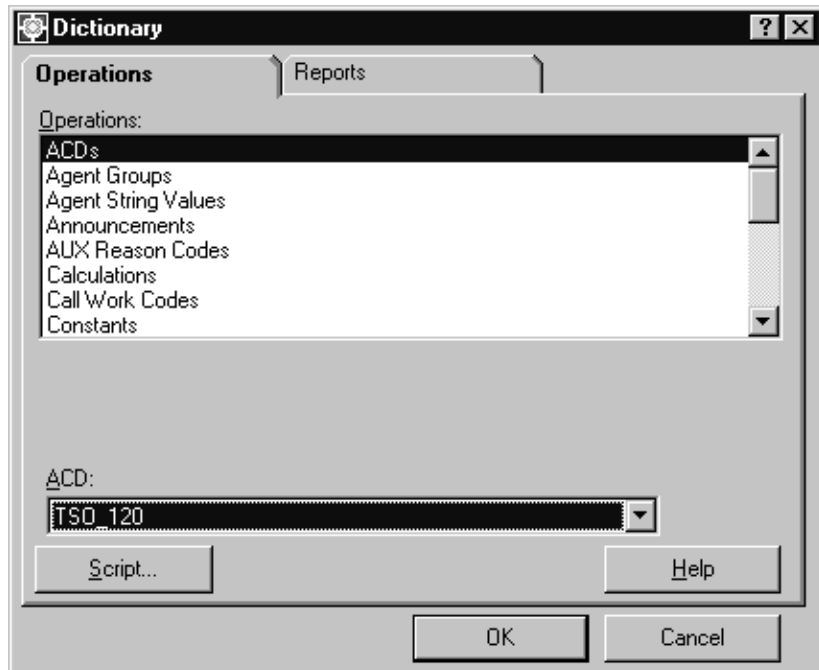
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a split/skill name

- 1 From the Controller Window, select Commands > Dictionary.

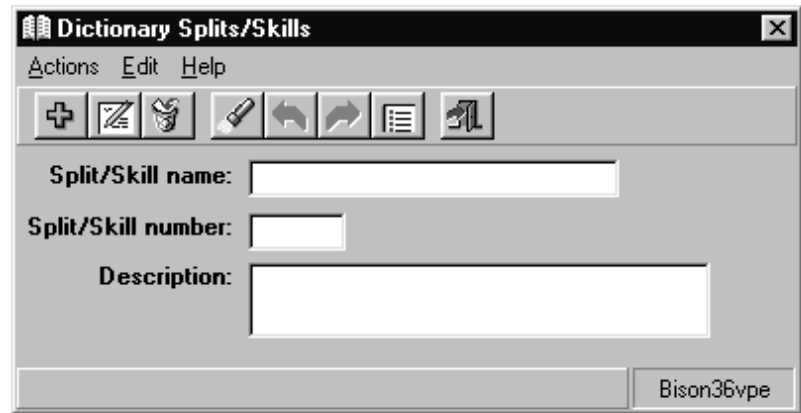
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Splits/Skills.
- 3 In the ACD: field, enter the ACD on which you want to modify the split/skill name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Splits/Skills window.



-
- 5 To find a split/skill to modify, only one of the fields requires a split/skill to be specified. Perform one of the following actions to specify an existing split/skill in the Dictionary:

- In the Split/Skill name: field, enter the name of the split/skill.
- In the Split/Skill number: field, enter the number of the split/skill.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the Split/Skill name: field, enter the new name of the split/skill.

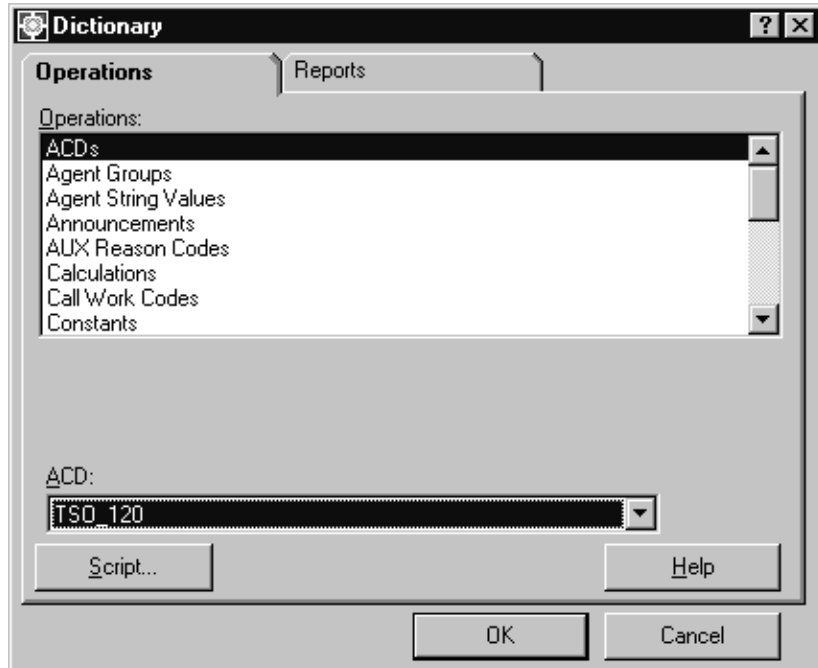
-
- 8 From the Actions menu, select Modify.

END OF STEPS

Deleting a split/skill name

- 1 From the Controller Window, select Commands > Dictionary.

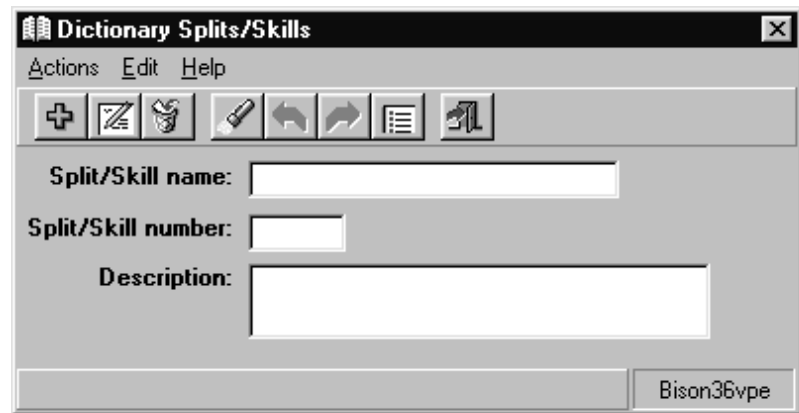
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Splits/Skills.
- 3 In the ACD: field, enter the ACD on which the split/skill name to delete resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Splits/Skills window.



-
- 5 To find a split/skill to delete, only one of the fields requires a split/skill to be specified. Perform one of the following actions to specify an existing split/skill in the Dictionary:
- In the Split/Skill name: field, enter the name of the split/skill.
 - In the Split/Skill number: field, enter the number of the split/skill.
-

- 6 From the Actions menu, select Find One.
-

- 7 From the Actions menu, select Delete.

END OF STEPS



Standard database items

Overview Standard database items are names of columns in CentreVu CMS database tables. CentreVu CMS uses these tables to collect, store, and retrieve ACD data. Each column in a table represents a specific type of ACD data, such as the number of ACD calls, the number of abandons, or the length of time on ACD calls.

You cannot change or delete standard database items because this is a read-only section of the Dictionary. You can view the standard information about each database item, the description for that item, and the tables in which the item appears.

The following example shows a current real-time agent table with standard CentreVu CMS database item column headings.

Extension	Split	Logid	Logon start	Work mode	Started	Direction	Changed	>*
1000	1	4000	8:00	AVAIL	8:00	NULL	8:00	>
1001	1	5966	7:58	ACD	8:04	IN	8:04	>
1002	1	2200	7:59	ACD	8:03	IN	8:03	>
.	.	.	.	.	.	.	.	>

Note: > * indicates that more database item column headings follow. A dot (.) indicates that more data follows down the table.

This section contains the following procedures:

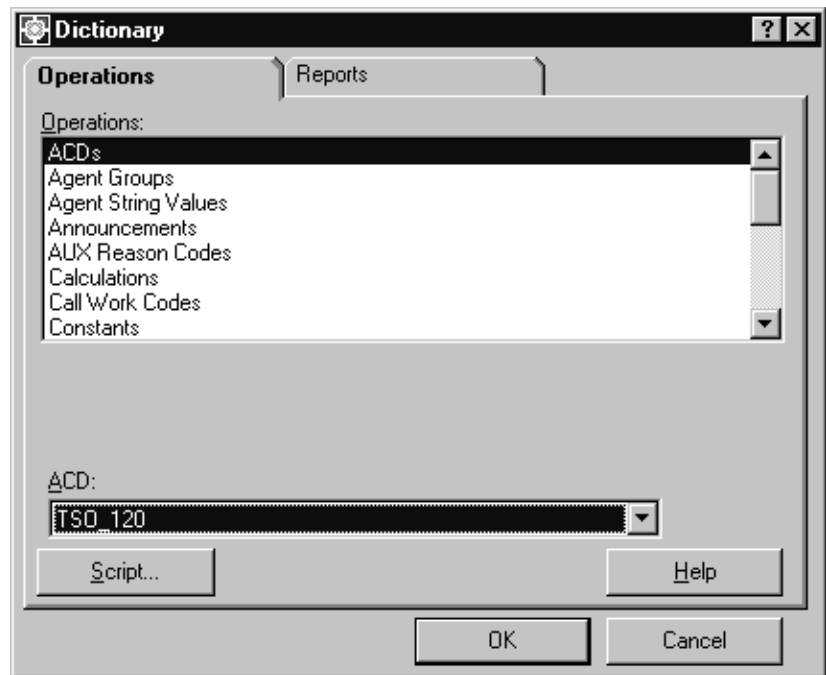
- Viewing a standard database item (2-145)
- Viewing all standard database items alphabetically (2-146)

Permissions To view the standard database items, you need *read* permissions in the Dictionary subsystem.

Viewing a standard database item

- 1 From the Controller Window, select Commands > Dictionary.

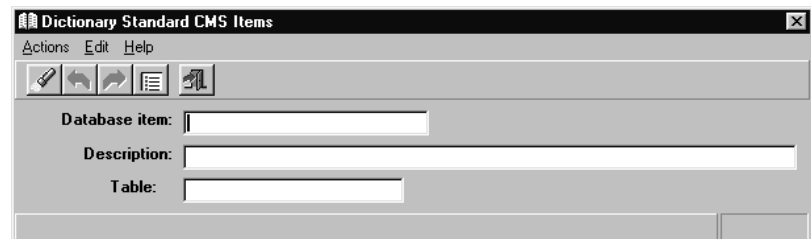
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Standard CMS Items.

- 3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Standard CMS Items window.



- 4 In the Database item: field, enter the name of the database item entirely in uppercase letters.

Important! If you do not know the entire database item name, enter part of the database item name along with an asterisk (*) to find the item. You can use pattern searching in any field in the window.

You can also enter information in the Table: field to limit the search of a database item to a single table.

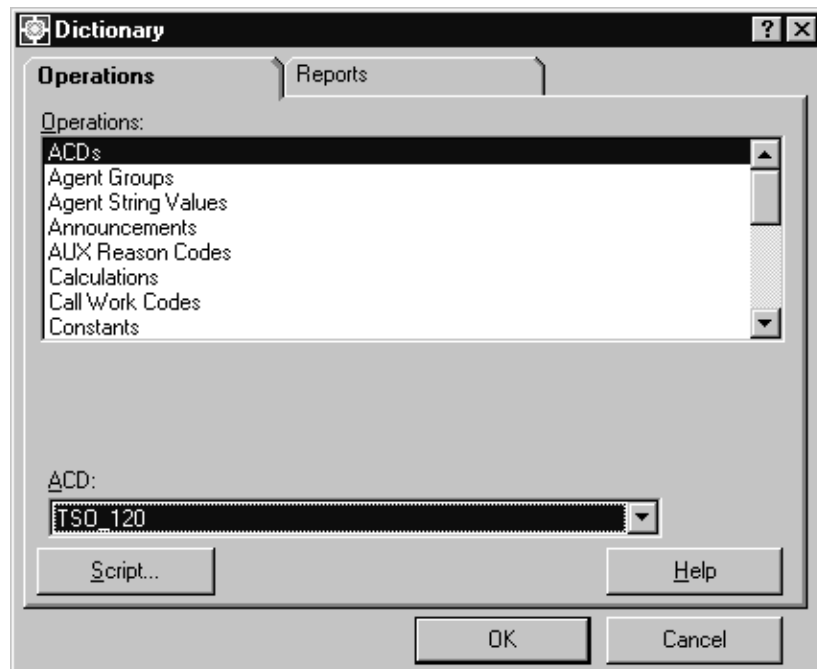
-
- 5 From the Actions menu, select Find One.
 - 6 To view the next database item that matches the search parameter, go to the Actions menu and select Next. Continue to select Next until the appropriate database item is found.
-

END OF STEPS

Viewing all standard database items alphabetically

- 1 From the Controller Window, select Commands > Dictionary.

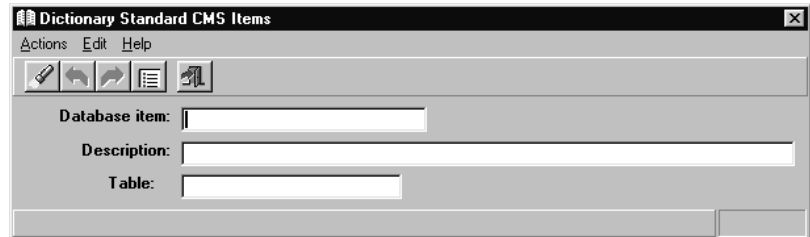
Result: CentreVu Supervisor displays the Dictionary window.



-
- 2** In the Operations: list, highlight Standard CMS Items.
-

- 3** Select OK.

Result: CentreVu Supervisor displays the Dictionary Standard CMS Items window.



-
- 4** From the Actions menu, select Find One.
-

- 5** From the Actions menu, select Next.
-

- 6** To scroll through the list, continue to select Next .

END OF STEPS



Trunk group names

Overview The Trunk Groups window is used to assign names to ACD trunk groups. The trunk groups names appear in reports making the reports easier to understand.

This section contains the following procedures:

- Adding a trunk group name (2-149)
- Viewing a trunk group name (2-151)
- Listing all trunk group names (2-153)
- Modifying a trunk group name (2-155)
- Deleting a trunk group name (2-157)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view the name that is assigned to a trunk group, you need *read* permissions in the Dictionary subsystem and for the trunk group.
- To add, delete, or modify the name assigned to a trunk group, you need *write* permissions in the Dictionary subsystem and for the trunk group.

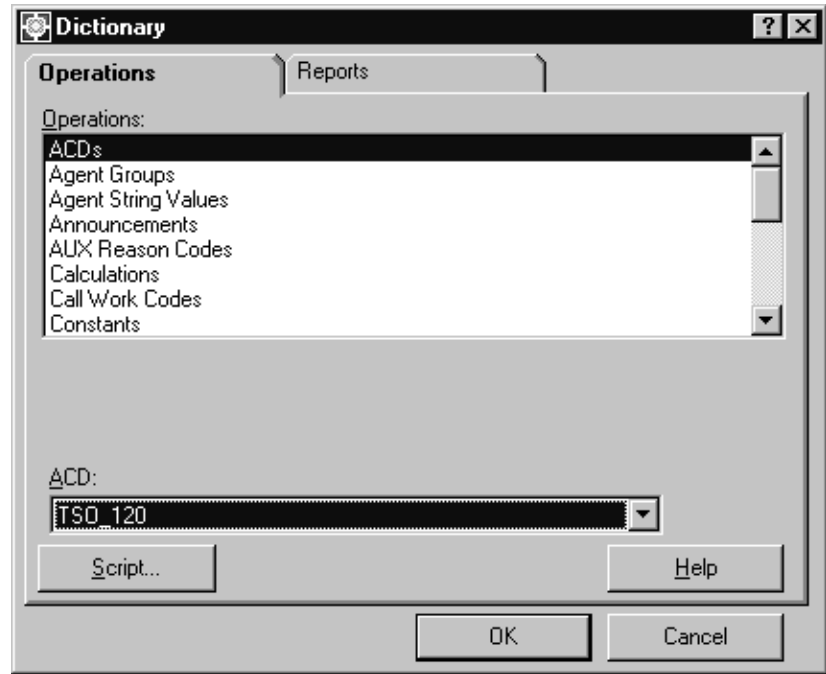
Important! Remember the following when working with trunk group names:

- When naming trunk groups, you may want to be consistent with the names given to trunk groups and splits/skills by your switch administrator.
- If you assign a trunk group name, the name is displayed on trunk group reports or windows instead of the trunk group number.
- If you make changes to trunk group names while viewing a report that includes those trunk groups, you must exit the report and rerun it to see the changes.

Adding a trunk group name

- 1 From the Controller Window, select Commands > Dictionary.

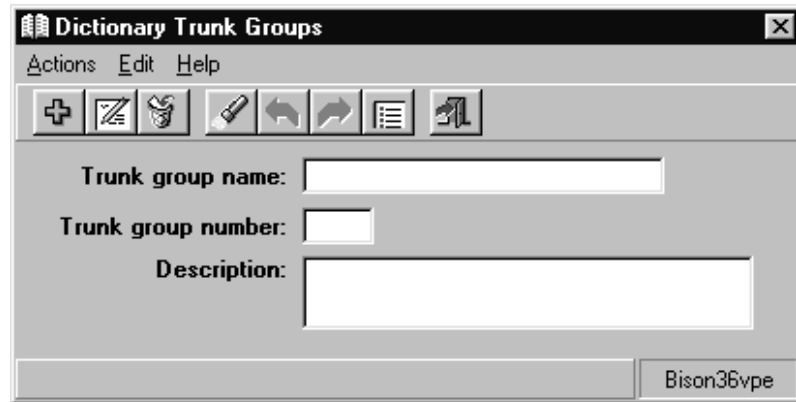
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Trunk Groups.
- 3 In the ACD: field, enter the ACD on which you want to name a trunk group.

-
- 4 Select OK.

Result: CentreVu Supervisor displays The Dictionary Trunk Groups window.



-
- 5 In the Trunk group name: field, enter the name of the trunk group.

-
- 6 In the Trunk group number: field, enter the number of the trunk group.

Any additional information about the trunk group can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

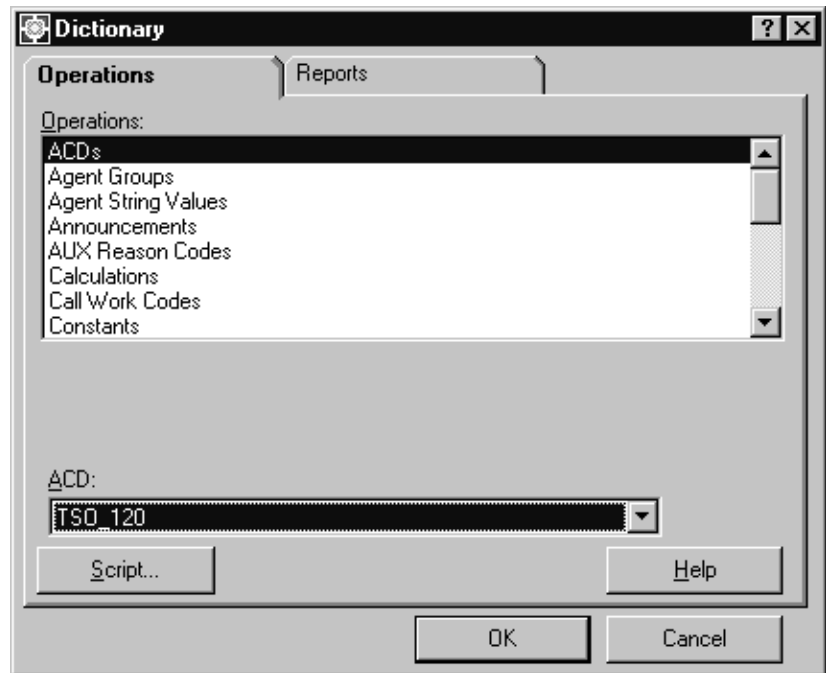
-
- 7 From the Actions menu, select Add.

END OF STEPS

Viewing a trunk group name

- 1 From the Controller Window, select Commands > Dictionary.

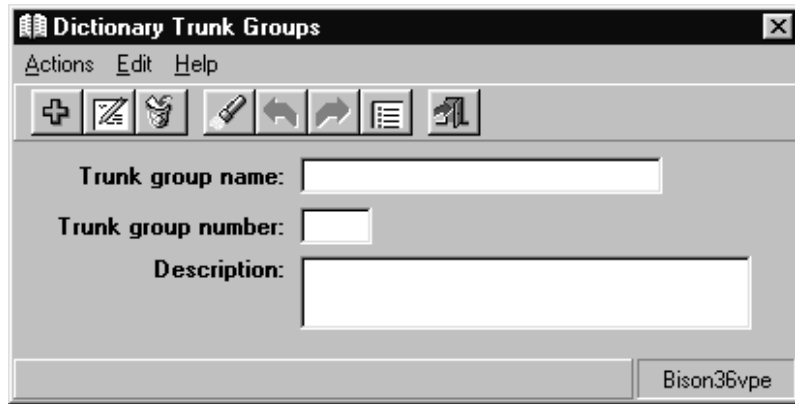
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Trunk Groups.
- 3 In the ACD: field, enter the ACD on which you want to view a trunk group name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Trunk Groups window.



-
- 5 To find a trunk group to view, only one of the fields requires a trunk group to be specified. Perform one of the following actions to specify an existing trunk group in the Dictionary:

- In the Trunk group name: field, enter the name of the trunk group.
- In the Trunk group number: field, enter the number of the trunk group.

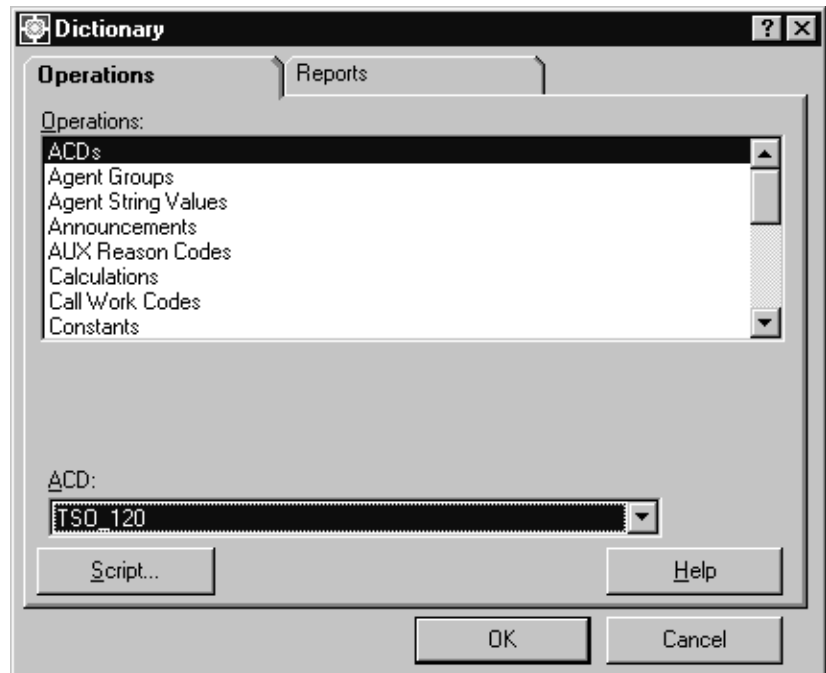
-
- 6 From the Actions menu, select Find One.

END OF STEPS

Listing all trunk group names

- 1 From the Controller Window, select Commands > Dictionary.

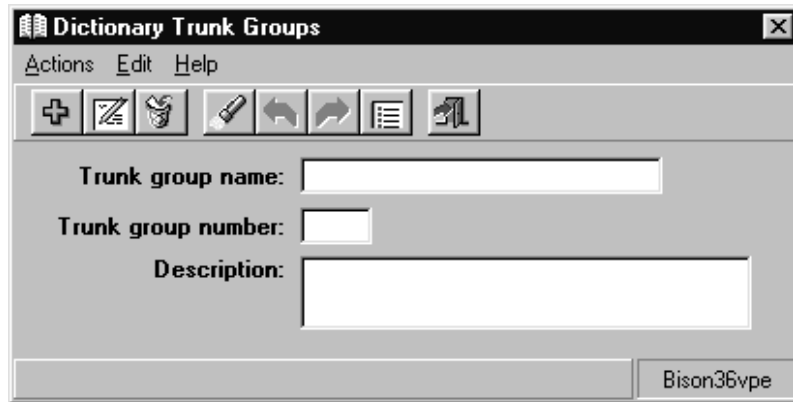
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Trunk Groups.
- 3 In the ACD: field, enter the ACD on which you want to list all trunk group names.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Trunk Groups window.



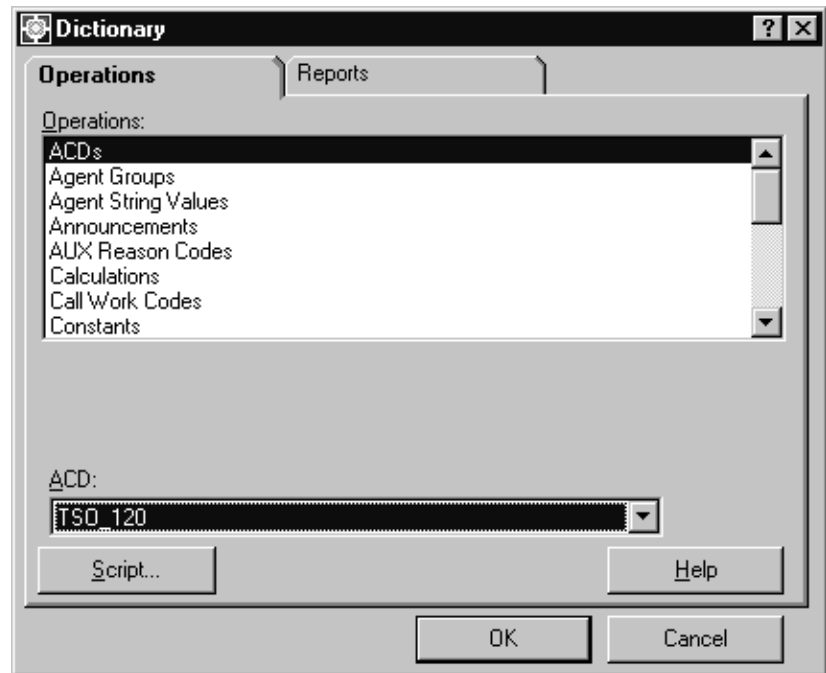
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a trunk group name

- 1 From the Controller Window, select Commands > Dictionary.

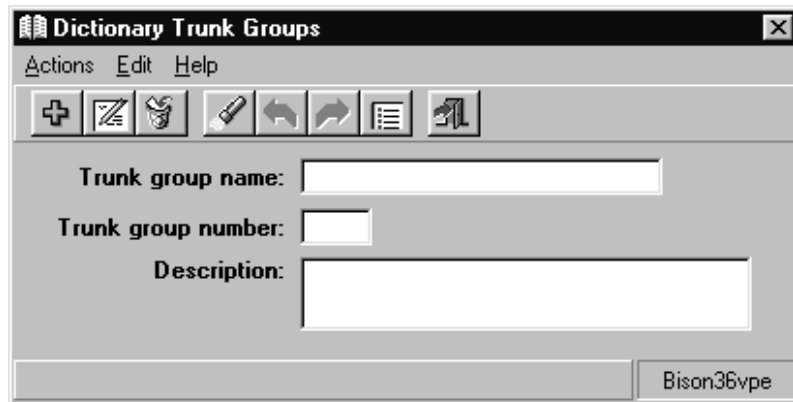
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Trunk Groups.
- 3 In the ACD: field, enter the ACD on which you want to modify a trunk group name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Trunk Groups window.



-
- 5 To find a trunk group to modify, only one of the fields requires a trunk group to be specified. Perform one of the following actions to specify an existing trunk group in the Dictionary:

- In the Trunk group name: field, enter the name of the trunk group.
- In the Trunk group number: field, enter the number of the trunk group.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the Trunk group name: field, enter the new name of the trunk group.

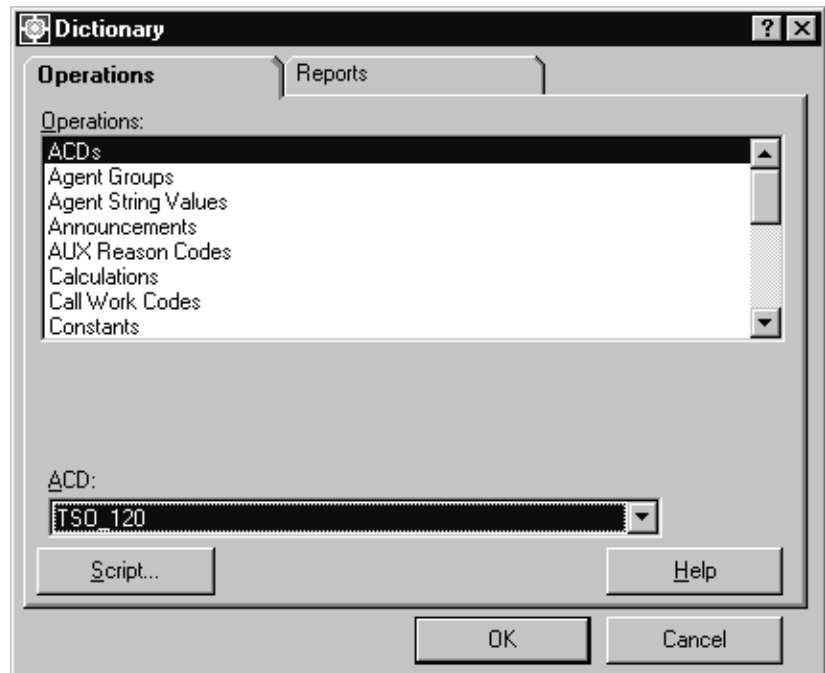
-
- 8 From the Actions menu, select Modify.

END OF STEPS

Deleting a trunk group name

- 1 From the Controller Window, select Commands > Dictionary.

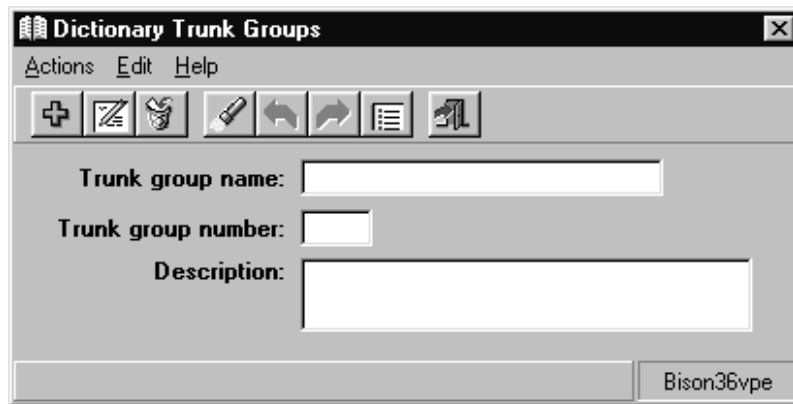
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Trunk Groups.
- 3 In the ACD: field, enter the ACD on which the trunk group to delete resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Trunk Groups window.



-
- 5 To find a trunk group to delete, only one of the fields requires a trunk group to be specified. Perform one of the following actions to specify an existing trunk group in the Dictionary:

- In the Trunk group name: field, enter the name of the trunk group.
- In the Trunk group number: field, enter the number of the trunk group.

-
- 6 From the Actions menu, select Delete.

END OF STEPS



Trunk string values

Overview Trunk string values are the descriptive words such as IDLE, HOLD, or QUEUED on trunk reports. These words are displayed in the data fields of the report. They are not displayed as headings. From the Trunk String Values window, the default values can be changed to any values that meet the needs of your call center. If you do not assign different trunk string values, the default values are used. Any changes that you make to the trunk string values affect what you see in the corresponding fields on trunk reports.

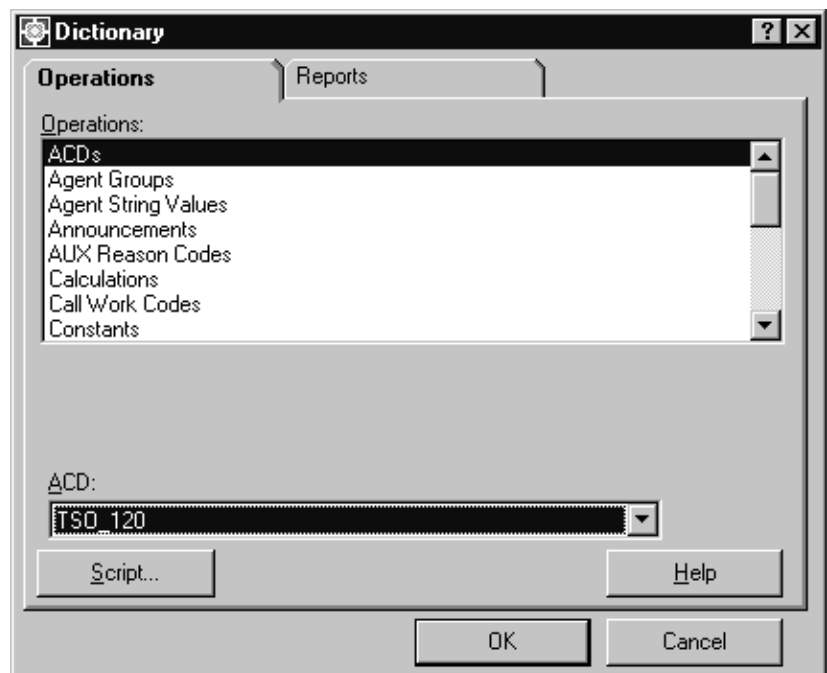
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view the trunk string values, you need *read* permissions in the Dictionary subsystem.
- To modify a trunk string value, you need *write* permissions in the Dictionary subsystem.

Viewing and modifying trunk string values

- 1 From the Controller Window, select Commands > Dictionary.

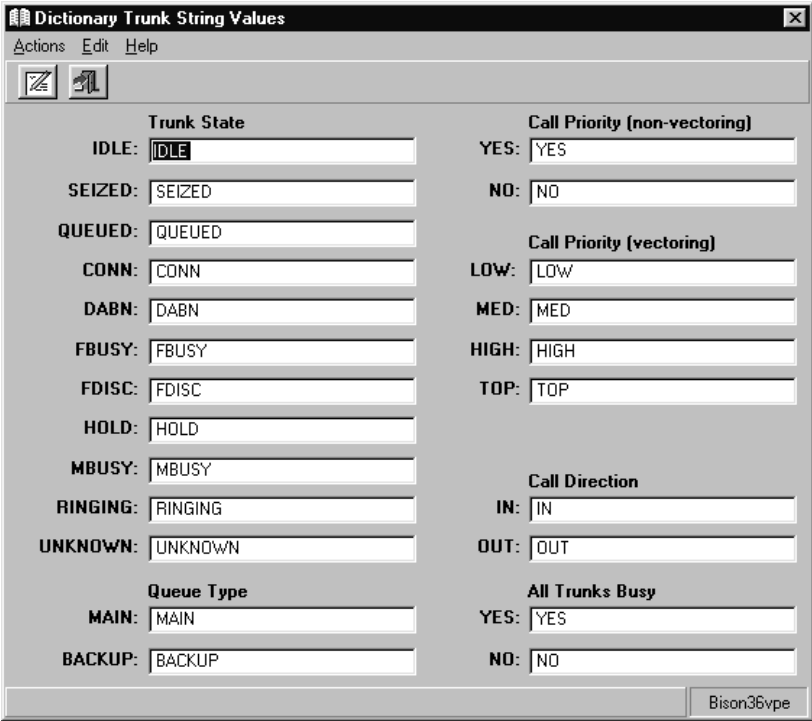
Result: CentreVu Supervisor displays the Dictionary window.



2 In the Operations: list, highlight Trunk String Values.

3 Select OK.

Result: CentreVu Supervisor displays the Dictionary Trunk String Values window.



4 To change any of the default names, enter the new descriptive word in the text box that is next to the name that you want to change.

See “ Trunk string values field descriptions” for more information on the fields in the Dictionary Trunk String Values window.

5 From the Actions menu, select Modify.

END OF STEPS



Trunk string values field descriptions

Trunk string values field description table

The following table describes the trunk string value fields:

Field	Description
Trunk State	To change any of the trunk state default names, enter the new descriptive word next to any of the following: • IDLE — The trunk is waiting for a call. • SEIZED — A call is holding the trunk, either incoming or outgoing. • QUEUED — An ACD call has seized the trunk, is queued to a split/skill, and is waiting for an agent to become available. • CONN — The caller and an agent are connected on a call. • DABN — The caller has abandoned the call. • FBUSY — The caller receives a forced busy signal. • FDISC — The caller receives a forced disconnect. • HOLD — The agent has put the caller on hold. • MBUSY — The trunk is out of service for maintenance purposes. • RINGING — The call is ringing at an agent's voice terminal. • UNKNOWN — CentreVu CMS does not recognize the trunk state.
Queue Type	To change the queue type default names, enter the new descriptive name next to MAIN or BACKUP. The name entered here is displayed instead of the default value in real-time reports containing the trunk QUETYPE database item. (Standard reports do not contain this item). • MAIN — The call is queued to a split/skill as a result of a queue to main split/skill vector command. • BACKUP — The call is queued to a split/skill as a result of a vector command other than queue to main split/skill.

Field	Description
Call Priority (Non-Vectoring)	To change the call priority (non-vectoring) default names, enter the new descriptive name next to YES or NO. • YES — The call occupying the trunk has priority entering the trunk. • NO — The call occupying the trunk does not have priority entering the split. The name entered here is displayed instead of the default name in real-time reports containing the trunk PRIORITY database item. (Standard reports do not contain this item.)
Call Priority (Vectoring)	To change the call priority (vectoring) default names, enter the new descriptive name next to LOW, MED, HIGH, or TOP. The priority level at which calls on a trunk queue to a split/skill is specified using either the queue to split/skill or check split/skill command in the vector that is processing the call. The name entered here is displayed instead of the default name in real-time reports containing the trunk PRIORITY database item. (Standard reports do not contain this item). • LOW — The call occupying the trunk is queued to a split or skill at the lowest priority level. • MED — The call occupying the trunk is queued to a split or skill at the second lowest priority level. • HIGH — The call occupying the trunk is queued to a split or skill at the second highest priority level. • TOP — The call occupying the trunk is queued to a split or skill at the highest priority level.
Call Direction	To change the call-direction default names, enter the new descriptive word next to IN or OUT. • IN — The trunk is on an incoming call. • OUT — The trunk is on an outbound call.
All Trunks Busy	To change the all trunks busy default names, enter the new descriptive word next to YES or NO. • YES — All trunks in the trunk group are busy (in use or maintenance). • NO — Not all trunks in the trunk group are busy.



VDN names

Overview From the VDNs window, you can assign names to VDNs so that names instead of numbers appear on VDN reports and VDN administration windows. VDN names should reflect the configuration of your ACD and convey one or more of the following:

- The VDN's purpose, for example, sales or customer service.
- The VDN destination vector, for example, FBusy-Nat.Accts.
- The trunk groups assigned to the VDN, for example, WATS 800-331-1111.

This section contains the following procedures:

- Adding a VDN name (2-164)
- Viewing a VDN name (2-166)
- Listing all VDN names (2-168)
- Modifying a VDN name (2-170)
- Deleting a VDN name (2-172)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view the name that is assigned to a VDN, you need *read* permissions in the Dictionary subsystem and for the VDN.
- To add, delete, or modify the name that is assigned to a VDN, you need *write* permissions in the Dictionary subsystem and for the VDN.

Important! Remember the following when working with VDN names:

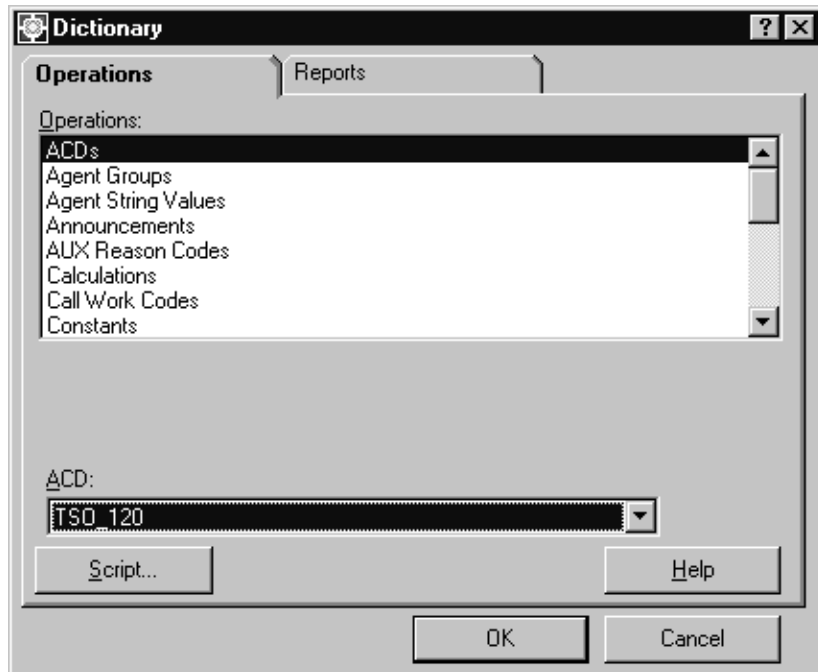
- The VDNs window is available only if the Call Vectoring feature is installed and activated on your switch.
- VDNs must be created on the switch and assigned for measurement via CentreVu CMS.
- To get a list of VDNs that can be named, run the vector configuration report. While all VDNs can be named, it is recommended that only those VDNs used be named instead of all of the VDNs. This will conserve system resources.

- If you make changes to the VDN names when a report that includes those VDNs is running, you must exit the report and rerun it to see the changes.
- When naming VDNs, you may want to be consistent with the names given to VDNs by your switch administrator.
- If a name is assigned to a VDN, it will appear on VDN reports and windows instead of the VDN number.

Adding a VDN name

- 1 From the Controller Window, select Commands > Dictionary.

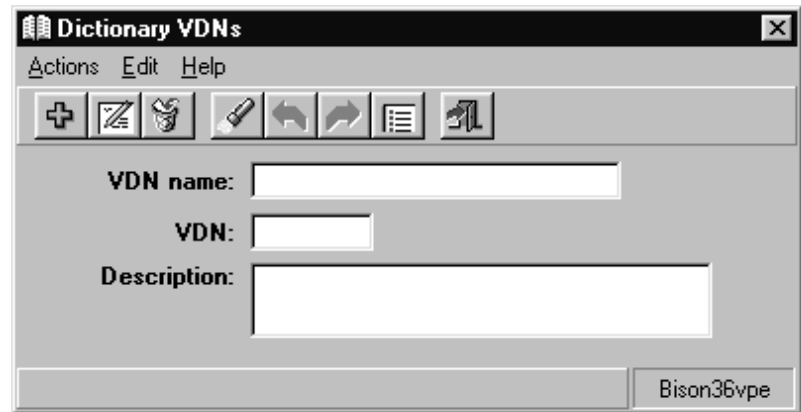
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight VDNs.
- 3 In the ACD: field, enter the ACD on which you want to name a VDN.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary VDNs window.



-
- 5 In the VDN name: field, enter the name of the VDN.

-
- 6 In the VDN: field, enter the number of the VDN.

Any additional information about the VDN, can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

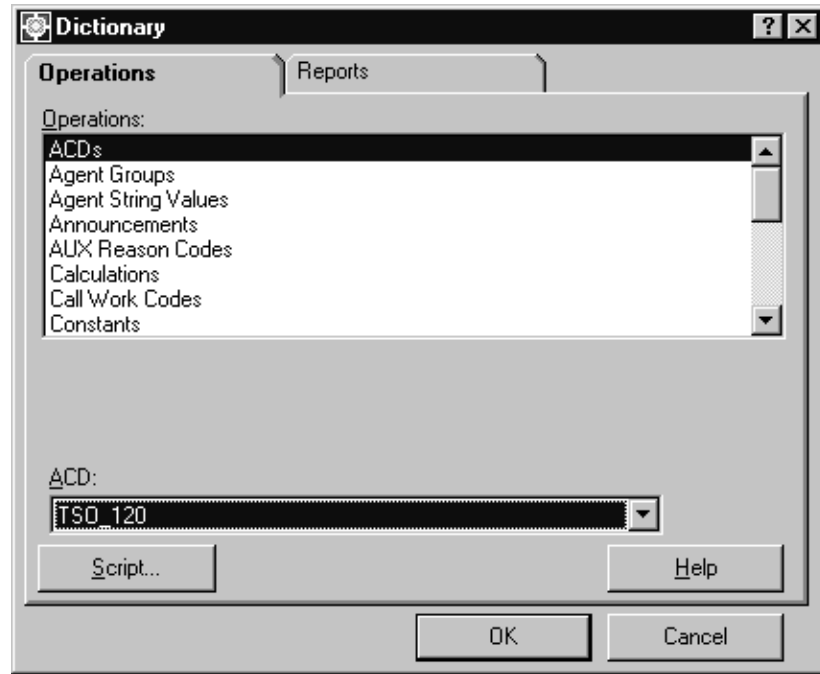
-
- 7 From the Actions menu, select Add.

END OF STEPS

Viewing a VDN name

- 1 From the Controller Window, select Commands > Dictionary.

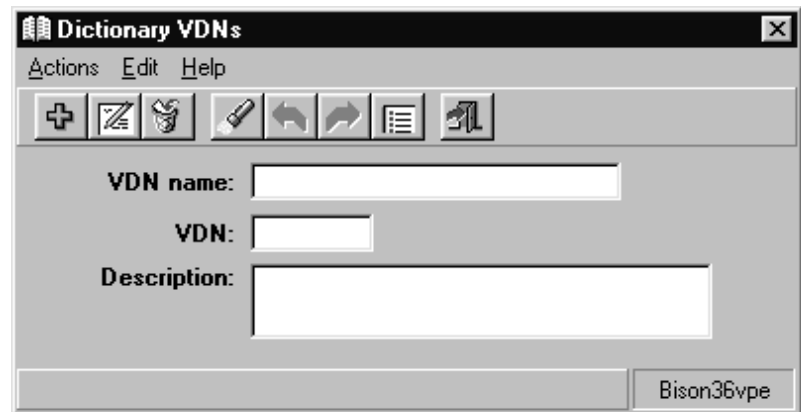
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight VDNs.
- 3 In the ACD: field, enter the ACD on which you want to view a VDN.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary VDNs window.



-
- 5 To find a VDN name to view, only one of the fields requires a VDN to be specified. Perform one of the following actions to specify an existing VDN in the Dictionary:
- In the VDN name: field, enter the name of the VDN.
 - In the VDN: field, enter the number of the VDN.

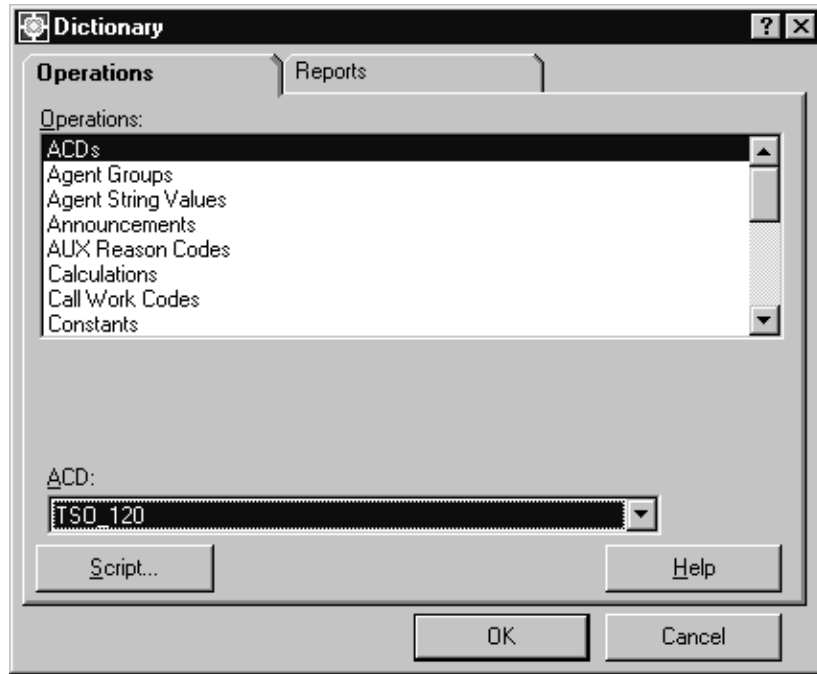
-
- 6 From the Actions menu, select Find One.

END OF STEPS

Listing all VDN names

- 1 From the Controller Window, select Commands > Dictionary.

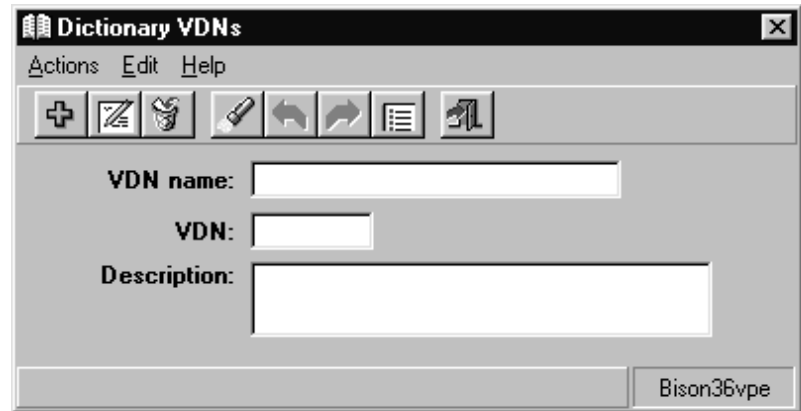
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight VDNs.
- 3 In the ACD: field, enter the ACD on which you want to view all the VDNs.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary VDNs window.



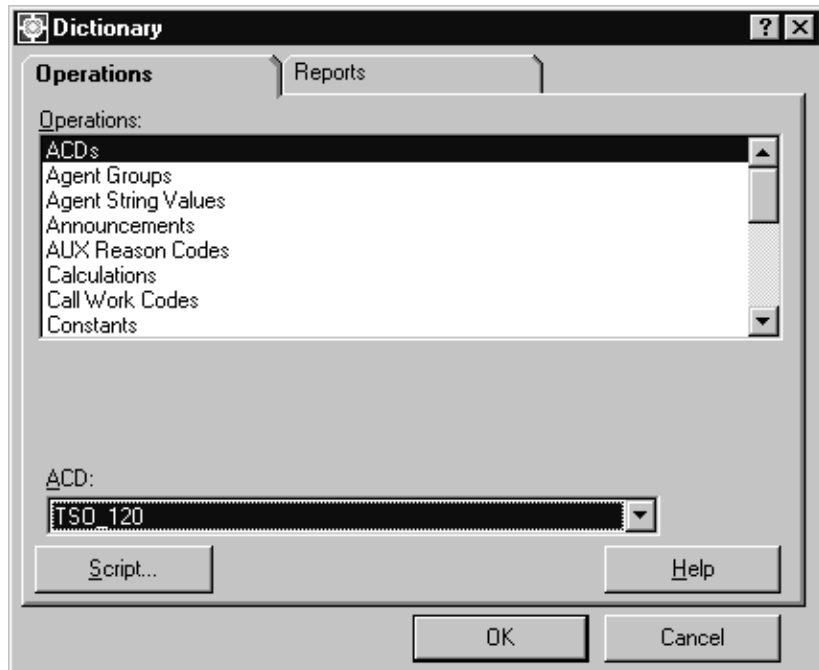
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a VDN name

- 1 From the Controller Window, select Commands > Dictionary.

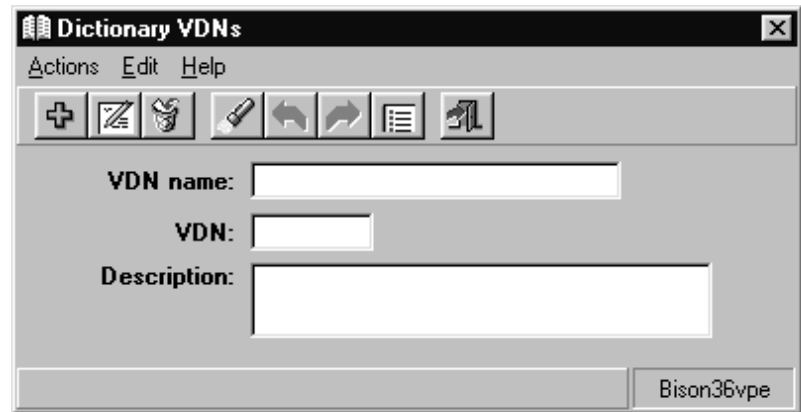
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight VDNs.
- 3 In the ACD: field, enter the ACD on which you want to modify the name of a VDN.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary VDNs window.



-
- 5 To find a VDN name to modify, only one of the fields requires a VDN to be specified. Perform one of the following actions to specify an existing VDN in the Dictionary:

- In the VDN name: field, enter the name of the VDN.
- In the VDN: field, enter the number of the VDN.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the VDN name: field, enter the new name of the VDN.

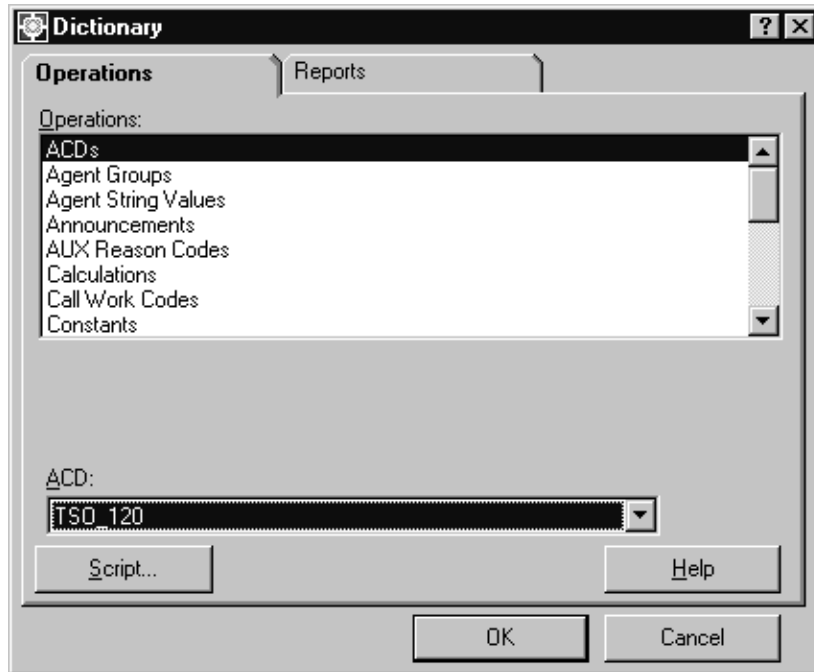
-
- 8 From the Actions menu, select Modify.

END OF STEPS

Deleting a VDN name

- 1 From the Controller Window, select Commands > Dictionary.

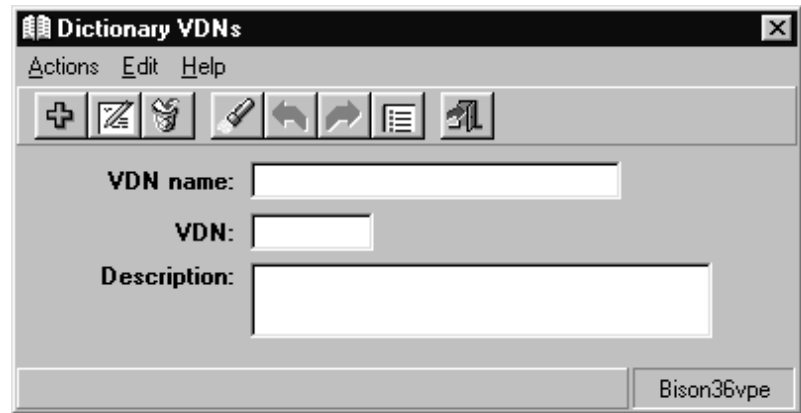
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight VDNs.
- 3 In the ACD: field, enter the ACD on which the VDN to delete resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary VDNs window.



-
- 5 To find a VDN name to delete, only one of the fields requires a VDN to be specified. Perform one of the following actions to specify an existing VDN in the Dictionary:

- In the VDN name: field, enter the name of the VDN.
- In the VDN: field, enter the number of the VDN.

-
- 6 From the Actions menu, select Find One.

-
- 7 From the Actions menu, select Delete.

END OF STEPS



Vector names

Overview From the Vectors window, you can assign names to vectors so that the names instead of the vector numbers are displayed on vector reports and administration windows. Vector names should reflect the configuration of your ACD and convey one or more of the following:

- The vector's purpose, for example, sales or customer service.
- The VDNs assigned to the vector, for example, vdn2001, vdn3001, and vdn4001.
- The splits or skills to which the vector sends calls, for example, sales1, sales2, AUDIX system.

This section contains the following procedures:

- Adding a vector name (2-175)
- Viewing a vector name (2-177)
- Listing all vector names (2-179)
- Modifying a vector name (2-181)
- Deleting a vector name (2-183)

Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To view the name that is assigned to a vector, you need *read* permissions in the Dictionary subsystem and for the vector.
- To add, delete, or modify the name that is assigned to a vector, you need *write* permissions in the Dictionary subsystem and for the vector.

Important! Remember the following when working with vector names:

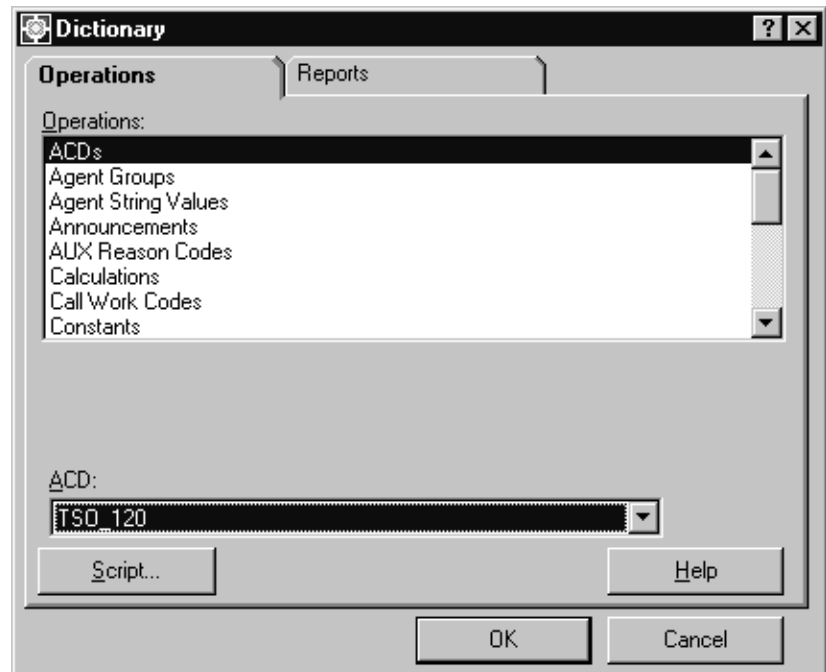
- The Vectors window is available only if the Call Vectoring feature is installed and activated on the switch.
- You can assign a name to a vector even if the steps to the vector have not been assigned.
- The number of available vectors depends on the switch type.
- If a name is assigned to a vector, it appears on reports and windows instead of the vector number.

- If you make changes to vector names when a report that includes those vectors is running, you must exit the report and rerun it to see the changes.

Adding a vector name

- 1 From the Controller Window, select Commands > Dictionary.

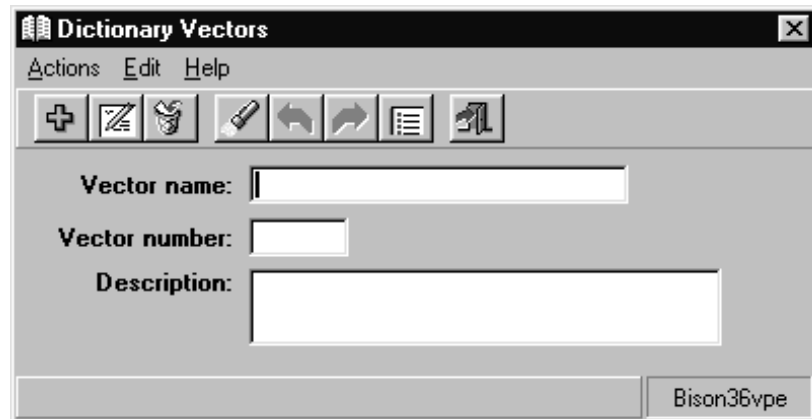
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Vectors.
- 3 In the ACD: field, enter the ACD on which you want to name a vector.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Vectors window.



-
- 5 In the Vector name: field, enter the name of the vector.

-
- 6 In the Vector number: field, enter the number of the vector.

Any additional information about the vector, can be entered in the Description: field. Only 50 or fewer characters can be entered in this field.

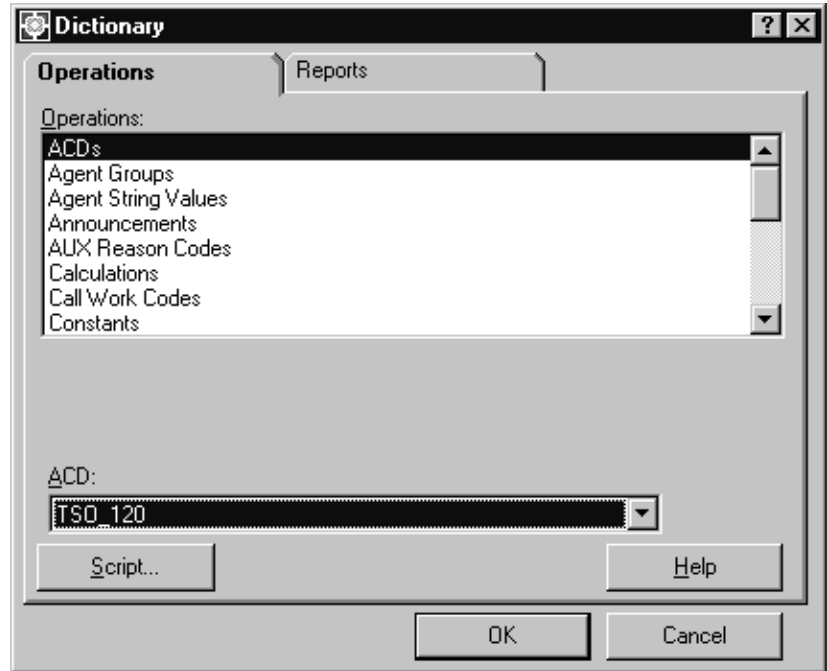
-
- 7 From the Actions menu, select Add.

END OF STEPS

Viewing a vector name

- 1 From the Controller Window, select Commands > Dictionary.

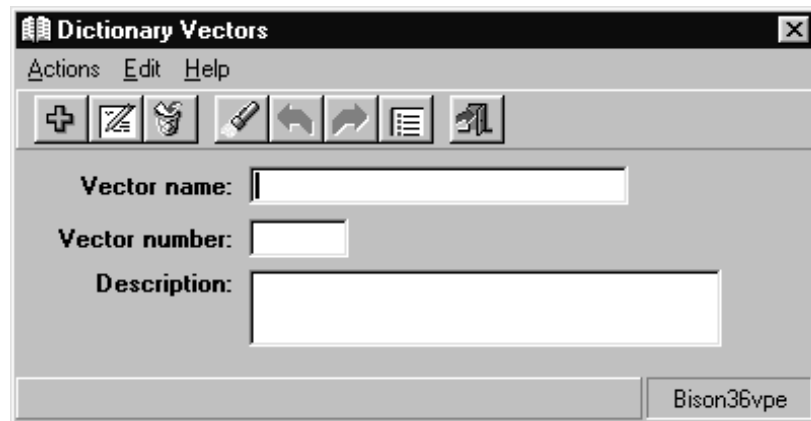
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Vectors.
- 3 In the ACD: field, enter the ACD on which you want to view a vector name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Vectors window.



-
- 5 To find a vector name to view, only one of the fields requires a vector to be specified. Perform one of the following actions to specify an existing vector in the Dictionary:
- In the Vector name: field, enter the name of the vector.
 - In the Vector number: field, enter the number of the vector.

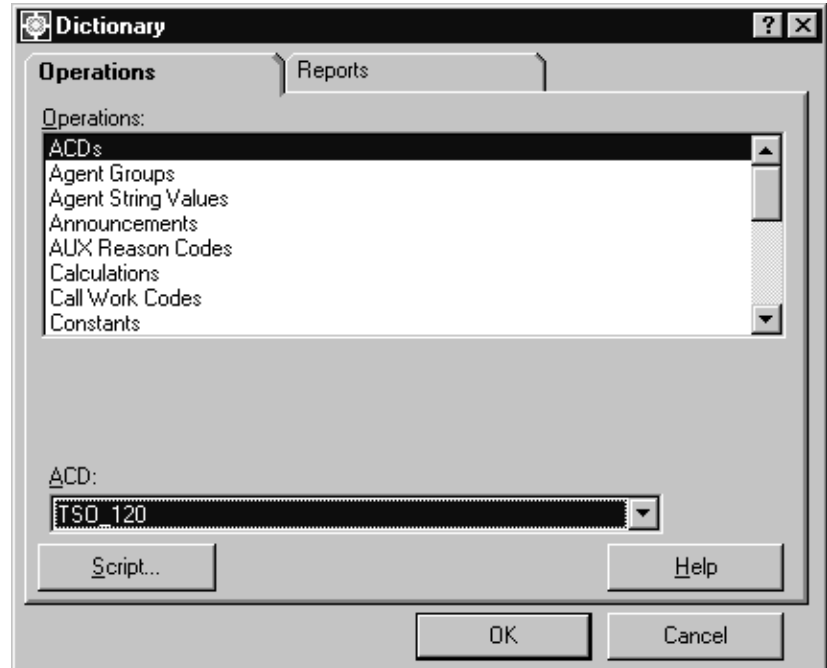
-
- 6 From the Actions menu, select Find One.

END OF STEPS

Listing all vector names

- 1 From the Controller Window, select Commands > Dictionary.

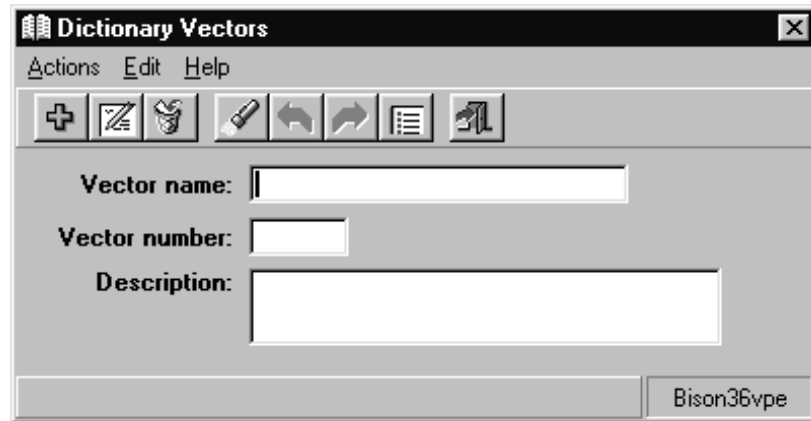
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Vectors.
- 3 In the ACD: field, enter the ACD on which you want to list all vector names.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Vectors window.



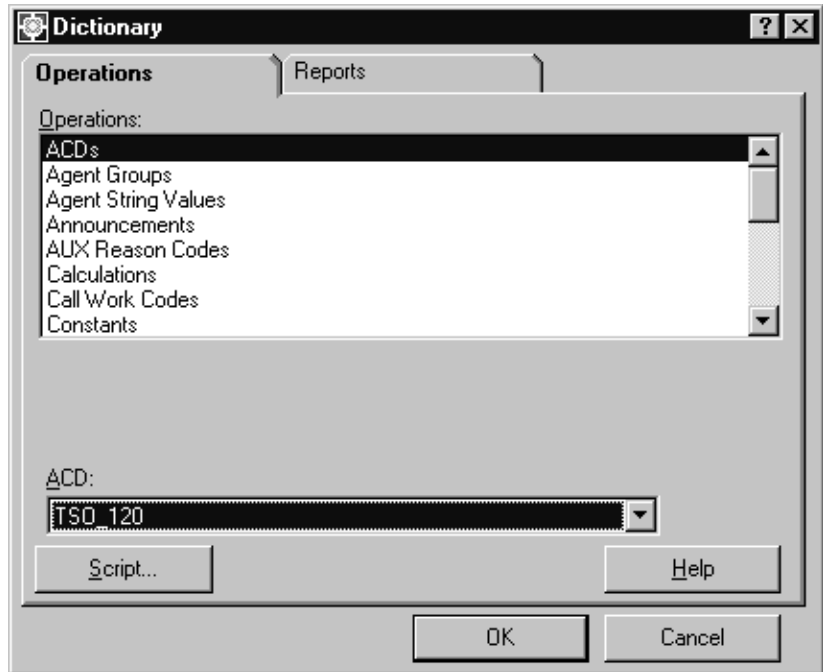
-
- 5 From the Actions menu, select List All.

END OF STEPS

Modifying a vector name

- 1 From the Controller Window, select Commands > Dictionary.

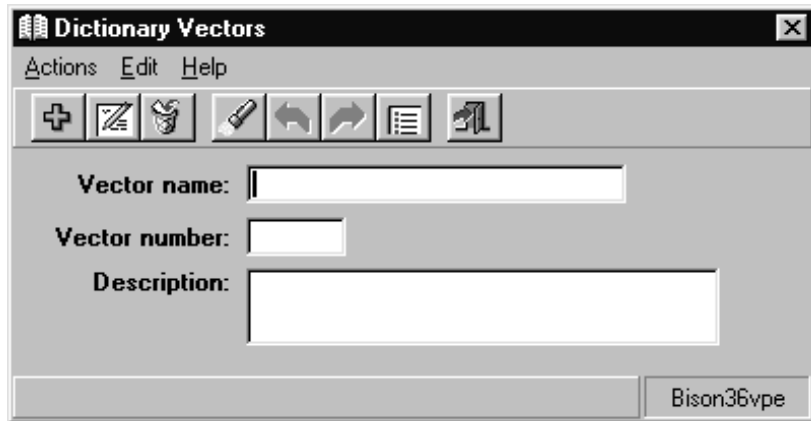
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Vectors.
- 3 In the ACD: field, enter the ACD on which you want to modify a vector name.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Vectors window.



-
- 5 To find a vector name to modify, only one of the fields requires a vector to be specified. Perform one of the following actions to specify an existing vector in the Dictionary:

- In the Vector name: field, enter the name of the vector.
- In the Vector number: field, enter the number of the vector.

-
- 6 From the Actions menu, select Find One.

-
- 7 In the Vector name: field, enter the new name for the vector.

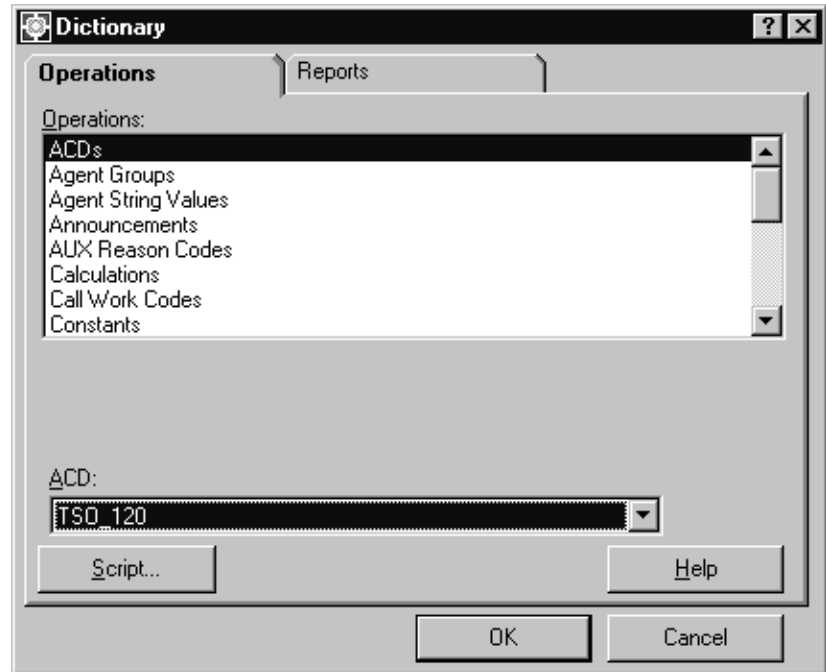
-
- 8 From the Actions menu, select Modify.

END OF STEPS

Deleting a vector name

- 1 From the Controller Window, select Commands > Dictionary.

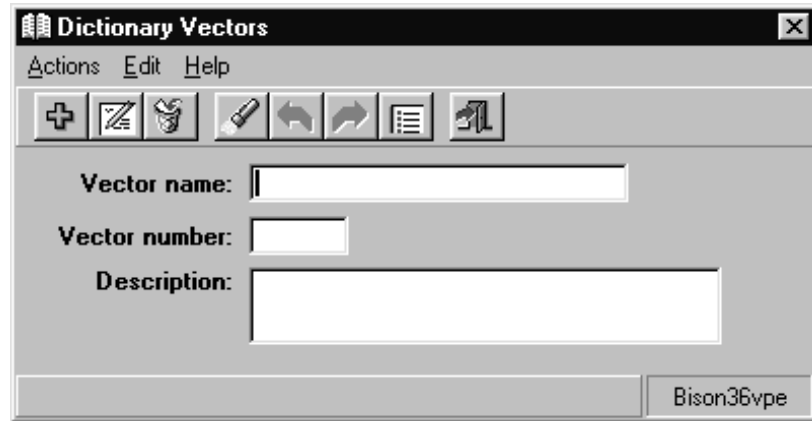
Result: CentreVu Supervisor displays the Dictionary window.



- 2 In the Operations: list, highlight Vectors.
- 3 In the ACD: field, enter the ACD on which the vector name to delete resides.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Vectors window.



-
- 5 To find a vector name to delete, only one of the fields requires a vector to be specified. Perform one of the following actions to specify an existing vector in the Dictionary:

- In the Vector name: field, enter the name of the vector.
- In the Vector number: field, enter the number of the vector.

-
- 6 From the Actions menu, select Find One.

-
- 7 From the Actions menu, select Delete.

END OF STEPS



Dictionary reports

Overview In the Dictionary window, use the Reports tab to generate reports on most sections of the Dictionary. These reports can be printed, sent to a file, or displayed on the screen.

This section contains the following procedures:

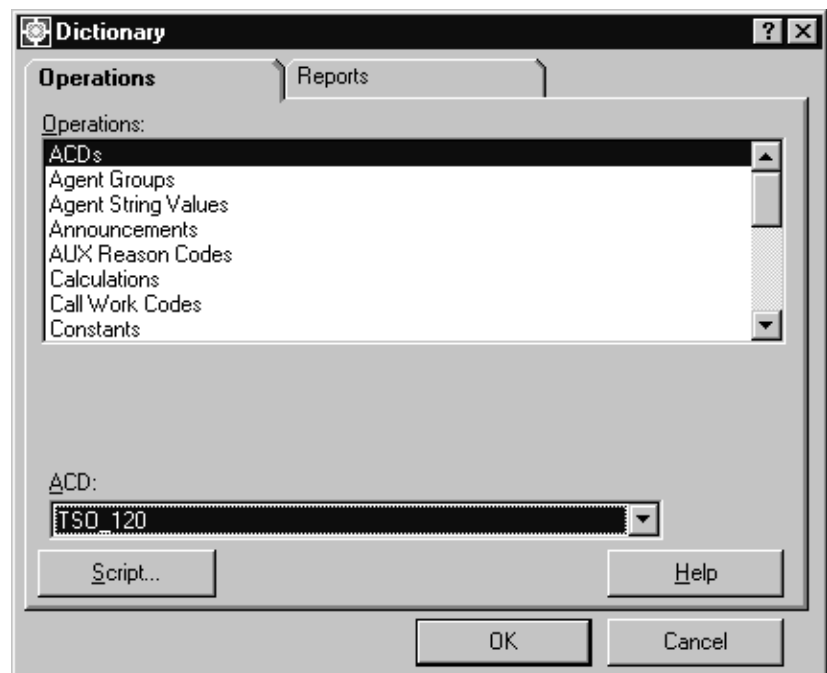
- Printing Dictionary reports (2-185)
- Running an agent group members report (2-188)

Permissions To obtain a report, you need *read* permissions in the Dictionary subsystem.

Printing Dictionary reports

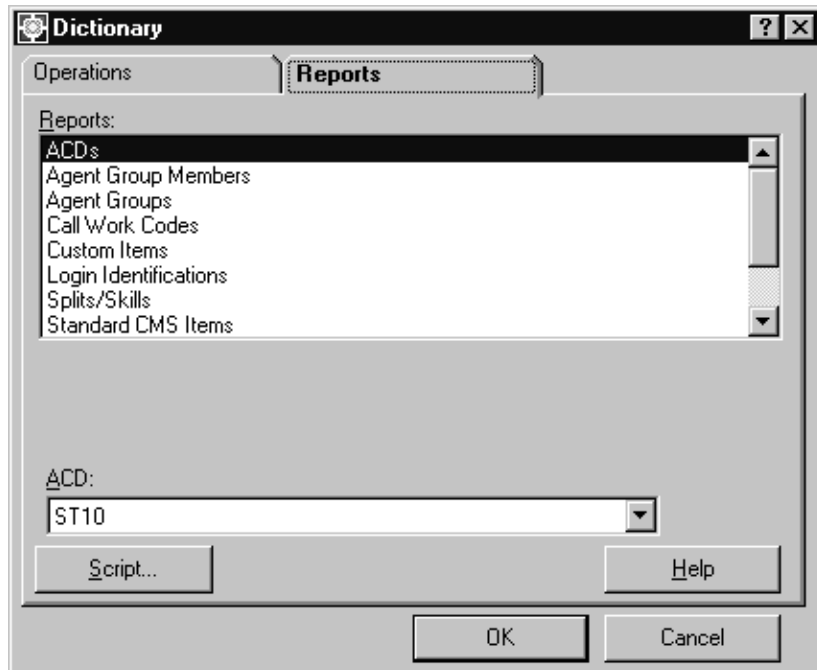
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 Select the Reports tab.

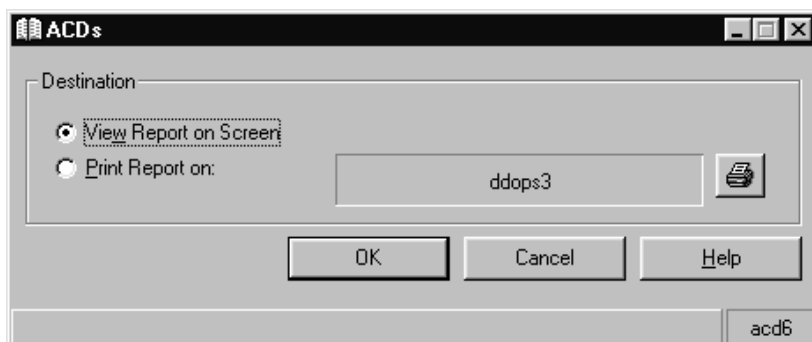
Result: CentreVu Supervisor displays the Reports window.



-
- 3 In the Reports list, select the Dictionary item on which you want to generate a report.

-
- 4 Select OK.

Result: CentreVu Supervisor displays a report window.



-
- 5 Select one of the following options:

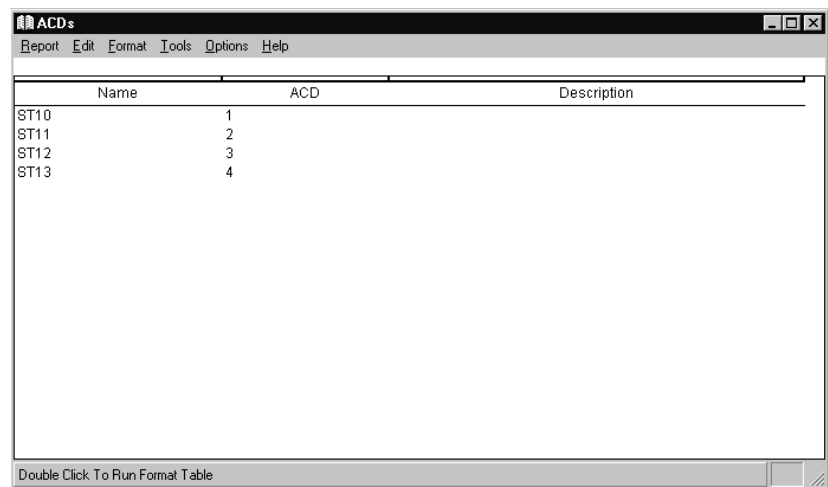
- View Reports on Screen
- Print Report on:

To send the report to a printer other than the default printer in the report window, select Print Report on: and then select the printer button on the right side of the report window. Select the new printer from the Print window.

6 Select OK.

Result: Depending on the option that you selected, the report is either printed out from a printer or displayed on the screen.

Example: The following is an example of screen output.



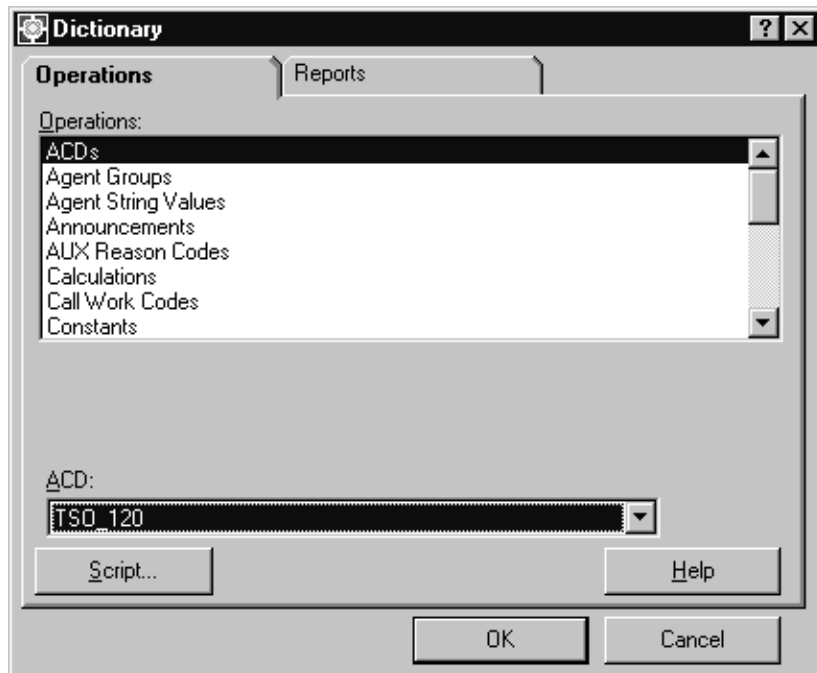
Name	ACD	Description
ST10	1	
ST11	2	
ST12	3	
ST13	4	

END OF STEPS

Running an agent group members report

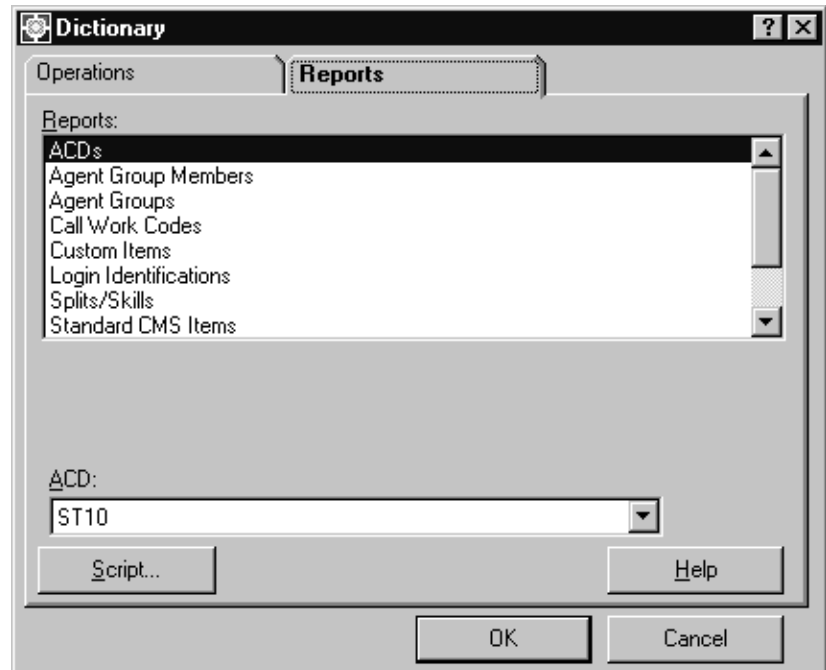
- 1 From the Controller Window, select Commands > Dictionary.

Result: CentreVu Supervisor displays the Dictionary window.



-
- 2 Select the Reports tab.

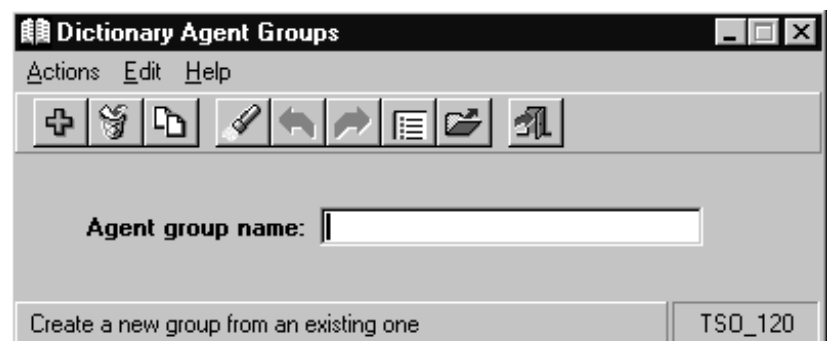
Result: CentreVu Supervisor displays the Reports window.



-
- 3 In the Reports list, select Agent Group Members.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Dictionary Agent Groups window.



-
- 5 In the Agent group name: field, enter the name of the agent group, and then press the <Enter> key.

6 Select one of the following options:

- View Reports on Screen
- Print Report on:

7 Select OK.

Result: Depending on the option that you selected, the report is either printed out from a printer or displayed on the screen.

END OF STEPS



3 Using reports

Overview

- Purpose** This section describes the CentreVu Supervisor reports and provides procedures in generating and administrating them.
- CentreVu CMS collects data from ACD activity and stores it in one of the CentreVu CMS databases. The data reflects the activity of your call center and can be viewed through CentreVu CMS reports that cover such areas as:
- Splits/Skills
 - Trunks
 - Trunk Groups
 - Agents
 - Agent Groups
 - VDNs
 - Vectors

This section contains the following:

- Background
- Choosing a report
- Printing a report
- Restarting a report

The procedures are general in scope so as to provide usability for all reports run through the Reports subsystem. For more information on specific reports and usage, see the *CentreVu® Supervisor Version 9 Installation and Getting Started* and *CentreVu® Supervisor Version 9 Reports* manuals.



Background

Overview Reports consist of standard reports, custom reports, and designer reports. Standard reports are shipped as part of the CentreVu CMS system. Custom reports are created by call center administrators through the CentreVu CMS ASCII interface. Designer Reports are created through CentreVu Supervisor.

The following list displays which interfaces are used in the creation of reports and which ones can be used for viewing these reports:

- Most standard reports can also be viewed through the CentreVu CMS ASCII interface. The exceptions to this are the CentreVu Supervisor integrated reports, reports containing charts, and others.
- Custom reports are created through the CentreVu CMS ASCII interface, but can be viewed through both the CentreVu CMS ASCII interface and CentreVu Supervisor.
- Designer reports can only be created and viewed through CentreVu Supervisor.

See the *CentreVu® CMS R3V9 Custom Reports* and *CentreVu® Release 9 Report Designer User Guide* manuals for more information on creating custom and designer reports.

Types of reports The following types of reports can be generated:

- Standard real-time
- Standard historical
- Standard integrated
- Custom (CentreVu CMS) real-time
- Custom (CentreVu CMS) historical
- Designer (CentreVu Supervisor) real-time
- Designer (CentreVu Supervisor) historical
- Designer (CentreVu Supervisor) integrated
- Exceptions
- Forecast (available as an add-on feature)

What reports summarize Use CentreVu CMS/CentreVu Supervisor reports to summarize the status of:

- Any measured subset of the ACD, including agents, splits/skills, trunks/trunk groups, VDNs, vectors, call work codes, and call records
- Agent administration
- Call center administration
- Dictionary
- Exceptions
- Maintenance



Choosing a report

Overview Most reports are found in the Reports subsystem found under the Commands item on the menu. This section provides the general procedure for running reports in this subsystem. Reports may be run by selecting the Real-Time, Historical, or Integrated tab from the Select a Report window.

Other reports are available on the Reports tab found on the main window of the following subsystems:

- Dictionary
- Exceptions
- Agent Administration
- Call Center Administration
- Maintenance

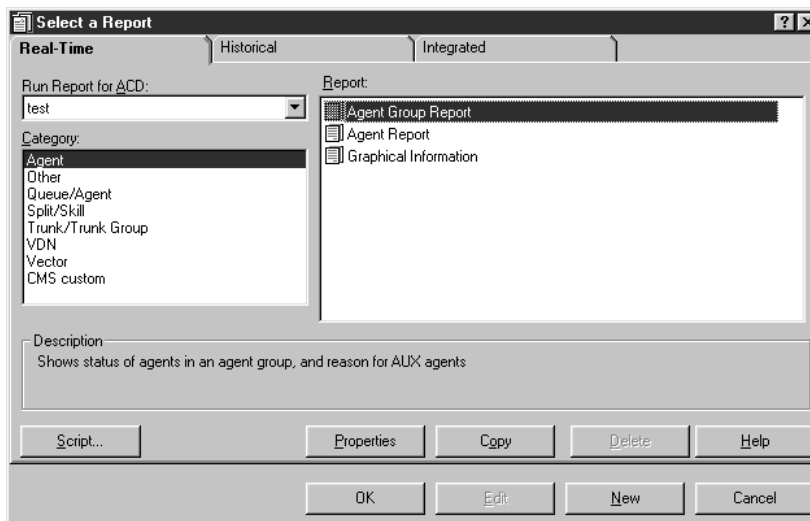
The reports for the subsystems listed above are not available in the main Reports interface.

Procedures on running reports through the areas other than the Reports subsystem are covered in their respective chapters. The following procedures provide information on working with reports from the Reports subsystem.

Procedure To run a report from the Reports system.

- 1 Select Commands > Reports from the Controller Window.

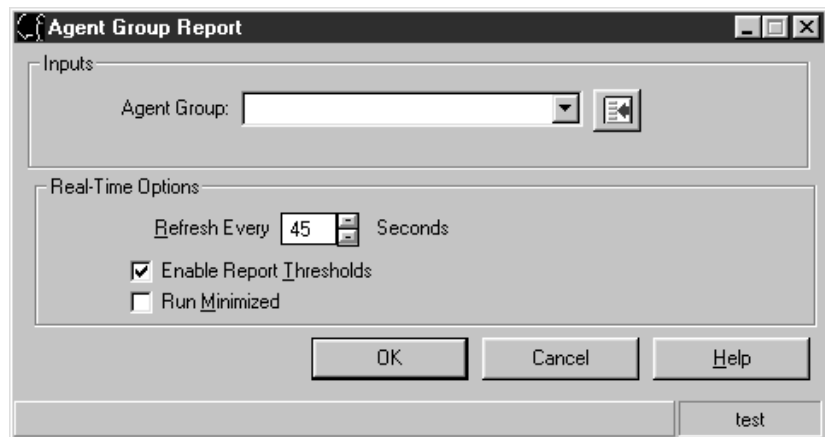
Result: CentreVu Supervisor displays the Select a Report window.



- 2 Determine the type of report to be run by select the appropriate tab: Real-Time, Historical, or Integrated.
- 3 From the Run Report for ACD: field, select the ACD to serve as the data source for the report.
- 4 Select a category from the Category field.
- 5 Select a report from the Report field.

6 Select OK.

Result: CentreVu Supervisor displays a report input window similar to the example below. The input fields vary according to the report and its type.

Example:

To continue this process, see the following section, Generating a report

END OF STEPS



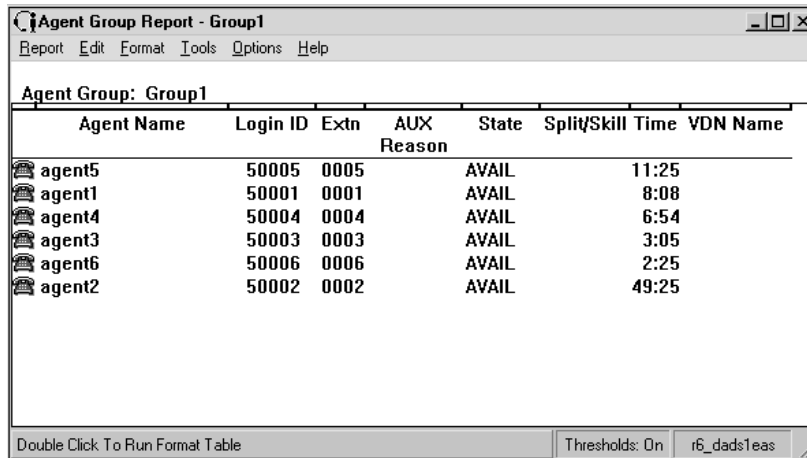
Generating a report

Once a report type has been selected by following the previous procedure, information must be entered to define the parameters of the report.

- 1 To specify an object for the report, such as an agent, vector, VDN, and so forth, perform one of the following actions:
 - Manually enter the name or number of the object for the report.
 - Select the Browse button to view available objects.
 - Select the History list to select an input used previously.
- 2 Select OK to run the report with the specified object.

Result: The type of report selected is displayed with information related to the object that was specified.

Example:



The screenshot shows a window titled "Agent Group Report - Group1" with a menu bar (Report, Edit, Format, Tools, Options, Help). Below the menu bar, it says "Agent Group: Group1". The main area contains a table with the following data:

Agent Name	Login ID	Extn	AUX Reason	State	Split/Skill Time	VDN Name
agent5	50005	0005		AVAIL	11:25	
agent1	50001	0001		AVAIL	8:08	
agent4	50004	0004		AVAIL	6:54	
agent3	50003	0003		AVAIL	3:05	
agent6	50006	0006		AVAIL	2:25	
agent2	50002	0002		AVAIL	49:25	

At the bottom of the window, there is a status bar with the text "Double Click To Run Format Table" and "Thresholds: On r6_dads1eas".

END OF STEPS



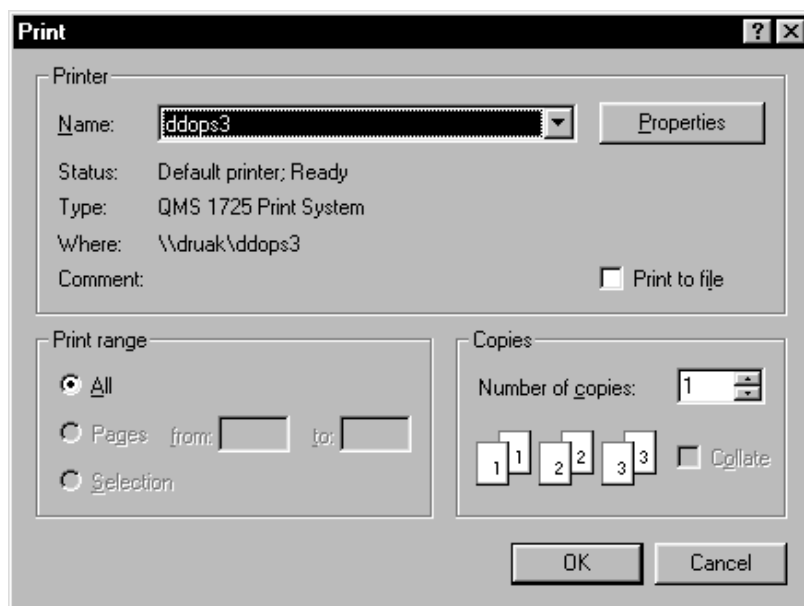
Printing a report

Printing a Real-time or Integrated report

Once a report has been generated, a Real-Time or Integrated report can be printed. To print a Real-time or Integrated report:

- 1 Select Reports > Print from the menu bar of the report window.

Result: The Print window opens.



- 2 Select the printer and options for this report :
 - Select the printer destination by selecting a printer in the Name drop-down list box.
 - Select the number of copies of this report to be printed in the Number of copies field.
 - Use the Properties button to change options specific to the selected printer. This could include image resolution, orientation, and other options.

3 Select OK.

Result: The report is printed based on the options selected.

To print a report to a file on the local system, place a check mark in the Print to file check box. Set the printer to “Generic/Text Printer”. Failing to select the “Generic/Text Printer” will cause the Print to file check box to be ignored and the report is sent to the selected printer.

END OF STEPS

Printing a Historical report

Once a report has been generated, a Historical report can be printed using two different methods:

1 Follow the steps listed in “Generating a report” and “Printing a Real-time or Integrated report (3-9)”.

2 When specifying an object, such as an agent, vector, VDN, and so forth, for a report, the Destination group of controls can be seen on the lower half of the dialog box. This allows the report to be viewed on the screen or sent to the printer specified. Selecting the printer button in this area will allow specification of a different printer as well as setting all printer and print job options. This button is not available on Real-time and Integrated reports.

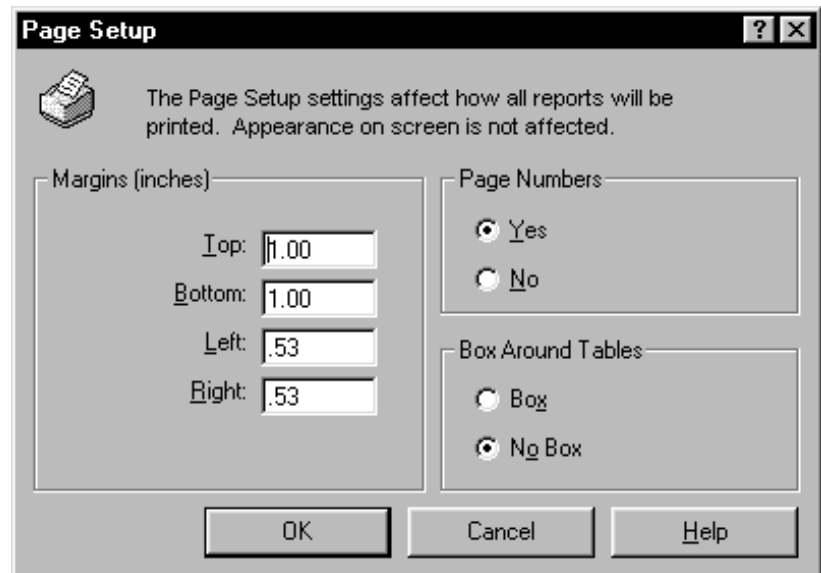
END OF STEPS

Changing the print setup

Once a report has been printed to the screen, the settings for margins, page numbering, and table borders can be altered. To change the current print setup:

- 1 Select Reports > Page Setup from the report window menu bar.

Result: CentreVu Supervisor displays the Page Setup dialog box.



- 2 Select the settings for page margins, page numbers, and table borders, as needed.
- 3 Select OK to save these settings. The new settings will be applied to the next report that is printed.

END OF STEPS



Restarting a report

Steps to restart a report

Important! Work-state drill-down reports cannot be restarted.

To restart a report once it is running on the screen, perform the following steps:

- 1 Select Restart from the Report menu.

Result: The report window closes and the input window that is used to specify the object of the report re-displays.

- 2 Enter the requested information in the input window and select OK.

Result: CentreVu Supervisor displays the report window with the newly updated information for the selected object.

END OF STEPS



4 Scripting CentreVu CMS operations

Overview

Purpose Scripting enables the automation of tasks such as running reports, exporting report data, and other operations.

Contents “Scripting CentreVu CMS operations” includes the following topics:

- Scripting options
- Creating scripts
- Creating a script to export report data
- Creating a script to export report data as HTML
- Scripting other CentreVu operations
- Error and warning messages



Background

- Uses for scripts** Scripts can be used to automate several CentreVu CMS tasks, such as:
- Running reports
 - Exporting data from reports
 - Performing Dictionary operations and reports
 - Administering Exceptions and requesting Exception reports
 - Performing Agent Administration operations
 - Performing Call Center Administration operations and reports
 - Performing System Setup operations
 - Performing Maintenance operations and viewing the Error Log
 - Administering User Permissions
- Types of scripts** Each script is designated to be either interactive or automatic, as defined below:
- An interactive script runs in the current CentreVu Supervisor session and the actions display on the PC. If the CentreVu Supervisor session is disconnected from the CentreVu CMS server, the script will not run.
 - An automatic script launches a new CentreVu Supervisor session that logs into CentreVu CMS and runs the requested tasks as a background process. Script actions are not displayed on the screen. Although CentreVu Supervisor provides the ability to create automatic scripts, a third-party scheduling program must be used in order to run the scripts automatically on a regular schedule.

Creating and accessing scripts

Scripts can be created and accessed through the Scripts button found on several dialog boxes.

Dialog boxes containing the Scripts button can be accessed through the following menu selections:

- Commands > Reports
- Commands > Dictionary
- Commands > Exceptions
- Commands > Agent Administration
- Commands > Call Center Administration
- Tools > System Setup
- Tools > Maintenance
- Tools > User Permissions

Scripts can also be accessed from agent administration windows or once a report is run. The Script button is also available when you use any other CentreVu Supervisor command or tool that allows you to add or change objects.

Before you begin

Before a script can be run through CentreVu Supervisor, the following conditions must be met:

- The username associated with an automatic script must have required permissions for all operations specified by the script.
- No more than four scripting CentreVu Supervisor sessions, including background sessions initiated by automatic scripts, can be run simultaneously on a PC.
- The PC must be running at the time when an automatic script is scheduled to run.
- Once a script is created, it can be started by accessing the script file directly from a Microsoft Windows® Explorer window.
- Due to PC-related issues, it is strongly recommended that mission-critical activities, such as backups, be scheduled through Timetables on the CentreVu CMS server. For more information about Timetable scheduling, see “Chapter 12, Using timetables and shortcuts”.



Scripting options

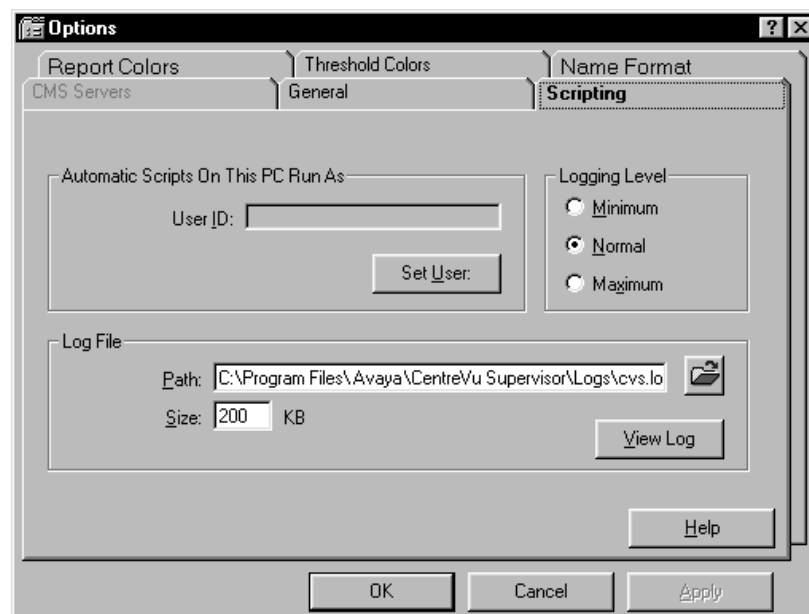
Purpose This section describes how to set scripting options for CentreVu Supervisor.

Accessing the script options To access script options:

- 1 Select Tools > Options from the menu bar on the Controller Window.

Result: CentreVu Supervisor displays the Options dialog box.

- 2 Select the Scripting tab.



The Scripting dialog provides the fields required to set the scripting options, which includes:

- User ID — this read only ID allows automatic scripts to make their connection to the CentreVu CMS server. The login ID and password are not validated until an automatic script is run.

- **Logging Level** — the extent to which script-related activities and outputs are logged, according to the following criteria:
 - **Minimum** – logged activities are limited to those errors and messages from CentreVu Supervisor which would otherwise be displayed when the scripts are run manually.
 - **Normal** – logged activities include those recorded at the Minimum setting, plus the following information: task start time; task end time; name of the script.
 - **Maximum** – logged activities include all those recorded at Minimum and Normal settings, plus additional error messages which may be useful for debugging a script.
- **Log File: Path** — allows you to specify a non-default file directory path. Clicking the folder icon to the right of this field also lets you browse the file system to select a log file directory.
- **Log File: Size** — allows you to specify the size of the log file before it rolls over and begins to overwrite itself.

END OF STEPS



Creating scripts

Overview This section describes how to create interactive or automatic scripts used to run reports. Interactive and automatic scripts used to run reports have the following differences:

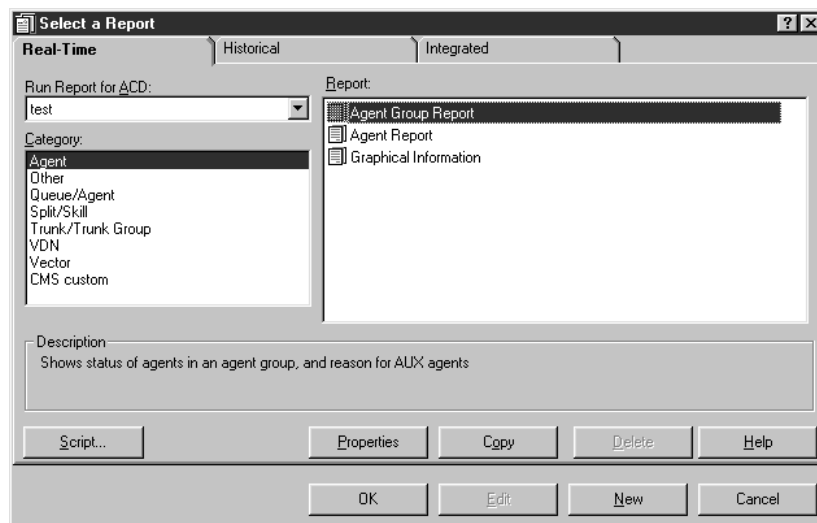
- An interactive script runs in the current CentreVu Supervisor session and the actions display on the PC. If the CentreVu Supervisor session is disconnected from the CentreVu CMS server, the script will not run.
- An automatic script launches a new CentreVu Supervisor session that logs into CentreVu CMS and runs the requested tasks as a background process. Script actions are not displayed on the screen. Although CentreVu Supervisor provides the ability to create automatic scripts, a third-party scheduling program must be used in order to run the scripts automatically on a regular schedule.

Creating an interactive script

To create an interactive script used to run a report:

- 1 Select Commands > Reports from the Controller Window menu.

Result: CentreVu Supervisor displays the Reports window.



-
- 2 Select the tab associated with the type of report you want to run, and then highlight the report from the categories and listings which are displayed.
-

- 3 Select the Script button on the report selector window.

Result: The Save as Script window is displayed.

- 4 Select a directory and file name for the script and select Save.

Result: CentreVu Supervisor closes the Save as Script window and returns you to the report selector window.

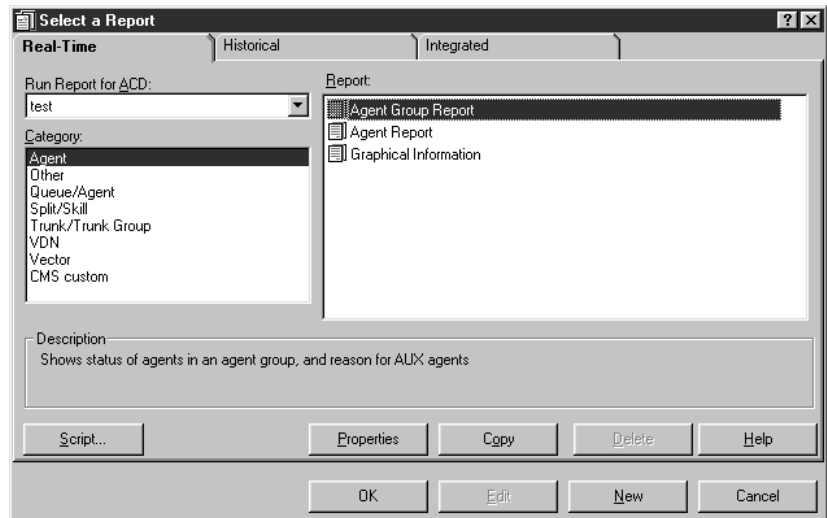
END OF STEPS

Creating an automatic script

To create an automatic script used to run a report:

- 1 Select Commands > Reports from the Controller Window menu.

Result: CentreVu Supervisor displays the Reports window.



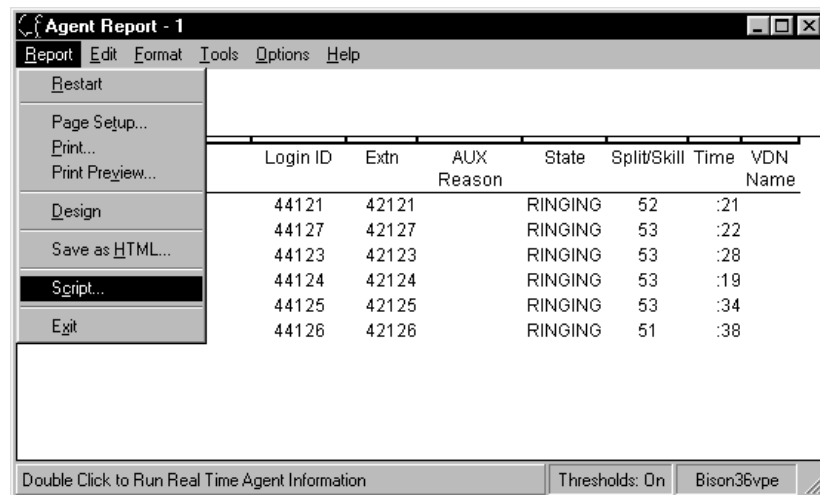
-
- 2 To select a report for scripting, select the appropriate report type from the dialog box tabs, highlight the report, and select OK.

Result: The input window for the selected report will appear.

- 3 Enter the appropriate data in the input window and run the report by selecting OK.

Important! If a historical report was selected, set the Destination controls to View Report on Screen.

Result: CentreVu Supervisor displays the report on the screen.



- 4 In the dialog displayed for the report, select Reports > Script from the main menu.

Result: CentreVu Supervisor displays the Save as Script window.

- 5 Select a directory and file name for the script. The file type is set to automatic by default.

Select Save.

Executing this automatic script causes the report to run with the inputs provided during its creation. The report output is directed to your default printer.

END OF STEPS



Creating a script to export report data

Overview “Creating a script to export report data” describes how to export report data to the clipboard or a file.

Procedure Use these steps to create a script that exports report data to the clipboard or a specified file.

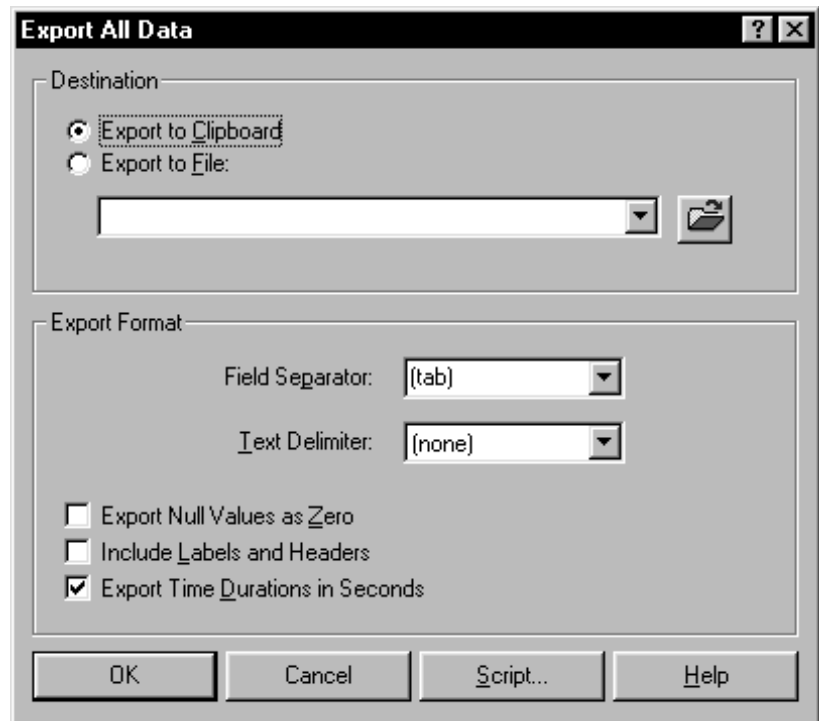
-
- 1** Run a report and display it to screen. See “ Choosing a report” for this procedure.

Result: CentreVu Supervisor displays the window for the selected report.

-
- 2** From the Edit menu of the report window, select one of the following:
 - Export Chart Data
 - Export Table Data

- Export All Data

Result: The data export dialog box is displayed. The dialog that is displayed will vary according to which export option is selected.



Some of these options can also be selected from a pop-up menu by performing a right-click in the report window.

-
- 3 Set the appropriate options in the data export dialog , and then select the Script button.

Important! Do *not* select OK after the options are selected.

Result: CentreVu Supervisor displays the Save as Script window.

-
- 4 Select a directory and file name for the script, and set the file type to either Interactive or Automatic.

Select Save.

END OF STEPS



Creating a script to export report data as HTML

Overview “Creating a script to export report data as HTML” describes how to export a CentreVu Supervisor report to an HTML file.

Procedure To create a script that saves a report as an HTML file:

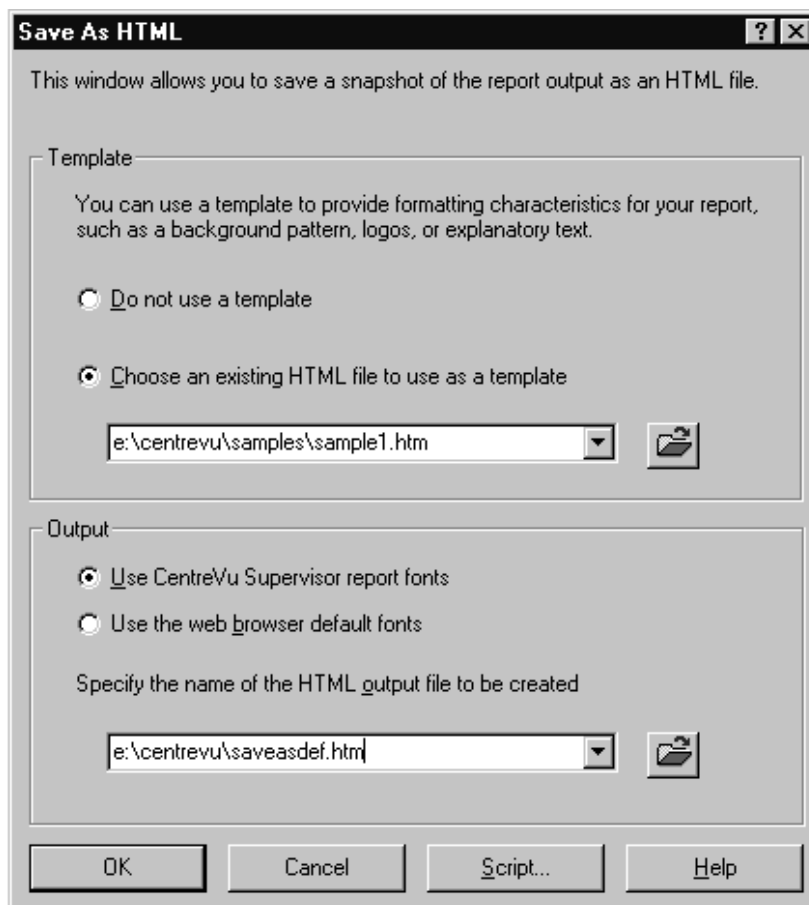
- 1** Select a report that you want to export as HTML and display it to the screen.

For more information, see “Choosing a report”.

Result: CentreVu Supervisor displays the report window.

-
- 2 From the menu bar of the report window, select Reports > Save As HTML.

Result: The Save As HTML window opens.



-
- 3 Select the appropriate option from the Template group.

A template can be used to provide company logos, background color, specific fonts, or surrounding text to the HTML file. If you do not select a template, the export process generates basic HTML tags to display the report.

CentreVu Supervisor provides you with several templates that can be found in the samples directory of the main CentreVu Supervisor directory.

-
- 4** In the Output field, select a name for the HTML file you are creating. To save the file in a directory other than the current directory, specify a full file path, such as `c:\temp\myrpt.htm`. You may also use the browse button located to the right of this field to navigate to a target directory.
-

- 5** Select the Script button.

Result: CentreVu Supervisor displays the Save as Script window.

- 6** Select a directory and file name for the script, and set the file type to either Interactive or Automatic.

Select Save.

If there are charts associated with the file, they are converted into .GIF files. After the HTML is saved, you can move or copy it and all associated graphics files to a web server directory for viewing on the Internet or an Intranet.

END OF STEPS



Scripting other CentreVu operations

- Overview** “Scripting other CentreVu operations” provides information on the procedures used to create and save scripts for actions not associated with reports. These include:
- Displaying an input window for actions, not reports, requiring data entry when the script is run.
 - An Add, Modify, or Delete action

Scripting an input window “Scripting an input window” describes how to create a script that displays an input window for a specific, non-report operation. Executing the script displays the input window for the operation selected when this script was created.

-
- 1** Select the necessary item from the Commands menu on the Controller Window.

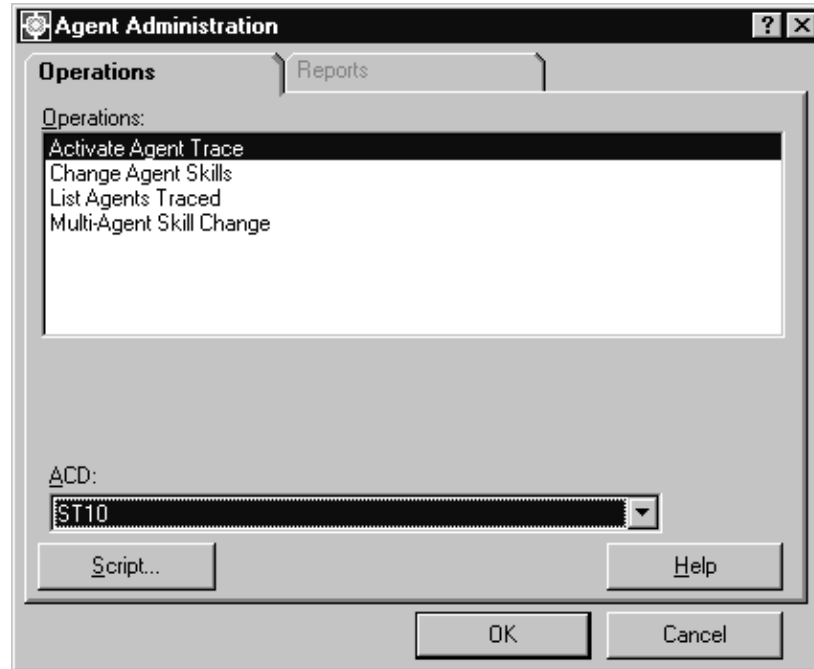
Result: CentreVu Supervisor displays the associated selector window for the item selected.

Actions associated with the following CentreVu functions can be captured in a script:

- Dictionary
- Exceptions
- Maintenance
- System Setup
- Agent Administration
- Call Center Administration

Important! Do not double-click the option or press <Enter> when an operation is highlighted or the action will be initiated and the script recording will be aborted.

-
- 2 Highlight the operation to be made into a script from the Operations: field on the Operations tab of the selector window, and then select the Script button in the selector window.



Result: CentreVu Supervisor displays the Save as Script window.

The file type is set to Interactive by default.

-
- 3 Complete the Save as Script window by entering a file name and folder location. Select Save when finished.

Result: CentreVu Supervisor displays an acknowledgment message to indicate that the script has been saved.

-
- 4 Select the OK button on the acknowledgment message box.

Result: CentreVu Supervisor closes the Save as Script window and the selector window remains open.

END OF STEPS

–Scripting an action

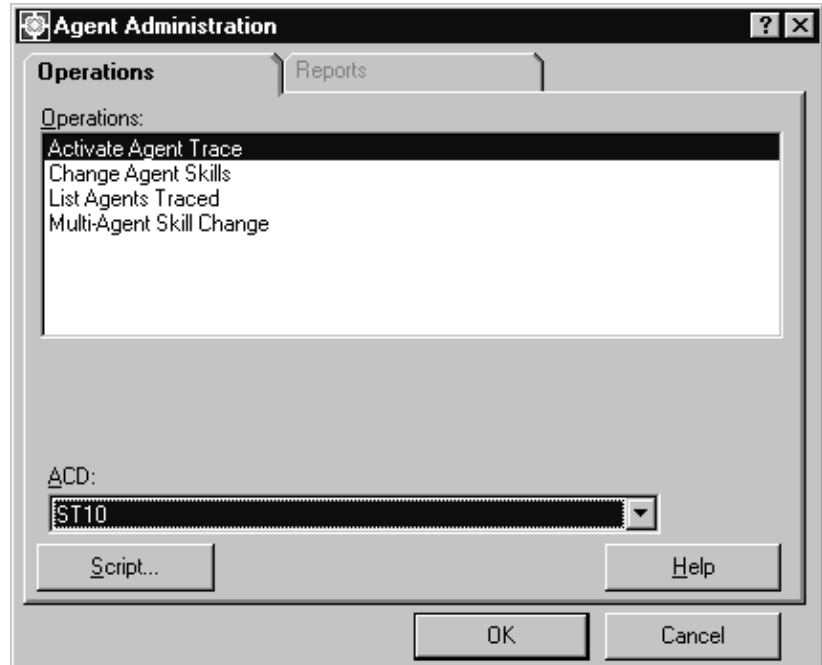
Use this procedure to create a script that results in the execution of an action. Running the saved script will cause an Add, Modify, Delete, or No action action to be performed for the selected operation.

- 1 Select the necessary item from the Commands menu on the Controller Window. Valid items for scripting an action include:

- Dictionary
- Exceptions
- Maintenance
- System Setup
- Agent Administration
- Call Center Administration

Result: CentreVu Supervisor displays the selector window associated with the selected item.

- 2 Highlight the operation to be made into a script from the Operations: field on the Operations tab of the selector window.

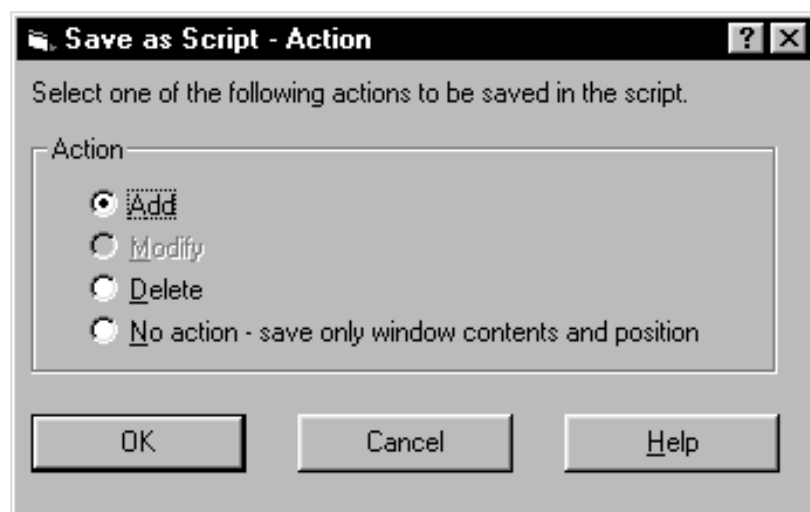


-
- 3 Select the OK button.

Result: CentreVu Supervisor displays the input window for the selected operation.

- 4 Select Actions > Script from the menu bar of the input window. If none of the valid scriptable actions — Add, Modify, or Delete — are present, you cannot select Script.

Result: The Save as Script – Action window opens.



-
- 5 Select the action to be performed by the script.
-

- 6 Select the OK button.

Result: CentreVu Supervisor displays the Save as Script window.

If Cancel is selected, CentreVu Supervisor dismisses this window and displays the input window without saving an action.

7 To complete the Save as Script window:

- Select a file folder location and file name.
Specify the script type as either Automatic or Interactive.
- Select Save.

Result: CentreVu Supervisor displays an acknowledgment message box stating that the script has been saved.

8 Select the OK button on the acknowledgment message box

Result: Focus returns to the Save as Script – Action window.

END OF STEPS



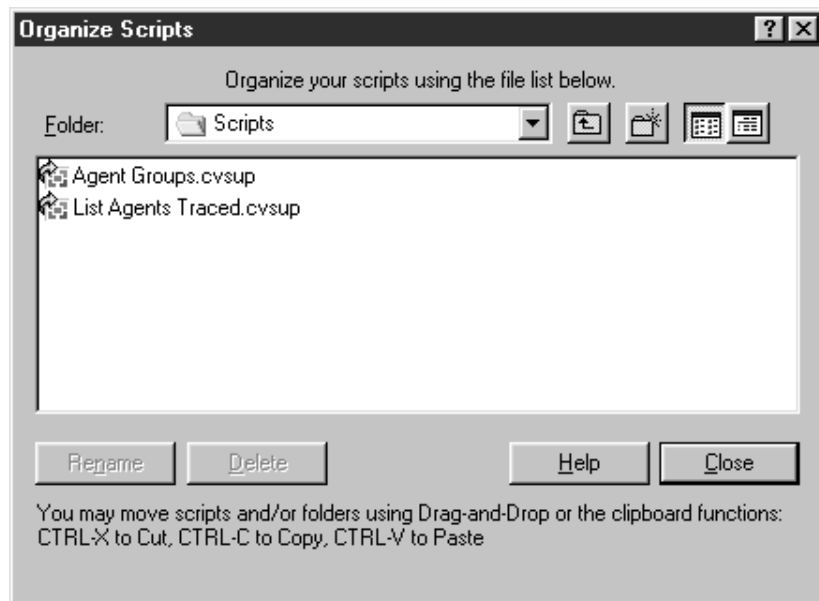
Organizing scripts

Overview The Organize Scripts window provides a simple file management interface which allows you to rename, delete or move script files.

Procedure

- 1 Select Scripts > Organize Scripts... from the menu bar on the Controller Window.

Result: CentreVu Supervisor displays the Organize Scripts window.



- 2 Perform actions on the scripts as needed. This can include renaming, deleting, and moving.
- 3 When finished organizing scripts, select Close to exit the Organize Scripts window.

.....
E N D O F S T E P S
.....



Error and warning messages

Overview “Error Messages” lists possible error messages which may be encountered when running scripts and describes their associated causes and possible solutions.

Error and warning messages

<i>Message</i>	<i>Reason</i>	<i>Solution</i>
This script will not run unless a CentreVu CMS login ID and password have been specified.	The CentreVu CMS login ID and password have not been set on the Scripting tab of the Controller Options window.	Specify a login ID and password on the User Information window.
Automatic scripts are set to run with the permissions of another user of the PC.	The User Information window designates the other user as the owner of automatic scripts.	You can change the permissions via the login information on the Scripting tab of the Options window for the Controller Window. The change will apply to subsequent automatic scripts that are run on the PC.
The Save as Script: Add or Replace window opens.	The file already exists.	Select one of the following actions at the bottom of the window: Add (the default)—to add the new script to the end of the existing script, Replace—to delete the existing script and create a new script file, Cancel—to close the Add or Replace window and return to the Save as Script window, Help—to display a help topic for the window.



5 Administering call center agents

Overview

Purpose This chapter provides information on using the Agent Administration windows to perform the following operations:

- Starting or stopping an agent trace
- Viewing current agent trace states
- Listing agents traced
- Changing agent skills
- Changing skills for multiple agents
- Changing extension split assignments
- Moving extensions between splits
- Running a split members report

The items on the Agent Administration menu vary depending on the type of switch that CentreVu Call Management System (CMS) is connected to and the features that are activated on the switch. These procedures include instructions for administering agents in an Automatic Call Distribution (ACD) with and without the Expert Agent Selection (EAS) feature.



Starting or stopping an agent trace

Overview This section provides the procedure for starting and stopping the tracing of agents. Tracing an agent records the activities of the agent, state changes, and time when these events occurred. The agent trace report displays this information when it is run. The agent trace report can help you to evaluate how well agents use their time.

- Before you begin** The following should be read and understood before working with agent traces:
- Traces can be activated for a maximum of 400 agents at a time across all ACDs from one CentreVu CMS server. This maximum does not take into account whether or not the agents are logged in. It also applies to the number of agents who are administered and traced by one server across all ACDs. To avoid compromising performance, activate only the traces that you need.
 - A maximum of 500,000 agent trace records can be stored. The oldest record is discarded and overwritten by the newest record when the file reaches the allocated maximum number of records.
 - Turning a trace off does not delete the trace records for that agent. Agent trace records are overwritten automatically when the trace file reaches the maximum number of allocated records.
 - The settings in the Data Storage Allocation window determine the maximum number of agent trace records that CentreVu CMS can record. See “Data Storage Allocation” for more information on this window.
 - Starting and stopping agent traces requires that the Data Collection feature is turned on.
 - An agent trace must be started before the Agent Trace report can be run.
 - Scripts can open and use the Activate Agent Trace window. You can also schedule the script. See “Chapter 4, Scripting CentreVu CMS operations”, for more information on scripting.
 - The Activate Agent Trace window can be set on a timetable. See “Chapter 12, Using timetables and shortcuts”, for more information.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

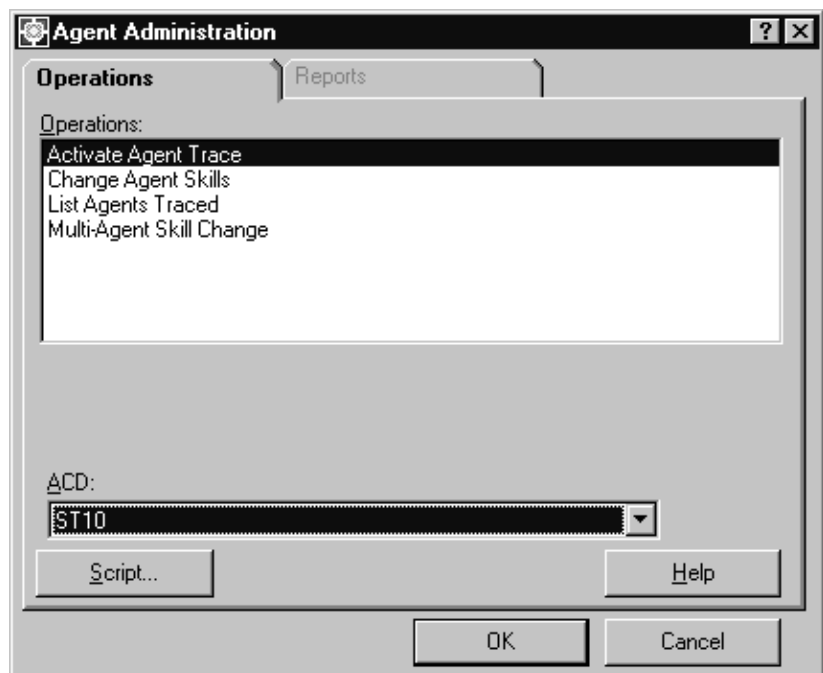
- To start or stop an agent trace, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Agent Administration.
- To view an agent trace report, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Reports.

Steps

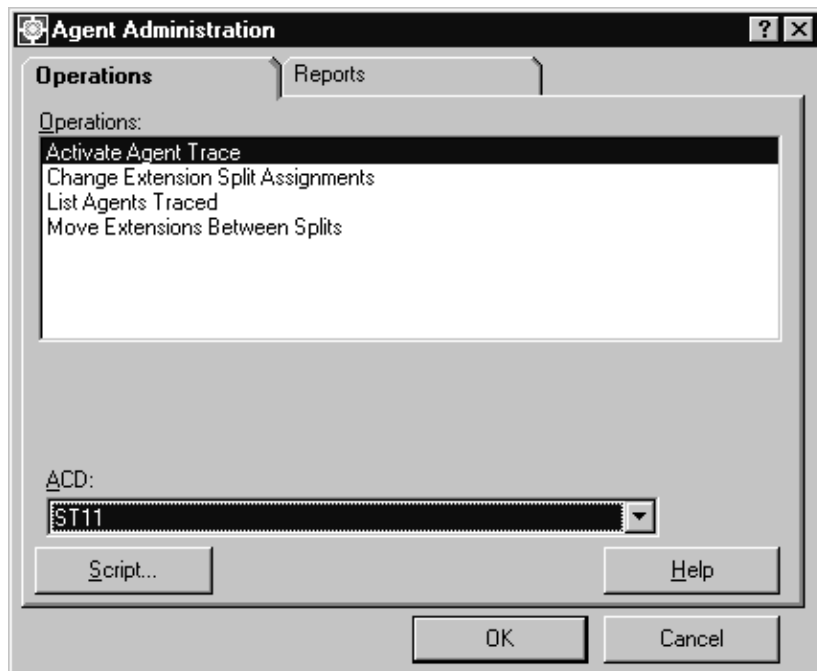
- 1 From the Controller Window, select Commands > Agent Administration.

Result: CentreVu Supervisor displays the Agent Administration window.

On DEFINITY ECS/G3 with EAS:



On DEFINITY ECS/G3 without EAS:



- 2 In the Operations: list, highlight Activate Agent Trace.
- 3 In the ACD drop-down list, select the ACD on which the agent trace will be run or is currently running.
- 4 Select OK.

Result: CentreVu Supervisor displays the Activate Agent Trace window.



-
- 5** In the Agent names or logids: field, enter the names or login IDs of the agents who are to be traced or are being traced.

This field can accept multiple values. Multiple values must be separated by a semicolon (;).

Using the Browse button will only display those agents having synonyms assigned through the Dictionary.

-
- 6** Perform one of the following actions for the Agent trace: options:

- To start an agent trace, select On.
- To stop an agent trace that is currently running, select Off.

-
- 7** Select Actions > Modify from the menu bar to activate or stop the agent trace.

Result: The status bar displays Working and then, if successful, displays Successful when the operation finishes.

END OF STEPS



Viewing current agent trace states

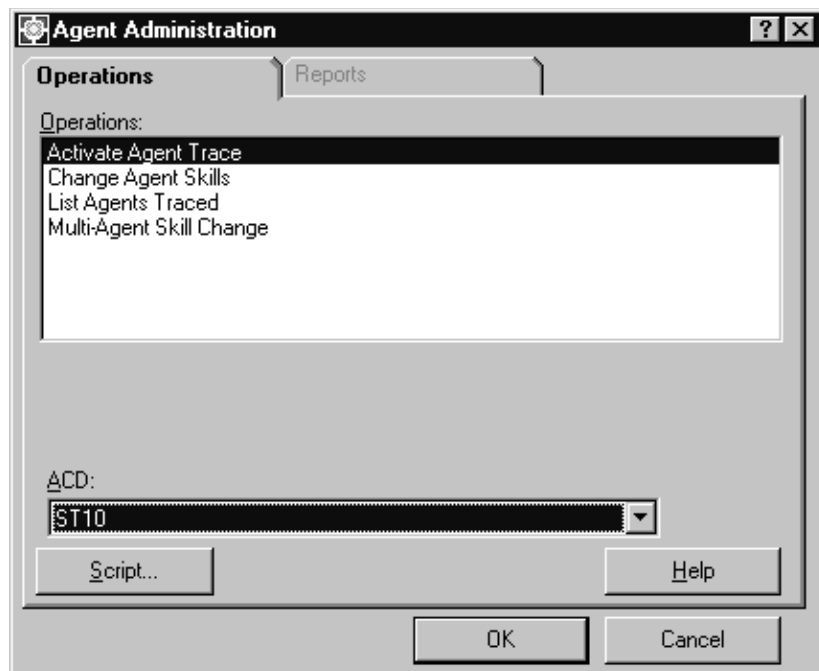
Overview This section provides the procedure for viewing all agent traces that are set to either On or Off.

Steps To view all On or Off agent traces:

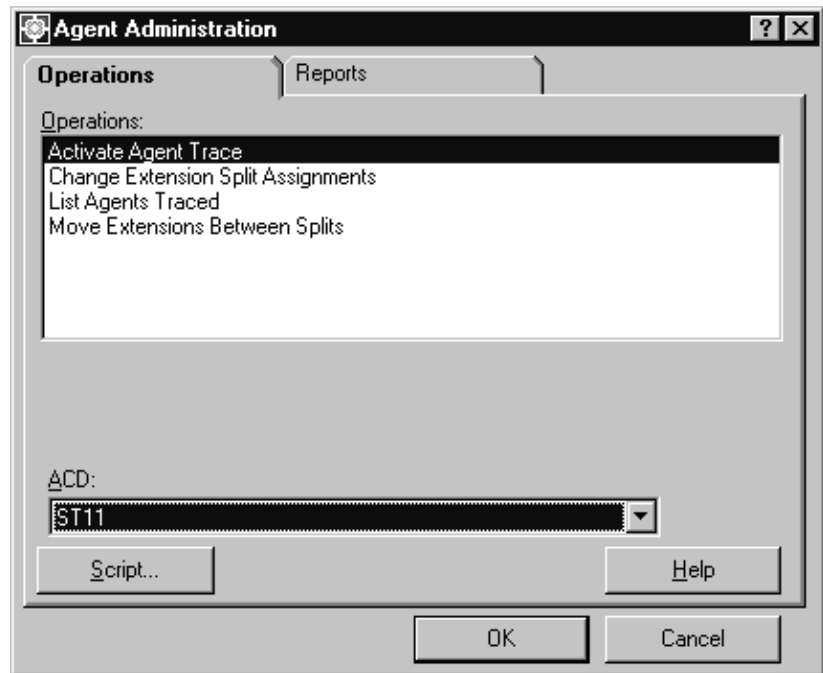
- 1 From the Controller Window, select Commands > Agent Administration.

Result: CentreVu Supervisor displays the Agent Administration window.

On DEFINITY ECS/G3 with EAS:

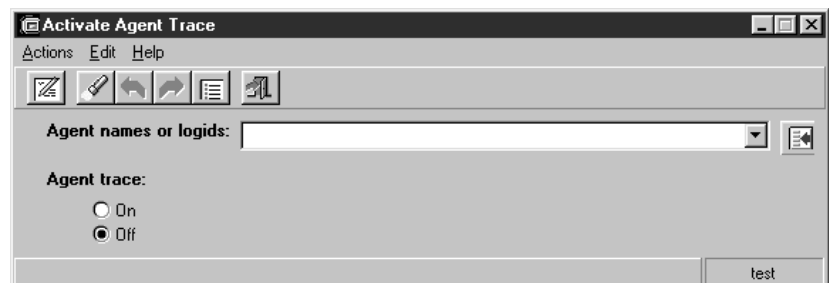


On DEFINITY ECS/G3 without EAS:



- 2 In the Operations: list, highlight Activate Agent Trace.
- 3 In the ACD drop-down list, select the ACD on which the agent trace will be run or is currently running.
- 4 Select OK.

Result: CentreVu Supervisor displays the Activate Agent Trace window.



5 Ensure that the Agent names or logids: field is blank.

6 In the Agent trace: options, select the state to view:

- On — Displays all currently active agent traces.
 - Off — Displays all disables agent traces.
-

7 From the menu bar, select Actions > List All.

Result: CentreVu Supervisor displays a window with a list of all agents who are currently in the selected trace state.

END OF STEPS



Listing agents traced

Overview This section provides the procedure for listing agents and dates for which agent trace data is available on reports. As with most operations, it is possible to run these operations through scripts and timetables. For more information on scripts and timetables, see “Chapter 4, Scripting CentreVu CMS operations” and “Chapter 12, Using timetables and shortcuts”, respectively.

Before you begin To view data through this operation, an agent trace must be activated for one or more agents. Also, agents for whom traces are activated must log in for CentreVu CMS to create agent trace records.

Permissions

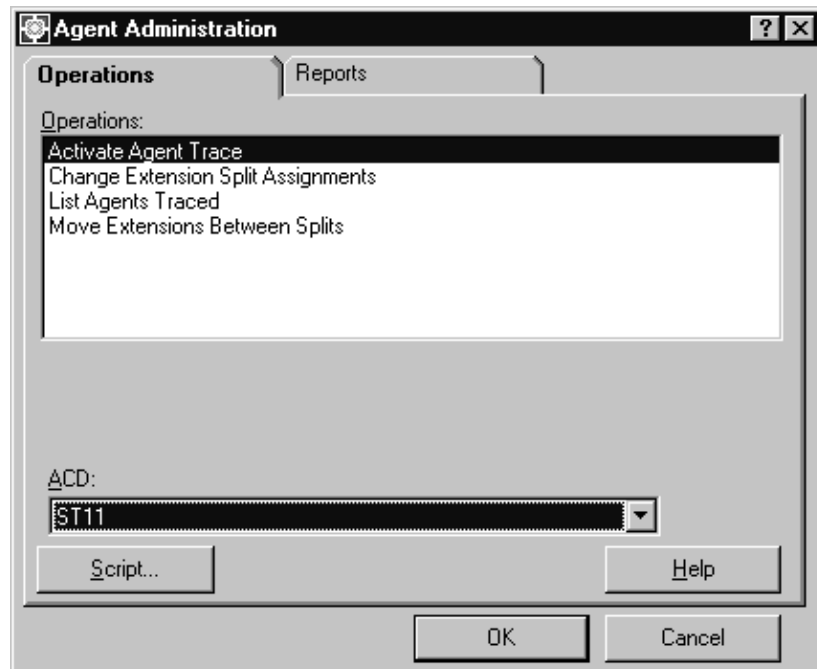
Depending on the procedure that you want to perform, you need the following permissions:

- To list all agents traced, the user ID used to start this CentreVu Supervisor session must have *read* permission for Agent Administration.

Steps

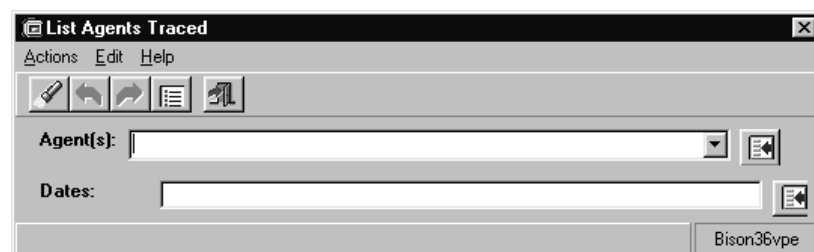
- 1 From the Controller Window, select Commands > Agent Administration.

Result: CentreVu Supervisor displays the Agent Administration window.



- 2 In the Operations: list, highlight List Agents Traced.
- 3 In the ACD: field, select the ACD for which agents being traced will be listed.
- 4 Select OK.

Result: CentreVu Supervisor displays the List Agents Traced window.



-
- 5** The procedure for viewing agent trace records varies according to the information that you enter in the fields of the List Agents Traced window. The results for listing agents traced relies on the entries made in the Agent(s): field, the Dates: field, or a combination of the two. For example, you can specify a small range of agents in the Agent(s): field and a date range in the Dates: field. This will result in a list of only the specified agents for the date range entered. Use the following descriptions to determine how information is entered in these fields:

- Use the Agent(s): field to specify none, one, or more agents to use in displaying agent trace records.

Leave this field blank to show all agent trace records for the dates entered in the Dates: field.

Only those agents with login IDs in the Dictionary can be entered in the Agent(s): field.

This field can accept multiple values. Multiple values must be separated by a semicolon (;).

- Use the Dates: field to specify no date, a single date, multiple dates, or a range of dates.

Leave this field blank to show all agent trace records for the agents entered in the Agent(s): field.

This field can accept multiple dates or a range of dates. Multiple dates must be separated by a semicolon (;).

Leaving both the Agent(s): and Dates: fields blank will cause CentreVu Supervisor to display all agent trace records.

-
- 6** Select Actions > List All to display the agent trace records that match the information that you entered in the Agent(s): and Dates: fields.

Result: CentreVu Supervisor displays a secondary window listing the dates and agents for which agent trace data is available, sorted by date.

END OF STEPS



Changing agent skills

- Overview** Use the Change Agent Skills window to configure agent skills on systems with Expert Agent Selection (EAS). Use this feature to perform the following actions:
- View the current skill assignment
 - Change the skills of an agent or agent template
 - Add agents to an agent template
 - Set the skill of an agent or agent template to *primary* or *secondary*
 - Set the level of the skill for an agent from 1 to 16

- Before you begin** The following items should be read and understood before changing agent skills:
- The Change Agent Skills item is only available for ACDs on which EAS is activated.
 - The application windows that are shown in this section represent sessions when CentreVu Supervisor is connected to a DEFINITY ECS R6 or later.
 - When agent skills are changed, the change is made to the DEFINITY and remains in effect until another change is made through CentreVu Supervisor or the DEFINITY itself.
 - When agent skills are changed, you cannot exit the Change Agent Skills window until the ACD responds to the requested agent changes.
 - A template can be any existing agent profile where the skill settings of the profile are applied to other agent profiles. At any one time, you can apply these settings to a maximum of 50 agents. After you apply the skill settings, any changes that you make to the agent profile that was originally used as the template do not affect the other agent profiles.

- Skill changes that are made to agents on DEFINITY Communications System Generic 3 Version 2 go into effect after the agent manually logs out. On DEFINITY Communications System Generic 3 Version 4 and DEFINITY ECS R6 or later, skill changes take effect immediately for agents who are in AUX work mode, available, or logged out. Changes are pending for agents on calls or in ACW work mode until the agent enters the AUX work mode, becomes available, or logs out. Because of this, agents who frequently have calls on hold may have skill changes remain pending for a longer time than expected.

Permissions

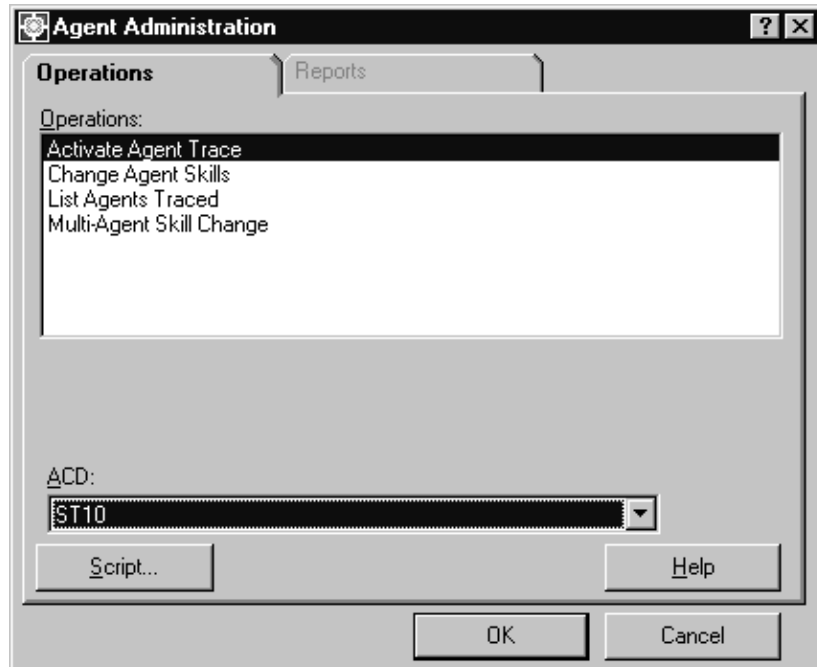
Depending on the procedure that you want to perform, you need the following permissions:

- To view agent skill assignments, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Agent Administration.
- To change agent skills, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Agent Administration.

Steps To change skills for an agent:

- 1 From the Controller Window, select Commands > Agent Administration.

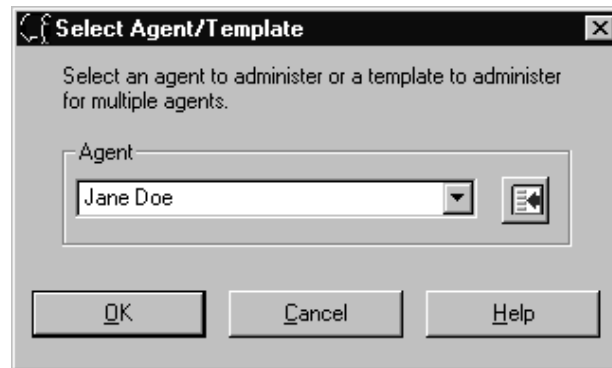
Result: CentreVu Supervisor displays the Agent Administration window.



- 2 In the ACD field, select the ACD for which you want to change agent skills.
- 3 In the Operations: list, highlight Change Agent Skills.

4 Select OK.

Result: CentreVu Supervisor displays the Select Agent/Template window.



5 In the Select Agent/Template window, enter the Agent ID using one of the following methods in order view or change their skills:

- The agent login ID
- The name of the agent
- An agent template

See “ (5-12)” at the beginning of this section for more information on agent templates.

6 Select OK.

Result: CentreVu Supervisor displays the Change Agent Skills window with the agent or template name and login ID in the title bar.

Change Agent Skills 44002 - Jane Doe

Call Handling Preferences

- ☒ Skill Level
- ☐ Greatest Need
- ☐ Percent Allocation
- ☐ Service Objective
- ☒ Direct Agent Calls First

Agent Skills and Skill Levels

	Assigned Skills	Level	Percent
1	s52	3	
2	s51	3	
3	SPLIT9	3	
4			
5			
6			
7			
8			

Buttons: Add Skills, Delete Skills, Make Top Skill

Direct Agent Skill: s51

Totals: %

Agent Name(s) or Login ID(s)

☒ Use for one or more Agent(s) (Maximum of 50 Agents)

Mary Smith; John Jones

Buttons: OK, Cancel, Script..., Help

Select skills to add to or delete from the agent, and then select the OK Button.

Bison36vpe

Reference: The skills and skill level for the agent or template that you named are shown in the Assigned Skills field and Level field, respectively.

Skill names are shown for the skills that are defined in the Dictionary. Skill numbers are shown for the skills that are not defined in the Dictionary.

These skill settings for an agent can be passed on to other agent profiles. To specify the agents who are to receive the skill settings, select Use for one or more Agents; and enter the agent IDs in the associated field.

-
- 7** Choose one of the following options to change the skills of this agent or template.

If...	Then...
You have a DEFINITY ECS and want to change which calls an agent receives first	Select a different method in the Call Handling Preferences group box. Calls can be distributed to the selected agent based on: • Skill Level • Greatest Need • Percent Allocation The Skill Level for the agent is shown in the Assigned Skills list. Percent Allocation is only available if CentreVu Advocate is enabled on the DEFINITY ECS.
You have a DEFINITY ECS and want to change the skill that is used to queue an agent's direct agent calls	Perform one of the following actions: • Select a new skill from the Direct Agent Skill drop-down list. • Enter the name or number of the skill in the Assigned Skills column of the Agent Skills and Skill Levels group that will be used for queuing the direct agent calls to the specified agent. You may then select the skill from the Direct Agent Skill drop-down list. The Direct Agent Skill list does not contain reserve skills. If the agent who is currently displayed has only reserve skills in the Assigned Skills list, no Direct Agent Skill can be assigned to that agent.

If...	Then...
You want to change the level/type that is associated with skill that is already assigned	Perform the following procedure: 1. In the Assigned Skills list, select the level of the skill for which you want to change the value. Note that if you have a DEFINITY ECS and Skill Level Call Handling Preference, an arrow indicates the agent's Top Skill assignment. 2. Select a new value for the skill level from the Level drop-down list in the Agent Skills and Skill Levels group. If Skill Level is selected in the Call Handling Preference group and only reserve levels are assigned to an agent, that agent does not have a top skill and the Make Top Skill button is disabled. 3. Select OK.
You want to remove skills that are assigned to this agent or template	Perform the following procedure: 1. In the Assigned Skills field, select the skills to remove from the agent. 2. Perform one of the following steps depending on the type of DEFINITY system in use: • If you have a DEFINITY ECS and want to remove skills, select the Delete Skills button. • If you have a DEFINITY Communications System Generic 3 Version 4 and want to remove skills, select the Remove button. Note that if an agent has only one assigned skill, this skill cannot be deleted.

If...	Then...
You want to add skills to this agent or template	Perform one of the following steps depending on the type of DEFINITY system in use: • If you have a DEFINITY ECS, select the Add Skills button. In the Available Skills list of the Add Agent Skills window, highlight one or more skills that you want to assign to the agent as well as the Skill Level for these new skills. The Available Skills field lists all the skills that are defined on this ACD. When you are finished adding skills, select the OK button in the Add Agent Skills window. • If you have a DEFINITY Communications System Generic 3 Version 4, select the Add Skills button. Select one or more skills that you want to assign to the agent and select the Add button. Then, select Primary or Secondary for each skill in the Assigned Skills column of the Agent Skills and Skill Levels group.
You have a DEFINITY ECS with CentreVu Advocate and want to specify a new percent allocation	Perform the following procedure: 1. In the Call Handling Preferences group, select Percent Allocation. Note that the Percent Allocation field is unavailable if a reserve level has already been specified for an agent or template. 2. Select the Yes button from the warning window. This indicates that you want to enable the Percent Allocation feature. If an agent or template has Percent Allocation call handling preference, the total percent allocation for all standard skills must equal 100%. By default, Direct Agent Calls First is activated. If a call handling preference other than Percent Allocation is selected, direct agent calls are delivered first, and the Direct Agent Calls First check box is not applicable.
You have a DEFINITY ECS and want to make an Assigned Skill the Top Skill for this agent	Perform the following procedure: 1. In the Assigned Skills column of the Agent Skills and Skill Levels group, select the skill that you want to be the top skill of the agent. 2. Select the Make Top Skill button.

If...	Then...
You want to apply the changes to a group of up to 50 agents	Perform the following procedure: 1. Select the Use for One or More Agents (Maximum of 50 Agents) check box. 2. Enter the agent names or login IDs in the Agent Name(s)/Login ID(s) field, select them from the drop-down list, or select them from the Browse window.

8 Select OK.

Result: Changes are submitted to the CentreVu CMS server. If a move is pending, you are notified that the operation will not occur until the pending conditions are resolved. If you are applying a template to a list of up to 50 agents, CentreVu Supervisor buffers the change agents skills requests and send them to the CentreVu CMS server one at a time. CentreVu Supervisor displays a status box that indicates the status of each requested agent change.

If an error is encountered with changes to agent skills, CentreVu Supervisor displays a message that states what is in error. Select OK or Cancel to dismiss the error message and return to the Change Agent Skills window so that the error can be corrected.

9 Select OK.

Result: If the change is successfully made, CentreVu Supervisor displays a successful message in the status bar.

If the state of an agent is not in AUX or AVAIL, CentreVu Supervisor displays a message which states that the changes will be applied when the agent returns to one of those states.

10 Select OK.

Result: CentreVu Supervisor closes the Change Agent Skills window.

11

If...	Then...
You are finished making changes	Perform one of the following actions: • Select OK in the Select Agent/Template window. This action saves the changes that you made to the agent skills. • Select Cancel in the Select Agent/Template window. This action cancels any changes that you made.
You want to make skill assignment changes for other agents or templates	Perform the following actions: 1. Select another agent or template in the Select Agent/Template window. 2. Return to Step 5 and continue with the procedure.

END OF STEPS

Changing skills for multiple agents

Overview This section provides the procedure for changing skills for more than one agent at a time. Use the Multi-Agent Skill Change window to view current skill assignments or to change a skill for as many as 32 agents. You can also use this window to specify the skill levels and type of the skills.

Before you begin The following items should be read and understood before beginning work with the Multi-Agent Skill Change window:

- When agent skills are changed, the change is made to the DEFINITY ECS and remains in effect until another change is made through CentreVu Supervisor or the DEFINITY ECS.
- You cannot exit from the Multi-Agent Skill Change window until the DEFINITY system responds to the requested changes.
- Skill changes that you make to agents on DEFINITY Communications System Generic 3 Version 2 go into effect after the agent manually logs out. On DEFINITY Communications System Generic 3 Version 4 and DEFINITY ECS R5 or later, skill changes take effect immediately for agents who are in AUX work mode, available, or logged out. Changes are pending for agents on calls or in ACW work mode until the agent enters the AUX work mode, becomes available, or logs out.
- For agents who frequently have calls on hold, skill changes can remain pending for a longer time than expected.

Permissions

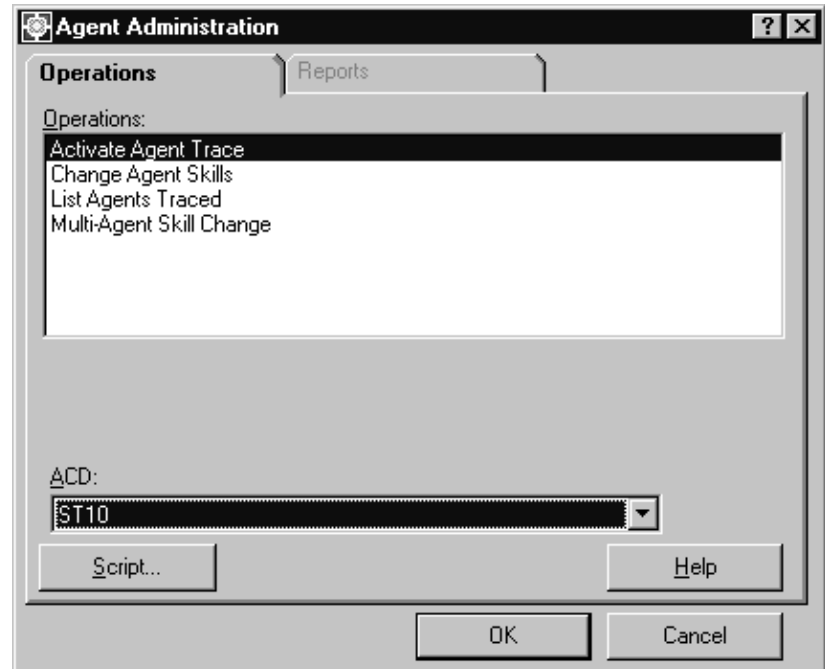
Depending on the procedure that you want to perform, you need the following permissions:

- To view agent skill assignments, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Agent Administration.
- To change agent skills, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Agent Administration and for the skills to which agents are assigned.

Steps To change one skill for multiple agents:

- 1 From the Controller Window, select Commands > Agent Administration.

Result: CentreVu Supervisor displays the Agent Administration window.



- 2 In the ACD: field, select the ACD for which you want to change agent skills.
- 3 In the Operations: list, highlight Multi-Agent Skill Change.

4 Select OK.

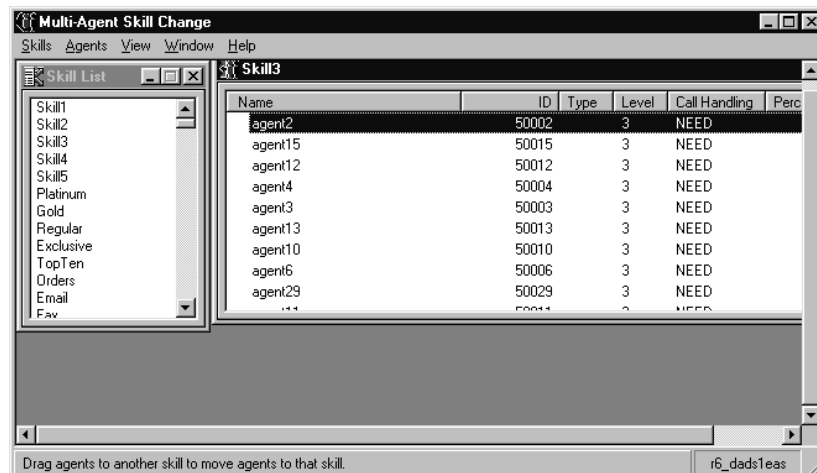
Result: CentreVu Supervisor displays the Multi-Agent Skill Change window.



5 Use one of the following methods to choose a skill:

- Double-click the skill name or number.
- Highlight a skill and press <Enter>.

Result: CentreVu Supervisor displays a second window that shows the agents assigned to this skill who are currently logged in.



Clicking the left mouse button on the column headings sorts the contents between ascending and descending order.

To view or change the current skills of an agent in the skill window, double-click the agent name.

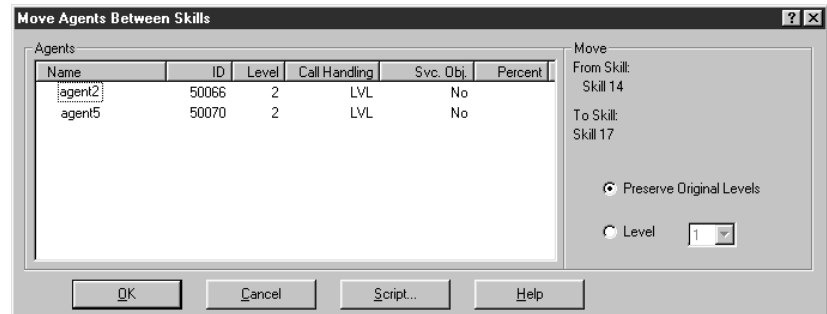
-
- 6** To move agents from the current skill to another skill, perform one of the following actions:
- To move a single agent, use the mouse to drag-and-drop an agent to a new skill in the Skill List window.
 - To move multiple agents to a new skill, hold down the <Ctrl> key and click on multiple agents to select them. You can select a range of agents by clicking on the agent at the beginning of the range, holding down the <Shift> key, and then clicking the agent at the bottom of the range. This action selects all agents between the two. Use the drag-and-drop method to move the agents from the window for their current skill to a new skill in the Skill List window.
 - Another way of moving agents from one skill to another is to open a window for the new, target skill by double-clicking that skill in the Skill List window. You can then drag-and-drop agents between the two skill windows.

Note that holding down the <Ctrl> key while dragging and dropping agents will add, not move, the agent or agents to the new skill.

Result: CentreVu Supervisor displays the Move Agents Between Skills window with the Agents field showing the following:

- The agents you moved
- The call-handling preferences of the agents
- The reserve level or skill level of each agent
- The service objective of each agent

- The percent allocation for the skill of each agent. Percent allocation is only available on DEFINITY ECS with CentreVu Advocate.



The Move group displays information showing the skills involved in moving this agent. If the agent is being added to a new skill, not moved, the From Skill: information is blank and the Preserve Original Levels option is unavailable.

-
- 7** In the Move Agents Between Skills window, perform one of the following actions to complete moving agents from skill to skill:
- On DEFINITY ECS, select the Level option and enter a skill-level value for each agent that you moved to this new skill.
 - To keep the current skill level of the agent, select the Preserve Original Level option. This action deactivates the Level option.
 - On DEFINITY Communications System Generic 3 Version 4, select Primary or Secondary for the new skill. Note that the windows for the DEFINITY Communications System Generic 3 Version 4 system do not appear as the windows for DEFINITY ECS R5 or later as seen above.

-
- 8** Select OK.

If one or more agent moves fail, CentreVu Supervisor displays a status window showing the reasons for failure. Otherwise, the status window notifies you that the change is pending.

END OF STEPS



Changing extension split assignments

Overview This section provides the procedure for assigning an extension to a different split. This feature is used for those systems without Expert Agent Selection (EAS). Use the Change Extension Split Assignments window to list the extensions that are in the currently assigned splits or to change the splits that are assigned to a specific extension number.

Before you begin The following should be read and understood before changing extension split assignments:

- You cannot exit from the Change Extension Split Assignments window until the DEFINITY system responds to the requested changes.
- Extension split assignment changes that you make on a DEFINITY Communications System Generic 3 Version 2 system go into effect after the agent manually logs out. On DEFINITY Communications System Generic 3 Version 4 and DEFINITY ECS R5 or later systems, extension split assignment changes take effect immediately for agents who are in AUX work mode, available, or logged out. Changes are pending for agents on calls or in ACW work mode until the agent enters the AUX work mode, becomes available, or logs out.
- For agents who frequently have calls on hold, extension split assignment changes can remain pending for a long time.

Permissions

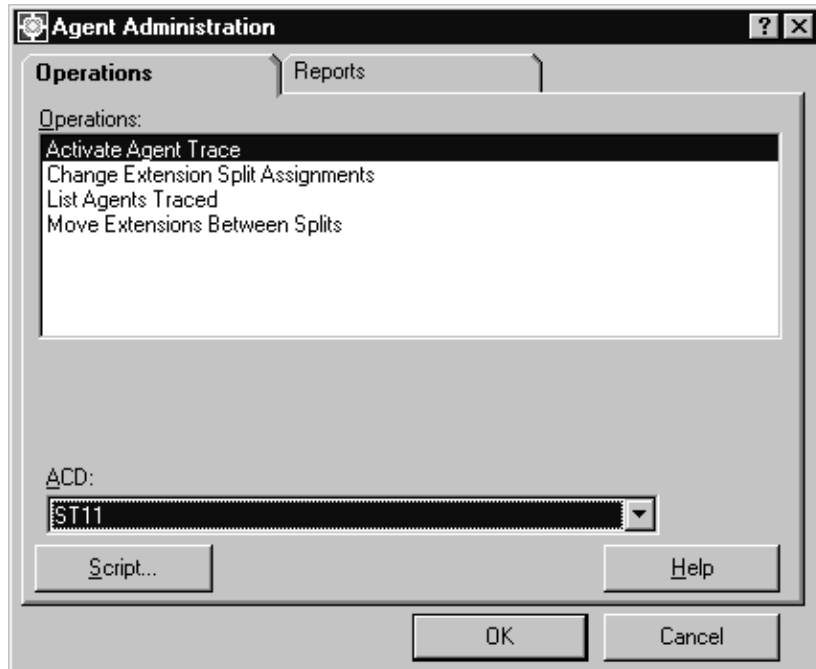
Depending on the procedure that you want to perform, you need the following permissions:

- To view extension split assignments, you need *read* permission for Agent Administration.
- To change extension split assignments, you need *write* permission for Agent Administration and for the splits to which the extensions are assigned.

Steps To change an extension split assignment:

- 1 From the Controller Window, select Commands > Agent Administration.

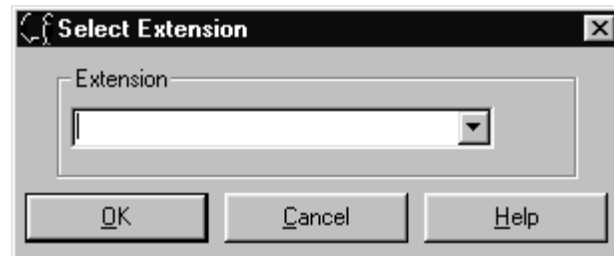
Result: CentreVu Supervisor displays the Agent Administration window.



- 2 In the ACD field, select the ACD for which you want to change extension split assignments.
- 3 Select Operations > Change Extension Split Assignments.

4 Select OK.

Result: CentreVu Supervisor displays the Select Extension window.

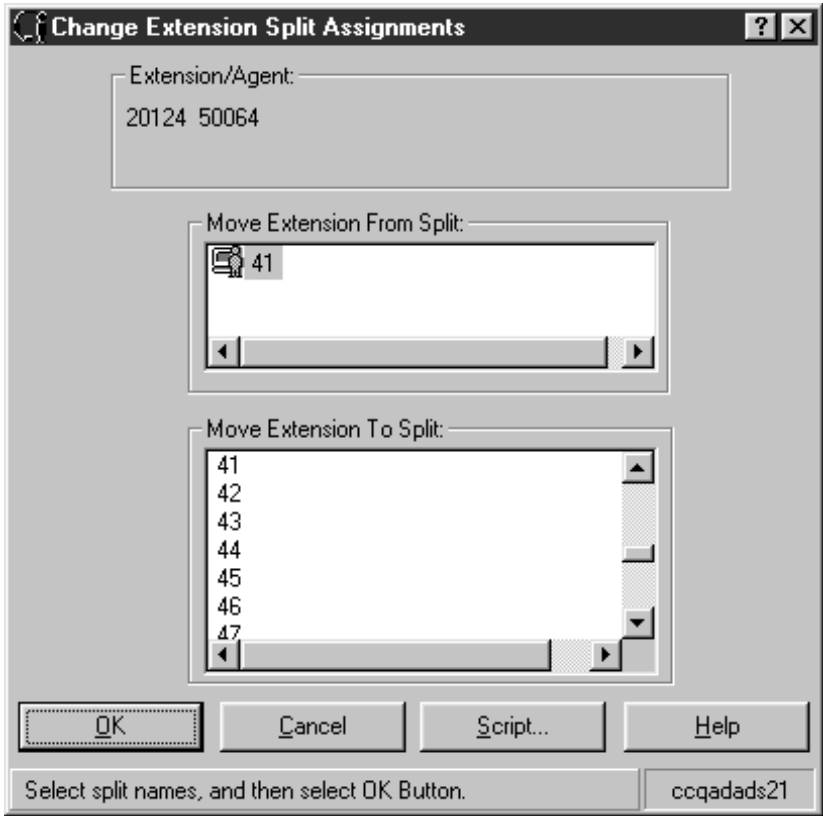


5 In the Select Extension window, enter the extension number for which the split assignment is to be changed.

The extensions that are assigned to each split can be viewed in the Move Extensions Between Splits window. See “Moving extensions between splits” for more information.

6 Select OK.

Result: CentreVu Supervisor displays the Change Extension Split Assignments window.



The Move Extension From Split field shows the current split assignment. The Move Extension To Split field shows available split names or numbers. If an agent is logged in on the extension, the logged-in icon is displayed as shown in the above graphic. If an agent is not logged in on the extension, an icon is not displayed.

7 Perform one of the following actions:

If...	Then...
You want to change split assignments for an extension other than the one that is displayed	Select Cancel to return to the Select Extension window and then return to Step 4.
You want to change split assignments for this extension	Continue with the next step.

8 Perform one of the following actions:

If...	Then...
You want to remove a split assignment from this extension	Select the split name or number that is to be removed from this extension in the Move Extension From Split box.
You want to assign a split assignment to this extension	Select the split name or number that is to be assigned to this extension in the Move Extension To Split box.

9 Select OK.

Result: CentreVu CMS applies the split assignment changes made to the extension.

END OF STEPS



Moving extensions between splits

Overview This section provides the procedures for adding a split to an extension, removing a split from an extension, and moving an extension to another split. This feature is for those systems without Expert Agent Selection (EAS). You can also use the Move Extensions Between Splits window to view extension split assignments.

Before you begin The following items should be read and understood before moving extensions between splits:

- As many as 32 agents can be moved at one time.
- You cannot exit from the Move Extensions Between Splits window until the DEFINITY system responds to your request.
- Extension split assignment changes that you make on a DEFINITY Communications System Generic 3 Version 2 system go into effect after the agent manually logs out. On DEFINITY Communications System Generic 3 Version 4 or DEFINITY ECS R5 and later, extension split assignment changes take effect immediately for agents who are in AUX work mode, available, or logged out. Changes are pending for agents on call or in ACW work mode until the agent enters the AUX work mode, becomes available, or logs out.
- For agents who frequently have calls on hold, an extension move request can remain pending for an extended period of time.

Permissions

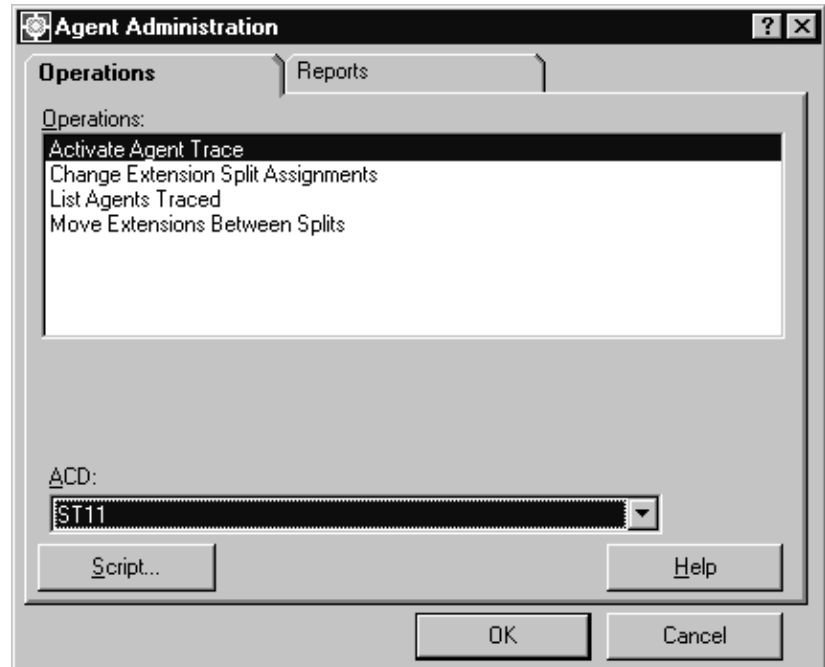
Depending on the procedure that you want to perform, you need the following permissions:

- To view extension assignments, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Agent Administration and the affected splits.
- To move extension assignments, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Agent Administration and the affected splits.

Steps To move extensions between splits:

- 1 From the Controller Window, select Commands > Agent Administration.

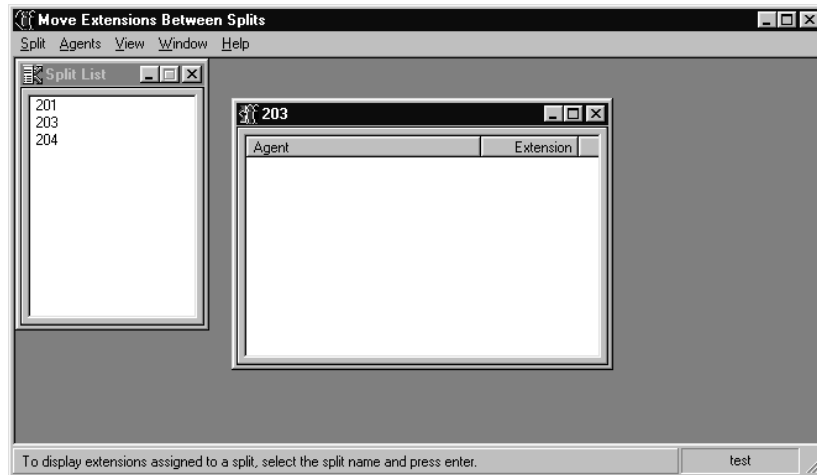
Result: CentreVu Supervisor displays the Agent Administration window.



- 2 In the ACD: field, select the ACD that contains the extensions to move.
- 3 In the Operations: list, highlight Move Extensions Between Splits.

4 Select OK.

Result: CentreVu Supervisor displays the Move Extensions Between Splits window.



5 Select the split to work with by performing one of the following actions:

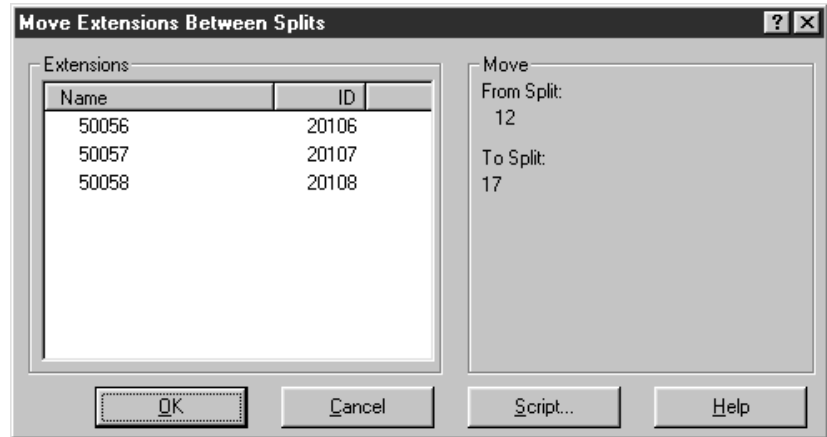
- Double-click the split name or number in the Split List window.
- Highlight the split to work with in the Split List window and then select Split > Open selected split from the menu bar.

6 To move one or more extensions from the current split to another split, perform one of the following actions:

- To move a single extension, use the mouse to drag-and-drop an extension to a new split in the Split List window.
- To move multiple extensions to a new split, hold down the <Ctrl> key and click on multiple extensions to select them. You can select a range of extensions by clicking on the extension at the beginning of the range, holding down the <Shift> key, and then clicking the extension at the bottom of the range. This action selects all extensions between the two. Use the drag-and-drop method to move the extensions from the window for their current split to a new split in the Split List window.

- Another way of moving extensions from one split to another is to open a window for the new, target split by double-clicking that split in the Split List window. You can then drag-and-drop extensions between the two split windows.

Result: CentreVu Supervisor displays the Move Extensions Between Splits window.



-
- 7 Select OK in the Move Extensions Between Splits window to complete the moving of the selected extensions.

END OF STEPS



Running a split members report

Overview This section provide the procedure for running a split members report. This report displays the extensions that are members of a specific split. Unlike regular reports, a custom or designer report cannot be created from the split members report. The split members report lists the selected splits in numerical order, each split's assigned name, and the extensions that are assigned to the split.

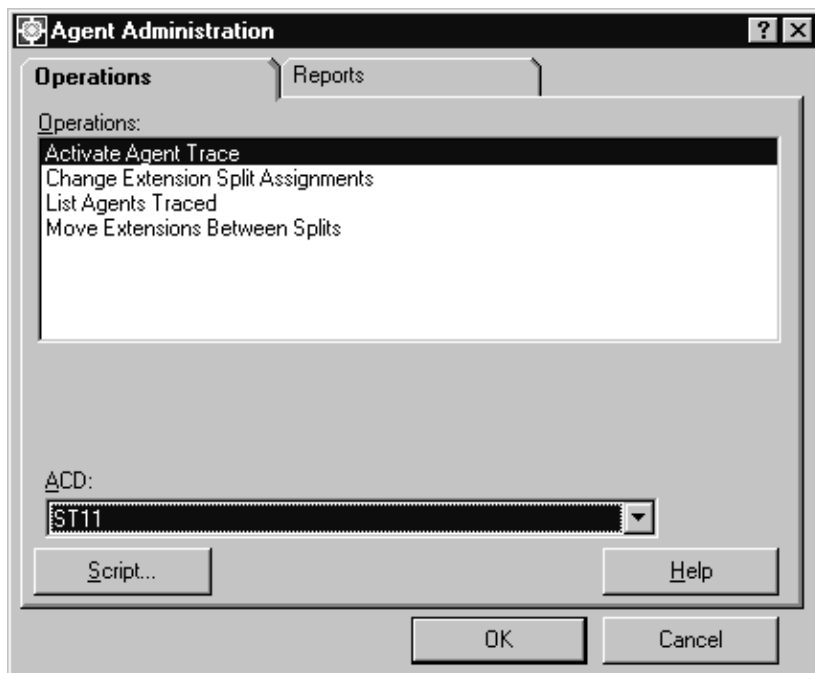
Permissions Depending on the procedure that you want to perform, you need the following permissions:

- To run a split members report, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Agent Administration and for all affected splits.

Steps To run a split members report:

- 1 From the Controller Window, select Commands > Agent Administration.

Result: CentreVu Supervisor displays the Agent Administration window.



-
- 2 Select the Reports tab.

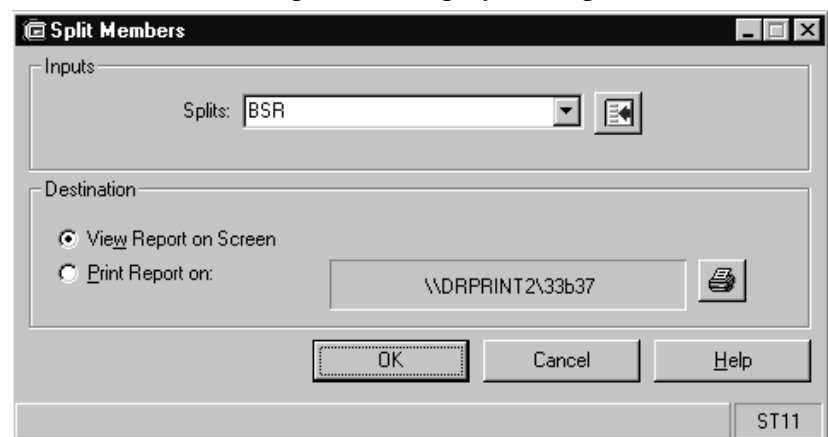
Result: CentreVu Supervisor displays the Reports tab of the Agent Administration window.

- 3 In the ACD: field, select the ACD on which to run the split members report.
-

- 4 In the Reports: list, highlight Split Members.
-

- 5 Select OK.

Result: CentreVu Supervisor displays the Split Members window.

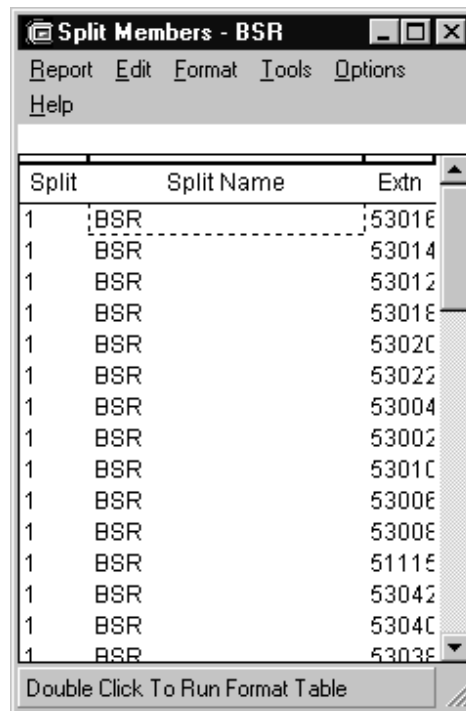


-
- 6 Enter the split information in the Splits: field. This can be one split, multiple splits, or a range of splits. Multiple splits must be separated by a semicolon (;).
-

- 7 In the Destination group, select View Report on Screen or Print Report on:.

8 Select OK.

Result: CentreVu Supervisor displays or prints the Split Members report.



The screenshot shows a window titled "Split Members - BSR" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a table. The table has three columns: Split, Split Name, and Extn. The data is as follows:

Split	Split Name	Extn
1	BSR	5301E
1	BSR	53014
1	BSR	53012
1	BSR	5301E
1	BSR	5302C
1	BSR	53022
1	BSR	53004
1	BSR	53002
1	BSR	5301C
1	BSR	5300E
1	BSR	5300E
1	BSR	5111E
1	BSR	53042
1	BSR	5304C
1	BSR	5303E

At the bottom of the window, there is a button labeled "Double Click To Run Format Table".

If the split does not have a name assigned, the Split Name columns on the report shows the split number. If the split has no extensions assigned to it, the Extension column is blank.

END OF STEPS



6 Administering the call center configuration

Overview

Purpose This chapter provides the procedures to perform operations to configure the following items in the call center:

- Call work codes
- VDN skill preferences
- Split/skill call profiles
- Trunk group assignments
- Trunk group members report
- VDN-to-vector assignments
- VDN call profiles
- Vector configuration report

The items on the Call Center Administration menu vary depending on the type of switch CentreVu CMS is connected to and the features that are enabled on the switch.



Call work codes

Overview

Purpose A *call work code* is a number that represents a particular call type or activity to track in the call center, for example, promotional ads, complaints, or repeat orders. Agents use the dial pad on their voice terminal to enter call work codes. This information is sent to CentreVu CMS for management reporting and can then be viewed in the call work code and call record historical reports.

This section provides the following procedures:

- Adding call work codes
- Viewing call work codes
- Listing all call work codes
- Deleting call work codes

Before you begin The following items should be read and understood before beginning to work with call work codes:

- Call work codes must be positive integers with 1 to 16 digits. Names can be assigned in the Dictionary to call work codes that consist of nine digits or less. It is recommended that a fixed number of digits be used consistently for all call work codes. The use of a consistent number of digits makes it easier to add, delete, and search for call work codes.
- Call work code 0 is always assigned and is used to collect information on unassigned call work codes. Call work code 0 cannot be deleted. If an agent enters an unassigned call work code, it is displayed as code 0 on the call work code report. If a call work code exception is defined, the agent exceptions historical report shows the agents who entered invalid or unassigned call work codes.
- Disk space must be allocated for call work codes before they can be used. Call work codes are assigned to a specific ACD. The number of call work codes that can be assigned depends on the Data Storage Allocation settings for the ACD. See “Data Storage Allocation” for more information.

- Daily, weekly, and monthly standard historical reports are available for call work codes. Call work codes also appear on the standard historical call record report. See *CentreVu Supervisor Release 9 Reports* for more information.
- For standard call work code reports, the codes are assigned in the Call Work Codes window.
- To have a name refer to a call work code in a report instead of its numerical code, the name must first be assigned in the Dictionary.

Permissions

Depending on the procedure to be performed, the following permissions are needed:

- To view call work codes, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration.
- To add or delete call work codes, the user ID used to log in to this CentreVu Supervisor session requires *read* and *write* permission for Call Center Administration.



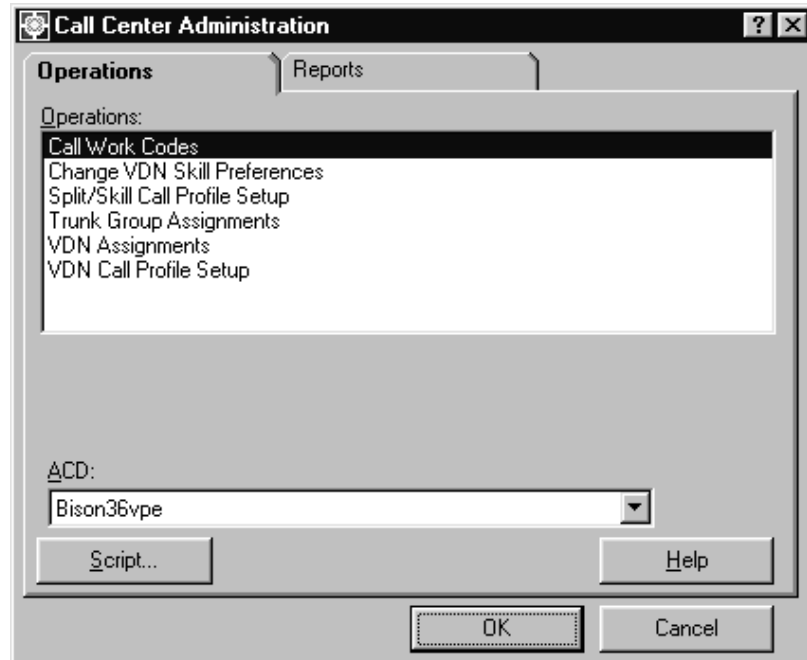
Adding call work codes

Overview This section provides the procedure for adding a call work code for use in a call center.

Steps To add a call work code:

- 1 From the Controller Window, select Commands > Call Center Administration.

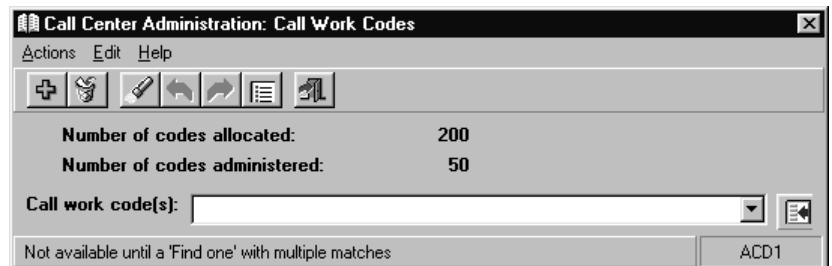
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the Operations: list, highlight Call Work Codes.

3 Select OK.

Result: CentreVu Supervisor displays the Call Work Codes window.



Reference: The following table defines the information that is shown in the Call Work Codes window:

Number of codes allocated:	Total number of call work codes that are saved in the CentreVu CMS database.
Number of codes administered:	Total number of call work codes currently in use.
Call work code(s):	Used to specify a call work code that will receive an action.

4 Enter the new call work code in the Call work code(s): field.

5 Select Actions > Add.

Result: The status bar displays Successful if the call work code is added to the CentreVu CMS database.

END OF STEPS



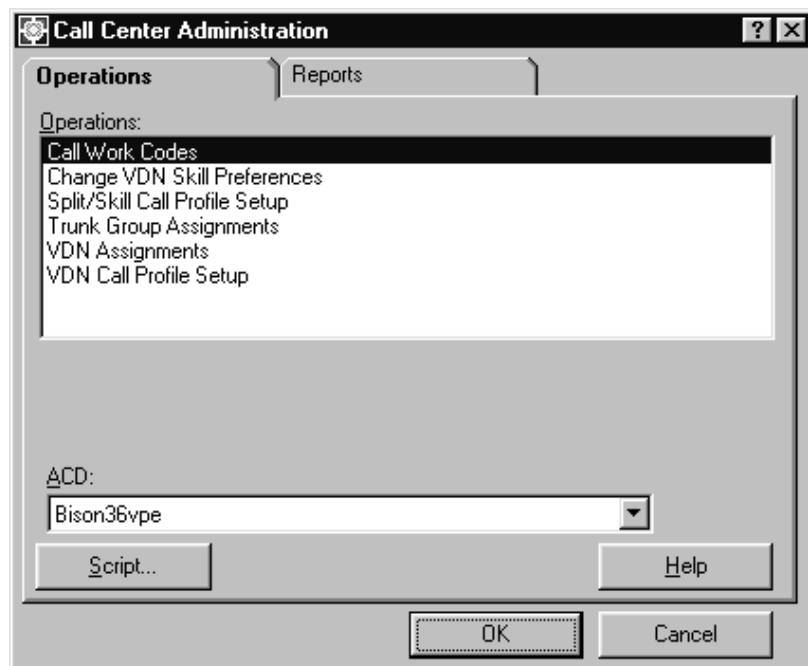
Viewing call work codes

Overview This section provides the procedure for viewing an existing call work code.

Steps To view a call work code:

- 1 From the Controller Window, select Commands > Call Center Administration.

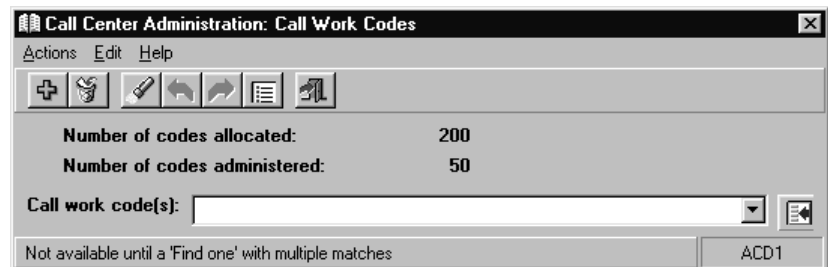
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the Operations: list, highlight Call Work Codes.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Call Work Codes window.



-
- 4 Enter the call work code to view in the Call work code(s): field.

-
- 5 Select Actions > Find one.

Result: If the call work code exists in the CentreVu CMS database, the status bar displays the message, 1 matches found.

END OF STEPS



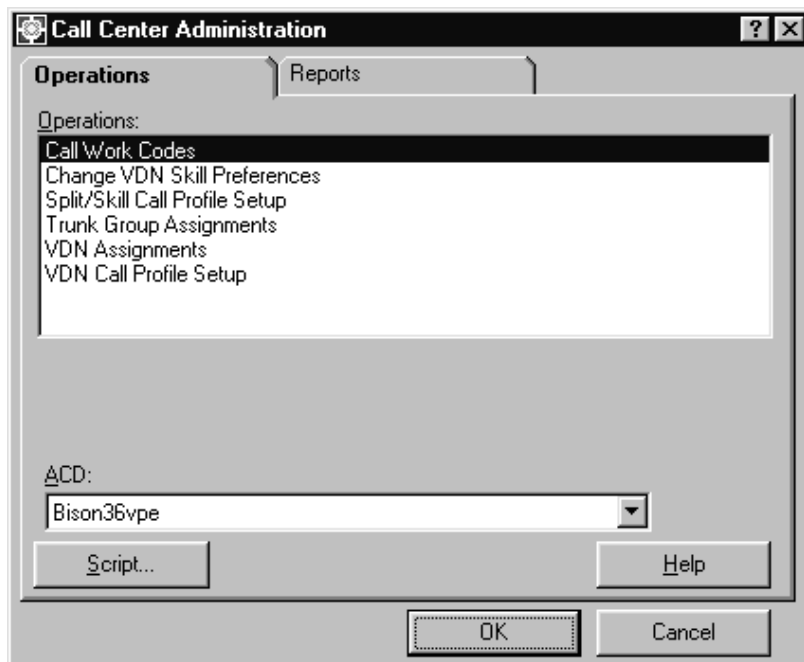
Listing all call work codes

Overview This section provides the procedure for listing all existing call work codes.

Steps To list all call work codes in the CentreVu CMS database:

- 1 From the Controller Window, select Commands > Call Center Administration.

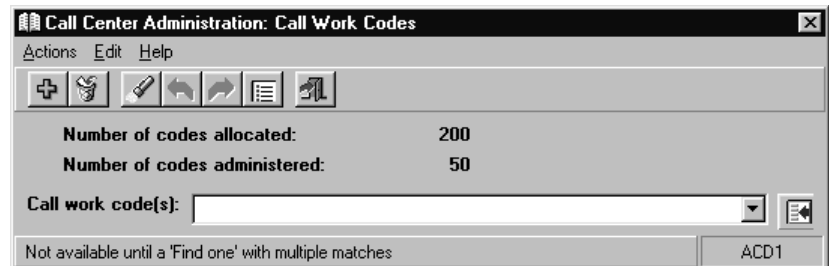
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the Operations: list, highlight Call Work Codes.

3 Select OK.

Result: CentreVu Supervisor displays the Call Work Codes window.



4 Select Actions > List all.

Result: CentreVu Supervisor displays a secondary window that lists all call work codes having a synonym in the Dictionary.

END OF STEPS



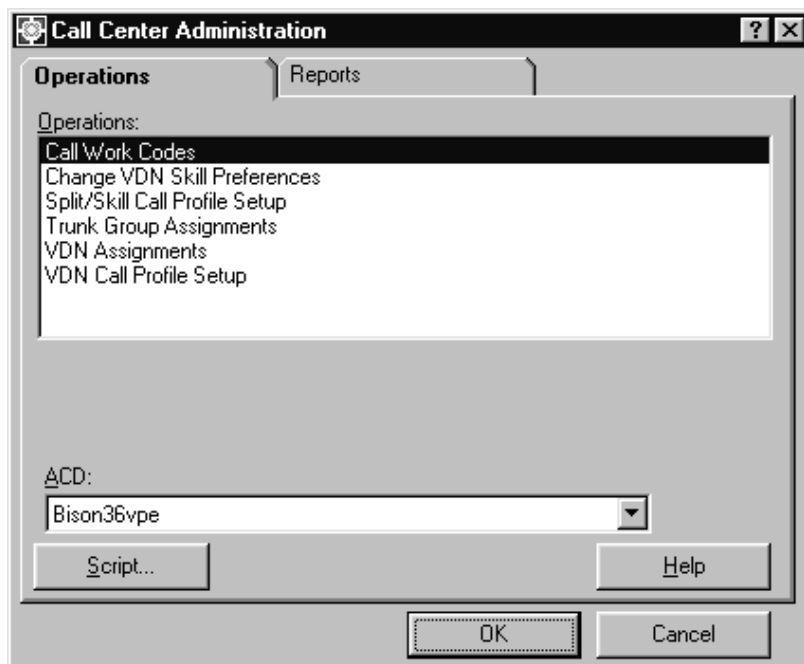
Deleting call work codes

Overview This section provides the procedure for deleting a call work code from the CentreVu CMS database.

Steps To delete a call work code:

- 1 From the Controller Window, select Commands > Call Center Administration.

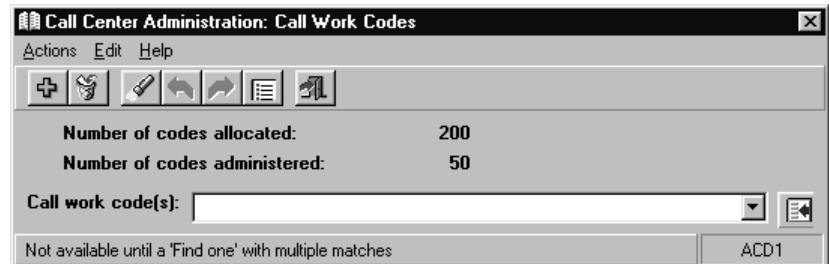
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the Operations: list, highlight Call Work Codes.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Call Work Codes window.



-
- 4 Enter the call work code that you want to delete in the Call work code(s): field.

-
- 5 Select Actions > Find one.

Result: If the specified call work code is found in the CentreVu CMS database, the status bar displays the message, 1 matches found.

-
- 6 Select Actions > Delete.

Result: The status bar displays Successful if the call work code is deleted from the CentreVu CMS database.

END OF STEPS



VDN skill preferences

Overview

Purpose A *Vector Directory Number (VDN)* is an extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location, but 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, Direct-Inward-Dialing (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.

Calls use VDN skills for routing based on the preferences that are assigned. The skill preferences are used in the assigned vector as *1st*, *2nd*, and *3rd*.

This section describes the procedures to change the first, second, and third skill preferences assigned to a VDN. You can also list the currently assigned skill preferences for VDNs as well as list all the VDNs that currently have skill preferences assigned to them.

This section contains the following procedures:

- Changing VDN skill preferences
- Viewing VDN skill preferences
- Listing all VDN skill preferences

Before you begin The following items should be read and understood before working with VDN skill preferences

- You can only work with VDN skill preferences when a DEFINITY ECS is present and the Expert Agent Selection (EAS) feature is present and activated.
- When VDN skill preferences are changed through CentreVu Supervisor, the change takes place immediately on the DEFINITY ECS switch. This can affect the processing of calls at the time of the change.
- If the changes to VDN skill preferences should occur at a specific time, they can be run through scripts that can then be scheduled through a third-party scheduling application.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view current VDN skill preferences, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and the affected VDNs.
- To change VDN skill preferences, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Call Center Administration and the affected VDNs.



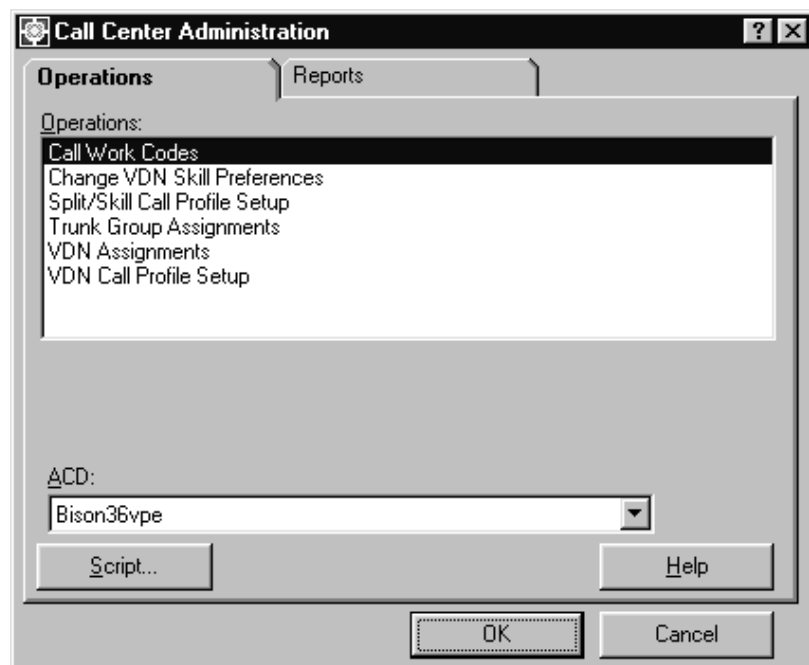
Changing VDN skill preferences

Overview This section provides the procedure for changing skill preferences for a VDN. This feature is only available on switches with the Expert Agent Selection (EAS) feature.

Steps

- 1 From the Controller Window, select Commands > Call Center Administration.

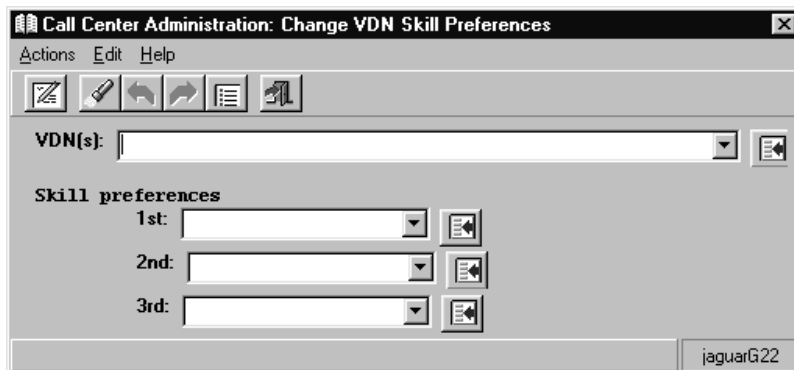
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which VDN skill preferences will be changed.
 - 3 In the Operations: list, highlight Change VDN Skill Preferences.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Change VDN Skill Preferences window.



-
- 5 In the VDN(s): field, enter the VDN for which skill preferences are to be changed.

-
- 6 From the Actions menu, select Find one.

Result: The status bar displays a successful message if the VDN was found.

-
- 7 Enter skill preferences for the VDN in the 1st:, 2nd:, and 3rd: fields using one of the following methods:

- Enter the skill name or number.
- Select the skill name or number from the drop-down list.
- Use the Browse button at the right of each field to select a skill.

-
- 8 Select Actions > Modify.

Result: The status bar displays a successful message when the operation completes.

END OF STEPS



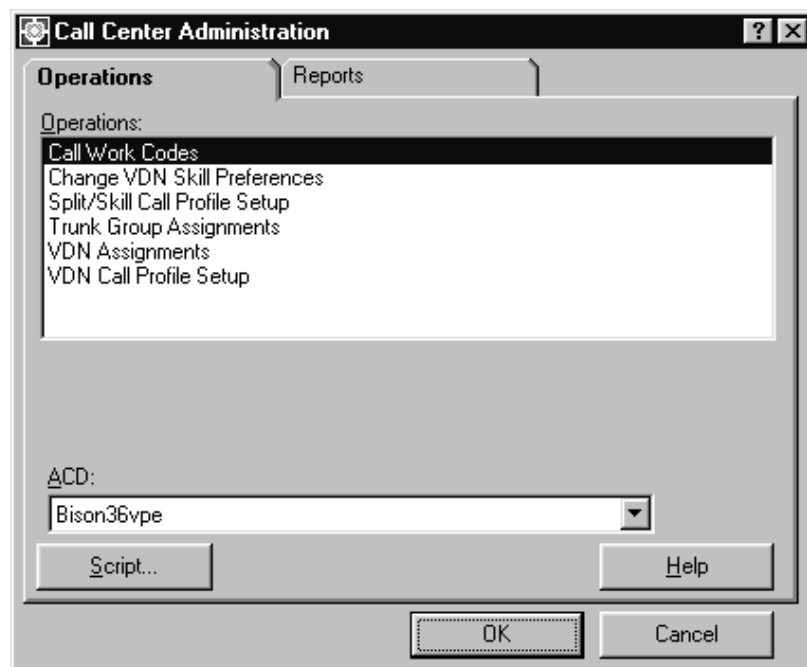
Viewing VDN skill preferences

Overview This section provides the procedure for viewing skill preferences for a VDN. This feature is only available on switches with the Expert Agent Selection (EAS) feature.

Steps

- 1 From the Controller Window, select Commands > Call Center Administration.

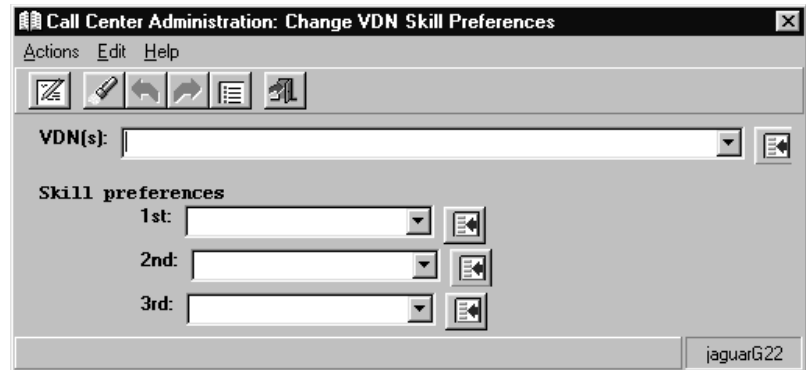
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which VDN skill preferences will be viewed.
- 3 In the Operations: list, highlight Change VDN Skill Preferences.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Change VDN Skill Preferences window.



-
- 5 In the VDN(s): field, enter the VDN for which skill preferences are to be viewed.

-
- 6 From the Actions menu, select Find one.

Result: The status bar displays a successful message if the VDN was found and lists the skill preferences, if any exist for this VDN.

END OF STEPS



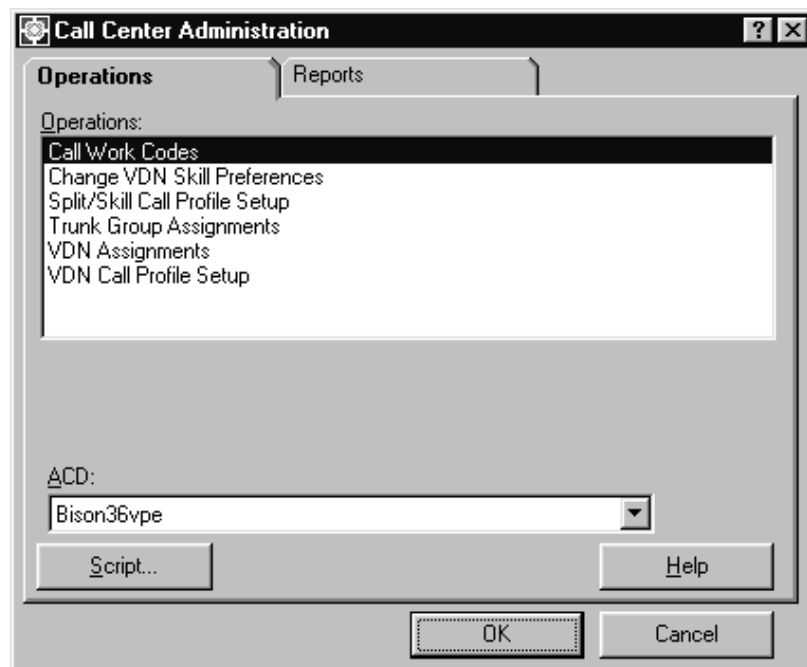
Listing all VDN skill preferences

Overview This section provides the procedure for listing all skill preferences for a VDN. This feature is only available on switches with the Expert Agent Selection (EAS) feature.

Steps

- 1 From the Controller Window, select Commands > Call Center Administration.

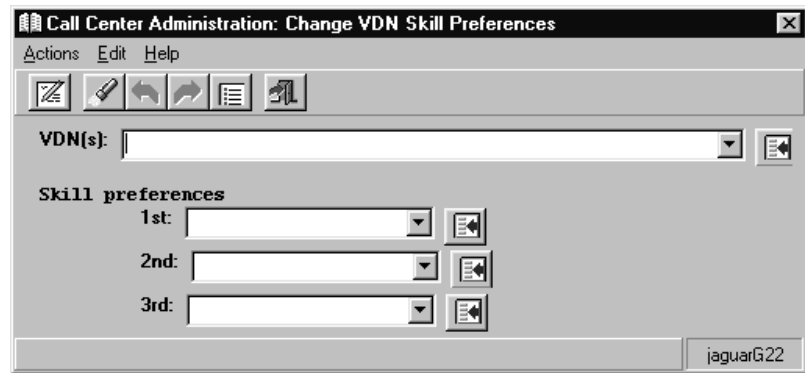
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the VDNs and their skill preferences will be viewed.
 - 3 In the Operations: list, highlight Change VDN Skill Preferences.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Change VDN Skill Preferences window.



-
- 5 Select Actions > List all.

Result: CentreVu Supervisor displays a window listing all VDNs on this ACD and the associated skill preferences.

END OF STEPS



Split/skill call profiles

Overview

Purpose Call profiles are settings for a split or skill that assist in determining how much time passes before a call is answered or abandoned. The accumulated number of seconds that have passed for an unanswered call are divided into different service-level increments. If a call surpasses the time that is allowed for the first service-level increment, it then moves to the next service-level increment. This information is recorded for each call and can later be viewed through the split/skill call profile report to determine the number of calls that were answered or abandoned in each increment.

This section contains the following procedures:

- Adding split/skill call profiles
- Viewing an existing split/skill call profile
- Modifying a split/skill call profile
- Deleting a split/skill call profile

Before you begin The following items should be read and understood before working with split/skill call profiles:

- Each service-level increment value can be set to a different length of time in seconds.
- Each of the first nine service-level increments can have a different time length and represents a unit of wait time. The number of seconds for the second through the ninth increment must be at least 1 second greater than the number of seconds in the previous increment.
- CentreVu CMS counts the calls that are either answered or abandoned within each increment and shows the totals on split/skill call profile reports. Therefore, the settings of these increments affect what is displayed in reports.
- Making changes to the service level field after data was collected with another service level value causes reports to give inaccurate data for the Percent within Service Level value. If you must change the service level, it is best to change the value at midnight on the first day of a month so that data for the entire month is gathered using the same service level value.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view split/skill call profiles, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and all affected splits and skills.
- To add, delete, or change a split/skill call profile, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Call Center Administration and all affected splits and skills.



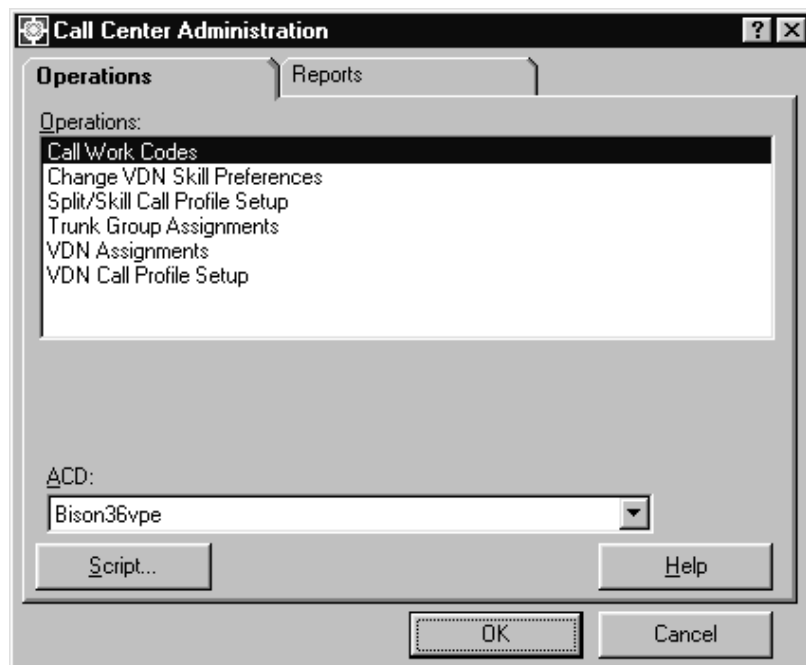
Adding split/skill call profiles

Overview The section provides the procedure for adding a split/skill call profile.

Steps To add a split/skill call profile:

- 1 From the Controller Window, select Commands > Call Center Administration

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the new split/skill call profile will be created.
 - 3 In the Operations: list, highlight Split/Skill Call Profile Setup.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Call Profile Setup window.

-
- 5 In the Split(s)/Skill(s): field, enter the split or skill numbers or names.
-
- 6 In the Acceptable service level: field, enter the objective speed of answer for the splits or skills. This field represents the number of seconds for the speed of answer and can accept values from 0 to 9999. This value should be no larger than the number of seconds in the intrahour interval that is set on CentreVu CMS. For example, 1800 for a half-hour intrahour interval or 3600 for an hour-long intrahour interval. You must enter a value in this field.

Example: The following example displays how an administrator might set up a split/skill call profile:

The Acceptable service level: field, has been set to 1800 seconds to correspond with the intrahour interval on the CentreVu CMS server.

Inc 1 has been set for the range of 0 to 5 seconds. Inc 2 ranges covers 5 to 15 seconds. The other service level increments continue on until Inc 10. This last service level increment is used in this example is for those calls that extend beyond 360 seconds. If a call is not addressed after the acceptable service level of 1800 seconds, the call is then tracked in a different CentreVu CMS database category.

-
- 7** In the Service level increments (seconds): fields, enter a progressively greater number of seconds in each to field. Each field can support values from 0 to 999.

If the unanswered call surpasses the time limit for an increment, it moves on to the next increment. For example, 0 to 5 to 10 to 25 represents 0 to 5 seconds, 6 to 10 seconds, and 11 to 25 seconds. Each of the nine increments can vary in length, for example, 0 to 15, 16 to 20, 21 to 26, 27 to 38, 39 to 43, and so forth.

If these fields are not supplied with data, 0 is used for all service level increments and all calls appear in the first increment on the split/skill call profile report.

-
- 8** Select Actions > Add.

Result: The status bar displays a message stating if the operation succeeded or failed.

END OF STEPS



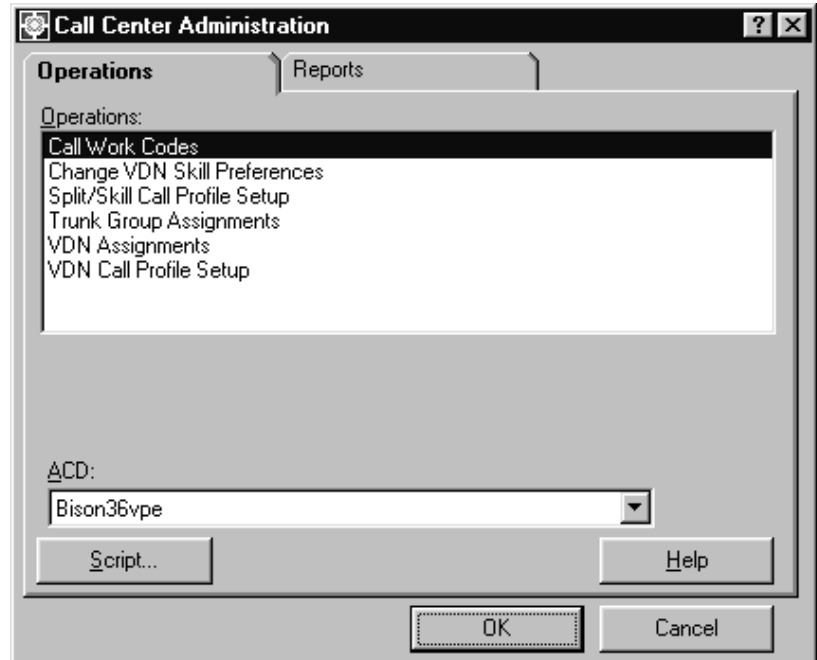
Viewing an existing split/skill call profile

Overview This section provides the procedure for viewing a split/skill call profile that already exists.

Steps To view an existing split/skill call profile:

- 1 From the Controller Window, select Commands > Call Center Administration

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the existing split/skill call profile resides.
 - 3 In the Operations: list, highlight Split/Skill Call Profile Setup.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Call Profile Setup window.

Call Center Admin: Split/Skill Call Profile Setup

Actions Edit Help

Split(s)/Skill(s):

Acceptable service level:

Service level increments (seconds):

Inc 1	Inc 2	Inc 3	Inc 4	Inc 5
0 to	to	to	to	to

Inc 6	Inc 7	Inc 8	Inc 9	Inc 10
to	to	to	to	And Above

Bison36vpe

-
- 5 In the Split(s)/Skill(s): field, enter the split or skill that is represented by the call profile to view.
-
- 6 From the Actions menu, select Find One.

Result: The status bar displays a successful message if the call profile for the specified split or skill is found. Additionally, CentreVu Supervisor populates the Service Level Increments (seconds): fields with the service level increments for this call profile.

END OF STEPS



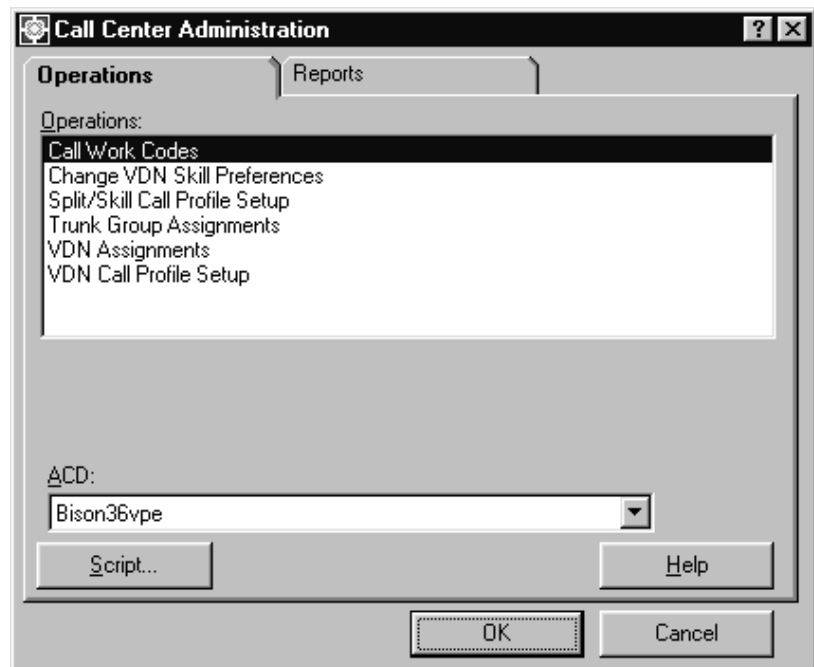
Modifying a split/skill call profile

Overview This section provides the procedure for modifying a call profile for a split or skill.

Steps To modify a split/skill call profile:

- 1 From the Controller Window, select Commands > Call Center Administration

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the split/skill call profile to modify resides.
- 3 In the Operations: list, highlight Split/Skill Call Profile Setup.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Call Profile Setup window.

-
- 5 In the Split(s)/Skill(s): field, enter the split or skill on which the call profile to modify resides.

-
- 6 From the Actions menu, select Find One.

Result: The status bar displays a successful message if the call profile for the specified split or skill is found. Additionally, CentreVu Supervisor populates the Service Level Increments (seconds): fields with the service level increments for this call profile.

-
- 7 Enter the new values in the Acceptable service level: or the Service level increments (seconds): fields.

-
- 8 From the Actions menu, select Modify.

Result: The status bar displays a successful message when the operations completes.

END OF STEPS



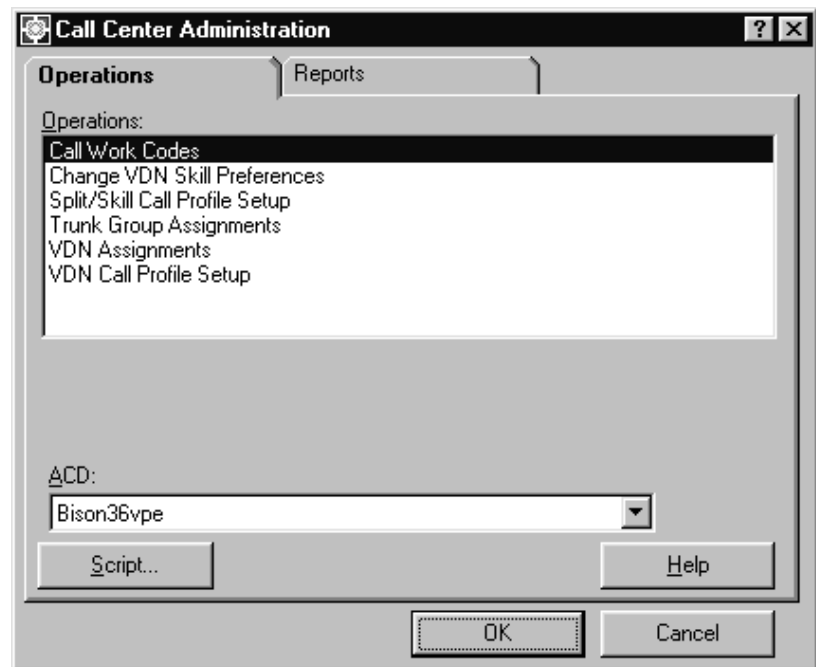
Deleting a split/skill call profile

Overview This section provides the procedure for deleting a split/skill call profile.

Steps To delete an existing split/skill call profile:

- 1 From the Controller Window, select Commands > Call Center Administration

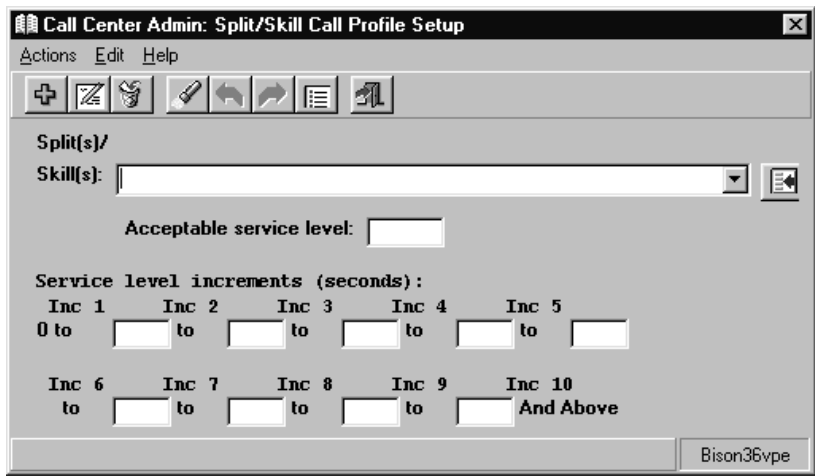
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the split/skill call profile to delete resides.

- 3 In the Operations: list, highlight Split/Skill Call Profile Setup.

Result: CentreVu Supervisor displays the Split/Skill Call Profile Setup window.



- 4 In the Split(s)/Skill(s): field, enter the split or skill on which the call profile to delete resides.

- 5 From the Actions menu, select Find One.

Result: The status bar displays a successful message if the call profile for the specified split or skill is found. Additionally, CentreVu Supervisor populates the Service Level Increments (seconds): fields with the service level increments for this call profile.

- 6 From the Actions menu, select Delete.

Result: CentreVu Supervisor deletes the specified split/skill call profile and displays a successful message in the status bar.

END OF STEPS



Trunk group assignments

Overview

Purpose A *trunk group* is a group of circuits that are assigned the same dialing digits, either a telephone number or a Direct-Inward-Dialing (DID) prefix. Trunk groups can be assigned to Vector Directory Numbers (VDNs) or non-vector-controlled splits.

This section contains the following procedures:

- Viewing all trunk group assignments
- Viewing a single trunk group assignment
- Viewing a trunk group assignment by VDN or split

Before you begin The following items should be read and understood before working with trunk group assignments:

- Automatic-in trunk groups, such as those that are used as Listed Directory Numbers, must be assigned to VDNs or splits through an administration tool for the DEFINITY system.
- DID or dial-repeating trunks, such as those that toll-free numbers are assigned to, are not assigned to VDNs or splits since the Central Office (CO) passes VDN digits or the split extension number to the DEFINITY system. Because of this, toll-free numbers do not appear during these procedures.
- Vector-controlled splits cannot have trunk groups assigned to them because they can only receive calls through vector processing.
- The Trunk Group Assign window used in these procedures cannot be used to change trunk group assignments. Changing trunk group assignments is done through an administration tool for the DEFINITY system.

Permissions

To view trunk group assignments, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and for all affected trunk groups, splits, and VDNs.



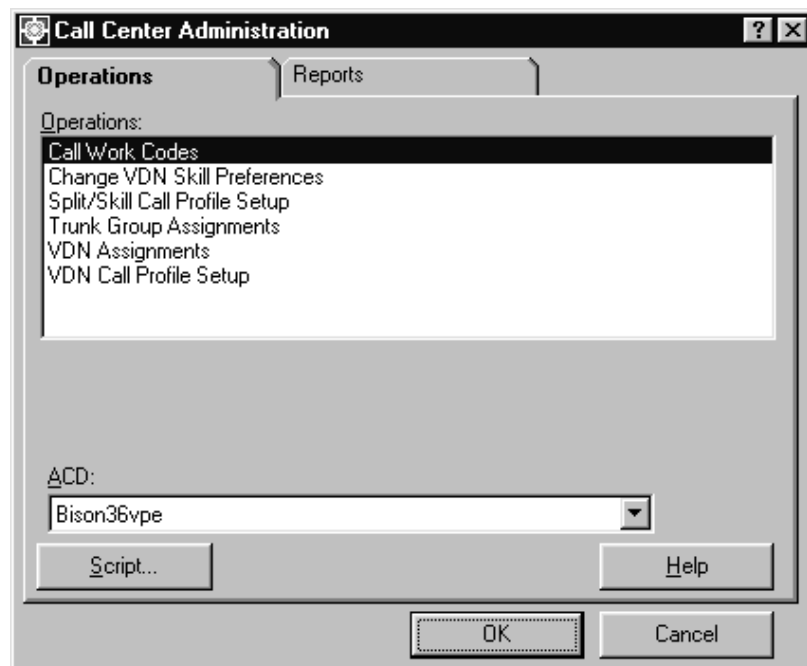
Viewing all trunk group assignments

Overview This section provides the procedure for viewing all trunk group assignments.

Steps To view all trunk group assignments:

- 1 From the Controller Window, select Commands > Call Center Administration.

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which trunk group assignments are to be viewed.
 - 3 In the Operations: list, highlight Trunk Group Assignments.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Trunk Group Assign window.



-
- 5 With all fields blank, select Actions > List All.

Result: CentreVu Supervisor displays the Trunk Group Assignments - List All window showing all trunk groups and their current assignments.

To clear all fields of information, select Edit > Clear all.

END OF STEPS



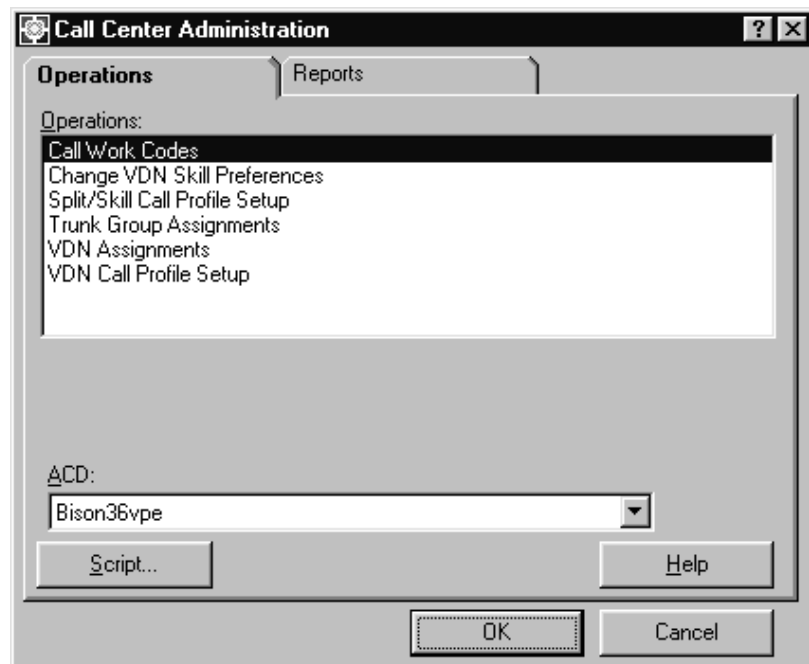
Viewing a single trunk group assignment

Overview This section provides the procedure for viewing the assigned VDN or split for a single trunk group.

Steps To view the assigned VDN or split for a single trunk group:

- 1 From the Controller Window, select Commands > Call Center Administration.

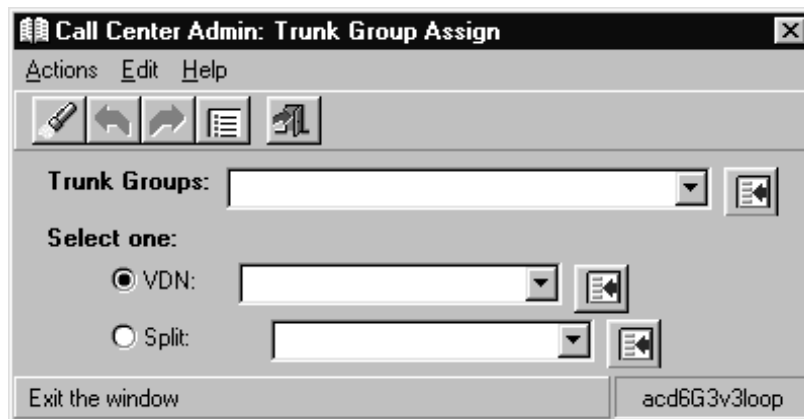
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD for which trunk group assignments are to be viewed.
 - 3 In the Operations: list, highlight Trunk Group Assignments.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Call Center Admin: Trunk Group Assign window.



-
- 5 In the Trunk Groups: field, enter the trunk group for which assignments are to be viewed. More than one trunk group can be entered in this field. Multiple trunk groups must be separated with a semicolon (;).

-
- 6 Select Actions > Find One.

Result: The VDN or split assignment for the specified trunk group is displayed in the corresponding field.

If a VDN or split is not assigned to this trunk group, the status bar displays 0 matches found.

END OF STEPS



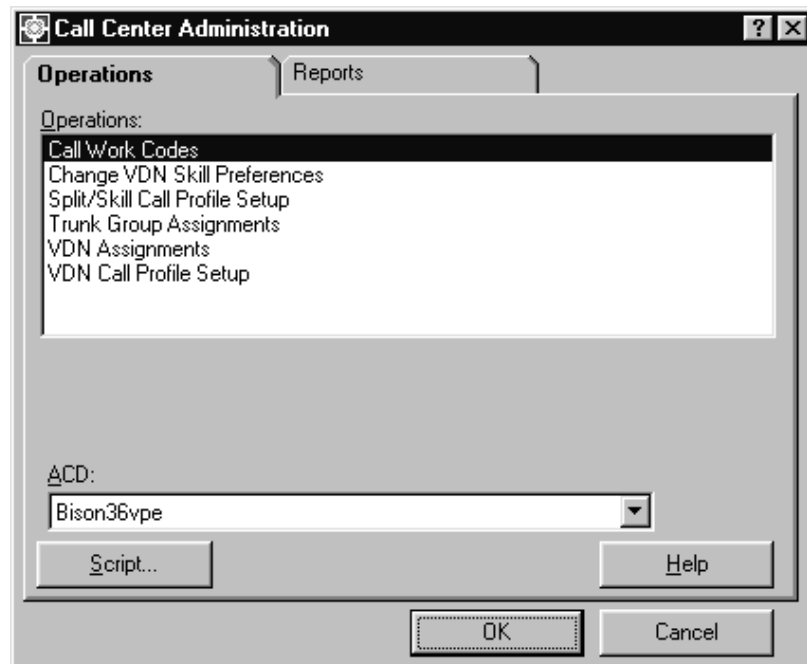
Viewing a trunk group assignment by VDN or split

Overview This section provides the procedure for viewing the trunk group that is assigned to a specific VDN or split.

Steps To view the trunk group that is assigned to a VDN or skill:

- 1 From the Controller Window, select Commands > Call Center Administration.

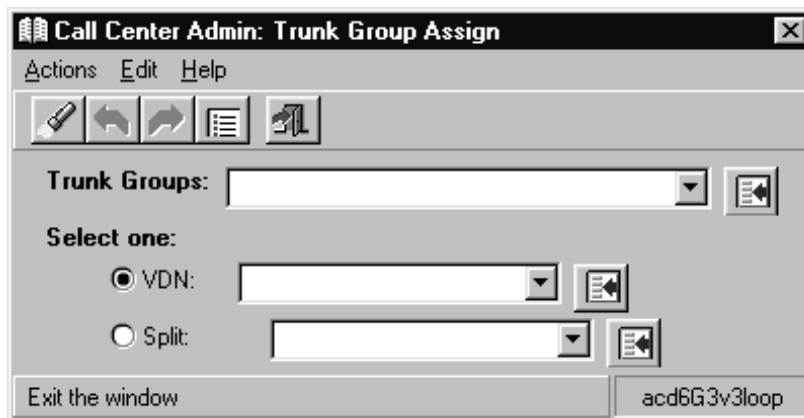
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD for which trunk group assignments are to be viewed.
 - 3 In the Operations: list, highlight Trunk Group Assignments.
-

4 Select OK.

Result: CentreVu Supervisor displays the Trunk Group Assign window.



5 Either a VDN or split can be specified to display the trunk group or groups assigned to it.

- To display the trunk groups that are assigned to a VDN:
 3. In the Select one: group, select VDN:.
 4. Enter the VDN number or name in the field for the VDN: option.
- To display the trunk groups that are assigned to a split:
 5. In the Select one: group, select Split:.
 6. Enter the split number or name in the field for the Split: option.

6 Select Actions > Find One.

Result: CentreVu Supervisor displays the first trunk group that is assigned to the specified VDN or split in the Trunk Groups: field. If more trunk groups are currently assigned, click the Next button to view them.

END OF STEPS



Trunk group members report

Overview

Purpose The trunk group members report is used to view the equipment locations of all the trunks that are in a particular trunk group. The report lists the selected trunk groups in numerical order, each trunk group's assigned name, and the equipment location of each trunk in the trunk group. If the trunk group does not have an assigned name, the Trunk Group Name field shows the trunk group number. Also, if the trunk group has no trunks assigned to it, the equipment location field is blank.

Before you begin The following items should be read and understood before working with the trunk group members report:

- Custom or designer reports cannot be created from the trunk group members report.
- The link to the switch or ECS must be active in order to run this report.

Permissions

To run a trunk group members report, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and all affected trunk groups.



Running a trunk group members report

Steps To run a trunk group members report:

- 1 From the Controller Window, select Commands > Call Center Administration

Result: CentreVu Supervisor displays the Call Center Administration window.

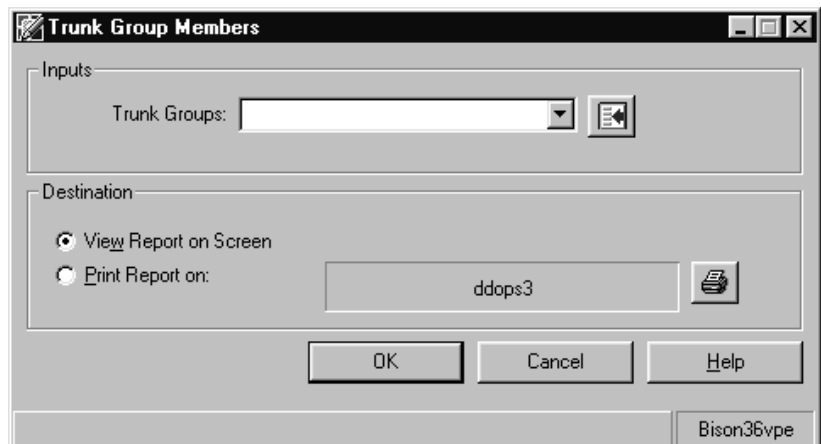
- 2 On the Call Center Administration window, select the Reports tab.

- 3 In the ACD: field, select the ACD for which the report will run.

- 4 In the Reports: list, highlight Trunk Group Members.

- 5 Select OK.

Result: CentreVu Supervisor displays the Trunk Group Members window.



- 6 In the Trunk Groups: field, enter the numbers or names of the trunk groups that are to be used in the report.

Multiple trunk groups must be separated by a semicolon (;).

-
- 7 In the Destination group, select the output option of the report:
- View Report on Screen — The report is displayed on the screen.
 - Print Report on: — Sends the report to the printer that is specified in the associated field. To change the specified printer, select the Select printer button located on the right side of this group.
-

- 8 Select OK.

Result: CentreVu Supervisor runs the report and sends it to the specified destination.

Example:

Trunk Group	Trunk Group Name	Trunk
10	10	0001C1203
10	10	0001C1204
10	10	0001C1202
10	10	0001C1201
10	10	0001C1207
10	10	0001C1205
10	10	0001C1206
10	10	0001C1208
10	10	0001C1002
10	10	0001C1003
10	10	0001C1001
10	10	0001C1008
10	10	0001C1023
10	10	0001C1004
10	10	0001C1006
10	10	0001C1005
14	t14	0001C0306

END OF STEPS



VDN-to-vector assignments

Overview

Purpose A *Vector Directory Number (VDN)* is an extension number that enables incoming calls to be connected to a vector for processing. The VDN by itself may be dialed to access the vector from any extension that is connected to the switch. Initial assignment of a VDN to a vector is done on the DEFINITY switch or DEFINITY ECS, but can later be changed using CentreVu CMS or CentreVu Supervisor.

This section contains the following procedures:

- Viewing all VDN-to-vector assignments
- Listing VDNs associated with a vector
- Modifying VDN-to-vector assignments

Before you begin The following items should be read and understood before working with VDN-to-vector assignments:

- Changing any VDN-to-vector assignments can alter call processing
- Multiple VDNs can be assigned to the same vector.
- VDNs cannot be assigned to more than one vector.
- You cannot exit the VDN-to-vector assignment window until CentreVu Supervisor receives a response to the requested change.
- Calls that are already in vector processing are not affected by a VDN-to-vector change.
- Changing the VDN-to-vector assignment affects the next call that enters the VDN.
- VDN-to-vector assignment changes that are scheduled should either be grouped together in a timetable or individually scheduled so that one assignment completes before the next assignment change request is scheduled.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view VDN-to-vector assignments, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and for all affected VDNs and vectors.
- To modify VDN-to-vector assignments, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Call Center Administration and for all affect VDNs and vectors.



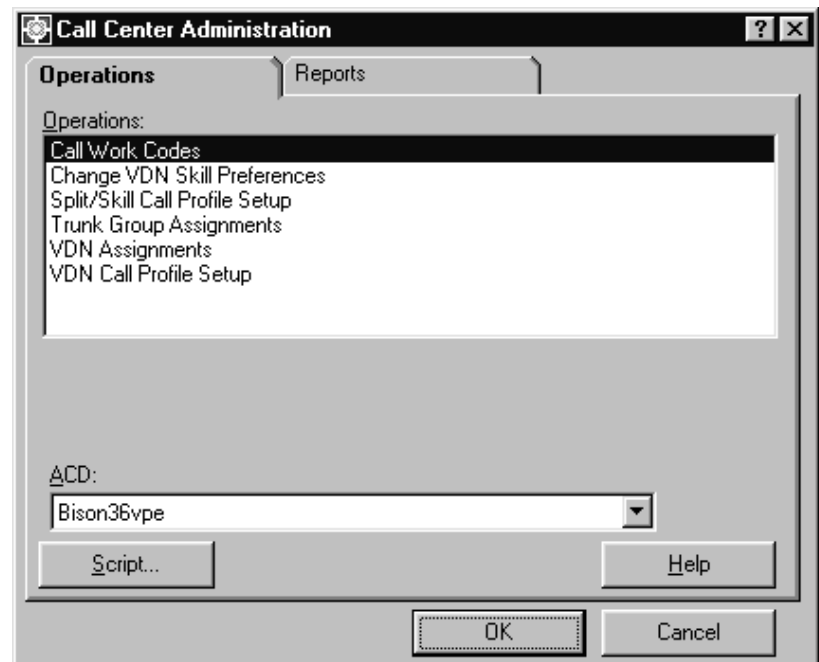
Viewing all VDN-to-vector assignments

Overview This section provides the procedure to view all VDN-to-vector assignments.

Steps To view all current VDN-to-vector assignments:

- 1 From the Controller Window, select Commands > Call Center Administration.

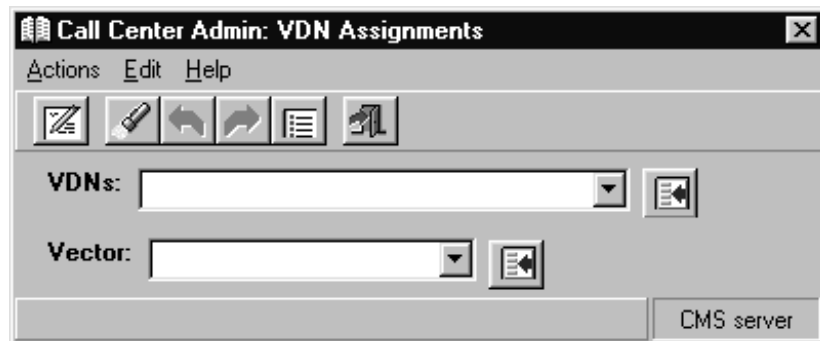
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD for which VDN-to-vector assignments are to be viewed.
 - 3 In the Operations: list, highlight VDN Assignments.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Assignments window.



-
- 5 Select Actions > List all from the menu bar.

Result: CentreVu Supervisor displays a secondary window that lists all VDNs for which this user ID has *read* permission.

END OF STEPS



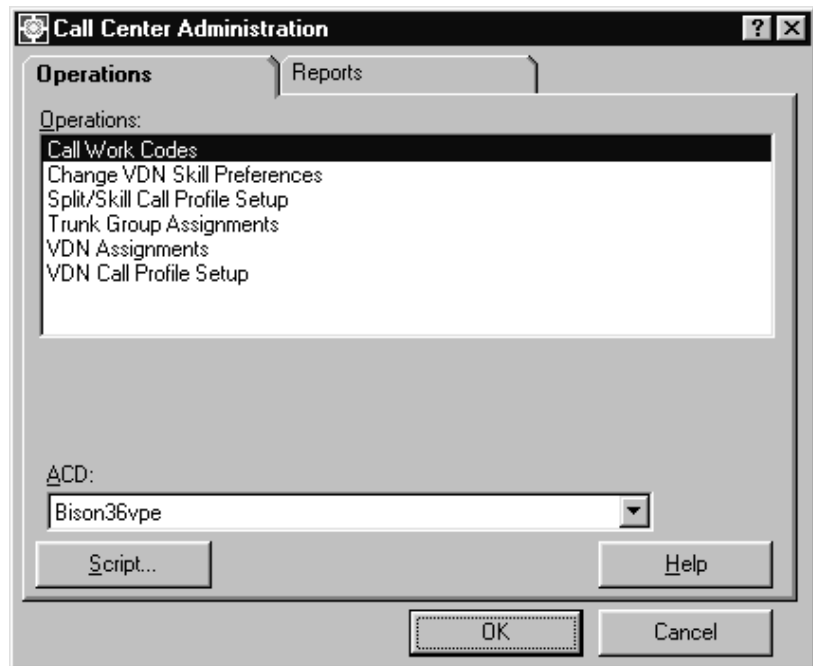
Listing VDNs associated with a vector

Overview This section provides the procedure for listing the VDNs that are associated with a specific vector.

Steps To list the VDNs that are associated with a specific vector:

- 1 From the Controller Window, select Commands > Call Center Administration.

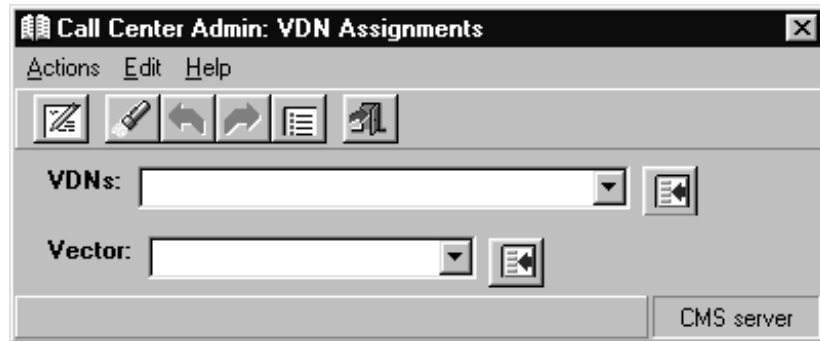
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the vector resides.
 - 3 In the Operations: list, highlight VDN Assignments .
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Assignments window.



-
- 5 In the Vector field, enter the name or number of the vector.

-
- 6 Select Actions > List all from the menu bar.

Result: CentreVu Supervisor displays a secondary window that lists all VDNs assigned to the specified vector.

END OF STEPS



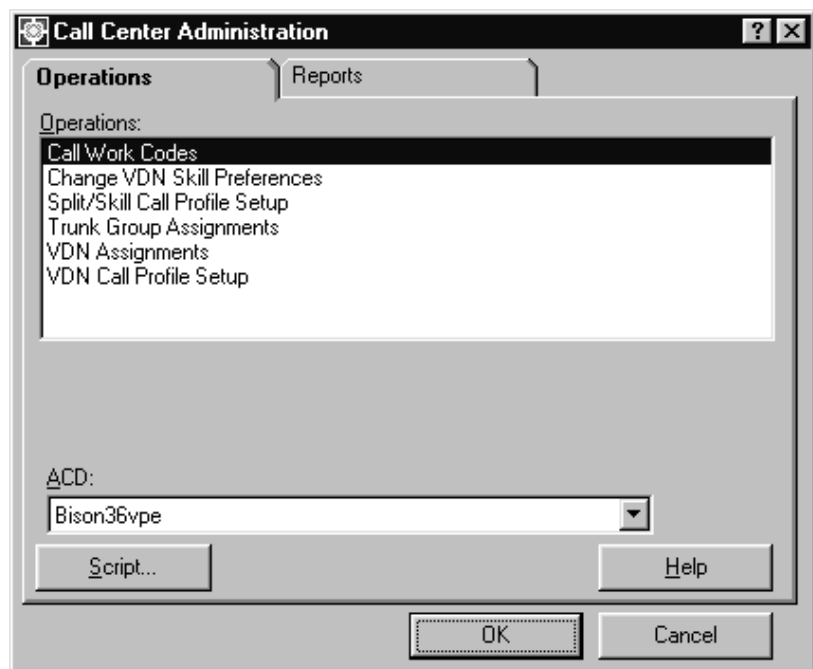
Modifying VDN-to-vector assignments

Overview This section provides the procedure for modifying the current VDN-to-vector assignments. Remember that VDNs can only be assigned to vectors initially through administrative utilities that are available only on the DEFINITY or DEFINITY ECS systems.

Steps To modify the assignment of a VDN to a vector:

- 1 From the Controller Window, select Commands > Call Center Administration.

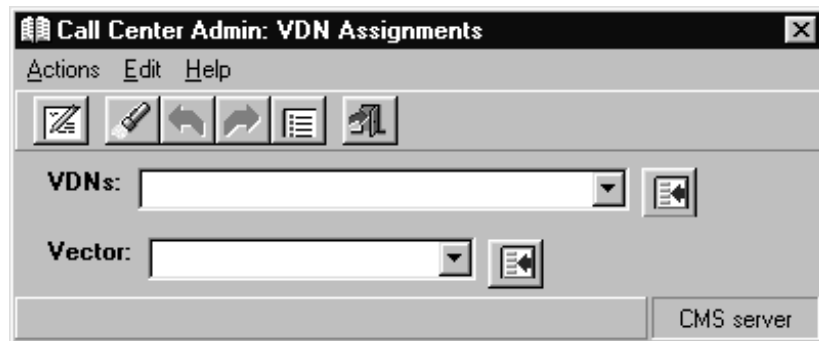
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the VDNs and vectors reside.
 - 3 In the Operations: list, highlight VDN Assignments.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Assignments window.



-
- 5 In the VDNs: field, enter the name or number of the VDN that is to be reassigned.

-
- 6 Select Actions > Find one from the menu bar.

Result: CentreVu Supervisor displays the vector to which this VDN is currently assigned in the Vector: field.

-
- 7 In the Vector: field, enter the new vector for the specified VDN.

-
- 8 Select Actions > Modify from the menu bar.

Result: The status bar displays a successful message once the operation completes.

END OF STEPS



VDN call profiles

Overview

Purpose *Call profiles* are time ranges for a VDN that CentreVu CMS uses to track how much time passes before a call is resolved by being answered, connected to a non-ACD destination, or abandoned. CentreVu CMS refers to these time ranges as *service-level increments*. The accumulated number of seconds that pass for an unanswered call are divided into different service-level increments. If a call surpasses the time that is allowed for the first service-level increment, it then moves to the next service-level increment. This information is recorded for each call and can later be viewed through the VDN call profile reports to determine the number of calls that were addressed in each increment.

This section contains the following procedures:

- Adding a VDN call profile
- Viewing an existing VDN call profile
- Modifying a VDN call profile
- Deleting a VDN call profile

Before you begin The following items should be read and understood before work is done with VDN call profiles.

- When installed, CentreVu CMS sets all service-level increments to 0 by default. This causes all calls to appear in the first increment on the VDN call profile report.
- Each service level can be set to different lengths of time.
- Service-level increments can only be used to categorize a call to a maximum limit of 999 seconds.

- The number of seconds for the second through the ninth increment must be at least 1 second greater than the number of seconds in the previous increment. For example, if the second increment covers the range of 5 to 10 seconds, the maximum value in the third increment must be set to 11 or greater.
- Making changes to the service level field after data was collected with another service level value causes reports to give inaccurate data for the Percent within Service Level value. If you must change the service level, it is best to change the value at midnight on the first day of a month so that data for the entire month is gathered using the same service level value.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view a VDN call profile, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and all affected VDNs.
- To add, delete, or change a VDN call profile, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Call Center Administration and all affected VDNs.



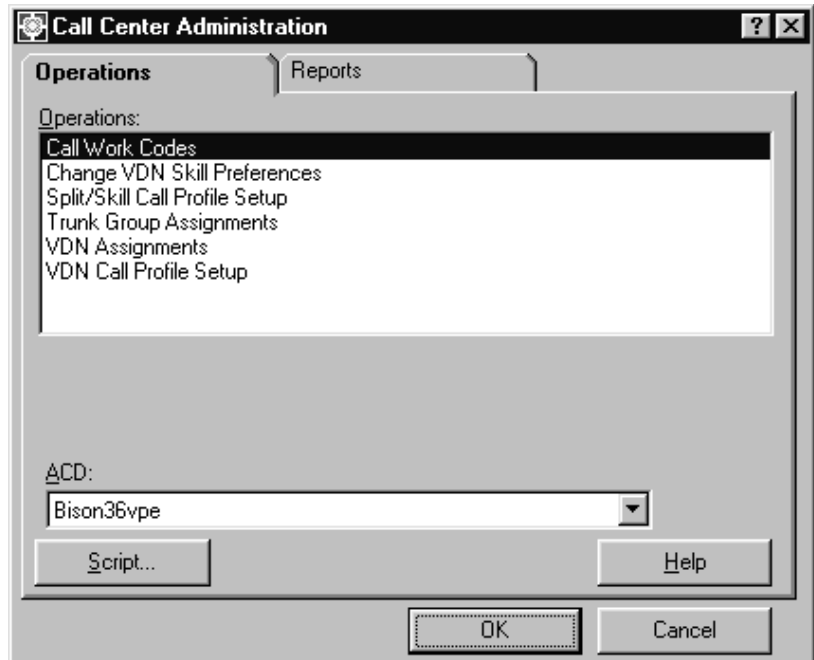
Adding a VDN call profile

Overview This section provides the procedure for adding a VDN call profile to an ACD.

Steps To add a VDN call profile:

- 1 From the Controller Window, select Commands > Call Center Administration.

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the VDN call profile will be added.
 - 3 In the Operations: list, highlight VDN Call Profile Setup.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Call Profile Setup window.

VDN Call Profile Setup

Actions Edit Help

VDNs: [dropdown]

Acceptable service level: [text box]

Service level increments (seconds):

Inc 1	Inc 2	Inc 3	Inc 4	Inc 5
0 to [text box]	to [text box]	to [text box]	to [text box]	to [text box]
Inc 6	Inc 7	Inc 8	Inc 9	Inc 10
to [text box]	to [text box]	to [text box]	to [text box]	and above

ACD1

-
- 5 In the VDNs: field, enter the name or number of the VDN which will have a new call profile.
-
- 6 In the Acceptable service level: field, enter the maximum number of seconds in which a VDN call should be addressed.

This value can range from 0 to 3600. However, the value should be no larger than the number of seconds in the intrahour interval that is set on CentreVu CMS, for example, 1800 for a half-hour intrahour interval or 3600 for an hour-long intra-hour interval.

-
- 7** In each Service level increments (seconds): field, enter a progressively larger number of seconds in each to field.

Example: The following example shows how an administrator might set up a VDN call profile:

Acceptable service level:

Service level increments (seconds):

Inc 1	Inc 2	Inc 3	Inc 4	Inc 5
0 to 5	to 15	to 30	to 60	to 90
Inc 6	Inc 7	Inc 8	Inc 9	Inc 10
to 120	to 180	to 240	to 360	and above

The Acceptable service level: field, is set to 1800 seconds to correspond with the intrahour interval that is used on the CentreVu CMS server.

Inc 1 is set to a range of 0 to 5 seconds. Inc 2 ranges is set to a range of 5 to 15 seconds. If the call is not resolved, CentreVu CMS continues to process the call through the other service-level increments until Inc 10. The Inc 10 service-level increment is used in this example for those calls that extend beyond 360 seconds. If a call is not addressed after the acceptable service level of 1800 seconds, the call is then tracked in a different CentreVu CMS database category.

-
- 8** Select Actions > Add from the menu bar.

Result: The status bar displays a successful message when the operation completes.

END OF STEPS



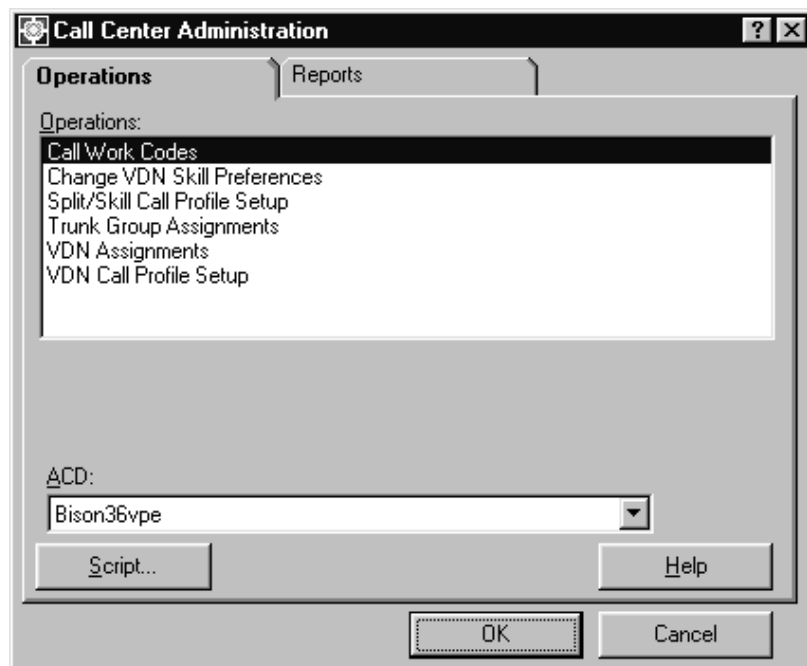
Viewing an existing VDN call profile

Overview This section provides the procedure for viewing a VDN call profile that already exists on an ACD.

Steps To view an existing VDN call profile:

- 1 From the Controller Window, select Commands > Call Center Administration.

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the VDN call profile will be added.
 - 3 In the Operations: list, highlight VDN Call Profile Setup.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Call Profile Setup window.

VDN Call Profile Setup

Actions Edit Help

VDNs: [dropdown]

Acceptable service level: [input]

Service level increments (seconds):

Inc 1	Inc 2	Inc 3	Inc 4	Inc 5
0 to [input]	to [input]	to [input]	to [input]	to [input]
Inc 6	Inc 7	Inc 8	Inc 9	Inc 10
to [input]	to [input]	to [input]	to [input]	and above

ACD1

-
- 5 In the VDNs: field, enter the name or number of the VDN for which the associated call profile is to be viewed.
-
- 6 Select Actions > Find one from the menu bar.

Result: CentreVu Supervisor populates the remaining fields on the VDN Call Profile Setup window with the call profile settings for this VDN. If no call profile has been created for this VDN, the Service level increments (seconds): values are set to 0.

END OF STEPS



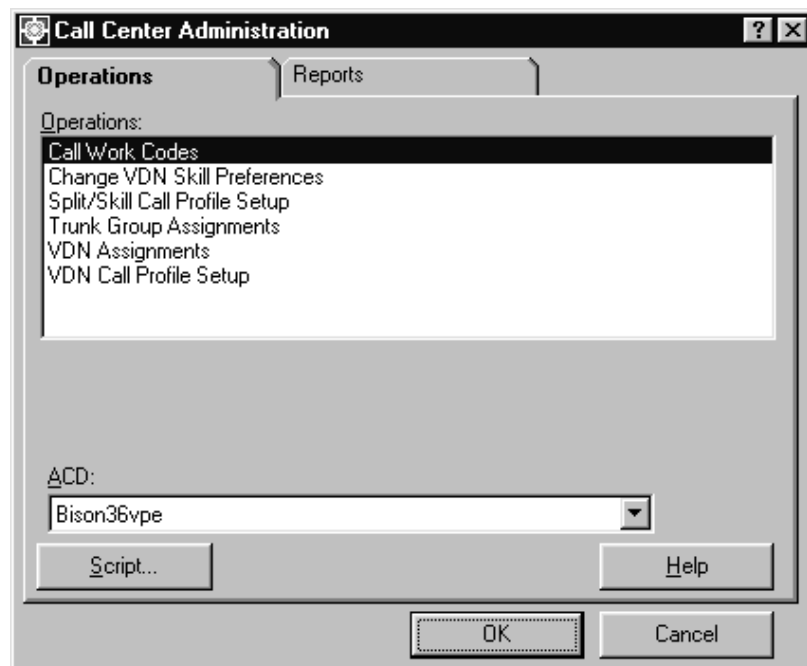
Modifying a VDN call profile

Overview This section provides the procedure for modifying a VDN call profile that already exists on an ACD.

Steps To modifying an existing VDN call profile:

- 1 From the Controller Window, select Commands > Call Center Administration.

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the VDN call profile will be modified.
 - 3 In the Operations: list, highlight VDN Call Profile Setup.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Call Profile Setup window.

VDN Call Profile Setup

Actions Edit Help

VDNs: [dropdown]

Acceptable service level: [text box]

Service level increments (seconds):

Inc 1	Inc 2	Inc 3	Inc 4	Inc 5
0 to	[text box] to	[text box] to	[text box] to	[text box] to
Inc 6	Inc 7	Inc 8	Inc 9	Inc 10
to [text box]	to [text box]	to [text box]	to [text box]	and above

ACD1

-
- 5 In the VDNs: field, enter the name or number of the VDN for which the associated call profile is to be modified.
-
- 6 Select Actions > Find one from the menu bar.

Result: CentreVu Supervisor populates the remaining fields on the VDN Call Profile Setup window with the call profile settings for this VDN. If no call profile has been created for this VDN, the Service level increments (seconds): values are set to 0.

7 Enter new values in the appropriate fields:

- Enter a new value in the Acceptable service level field to match the intrahour interval that is set on the CentreVu CMS server.
- Enter new ranges of time in the Service level increments (seconds): fields as needed.

8 Select Actions > Modify from the menu bar.

Result: The status bar displays a successful message when the operation completes.

END OF STEPS



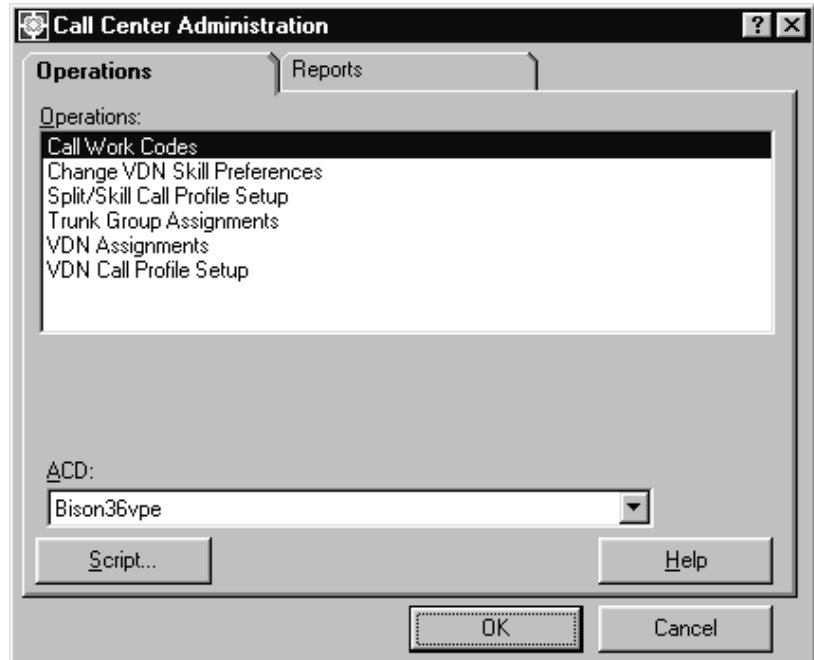
Deleting a VDN call profile

Overview This section provides the procedure for deleting an existing VDN call profile on the associated ACD.

Steps To delete an existing VDN call profile:

- 1 From the Controller Window, select Commands > Call Center Administration.

Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 In the ACD: field, select the ACD on which the VDN call profile will be deleted.
 - 3 In the Operations: list, highlight VDN Call Profile Setup.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Call Profile Setup window.

-
- 5 In the VDNs: field, enter the name or number of the VDN for which the associated call profile is to be deleted.

-
- 6 Select Actions > Find one from the menu bar.

Result: CentreVu Supervisor displays the call profile data for the selected VDN in the Acceptable service level: and Service level increments (seconds): fields.

-
- 7 Select Actions > Delete from the menu bar.

Result: The status bar displays a successful message when the operation completes.

END OF STEPS



Vector configuration report

Overview

Purpose Vector configuration reports display the following items that are associated with a vector:

- Trunk group
- Trunk group name
- VDN
- VDN name
- Vector
- Vector name
- 1st, 2nd, and 3rd skill preferences
- 1st, 2nd, and 3rd skill names

This section contains the following procedures:

- Running vector configuration reports

Before you begin The following items should be read and understood before running vector configuration reports:

- A vector may appear in a report even if it is not associated with a trunk group or VDN.
- A vector may appear in a report even if it does not contain any steps.
- A custom or designer report cannot be created from a vector configuration report.
- A go to vector step can cause a trunk group or VDN to carry calls to another vector to which the VDN being used is not assigned. Trunk groups and VDNs that carry calls to a secondary vector in this manner do not appear in the vector configuration report for those secondary vectors.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view a vector configuration report, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Call Center Administration and all vectors to be listed on the report. Permissions are not required for the trunk groups and VDNs that are associated with the specified vectors.



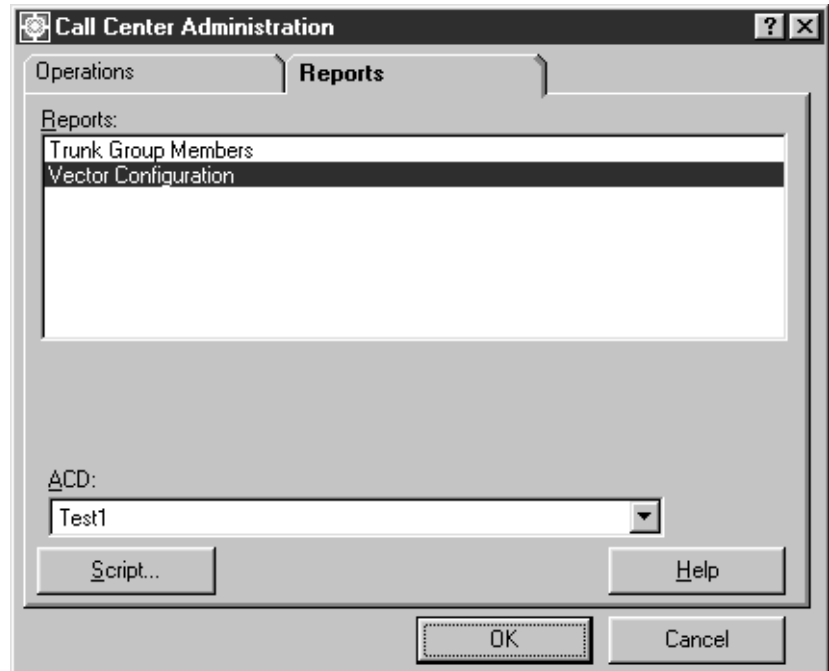
Running vector configuration reports

Overview This section provides the procedure for running a vector configuration report.

Steps To run a vector configuration report:

- 1 From the Controller Window, select Commands > Call Center Administration.

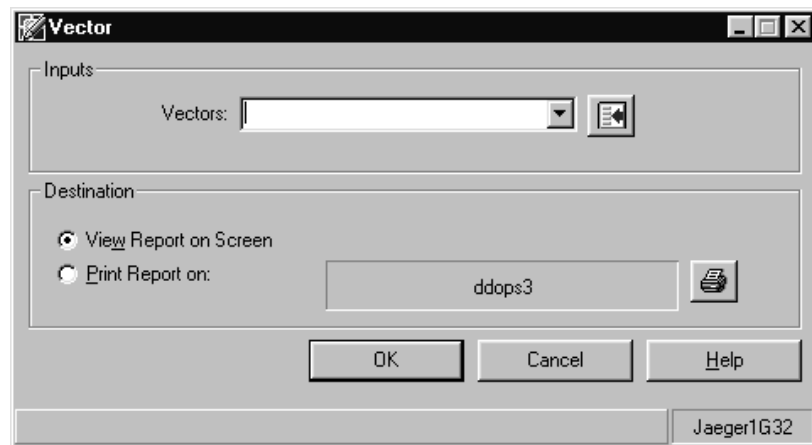
Result: CentreVu Supervisor displays the Call Center Administration window.



- 2 Select the Reports tab.
-

- 3 In the ACD: field, select the ACD containing the vector on which the report will be run.
- 4 In the Reports list, highlight Vector Configuration.
- 5 Select OK.

Result: CentreVu Supervisor displays the Vector window.



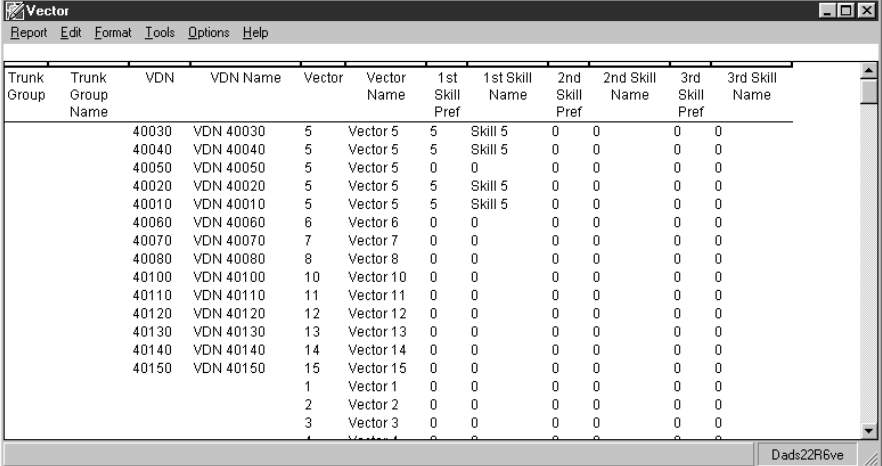
- 6 In the Vectors: field, enter the name or number of the vector for which the report will be run.

Multiple vectors can be entered in this field and must be separated by a semicolon (;).
- 7 In the Destination group, select the output option of the report:
 - View Report on Screen — The report is displayed on the screen.
 - Print Report on: — Sends the report to the printer that is specified in the associated field. To change the specified printer, select the Select printer button located on the right side of this group.

8 Select OK.

Result: CentreVu Supervisor runs the report and sends it to the specified destination.

Example:



The screenshot shows a window titled "Vector" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a table of data. The table has columns for Trunk Group, Trunk Group Name, VDN, VDN Name, Vector, Vector Name, 1st Skill Pref, 1st Skill Name, 2nd Skill Pref, 2nd Skill Name, 3rd Skill Pref, and 3rd Skill Name. The data is organized into groups of 5 VDNs each, with vectors 1 through 15. The last three rows show vectors 1, 2, and 3 with their respective skill preferences and names.

Trunk Group	Trunk Group Name	VDN	VDN Name	Vector	Vector Name	1st Skill Pref	1st Skill Name	2nd Skill Pref	2nd Skill Name	3rd Skill Pref	3rd Skill Name
		40030	VDN 40030	5	Vector 5	5	Skill 5	0	0	0	0
		40040	VDN 40040	5	Vector 5	5	Skill 5	0	0	0	0
		40050	VDN 40050	5	Vector 5	0	0	0	0	0	0
		40020	VDN 40020	5	Vector 5	5	Skill 5	0	0	0	0
		40010	VDN 40010	5	Vector 5	5	Skill 5	0	0	0	0
		40060	VDN 40060	6	Vector 6	0	0	0	0	0	0
		40070	VDN 40070	7	Vector 7	0	0	0	0	0	0
		40080	VDN 40080	8	Vector 8	0	0	0	0	0	0
		40100	VDN 40100	10	Vector 10	0	0	0	0	0	0
		40110	VDN 40110	11	Vector 11	0	0	0	0	0	0
		40120	VDN 40120	12	Vector 12	0	0	0	0	0	0
		40130	VDN 40130	13	Vector 13	0	0	0	0	0	0
		40140	VDN 40140	14	Vector 14	0	0	0	0	0	0
		40150	VDN 40150	15	Vector 15	0	0	0	0	0	0
				1	Vector 1	0	0	0	0	0	0
				2	Vector 2	0	0	0	0	0	0
				3	Vector 3	0	0	0	0	0	0

END OF STEPS



7 Administering exceptions

Overview

Purpose An *exception* is a type of activity in the ACD that falls outside the limits that have been defined and could indicate unacceptable performance. Exceptions are gathered on agents, splits/skills, trunk groups, VDNs, vectors, and unusual events such as Malicious Call Trace and disruptions in data collection. This chapter describes the operations, prerequisites, and rules for administering exceptions and the different types of exception reports that are available.

You can administer exceptions and generate reports for VDNs and vectors if your company has purchased the Call Vectoring feature.

You can administer exceptions and generate reports for skills if your company has purchased the Expert Agent Selection (EAS) feature.

This chapter provides the procedures for administering exceptions, running the Real-time Exception Log report, and running other exception reports for the following exception areas:

- Agent
- Split/skill
- Trunk group
- VDN
- Vector
- Data Collection

- Malicious call trace
- Real-time exceptions log

This chapter contains the following sections:

- Exception notification
- Agent exceptions
- Split/skill exceptions
- Trunk group exceptions
- VDN exceptions
- Vector exceptions
- Data collection exceptions report
- Malicious call trace report
- Real-time exceptions log

Background

Types of Exceptions

An exception can be one of three types:

- Peg count
- Agent timed
- Other timed exceptions

Peg count exceptions

A peg count exception occurs when the number of occurrences of an ACD activity exceeds an occurrence threshold that is defined for your call center in the current interval.

The current interval is a set number of either 15, 30, or 60 minutes. Many CentreVu CMS exceptions are measured based on this interval.

Most exception conditions apply to ACD events that occur within the current interval that is defined for your call center. When the current interval changes, ACD event occurrences are cleared and CentreVu CMS begins to count event occurrences again. Therefore, your exception conditions should realistically reflect what you want to trigger an exception within your current interval.

Agent timed exceptions

Agent timed exceptions are tracked from the time that the agent logs in until the agent logs out. These exceptions can occur many times during the login period and within an interval. The exception count is cleared when the agent leaves the state that triggered the exception.

For example, an agent timed exception could be configured to occur whenever an agent spends more than 5 minutes in the AUX work mode. Then, when an agent spends longer than 5 minutes in the AUX work mode, an exception is triggered for that agent. When the agent changes to another state, such as AVAIL, the exception is reset so that it can occur again when the agent reenters the AUX work mode.

Other timed exceptions

Other timed exceptions are triggered when the number of ACD activity occurrences exceeds the minimum or maximum time limits that are set for such activity.

For example, you may set the time limit at 20 seconds for any call to wait in queue before being answered. You may then define an occurrence boundary of three for the acceptable number of calls that can wait in the queue for 20 seconds. An exception occurs if more than three calls wait in the queue longer than 20 seconds within an interval.

Timed occurrence boundaries for this type of exception apply to ACD activity within the last interval. At the beginning of the next interval, the occurrence count for any timed exception type, except for agent timed exceptions, is cleared and starts again from zero. However, since the time limit for a timed exception type can be more than 1 hour, the duration of an exception activity is not cleared at the end of the intrahour interval. CentreVu CMS continues to track the time that is spent on an exception activity that continues from one interval to the next for this type of exception.

Exception notification

The status bar of the CentreVu Supervisor Controller Window shows the current exception total for both the peg count and time exceptions. This exception total is for all of the ACDs for which you have permission to view exceptions. The exception count is cleared at the end of each interval and can display a maximum number of 9999.

The PC on which CentreVu Supervisor is running is, by default, configured to beep each time an exception occurs. Changing this setting can be done by selecting Options > General on the CentreVu Supervisor menu bar.

Exception capacities

CentreVu CMS requires that storage space be defined on the server for the purpose of recording the activities of the call center. The recording of exceptions also uses this storage space. The following items provide information on the limits for recording exceptions:

- CentreVu CMS can store a maximum of 2000 exception records of each element on all ACDs. Therefore, your call center can store up to 2000 agent, 2000 split/skill, 2000 trunk group, 2000 VDN, and 2000 vector exception records across all ACDs.
- Exception retrieval capacity is the number of days in the past for which you can retrieve exceptions. This is determined by the following criteria:
 - The number of exception records that are allocated for storage in the Data Storage operation in the System Setup window. The maximum number of exception records of each entity that can be stored is 2000 across all ACDs.
 - The frequency with which exceptions are recorded each day. For example, if you allocate storage for 1000 exception records and approximately 100 exceptions occur each day, you can save exception records for nearly 10 days.

Before you begin

The following items should be read and understood before you begin working with exceptions:

Rules for administering exceptions

When exception thresholds are configured, the following rules must be followed:

- The occurrence threshold for any exception must be between 0 to 999.
- The time limit for timed exceptions must be between 0 to 28800 seconds.
- If a time limit is entered for an activity, an occurrence threshold for that activity must also be entered.
- When an exception is made active, CentreVu CMS starts checking for the exception immediately as long as data collection is activated.
- When at least one exception is added to an entity, any future additions must be made by using the Modify item on the Action menu.

- When exceptions are being modified, the Find one menu item should always be used to retrieve the current settings for the exception before any changes are made.
- The default setting for most exceptions is *off*. However, the following exceptions are always active and cannot be stopped:
 - Malicious call trace
 - Data collection disruptions
 - Audio difficulty
 - Agent attempts to log in with more than one login ID

Permissions

The following table describes the permission settings that are required in order for a user to access exception information:

Does the user have <i>read</i> permission for the Exceptions feature?	... and <i>exceptions</i> permission for splits/skills, trunk groups, ACDs, vectors, and VDNs?	Then, the user can use the following exception information:
yes	yes	• Exception reports • Messages in the Real-Time Exception Log • Real-time notification of exceptions
yes	no	• Exceptions reports
no	yes	• Real-time notification of exceptions
no	no	• No exceptions features available to this user

Setting the exception permissions for these entities can be done through Tools > User Permissions on the CentreVu Supervisor Controller Window.

Other permissions

To set up or change the method in which the system checks for exceptions, the user ID used to log in to this CentreVu Supervisor session requires the *write* permission for the Exceptions feature.

To be notified of a malicious call exception, the user ID used to log in to this CentreVu Supervisor session requires the *exception* permission for the appropriate call center entity.



Exception notification

Overview

Purpose An *exception notification* is a beep that is sounded by CentreVu Supervisor when an exception is encountered. By default, this occurs when the user who is currently logged in to CentreVu Supervisor has the *exceptions* permission for the entity on which the exception occurred. If you do not want CentreVu Supervisor to beep when an exception occurs, follow the procedure in this section.

This section contains the following procedures:

- Changing exception notification



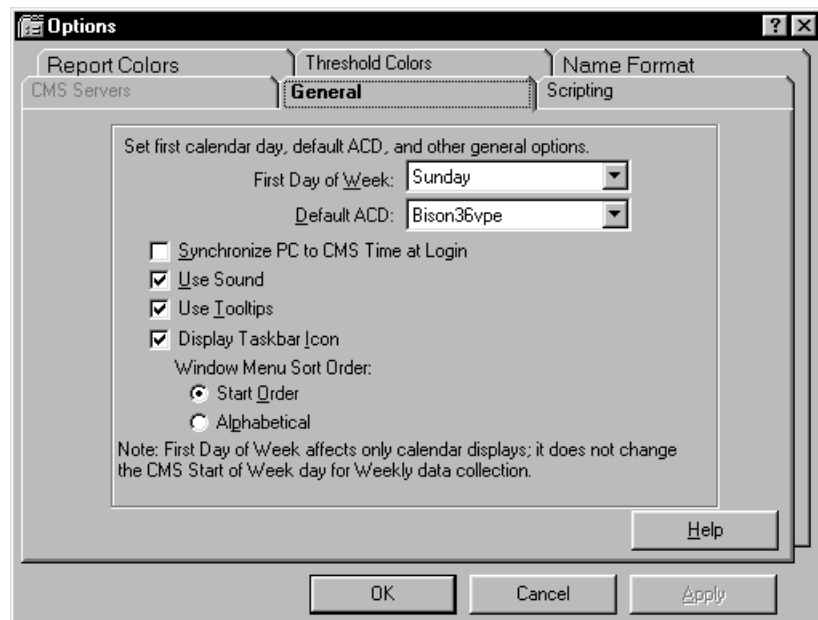
Changing exception notification

Overview This section provides the procedure for changing whether the beep notification is sounded when an exception occurs.

Steps To change the exception notification:

- 1 From the Controller Window, select Tools > Options.

Result: CentreVu Supervisor displays the Options window.



- 2 Select the General tab.

3 Perform one of the following actions:

- To activate exception notification, place a check mark in the Use Sound check box.
- To turn off exception notification, remove the check mark in the Use Sound check box.

4 Select OK.

END OF STEPS



Agent exceptions

Overview

Purpose Agent exceptions can occur for many different activities in relation to an agent. These can include the amount of time on a call or in a workstate, the number of calls that an agent has in queue, and other activities. This section provides the procedure for configuring if and when these exceptions are checked by CentreVu CMS.

This section contains the following procedures:

- Adding agent exceptions
- Modifying agent exceptions
- Deleting agent exceptions
- Agent exception definitions
- Agent exceptions report

Before you begin The following items should be read and understood before working with agent exceptions:

- Agent exceptions are assigned per split/skill and not for each agent. When an agent logs into a split/skill, any exceptions that are configured for that split/skill are applied to the agent.
- *External outbound exceptions* are a subset of *outbound exceptions*. If both types of exceptions are administered, the limit for external outbound covers external outbound calls and the limit for outbound covers only internal outbound calls.
- The agent exceptions record for a split/skill are not created by default in the CentreVu CMS database when the split/skill is created. If a split/skill does not have agent exceptions, an Add action must be taken to create the associated agent exceptions record.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view agent exceptions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Exceptions and all affected splits/skills as well as the *exceptions* permission for the affected splits/skills.
- To add, delete, or modify agent exceptions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Exceptions and all affected split/skills as well as the *exceptions* permission for the affected splits/skills.



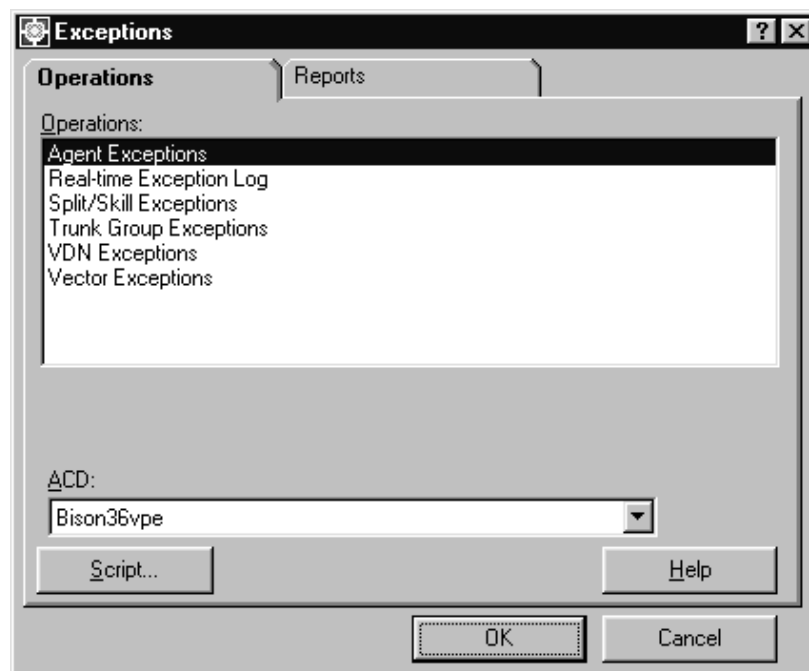
Adding agent exceptions

Overview This section provides the procedure for adding agent exceptions for a split/skill.

Steps To add agent exceptions for a split/skill:

- 1 From the Controller Window, select Commands > Exceptions on the menu bar.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD for the split/skill where agent exceptions are to be created.
- 3 In the Operations: list, highlight Agent Exceptions.

4 Select OK.

Result: CentreVu CMS displays the Agent Exceptions Administration window.

Active	Time Limit	Threshold	Exception Type
☒	300	2	Time available
☒	30	0	Time on inbound ACD call (min)
☐	7200	0	Time on inbound ACD call (max)
☐	600	4	Time in after call work
☒	7200	1	Time on inbound ACW call
☐		20	Number of inbound ACW calls/agent
☐	3600	1	Time on outbound ACW call
☒		10	Number of outbound ACW calls/agent
☐	600	3	Time in AUX work
☒	7200	2	Time on inbound AUX call
☐		30	Number of inbound AUX calls/agent
☒	3600	1	Time on outbound AUX call
☐		22	Number of outbound AUX calls/agent
☐	600	3	Time in AUX with Reason Code 0

This window appears with all fields blank when first opened.

Note that this is a scrolling dialog that contains more exceptions than those shown in the above graphic.

5 In the Split(s)/Skill(s): field, enter the name or number of the split/skill for which an agent exceptions configuration is to be created.

The Split(s)/Skill(s): field can accept multiple entries. Each entry must be separated by a semicolon (;).

6 Perform the following actions in the specified fields for each Exception Type that you want to monitor:

- **Active** — Place a check mark in this check box to enable the exception and allow it to run and adhere to the parameters that are given in the other fields. Leaving this check box blank disables the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Enter the time limit in seconds (0 to 28800) for those exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity depending on the type of exception. If this limit is surpassed, CentreVu CMS counts this activity and compares it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0 to 999). Any occurrences beyond this number will generate an exception. If you want CentreVu CMS to create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

7 When all necessary time limits and thresholds have been entered, select Actions > Add from the menu bar.

Result: The exception configuration data will be saved for this split/skill and the status bar displays a successful message.

END OF STEPS



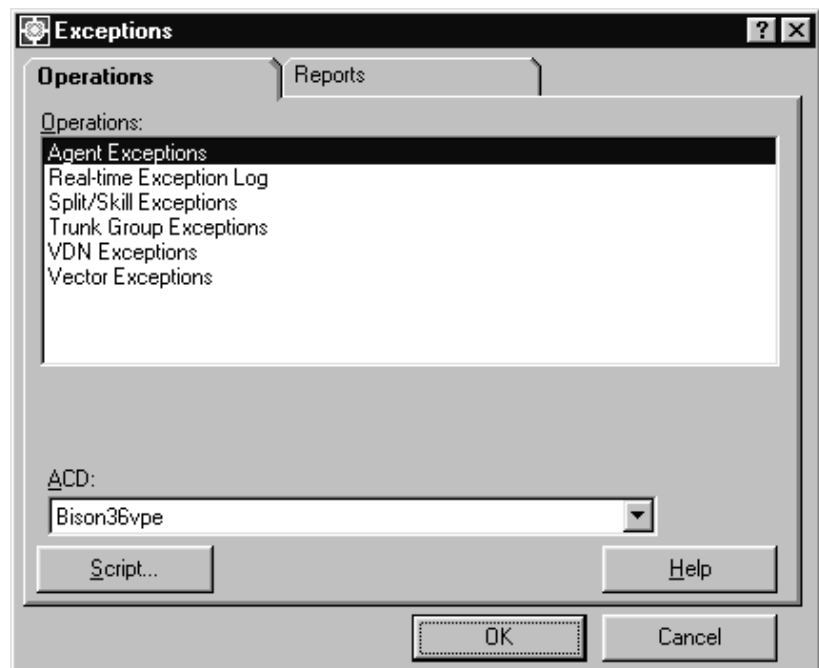
Modifying agent exceptions

Overview This section provides the procedure for modifying the existing agent exception configuration for a split/skill.

Steps To modify an existing agent exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD on which the split/skill to modify for agent exceptions resides.
 - 3 In the Operations: list, highlight Agent Exceptions.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Agent Exceptions Administration window.

Active	Time Limit	Threshold	Exception Type
☒ Active	300	2	Time available
☒ Active	30	0	Time on inbound ACD call (min)
☐ Active	7200	0	Time on inbound ACD call (max)
☐ Active	600	4	Time in after call work
☒ Active	7200	1	Time on inbound ACW call
☐ Active		20	Number of inbound ACW calls/agent
☐ Active	3600	1	Time on outbound ACW call
☒ Active		10	Number of outbound ACW calls/agent
☐ Active	600	3	Time in AUX work
☒ Active	7200	2	Time on inbound AUX call
☐ Active		30	Number of inbound AUX calls/agent
☒ Active	3600	1	Time on outbound AUX call
☐ Active		22	Number of outbound AUX calls/agent
☐ Active	600	3	Time in AUX with Reason Code 0

Note that this is a scrolling dialog that contains more exceptions than those shown in the above graphic.

-
- 5 In the Split(s)/Skill(s): field, enter the name or number of the split/skill for which the agent exceptions configuration is to be modified.

6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the agent exception configuration for the specified split/skill and displays the data in the appropriate fields. If the exception configuration data cannot be found, the status bar displays 0 matches found.

To return all splits/skills, leave the Split(s)/Skill(s): field blank before performing the Find one action. CentreVu Supervisor will return all split(s)/skill(s) for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the splits/skills.

7 Perform the following actions in the specified fields for each Exception Type that you want to monitor:

- **Active** — Place a check mark in this check box to enable the exception and allow it to run and adhere to the parameters that are given in the other fields. Leaving this check box blank disables the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Enter the time limit in seconds (0 to 28800) for those exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity depending on the type of exception. If this limit is surpassed, CentreVu CMS counts this activity and compares it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0 to 999). Any occurrences beyond this number will generate an exception. If you want CentreVu CMS to create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

-
- 8** When all necessary time limits and thresholds have been modified, select Actions > Modify from the menu bar.

Result: CentreVu Supervisor updates the data for this split/skill and displays a successful message in the status bar.

END OF STEPS



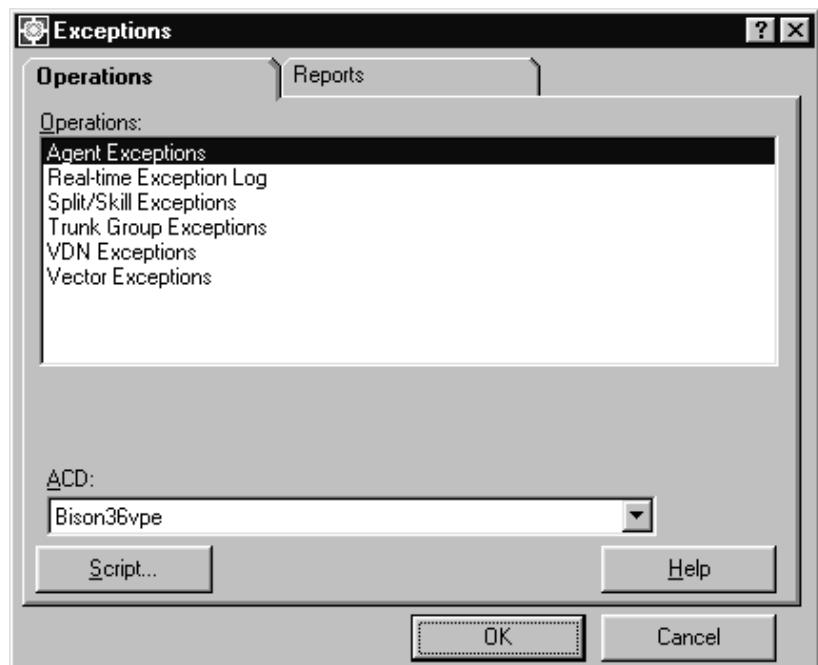
Deleting agent exceptions

Overview This section provides the procedure for deleting the agent exceptions for a split/skill.

Steps To delete agent exceptions:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD on which the split/skill to delete resides.
- 3 In the Operations: list, highlight Agent Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Agent Exceptions Administration window.

Active	Time Limit	Threshold	Exception Type
☒ Active	300	2	Time available
☒ Active	30	0	Time on inbound ACD call (min)
☐ Active	7200	0	Time on inbound ACD call (max)
☐ Active	600	4	Time in after call work
☒ Active	7200	1	Time on inbound ACW call
☐ Active		20	Number of inbound ACW calls/agent
☐ Active	3600	1	Time on outbound ACW call
☒ Active		10	Number of outbound ACW calls/agent
☐ Active	600	3	Time in AUX work
☒ Active	7200	2	Time on inbound AUX call
☐ Active		30	Number of inbound AUX calls/agent
☒ Active	3600	1	Time on outbound AUX call
☐ Active		22	Number of outbound AUX calls/agent
☐ Active	600	3	Time in AUX with Reason Code 0

Note that this is a scrolling dialog that contains more exceptions than those shown in the above graphic.

-
- 5 In the Split(s)/Skill(s): field, enter the name or number of the split/skill for which an agent exceptions configuration is to be deleted.

-
- 6** From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the agent exception configuration for the specified split/skill and displays the data in the appropriate fields. If exception configuration data cannot be found, the status bar displays 0 matches found.

To return all splits/skills, leave the Split(s)/Skill(s): field blank before performing the Find one action. CentreVu Supervisor will return all split(s)/skill(s) for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the splits/skills.

-
- 7** From the menu bar, select Actions > Delete.

Result: CentreVu Supervisor deletes the agent exception configuration for this split/skill from the CentreVu CMS database and displays a successful message in the status bar.

END OF STEPS



Agent exception definitions

The following table provides the definitions for the different agent exceptions:

<i>Exception</i>	<i>Defintion</i>
Time available	The time that an agent spends in AVAIL (this is idle time).
Time on inbound ACD call (minimum)	The minimum time that an agent spends on an ACD call.
Time on inbound ACD call (maximum)	The maximum time that an agent spends on an ACD call.
Time in after-call work (maximum)	The maximum time that an agent spends on after-call work.
Time on inbound ACW call (maximum)	The maximum time that an agent spends on an inbound call during after-call work.
Number of inbound ACW calls/agent	The total number of inbound calls that an agent can receive during after-call work. This exception can only be triggered once per interval.
Time on outbound ACW call (maximum)	The maximum time that an agent spends on an outbound call during after-call work.
Number of outbound ACW calls/agent	The total number of outbound calls that an agent can make during after-call work. This exception can only be triggered once per interval.
Time in AUX work (maximum)	The maximum time that an agent spends doing auxiliary work.
Time on inbound AUX call	The maximum time that an agent spends on an inbound call during auxiliary work.

Number of inbound AUX calls/agent	The total number of inbound calls that an agent can receive during auxiliary work. This exception can only be triggered once per interval.
Time on outbound AUX call (maximum)	The maximum time that an agent spends on an outbound call during auxiliary work.
Number of outbound AUX calls/agent	The total number of outbound calls that an agent can place during auxiliary work. This exception can only be triggered once per interval.
Time in AUX with Reason Code X (maximum)	The maximum time that agents can spend doing auxiliary work with Reason Code X (X is from 0 to 9).
Login Identification	Select Active to receive a notification of a login violation. A violation occurs when an agent attempts to log in with an ID that is not in the Dictionary or if an agent tries to log in with more than one ID at the same terminal. If you deactivate this exception, you are not notified if an agent logs in with an ID that is not in the Dictionary, but you still are notified if an agent tries to log in with more than one ID.
Time on outbound ACD call (minimum)	The minimum time that an agent spends on an outbound ACD call.
Time on outbound ACD call (maximum)	The maximum time that an agent spends on an outbound ACD call.
Number calls transferred	The maximum number of calls that an agent can transfer.
Time ACD call spent on hold (maximum)	The maximum time that an agent can put an ACD call on hold. This time value is cumulative for each call. If an agent removes a call from hold and places it back on hold again, this value is not reset.

Number ACD calls placed on hold (maximum)	The maximum number of ACD calls that an agent can put on hold. This exception can only be triggered once per interval.
Number ACD calls abandoned while on hold (maximum)	The maximum number of calls that are abandoned after being put on hold by an agent. This exception can only be triggered once per interval.
Time ACD call spends ringing (maximum)	The maximum time that a split/skill or direct agent ACD call can ring at agent's voice terminal before an exception is triggered.
Ringing call automatically redirected from agent	Select Active to be notified when an agent lets an ACD call ring at the voice terminal long enough for the switch to automatically redirect the call. You must have the Redirection on No Answer e feature activated on the DEFINITY system to use this exception.
Time on direct agent call (maximum)	The maximum number of seconds that an agent spends on a direct agent ACD call.
Number calls in direct agent queue (maximum)	The maximum number of direct agent ACD calls that an agent can have waiting in queue.
Time call waited in direct agent queue (maximum)	The maximum time that any call waits in the direct agent queue.
Number calls abandoned from direct agent queue (maximum)	The maximum number of direct agent ACD calls that can leave the direct agent queue by abandoning before an exception is triggered. This exception can only be triggered once per interval.
Number calls outflowed from direct agent queue (maximum)	The maximum number of direct agent calls that outflow from the direct agent queue. This exception can only be triggered once per interval.
Time on external outbound ACW call (maximum)	The maximum number of seconds that an agent spends on an external outbound call during after-call work.

Number of external outbound ACW calls/agent (maximum)	The maximum number of external outbound calls that an agent can make while in after-call work. This exception can only be triggered once per interval.
Time on external outbound AUX calls (maximum)	The maximum number of seconds an agent spends on an external outbound call during auxiliary work.
Number external outbound AUX calls/agent (maximum)	The maximum number of external outbound calls that an agent can make during auxiliary work. This exception can only be triggered once per interval.
Agent logged out with active/held calls	Select Active to be notified when an agent logs out with active or held calls on the voice terminal.
Logout attempt without valid reason code	The acceptable number of times that an agent can enter an invalid reason code when trying to log out. This exception can only be triggered once per interval.
AUX attempt without valid reason code	The acceptable number of times that an agent can enter an invalid AUX reason code. This exception can only be triggered once per interval.
Agent entered invalid call work codes	An exception that is pegged for CWC 0 (an agent types an unadministered call work code). This exception should be turned off if you are collecting call work codes in call records only.



Agent exceptions report

Overview Use the agent exceptions report to view exceptions that have occurred for the selected agents. For each agent exception, the report shows the time, agent, and type of exception.

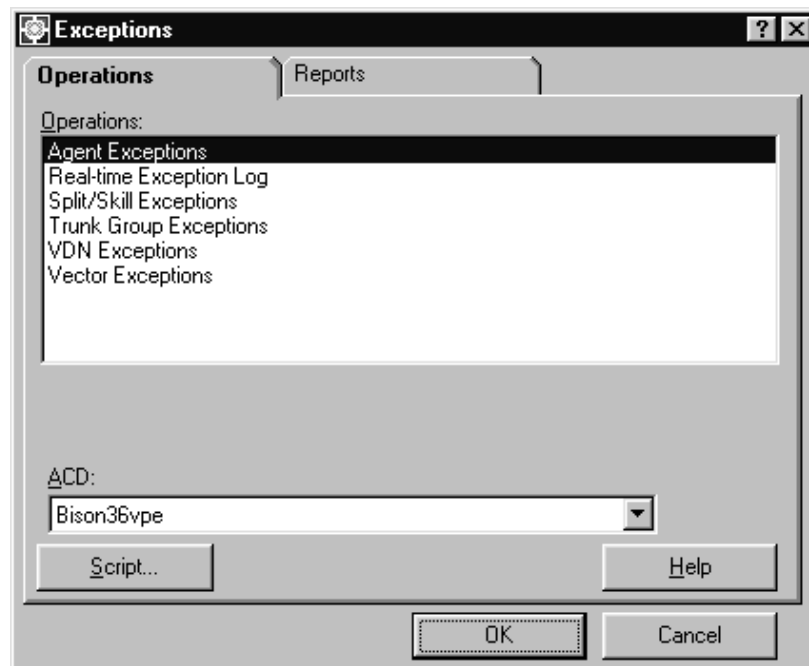
Before you begin To be able to view data for an agent exception report, the following events must have occurred:

- One or more agent exceptions must have been activated.
- The exceptions must have occurred at some point. Otherwise, the report is blank.
- Active exceptions must be specified in the input window so that they are included in the report.

Steps To run the agent exceptions report:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
- 3 In the ACD: field, select the ACD that contains the agents on which to run the report.
- 4 In the Reports: list, highlight Agent Exceptions by Location.
- 5 Select OK.

Result: CentreVu Supervisor displays the Agent Exceptions window.

The screenshot shows the 'Agent Exceptions' dialog box. It has a title bar with a warning icon and the text 'Agent Exceptions'. The dialog is divided into two main sections: 'Inputs' and 'Destination'.
In the 'Inputs' section, there are four fields: 'Date' (set to 2/12/98), 'Split/Skill' (set to s515 ..+AbCdEfGhIj), 'Agents' (set to a44045 ..+AbCdEfGh), and 'Order by' (set to Time). Each of the first three fields has a small icon to its right. Below these is a list box labeled 'Exceptions:' containing several items, with 'Time Available' selected. The items in the list are: 'Time Available', 'Time on inbound ACD call (min)', 'Time on inbound ACD call (max)', 'Time in after call work', 'Time on inbound ACW call', 'Number of inbound ACW calls/agent', 'Time on outbound ACW call', and 'Number of outbound ACW calls/agent'.
In the 'Destination' section, there are two radio buttons: 'View Report on Screen' (which is selected) and 'Print Report on:'. To the right of the 'Print Report on:' radio button is a text field containing 'ddops3' and a printer icon. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'. In the bottom right corner, outside the main dialog area, is the text 'Bison36vpe'.

6 In the Date: field, specify the date for the report in one of the following date formats:

- Enter the date in MM/DD/YY format, for example, 10/06/01.
- Enter the relative date, for example, 0 for today, -1 for yesterday, or -7 for one week ago.
- Enter a relative date range, for example, -9-0 causes the report to display data for the past ten days including today.
- Select a date from the drop-down list.
- Select a date by using the Browse button.

This is a required field.

7 In the Split/Skill: field, enter the name or number of the split/skill to display in the report.

This is a required field.

8 In the Agents: field, specify the name or number of the agents to display in the report.

This is a required field.

This field accepts the specification of multiple agents. Multiple values must be separated by a semicolon (;).

9 In the Order by: field, select one of the following sorting options:

- Agent — The report results are sorted by agent name or number.
 - Time — The report results are sorted by the time that the exceptions occurred.
-

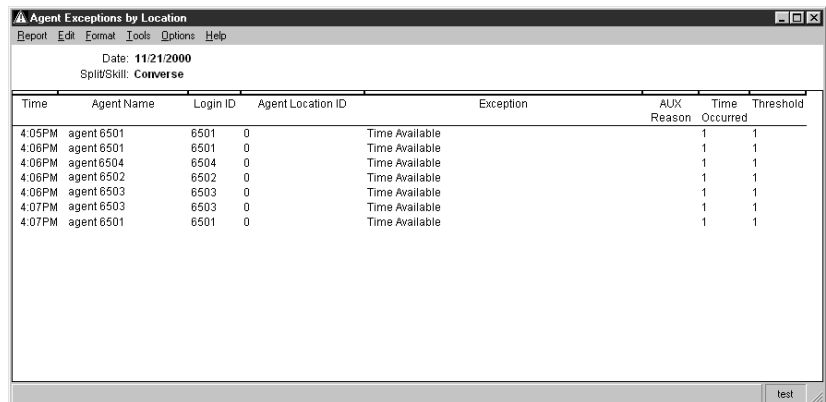
10 In the Exceptions: field, select one or more exceptions to include in the report.

Select only those exceptions that are or have been activated during the date specified. If you select exceptions that have not been active during the date specified, the report does not display any data in the report.

-
- 11** In the Destination group, select the output option of the report:
- View Report on Screen — The report is displayed on the screen.
 - Print Report on: — Sends the report to the printer that is specified in the associated field. To change the specified printer, select the Select printer button located on the right side of this group.
-

- 12** Select OK.

Result: CentreVu Supervisor runs the report and sends it to the specified destination.



Time	Agent Name	Login ID	Agent Location ID	Exception	AUX Reason	Time Occurred	Threshold
4:05PM	agent 6501	6501	0	Time Available	1	1	1
4:06PM	agent 6501	6501	0	Time Available	1	1	1
4:06PM	agent 6504	6504	0	Time Available	1	1	1
4:06PM	agent 6502	6502	0	Time Available	1	1	1
4:06PM	agent 6503	6503	0	Time Available	1	1	1
4:07PM	agent 6503	6503	0	Time Available	1	1	1
4:07PM	agent 6501	6501	0	Time Available	1	1	1

END OF STEPS



Split/skill exceptions

Overview

Purpose Using split/skill exceptions can help identify those splits/skills that need to be adjusted to achieve more efficiency in the call center. Split/skill exceptions can assist you in the identification of problems in the following areas:

- The length of time that calls wait for different handling options
- The number of calls that are directed through different handling options
- The average speed with which the calls are being answered

This section contains the following procedures:

- Adding split/skill exceptions
- Modifying split/skill exceptions
- Deleting split/skill exceptions
- Split/skill exception definitions
- Split/skill exceptions report

Before you begin The following items should be read and understood before working with split/skill exceptions:

- To administer exceptions for *skills*, your company must have purchased Expert Agent Selection (EAS). However, this feature is not needed to administer exceptions for *splits*.
- The split/skill exceptions configuration is not created by default in the CentreVu CMS database when the split/skill is created. If a split/skill does not have an exceptions configuration, an Add action must be taken to create it.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view split/skill exceptions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Exceptions and all affected splits/skills as well as the *exceptions* permission for all affected splits/skills.
- To add, delete, or modify split/skill exceptions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Exceptions and all affected splits/skills as well as the *exceptions* permission for all affected splits/skills



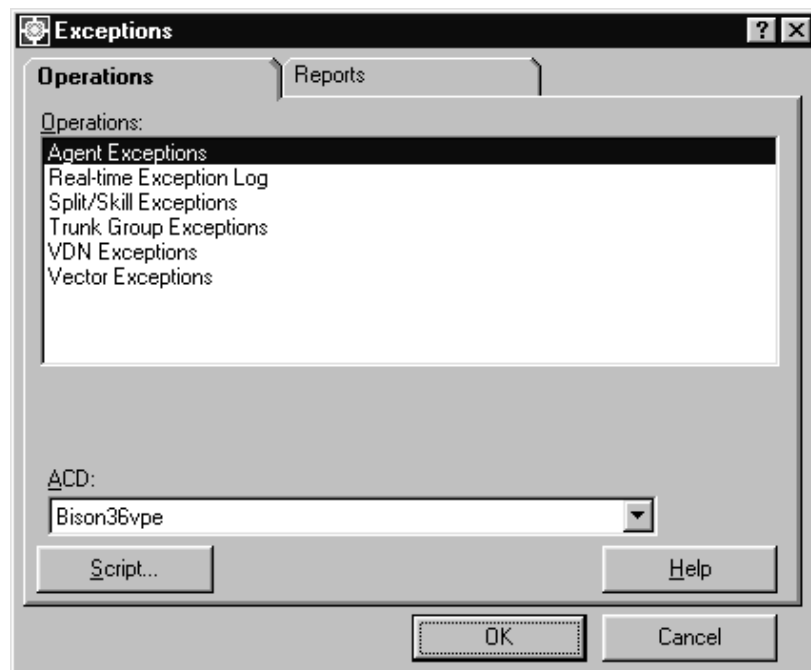
Adding split/skill exceptions

Overview This section provides the procedure for adding split/skill exception configurations.

Steps To add a split/skill exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

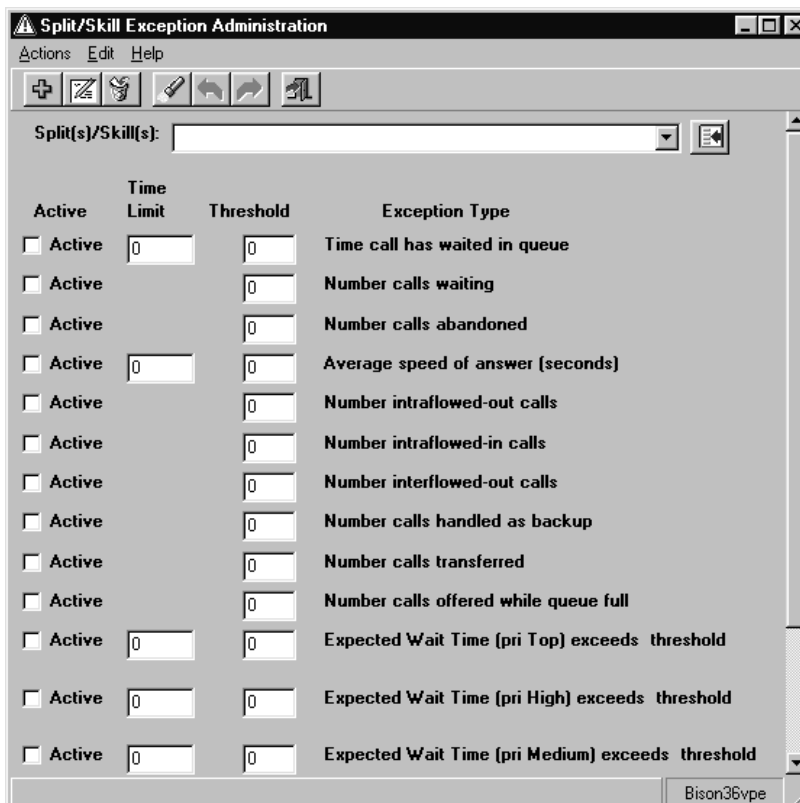
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the split/skill to receive the new exception configuration.
 - 3 In the Operations: list, highlight Split/Skill Exceptions.
-

4 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Exception Administration window.



5 In the Split(s)/Skill(s): field, enter the name or number of the split/skill for which an exceptions configuration is to be created.

6 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

7 When all necessary time limits and thresholds have been entered, select Actions > Add from the menu bar.

Result: CentreVu Supervisor saves the data for this split/skill and the status bar displays a successful message.

END OF STEPS



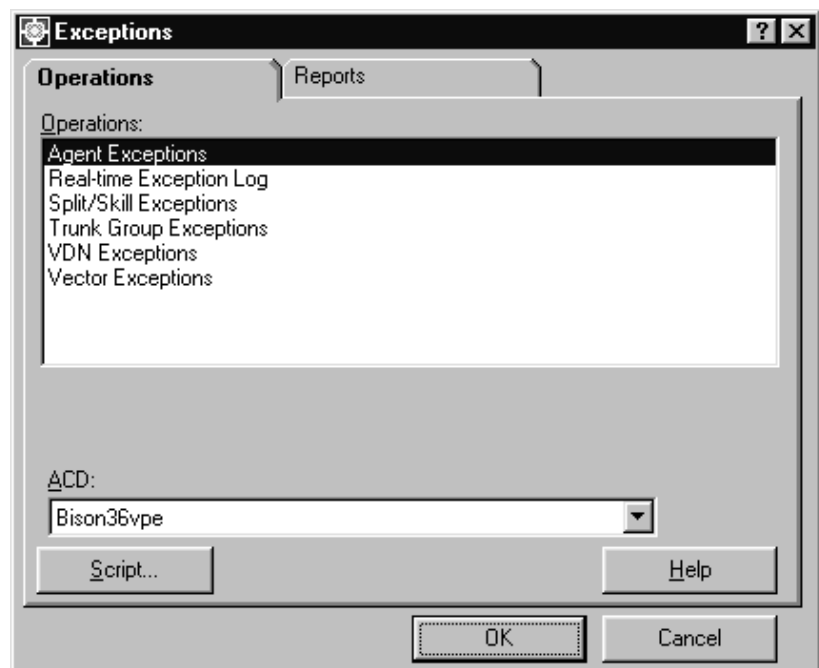
Modifying split/skill exceptions

Overview This section provides the procedure for modifying existing split/skill exception configurations.

Steps To modify a split/skill exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

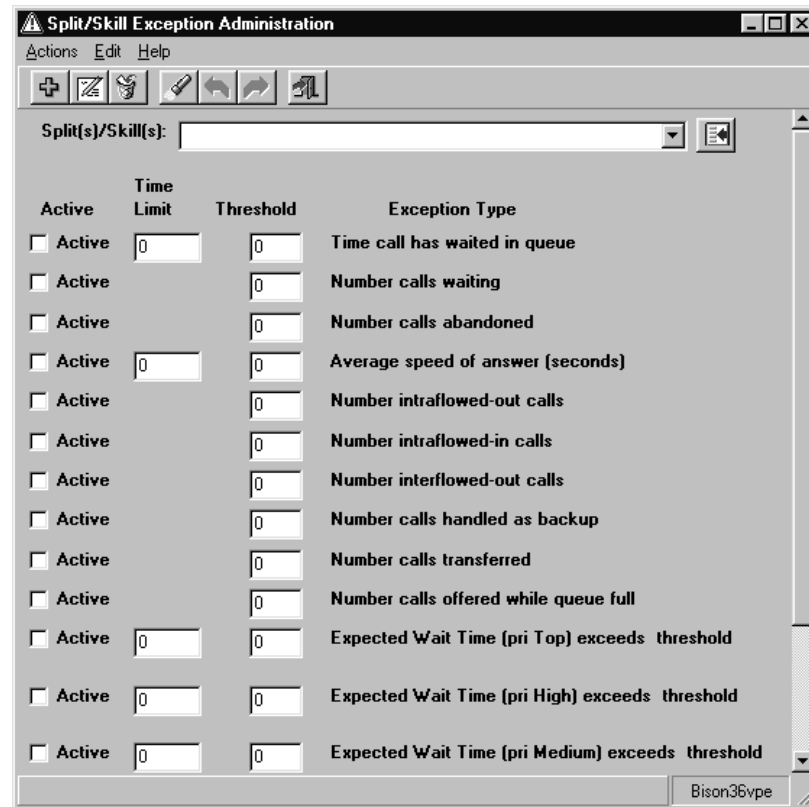
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the split/skill and its exception configuration.
 - 3 In the Operations: list, highlight Split/Skill Exceptions.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Exception Administration window.



-
- 5 In the Split(s)/Skill(s): field, enter the name or number of the split/skill for which its exceptions configuration is to be modified.

-
- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the exception configuration for the specified split/skill and displays the data in the appropriate fields. If exception configuration data cannot be found, the status bar displays 0 matches found.

To have all splits/skills returned in this step, leave the Split(s)/Skill(s): field blank before performing the Find one action. CentreVu Supervisor will return all split(s)/skill(s) for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the splits/skills.

7 Make the necessary changes in the following fields for each Exception Type that requires modification:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

8 When all necessary time limits and thresholds have been entered, select Actions > Modify from the menu bar.

Result: CentreVu Supervisor saves the data for this split/skill and the status bar displays a successful message.

END OF STEPS



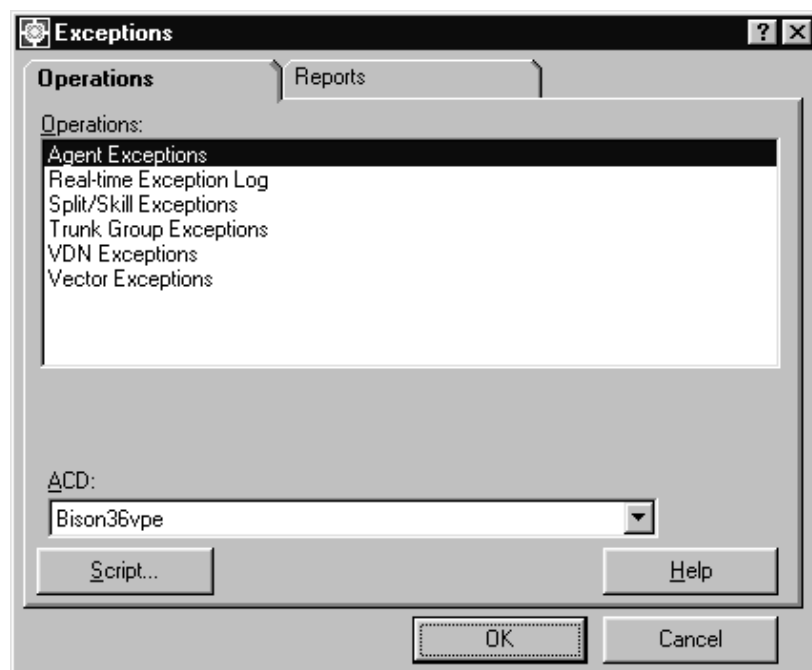
Deleting split/skill exceptions

Overview This section provides the procedure for deleting existing split/skill exception configurations.

Steps To delete a split/skill exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

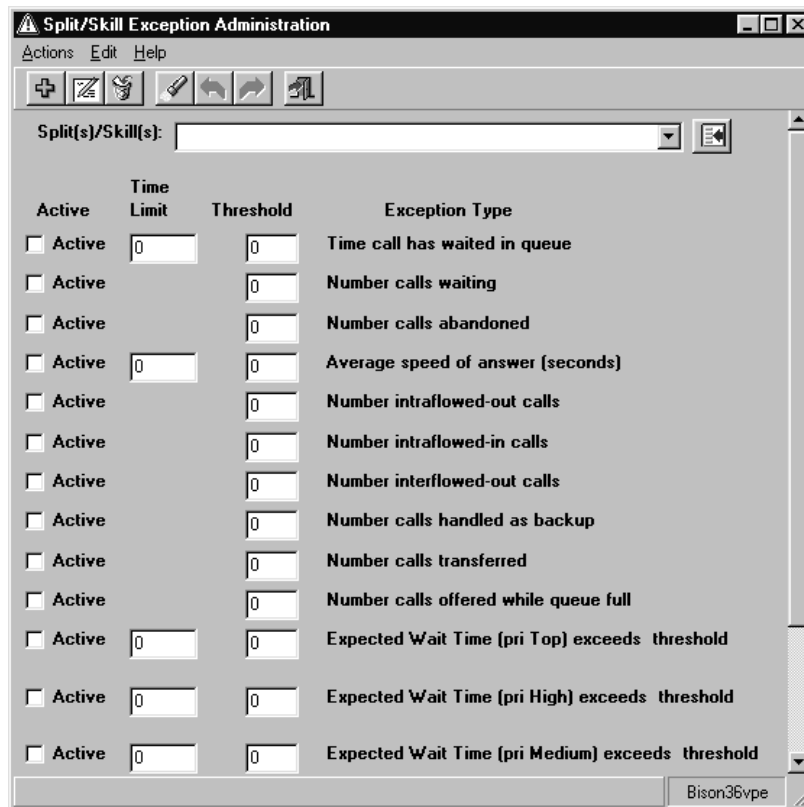
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the split/skill and its exception configuration.
 - 3 In the Operations: list, highlight Split/Skill Exceptions.
-

4 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Exception Administration window.



5 In the Split(s)/Skill(s): field, enter the name or number of the split/skill for which the exception configuration is to be deleted.

6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the exception configuration for the specified split/skill and displays the data in the appropriate fields. If exception configuration data cannot be found, the status bar displays 0 matches found.

To have all splits/skills returned in this step, leave the Split(s)/Skill(s): field blank before performing the Find one action. CentreVu Supervisor will return all split(s)/skill(s) for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the splits/skills.

-
- 7** From the menu bar, select Actions > Delete.

Result: CentreVu Supervisor deletes the exception configuration for this split/skill from the CentreVu CMS database and displays a successful message in the status bar.

END OF STEPS



Split/skill exception definitions

The following table provides the definitions for the different split/skill exceptions:

<i>In this field...</i>	<i>Enter this value...</i>
Time call has waited in queue	The total acceptable amount of time any call in queue remains unanswered before an occurrence is counted against the threshold limit.
Number calls waiting	The maximum number of calls waiting in queue at any one time.
Number calls abandoned	The total number of acceptable abandoned calls. This exception can only be triggered once per interval.
Average speed of answer (seconds)	The maximum acceptable amount of time in seconds that a call waits in that split/skill queue before an agent answers. This exception can only be triggered once per interval.
Number intraflowed-out calls	The maximum acceptable number of calls that intra-flow out from or in to a split or skill. This exception can only be triggered once per interval.
Number intraflowed-in calls	The acceptable number of calls that can intraflow in to the split or skill before an occurrence is counted against the threshold limit. This exception can only be triggered once per interval.
Number interflowed-out calls	The acceptable number of calls that can interflow out of the split or skill. This exception can only be triggered once per interval.
Number calls handled as backup	The acceptable number of calls that this split or skill can handle as a backup for another split or skill. This exception can only be triggered once per interval.

Number calls transferred	The acceptable number of calls that can be transferred from this split or skill. This exception can only be triggered once per interval.
Number calls offered while queue full	The acceptable number of calls that can be offered to the split or skill while the queue is full. This exception can only be triggered once per interval.
Expected Wait Time (pri Top) exceeds threshold	The maximum acceptable time in seconds that a call is expected to wait at Top priority before connecting to an agent. This exception can only be triggered once per interval.
Expected Wait Time (pri High) exceeds threshold	The maximum acceptable time in seconds that a call is expected to wait at High priority before connecting to an agent. This exception can only be triggered once per interval.
Expected Wait Time (pri Medium) exceeds threshold	The maximum acceptable time in seconds that a call is expected to wait at Med priority before connecting to an agent. This exception can only be triggered once per interval.
Expected Wait Time (pri Low)	The maximum acceptable time in seconds that a call is expected to wait at Low priority before connecting to an agent. This exception can only be triggered once per interval.
Rolling Average Speed of Answer	The maximum acceptable amount of time in seconds that is calculated for the rolling average speed of answer (ASA) for a split/skill. This exception can only be triggered once per interval. The ASA for the measured split/skill is sent to CentreVu CMS by way of the ASA message. An occurrence is counted (in seconds) when CentreVu CMS receives an ASA that exceeds the time limit that is specified for a split/skill. An exception is triggered when the threshold is exceeded.



Split/skill exceptions report

Overview The split/skill exceptions report is used to view exceptions that have occurred for the selected splits/skills. For each split/skill exception, the report shows the time and type of exception.

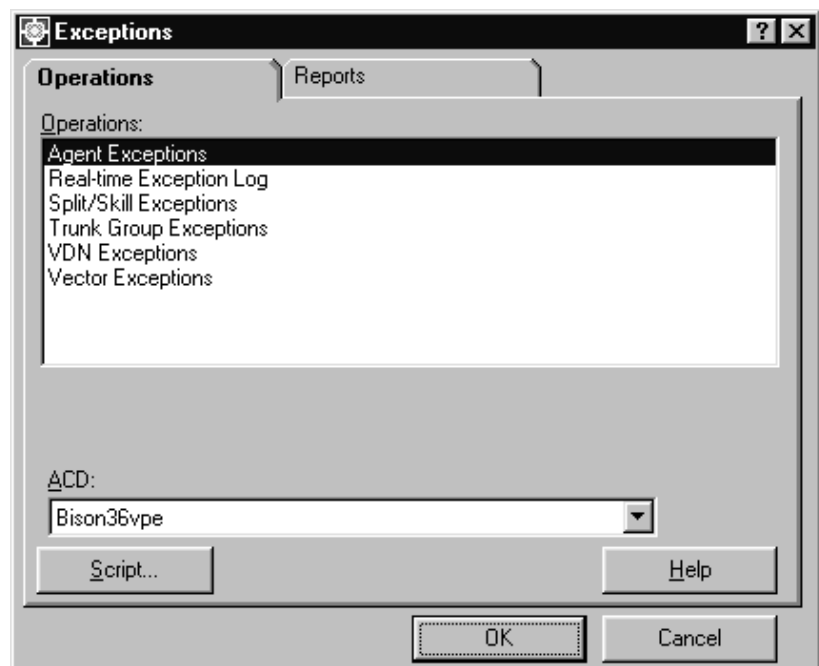
Before you begin To be able to view data for a split/skill exception report, the following events must have occurred:

- One or more split/skill exceptions must have been activated.
- The exceptions must have occurred at some point. Otherwise, the report is blank.
- Active exceptions must be specified in the input window so that they are included in the report.
- The user ID used to run the report must have the *read* permission for Exceptions and the affected splits/skills as well as the *exceptions* permission for all affected splits/skills.

Steps To run the split/skill exceptions report:

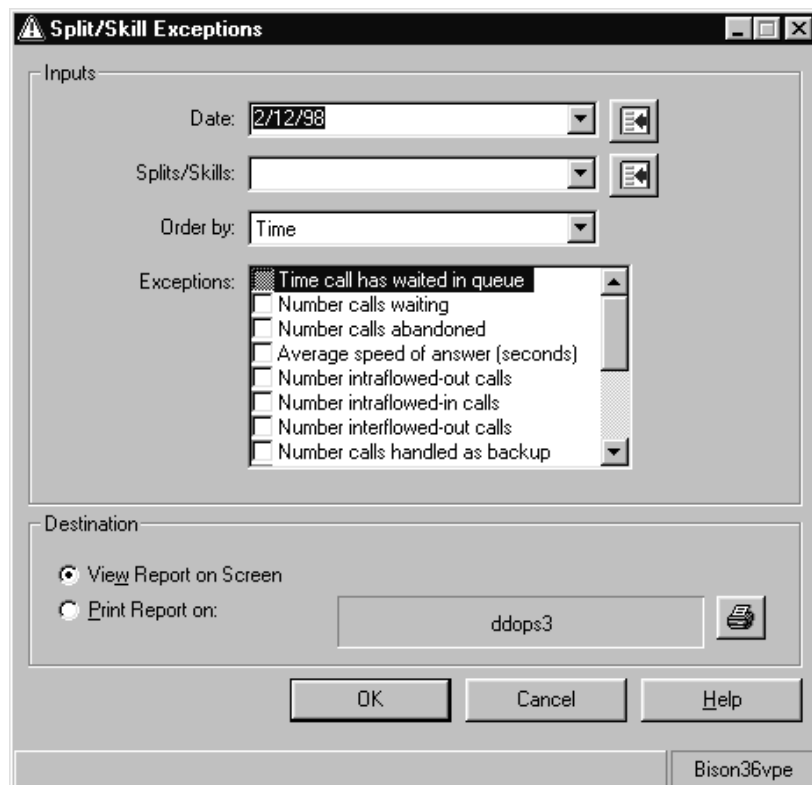
- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
- 3 In the ACD: field, select the ACD that contains the split/skill on which to run the report.
- 4 In the Reports: list, highlight Split/Skill Exceptions.
- 5 Select OK.

Result: CentreVu Supervisor displays the Split/Skill Exceptions window.



6 In the Date: field, specify the date for which you want to view the report. Entry of the date can be done through the following methods:

- Enter MM/DD/YY format; for example, 10/06/01.
- Enter the relative day; for example, 0 for today, -1 for yesterday, or -7 for one week ago.
- Enter a relative range; for example, -9–0 causes the report to display data for the past ten days including today.
- Select a date from the drop-down list.
- Select a date by using the Browse button.

This is a required field.

7 In the Splits/Skills: field, specify the name or number of one or more splits/skills to run the report against. Entry of the split/skill can be done through the following methods:

- Enter the name or number of the split/skill.
- Select the split/skill from the drop-down list.
- Select the split/skill by using the Browse button.

Multiple splits/skills can be entered in this field, but must be separated by a semicolon (;). This is a required field.

8 In the Order by: field, select one of the following sorting options:

- Split/Skill — The report results are sorted by split/skill name or number.
- Time — The report results are sorted by the time the exceptions occurred.

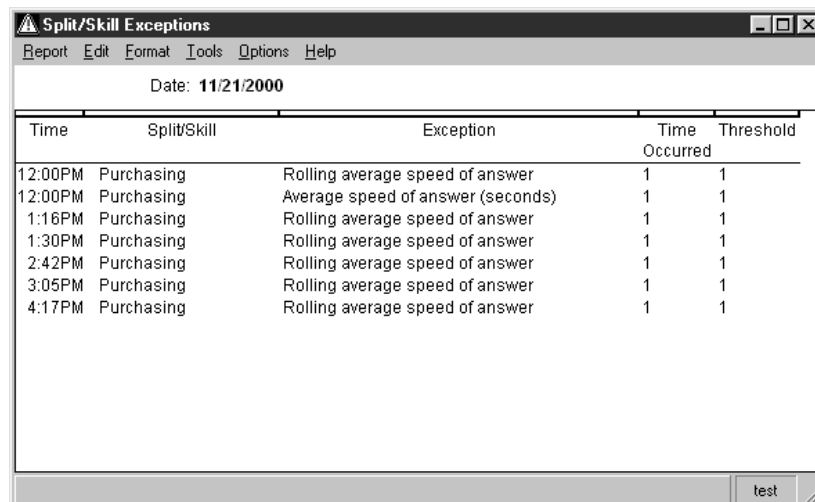
9 In the Exceptions: field, select one or more exceptions to include in the report.

Only those exceptions that have been activated in the past should be selected. Selecting exceptions that have not been activated will not return any data in the report.

-
- 10** In Destination group, select one of the following output options:
- View Report on Screen — The report is displayed on the screen.
 - Print Report on: — The report is sent to the specified printer. Any printer available to the PC can be used and selected through the button at the right of the field.
-

- 11** Select OK.

Result: CentreVu Supervisor sends the report to the specified output option.



The screenshot shows a window titled "Split/Skill Exceptions" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a date field set to "11/21/2000". Below the menu is a table with the following data:

Time	Split/Skill	Exception	Time Occurred	Threshold
12:00PM	Purchasing	Rolling average speed of answer	1	1
12:00PM	Purchasing	Average speed of answer (seconds)	1	1
1:16PM	Purchasing	Rolling average speed of answer	1	1
1:30PM	Purchasing	Rolling average speed of answer	1	1
2:42PM	Purchasing	Rolling average speed of answer	1	1
3:05PM	Purchasing	Rolling average speed of answer	1	1
4:17PM	Purchasing	Rolling average speed of answer	1	1

At the bottom right of the window is a "test" button.

END OF STEPS



Trunk group exceptions

Overview

Purpose Trunk group exceptions are used to identify performance and capacity issues for the trunk groups in the call center.

This section contains the following procedures:

- Adding trunk group exceptions
- Modifying trunk group exceptions
- Deleting trunk group exceptions
- Trunk group exception definitions
- Trunk group exceptions report

Before you begin The following items should be read and understood before working with trunk group exceptions:

- An Audio Difficulty exception is associated with each trunk group. This exception is always provided for all DEFINITY systems that support event counts and it cannot be disabled. For this reason, this exception is not available on the Trunk Group Exception Administration window.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view trunk group exceptions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Exceptions and all affected trunk groups as well as the *exceptions* permission for all affected trunk groups.
- To add, delete, or change trunk group exceptions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Exceptions and all affected trunk groups as well as the *exceptions* permission for all affected trunk groups.



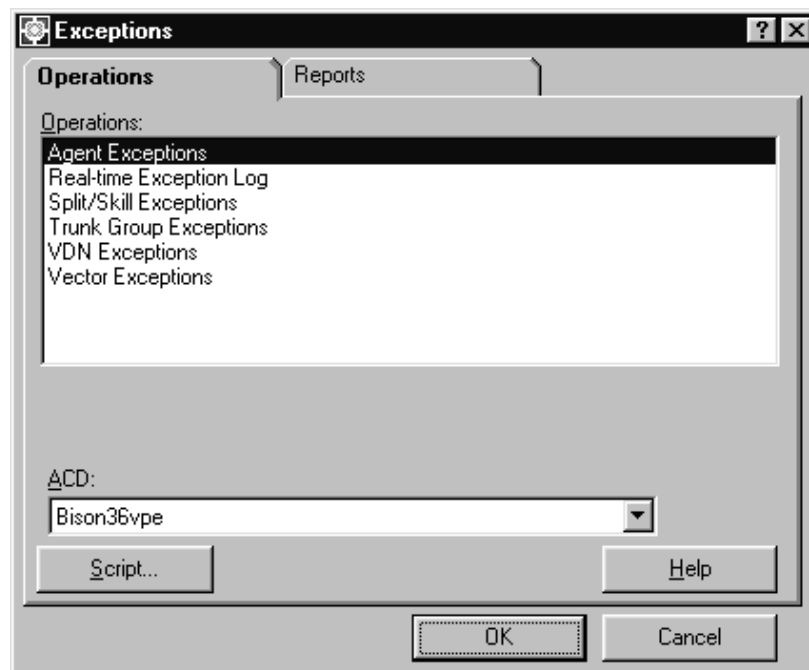
Adding trunk group exceptions

Overview This section provides the procedure for adding an exception configuration for a trunk group.

Steps To add exceptions for a trunk group:

- 1 From the Controller Window, select Commands > Exceptions.

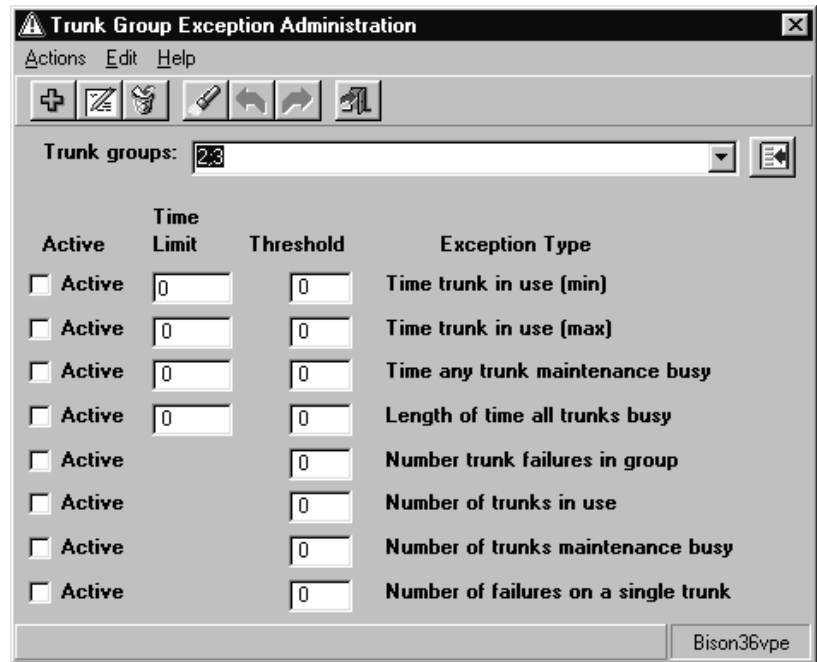
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD for the trunk group that will receive the new exceptions configuration.
- 3 In the Operations: list, highlight Trunk Group Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Trunk Group Exception Administration window.



-
- 5 In the Trunk groups: field, enter the name or number of the trunk group for which an exceptions configuration is to be created.

6 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

7 When all necessary time limits and thresholds have been entered, select Actions > Add from the menu bar.

Result: CentreVu Supervisor saves the data for this trunk group and the status bar displays a successful message.

END OF STEPS



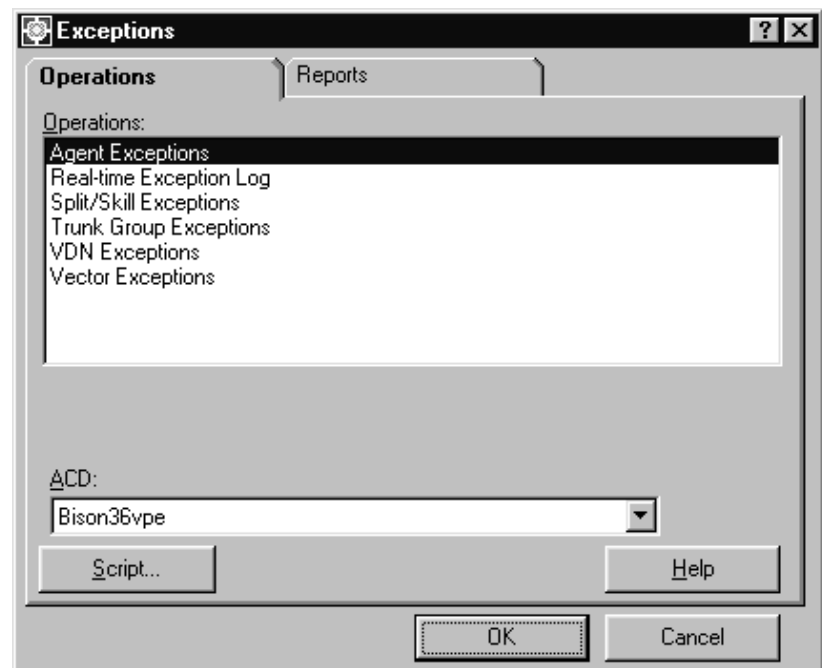
Modifying trunk group exceptions

Overview This section provides the procedure for modifying an existing exception configuration for a trunk group.

Steps To modify trunk group exceptions:

- 1 From the Controller Window, select Commands > Exceptions.

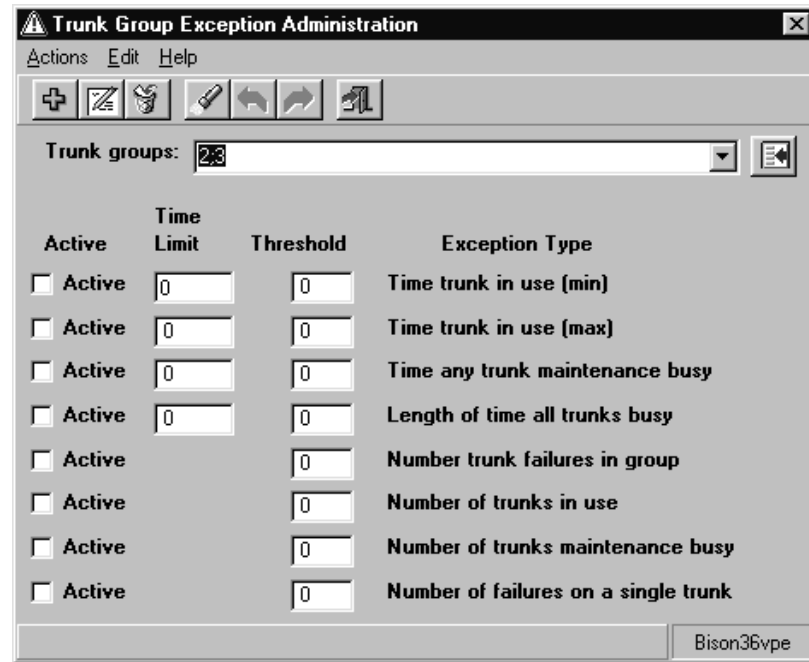
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the trunk group and its exception configuration.
- 3 In the Operations: list, highlight Trunk Group Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Trunk Group Exception Administration window.



-
- 5 In the Trunk groups: field, enter the name or number of the trunk group for which exception configuration is to be modified.

-
- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the exception configuration data for the specified trunk group and displays it in the appropriate fields. If data cannot be found for this trunk group, the status bar displays 0 matches found.

To return all trunk groups, leave the Trunk groups: field blank before performing the Find one action. CentreVu Supervisor will return all trunk groups for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the trunk groups.

7 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

8 When all necessary time limits and thresholds have been entered, select **Actions > Modify** from the menu bar.

Result: CentreVu Supervisor updates the data for this trunk group and the status bar displays a successful message.

END OF STEPS



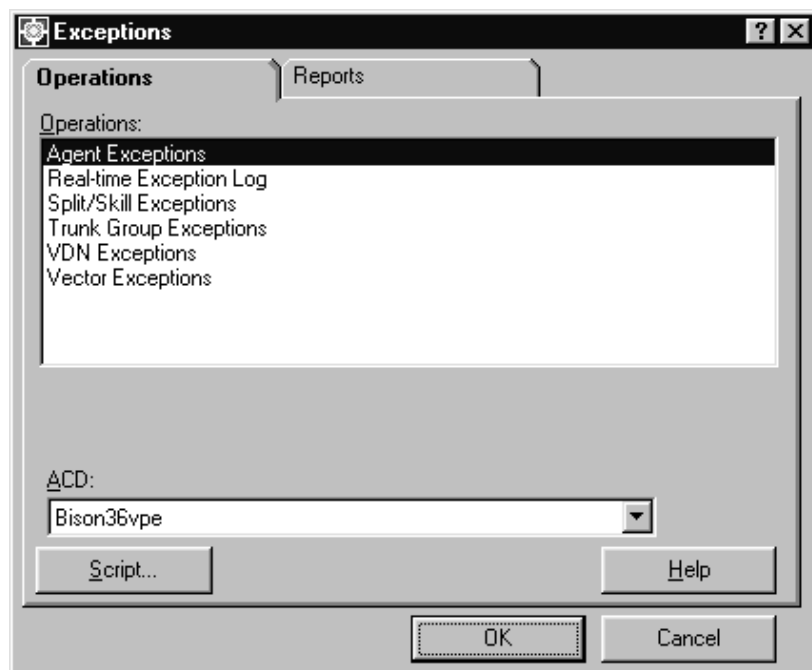
Deleting trunk group exceptions

Overview This section provides the procedure for deleting existing trunk group exception configurations.

Steps To delete a trunk group exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

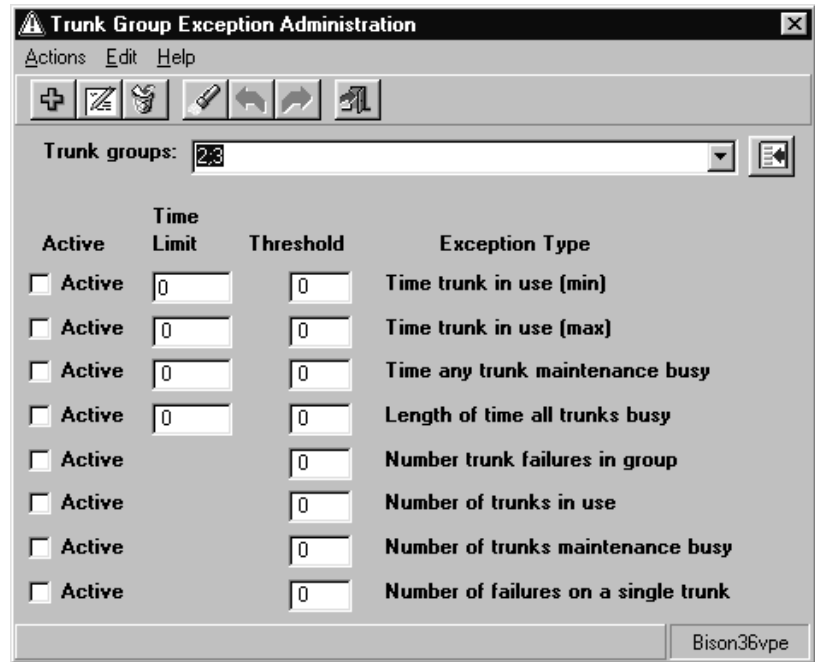
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the trunk group and its exception configuration.
- 3 In the Operations: list, highlight Trunk Group Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Trunk Group Exception Administration window.



-
- 5 In the Trunk groups: field, enter the name or number of the trunk group for which the exception configuration is to be deleted.
-
- 6 From the menu bar, select Actions > Find one.

Result: The exception configuration is found for the specified trunk group and the data displays in the appropriate fields. If exception configuration data cannot be found, the status bar will display 0 matches found.

To return all trunk groups, leave the Trunk groups: field blank before performing the Find one action. CentreVu Supervisor will return all trunk groups for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the trunk groups.

-
- 7** From the menu bar, select Actions > Delete.

Result: The exception configuration for this trunk group is deleted from the CentreVu CMS database and a successful message displays in the status bar.

END OF STEPS



Trunk group exception definitions

The following table provides the definitions for the different trunk group exceptions:

<i>In this field...</i>	<i>Enter this value...</i>
Time trunk in use (minimum)	The minimum acceptable time in seconds that a trunk in the trunk group can be in use. This exception can only be triggered once per interval for the same trunk.
Time trunk in use (maximum)	The maximum acceptable time in seconds that a trunk in the trunk group can be in use. This exception can only be triggered once per interval for the same trunk.
Time any trunk maintenance busy	The maximum acceptable time in seconds that a trunk in the trunk group can be in the maintenance busy state.
Length of time all trunks busy	The maximum acceptable time that all trunks in the trunk group can be busy at once. This exception can only be triggered once per interval.
Number of trunks in use	The maximum acceptable number of trunks that can be in use at the same time in the trunk group. An exception is reached each time the allowed number of trunks in use exceeds the threshold within the interval.
Number of trunks maintenance busy	The maximum acceptable number of trunks that can be in the maintenance busy state in the trunk group. An exception is reached each time the allowed number of trunk that are in the maintenance busy state exceeds the threshold within the interval.



Trunk group exceptions report

Overview Use the trunk group exceptions report to view exceptions that have occurred for the selected trunk groups. For each trunk group exception, the report shows the time and type of exception.

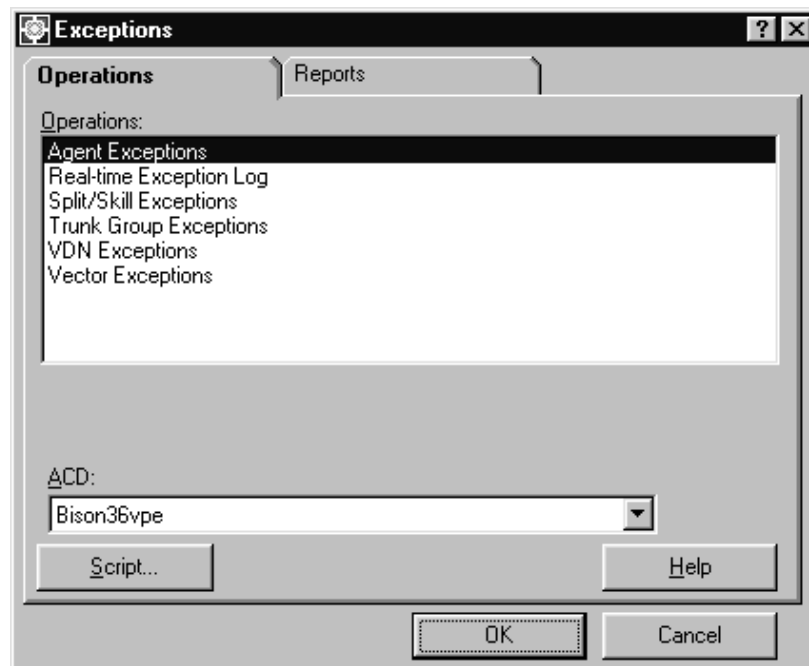
Before you begin To be able to view data for a trunk group exception report, the following events must have occurred:

- One or more trunk group exceptions must have been activated.
- The exceptions must have occurred at some point. Otherwise, the report is blank.
- Active exceptions must be specified in the input window so that they are included in the report.

Steps To run the trunk group exceptions report:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
-

- 3 In the ACD: field, select the ACD that contains the trunk group on which to run the report.
- 4 In the Reports: list, highlight Trunk Group Exceptions by Location.
- 5 Select OK.

CentreVu Supervisor displays the Trunk Group Exceptions window.

Trunk Group Exceptions

Inputs

Date: 2/12/98

Trunk Groups: 2;3

Order by: Time

Exceptions:

- ☒ Time trunk in use (min)
- ☐ Time trunk in use (max)
- ☐ Total time trunks maintenance busy
- ☐ Length of time all trunks busy
- ☐ Number trunk failures in group
- ☐ Number trunks in use
- ☐ Number trunks maintenance busy
- ☐ Number failures on any single trunk

Destination

☒ View Report on Screen

☐ Print Report on: ddops3

OK Cancel Help

Bison36vpe

6 In the Date: field, specify the date to view for the report. Entry of the date can be done through the following methods:

- Enter MM/DD/YY format; for example, 10/06/01.
- Enter the relative day; for example, 0 for today, -1 for yesterday, or -7 for one week ago.
- Enter a relative range; for example, -9–0 causes the report to display data for the past ten days including today.
- Select a date from the drop-down list.
- Select a date by using the Browse button.

This is a required field.

7 In the Trunk Groups: field, specify the name or number of one or more trunk groups to run the report against. Entry of the trunk group can be done through the following methods:

- Enter the name or number of the trunk group.
- Select the trunk group from the drop-down list.
- Select the trunk group by using the Browse button.

Multiple trunk groups can be entered in this field, but must be separated by a semicolon (;).

This is a required field.

8 In the Order by: field, select one of the following sorting options:

- Trunk Group — The report results are sorted by trunk group number.
- Trunk Location — The report results are sorted by individual trunks.
- Time — The report results are sorted by the time the exceptions occurred.

-
- 9** In the Exceptions: field, select one or more exceptions to include in the report.

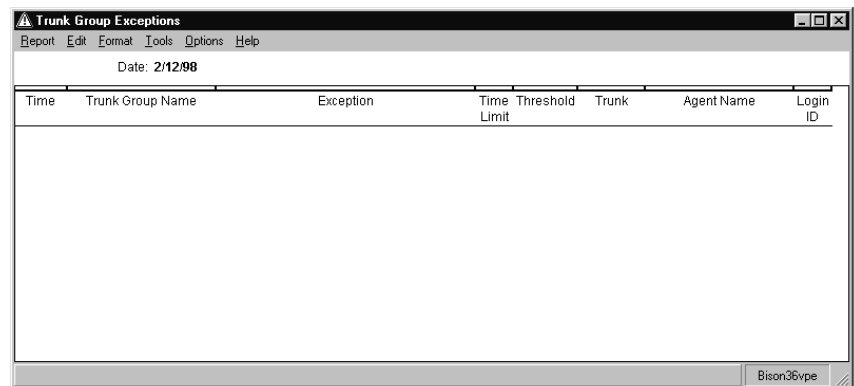
Select only those exceptions that are or have been activated during the date specified. If you select exceptions that have not been active during the date specified, the report does not display any data in the report.

Audio difficulty is a trunk group exception that can be requested on a report even though it cannot be administered in trunk group exception operations.

-
- 10** In Destination group, select one of the following output options:
- View Report on Screen — The report is displayed on the screen.
 - Print Report on: — The report is sent to the specified printer. Any printer available to the PC can be used and selected through the button at the right of the field.
-

- 11** Select OK.

Result: CentreVu Supervisor sends the report to the specified output option.



END OF STEPS



VDN exceptions

Overview

- Purpose** Use Vector Directory Number (VDN) exceptions to assist in the identification of problems in the following areas:
- The amount of time calls that remain in the vector or at an agent
 - The number of calls that reach specific states, such as disconnected, busy, and abandoned
 - The number of calls that are routed in or out of the VDN and if they are successful

This section contains the following procedures:

- Adding VDN exceptions
- Modifying VDN exceptions
- Deleting VDN exceptions
- VDN exception definitions
- VDN exceptions report

- Before you begin** The following items should be read and understood before working with VDN exceptions:
- To administer VDN exceptions, your company must have purchased and installed the Call Vectoring feature.
 - Because of the routing that is permitted by the `go to vector` command, the Time in vector exception may include the time that a call spends in more than one vector.
 - CentreVu CMS begins to monitor for VDN exceptions when a call connects to the VDN and stops when the call is disconnected, sent to another VDN, sent to an external destination, or transferred. The call remains connected to the VDN if one of the following circumstances is encountered:
 - The call routes to another vector through a `go to vector` step.
 - The call is sent through a `route to or adjunct routing` step to a non-VDN extension that is internal to the local DEFINITY system.

- If a large number of VDNs is defined in the Dictionary (over 2000), there can be lengthy waiting periods when you browse for VDNs through CentreVu Supervisor.
- Some exception types require that an appropriate step exists in the vector to which the VDN is assigned. For example, to get exceptions on unsuccessful Look Ahead Interflow attempts, the vector for the VDN must have at least one `route to step` that routes calls to a vector on a remote switch.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view VDN exceptions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Exceptions and all affected VDNs as well as the *exceptions* permission for all affected VDNs.
- To add, delete, or change VDN exceptions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Exceptions and all affected VDNs as well as the *exceptions* permissions for all affected VDNs.



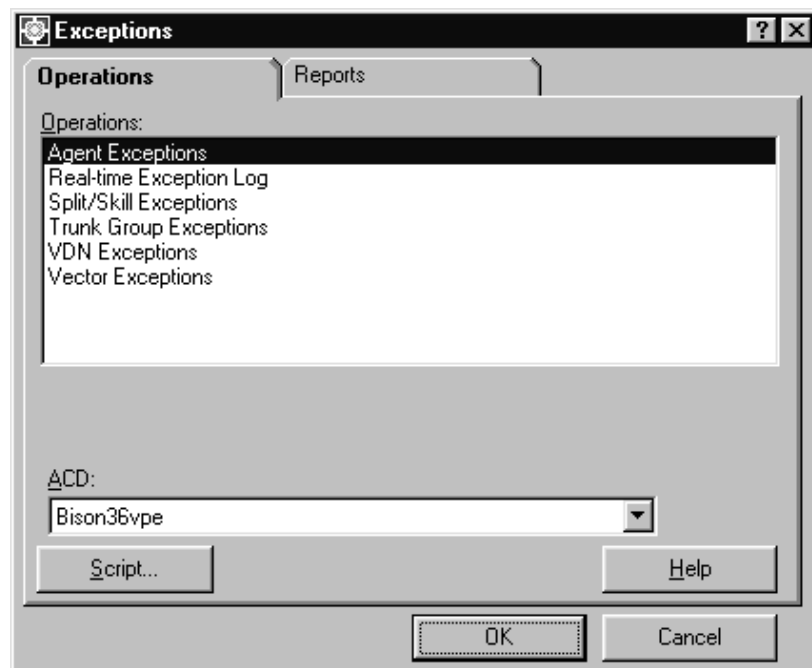
Adding VDN exceptions

Overview This section provides the procedure for adding an exceptions configuration to a VDN.

Steps To add an exceptions configuration to a VDN:

- 1 From the Controller Window, select Commands > Exceptions.

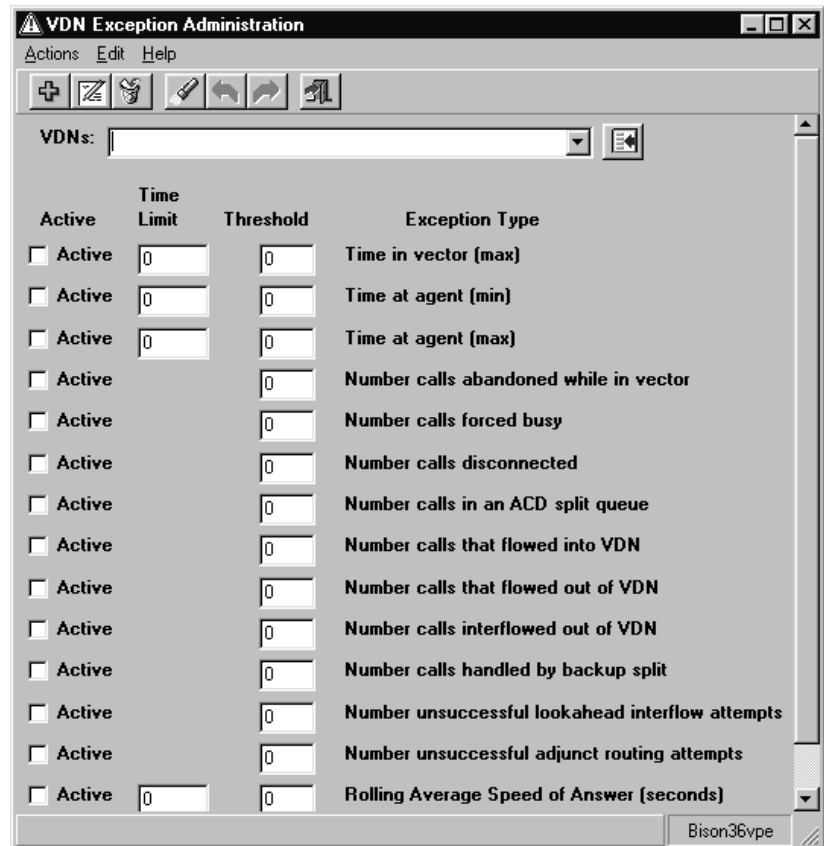
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the VDN that will receive the new exceptions configuration.
 - 3 In the Operations: list, highlight VDN Exceptions.
-

4 Select OK.

Result: CentreVu Supervisor displays the VDN Exception Administration window.



5 In the VDNs: field, enter the name or number of the VDN for which the exceptions configuration is to be created.

6 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.

- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

-
- 7** When all necessary time limits and thresholds have been entered, select Actions > Add from the menu bar.

Result: CentreVu Supervisor saves the data for this VDN exception configuration and the status bar displays a successful message.

END OF STEPS



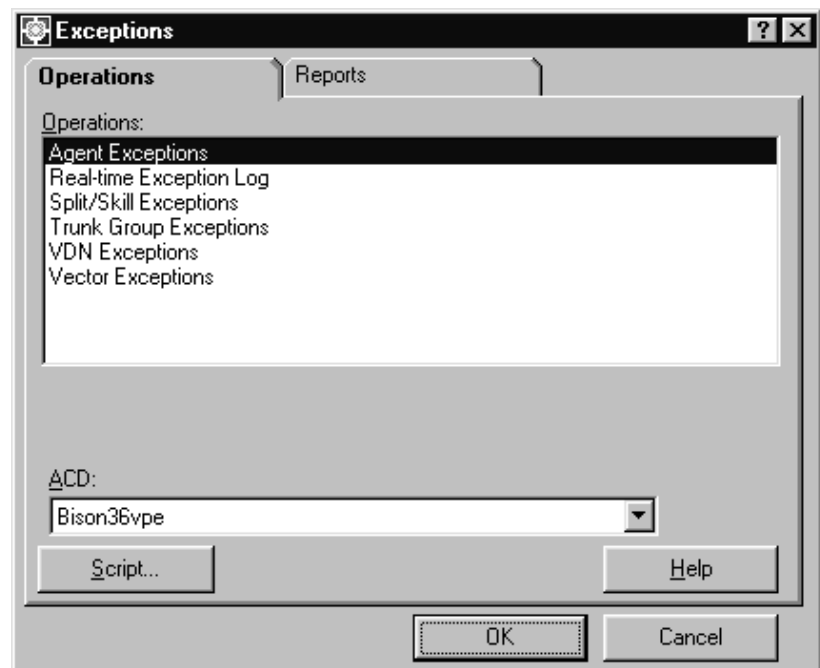
Modifying VDN exceptions

Overview This section provides the procedure for modifying an existing exception configuration for a VDN.

Steps To modify VDN exceptions:

- 1 From the Controller Window, select Commands > Exceptions.

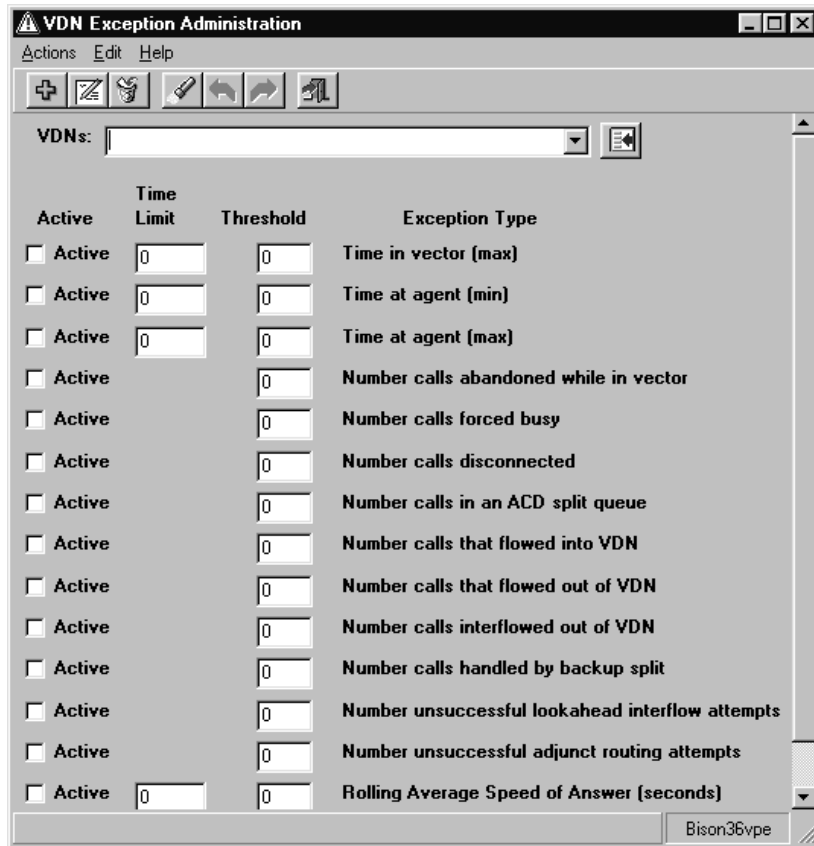
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the VDN and its exception configuration.
- 3 In the Operations: list, highlight VDN Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Exception Administration window.



-
- 5 In the VDNs: field, enter the name or number of the VDN for which exception configuration is to be modified.

6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the exception configuration data for the specified VDN and displays it in the appropriate fields. If exception configuration data cannot be found for this VDN, the status bar displays 0 matches found.

To have all VDNs returned in this step, leave the VDNs: field blank before performing the Find one action. CentreVu Supervisor will return all VDNs for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the VDNs.

7 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

-
- 8** When all necessary time limits and thresholds have been entered, select Actions > Modify from the menu bar.

Result: CentreVu Supervisor updates the exception configuration data for this VDN and the status bar displays a successful message.

END OF STEPS



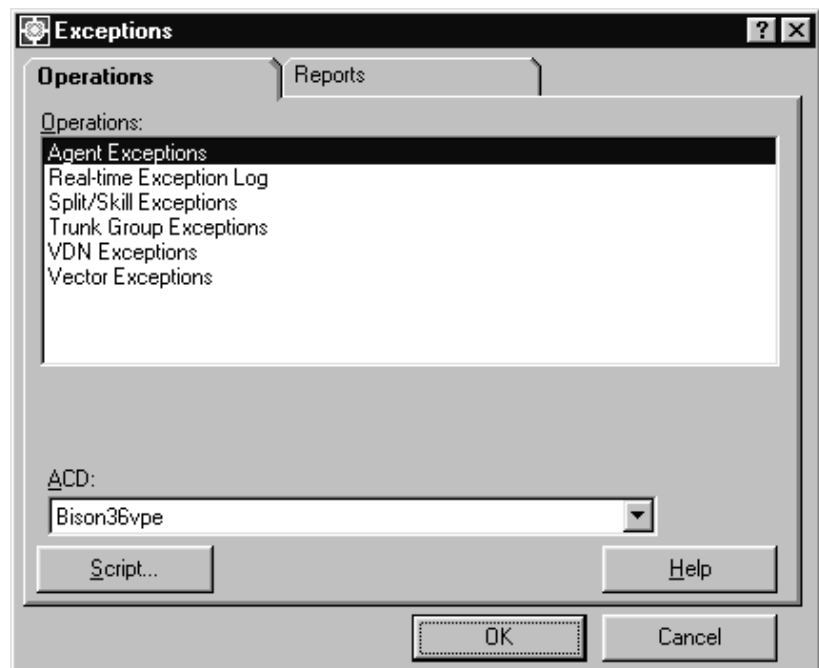
Deleting VDN exceptions

Overview This section provides the procedure for deleting existing VDN exception configurations.

Steps To delete a VDN exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

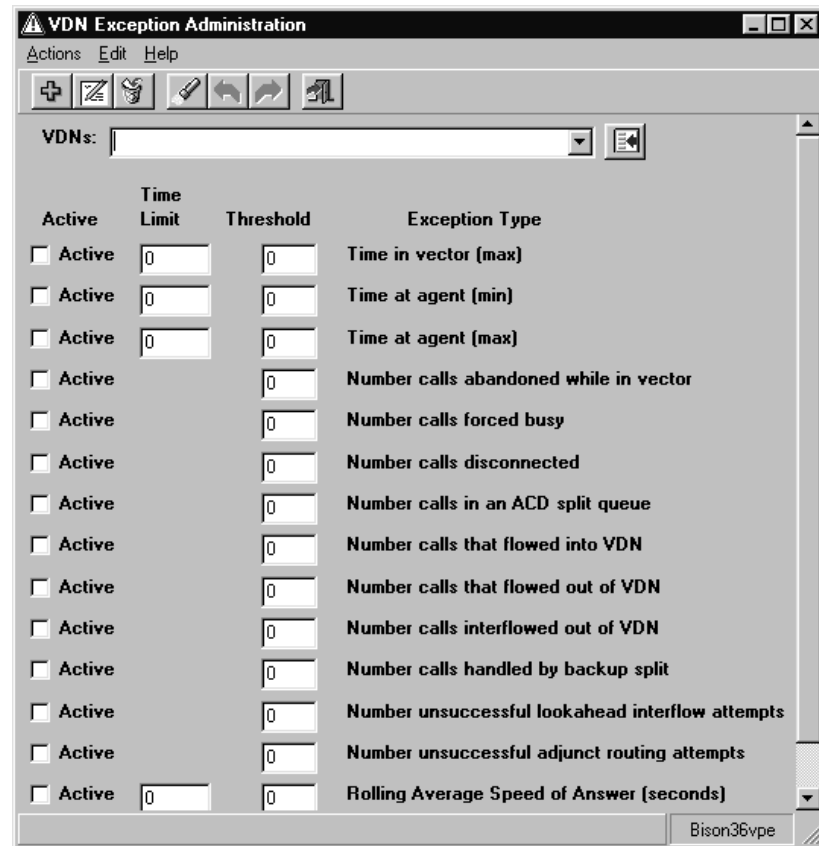
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the VDN and its exception configuration.
- 3 In the Operations: list, highlight VDN Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the VDN Exception Administration window.



-
- 5 In the VDNs: field, enter the name or number of the VDN for which the exception configuration is to be deleted.

-
- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the exception configuration for the specified VDN and the data displays in the appropriate fields. If exception configuration data cannot be found, the status bar displays 0 matches found.

To have all VDNs returned through this step, leave the VDNs: field blank. CentreVu Supervisor displays the total number of matches in the status bar. The VDNs can then be navigated by using the Next and Previous actions.

-
- 7** From the menu bar, select Actions > Delete.

Result: CentreVu Supervisor deletes the exception configuration for this VDN from the CentreVu CMS database and displays a successful message in the status bar.

END OF STEPS



VDN exception definitions

The following table provides the definitions for the different VDN exceptions:

<i>In this field...</i>	<i>Enter this value...</i>
Time in Vector	The maximum acceptable time in seconds that a call should spend in vector processing. This exception can only be triggered once per interval.
Time at agent (minimum)	The minimum acceptable time in seconds that a call to this VDN is connected to an agent. This exception can only be triggered once per interval.
Time at agent (maximum)	The maximum acceptable time in seconds that a call to this VDN is connected to an agent. This exception can only be triggered once per interval.
Number of calls abandoned while in vector	The maximum acceptable number of calls to this VDN that are abandoned before being answered during an interval. This exception can only be triggered once per interval.
Number of calls forced busy	The maximum acceptable number of calls to this VDN that receive a busy signal from the switch during an interval. This exception can only be triggered once per interval.
Number of calls disconnected	The maximum acceptable number of calls that are disconnected during vector processing during an interval. Disconnects can be caused by the disconnect vector command, by the vector disconnect timer, or because a call reached the end of vector processing without being queued. Calls that are disconnected after receiving a busy signal from the busy command are not included. This exception can only be triggered once per interval.

<i>In this field...</i>	<i>Enter this value...</i>
Number of calls in an ACD split/skill queue	The maximum acceptable number of call to this VDN that are in a split/skill queue.
Number of calls that flowed into VDN	The maximum number of calls during an interval that enter this VDN by a route-to or adjunct routing link vector step, or a transfer from a local extension. This exception can only be triggered once per interval.
Number of calls that flowed out of VDN	The maximum acceptable number of calls that are routed from this VDN during an interval to another VDN or external destination. This exception can only be triggered once per interval.
Number of calls that interflowed out of VDN	The maximum acceptable number of calls that are routed from this VDN to an external destination during an interval. This exception can only be triggered once per interval.
Number of calls handled by backup split or skill	The maximum acceptable number of calls to this VDN that are connected to a backup split/skill during an interval. A check backup split, check backup skill, messaging split, or messaging skill, vector command causes a call to be handled by a backup split/skill. This exception cannot trigger more than once per interval.
Number of unsuccessful look ahead interflow attempts	The maximum acceptable number of calls to this VDN that fail to interflow to another DEFINITY system during an interval. The route-to vector command causes a call to interflow. This exception can only be triggered once per interval.

<i>In this field...</i>	<i>Enter this value...</i>
Number of unsuccessful adjunct routing attempts	The maximum acceptable number of failures of a call to this VDN to connect to an adjunct host computer during an interval. The failure of an adjunct route link vector command causes an unsuccessful adjunct routing attempt. The failure can occur because the connection to the adjunct is out of service or busy, or because the adjunct software rejects control. This exception can only be triggered once per interval.
Rolling Average Speed of Answer	The acceptable amount of time, in seconds, that is calculated for the rolling average speed of answer for a VDN. This exception can only be triggered once per interval.



VDN exceptions report

Overview Use the VDN exceptions report to view exceptions that have occurred for the selected VDN. For each VDN exception, the report shows the time and type of exception.

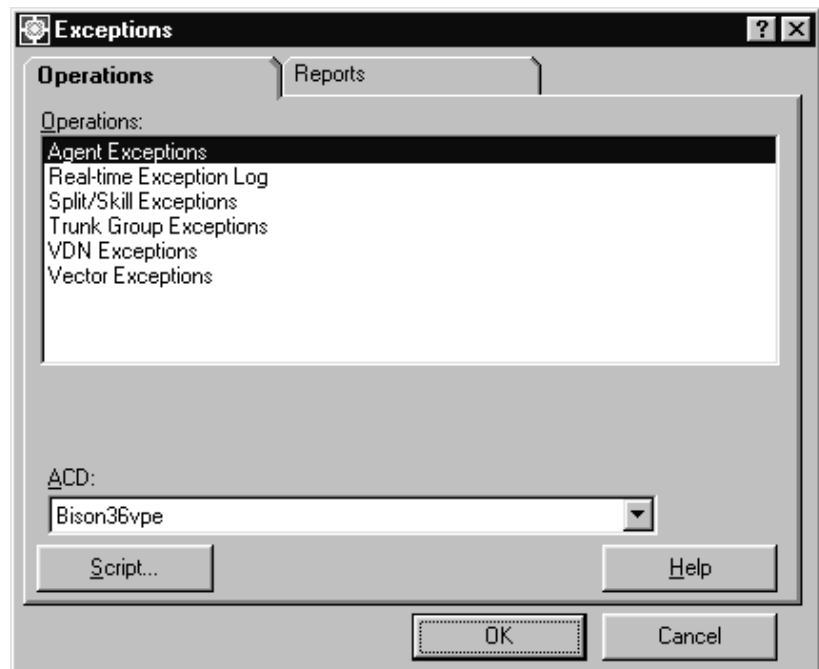
Before you begin To be able to view data for a VDN exception report, the following events must have occurred:

- One or more VDN exceptions must have been activated.
- The exceptions must have occurred at some point. Otherwise, the report is blank.
- Active exceptions must be specified in the input window so that they are included in the report.

Steps To run the VDN exceptions report:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
-

- 3 In the ACD: field, select the ACD that contains the VDN on which to run the report.
- 4 In the Reports: list, highlight VDN Exceptions by Location.
- 5 Select OK.

CentreVu Supervisor displays the VDN Exceptions window.

VDN Exceptions

Inputs

Date: 2/12/98

VDNs:

Order by: Time

Exceptions:

- ☒ Time in vector (max)
- ☐ Time at agent (min)
- ☐ Time at agent (max)
- ☐ Number calls abandoned while in vector
- ☐ Number calls forced busy
- ☐ Number calls disconnected
- ☐ Number calls in ACD split queue
- ☐ Number calls flowed into VDN

Destination

☒ View Report on Screen

☐ Print Report on: ddops3

OK Cancel Help

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6 In the Date: field, specify the date to view for the report. Entry of the date can be done through the following methods:

- Enter MM/DD/YY format; for example, 10/06/01.
- Enter the relative day; for example, 0 for today, -1 for yesterday, or -7 for one week ago.
- Enter a relative range; for example, -9–0 causes the report to display data for the past ten days including today.
- Select a date from the drop-down list.
- Select a date by using the Browse button.

This is a required field.

7 In the VDNs: field, specify the name or number of one or more VDNs to run the report against. Entry of the VDN can be done through the following methods:

- Enter the name or number of the VDN.
- Select the VDN from the drop-down list.
- Select the VDN by using the Browse button.

Multiple VDNs can be entered in this field, but must be separated by a semicolon (;). This is a required field.

8 In the Order by: field, select one of the following sorting options:

- Time — The report results are sorted by the time the exceptions occurred.
- VDN — The report results are sorted by VDN name or number.
- Vector — The report results are sorted by vector.

9 In the Exceptions: field, select one or more exceptions to include in the report.

Select only those exceptions that have been activated at some point in the past. Selecting exceptions that have not been activated will not return any data in the report.

- 10
- In Destination group, select one of the following output options:
- View Report on Screen — The report is displayed on the screen.

Print Report on: — The report is sent to the specified printer. Any printer available to the PC can be used and selected through the button at the right of the field.

- 11
- Select OK.

Result: CentreVu Supervisor sends the report to the specified output option.

VDN Exceptions

Report Edit Format Tools Options Help

Date: 11/21/2000

Time	VDN Name	Vector Name	Exception	Time Occurred	Threshold
12:00AM	Collections	All Night	Time at agent (max)	1	1
12:01AM	Collections	All Night	Time in vector (max)	1	1
12:30AM	Collections	All Night	Time at agent (max)	1	1
12:32AM	Collections	All Night	Time in vector (max)	1	1
1:00AM	Collections	All Night	Time at agent (max)	1	1
1:30AM	Collections	All Night	Time at agent (max)	1	1
1:32AM	Collections	All Night	Time in vector (max)	1	1
2:00AM	Collections	All Night	Time at agent (max)	1	1
2:06AM	Collections	All Night	Time in vector (max)	1	1
2:30AM	Collections	All Night	Time at agent (max)	1	1
2:53AM	Collections	All Night	Time in vector (max)	1	1
3:00AM	Collections	All Night	Time at agent (max)	1	1
3:00AM	Collections	All Night	Time in vector (max)	1	1
3:30AM	Collections	All Night	Time at agent (max)	1	1
3:30AM	Collections	All Night	Time in vector (max)	1	1
4:00AM	Collections	All Night	Time at agent (max)	1	1
4:19AM	Collections	All Night	Time in vector (max)	1	1
4:30AM	Collections	All Night	Time at agent (max)	1	1
4:33AM	Collections	All Night	Time in vector (max)	1	1

test

END OF STEPS



Vector exceptions

Overview

Purpose When vector exceptions are configured and activated, CentreVu CMS monitors for these exceptions when a call enters the vector and continues monitoring until the call connects to an agent, is abandoned, or is routed to another destination.

Vector exceptions can assist in the identification of problems in the following areas:

- The amount of time that a call waits in a vector
- The number of calls that are abandoned, disconnected, or forced busy while in the vector
- Numerous unsuccessful routing attempts

This section contains the following procedures:

- Adding vector exceptions
- Modifying vector exceptions
- Deleting vector exceptions
- Vector exception definitions
- Vector exceptions report

Before you begin The following items should be read and understood before working with vector exceptions:

- Calls may generate some exceptions for a vector, even after the vector has given routing control to the adjunct by an adjunct routing vector command.
- Some exception types require that an appropriate step exists in the vector. For example, to get exceptions on unsuccessful Look Ahead Interflow attempts, the vector must have at least one route to step which routes calls to a remote DEFINITY system.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view vector exceptions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Exceptions and all affected vectors as well as the *exceptions* permission for the affected vectors.
- To add, delete, or change vector exceptions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for Exceptions and all affected vectors as well as the *exceptions* permission for the affected vectors.



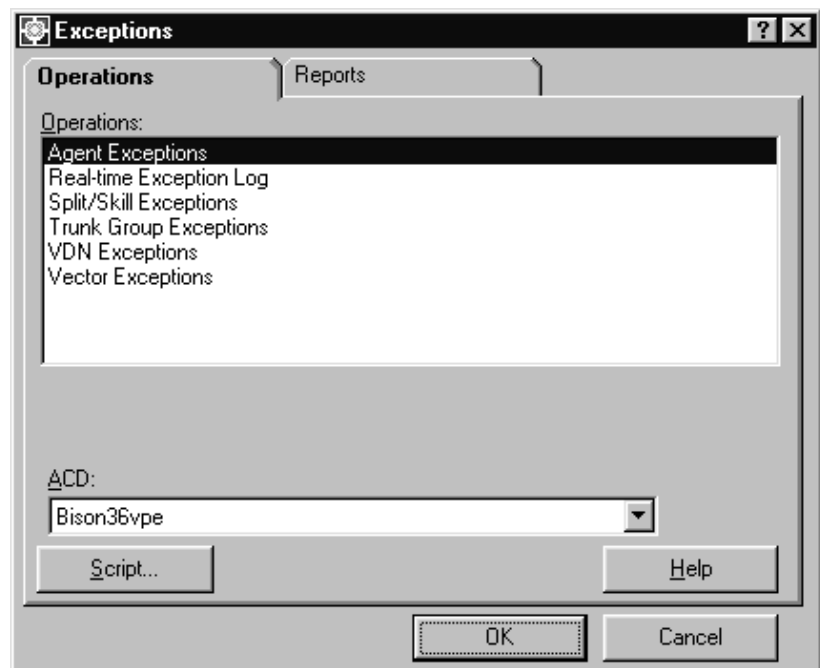
Adding vector exceptions

Overview This section provides the procedure for adding an exceptions configuration for a vector.

Steps To add a vector exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the vector that will receive the new exceptions configuration.
 - 3 In the Operations: list, highlight Vector Exceptions.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Vector Exception Administration window.

Active	Time Limit	Threshold	Exception Type
☐ Active	0	0	Time in vector (max)
☐ Active		0	Number calls abandoned while in vector
☐ Active		0	Number calls forced busy
☐ Active		0	Number calls disconnected
☐ Active		0	Number calls in an ACD split queue
☐ Active		0	Number unsuccessful lookahead interflow attempts
☐ Active		0	Number unsuccessful adjunct routing attempts

-
- 5 In the Vectors: field, enter the name or number of the vector for which an exceptions configuration is to be created.

6 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

7 When all necessary time limits and thresholds have been entered, select Actions > Add from the menu bar.

Result: CentreVu Supervisor saves the data for this vector exception configuration and displays a successful message in the status bar.

END OF STEPS



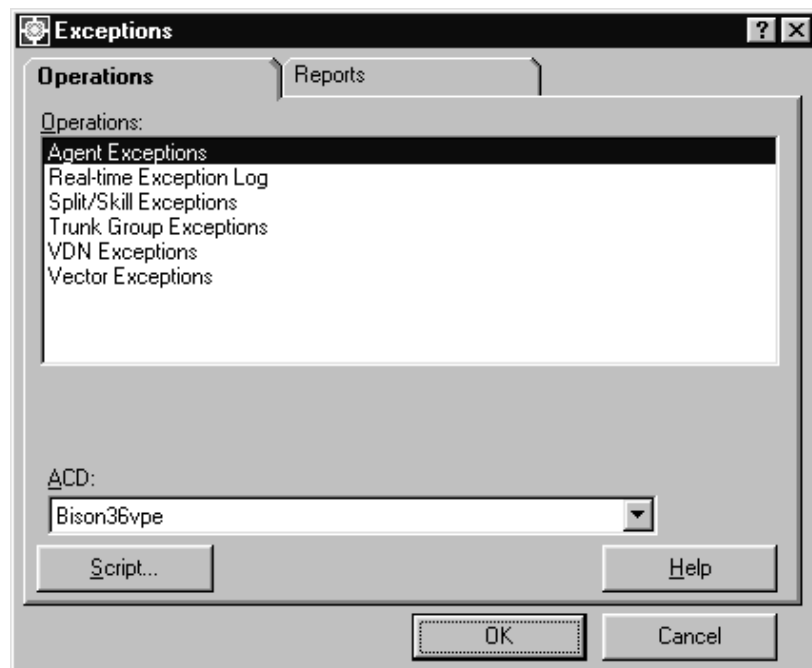
Modifying vector exceptions

Overview This section provides the procedure for modifying an existing exception configuration for a vector.

Steps To modify vector exceptions:

- 1 From the Controller Window, select Commands > Exceptions.

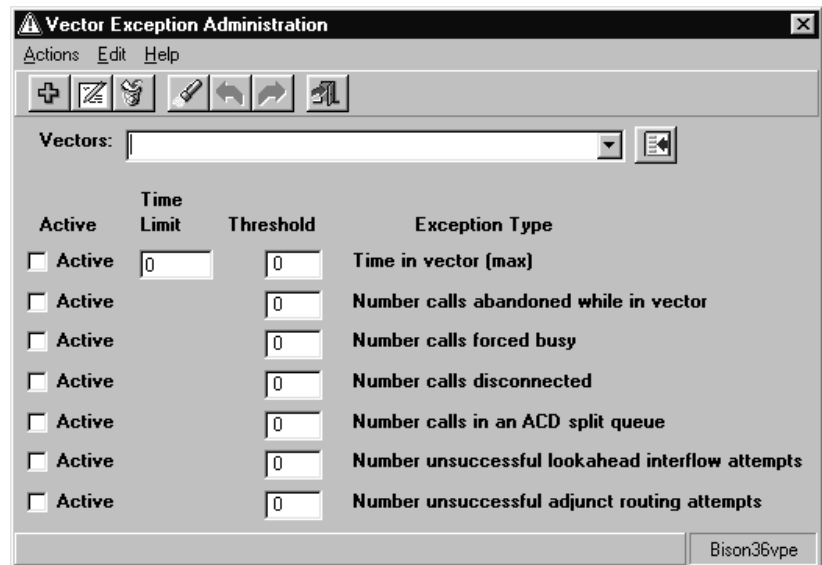
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the vector and its exception configuration.
 - 3 In the Operations: list, highlight Vector Exceptions.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Vector Exception Administration window.



-
- 5 In the Vectors: field, enter the name or number of the vector for which the exception configuration is to be modified.
-
- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the agent exception configuration for the specified split/skill and displays the data in the appropriate fields. If the exception configuration data cannot be found, the status bar displays 0 matches found.

To have all vectors returned when performing this step, leave the Vectors: field blank before performing the Find one action. CentreVu Supervisor will return all vectors for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the vectors.

7 For each Exception Type that should be monitored, the following fields must be configured:

- **Active** — Place a check mark in this check box to enable the exception allowing it to run and adhere to the parameters given in the other fields. Leaving this check box blank will disable the exception and CentreVu CMS will not attempt to track the activity for this exception.
- **Time Limit** — Set the time limit in seconds (0–28800) for exception types that use a time limit. This value is used as the minimum or maximum amount of time for an activity. If this limit is surpassed, CentreVu CMS will count this activity and compare it against the Threshold field. This field requires an entry and cannot be left blank.
- **Threshold** — Enter the number of acceptable occurrences of this activity (0–999). Any occurrences beyond this number will generate an exception. If CentreVu CMS should create an exception on the very first instance, enter 0 in this field. This field requires an entry and cannot be left blank.

8 When all necessary time limits and thresholds have been entered, select Actions > Modify from the menu bar.

Result: CentreVu Supervisor updates the exception configuration data for this vector and the status bar displays a successful message.

END OF STEPS



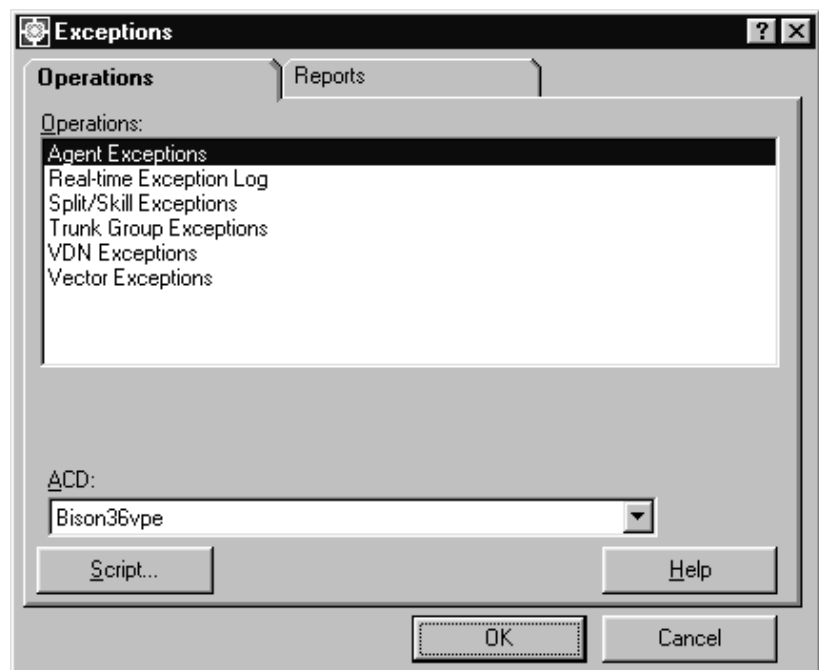
Deleting vector exceptions

Overview This section provides the procedure for deleting existing vector exception configurations.

Steps To delete a vector exception configuration:

- 1 From the Controller Window, select Commands > Exceptions.

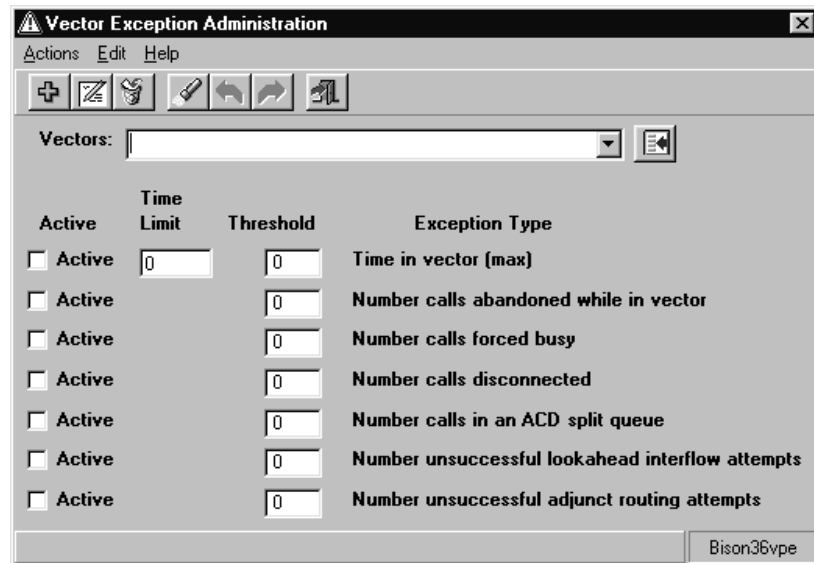
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD that contains the vector and its exception configuration.
- 3 In the Operations: list, highlight Vector Exceptions.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Vector Exception Administration window.



-
- 5 In the Vectors: field, enter the name or number of the vector for which the exception configuration is to be deleted.
-

- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor locates the agent exception configuration for the specified split/skill and displays the data in the appropriate fields. If the exception configuration data cannot be found, the status bar displays 0 matches found.

To have all vectors returned in this step, leave the Vectors: field blank before performing the Find one action. CentreVu Supervisor will return all vectors for which you have the *read* permission. You can then use the Next and Previous menu actions to cycle through the vectors.

-
- 7** From the menu bar, select Actions > Delete.

Result: CentreVu Supervisor deletes the exception configuration for this vector from the CentreVu CMS database and displays a successful message in the status bar.

END OF STEPS



Vector exception definitions

The following table provides the definitions for the different vector exceptions:

<i>In this field...</i>	<i>Type this value...</i>
Time in vector (max)	The maximum acceptable time in seconds that a call is in vector processing. This exception cannot trigger more than once per interval.
Number of calls abandoned while in vector	The maximum acceptable number of calls that are abandoned during vector processing in an interval. This exception cannot trigger more than once within an interval.
Number of calls forced busy	The maximum acceptable number of calls that encountered a forced busy step in a vector during an interval. This exception cannot trigger more than once per interval.
Number of calls disconnected	The maximum acceptable number of calls that are disconnected during vector processing during an interval. Disconnects can be caused by the disconnect vector command, by the vector disconnect timer, or because a call reached the end of vector processing without being queued. This exception cannot be triggered more than once per interval.
Number of calls in an ACD split or skill queue	The maximum acceptable number of calls to this vector that are in a split/skill queue.

Number of unsuccessful lookahead interflow attempts	The maximum acceptable number of calls to this vector that fail to interflow to another DEFINITY system during an interval. The route-to vector command causes a call to interflow. This exception cannot trigger more than once per interval.
Number of unsuccessful adjunct routing attempts	The maximum acceptable number of failures for a call in this vector to connect to an adjunct host computer during an interval. The failure of an adjunct route link vector command causes an unsuccessful adjunct routing attempt. This exception cannot trigger more than one exception per interval.



Vector exceptions report

Overview Use the vector exceptions report to view exceptions that have occurred for the selected vectors. For each vector exception, the report shows the time and type of exception.

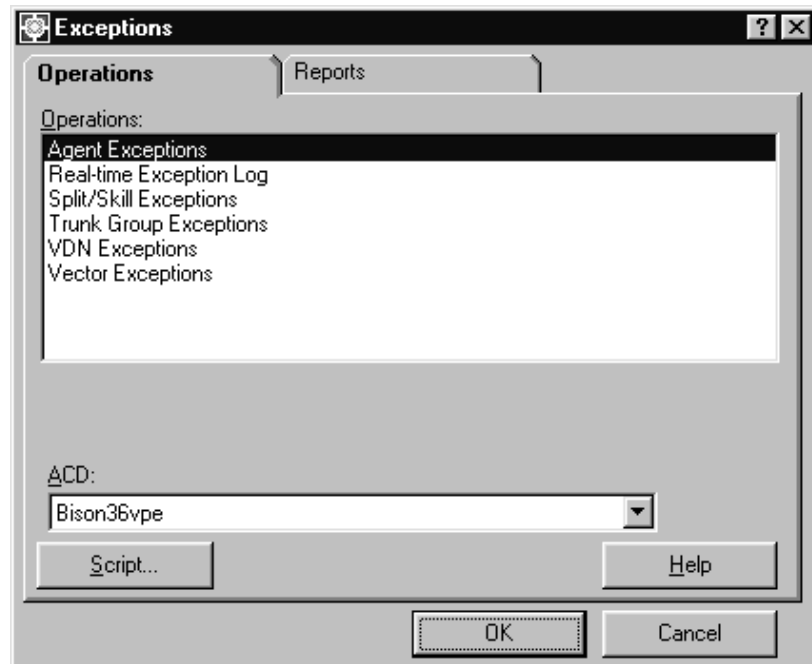
Before you begin To be able to view data for a vector exception report, the following events must have occurred:

- One or more vector exceptions must have been activated at some time in the past.
- The exceptions must have occurred at some point. Otherwise, the report is blank.
- Active exceptions must be specified in the input window so that they are included in the report.

Steps To run an vector exceptions report:

- 1 From the Controller Window, select Commands > Exceptions.

Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
- 3 In the ACD: field, select the ACD that contains the vector on which to run the report.
- 4 In the Reports: list, highlight Vector Exceptions.
- 5 Select OK.

CentreVu Supervisor displays the Vector Exceptions window.

Vector Exceptions

Inputs

Date: 2/12/98

Vectors:

Order by: Time

Exceptions:

- ☒ Time in vector (max)
- ☐ Number calls abandoned while in vector
- ☐ Number calls forced busy
- ☐ Number calls disconnected
- ☐ Number calls in an ACD split queue
- ☐ Number unsuccessful lookahead interflow attempts
- ☐ Number unsuccessful adjunct routing attempts

Destination

☒ View Report on Screen

☐ Print Report on: ddops3

OK Cancel Help

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-
- 6** In the Date: field, specify the date to view for the report. Entry of the date can be done through the following methods:
- Enter MM/DD/YY format; for example, 10/06/01.
 - Enter the relative day; for example, 0 for today, -1 for yesterday, or -7 for one week ago.
 - Enter a relative range; for example, -9–0 causes the report to display data for the past ten days including today.
 - Select a date from the drop-down list.
 - Select a date by using the Browse button.

This is a required field.

-
- 7** In the Vectors: field, specify the name or number of one or more vectors to run the report against. Entry of the vector can be done through the following methods:
- Enter the name or number of the vector.
 - Select the vector from the drop-down list.
 - Select the vector by using the Browse button.

Multiple vectors can be entered in this field, but must be separated by a semicolon (;). This is a required field.

-
- 8** In the Order by: field, select one of the following sorting options:
- Time — The report results are sorted by the time the exceptions occurred.
 - Vector — The report results are sorted by vector name or number.

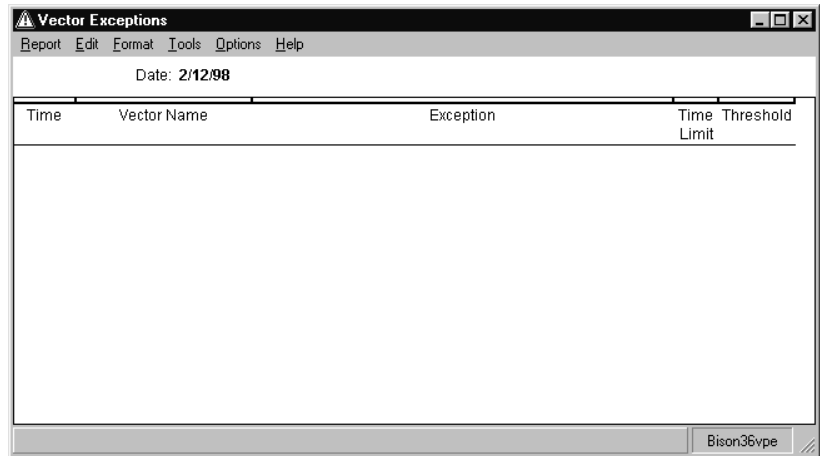
-
- 9** In the Exceptions: field, select one or more exceptions to include in the report.

The exceptions selected in this field should be those that have been activated at some point in the past. Selecting exceptions that have not been activated will not return any data in the report.

-
- 10** In Destination group, select one of the following output options:
- View Report on Screen — The report is displayed on the screen.
 - Print Report on: — The report is sent to the specified printer. Any printer available to the PC can be used and selected through the button at the right of the field.
-

- 11** Select OK.

Result: CentreVu Supervisor sends the report to the specified output option.



END OF STEPS



Data collection exceptions report

Overview

Purpose Use the data collection exceptions report to view any event that affects the storage of call center data. This includes the following:

- Starting or stopping data collection
- Resetting the clock
- A session (link) is down

This section contains the following procedures:

- Running a data collection exceptions report

Before you begin The following items should be read and understood before working with the data collections exceptions report:

- Exceptions must have occurred for the exception type that you want the report to cover. Otherwise, the report is blank.
- User IDs must have the *exception* permission for the ACD in order to be notified of a *link-down* exception.



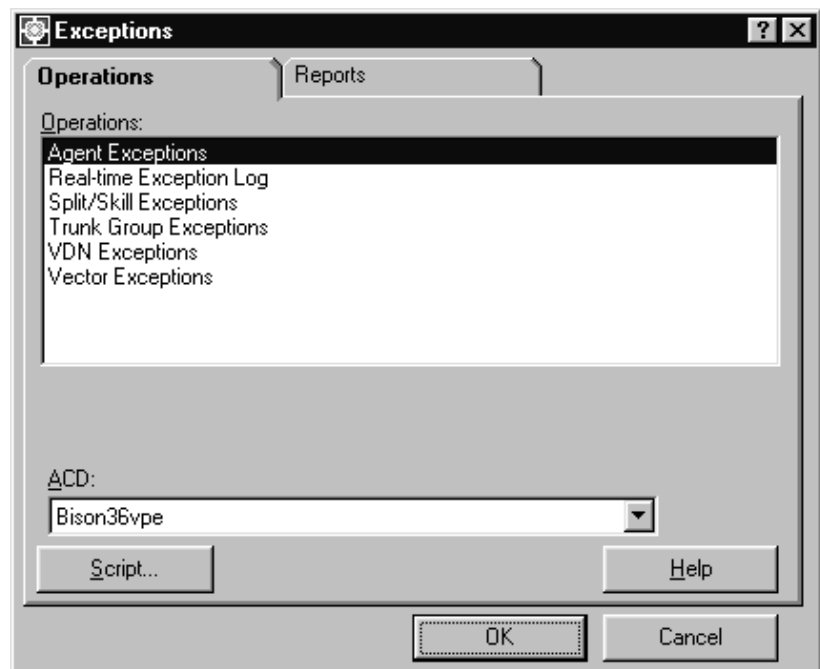
Running a data collection exceptions report

Overview This section provides the procedure for running the data collection exceptions report so that any event that affects the storage of data can be viewed.

Steps To run the data collection exceptions report:

- 1 From the Controller Window, select Tools > Exceptions.

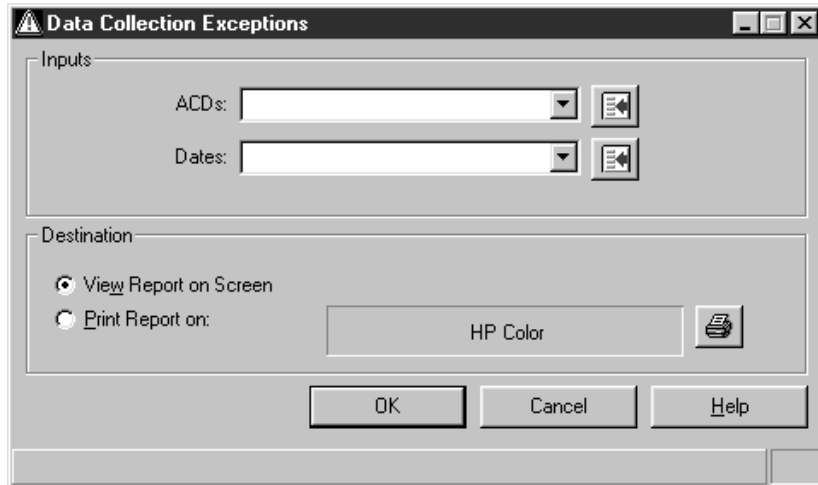
Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
 - 3 In the Reports: list, highlight Data Collection Exceptions.
-

4 Select OK.

Result: CentreVu Supervisor displays the Data Collection Exceptions window.



5 In the ACDs: field, select one or more ACDs for which you want to run the report.

This field accepts multiple values. Multiple ACDs must be separated by a semicolon (;).

6 In the Dates: field, enter the date the report will cover by using one of the following methods:

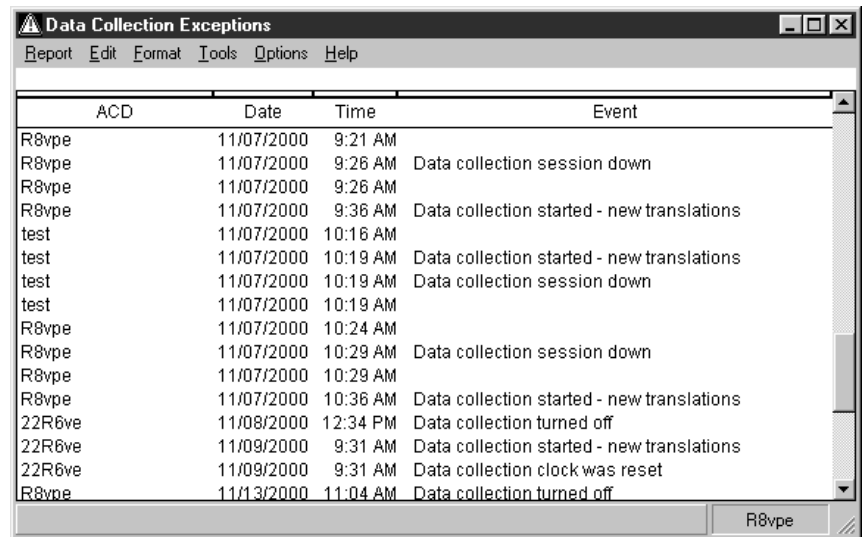
- Enter MM/DD/YY format; for example, 10/06/01.
- Enter the related day; for example, 0 for today, -1 for yesterday, or -7 for one week ago.
- Enter a relative range; for example, -9–0 causes the report to display data for the past ten days including today.
- Select the date from the drop-down list box.
- Select a date or date range by using the Browse button.

This field can accept multiple date values, but the dates must be separated by a semicolon (;). This field is required.

-
- 7** In Destination group, select one of the following output options:
- View Report on Screen — The report is displayed on the screen.
 - Print Report on: — The report is sent to the specified printer. Any printer available to the PC can be used and selected through the button at the right of the field.
-

- 8** Select OK.

Result: CentreVu Supervisor sends the data collection exceptions report to the specified output method.



The screenshot shows a window titled "Data Collection Exceptions" with a menu bar (Report, Edit, Format, Tools, Options, Help) and a table of exceptions. The table has four columns: ACD, Date, Time, and Event. The data is as follows:

ACD	Date	Time	Event
R8vpe	11/07/2000	9:21 AM	
R8vpe	11/07/2000	9:26 AM	Data collection session down
R8vpe	11/07/2000	9:26 AM	
R8vpe	11/07/2000	9:36 AM	Data collection started - new translations
test	11/07/2000	10:16 AM	
test	11/07/2000	10:19 AM	Data collection started - new translations
test	11/07/2000	10:19 AM	Data collection session down
test	11/07/2000	10:19 AM	
R8vpe	11/07/2000	10:24 AM	
R8vpe	11/07/2000	10:29 AM	Data collection session down
R8vpe	11/07/2000	10:29 AM	
R8vpe	11/07/2000	10:36 AM	Data collection started - new translations
22R6ve	11/08/2000	12:34 PM	Data collection turned off
22R6ve	11/09/2000	9:31 AM	Data collection started - new translations
22R6ve	11/09/2000	9:31 AM	Data collection clock was reset
R8vpe	11/13/2000	11:04 AM	Data collection turned off

At the bottom right of the table, there is a button labeled "R8vpe".

END OF STEPS



Malicious call trace report

Overview

Purpose The Malicious Call Trace feature provides a way for a terminal user to notify a predefined set of users that he or she may be party to a malicious call, such as bomb threats, hackers, and so forth. These users can then retrieve certain information that is related to the call and can track the source of the call. Another DEFINITY feature also allows recording of the malicious call.

The malicious call trace report is used to view detailed information on the occurrences of these calls. The report shows the date and time when each call occurred, the agent who received the call, and the involved split or skill. If the automatic number identification/station number identification (ANI/SID) network feature has been purchased and implemented, the report also shows where the call originated. This report is only available with CentreVu Supervisor.

This section contains the following procedure:

- Running a malicious call trace report

Before you begin The following items should be read and understood before working with the malicious call trace report:

- To view the malicious call trace report, the user ID used to log in to this CentreVu Supervisor session requires the *exception* permission for the split/skill that received the malicious call.



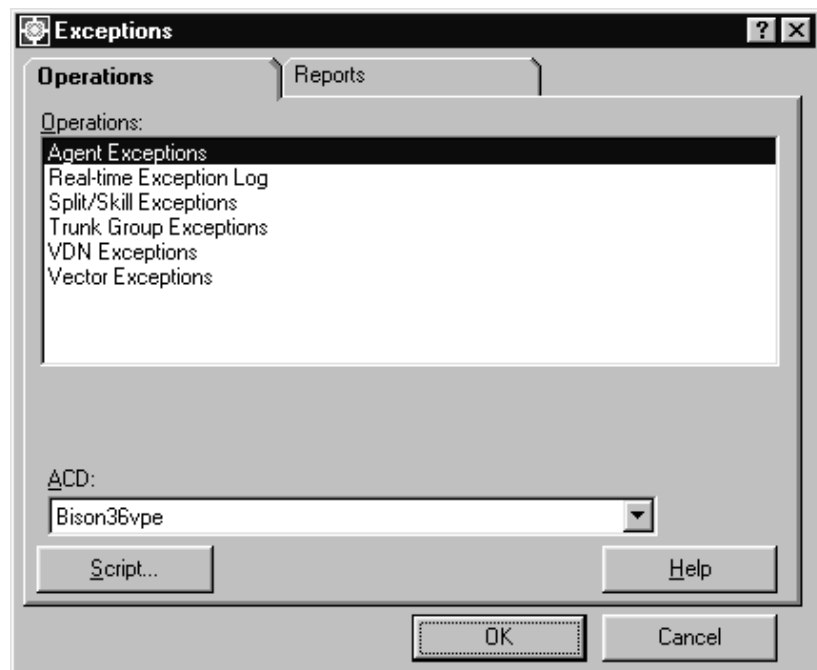
Running a malicious call trace report

Overview This section provides the procedure for running a malicious call trace report.

Steps To run a malicious call trace report:

- 1 From the Controller Window, select Commands > Exceptions.

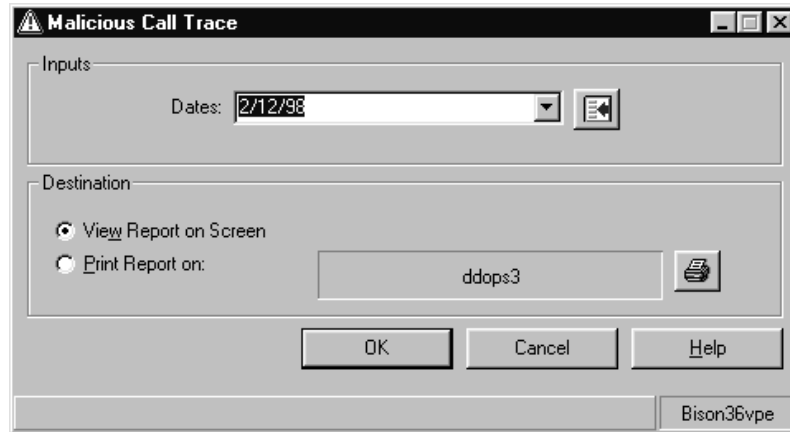
Result: CentreVu Supervisor displays the Exceptions window.



- 2 Select the Reports tab.
- 3 In the ACD: field, select the ACD for which the report will gather data.
- 4 In the Reports: list, highlight Malicious Call Trace by Location.

5 Select OK.

Result: CentreVu Supervisor displays the Malicious Call Trace window.



6 In the Dates: field, enter the date the report will cover by using one of the following methods:

- Enter MM/DD/YY format; for example, 10/06/01.
- Enter the related day; for example, 0 for today, -1 for yesterday, or -7 for one week ago.
- Enter a relative range; for example, -9–0 causes the report to display data for the past ten days including today.
- Select the date from the drop-down list box.
- Select a date or date range by using the Browse button.

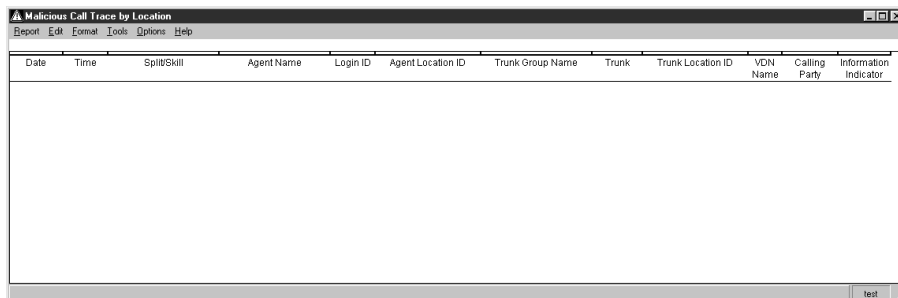
This field can accept multiple date values, but the dates must be separated by a semicolon (;). This field is required.

7 In Destination group, select one of the following output options:

- View Report on Screen — The report is displayed on the screen.
- Print Report on: — The report is sent to the specified printer. Any printer available to the PC can be used and selected through the button at the right of the field.

8 Select OK.

Result: CentreVu Supervisor sends the malicious call trace report to the specified output method.



END OF STEPS



Real-time exceptions log

Overview

Purpose The real-time exception log lists the last ten exceptions in chronological order, with the oldest exception listed first. The log displays all types of exceptions for which the user has the *exception* permission, such as agent, split/skill, trunk group, VDN, and vector. This section contains the following procedure:

- Running the real-time exceptions log

Before you begin The following items should be read and understood before working with the real-time exceptions log:

- When the log is first opened, the most recent exception is on the last line in the window. As long as the window remains open, the log automatically scrolls to display each new exception record. If the scroll bar is used to view the older records at the top of the log, automatic scrolling for new exceptions stops until the user scrolls back to the bottom of the log.
- Each exception record in the log supplies the following information:
 - The date and time that the exception occurred
 - The name of the ACD for which the exception occurred
 - The ACD element, such as a specific agent, split/skill, or VDN that was involved in the exception.

If names for these elements were assigned in the Dictionary, these will display instead. If the names are longer than the space that is allowed in the exception record, the names will be truncated.

- The information about an activity that fell outside of the exception conditions that you set.

Therefore, for a peg count exception, the exception record shows the occurrence threshold that you set, even though the number of occurrences may be substantially greater. For a timed exception, the exception record shows the time limit that you set, not the actual duration of an occurrence.

- The real-time exception log can hold a maximum of 100 records. If a new exception occurs when the log is full, the oldest exception is deleted so that the new exception can be recorded.



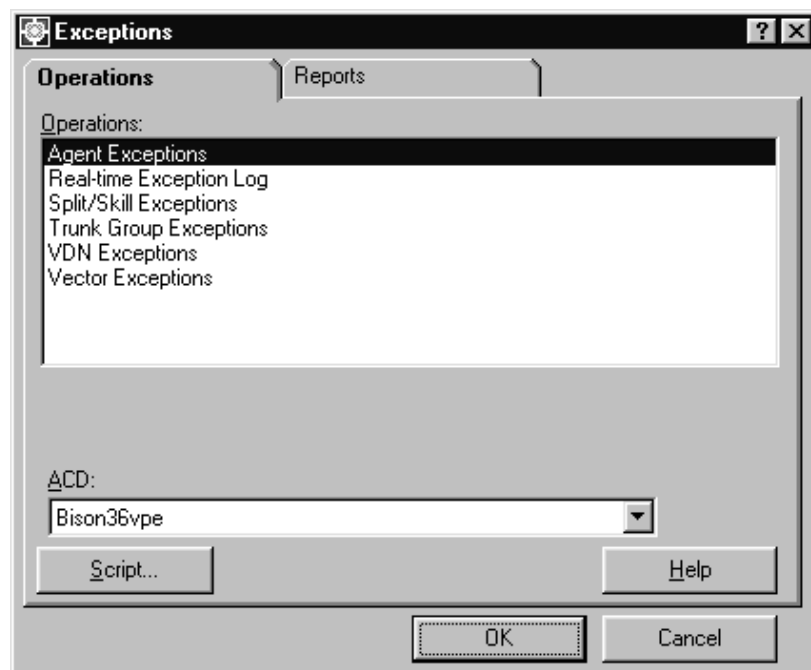
Running the real-time exceptions log

Overview This section provides the procedure for running the real-time exceptions log.

Steps To run the real-time exceptions log:

- 1 From the Controller Window, select Commands > Exceptions.

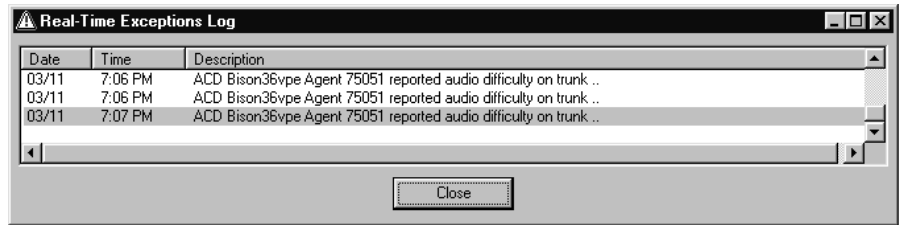
Result: CentreVu Supervisor displays the Exceptions window.



- 2 In the ACD: field, select the ACD for which exceptions will be shown.
 - 3 In the Operations: list, highlight Real-time Exception Log.
-

4 Select OK.

Result: CentreVu Supervisor displays the Real-Time Exception Log window.



END OF STEPS



8 Administering user permissions

Overview

Purpose The User Permissions subsystem is used to create CentreVu CMS user IDs as well as assigning and administering user permissions such as *read*, *write*, and *exception* permissions for ACDs, splits/skills, trunk groups, VDNs, and vectors.

The default CentreVu CMS administrator user ID, `cms`, provides access to the entire system. Using the `cms` ID, user IDs can be created for each person requiring access to the CentreVu CMS system and set with the permissions necessary to perform job duties. Users should not share an ID since logging in with the same ID at multiple terminals uses more system resources than if each user had different IDs.

Chapter 8, Administering user permissions contains the following topics regarding user permissions:

- User data
- ACD access
- Feature access
- Main Menu Addition Access
- Split/Skill access
- Trunk group access
- Vector access
- VDN access

Example of user permissions

Important! Any user ID (normal or administrator) given *write* access to the User Permission feature will be able to alter their own permissions for all CentreVu CMS subsystems.

The following table displays an example of permissions that would be necessary for a split supervisor:

<i>If the call center has one split called. . .</i>	<i>And assigned to it are. . .</i>	<i>The split 1 supervisor requires read/write permissions for. . .</i>
Split 1	Trunk groups 22 and 23	• Split 1 • Trunk groups 22 and 23 • Dictionary • Exceptions



User data

Overview

Purpose In order for users to use CentreVu Supervisor, they must first be created through the User Data feature. Afterwards, users can use their assigned ID to log in through CentreVu Supervisor and CentreVu CMS. User IDs should only be created for those persons who will be using CentreVu Supervisor as a part of their job duties in administering the call center.

The User Data window is used for the following actions:

- Assign a CentreVu CMS user ID.
- Specify a default CentreVu CMS printer for a user ID.
- Specify a user ID as Normal or Administrator.
- Administer the maximum number of open simultaneous windows allowed for a user ID.
- Set the minimum refresh rate for real-time reports for a user ID.
- Set the default logon ACD for a user ID.

This section contains the following procedures:

- Adding a CentreVu CMS user
- Viewing CentreVu CMS users
- Modifying CentreVu CMS users
- Deleting CentreVu CMS users



Adding a CentreVu CMS user

Overview This section provides the procedure for adding a user through CentreVu Supervisor.

- Before you begin** The following items should be read and understood before adding a user:
- A user ID must be created before any permissions can be assigned to it.
 - Users added through the Sun Microsystems, Inc.Solaris[®] system instead of the User Data window will not be able to run CentreVu CMS without assuming the role of a valid user by using the `su` command. Sun Microsystems, Inc.Solaris[®] users will have a shell of `/usr/bin/sh`. The User Data window will not display users that were created through Sun Microsystems, Inc.Solaris[®].
 - Users added through the User Data window will automatically have CentreVu CMS launch when they log in. The shell for these users will be `/usr/bin/cms`.
 - The User Data window can be run through scripts and timetables.

Permissions

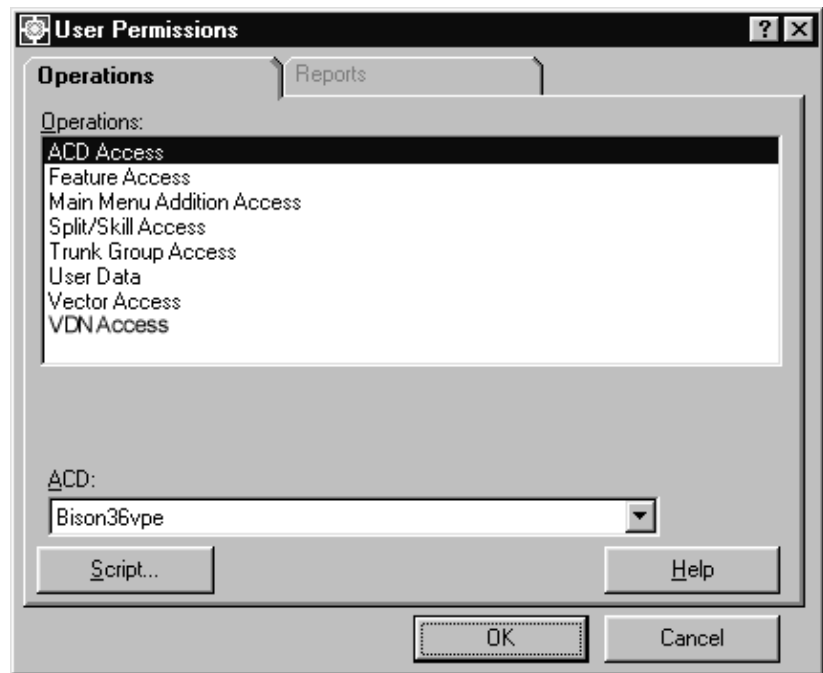
Depending on the procedure to be performed, the following permissions must be observed:

- To display the User Data window and view user information, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the User Permissions subsystem.
- To add, delete, or modify users through the User Data window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the User Permissions sub system.

Steps To add a CentreVu CMS user ID:

- 1 From the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



The Vector Access and VDN Access menu items are listed if the Call Vectoring feature has been purchased.

- 2 In the ACD: field, select the ACD on which the user will be created.

The same user ID does not need to be created on each ACD. A user created on one ACD can be given permissions to the other ACDs.

- 3 In the Operations: list, highlight User Data.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions User Data window.

-
- 5 In the User ID: field, enter the new user ID to be created. The user ID must adhere to the following rules:
- The user ID can be three to eight characters.
 - User IDs cannot contain certain diacritical, accented, special characters, or blanks (for example, á, ñ, ç, |, ©). If a user ID is entered with an invalid character, CentreVu Supervisor displays an error message.

This is a required field.

-
- 6 In the User name:, Room number:, and Telephone number: fields, enter the appropriate information for this user.

These fields are optional and may be left blank.

-
- 7** In the Default printer name: field, select a default CentreVu CMS printer from the drop-down list box for this user ID.

This field is optional and may be left as (none).

- 8** For Login type:, select the role of this user ID:

- Normal user — Select this type to designate those users whose job responsibilities *do not* include maintenance, configuration, and updating of CentreVu CMS.
- Administrator — Select this type to designate those users whose job responsibilities include maintenance, configuration, or updating of CentreVu CMS.

These roles are used only to provide quick distinction between different types of users. Selecting a login type does not assign any default permissions for the user. Permissions for each user must be selected separately. Changing this setting after the user has been created will not change any permissions currently assigned to the user. All permission changes need to be done manually.

- 9** In the Maximum user window count (1–12): field, enter the number of windows that the user may have open simultaneously. The default for this field is 4.

Important! Allowing many users to have multiple windows open will consume more CentreVu CMS processor resources.

- 10** In the Minimum refresh rate (seconds): field, enter the number of seconds (3–600) in which data for real-time reports is retrieved again from the database and displayed for this user ID.

Important! Faster refresh rates consume more CentreVu CMS processor resources.

-
- 11** In the Login ACD: field, select the ACD which will be used to login this user ID. The user can change the current ACD after logging in, but each time the user logs in, the current ACD defaults to the value entered in this field.

If an ACD is selected in this field for log in and the user does not have any permissions for it, CentreVu Supervisor displays an error message.

This is a required field and cannot be left with the default value of (none).

-
- 12** Select Actions > Add from the menu bar.

Result: The user ID is created on the ACD specified earlier in the User Permissions dialog box. If the user ID already exists, CentreVu Supervisor displays an *Already exists* message in the status bar.

END OF STEPS



Viewing CentreVu CMS users

Overview This section provides the procedure for viewing one or more existing CentreVu CMS users through the User Data window.

Before you begin The following items should be read and understood before attempting to view users through the User Data window:

- The default values in the User Data window should be cleared before attempting to perform a Find one or List all action unless these values should be included in the search.

Permissions

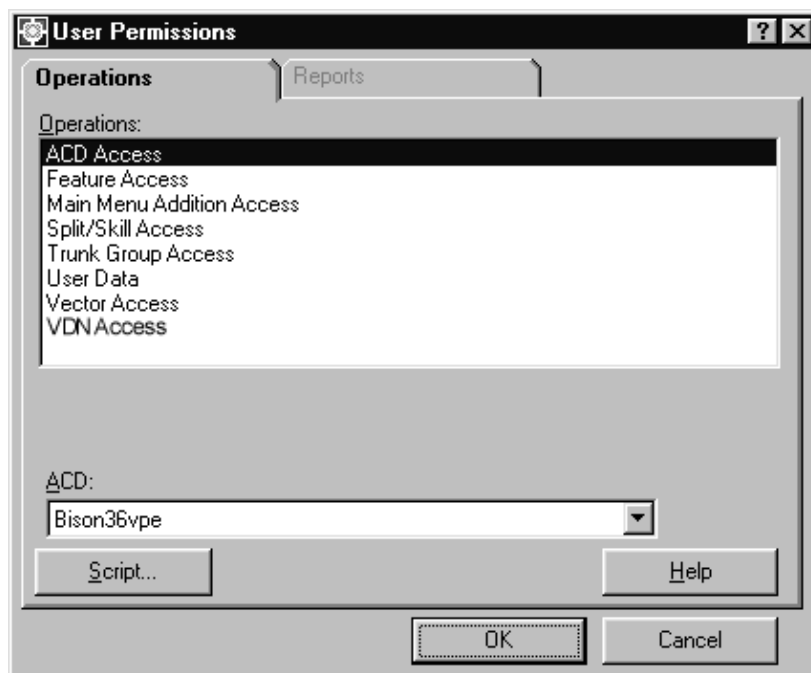
Depending on the procedure to be performed, the following permissions must be observed:

- To display the User Data window and view user information, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the User Permissions subsystem.
- To add, delete, or modify users through the User Data window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the User Permissions sub system.

Steps

- 1 From the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



The Vector Access and VDN Access menu items are listed if the Call Vectoring feature has been purchased.

- 2 In the Operations: list, highlight User Data.

3 Select OK.

Result: CentreVu Supervisor displays the User Permissions User Data window.

User Permissions User Data

Actions Edit Help

+ [Z] [Save] [Undo] [Redo] [List] [Print]

User ID: []

User name: []

Room number: []

Telephone number: []

Default printer name: [(none)]

Login type (select only one) :

☒ Normal user

☐ Administrator

Maximum user window count (1-12): [4]

Minimum refresh rate (seconds): [30]

Login ACD: [(none)]

4 Using the menu bar, select Edit > Clear all.

Result: The information in all fields is removed. This includes the default information that appears when this window is first displayed.

5 There are two possible methods in searching for and displaying CentreVu CMS user information:

- **List all** — Selecting this item from the Action menu will display a secondary window displaying all users whose settings match those in the fields of this window. If no information is present in the fields, all users are displayed. This method is convenient when the need arises to look for one or more user IDs.
- **Find one** — Selecting this item from the Action menu will take the information currently in all the fields of this dialog and query the database for users with matching settings. For example, having a 6 in the Maximum user window count (1–12): field with all other fields blank and selecting Find one will result in a search for all CentreVu CMS users having a 6 for their Maximum user window count. If multiple users are found, each can be viewed by selecting the Next and Previous items under the Actions menu.

When using the Find one command, partial text strings are not supported in the search. Therefore, to view the settings for a user ID, the complete name must be entered in the User ID: field.

If multiple users are found using the Find one action, the Next action will not become disabled at the last user, but instead cause the first user found to be displayed again.

END OF STEPS



Modifying CentreVu CMS users

Overview This section provides the procedure for modifying the settings for an existing CentreVu CMS user.

Before you begin The following items should be read and understood before modifying users through the User Data window:

- If a user's login ACD is removed and the user tries to log into CentreVu CMS, an acknowledgment tells the user either to contact the CentreVu CMS administrator or to change the login ACD.
- Changing the login type for a user from Administration to Normal or vice versa does not change the permissions for that user ID. Permissions must be changed separately.
- Changes to maximum window count, minimum refresh rate, or default login ACD for a user do not take effect until the user logs out and back in again.

Permissions

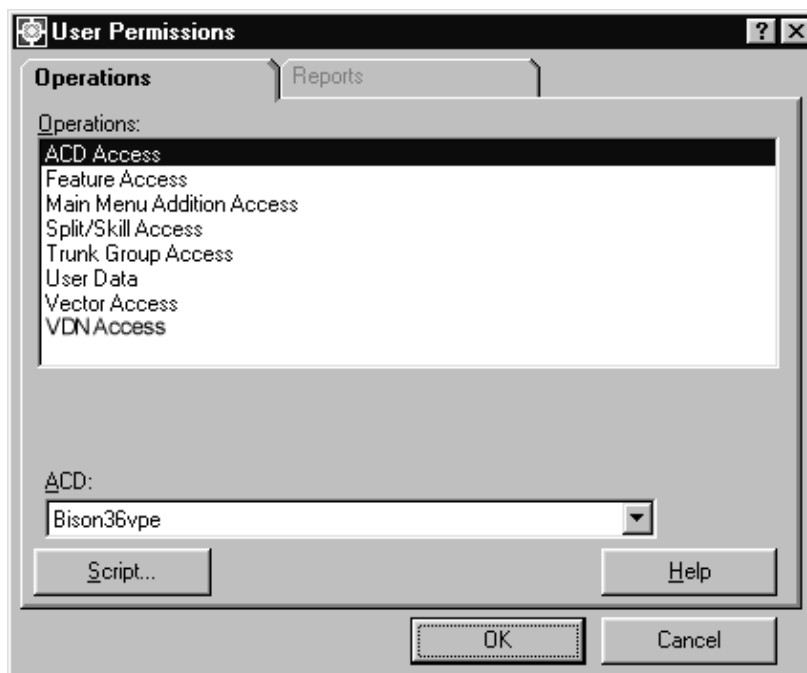
Depending on the procedure to be performed, the following permissions must be observed:

- To display the User Data window and view user information, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the User Permissions subsystem.
- To add, delete, or modify users through the User Data window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the User Permissions sub system.

Steps To modify the settings for an existing CentreVu CMS user:

- 1 From the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



The Vector Access and VDN Access menu items are listed if the Call Vectoring feature has been purchased.

- 2 In the Operations: list, highlight User Data.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the User Permissions User Data window.

User Permissions User Data

Actions Edit Help

+ [icon] [icon] [icon] [icon] [icon] [icon]

User ID:

User name:

Room number:

Telephone number:

Default printer name:

Login type (select only one) :

☒ Normal user

☐ Administrator

Maximum user window count (1-12):

Minimum refresh rate (seconds):

Login ACD:

-
- 4 Clear all field default values by selecting Edit > Clear All from the menu bar.
-
- 5 In the Login type (select only one): field, select the login type for the user that will be modified.
-
- 6 Enter the name of the user to modify in the User ID: field.
-

-
- 7** Select Actions > Find one.

Result: The settings for the specified user ID will populate their associated fields.

If the user ID was not found, try selecting the other login type in the Login type (select only one): field.

-
- 8** Modify the settings for this user as needed.

-
- 9** After all necessary modifications have been made, select Actions > Modify.

Result: The settings for this user are updated and the status bar will display a successful message.

END OF STEPS



Deleting CentreVu CMS users

Overview This section provides the procedure for deleting an existing CentreVu CMS user.

Before you begin The following items should be read and understood before deleting users through the User Data window:

- Deleting a user ID added through the User Data window of CentreVu CMS will remove that ID and its associated permissions from CentreVu CMS and the Sun Microsystems, Inc.Solaris[®] system.
- Deleting a user who had custom reports, designer reports, or timetables, will result in an acknowledgment window asking if those items should be moved to your user ID. If they are moved and there is a conflict between the assigned names, a prompt window will appear allowing the moved items to be renamed. If not moved, any custom reports, designer reports, and timetables will be deleted along with the user ID.

Permissions

Depending on the procedure to be performed, the following permissions must be observed:

- To display the User Data window and view user information, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the User Permissions subsystem.
- To add, delete, or modify users through the User Data window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the User Permissions sub system.

Steps To delete an existing CentreVu CMS user:

- 1 From the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



The Vector Access and VDN Access menu items are listed if the Call Vectoring feature has been purchased.

- 2 In the Operations: list, highlight User Data.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the User Permissions User Data window.

User Permissions User Data

Actions Edit Help

+ [Z] [X] [Y] [Z] [Y] [Z] [Y] [Z]

User ID: []

User name: []

Room number: []

Telephone number: []

Default printer name: [none] [v]

Login type (select only one) :

☒ Normal user

☐ Administrator

Maximum user window count (1-12): [4]

Minimum refresh rate (seconds): [30]

Login ACD: [none] [v]

[OK] [Cancel]

-
- 4 Using the menu bar, select Edit > Clear all.

Result: The information in all fields is removed. This includes the default information that appears when this window is first displayed.

-
- 5 In the Login type (select only one): field, select the login type of the user that will be deleted.

-
- 6** Enter the name of the user in the User ID: field.

If the user ID is not known, the other fields of this dialog box can be used to enter information that can return all users having matching information. For example, the User name: and Room number: fields can have information entered in them.

-
- 7** After user-identifying data has been entered in the fields, select Actions > Find one from the menu bar.

Result: The status bar will return the number of matches found. Select Actions > Next to navigate to the next user in the list, if necessary.

-
- 8** When the dialog box displays the correct user, select Actions > Delete from the menu bar.

Result: The identified user is deleted from the system and a successful message displays in the status bar.

END OF STEPS



ACD access

Overview

Purpose The ACD Access window is used to view and modify the user permissions for a selected real or pseudo ACD. This window can also be used to turn exception notification on or off for a selected ACD.

This section contains the following procedures:

- Adding ACD access
- Viewing ACD access
- Listing all ACD access
- Modifying ACD access
- Deleting ACD access

Before you begin The following items should be read and understood before working with ACD access permissions:

- By default, a newly-created user is granted *read*, *write*, and *exceptions* permissions for all real and pseudo ACDs.
- User permissions for ACD access are stored separately from the user ID created through the “Adding a CentreVu CMS user” procedure. Because of this, user permissions for the ACD can be deleted and modified without affecting the state of the user ID.
- If the ACD permissions for a user are changed, the change does not take effect until the user logs out and logs back in again.
- If the *read* and *write* permissions are disabled for a user, then the user will not be able to access any splits/skills, trunk groups, vectors, or VDNs in that ACD. If *read* is enabled and *write* is disabled, the user will not be able to modify splits/skills, trunk groups, vectors, or VDNs in that ACD.
- If the permissions for the default login ACD of a user are removed, the user must have another login ACD assigned.
- A user must be created through the User Data window before any ACD permissions can be assigned.

- Users should only have the ACD permissions necessary to perform job duties. Assigning only those necessary user permissions will ensure the best system performance.
- In some instances, it may be necessary to restrict a user from viewing information on an ACD. To do so, either delete the permissions definition for the user or remove all permissions for the necessary ACDs. Deleting the ACD permissions definition for a user will save more disk space.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view user permission settings in the ACD Access window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for User Permissions.
- To add, delete, or modify user permission settings in the ACD Access window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for User Permissions.



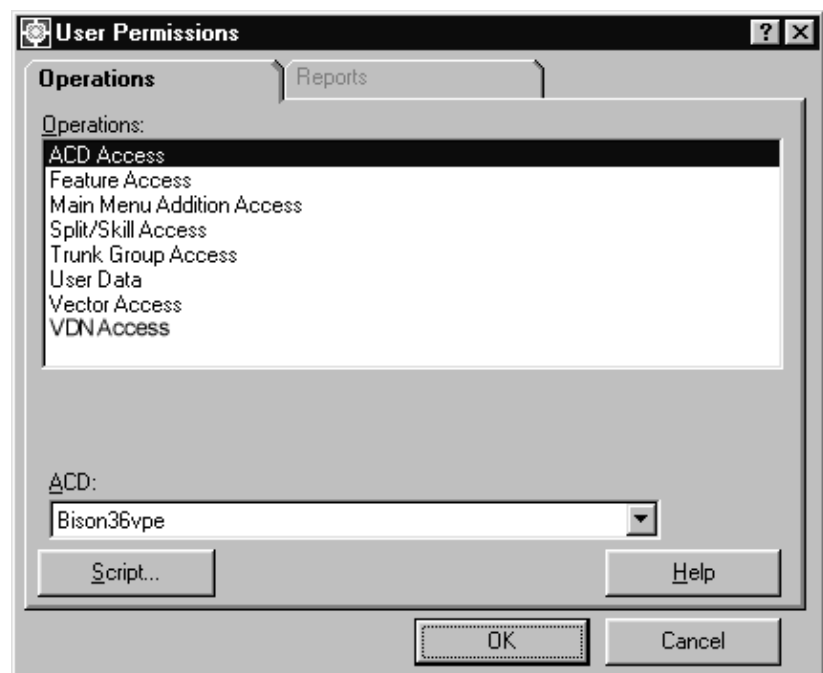
Adding ACD access

Overview This section provides the procedure for adding ACD access permissions for a CentreVu CMS user. Since a user permission definition for ACD access is created by default when the user ID is created, this procedure is only necessary if that permission definition has been deleted.

Steps To add a user permission definition for an ACD:

- 1 On the Controller Window, select Tools > User Permissions.

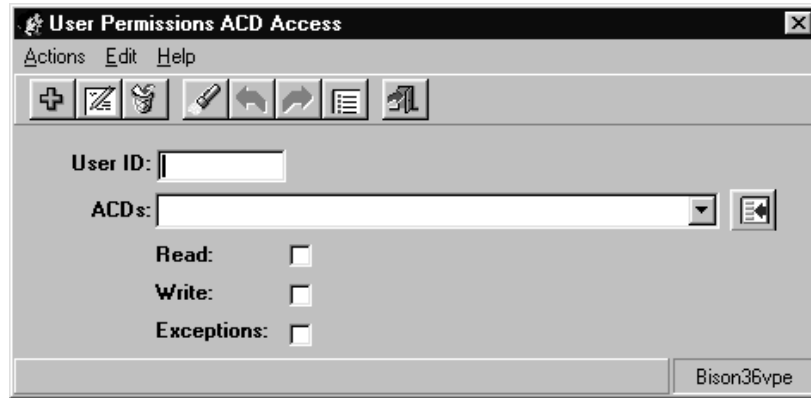
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight ACD Access.

3 Select OK.

Result: CentreVu Supervisor displays the User Permissions ACD Access window.



4 In the User ID: field, enter the ID of the user for whom to create an ACD permissions definition.

This field is required.

5 In the ACD: field, enter the names or numbers for one or more ACDs that this user will be able to access (real or pseudo).

Multiple values in this field must be separated with a semicolon (;).

6 Place a check mark in the permissions that will be assigned to this user:

- Read: — User can view but not modify information for the specified ACDs.
- Write: — User can modify information on the specified ACDs. This permission requires that the user also have the *read* permission.
- Exceptions: — User will receive notification of exceptions occurring on the specified ACDs.

-
- 7** After assigning the necessary permissions, select Actions > Add from the menu bar.

Result: The ACD permissions for this user are saved.

It is possible to add permission definitions for multiple users at one time. To do so, enter multiple CentreVu CMS users in the User ID: field and separate them with semicolons (;). The ACDs specified in the ACDs: field and the selected permissions are then created for these user IDs when the Add action is performed.

END OF STEPS



Viewing ACD access

Overview This section provides the procedure for viewing the ACD access permissions for a CentreVu CMS user.

Steps To view the ACD permission definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

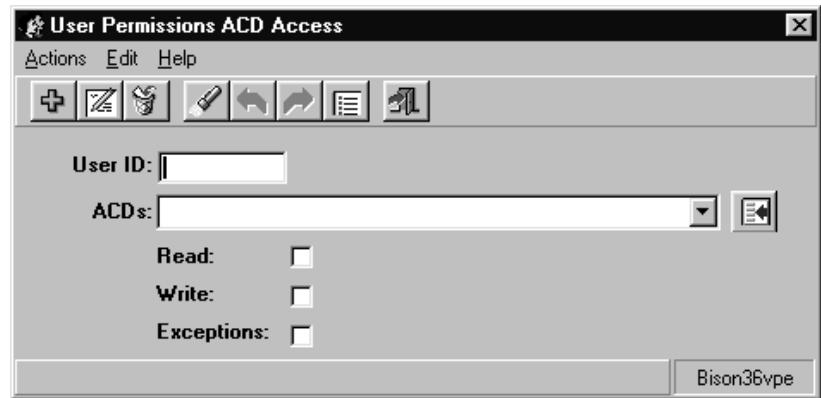
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight ACD Access.

3 Select OK.

Result: CentreVu Supervisor displays the User Permissions ACD Access window.



4 In the User ID: field, enter the ID of the CentreVu CMS user for which the permissions for ACDs are to be viewed.

This field is required.

When searching for the user permissions definitions on specific ACDs, these ACDs can be entered in the ACDs: field. Multiple entries must be separated by a semicolon (;).

5 From the menu bar, select Actions > Find one.

Result: The status bar displays how many matching permission definitions are available. The fields of this window display the user permissions definition for the first ACD.

If more than one ACD is returned, use the Next action to view the permission definitions for the other ACDs.

END OF STEPS



Listing all ACD access

Overview This section provides the procedure for listing the ACD permission definitions for all CentreVu CMS users.

Steps To list all ACD permission definitions for all CentreVu CMS users:

- 1 On the Controller Window, select Tools > User Permissions.

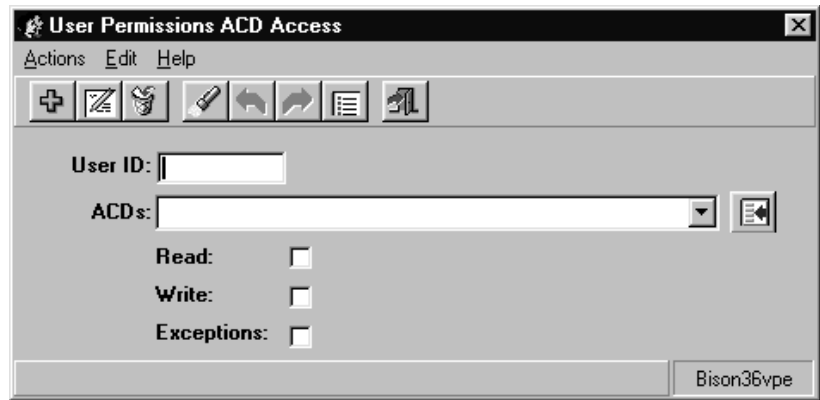
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight ACD Access.

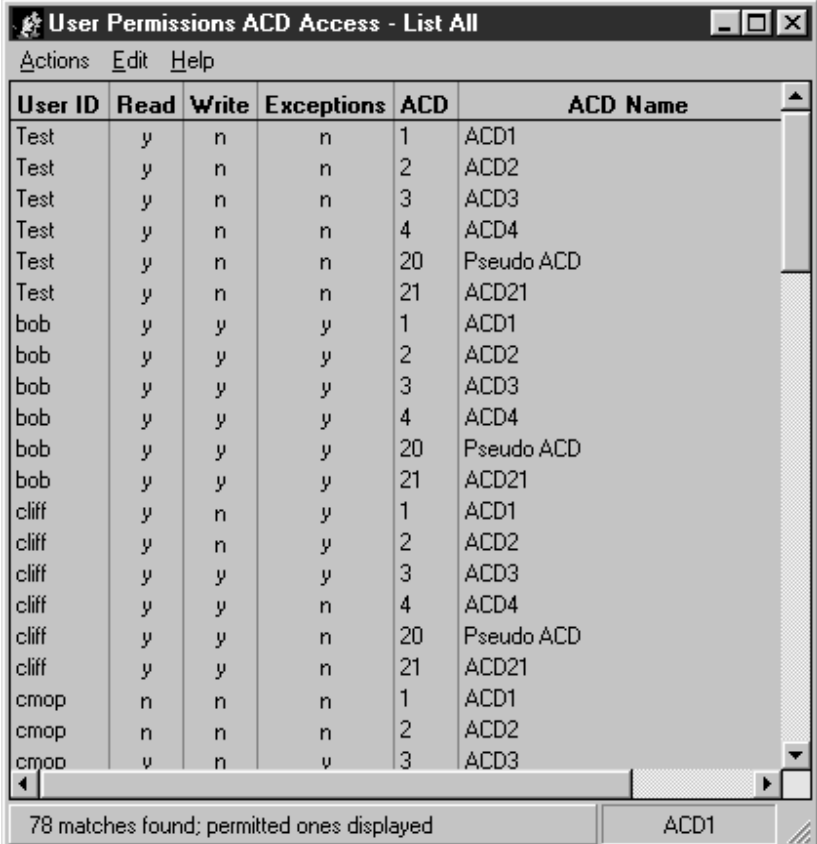
3 Select OK.

Result: CentreVu Supervisor displays the User Permissions ACD Access window.



-
- 4 From the menu bar, select Actions > List all.

Result: All user permission definitions are displayed with their corresponding ACDs. Only those ACDs for which you have *read* permission will be shown.



The screenshot shows a window titled "User Permissions ACD Access - List All" with a menu bar containing "Actions", "Edit", and "Help". Below the menu bar is a table with the following columns: "User ID", "Read", "Write", "Exceptions", "ACD", and "ACD Name". The table lists permissions for users "Test", "bob", "cliff", and "cmop". Each user has multiple entries for different ACDs (1, 2, 3, 4, 20, 21). The "Read" column shows 'y' for most users, while "cmop" has 'n'. The "Write" column shows 'n' for "Test" and "cliff", and 'y' for "bob" and "cmop". The "Exceptions" column shows 'n' for "Test" and "cmop", and 'y' for "bob" and "cliff". The "ACD" column lists the ACD numbers, and the "ACD Name" column lists the corresponding ACD names (ACD1, ACD2, ACD3, ACD4, Pseudo ACD, ACD21). At the bottom of the window, a status bar indicates "78 matches found; permitted ones displayed" and a search box contains "ACD1".

User ID	Read	Write	Exceptions	ACD	ACD Name
Test	y	n	n	1	ACD1
Test	y	n	n	2	ACD2
Test	y	n	n	3	ACD3
Test	y	n	n	4	ACD4
Test	y	n	n	20	Pseudo ACD
Test	y	n	n	21	ACD21
bob	y	y	y	1	ACD1
bob	y	y	y	2	ACD2
bob	y	y	y	3	ACD3
bob	y	y	y	4	ACD4
bob	y	y	y	20	Pseudo ACD
bob	y	y	y	21	ACD21
cliff	y	n	y	1	ACD1
cliff	y	n	y	2	ACD2
cliff	y	y	y	3	ACD3
cliff	y	y	n	4	ACD4
cliff	y	y	n	20	Pseudo ACD
cliff	y	y	n	21	ACD21
cmop	n	n	n	1	ACD1
cmop	n	n	n	2	ACD2
cmop	y	n	y	3	ACD3

END OF STEPS



Modifying ACD access

Overview This section provides the procedure for modifying the ACD permission definitions for a CentreVu CMS user.

If all ACD permissions are to be denied for a user, deleting the permissions definition for the user will save more disk space and accomplish the same goal.

Important! If the *read* permissions is denied for the ACD that the user logs into, that user will no longer be able to log on. A new default login ACD must be set for the user.

Steps To modify the ACD permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

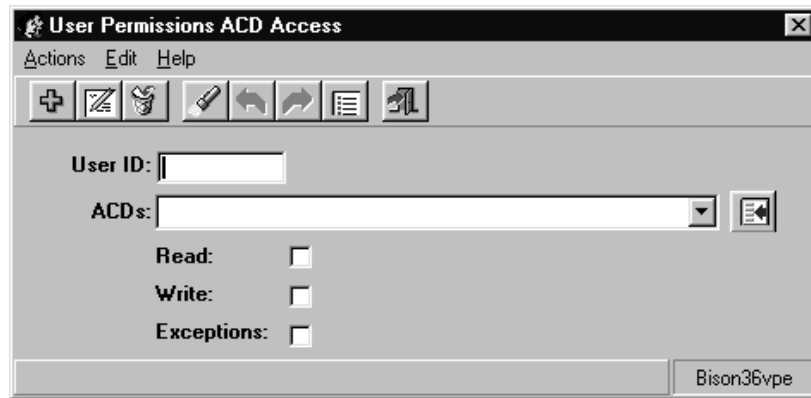
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight ACD Access.
-

-
- 3 Select OK.

Result: CentreVu Supervisor displays the User Permissions ACD Access window.



-
- 4 In the User ID: field, enter the ID of the CentreVu CMS user for which the permissions for ACDs are to be modified.

When searching for the user permissions definitions on specific ACDs, these ACDs can be entered in the ACDs: field. Multiple entries must be separated by a semicolon (;).

-
- 5 From the menu bar, select Actions > Find one.

Result: The status bar displays how many matching permission definitions are available. The fields of this window display the user permissions definition for the first ACD.

If more than one ACD is returned, use the Next action to view the permission definitions for the other ACDs.

-
- 6 Once the correct permission definition is displayed in the window, change the permissions by adding or removing check marks in the Read:, Write:, or Exceptions: check boxes.
-
- 7 Once the permissions have been changed to the necessary settings, select Actions > Modify from the menu bar.

Result: The user permissions definition for this ACD is updated and the status bar displays a successful message.

END OF STEPS



Deleting ACD access

Overview This section provides the procedure for deleting the ACD permission definition for a CentreVu CMS user.

Important! If the user permissions definition is deleted for the ACD that the user logs into, that user will no longer be able to log on. A new default login ACD must be set for the user. Deleting the permissions definition does not restrict the permissions for the user, but actually deletes the user from the specified ACD. This action does not affect the user ID created through the User Data feature.

Steps To delete the ACD permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

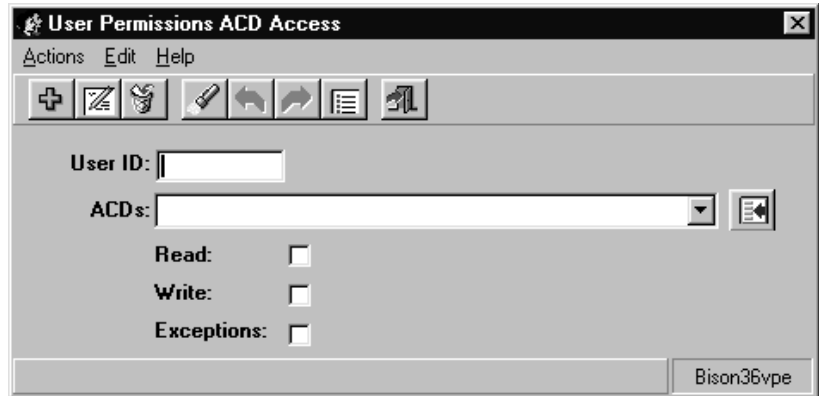
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight ACD Access.
-

3 Select OK.

Result: CentreVu Supervisor displays the User Permissions ACD Access window.



4 In the User ID: field, enter the ID of the CentreVu CMS user for which the permissions for ACDs are to be modified.

When searching for the user permissions definitions on specific ACDs, these ACDs can be entered in the ACDs: field. Multiple entries must be separated by a semicolon (;).

5 From the menu bar, select Actions > Find one.

Result: The status bar displays how many matching permission definitions are available. The fields of this window display the user permissions definition for the first ACD.

If more than one ACD is returned, use the Next action to view the permission definitions for the other ACDs.

-
- 6** Once the correct permission definition is displayed in the window, select Actions > Delete from the menu bar.

Result: The ACD permissions definition for this user is deleted and the status bar displays a successful message.

- 7** Once the permissions have been changed to the necessary settings, select Actions > Modify from the menu bar.

Result: The user permissions definition for this ACD is updated and the status bar displays a successful message.

END OF STEPS



Feature access

Overview

Purpose The Feature Access window is used to view and modify the permissions available to a CentreVu CMS user ID for the following features:

- Agent Administration
- Call Center Administration
- Custom Reports
- Dictionary
- Exceptions
- Forecast
- Maintenance
- Reports
- CMS System Setup
- Timetable
- User Permissions
- UNIX[®] System

The permissions assigned to a user will affect the appearance of the CentreVu Supervisor Controller Window. For example, a user without permissions for the Dictionary feature will not have a corresponding toolbar button on the Controller Window.

This section contains the following procedures:

- Viewing Feature Access user permissions
- Listing all Feature Access user permissions
- Modifying Feature Access user permissions

Before you begin

The following items should be read and understood before working with Feature Access permissions:

- Feature Access permissions cannot be modified for the `cms` and `cms svc` user IDs. This prevents a user with access to the User Permissions feature from disabling access to all or part of CentreVu CMS for the administrator or services personnel.
- If the Feature Access permissions for a user are modified, the changes do not take effect until the user logs off and back on again.
- A user ID must be created through the User Data feature before that user can have Feature Access permissions assigned.
- Default Feature Access permissions are assigned when a user ID is created. The Administration type of user ID has permissions for all features. The Normal type of user ID is given *read* permissions for all features except User Permissions, System Setup, Call Center Administration, and Forecasting. User ID types are set through the User Data feature. The Forecasting product is purchased separately.
- Assigning a user the *write* permission for the User Permissions feature allows that user to change permissions for all users.
- A user ID cannot have *write* permissions without also having *read* permissions.
- If a user does not have *read* permission for a feature, that feature will not be displayed as a toolbar button or menu item in the CentreVu Supervisor Controller Window.
- Assigning only the necessary access permissions ensures the best system performance.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view the Feature Access window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for User Permissions.
- To add, delete, or modify settings through the Feature Access window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for User Permissions.



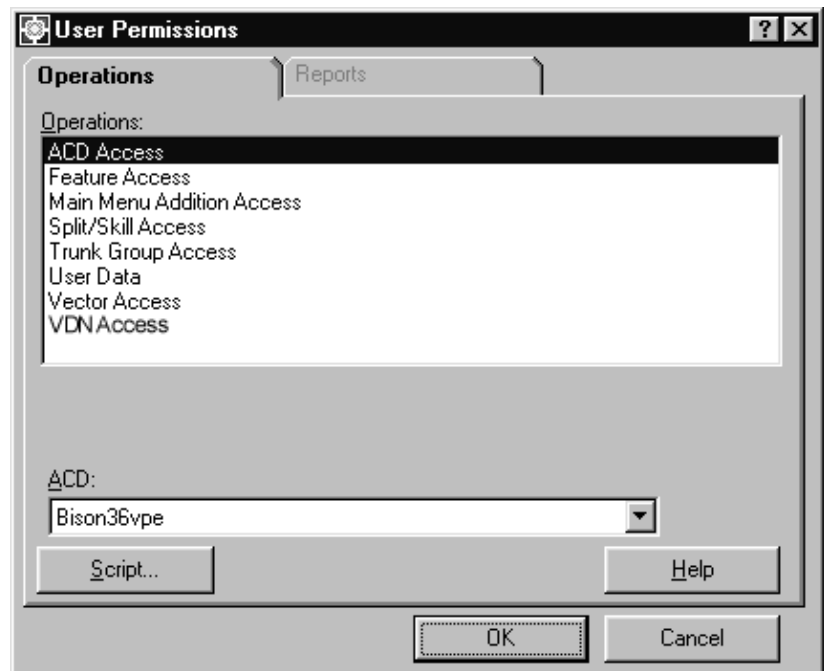
Viewing Feature Access user permissions

Overview This section provides the procedure for viewing Feature Access permissions for a CentreVu CMS user.

Steps To view the Feature Access permissions for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

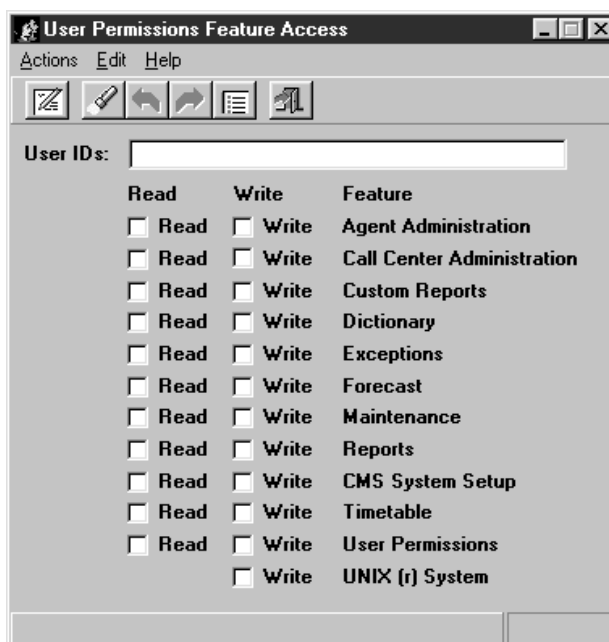
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Feature Access.
 - 3 In the ACD: field, select the ACD to view the user permissions for its feature set.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Feature Access window.



-
- 5 In the User IDs: field, enter the ID of an existing CentreVu CMS user.

This field can accept more than one user ID. Multiple IDs must be separated by a semicolon (;).

-
- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor will display the permissions for the first user found. If multiple user IDs were entered, the status bar will display the number of matches found.

If multiple matches were found, use the Actions > Next command to navigate through the user IDs and their permissions.

END OF STEPS



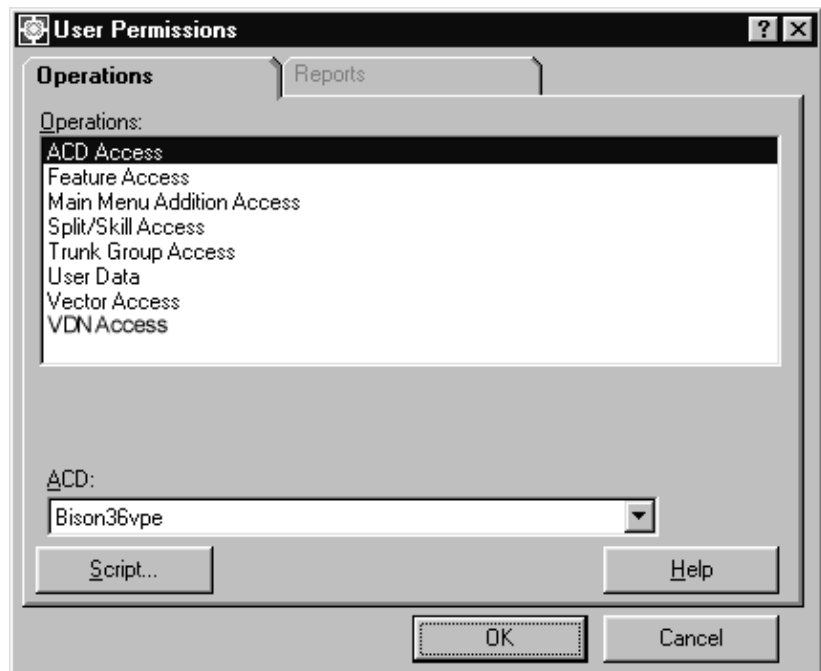
Listing all Feature Access user permissions

Overview This section provides the procedure for listing all Feature Access permissions for all CentreVu CMS users on an ACD.

Steps To list all Feature Access permissions for CentreVu CMS users:

- 1 On the Controller Window, select Tools > User Permissions.

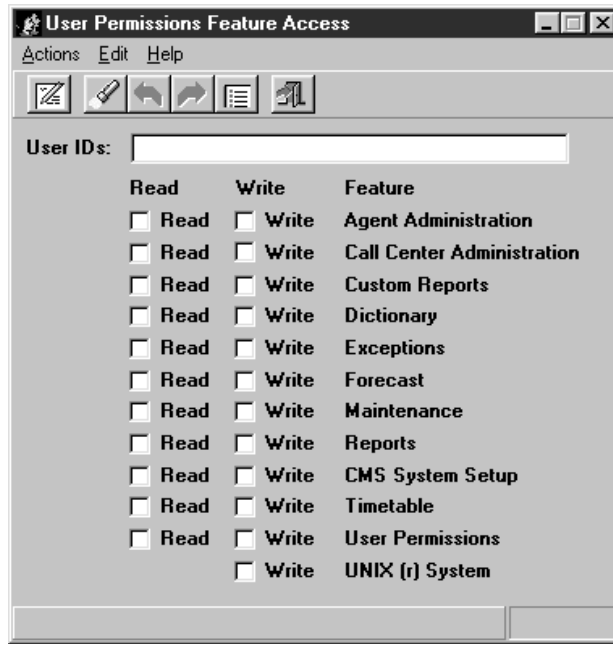
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Feature Access.
- 3 In the ACD: field, select the ACD to view the user permissions for its feature set.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Feature Access window.



-
- 5 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all users and their associated feature permissions.

END OF STEPS



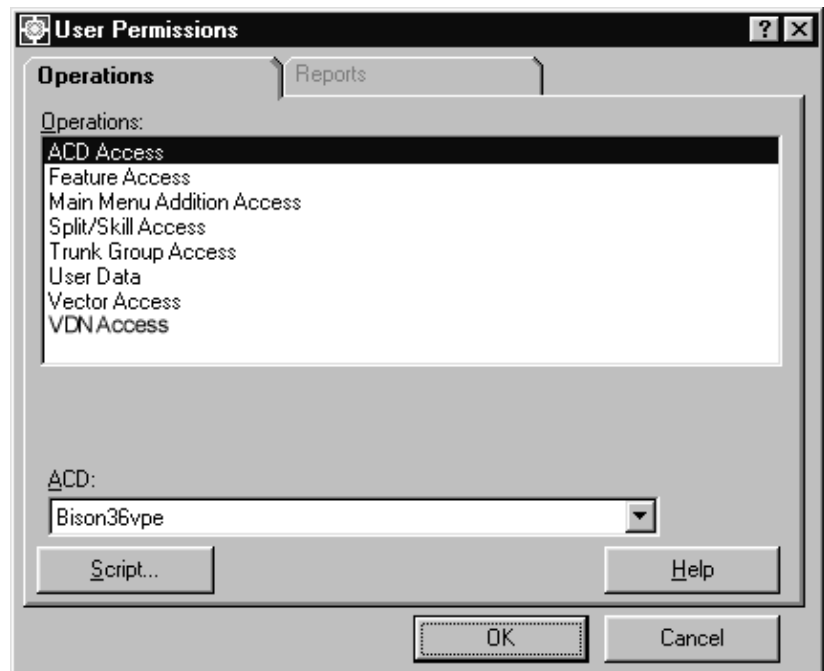
Modifying Feature Access user permissions

Overview This section provides the procedure for modifying Feature Access permissions for a CentreVu CMS user on an ACD.

Steps To modify Feature Access permissions for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

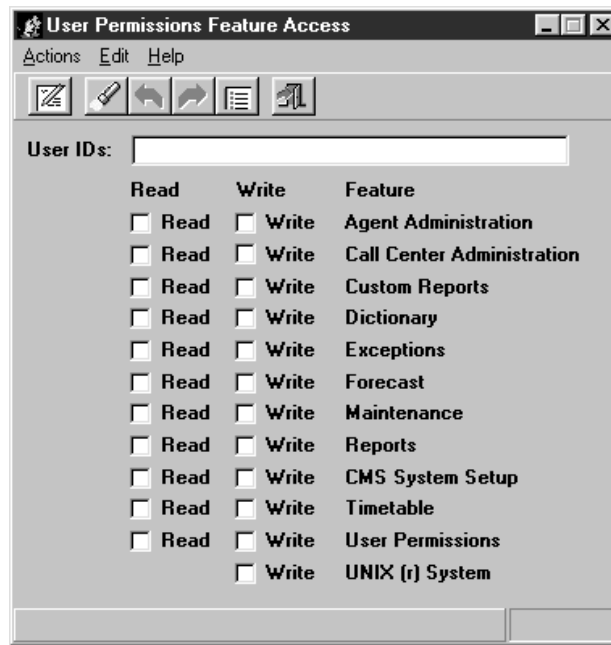
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Feature Access.
- 3 In the ACD: field, select the ACD on which the user permissions for its feature set will be modified.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Feature Access window.



-
- 5 In the User IDs: field, enter the ID of an existing CentreVu CMS user.
-

- 6 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor will display the permissions for the user.

A check mark in a check box signifies that the associated feature permission is enabled for the user.

-
- 7 Change the Read and Write permissions as necessary by placing or removing check marks in the check boxes for each feature.
-
- 8 When the necessary changes have been made to the user feature permissions, select Actions > Modify from the menu bar.

Result: The feature access permissions for this user ID are updated and a successful message displays in the status bar.

END OF STEPS



Main Menu Addition Access

Overview

Purpose The Main Menu Addition Access feature is used to control which custom menu items appear on the CentreVu CMS Main Menu for a user. Custom menu items are created through the Main Menu Addition feature which is located in the System Setup screen from the CentreVu CMS interface.

These menu items cannot be created through CentreVu Supervisor.

The custom menu items display on the CentreVu CMS Main Menu which is seen through either CentreVu Terminal Emulator, a telnet session to the CentreVu CMS server, or the CentreVu CMS console. The custom menu items do not display in the CentreVu Supervisor Controller Window.

This section contains the following procedures:

- Viewing Main Menu Addition Access
- Listing all Main Menu Addition Access
- Assigning or modifying Main Menu Addition Access

Before you begin The following items should be read and understood before working with Main Menu Addition Access:

- If the assigned Main Menu Addition Access permission for a user is disabled, the custom menu item will not be displayed on the CentreVu CMS Main Menu for that user.
- If a the Main Menu Addition Access permission is changed for a user, those changes will not take effect until the user logs out and back in again.
- A user ID must be created through the User Data feature before assignments or changes can be made to that user ID through the Main Menu Addition Access feature.
- Main Menu additions must be created through System Setup before these custom menu items can be assigned to users.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view Main Menu Addition Access user configurations, the user ID used to log in to CentreVu CMS requires *read* permission for User Permissions.
- To add, delete, or modify Main Menu Addition Access user configurations, the user ID used to log in to CentreVu CMS requires *write* permission for User Permissions.



Viewing Main Menu Addition Access

Overview This section provides the procedure for viewing CentreVu CMS user configurations for Main Menu Addition Access.

Steps To view the Main Menu Addition Access configuration for a user:

- 1 On the Controller Window, select Tools > User Permissions.

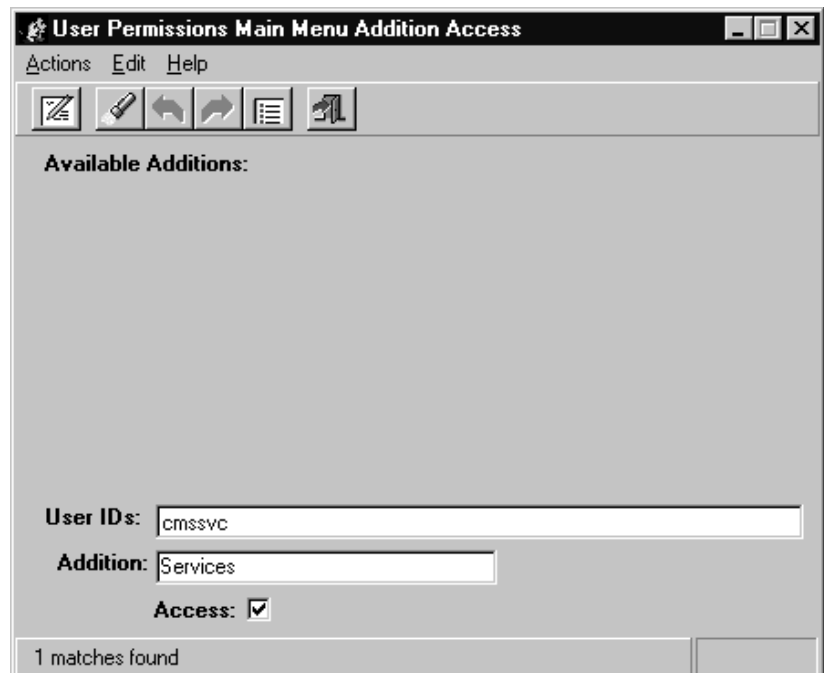
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Main Menu Addition Access.

3 Select OK.

Result: CentreVu Supervisor displays the User Permissions Main Menu Addition Access window.



4 In the User IDs: field, enter a CentreVu CMS user ID that has been previously defined through the User Data feature.

This field can accept the entry of multiple users at one time. Multiple entries must be separated by a semicolon (;).

5 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor retrieves the Main Menu Addition Access information for the specified CentreVu CMS user ID and displays this information in the remaining fields.

If multiple users were specified in the User IDs: field, the other users and their configurations can be seen by using Actions > Next from the menu bar.

END OF STEPS



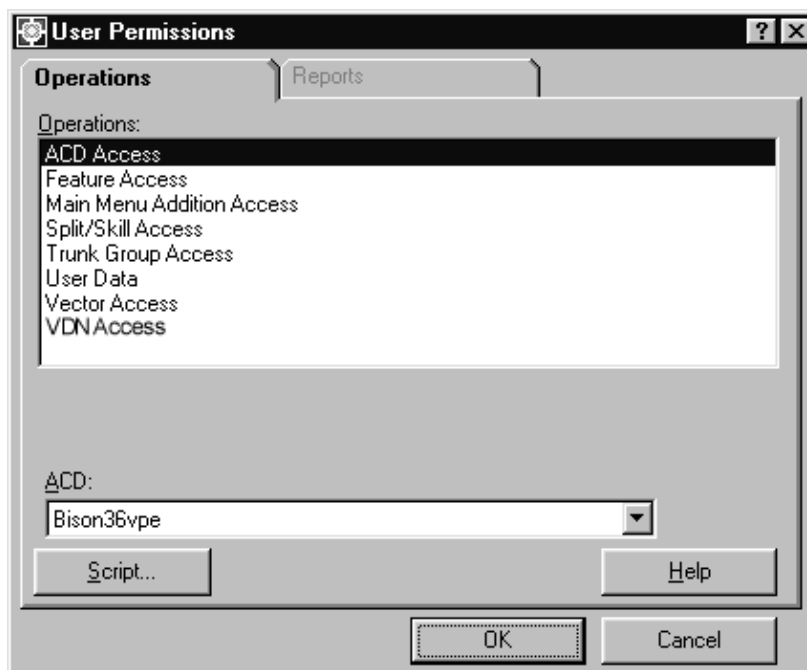
Listing all Main Menu Addition Access

Overview This section provides the procedure for listing all Main Menu Addition Access configurations that have been assigned to CentreVu CMS users.

Steps To list all the Main Menu Addition Access configurations for CentreVu CMS users:

- 1 On the Controller Window, select Tools > User Permissions.

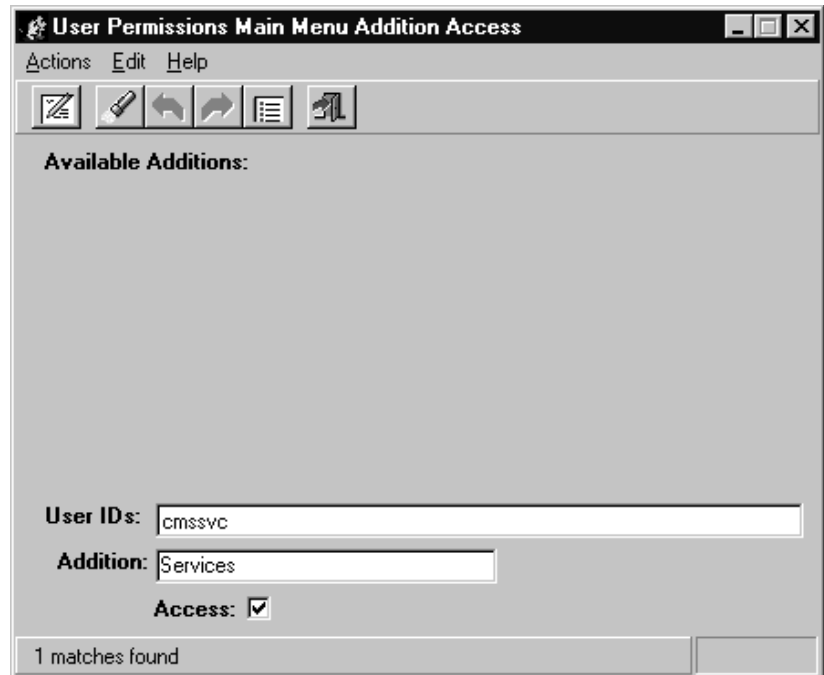
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Main Menu Addition Access.

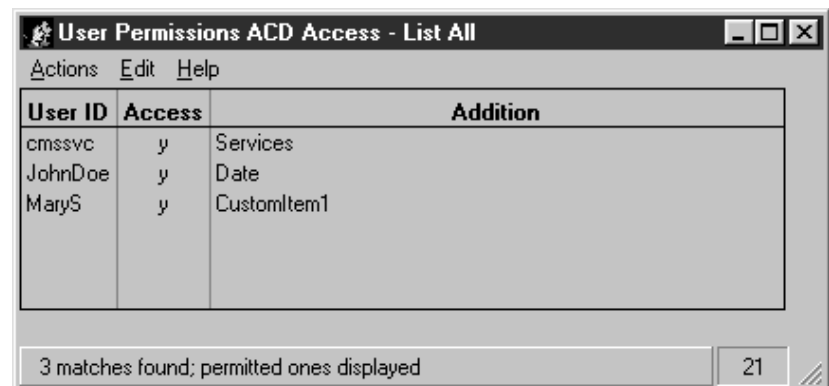
3 Select OK.

Result: CentreVu Supervisor displays the User Permissions Main Menu Addition Access window.



4 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all CentreVu CMS users that have custom menu items assigned and the permissions for those custom menu items.



END OF STEPS



Assigning or modifying Main Menu Addition Access

Overview This section provides the procedure for assigning or modifying a custom Main Menu item for a CentreVu CMS user.

Steps To assign or modify a custom Main Menu item for a CentreVu CMS users:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Main Menu Addition Access.

3 Select OK.

Result: CentreVu Supervisor displays the User Permissions Main Menu Addition Access window.



4 In the User IDs: field, enter a CentreVu CMS user ID that has been previously defined through the User Data feature.

This field can accept the entry of multiple users at one time. Multiple entries must be separated by a semicolon (;).

5 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor retrieves the Main Menu Addition Access information for the specified CentreVu CMS user ID and displays this information in the remaining fields.

If multiple users were specified in the User IDs: field, the other users and their configurations can be seen by using Actions > Next from the menu bar.

-
- 6 In the Addition: field, enter the custom menu item to be assigned or modified for the specified CentreVu CMS user.
 - 7 In the Access: check box, place a check mark to enable this custom menu item or remove the check mark to disable this menu item for the specified CentreVu CMS user.
 - 8 From the menu bar, select Actions > Modify.
-

Result: The user configuration is updated and the status bar displays a successful message.

Only the current CentreVu CMS displayed in the User IDs: field is modified. If other user IDs are available through using the Next command, each one will require the Modify action for assignments to be applied.

END OF STEPS



Split/Skill access

Overview

Purpose This section provides the procedures for working with user permissions regarding splits/skills.

For users providing administration for splits/skills or running split/skill reports, it is necessary for them to have the proper split/skill permissions to perform their job functions.

Split/skill exceptions notification is also configured through this interface. Users who are given the *Exceptions* permission will be notified of split/skill exceptions when they occur.

This section contains the following procedures:

- Adding split/skill user permissions
- Viewing split/skill user permissions
- Listing all split/skill user permissions
- Modifying split/skill user permissions
- Deleting split/skill user permissions

Before you begin The following items should be read and understood before working with split/skill permissions:

- A CentreVu CMS user ID must be created through the User Data feature before split/skill permissions can be assigned.
- When a new user ID is created through the User Data feature, split/skill permission definitions for that user are not created. This is done to conserve disk space. When a split/skill permissions definition does not exist for a user ID, CentreVu CMS will deny *read* and *write* access to splits/skills.
- A user ID must first have permissions for the ACD on which the split/skill resides before split/skill permissions can be assigned. If a user ID is assigned split/skill permissions and does not have the appropriate ACD permissions, CentreVu Supervisor displays an error message.

- A user ID cannot be assigned the *write* permission without first having the *read* permission.
- Assigning only those permissions that are necessary for each user ID ensures the best system performance.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view split/skill user permissions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for User Permissions.
- To add, delete, or modify split/skill user permissions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for User Permissions.



Adding split/skill user permissions

Overview This section provides the procedure for adding a split/skill permissions definition for a CentreVu CMS user.

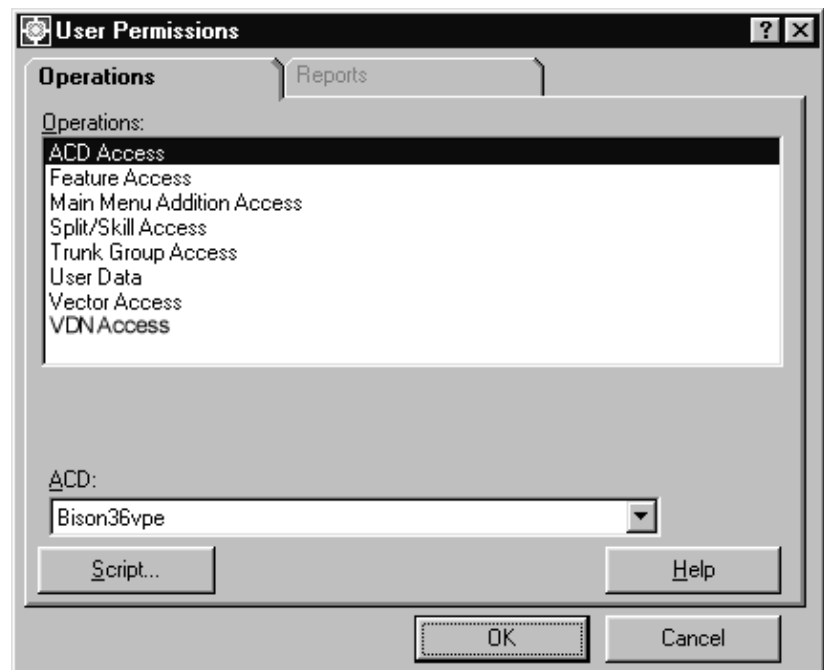
Before you begin The following items should be read and understood before adding a split/skill permissions definition for a CentreVu CMS user:

- If a user does not have corresponding ACD permissions for the permissions set for them on the split/skill, CentreVu Supervisor displays an error message.
- When the permissions definition for a user is created, the split/skill permissions do not take effect until the user logs off and back on again.

Steps To add a split/skill permissions definition for a CentreVu CMS user:

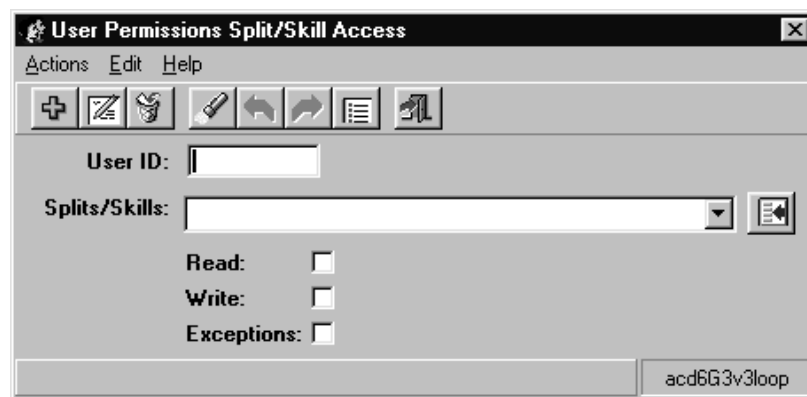
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



-
- 2 In the Operations: list, highlight Split/Skill Access.
 - 3 In the ACD: field, select the ACD containing the split/skill for which the user will be given permissions.
 - 4 Select OK.
-

Result: CentreVu Supervisor displays the User Permissions Split/Skill Access window.



-
- 5 In the User ID: field, enter the name of the user who will be assigned split/skill permissions.
 - 6 In the Splits/Skills: field, enter the name or number of the split/skill for which the user will have permissions assigned.
-

This field can accept multiple splits/skills. Multiple entries must be separated by a semicolon (;).

Multiple splits/skills can be entered by using a range, for example, 1-256.

7 Place a check mark in the permissions that will be assigned to this user:

- **Read:** — User can view but not modify information for the specified splits/skills including reports.
- **Write:** — User can modify information on the specified splits/skills. This permission requires that the user also have the *read* permission.
- **Exceptions:** — User will receive notification of exceptions occurring on the specified splits/skills.

Only the split/skill exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

8 After assigning the necessary permissions, select Actions > Add from the menu bar.

Result: The split/skill permissions for this user are saved.

It is possible to add permission definitions for multiple splits/skills at one time. To do so, enter multiple splits/skills in the Splits/Skills: field and separate them with semicolons (;).

END OF STEPS



Viewing split/skill user permissions

Overview This section provides the procedure for viewing the split/skill permissions definition for a CentreVu CMS user.

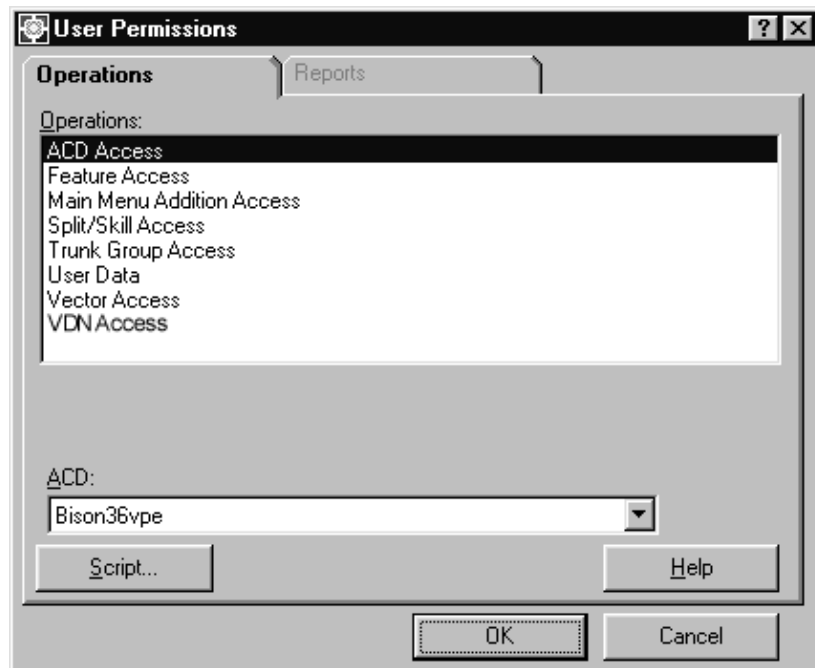
Before you begin The following items should be read and understood before viewing split/skill permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions Split/Skill Access window.

Steps To view the split/skill permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

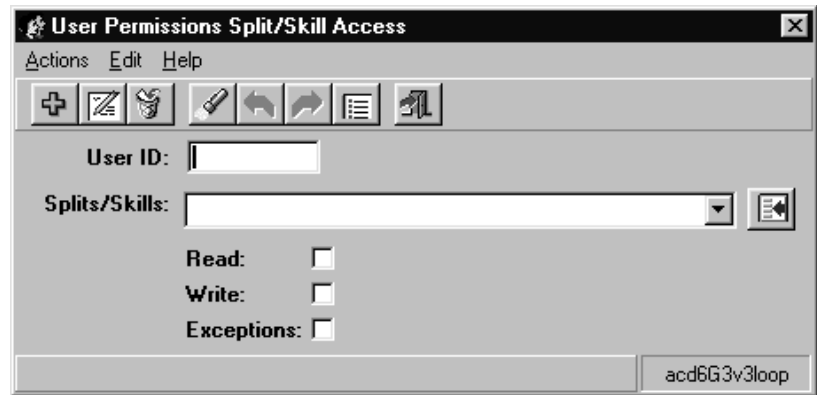


- 2 In the Operations: list, highlight Split/Skill Access.
-

- 3 In the ACD: field, select the ACD containing the split/skill for which the user has a permissions definition.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Split/Skill Access window.



-
- 5 In the User ID: field, enter the name of the user for which the split/skill permissions definition is to be viewed.

-
- 6 If the specific split/skill to view for this user is known, enter the name or number of the split/skill in the Splits/Skills: field. To have all splits/skills returned for this user ID, leave this field blank.

This field can accept multiple splits/skills. Multiple entries must be separated by a semicolon (;).

-
- 7 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor queries the database and displays the number of matches found for this user ID in the status bar.

END OF STEPS



Listing all split/skill user permissions

Overview This section provides the procedure for listing all of the user permission definitions for a split/skill.

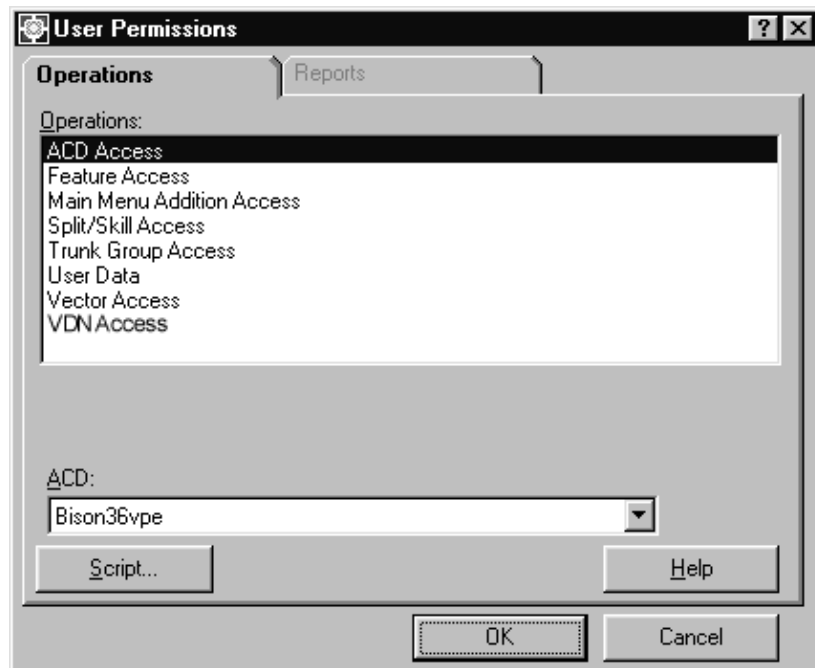
Before you begin The following items should be read and understood before listing all split/skill permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions Split/Skill Access window.

Steps To list all user permission definitions for a split/skill:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

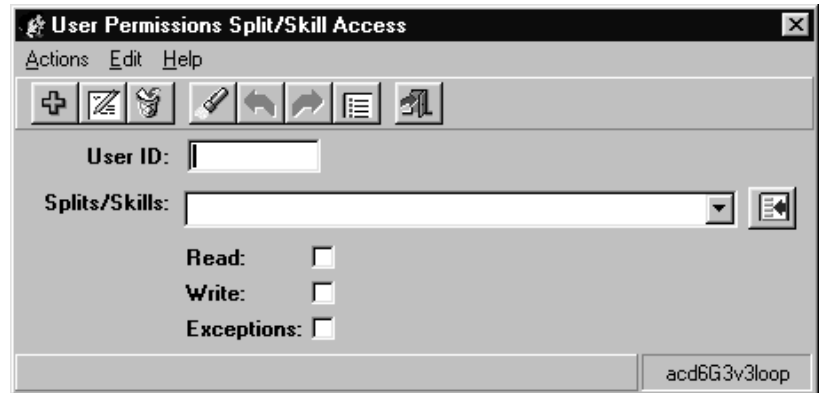


- 2 In the Operations: list, highlight Split/Skill Access.

-
- 3 In the ACD: field, select the ACD containing the split/skill for which all permission definitions will be shown.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Split/Skill Access window.



-
- 5 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all user permissions for splits/skills on the specified ACD.

A filter can be created when listing all user split/skill permission definitions. This filter is based on any information contained in the User ID: and Splits/Skills: fields on this dialog box when the List all action is performed.

For example, to view all of the user permission definitions for skill 26, enter 26 in the Splits/Skills: field before performing the List all action. This will cause only the user permission definitions for skill 26 to display. If more information is entered into the other fields of this dialog box, the results will be more restricted. If information for the user ID, splits/skills, and permissions are entered, the List all command will only return those permission definitions which match all of the information.

END OF STEPS



Modifying split/skill user permissions

Overview This section provides the procedure for modifying the split/skill permissions definition for a CentreVu CMS user.

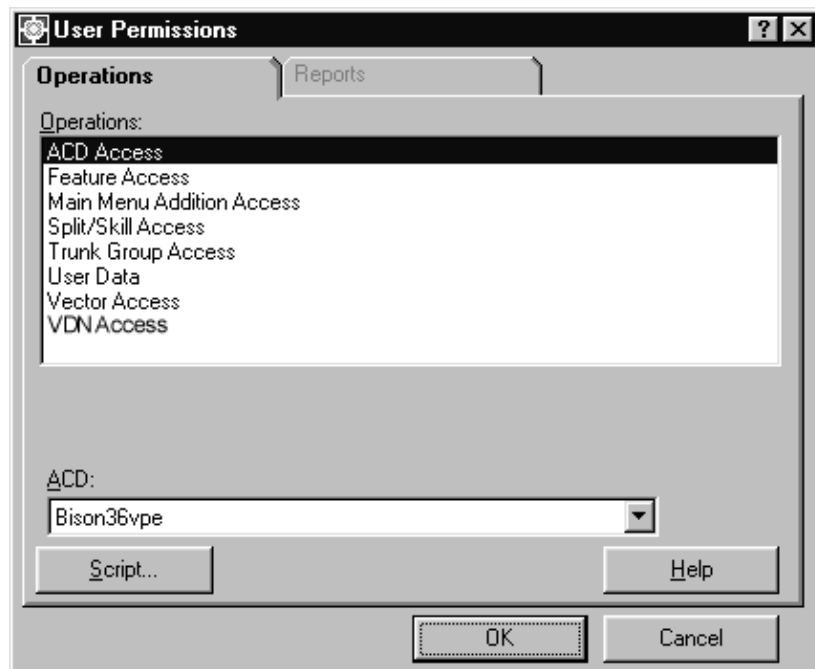
Before you begin The following items should be read and understood before modifying split/skill permissions:

- When the permissions definition for a user is modified, the change does not take effect until the user logs off and back on again.
- If a user does not have corresponding ACD permissions for the permissions set for them on the split/skill, CentreVu Supervisor displays an error message.
- The wildcard characters * and ? cannot be used in the User Permissions Split/Skill Access window.

Steps To modify the split/skill permissions definition for a CentreVu CMS user:

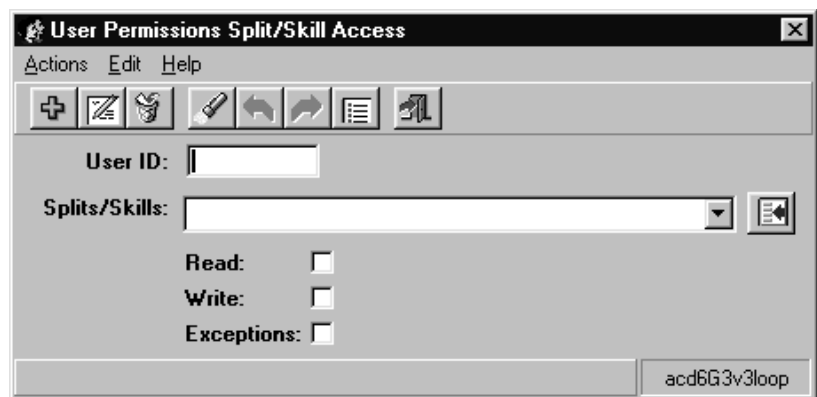
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Split/Skill Access.
- 3 In the ACD: field, select the ACD containing the split/skill for which the user has a permissions definition.
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Split/Skill Access window.



- 5 In the User ID: field, enter the name of the user for which the split/skill permissions definition is to be modified.
- 6 If the specific split/skill to view for this user is known, enter the name or number of the split/skill in the Splits/Skills: field. For all splits/skills to be returned for this user ID, leave this field blank.

This field can accept multiple splits/skills. Multiple entries must be separated by a semicolon (;).

- 7 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor queries the database and displays the number of matches found for this user ID in the status bar.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct split/skill.

8 Change the permissions for the user on this split/skill as needed:

- **Read:** — User can view but not modify information for the specified splits/skills including reports.
- **Write:** — User can modify information on the specified splits/skills. This permission requires that the user also have the *read* permission.
- **Exceptions:** — User will receive notification of exceptions occurring on the specified splits/skills.

Important! If all permissions are to be removed for this user ID, it saves more server disk space to delete this permission definition rather than disabling all permissions. See “Deleting split/skill user permissions” for more information.

Only the split/skill exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

9 After the necessary permission changes have been completed, select Actions > Modify from the menu bar.

Result: The permissions definition for this user ID and split/skill is updated. A successful message displays in the status bar upon completion.

END OF STEPS



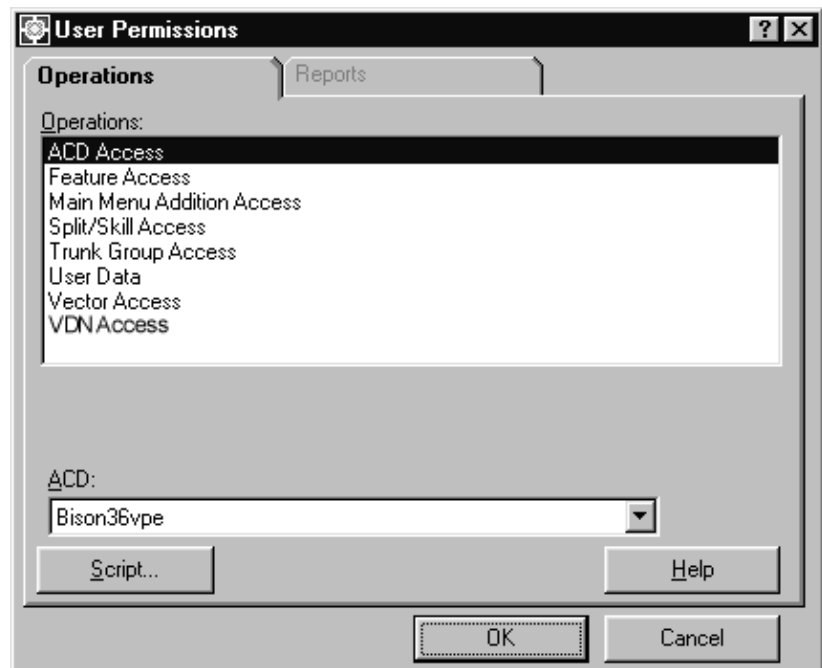
Deleting split/skill user permissions

Overview This section provides the procedure for deleting the split/skill permissions definition for a CentreVu CMS user.

Steps To delete the split/skill permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

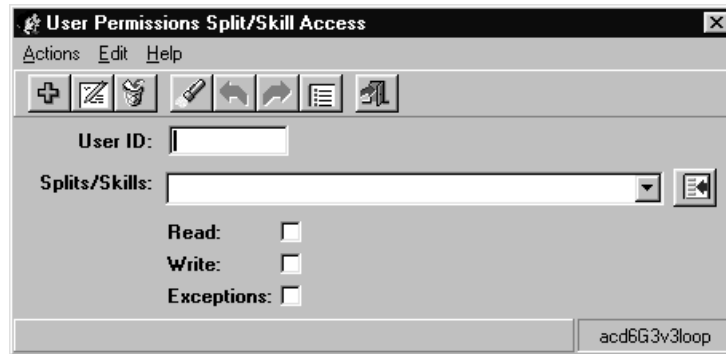
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Split/Skill Access.
- 3 In the ACD: field, select the ACD containing the split/skill for which the user has a permissions definition.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Split/Skill Access window.



-
- 5 In the User ID: field, enter the name of the user for which the split/skill permissions definition is to be deleted.

-
- 6 If the specific split/skill to view for this user is known, enter the name or number of the split/skill in the Splits/Skills: field. To return all split/skills for this user ID, leave this field blank.

-
- 7 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor queries the database and displays the number of matches found for this user ID in the status bar.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct split/skill.

-
- 8 From the menu bar, select Actions > Delete.

Result: CentreVu Supervisor deletes the permissions definition for this user ID and the associated split/skill. The status bar displays a successful message upon completion of the action.

This action does not delete the permission definitions for all splits/skills for this user, only the one displayed in the Splits/Skills: field.

END OF STEPS



Trunk group access

Overview

Purpose Trunk group permissions allow users to view data for trunk group reports, view trunk group configuration information, and change trunk group configurations. The User Permissions Trunk Group Access window is also used to configure which users receive exception notifications.

This section contains the following procedures:

- Adding trunk group user permissions
- Viewing trunk group user permissions
- Listing all trunk group user permissions
- Modifying trunk group user permissions
- Deleting trunk group user permissions

Before you begin The following items should be read and understood before working with trunk group permissions:

- A CentreVu CMS user ID must be created through the User Data feature before it can be assigned trunk group permissions.
- When a new user ID is created through the User Data feature, trunk group permission definitions for that user are not created. This is done to conserve disk space. When a trunk group permissions definition does not exist for a user ID, CentreVu CMS will deny *read* and *write* access to trunk groups.
- A user ID must first have permissions for the ACD on which the trunk group resides before trunk group permissions can be assigned. If a user ID is assigned trunk group permissions and does not have the appropriate ACD permissions, CentreVu Supervisor displays an error message.
- A user ID cannot be assigned the *write* permission without first having the *read* permission.
- Assigning only those permissions that are necessary for each user ID ensures the best system performance.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view trunk group user permissions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for User Permissions.
- To add, delete, or modify trunk group user permissions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for User Permissions.



Adding trunk group user permissions

Overview This section provides the procedure for adding a trunk group permissions definition for a CentreVu CMS user.

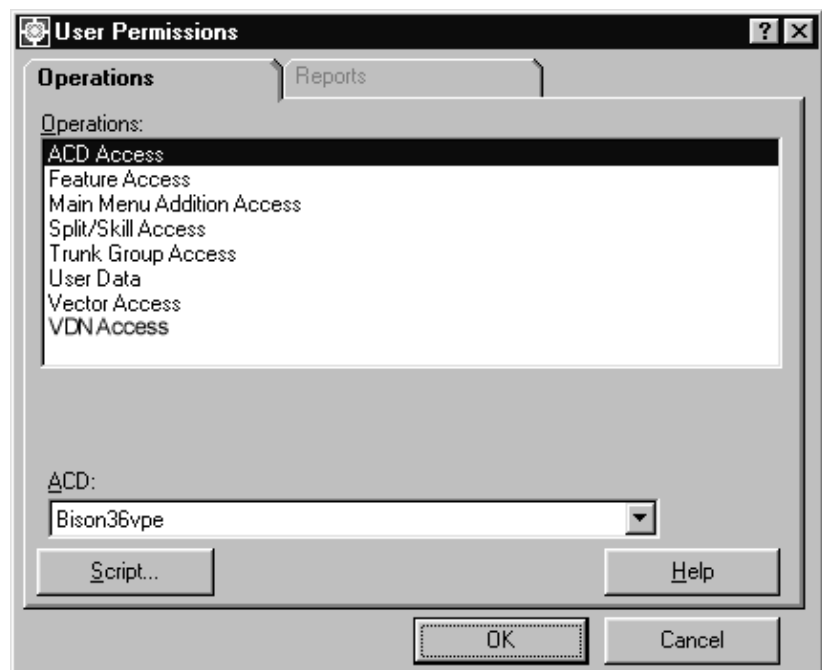
Before you begin The following items should be read and understood before adding a trunk group permissions definition for a CentreVu CMS user:

- If a user does not have corresponding ACD permissions for the permissions set for them on the trunk group, CentreVu Supervisor displays an error message.
- When the permissions definition for a user is created, the trunk group permissions do not take effect until the user logs off and back on again.

Steps To add a trunk group permissions definition for a CentreVu CMS user:

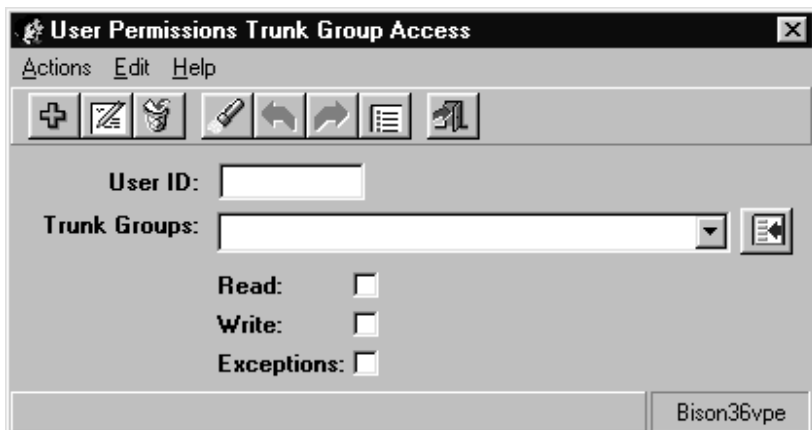
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Trunk Group Access.
- 3 In the ACD: field, select the ACD containing the trunk group for which the user will be given permissions.
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Trunk Group Access window.



- 5 In the User ID: field, enter the name of the user who will be assigned trunk group permissions.
- 6 In the Trunk Groups: field, enter the name or number of the trunk group for which the user will have permissions assigned.

This field can accept multiple trunk groups. Multiple entries must be separated by a semicolon (;).

7 Place a check mark in the permissions that will be assigned to this user:

- **Read:** — User can view but not modify information for the specified trunk groups including reports.
- **Write:** — User can modify information on the specified trunk groups. This permission requires that the user also have the *read* permission.
- **Exceptions:** — User will receive notification of exceptions occurring on the specified trunk groups.

Only the trunk group exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

8 After assigning the necessary permissions, select Actions > Add from the menu bar.

Result: The trunk group permissions for this user are saved.

It is possible to add permission definitions for multiple trunk groups at one time. To do so, enter multiple trunk groups in the Trunk Groups: field and separate them with semicolons (;).

END OF STEPS



Viewing trunk group user permissions

Overview This section provides the procedure for viewing the trunk group permissions definition for a CentreVu CMS user.

Before you begin The following items should be read and understood before viewing trunk group permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions Trunk Group Access window.

Steps To view the trunk group permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

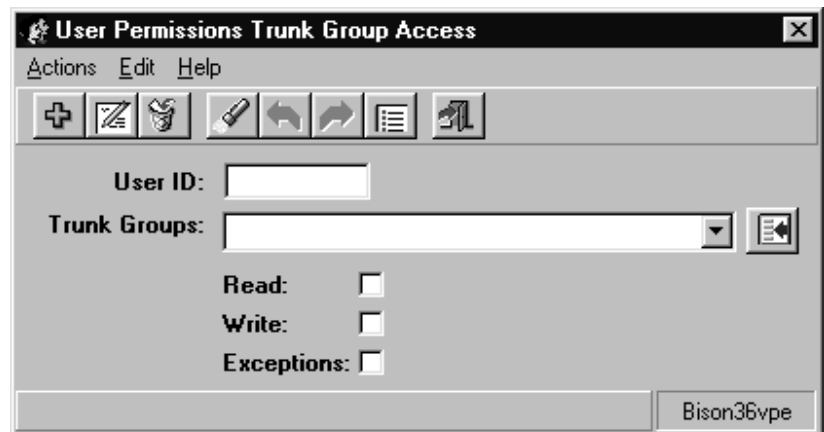


- 2 In the Operations: list, highlight Trunk Group Access.

-
- 3 In the ACD: field, select the ACD containing the trunk group for which the user has a permissions definition.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Trunk Group Access window.



-
- 5 In the User ID: field, enter the name of the user for which the trunk group permissions definition is to be viewed.
-
- 6 If the specific trunk group to view for this user is known, enter the name or number of the trunk group in the Trunk Groups: field. To have all trunk groups returned for this user ID, leave this field blank.

This field can accept multiple trunk groups. Multiple entries must be separated by a semicolon (;).

- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar.

END OF STEPS



Listing all trunk group user permissions

Overview This section provides the procedure for listing all of the user permission definitions for a trunk group.

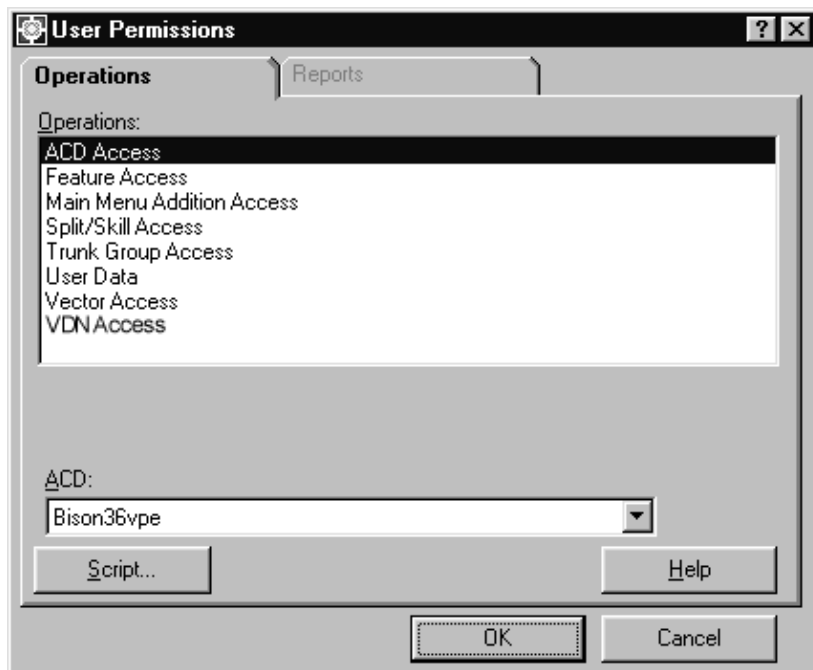
Before you begin The following items should be read and understood before listing all trunk group permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions Trunk Group Access window.

Steps To list all user permission definitions for a trunk group:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Trunk Group Access.

- 3 In the ACD: field, select the ACD containing the trunk group for which all permission definitions will be shown.

4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Trunk Group Access window.



5 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all user permissions for trunk groups on the specified ACD.

A filter can be created when listing all user trunk group permission definitions. This filter is based on any information contained in the User ID: and Trunk Groups: fields on this dialog box when the List all action is performed.

For example, to view all of the user permission definitions for trunk group 4, enter 4 in the Trunk Groups: field before performing the List all action. This will cause only the user permission definitions for trunk group 4 to display. If more information is entered into the other fields of this dialog box, the results will be more restricted. If information for the user ID, trunk groups, and permissions are entered, the List all command will only return those permission definitions which match all of the information.

END OF STEPS



Modifying trunk group user permissions

Overview This section provides the procedure for modifying the trunk group permissions definition for a CentreVu CMS user.

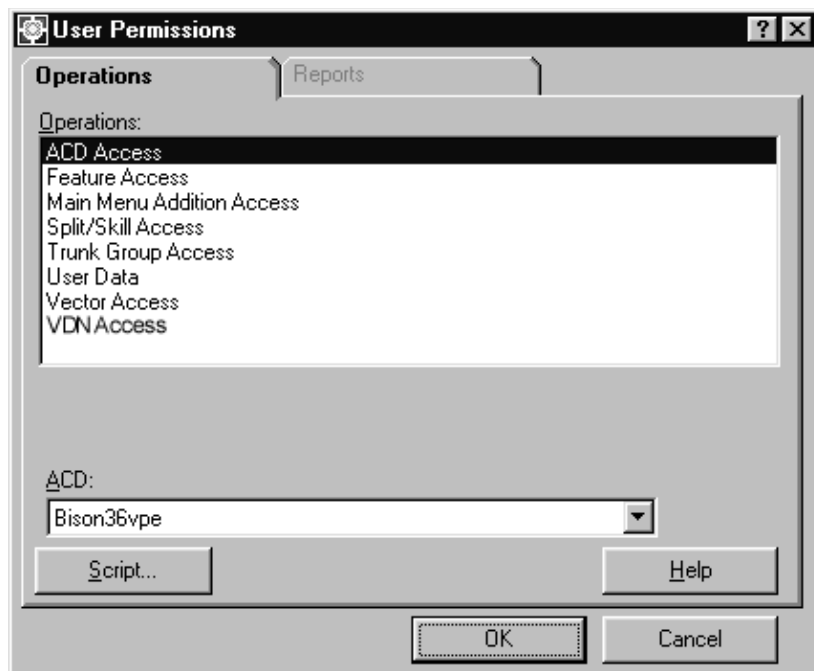
Before you begin The following items should be read and understood before modifying trunk group permissions:

- When the permissions definition for a user is modified, the change does not take effect until the user logs off and back on again.
- If a user does not have corresponding ACD permissions for the permissions set for them on the trunk group, CentreVu Supervisor displays an error message.
- The wildcard characters * and ? cannot be used in the User Permissions Trunk Group Access window.

Steps To modify the trunk group permissions definition for a CentreVu CMS user:

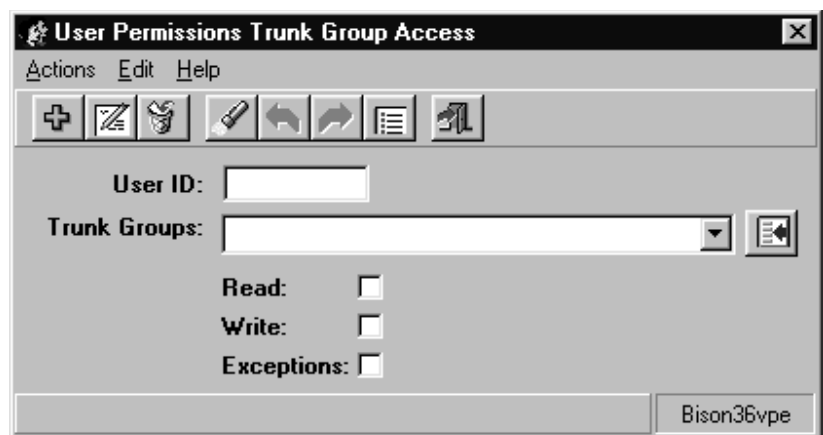
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Trunk Group Access.
- 3 In the ACD: field, select the ACD containing the trunk group for which the user has a permissions definition.
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Trunk Group Access window.



- 5 In the User ID: field, enter the name of the user for which the trunk group permissions definition is to be modified.
- 6 If the specific trunk group to view for this user is known, enter the name or number of the trunk group in the Trunk Groups: field. To have all trunk groups returned for this user ID, leave this field blank.

This field can accept multiple trunk groups. Multiple entries must be separated by a semicolon (;).

-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar. The first match found populates the fields of this dialog box.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct trunk group.

- 8 Change the permissions for the user on this trunk group as needed:

- Read: — User can view but not modify information for the specified trunk groups including reports.
- Write: — User can modify information on the specified trunk groups. This permission requires that the user also have the *read* permission.
- Exceptions: — User will receive notification of exceptions occurring on the specified trunk groups.

Important! If all permissions are to be removed for this user ID, it saves more server disk space to delete this permission definition rather than disabling all permissions.

Only the trunk group exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

- 9 After the necessary permission changes have been completed, select Actions > Modify from the menu bar.

Result: The permissions definition for this user ID and trunk group is updated. A successful message displays in the status bar upon completion.

END OF STEPS



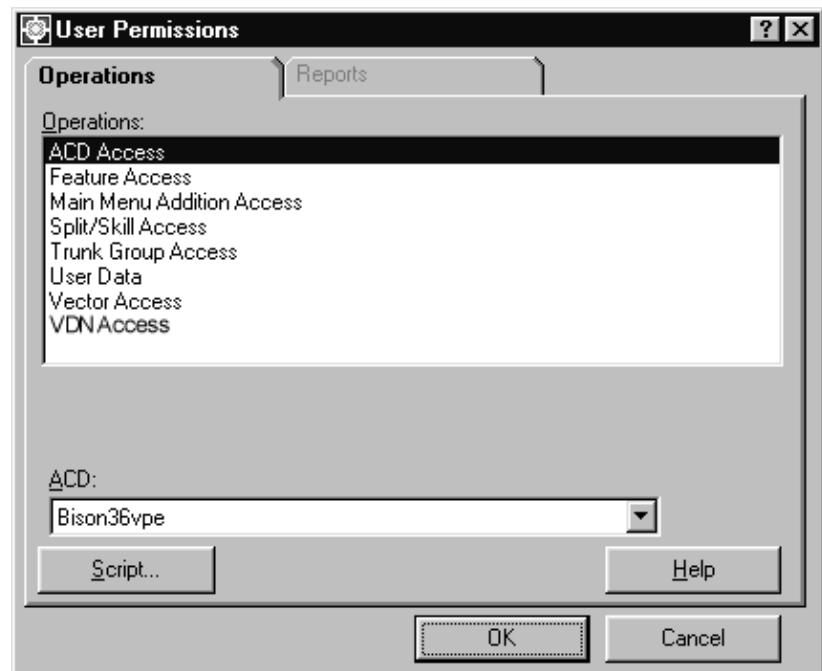
Deleting trunk group user permissions

Overview This section provides the procedure for deleting the trunk group permissions definition for a CentreVu CMS user.

Steps To delete the trunk group permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

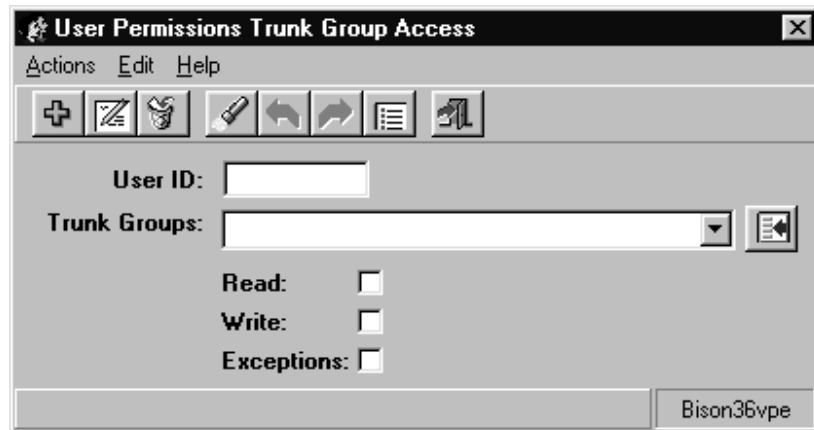
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Trunk Group Access.
- 3 In the ACD: field, select the ACD containing the trunk group for which the user has a permissions definition.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Trunk Group Access window.



-
- 5 In the User ID: field, enter the name of the user for which the trunk group permissions definition is to be deleted.
-
- 6 If the specific trunk group to view for this user is known, enter the name or number of the trunk group in the Trunk Groups: field. To return all trunk groups for this user ID, leave this field blank.
-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar. The first match found populates the fields of this dialog box.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct trunk group.

-
- 8** From the menu bar, select Actions > Delete.

Result: The permissions definition for this user ID and the associated trunk group is deleted. The status bar displays a successful message upon completion of the action.

This action does not delete the permission definitions for all trunk groups for this user, only the one displayed in the Trunk Groups: field.

END OF STEPS



Vector access

Overview

Purpose Vector permissions allow users to view data for vector reports, view vector configuration information, and change vector configurations. The User Permissions Vector Access window is also used to configure which users receive exception notifications.

This feature is not available if Vectoring has not been purchased and installed.

This section contains the following procedures:

- Adding vector user permissions
- Viewing vector user permissions
- Listing all vector user permissions
- Modifying vector user permissions
- Deleting vector user permissions

Before you begin The following items should be read and understood before working with vector permissions:

- A CentreVu CMS user ID must be created through the User Data feature before it can be assigned vector permissions.
- When a new user ID is created through the User Data feature, vector permission definitions for that user are not created. This is done to conserve disk space. When a vector permissions definition does not exist for a user ID, CentreVu CMS will deny *read* and *write* access to vectors.
- A user ID must first have permissions for the ACD on which the vector resides before vector permissions can be assigned. If a user ID is assigned vector permissions and does not have the appropriate ACD permissions, CentreVu Supervisor displays an error message.
- A user ID cannot be assigned the *write* permission without first having the *read* permission.

- Assigning only those permissions that are necessary for each user ID ensures the best system performance.
- A user must be given the *exceptions* permission in order to be notified of vector exceptions that occur.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view vector user permissions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for User Permissions.
- To add, delete, or modify vector user permissions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for User Permissions.



Adding vector user permissions

Overview This section provides the procedure for adding a vector permissions definition for a CentreVu CMS user.

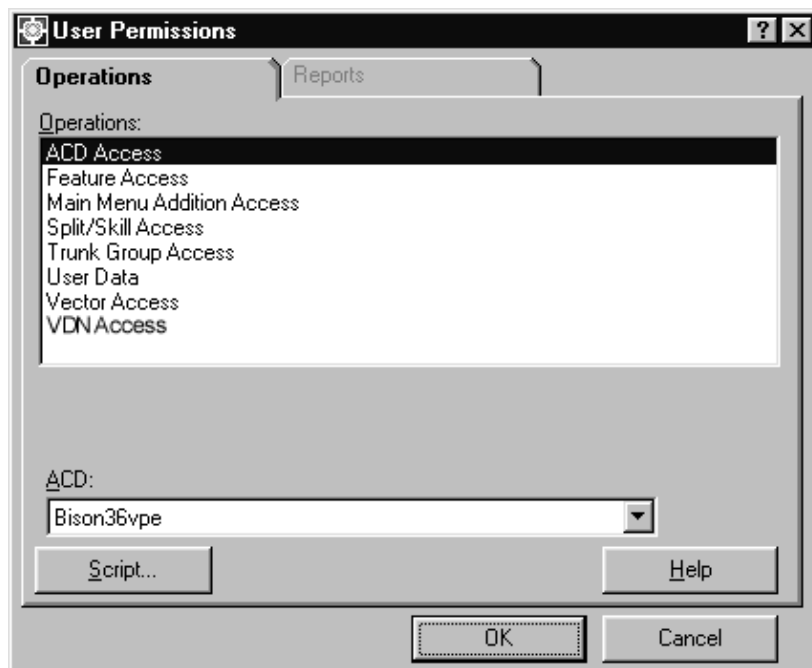
Before you begin The following items should be read and understood before adding a vector permissions definition for a CentreVu CMS user:

- If a user does not have corresponding ACD permissions for the permissions set for them on the vector, CentreVu Supervisor displays an error message.
- When the permissions definition for a user is created, the vector permissions do not take effect until the user logs off and back on again.

Steps To add a vector permissions definition for a CentreVu CMS user:

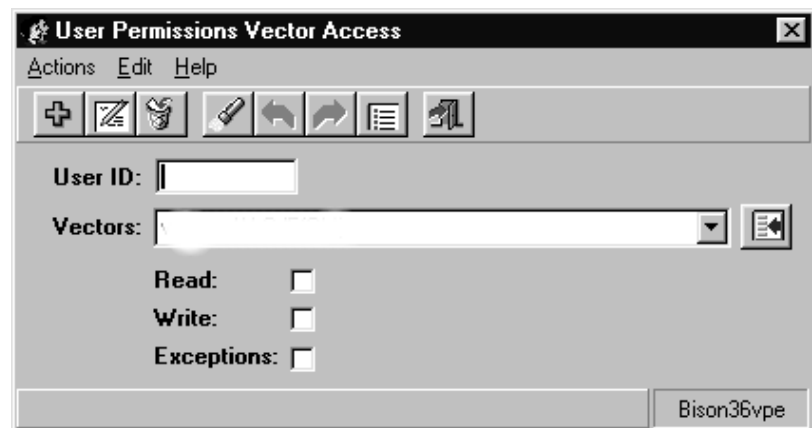
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Vector Access.
- 3 In the ACD: field, select the ACD containing the vector for which the user will be given permissions.
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Vector Access window.



- 5 In the User ID: field, enter the name of the user who will be assigned vector permissions.
- 6 In the Vectors: field, enter the name or number of the vector for which the user will have permissions assigned.

This field can accept multiple vectors. Multiple entries must be separated by a semicolon (;).

7 Place a check mark in the permissions that will be assigned to this user:

- Read: — User can view but not modify information for the specified vectors including reports.
- Write: — User can modify information on the specified vectors. This permission requires that the user also have the *read* permission.
- Exceptions: — User will receive notification of exceptions occurring on the specified vectors.

Only the vector exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

8 After assigning the necessary permissions, select Actions > Add from the menu bar.

Result: The vector permissions for this user are saved.

It is possible to add permission definitions for multiple vectors at one time. To do so, enter multiple vectors in the Vectors: field and separate them with semicolons (;).

END OF STEPS



Viewing vector user permissions

Overview This section provides the procedure for viewing the vector permissions definition for a CentreVu CMS user.

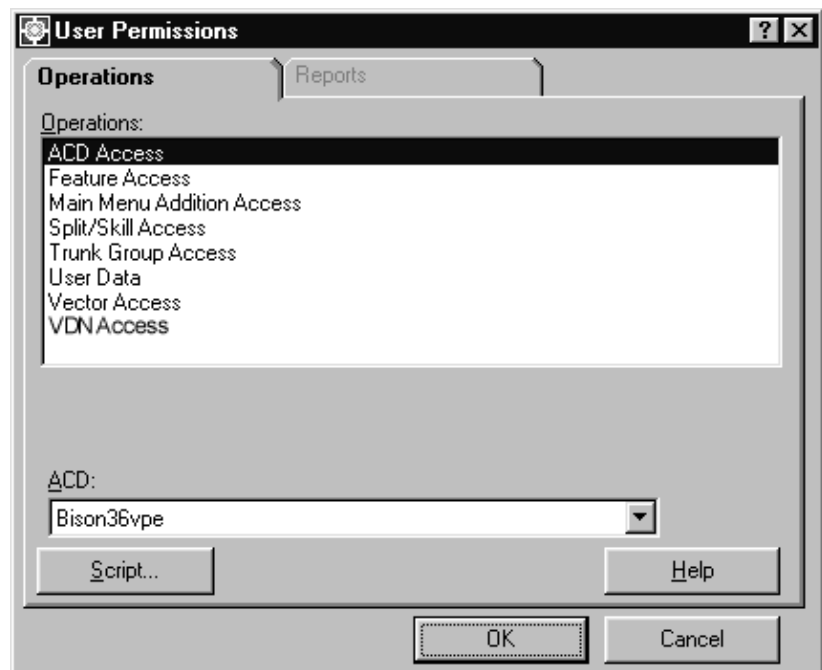
Before you begin The following items should be read and understood before viewing vector permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions Vector Access window.

Steps To view the vector permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

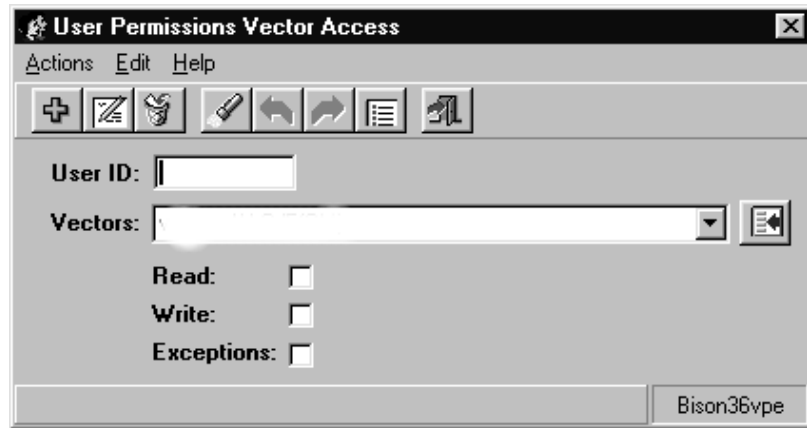


- 2 In the Operations: list, highlight Trunk Group Access.

-
- 3 In the ACD: field, select the ACD containing the vector for which the user has a permissions definition.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Vector Access window.



-
- 5 In the User ID: field, enter the name of the user for which the vector permissions definition is to be viewed.
-
- 6 If the specific vector to view for this user is known, enter the name or number of the vector in the Vectors: field. To have all vectors returned for this user ID, leave this field blank.

This field can accept multiple vectors. Multiple entries must be separated by a semicolon (;).

-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar.

END OF STEPS



Listing all vector user permissions

Overview This section provides the procedure for listing all of the user permission definitions for a vector.

Before you begin The following items should be read and understood before listing all vector permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions Vector Access window.

Steps To list all user permission definitions for a vector:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

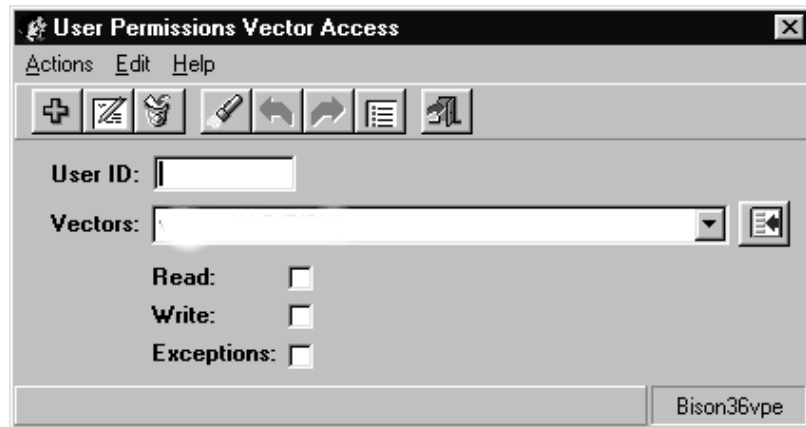


- 2 In the Operations: list, highlight Vector Access.
-

- 3 In the ACD: field, select the ACD containing the vector for which all permission definitions will be shown.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Vector Access window.



-
- 5 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all user permissions for vectors on the specified ACD.

A filter can be created when listing all user vector permission definitions. This filter is based on any information contained in the fields on this dialog box when the List all action is performed.

For example, to view all of the user permission definitions for vector 1, enter 1 in the Vectors: field before performing the List all action. This will cause only the user permission definitions for vector 1 to display. If more information is entered into the other fields of this dialog box, the results will be more restricted. If information for the user ID, vectors, and permissions are entered, the List all command will only return those permission definitions which match all of the information.

END OF STEPS



Modifying vector user permissions

Overview This section provides the procedure for modifying the vector permissions definition for a CentreVu CMS user.

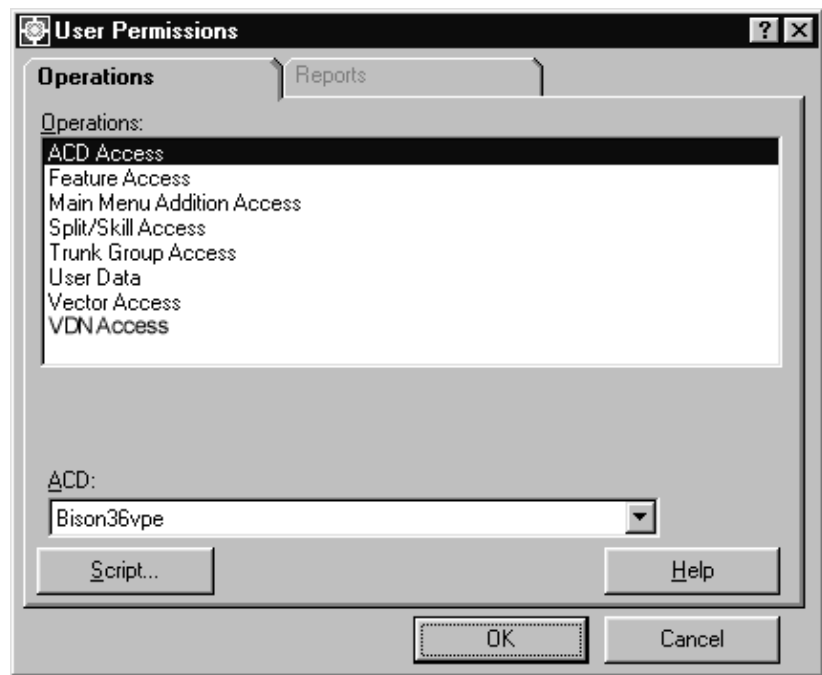
Before you begin The following items should be read and understood before modifying vector permissions:

- When the permissions definition for a user is modified, the change does not take effect until the user logs off and back on again.
- If a user does not have corresponding ACD permissions for the permissions set for them on the vector, CentreVu Supervisor displays an error message.
- The wildcard characters * and ? cannot be used in the User Permissions Vector Access window.

Steps To modify the vector permissions definition for a CentreVu CMS user:

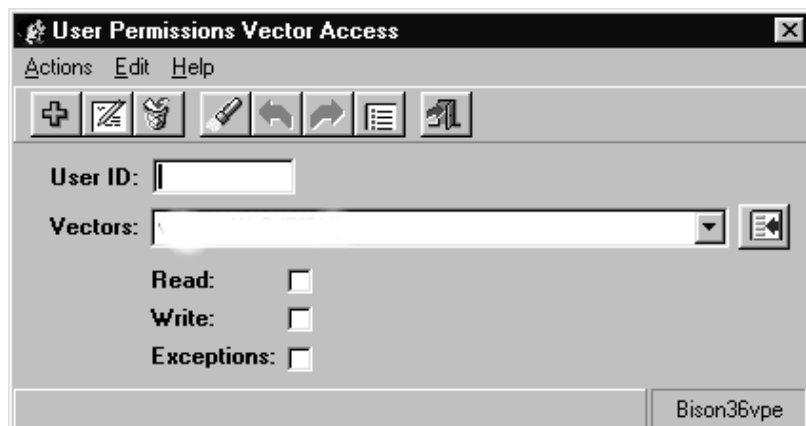
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



-
- 2 In the Operations: list, highlight Vector Access.
 - 3 In the ACD: field, select the ACD containing the vector for which the user has a permissions definition.
 - 4 Select OK.
-

Result: CentreVu Supervisor displays the User Permissions Vector Access window.



-
- 5 In the User ID: field, enter the name of the user for which the vector permissions definition is to be modified.
 - 6 If the specific vector to view for this user is known, enter the name or number of the vector in the Vectors: field. To have all vectors returned for this user ID, leave this field blank.
-

This field can accept multiple vectors. Multiple entries must be separated by a semicolon (;).

-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar. The first match found populates the fields of this dialog box.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct vector.

-
- 8 Change the permissions for the user on this vector as needed:

- Read: — User can view but not modify information for the specified vectors including reports.
- Write: — User can modify information on the specified vectors. This permission requires that the user also have the *read* permission.
- Exceptions: — User will receive notification of exceptions occurring on the specified vectors.

Important! If all permissions are to be removed for this user ID, it saves more server disk space to delete this permission definition rather than disabling all permissions.

Only the vector exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

-
- 9 After the necessary permission changes have been completed, select Actions > Modify from the menu bar.

Result: The permissions definition for this user ID and vector is updated. A successful message displays in the status bar upon completion.

END OF STEPS



Deleting vector user permissions

Overview This section provides the procedure for deleting the vector permissions definition for a CentreVu CMS user.

Steps To delete the vector permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

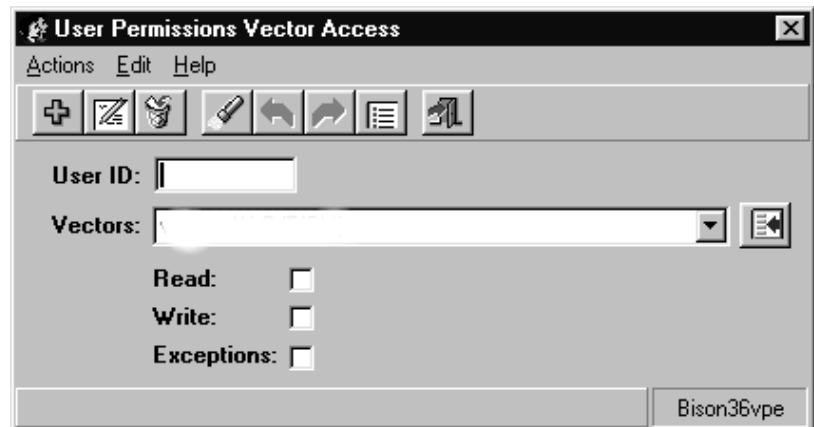
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight Vector Access.
 - 3 In the ACD: field, select the ACD containing the vector for which the user has a permissions definition.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions Vector Access window.



-
- 5 In the User ID: field, enter the name of the user for which the vector permissions definition is to be deleted.
-
- 6 If the specific vector to view for this user is known, enter the name or number of the vector in the Vectors: field. To return all vectors for this user ID, leave this field blank.
-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar. The first match found populates the fields of this dialog box.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct vector.

-
- 8** From the menu bar, select Actions > Delete.

Result: The permissions definition for this user ID and the associated vector is deleted. The status bar displays a successful message upon completion of the action.

This action does not delete the permission definitions for all vectors for this user, only the one displayed in the Vectors: field.

END OF STEPS



VDN access

Overview

Purpose Vector Directory Number (VDN) permissions allow users to view data for VDN reports, view VDN configuration information, and change VDN configurations. The User Permissions VDN Access window is also used to configure which users receive exception notifications. This feature is not available if Vectoring has not been purchased, installed, and enabled on the corresponding ACD.

This section contains the following procedures:

- Adding VDN user permissions
- Viewing VDN user permissions
- Listing all VDN user permissions
- Modifying VDN user permissions
- Deleting VDN user permissions

Before you begin The following items should be read and understood before working with VDN permissions:

- A CentreVu CMS user ID must be created through the User Data feature before it can be assigned VDN permissions.
- When a new user ID is created through the User Data feature, VDN permission definitions for that user are not created. This is done to conserve disk space. When a VDN permissions definition does not exist for a user ID, CentreVu CMS denies *read* and *write* access to VDNs.
- A user ID must first have permissions for the ACD on which the VDN resides before VDN permissions can be assigned. If a user ID is assigned VDN permissions and does not have the appropriate ACD permissions, CentreVu Supervisor an error message.
- A user ID cannot be assigned the *write* permission without first having the *read* permission.

- Assigning only those permissions that are necessary for each user ID ensures the best system performance.
- A user must be given the *exceptions* permission in order to be notified of VDN exceptions that occur.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view VDN user permissions, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for User Permissions.
- To add, delete, or modify VDN user permissions, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for User Permissions.



Adding VDN user permissions

Overview This section provides the procedure for adding a VDN permissions definition for a CentreVu CMS user.

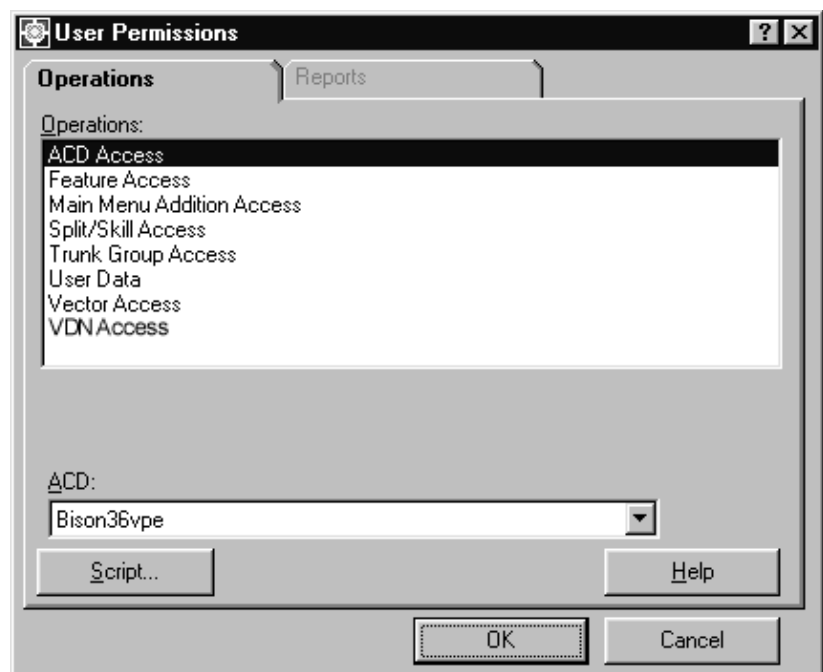
Before you begin The following items should be read and understood before adding a VDN permissions definition for a CentreVu CMS user:

- If a user does not have corresponding ACD permissions for the permissions set for them on the VDN, CentreVu Supervisor displays an error message.
- When the permissions definition for a user is created, the VDN permissions do not take effect until the user logs off and back on again.

Steps To add a VDN permissions definition for a CentreVu CMS user:

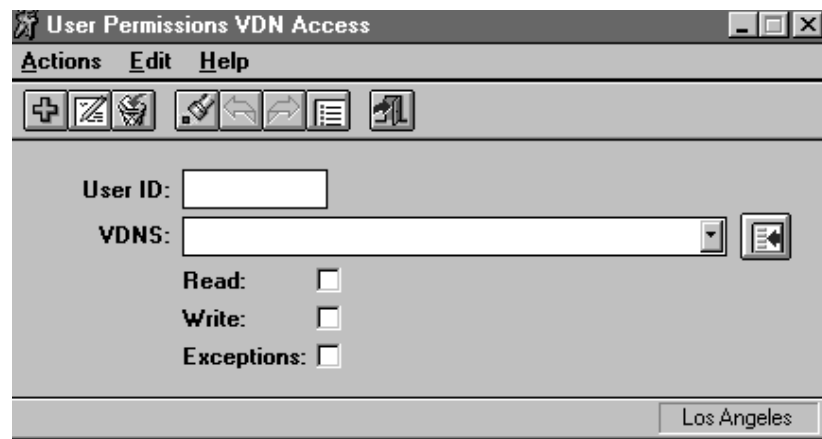
- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight VDN Access.
- 3 In the ACD: field, select the ACD containing the VDN for which the user will be given permissions.
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions VDN Access window.



- 5 In the User ID: field, enter the name of the user who will be assigned VDN permissions.
- 6 In the VDNs: field, enter the name or number of the VDN for which the user will have permissions assigned.

This field can accept multiple VDNs. Multiple entries must be separated by a semicolon (;).

7 Place a check mark in the permissions that will be assigned to this user:

- **Read:** — User can view but not modify information for the specified VDNs including reports.
- **Write:** — User can modify information on the specified VDNs. This permission requires that the user also have the *read* permission.
- **Exceptions:** — User will receive notification of exceptions occurring on the specified VDNs.

Only the VDN exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

8 After assigning the necessary permissions, select Actions > Add from the menu bar.

Result: The VDN permissions for this user are saved.

It is possible to add permission definitions for multiple VDNs at one time. To do so, enter multiple VDNs in the VDNs: field and separate them with semicolons (;).

END OF STEPS



Viewing VDN user permissions

Overview This section provides the procedure for viewing the VDN permissions definition for a CentreVu CMS user.

Before you begin The following items should be read and understood before viewing VDN permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions VDN Access window.

Steps To view the VDN permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

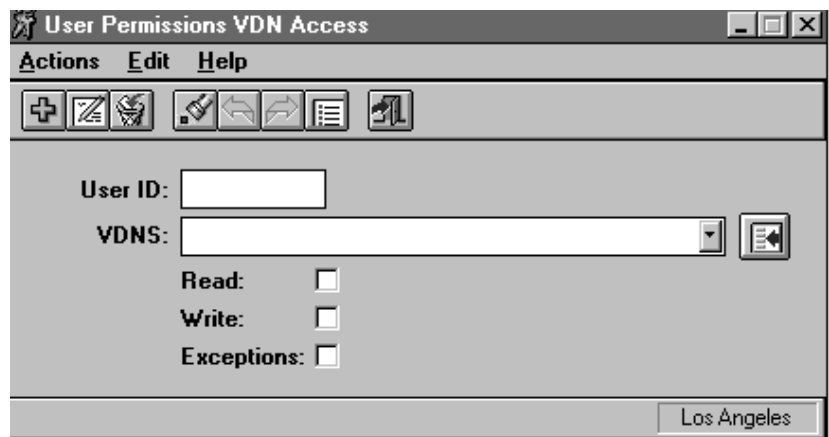


- 2 In the Operations: list, highlight Trunk Group Access.

-
- 3 In the ACD: field, select the ACD containing the VDN for which the user has a permissions definition.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions VDN Access window.



-
- 5 In the User ID: field, enter the name of the user for which the VDN permissions definition is to be viewed.
-
- 6 If the specific VDN to view for this user is known, enter the name or number of the VDN in the VDNs: field. To have all VDNs returned for this user ID, leave this field blank.

This field can accept multiple VDNs. Multiple entries must be separated by a semicolon (;).

-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar.

END OF STEPS



Listing all VDN user permissions

Overview This section provides the procedure for listing all of the user permission definitions for a VDN.

Before you begin The following items should be read and understood before listing all VDN permission definitions for CentreVu CMS users:

- The wildcard characters * and ? cannot be used in the User Permissions VDN Access window.

Steps To list all user permission definitions for a VDN:

- 1 On the Controller Window, select Tools > User Permissions.

Result: CentreVu Supervisor displays the User Permissions window.

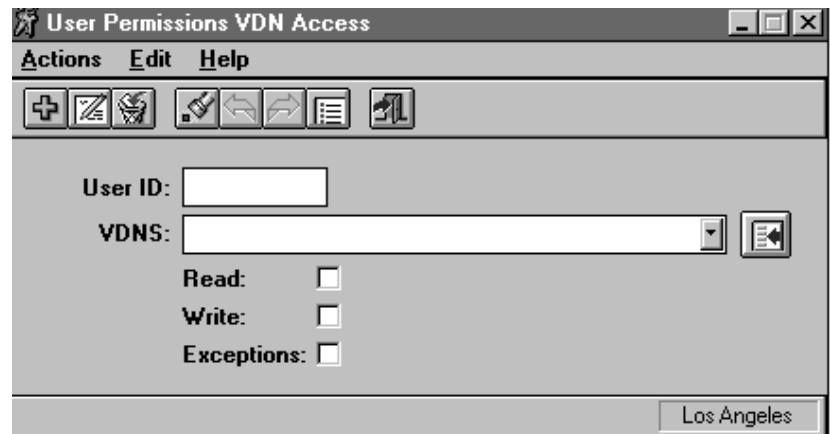


- 2 In the Operations: list, highlight VDN Access.

-
- 3 In the ACD: field, select the ACD containing the VDN for which all permission definitions will be shown.
-

- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions VDN Access window.



-
- 5 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all user permissions for VDNs on the specified ACD.

A filter can be created when listing all user VDN permission definitions. This filter is based on any information contained in the User ID: and VDNs: fields on this dialog box when the List all action is performed.

For example, to view all of the user permission definitions for VDN 10, enter 10 in the VDNs: field before performing the List all action. This will cause only the user permission definitions for VDN 10 to display. If more information is entered into the other fields of this dialog box, the results will be more restricted. If information for the user ID, VDNs, and permissions are entered, the List all command will only return those permission definitions which match all of the information.

END OF STEPS



Modifying VDN user permissions

Overview This section provides the procedure for modifying the VDN permissions definition for a CentreVu CMS user.

This feature is available if the following items are true:

- The Vectoring feature has been purchased and installed.
- VDN permission checking is enabled.

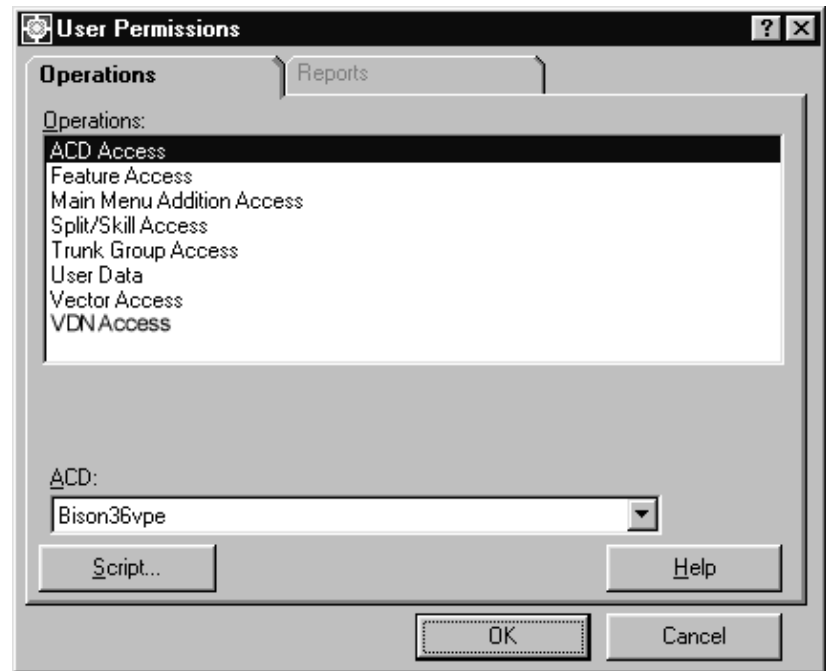
Before you begin The following items should be read and understood before modifying VDN permissions:

- When the permissions definition for a user is modified, the change does not take effect until the user logs off and back on again.
- If a user does not have corresponding ACD permissions for the permissions set for them on the VDN, CentreVu Supervisor displays an error message.
- The wildcard characters * and ? cannot be used in the User Permissions VDN Access window.

Steps To modify the VDN permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

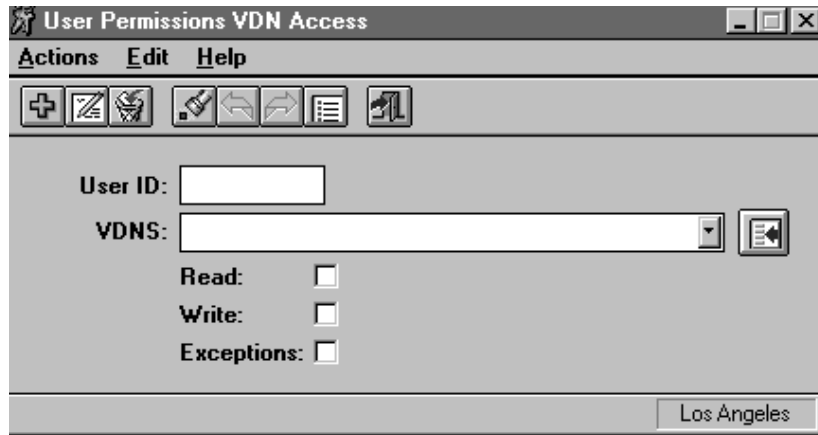
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight VDN Access.
- 3 In the ACD: field, select the ACD containing the VDN for which the user has a permissions definition.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions VDN Access window.



-
- 5 In the User ID: field, enter the name of the user for which the VDN permissions definition is to be modified.
-
- 6 If the specific VDN to view for this user is known, enter the name or number of the VDN in the VDNs: field. To have all VDNs returned for this user ID, leave this field blank.

This field can accept multiple VDNs. Multiple entries must be separated by a semicolon (;).

-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar. The first match found populates the fields of this dialog box.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct VDN.

8 Change the permissions for the user on this VDN as needed:

- **Read:** — User can view but not modify information for the specified VDNs including reports.
- **Write:** — User can modify information on the specified VDNs. This permission requires that the user also have the *read* permission.
- **Exceptions:** — User will receive notification of exceptions occurring on the specified VDNs.

Important! If all permissions are to be removed for this user ID, it saves more server disk space to delete this permission definition rather than disabling all permissions.

Only the VDN exceptions made active through the Exceptions feature will provide notification to the user. See “Chapter 7, Administering exceptions” for more information.

9 After the necessary permission changes have been completed, select Actions > Modify from the menu bar.

Result: The permissions definition for this user ID and VDN is updated. A successful message displays in the status bar upon completion.

END OF STEPS



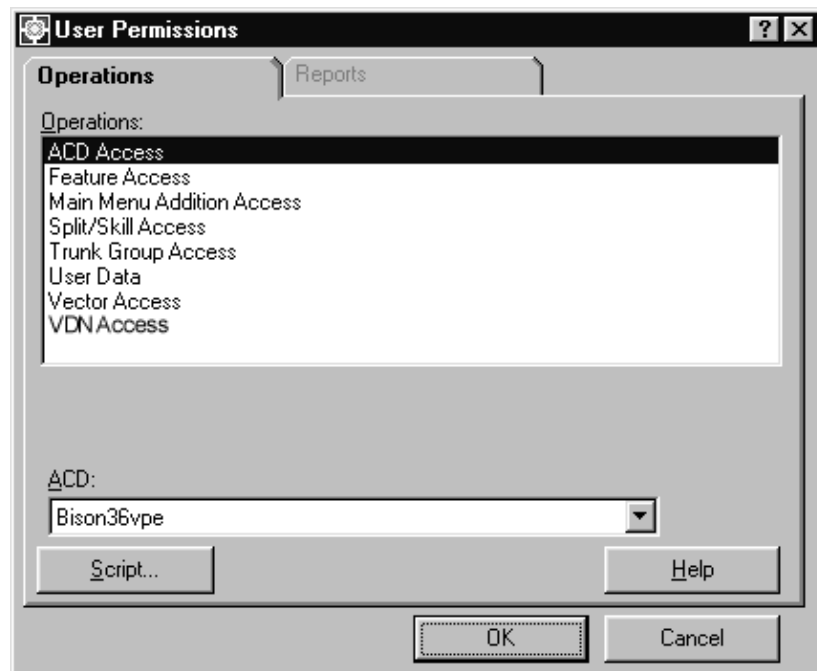
Deleting VDN user permissions

Overview This section provides the procedure for deleting the VDN permissions definition for a CentreVu CMS user.

Steps To delete the VDN permissions definition for a CentreVu CMS user:

- 1 On the Controller Window, select Tools > User Permissions.

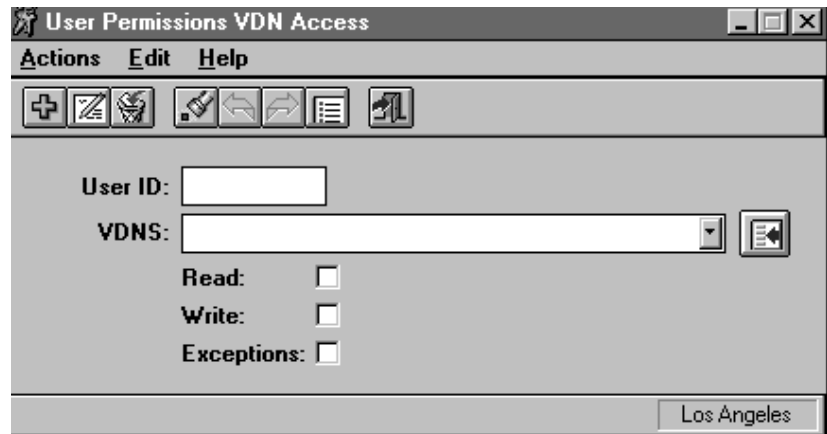
Result: CentreVu Supervisor displays the User Permissions window.



- 2 In the Operations: list, highlight VDN Access.
 - 3 In the ACD: field, select the ACD containing the VDN for which the user has a permissions definition.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the User Permissions VDN Access window.



-
- 5 In the User ID: field, enter the name of the user for which the VDN permissions definition is to be deleted.
-
- 6 If the specific VDN to view for this user is known, enter the name or number of the VDN in the VDNs: field. To return all VDNs for this user ID, leave this field blank.
-
- 7 From the menu bar, select Actions > Find one.

Result: The database is queried and the number of matches found for this user ID displays in the status bar. The first match found populates the fields of this dialog box.

If multiple matches are found, use the Next and Previous items found under the Action menu to navigate to the correct VDN.

-
- 8** From the menu bar, select Actions > Delete.

Result: The permissions definition for this user ID and the associated VDN is deleted. The status bar displays a successful message upon completion of the action.

This action does not delete the permission definitions for all VDN for this user, only the one displayed in the VDNs: field.

END OF STEPS



9 Configuring CentreVu CMS system settings

Overview

Purpose This section provides procedures on viewing and changing the setup of the CentreVu CMS system configured during the initial installation. These configuration values are used in adjusting the state of the system and the collection, storage, and retrieval of data. Making changes to these configuration settings can affect system performance, disk space usage, and data collection. This section contains procedures and information for the following topics:

- CMS state
- Data collection
- Data Storage Allocation
- Data summarizing
- External Application Status
- Free Space Allocation
- Pseudo-ACDs
- Migrating CentreVu CMS data
- Storage intervals
- Switch setup



CMS state

Overview

- Purpose** CentreVu CMS can run in two operational states:
- Multi-user mode — Any defined user can log on to CentreVu CMS.
 - Single-user mode — Only one user can be logged on to the CentreVu CMS server at a time.

The single-user mode is necessary when changes must be made to the following systems and procedures:

- Change Master ACD
- Data storage allocation
- Storage intervals
- Restore specific types of data
- Migrate specific types of data

The CMS State window can be used to select which ACD serves as the master for time synchronization. The time displayed on the Controller Window originates from the master ACD.

This section contains the following procedures:

- Changing the CentreVu CMS state
- Changing the master ACD

Before you begin The following items should be read and understood before changing the CMS state:

- *Viewing* data in the Data Storage Allocation, Storage Intervals, and Restore Data windows can be done through both the multi-user and single-user modes.
- To add to or modify configuration settings for the Data Storage Allocation, Storage Intervals, or Restore Data windows requires that the CMS state is set to single-user mode.

- If a log out is performed while CentreVu CMS is still in the single-user state, at least ten seconds must pass before a logon can be performed.
- When in single-user mode, CentreVu CMS continues to collect data for all ACDs with the data collection feature enabled.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view the CMS state or the master ACD, the user ID used to log on to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To modify the CMS state or the master ACD, the user ID used to log on to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



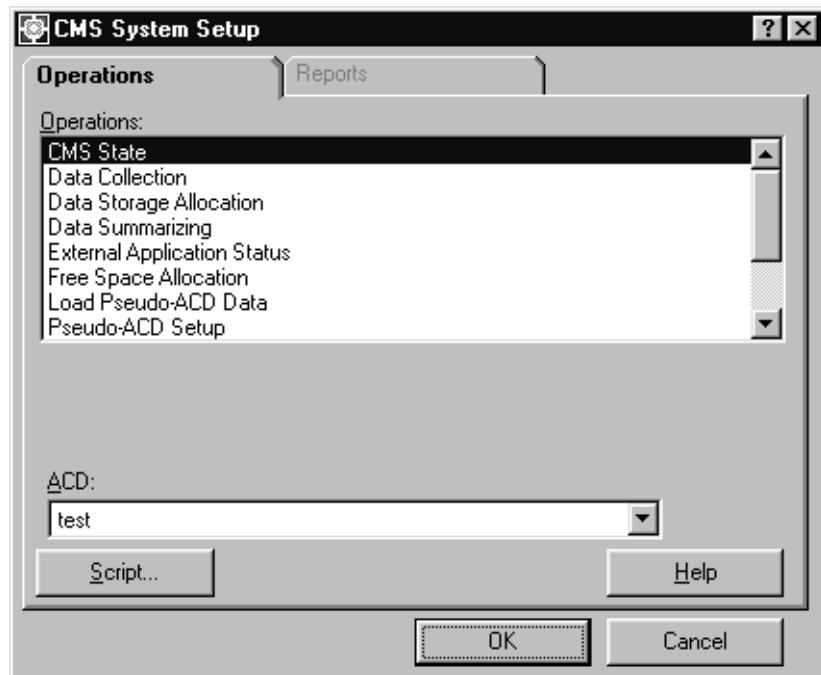
Changing the CentreVu CMS state

Overview This section provides the procedure for changing the state of the CentreVu CMS system to single-user or multi-user mode.

Steps To change the current CMS state:

- 1 From the Controller Window, select Tools > System Setup....

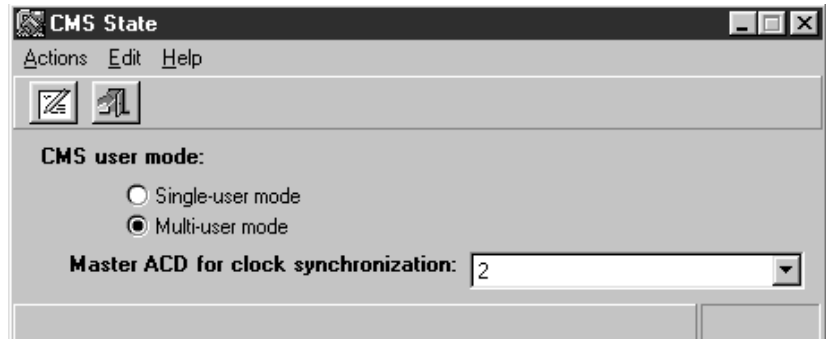
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight CMS State.

3 Select OK.

Result: CentreVu Supervisor displays the CMS State window.



4 Under CMS user mode:, select one of the following options:

- Single-user mode — Specifies that the CMS state is being set to single-user mode. When CentreVu CMS is set to single-user mode, a message box displays to all users indicating that CentreVu CMS will be brought down in one minute. Users are automatically logged off after one minute.
- Multi-user mode — Specifies that the CMS state is being set to allow multiple users to log on to CentreVu CMS

5 After selecting the CMS user mode, select Actions > Modify from the menu bar.

Result: If the CMS user mode is set to single-user, all CentreVu CMS users are notified to log off. If the CMS user mode is set to multi-user, CentreVu CMS users can again log on to the system.

END OF STEPS



Changing the master ACD

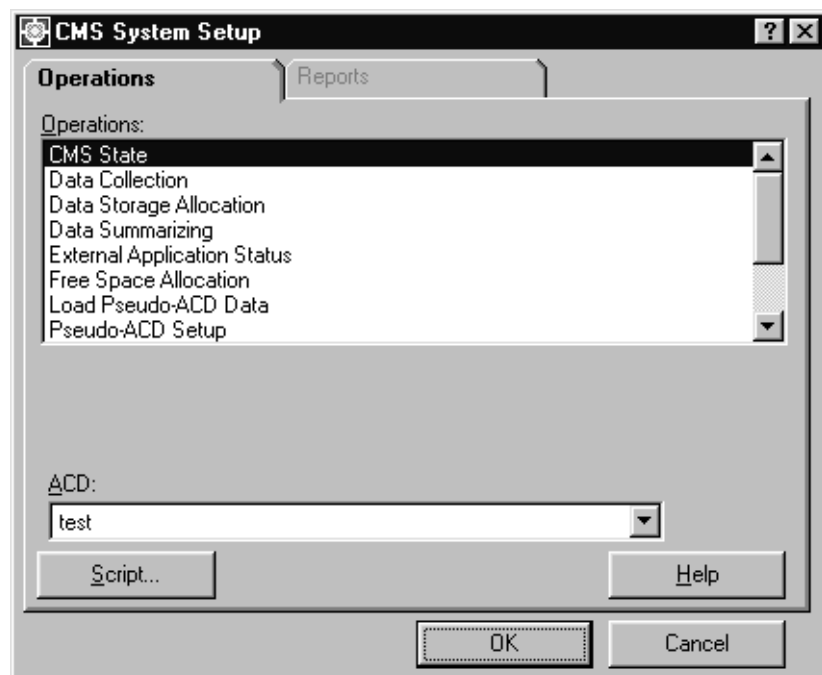
Overview This section provides the procedure for selecting the master ACD which will be used for time synchronization.

Steps **Important!** Changing the master ACD requires that you turn data collection off.

To select the ACD which will serve as the master for time synchronization:

- 1 From the Controller Window, select Tools > System Setup....

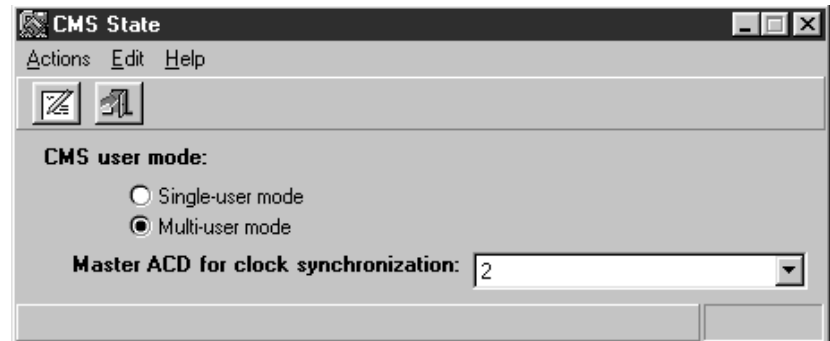
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight CMS State.
-

-
- 3 Select OK.

Result: CentreVu Supervisor displays the CMS State window.



-
- 4 In the Master ACD for clock synchronization: field, select the ACD that will serve as the master for the synchronization of time for CentreVu CMS.

-
- 5 After selecting the master ACD, select Actions > Modify from the menu bar.

Result: The selected ACD is set as the master for time synchronization and the status bar displays a successful message.

END OF STEPS



Data collection

Overview

Purpose The Data Collection window is used to enable and disable the storing of data for real ACDs. When data collection is disabled, no call center data is recorded during the current interval. When data collection is disabled, reports run to include this time period will not accurately reflect the activities in the call center.

This section contains the following procedures:

- Changing the data collection state

Before you begin The following items should be read and understood before working with the data collection feature:

- When data collection is enabled, the connection status of the link should be monitored to ensure data is being transferred. Use the Connection Status feature in the Maintenance subsystem to view this information.
- The data collection feature does not apply for pseudo-ACDs as they do not collect data.
- When changing the data collection status, each ACD must be administered separately.
- Data collection must be disabled when making changes to the following features:
 - Data Storage Allocation
 - Storage Intervals
 - Change Master ACD
 - Restore specific types of data
 - Migrate specific types of data

Viewing data through the features listed above can be done with data collection enabled.

- Data collection must be enabled for the current ACD in order to activate an agent trace or do any switch administration from CentreVu CMS.
- When data collection is disabled, no new data is collected. If calls are in the system, the data they generate is not recorded in CentreVu CMS. If data collection is to be disabled, it is best to wait for the current interval to be archived so that data loss is minimized.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view Data Collection settings, the user ID used to log on to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To modify the Data Collection settings, the user ID used to log on to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



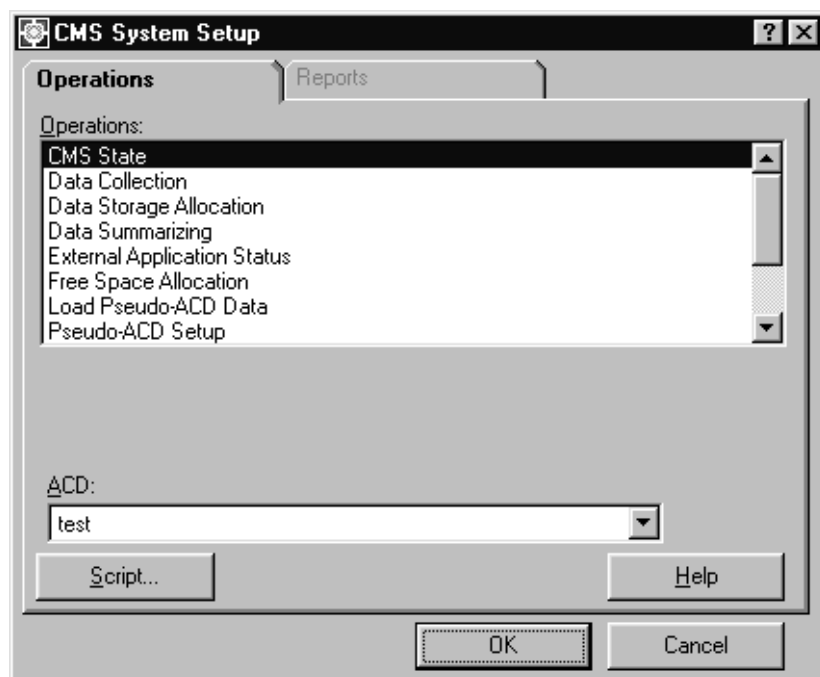
Changing the data collection state

Overview This section provides the procedure for enabling or disabling data collection for an ACD.

Steps

- 1 On the Controller Window, select Tools > System Setup....

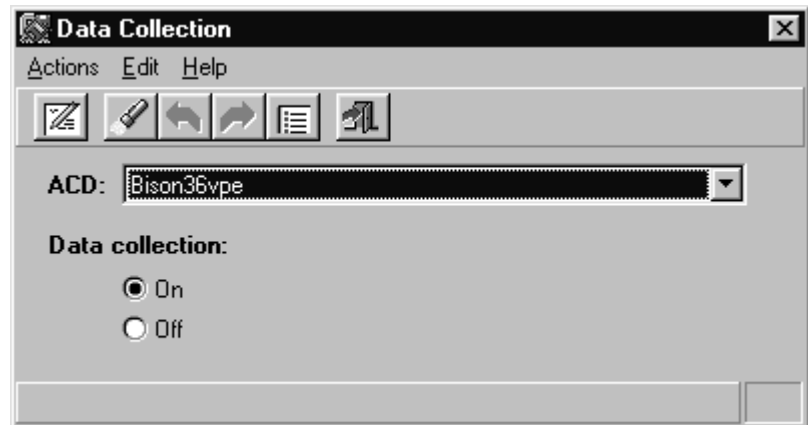
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Data Collection.

3 Select OK.

Result: CentreVu Supervisor displays the Data Collection window.



4 In the ACD: field, select the ACD which will have data collection turned on or off.

5 Under Data collection:, select one of the following options:

- On: — Enables data collection for the selected ACD.
- Off: — Disables data collection for the selected ACD.

END OF STEPS



Data Storage Allocation

Overview

Purpose The Data Storage Allocation window is used to specify the amount of historical data saved by CentreVu CMS and the duration for which it is saved. The amount of data saved and the duration for which it is saved affects disk space on the server and is limited by the configuration of the system. Data storage parameters are initially set during installation. This section contains the following procedures:

- Viewing Data Storage Allocation
- Modifying Data Storage Allocation

Before you begin The following items should be read and understood before working with Data Storage Allocation:

- A full maintenance backup should be performed before changing the Data Storage Allocation configuration.
- If changes to the DEFINITY system are made through the `swsetup` command on the console, the settings for Data Storage Allocation should be checked to ensure that storage is set for any new or modified entities. For example, enable the Call Vectoring feature requires data storage space for VDNs and vectors. Changing the release of the DEFINITY may change the number of measured entities allowed and affect the storage allocation for each entity.
- Disable data collection for all real ACDs before making modifications through Data Storage Allocation.
- Set the CMS state to single-user mode before making modifications through Data Storage Allocation.
- When determining the amount of storage space needed, remember that future growth of items, such as trunk groups or splits/skills, need to be taken into account.
- For reference, print out the Data Storage Allocation window before modifications are made.

- If a Data Storage Allocation window is modifying data, do not open a second Data Storage Allocation window. Wait for the first window to finish the modifications as performing simultaneous modifications through two Data Storage Allocation windows can result in damage to data tables.
- Activating a feature such as vectoring requires not only changing switch parameters but also requires the allocation of space for VDNs and vectors which did not have space previously allocated.
- The amount of free space available on the server limits the maximum amount of storage space usable through Data Storage Allocation. Use the Free Space Allocation window to view the utilization of disk space before making changes to Data Storage Allocation. If changes are made to the Data Storage Allocation settings, you must run Free Space Allocation so that the disk space is properly adjusted.
- The length of the intrahour interval affects the amount of disk space required to store intrahour data. For example, an intrahour interval of 30 minutes requires twice the amount of disk space than an intrahour interval of 60 minutes.
- If the Call Vectoring feature has not been purchased and installed, the fields corresponding to call work codes, vectors, and VDNs are not displayed.
- The data storage values determine how much data is available for running historical reports. For example, if weekly and monthly data is not saved, weekly or monthly reports display no data.
- Disk space affects the amount of historical data that can be stored. The following list provides the maximum durations possible when storing historical data:
 - Intrahour — 62 days
 - Daily — 1825 days (5 years)
 - Weekly — 520 weeks (10 years)
 - Monthly — 120 months (10 years)

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view Data Storage Allocation settings, the user ID used to log on to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To modify Data Storage Allocation settings, the user ID used to log on to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



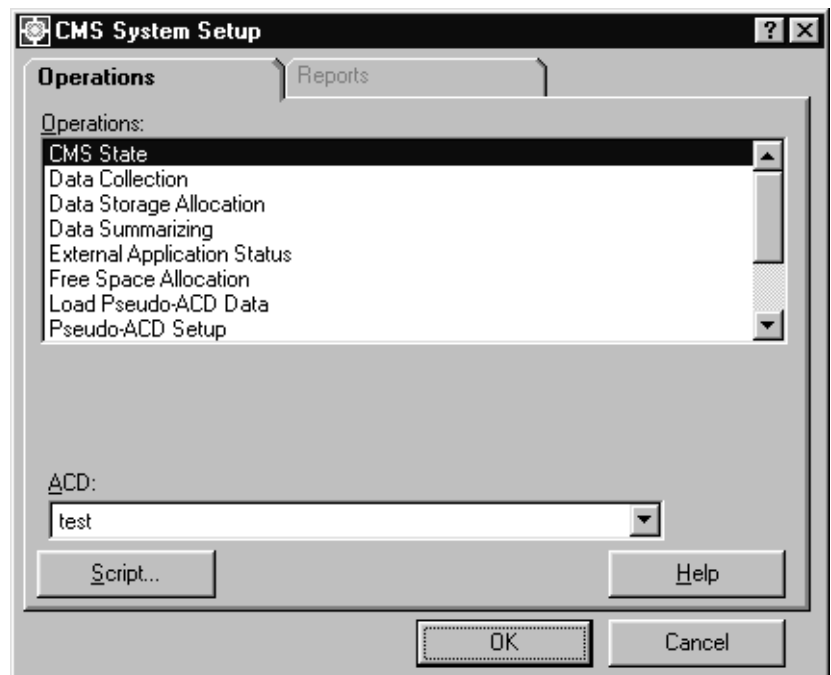
Viewing Data Storage Allocation

Overview This section provides the procedure for viewing the Data Storage Allocation parameters.

Steps

- 1 From the Controller Window, select Tools > System Setup....

Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Data Storage Allocation.
- 3 In the ACD: field, select the ACD for which the data storage settings will be viewed.

4 Select OK.

Result: CentreVu Supervisor displays the Data Storage Allocation window.

Data Item:	# of Items	Days of Intrahour	Days of Daily	Weeks of Weekly	Months of Monthly
Splits/Skills (0-100)	100	31	387	53	13
Agents		31	387	53	13
Trunk groups (0-395)	100	31	387	53	13
Trunks (0-17050)	400	31	387	53	13
Call work codes (1-1689)	150	0	0	0	0
Vectors (0-999)	50	31	387	53	13
VDNs (0-600)	50	31	387	53	13

Shift 1 Times: 8:00 AM / 5:00 PM Maximum agents logged in: 600

Shift 2 Times: / Maximum agents logged in:

Shift 3 Times: / Maximum agents logged in:

Shift 4 Times: / Maximum agents logged in:

Total split/skill members, summed over all splits/skills(0-5700): 600

Number of agent login/logout records (0-969999): 10000

Number of agent trace records (0-470000): 10000

Number of unmeasured trunk facilities: 150

Number of exception records (0-1250): 250

Number of call records (0-5000): 0

ST10

END OF STEPS



Modifying Data Storage Allocation

Overview This section provides the definitions of the fields displayed in the Data Storage Allocation window and suggestions for determining the necessary values. The data storage configuration is performed on a per-ACD basis. In a multi-ACD environment, data storage allocation should not be set too high as it can exceed disk capacity for storing information for the other ACDs.

Before you begin

Important! Before modifying the configuration of the Data Storage Allocation window, the following must occur:

- Data collection for all real ACDs must be disabled.
- The CMS state must be set to single-user mode.
- A full maintenance backup should be performed before changing the Data Storage Allocation configuration.

Data storage allocation needs vary among installations. Base your CentreVu CMS data storage needs on these criteria:

- The available disk space on your CentreVu CMS system
- The number of real and pseudo-ACDs on the CentreVu CMS system
- The size of the real ACDs and all pseudo-ACDs, such as number of agents, trunks, and so forth.
- The length of time for data to be stored. For example, 30 days versus 100 days versus two years.

Fields The following table lists the fields found on the Data Storage Allocation window.

Data Storage Allocation

Actions Edit Help

Warning: Print a copy of this window prior to modifying

Data Item:	# of Items	Days of Intrahour	Days of Daily	Weeks of Weekly	Months of Monthly
Splits/Skills (0-100)	100	31	387	53	13
Agents		31	387	53	13
Trunk groups (0-395)	100	31	387	53	13
Trunks (0-17050)	400	31	387	53	13
Call work codes (1-1689)	150	0	0	0	0
Vectors (0-999)	50	31	387	53	13
VDNs (0-600)	50	31	387	53	13

Shift 1 Times: 8:00 AM / 5:00 PM Maximum agents logged in: 600

Shift 2 Times: / Maximum agents logged in:

Shift 3 Times: / Maximum agents logged in:

Shift 4 Times: / Maximum agents logged in:

Total split/skill members, summed over all splits/skills(0-5700): 600

Number of agent login/logout records (0-969999): 10000

Number of agent trace records (0-470000): 10000

Number of unmeasured trunk facilities: 150

Number of exception records (0-1250): 250

Number of call records (0-5000): 0

ST10

Field	Description
Data Item	Lists the maximum number of splits/skills, trunk groups, trunks, call work codes, vectors, and VDNs allowed for the system.
# of Items	The number of splits/skills, trunk groups, trunks, call work codes, vectors, and VDNs for which data storage space should be allocated. When this window is initially displayed, these fields display the number of currently administered data items. These numbers should include expected growth. For example, a 30 in this field for Splits/Skills indicates that storage space is allocated for 30 splits/skills. The system may have only 25 splits/skills in existence, but this number allows for future growth.
Days of Intrahour	The number of days where the system stores intrahour data for splits/skills, agents, trunk groups, trunks, call work codes, vectors, and VDNs. Each entity can have a different number of days associated with it. A 0 (zero) in this field causes the system to discard intrahour data which also means that no daily, weekly, or monthly data can be collected. When data collection reaches the end of the length of time specified, the data is combined, archived, and appended into daily information.
Days of Daily	The number of days for which the system stores daily data for splits/skills, agents, trunk groups, trunks, call work codes, vectors, and VDNs. Each entity can have a different number of days associated with it. A 0 (zero) in this field causes the system to discard daily data which also means that no daily or weekly data can be collected. When data collection reaches the end of the length of time specified, the data is combined, archived, and appended into weekly information.

Field	Description
Weeks of Weekly	The number of weeks for which the system stores weekly data for splits/skills, agents, trunk groups, trunks, call work codes, vectors, and VDNs. Each entity can have a different number of weeks associated with it. A 0 (zero) in this field causes the system to discard weekly data. When data collection reaches the end of the length of time specified, the data is combined, archived, and appended into monthly information.
Months of Monthly	The number of months for which the system stores monthly data for splits/skills, agents, trunk groups, trunks, call work codes, vectors, and VDNs. Each entity can have a different number of months associated with it. A 0 (zero) in this field causes the system to discard monthly data. When data collection reaches the end of the length of time specified, the data is deleted.
Shift 1 (2, 3, or 4) times	The shift start and stop times for each shift of agents (up to four shifts) for the specified ACD. This information is used to calculate the amount of space to be reserved for this historical agent table. Shifts may overlap. If you specify a shift that starts before the data collection start time or ends after the data collection stop time, you receive an error message. The data collection start and stop times are found in the Storage Intervals window in System Setup.... CentreVu CMS rounds shift times to the nearest interval. For example, if you use 30-minute intervals and specify a shift from 8:15 to 5:15, CentreVu CMS assumes that this shift is from 8:00 to 5:30. Shift must be at least one minute in length. Specify 24-hour shifts according to the following example: 8:00AM to 7:59AM This information is used throughout CentreVu CMS.

Field	Description
Maximum agents logged in	The maximum number of agents logged in during the shift
Total split/skill members, summed over all splits/skills	The maximum number of agents or extensions across all splits/skills that are measured or logged in at any one time. This number should include those agents or extensions that are members of multiple splits/skills. For this field, each split/skill the agent belongs to counts as a split/skill member. Using this method of determining members results in a higher number than the number of agents. For DEFINITY systems without Expert Agent Selection (EAS), this value represents the maximum number of administered split members. For DEFINITY systems with EAS, this value represents the maximum agent/skill pairs (skill members) that are logged in.
Number of agent login/logout records	The number of agent login/logout records stored by the system. Each time an agent logs in, the system creates a login/logout record. The subsequent logout of the agent also uses this same record. If, at a later time, the agent logs in again, another login/logout record is created. The following equation demonstrates how this number is calculated: $(\text{Number of agents}) \times (\text{Number of times each agent logs in each day}) = \text{Number of agent login/logout records}$ If there are 200 agents and each agent logs in three times per day, using the equation above would result in 600 agent login/logout records for this field. When skills for an agent are changed, a new login/logout record is generated if the agent is currently logged in to the system.
Number of agent trace records	The number of agent trace records for the currently specified ACD. This number is not representative of all ACDs.

Field	Description
Number of unmeasured trunk facilities	The number of trunks not measured by the CentreVu CMS system. An unmeasured trunk facilities are used for: • Internal calls (intraswitch) to a measured split or agent • Internal calls to VDNs • Calls made by agents to internal destinations or using a trunk group that is not measured • Transfers and conferences until the transfer/conference is complete This number should be set high enough to handle the traffic expected over these unmeasured trunks, but cannot exceed the maximum number of trunks minus the number of measured trunks. The default value for this field is 300.
Number of exception records	The total number of exceptions stored for CentreVu CMS. This total is for each type of exception, such as agents, splits/skills, VDNs, and so forth.
Number of call records	The number of call records the system stores for a selected ACD. Using the CentreVu CMS server for storage and analysis allows a maximum of 5000 records. If the External Call History™ product has been purchased and installed, another computer can be used for storage and analysis of the call records. This field then represents the amount of buffer space set aside on the CentreVu CMS server that is used to collect the call records prior to transmission to the other system. The maximum value for this field using this configuration is 999999 across all ACDs.



Data summarizing

Overview

Purpose Data is automatically archived based on the entries in the Storage Intervals window. The Data Summarizing window is used to manually archive data in the daily, weekly, and monthly tables of the historical database.

This section contains the following procedures:

- Archiving data

Before you begin **Important!** Since data is automatically archived based on the entries in the Storage Intervals window, this tool *must not* be used unless an archive failed or did not occur.

The following items should be read and understood before working with the Data Summarizing window:

- Using the Data Summarizing window causes the archiving to happen immediately.
- Multiple data summarizing requests are queued and are run in the order requested.
- Automatic daily, weekly, and monthly data summaries are queued along with manual requests so that just one type of data summarizing occurs at a time.
- Adequate storage space must be made available through the Data Storage Allocation window before archiving can occur.
- A manual archive cannot be performed unless data exists in the daily, weekly, or monthly tables. If a day of data is missing within the period you are attempting to manually archive, the archive will fail.
- Results of daily, weekly, and monthly archives can be viewed through the Error Log Report or the Archiving Status window.
- If CentreVu CMS is down when an automatic archive should occur, an error message is logged which indicates that a manual archive should be performed using the Data Summarizing window.

- If an incomplete week or month is specified as a date, data summarizing will not occur. Partial weekly or monthly data cannot be summarized.
- For example, if a week is configured in the Storage Intervals window as being Monday through Friday, entering a date which falls on Saturday in the Data Summarizing window results in the week previous to the date specified being archived.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view the Data Summarizing window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To use the Data Summarizing window to perform an archive of the system, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



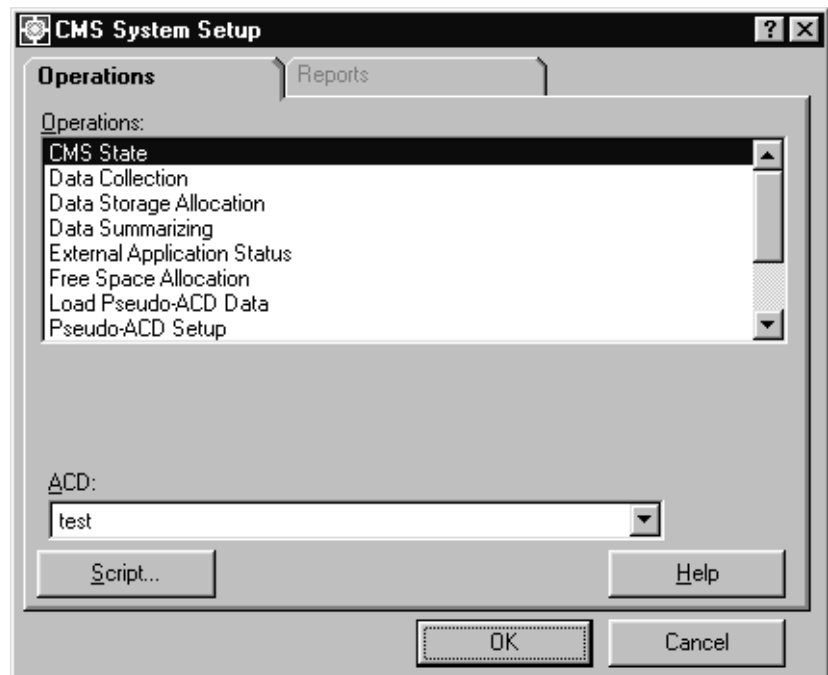
Archiving data

Overview This section provides the procedure for manually archiving data using the Data Summarizing window.

Steps To archive data with the Data Summarizing window:

- 1 From the Controller Window, select Tools > System Setup....

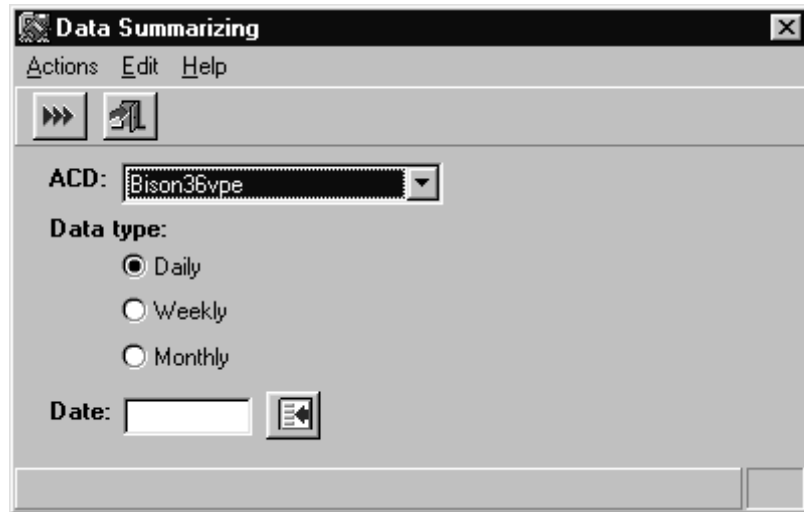
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Data Summarizing.

3 Select OK.

Result: CentreVu Supervisor displays the Data Summarizing window.



4 In the ACD: field, select the ACD for which data will be archived.

5 In the Data type: field, select the appropriate option:

- **Daily** — archives data for one day. A daily summary archives a partial day. Daily summaries must be complete for each day of the week or month before CentreVu CMS archives the data for that week or month
- **Weekly** — archives data for one week. A weekly summary must be requested by entering a date that falls within a completed predefined week. See the weekly configuration in the Storage Intervals window.
- **Monthly** — archives data for one month. Set any day during the month in a completed month for which monthly data should be summarized.

-
- 6 From the menu bar, select Actions > Run.

Result: CentreVu Supervisor displays a warning message stating that data archiving is a lengthy process and cannot be cancelled. Through this window, it is possible to cancel the data archive, otherwise the process continues when the message box is dismissed.

Archiver started displays on the status line for the first request and Archiver request submitted displays if a data summary is currently in progress.

END OF STEPS



External Application Status

Overview

Purpose The External Application Status feature, a separately purchased option for CentreVu CMS, sends real-time data to an external device or to an external program.

The types of external devices or programs used with the External Application Status feature can consist of the following:

- A wallboard — This is a large display placed in a call center where all agents can view data. This data can consist of the number of calls in the queue, calls being handled by different splits/skills, and other information.
- An employee scheduler program — This third-party software is used to compare the start and end times for agents with schedules created by management.
- A call center data consolidation program — This third-party software is used to collect data from all call centers for reporting purposes.

This section contains the following procedures:

- Enabling or disabling the External Application Status feature
- Viewing the states of external applications
- Starting or stopping external applications

Before you begin The following items should be read and understood before working with the External Application Status feature:

- In the United States, external applications are designed and administered by the Avaya Professional Services Organization. For more information about external applications, call Avaya Call Center CRM Solutions at 1-877-927-6662. For assistance outside the United States, contact your local Avaya distributor or representative.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view External Application Status data, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To enable or disable the External Application Status feature, and start or stop external applications, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



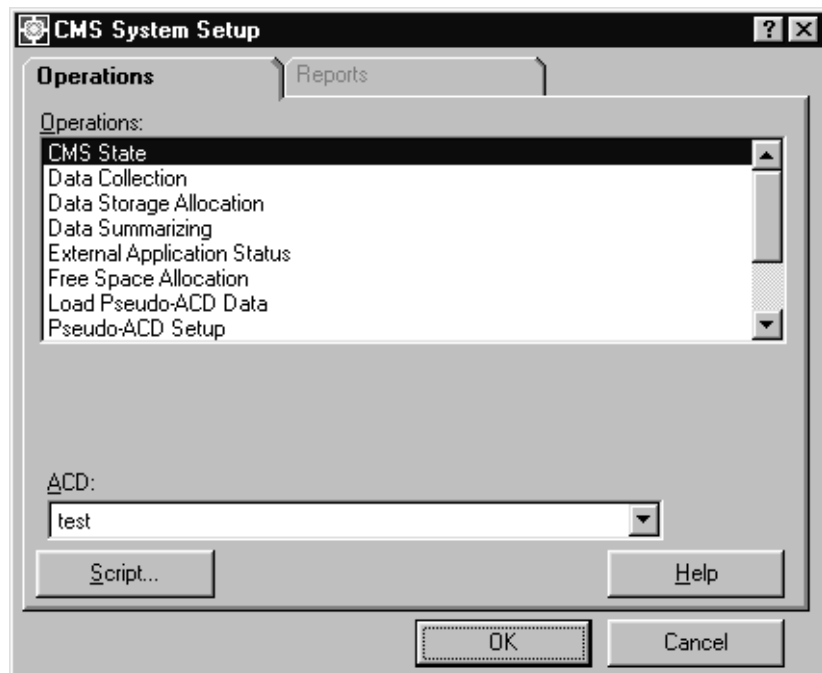
Enabling or disabling the External Application Status feature

Overview This section provides the procedure for enabling or disabling the External Application Status feature. This feature must be enabled before external applications can be started. Disabling this feature will cause CentreVu CMS to stop sending data and the external applications cannot be viewed.

Steps

- 1 From the Controller Window, select Tools > System Setup....

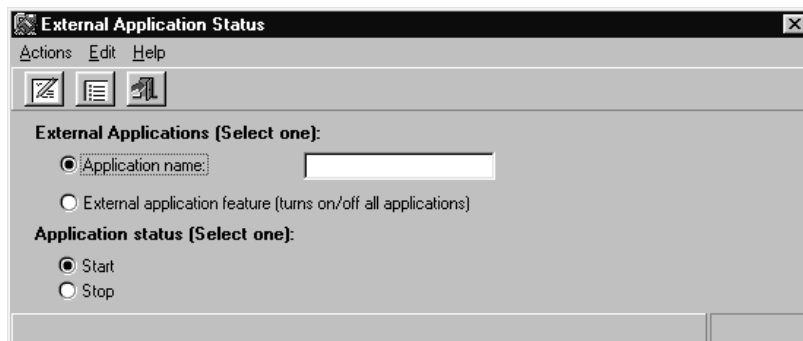
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight External Application Status.

3 Select OK.

Result: CentreVu Supervisor displays the External Application Status window.



4 In the External Application (Select one): group, select the External application feature (turns on/off all applications) option.

5 Select the appropriate option from the Application status (Select one): group:

- Start — This option will enable the External Application Status feature.
- Stop — This option will disable the External Application Status feature.

6 From the menu bar, select Actions > Modify.

Result: The status bar displays a message indicating if the action succeeded or failed.

END OF STEPS



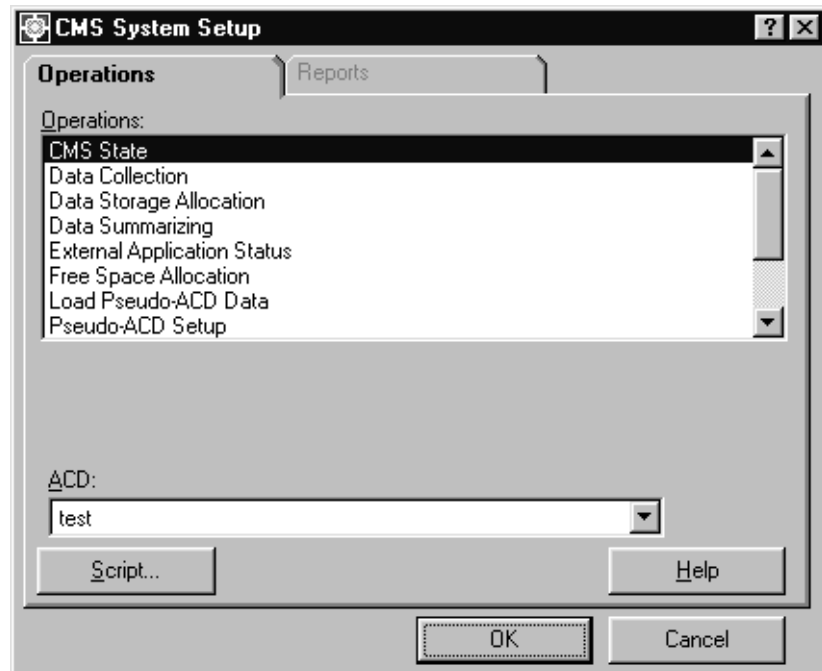
Viewing the states of external applications

Overview This section provides the procedure for viewing the state of one or more external applications through the External Application Status window.

Steps

- 1 From the Controller Window, select Tools > System Setup....

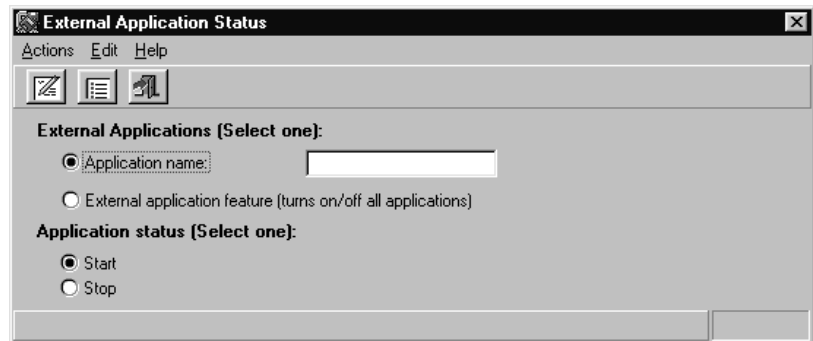
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight External Application Status.

3 Select OK.

Result: CentreVu Supervisor displays the External Application Status window.



4 In the External Applications (Select one): group, select External application feature (turns on/off all applications).

5 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window displaying one or more applications, their names, and their states depending on which option was selected in the step above.

The status of an external application can be one of the following:

- Starting — A request to start the external application has been made.
- Running — The external application has started and is still running after ten seconds.
- Stopping — A request to stop the external application has been made.
- Stopped — All processes associated with the external application have stopped.
- Failed — The external application has failed repeatedly and is no longer being restarted.

END OF STEPS



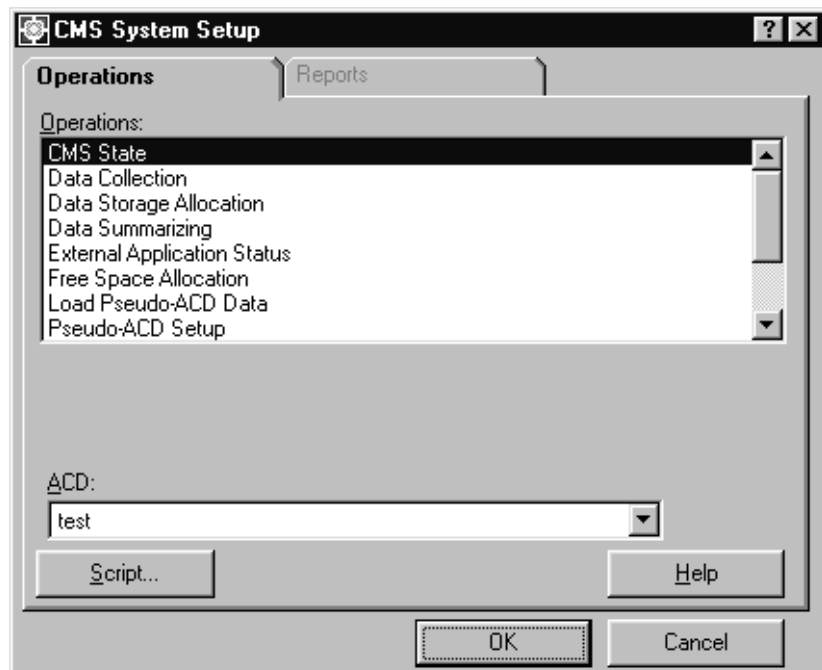
Starting or stopping external applications

Overview This section provides the procedure for starting and stopping external applications through the External Application Status window.

Steps

- 1 From the Controller Window, select Tools > System Setup....

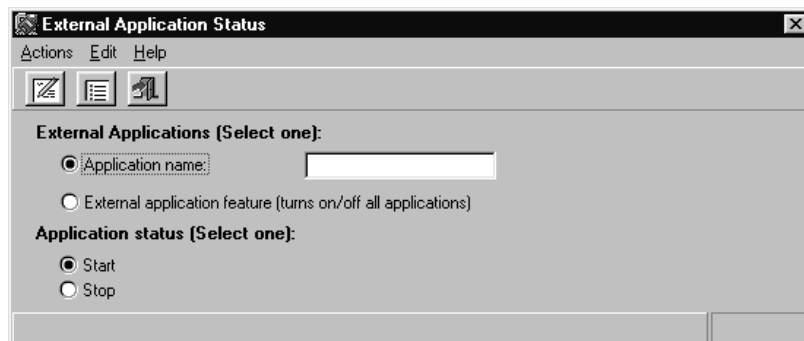
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight External Application Status.

3 Select OK.

Result: CentreVu Supervisor displays the External Application Status window.



4 Select the Application name: option and enter the name of the application to start or stop in the adjacent field.

5 In the Application status (Select one): group, select the appropriate option:

- Start — CentreVu Supervisor will attempt to start the specified external application.
- Stop — CentreVu Supervisor will attempt to stop the specified external application.

6 From the menu bar, select Actions > Modify.

Result: CentreVu Supervisor attempts to carry out the specified action. The status bar displays the results of the action.

The information that displays in the status bar after this step can consist of the following.

- Starting — A request to start the external application has been made.
- Running — The external application has started and is still running after ten seconds.
- Stopping — A request to stop the external application has been made.
- Stopped — All processes associated with the external application have stopped.
- Failed — The external application has failed repeatedly and is no longer being restarted.

END OF STEPS



Free Space Allocation

Overview

Purpose The Free Space Allocation window is used to view the current storage statistics and disk usage for the call center data collected through CentreVu CMS. This window also allows administrators to modify the ACD dbspaces so that more *chunks* can be added or dropped to accommodate the amount of data being stored.

Starting with CentreVu CMS Release 3 Version 9, storage on the server is managed by Informix Dynamic Server (IDS). This feature allows information to be stored in *chunks* where each one is equivalent to 256 megabytes. Each call center entity, such as splits/skills, trunk groups, VDNs and so forth, is given an amount of data storage space on the server through the Data Storage Allocation window.

If, at any time, you modify the Data Storage Allocation configuration, the Free Space Allocation window *must* be used to ensure that the appropriate number of *chunks* are allocated for use within the affected ACD dbspace. Failure to do so can result in serious data storage problems.

This section contains the following procedures:

- Viewing Free Space Allocation
- Viewing Free Space Allocation contents
- Modifying Free Space Allocation

Before you begin The following items should be read and understood before working with the Free Space Allocation feature:

- When any of the CentreVu CMS data storage parameters are altered, the change is reflected (for information purposes only) in the Free Space Allocation window. For example, if the number of splits/skills on your system is increased in the Data Storage Allocation window, the Free Space Allocation window will then display the new number as well as the approximate amount of disk space required to handle the data storage for splits/skills.
- The IDS dbspaces used in the Free Space Allocation window are created during installation.

- Unlike previous versions of CentreVu CMS, it is not necessary to disable the Data Collection feature in order to modify the Free Space Allocation window.
- If more data storage space is allocated on a file system than is available, the Allocated Space field in the Free Space Allocation window will display its value in parentheses.
- Be sure to check the Available Space field of an ACD dbspace before increasing any data parameters through the Data Storage Allocation feature. Doing this can ensure that there will be enough disk space available.
- Be aware that creating custom tables causes CentreVu CMS to use more disk space. If dbspace used to store custom tables nears capacity, you will be presented with a warning message during login.
- Values entered in the CMS System Setup features of Data Storage Allocation, Storage Intervals, and Call Work Codes directly affect usage of disk space. Check Free Space Allocation when any of these features are modified.
- Values entered in the Data Storage Allocation window of Forecast Administration also affect storage space and cause the need for Free Space Allocation to be run.
- If a new ACD is added, a new ACD dbspace will be created. Information on adding a new ACD to the CentreVu CMS server can be found in the chapter, “Maintaining the CMS software”, in the *CentreVu Call Management System Software Installation, Maintenance, and Troubleshooting* document.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view the Free Space Allocation window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To modify ACD dbspaces through the Free Space Allocation window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



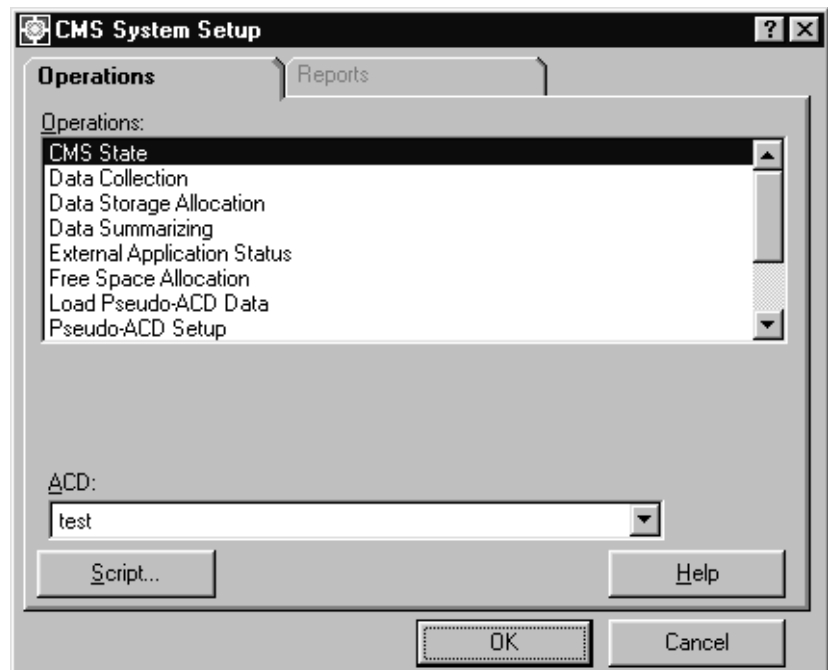
Viewing Free Space Allocation

Overview This section provides the procedure for viewing the Informix Dynamic Server (IDS) storage information and allocations through the Free Space Allocation window.

Steps To view the usage of data storage for ACD dbspaces:

- 1 From the Controller Window, select Tools > System Setup....

Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Free Space Allocation.

3 Select OK.

Result: CentreVu Supervisor displays the Free Space Allocation input window.

The image shows a window titled "Free Space Allocation" with a menu bar (Actions, Edit, Help) and a toolbar with three icons. Below the toolbar, there is a text field for "Enter Dbspace name:", a "Data timestamp" of "2/16/01 10:09 AM", a note "(NOTE: All sizes are in Kbytes)", and a "Total Free Space" of "8447802". At the bottom is a table with five columns: "Dbspace Name", "Current Size", "Allocated Size", "Available Space", and "Space used to Date".

Dbspace Name	Current Size	Allocated Size	Available Space	Space used to Date
acd1	2048000	757263	1290737	394122
acd2	2304000	612726	1691274	680496
acd3	13824000	13687665	136335	123272
acd4	2304000	824281	1479719	29438
acd20	256000	4079	251921	13122
acd21	256000	4079	251921	13122

This window displays the following information for each ACD dbspace:

- **Dbspace Name** — The name assigned to this ACD dbspace
- **Current Size** — The total amount of disk space used for this dbspace. Since IDS uses 256 MB *chunks*, this number will always be in increments of 256,000 kilobytes.
- **Allocated Size** — The amount of space needed to store data based on the settings in the Data Storage Allocation window
- **Available Space** — The space that will be available after all data has been collected for the time periods specified in the Data Storage Allocation window. This number is calculated by subtracting Allocated Size from Current Size.
- **Space used to Date** — The amount of data actually stored at this time

The window may take a few minutes to open as CentreVu CMS is calculating the current free space and other values on the system before the window can be displayed.

END OF STEPS



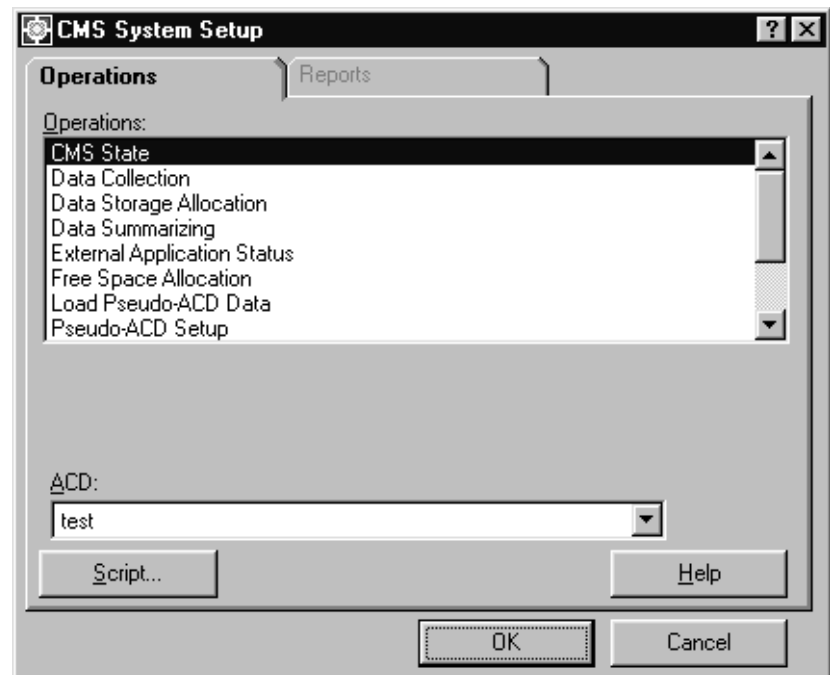
Viewing Free Space Allocation contents

Overview This section provides the procedure for viewing the allocations for each call center entity within an ACD dbspace.

Steps To view the amount of storage used by call center entities within an ACD dbspace:

- 1 From the Controller Window, select Tools > System Setup....

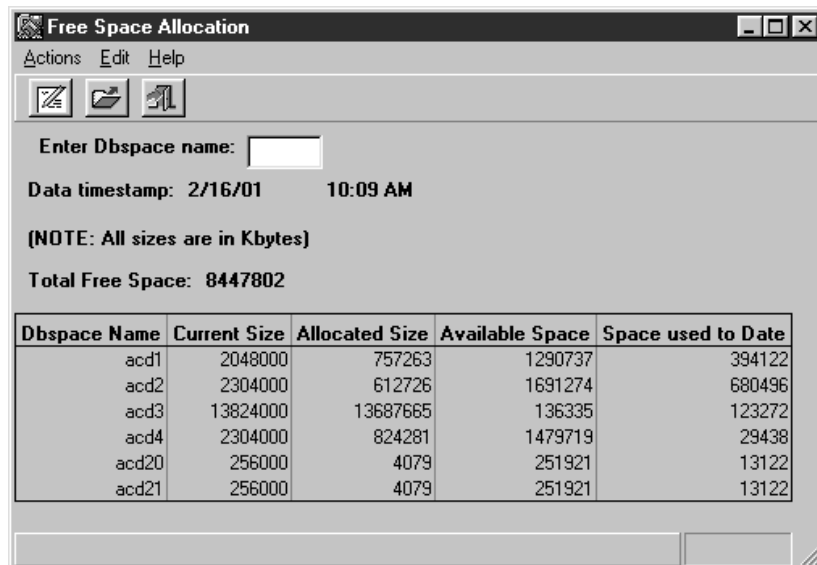
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Free Space Allocation.

3 Select OK.

Result: CentreVu Supervisor displays the Free Space Allocation input window.



The screenshot shows a window titled "Free Space Allocation" with a menu bar (Actions, Edit, Help) and three icons. Below the icons is a text field labeled "Enter Dbspace name:" followed by a small white box. Below this is the text "Data timestamp: 2/16/01 10:09 AM". A note states "(NOTE: All sizes are in Kbytes)". Below the note, it says "Total Free Space: 8447802". At the bottom is a table with five columns: "Dbspace Name", "Current Size", "Allocated Size", "Available Space", and "Space used to Date". The table contains six rows of data for databases acd1 through acd21.

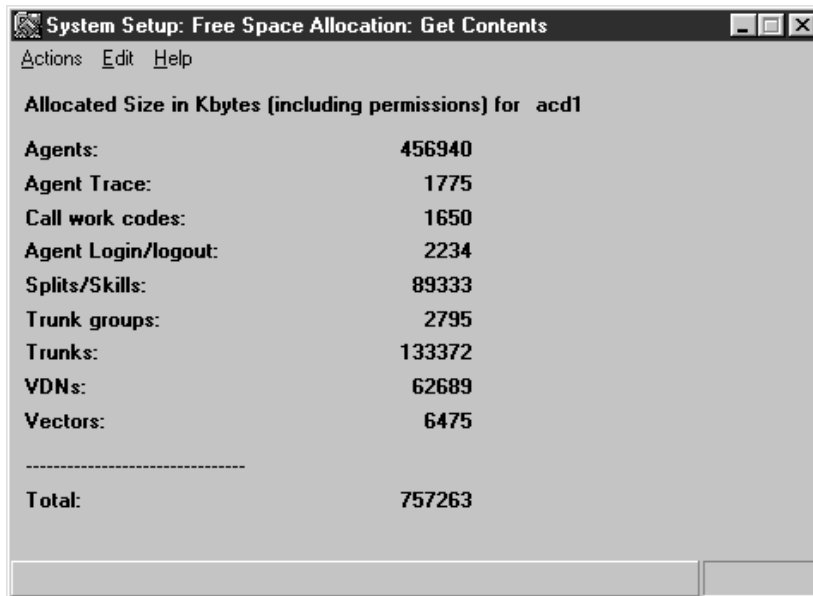
Dbspace Name	Current Size	Allocated Size	Available Space	Space used to Date
acd1	2048000	757263	1290737	394122
acd2	2304000	612726	1691274	680496
acd3	13824000	13687665	136335	123272
acd4	2304000	824281	1479719	29438
acd20	256000	4079	251921	13122
acd21	256000	4079	251921	13122

The window may take a few minutes to open as CentreVu CMS is calculating the current free space before the window can be displayed.

4 In the Enter Dbspace name:, enter the name of the ACD dbspace to view.

-
- 5 From the menu bar, select Actions > Get contents.

Result: CentreVu Supervisor displays a secondary window showing the amount of data currently in use by each call center entity.



END OF STEPS



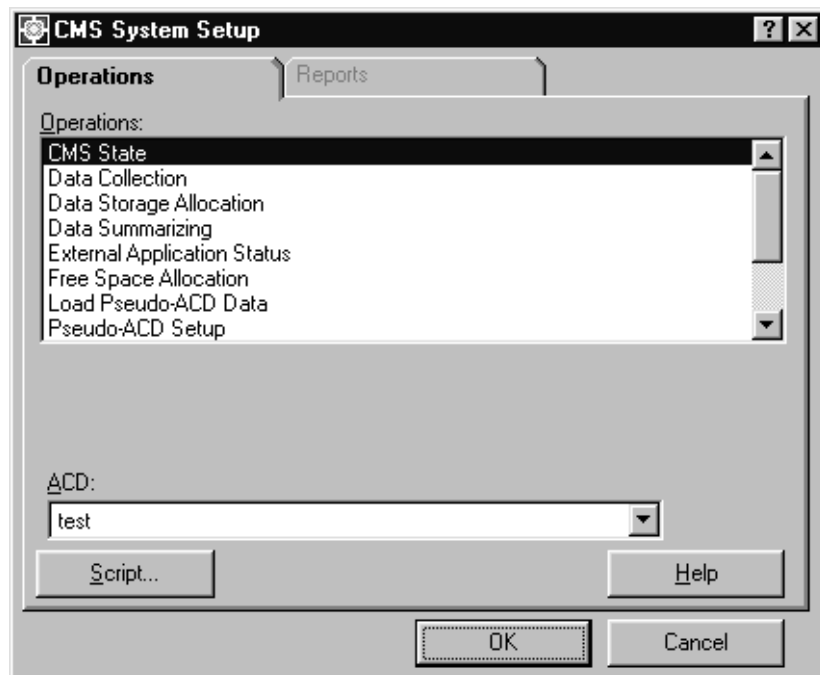
Modifying Free Space Allocation

Overview This section provides the procedure for modifying the number of chunks utilized for data storage by Informix Dynamic Server (IDS).

Steps To modify the number of IDS *chunks* assigned to ACD dbspaces:

- 1 From the Controller Window, select Tools > System Setup....

Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Free Space Allocation.
-

3 Select OK.

Result: CentreVu Supervisor displays the Free Space Allocation input window.

The screenshot shows a window titled "Free Space Allocation" with a menu bar (Actions, Edit, Help) and three icons. Below the menu bar, there is a text input field for "Enter Dbspace name:", a "Data timestamp:" of "2/16/01 10:09 AM", a note "(NOTE: All sizes are in Kbytes)", and a "Total Free Space:" of "8447802". At the bottom, there is a table with five columns: "Dbspace Name", "Current Size", "Allocated Size", "Available Space", and "Space used to Date".

Dbspace Name	Current Size	Allocated Size	Available Space	Space used to Date
acd1	2048000	757263	1290737	394122
acd2	2304000	612726	1691274	680496
acd3	13824000	13687665	136335	123272
acd4	2304000	824281	1479719	29438
acd20	256000	4079	251921	13122
acd21	256000	4079	251921	13122

The window may take a few minutes to open as CentreVu CMS is calculating the current free space before the window can be displayed.

4 In the Enter Dbspace name:, enter the name of the ACD dbspace to adjust.

-
- 5 From the menu bar, select Actions > Modify.

Result: CentreVu CMS calculates if more, fewer, or the same number of chunks is required for the specified ACD dbspace and displays a dialog box asking if the process should continue.

If less than 256000 KB of disk space is available when the Modify command is executed, an error message will appear that states that no more ACD dbspace chunks can be created.

Important! It is important that you ensure that the Current Size is greater than the Allocated Size. It is possible for you to create the undesired situation where the Allocated Size is larger than the Current Size by setting large values in the Data Storage Allocation window and then not using the Free Space Allocation window to modify the ACD dbspace appropriately. While the Free Space Allocation window may display a positive value in the Total Free Space field, it is important to remember that the Allocated Size field is a projection of how much space will be used in the future when all the data has been collected for the time periods you specified. If the number in the Available Space field is in parentheses, this indicates that there will not be enough room to store all the data.

-
- 6 If CentreVu CMS requires a change in the number of chunks used by the ACD dbspace, select Yes from the dialog box.

Result: The number of chunks for the specified ACD dbspace is modified and the status bar displays a successful message.

END OF STEPS



Pseudo-ACDs

Overview

Purpose A pseudo-ACD is an area created on the CentreVu CMS server to store previously backed-up ACD data. A pseudo-ACD is not a real ACD and does not communicate with any DEFINITY system.

Pseudo-ACDs are used to store data which can then be viewed in reports. This could be useful in the following scenarios:

- Storing data from an off-site call center for the purposes of reporting in conjunction with an on-site CentreVu CMS.
- Storing data for archival purposes. This data can no longer be deleted by the Data Storage Allocation feature and can be used to generate reports on older data for comparison with more recent ACD data.

This section contains the following procedures:

- Creating a pseudo-ACD
- Viewing pseudo-ACDs
- Deleting a pseudo-ACD
- Loading pseudo-ACD data

Before you begin The following items should be read and understood before working with pseudo-ACDs:

- Each pseudo-ACD is given a number from 9 through 26. Numbers 1 through 8 are reserved for eight real ACDs connected to the CentreVu CMS server.
- In order to load the pseudo-ACD data, the CentreVu CMS server must have enough free space available. Use the Free Space Allocation window to see how much space is required for the existing ACDs and how much is available for the pseudo-ACD data.
- Use the Data Storage Allocation window to define how much historical data will be stored for the pseudo-ACD. Enter storage values equal to or greater than those used from the ACD which originally held the data.

- Use the Storage Intervals window to set storage intervals for the pseudo-ACD data to match the interval size and data collection times of the ACD from which the data was taken.
- The Data Collection feature can be running when modifications are made in the Data Storage Allocation or Storage Intervals windows for a pseudo-ACD, but CentreVu CMS must be in single-user mode.
- If the pseudo-ACD has the separately purchased Forecast feature on it, Forecast Data Storage Allocation parameters may require changes in order to match those of the pseudo-ACD. This is not the same as the Data Storage Allocation window normally used in CentreVu CMS.
- In order for users to access the pseudo-ACD, permissions must be given through the ACD Access window in the User Permissions subsystem.
- A pseudo-ACD can have a name assigned to it in the Dictionary even before the pseudo-ACD is created.
- Creation of a pseudo-ACD using CentreVu Supervisor while users are logged in requires that the users log out and back in before they can see the new pseudo-ACD.
- Before deleting a pseudo-ACD, turn off permissions to it so that users will not be working in the pseudo-ACD when it is deleted.
- CentreVu CMS does not automatically summarize pseudo-ACD data.
- The following menu items are available when a pseudo-ACD is selected and the appropriate user permissions are assigned:

Reports

Historical

Dictionary

all submenu items

Forecast

all submenu items

Custom Reports

all submenu items

User Permissions

all submenu items

CMS System Setup

CMS State

Data Collection

Data Storage Allocation

Data Summarizing

Free Space Allocation

Load Pseudo-ACD

Pseudo-ACD Setup

R3 Migrate Data

Storage Intervals

Switch Setup

Maintenance

ACD Status

Archiving Status

Backup Data

Backup/Restore Devices

Connection Status

Printer Administration

Restore Data

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view the Pseudo-ACD Setup window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To add or delete pseudo-ACDs, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



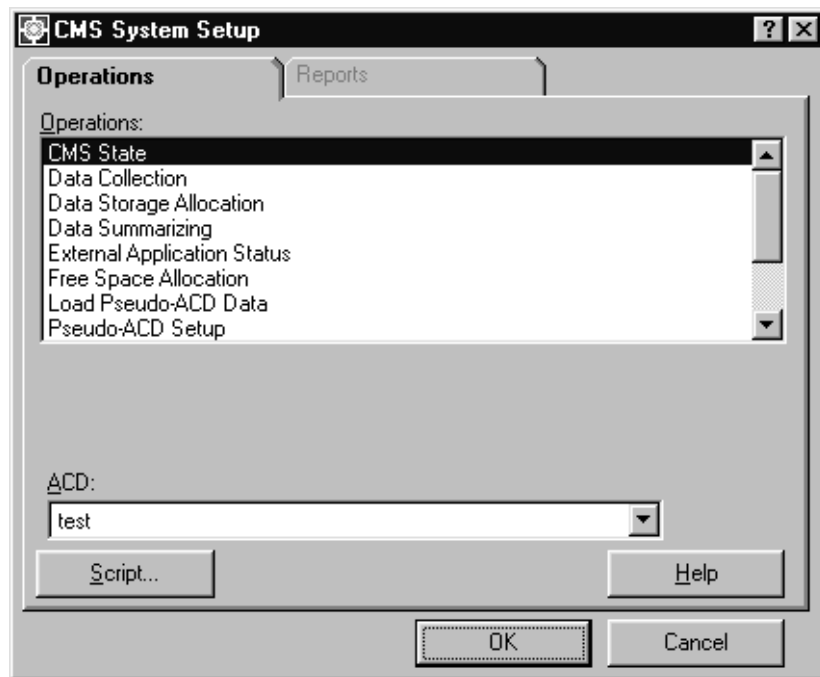
Creating a pseudo-ACD

Overview This section provides the procedure for creating a pseudo-ACD on a CentreVu CMS server.

Steps To create a pseudo-ACD on a CentreVu CMS server:

- 1 From the Controller Window, select Tools > System Setup....

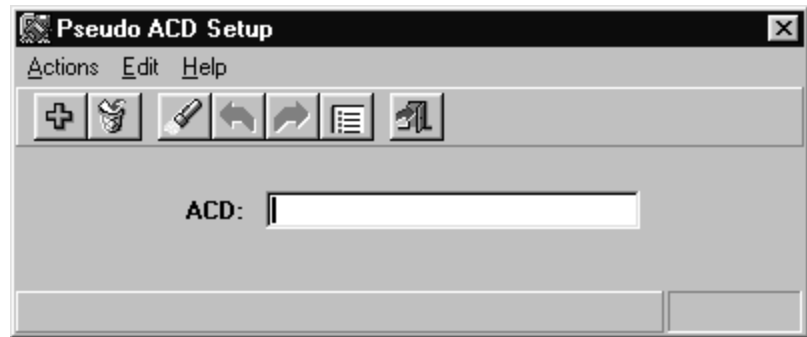
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Psuedo-ACD Setup.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Pseudo ACD Setup window.



-
- 4 In the ACD: field, enter the number or the name of the pseudo-ACD. The number can range from 9 to 26. This field requires a number to be entered if a name for this pseudo-ACD has not been defined in the Dictionary.

-
- 5 From the menu bar, select Actions > Add.

Result: CentreVu CMS creates the pseudo-ACD.

END OF STEPS



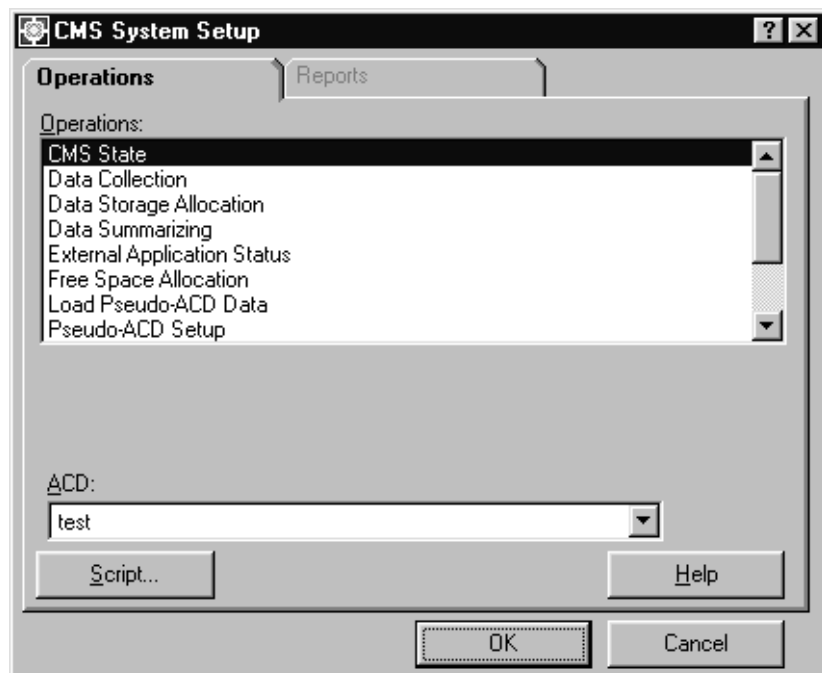
Viewing pseudo-ACDs

Overview This section provides the procedure for listing the pseudo-ACDs on a CentreVu CMS server.

Steps To list pseudo-ACDs on a CentreVu CMS server:

- 1 From the Controller Window, select Tools > System Setup....

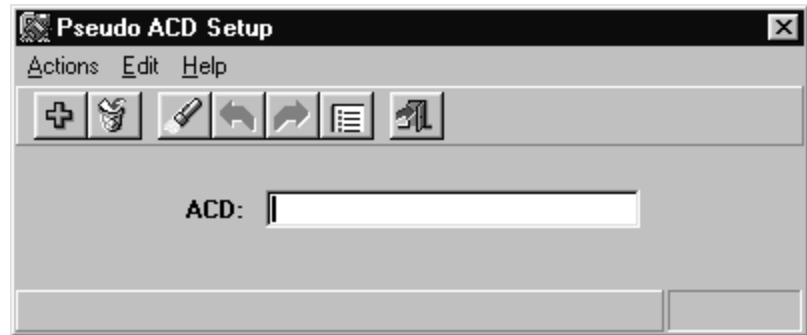
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Psuedo-ACD Setup.

3 Select OK.

Result: CentreVu Supervisor displays the Pseudo ACD Setup window.



4 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all ACDs. The status bar displays the total number of pseudo-ACDs on the CentreVu CMS server. Only those ACDs for which this user ID has *read* permission are displayed.

END OF STEPS



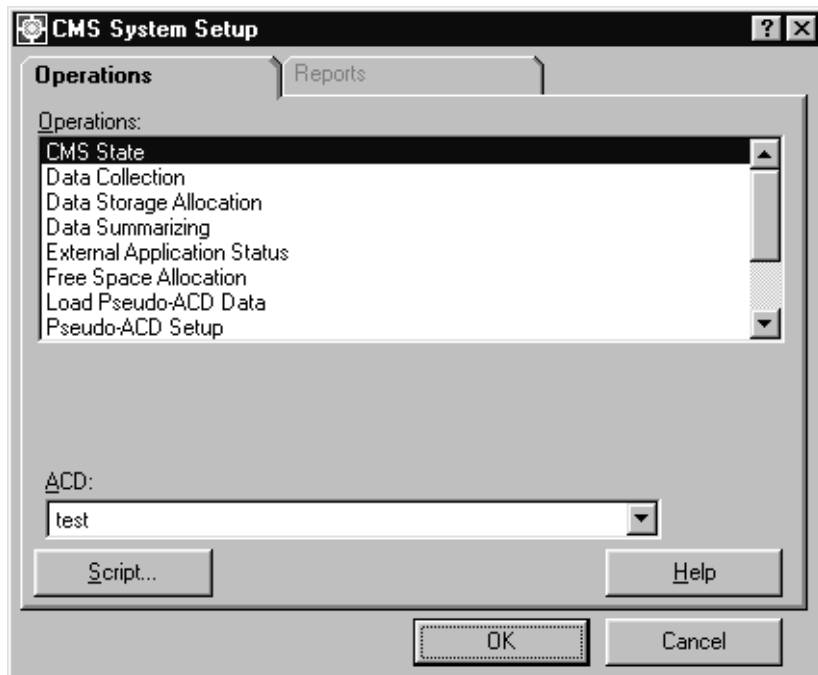
Deleting a pseudo-ACD

Overview This section provides the procedure for deleting a pseudo-ACD on a CentreVu CMS server.

Steps To delete a pseudo-ACD on a CentreVu CMS server:

- 1 From the Controller Window, select Tools > System Setup....

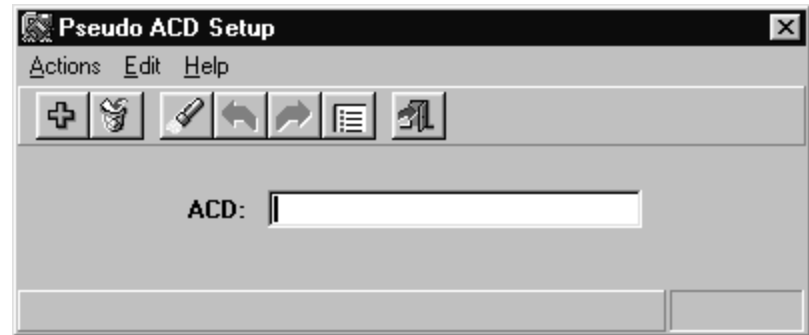
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Psuedo-ACD Setup.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Pseudo ACD Setup window.



-
- 4 In the ACD: field, enter the name or number of a pseudo-ACD to delete.

-
- 5 From the menu bar, select Actions > Find one.

Result: The status bar displays whether a match was found for the specified pseudo-ACD.

-
- 6 From the menu bar, select Actions > Delete.

Result: CentreVu CMS deletes the pseudo-ACD, the associated data, and any associated disk space. When the operation completes, CentreVu Supervisor displays a successful message in the status bar.

END OF STEPS



Loading pseudo-ACD data

Overview This section provides the procedure for loading historical data archived from an existing ACD into a pseudo-ACD. After the pseudo-ACD receives the data, historical reports can be run with this information.

Before you begin The following items should be read and understood before loading data into a pseudo-ACD:

- A pseudo-ACD must have been created in order for data to be loaded into it.
- Loading data into a pseudo-ACD requires data archived from an existing ACD on a CentreVu CMS server.
- Set the pseudo-ACD as the current ACD before attempting to load data into it.
- Since the pseudo-ACD accepts any data on a backup volume, the data from a full backup may be more than needed. Loading a pseudo-ACD with a full backup creates the possibility of disk space problems. To eliminate this problem, perform a Specific Tables backup when creating the ACD data to load on a pseudo-ACD.
- Loading a pseudo-ACD with data automatically overwrites any existing data currently used by the pseudo-ACD.
- The number of splits/skills, agents, and other call center entities are set to 0 for the pseudo-ACD when it is created. Set these entities to match the ACD supplying the data. Change these settings through the Call Center Administration feature.
- When created, a new pseudo-ACD has historical data storage parameters set to 0. To load data into the pseudo-ACD, the historical data storage parameters must be set to those of the ACD from which the data was archived, if not greater. Change these settings through the Data Storage Allocation window.
- The Storage Intervals and Data Collection settings for the pseudo-ACD require configuration in order to match those of the ACD supplying the data. If these settings are incorrect, loading the data into the pseudo-ACD fails.

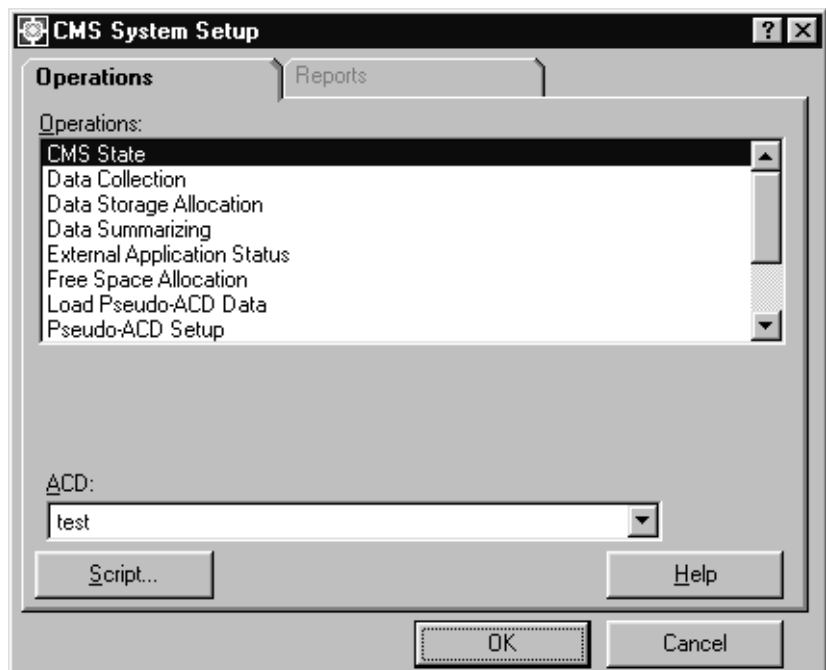
Permissions

To load data into a pseudo-ACD, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.

Steps To load a data backup into a pseudo-ACD:

- 1 From the Controller Window, select Tools > System Setup....

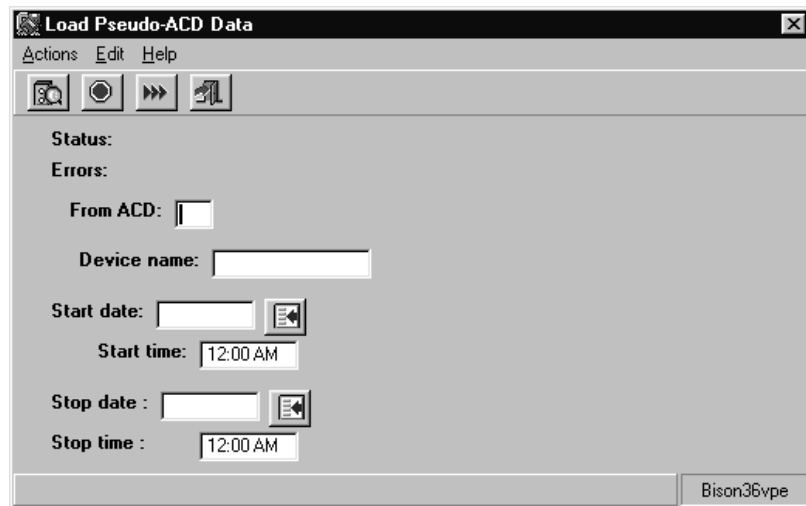
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the ACD: field, select the pseudo-ACD that will receive the data.
- 3 In the Operations: list, highlight Load Pseudo-ACD Data.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Load Pseudo-ACD Data window.



-
- 5 In the From ACD: field, enter the number of the ACD used to make the data backup.

-
- 6 In the Device name: field, enter the name of the device that has the backup volume loaded.

To list all the devices on the CentreVu CMS server, select Actions > List devices from the menu bar.

-
- 7 In the Start date: field, enter the date representing the first day of historical data to load on the pseudo-ACD. CentreVu CMS searches the data backup for this date which serves as the starting point for loading data.

-
- 8 In the Start time: field, enter the time of the Start date: for which CentreVu CMS will start loading data. The default is 12:00 AM.

-
- 9** In the Stop date: field, enter the last date of historical data that CentreVu CMS will load on the pseudo-ACD.
-
- 10** In the Stop time: field, enter the time of the Stop date: for which CentreVu CMS will stop loading data from the data backup. The default is 12:00 AM.
-
- 11** From the menu bar, select Actions > Run.

Result: CentreVu CMS begins loading data from the backup into the pseudo-ACD. The Status: field at the top of the window displays events in the loading process. The Errors: field displays any problems encountered during the loading process.

Cancelling the load process before it is finished will cause the pseudo-ACD to have partial data.

END OF STEPS



Migrating CentreVu CMS data

Overview

Purpose This section provides the procedures and information involved in migrating data from a backup tape that was created using a previous version of CentreVu CMS and into the database of the new CentreVu CMS.

This section contains the following procedures:

- Migrating R3 data

Before you begin The following items should be read and understood before working with the R3 Migrate Data window:

- Attempting to migrate Agent and Call Center Administration data more once may cause serious errors from which recovery is difficult. A re-migration of ACD administration data requires a second setup of the CentreVu CMS software must be performed.
- To migrate agent and call center administration data, CentreVu CMS must be in single-user mode.
- Migrations of system administration data cannot be done in phases. Migrating some user IDs at one time and others at a later time results in two separate sets of data. Only one set of data can be used and cannot be migrated into another set.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To run the R3 Migrate Data process, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for CMS System Setup.



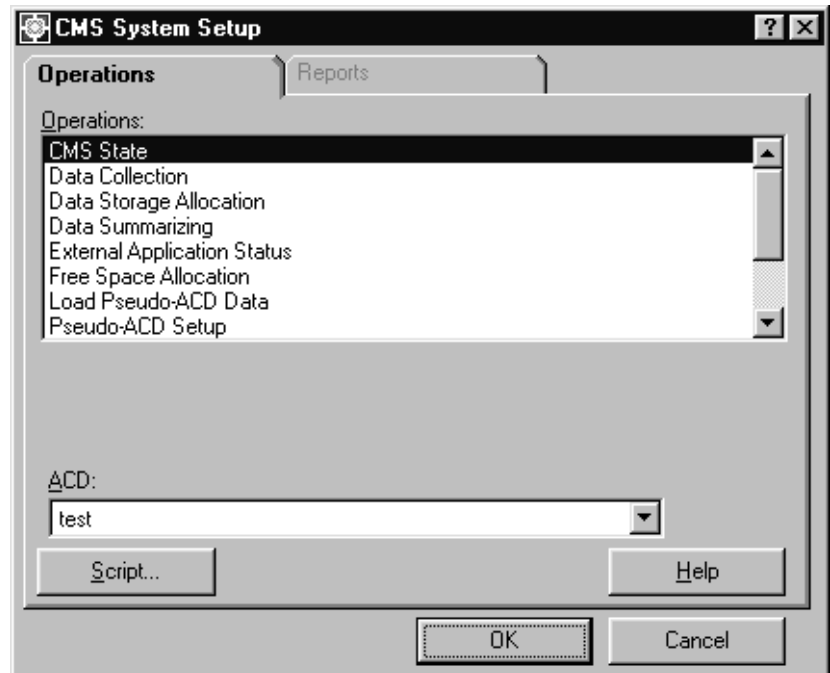
Migrating R3 data

Overview This section provides the procedure for using the R3 Migrate Data to merge data created using a previous version of CentreVu CMS to the database of the current version.

Steps To migrate R3 data into the current database:

- 1 From the Controller Window, select Tools > System Setup....

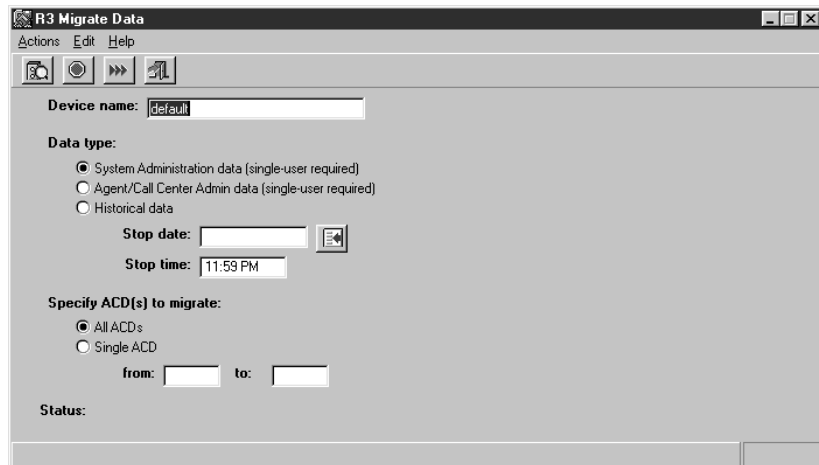
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight R3 Migrate Data.
-

3 Select OK.

Result: CentreVu Supervisor displays the R3 Migrate Data window.



4 In the Device name: field, enter the device that will read the backup tape containing the data.

To list all devices on the system, select Actions > List devices.

**CAUTION**

If you choose the System Administration data option in this step, note that this migration can only be performed once. Performing the migration of this data a second time can result in corruption of the password tables.

5 In the Data type: group, select one of the following options:

- System Administration data (single user required) — Migrates data from the following areas:
 - Report GEM files (historical)
 - Report GEM files (real-time)
 - Shortcut settings for CentreVu CMS
 - CentreVu CMS users
 - Timetable settings
 - Database items
 - Hypothetical data for the Forecast product
 - Feature access settings, timetables, schedules, and associated tasks from the User Permissions subsystem
 - Historical and real-time custom reports
 - Menu and interface settings for the CentreVu CMS terminal interface
 - Printer parameters for the CentreVu CMS printer
- Agent/Call Center Admin data (single user required) — Migrates data from the following areas:
 - ACD profiles — VDN profiles
 - Agent trace — agents being traced, trace data
 - Agents — shifts, groups
 - Dictionary — synonyms
 - Exceptions — agent admin, link data, malicious call trace, split admin, splits, split profile, trunk group admin, VDN admin, vector admin
 - User permissions — ACD access, split/skill access, trunk groups access, VDN access, vector access
 - Forecast — current day report, current day configuration, call handling profiles, costs profiles, data storage allocation, special day admin, manager status, trunk group profiles

- Historical data — Migrates data from the following areas:
 - Exceptions — agent data, split access, trunk groups, trunk group access, VDN data, vector data
 - Historical reports — agent activity, agent login/logout, daily agent data, daily call work codes data, daily splits data, daily trunk groups data, daily trunk groups data, daily trunks data, daily VDN data, daily vector data, intrahour agent data, intrahour agent login-logout data, intrahour call work code data, intrahour split data, intrahour trunk group data, intrahour trunk data, intrahour VDN data, intrahour vector data, monthly agent data, monthly call work code data, monthly split data, monthly trunk group data, monthly trunk data, monthly VDN data, monthly vector data, weekly agent data, weekly call work code data, weekly split data, weekly trunk group data, weekly trunk data, weekly VDN data, weekly vector data
 - Forecast — daily split data, daily trunk group data, special day split data, interval split data, interval trunk group data

-
- 6** In the Stop date: field, enter the date through which you wish to record data for migration to the new CentreVu CMS. The migration process does not migrate data collected after the date specified.

Leaving this field blank will cause the program to migrate data up to the data written on the tape by the CentreVu CMS Maintenance Backup procedure.

-
- 7** In the Stop time: field, enter the time through which you wish to record data for migration to the new CentreVu CMS. The migration process does not migrate data collected after the stop date and time specified.

If this field is left blank, the stop time defaults to 23:59.

-
- 8** In the Specify ACD(s) to migrate: group, select one of the following options:
- All ACDs — Data is migrated from the backup tape to the hard disk on an ACD-by-ACD basis. Data for ACD1 on the tape backup will be used for ACD1 on the new CentreVu CMS.
 - Single ACD — Historical data is migrated from the backup tape to the hard disk for the ACDs specified in the from: and to: fields.
For example, to migrate data from ACD1 on the backup tape to ACD4 on the new CentreVu CMS, place 1 in the from: field and 4 in the to: field.
-
- 9** From the menu bar, select Actions > Run. The Run menu item appears only if the settings for Data Collection and CMS State are appropriate for the type of migration selected.

Result: CentreVu CMS begins the migration process. The Status: field will report the progress of the migration.

END OF STEPS



Storage intervals

Overview

Purpose The Storage Intervals window allows changes to be made to CentreVu CMS which affect how and when data for the call center is stored. It is recommended that these settings are configured during installation and not changed because changes will affect on data storage and report data coverage.

This section contains the following procedures:

- Viewing storage interval settings
- Changing the intrahour interval
- Changing switch time zone
- Modifying data summarizing settings

Before you begin The following items should be read and understood before working with the Storage Intervals window:

- CentreVu CMS must be in single-user mode and the data collection must be off before modifications to these settings can be made.
- Do not open another Storage Intervals window if one is already being used to alter these settings. The loss of data tables can result if multiple Storage Intervals windows are used.
- Free space allocation, data storage allocation, and storage intervals closely tied. A change in storage intervals may require adjustment of data storage or storage times in the Data Storage Allocation and Free Space Allocation windows. The more frequently CentreVu CMS archives data, the more storage space is required.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view settings in the Storage Intervals window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.
- To modify settings in the Storage Intervals window, the user ID used to log in to this CentreVu Supervisor session requires *write* permission for the CMS System Setup feature.



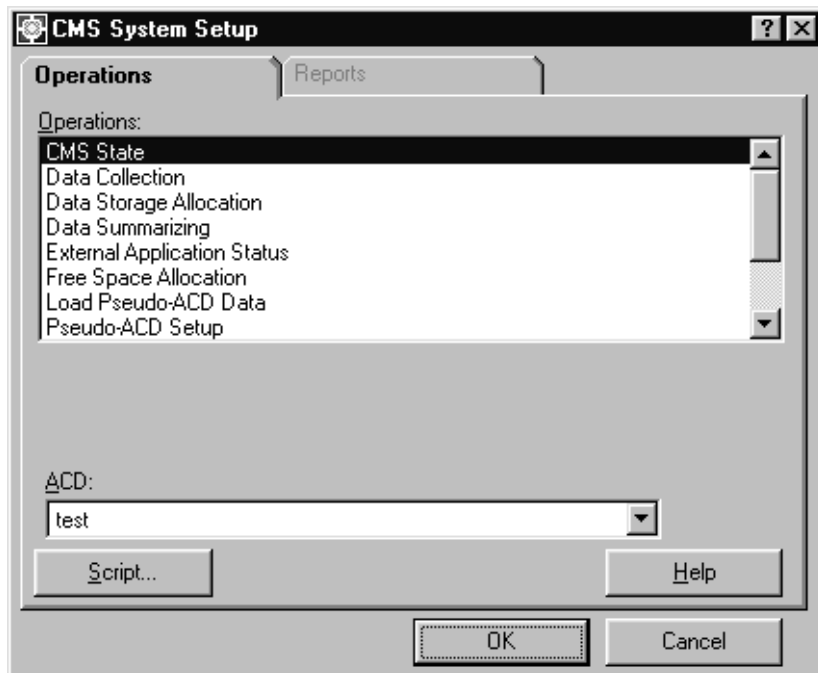
Viewing storage interval settings

Overview This section provides the procedure for viewing the Storage Interval settings for call center data.

Steps To view settings in the Storage Intervals window:

- 1 From the Controller Window, select Tools > System Setup....

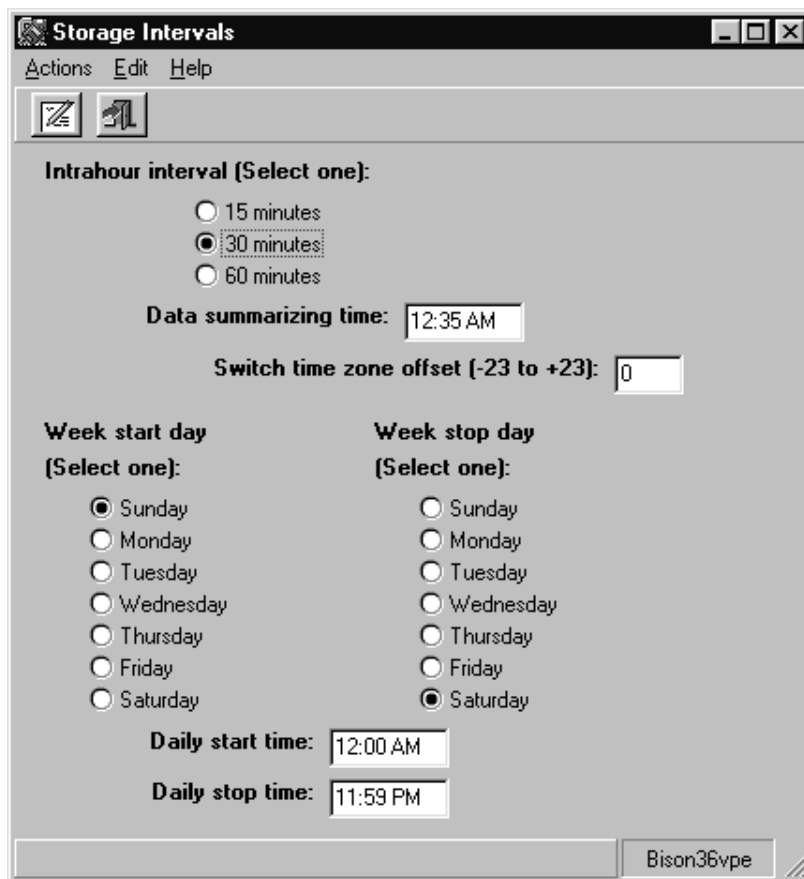
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Storage Intervals.
 - 3 In the ACD: field, select the ACD for which settings will be viewed.
-

4 Select OK.

Result: CentreVu Supervisor displays the Storage Intervals window.



The screenshot shows the 'Storage Intervals' window with the following settings:

- Intrahour interval (Select one):**
 - ☐ 15 minutes
 - ☒ 30 minutes
 - ☐ 60 minutes
- Data summarizing time:** 12:35 AM
- Switch time zone offset (-23 to +23):** 0
- Week start day (Select one):**
 - ☒ Sunday
 - ☐ Monday
 - ☐ Tuesday
 - ☐ Wednesday
 - ☐ Thursday
 - ☐ Friday
 - ☐ Saturday
- Week stop day (Select one):**
 - ☐ Sunday
 - ☐ Monday
 - ☐ Tuesday
 - ☐ Wednesday
 - ☐ Thursday
 - ☐ Friday
 - ☒ Saturday
- Daily start time:** 12:00 AM
- Daily stop time:** 11:59 PM

The window title is 'Storage Intervals' and the user is 'Bison36vpe'.

END OF STEPS



Changing the intrahour interval

Overview This section provides the procedure for changing the rate at which CentreVu CMS archives data within a one-hour time period.

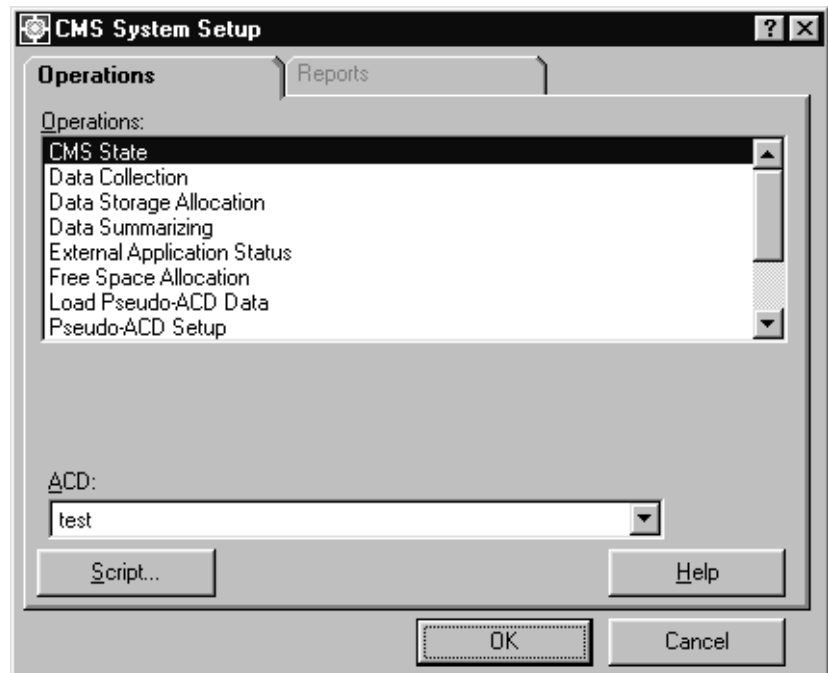
Before you begin The following items should be read and understood before changing the intrahour interval setting:

- Changing the intrahour interval can result in a lengthy process as CentreVu CMS must make modifications to all previously collected data.
- Increasing the frequency of the intrahour interval results in the call center data taking more storage space. This can require changes to the length of time for which CentreVu CMS stores call center data. To change the length of time which data is stored, use the Data Storage Allocation window.
- Perform a full backup of historical data before making changes to the intrahour interval or data collection times or dates. After the changes are made, perform another full backup of historical data.
- Real-time reports use the intrahour interval when displaying data. Cumulative data is reset to zero at the beginning of each intrahour interval.

Steps To change the setting for the intrahour interval:

- 1 From the Controller Window, select Tools > System Setup....

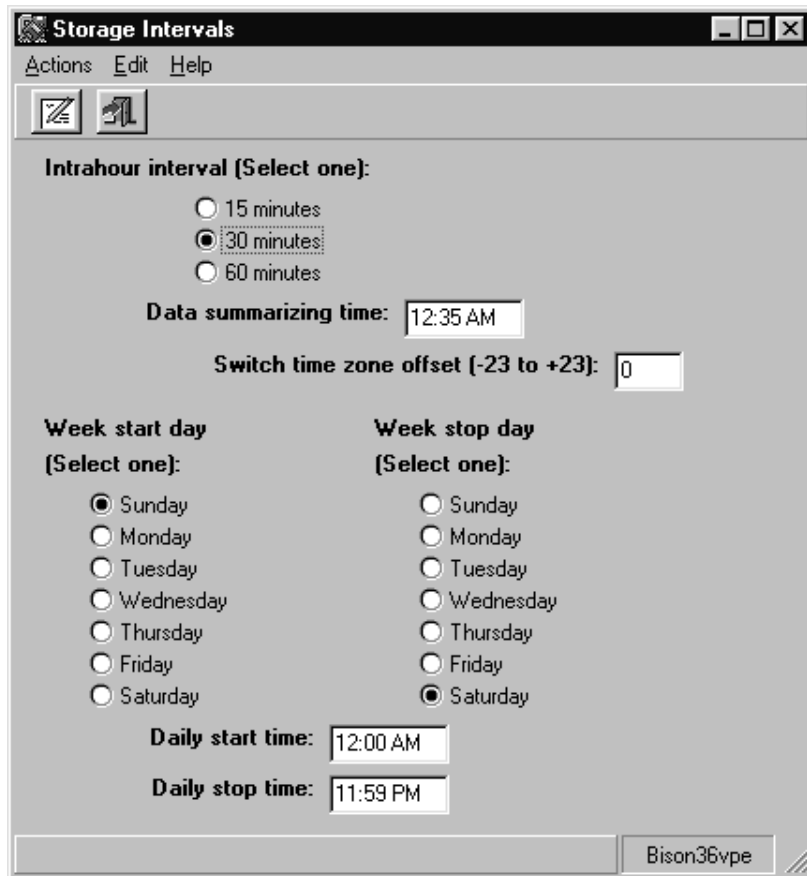
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Storage Intervals.
- 3 In the ACD: field, select the ACD for which the intrahour interval will be changed.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Storage Intervals window.



-
- 5 In the Intrahour interval (Select one): group, select the option for the rate at which CentreVu CMS archives call center data.
-



CAUTION

Do not open another Storage Intervals window and attempt to change other settings during this step. Doing so can result in the loss of database tables.

- 6 From the menu bar, select Actions > Modify.

Result: CentreVu CMS records the setting change and alters all previously recorded data to match this setting. This update process is lengthy and must not be interrupted. The status bar will display a successful message when the operation is complete.

- 7 Restart data collection. See the “Data collection” section for information on this procedure.
-

- 8 Return CentreVu CMS to multi-user mode. See the “CMS state” for information on this procedure.

END OF STEPS



Changing switch time zone

Overview This section provides the procedure on changing the time zone settings for an ACD so that it matches the time zone of the CentreVu CMS server. This procedure is only necessary for those configurations where an ACD resides in a different time zone than that of the CentreVu CMS server.

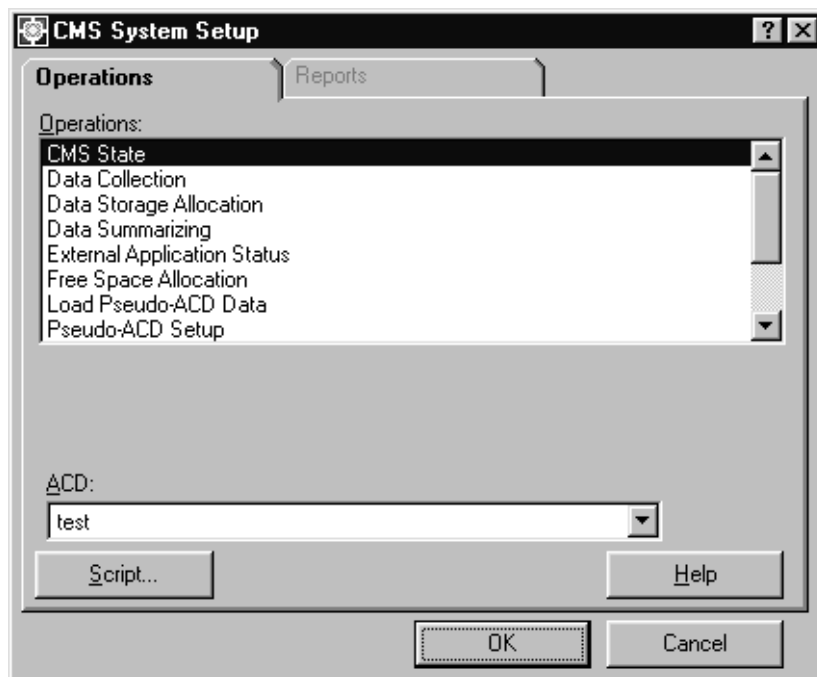
Before you begin The following items should be read and understood before changing the time zone for an ACD:

- CentreVu CMS must be in single-user mode and the data collection must be off before modifications to these settings can be made.
- If an ACD is connected to a CentreVu CMS server in the same time zone, the Switch time zone offset: field should be set to 0.

Steps To change the time zone offset for an ACD:

- 1 From the Controller Window, select Tools > System Setup....

Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Storage Intervals.
- 3 In the ACD: field, select the ACD which will have its timezone offset changed.
- 4 Select OK.

Result: CentreVu Supervisor displays the Storage Intervals window.

The screenshot shows a window titled "Storage Intervals" with a menu bar (Actions, Edit, Help) and two icons. The window contains the following settings:

- Intrahour interval [Select one]:**
 - ☐ 15 minutes
 - ☒ 30 minutes
 - ☐ 60 minutes
- Data summarizing time:** 12:35 AM
- Switch time zone offset [-23 to +23]:** 0
- Week start day [Select one]:**
 - ☒ Sunday
 - ☐ Monday
 - ☐ Tuesday
 - ☐ Wednesday
 - ☐ Thursday
 - ☐ Friday
 - ☐ Saturday
- Week stop day [Select one]:**
 - ☐ Sunday
 - ☐ Monday
 - ☐ Tuesday
 - ☐ Wednesday
 - ☐ Thursday
 - ☐ Friday
 - ☒ Saturday
- Daily start time:** 12:00 AM
- Daily stop time:** 11:59 PM

The window has a status bar at the bottom right that reads "Bison36vpe".

-
- 5** In the Switch time zone offset (-23 to +23): field, enter the number of hours that will convert the time zone of the ACD so that it matches the time zone of the CentreVu CMS server. This entry must be preceded by a – or + for proper time zone calculation.

For example, if an ACD is located in New York City and its CentreVu CMS server resides in Los Angeles, –3 should be entered in this field. Reports will now present consist data regarding times in CentreVu CMS.

-
- 6** From the menu bar, select Actions > Modify.

Result: CentreVu CMS adjust the time setting of the ACD by the value specified. The status bar will display a successful message when the operation is complete.

-
- 7** Restart data collection. See the “Data collection” section for information on this procedure.

-
- 8** Return CentreVu CMS to multi-user mode. See the “CMS state” for information on this procedure.

END OF STEPS



Modifying data summarizing settings

Overview This section provides the procedure for modifying the times and days for which call center data is recorded and summarized.

Before you begin The following items should be read and understood before modifying data summarizing settings:

- CentreVu CMS must be in single-user mode and the data collection must be off before modifications to these settings can be made.
- Perform a full backup of historical data before making changes to the data collection times or dates. After the changes are made, perform another full backup of historical data.
- When a weekly report is requested, the date entered must correspond to the day of the week specified in the Week start day field.



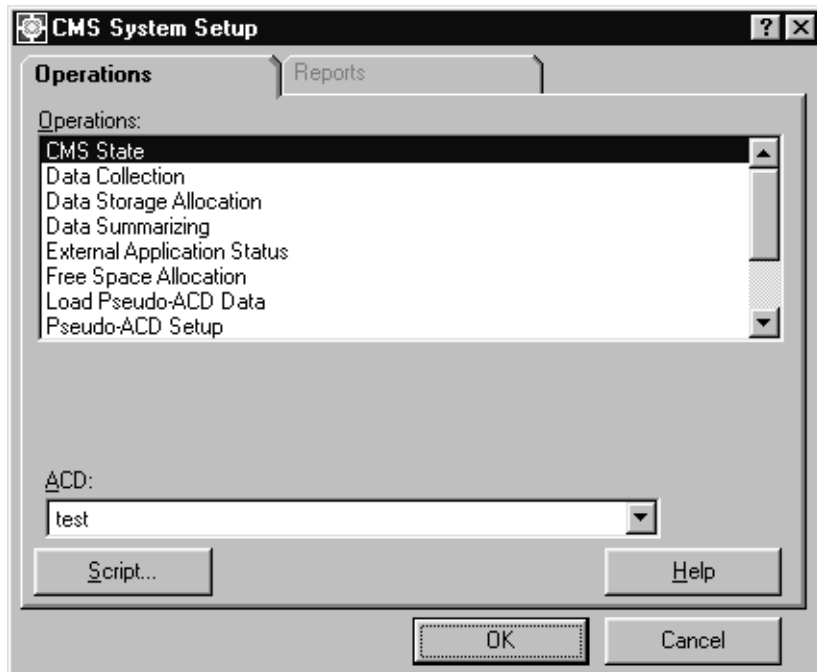
CAUTION

Do not open another Storage Intervals window and attempt to change other settings while modifying these settings. Doing so can result in the loss of database tables.

Steps To modify the CentreVu CMS date and time settings for data summarizing:

-
- 1 From the Controller Window, select Tools > System Setup....

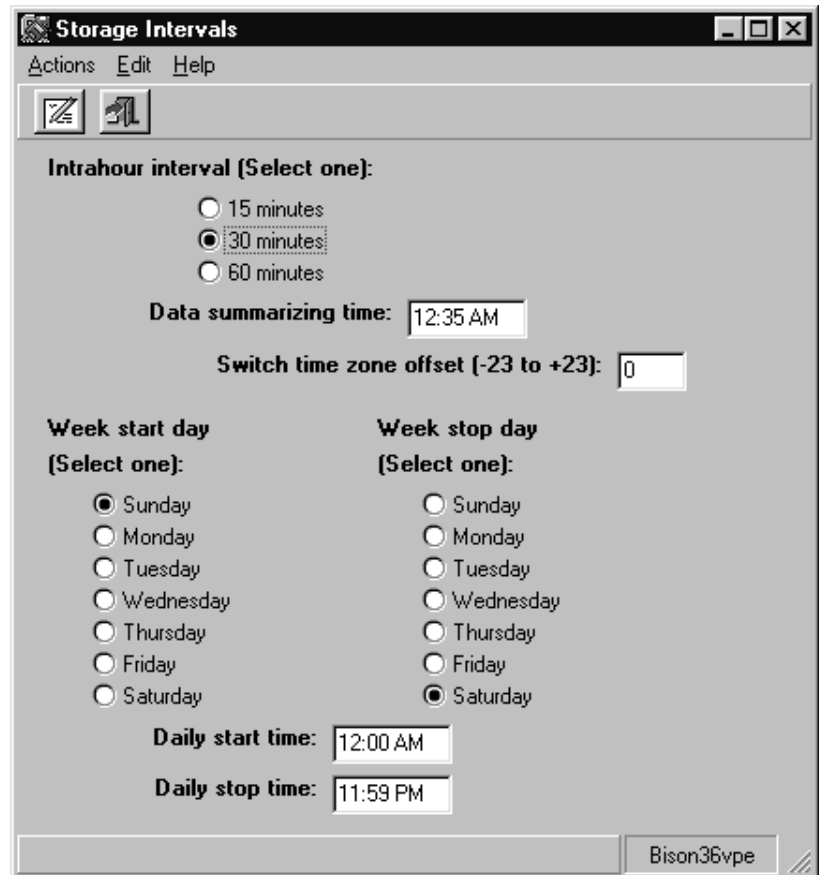
Result: CentreVu Supervisor displays the CMS System Setup window.



-
- 2 In the Operations: list, highlight Storage Intervals.
-
- 3 In the ACD: field, select the ACD which will have its data summarizing settings changed.

4 Select OK.

Result: CentreVu Supervisor displays the Storage Intervals window.



-
- 5** In the Data summarizing time: field, enter the time when CentreVu CMS should summarize data for the previous day, week, and month. The time must be entered in one of the following formats:

- HH:MM PM — For example, 12:35 AM
- 24-hour format — For example, 00:35

If you do not wish to change this field, skip this step and proceed to the next.

The time entered in this field must be equal to or greater to intrahour interval in order to allow CentreVu CMS to finish archiving data. The default time for this field is 12:35 AM.

Weekly summaries are started on the day following the day specified in the Week stop day field. Monthly summaries are started on the first day of the next month. For example, the monthly summary for January is done on the first day of February.

To run data summarizing on the day for which data was collected, the Data summarizing time: field must be set for 15 minutes after the Daily stop time and prior to midnight. For example, the Data summarizing time: field can be set to 11:59 PM or 23:59. This would require that the Daily stop time: field be set to 11:44 PM or 23:44.

-
- 6** In the Week start day (Select one): group, select the day that represents the start of the work week for the call center.

If you do not wish to change this field, skip this step and proceed to the next.

The default value for this field is Sunday.

-
- 7** In the Week stop day (Select one): group, select the day that represents the end of the work week for the call center.

If you do not wish to change this field, skip this step and proceed to the next.

The default value for this field is Saturday. Data through the end of the stop day is collected and included in the weekly summary.

When the start or stop day is changed for the week, the data from the old start day through the new stop day for the week is archived.

If possible, make any changes to the Week start day and Week stop day after CentreVu CMS performs the weekly archived. However, this is not possible for a seven-day week. When the start and stop day for the week are changed, the current week will contain the data item, INCOMPLETE, to indicate that the data for this week is peculiar since the definition of that week was changed.

If the Week start day and Week stop day are identical, data for only one day will be collected for that week.

-
- 8** In the Daily start time: field, enter the time at which data collection should start. Enter the time in one of the following formats:

- HH:MM PM — For example, 12:00 AM
- 24-hour format — For example, 00:00

If you do not wish to change this field, skip this step and proceed to the next.

The default value for this field is 12:00 AM (midnight).

-
- 9** In the Daily stop time: field, enter the time at which data collection should stop. Enter the time in one of the formats specified in the previous step.

If you do not wish to change this field, skip this step and proceed to the next.

The default value for this field is 11:59 PM. Data is collected through the end of the minute specified.

Do not enter the same time in this field as in the Daily start time: field. Doing so will result in data being collected for only one minute per day.

-
- 10** From the menu bar, select Actions > Modify.

Result: CentreVu CMS updates the data summarizing parameters as specified. A successful message appears in the status bar when CentreVu CMS completes the operation.

-
- 11** Restart data collection. See the “Data collection” section for information on this procedure.

-
- 12** Return CentreVu CMS to multi-user mode. See the “CMS state” for information on this procedure.

END OF STEPS



Switch setup

Overview

- Purpose** Use the Switch Setup window to view the following information:
- DEFINITY setup information — ACD name, release, and activated features, such as Call Vectoring, Call Prompting, and Expert Agent Selection (EAS)
 - CentreVu CMS software information — release, version, and load
 - Phantom abandon call timer values

This section contains the following procedures:

- Viewing switch setup data
- Listing all switch setup data

- Before you begin** The following items should be read and understood before working with the Switch Setup window:
- The Switch Setup window can only display real ACDs. Pseudo-ACDs are not supported.
 - This window can only be used to view information. No modifications to the ACD can be made through CentreVu Supervisor.
 - The phantom abandon call timer is used to determine which calls to count as abandoned calls rather than ACD call. If the call lasts less than the number of seconds specified, the DEFINITY system considers it an abandoned call. The feature is useful in areas where the central office does not provide disconnect supervision on trunks.
 - To display an ACD name in the Switch Setup window, it must first have the name assigned in the Dictionary. See “Chapter 2, Using the Dictionary to name call center entities” for more information on this procedure.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view ACDs in the Switch Setup window, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for the CMS System Setup feature.



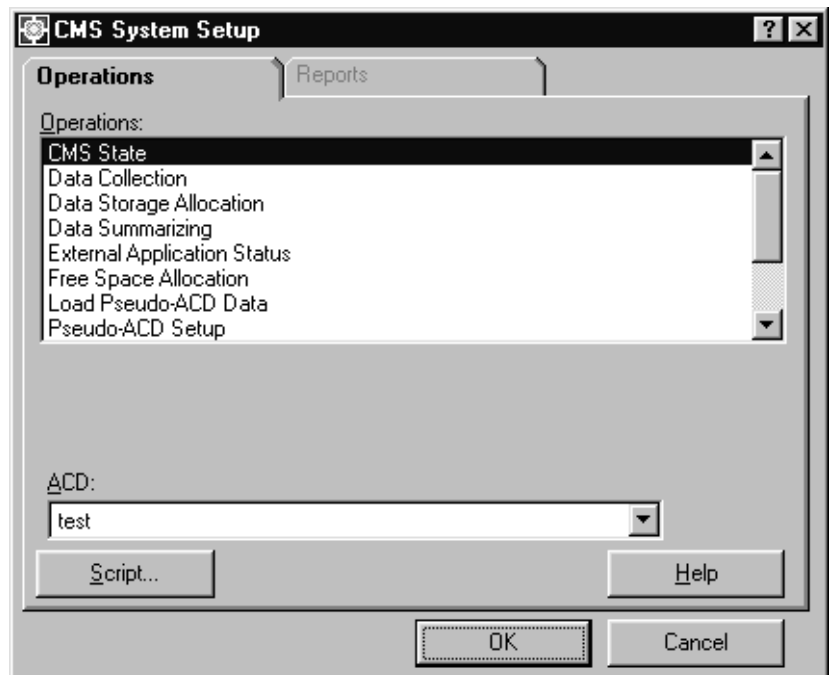
Viewing switch setup data

Overview This section provides the procedure for viewing setup information for an ACD.

Steps To view the setup settings for an ACD:

- 1 From the Controller Window, select Tools > System Setup....

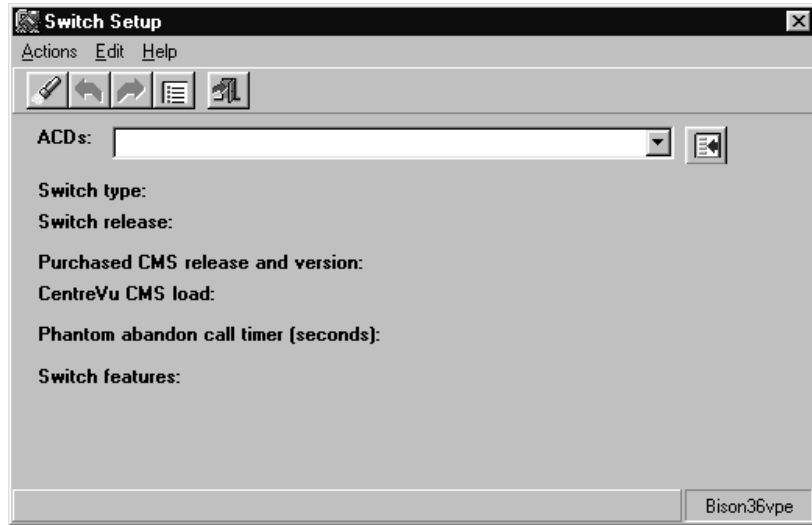
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Switch Setup.

-
- 3 Select OK.

Result: CentreVu Supervisor displays the Switch Setup window.



-
- 4 In the ACD: field, enter the name or number of the ACD to display.

To have all ACDs returned from the query so that they can be cycled through in this dialog, leave this field blank and proceed to the next step.

-
- 5 From the menu bar, select Actions > Find one.

Result: CentreVu Supervisor displays the setup information for the specified ACD. If more than one match was found, use the Next and Previous items under Actions menu to cycle through them.

END OF STEPS



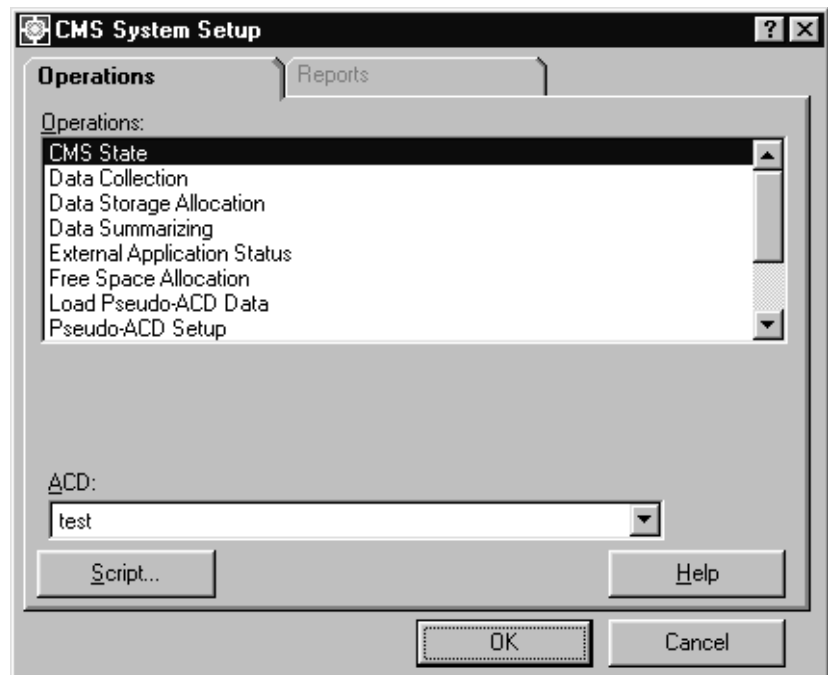
Listing all switch setup data

Overview This section provides the procedure for viewing setup information for all ACDs.

Steps To view the setup settings for all ACDs:

- 1 From the Controller Window, select Tools > System Setup....

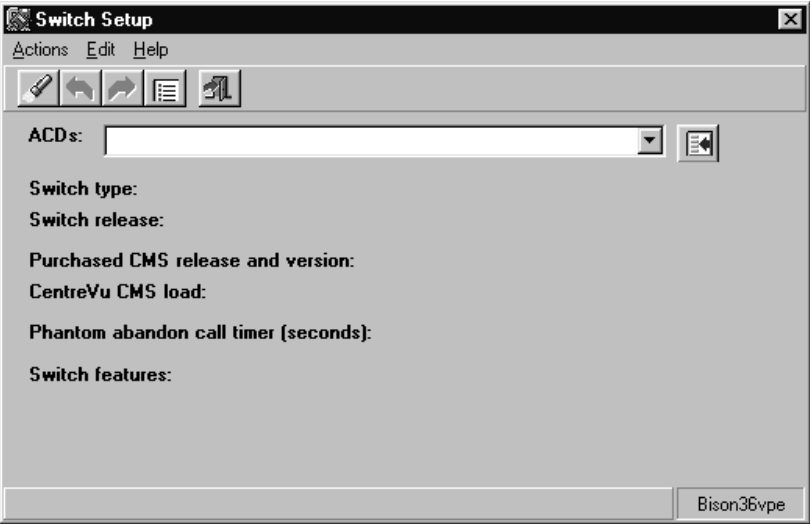
Result: CentreVu Supervisor displays the CMS System Setup window.



- 2 In the Operations: list, highlight Switch Setup.

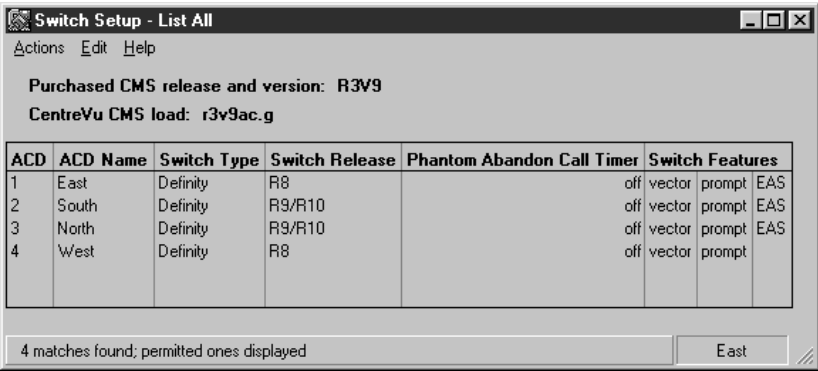
3 Select OK.

Result: CentreVu Supervisor displays the Switch Setup window.



4 From the menu bar, select Actions > List all.

Result: CentreVu Supervisor displays a secondary window listing all ACDs and their associated settings.



END OF STEPS



10 Maintaining CentreVu CMS

Overview

Purpose Maintenance consists of routine tasks such as backing up data, checking the status of the CentreVu CMS connection to the switch, and viewing the maintenance error log.

The Maintenance tool allows you to perform the following tasks:

- Initiate CMS backups and restores
- Assign a name and description to the full path name for a device used for data backups
- Assign printer names and options
- Monitor the data link between the CMS processor and the switch
- View the measurement status of a particular ACD
- View the Maintenance Error Log
- View the archiving status

This section contains the following:

- ACD status
- Description of the ACD Status window — with EAS
- Description of the ACD Status window — without EAS
- Archiving status
- —Description of the Archiving Status — List All window
- Backup/restore devices

- Performing a CMSADM backup
- Performing a maintenance backup
- Description of the Backup Data window
- Labeling the backup volume
- Recovery kit
- Connection status
- Description of the Connection Status window
- Administering a printer
- Restoring data
- Maintenance Error Log
- Maintenance Error Log messages
- Running the ACD Administration Log report
- ACD Administration Log window field descriptions



ACD status

Overview The ACD Status window displays information about the current selected ACD, including the number of splits or skills, agents logged in, trunk groups, trunks, VDNs, vectors (if your company has purchased Call Vectoring), and measured splits. You can also use the ACD status window to request a complete set of translations from a specific ACD. The ACD status window will look different if your switch has EAS.

This section contains the following procedures:

- Viewing ACD status (10-4)
- Listing ACD status (10-7)
- Requesting ACD translations (10-8)

Permissions Depending on the procedure you wish to perform, you will need the following permissions:

- To view the ACD Status window, you need to have *read* permission in Maintenance.
- To request translations, you need to have *write* permission in Maintenance.

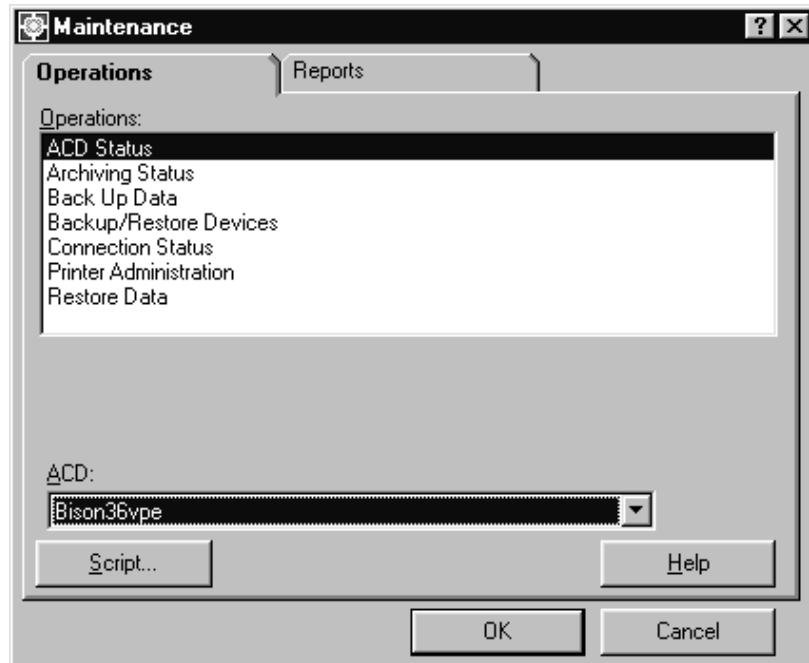
Important! Before you view the status of an ACD, be aware that:

- The link must be up between the switch and the CMS, if you want to view the status or request translations from a specific ACD.
- Data collection must be on for the specific ACD for the translations you request.
- The data will be lost during a translations pump-up. An acknowledgement window will ask if you want to proceed.

Viewing ACD status

- 1 From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.

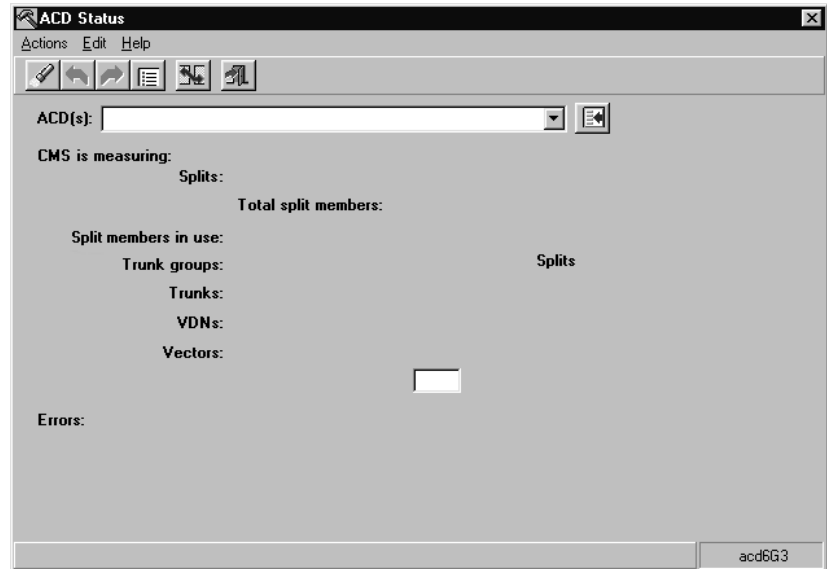


- 2 Select the Operations tab.
- 3 Select ACD Status in the Operations: list.

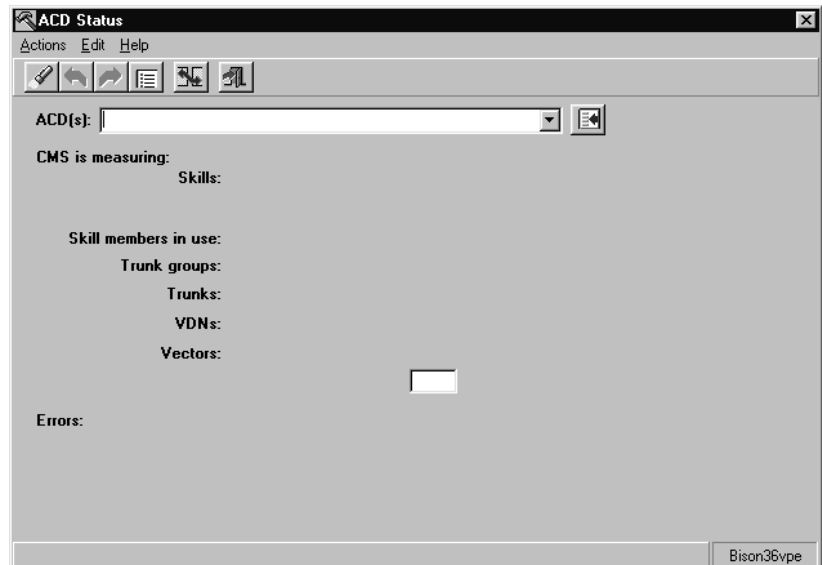
4 Select OK.

Result: CentreVu Supervisor displays the ACD Status window.

If your switch does not have Expert Agent Selection (EAS), the ACD Status window looks like the following:



If your switch has EAS, the ACD Status window looks like the following:



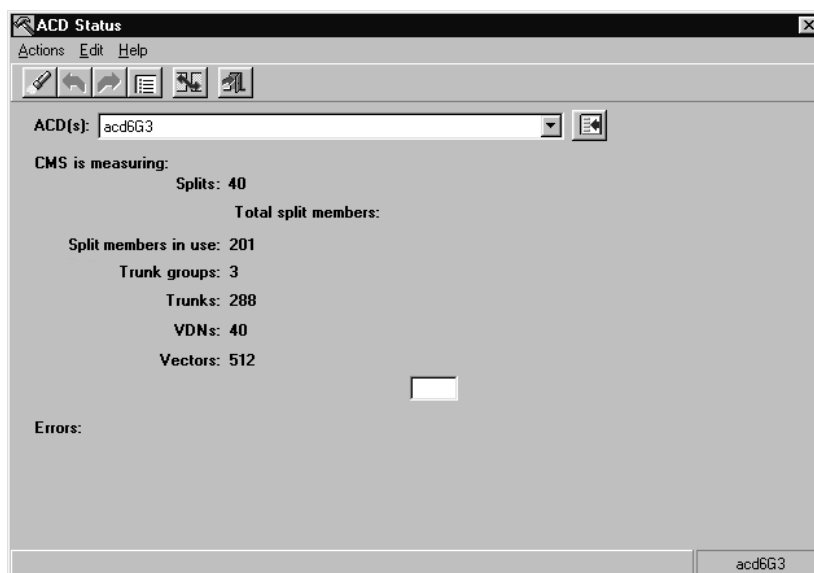
For additional information on the fields in the ACD Status window, see “Description of the ACD Status window — with EAS” and “Description of the ACD Status window — without EAS”.

5 Perform one of the following steps to enter information in the ACD(s): field:

- Enter the name or number of the ACD directly into the field.
 - Use the history list to select an ACD.
 - Use the Browse button to select an ACD.
-

6 From the Actions menu, select Find one.

Result: CentreVu Supervisor displays the ACD Status window for the selected ACD.

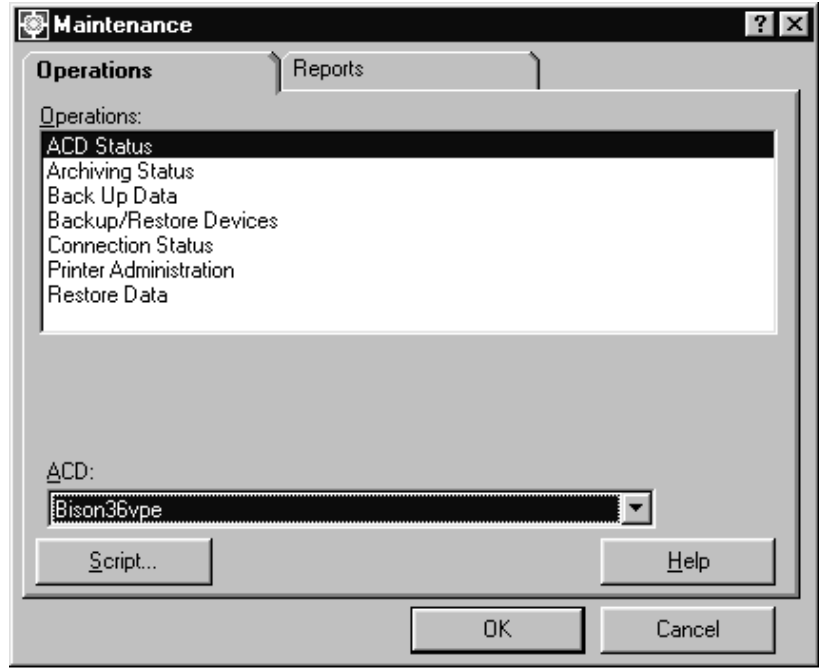


END OF STEPS

Listing ACD status

- 1 From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.



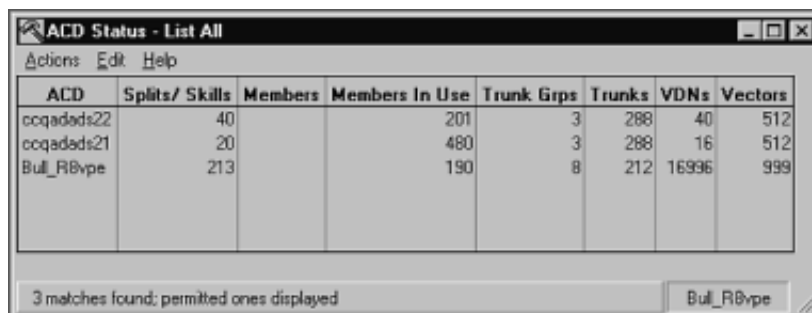
- 2 Select the Operations tab.
- 3 Select ACD Status in the Operations: list.
- 4 Select OK.

Result: CentreVu Supervisor displays the ACD Status window.

- 5 From the Edit menu, select Clear all.

-
- 6 From the Actions menu select List all.

Result: CentreVu Supervisor displays the ACD Status — List All window.



ACD	Splits/ Skills	Members	Members In Use	Trunk Grps	Trunks	VDNs	Vectors
ccqadads22	40		201	3	288	40	512
ccqadads21	20		480	3	288	16	512
Bull_RBvpe	213		190	8	212	16996	999

3 matches found; permitted ones displayed

Bull_RBvpe

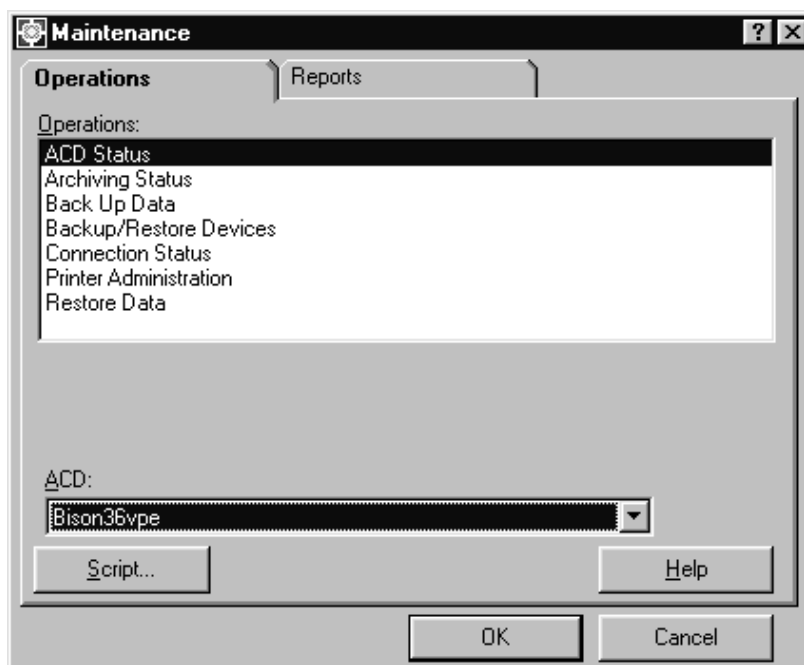
END OF STEPS

Requesting ACD translations

Important! While ACD translations are being downloaded by the CentreVu CMSserver, data for your call center cannot be collected.

- 1 From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.



2 Select the Operations tab.

3 Select ACD Status in the Operations: list.

4 Select OK.

Result: CentreVu Supervisor displays the ACD Status window.

5 Perform one of the following steps to enter information in the ACD(s): field:

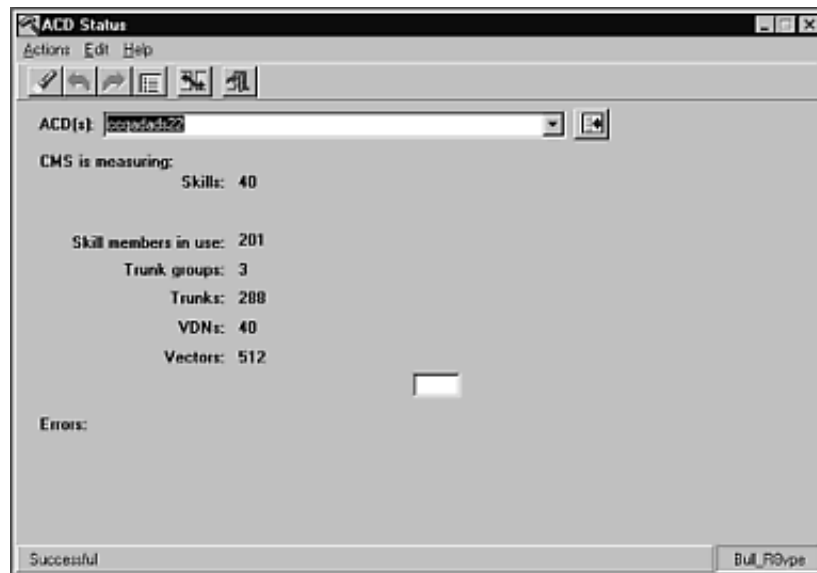
- Enter the name or number of the ACD directly into the field.
- Use the history list to select an ACD.
- Use the Browse button to select an ACD.

6 From the Actions menu, select Translations.

Result: A warning message appears stating that data for the call center will not be collected while translations are in progress.

-
- 7 Select Yes from the warning window to continue with the ACD translation.

Result: CentreVu Supervisor displays the ACD Status window when the operation completes.

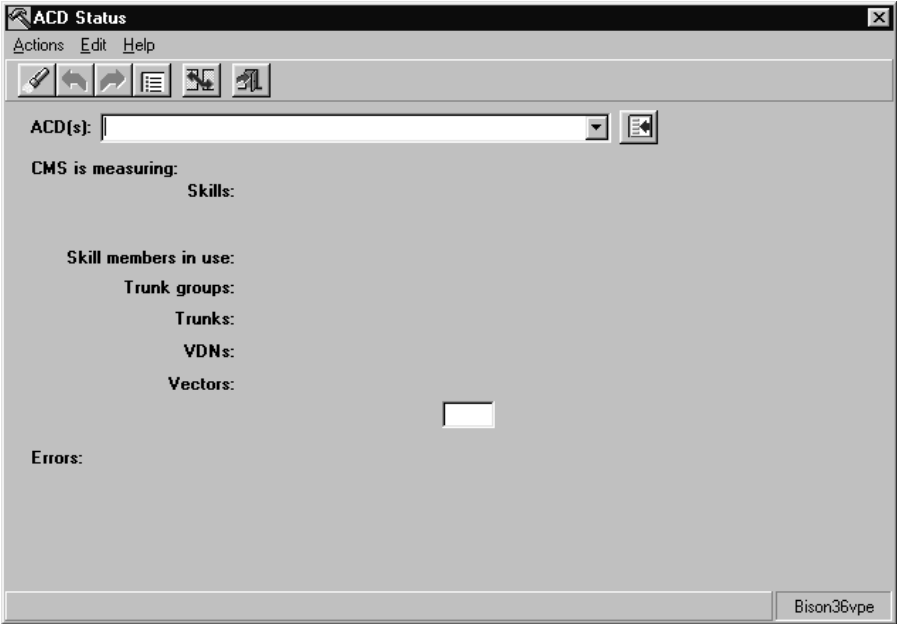


END OF STEPS



Description of the ACD Status window — with EAS

The ACD Status window — with EAS



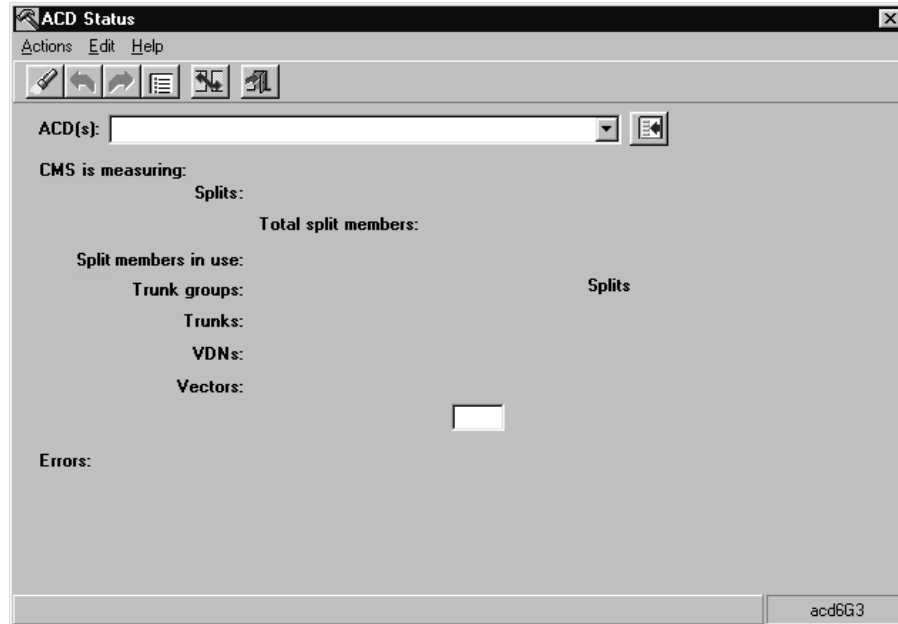
Field descriptions Field descriptions for the ACD Status window where EAS is installed are described as follows:

Field	Description
Skills	The skills measured by CMS.
Skill members in use	The agent/skill pairs logged in at the time the ACD Status window was open.
Trunk groups	The trunk groups measured by CMS.
Trunks	The trunks measured by CMS, unmeasured trunks are not included.
VDNs	The VDNs measured on the selected ACD.
Vectors	The vectors available for use in the selected ACD.
Errors	The errors encountered by the ACD.

□

Description of the ACD Status window — without EAS

The ACD Status window — without EAS



Field descriptions

Field descriptions for the ACD Status window where EAS is not installed are described as follows:

Field	Description
CMS is measuring	The current value of each of the following items.
Splits	The splits measured by CMS.
Total split members	The agent/split pairs logged in at the time the ACD Status window was open.
Trunk groups	The trunk groups measured by CMS.
Trunks	The trunks measured by CMS; unmeasured trunks are not included.
VDNs	The VDNs measured on the ACD.
Vectors	The vectors available for use in the selected ACD.
Measured splits	The number of measured splits in a selected ACD.
Errors	The errors encountered by the ACD.



Archiving status

Overview Use the Archiving Status window to display the status, date, and time of the last archive for interval, daily, weekly, and/or monthly data. This information can help you decide when to turn off data collection, or change your archiving times to minimize data loss.'

This section contains the following procedures:

- Viewing the archiving status of a single ACD (10-14)
- Viewing the archiving status of all ACDs (10-17)

Permissions You need read permission for the Maintenance subsystem to view archiving status.

Important! Before you view ACD archiving status information, be aware that:

- Archive means that CMS is storing interval, daily, weekly, and monthly data in the appropriate database tables.
- The three archive status indications are:
 - Finished — the last archive has been completed
 - Running — the archive is currently running
 - Not run — the archive has never run

Viewing the archiving status of a single ACD

- 1 From the Controller Window, select Tools > Maintenance.

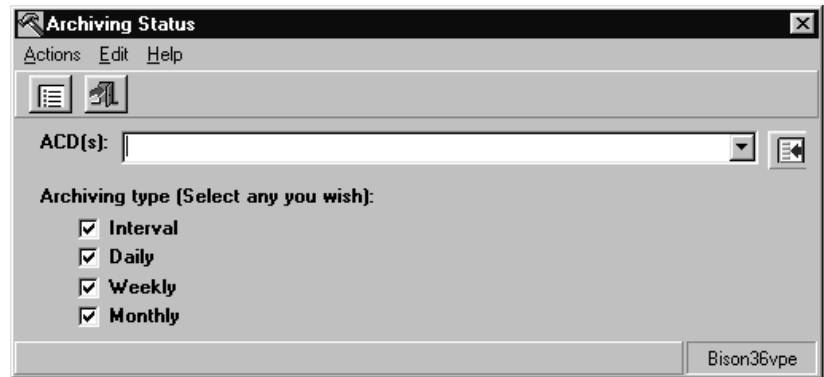
Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Select Archiving Status in the Operations: list.

4 Select OK.

Result: CentreVu Supervisor displays the Archiving Status window.



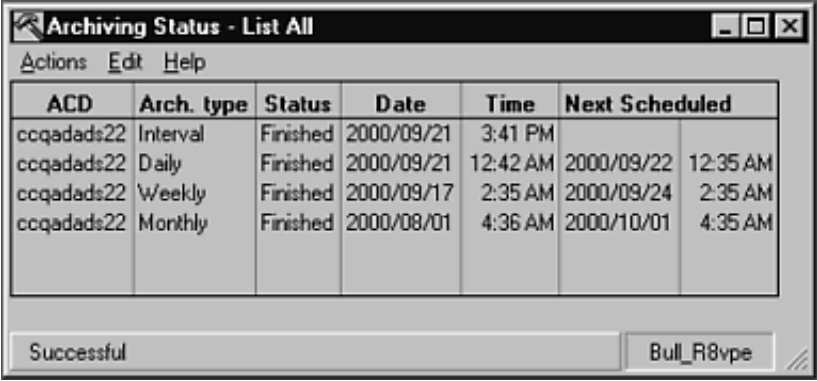
5 Perform one of the following steps to enter information in the ACD(s): field:

- Enter the name or number of the ACD directly into the field.
- Use the history list to select an ACD.
- Use the Browse button to select an ACD.

6 In the Archiving type (Select any you wish): check boxes, deselect the archives you do not want to view. Otherwise, go to Step 7.

-
- 7 From the Actions menu, select List all.

Result: CentreVu Supervisor displays the Archiving Status — List All window.



ACD	Arch. type	Status	Date	Time	Next Scheduled
ccqadads22	Interval	Finished	2000/09/21	3:41 PM	
ccqadads22	Daily	Finished	2000/09/21	12:42 AM	2000/09/22 12:35 AM
ccqadads22	Weekly	Finished	2000/09/17	2:35 AM	2000/09/24 2:35 AM
ccqadads22	Monthly	Finished	2000/08/01	4:36 AM	2000/10/01 4:35 AM

For more detailed information about the Archiving Status — List All window, see “—Description of the Archiving Status — List All window”.

END OF STEPS

Viewing the archiving status of all ACDs

- 1 From the Controller Window, select Tools > Maintenance.

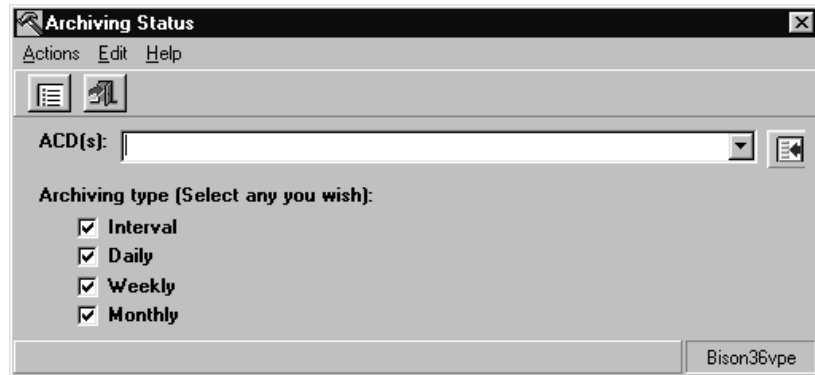
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
-
- 3 Select Archiving Status in the Operations: list.
-

-
- 4 Select OK.

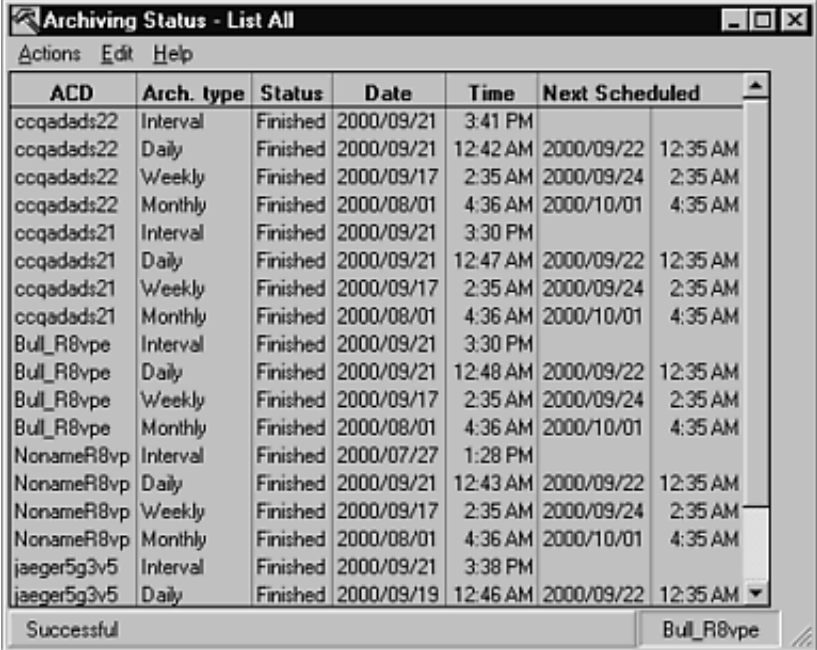
Result: CentreVu Supervisor displays the Archiving Status window.



-
- 5 If the ACD(s): field is not clear; go to the Edit menu, and select Clear all.
-
- 6 Select the type of archives you want to view in the Archiving type: check boxes.

- 7 From the Actions menu, select List all.

Result: CentreVu Supervisor displays the Archiving Status — List All window.



ACD	Arch. type	Status	Date	Time	Next Scheduled
ccqadads22	Interval	Finished	2000/09/21	3:41 PM	
ccqadads22	Daily	Finished	2000/09/21	12:42 AM	2000/09/22 12:35 AM
ccqadads22	Weekly	Finished	2000/09/17	2:35 AM	2000/09/24 2:35 AM
ccqadads22	Monthly	Finished	2000/08/01	4:36 AM	2000/10/01 4:35 AM
ccqadads21	Interval	Finished	2000/09/21	3:30 PM	
ccqadads21	Daily	Finished	2000/09/21	12:47 AM	2000/09/22 12:35 AM
ccqadads21	Weekly	Finished	2000/09/17	2:35 AM	2000/09/24 2:35 AM
ccqadads21	Monthly	Finished	2000/08/01	4:36 AM	2000/10/01 4:35 AM
Bull_R8vpe	Interval	Finished	2000/09/21	3:30 PM	
Bull_R8vpe	Daily	Finished	2000/09/21	12:48 AM	2000/09/22 12:35 AM
Bull_R8vpe	Weekly	Finished	2000/09/17	2:35 AM	2000/09/24 2:35 AM
Bull_R8vpe	Monthly	Finished	2000/08/01	4:36 AM	2000/10/01 4:35 AM
NonameR8vp	Interval	Finished	2000/07/27	1:28 PM	
NonameR8vp	Daily	Finished	2000/09/21	12:43 AM	2000/09/22 12:35 AM
NonameR8vp	Weekly	Finished	2000/09/17	2:35 AM	2000/09/24 2:35 AM
NonameR8vp	Monthly	Finished	2000/08/01	4:36 AM	2000/10/01 4:35 AM
jaeger5g3v5	Interval	Finished	2000/09/21	3:38 PM	
jaeger5g3v5	Daily	Finished	2000/09/19	12:46 AM	2000/09/22 12:35 AM

Successful Bull_R8vpe

For more detailed information about the Archiving Status — List All window, see “—Description of the Archiving Status — List All window”.

END OF STEPS



—Description of the Archiving Status — List All window

The Archiving Status — List All window

ACD	Arch. type	Status	Date	Time	Next Scheduled
Jaeger1G32	Interval	Finished	2/21/98	2:27 PM	
Jaeger1G32	Daily	Finished	2/21/98	12:48 AM	2/22/98 12:35 AM
Jaeger1G32	Weekly	Finished	2/15/98	2:35 AM	2/22/98 2:35 AM
Jaeger1G32	Monthly	Finished	2/1/98	4:35 AM	3/1/98 4:35 AM
Jaguar4e34	Interval	Finished	2/21/98	2:24 PM	
Jaguar4e34	Daily	Finished	2/21/98	12:47 AM	2/22/98 12:35 AM
Jaguar4e34	Weekly	Finished	2/15/98	2:35 AM	2/22/98 2:35 AM
Jaguar4e34	Monthly	Finished	2/1/98	4:36 AM	3/1/98 4:35 AM
Bison36vpe	Interval	Finished	2/21/98	2:30 PM	
Bison36vpe	Daily	Finished	2/21/98	12:49 AM	2/22/98 12:35 AM
Bison36vpe	Weekly	Finished	2/15/98	2:35 AM	2/22/98 2:35 AM
Bison36vpe	Monthly	Finished	2/1/98	4:37 AM	3/1/98 4:35 AM
Trex35_vpe	Interval	Finished	2/21/98	2:28 PM	
Trex35_vpe	Daily	Finished	2/21/98	12:53 AM	2/22/98 12:35 AM
Trex35_vpe	Weekly	Finished	2/15/98	2:36 AM	2/22/98 2:35 AM
Trex35_vpe	Monthly	Finished	2/1/98	4:38 AM	3/1/98 4:35 AM
acd5	Interval	Finished	2/21/98	2:05 PM	
acd5	Daily	Finished	2/21/98	12:51 AM	2/22/98 12:35 AM
acd5	Weekly	Finished	2/15/98	2:36 AM	2/22/98 2:35 AM
acd5	Monthly	Finished	2/1/98	4:38 AM	3/1/98 4:35 AM
acd6	Interval	Finished	2/21/98	2:05 PM	

Successful Bison36vpe

Field descriptions

Field descriptions for the Archiving Status — List All window are described as follows:

Field	Description
Status	The archiving status of the ACD.
Date	The date the last archive completed for the ACD.
Time	The time the last archive completed for the ACD.
Next scheduled	The date and time of the next-scheduled archive. Dates and times will not appear for the Interval archiving. Interval archives occur at the end of each interval: 15, 30, or 60 minutes.



Backup/restore devices

Overview Use the Backup/Restore Devices window to assign a name and description to a full path name for a device. The device name is used for data backup, data migration, data restore, and for loading a pseudo-ACD.

This section contains the following procedures:

- Viewing a backup/restore device (10-22)
- Listing all backup/restore devices (10-24)
- Adding a backup/restore device (10-26)
- Modifying a backup/restore device (10-28)
- Deleting a backup/restore device (10-30)

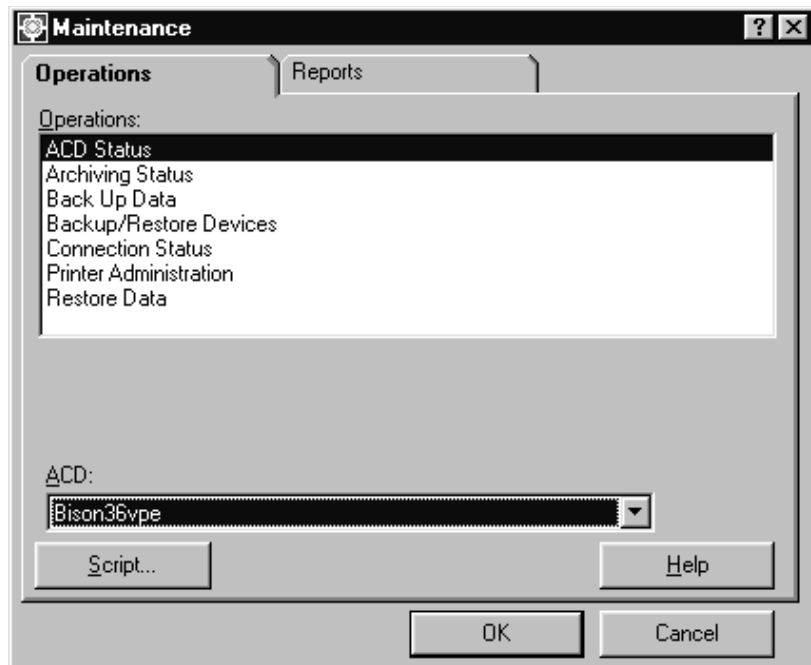
Permissions Depending on the procedure you wish to perform, you need the following permissions:

- You need *read* permission for Maintenance to view the Backup/Restore Devices window.
- You need *write* permission for Maintenance to add, delete or modify any backup/restore devices.

Viewing a backup/restore device

- 1 From the Controller Window, select Tools > Maintenance.

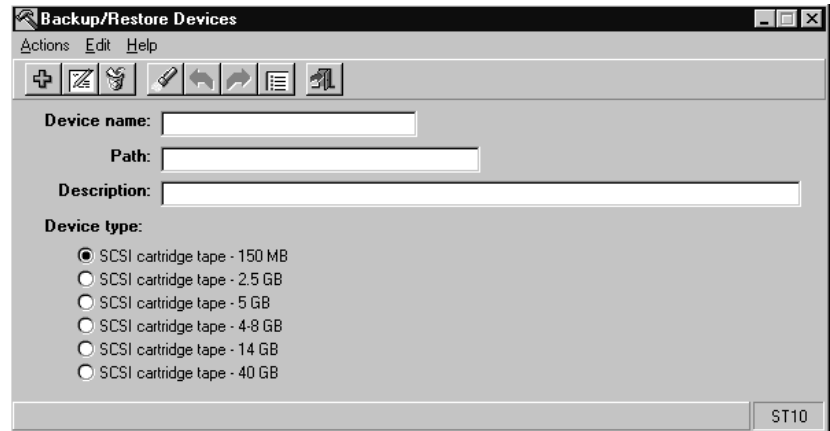
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
-
- 3 Select Back Up/Restore Devices in the Operations: list.

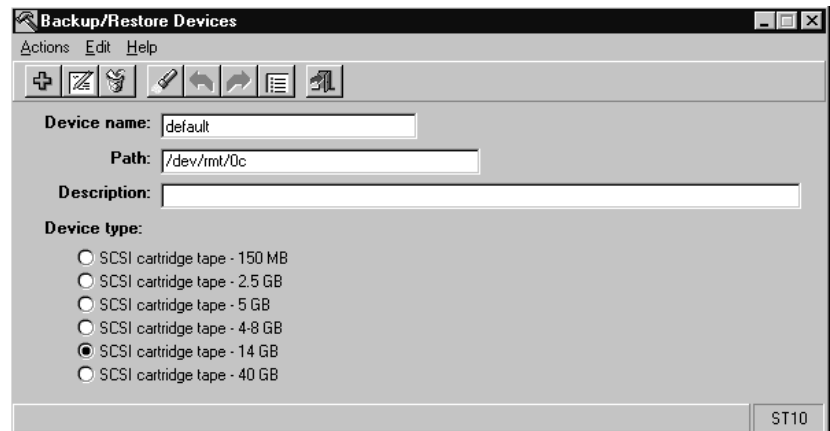
-
- 4 Select OK.

Result: CentreVu Supervisor displays the Backup/Restore Devices window.



-
- 5 From the Actions menu, select Find one.

Result: CentreVu Supervisor displays the first device in this dialog box.



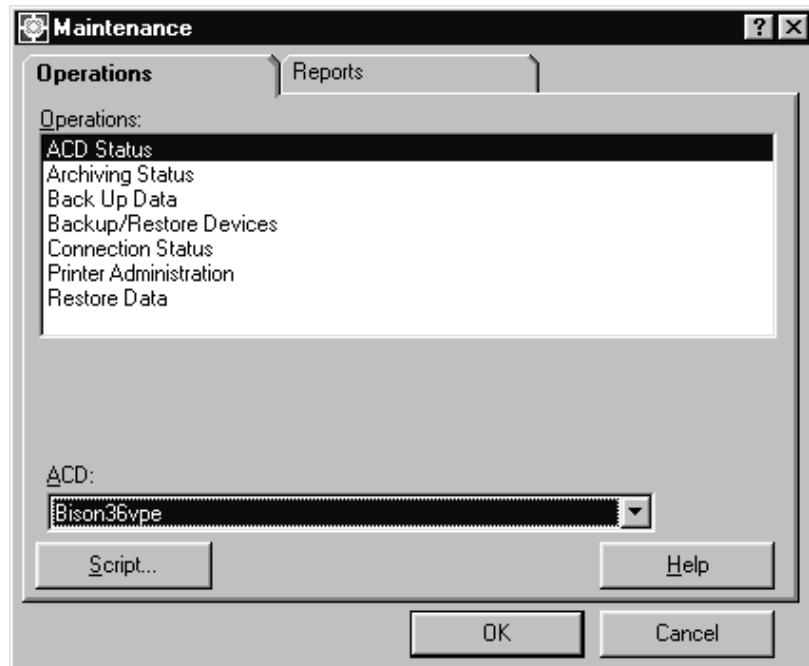
-
- 6 If more than one match is found, go to the Actions menu, and select Next. Repeat this step until all devices have been displayed.

END OF STEPS

Listing all backup/restore devices

- 1 From the Controller Window, select Tools > Maintenance.

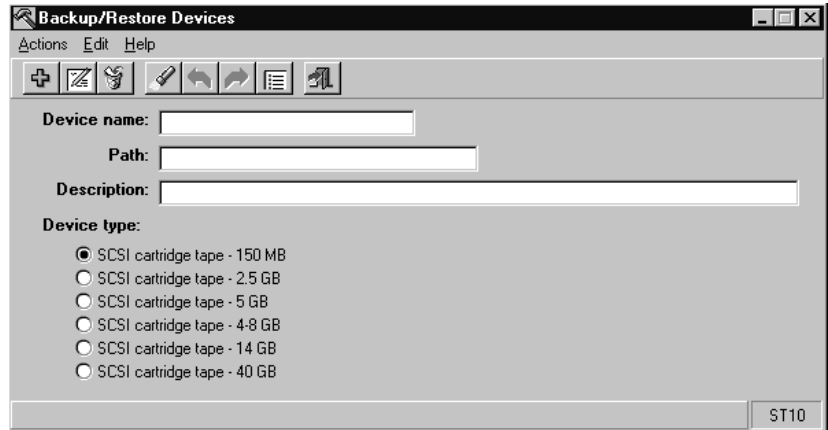
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
-
- 3 Select Back Up/Restore Devices in the Operations: list.
-

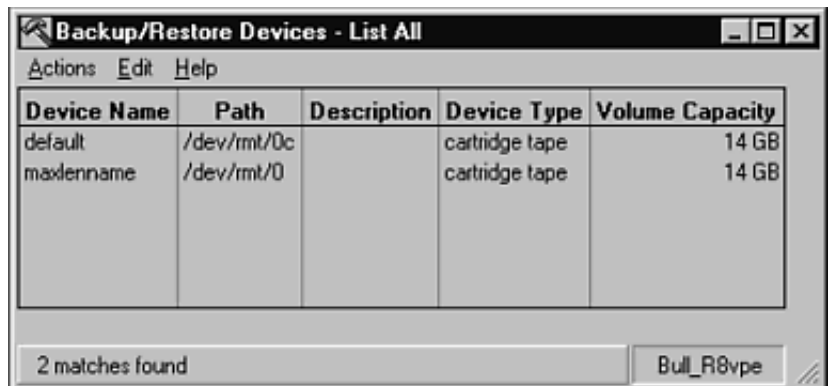
4 Select OK.

Result: CentreVu Supervisor displays the Backup/Restore Devices window.



5 From the Actions menu, select List all.

Result: CentreVu Supervisor displays a list of devices.

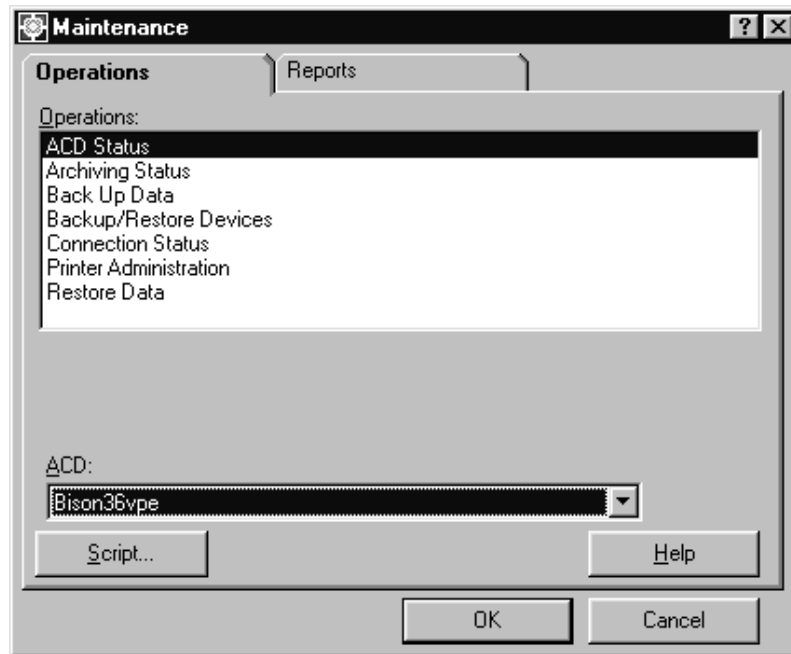


END OF STEPS

Adding a backup/restore device

- 1 From the Controller Window, select Tools > Maintenance.

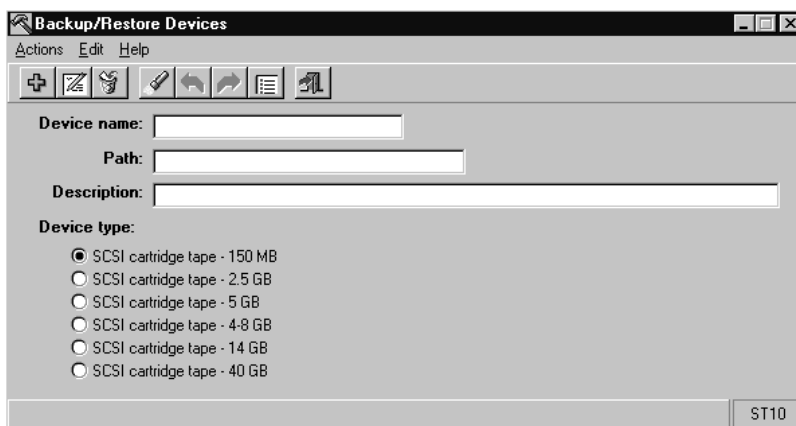
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
 - 3 Select Back Up/Restore Devices in the Operations: list.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Backup/Restore Devices window.



-
- 5 In the Device name: field, enter the name of the backup/restore device.

Example: If you want to refer to your backup/restore device as `ddrive1`, enter `ddrive1` in the Device name: field.

-
- 6 In the Path: field, enter the full Solaris system path to access the device.

See the *Solaris System Administrator's Guide*, for more information about devices and paths.

-
- 7 In the Description: field, enter any additional information to help identify the device.

-
- 8 In the Device type: option list, select the correct tape capacity for your backup/restore device.

Selecting the correct capacity tape, allows the system to estimate the number of tapes that will be needed to perform a full backup to the device.

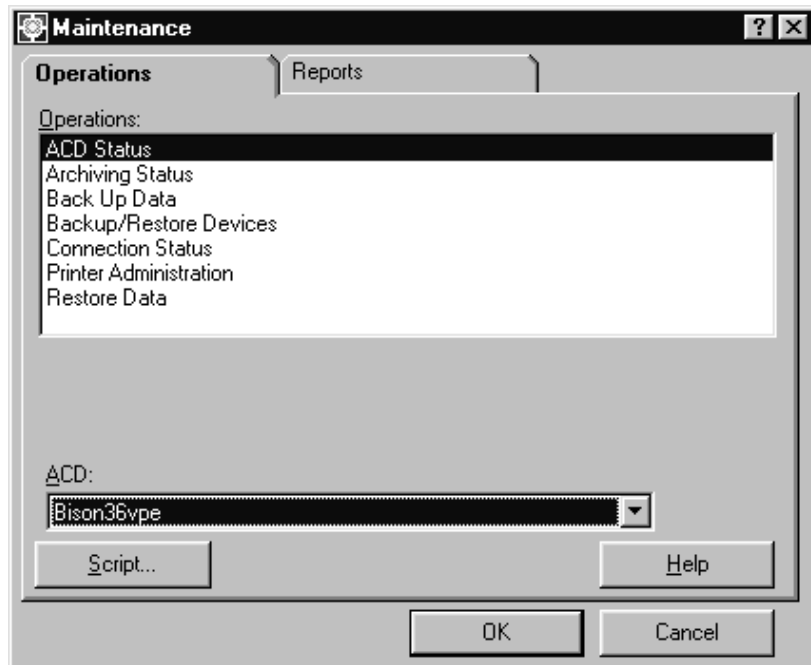
-
- 9 From the Actions menu, select Add.

END OF STEPS

Modifying a backup/restore device

- 1 From the Controller Window, select Tools > Maintenance.

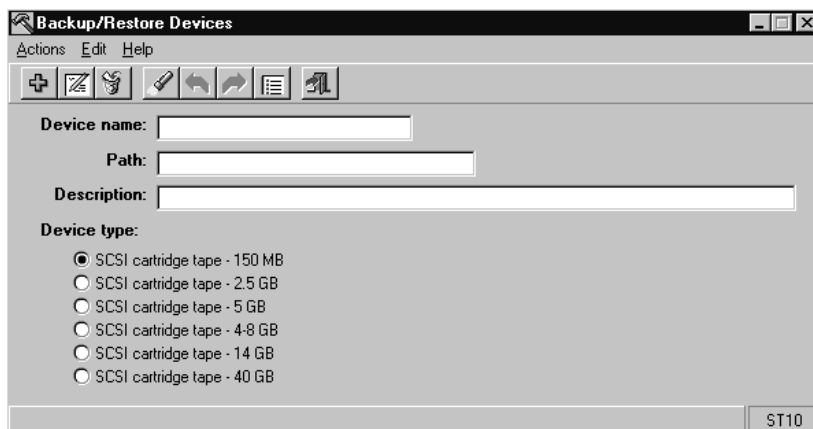
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
 - 3 Select Back Up/Restore Devices in the Operations: list.
-

4 Select OK.

Result: CentreVu Supervisor displays the Backup/Restore Devices window.



-
- 5 Perform one of the following procedures to select the correct backup/restore device:
- If you know the name of the device, enter the name of the device in the Device name: field, and then press **Enter**.
 - If you do not know the name of the device, perform the following:
 1. From the Actions menu, select Find one.
 2. If more than one match is found, go to the Actions menu, and select Next. Repeat this step until the device you want to modify is displayed in the dialog box.

6 Enter the new information in the field that needs to be modified.

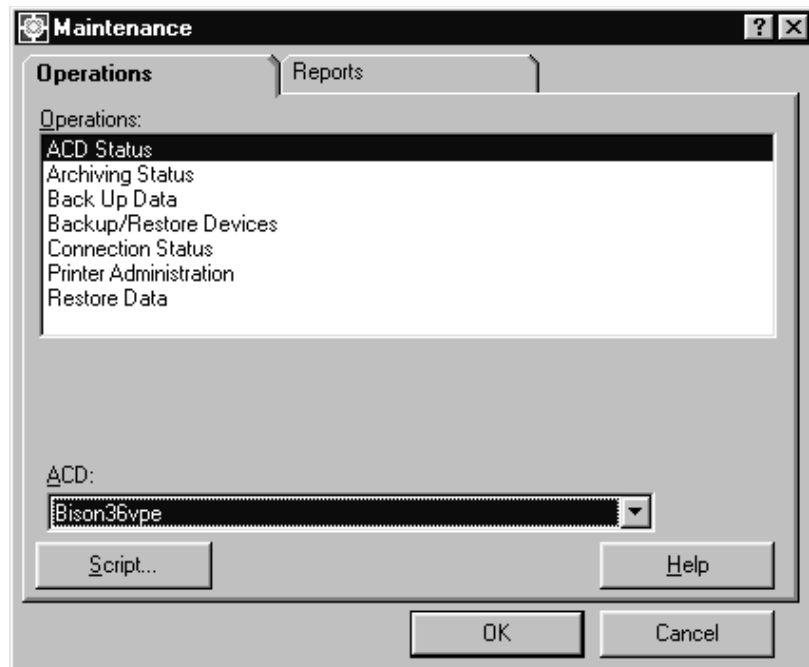
7 From the Actions menu, select Modify.

END OF STEPS

Deleting a backup/restore device

- 1 From the Controller Window, select Tools > Maintenance.

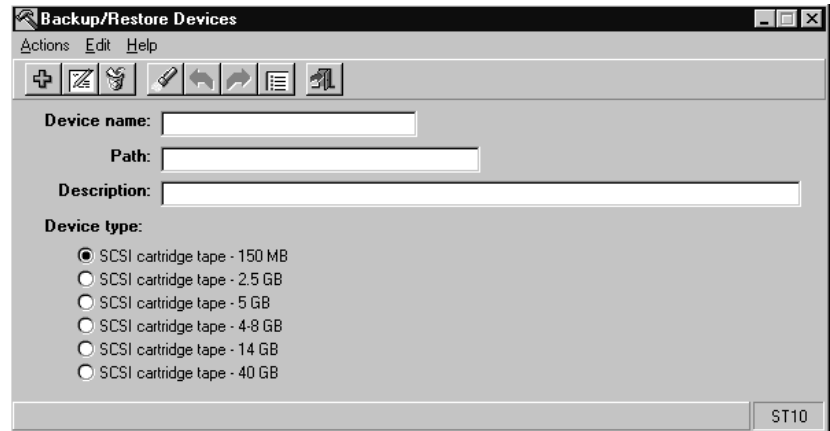
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
-
- 3 Select Back Up/Restore Devices in the Operations: list.
-

4 Select OK.

Result: CentreVu Supervisor displays the Backup/Restore Devices window.



5 Perform one of the following procedures to select the correct backup/restore device:

- If you know the name of the device, enter the name of the device in the Device name: field, and then press **Enter**.
- If you do not know the name of the device, perform the following:
 3. From the Actions menu, select Find one.
 4. If more than one match is found, go to the Actions menu, and select Next. Repeat this step until the device you want to delete is displayed in the dialog box.

6 From the Actions menu, select Delete.

END OF STEPS



Performing a CMSADM backup

Purpose The CMSADM backup saves all of the data on the computer onto a tape.

The CMSADM backup includes the following:

- Solaris system files and programs
- CMS programs
- Non-CMS customer data placed on the computer

The CMSADM backup will *not* save CMS database tables. For complete data recovery, both CMSADM and maintenance backups are required. See “Performing a maintenance backup” for instructions on running a full maintenance backup.

Permissions In order to perform a CMSADM backup you need write permission for Unix. Only people with administrative responsibilities should be given the permissions and passwords.

Tape drives and cartridges

Important! Verify that you are using the correct tape for the tape drive on your system. Many of the tape cartridges look alike, and using the wrong tape can damage the tape drive mechanism and tape heads.

Backup tapes can wear out. Be sure to refresh your supply of backup tapes at appropriate intervals. For more information, see the documentation provided with your backup tapes.

The different model of tape drives, the accompanying tape cartridge model identification, and the CMS computers that use the tape drives are described as follows:

Tape Cartridge	Tape Drive	Platform
Mammoth 170-meter AME	Use with the 20/40-GB 8mm tape drive.	Installed on the Enterprise 3500 system.
Any 150mm 20-GB DAT cartridge	Use with the DDS4 tape drive.	Installed on the Ultra 5 system.
SLR 4/8	Use with the SLR5 4/8-GB QIC tape drive.	Installed on the Ultra 5 system.
160-meter AME	Use with the 14-GB 8mm tape drive.	Installed on the Enterprise 3000, and SPARCserver systems.

Tape Cartridge	Tape Drive	Platform
112-meter AME	Use with the 5-GB 8mm tape drive.	Installed on the Enterprise 3000 system.
Magnus 2.5	Use with the 2.5-GB QIC tape drive.	Installed on the SPARCserver system.
DC6320	Use with the 150-MB QIC tape drive.	Use with the SPARCserver system.

When to perform a CMSADM backup

The CMSADM backup should be done at the following times:

- Once a month.
This is always the customer's responsibility.
- After the CMS is provisioned.
These tapes should also be saved and not reused.
- Before and after the CMS software is upgraded.
- After the system has been set up in the factory (performed by factory personnel).

This backup contains the default factory configuration. These tapes should be saved if the system must be reinstalled in the field.

Important! Use a new set of backup tapes for the monthly CMSADM backup. Do NOT ever use the original set of factory, or provisioning backup tapes.

Procedure

- 1 Log into the system as *root* and open a terminal window.

See Logging in to CMS from the server console for additional information.

- 2 Verify that the computer is in a Solaris multi-user state (2 or 3). To check if you are in the multi-user state, enter:

```
who -r.
```

3 Enter:

```
lp /etc/vfstab
```

Result: The system prints out the /etc/vfstab file.

The printed output is required if the backup is restored.

4 Enter:

```
cmsadm
```

Result: The CMS Administration menu is displayed:

```
Avaya CentreVu(R) Call Management System
Administration Menu
```

```
Select a command from the list below.
```

```
1) acd_create Define a new ACD
```

```
2) acd_remove Remove all administration and data for
an ACD
```

```
3) backup      Filesystem backup
```

```
4) pkg_install Install a feature package
```

```
5) pkg_remove  Remove a feature package
```

```
6) run_pkg     Turn a feature package on or off
```

```
7) run_ids     Turn Informix Database on or off
```

```
8) run_cms     Trun CentreVu CMS on or off
```

```
9) port_admin  Administer Modems, Terminals, and
Printers
```

```
Enter choice (1-9) or q to quit:
```

5 Enter 3 to select the backup option.

Result: Depending on the configuration of your system, one of the following outputs occurs.

1. If only one tape drive is available on the system, the program responds:

Please insert the first cartridge tape into
<device name>

Press ENTER when ready or Del to quit: ^?

2. If more than one tape drive is available for use by the system, the program will display output similar to the following example:

Select the tape drive:

1) <Exabyte EXB-8500 8mm Helical Scan>

2) <Archive QIC-150>

Enter choice (1-2):

6 Enter the appropriate selection from the displayed list.

Result: The program responds:

Please insert the first cartridge tape into
<device name>

Press ENTER when ready or Del to quit: ^?

7 Press **Enter**.

Result: The backup process begins.

If more than one tape is required, the program displays the following message:

End of medium on "output".

Please remove the current tape, number it,
insert tape number x, and press Enter

If you receive the message displayed above, insert the next tape and allow it to rewind. When it is properly positioned, press Enter.

8 When the backup is completed, the program response varies according to the number of tapes used for the backup:

1. If the number of tapes required is one, the system responds:

xxxxxxx blocks

Tape Verification

xxxxxxx blocks

WARNING: A CMS Full Maintenance Backup in addition to this cmsadm backup must be done to have a complete backup of the system.

Please label the backup tape(s) with the date and the current CMS version (r3v9xx.x)

2. If the number of tapes required is more than one, the system responds:

xxxxxxx blocks

Tape Verification

Insert the first tape

Press Return to proceed :

If you receive the message displayed above, insert the first tape used in the backup and press Enter. Wait for the tape drive light-emitting diode (LED) to stop blinking before you remove the tape. When prompted, repeat this process for any additional tapes generated by the backup process.

Result: The program verifies the backup, and then the program displays the output shown above in Step 8.

9 Save the tapes and the `vfstab` printout until a backup restore is performed.

Important! Label all tapes with the tape number and the date of the backup. Set the tape write-protect switch to read-only.

END OF STEPS



Performing a maintenance backup

Overview Use the Backup data operation on the Maintenance window to perform full and incremental backups. Full and incremental backups, save only CMS historical and administration data. Since new data is written each day, you should frequently back up the data. Either of these backups can be scheduled to run automatically on a timetable.

These Maintenance backups are used to restore CMS data. If you do not have a backup and need to restore data due to a disk crash or system failure, the data is lost and cannot be recovered. The frequency of your backups is determined by how much data your call center is willing to lose.

Permissions To run a Maintenance backup you need *write* permission to the Maintenance subsystem.

Tips about backups Use the following tips to make backup procedure run more smoothly:

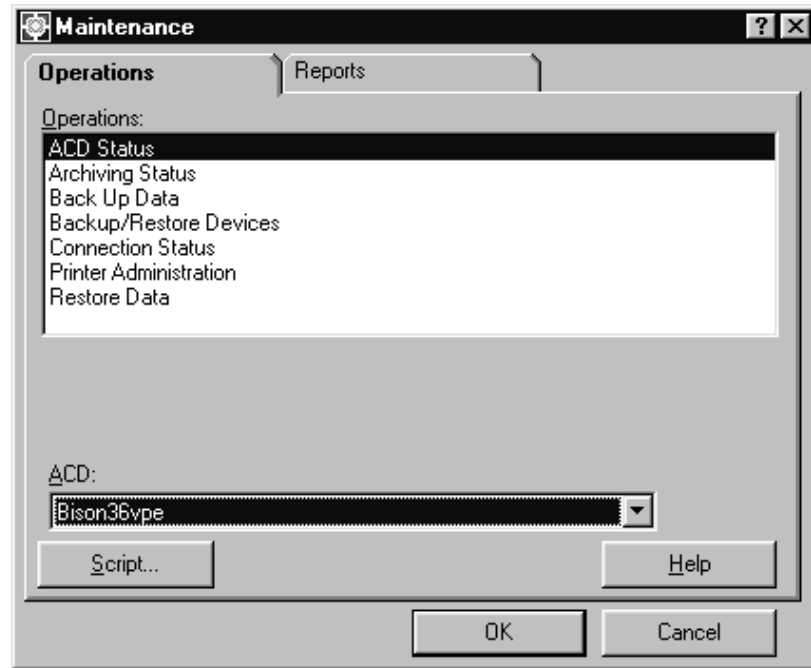
- A sufficient supply of tapes should be available so tapes can be rotated. One common plan is to keep seven tapes in stock and recycle them daily. A new tape is used each day of the week, and each week the sequence is repeated.
- Backups run in the background. You can exit the Backup Data window without affecting the backup.
- Running backups during archiving may cause performance problems. For best performance, run backups either before archiving has begun or after archiving has completed.
- Most systems come equipped with tape drives that can accommodate a full backup on one tape. Incremental backups may not need to be done. Full backups can be scheduled to run every day.

Important! The maintenance backup does *not* back up the CMS software, Solaris system files or non-CMS customer data on the system. For complete data recovery, both CMSADM and maintenance backups are required. See “Performing a CMSADM backup” for instructions on how to run a CMSADM backup.

Procedure

- 1 From the Controller Window, select Tools > Maintenance.

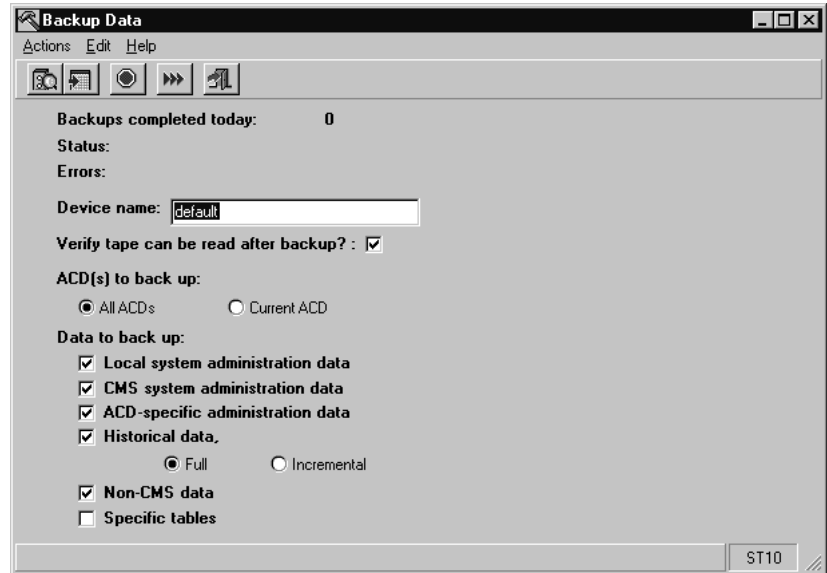
Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Depending on if you want to back up a single ACD or all ACDs, choose one of the following steps:
 - To back up a single ACD, enter the ACD identification in the ACD: field.
 - To back up all ACDs, make sure no ACDs are selected in the ACD: field.
- 4 Select Backup data in the Operations: list.

5 Select OK.

Result: CentreVu Supervisor displays the Backup Data window.



6 In the Device name: field, verify that the correct backup device is displayed. If you need to select another device, go to the Actions menu, and then select List devices.

7 Make sure that the Verify tape can be read after backup?: check box is selected.

It is recommended that the tape backup be checked for readability. When the tape is being verified, a message displays in the Status: field. If the tape cannot be read a message displays in the Errors: field. See “ Common backup error messages” for information on additional error messages you may receive.

8 In the ACD(s) to back up: field, select one of the following options:

- The All ACD(s) option will back up data from all real ACDs (not pseudo-ACDs).
- The Current ACD option will back up data from the ACD that is displayed in the bottom right corner of the Backup Data window.

-
- 9** The Data to back up: check boxes, by default, are all selected. If you do not want to back up the maximum amount of data, deselect the types of data you do not want backed up.

For an explanation of the Data to back up: check box options, see “Description of the Backup Data window”.

- 10** From the Actions menu, select Run.

Result: The backup process begins. When the backup process is complete, CentreVu Supervisor displays the Acknowledgment window.

If your backup requires more than one tape, you will receive a message telling you to mount another volume to complete the backup.

- 11** When the backup completes, remove and label the tape(s).

END OF STEPS

Common backup error messages

Common error messages, and their solution are described as follows:

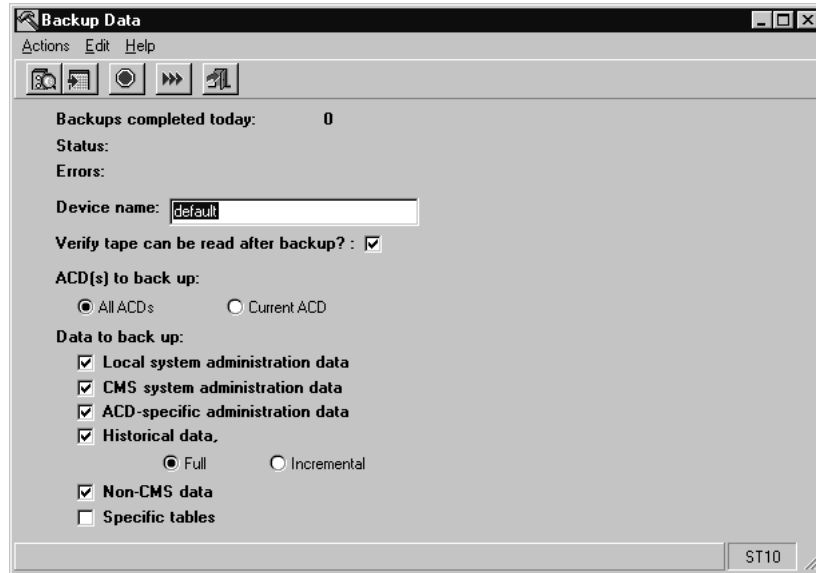
- *CMS cannot access the specified device.*
Enter a new device name.
- *The volume mounted is bad (corrupt).*
Mount a new volume.
- *A volume tape is not mounted in the drive.*
Mount a volume.
- *The volume mounted contains CMS data that you might not want to overwrite.*
Mount a different volume if you do not want to overwrite the data on the volume in the drive.

- *The volume mounted is the last backup volume.*
You have to mount a different volume. Unless you direct CentreVu CMS to do so, it does not let you overwrite your last backup.
- *The volume mounted has errors.*
Mount another volume.
- *A table cannot be backed up.*
You must decide if you want to skip the table and continue or cancel the backup.



Description of the Backup Data window

The Backup Data window



Field descriptions

Fields in the Backup Data window are described as follows:

Field	Description
Backups completed today	Shows the number of backups completed for the current day.
Status	Shows the status of the current or most recent backup and what is currently being backed up.
Errors	Shows any errors found in the backup.
Device name	Displays the name of the backup device.
Verify tape can be read after backup?	Check box to request that the data be reread to ensure that the data has been backed up properly.
ACD(s) to back up.	Options to perform a backup of all ACDs or a single ACD.
Data to back up.	Series of check boxes where you can select the types of data you want to back up. See “Data to back up descriptions” for additional information.

Data to back up descriptions

Descriptions of the types of data that may be backed up are described as follows:

Check Box	Description
Local System administration data	Includes IP addresses, port numbers, and other data configured at installation.
CMS System administration data	Includes user permissions, feature access permissions, Main Menu additional data, timetable, printer administration, default values, color choices, and custom report definitions (not the data associated with custom reports).
ACD-specific administration data	Includes Forecast data (if the feature is active), call work code administration data, VDN administration data, data storage allocation data, exception administration data, agent trace data (historical list of agents traced), and ACD-specific Dictionary names.
Historical data	Includes the historical data stored in the CMS database. There are two options for backing up historical data, Full and Incremental Full: includes data for all the time periods in the historical database. You must do a full backup before the first incremental backup. It is recommended that you periodically (for example, once a week) do a full backup of your system. Incremental: includes the CMS data recorded since the last backup (incremental or full) was completed. Only the historical data can be stored incrementally; administration data is stored in full.
Non-CMS data	Includes all data from Informix tables with names that start with c_. The table definitions for non-CMS Informix tables are not backed up, these would be captured by a CMSADM backup.
Specific tables	Allows you to back up data from specific data tables. To backup specific tables, select Actions > Select tables. CentreVu Supervisor then displays the Backup Data — Select Tables window. The Table name column shows the name of the data table and the Description column shows the type of data in the table. Select the check boxes for the tables you want to back up. Close the window when finished.



Labeling the backup volume

Purpose After a successful backup, CentreVu CMS automatically generates a label for the backup volumes.

Depending on the circumstances, CentreVu CMS provides the following information:

- An acknowledgement window displays the final backup information. If the backup was scheduled on a timetable, the information is recorded in the Maintenance Error Log.
- An acknowledgement window will display a message indicating when a backup can write to a previously used tape.

This section contains the following information:

- Backup information format (10-44)
- Interpreting backup information

Backup information format

```
0001 CMS-NNNNNN-NN-LLLL-NN-L-NN
0002 |      |      |      |      |      |
0003 1      2      3      4      5      6      7
```

Interpreting backup information

Decode backup information as follows.

Part #	Code	Meaning
1	CMS	System name
2	NNNNNN	Year, month and day of the backup, in the form yymmdd
3	NN	Number of backups for this day
4	LLLL	Type of data backed up: • A for both ACD-specific administration data and historical data • C for custom data • H for historical data • L for local system administration data • M for ACD-specific administration data • S for CMS system data • X for no backup In the second position, an “S” appears if system data was backed up or an “X” displays if system data was not backed up. An “L” appears if local system is backed up. In the third position, an “H”, “M”, “A”, or “X” displays. In the fourth position, a “C” or “X” displays. Any combination of letters identifying the type of backup may display.
5	NN	Number of the ACD (00 means All ACDs were selected on the Back Up window)
6	L	Backup mode (F for Full, I for Incremental)
7	NN	The tape number in the backup series (for this backup only)



Recovery kit

Overview The recovery kit is composed of the backup media that the Services organization will need to restore service to your system if major problems occur. This kit should be stored in a secure location in order to minimize the time your system is out of service.

Recovery kit contents The Recovery Kit contains the most recent:

- CMSADM backup tape
- Full Maintenance backup tape and any Incremental backup tapes since the latest full backup
- CentreVu CMS Load tape
- patching CDs and tapes
- All the software packages that were shipped with the CentreVu CMS system.

Software shipped with CentreVu CMS R3V9 CMS requires the following software packages (optional packages are noted):

- Solaris 8 Software; disks 1 and 2 (Hardware:10/00 version)
- - also contains Solstice DiskSuite™ 4.2
- Software supplement for the Solaris 8 Operating Environment CD
- - also contains Sun Online Validation Test Suite (VTS) 4.1
- CMS Hardware Drivers CD which also contains:
- - High-Speed Serial Interface/Sbus (HSI/S) (required only for Sun SPARCserver or Enterprise systems that have an HSI/S card)
 - High-Speed Serial Interface/PCI (HSI/P) (required only for Sun Ultra 5 systems that have an HSI/P card)
 - Serial Asynchronous Interface/PCI (SAI/P) drivers (required only for Sun Ultra 5 systems that have an SAI/P card)
- Annex Communication Server R10.0(B) Annex Host Tools CD (required only for systems using Network Terminal Server™)

- Solstice for Server Connect, Version 9.2 CD (required only for systems using an X.25 link to a switch)
- Informix SQL Version 7.20 CD (optional)
- Informix Dynamic Server Version 9.21.UC4–1 CD
- Informix ESQL 9.40/2.50.UC1–2 SDK CD
- Informix ILS Version 3.0 CD
- CentreVu CMS OPENLINK Open Database Connectivity Driver CD (optional)
- CentreVu Visual Vectors Server Software CD (optional)



Connection status

Overview You can use the Connection Status window to monitor the data link between the CMS processor and the switch. You can also view the current status of the application, session, and connection layers of the link between the switch and CMS.

This section contains the following procedures:

- Viewing the connection status of an ACD (10-48)
- Listing the connection status of all ACDs (10-50)

Permissions You need *read* permission for Maintenance to view connection status.

Viewing the connection status of an ACD

- 1 From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.

-
- 3 Select Connection Status in the Operations: list.

See “Description of the Connection Status window” for additional information about the Connection Status window fields.

- 4 Select OK.

Result: CentreVu Supervisor displays the Connection Status window.

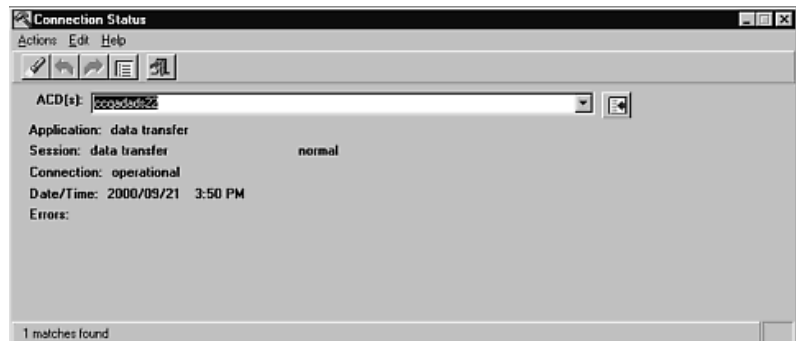


-
- 5 In the ACD(s): field, perform one of the following steps:

- Enter the name or number of the ACD.
 - Use the history list to select an ACD.
 - Use the Browse button to select an ACD.
-

- 6 From the Actions menu, select Find one.

Result: CentreVu Supervisor displays the Connection Status window for the selected ACD.

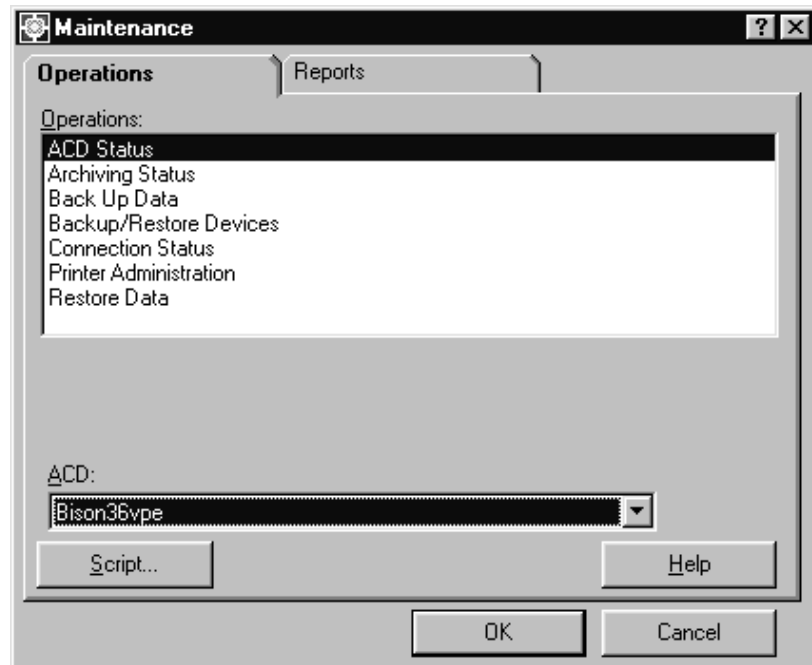


END OF STEPS

**Listing the connection
status of all ACDs**

- 1 From the Controller Window, select Tools > Maintenance.

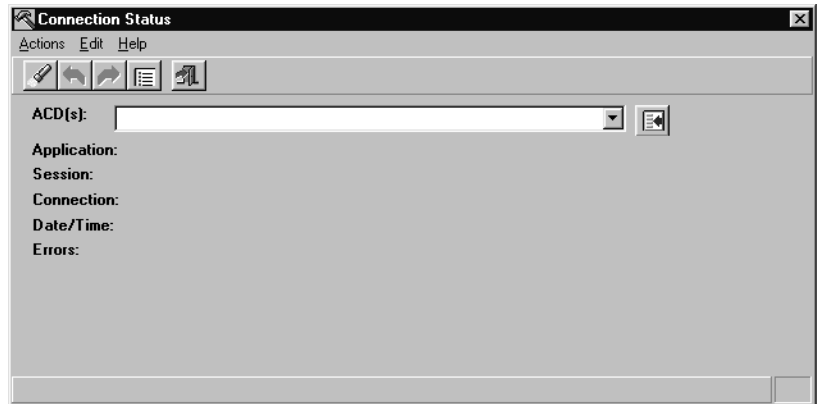
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
-
- 3 Select Connection Status in the Operations: list.

-
- 4 Select OK.

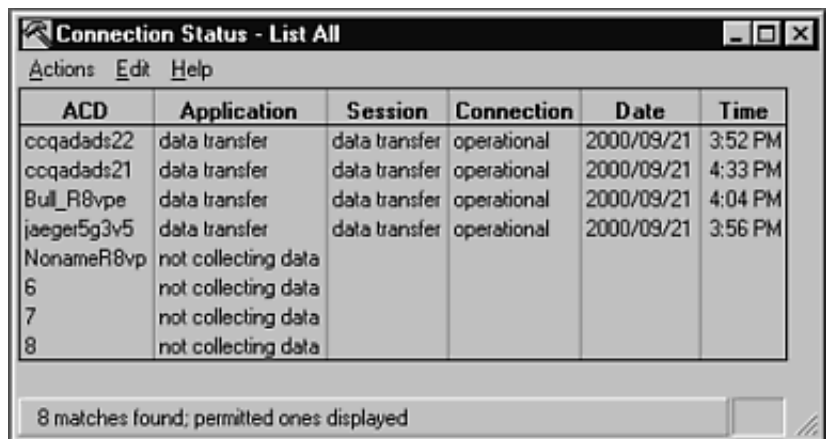
Result: CentreVu Supervisor displays the Connection Status window.



See Description of the Connection Status window for additional information about the Connection Status window fields.

-
- 5 If the ACD(s) field is not clear; go to the Edit menu, and select Clear all.
-
- 6 From the Actions menu select List all.

Result: The Connection Status — List All window is displayed.

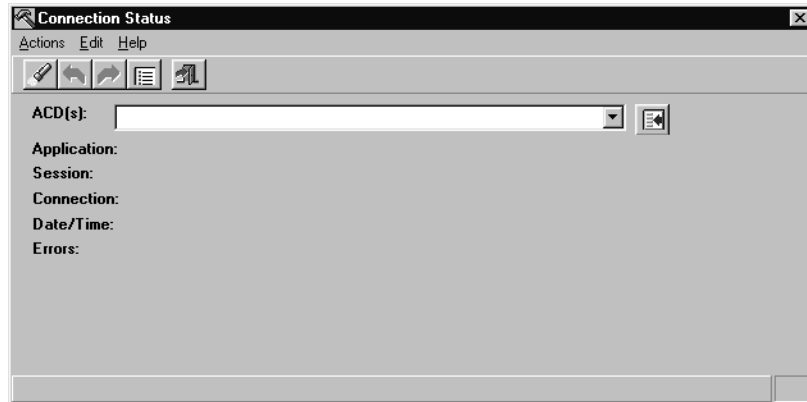


END OF STEPS



Description of the Connection Status window

The Connection Status window



Field descriptions Fields in the Connection Status Window window are described as follows:

Field	Description	Status Messages
ACD(s)	Enter the number or name of the ACD(s) for which you would like to check the connection status.	

Field	Description	Status Messages
Application	The Application: field shows status for the application layer of the link between the switch and CMS.	Possible status messages for the Application: field are: - waiting session The application layer is inactive. This is the state of the application layer when the system is first powered on. - translation pumpup The CMS processor is receiving translations from the switch. Translations are needed for CMS to correctly track the ACD calls coming from the switch. - data transfer The application layer can receive and transmit data successfully. - not collecting data Data collection has been turned off from the Data Collection window. - CMS System Setup The link has gone down. To resume data collection, turn on data collection from the Data Collection window - busied out (switch) The link between the CMS processor and the switch has been busied out from the switch side, usually to change switch translations.
Session	The Session field shows status for the session layer of the link between the switch and the CMS.	Possible status messages for the Session: field are: - quiescent The session layer is inactive. This is the state of the session layer when the system is first powered on. - waiting acceptance The session layer is waiting for the connection layer to become operational and for the remote session layer to accept the session. - data transfer The session layer can now transmit and receive data from the switch.

Field	Description	Status Messages
Connection	The Connection: field shows status for the connection layer of the link between the switch and CMS.	Possible status messages for the Connection: field are: • quiescent Indicates that the connection is inactive. This is the state of the connection when the system is first powered on. • out of order Something is wrong with the connection to the switch; for example, the cable is not connected between the switch and the CMS processor. • operational The connection can transmit information physically between the switch and the CMS processor. • waiting session accept The link is down.
Date/Time	Displays the date/time for the ACD, unless the link to the ACD is down when CMS is brought up. If CMS is brought up and the link to the ACD is down, CMS uses the Solaris system time until the link is reestablished.	
Errors	Displays any errors found.	



Administering a printer

Overview Use the Printer Administration window to assign a name, description, and options to a printer that can be used by terminals connected to CentreVu CMS. CentreVu Supervisor users do not have access to printers assigned in this window. CentreVu Supervisor users can use printers that are directly connected to their individual PCs or printers available to them through LAN.

This section contains the following procedures:

- Adding a new printer (10-56)
- Listing all printers (10-58)
- Modifying printer options (10-60)
- Deleting a printer (10-62)

Permissions Depending on the procedure you want to perform, you will need the following permissions:

- To view the Printer Administration window, you will need *read* permission for Maintenance.
- To add, delete, or modify the Printer Administration window, you will need *write* permission for Maintenance.

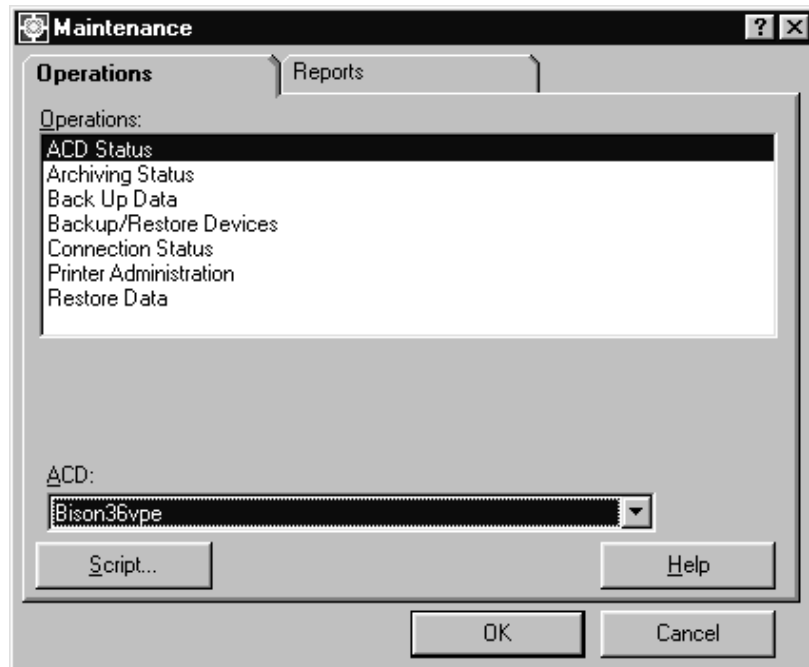
Important! Before you administer a printer, be aware of the following:

- Before you can assign a printer in the Printer Administration window, the printer must already be administered in the Solaris system. See *CentreVu CMS Terminals, Printers, and Modems* for additional information about the Port Administration Tool.
- The printer set up as the default printer will receive all terminal requested print jobs, unless otherwise specified by the user.
- If jobs are sent to a printer that is no longer administered, the print job will be sent to the default printer and an error will be logged in the Maintenance Error Log.
- The name of a printer administered in the Printer Administration window can be used by terminal users as the default destination when printing historical reports.

Adding a new printer

- 1 From the Controller Window, select Tools > Maintenance.

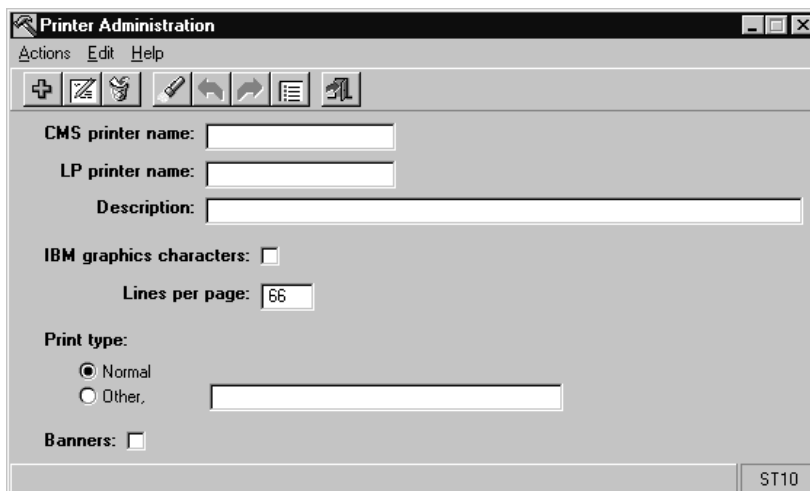
Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Select Printer Administration in the Operations: list.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Printer Administration window.



-
- 5 In the CMS printer name: field, enter the name of the new printer.

The name assigned to the printer must be unique from all other installed printers. However, it can be assigned the same name it was given during the Solaris administration.

-
- 6 In the LP printer name: field, enter the name assigned to the printer when it was administered in Solaris.

-
- 7 In the Description: field, enter any additional information to identify the printer.

-
- 8 If the printer has IBM graphic characters, select the IBM graphic characters: check box. Otherwise, leave the check box unselected.

-
- 9 In the Lines per page: field, enter the number of lines that fit on a page.

The default is 66 lines. CentreVu CMS formats reports to correspond to the value in this field.

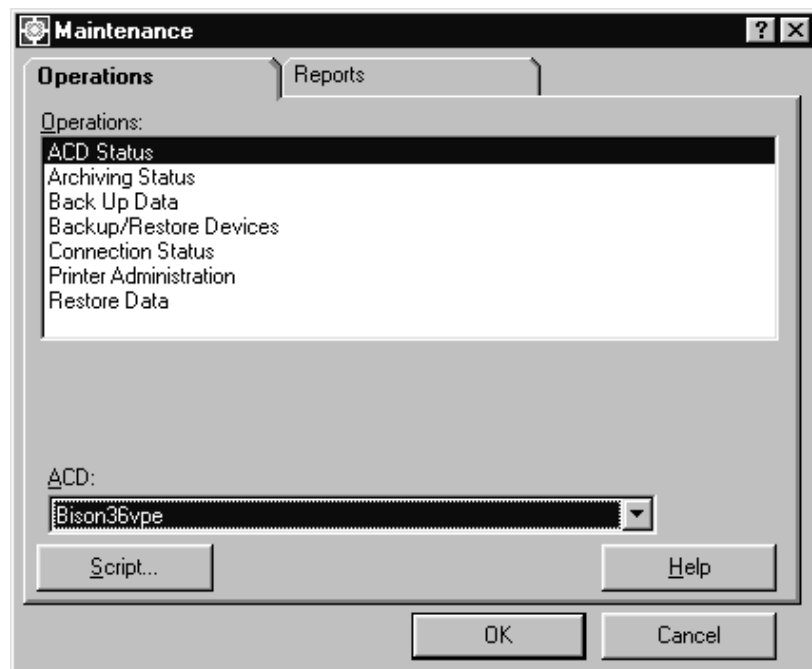
-
- 10** In the Print type: options select one of the following choices:
- Select Normal (default setting)
 - Select Other. Then in the corresponding field, enter the specific print type such as pica, elite, or compressed.
-
- 11** If you want a banner to be printed for every print job, select the Banners: check box. Otherwise, do not select the Banners: check box.
- A banner is a cover sheet that identifies the user who requested the print job.
-
- 12** From the Actions menu, select Add.

END OF STEPS

Listing all printers

- 1** From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Select Printer Administration in the Operations: list.
- 4 Select OK.

Result: CentreVu Supervisor displays the Printer Administration window.

- 5 From the Actions menu, select List all.

Result: CentreVu Supervisor displays the Printer Administration — List All window.

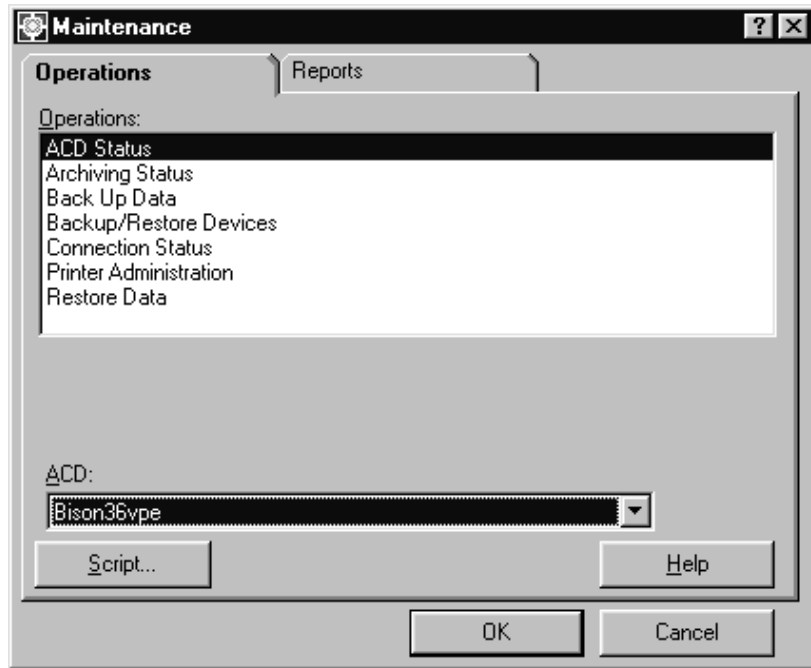
CMS Printer Name	LP Printer Name	Description	IBM Chars	Length	Type	Banners
NullPrinter	NullPrinter	Room10	n	66	normal	n
ccqahp5n	ccqahp5n		n	66	normal	y
test_printer	NullPrinter	Room1	y	66	normal	n

END OF STEPS

Modifying printer options

- 1 From the Controller Window, select Tools > Maintenance.

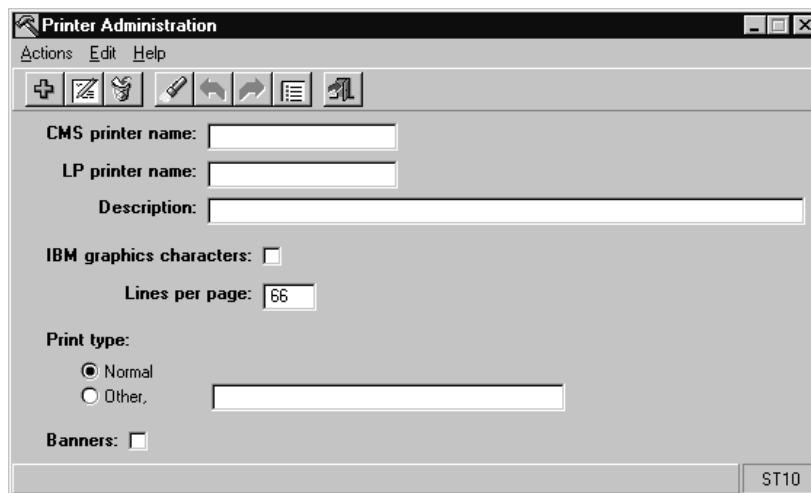
Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Select Printer Administration in the Operations: list.

4 Select OK.

Result: CentreVu Supervisor displays the Printer Administration window.



5 Perform one of the following procedures to select the correct printer:

- If you know the name of the printer, enter the name of the printer in the CMS printer name: field, and then press **Enter**.
- If you do not know the name of the printer, perform the following:
 5. From the Actions menu, select Find one.
 6. If more than one match is found, go to the Actions menu, and select Next. Repeat this step until the printer you want to modify is displayed.

Important! You cannot modify the name of a CentreVu CMS printer. If you want to change a printer name, you must delete the printer and add it again with a new name. See “Deleting a printer (10-62)”, and “Adding a new printer (10-56)” for more information.

-
- 6 Make changes to any of the fields in the Printer Administration window, except the CMS printer name: field
-

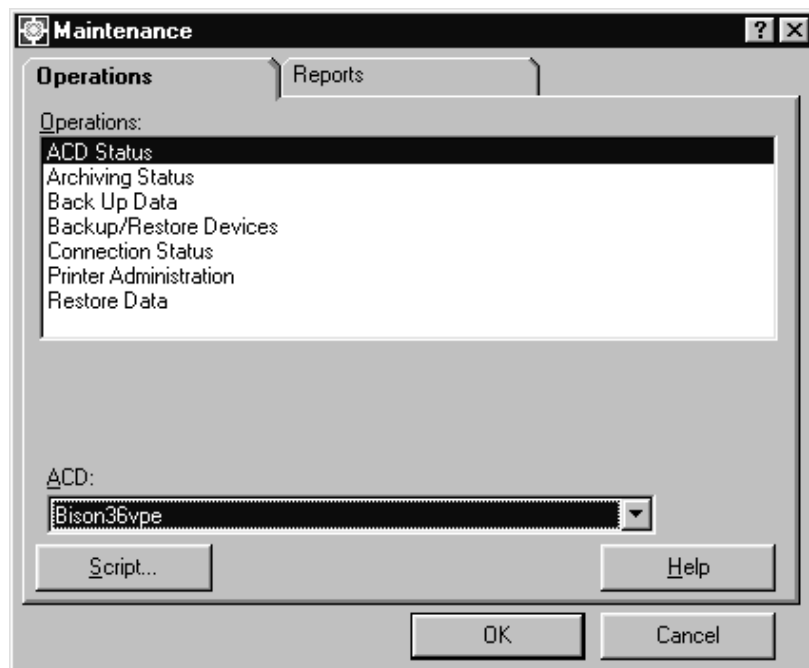
- 7 From the Actions menu, select Modify.

END OF STEPS

Deleting a printer

- 1 From the Controller Window, select Tools > Maintenance.

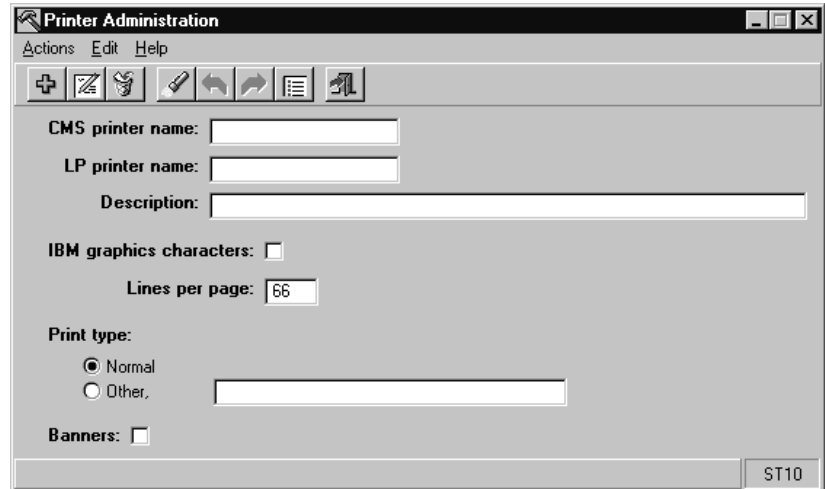
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Operations tab.
-
- 3 Select Printer Administration in the Operations: list.

4 Select OK.

Result: CentreVu Supervisor displays the Printer Administration window.



5 Perform one of the following procedures to select the correct printer:

- If you know the name of the printer, enter the name of the printer in the CMS printer name: field, and then press **Enter**.
- If you do not know the name of the printer, perform the following:
 7. From the Actions menu, select Find one.
 8. If more than one match is found, go to the Actions menu, and select Next. Repeat this step until the printer you want to delete is displayed.

6 From the Actions menu, select Delete.

If you try to delete a printer that is assigned to users, you will receive a message asking if you still want to delete the printer. You must select either Yes or No .

Users assigned to this printer will not have another printer assigned when it is deleted.

END OF STEPS



Restoring data

Overview Use the Restore Data window to restore CentreVu CMS data that has been lost due to system failure, disk crashes, or power outages. You can restore all CentreVu CMS data files that you have previously backed up. You can also select which ACDs to restore and the CMS from which to restore the data.

Data can be restored by the following methods:

- The automatic restore will restore all CentreVu CMS data files from your last backup. Most data will be restored by the automatic restore procedure.
- The manual restore will restore specific CentreVu CMS data files. The manual restore is used only when a few tables need to be restored. A manual restore gives you control over what you restore.

This section contains the following procedures:

- Automatic restore (10-65)
- Manual restore (10-68)

Permissions To restore data you need *write* permission for Maintenance.

Prerequisites Before you begin restoring data, perform the following tasks:

- Data collection and CMS state must be set as noted for the following backups:
 - Local system administration data — Data Collection off; Single-user mode
 - CMS system administration data — Data Collection on or off; Single-user mode
 - ACD system administration data — Data Collection on or off; Single-user mode
 - Historical data, Non-CMS data, or specific tables — Data Collection on or off; Single- or Multi-user mode.

- Data must be backed up before it can be restored. To ensure the safety of your data, you should frequently back up your system. See “Performing a maintenance backup” and “Performing a CMSADM backup” for more information.

Important! Before restoring data, be aware of the following:

- Restore is run in the background. The Status file on the Restore status window allows you to monitor the status of the restore.
- You can bring the system back to multi-user mode when the Status: field displays *Restore is complete*.

Automatic restore

- 1 From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Select Restore Data in the Operations: list.

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Restore Data window.

The screenshot shows the 'Restore Data' window. It includes a menu bar with 'Actions', 'Edit', and 'Help'. A toolbar contains icons for search, refresh, stop, next, and previous. The main area has a 'Status:' label, an 'Errors:' label, and a 'Device name:' text box containing 'default'. There is a checkbox for 'Restore from last backup:'. Below this is a section 'Restore historical data from:' with 'Start date:', 'Start time:', 'Stop date:', and 'Stop time:' text boxes. Underneath are radio buttons for 'ACD(s) to restore:' with 'All ACDs' selected and 'Current ACD' unselected. A section 'Data to restore:' contains several checked checkboxes: 'Local system administration data', 'CMS system administration data', 'ACD-specific administration data', 'Historical data', and 'Non-CMS data'. The 'Specific tables' checkbox is unchecked. The bottom right corner of the window displays 'ST13'.

The Status: field shows the status of the current restore, or a previous restore if one has taken place.

The Errors: field will show any errors found during the restore.

-
- 5 Check the Device name: field to make sure the correct backup/restore device is selected.

If you want to use another backup/restore device; go to the Actions menu, and then select List devices. Enter the correct backup/restore device name.

If this field defaults to the device named during installation.

-
- 6 Select the Restore from last backup: check box.

-
- 7** From the Actions menu, select Run.

Result: The system notifies you which volumes to mount to restore the data. At the end of every restored volume, the tables have been fully or partially restored will be displayed.

If the system asks for a tape you cannot provide, you must cancel the restore. The restore can be rerun if the tape is found.

END OF STEPS

Automatic restore error messages

During an Automatic restore, you may receive error messages similar to the following:

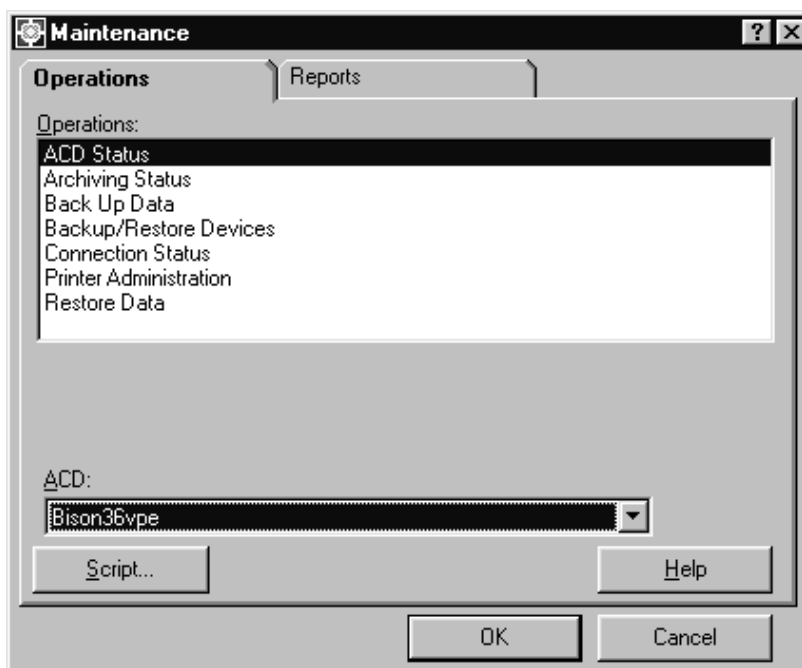
- CentreVu CMS cannot access the specified device.
- CentreVu CMS cannot read the volume.
- The tape is not a CentreVu CMS backup tape.
- The mounted volume is not compatible with the current database.
- CentreVu CMS cannot read the current volume. You are asked if you want to continue with another volume.
- CentreVu CMS cannot restore tables. You are asked if you want to skip these tables, and to continue or stop.

Manual restore

Important! The manual restore stops when severe errors occur or when you tell it there are no more volumes to restore. Select Stop to tell the restore process that you are finished. Do not select Cancel since it implies an abnormal termination. Cancelling a restore leaves the data already restored in the tables, which may result in the database being in an abnormal state. You will receive an acknowledgment window asking if you are sure you want to cancel the restore.

- 1 From the Controller Window, select Tools > Maintenance.

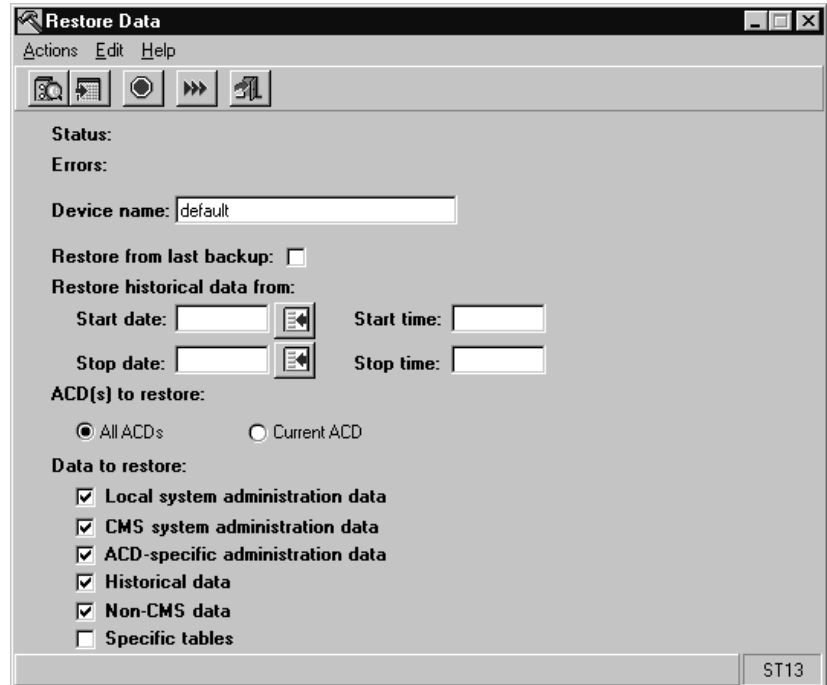
Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Operations tab.
- 3 Select Restore Data in the Operations: list.

4 Select OK.

Result: CentreVu Supervisor displays the Restore Data window.



The Status: field shows the status of the current restore, or a previous restore if one has taken place.

The Errors: field will show any errors found during the restore.

5 Check the Device name: field to make sure the correct backup/restore device is selected.

If you want to use another backup/restore device; go to the Actions menu, and then select List devices. Enter the correct backup/restore device name.

This field defaults to the device named during installation.

Important! Do not select the Restore from last backup: check box. A manual restore will accept any tape you mount as long as the data on the tape corresponds with the requested data.

6 In the Start date: field, enter the oldest date to be included in the restore by performing one of the following steps:

- Enter the date in the mm/dd/yy format.
- Use the drop down calendar to select a date.
- Enter the date in relative format; for example, 0 for today, -1 for yesterday.

7 In the Start time: field, enter the time you want to start restoring data. Use the format of hh:mm XM when entering the time. Where hh is hours, mm is minutes, and XM is AM or PM.

Example: If you wanted to restore data starting at 1:15 AM, you would enter: 01:15 AM

If AM or PM is not specified, a 24 hour clock is used.

8 In the Stop date: field, enter the most recent date to be included in the restore by performing one of the following steps:

- Enter the date in the mm/dd/yy format.
- Use the drop down calendar to select a date.
- Enter the date in relative format; for example, 0 for today, -1 for yesterday.

9 In the Stop time: field, enter the time you want to stop restoring data. Use the format of hh:mm XM when entering the time. Where hh is hours, mm is minutes, and XM is AM or PM.

Example: If you wanted to stop restoring data at 6:15 PM, you would enter: 06:15 PM

If AM or PM is not specified, a 24 hour clock is used.

10 In the ACD(s) to restore options, select either All ACDs, or Current ACD.

11 In the Data to restore: group, select the types of data you want to restore.

12 If you do not select Specific tables, go to step Step 16. Otherwise, go to the Actions menu, and select Select tables.

Result: The Restore Data — Select tables window is displayed.

If you are performing the Specific tables restore, you cannot restore any other information at the same time. This includes:

- Local system administration data
This data can only be restored once. A second attempt will corrupt data.
- CMS system administration data
- ACD system administration data
- Historical data

13 Select the tables you want restored.

14 From the Actions menu, select Modify.

15 Close this window to return to the Restore Data window.

16 From the Actions menu, select Run.

END OF STEPS



Maintenance Error Log

Overview Use the Maintenance Error Log Report to aid you in working on system problems and to aid Services personnel in clearing problems from your system. The Maintenance Error Log displays a chronological list of warnings, information, and errors detected by CentreVu CMS.

The Maintenance Error Log can contain up to 500 entries. When it reaches 500 records, the log rolls over. The oldest record is overwritten by the newest record.

The log displays the entries in a reverse time order (the most recent entry is displayed first). You can search on an error code or severity level.

Important! When using the Maintenance Error Log, be aware that:

- The Maintenance Error Log can contain 500 entries. When the log reaches 500 records the next record will overwrite the oldest record.
- The entries in the Maintenance Error Log are displayed in chronological order, starting with the most recent entry.
- You can search the log by error severity, or by error code
- The results of all archives, and backups are written to the Maintenance Error Log.
- If you have Forecasting, the results of the Forecast Manager are written to the Maintenance Error Log.

Running a Maintenance Error Log

- 1 From the Controller Window, select Tools > Maintenance.

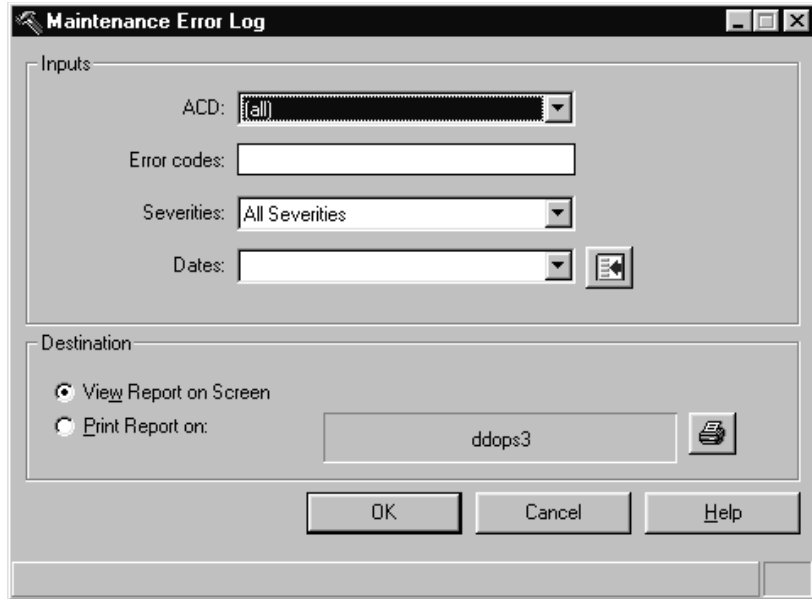
Result: CentreVu Supervisor displays the Maintenance window.



-
- 2 Select the Reports tab.
-
- 3 Select Error Log Report in the Reports: list.
-

-
- 4 Select OK.

Result: CentreVu Supervisor displays the Maintenance Error Log window.



-
- 5 In the ACD: drop down list, enter the ACD on which you want to see an error log, or select All to include all ACDs.
-
- 6 If the Error codes: field is blank, all error codes will be in the error log report by default. If you only want the report to include specific error codes, enter the codes you want in the Error codes: field.
-
- 7 In the Severities: drop down list, enter the severity of errors you want to see an error log, or select All Severities to include errors of any severity.

See “Severity of errors” for additional information on error code classifications.

8 In the Dates: field, enter the amount of time that the report will include by performing one of the following steps:

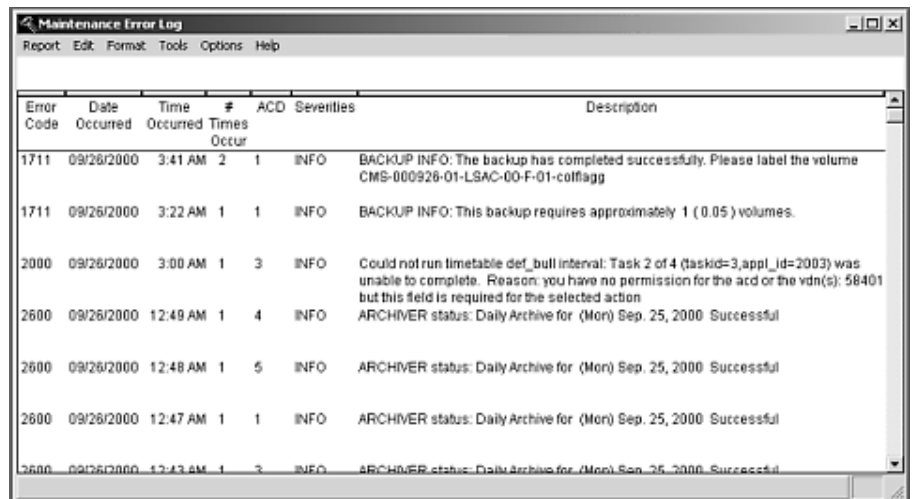
- Enter the date(s) in the MM/DD/YY format.
- Use the history list to select the dates.
- Use the Browse button to select the dates
- Enter the date in relative format; for example, 0 for today, -1 for yesterday.

9 Select one of the following Destination: options:

- To display the Maintenance Error Log on the monitor, select View Report on Screen.
- To send the Maintenance Error Log to a printer, select Print Report.

10 Select OK.

Result: CentreVu Supervisor displays the Maintenance Error Log Report.



Error Code	Date Occurred	Time Occurred	# Times Occur	ACD	Severities	Description
1711	09/26/2000	3:41 AM	2	1	INFO	BACKUP INFO: The backup has completed successfully. Please label the volume CMS-000926-01-LSAC-00-F-01-collagg
1711	09/26/2000	3:22 AM	1	1	INFO	BACKUP INFO: This backup requires approximately 1 (0.05) volumes.
2000	09/26/2000	3:00 AM	1	3	INFO	Could not run timetable def_bull interval: Task 2 of 4 (taskid=3,appl_id=2003) was unable to complete. Reason: you have no permission for the acd or the vdn(s): 58401 but this field is required for the selected action
2600	09/26/2000	12:49 AM	1	4	INFO	ARCHIVER status: Daily Archive for (Mon) Sep. 25, 2000 Successful
2600	09/26/2000	12:48 AM	1	5	INFO	ARCHIVER status: Daily Archive for (Mon) Sep. 25, 2000 Successful
2600	09/26/2000	12:47 AM	1	1	INFO	ARCHIVER status: Daily Archive for (Mon) Sep. 25, 2000 Successful
2600	09/26/2000	12:43 AM	1	3	INFO	ARCHIVER status: Daily Archive for (Mon) Sep. 25, 2000 Successful

See “ Maintenance Error Log messages” for additional information on any displayed error messages.

END OF STEPS

Severity of errors

The following describes the error classifications in the Maintenance Error Log:

- **ALARM** — could cause the system to crash or fail. You must work with Avaya Services to avoid the possibility of system failure.
- **ERROR** — needs immediate action. For example, a backup may not be working properly.
- **INFO** — does not need immediate action but is listed either to let you know that some aspect of the system is not operating correctly or to indicate the status of an operation. For example, Successful.



Maintenance Error Log messages

Overview The Maintenance error codes and related messages are organized by error code number. If any of the solutions do not resolve the problem you are experiencing, contact your CMS services representative. If a reference to a task number is shown in the Maintenance Error Log, give the number to the CMS services personnel.

Error codes and messages Maintenance error codes and related information are described as follows:

Error Code	Message	Reason/Action
500	UNIX error on OPEN, file: <filename>	Could not write a Unix file which is part of a timetable. One or more timetable tasks may be corrupted.
505	UNIX error on WRITE, file: File system may be out of space.	Error in writing the file. Potential file space problem.
505	The following two errors are found together: UNIX error on WRITE, file: SIGPIPE signal caught during printing, print request is incomplete or failed UNIX error on WRITE, file: lp. The user may have no default printer assigned and the UNIX(r) system administration for a default system line printer has not been done.	Could not print a file. UNIX probably does not have a default system line printer assigned, and the user probably does not have a CMS default printer assigned. Administer a default printer with UNIX. Use the <F3> key -> Options -> default printer to assign a default printer to a user. Check that this matches the entry under the User Permissions -> User Data form.
555	UNIX error on EXEC: Couldn't execute the following command: <user command>	System is too busy for command to be processed.
555	UNIX error on EXEC: CMS couldn't run because crt_io_man wouldn't execute	System is too busy for command to be processed.
556	UNIX error on FORK: CMS couldn't run because the system was too busy.	System is too busy for command to be processed.

Error Code	Message	Reason/Action
556	UNIX error on FORK: UNIX process limit exceeded, system is too busy	CMS was unable to start a process. This will occur most likely if a user has logged into CMS on multiple terminals at once. Make sure each user logs in on only one CMS terminal at a time. If this message occurs when timetables are running, try adjusting the starting times of the timetables so that fewer are running simultaneously. If it occurs when running Main Menu Additions, try rewriting the Main Menu Additions to use fewer simultaneous UNIX processes.
556	UNIX error on FORK: Call records not being sent. Call Services.	The process for transferring external call records could not be started. Call Services.
557	UNIX call error: UNIX process limit exceeded. System is too busy	This error could occur for multiple reasons. Call services for assistance.
557	UNIX call error: uucp failed	The uucp file transfer mechanism for the External Call Records feature has failed. The system will automatically retry the transfer. If it fails repeatedly, call Services.
1001	UNIX error on NEW Agent upper bound has been reached. You have administered more Agent Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.	The exception distributor process (Ed) is attempting to log more agent exceptions than will fit in the storage space allocated for them. Delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.
1001	UNIX error on NEW Split upper bound has been reached. You have administered more Split Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.	The exception distributor process (Ed) is attempting to log more Split exceptions than will fit in the storage space allocated for them. Delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.

Error Code	Message	Reason/Action
1001	UNIX error on NEW Trunk group upper bound has been reached. You have administered more Trunk Group Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.	The exception distributor process (Ed) is attempting to log more Trunk Group exceptions than will fit in the storage space allocated for them. Delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.
1001	UNIX error on NEW VDN upper bound has been reached. You have administered more VDN Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.	The exception distributor process is attempting to log more VDN exceptions than will fit in the storage space allocated for them. Delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.
1001	UNIX error on NEW Vector upper bound has been reached. You have administered more Vector Exceptions than are allocated. You must either delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.	The exception distributor process is attempting to log more Vector exceptions than will fit in the storage space allocated for them. Delete unneeded exceptions or allocate more space in System Setup: Data Storage Allocation.
1050	INFORMIX SQL syntax error:	The given SQL command is syntactically incorrect. Usually more details of the error are included. For customers, this error is reported via their custom report and is corrected there. For CMS software, this is usually a software problem which may need reporting. Correct the SQL statement in the custom report.
1053	INFORMIX insert error	An internal error or a full ACD dbspace is preventing data from being inserted into the ag_actv database table. Make sure that there is enough room in the ACD dbspace that holds the table.

Error Code	Message	Reason/Action
1100	IPC error on messages: message queue queue is NN% full	This message is logged when a UNIX message queue is more than 75 percent full. Each message queue is checked approximately once every two minutes. If this message is repeatedly logged, CMS is in danger of losing messages that may result in loss of customer data. Single occurrences of this message can be ignored. If it happens repeatedly, contact services for assistance. Try reducing your CMS usage while this message is being logged to reduce the chances of losing data. If this message occurs while you are doing a CMS backup, try doing the backup during a less busy period.
1302	PROCESS COMMUNICATIONS (PO) library error, function: ERROR - <HARCH> receiving too many exceptions too fast. Some exceptions have been discarded. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.	Exceptions are being generated faster than interval archiver process can handle them. This is the result of having too many exceptions activated, or having thresholds set to produce too many exceptions. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.
1302	PROCESS COMMUNICATIONS (PO) library error, function: ERROR - <IDBM> receiving too many exceptions too fast. Some exceptions have been discarded. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.	Exceptions are being generated faster than intermediate database manager interface process can handle them. This is the result of having too many exceptions activated, or having thresholds set to produce too many exceptions. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.

Error Code	Message	Reason/Action
1302	PROCESS COMMUNICATIONS (PO) library error, function: ERROR - <SPI> receiving too many exceptions too fast. Some exceptions have been discarded. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.	Exceptions are being generated faster than the switch interface process can handle them. This is the result of having too many exceptions activated, or having thresholds set to produce too many exceptions. Reduce the number of active exceptions or change thresholds so that fewer exceptions are triggered.
1350	GENERAL error internal to process: Unable to successfully complete archiving.	Unable to initialize CMS environment. Re-initiate Data Summarizing.
1350	GENERAL error internal to process: Failure in agent exception database table. Agent exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the agent exception table. The error can occur when the ACD dbspace holding the agent exception table becomes full. No more agent exceptions can be recorded until the problem is corrected.
1350	GENERAL error internal to process: Failure in link exception database table. Link exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the link exception (linkEx) table. The error can occur when the disk partition holding the link exception table becomes full. No more link exceptions can be recorded until the problem is corrected.
1350	GENERAL error internal to process: Failure in malicious call trace exception database table. MCT exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the malicious call trace exception (mctEx) table. The error can occur when the disk partition holding the malicious call trace exception table becomes full. No more malicious call exceptions can be recorded until the problem is corrected. Call Services.

Error Code	Message	Reason/Action
1350	GENERAL error internal to process: Failure in split exception database table. Split exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the split exception (spEx) table. The error can occur when the disk partition holding the split exception table becomes full. No more split exceptions can be recorded until the problem is corrected. Call Services.
1350	GENERAL error internal to process: Failure in trunk group exception database table. Trunk group exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the trunk group exception table. The error can occur when the disk partition holding the trunk group exception table becomes full. No more trunk group exceptions can be recorded until the problem is corrected. Call Services.
1350	GENERAL error internal to process: Failure in VDN exception database table. VDN exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the VDN exception (vdnEx) table. The error can occur when the disk partition holding the VDN exception table becomes full. No more VDN exceptions can be recorded until the problem is corrected. Call Services.
1350	GENERAL error internal to process: Failure in vector exception database table. Vector exception data not being stored. Call Services.	This error message is logged when the exception distributor process is unable to insert rows in the vector exception (vecEx) table. The error can occur when the disk partition holding the vector exception table becomes full. No more vector exceptions can be recorded until the problem is corrected. Call Services.

Error Code	Message	Reason/Action
1350	GENERAL error internal to process: CMS task limit exceeded, system is too busy	This message means a CMS task could not be created because the maximum number of CMS tasks is already running. Make sure each user logs in on only one CMS terminal at a time. If this message occurs when timetables are running, try adjusting the starting times of the timetables so that fewer are running simultaneously. If it occurs when running Main Menu Additions, try rewriting the Main Menu Additions to use fewer simultaneous UNIX processes.
1350	GENERAL error internal to process: Update failure for <i><item searched></i> Too much data. Try again with a more restrictive search.	Item searched for is too large. The search needs to be restricted further. Restrict the search to a smaller amount of data.
1350	GENERAL error internal to process: disk may be full.	Error in searching for item. Disk is probably full. Clean up unnecessary files from disk.
1350	GENERAL error internal to process: Failure in removing data from database table: ag_actv. Agent Trace data not being stored. Call Services.	An internal error occurred that prevents data from being deleted from the ag_actv database table. Call Services.
1351	GENERAL error in process interface: Invalid action request.	Something is corrupted with the window interface. Back out, and re-enter the data summarizing window. Attempt to initiate data summarizing again.
1351	GENERAL error in process interface: Cannot archive a day which interval data does not exist for.	Interval data does not exist for the requested day or any day prior to the requested day. The number of days of interval data saved is based on the Days of Intrahour field set on the Data Storage Allocation window. Re-initiate Data Summarizing for a day that is within the number of Days of Intrahour saved. For future reference, the number of Days of Intrahour data can be increased. Disk space must be considered before changing this parameter.

Error Code	Message	Reason/Action
1351	GENERAL error in process interface: Cannot archive the requested week/month. Daily data does not exist for all tables for the week/month beginning xx/xx/xx.	Daily data does not exist for the requested week/month or any week/month prior to the requested day. The number of days of interval data saved is based on the Days of Daily field set on the Data Storage Allocation window. Re-initiate Data Summarizing for a week/month that is within the number of Days of Daily saved. For future reference, the number of Days of Daily data can be increased. Disk space must be considered before changing this parameter. If the number of Days of Daily is changed and intra-hour daily data is present for the days of the requested week/month, those days can be archived and the week/month can then be archived.
1351	GENERAL error in process interface: ERROR - <ARCH> receiving too many archive requests too fast. Some requests have been discarded.	Too many data summarizing requests (more than 25) have been initiated in a short period of time (approx. 1/2 hour) and can not all be processed. Determine all data summarizing requests that have been initiated. Once all requests have been processed, verify the requests against the completed archives (as reported in /cms/dc/archive/arch.log). Re-initiate archive for the date and archive (daily/weekly/monthly) for the archives not initiated. In the future, do not initiate all requests at once.
1351	GENERAL error in process interface: Cannot archive a day in the future.	The date of the requested archive has not happened yet. Re-initiate the daily archive for a date prior to today.
1351	GENERAL error in process interface: Cannot archive a partial weeks/months data.	The last day for the week/month has not been archived yet. Verify that a weekly/monthly archive is not being requested for the current week/month. That is, the end of the week/month has not been reached yet. Re-initiate the weekly/monthly archive for a week/month in which the last day has already been archived.

Error Code	Message	Reason/Action
1351	GENERAL error in process interface: stopping task id to free up message queue	A message queue is more than 85 percent full, and the task that should be reading from the queue is apparently stuck. This message is logged when CMS restarts the task to attempt to clear the error condition. Depending on which task has been stopped, it is likely that some customer data has been lost. Report the problem to services. If this error is logged repeatedly, try reducing your CMS usage while this message is being logged to reduce the chances of losing data. If this message occurs while you are doing a CMS backup, try doing the backup during a less busy period.
1351	GENERAL error in process interface: External applications not started. Set to OFF	When the External Application feature was started, there was some general error. The feature was turned back off because of this error. Request help from your External Application provider (Professional Services).
1351	GENERAL error in process interface: Activate Agent Trace request failed. Try again.	This error is logged when the agent activity recorder process (aar) has too many messages in its message queue to accept any more. This can occur when many very active agents are being traced, keeping aar's queue full. Trace fewer agents or try this request again later.
1351	GENERAL error in process interface: Task < task_num> of timetable <name> may not have completed, window status was: <status>	Timetable ran and has a status other than Successful. Based on what the timetable was, examine the state of things (database, ACD administration, etc) to see if the request completed. If desired, complete the action manually by running CMS now.

Error Code	Message	Reason/Action
1400	SPI session error: data collection session is down	An error has occurred in the X.25 connection to the switch. CMS data is not being collected. CMS will automatically try to restore the link. If the link does not come back up by itself within five minutes, check the cables, modems, and other hardware between the CMS and the switch for any obvious loose connections.
1404	SPI configuration error: Insufficient unmeasured trunks allocated. To avoid further data loss, go to Data Storage Allocation and administer more unmeasured trunk facilities.	There are not enough unmeasured trunks allocated in the CMS realtime database to track all calls. This message is logged once during each data collection interval when the error condition occurs. When this message appears, some call data has already been lost. Data will continue to be lost until more trunk facilities have been allocated. Allocate more unmeasured trunk facilities in the Data Storage Allocation screen.
1404	SPI configuration error: Switch and UNIX clocks differ by more than 24 hours. Switch clock is <nn:nn:nn nn/nn/nn> UNIX clock is <mm:mm:mm mm/mm/mm> Data collection will remain down until switch or UNIX clock is reset so they agree.	CMS requires that the switch and UNIX clocks remain within 24 hours of each other. This is done to prevent an accidental deletion of all historical data if someone were to inadvertently change the clock to a date far into the future. If the UNIX clock is correct but the switch clock is incorrect, reset the clock at the switch. CMS will bring the link up automatically within five minutes after correcting the switch clock.
1404	SPI configuration error: Extension <number> has been staffed by two different login IDs: <first> and <second>. Data will be tracked only for the last login ID. Ask the agent to log off and log in again with a single login ID.	Protocol error as explained in the message. Ask the agent to log off and log in again with a single login ID.

Error Code	Message	Reason/Action
1404	One of the following messages will be displayed depending on the switch configuration: Two agents at extensions <ext>in split <num> and <ext>in split <num> are logged in with the same login ID: <id> This may indicate table corruption on the switch. Contact Services to repair table as soon as possible. Two agents at extensions <ext> and <ext>are logged in with the same login ID: <id>. This may indicate table corruption on the switch. Contact Services to repair table as soon as possible.	Protocol violation or switch corruption. Try requesting new translations in Maintenance: ACD Status screen. If the problem persists, call Services.

Error Code	Message	Reason/Action
1404	One of the following messages will be displayed depending on the switch configuration: SPI configuration error: Agent <code><logid></code> at extension <code><ext></code> has logged into too many splits: <code><sp1></code>, and <code><sp2></code>. Data will only be tracked for the last split. This may indicate incorrect switch type on CMS for G3. SPI configuration error: Agent <code><logid></code> at extension <code><ext></code> has logged into too many splits: <code><sp1></code>, <code><sp2></code>, <code><sp3></code>, and <code><sp4></code>. Data will only be tracked for the last split. This may indicate incorrect switch type on CMS for G3. SPI configuration error: Agent <code><logid></code> at extension <code><ext></code> has logged into too many splits: <code><sp1></code>, <code><sp2></code>, <code><sp3></code>, <code><sp4></code>, and <code><sp5></code>. Data will only be tracked for the last split. This may indicate incorrect switch type on CMS for G3.	Switch type mismatch, protocol violation or switch table corruption. Try requesting new translations in Maintenance: ACD Status screen. If the problem persists, call Services.
1406	SPI data message error: ERROR can't new a message (or got illegal opcode)	This generally indicates that there is a mismatch between the administered CMS type on the switch (if its G3) and the actual CMS, or there is a mismatch between the administered switch type and feature set of the switch on the CMS. This results in message formats being of unexpected lengths. Data is lost since the remainder of the buffer is discarded after the unknown message. Determine if the problem happens more than once. Call Services.

Error Code	Message	Reason/Action
1407	SPI timer expired error: there is no response from the switch	CMS has stopped receiving messages from the switch. CMS data is not being collected. CMS will automatically try to restore the link. At the switch, busy out and release the MIS connection.
1409	SPI ACD administration error: switch was unable to logon agent <logid> with skill <num>	For some reason the login failed on the switch. This login may have been part of a Move Agent or Change Agent Skills request which was pending. Have the agent try to log in to the skill again. Or put the agent in the AUX workmode for all skills and have no calls on their set. Repeat the administration request. If the request fails again, collect the information from the status window for Services.
1409	One of the following messages will be displayed: SPI ACD administration error: switch unable to move ext <ext> from split <num> to <num> SPI ACD administration error: switch unable to move ext <ext> from split <num>	Previous ACD administration request for moving an agent or changing an agent's skills was pending. When the pending was resolved, the agent could not be moved for some reason. Put the agent in the AUX workmode for all split/skills and have no calls on their set. Repeat the administration request. If the request fails again, collect the information from the status window for Services.
1501	SCREEN MANAGER error: system may be overloaded by real time reports behind by XX seconds.	CMS is behind on refreshing the real-time reports currently running. Run fewer real-time reports or lengthen refresh rates for the reports currently running.
1600	FORECAST status: Forecast Manager failed for mm/dd/yy	Forecast Manager failed in its attempt to perform the daily data collection and/or the current day report for mm/dd/yy. If the date (mm/dd/yy) is invalid, either date too early or date past today's date, correct the date and rerun the report. If it's not a problem with date, call Services for assistance.

Error Code	Message	Reason/Action
1600	FORECAST status: Forecast Manager failed for mm/dd/yy - mm/dd/yy	Forecast Manager failed in its attempt to perform the recollect data for a range of dates mm/dd/yy - mm/dd/yy (where the first date is the start date and the second date is the stop date). If the dates (mm/dd/yy - mm/dd/yy) are invalid, either start date after stop date, start date too early, or start date past today's date, correct the date and rerun the report. If it is not a problem with the date, call Services for assistance.
1700	BACKUP Process out of sync. Contact Services.	A bad message was received from the backup screen. If this occurs perhaps some sort of interference occurred in the message queue between backup and backup screen. If the problem re-occurs something is impacting the communication between the processes, further investigation is necessary to determine the source of the problem. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.
1701	BACKUP Process out of memory. Contact Services.	If this error occurs, it is when the tape is being verified. In other words, the backup has already completed successfully. If tape verification is not essential, no further action is necessary. This is a problem with memory allocation. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.
1702	BACKUP Process startup failed. Contact Services	Any number of startup activities could cause this problem. Most are message and db activities that should never be encountered. If the problem re-occurs something is peculiar in the environment of the backup process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.

Error Code	Message	Reason/Action
1703	BACKUP Volume access failed. Retry Backup.	A problem exists accessing the backup device. This could range from invalid backup device to the tape needs cleaning. Verify the following: the b/r backup device is administered properly (name corresponds with unix administered device), the tape type is proper (320 meg tape for 320 meg drive, etc.), and the tape drive is clean (clean the drive).
1704	BACKUP Volume check failed. Retry Backup.	Either the inserted tape is a recent backup and backup was initiated in timetable or backup had difficulty determining the most recent backup (either full or incremental) volume. Determine if the inserted tape is associated with the most recent backup (full or incremental). Replace the tape and re-execute backup (or services run br_check).
1705	BACKUP Volume verification failed. Retry Backup.	A problem reading the tape exists. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.
1706	BACKUP Table backup failed. Retry Backup. Table=	A problem was encountered either reading the indicated table or writing that table to tape. Replace the tape with a new tape (after verifying no problems with the indicated table - see below) and re-execute backup. Verify the problem did not re-occur.
1707	BACKUP Volume span failed. Retry Backup	When verifying the backup tape, a problem was discovered between the current volume and the previous volume. Most likely the blocks are out of sequence. More specifically, at least 1 block is missing. Re-execute backup. Verify the problem did not re-occur.

Error Code	Message	Reason/Action
1708	BACKUP Error in process communication. Retry Backup.	This should never be encountered. A bad message was received from the backup screen (or erroneously from another process). If this occurs perhaps some sort of interference occurred in the message queue between backup and backup screen. If the problem re-occurs something is impacting the communication between the processes, further investigation is necessary to determine the source of the problem. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.
1709	BACKUP Backup history update failed. Retry Backup.	This should never be encountered. The backup was completed successfully, so there is no reason to be concerned with the backup itself. A problem exists with the update tables or the process to update the tables. Verify the next backup does not encounter this problem.
1710	BACKUP Process in need of service. Please check the Backup screen.	An acknowledgement window requires a response. Respond to the backup acknowledgement window.
1711	BACKUP INFO:	Backup was initiated via a timetable and information is reported (number of volumes and backup completed) simply for information purposes. No action required
1750	BACKUP Screen startup failed. Contact Services.	Any number of startup activities could cause this problem. Most are accessing screen entries and db activities that should never be encountered. If the problem re-occurs something is peculiar in the environment of the backup process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.

Error Code	Message	Reason/Action
1751	BACKUP Screen execution failed. Retry Backup.	Any number of startup activities could cause this problem. Most are accessing screen entries and db activities that should never be encountered. If the problem re-occurs something is peculiar in the environment of the backup process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the backup screen and re-initiate the backup. Verify the problem did not re-occur.
1800	RESTORE Process out of sync. Contact Services.	A bad message was received from the restore screen. If this occurs, perhaps some sort of interference occurred in the message queue between restore and restore screen. If the problem re-occurs something is impacting the communication between the processes, further investigation is necessary to determine the source of the problem. Back out of the current instance of the restore screen and re-initiate the restore. Verify the problem did not re-occur.
1801	RESTORE Process out of memory. Contact Services.	A problem with memory allocation. Back out of the current instance of the restore screen and re-initiate the restore. Verify the problem did not re-occur.
1802	RESTORE Process startup failed. Contact Services	Any number of startup activities could cause this problem. If the problem re-occurs something is peculiar in the environment of the restore process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the restore screen and re-initiate the restore. Verify the problem did not re-occur.

Error Code	Message	Reason/Action
1803	RESTORE Volume access failed. Retry Restore.	A problem exists accessing the restore device. This could range from invalid restore device to the tape drive needs cleaning to table header format problem (internal error). Verify the following: the backup/restore device is administered properly (name corresponds with unix administered device), the tape type is proper (320 meg tape for 320 meg drive, etc.), and the tape drive is clean (clean the drive).
1804	RESTORE Error in process communication. Retry Restore.	A bad message was received either by the restore screen or restore process. If this occurs perhaps some sort of interference occurred in the message queue between restore and restore screen. If the problem re-occurs something is impacting the communication between the processes, further investigation is necessary to determine the source of the problem. Back out of the current instance of the restore screen and re-initiate the restore. Verify the problem did not re-occur.
1805	RESTORE Table restore failed. Retry Restore. Table=	A problem was encountered either reading the indicated table from tape or writing that table into the database. Do a specific table restore for the indicated table. Verify the problem did not re-occur.
1806	RESTORE INFO: Volume contains no data for ACD=X	Information message indicating the current table for the indicated ACD does not have data. No action required.
1850	RESTORE Screen startup failed. Contact Services.	Any number of startup activities could cause this problem. Most are accessing screen entries that should never be encountered. If the problem re-occurs something is peculiar in the environment of the restore process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the restore screen and re-initiate the restore. Verify the problem did not re-occur.

Error Code	Message	Reason/Action
1851	RESTORE Screen execution failed. Retry Restore.	Updating the status on the screen could cause this problem (although extremely rare). If the problem re-occurs something is peculiar in the environment of the restore process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the restore screen and re-initiate the restore. Verify the problem did not re-occur.
1900	SYSTEM MESSAGE OVERLOAD: Agent Trace (AAR) is overloaded, some agent trace data lost. Turn off traces for some agents to prevent possible further overloading.	AAR is receiving messages faster than it can process them. Turn off traces for some agents.
1900	SYSTEM MESSAGE OVERLOAD: Call History Recorder (ch_rec) overloaded, some call record data lost.	Data is being sent faster than it can be processed. This may mean the system as a whole is overloaded. Stop some reports or applications so that the system capacity is increased.
1901	FULL DISK ERROR: Out of disk space. Data Collection failed (Archiver).	Enough disk space is not available for insert of daily/weekly/monthly archive data. Free up disk space.
1901	FULL DISK ERROR: Out of disk space. Harchiver could not write to <TABLENAME>.	Enough disk space is not available for insert of agent login/logout or interval archive data. Free up disk space or add more disk space in the form of additional hard disks. If the problem persists, call Services.
1901	FULL DISK ERROR: cannot write to xxx.	The filesystem or ACD dbspace is out of space. Use Free Space Allocation or Data Storage Allocation to adjust the amount of space available to the ACD.
1901	FULL DISK ERROR:	There is no more disk space to load the data for this pseudo ACD. The load ACD cannot continue. Delete the pseudo ACD and start over again using a later load pseudo ACD "Start date" and load less data. Reduce the amount of historical data kept in other ACDs.

Error Code	Message	Reason/Action
1901	FULL DISK ERROR: Automatically turning off data collection and bringing CMS to single user mode	All ACD dbspaces are checked for free space every 10 minutes. By turning off data collection and going to single user mode, CMS prevents corruption of the data that may occur if IDS tries to write data to a full ACD dbspace. CMS cannot be returned to its normal operational state until space has been made available in the ACD dbspace. Use Free Space Allocation or Data Storage Allocation to adjust the amount of space available to the ACD.
1901	FULL DISK ERROR: WARNING: File system <filesys> is <NN> percent full.	This message is logged once each day near midnight and whenever CMS is started. The message is logged once for each file system or ACD dbspace that is 80 percent full or more. It is intended as an early warning that the customer's disk space may need to be reallocated. No immediate action is necessary. Eventually you should use Free Space Allocation to allocate more space to the ACD dbspace. You should plan to do this well in advance of the ACD dbspace or file system becoming completely full.
1901	FULL DISK ERROR: Storage Interval Migration failed migrating	The disk or ACD dbspace is out of space. Use Free Space Allocation or Data Storage Allocation to adjust the amount of space available to the ACD.
1901	FULL DISK ERROR	The dbspace containing the ag_actv database table is full. Change the allocation of disk space for the various classes of data to accommodate storage of more agent trace records.
1901	FULL DISK ERROR: Out of disk space. Call Records not recorded.	The dbspace containing the call_rec database table is full. Change the allocation of disk space for the various classes of data to accommodate storage of more internal call records.

Error Code	Message	Reason/Action
1901	FULL DISK ERROR: Call Records not being stored. Call Services.	The dbspace containing the external call records files is full. Call Services.
1902	CALL RECORD ERROR: Call Records not being stored. Call Services.	Some error was encountered in writing call records into a disk file. Call Services
1902	ALL RECORD ERROR: Call Records are being collected again.	Previous errors writing files have cleared and records are again being stored. No action necessary.
1902	CALL RECORD ERROR: Call Records not being stored, buffer area is full. Call Services	Files containing call records have not been successfully transferred. All storage space has been used and new records cannot be added. Call Services.
1902	CALL RECORD ERROR: Call rate exceeded capacity: xxx calls not transmitted	The internal Call History feature is activated. However, the call rate exceeds the maximum handled by this feature. Therefore, call records are not being sent to the Call History feature. This message indicates how many were not sent in the past data collection interval. This has no effect on the collection of regular data. Call Services.
2000	Could not run timetable: - Aborting Timetable. <timetable name>	Something is wrong with the timetable such that it cannot run. Try rescheduling the timetable. Consult this document for information on using timetables to see if there are bad tasks in the timetable.
2000	Could not run timetable: <timetable name> Task <number> of <total> was unable to complete. Reason: <reason>	Timetable task is bad. Consult this document for information on using timetables to see how to troubleshoot bad tasks. One common possibility is that the user does not have permissions for the split, vdn, etc. that they are trying to run reports for.

Error Code	Message	Reason/Action
2000	Could not run timetable: don't run timetable, in single user timetable = <i><timetable_name> <user_name></i>	Timetables cannot run when CMS is in single user mode. An administrator put CMS in single user mode to do some special administration that requires CMS to be in this mode. The severity of the problem is that the user's timetables are not being run when normally the user would expect them to. Schedule the timetables that should have run to run as soon as possible, and then reschedule them back to their original times. Schedule their timetables to run at a time that doesn't conflict with the time that CMS needs to be in single user mode.
2000	Could not run timetable: sorry post office open of timetable crt_io_man was not successful for timetable - <i><timetable name></i> and <i><cms id></i> - <i><user name></i> .	Communications cannot be established with a crt_io_man in order to run the timetable. Try rescheduling the timetable.
2000	Could not run timetable: -- Archiver <i><timetable name></i> did not run on <i><date></i> for the user - <i><user name></i> . Please schedule it to rerun using the Data Summarizing screen.	Archiver has a problem in moving historical data into tables for the timetable to use. Call Services.
2000	Could not run timetable: -- Archiver <i><timetable name></i> did not run on <i><date></i> for the user - <i><user name></i> . To schedule a timetable to run as soon as possible, enter a cms start time that is two minutes into the future, and a start date of 0.	User scheduled a timetable to run in less than two minutes into the future. Reschedule the timetable for at least two minutes into the future.
2100	Unable to execute <i><process></i> . <i><Impact-description></i> . Call Services.	The indicated process could not be executed. The impact to the customer is described by impact-description. The impact is usually the failure of a major component of CMS, such as Agent Trace, Exceptions, or Data Collection. Sometimes the problem can be repaired by stopping CMS and restarting it. Call Services.
2200	Sometimes the problem can be repaired by stopping CMS and restarting it. <i><table></i>	Error encountered during migration. Call services for assistance.

Error Code	Message	Reason/Action
2300	INTERVAL MIGRATION: Interval migration was canceled before it completed. Restart it from the Storage Intervals screen to complete the migration	The migration was canceled manually before it completed. Restart from the Storage Intervals screen.
2300	INTERVAL MIGRATION: Migrating intrahour historical data for ACD xx from xx to yy minute interval is complete.	Informs customer when intrahour migration is complete. No action required.
2400	FREE SPACE ALLOCATION: <i><error message></i>	This type of error message specifies that the Free Space Allocation feature has suffered a problem in locating or updating database tables. Contact services.
2500	STORAGE INTERVALS: Weekly start/stop day(s) have been changed from xx to yy.	This is just an informational message to let you know that the Storage Interval days have changed. Verify that the new days are correct.
2600	ARCHIVER status: Daily/Weekly/Monthly Archive not executed for xx/xx/xx due to Data Storage Allocation administration.	Data Storage Allocation indicates 0 days/weeks/months are to be saved, therefore no reason to Archive. A problem does not exist, this is a valid. If daily archives are desired, Data Storage: Days of Daily/Weeks of Weekly/Months of Monthly entry(ies) must be changed to allow an archive to take place. Disk space must be considered before changing these fields.
2600	ARCHIVER status: Daily/Monthly/Weekly Archiver for xx/xx/xx Successful.	Indicates successful completion of the daily/weekly/monthly archive. The status of previous and current archives also exists in /cms/dc/archive/arch.log. No action necessary.
2600	ARCHIVER status: Daily/Monthly/Weekly Archiver for xx/xx/xx Failed.	Indicates failure of the daily/weekly/monthly archive. The status of previous and current archives also exists in /cms/dc/archive/arch.log. Re-initiate an archive for the same date and archive type (daily/weekly/monthly) using the CMS System Setup:Data Summarizing application.

Error Code	Message	Reason/Action
2700	MIGRATE DATA Process out of sync. Call Services.	A bad message was received from the R3 Migrate screen. If this occurs, perhaps some sort of interference occurred in the message queue between R3 Migrate and the migrate screen. If the problem re-occurs something is impacting the communication between the processes, further investigation is necessary to determine the source of the problem. Back out of the current instance of the R3 Migrate screen and re-initiate the R3 Migrate. Verify the problem did not re-occur.
2701	MIGRATE DATA Process out of memory. Contact Services.	A problem with memory allocation. Back out of the current instance of the R3 Migrate screen and re-initiate the migration. Verify the problem did not re-occur.
2702	MIGRATE DATA Process startup failed. Contact Services	Any number of startup activities could cause this problem. If the problem re-occurs something is peculiar in the environment of the migrate process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the R3 Migrate screen and re-initiate the migration. Verify the problem did not re-occur.
2703	MIGRATE DATA Volume access failed. Retry Restore.	A problem exists accessing the migration device. This could range from invalid migration device to the tape drive needs cleaning to table header format problem (internal error). Verify the following: the backup/restore device is administered properly (name corresponds with unix administered device), the tape type is proper (320 meg tape for 320 meg drive, etc.), and the tape drive is clean (clean the drive).
2706	MIGRATE DATA Table migration failed. Retry Migrate. Table=	A problem was encountered either reading the indicated table from tape or writing that table into the database. Stop the migration and call Services for help with the table which failed. After the problem is fixed, restart the migration.

Error Code	Message	Reason/Action
2708	MIGRATE DATA Error in process communication. Retry Restore.	A bad message was received either by the R3 Migrate screen or process. If this occurs perhaps some sort of interference occurred in the message queue between r3mig and r3migScr screen. If the problem re-occurs something is impacting the communication between the processes, further investigation is necessary to determine the source of the problem. Back out of the current instance of the R3 Migrate screen and re-initiate the migration. Verify the problem did not re-occur.
2750	MIGRATE DATA Screen startup failed. Contact Services.	Any number of startup activities could cause this problem. Most are accessing screen entries that should never be encountered. If the problem re-occurs something is peculiar in the environment of the migrate process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the R3 Migrate screen and re-initiate the migrate. Verify the problem did not re-occur.
2751	MIGRATE DATA Screen execution failed. Retry Migrate.	Updating the status on the screen could cause this problem (although extremely rare). If the problem reoccurs something is peculiar in the environment of the migrate process and further investigation is necessary to determine the source of the problem. Back out of the current instance of the R3 Migrate screen and re-initiate the migration. Verify the problem did not reoccur.



Running the ACD Administration Log report

Overview The ACD Administration Log provides an audit trail for administrative changes made on the ACD by CentreVu CMS users. The ACD Administration Log records real-time administrative changes made by a user through the CentreVu CMS ASCII interface, CentreVu Supervisor, or CentreVu Visual Vectors. The log also records the administrative changes made by a user through a scheduled timetable or CentreVu Supervisor script.

Before you begin The following items should be read and understood before working with the ACD Administration Log report:

- The maximum capacity for the log is set at 30,000 records and cannot be changed. When the table size exceeds 30,000 records, the 100 oldest records will be deleted.
- This report can be scheduled through a CentreVu CMS timetable or a CentreVu Supervisor script.
- The historical database items of the CentreVu CMS ACD Administration Log is not available for use with the CentreVu Supervisor Report Designer tool. The CentreVu Supervisor File menu option for this report will not display the Designer option. It will, however, behave in the same manner as drill-down reports.

Permissions

To view the ACD Administration Log report, the user ID used to log in to this CentreVu Supervisor session requires *read* permission for Maintenance.

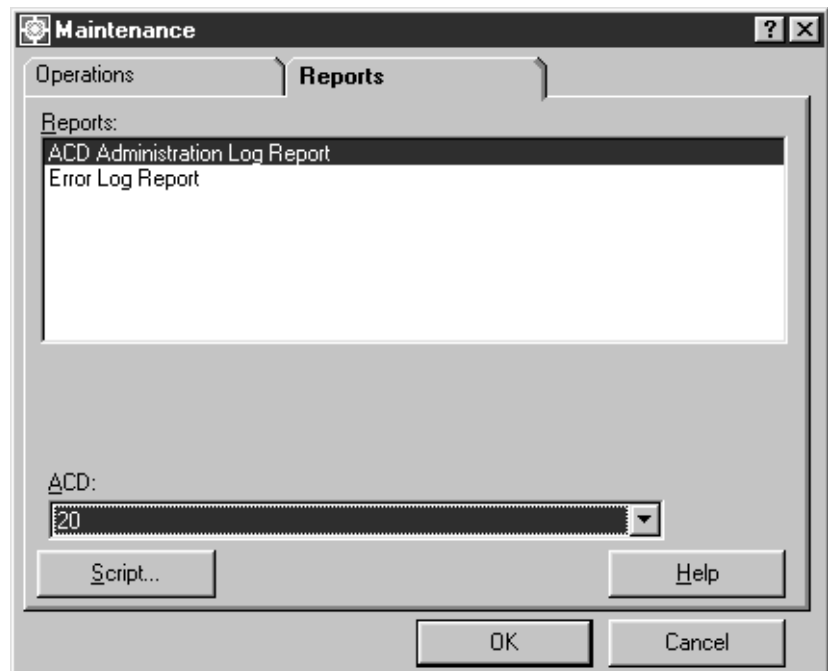
Important! If the ACD Administration Log report is run to display all 30,000 records, your PCs may experience difficulties. This is due to the lack of cache specified to support CentreVu Supervisor. A new utility has been provided in the directory where CentreVu Supervisor was installed (Default: *C:\Program Files\Avaya\CentreVu Supervisor*). Execute the *inc_cvs_cache.reg* file. This will update the CentreVu Supervisor settings in the Registry to accomodate cache size when running the ACD Administration Log report. If you do not have adequate disk space (<200MB) when running this utility, you may experience difficulties when using CentreVu Supervisor. To restore the default Registry settings, execute the

restore_cvs_cache.reg file and delete the cache.tmp file in the \cache directory. Both of these files can be found in the CentreVu Supervisor installation directory. For MicrosoftWindows NT® 4.0 and MicrosoftWindows 2000®, the user ID making these changes must have *Administrator* privileges.

Steps

- 1 From the Controller Window, select Tools > Maintenance.

Result: CentreVu Supervisor displays the Maintenance window.



- 2 Select the Reports tab.
- 3 In the Reports: list, select ACD Administration Log Report.

It is not necessary to select an ACD in the ACD: field as this feature allows ACD specification later.

4 Select OK.

Result: CentreVu Supervisor displays the ACD Administration Log window.

The height of this dialog box varies according to the current screen resolution. A higher screen resolution results in more fields being displayed.

For a description of the ACD Administration Log window fields, see ACD Administration Log window field descriptions for additional information.

5 In the available fields, enter the data to use in the report. The data can also be selected through the drop-down lists or through the Browse buttons.

The more fields that are specified, the more restricted the data will be in the report. If all of the input fields are left blank, all records will be displayed in the resulting report.

ACD Administration Log window field descriptions

Field descriptions Field descriptions for the ACD Administration Log window are described as follows:

Field	Description
CMS User Ids:	The login(s) of the user(s) to display in the report if changes were made to the ACD with the specified IDs.
Dates:	The date, or range of dates to be covered in the report.
Times:	The times to be included in the report where administrative changes were made.
ACDs(n):	The ACD(s) you want to include in the report.
VDNs(n):	The VDN(s) you want to include in the report.
Vectors(n):	The Vector(s) you want to include in the report.
Agents(n):	The login ID(s) you want to include in the report.



11 Using Solaris

Overview

Purpose CentreVu Call Management System (CMS) uses the Solaris 8 operating system on the Sun computer platform to communicate with terminals and printers, to log errors, and to run operations. This section addresses how to perform several procedures using Sun Microsystems, Inc. Solaris® operating system commands.

This section contains the following procedures:

- Logging in to CMS from the remote console
- Logging in to CMS from the server console
- Viewing a Solaris system file
- Changing a user's password
- Using Solaris printer commands
- Using the Print Scheduler utility

Important! Be careful when accessing the Sun Microsystems, Inc. Solaris® system and running Sun Microsystems, Inc. Solaris® system commands. Damage can result to CentreVu CMS if you use the Sun Microsystems, Inc. Solaris® system commands incorrectly. Before you run any Sun Microsystems, Inc. Solaris® system command, be sure you know what effect it will have.



Logging in to CMS from the remote console

Overview This procedure describes how to log in to CentreVu CMS from a remote console. Most users log in to CentreVu CMS remotely.

Important! Do not allow users to share the same login ID as this action will use up Solaris system processes.

Procedure

- 1 At the `Login:` prompt, enter your login ID.

Result: The `Password:` prompt is displayed.

- 2 Enter your password, and then press **Enter**.

Result: A prompt for the terminal type is displayed.

- 3 Enter your terminal type, and then press **Enter**.

Result: If you use a login other than `cms`, the CMS application will automatically open to the CMS main menu.

If `cms` is used as the login, you will have to enter `cms` a second time at the `$` prompt before the main menu will be displayed

END OF STEPS



Logging in to CMS from the server console

Overview This procedure describes how to log in to CentreVu CMS from the CentreVu CMS server console. Logging in to CentreVu CMS at the CentreVu CMS server is occasionally necessary in order to perform certain CentreVu CMS functions, such as a CMSADM backup or other administration functions that require you to switch to single-user mode.

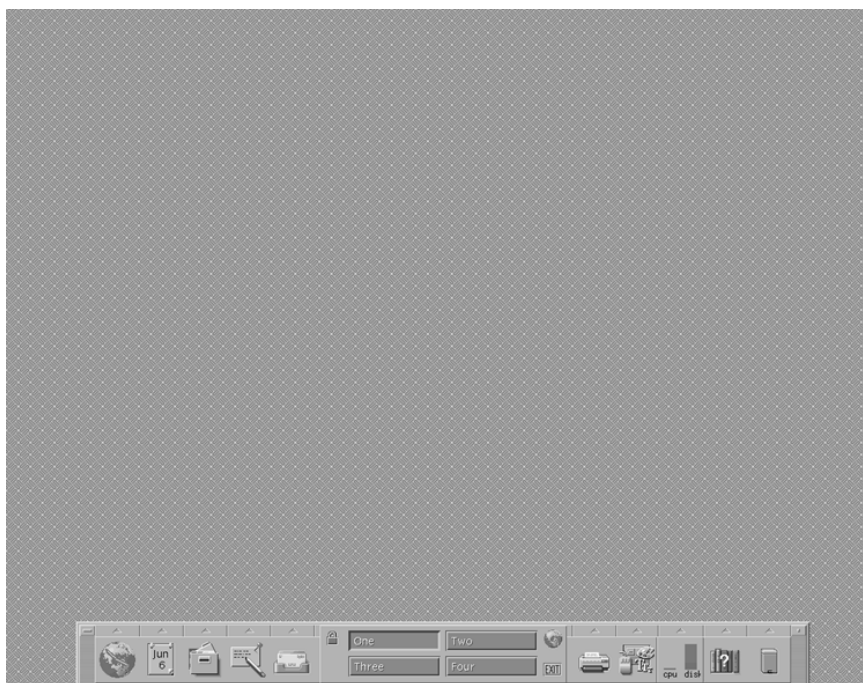
Important! Users who use a `/usr/bin/cms` shell will not be able to log in to CentreVu CMS through the Common Desktop Environment (CDE).

To remedy this problem, you can either use the `/usr/bin/ksh` shell or use a command line login. The command line login will not use the CDE.

Procedure

- 1 If the server has just been rebooted or inactive for an extended period of time, the console may be password-protected. If this is the case, unlock the console by entering your authorized username (if necessary) and password in the appropriate login console fields.

Result: Sun Microsystems, Inc.Solaris® displays the CDE interface.



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- 2** Right-click the cursor in an empty area within the desktop space.

Result: The `Workspace` Menu is displayed.

- 3** Depending on how CentreVu CMS was installed, choose one of the following alternatives:

- If the `CMS XTERM` option is displayed in the `Workspace` Menu, you can open an `xterm` window directly by selecting that option.
- If the `CMS XTERM` option is not displayed, choose `Tools > Terminal` to open a terminal window. At the command prompt, enter `xterm` to open an `xterm` window.

Result: An *xterm* window is displayed with a `#` prompt.

END OF STEPS



Viewing a Solaris system file

Procedure To view a Solaris file one page (screen) at a time, perform the following procedure:

-
- 1 From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The *Commands* menu is displayed.

- 2 Select *UNIX* and press **Enter**.

Result: The screen clears and a \$ prompt is displayed.

- 3 At the \$ prompt, enter:

pg <filename>

Where <filename> is the name of the file you want to view.

The pg command displays Solaris system file data one terminal screen at a time.

- 4 To view subsequent pages, press **Enter** until the EOF (end of file) is reached.
-

- 5 Press **Enter**.

Result: The \$ prompt is displayed.

- 6 To return to the CentreVu CMS menu, enter:

exit

END OF STEPS



Changing a user's password

Prerequisites You need to know the password for the *root* login.

Procedure If a user forgets their password, perform the following procedure:

-
- 1 From the CentreVu CMS menu, highlight the COMMANDS SLK.

Result: The *Commands* menu is displayed.

- 2 Select *UNIX*, and then press **Enter**.

Result: The screen clears, and a \$ prompt is displayed.

- 3 Enter:

su

- 4 At the *Password:* prompt, enter the *root* password.

Result: The # prompt is displayed.

- 5 Enter:

passwd <userid>

Where <userid>, is the ID of the user who needs a new password.

Result: A prompt for the new password is displayed.

- 6 Enter a new password for the user.

Result: The # prompt is displayed.

7 Enter:

`passwd -f <userid>`

Where <userid>, is the ID of the user with a new password.

Result: The # prompt is displayed.

The *passwd -f* command will force the user to change their password the next time they log into CentreVu CMS.

8 Enter:

`exit`

Result: The \$ prompt is displayed.

9 Enter:

`exit`

Result: The CentreVu CMS menu is displayed.

END OF STEPS



Using Solaris printer commands

Overview Solaris commands can be used to administer print jobs. Most printer administration is done initially during installation of CMS. Additional system printers may need to be added later. See *Centre Vu CMS Terminals, Printers and Modems* for additional information.

This section contains the following procedures:

- Checking printer status (11-9)
- Moving a queued print job to another printer (11-10)
- Moving all queued print jobs to another printer (11-11)
- Disabling a printer (11-12)
- Enabling a printer (11-13)

Prerequisites You need to know the password for the *root* login for some of these procedures.

Important! Remember the following when working with printers:

- If a printer jams, and the print requests are no longer in queue, you must resubmit any of the print requests that did not print.
- If a print request is still in the print queue, the job will print after placing a printer back in service.
- A print job that is in the middle of printing when a jam occurs, the print job may need to be resubmitted.
- If a printer runs out of paper in the middle of a print request, you may need to enable the printer before adding paper.
- You can only cancel your own print requests unless you switch users to *root* using the *su* command before performing the *cancel* command.
- Any printer command that is not allowed with your user ID can be done if you switch users to *root*.

Checking printer status

To display the status of the Scheduler, the status of all system printers, which printer is the default printer, and a list of all print request job IDs that are currently in the queue, perform the following procedure:

-
- 1 From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The *Commands* menu is displayed.

- 2 Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt displays.

- 3 To view printer status information, enter:

```
/usr/bin/lpstat -t | pg
```

- 4 Press the **space bar** to scroll to the next screen. Continue pressing the **space bar** until the EOF is reached.
-

- 5 To return to the CentreVu CMS menu, enter:

```
exit
```

END OF STEPS

Canceling a print job

To stop a print job, perform the following procedure:

-
- 1 Determine the print request job ID. See Checking printer status (11-9).
-

- 2 From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The *Commands* menu is displayed.

- 3 Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt is displayed.

-
- 4** Choose one of the following procedures
- To cancel your own print job, perform the following:
 9. Enter:
`/usr/bin/cancel <print job request ID>`
 - To cancel another users print job, perform the following:
 10. To change your permissions to *root*, enter at the **\$** prompt:
`su`
 11. Enter the *root* password, and then press **Enter**.
 12. At the **#** prompt, enter:
`/usr/bin/cancel <print job request ID>`
-

- 5** To return to the CentreVu CMS menu, enter:

`exit`

If you switched users to root, you must repeat Step 5.

END OF STEPS

**Moving a queued print job
to another printer**

To send a single queued print job immediately to another printer:

Important! In order to perform this procedure, you must first log in with the *root* user ID.

-
- 1** Determine the print request job ID. See “Checking printer status (11-9)” for more information.
-
- 2** From the CentreVu CMS menu, select the COMMANDS SLK.
- Result:** The *Commands* menu is displayed.
-
- 3** Select *UNIX*, and then press **Enter**.
- Result:** The screen clears and a **\$** prompt is displayed.
-

-
- 4** At the \$ prompt, enter:

`/usr/lib/lpmove <print job request ID> <new printer name>`

- 5** To return to the CentreVu CMS menu, enter at the \$ prompt:

`exit`

END OF STEPS

Moving all queued print jobs to another printer

To send all queued print jobs immediately to another printer, perform the following procedure:

-
- 1** From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The *Commands* menu is displayed.

- 2** Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt is displayed.

- 3** At the \$ prompt, enter:

`/usr/lib/lpmove <old printer name> <new printer name>`

- 4** To return to the CentreVu CMS menu, enter at the \$ prompt:

`exit`

END OF STEPS

Disabling a printer To disable a printer so it will no longer accept any new print requests, perform the following procedure:

-
- 1** From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The *Commands* menu is displayed.

- 2** Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt is displayed.

- 3** To change your permissions to *root*, enter at the \$ prompt:

`su`

- 4** Enter the *root* password, and then press **Enter**.

Result: The # prompt is displayed.

- 5** Enter:

`/usr/bin/disable <printer name>`

Important! The printer will stop printing as soon as the print buffer is empty.

- 6** Enter:

`/usr/bin/reject <printer name>`

- 7** Enter:

`exit`

Result: The \$ prompt is displayed.

8 Enter:

`exit`

Result: The CentreVu CMS menu is displayed.

END OF STEPS

Enabling a printer

To re-enable a printer so it will accept new print requests, perform the following procedure:

1 From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The *Commands* window opens.

2 Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt displays.

3 To change your permissions to *root*, enter at the \$ prompt:

`su`

4 Enter the *root* password, and then press **Enter**.

Result: The # prompt is displayed.

5 Enter:

`/usr/bin/accept <printer name>`

6 To enable the printer, enter:

`/usr/bin/enable <printer name>`

7 Enter:

`exit`

Result: The \$ prompt is displayed.

8 Enter:

`exit`

Result: The CentreVu CMS menu is displayed.

END OF STEPS



Using the Print Scheduler utility

- Overview** The Print Scheduler utility stops or starts all print jobs to all printers. This section contains the following procedures:
- Starting the Print Scheduler utility (11-15)
 - Stopping the Print Scheduler utility (11-16)

Prerequisites You need to know the password for the *root* login for some of these procedures.

Starting the Print Scheduler utility To start the Print Scheduler utility, perform the following steps:

-
- 1 From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The Commands menu is displayed.

- 2 Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt is displayed.

- 3 To change your permissions to *root*, enter at the \$ prompt:

`su`

- 4 Enter the *root* password, and then press **Enter**.

Result: The # prompt is displayed.

- 5 Enter:

`/usr/lib/lpsched`

6 Enter:

`exit`

Result: The \$ prompt is displayed.

7 Enter:

`exit`

Result: The CentreVu CMS menu is displayed.

END OF STEPS

Stopping the Print Scheduler utility

To stop the Print Scheduler utility, perform the following steps:

1 From the CentreVu CMS menu, select the COMMANDS SLK.

Result: The Commands window is displayed.

2 Select *UNIX*, and then press **Enter**.

Result: The screen clears and a \$ prompt is displayed.

3 To change your permissions to *root*, enter at the \$ prompt:

`su`

4 Enter the *root* password, and then press **Enter**.

Result: The # prompt is displayed.

5 Enter:

`/usr/lib/lpshut`

6 Enter:

`exit`

Result: The \$ prompt is displayed.

7 Enter:

`exit`

Result: The CentreVu CMS menu is displayed.

END OF STEPS



12 Using timetables and shortcuts

Overview

Purpose This section provides information on timetables and shortcuts and how to create and administer them. Timetables and shortcuts are used to run multiple administrative tasks and are only available through the CentreVu CMS ASCII interface. Access to the CentreVu CMS ASCII interface can be done through the following methods:

- CentreVu Terminal Emulator
- Telnet session to the CentreVu CMS
- Direct interaction with the CentreVu CMS server console

This section contains procedures and information for the following topics:

- Timetables
- Shortcuts



Timetables

Overview

Purpose A timetable is a CentreVu CMS feature that enables the scheduling of one or more administrative tasks. Each timetable can consist of up to 100 tasks and can be scheduled to run at any specific time. When you are creating a timetable, CentreVu CMS records the tasks you perform and includes them in the timetable. This feature is similar to macros in many PC applications that perform multiple tasks or actions when the single macro is run.

Timetables are better suited for mission-critical tasks than CentreVu Supervisor scripts. This is due to the fact that scripts reside on the PC where they were created. If network difficulties occur or if the PC where the script resides is powered down, the script cannot run. Timetables run directly on the CentreVu CMS server and do not suffer from such problems.

This section contains the following procedures:

- Creating and scheduling a timetable
- Adding tasks to a timetable
- Listing all timetables
- Copying a timetable
- Copying timetable tasks
- Modifying timetable tasks
- Editing timetables globally
- Globally editing tasks in a timetable
- Deleting tasks from a timetable
- Deleting a timetable

Before you begin The following items should be read and understood before working with timetables:

General

- You cannot schedule real-time reports, Vector Contents, or custom report creation through a timetable.
- Timetables run in the background, not on the terminal session.
- Timetables that fail at some point during execution are logged in the Maintenance Error Log Report.
- Up to five timetables can be scheduled to run at the same time.
- You can have tasks associated with different ACDs in the same timetable.
- Do not create a timetable that attempts to write a file in the home directory of different user.
- The ACD that is currently selected when a timetable task is created will be the ACD on which the task runs. To change the ACD, you must delete the task and reset the current ACD before adding the correct task.
- When a CentreVu CMS user is deleted, any timetables associated with that user ID are also deleted. For this reason, it is recommended that mission-critical timetables be created under the *cms* user ID.
- If the System Administration Terminal (SAT) terminal is still logged in to the DEFINITY and is displaying a screen used in timetables, those timetables will not run.
- Timetables cannot run if CentreVu CMS is in single-user mode.

Printing

- You cannot select the terminal as the destination for report output on a timetable.
- To print a report more than once from a timetable, you must enter a task for each copy of the report.

- Print jobs from timetables go to the default printer for that user unless otherwise specified when the timetable is created. If the default printer for a user is changed, there is no need to edit the timetable as CentreVu CMS automatically sends the print jobs from the timetable to the new default printer.
- If a user specifies a printer other than their default printer for a timetable task, and that printer is out of service, the timetable will not execute.
- If the printer jams while attempting to print timetable tasks, you must resubmit the request that did not print.

Backups

- Timetables for incremental and full backups are created when the system is installed, but they are not scheduled.
- Be sure to schedule backups to run either before archiving begins or after archiving has been completed.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- To view timetables, the user ID used to log in to this CentreVu CMS session requires *read* permission for the Timetables feature, the requested CentreVu CMS actions, and any included ACD entities.
- To add, delete, or modify timetables, the user ID used to log in to this CentreVu CMS session requires *write* permission for the Timetables feature.
- Users who are not Administrators can view and copy timetables from other users, but they cannot add, delete, or modify the timetables or the task entries.
- Users with Administrator permissions can add, delete, and modify timetables created by other users.

If a timetable contains tasks for which the user does not have adequate permissions, the timetable will fail.



Creating and scheduling a timetable

Overview This section provides the procedure for creating and scheduling a timetable through the CentreVu CMS ASCII interface.

Steps To create a timetable:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

Depending on the connection method to the CentreVu CMS interface, this action can be accomplished through the following methods:

- For CentreVu Terminal Emulator, select the <F4> screen-labelled key.
- From the CentreVu CMS console, press the <F4> key.
- For a telnet session from a PC, press <Ctrl>+<P>, <4>.

- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

```

Timetable
-----
Timetable name: 
Description: 
User ID: cms
Start time: 
Start date: 
Frequency and attributes (Select only one):
<_> Once
<_> Dates: 
<_> Hourly, Stop time: 11:59 PM
<_> Daily,
Hourly/Daily Days (Select any you wish):
[x] Sunday [x] Tuesday [x] Thursday [x] Saturday
[x] Monday [x] Wednesday [x] Friday
This timetable will run on this or another CMS server
<_> Run only on this CMS server*
<_> Run on this or another CMS server*
*These fields not used for Find one or List all
21x68
  
```

-
- 3** In the Timetable name: field, enter a unique name for this timetable. The name of the timetable cannot be changed after it has been created. Every timetable must have a unique name.

The following list provides the types of characters that can be entered in this field:

- Alphanumeric (A-z, 0-9)
- Underscore (_)
- Blank ()
- Comma (,)
- Period (.)
- Single Quotation Marks (')
- Plus sign (+)

-
- 4** In the Description: field, enter a description for the timetable.

This field is optional.

-
- 5** In the User ID: field, the user ID currently logged in is displayed. If you are an administrator and want to create this timetable for another user ID, enter that user ID in this field.

-
- 6** In the Start time: field, enter the time when the timetable will be executed. If you do not wish to schedule the timetable at this time, leave this field blank.

This field can accept time in the following formats:

- HH AM/PM
- HH:MM AM/PM
- 24-hour

If AM/PM is not specified, CentreVu CMS assumes that the time entered is in the 24-hour format.

-
- 7** In the Start date: field, enter the date on which the timetable will begin running.

Use one of the following formats for entering the date in this field:

- MM/DD/YY — For example, 12/12/01. Do not enter four-digits years in this field.
- Relative format — For example, entering a 1 specifies the timetable will begin one day from today (tomorrow).

Important! If you do not wish to schedule the time table at this point, leave the Start time: and Start date: fields blank, ensure an x is in the Once field, and skip ahead to Step 11.

-
- 8** In the Frequency and attributes: group, choose from the following options:

- Once — runs the timetable one time for the date and time specified in the Start time: and Start date: fields. This is the default value for this field group.
- Dates: — runs the timetable on specific dates. Enter the dates in the fields provided for this option.
- Hourly, — runs the timetable every hour. In the Stop time: field, enter the time when the timetable should stop running.
- Daily, — runs the timetable on the selected days in the Hourly/Daily Days group.

-
- 9** If the Hourly or Daily option was selected in the previous step, place an x next to the days in the Hourly/Daily Days group for which the timetable should run.

10 Place an x in one of the following options:

- Run only on this CMS server — The timetable will run only on this CentreVu CMS server. If this timetable is backed up and migrated to another CentreVu CMS server, it will not run.
- Run on this or another CMS server — The timetable is capable of running on this or any other CentreVu CMS server. If this timetable is backed up and migrated to another CentreVu CMS server, it will function normally.

11 Press the **Enter** key, highlight the Add item on the action list by using the arrow keys on the keyboard, and press **Enter** again.

Result: The window displays a “Working” message . If the timetable name already exists, “already exists” displays on the status line and you must enter a different timetable name in the Timetable name: field. If all entries are valid, the Main Menu displays with “Keeping Entries” in the border.

12 Select a task from the CentreVu CMS Main Menu that will be recorded to this new timetable.

Result: CentreVu CMS displays an “Entries Stored” in the status line of the current window when the task is run.

Example: To run an historical report for the System:

1. Select Reports from the Main Menu.
2. Select Historical.
3. Select System.
4. Select System.
5. Select Daily.

CentreVu CMS displays the report window.

6. Enter the required information in the Split(s)/Skill(s) and Date fields.

The Date field can accept relative dates. For example, 0 represents today and - 1 represents yesterday.

7. Press the <Enter> key to access the action list, select the menu item that performs the necessary action, and then press the <Enter> key again.

CentreVu CMS displays a confirmation window.

It is possible to create more than one timetable task from a window. For example, suppose you want historical split/skill summary interval reports for skills 1 through 9, and you also want the same date and times for each report:

1. Go to the report window and enter 1 for the skill number, 0 for the date, and 8:00-16:00 for the times.
2. Select Run on the action list. This creates a timetable task for skill 1.
3. Back in the report input window, enter 2 for the skill number and select Run on the action list. This creates a timetable task for skill 2. Repeat the same process for skills 3 through 9.

13 Exit the window for the task and return to the Main Menu.

14 To add more tasks to the timetable, return to Step 12. Otherwise, open the Keep SLK menu, and then select the Stop option.

Result: CentreVu CMS displays a confirmation window asking if the timetable should be saved.

15 When CentreVu CMS displays the confirmation window, press <Y> and then <Enter> to save the task.

Note: To exit the timetable at any time without saving your changes, select Stop from the Keep SLK menu, then enter n in the confirmation window.

16 Select the Exit SLK to close the Timetable window.

END OF STEPS



Adding tasks to a timetable

Overview This section provides the procedure on adding tasks to an existing timetable. This feature enables you to add tasks to a timetable in the same way you added tasks when you first created the timetable.

Steps To add tasks to a timetable:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).
- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

Timetable test1

Timetable name:

Description:

User ID: cms

Start time:

Start date:

Frequency and attributes (Select only one):

<x> Once

<_> Dates:

<_> Hourly, Stop time: 11:59 PM

<_> Daily,

Hourly/Daily Days (Select any you wish):

[x] Sunday [x] Tuesday [x] Thursday [x] Saturday

[x] Monday [x] Wednesday [x] Friday

This timetable will run on this or another CMS server

<_> Run only on this CMS server*

<x> Run on this or another CMS server*

*These fields not used for Find one or List all

21x68

Add

Copy

Delete

Find one

Get contents

Global edit

List all

Modify

Next

Previous

- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

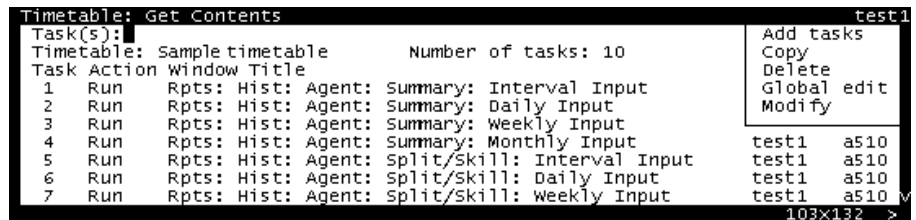
- 4 In the Timetable name field, enter the name of the timetable to which you want to add a task.

-
- 5 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 6 In the action list, use the arrow keys to select Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents window.



-
- 7 In the Task(s): field, enter the number of the task that you want to precede the task being added.

Example: If the task being added should appear as the fifth task, enter 4 in the Task(s): field.

To add a task to the beginning of the timetable, leave the Task(s): field blank. The new task is added before the first task.

To add tasks to a timetable with no tasks, leave the Task(s): field blank.

- 8 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 9 Use the arrow keys to highlight the Add tasks item and press the <Enter> key.

Result: CentreVu CMS displays the Main Menu and is waiting for you to perform an action that it can add as a task. The status line of the Main Menu displays *Keeping Entries*.

-
- 10** Perform the task that you wish to have added to timetable. For more information on the steps necessary in adding a task to a timetable, see Step 12 in the Creating and scheduling a timetable procedure.

Result: When the task is performed, CentreVu CMS displays *Entries Stored* in the status line.

- 11** Exit the task window.

Result: CentreVu CMS displays the Main Menu.

At this point, more tasks can be added simply by performing them. These tasks will be added to the timetable in order following the previous task.

- 12** If you finished adding tasks to the timetable, open the Keep SLK menu, and then select the Stop option.

Result: CentreVu CMS displays a confirmation window asking if the timetable should be saved.

- 13** Press <Y> and then the <Enter> key.

Result: CentreVu CMS saves the timetable with the newly added tasks and displays the Timetable: Get Contents window.

END OF STEPS



Listing all timetables

Overview This section provides the procedure for listing all timetables that currently exist in the CentreVu CMS database. Listing all timetables can assist in finding specific timetables when you cannot remember the entire name of a timetable. It is also useful in helping to determine if too many timetables are scheduled to run at the same time.

Steps To list all timetables:

1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

2 On the Keep SLK menu, select Timetable.

Result: CentreVu CMS displays the Timetable window.

3 Press <Ctrl> + <Z>.

Result: CentreVu CMS clears the default information from all fields in the Timetable window.

4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 5 Using the arrow keys, move the cursor to the List all menu item and press <Enter>.

Result: CentreVu CMS displays the Timetable: List All window listing all timetables.

<u>Timetable Name</u>	<u>User ID</u>	<u>Status</u>	<u>Next Run</u>	<u>Start Time</u>
skh11.20.2	cms	finished		1:30 PM
temp7	cms			
temp9	cms	finished		1:30 PM
tst	cms			

4 matches found 7x240 >

Use the right- and left-arrow keys to scroll to the other fields in this window.

The following list describes the entries that can appear in the Status field.

- Finished — indicates that the timetable was scheduled to run once and it completed successfully.
- Failed — indicates that the timetable failed to run successfully for the last scheduled run time.
- Successful — indicates that the timetable completed successfully.
- Unscheduled — indicates that the timetable does not have a start time or start date.
- Running — indicates that the timetable is currently running.

END OF STEPS



Copying a timetable

Overview This section provides the procedure for copying an existing timetable to a new timetable. Although you can copy timetables from other users, you cannot copy over an existing timetable. When you copy a timetable, the scheduling information and tasks in the timetable are copied. The name of the timetable that will be copied should be known before starting this procedure.

Steps To copy a timetable:

- 1 Select Timetable on the **Keep** screen-labelled key (SLK) menu.

Result: CentreVu CMS displays the Timetable window.

Timetable test1

Add

Copy

Delete

Find one

Get contents

Global edit

List all

Modify

Next

Previous

Timetable name:

Description:

User ID: cms

Start time:

Start date:

Frequency and attributes (Select only one):

<x> Once

<_> Dates:

<_> Hourly, Stop time: 11:59 PM

<_> Daily,

Hourly/Daily Days (Select any you wish):

[x] Sunday [x] Tuesday [x] Thursday [x] Saturday

[x] Monday [x] Wednesday [x] Friday

This timetable will run on this or another CMS server

<_> Run only on this CMS server*

<x> Run on this or another CMS server*

*These fields not used for Find one or List all

21x68

-
- 2** In the Timetable name: field, enter the name that will be used for the new timetable.

The following list provides the types of characters that can be entered in this field:

- Alphanumeric (A-z, 0-9)
 - Underscore (_)
 - Blank ()
 - Comma (,)
 - Period (.)
 - Single Quotation Marks (')
 - Plus sign (+)
-

- 3** In the User ID: field, confirm that your user ID is present.
-

- 4** Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 5** Use the arrow keys to highlight the Copy item in the action list and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Copy window.



-
- 6** In the Copy from: field, enter the name of the timetable to copy.
-

- 7** In the User ID field, enter the user ID that is currently associated with the existing timetable.

-
- 8** Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list of the Timetable: Copy window.

- 9** Press the <Enter> key again.

Result: CentreVu CMS displays *Successful* in the status bar.

If this new timetable is not scheduled to run, CentreVu CMS displays a message notifying you that this copy needs to be rescheduled.

- 10** Select the Exit SLK to close the Timetable window.

END OF STEPS



Copying timetable tasks

Overview This section provides the procedure for duplicating tasks within a timetable.

Before you begin The following items should be read and understood before copying timetable tasks:

- Only the owner of the timetable or an administrator can copy timetable tasks.
- You cannot copy a task more than once using the Copy command in the Get Contents window. You must reuse the Copy command to make additional copies of a task.
- You cannot copy more than 100 tasks into a timetable. If you exceed the limit, none of the tasks are copied. The status line will display a *Failed* message when this occurs.
- Copies of tasks can be placed after a specified task in the timetable, or each copy can be placed directly after the task from which it was copied. The default is to place the copies after the last task in the timetable.

Steps To copy a timetable task:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

-
- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

Timetable test1

Timetable name:

Description:

User ID: cms

Start time:

Start date:

Frequency and attributes (Select only one):

☒ Once

☐ Dates:

☐ Hourly, Stop time: 11:59 PM

☐ Daily,

Hourly/Daily Days (Select any you wish):

☒ Sunday ☒ Tuesday ☒ Thursday ☐ Saturday

☒ Monday ☒ Wednesday ☒ Friday

This timetable will run on this or another CMS server

☐ Run only on this CMS server*

☒ Run on this or another CMS server*

*These fields not used for Find one or List all

21x68

Add

- Copy
- Delete
- Find one
- Get contents
- Global edit
- List all
- Modify
- Next
- Previous

-
- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

-
- 4 In the Timetable name: field, enter the name of the timetable containing the task to copy.

-
- 5 In the User ID: field, enter the user ID that created the timetable.

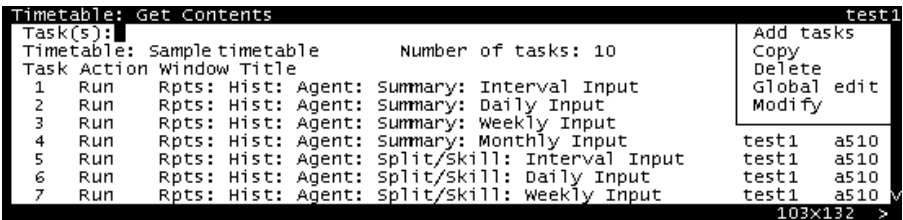
If you are not the owner or an administrator, you will not be able to copy tasks in the timetable.

-
- 6 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 7 Use the arrow keys to highlight the Get contents menu item and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents window.

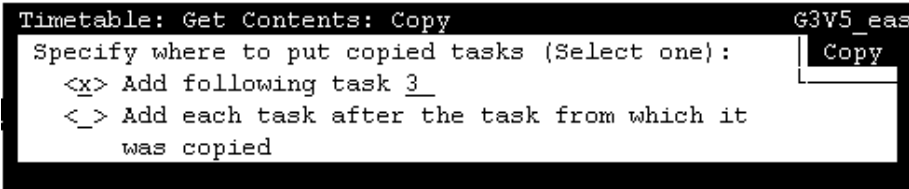


- 8 In the Task(s): field, enter the task number to copy and press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list of the Timetable: Get Contents window.

- 9 Using the arrow keys, highlight the Copy menu item, and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents: Copy window.



- 10 Choose one of the following options by placing an

x

11 next to it:

- Add following task — The copied task will be placed immediately after the task specified in this field.
- Add each task after the task from which it was copied — The copied task is placed immediately after itself.

The default action is to place the copied task at the end of the list.

12 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

13 Press the <Enter> key again.

Result: CentreVu CMS displays *Working* in the status line. When the operation completes, the status line displays *Successful*. CentreVu CMS closes the Copy window and displays the Get Contents window.

If the operation fails, a message window appears stating the reason for the failure.

14 To close the Get Contents window, select the Exit SLK.

END OF STEPS



Modifying timetable tasks

Overview This section provides the procedure for modifying tasks within a timetable. The Modify feature allows you to modify the action or data associated with any task within the selected timetable.

Before you begin The following items should be read and understood before modifying timetable tasks:

- Only the owner or an administrator can modify timetable tasks.
- The Current and Main Menu screen-labelled keys (SLKs) are blocked while modifying tasks.
- If you press the Exit SLK without selecting a task action, a popup window is displayed stating that the task modification has been cancelled.
- To exit the timetable without saving any changes, select the Stop item from the Keep SLK menu.

Steps To change a timetable task:

-
- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

-
- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

Timetable test1

Timetable name:

Description:

User ID: cms

Start time:

Start date:

Frequency and attributes (Select only one):

<x> Once

<_> Dates:

<_> Hourly, Stop time: 11:59 PM

<_> Daily,

Hourly/Daily Days (Select any you wish):

☒ Sunday ☒ Tuesday ☒ Thursday ☒ Saturday

☒ Monday ☒ Wednesday ☒ Friday

This timetable will run on this or another CMS server

<_> Run only on this CMS server*

<x> Run on this or another CMS server*

*These fields not used for Find one or List all

21x68

Menu:

- Add
- Copy
- Delete
- Find one
- Get contents
- Global edit
- List all
- Modify
- Next
- Previous

-
- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

-
- 4 In the Timetable name: field, enter the name of the timetable containing the task to modify.

-
- 5 In the User ID: field, enter the user ID that created the timetable.

If you are not the owner or an administrator, you will not be able to modify tasks in the timetable.

-
- 6 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 7 Use the arrow keys to highlight the Get contents menu item and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents window.

```

Timetable: Get Contents                                     test1
Task(s):
Timetable: Sample timetable           Number of tasks: 10
Task Action Window Title
1 Run Rpts: Hist: Agent: Summary: Interval Input
2 Run Rpts: Hist: Agent: Summary: Daily Input
3 Run Rpts: Hist: Agent: Summary: Weekly Input
4 Run Rpts: Hist: Agent: Summary: Monthly Input
5 Run Rpts: Hist: Agent: Split/Skill: Interval Input
6 Run Rpts: Hist: Agent: Split/Skill: Daily Input
7 Run Rpts: Hist: Agent: Split/Skill: Weekly Input
Add tasks
Copy
Delete
Global edit
Modify
test1 a510
test1 a510
test1 a510
test1 a510
103x132 >

```

-
- 8 In the Task(s): field, enter the number of the task to modify and press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list of the Get Contents window.

-
- 9 Using the arrow keys, highlight the Modify menu item and press the <Enter> key.

Result: CentreVu CMS displays a window for the specified task.

Example:

```

Rpts: Hist: Agent: Summary: Interval Inp          test1
Agent: 0001                                         Run
Date: 0
Times: 10:00
Report destination (Select one):
<X> Printer, Printer name:
< > File,
File name:

```

-
- 10 Make any necessary changes to the task.
-
- 11 When the changes have been made, press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 12** Using the arrow keys, highlight the appropriate action to perform in the action list and press the <Enter> key.

Result: CentreVu CMS displays a confirmation window asking if changes should be saved.

- 13** To save the changes made to the task, enter <Y> and then press the <Enter> key.

Result: CentreVu CMS saves the task changes to the timetable and displays the Get Contents window.

- 14** To exit the Get Contents window, select the Exit SLK.

END OF STEPS



Editing timetables globally

Overview Globally editing timetables changes the server compatibility for all timetables associated with a user ID.

Server compatibility of timetables can be one of the two following states:

- Run only on this CMS server — The timetable will run only on this CentreVu CMS server. If this timetable is backed up and migrated to another CentreVu CMS server, it will not run.
- Run on this or another CMS server — The timetable is capable of running on this or any other CentreVu CMS server. If this timetable is backed up and migrated to another CentreVu CMS server, it will function normally.

Before you begin The following items should be read and understood before making global edits to timetable tasks:

- Only the owner of the timetable or an administrator can globally edit a timetable.
- If an error is made during a global edit, CentreVu CMS displays an error message describing the nature of the problem. All errors must be corrected before CentreVu CMS allows you to complete the modifications.

Steps To edit a timetable globally:

-
- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

-
- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

-
- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

-
- 4 In the Timetable name: field, enter the name of the timetable containing the tasks to modify globally.

-
- 5 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 6 Using the arrow keys, highlight Find one and press the <Enter> key.

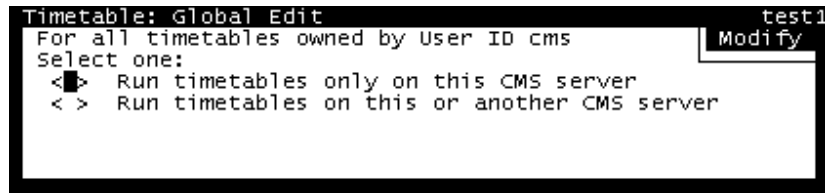
Result: CentreVu CMS locates the timetable and populates the remaining fields with the information from the timetable.

-
- 7 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 8 Using the arrow keys, highlight Global edit and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Global Edit window.



-
- 9 Select one of the following options by placing an

x

-
- 10 in the associated field:

- Run timetables only on this CMS server — All timetables owned by the specified user ID will be modified so that they can only run on this CMS server. Timetables migrated to another server will not function.
- Run timetables on this or another CMS server — All timetables owned by the specified user ID will be modified so that they can run on the current CMS server or, if migrated, a different CMS server.

-
- 11 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list and highlights the Modify action.

-
- 12 Press the <Enter> key again.

Result: CentreVu CMS will display a message in the status line of this window indicating how many timetables were updated.

-
- 13** Use the Exit SLK to close this window and return to the Timetable window.

The timetable displayed in the Timetable window does not update automatically. Use the Find one action to requery for this table to show the current configuration.

END OF STEPS



Globally editing tasks in a timetable

Overview This section provides the procedure for changing multiple tasks in a timetable to use a common date, time, or printer destination. For example, you may want to run all reports within a timetable so that instead of reporting on data for today (relative date: 0), the reports will use data from yesterday (relative date: -1). Using the global edit feature can change the dates used for these reports in a simple series of steps instead of modifying each task separately. This feature can also be used to modify tasks that have different values for times, dates, or printer destinations so that all specified tasks use consistent values.

Before you begin The following items should be read and understood before making global edits to timetable tasks:

- Only the owner of the timetable or an administrator can globally edit a timetable.
- If an error is made during a global edit, CentreVu CMS displays an error message describing the nature of the problem. All errors must be corrected before CentreVu CMS allows you to complete the modifications.

Steps To edit multiple tasks within a timetable:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

-
- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

-
- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

-
- 4 In the Timetable name: field, enter the name of the timetable containing the tasks to modify globally.

-
- 5 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 6 Using the arrow keys, highlight Find one and press the <Enter> key.

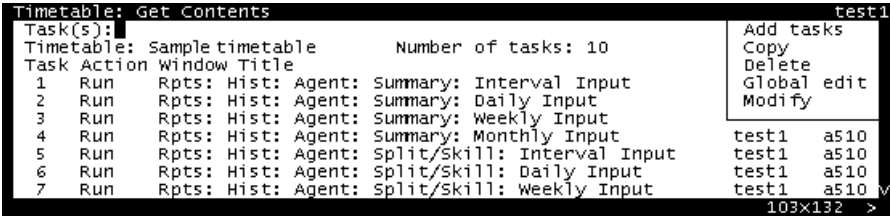
Result: CentreVu CMS locates the timetable and populates the remaining fields with the information from the timetable.

-
- 7 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 8 Using the arrow keys, highlight Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents window.



- 9 In the Task(s): field, enter the tasks to modify using the following methods:

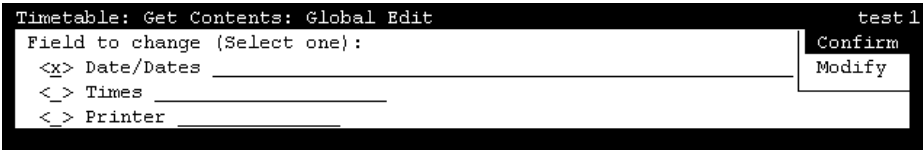
- Range — For example, 1-50.
- Separate values— For example, 1;3;6;7.
- Combination — For example, 1;3-7;10.

- 10 After the tasks to globally edit have been specified, press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 11 Using the arrow keys, highlight Global edit and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get contents: Global edit window.



- 12 Place an x in the field that will be changed for all specified tasks.

-
- 13** In the field to the right of the selected option, enter one or more values as necessary.

Example: To have multiple reports retrieve call center data that occurred at 2:00 PM, place an x in the Times option and enter 2:00 PM or 14:00 in the associated field to the right.

For the Date/Dates option, enter dates in either MM/DD/YY format or the relative format based on today (0 for today, -1 for yesterday). You can separate individual data entry items with semicolons (;) and value ranges with hyphens (-) between entries.

- 14** Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 15** Using the arrow keys, highlight Confirm and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents: Global Edit: Confirm window.

```

Timetable: Get Contents: Global Edit: Confirm                                test 1
The following tasks have fields of the selected type and can be modified to
use the new value(s) as shown below.

Task Title                                     Values
2      Rpts: Hist: Skill: AUX: Daily Input 42 0 lpr /usr/tmp/11.21

Successful

```

This window is used to confirm the tasks that will be modified. No changes have been made at this point. If some specified tasks do not appear in the confirmation window, it is because those tasks do not use the data specified when they are run. For example, some reports only use a date value to retrieve information; therefore, changing the time value will not modify this task. If the tasks listed in this window are not correct, you can go back to the previous windows and make adjustments as necessary.

-
- 16** Select the Exit SLK.

Result: CentreVu CMS closes the Timetable: Get Contents: Global Edit: Confirm window.

- 17** If you are satisfied with the changes, press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 18** Using the arrow keys, highlight Modify and press the <Enter> key.

Result: CentreVu CMS modifies the tasks in this timetable with the data values specified, closes the Timetable: Get Contents: Global Edit window, and displays *Successful* in the status line when the operation is complete.

- 19** Close the Timetable: Get Contents by selecting the Exit SLK.

END OF STEPS



Deleting tasks from a timetable

Overview This section provides the procedure for deleting individual tasks from a timetable.

Before you begin The following items should be read and understood before deleting tasks from a timetable:

- Only the owner of the timetable or an administrator can delete tasks from a timetable.
- To exit the timetable without saving any changes, select the **Stop** item from the **Keep SLK** menu.

Steps To delete a task from a timetable:

- 1 From the CentreVu CMS Main Menu, select the **Keep** screen-labelled key (SLK).
- 2 Select **Timetable** and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

-
- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

- 4 In the Timetable name: field, enter the name of the timetable containing the tasks to modify globally.
-

- 5 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 6 Using the arrow keys, highlight Find one and press the <Enter> key.

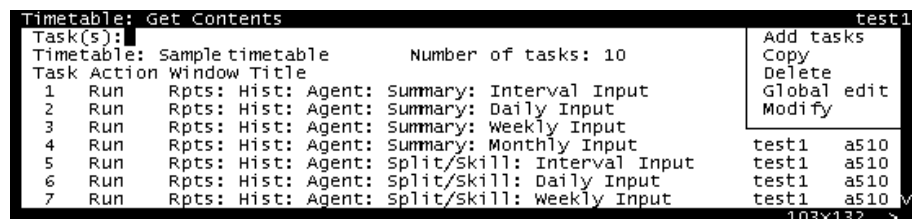
Result: CentreVu CMS locates the timetable and populates the remaining fields with the information from the timetable.

- 7 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 8 Using the arrow keys, highlight Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Timetable: Get Contents window.



-
- 9 In the Task(s): field, enter the number of the task to delete.
-

- 10 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 11** Using the arrow keys, highlight Delete and press the <Enter> key.

Result: CentreVu CMS displays a confirmation window.

- 12** Press <Y> and then <Enter> to save the changes.

Result: CentreVu CMS deletes the task from the timetable, the tasks are renumbered, the timetable is saved, and the status line displays a successful message.

- 13** Select the Exit SLK to close the Timetable: Get Contents window.

END OF STEPS



Deleting a timetable

Overview This section provides the procedure for deleting a timetable.

Before you begin The following items should be read and understood before deleting timetables:

- Only the owner of the timetable or an administrator can delete timetables.

Steps To delete a timetable:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).
- 2 Select Timetable and press the <Enter> key.

Result: CentreVu CMS displays the Timetable window.

- 3 Press <Ctrl> + <Z>.

Result: The fields in the window are cleared of all default information.

-
- 4 In the Timetable name: field, enter the name of the timetable containing the tasks to modify globally.
-

- 5 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 6 Using the arrow keys, highlight Find one and press the <Enter> key.

Result: CentreVu CMS locates the timetable and populates the remaining fields with the information from the timetable.

- 7 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 8 Using the arrow keys, highlight Delete and press the <Enter> key.

Result: CentreVu CMS displays a confirmation window.

- 9 Press <Y> and then the <Enter> key.

Result: CentreVu CMS deletes the timetable and a successful message is displayed in the status line.

END OF STEPS



Shortcuts

Overview

Purpose A shortcut is similar to a timetable except that it is not run based on time but rather when it is executed by a user. A shortcut is a fast and easy way for an ASCII terminal user to select windows that are used often. For example, you can create a shortcut for two different real-time reports that you normally view throughout the day. The shortcut displays these reports, fills out the input windows, and places them on the terminal screen so that they can both be viewed at once. Although useful for other tasks, shortcuts are most commonly used to run real-time reports.

This section contains the following procedures:

- Creating a shortcut
- Adding tasks to a shortcut
- Running a shortcut
- Modifying a shortcut description
- Copying a shortcut
- Copying shortcut tasks
- Modifying shortcut tasks
- Deleting shortcut tasks
- Deleting a shortcut

Before you begin The following items should be read and understood before working with shortcuts:

- Shortcuts are only available through the ASCII interface to CentreVu CMS.
- Each user can create a maximum of ten shortcuts.
- Once a shortcut has started running, it cannot be stopped.
- Shortcuts can be copied from those created by other users.
- You cannot exceed your maximum allowable window count by using a shortcut.
- You cannot create a custom report using a shortcut.

- When using the *Keep* mode to record the tasks for a shortcut, the Current screen-labelled key (SLK) will only shift focus between windows in the shortcut window. It will not shift focus to windows that were open before you entered *Keep* mode.
- When you create a shortcut, tasks that have errors in them are saved, but they will not execute when the shortcut is run. The task containing the error will display an error message which causes the shortcut to stop. The error must be corrected before the shortcut can run properly. To delete the error, exit the shortcut without saving changes or edit the shortcut if the error has already been saved.
- Deleting a CentreVu CMS user who owns shortcuts results in those shortcuts also being deleted.

Permissions

Depending on the procedure that you want to perform, you need the following permissions:

- All users are allowed to create shortcuts.
- You must have read and write permissions for any CentreVu CMS subsystems and ACD entities associated with the tasks included in a shortcut.
- Users without the Administrator permission can view and copy the shortcuts of other users, but they cannot add, modify, or delete those shortcuts.
- If the access permissions for a user are changed, it could cause the shortcuts of that user to not run properly. For example, removing skill permissions for a user can result in a shortcut report not running or displaying data for that skill.



Creating a shortcut

Overview This section provides the procedure for creating a shortcut and adding tasks for it to perform.

Steps To create a shortcut:

1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.

The User ID: field shows the ID of the user who ran this command. Unless you have Administrator permissions, you will not be able to create a shortcut for another user.

3 In the Shortcut name: field, enter a unique name for this shortcut.

Keep the name for the shortcut simple as it becomes the name that must be entered when you wish to execute it from the CentreVu CMS Main Menu.

4 In the Description : field, enter a brief description for the shortcut.

This field is optional.

-
- 5 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 6 Highlight the Add item and press the <Enter> key.

Result: CentreVu CMS displays the Main Menu. CentreVu CMS is now in *Keep* mode.

- 7 Use the Main Menu to select tasks. Multiple windows can be shown on the screen at one time.
-

- 8 Use the Move and Size items from the Window SLK menu to adjust the placement and dimensions of each window.
-

- 9 When satisfied with the report windows, input windows, and their placement and sizes on the screen, select the Stop item from the Keep SLK menu.

Result: CentreVu CMS displays a confirmation window asking if the shortcut should be saved.

- 10 Press <Y> and then <Enter> to save the shortcut.

Result: CentreVu CMS displays the Shortcut window again and the status line displays a successful message indicated that the shortcut was saved.

- 11 Select the Exit SLK to close the Shortcut window and return to the Main Menu.

END OF STEPS



Adding tasks to a shortcut

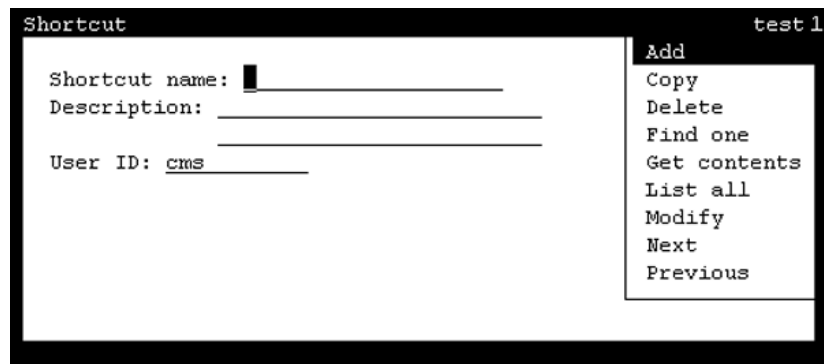
Overview This section provides the procedure for adding tasks to an existing shortcut.

Steps To add tasks to a shortcut:

1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.



Shortcut window showing input fields for Shortcut name, Description, and User ID (cms). A list of actions (Add, Copy, Delete, Find one, Get contents, List all, Modify, Next, Previous) is displayed on the right.

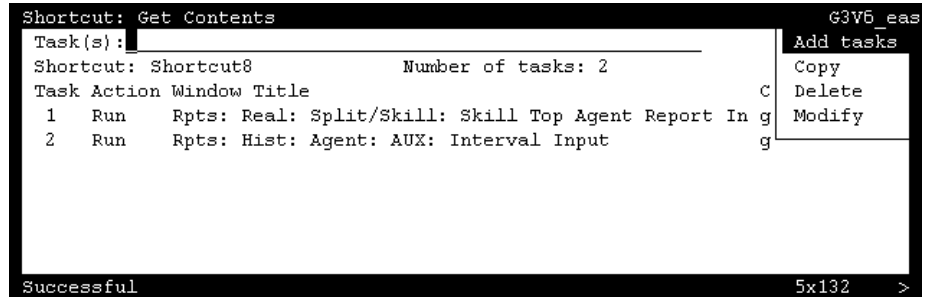
3 In the Shortcut name field, enter the name of the shortcut which will have new tasks added.

4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 5 Highlight Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut: Get Contents window.



-
- 6 In the Task(s): field, enter the number of the task that the new task will follow.

Example: To add a task in the second position of the shortcut, enter 1 in the Tasks: field.

If you wish the new task to be in the first position, leave the Task(s): field blank.

-
- 7 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 8 Highlight Add tasks and press the <Enter> key.

Result: CentreVu CMS displays the Main Menu.

-
- 9 On the Main Menu, use the normal menu items to perform the tasks you want to add to the shortcut.

When you have made and validated each action list selection, Entries Stored displays on the status line.

-
- 10** When you have finished performing tasks for the shortcut, select Stop from the Keep SLK menu.

Result: CentreVu CMS displays a confirmation asking if the changes should be saved.

- 11** Press <Y> and then the <Enter> key.

Result: CentreVu CMS saves the tasks and displays the Shortcut: Get Contents window.

- 12** Select the Exit SLK to close the Shortcut: Get Contents window.

END OF STEPS



Running a shortcut

Overview This section provides the procedure for executing a shortcut.

Steps To run a shortcut:

- 1 At the CentreVu CMS Main Menu, press the <;> (semicolon) key.

Result: CentreVu CMS selects the command line of the Main Menu.



- 2 Enter the name of the shortcut to run.

- 3 Press the <Enter> key.

Result: The shortcut starts running and locks the keyboard until the shortcut finishes. When the shortcut finishes, the status line displays a successful message.

END OF STEPS



Modifying a shortcut description

Overview This section provides the procedure for editing the name or description of a shortcut.

Steps To edit a shortcut:

1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.

The screenshot shows a window titled 'Shortcut' with a 'test 1' button in the top right corner. Inside the window, there are three text input fields: 'Shortcut name:' (with a cursor), 'Description:', and 'User ID: cms'. To the right of these fields is a vertical menu with the following options: 'Add', 'Copy', 'Delete', 'Find one', 'Get contents', 'List all', 'Modify', 'Next', and 'Previous'.

3 In the Shortcut name field, enter the name of the shortcut to modify.

4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

5 Highlight Find one and press the <Enter> key.

Result: CentreVu CMS retrieves the shortcut and populates the Description: and User ID: fields with information from the shortcut.

6 Make the necessary change to the Description: field.

-
- 7** Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 8** Highlight Modify and press the <Enter> key.

Result: CentreVu CMS saves the changes to the shortcut displays a successful message in the status line.

- 9** Select the Exit SLK to close the Shortcut window.

END OF STEPS



Copying a shortcut

Overview This section provides the procedure for copying an existing shortcut into a new shortcut. All users can copy shortcuts owned by other users. However, no shortcuts owned by your user ID, even as an Administrator, can be copied to another user. It is not possible to copy a shortcut over an existing shortcut.

Steps To copy a shortcut:

1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.

3 In the Shortcut name: field, enter the name of the new shortcut that will be created.

4 In the Description: field, enter a brief phrase identifying the new shortcut.

This field is optional.

5 In the User ID field, ensure your user ID is present.

-
- 6 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 7 Highlight Copy and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut: Copy window.



-
- 8 In the Copy from: field, enter the name of the shortcut to copy as the new shortcut.
-

- 9 In the User ID field, enter the ID of the user that owns the shortcut to copy.
-

- 10 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 11 Press the <Enter> key again.

Result: CentreVu CMS creates the new shortcut, closes the Shortcut: Copy window, and displays a successful message in the status line.

- 12 Select the Exit SLK to close the Shortcut window.

END OF STEPS



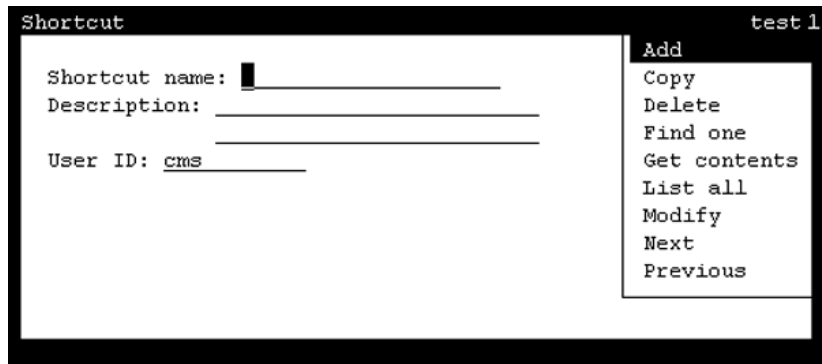
Copying shortcut tasks

Overview This section provides the procedure for copying tasks within a shortcut.

Steps To copy a shortcut task:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).
- 2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.



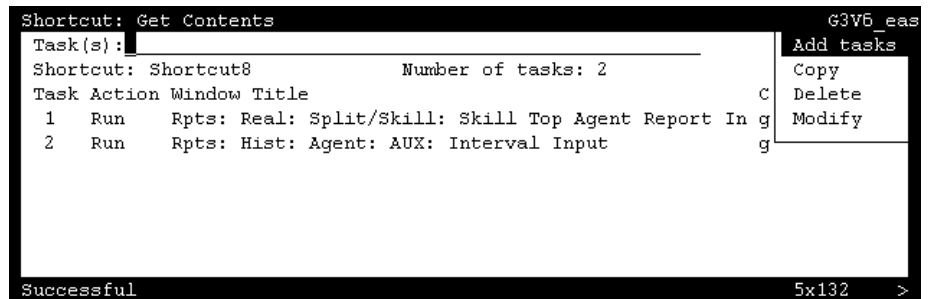
Shortcut window showing input fields for Shortcut name, Description, and User ID (cms). A menu is open on the right with options: Add, Copy, Delete, Find one, Get contents, List all, Modify, Next, Previous.

- 3 In the Shortcut name: field, enter the name of the shortcut in which a task will be copied.
- 4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 5 Highlight Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut: Get contents window.

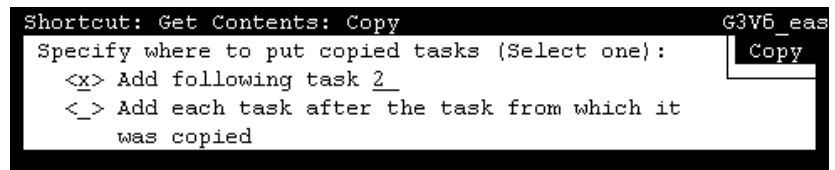


-
- 6 In the Task(s): field, enter the number of the task to copy and press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 7 Highlight Copy and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut: Get Contents: Copy window.



-
- 8 Place an x in one of the following options:

- Add following task — This option will create the task after the task number specified in the field to the right.
- Add each task after the task from which it was copied — This option will create the task and place it immediately following the original task. If you specified to make a copy of task #1, the copy will be created as task #2. Any other tasks are shifted to a higher number to accomodate this action.

-
- 9** Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 10** Press the <Enter> key again.

Result: CentreVu CMS copies the original task, creates the new task, closes the Shortcut: Get Contents: Copy window, and displays a successful message in the status line.

If any sort of error occurs, the status line will display “Failed”, and an error message is displayed describing the nature of the error.

- 11** Select the Exit SLK to close the Shortcut: Get Contents window.

END OF STEPS



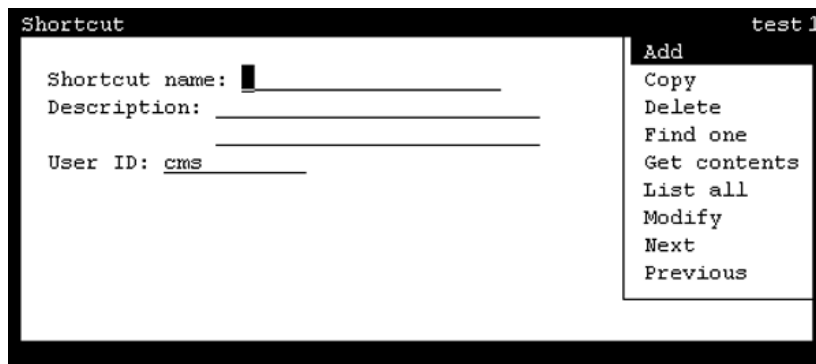
Modifying shortcut tasks

Overview This section provides the procedure for editing tasks within a shortcut.

Steps To modify a shortcut task:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).
- 2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.



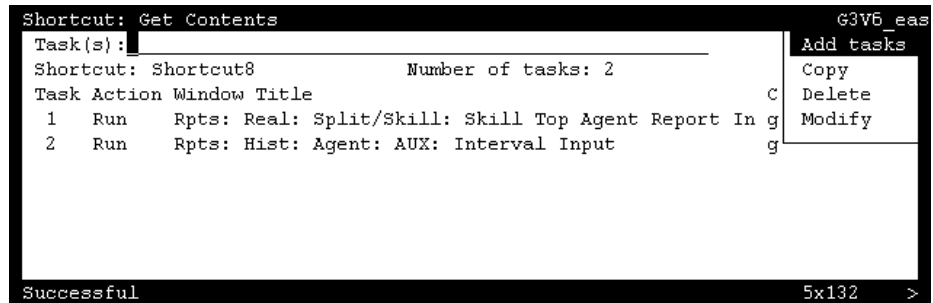
Shortcut window showing input fields for Shortcut name, Description, and User ID (cms). A menu is open on the right with options: Add, Copy, Delete, Find one, Get contents, List all, Modify, Next, Previous.

- 3 In the Shortcut name: field, enter the name of the shortcut where tasks will be modified.
- 4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 5 Highlight Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut: Get Contents window.



-
- 6 In the Task(s): field, enter the number of the task to modify and press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 7 Highlight Modify and press the <Enter> key.

Result: CentreVu CMS displays the input window of the specified task.

-
- 8 Change the input parameters of the window as necessary. For example, this might include changing the split, agent, or another entity on which a report is based. This can also include making changes to the size and position of the task window.

-
- 9 When the appropriate information has been entered, press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 10 Highlight Modify and press the <Enter> key.

Result: CentreVu CMS displays a confirmation asking if the changes should be saved.

-
- 11** Press <Y> and then the <Enter> key.

Result: CentreVu CMS saves the changes to the task, closes the task window, and displays a successful message in the status line.

- 12** Select the Exit SLK to close the Shortcut: Get Contents window.

END OF STEPS



Deleting shortcut tasks

Overview This section provides the procedure for deleting a task from a shortcut.

Steps To delete a shortcut task:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).
- 2 Select Shortcut and press the <Enter> key.

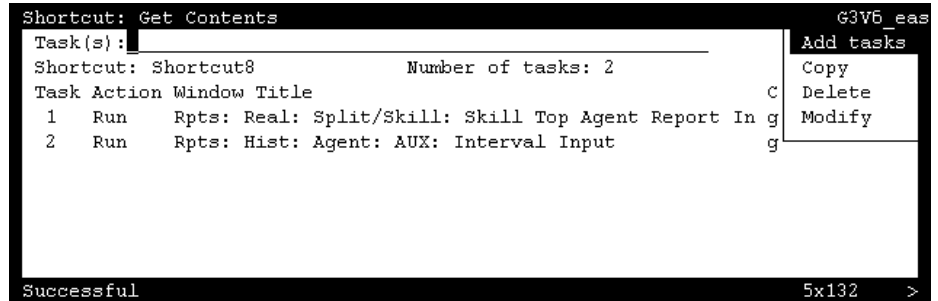
Result: CentreVu CMS displays the Shortcut window.

- 3 In the Shortcut name: field, enter the name of the shortcut containing the task to delete.
- 4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 5 Highlight Get contents and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut: Get Contents window.



-
- 6 In the Task(s): field, enter the number of the task to delete.

-
- 7 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

-
- 8 Highlight Delete and press the <Enter> key.

Result: CentreVu CMS displays a confirmation window asking if the changes to the shortcut should be saved.

-
- 9 Press <Y> and then the <Enter> key.

Result: CentreVu CMS deletes the specified tasks and displays the Shortcut: Get Contents window.

-
- 10 Select the Exit SLK to close the Shortcut: Get Contents window.

END OF STEPS



Deleting a shortcut

Steps To delete a shortcut:

- 1 From the CentreVu CMS Main Menu, select the Keep screen-labelled key (SLK).

- 2 Select Shortcut and press the <Enter> key.

Result: CentreVu CMS displays the Shortcut window.

- 3 In the Shortcut name field, enter the name of the shortcut to delete.

Shortcuts owned by other users cannot be deleted.

- 4 Press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 5 Highlight Find one and press the <Enter> key.

Result: CentreVu CMS retrieves the information for the specified shortcut. If a shortcut with the name specified cannot be found, the status line will display a message stating this.

-
- 6** Verify that this is the shortcut to be deleted and press the <Enter> key.

Result: CentreVu CMS shifts focus to the action list.

- 7** Highlight Delete and press the <Enter> key.

Result: CentreVu CMS displays a confirmation window.

- 8** Press <Y> and then the <Enter> key.

Result: CentreVu CMS deletes the specified shortcut and displays a successful message in the status line.

END OF STEPS



Appendix A: Call Vectoring and Related ECS/G3 Features

Overview

Purpose This appendix gives an overview of Vectoring features used in DEFINITY Communications System Generic 3 and DEFINITY ECS R5 or later switches. CentreVu CMS Vectoring enables CMS to work with Call Vectoring and other switch features that use vectors to process calls.

This appendix consists of the following sections:

- The Call Vectoring Feature
- Vector Commands
- Call Prompting
- Callvisor Adjunct/Switch Application Interface
- Look Ahead Interflow

Included are examples of vectors that can be administered using the CentreVu CMS Vectoring feature.

Audience This appendix is written for CentreVu Call Management System (CMS) administrators and users who need a general understanding of Call Vectoring and related features on the DEFINITY Communications System Generic 3, including the DEFINITY ECS R5 and later.



The Call Vectoring Feature

Overview

Purpose Call Vectoring is a highly flexible way of processing incoming and internal calls. Software components called vectors and Vector Directory Numbers (VDNs) provide this capability.

In this section Topics in this section include:

- General information
- Administering vectors
- How calls reach a vector
- Vector control of ACD calls
- Answer supervision
- Caller feedback
- Vector processing.



General Information

Call vectoring and EAS

You must have the Call Vectoring feature to use the Expert Agent Selection (EAS) feature. If EAS is administered on the switch, the word `skill` replaces the word `split` when administering vectors from CentreVu CMS. See Chapter 5, *Administering call center agents* for information about the EAS feature.

CentreVu CMS vectoring

The CentreVu CMS Vectoring feature is not part of the standard CentreVu CMS software; it must be purchased separately. Like CentreVu CMS Vectoring, Call Vectoring, Call Prompting, Callvisor ASAI, and Look Ahead Interflow are not standard DEFINITY ECS/DEFINITY Communications System Generic 3 features; they must be purchased separately.

With the CentreVu CMS Vectoring feature, you can do the following:

- Administer vectors and other aspects of the Call Vectoring feature from CentreVu CMS
- Generate reports about vectors and Vector Directory Numbers (VDNs).

The Callvisor ASAI and Look Ahead Interflow switch features typically use vectors and, therefore, Call Vectoring must be administered on the switch to use these features. However, CentreVu CMS Vectoring is *not* required for the Look Ahead Interflow and ASAI Gateway Interface features unless you want to administer vectors from CentreVu CMS. Call Prompting does not require Call Vectoring on the switch but does require CentreVu CMS Vectoring.

For more detailed information about the Call Vectoring, Call Prompting, Callvisor ASAI, and Look Ahead Interflow features, read the feature descriptions in the product documentation that came with your switch.

Definitions **Vectors** A vector is a set of commands that specifies the type of processing or treatment a call receives. Call treatment includes: queuing calls to ACD splits/skills, giving caller feedback (such as ringback or music) or checking the status of other splits/skills if calls cannot be answered immediately, playing announcements, routing calls to internal or external destinations, and more. This treatment can change automatically based on time of day and day of week, how long a call has waited, or changing traffic or staffing conditions. Standard CentreVu CMS reports can be used to track calls processed by a vector.

VDNs A Vector Directory Number (VDN) is a special extension number that provides access to a vector. A VDN is also called a *soft* extension number because, unlike a regular extension number, no hardware is assigned to a VDN. Instead, each VDN is assigned to a vector. Only one vector can be assigned to a VDN; however, several VDNs can be assigned to the same vector. VDNs can be reassigned to different vectors through DEFINITY, CentreVu CMS administration, or CentreVu Visual Vectors. Standard CentreVu CMS reports can be used to track calls to VDNs by type and purpose.



Administering Vectors

Using CentreVu CMS You can use the Call Center Administration: Vector Contents window shown in the figure to administer vectors on the switch from CentreVu CMS.

Step	Actions and Conditions
1	collect 1 digits after announcement 201
2	check skill 423 pri h if calls-queued < 10
3	queue-to skill 1 pri 1
4	wait-time 998 secs hearing ringback
5	goto step 7 if unconditionally
6	goto vector 332 if unconditionally
7	busy
8	
9	
10	
11	
12	
13	
14	
15	
16	

A vector may have as many as 32 commands administered as vector steps. See Appendix B, CentreVu CMS Vector Contents for information about adding a new vector, copying a vector, and modifying a vector and for the allowed values for the vectoring commands.



How Calls Reach a Vector

Routing methods Calls reach a vector in one of the following ways:

- Through a Direct Inward Dial (DID) Trunk Group and a VDN
For a call on a Direct Inward Dial (DID) trunk group, the digits the network terminating office passes to DEFINITY switch are administered on the switch as a VDN. The switch processes the digits immediately or adds or deletes a digit as needed. Then the switch connects the trunk to the vector assigned to the VDN. Thus, for DID trunk groups, the digits sent by the network terminating office are the VDN, plus or minus a digit.
- Through the Public Network and a VDN
For public network free call and billed (such as 1-900) services using public network incoming trunk groups, the public network assigns Dialed Number Identification Service (DNIS) digits to the call. The network passes the DNIS digits to the switch over a DID trunk group. These same digits are assigned in the switch as a VDN. When the switch receives the DNIS digits, it recognizes them as a VDN and connects the call to the assigned vector. Therefore, the digits outputted by the network terminating office must match the VDN administered in the switch. The actual number entered by the customer does not necessarily correspond to the digits sent by the network.
- Through an Automatic-In Trunk Group and a VDN
An automatic-in trunk group (also known as an attendant-completing trunk group) is assigned to send calls to a specific VDN. When a call is placed to that trunk group's phone number, the Central Office (CO) seizes a trunk to the switch. The switch then connects the call to the VDN to which the trunk group is assigned, and the vector associated with the VDN begins processing the call. Thus, for automatic-in trunk groups, the number dialed by the caller may not have the same final digits as the VDN.

- Through an Internally Dialed VDN

Like dialing an internal extension, a VDN may be dialed from a voice terminal connected to the switch. In this case, only the VDN digits are dialed. The call is processed by the vector to which the VDN is assigned.

- Through a Listed Directory Number (LDN) and a VDN

A VDN can be assigned as the night destination for an LDN.



Vector Control of ACD Calls

DEFINITY ECS and DEFINITY Communications System Generic 3 switches

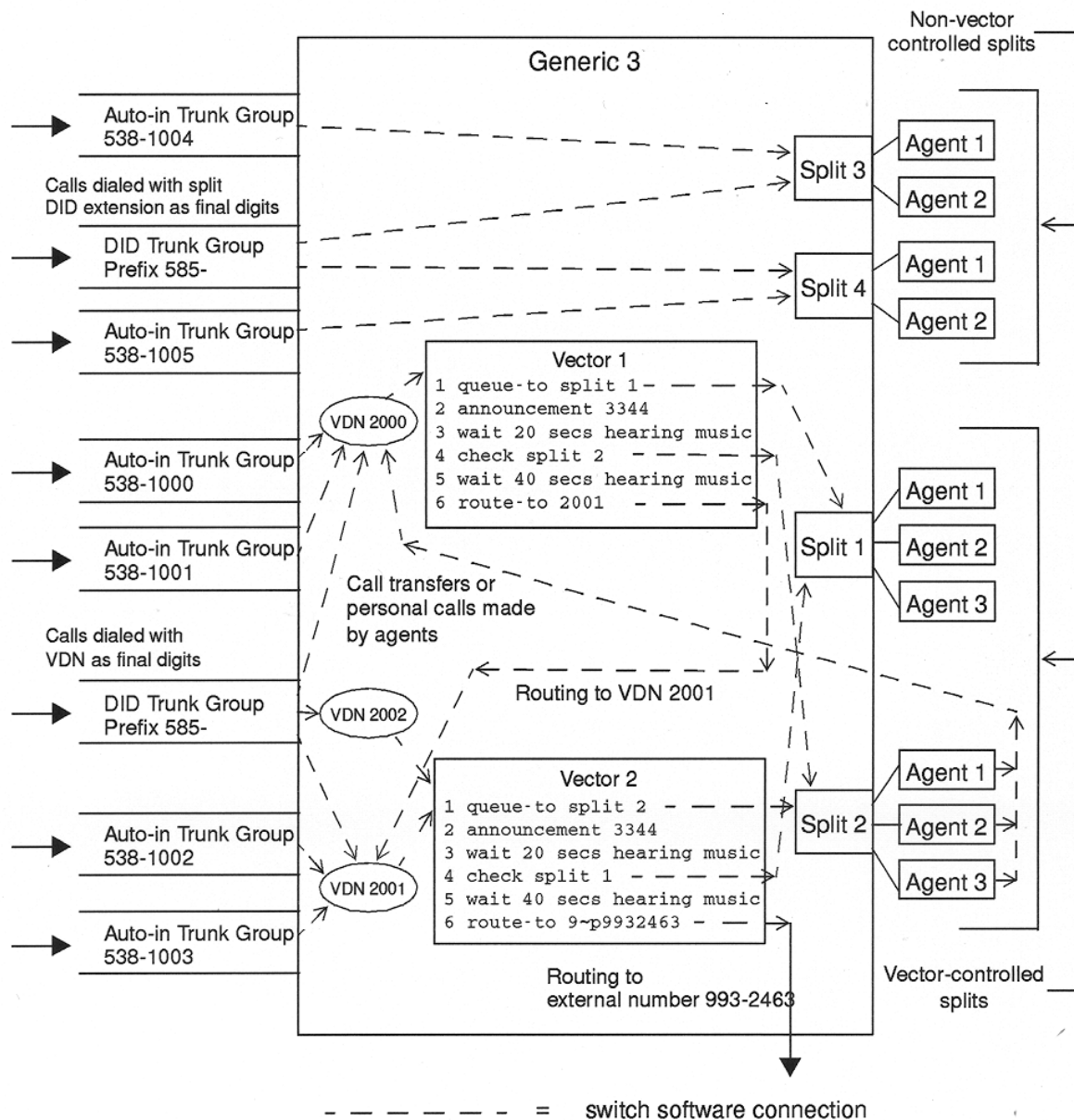
On all DEFINITY ECS or a DEFINITY Communications System Generic 3 switch, you must specify whether a split is vector-controlled or not. For vector-controlled splits, call-treatment parameters are assigned on a VDN or vector basis. (With EAS, all ACD hunt groups must be vector-controlled.) For splits that are not vector-controlled, call-treatment parameters are assigned on a split basis. As the figure shows, a system can have both vector-controlled splits and non-vector controlled splits.

Vector-controlled splits

Automatic-in trunk groups are assigned to VDNs and each VDN is assigned to a vector. ACD calls (and other incoming calls) are directed to vectors which specify the treatment the calls will receive. Call treatment is based on the commands and the conditions specified in the vector.

Splits not vector-controlled

Automatic-in trunk groups and call-treatment parameters are assigned to each ACD split. ACD calls are directed to splits and are given the treatment assigned to the split.



Answer Supervision

When to send Answer supervision is a signal sent from the switch to the serving Central Office (CO) that tells the CO to begin recording toll charges for a call, if toll charges apply. Avaya ACD software can delay sending answer supervision while a call waits in a split/skill queue, so that the ACD owner/operator or caller can avoid some toll charges.

With Call Vectoring, the desire to delay answer supervision can influence the choice and order of call treatments specified in a vector. Answer supervision is sent when a call is answered or just before the caller hears a recorded announcement or music. Answer supervision is also sent when a call is disconnected (except with ISDN trunks).

The type of incoming trunk also influences when answer supervision is sent. For an auto-in trunk, a wait step with silence triggers answer supervision for the call. However, for a dial-repeating trunk, a wait step with silence does not trigger answer supervision. Therefore, when trunk routing to a vector (via the VDN) is changed, the effect on answer supervision should be considered. See Wait-time.



Caller Feedback

What the caller hears The feedback a caller hears while a call is being processed by a vector depends on how the call originated.

Internal and non-central office calls

For internal and non-central office (DID, DNIS, or tie trunk) calls, the calling party hears silence until one of the following occurs:

- A wait-time command with music or ringback is processed.
- An announcement is played.
- A busy command is processed.
- The call is sent to an answering position and the telephone begins to ring.

Central office calls

For CO calls, the calling party hears CO ringback until one of the following occurs:

- An announcement is played.
- A wait-time command with music is processed.
- The call is answered.

See Sample ECS Vectors for examples of vectors that provide caller feedback.



Vector Processing

Command sequencing Call Vectoring software on the switch processes the commands sequentially and are referred to as *steps*. For example, Step 1 is processed first, Step 2 is processed second, and so forth.

Exceptions to sequencing The `goto step` and `goto vector` commands are exceptions. These commands provide conditional or unconditional branching (movement) to a step other than the next sequential step.

Conditional branching Conditional branching means that a vector command specifies a condition that must be met before the command is executed. If the specified condition is not met, vector processing skips the command and processes the next vector step. If the specified condition is met, vector processing moves to the step (in the same vector) or to the vector specified in the command.

Conditional branching allows call treatment to change automatically and dynamically based on one or more of the following conditions:

- Time of day
- Day of week
- Number of calls in queue
- Time the oldest call in queue has waited
- Number of staffed agents
- Number of available agents
- Position of the call in the split/skill queue relative to the head of that portion of the queue that is eligible for interflow (for DEFINITY ECS R6 or later with enhanced Vectoring and Lookahead Interflow features)
- Improvement of the caller's Expected Wait Time (EWT) by an amount relative to an administered threshold (for DEFINITY ECS R6 or later with LAI)
- Automatic Number Identification (ANI) or Information Indicator (II) digits received with the call (available with DEFINITY Communications System Generic 3 Version 4, DEFINITY ECS R5, or later switches).

- Switch-based rolling Average Speed of Answer (ASA) for the specified VDN or split/skill (available with CentreVu CMS R3V4 or later with DEFINITY Communications System Generic 3 Version 4, DEFINITY ECS R5, or later switches).
- Number of counted calls (also called active calls) to the VDN (available with CentreVu CMS R3V4 or later with DEFINITY Communications System Generic 3 Version 4, DEFINITY ECS R5, or later switches).
- Expected Wait Time (EWT) for the call or for a specified split/skill (available with CentreVu CMS R3V4 or later with DEFINITY Communications System Generic 3 Version 4, DEFINITY ECS R5, or later switches) or for the best split/skill or location as tested by the consider series (available with DEFINITY ECS R6 or later and Best Service Routing purchased and enabled).

For example, a vector can be set up to give different call treatments based on time of day and day of week. During normal business hours, calls may be queued to a split/skill. After business hours, the same vector may play an announcement and disconnect calls or direct calls to a voice- mail or messaging system. A vector can also be set up to send calls to a different split/skill if no agents are staffed or available in the original destination split/skill.

Chaining vectors

The `goto` vector command can be used to chain two or more vectors together. This allows you to create a chain of vectors that has far more steps than the single vector limit (32).

When does vector processing stop?

The number of steps vector processing will execute is limited to 1000. When this limit is reached, processing of vector steps stops; however, any previously established call treatment continues, and calls that are in queue remain in queue. This step-execution limit enables vector processing to recover from a vector that contains an endless loop.

Vector processing stops automatically after the last step in a vector is processed. If the calling party disconnects (hangs up) while the call is being processed, vector processing and any previously established call treatment end. If the call is not queued to a split/skill when the last step is processed, the switch disconnects the call.

Unconditional branching

Unconditional branching means that branching always occurs. You can use unconditional branching, for example, to repeat the vector commands that play a recorded announcement while calls wait in queue.



Vector Commands

Overview

Purpose A call vector is a set of as many as 32 steps containing vector command(s). Vector commands specify the type of processing or treatment that specific calls are to receive (and also the conditions under which they will receive it, if applicable). Vectors can be administered from CentreVu CMS or CentreVu Visual Vectors if the Call Vectoring feature has been purchased for both the switch and CentreVu CMS.

In this section This section includes a purpose statement and description for each vector command. When applicable, a sample format is provided. The section concludes with a description of how five sample vectors work.



Adjunct Routing

Purpose Sends call-related information to an ASAI adjunct processor and requests routing information from the adjunct.

Description Available if the Call Vectoring and Callvisor ASAI Adjunct Route features are administered on the switch.
For more information about adjunct routing, see Callvisor Adjunct/
Switch Application Interface.



Announcement

Purpose	Connects calls to a recorded announcement.
Description	Depending on the type of announcement equipment and how it is administered, callers may hear an announcement from the beginning or they may interrupt an announcement as it is playing.
Things to know about this command	Here are some things you should know about this command: • For announcements that always start at the beginning, the caller may have to wait in an announcement queue if the announcement is not ready to play. Callers hear the previously established call treatment (if any) until the announcement starts. If the announcement queue is full, vector processing retries the announcement command indefinitely. If the requested announcement is not administered or recorded (integrated announcement board only), vector processing skips the announcement command and continues with the next vector command. • If the call is in a split/skill queue, the call remains in queue while the announcement plays. If the call is still in queue after the announcement ends, the caller hears silence until another announcement command, a wait-time xxx secs hearing ringback command, or a wait-time xxx secs hearing music command is processed. If the call connects to a station while the announcement is playing, the announcement stops and the caller hears ringback. • Answer supervision, if not previously sent, is sent just before an announcement plays.
Command format	The announcement command has the following format: announcement xxxxx xxxxx can be a maximum of five digits.



Busy

Purpose Connects call to a busy tone.

Description Ends vector processing and sends a busy signal. For non-CO trunk calls, the busy signal is sent whether answer supervision has been sent or not. For CO (auto-in) trunk calls, if answer supervision has not been sent (by a previous vector command), the CO ignores the busy signal and continues giving the caller CO ringback. Non-CO trunks are dropped approximately 45 seconds after the busy signal is sent.



Check

Purpose	Connects or queues a call to a split/skill on a conditional basis.
Description	Examines the status of a split (the word split is replaced by the word skill if the EAS feature is administered on the switch) for possible call completion. For the DEFINITY ECS R6 and later, the check best command checks the status of the split/skill (or location, if administered on the DEFINITY ECS R6 and later) which is found to be the best by a series of consider vector commands. Alternatively with EAS, the check skill 1st (2nd, 3rd) command can be used to examines the skills prioritized on each VDN. When call completion is not possible, queuing at the specified priority is attempted. Queuing or call completion is attempted if the split/skill (or location) meets the conditions specified in the command.
Things to know about this command	Vector processing checks the split/skill once. If the specified condition is met and an agent is available, the call is connected to the agent. If the condition is met but no agents are available, the call is queued to the split/skill at the specified priority. Vector processing skips the command and continues with the next vector command if: • The specified condition is not met. • The split/skill queue is full. That is, the administered queue length has already been reached. • The call is already queued to three different splits/skills. • A queue is not assigned to the split/skill and no agents are available. If vector processing encounters a check split command that specifies a split/skill the call is already queued to (but at a different priority level), the priority is raised to the new level if the specified condition is met.

If rolling-asa conditional

The command format for the `if rolling-asa` conditional is as follows:

```
check split xxx pri x if rolling-asa < xxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 or later

Vector processing checks the specified split/skill and queues the call at the specified priority level if the switch-based rolling average speed of answer (asa) for the split/skill is less than (<) the specified number.

If available-agents conditional

The command format for the `if available-agents` conditional is as follows:

```
check split xxx pri x if available-agents > xxxx
```

Vector processing checks the specified split/skill and queues the call at the specified priority level if the number of available agents is greater than (>) the specified number.

If calls-queued conditional

The command format for the `if calls-queued` conditional is as follows:

```
check split xxx pri x if calls-queued < xxxx
```

Vector processing checks the specified split/skill and queues the call at the specified priority level if the number of queued calls is less than (<) the specified number. Only calls that were queued at the specified priority level or at a higher priority level are considered when vector processing checks the specified split/skill queue.

If expected-wait conditional

The command format for the `if expected-wait` conditional is as follows:

```
check split xxx pri x if expected-wait < xxxx  
check best if expected-wait < xxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 or later

Vector processing checks the specified or best split/skill (or location, if administered on the DEFINITY ECS R6 and later) and queues the call at the specified priority level if the expected wait time (ewt) for the split/skill is less than (<) the specified number.

If oldest-call-wait conditional

The command format for the `if oldest-call-wait` conditional is as follows:

```
check split xxx pri x if oldest-call-wait < xxxx
```

Vector processing checks the specified split/skill and queues the call at the specified priority level if the oldest call in queue has waited less than (<) the specified number of seconds. For DEFINITY Communications System Generic 3 Version 2 switches, vector processing considers all calls in the specified split/skill queue for the oldest call waiting condition.

If staffed-agents conditional

The command format for the `if staffed-agents` conditional is as follows:

```
check split xxx pri x if staffed-agents > xxxx
```

Vector processing checks the specified split/skill and queues the call at the specified priority level if the number of staffed (logged-in) agents is greater than (>) the specified number. Note, however, that staffed agents may currently be on ACD calls, in after-call-work, or in AUX work and therefore not available to take the call.

**If unconditionally
conditional**

The command format for the `if unconditionally conditional` is as follows:

```
check split xxx pri x if unconditionally  
check best if unconditionally
```

Vector processing checks the specified split/skill (or the best split/skill or location, if defined for DEFINITY ECS R6 and later with BSR) and queues the call at the specified priority level unconditionally.

**If wait-improved
conditional**

The command format for the `if wait-improved conditional` is as follows:

```
check split xxx pri x if wait-improved > xxxx  
check best if wait-improved > xxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R6 and later

Vector processing checks the specified or best split/skill (or location, if defined) and queues the call at the specified priority level if doing so would improve the expected wait time (ewt) by more than the specified number of seconds.



Consider

Purpose Tests a split/skill (or location, if defined) and connects or queues the call if service would improve.

Description This vector command is available with DEFINITY ECS R6 and later. Each `consider` command defines a split/skill (or location, if defined) that is to be tested as part of a `consider` command series of steps. (Status poll vectors return the best data for each specified location.) Each subsequent `consider` command collects and compares EWT data on another specified split/skill or location. Finally, following the last `consider` command is a `queue-to best` or `check best` command to connect the call.

Command format The `consider` command has the following format:

`consider split xxx pri x adjust-by xxx`

`consider location xxx adjust-by xxx`

The `adjust-by` parameter allows you to express preferences to have certain types of calls be serviced by a certain split/skill or location. EWT data is adjusted before being compared.



Converse

Purpose Delivers a call to a converse split/skill and activates a Voice Response Unit (VRU).

Description This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 2 or later
- DEFINITY ECS R5 or later

The converse command integrates Voice Response Units (VRUs) and the Call Vectoring feature. That is, the converse command allows voice-response scripts to be executed while, for example, a call waits in queue. This command also allows data to be passed between the switch and a VRU or from a VRU through the switch to an ASAI adjunct processor.

Things to know about this command The converse command can pass any of the following information from the switch to a VRU:

- An administered string of up to six characters including the digits 0 through 9 and the characters * and #. The # character, if used, must be the first and only character passed to the VRU.
- ANI — For internal and Distributed Communications System (DCS) calls, the extension of the calling party is passed to the VRU. For incoming ISDN PRI calls with ANI provided to DEFINITY Communications System Generic 3, the calling party number/billing number (CPN/BN) is passed to the VRU.
- VDN — The VDN extension is passed to the VRU. If multiple VDNs are accessed, normal VDN override rules determine which VDN is passed to the VRU.
- Collected digits (if the Call Prompting feature is administered on the switch) — The most recently collected set of digits is passed to the VRU.

- Queue position — The queue position of the call (in the first non-converse split/skill in which it is queued) is passed to the VRU.
- Wait (DEFINITY Communications System Generic 3 Version 2, DEFINITY ECS R5, or later switches) — The expected wait time for the call is passed to the VRU. The calculation for expected wait time assumes that the call is queued to a non- converse split/skill. Consequently, expected wait time is not passed to the VRU if the call is not queued to a non-converse split/skill before a converse passing wait command is processed. The expected wait time cannot be passed to an ASAI adjunct processor.

Command format

The converse command has the following format:

converse-on split xxx pri x passing xxxxxx and xxxxxx



Disconnect

Purpose Forcibly disconnects a call with an optional announcement.

Description Disconnects the call the vector is processing. Any previously established call treatment is ended. The call is removed from vector processing and from the switch. As an option, this command can specify an announcement that plays before a call is disconnected.

Disconnect with announcement

If the call is connected to a station while the announcement is playing, the announcement stops and the caller hears ringback. Also, because vector processing stops when the call connects to a station, the disconnect portion of the command is not processed.

If answer supervision has not already been sent, the switch sends answer supervision just before the announcement plays.

Disconnect without announcement

For incoming-trunk calls (except ISDN trunks), if answer supervision has not already been sent, the switch sends answer supervision before disconnecting a call. For ISDN trunks, answer supervision is not sent.



Goto Step

Purpose Unconditionally or conditionally branches to the specified step in the same vector.

Description Allows conditional or unconditional branching to a later or an earlier step in the vector. Vector processing tests for the condition specified in the `goto step` command. If the test succeeds, vector processing continues at the step specified in the command. Calls remain in queue or continue to receive the treatment that was established before the `goto step` command was processed. If the test fails, vector processing continues with the next step in the vector (branching does not occur).

Things to know about this command

Here are some things you should know about this command:

- Depending upon the type of switch CentreVu CMS is connected to, the values allowed for the comparator designated as CM will vary. For DEFINITY Communications System Generic 3 Version 2 switches, the values allowed for the comparator are less than (<) or greater than (>).

For DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option or DEFINITY ECS R5 and later switches, the values allowed for the comparator are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

- The Call Prompting feature automatically adds the `if digits` conditional to the `goto step` command. See Goto Step of the Call Prompting section of this appendix for more information about the `if digits` conditional of the `goto step` command.

If ani conditional

The command format for the `if ani` conditional is as follows:

```
goto step xx if ani CM xxxxxxxxxxxxxxxxxxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the Automatic Number Identification (ANI) associated with the call is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), or equal to (=) the specified number. For ANI routing of external calls, ISDN PRI trunks and ANI Delivery service are required.

In addition to the digits 0 through 9, the number you specify may contain the wild cards ? and + or the word none. A ? can be entered in any character position and matches any character in that single character position. A + must be entered as either the first or the last character and matches any or no characters. The word none can be used with the not equal to (< >) and equal to (=) comparators. For example, the conditional `if ani = none` succeeds if ANI is not received for a call.

If ani in/not-in table conditional

The command format for the `if ani in/not-in table` conditional is as follows:

```
goto step xx if ani in/not-in table xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the ANI associated with the call is in or not in the specified vector routing table. Vector routing tables are administered on the switch and can contain as many as 100 entries. Each entry can contain up to 16 characters including the wild cards ? and +.

If holiday in/not-in table x

The command format for the `if holiday in/not-in table` conditional is as follows:

```
goto step xx if holiday in/not-in table x
```

This vector command is available with the following switches:

- DEFINITY R9/10 or later with the Vectoring and Holiday Vectoring options

Vector processing branches to the specified step if today's date is defined in the holiday table x. Holiday tables cannot be configured through CentreVu CMS; only directly through the DEFINITY system.

If rolling-asa for split/VDN conditional

The command format for the `if rolling-asa for split/VDN` conditional is as follows:

```
goto step xx if rolling-asa for split/VDN CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the switch-based rolling Average Speed of Answer (ASA) for the specified split/skill or VDN is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), or equal to (=) the specified number.

If available-agents in split conditional

The command format for the `if available-agents in split` conditional is as follows:

```
goto step xx if available-agents in split xxx CM xxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the number of available agents in the specified split/skill is less than (<) or greater than (>) the specified number. The allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If calls-queued in split conditional

The command format for the `if calls-queued in split` conditional is as follows:

```
goto step xx if calls-queued in split xxx pri x CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the number of calls queued to the specified split/skill at the specified priority or higher is less than (<) or greater than (>) the specified number. The allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If counted-calls to VDN conditional

The command format for the `if counted-calls to VDN` conditional is as follows:

```
goto step xx if counted-calls to VDN xxx CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the number of incoming trunk calls that are active for the specified VDN is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

A VDN's call count includes the following types of calls:

- Incoming trunk calls that route directly to the VDN by way of DID, DCS, PRI, TIE, or TANDEM trunks
- Incoming trunk calls where the VDN is the incoming destination
- Incoming trunk night service calls where the VDN is the night service destination
- Calls that forward or cover to the VDN and have not already routed to another VDN on this switch.

A VDN's call count does *not* include the following types of calls:

- Internal calls to the VDN
- Calls that have already routed to another VDN on this switch
- Calls that are transferred to the VDN.

**If expected-wait for call
conditional**

The command format for the `if expected-wait for call` conditional is as follows:

```
goto step xx if expected-wait for call CM xxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the expected wait time (EWT) for the call is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=). If a call is queued to more than one split/skill, the EWT for the call will be the smallest of the EWTs for all splits/skills to which the call is queued. The call must be queued to a split/skill for this step to succeed.

**If expected-wait for split
conditional**

The command format for the `if expected-wait for split` conditional is as follows:

```
goto step xx if expected-wait for split xxx pri x CM xxx  
goto step xx if expected-wait for best CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the expected wait time (EWT) in the specified split/skill (or the best split/skill for DEFINITY ECS R6 and later with BSR) or location (if defined for DEFINITY ECS R6 and later with BSR) at the specified priority or higher is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=). The call does not need to be queued to a split/skill before the test is made.

If ii-digits conditional

The command format for the `if ii-digits` conditional is as follows:

```
goto step xx if ii-digits CM xx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the II (Information Indicator) digits associated with the call are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number. II-digits are available over ISDN PRI trunks if the customer subscribes to the ANI and II-Digits Delivery service.

If ii-digits in/not-in table conditional

The command format for the `if ii-digits in/not-in table` conditional is as follows:

```
goto step xx if ii-digits in/not-in table xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified step if the II-digits associated with the call are in or not in the specified vector routing table. II-digits are available over ISDN PRI trunks if the customer subscribes to the ANI and II-Digits Delivery service. Vector routing tables are administered on the switch and can contain as many as 100 entries. Each entry can contain up to 16 characters including the wild cards ? and +.

If interflow-qpos conditional

The command format for the `if interflow-qpos` conditional is as follows:

```
goto step xx if interflow-qpos CM x
```

This vector command is available with the following switches:

- DEFINITY ECS R6 and later with the Vectoring (G3V4 Enhanced) and Vectoring (Best Service Routing) options

Vector processing branches to the specified step if the position of the interflowed call in the queue is less than (<), less than or equal to (<=), or equal to (=) the specified number.

If oldest-call-wait in split conditional

The command format for the `if oldest-call-wait in split conditional` is as follows:

```
goto step xx if oldest-call-wait in split xxx pri x CM  
xxxx
```

Vector processing branches to the specified step if the time (in seconds) that the oldest call has waited in the specified split/skill queue at the specified priority is less than (<) or greater than (>) the specified number. For DEFINITY Communications System Generic 3 Version 2 switches, vector processing considers all calls in the specified split/skill queue for the oldest call waiting condition (the `pri x` part of the command does not appear). For all DEFINITY ECS and DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If staffed-agents in split conditional

The command format for the `if staffed-agents in split conditional` is as follows:

```
goto step xx if staffed-agents in split xxx CM xxx
```

Vector processing branches to the specified step if the number of staffed (logged-in) agents in the specified split/skill is less than (<) or greater than (>) the specified number. For all DEFINITY ECS and DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If time-of-day conditional

The command format for the `if time-of-day conditional` is as follows:

```
goto step xx if time-of-day is xxx xx:xxxx to xxx xx:xxxx
```

Vector processing branches to the specified step if the test for time of day and day of week succeeds. This command is often used to provide alternate call treatment when a split/skill (or other answering destination) is unstaffed. Instead of specifying a range that includes every day of the week, you may enter all in the day-of-week blanks. For example, to branch to an alternate call treatment every day between 5:00 p.m. and 8:00 a.m., specify the following for the time-of-day and day-of-week portion of the `goto` command:

```
all 5:00PM to all 8:00AM
```

The time may be specified as am/pm or in 24-hour notation. The equivalent of 8:00 a.m. in 24-hour notation is 08:00. The equivalent of 5:00 p.m. in 24-hour notation is 17:00.

If unconditionally conditional

The command format for the `if unconditionally` conditional is as follows:

```
goto step xx if unconditionally
```

Vector processing always branches to the specified step in the vector. Unconditional branching is often used to create a loop by branching to an earlier step in the vector. One example of this type of loop is a delay announcement that repeats. Processing continues until the call is answered, the caller abandons, or the 1000-step processing limit is reached.

If wait-improved conditional

The command format for the `if wait-improved` conditional is as follows:

The `if wait-improved` conditional has the following command format:

```
goto step xx if wait-improved for split xxx pri x CM xxxx  
goto step xx if wait-improved for best CM xxxx
```

This vector command is available with the following switches:

- DEFINITY ECS R6 and later with the Vectoring (Best Service Routing) and Vectoring (G3V4 Advanced Routing) options

Vector processing branches to the specified step in the vector if doing so would improve Expected Wait Time (EWT) of the specified or best split/skill (or location, if defined) at the specified priority or higher by more or less than the specified number. The allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).



Goto Vector

Purpose Allows conditional or unconditional branching to another vector.

Description Vector processing tests for the condition specified in the `goto vector` command. If the test succeeds, vector processing continues at Step 1 of the vector specified in the command. Calls remain in queue or continue to receive the call treatment that was established before the `goto vector` command was processed. If the test fails, vector processing continues with the next step in the vector (branching does not occur).

Things to know about this command

Here are some things you should know about this command:

- Depending upon the type of switch CentreVu CMS is connected to, the values allowed for the comparator designated as CM will vary. For switches other than DEFINITY Communications System Generic 3 Version 4, the allowed values for the comparator are less than (<) or greater than (>). For the DEFINITY ECS and DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the values allowed for the comparator are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).
- The Call Prompting feature automatically adds the `if digits` conditional to the `goto vector` command. See Goto Vector for information about the `if digits` conditional of the `goto vector` command.
- The `goto vector` command can be used to link two or more vectors.

If ani conditional

The command format for the `if ani` conditional is as follows:

```
goto vector xxx if ani CM xxxxxxxxxxxxxxxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the Automatic Number Identification (ANI) associated with the call is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number. For ANI routing of external calls, ISDN PRI trunks and ANI Delivery service are required.

In addition to the digits 0 through 9, the number you specify may contain the wild cards ? and + or the word none. A ? can be entered in any character position and matches any character in that single character position. A + must be entered as either the first or the last character and matches any or no characters. The word none can be used with the not equal to (< >) and equal to (=) comparators. For example, the conditional `if ani = none` succeeds if ANI is not received for a call.

If ani in/not-in table conditional

The command format for the `if ani in/not-in table` conditional is as follows:

```
goto vector xxx if ani in/not-in table xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the ANI associated with the call is in or not in the specified vector routing table. Vector routing tables are administered on the switch and can contain as many as 100 entries. Each entry can contain up to 16 characters including the wild cards ? and +.

If holiday in/not-in table x

The command format for the `if holiday in/not-in table` conditional is as follows:

```
goto vector xxx if holiday in/not-in table x
```

This vector command is available with the following switches:

- DEFINITY R8.3 and later systems with the Vectoring and Holiday Vectoring options

Vector processing branches to the specified vector if today's date is defined in holiday table x.

If rolling-asa for split/VDN conditional

The command format for the `if rolling-asa for split/VDN` conditional is as follows:

```
goto vector xxx if rolling-asa for split/VDN CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options.
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the switch-based rolling Average Speed of Answer (ASA) for the specified split/skill or VDN is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number.

If available-agents in split conditional

The command format for the `if available-agents in split` conditional is as follows:

```
goto vector xxx if available-agents in split xxx CM xxxx
```

Vector processing branches to the specified vector if the number of available agents in the specified split/skill is less than (<) or greater than (>) the specified number. For any DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 4 switches and later with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If calls-queued in split conditional

The command format for the `if calls-queued in split` conditional is as follows:

```
goto vector xxx if calls-queued in split xxx pri x CM xxx
```

Vector processing branches to the specified vector if the number of calls queued to the specified split/skill at the specified priority or higher is less than (<) or greater than (>) the specified number. For any DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If counted-calls to VDN conditional

The command format for the `if counted-calls to VDN conditional` is as follows:

```
goto vector xxx if counted-calls to VDN xxx CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the number of incoming-trunk calls that are active for the specified VDN is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number.

A VDN's call count includes the following types of calls:

- Incoming trunk calls that route directly to the VDN by way of DID, DCS, PRI, TIE, or TANDEM trunks.
- Incoming trunk calls where the VDN is the incoming destination.
- Incoming trunk night service calls where the VDN is the night service destination.
- Calls that forward or cover to the VDN and have not already routed to another VDN on this switch.

A VDN's call count does *not* include the following types of calls:

- Internal calls to the VDN.
- Calls that have already routed to another VDN on this switch.
- Calls that are transferred to the VDN.

If expected-wait for call conditional

The command format for the `if expected-wait for call conditional` is as follows:

```
goto vector xxx if expected-wait for call CM xxxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the expected wait time (EWT) for the call is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number. If a call is queued to more than one split/skill, the EWT for the call will be the smallest of the EWT's for all splits/skills to which the call is queued.

**If expected-wait for split
conditional**

The command format for the if expected-wait for split conditional is as follows:

```
goto vector xxx if expected-wait for split xxx pri x CM  
xxx
```

```
goto vector xxx if expected-wait for best CM xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) and Vectoring (G3V4 Advanced Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the expected wait time (EWT) in the specified or best split/skill (or location, if administered on the DEFINITY ECS R6 and later) at the specified priority or higher is less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number.

If ii-digits conditional

The command format for the `if ii-digits` conditional is as follows:

```
goto vector xxx if ii-digits CM xx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the II (Information Indicator) digits associated with the call are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=) the specified number. II-digits are available over ISDN PRI trunks if the customer subscribes to the ANI and II-Digits Delivery service.

If ii-digits in/not-in table conditional

The command format for the `if ii-digits in/not-in table` conditional is as follows:

```
goto vector xxx if ii-digits in/not-in table xxx
```

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options
- DEFINITY ECS R5 and later

Vector processing branches to the specified vector if the II-digits associated with the call are in or not in the specified vector routing table. II-digits are available over ISDN PRI trunks if the customer subscribes to the ANI and II-Digits Delivery service. Vector routing tables are administered on the switch and can contain as many as 100 entries. Each entry can contain up to 16 characters including the wild cards ? and +.

If interflow-qpos conditional

The command format for the `if interflow-qpos` conditional is as follows:

```
goto vector xxx if interflow-qpos CM x
```

This vector command is available with the following switches:

- DEFINITY ECS R6 and later with the Vectoring (G3V4 Enhanced) and Vectoring (Best Service Routing) options

Vector processing branches to the specified vector if the position of the interflowed call in the queue is less than (<), less than or equal to (<=), or equal to (=) the specified number.

If oldest-call-wait in split conditional

The command format for the `if oldest-call-wait in split conditional` is as follows:

```
goto vector xxx if oldest-call-wait in split xxx pri x CM  
xxxx
```

Vector processing branches to the specified vector if the time (in seconds) that the oldest call has waited in the specified split/skill queue at the specified priority is less than (<) or greater than (>) the specified number. For the DEFINITY Communications System Generic 3 Version 2 switch, vector processing considers all calls in the specified split/skill queue for the oldest call waiting condition (the `pri x` part of the command does not appear). For all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If staffed-agents in split conditional

The command format for the `if staffed-agents in split conditional` is as follows:

```
goto vector xxx if staffed-agents in split xxx CM xxx
```

Vector processing branches to the specified vector if the number of staffed (logged in) agents in the specified split/skill is less than (<) or greater than (>) the specified number. For all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).

If time-of-day is conditional

The command format for the `if time-of-day` is conditional is as follows:

```
goto vector xxx if time-of-day is xxx xx:xxxx to xxx  
xx:xxxx
```

Vector processing branches to the specified vector if the test for time of day and day of week succeeds. This command is often used to provide alternate call treatment when a split/skill (or other answering destination) is unstaffed. Instead of specifying a range that includes every day of the week, you may enter all in the day of week blanks. For example, to branch to an alternate call treatment every day between 5:00 p.m. and 8:00 a.m., specify the following for the time-of-day and day-of-week portion of the `goto` command:

```
all 5:00PM to all 8:00AM
```

The time may be specified as am/pm or in 24-hour notation. The equivalent of 8:00 a.m. in 24-hour notation is 08:00. The equivalent of 5:00 p.m. in 24-hour notation is 17:00.

If unconditionally conditional

The command format for the `if unconditionally` conditional is as follows:

```
goto vector xxx if unconditionally
```

Vector processing always branches to the specified vector.

If wait-improved for split conditional

The command format for the `if wait-improved for split` conditional is as follows:

```
goto vector xxx if wait-improved for split xxx pri x CM  
xxxx
```

```
goto vector xxx if wait-improved for best CM xxxx
```

This vector command is available with the following switches:

- DEFINITY ECS R6 and later with the Vectoring (Best Service Routing) and Vectoring (G3V4 Advanced Routing) options

Vector processing branches to the specified vector if doing so would improve Expected Wait Time (EWT) of the specified or best split/skill (or location) by more or less than the specified number. The allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).



Messaging Split

Purpose	Allows the caller to leave a message.
Description	Sends a call to the specified messaging split (AUDIX [®] or Message Center) so that the caller can leave a message for the extension specified in the command. Note that the word “split” is replaced by the word “skill” if the EAS feature is administered on the switch.
Things to know about this command	Vector processing ends (if queued, the call is removed from queue and any previously established call treatment ends) and the caller hears ringback if the call is queued to a messaging split/skill or if the call is connected to a Message Center agent or an AUDIX voice port. Vector processing skips a messaging split command and continues with the next vector command if: • The queue assigned to the specified messaging split/skill is full. • The link to the AUDIX is down or all AUDIX voice ports are out of service. • The messaging split/skill is connected by DCS-AUDIX and all DCS trunks are busy.
Command format	The messaging split command has the following format: <pre>messaging split xxx for extension xxxxx</pre> The allowed values for xxxxx after the word extension in the command format above are a 3- to 5-digit extension, active, or latest. If an extension is not specified or if active or latest (for all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 4 and later switches) is specified, the message is left for the VDN used to access the vector. If active is specified, the message is left for the first VDN to which the call connected. If latest is specified, the message is left for the VDN assigned to the vector in which the call is currently being processed, which may or may not be the VDN to which the call originally connected. The values active and latest are valid for DEFINITY ECS R5 and later, and the DEFINITY Communications System Generic 3 Version 4 and later switches. For DEFINITY Communications System Generic 3 Version 2, none is used instead of latest. There is no equivalent to active for DEFINITY Communications System Generic 3 Version 2 switches.



Queue-to

Purpose Queues calls to the specified split (the word “split” is replaced by the word “skill” if the EAS feature is administered on the ECS/switch) at the specified priority level.

Description For the DEFINITY ECS R6 and later, the queue-to best command queues calls to whatever split/skill (or location, if administered on the DEFINITY ECS R6 and later) is found to be best by a consider series of vector commands.

Things to know about this command If no other calls are in queue and an agent is available, the call is immediately distributed to the agent. If other calls are in queue, the call remains in queue until:

- Calls ahead of it in queue are answered and an agent becomes available.
- The caller hangs up (abandons the call).
- A subsequent vector command causes the call to be removed from queue.

Priority levels are like layers of calls. All calls in the highest layer are served before any calls in the layer below are served. There are four levels of priority: low, medium, high, and top. Priority levels allow calls that arrive on different VDNs to be queued to the same split/skill at different priorities. This capability can be used to provide different levels of service for different call types.

On all DEFINITY ECS R6 and the DEFINITY Communications System Generic 3 switches, a call can queue to as many as three splits/skills simultaneously. To queue a call to more than one split/skill, a vector must contain more than one queue-to split command or check split command or a combination of queue-to split and check split commands. A call remains queued (to as many as three splits/skills) until the call is answered, a vector command removes the call from queue, or the caller hangs up.

Vector processing skips a queue-to split command if:

- The split/skill queue is full. That is, the administered queue length has already been reached.
- The call is already queued to three different splits/skills.
- A queue is not assigned to the split/skill, and no agents are available.

If vector processing encounters a queue-to split command that specifies a split/skill to which the call is already queued but at a different priority level, the priority is raised to the new level.

Command format The queue-to command has the following format:

queue-to split xxx pri x

queue-to best



Reply-best

Purpose Returns the best data for the location of a status poll vector to the requesting vector.

Description This command is available for DEFINITY ECS R6 and later with the Vectoring (G3V4 Enhanced) and Vectoring (Best Service Routing) options.

A status poll vector tests a series of splits/skills using `consider` steps and then returns the best data for its location to the requesting vector using the `reply-best` command. Note that unintentional call processing will result if the original vector (containing the `consider location` command that requested the data) also contains a `reply-best` command.

Command format The `reply-best` command has the following format:
`reply-best`



Route-to Number

Purpose Routes a call to the specified destination.

Description For the DEFINITY ECS R6 and later with the Vectoring (G3V4 Enhanced) and Vectoring (Best Service Routing) options, this command routes a call if the position of the interflowed call in the queue is less than (<), less than or equal to (<=), or equal to (=) the specified number.

Things to know about this command

Important! If you are connected to a CentreVu CMS server through a dial-up connection, it may require pressing the tilde <~> key twice in order to have one appear in the vector command on the screen.

Valid destinations for the
route-to number
command include:

- An internal extension or VDN
- The attendant
- A remote extension or VDN
- An external number.

The destination number can also include special codes. Each of the following special codes counts as two digits in the maximum 16-digit destination number:

- ~ p (pause)

This code tells the switch to wait 1.5 seconds (the wait time is administrable on the switch) before sending the digits that follow. It is typically used to wait for dial tone on outgoing-trunk calls.

- ~ w (wait)

This code tells the switch to wait 5 to 25 seconds (the wait time is administrable on the switch) or until dial tone is detected before sending the digits that follow. It is typically used when a longer or variable-length wait for dial tone is needed on outgoing-trunk calls.

- ~ w (wait indefinitely)

This code tells the switch to wait until dial tone is detected before sending the digits that follow. It should be used only when the wait for dial tone on outgoing-trunk calls is very long.

- ~ m (mark)

This code allows the digits that follow the mark to be treated as end- to-end signaling digits and sent over an outgoing trunk in touch-tone signal form, even if a dial pulse trunk is used to set up the call.

- ~ s (suppress)

This code should precede any security code, such as a password or authorization code, that is sent as part of the destination number. It prevents the security code from appearing on a station with display capabilities by replacing each digit of the security code with a lowercase letter.

- ~ r (route)

This code invokes Network Call Redirection (NCR) on DEFINITY ECS R9/10 and later systems. This option can be used with ACD calls instead of the Lookahead Interflow command. This option can only be present at the beginning of the destination number.

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4
- DEFINITY ECS R5 and later
- The `with cov` and `if interflow-qpos` parameters are only available with DEFINITY ECS R6 and later.

The `with cov` parameter specifies whether the Call Coverage feature applies to the routed call or not. Calls routed to internal extensions go to coverage if the `with cov` parameter is set to `y` (yes) and the Call Coverage feature is assigned and applies. Calls routed to internal extensions do not go to coverage if the `with cov` parameter is set to `n` (no).

If the `with cov` parameter is set to yes and the destination is an internal extension, vector processing stops as soon as the command is processed. If the destination is outside the switch or if the `with cov` parameter is set to no, coverage does not apply and vector processing stops if the call routes successfully; that is, if the switch connects the call to an internal station or attendant or seizes an outgoing trunk.

Vector processing skips the route-to number command and continues with the next step in the vector if the call does not route successfully.

Calls routed by a route-to number command will forward if the Call Forwarding feature is assigned to the destination number.

If a call is queued to a split/skill when a route-to number command is processed, the call is removed from the split/skill queue if the routing succeeds.

Call prompting automatically adds the if digit conditional to the route-to number command. See “Route-to Number” for more information.

Command format

The route-to number command has the following format:

```
route-to number xxxxxxxxxxxxxxxx with cov x if  
unconditionally
```

```
route-to number xxxxxxxxxxxxxxxx with cov x if  
interflow-qpos CM x
```

The x's after the word number in the command format shown above represent the destination number, which may contain as many as 16 characters. In addition to the digits 0 through 9, the destination number may contain the dial pad characters * and # as well as the special codes (~p, ~w, ~W, ~m, ~s, ~r).



Stop

Purpose Stops processing of subsequent vector steps.

Description With this command, any previously established call treatment continues even though processing of vector steps has stopped. That is, calls queued to a split/skill remain in queue and caller feedback specified in a `wait-time` command continues. For all DEFINITY ECS and the DEFINITY Communications System Generic 3 switches, if a call is not queued when vector processing reaches a stop step, the call is disconnected. The stop command is typically used to separate a vector step that should be reached only by way of a `goto` step command from the rest of the vector. See Conditional branching (-57).



Wait-time

Purpose Delays vector processing. for a specified amount of time, during which the caller hears silence, ringback, or music.

Description The `wait-time` command is typically used to provide caller feedback while a call waits in a split/skill queue for a specified amount of time. If an agent becomes available before the wait time expires, caller feedback (silence, ringback, or music) stops and the call is connected to the agent.

Things to know about this command

Here are some things you should know about this command:

- The first field can only process numeric characters (0–9). Do *not* attempt to specify time with the colon character (:) as the units of time cannot be combined.

The time can be specified in seconds from 0 to 999.

If a wait time of 0 is specified, caller feedback and processing of the next vector command begin immediately.

- A `wait-time` command cannot provide music unless the Music-on-Hold Access feature is implemented on the switch.
- If not already returned for an incoming call, answer supervision is sent to the serving switch just before a `wait-time` hearing music command is processed.
- If a `wait-time` command is the last step in a vector (or is followed by a `stop` command), caller feedback continues beyond the specified wait time until the call is answered or the caller abandons the call. However, CentreVu CMS vector tracking of the call ends as soon as the specified wait interval expires.

Command format

The `wait-time` command has the following format:

```
wait-time xxx secs hearing xxxxxxxx
```

The keyword matching capability is disabled in the `hearing xxxxxxxx` field. Therefore, you must type the entire word (music, silence, i-silent, or ringback) in the field.

Wait command feedback The following table shows the feedback an incoming-trunk caller receives for the different types of wait-time commands:

Wait type	Trunk type	Disposition if Answer Supervision has not been sent	Disposition if Answer Supervision has been sent
Silence	DID, DNIS, Megacom, dial-repeating tie trunks	Caller hears silence.	Caller hears silence.
	Automatic-in	Caller hears ringback from the Central Office (CO).	Caller hears silence.
Ringback	DID, DNIS, Megacom, dial-repeating tie trunks	Caller hears switch ringback.	Caller hears ringback.
	Automatic-in	Caller hears CO ringback.	Caller hears ringback.
Music	DID, DNIS, Megacom, dial-repeating tie trunks	Answer supervision is sent, and the caller hears music.	Caller hears music.
	Automatic-in	Answer supervision is sent, and the caller hears music.	Caller hears music.

For DID-trunk calls, callers hear silence, not ringback, until a wait-time command is processed. As a result, a caller might think the call did not get through. Therefore, vectors that process DID-trunk calls should contain a wait-time hearing ringback, wait-time hearing music, or announcement command.

**For DEFINITY ECS and DEFINITY Communications System
Generic 3 Version 4 or later switches only**

For all the DEFINITY ECS and DEFINITY Communications System Generic 3 Version 4 or later switches with the Vectoring (G3V4 Enhanced) option, the `wait-time` command can also have the following format:

```
wait-time xxx secs hearing xxxxx then xxxxxxxx
```

The keyword matching capability is enabled in the `then xxxxxxxx` field. Therefore, you can type the first letter of the word you want in the field (m for music, s for silence, c for continue, or r for ringback) in the field.

This new format adds the extension number of an audio or music source to the allowed values for the `hearing` option. The extension number you specify can be assigned to announcement or music equipment. If you specify an extension number for the `hearing` option, you must also specify a `then` option, which can be: silence, ringback, music, or continue. The `then` option is what the caller hears after the `wait-time` command times out (after the wait time you specify expires).

If you specify `continue` for the `then` option, the audio or music source you specified in the `hearing` option continues until a vector command that changes or stops the caller feedback is processed. If you specify something other than `continue` for the `then` option, the audio or music source specified for the `hearing` option is removed after the `wait-time` command times out and the feedback you specified for the `then` option is applied. If the audio or music source you specified for the `hearing` option cannot be connected, callers continue to hear the feedback (silence, ringback, or music) they are currently hearing.

This new `wait-time` command in effect combines the old `wait-time` and `announcement` commands into one command. With all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 4 and later switches, a single `wait-time` command can be used to delay vector processing while the caller hears, for example, an announcement followed by music.

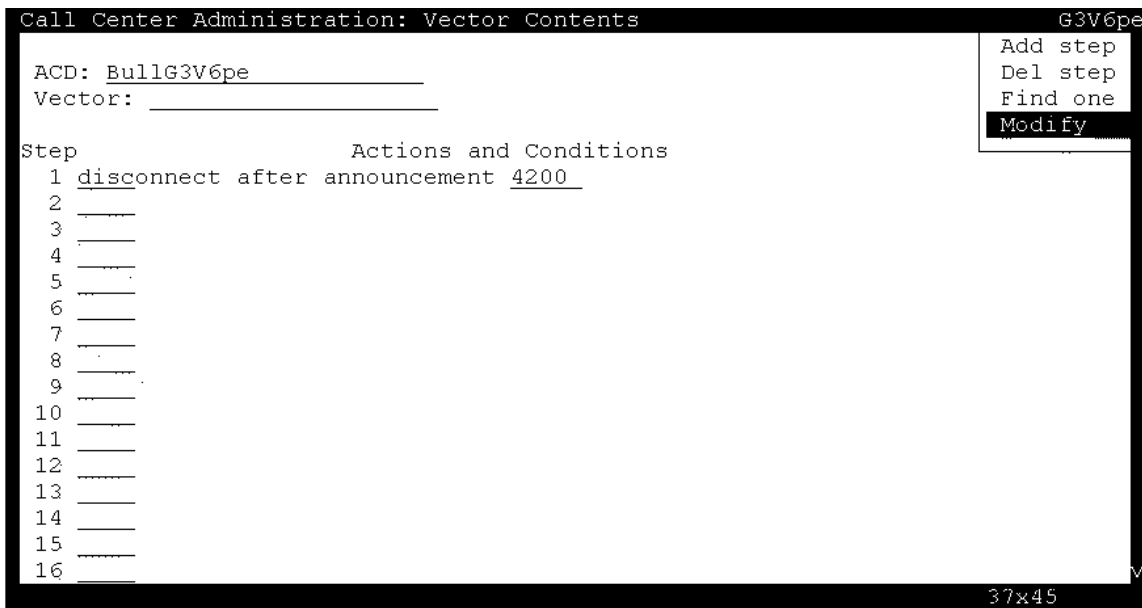
If not already returned for an incoming call, answer supervision is sent to the serving switch just before a `wait-time hearing` command is processed.



Sample ECS Vectors

Overview This section shows examples of vectors that can be administered in the Vector Contents window, and describes how the vectors work. See Appendix B, CentreVu CMS Vector Contents for information about using the Vector Contents window to add a new vector or to copy, modify, or delete the contents of an existing vector.

Information announcement The simplest vectors have only one step. The following figure shows a vector that plays an announcement and then disconnects a call:



Queue-to split/skill with announcement

The following figure shows a simple vector that queues calls to an ACD split and plays an announcement if a call waits in queue for more than 12 seconds:

Call Center Administration: Vector Contents G3V6pe

ACD: BullG3V6pe

Vector: _____

Step	Actions and Conditions
1	<u>queue-to skill 3</u> pri m
2	<u>wait-time 12</u> secs hearing <u>ringback</u>
3	<u>announcement 5400</u>
4	<u>wait-time 999</u> secs hearing <u>music</u>
5	_____
6	_____
7	_____
8	_____
9	_____
10	_____
11	_____
12	_____
13	_____
14	_____
15	_____
16	_____

37x45

Step 1 queues calls to skill 3 at medium priority. Step 2 delays vector processing for 12 seconds while callers hear ringback. Step 2 serves two purposes. First, it provides the same feedback (ringback) for every caller. Without this step, if a call has to wait in queue, different callers hear different feedback (depending on whether the call is internal or external and on the type of trunk on which the call arrives). Second, the 12-second wait interval gives agents in skill 3 time to answer the call before the announcement plays (Step 3).

If the call is still in queue after the announcement plays, Step 4 provides music until the call is answered. Music is more appropriate than ringback for this wait-time command because ringback may confuse a caller after hearing an announcement.

To ensure that CentreVu CMS tracks calls in the vector until they are answered, Step 4 uses a lengthy wait time (for the DEFINITY ECS R6 and later) of 999 seconds.

Multiple-split/skill queuing

ACD splits or skills are staffed to handle the average or typical amount of call traffic expected for a particular period of time. During periods of unexpectedly heavy call traffic, callers may have to wait too long for service, causing an increase in abandoned calls. One way to overcome this problem is to queue calls to one or more additional splits or skills when callers have to wait for service from the first split/skill.

The following figure shows a vector that queues calls to a another skill if calls wait for approximately 30 seconds in the initial skill's queue:

Call Center Administration: Vector Contents G3V6pe

ACD: BullG3V6pe
Vector: _____

Step	Actions and Conditions
1	<u>queue-to skill 3</u> pri m
2	<u>wait-time 12 secs</u> hearing <u>ringback</u>
3	<u>announcement 5400</u>
4	<u>check skill 5</u> pri m if <u>calls-queued < 3</u>
5	<u>wait-time 998 secs</u> hearing <u>music</u>
6	_____
7	_____
8	_____
9	_____
10	_____
11	_____
12	_____
13	_____
14	_____
15	_____
16	_____

37x47

Add step
Del step
Find one
Modify

Vector 3 adds a `check skill` command (Step 4) to Vector 2. Step 4 queues calls to skill 5 if skill 5 has fewer than three calls in queue at the specified priority or higher. That is, if a call waits in skill 3's queue for approximately 30 seconds (12-second wait interval plus the announcement play interval) and there are fewer than three calls in skill 5's queue, the call remains queued to skill 3 and is also queued to skill 5. The call remains queued to both skills 3 and 5 until it is answered or the caller hangs up (abandons the call).

Conditional branching Vectors 1 through 3 are examples of vectors that are processed sequentially. The steps in these vectors are processed in the same order that they appear in the vectors. The following figure shows a vector that has conditional branches:

```

Call Center Administration: Vector Contents
G3V6pe
ACD: BullG3V6pe
Vector:

Step      Actions and Conditions
1 goto step 9 if time-of-day is all 5:00 PM to all 8:00 AM
2 goto step 9 if time-of-day is sat 8:00 AM to mon 8:00 AM
3 goto step 10 if calls-queued in skill 3 pri m > 19
4 queue-to skill 3 pri m
5 wait-time 12 secs hearing ringback
6 announcement 5400
7 wait-time 999 secs hearing music
8 stop
9 disconnect after announcement 4200
10 busy
11
12
13
14
15
16
  
```

Steps 1 and 2 test for time of day and day of week. Between 08:00 (8:00AM) and 17:00 (5:00PM) Monday through Friday, Steps 3 through 7 are processed. Steps 3 through 7, which provide normal business-hours call treatment, are the same as Vector 2. After business hours, between 17:00 and 08:00 Monday through Friday and between 08:00 Saturday and 08:00 Monday, vector processing branches to Step 9 which plays an announcement and disconnects the call. This announcement would probably ask callers to call back during business hours.

Step 3 tests split 3 for the number of queued calls. The calls-queued conditional for this step is set to the administered queue length for split 3. Consequently, when split 3's queue is full, vector processing branches to Step 10 which gives the caller a busy tone.

Step 8, the stop command, separates business-hours treatment from after-hours treatment. Without this step, calls that are queued for more than approximately 999 seconds would be disconnected. With Step 8, calls can reach Step 9 or Step 10 only if the condition specified in Step 1, 2, or 3 is met.

Repeating delay announcement

The following figure shows a vector with a repeating delay announcement:

Call Center Administration: Vector Contents G3V6pe

ACD: BullG3V6pe
Vector: _____

Step	Actions and Conditions
1	<u>goto step 7</u> if <u>time-of-day</u> is <u>all 5:00 PM</u> to <u>all 8:00 AM</u>
2	<u>goto step 9</u> if <u>calls-queued</u> in skill <u>3</u> <u>pri m > 19</u>
3	<u>queue-to skill 3</u> <u>pri m</u>
4	<u>wait-time 12 secs</u> hearing <u>ringback</u>
5	<u>announcement 5400</u>
6	<u>wait-time 60 secs</u> hearing <u>music</u>
7	<u>goto step 5</u> if <u>unconditionally</u>
8	<u>disconnect</u> after announcement <u>4200</u>
9	<u>disconnect</u> after announcement <u>4201</u>
10	_____
11	_____
12	_____
13	_____
14	_____
15	_____
16	_____

37x66

Vector 5 is similar to Vector 4 except Step 7 has been changed from a stop command to an unconditional goto step command, and the wait interval in Step 6 has been changed to 60 seconds. Step 7 causes vector processing to branch to Step 5 unconditionally, creating a loop that repeats Steps 5 through 7 until the call is answered or the caller abandons the call.

This vector does not require a stop command, because Step 7 always directs vector processing back to Step 5 and calls cannot escape from this loop. Calls can reach Step 8 or Step 9 only if the condition specified in Step 1 or Step 2 is met.



Call Prompting

Overview

Purpose The Call Prompting feature provides flexible call handling based on information collected from a caller. Call Prompting uses special vector commands to collect caller-entered touch-tone digits (or network-provided digits, in the case of a DEFINITY ECS with the CINFO option and ISDN PRI) and uses the collected digits to determine call treatment.

In this section This section includes a purpose statement and description for the vector commands that are added or enhanced when Call Prompting is present. Sample formats are provided. The section concludes with a description of three sample vectors.



General Information

More vector commands Call Prompting adds the following vector commands:

- collect digits
- route-to digits.

Another conditional Call Prompting adds the
if digits
conditional to the following vector commands:

- goto step
- goto vector
- route-to number.



Collect Digits

Purpose	Collects and stores touch-tone digits entered by a caller.
Description	In addition to collecting up to 16 touch-tone digits entered by a caller, this command can also specify an announcement that explains the caller's digit-entry options and the purpose of each option.
Things to know about this command	Here are some things you should know about this command: • The caller may start entering digits while the announcement is playing or up to 10 seconds after the announcement stops. Once digit entry starts, the caller has up to 10 seconds to enter each additional digit. If the caller does not enter a digit within 10 seconds, digit collection stops (whether digit entry is complete or not) and the next step in the vector is processed. If the caller begins entering digits while the announcement is playing, the announcement stops. • If the caller makes a mistake while entering digits, entering an asterisk (*) erases the entered digits and restarts the digit collection process. The announcement does not play again when the digit collection process is restarted. • See Sample Callvisor ASAI Vector for an example of a vector that uses the <code>collect digits</code> command to send caller-entered digits to an adjunct processor or host computer. Collected digits are also sent to a station with display capabilities.

Variable-length digit strings

When the number of digits the caller could enter varies, the `collect digits` command should specify the largest possible number of digits, and callers should be told to enter a pound sign (#) after the last digit. For example, the announcement could tell the caller to enter a 5-digit extension number or, for operator assistance, enter a zero followed by a pound sign. The `collect digits` command for this vector should specify five digits.

The pound sign tells the switch that the caller has finished entering digits. If the caller enters digits and a pound sign (or enters the number of digits specified in the command), the next step in the vector is processed immediately. If the caller does not enter the number of digits specified in the command and does not enter a pound sign, vector processing waits 10 seconds and then processes the next step in the vector.

Dialing ahead

If the caller enters more than the number of digits specified for a `collect digits` command, the switch saves the additional digits for a later `collect digits` command. This allows frequent callers to dial ahead and avoid listening to one or more announcements. If the vector does not have another `collect digits` command, the extra digits are ignored.

Announcements

The `collect digits` command can specify an extension number associated with an announcement. The announcement should explain the caller's digit-entry options and the purpose of each option. Furthermore, depending on how the vector is designed, the announcement may also include information for:

- Rotary telephone users
- Entering the pound sign (#) to stop digit collection
- Entering the asterisk (*) to erase entered digits and restart digit collection
- Dialing ahead.

Delays

During periods of heavy call traffic, callers may have to wait for a touch-tone receiver (used to collect digits). The caller will not hear the collect digits announcement until a touch-tone receiver is available. Callers may also have to wait if an announcement port is not immediately available. While waiting, the caller continues to hear the treatment (silence, music, or ringback) that was in effect before the collect digits command was processed. Therefore, it is a good idea to place a wait 0 seconds with ringback command before a collect digits command. See Information announcement (-54).

Command format

The collect digits command has the following format:

```
collect xx digits after announcement xxxxx
```

For DEFINITY ECS only

For any DEFINITY ECS with the Vectoring (CINFO) option and ISDN PRI, the collect digits command can also have the following format:

```
collect xxxx digits
```

This command collects and stores any customer-entered digits (ced) or customer database-provided digits (cdpd) from a caller that are supplied in an ISDN PRI message for an incoming call. No announcement condition applies to the vector command in the case of these network-provided digits (referred to as Caller Information Forwarding, or CINFO).



Goto Step

Purpose Unconditionally or conditionally branches to the specified step in the same vector.

Description Call Prompting adds the `if digits` conditional to the `goto step` command.

See Goto Step for information about other `goto step` command conditions.

Things to know about this command

Here are some things you should know about this command:

- Vector processing branches to the specified step if the digits collected by the last `collect digits` command are equal to (=) the specified number. For any DEFINITY ECS, and the DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=).
- In addition to the digits 0 through 9, for any DEFINITY ECS or the DEFINITY Communications System Generic 3 Version 4 and later switches the number you specify may contain the wild cards ? and + or the word none. A ? can be entered in any character position and matches any character in that single character position. A + must be entered as either the first or the last character and matches any or no characters. The word none can be used with the not equal to (< >) and equal to (=) comparators. For example, the conditional `if digits = none` succeeds if the caller did not dial any digits.
- If the digits specified in the `goto step` command do not match the digits collected by the last `collect digits` command, vector processing continues with the next step in the vector (branching does not occur). Calls remain in queue or continue to receive the treatment that was established before the `goto step` command.

If digits conditional The `goto step` command has the following format:
`goto step xx if digits CM xxxxxxxxxxxxxxxxx`

**If digits in/not-in table
conditional**

The goto step command can also have the following format:

goto step xx if digits in/not-in table xxx

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) and Call Prompting options
- DEFINITY ECS

Vector processing branches to the specified step if the collected digits are in or not in the specified vector routing table. Vector routing tables are administered on the ECS/switch and can contain as many as 100 entries. Each entry can contain as many as 16 characters including the wild cards ? and +.



Goto Vector

Purpose	Allows conditional or unconditional branching to another vector.
Description	Call Prompting adds the <code>if digits</code> conditional to the <code>goto vector</code> command. See Goto Vector for information about other <code>goto vector</code> command conditions.
Things to know about this command	Here are some things you should know about this command: • Vector processing branches to Step 1 of the specified vector if the digits collected by the last <code>collect digits</code> command are equal to (=) the specified character string. For any DEFINITY ECS, and the DEFINITY Communications System Generic 3 Version 4 switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are: less than (<), greater than (>), less than or equal to (<=), greater than or equal to (>=), not equal to (< >), and equal to (=). • The character string may contain as many as 16 characters, including the digits 0 through 9 and, with any DEFINITY ECS and DEFINITY Communications System Generic 3 Version 4 switches, the wild cards ? and + or the word none. A ? can be entered in any character position and matches any character in that single character position. A + must be entered as either the first or the last character and matches any or no characters. The word none can be used with the equal to (=) and not equal to (< >) comparators. For example, the conditional <code>if digits = none</code> succeeds if the caller did not dial any digits. The number of possible matches should be restricted to avoid an excessive wait time and to avoid detrimental effect on switch processor occupancy. • If the digits specified in the <code>goto vector</code> command do not match the digits collected by the last <code>collect digits</code> command, vector processing continues with the next step in the vector (branching does not occur). Calls remain in queue or continue to receive the treatment that was established before the <code>goto vector</code> command.
If digits conditional	The <code>goto vector</code> command has the following format: <pre>goto vector xxx if digits CM xxxxxxxxxxxxxxxxx</pre>

**If digits in/not-in table
conditional**

The goto vector command can also have the following format:

goto vector xxx if digits in/not-in table xxx

This vector command is available with the following switches:

- DEFINITY Communications System Generic 3 Version 4 with the Vectoring (G3V4 Enhanced) and Call Prompting options
- DEFINITY ECS R5 and later

Vector processing branches to Step 1 of the specified vector if the digits collected by the last collect digits command are in or not in the specified vector routing table. Vector routing tables are administered on the switch and can contain as many as 100 entries. Each entry can contain as many as 16 characters including the wild cards ? and +.



Route-to Digits

Purpose Routes the call to the destination specified by the digits collected by the last `collect digits` command.

Description The `route-to digits` command enables the switch to route a call based on caller-entered digits.

The `with coverage` parameter specifies whether the Call Coverage feature applies to the routed call or not. Calls routed to internal extensions go to coverage if the `with coverage` parameter is set to `y` (yes) and the Call Coverage feature is assigned and applies. Calls routed to internal extensions do not go to coverage if the `with coverage` parameter is set to `n` (no).

If the `with coverage` parameter is set to `y` and the destination is an internal extension, vector processing stops as soon as the command is processed. If the destination is outside the switch or the `with coverage` parameter is set to `n`, vector processing stops if the call routes successfully; that is, if the switch connects the call to an internal station or attendant or seizes an outgoing trunk. Vector processing skips the `route-to digits` command and continues with the next step in the vector if the call does not route successfully or the last `collect digits` command collected no digits.

Command format The `route-to digits` command has the following format:

`route-to digits with coverage y/n`



Route-to Number

Purpose Routes calls to a specified destination.

Description In addition to routing calls to a specified destination, Call Prompting adds the `if digit` conditional to the `route-to number` command.

Calls are routed if the digit specified in the `if digit` conditional is equal to (`=`) the digit collected by the last `collect digits` command. For any DEFINITY ECS or DEFINITY Communications System Generic 3 Version 4 and later switches with the Vectoring (G3V4 Enhanced) option, the allowed values for the comparator CM are less than (`<`), greater than (`>`), less than or equal to (`<=`), greater than or equal to (`>=`), not equal to (`< >`), and equal to (`=`).

See Route-to Number for information about other `route-to number` command conditions.

Things to know about this command

Here are some things to know about this command:

Vector processing stops if the call is routed successfully. A successfully routed call is one in which the switch connects the call to an internal station or attendant or seizes an outgoing trunk.

Vector processing skips the `route-to number` command and continues with the next step in the vector if

- the call does not route successfully
- the last `collect digits` command collected more than one digit, collected no digits, or collected a digit that does not make the comparison operation true.

The number of possible matches should be restricted to avoid an excessive wait time and to avoid detrimental effect on switch processor occupancy.

The `if digit` conditional can be used to route calls based on a single-digit comparison. A combination of `goto step` or `goto vector` and `route-to number` commands is required to route calls based on a multi-digit comparison.

Command format

The route-to number command has the following format:

route-to number xxxxxxxxxxxxxxxx with cov y/n if digit
CM x

The with cov parameter is available with DEFINITY ECS R5 and later, and the DEFINITY Communications System Generic 3 Version 4 switches.



Sample Call Prompting Vectors

Overview This section shows examples of Call Prompting vectors that can be administered in the Vector Contents window and describes how the vectors work. See Appendix B, CentreVu CMS Vector Contents for information about how to use the Vector Contents window to add a new vector or to copy, modify, or delete the contents of an existing vector.

Automated attendant The following figure shows a vector that routes incoming calls to the desired destination without attendant assistance:

Call Center Administration: Vector Contents

ACD: BullG3V6pe

Vector: _____

Step Actions and Conditions

1 wait-time 0 secs hearing ringback

2 collect 5 digits after announcement 4000

3 route-to digits with cov y

4 route-to number 0 with cov n if unconditionally

5 _____

6 _____

7 _____

8 _____

9 _____

10 _____

11 _____

12 _____

13 _____

14 _____

15 _____

16 _____

37x66

G3V6pe

Add step
Del step
Find one
Modify

Step 1 provides caller feedback in case a touch-tone register to collect caller-entered digits or the announcement specified in Step 2 is not immediately available. Step 2 plays an announcement and then collects up to five touch-tone digits from the caller. The announcement tells callers to enter the 5-digit extension of the person they want to talk to or to wait for an attendant.

Step 3 routes the call to the destination specified by the digits that were collected in Step 2. Because the coverage parameter is set to yes, if assigned to the destination extension, Call Coverage applies. If the caller enters a valid extension (Step 2), vector processing ends as soon as Step 3 is processed. If the caller does not enter digits or enters an invalid extension, vector processing skips Step 3.

If Step 3 fails, Step 4 routes the call to a local attendant. Step 4 accommodates callers who do not have touch-tone service or who need information or assistance.

Leave message option The following figure shows a vector that gives callers the option of leaving a message or waiting to talk to a company representative:

Call Center Administration: Vector Contents		G3V6pe
ACD: <u>BullG3V6pe</u>		Add step Del step Find one Modify
Vector: _____		
Step	Actions and Conditions	
1	<u>goto step 9</u> if <u>calls-queued</u> in skill <u>10</u> pri <u>m</u> > <u>19</u>	
2	<u>queue-to skill 10</u> pri <u>m</u>	
3	<u>wait-time 10</u> secs hearing <u>ringback</u>	
4	<u>collect 1</u> digits after announcement <u>4000</u>	
5	<u>goto step 9</u> if <u>digits =</u> <u>1</u>	
6	<u>wait-time 10</u> secs hearing <u>music</u>	
7	<u>announcement 5400</u>	
8	<u>goto step 5</u> if <u>unconditionally</u>	
9	<u>messaging skill 12</u> for extension <u>4500</u>	
10	<u>disconnect</u> after announcement <u>2300</u>	
11	_____	
12	_____	
13	_____	
14	_____	
15	_____	
16	_____	

37x61

Step 1 tests skill 10 for the number of queued calls. The calls-queued conditional for this step is set to the administered queue length for skill 10. Consequently, when skill 10's queue is full, vector processing branches to Step 9 which allows the caller to leave a message.

Step 2 queues calls to skill 10 at medium priority, and Step 3 provides caller feedback if an agent is not immediately available. If a call remains in queue for 10 seconds, Step 4 plays an announcement and then collects caller-entered digits. The announcement might say, "A customer representative is not available. If you are using a touch-tone telephone and would like to leave a message, press 1."

Step 5 tests for caller-entered digits and vector processing branches to Step 9 if the caller entered the digit 1. If no digits were entered, or if a digit other than 1 was entered, Steps 6 through 8 are processed. These steps provide music and a repeating announcement while a call waits in queue.

Calls reach Step 9 if skill 10's queue is full (the condition specified in Step 1) or if the caller entered the digit 1 (Steps 4 and 5). Step 9 sends calls to a messaging split/skill (either AUDIX or Message Center) so that callers can leave a message. If the messaging split/skill command fails, Step 10 plays an announcement explaining that the messaging service is not available and disconnects the call.

ANI routing The figure shows a vector that routes calls based on the ANI associated with the call. This vector can be created if the DEFINITY ECS/DEFINITY Communications System Generic 3 switch has the Vectoring (G3V4 Enhanced) and Vectoring (ANI/II-Digits Routing) options.

Call Center Administration: Vector Contents G3V6pe

ACD: BullG3V6pe

Vector: _____

Step	Actions and Conditions
1	goto step 6 if ani = none
2	goto vector 21 if ani = 201+
3	goto vector 22 if ani in table 1
4	goto vector 23 if ani in table 2
5	goto vector 30 if unconditionally
6	wait-time 0 secs hearing ringback
7	collect 3 digits after announcement 10001
8	goto vector 30 if digits = none
9	goto vector 21 if digits = 201+
10	goto vector 22 if digits in table 1
11	goto vector 23 if digits in table 2
12	goto vector 30 if unconditionally
13	_____
14	_____
15	_____
16	_____

37x53

Add step
 Del step
 Find one
 Modify

Vector processing branches to Step 6 if no ANI is available for the call (Step 1). Steps 2 through 4 send calls to vectors 21 through 23 based on the ANI associated with the call. Vectors 21 through 23 queue calls to the appropriate ACD splits. The vector routing tables specified in Steps 3 and 4 contain lists of area codes, each followed by the wild card + (which matches any digits following the area code), like the area code specified in Step 2.

Vector processing reaches Steps 6 and 7 if no ANI is available for the call (the condition specified in Step 1). Steps 6 and 7 provide caller feedback, play an announcement that prompts the caller to enter his or her area code, and collect any caller-entered digits. Steps 9 through 11 send calls to vectors 21 through 23 based on the area code the caller dialed.

Vector 30 (Steps 5, 8, and 12) queues calls to an ACD split in which agents handle calls from area codes that are not in the vector routing tables specified in Steps 3 and 4, if the caller cannot or will not dial an area code (Step 8), or if the area code the caller dialed is not in the vector routing tables specified in Steps 10 and 11.



Callvisor Adjunct/Switch Application Interface

Overview

Purpose The Callvisor ASAI feature is designed for large telemarketing or call-center operations that require optimum efficiency in managing high volumes of incoming and outgoing calls as well as call transfers and conferences. It provides an Integrated Services Digital Network (ISDN)-based interface between DEFINITY ECS R5 and later or the DEFINITY Communications System Generic 3 and one or more adjunct processors or host computers. The Callvisor ASAI feature enables the adjunct/host to initiate, receive, and control calls or stations on behalf of ACD agents or other switch users.

In this section Topics in this section include:

- Callvisor ASAI application
- Sample Callvisor ASAI vector.



Callvisor ASAI Applications

Benefits of ASAI applications

The following are the benefits of a few of the many Callvisor ASAI applications:

- **Data Screen Delivery**

The switch can pass network information such as Automatic Number Identification (ANI) and Dialed Number Identification Service (DNIS) and switch information such as caller-entered or network-provided digits collected by the Call Prompting feature and agent extension numbers to an adjunct/host. The adjunct/host uses this information to display the proper data-terminal screen at the agent position.

- **Data Screen Transfer**

The switch can notify an adjunct/host when a voice call is transferred. This enables the adjunct/host to transfer the corresponding data-terminal screen with the voice call.

- **Adjunct Routing**

If the switch has the Call Vectoring feature, a vector can be set up to send network or switch information to an adjunct/host and request call-routing information from the adjunct/host (see Sample Callvisor ASAI Vector). The adjunct/host responds with an internal or external number.

- **Direct Agent Calling**

The adjunct/host can route or transfer an incoming or outgoing call to a specific agent, and CMS tracks the call as an ACD call.

- **Supervisor Assist**

If requested by an agent, the adjunct/host can initiate a call (tell the switch to place a call) to a split supervisor. CentreVu CMS tracks the call as a supervisor-assist call.

- **Voice Processor Integration**

The switch can send ANI, DNIS, or selected-agent information to a speech-processing adjunct. The speech processor can integrate this information with information the speech processor collects and send it to the adjunct/host for data-screen delivery or call routing.

- View First Dialing
The adjunct/host can initiate a call on behalf of an agent. The agent may have previewed a data-terminal screen and used the data-terminal keyboard to tell the adjunct/host to begin the call.
- Auto Pace Dialing
The adjunct/host can initiate calls on behalf of a group of agents. The switch classifies calls, notifies the adjunct/host of each classification, and sends only answered calls to the agents.
- Agent Work Mode Control
The adjunct/host can log agents into and out of splits and change agent work modes.



Sample Callvisor ASAI Vector

Vector steps This is an example of a five-step process in which a vector sends call-related information to an ASAI adjunct processor and requests routing information from the adjunct:

The screenshot shows a window titled "Call Center Administration: Vector Contents" with a sub-header "G3V6pe". Below the title, there are fields for "ACD: BullG3V6pe" and "Vector:". A table with two columns, "Step" and "Actions and Conditions", contains five steps. To the right of the table is a menu with options: "Add step", "Del step", "Find one", and "Modify". The bottom right corner of the window displays "37x56".

Step	Actions and Conditions
1	wait-time 0 secs hearing ringback
2	collect 5 digits after announcement 2500
3	adjunct routing link 3500
4	wait-time 10 secs hearing ringback
5	route-to number 5400 with cov n if unconditionally
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	

What the steps do

- 1** Step 1 provides caller feedback in case a touch-tone register to collect caller-entered digits or the announcement specified in Step 2 is not immediately available.
- 2** Step 2 plays an announcement and then collects up to five touch-tone digits from the caller.
- 3** Step 3 sends the digits collected in Step 2 and incoming-call information to the adjunct/host. The adjunct/host uses this information (and possibly other information such as agent availability) to choose the appropriate destination. Then, the adjunct/host sends the selected destination to the switch.

-
- 4** Step 4 specifies the amount of time the switch waits for a routing response from the adjunct/host. If the adjunct/host responds within 10 seconds, vector processing ends and the switch delivers the call to the adjunct/host-selected destination. If the adjunct/host does not respond within 10 seconds, vector processing continues with the next step in the vector.
-
- 5** Step 5 provides another destination in case the adjunct/host does not respond within 10 seconds. This alternate destination could be a VDN associated with a vector that provides the appropriate call treatment. □

Look Ahead Interflow

Overview

Purpose The Look Ahead Interflow (LAI) feature enables ACD calls to be intelligently interflowed (redirected) from one switch to another. Two switches with the Call Vectoring and ISDN-PRI features (in addition to LAI) can talk to each other and determine if conditions are appropriate for interflowing a call. If conditions at the switch that would receive the call are not acceptable, the interflow request can be rejected. See LAI conditions (-80).

In this section Topics in this section include:

- LAI Capabilities
- Enhancements to LAI
- Sample LAI vectors
- LAI database items.



LAI Capabilities

LAI conditions The interflow capability has been available for several years, but before LAI was introduced, the decision to interflow a call could be based only on conditions at the sending switch (the switch at which the call is currently queued). This could result in a call interflowing from a busy split or skill to an even busier split or skill.

With LAI, the decision to interflow a call (at the sending switch) and to accept or reject the call (at the receiving switch) can be based on any combination of the following conditions:

- EWT
- Rolling ASA
- Time of day
- Day of week
- Counted calls
- Number of calls in queue
- Time the oldest call in queue has waited
- Number of staffed agents
- Number of available agents
- Position of the call in the split/skill queue relative to the head of that portion of the queue that is eligible for interflow (for DEFINITY ECS R6 or later with enhanced Vectoring and Lookahead Interflow features)
- Improvement of the caller's Expected Wait Time (EWT) by an amount relative to an administered threshold (DEFINITY ECS R6 with LAI)
- Automatic Number Identification (ANI) or Information Indicator (II) digits received with the call (available with CentreVu CMS R3V4 or later, with DEFINITY Communications System Generic 3 Version 4, the DEFINITY ECS R5 switches and later)
- Number of counted calls (also called active calls) to the VDN (available with CentreVu CMS R3V4 or later, with DEFINITY Communications System Generic 3 Version 4, the DEFINITY ECS R5 switches and later).

How LAI works

One or more conditional goto step commands in the sending vector determine if conditions are appropriate for interflowing a call. If conditions are appropriate, the sending switch queries the receiving switch to determine if it can accept the call.

Like the sending vector, the receiving vector contains one or more conditional goto step commands that determine if conditions are appropriate for accepting a call. If conditions are appropriate, the receiving vector accepts the interflow request and the sending vector routes the call to the receiving switch. If conditions are not appropriate, the receiving vector rejects the interflow request and processing continues at the sending vector.

The sending vector uses a route-to number command to interflow calls (once again, if the specified conditions are met) to the receiving switch. The destination of the route-to number command is the private-network telephone number of the receiving switch.

To accommodate the rejection of an interflow request, the sending vector should provide alternate call treatment such as an information announcement or a message-taking service.



Enhancements to LAI

DEFINITY ECS R6 with Best Service Routing

Existing vector commands and conditionals have been modified and new ones added to distribute calls to the best local or remote location's split/skill. Rather than operating sequentially, this enhanced LAI applies a more sophisticated algorithm to decide the best resource based on a call's position in the queue of LAI-eligible calls and on EWT comparisons, before interflowing the call.

Other enhancements

Other enhancements have been made to LAI, information forwarding, and vectoring operation and capacity for DEFINITY ECS R6 and later. Some support the Best Service Routing (BSR) feature specifically; others can be used without BSR. For more detailed information about the Call Vectoring, Call Prompting, Callvisor ASAI, and Look Ahead Interflow features, read the feature descriptions in the product documentation that came with your switch.



Sample LAI Vectors

Overview The following examples describe how a company might use the Look Ahead Interflow feature to ensure that calls get answered as quickly as possible during peak calling periods.

LAI sending vector The following figure shows a Look Ahead Interflow sending vector:

Call Center Administration: Vector Contents G3V6pe

ACD: BullG3V6pe
Vector: _____

Step	Actions and Conditions
1	<u>wait-time 0 secs</u> hearing <u>ringback</u>
2	<u>queue-to skill 4</u> pri <u>m</u>
3	<u>goto step 5</u> if <u>oldest-call-wait in skill 4</u> pri <u>m < 30</u>
4	<u>route-to number 9~p5551234</u> with cov <u>n</u> if <u>unconditionally</u>
5	<u>wait-time 10 secs</u> hearing <u>ringback</u>
6	<u>announcement 5400</u>
7	<u>wait-time 5 secs</u> hearing <u>music</u>
8	_____
9	_____
10	_____
11	_____
12	_____
13	_____
14	_____
15	_____
16	_____

37x65

Steps 1 and 2 provide caller feedback (ringback) and queue calls to skill 4 at medium priority.

Step 3 tests skill 4 and branches to Step 5 if the oldest call has waited less than 30 seconds. Steps 5 through 7 provide a 10-second delay, an announcement, and music (the normal processing for calls waiting in skill 4's queue).

If the oldest call in skill 4's queue has waited 30 seconds or more (the condition specified in Step 3 is not met), Step 4 queries the receiving vector to determine if it can accept the call and, if accepted, interflows the call.

LAI receiving vector The following figure shows a Look Ahead Interflow receiving vector:

Call Center Administration: Vector Contents G3V6pe

ACD: BullG3V6pe
Vector: _____

Step	Actions and Conditions
1	goto step 9 if staffed-agents in skill 2 < 1
2	goto step 9 if oldest-call-wait in skill 2 pri m > 10
3	goto step 9 if calls-queued in skill 2 pri m > 19
4	queue-to skill 2 pri h
5	wait-time 12 secs hearing ringback
6	announcement 5400
7	wait-time 20 secs hearing music
8	goto step 6 if unconditionally
9	busy
10	
11	
12	
13	
14	
15	
16	

37x65

Steps 1, 2, and 3 test skill 2 and branch to Step 9 if the specified conditions are met. That is, interflow requests are rejected (Step 9) if split 2 is unstaffed, if the oldest call in queue has waited more than 10 seconds, or if more than 19 calls are in queue. The calls queued conditional in Step 3 is set to the administered queue length for skill 2. Consequently, when skill 2's queue is full, interflow requests are rejected.

If the conditions specified in Steps 1 through 3 are not met, Step 4 accepts the call and queues it to skill 2 at high priority. Step 5 delays vector processing for 12 seconds while callers hear ringback. This gives the agents in skill 2 time to answer the call before the delay announcement plays (Step 6). Steps 6 through 8 provide music and a repeating delay announcement.

Step 9 rejects interflow requests. Vector processing branches to this step if skill 2 is unstaffed, if the oldest call in queue has waited more than 10 seconds, or if more than 19 calls are in queue (the conditions specified in Steps 1 through 3).



LAI Database Items

Overview For DEFINITY ECS R5 and later, and the DEFINITY Communications System Generic 3 switches, CentreVu CMS uses the LOOKATTEMPTS and LOOKFLOWCALLS database items (in the VDN and vector database tables) to collect information about the Look Ahead Interflow feature. These database items do not appear on any standard CentreVu CMS report, but you can create a custom report with these items.

Definitions **LOOKATTEMPTS** Look Ahead Interflow requests that are accepted by the receiving switch, Look Ahead Interflow requests that are rejected by the receiving switch, and unsuccessful routing attempts (for example, a route-to number command might fail because no trunk was available).

LOOKFLOWCALLS Look Ahead Interflow calls that route successfully.



Appendix B: CentreVu CMS Vector Contents

Overview

Purpose A vector is an ordered set of call-processing commands called vector steps. Use the Vector Contents window on the CentreVu CMS server to add a new vector or to change an existing vector.

Sections in this appendix include:

- DEFINITY ECS/ DEFINITY Communications System Generic 3 with EAS
- DEFINITY ECS/ DEFINITY Communications System Generic 3 without EAS



DEFINITY ECS/ DEFINITY Communications System Generic 3 With EAS

Overview

Purpose Use the Vector Contents window on the CentreVu CMS server to add a new vector or to change an existing vector. A vector is an ordered set of call-processing commands called vector steps.

Note

The Vector Contents window is available if the current ACD is a real ACD and not a pseudo-ACD.



General Information

Things to know before you start

Use the following keys in the Vector Contents window:

↓ or Tab	Moves the cursor to the next field.
↑ or Shift- Tab	Moves the cursor to the previous field.
→	Moves the cursor to the right within a field.
←	Moves the cursor to the left within a field.
Backspace	Deletes characters in a field.
Ctrl- X	Deletes characters from the cursor to the end of the field.
Ctrl- Y	Deletes all characters in the field.
Ctrl- Z	Deletes all steps in the vector.

You should know the following before using Vector Contents:

- For all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 2 or later switches, a single vector can have as many as 32 steps.
- You cannot exit the Vector Contents window using the **Exit** SLK until the switch responds to your requested changes. You can, however, go to another window using the **MainMenu** or **Current** SLK.
- Each step in a vector is a dynamic field in which you can enter one of a variety of commands and conditions. If you enter the first unique character(s) of a command, CentreVu CMS automatically displays command words and additional input fields that you must complete.
- When you have the Expert Agent Selection (EAS) feature, the vector commands refer to skill instead of split.
- If you leave a blank step in a vector, CentreVu CMS automatically replaces the blank with a `goto` step command when you select **Modify**. The `goto` step command sends vector processing to the next step in the vector.
- You may enter vector commands that reference skills to which you have neither read nor write permission.
- You cannot place the Vector Contents window on a timetable.

- You can link one vector with another vector with a `goto` vector command. Linking two vectors creates a virtual vector of more than 32 steps. Yet, as a call moves from one vector to another, the original VDN continues to carry the call and permits accurate reports on specific-purpose call traffic.
- Your vectors may contain Call Vectoring commands, Call Prompting commands, or both, depending on which features have been purchased and enabled on the switch. See Appendix A, Call Vectoring and Related ECS/G3 Features.
- The maximum queue length assigned to a skill could affect the calls queued to `skill` condition for `goto` and `check skill` commands. For example, if the maximum queue length administered on the switch for a skill is 20, but your calls queued condition is greater than 20, then the condition always fails.

Prerequisite system administration

The following must be administered before using Vector Contents:

- To change a vector's contents, you must have read and write permission for Call Center Administration and for the vector. See Feature access and Viewing vector user permissions for more information.

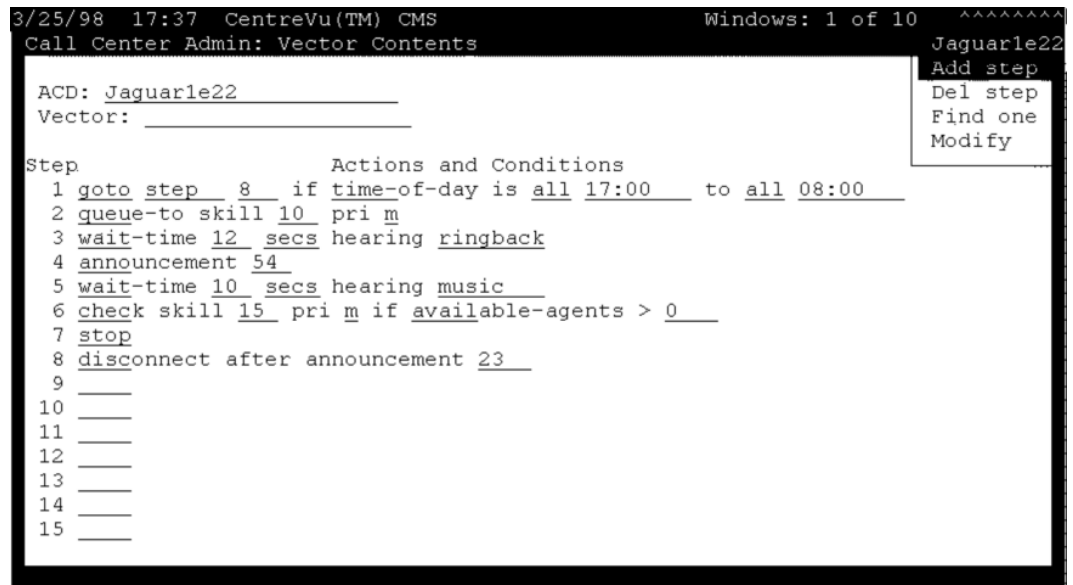
To view a vector, you must have read permission for Call Center Administration and for the vector.

To process calls, at least one VDN must be assigned to a vector.

A skill referenced in a `queue to skill` or `check skill` command must be specified as vector-controlled on the skill's Hunt Group Form. See the *DEFINITY Call Vectoring/Expert Agent Selection Guide*.

For the DEFINITY ECS and DEFINITY Communications System Generic 3 switches with the Call Prompting feature, at least one TN744 circuit pack (which has eight touch-tone receivers) must be connected to the switch.

Vector Contents window Use the Vector Contents window to view a vector's contents and to add a new vector or change the steps in an existing vector.



Actions menu usage

Modify To add a vector, change the contents of a vector, or copy the contents of a vector, you must use Modify. See the appropriate procedure (Add, Modify, or Copy).

Add step To insert steps between existing steps in a vector, you can place the cursor on a step and select Add step. CentreVu CMS creates a blank step above the step on which you placed the cursor. You can then enter the command and conditions you want for the new step. However, you must still select Modify (see Modify) to save the vector with the steps you inserted.

Del step To delete steps in a vector, you can place the cursor on a step and select Del step. CentreVu CMS deletes the command for that step and moves any subsequent commands up one step. However, you must still select Modify (see Modify) to save the vector without the steps you deleted.

Find one To view a vector's contents, complete the ACD and Vector fields and select Find one.

Important! Your vector does not have to be complete or logical in order to save it. However, if an active VDN is assigned to an incomplete or illogical vector, calls receive inappropriate treatment.

Vector Contents field descriptions

The following describes the fields in the Vector Contents window:

Field	Description
ACD	Enter the number or name (must have been previously assigned in Dictionary) of the ACD for which you want to define a vector. The default ACD number or name in this field is the current ACD.
Vector	Enter the number or name (must have been previously assigned in Dictionary) of the vector you want to find, add or change.
Steps 1 through 32	To enter a vector command, move the cursor to the appropriate vector step and type the first unique letter(s) of the command (for example, g for the goto command). CentreVu CMS automatically displays the rest of the command. Likewise, if the allowed values for an input field are words (for example, mon, tue), you have to enter only the first unique letter(s) of the word and CentreVu CMS automatically displays the rest of the word. This automatic display also applies to the i f conditions for the goto and check commands. Note: Automatic display does not work for an input field if none is an allowed value (for example, the disconnect or the collect digits command), or if the allowed values include both numeric and alpha characters. The input field for a command word contains the first four letters of the word. These letters are usually underlined. To change a command word: • Enter the first unique letter(s) of the word, OR • Press Ctrl- Y to delete the four letters in the field, and then type the first unique letter(s) of a different command word. CentreVu CMS automatically changes the remaining text and any other input fields in the command to match the word you entered. However, you must move the cursor to the remaining fields of the command and also enter the appropriate values. You may need to press Tab or the spacebar in almost all fields. For all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 2 or later switches, if you are on the last field in the window, tabbing out of the field moves you to the next screen of vector steps (17 through 32).



EAS Vector Commands

Vector commands

Important! For a more detailed description of each command, see Appendix A, Call Vectoring and Related ECS/G3 Features.

The following table lists the available vector commands for all DEFINITY ECS and the DEFINITY Communications System Generic 3 and later switches with the EAS feature, and the allowable values for each input field.

DEFINITY ECS/ DEFINITY Communications System Generic 3 with EAS Vector Commands, Part 1

<u>adjunct routing link</u> _____ (extension of adjunct port)
<u>announcement</u> ^a _____ (1- to 5-digit extension)
<u>busy</u>
<u>collect</u> ^a _____ digits after announcement _____ (1-16 [all G3V4/ECS]) (Optional: 1- to 5-digit extension or none) (ced, cdpd [specific: ECS])
<u>disconnect after announcement</u> _____ (1- to 5-digit extension or none [default])
<u>messaging skill</u> ^a _____ for extension _____ (1-24 [specific: G3vs/s]) (1- to 5-digit extension, active, latest, none [default]) ^b (1-99 [specific: G3i]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])

a. This command is also available with Call Prompting.

b. Active means the called VDN as changed by VDN override. Latest means the VDN assigned to the vector in which the call is currently being processed.

DEFINITY ECS/ DEFINITY Communications System Generic 3 with EAS Vector Commands, Part 2

<u>queue-to skill</u>	_____	pri _____
	(1-24 [specific: G3vs/s])	(low, med,
	(1-99 [specific: G3i])	high, top)
	(1-255 [specific: G3r])	
	(1-600 [specific: ECS])	
	(1st, 2nd, 3rd [VDN])	
<u>route-to</u>	<u>digits</u> ^a	with cov _____
		(y or n [default])
<u>route-to</u>	<u>number</u>	with cov _____ if _____
	(1- to 16-digit number,	(y or n
	which may include ~p,	[default])
	~s, ~w, ~W, ~m, ~r, ^g *,	<u>digit</u> ^a _____
	or #)	(<, >, <=, >=)
		(< >, =)
		(0-9)
		(0-9, #)
		<u>interflow-qpos</u> ^b _____
		(<, <=, =)
		(1-9)
		<u>unconditionally</u> ^c
<u>stop</u> ^c		
<u>wait-time</u> ^c	_____	<u>hearing</u> _____
	(0-999) ^d (secs)	(music, ringback, silence, i-silent ^f)
	(0-480) ^e (mins) ^e	
	(0-8) ^e (hrs) ^e	
		_____ then _____
		(1- to 5-digit (continue, music, ringback, silence)
		extension)

a. The Call Prompting feature must be enabled.

b. The interflow-qpos conditional is valid only for DEFINITY ECS R6 with the Vectoring (Best Service Routing) option enabled.

c. This command is also available with Call Prompting.

d. Odd numbers are allowed only for DEFINITY ECS R6 and later. Earlier switches require even numbers (2-998).

e. Requires DEFINITY ECS R8 and later.

f. i-silent restricts an Integrated Services Digital Network (ISDN) Progress message from being returned to the network. It is used with adjunct routing applications that work with the AT&T ADR (Alternate Destination Redirection) network service or with Look Ahead Interflow applications on the DEFINITY ECS/G3V4 or later switches only.

g. ~r must be the first two digits of the destination number. Only one instance of ~r is supported.

DEFINITY ECS/ DEFINITY Communications System Generic 3 with EAS Vector Commands, Part 3

ECS/G3V2 or later switches only					
<u>check skill</u>	_____	pri ____	if	<u>rolling-asa</u>	< _____
	(1-24 [specific: G3vs/s])	(low, med,			(1-999) ^a
	(1-99 [specific: G3i])	high, top)			
	(1-255 [specific: G3r])				
	(1-600 [specific: ECS])				
	(1st, 2nd, 3rd [VDN])				
				<u>available-agents</u>	> _____
					(0-149 [G3vs/s])
					(0-199 [G3i])
					(0-998 [G3r])
				<u>calls-queued</u>	< _____
					(1-200 [G3vs/s/i])
					(1-999 [G3r])
				<u>expected-wait</u>	< _____
					(1-9999)
				<u>oldest-call-wait</u>	< _____
					(1-999) ^a
				<u>staffed-agents</u>	> _____
					(0-149 [G3vs/s])
					(0-199 [G3i])
					(0-998 [G3r])
				<u>unconditionally</u>	
				<u>wait-improved^b</u>	> _____
					(0-9999)

<u>converse-on skill</u>	_____	pri ____	passing	DATA 1 ^c	and	DATA 2
	(1-24 [specific: G3vs/s])	(low, med,		(string of		(string of
	(1-99 [specific: G3i])	high, top)		up to six		up to six
	(1-255 [specific: G3r])			digits or		digits or
	(1-600 [specific: ECS])			asterisks,		asterisks,
	(1st, 2nd, 3rd [VDN])			"vdn,"		"vdn,"
				"ani,"		"ani,"
				"digits," ^d		"digits," ^d
				"qpos,"		"qpos,"
				"wait," ^e		"wait," ^e
				"#," or		"#," or
				"none")		"none")

a. Odd numbers are allowed only for DEFINITY ECS R6 and later. Earlier switches require even numbers (2-998).

b. The wait-improved conditional is valid only for DEFINITY ECS R6 with the Vectoring (Best Service Routing) option enabled.

c. If DATA 1 is administered as "none," DATA 2 must also be administered as "none."

d. The Call Prompting feature must be enabled.

e. The Vectoring (G3V4 Enhanced) option must be enabled.

DEFINITY ECS/ DEFINITY Communications System Generic 3 with EAS Vector Commands, Part 4

<u>goto step^a</u>	<u> </u> (1-32) or (1-15 [G3V1])	<u> </u> (<, >, <=, >=) ^c (< >, =)	<u> </u> (1-16 characters: 0-9) (1-16 characters: 0-9, ?, +, none) ^d	
<u>ani^b</u>	<u> </u> (in, not-in)	<u> </u> (in, not-in)	<u> </u> (1-5 [G3vs/s]) (1-10 [G3]) (1-100 [G3r])	
<u>holiday</u>	<u> </u> (in, not-in)	<u> </u> (in, not-in)	<u> </u> (1-10) ⁱ	
<u>rolling-asa for^e</u>	<u> </u> vdn	<u> </u> (VDN ₁ active, latest) ^f	<u> </u> (<, <=) (>, >=, < >, =)	<u> </u> (1-999) ^g (0-999) ^g
<u>rolling-asa for^e</u>	<u> </u> skill	<u> </u> (1-24 [specific: G3vs/s]) (1-99 [specific: G3]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])	<u> </u> (<, <=) (>, >=, < >, =)	<u> </u> (1-999) ^g (0-999) ^g
<u>available-agents in skill</u>	<u> </u> (1-24 [specific: G3vs/s]) (1-99 [specific: G3]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])	<u> </u> (<, <=) (>, >=, < >, =)	<u> </u> (1-150 [G3vs/s], 1-200 [G3]), 1-999 [G3r]) (0-149 [G3vs/s], 0-199 [G3]), 0-998 [G3r])	
<u>calls-queued in skill</u>	<u> </u> (1-24 [specific: G3vs/s]) (1-99 [specific: G3]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])	<u> </u> pri (low, med, high, top)	<u> </u> (<, <=) (>, >=, < >, =)	<u> </u> (1-200 [G3vs/s], 1-999 [G3r]) (0-199 [G3vs/s], 0-998 [G3r])
<u>counted-calls to vdn^e</u>	<u> </u> (VDN, active, latest) ^f	<u> </u> (<, <=) (>, >=, < >, =)	<u> </u> (1-999) (0-999)	
<u>digits^h</u>	<u> </u> (in, not-in)	<u> </u> table	<u> </u> (1-5 [G3vs/s]) (1-10 [G3]) (1-100 [G3r])	
<u>digits^h</u>	<u> </u> (<, >, <=, >=) (< >, =)	<u> </u> (1-16 characters: 0-9) (1-16 characters: 0-9, #, ?, +, none) ^d		

“ command is identical to the “goto step” command, except the word “step” is replaced by the word “vector.” The valid values
 { G3vs/s, 1-256 [G3i], 1-512 [G3r].

ANI/II-Digits Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

and = comparators are new for G3V4. <= means less than or equal to, >= means greater than or equal to, < > means not equal to.

ed in any character position and matches any character in that single character position. A + must be entered as either the first character in the string or after a character in the string. The + matches any character in the string and matches any or no characters. The + uses two of the 16 available characters.

G3V4 Advanced Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

called VDN as changed by VDN override. Latest means the VDN assigned to the vector in which the call is currently being

where $\mathbf{v}_i$ is the vector assigned to the vector in which the i th

Allowed only for DEFINITIVE.
 This feature must be enabled.

TY R9/10 or later and the Holiday Vectoring option.

a. The "goto vector" for vector are: $\{-4\}$

b. The Vectoring (ρ)

c. The $\leq$, $\geq$, $\neq$,

to, and = means eq

d. A ? can be entered

or last character of

e. The Vectoring (C

f. Active means the

processed.

g. Odd numbers are

h. The Call Prompt

- i. Requires DEFINI'

DEFINITY ECS/ DEFINITY Communications System Generic 3 with EAS Vector Commands, Part 5

<u>goto step</u> ^a	<u>if</u>	<u>expected-wait for</u> ^b	<u>skill</u>	<u>pri</u>	<u><, <=</u> ^c	<u>(1-9999)</u>
	(1-32) or (1-15 [G3V1])		(1-24 [specific: G3vs/s]) (1-99 [specific: G3i]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])	(low, med, high, top)	(>, >=, <>, =)	(1-9999) (0-9999)
		<u>expected-wait for</u>	<u>best</u>			
			(<, <=, >, >=, <>, =)			0-9999
		<u>expected-wait for</u> ^b	<u>call</u>			
			(<, <=, >, >=, <>, =)			0-9999
		<u>ii-digits</u> ^d	<u>table</u>			
			(in, not-in)			(1-5 [G3vs/s]) (1-10 [G3i]) (1-100 [G3r])
		<u>ii-digits</u> ^d				
			(<, >, <=, >=) (< >, =)			(00-99) [00-99, +, +?, ??, ??x (where x = 0-9), x?, none] ^e
		<u>interflow-qpos</u>				
			(<, >, <=, >=) (< >, =)			(1-9) ^f
		<u>oldest-call-wait in skill</u>		<u>pri</u>	<u><, <=</u>	<u>(1-999)^g</u>
			(1-24 [specific: G3vs/s]) (1-99 [specific: G3i]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])	(low, med, high, top)	(>, >=, < >, =)	(0-999) ^g
		<u>staffed-agents in skill</u>				
			(1-24 [specific: G3vs/s]) (1-99 [specific: G3i]) (1-255 [specific: G3r]) (1-600 [specific: ECS]) (1st, 2nd, 3rd [VDN])	(<, <=) (>, >=, < >, =)		(1-150 [G3vs/s], 1-200 [G3i], 1-999 [G3r]) (0-149 [G3vs/s], 0-199 [G3i], 0-998 [G3r])
		<u>time-of-day is</u>		<u>to</u>		
			(mon, tue, wed, thur, fri, sat, sun, all)	(hh:mm in military time or am/pm)	(mon, tue, wed, thur, fri, sat, sun, all)	(hh:mm in military time or am/pm)
		<u>unconditionally</u> ^h				
		<u>wait-improved</u> ^f for	<u>skill</u>	<u>pri</u>	<u><, <=</u>	<u>0-9999</u>
			(1-600 [ECS]) (1st, 2nd, 3rd [VDN])	(low, med, high, top)	(>, >=, <>, =)	
			<u>best</u>			
			(<, <=, >, >=, <>, =)			0-9999

a. The "goto vector" command is identical to the "goto step" command, except the word "step" is replaced by the word "vector." The valid values for vector are: 1-48 [G3vs/s], 1-256 [G3i], 1-512 [G3r].

b. The Vectoring (G3V4 Advanced Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

c. The <=, >=, < >, and = comparators are new for G3V4. <= means less than or equal to, >= means greater than or equal to, < > means not equal to, and = means equal to.

d. The Vectoring (ANI/II-Digits Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

e. A ? matches any digit 0-9 in that single digit position. A + matches any or no characters.

f. The interflow-qpos and wait-improved conditionals are valid only for DEFINITY ECS R6 with Vectoring (Best Service Routing) enabled.

g. Odd numbers are allowed only for DEFINITY ECS R6 and later releases. Earlier switches require even numbers (2-998).

h. This command is also available with Call Prompting.

DEFINITY ECS/ DEFINITY Communications System Generic 3 with
EAS Vector Commands, Part 6

DEFINITY ECS R6 with Vectoring (G3V4 Enhanced) and Vectoring (Best Service Routing) options			
<u>check best if</u>	<u>expected-wait</u>	<	<u> </u> (1-9999)
	<u>unconditionally</u>		
	<u>wait-improved</u>	>	<u> </u> (0-9999)
<u>consider location</u>	<u> </u> (1-128) ^a	<u>adjust-by</u>	<u> </u> (1-999) ^b
<u>consider skill</u>	<u> </u> (1-600 [ECS R6 only]) (1st, 2nd, 3rd [VDN])	<u>pri</u> <u> </u> (low, med, high, top)	<u>adjust-by</u> <u> </u> (1-999) ^b
<u>queue-to best</u>			
<u>reply-best</u>			

a. Location numbers must be defined on the DEFINITY ECS R6 or later releases before using them in vectors.
b. Used to express preferences by adjusting the EWT before comparing to determine “best” split/skill or location.



Add

Important! You should always test your vector by sending test calls to the vector. You can send test calls by dialing a test VDN that is assigned to the vector. A test VDN should not be currently in use for real calls nor referenced (by way of a route to command) in a vector that is currently in use. If you do not test your vectors, real incoming calls may receive inappropriate treatment.

Procedure To add a new vector, do the following:

-
- 1 Select Vector Contents from the Call Center Administration submenu of the CMS MainMenu.

Result: The Vector Contents window appears with the current ACD name or number displayed in the ACD field. (Do not delete or change the name or number that appears in the ACD field.)

-
- 2 Enter the number or name of the vector you want to add in the Vector field. Do a Find one first to ensure you are not overwriting steps that already exist for the vector.

Result: The steps in the vector appear.

-
- 3 For each vector step, enter the initial letter(s) of a command, and complete the remaining fields of the command.

-
- 4 Select Modify after adding your steps to save the vector on the switch.

Result: A window displays asking you to verify that you want to make the change. After you select y, *Successful* appears on the status line to indicate that the vector has been added on the switch. If the switch does not accept the vector or a step in the vector, *Failed* appears on the status line, and a message identifies the problem.

END OF STEPS



Copy

Procedure To copy a vector, do the following:

-
- 1 Select Vector Contents from the Call Center Administration submenu of the CMS MainMenu.

Result: The Vector Contents window appears with the current ACD name or number displayed in the ACD field.

- 2 Enter the number or name of the vector you want to copy from in the Vector field, and then select Find one.

Result: The steps in the vector appear.

- 3 Enter the copy-to vector name or number in the Vector field. You can also change the ACD name or number.

If you change the ACD name or number and some vector steps are not valid for the earlier switch type, a warning message is displayed and steps that are in error must be corrected before Modify may be selected.

- 4 Add or delete any steps desired.
-

- 5 Select Modify.

Result: Successful appears on the status line to indicate the vector has been copied.

END OF STEPS



Modify

Procedure To modify a vector, do the following:

-
- 1** In the Vector Contents window, enter the vector name or number you want to change in the Vector field, and then select Find one.

Result: The steps of the vector appear. (Do not delete or change the name or number that appears in the ACD field.)

- 2** To change a command, move the cursor to the command you want to change, and press **Ctrl- Y** to erase all characters in the field or **Ctrl- X** to erase characters from the cursor to the end of the field.

Enter the new command, conditional, or value in the field. Complete, if necessary, any additional fields associated with the new command.

Result: The data in the field disappears.

The new command overwrites the old command.

Go to Step 5.

- 3** To insert a command between two existing steps, move the cursor to the second of the two steps, and select Add step. After selecting Add step, type the desired command in the blank.

Note: You cannot insert a command in a vector that already uses all 32 allowable vector steps.

Result: A blank step appears above the step on which the cursor was resting. The command the cursor was on, and any subsequent commands, move down one step.

Go to Step 5.

-
- 4** To delete a command, move the cursor to the step that contains the command, and select Del step.

Result: The command is removed, and any subsequent commands move up one step.

Go to Step 5.

-
- 5** Select Modify.

Result: If the switch accepts the vector, `Successful` appears on the status line. If the switch does not accept the vector or a step in the vector, `Failed` appears on the status line, and a message identifies the problem.

END OF STEPS



Delete

Procedure To delete the contents of a vector, do the following:

-
- 1** In the Vector field on a blank Vector Contents window, enter the name or number of the vector for which you want to delete the contents.

Note: Make sure that the name or number in the ACD field is the ACD from which you want to delete the contents of the specified vector.

-
- 2** Erase all steps in a vector by pressing **Ctrl- Z**.

-
- 3** Select Modify.

Result: A message asks you if you want to delete the vector's contents.

-
- 4** Enter y to delete the vector's contents.

Result: The contents of the vector are deleted and CentreVu CMS displays `Successful` on the status line.

END OF STEPS



DEFINITY ECS/ DEFINITY Communications System Generic 3 Without EAS

Overview

Purpose Use the Vector Contents window on the CentreVu CMS server to add a new vector or to change an existing vector. A vector is an ordered set of call-processing commands called vector steps.

Note

This menu item appears for switches with the Call Vectoring feature. Also, the Vector Contents window is available if the current ACD is a real ACD and not a pseudo-ACD.



General Information

Things to know before you start

Use the following keys in the Vector Contents window:

↓ or Tab	Moves the cursor to the next field.
↑ or Shift- Tab	Moves the cursor to the previous field.
→	Moves the cursor to the right within a field.
←	Moves the cursor to the left within a field.
Backspace	Deletes characters in a field.
Ctrl- X	Deletes characters from the cursor to the end of the field.
Ctrl- Y	Deletes all characters in the field.
Ctrl- Z	Deletes all steps in the vector.

You should know the following before using Vector Contents:

- For all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 2 or later switches, a single vector can have as many as 32 steps.
- You cannot exit the Vector Contents window using the **Exit** SLK until the switch responds to your requested changes. You can, however, go to another window using the **MainMenu** or **Current** SLK.
- Each step in a vector is a dynamic field in which you can enter one of a variety of commands and conditions. If you enter the first unique character(s) of a command, CentreVu CMS automatically displays command words and additional input fields that you must complete.
- If you leave a blank step in a vector, CentreVu CMS automatically replaces the blank with a goto step command when you select Modify. The goto step command sends vector processing to the next step in the vector.
- You may enter vector commands that reference splits to which you have neither read nor write permission.
- You cannot place the Vector Contents window on a timetable.

- You can link one vector with another vector with a `goto` vector command. Linking two vectors creates a virtual vector of more than 32 steps. Yet, as a call moves from one vector to another, the original VDN continues to carry the call and permits accurate reports on specific-purpose call traffic.
- Your vectors may contain Call Vectoring commands, Call Prompting commands, or both, depending on which features have been purchased and enabled on the switch. See *DEFINITY ECS/DEFINITY Communications System Generic 3 Without EAS*.
- The maximum queue length assigned to a split could affect the calls queued to split condition for `goto` and `check split` commands. For example, if the maximum queue length administered on the switch for a split is 20, but your calls queued condition is greater than 20, then the condition always fails.

Prerequisite system administration

The following must be administered before using Vector Contents:

- To change a vector's contents, you must have read and write permission for Call Center Administration and for the vector. See Feature access and Viewing vector user permissions for more information.
- To view a vector, you must have read permission for the vector.
- To process calls, at least one VDN must be assigned to a vector.
- A split referenced in a `queue to split` or `check split` command must be specified as vector-controlled on the split's Hunt Group Form. See the *DEFINITY Call Vectoring/Expert Agent Selection Guide*.
- For all DEFINITY ECS and DEFINITY Communications System Generic 3 switches with the Call Prompting feature, at least one TN744 circuit pack (which has eight touch-tone receivers) must be connected to the switch.

Vector Contents window Use the Vector Contents window to view a vector's contents and to add a new vector or change the steps in an existing vector.



Actions menu usage

Modify To add a vector, change the contents of a vector, or copy the contents of a vector, you must use Modify. See the appropriate procedure (Add, Modify, or Copy).

Add step To insert steps between existing steps in a vector, you can place the cursor on a step and select Add step. CentreVu CMS creates a blank step above the step on which you placed the cursor. You can then enter the command and conditions you want for the new step. However, you must still select Modify (see Modify) to save the vector with the steps you inserted.

Del step To delete steps in a vector, you can place the cursor on a step and select Del step. CentreVu CMS deletes the command for that step and moves any subsequent commands up one step. However, you must still select Modify (see Modify) to save the vector without the steps you deleted.

Find one To view a vector's contents, complete the ACD and Vector fields and select Find one.

Important! Your vector does not have to be complete or logical in order to save it. However, if an active VDN is assigned to an incomplete or illogical vector, calls receive inappropriate treatment.

Vector Contents field descriptions

The following describes the fields in the Vector Contents window:

Field	Description
ACD	Enter the number or name (must have been previously assigned in Dictionary) of the ACD for which you want to define a vector. The default ACD number or name in this field is the current ACD.
Vector	Enter the number or name (must have been previously assigned in Dictionary) of the vector you want to find, add or change.
Steps 1 through 32	To enter a vector command, move the cursor to the appropriate vector step and type the first unique letter(s) of the command (for example, g for the goto command). CentreVu CMS automatically displays the rest of the command. Likewise, if the allowed values for an input field are words (for example, mon, tue), you have to enter only the first unique letter(s) of the word and CentreVu CMS automatically displays the rest of the word. This automatic display also applies to the i f conditions for the goto and check commands. Note: Automatic display does not work for an input field if none is an allowed value (for example, the disconnect or the collect digits command), or if the allowed values include both numeric and alpha characters. The input field for a command word contains the first four letters of the word. These letters are usually underlined. To change a command word: • Enter the first unique letter(s) of the word, OR • Press Ctrl- Y to delete the four letters in the field, and then type the first unique letter(s) of a different command word. CentreVu CMS automatically changes the remaining text and any other input fields in the command to match the word you entered. However, you must move the cursor to the remaining fields of the command and also enter the appropriate values. You may need to press Tab or the spacebar in almost all fields. For all DEFINITY ECS and the DEFINITY Communications System Generic 3 Version 2 or later switches, if you are on the last field in the window, tabbing out of the field moves you to the next screen of vector steps (17 through 32).



Non-EAS Vector Commands

Vector commands

Important! For a more detailed description of each command, see Appendix A, Call Vectoring and Related ECS/G3 Features.

The following table lists the available vector commands for the DEFINITY ECS/ DEFINITY Communications System Generic 3 and later switches without the EAS feature, and the allowable values for each input field.

DEFINITY ECS/ DEFINITY Communications System Generic 3 without EAS Vector Commands, Part 1

<u>adjunct routing link</u> _____ (extension of adjunct port)
<u>announcement</u> ^a _____ (1- to 5-digit extension)
<u>busy</u>
<u>collect</u> ^a _____ digits after announcement _____ (1-16) (Optional: 1- to 5-digit extension or none)
<u>disconnect after announcement</u> _____ (Optional: 1- to 5-digit extension or none)
<u>messaging split</u> ^a _____ for extension _____ (1-24 [G3vs/s]) (1- to 5-digit extension, active, latest [default]) ^b (1-99 [G3l]) (1-255 [G3r]) (1-600 [ECS])

a. This command is also available with Call Prompting.

b. Active means the called VDN as changed by VDN override. Latest means the VDN assigned to the vector in which the call is currently being processed.

DEFINITY ECS/ DEFINITY Communications System Generic 3
without EAS Vector Commands, Part 2

<u>queue-to split</u>		<u> </u> (1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	<u>pri</u> <u> </u> (low, med, high, top)
<u>route-to</u>	<u>digits</u>	with cov <u> </u> (y or n)	
<u>route-to</u>	<u>number</u>	<u> </u> if <u>digit equals</u> <u> </u> (1- to 16-digit number, which may include ~p, ~s, ~w, ~W, ~m, or ~r)	(0-9)
		<u>interflow-qpos</u> ^a <u> </u>	<u> </u> (1-9)
		<u>unconditionally</u>	
<u>stop</u> ^b			
<u>wait-time</u> ^b	<u> </u>	<u> </u> hearing	<u> </u> (music, ringback, silence)
	(0-999) ^c	(secs)	
	(0-480) ^d	(mins) ^d	
	(0-8) ^d	(hrs) ^d	

a. The interflow-qpos conditional is valid only for DEFINITY ECS R6 with the Vectoring (Best Service Routing) option enabled
b. This command is also available with Call Prompting.
c. Odd numbers are allowed only for DEFINITY ECS R6 and later. Earlier switches require even numbers (2-998).
d. Requires DEFINITY ECS R8 and later.

DEFINITY ECS/ DEFINITY Communications System Generic 3
without EAS Vector Commands, Part 3

ECS/G3V2 or later switches only

check split	(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	pri (low, med, high, top)	if	rolling-asa	<	(1-999) ^a
				available-agents	>	(0-149 [G3vs/s]) (0-199 [G3i]) (0-998 [G3r])
				calls-queued	<	(1-200 [G3i/vs/s]) (1-999 [G3r])
				expected-wait	<	(1-9999)
				oldest-call-wait	<	(1-999) ^a
				staffed-agents	>	(0-149 [G3vs/s]) (0-199 [G3i]) (0-998 [G3r])
				unconditionally		
				wait-improved ^b	>	(0-9999)

converse-on split	(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	pri (low, med, high, top)	passing	DATA 1 ^c (string of up to six digits or asterisks, (1-255 [G3r]) (1-600 [ECS])	and	DATA 2 (string of up to six digits or asterisks, (1-255 [G3r]) (1-600 [ECS])
or sk, s,	digits or asterisks, "vdn," "ani,"					digits asterisks, "vdn," "ani,"
"d	"digits," d					"digits
"	"qpos,"					"qpos,
e	"wait," e					"wait,"
.	"#," or					"#," or
)	"none")					"none"

use even numbers (2-998).
ing (Best Service Routing) option enabled

a. Odd numbers are allowed only for DEFINITY ECS R6 and later. Earlier switches req
b. The wait-improved conditional is valid only for DEFINITY ECS R6 with the Vectorin
c. If DATA 1 is administered as "none," DATA 2 must also be administered as "none."

DEFINITY ECS/ DEFINITY Communications System Generic 3 without EAS Vector Commands, Part 4

<u>goto step</u> ^a	<u>if</u> (1-32) or (1-15 [G3V1])	<u>ani</u> ^b	<u><, >, <=, >=</u> ^c (<u>< >, =</u>)	(1-16 characters: 0-9) (1-16 characters: 0-9, ?, +, none) ^d
		<u>ani</u> ^b	(in, not-in)	table (1-5 [G3vs/s]) (1-10 [G3i]) (1-100 [G3r])
	holiday		(in, not-in)	table (1-10) ⁱ
<u>rolling-asa for</u> ^e	<u>vdn</u>	(VDN, active, latest) ^f	<u><, <=</u> (<u>>, >=, < >, =</u>)	(1-999) ^g (0-999) ^g
<u>rolling-asa for</u> ^e	<u>split</u>	(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	<u><, <=</u> (<u>>, >=, < >, =</u>)	(1-999) ^g (0-999) ^g
	<u>available-agents in split</u>	(1-24 [G3vs/s]) (1-255 [G3i]) (1-600 [ECS])	<u><, <=</u> (<u>>, >=, < >, =</u>)	(1-150 [G3vs/s], 1-200 [G3i], 1-999 [G3r]) (0-149 [G3vs/s], 0-199 [G3i], 0-998 [G3r])
<u>calls-queued in split</u>	(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	<u>pri</u> (low, med, high, top)	<u><, <=</u> (<u>>, >=, < >, =</u>)	(1-200 [G3vs/s/i], 1-999 [G3r]) (0-199 [G3vs/s/i], 0-998 [G3r])
<u>counted-calls to vdn</u> ^e	(VDN, active, latest) ^f	<u><, <=</u> (<u>>, >=, < >, =</u>)	(1-999) (0-999)	
<u>digits</u> ^h	(in, not-in)	table	(1-5 [G3vs/s]) (1-10 [G3i]) (1-100 [G3r])	
<u>digits</u> ^h	<u><, >, <=, >=</u> (<u>< >, =</u>)	(1-16 characters: 0-9) (1-16 characters: 0-9, #, ?, +, none) ^d		

vector command is identical to the "goto step" command, except the word "step" is replaced by the word "vector." The valid values are 1-48 [G3vs/s], 1-256 [G3i], 1-512 [G3r].

1g (ANI/II-Digits Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

< >, and = comparators are new for G3V4. <= means less than or equal to, >= means greater than or equal to, < > means not equal to.

entered in any character position and matches any character in that single character position. A + must be entered as either the first or the last character and matches any or no characters. The + uses two of the 16 available characters.

1g (G3V4 Advanced Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

is the called VDN as changed by VDN override. Latest means the VDN assigned to the vector in which the call is currently being

is are allowed only for DEFINITY ECS R6 and later. Earlier switches require even numbers (2-998).
empting feature must be enabled.

1. DEFINITY ECS R9/10 or later and the Holiday Vectoring option.

a. The "goto vector" command is identical to the "goto step" command, except the word "step" is replaced by the word "vector." The valid values are 1-48 [G3vs/s], 1-256 [G3i], 1-512 [G3r].

b. The Vectoring (G3V4 Enhanced) options must be enabled.

c. The <=, >=, < >, and = comparators are new for G3V4. <= means less than or equal to, >= means greater than or equal to, < > means not equal to.

d. A ? can be entered in any character position and matches any character in that single character position. A + must be entered as either the first or the last character and matches any or no characters. The + uses two of the 16 available characters.

e. The Vectoring (G3V4 Advanced Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

f. Active means the called VDN as changed by VDN override. Latest means the VDN assigned to the vector in which the call is currently being

g. Odd numbers are allowed only for DEFINITY ECS R6 and later. Earlier switches require even numbers (2-998).
empting feature must be enabled.

i. Requires DEI

DEFINITY ECS/ DEFINITY Communications System Generic 3 without EAS Vector Commands, Part 5

<u>goto step</u> ^a	<u>if</u>	<u>expected-wait for</u> ^b	<u>split</u>	<u>pri</u> _____ (low, med, high, top)
	(1-32) or (1-15 [G3V1])		(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	
		<u>expected-wait for</u> ^b	<u>call</u>	(<, <=) ^c (>, >=, < >, =) (1-9999) (0-9999)
		<u>ii-digits</u> ^d	(in, not-in)	<u>table</u> (1-5 [G3vs/s]) (1-10 [G3i]) (1-100 [G3r])
		<u>ii-digits</u> ^d	(<, >, <=, >=) (< >, =)	(00-99) [00-99, +, +?, ??, ??, ?x (where x = 0-9), x?, none] ^e
		<u>interflow-qpos</u>	(<, >, <=, >=) (< >, =)	(1-9) ^f
		<u>oldest-call-wait in split</u>	(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	<u>pri</u> _____ (low, med, high, top) (<, <=) (>, >=, < >, =) (1-999) ^g (0-999) ^g
		<u>staffed-agents in split</u>	(1-24 [G3vs/s]) (1-99 [G3i]) (1-255 [G3r]) (1-600 [ECS])	(<, <=) (>, >=, < >, =) (1-150 [G3vs/s], 1-200 [G3i], 1-999 [G3r]) (0-149 [G3vs/s], 0-199 [G3i], 0-998 [G3r])
		<u>time-of-day is</u>	(mon, tue, wed, thur, fri, sat, sun, all)	<u>to</u> _____ (hh:mm in military time or am/pm) (mon, tue, wed, thur, fri, sat, sun, all)
		<u>unconditionally</u> ^h		
		<u>wait-improved</u> ^f for	<u>split</u>	<u>pri</u> _____ (low, med, high, top) (<, <=) (>, >=, < >, =) (1-600 [ECS]) (1st, 2nd, 3rd [VDN]) (0-9999)
			<u>best</u>	(<, <=, >, >=, < >, =) (0-9999)

a. The "goto vector" command is identical to the "goto step" command, except the word "step" is replaced by the word "vector." The valid values for vector are: 1-48 [G3vs/s], 1-256 [G3i], 1-512 [G3r].

b. The Vectoring (G3V4 Advanced Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

c. The <=, >=, < >, and = comparators are new for G3V4. <= means less than or equal to, >= means greater than or equal to, < > means not equal to, and = means equal to.

d. The Vectoring (ANI/II-Digits Routing) and Vectoring (G3V4 Enhanced) options must be enabled.

e. A ? matches any digit 0-9 in that single digit position. A + matches any or no characters.

f. The interflow-qpos and wait-improved conditionals are valid only for DEFINITY ECS R6 with Vectoring (Best Service Routing) enabled.

g. Odd numbers are allowed only for DEFINITY ECS R6 and later. Earlier switches require even numbers (2-998).

h. This command is also available with Call Prompting.

DEFINITY ECS/ DEFINITY Communications System Generic 3 without EAS Vector Commands, Part 6

DEFINITY ECS R6 with Vectoring (G3V4 Enhanced) and Vectoring (Best Service Routing) options			
<u>check best if</u>	<u>expected-wait</u>	<	_____
			(1-9999)
	<u>unconditionally</u>		
	<u>wait-improved</u>	>	_____
			(0-9999)
<u>consider location</u>	_____	<u>adjust-by</u>	_____
	(1-128) ^a		(1-999) ^b
<u>consider split</u>	_____	<u>pri</u> _____	<u>adjust-by</u> _____
	(1-600 [ECS R6 only]) (1st, 2nd, 3rd [VDN])	(low, med, high, top)	(1-999) ^b
<u>queue-to best</u>			
<u>reply-best</u>			

a. Location numbers must be defined on the DEFINITY ECS R6 or later releases before using them in vectors.

b. Used to express preferences by adjusting the EWT before comparing to determine "best" split/skill or location.



Add

Important! You should always test your vector by sending test calls to the vector. You can send test calls by dialing a test VDN that is assigned to the vector. A test VDN should not be currently in use for real calls nor referenced (by way of a route to command) in a vector that is currently in use. If you do not test your vectors, real incoming calls may receive inappropriate treatment.

Procedure To add a new vector, do the following:

-
- 1 Select Vector Contents from the Call Center Administration submenu of the CMS MainMenu.

Result: The Vector Contents window appears with the current ACD name or number displayed in the ACD field. (Do not delete or change the name or number that appears in the ACD field.)

- 2 Enter the number or name of the vector you want to add in the Vector field. Do a Find one first to ensure you are not overwriting steps that already exist for the vector.

Result: The steps in the vector appear.

- 3 For each vector step, enter the initial letter(s) of a command, and complete the remaining fields of the command.
-

- 4 Select Modify after adding your steps to save the vector on the switch.

Result: A window displays asking you to verify that you want to make the change. After you select y, *Successful* appears on the status line to indicate that the vector has been added on the switch. If the switch does not accept the vector or a step in the vector, *Failed* appears on the status line, and a message identifies the problem.

END OF STEPS



Copy

Procedure To copy a vector, do the following:

-
- 1 Select Vector Contents from the Call Center Administration submenu of the CMS MainMenu.

Result: The Vector Contents window appears with the current ACD name or number displayed in the ACD field.

- 2 Enter the number or name of the vector you want to copy from in the Vector field, and then select Find one.

Result: The steps in the vector appear.

- 3 Enter the copy-to vector name or number in the Vector field. You can also change the ACD name or number.

If you change the ACD name or number and some vector steps are not valid for the earlier switch type, a warning message is displayed and steps that are in error must be corrected before Modify may be selected.

- 4 Add or delete any steps desired.
-

- 5 Select Modify.

Result: Successful appears on the status line to indicate the vector has been copied.

END OF STEPS



Modify

Procedure To modify a vector, do the following:

-
- 1** In the Vector Contents window, enter the Vector name or number you want to change in the Vector field, and then select Find one.

Result: The steps of the vector appear. (Do not delete or change the name or number that appears in the ACD field.)

- 2** To change a command, move the cursor to the command you want to change, and press **Ctrl- Y** to erase all characters in the field or **Ctrl- X** to erase characters from the cursor to the end of the field.

Enter the new command, conditional, or value in the field. Complete, if necessary, any additional fields associated with the new command.

Result: The data in the field disappears.

The new command overwrites the old command.

Go to Step 5.

- 3** To insert a command between two existing steps, move the cursor to the second of the two steps, and select Add step. After selecting Add step, type the desired command in the blank.

Note: You cannot insert a command in a vector that already uses all 32 allowable vector steps.

Result: A blank step appears above the step on which the cursor was resting. The command the cursor was on, and any subsequent commands, move down one step.

Go to Step 5.

-
- 4** To delete a command, move the cursor to the step that contains the command, and select Del step.

Result: The command is removed, and any subsequent commands move up one step.

Go to Step 5.

-
- 5** Select Modify.

Result: If the switch accepts the vector, `Successful` appears on the status line. If the switch does not accept the vector or a step in the vector, `Failed` appears on the status line, and a message identifies the problem.

END OF STEPS



Delete

Procedure To delete the contents of a vector, do the following:

-
- 1** In the Vector field on a blank Vector Contents window, enter the name or number of the vector for which you want to delete the contents.

Note: Make sure that the name or number in the ACD field is the ACD from which you want to delete the contents of the specified vector.

-
- 2** Erase all steps in a vector by pressing **Ctrl- Z**.

-
- 3** Select Modify.

Result: A message asks you if you want to delete the vector's contents.

-
- 4** Enter y to delete the vector's contents.

Result: The vector's contents are deleted.

END OF STEPS



Delete

Glossary

abandoned call

A call on which a caller hangs up before an agent answers.

abandoned call search

An ACD capability that enables the system to verify that the caller is still on the line before passing the call to an agent.

acceptable service level

- 1) A target value for the acceptable amount of time before an agent answers a call.
- 2) A percentage of calls answered within a set amount of time (for example, 80% of calls answered within 20 seconds).

access permissions

Permissions assigned to a CentreVu CMS user so that the user can access different CentreVu CMS capabilities or administer specific elements such as splits/skills, trunks, or vectors of the ACD feature. Access permissions can be read, write, or exceptions. See also read permission, write permission.

ACD

See Automatic Call Distribution.

ACD call

A call that queues to a split/skill and is answered by an agent in that split/skill, or a call that queues as a direct agent call and is answered by the agent for whom it was queued.

acknowledgment

A window that requires you to confirm an action or acknowledge a system message. You cannot move, size, or scroll this window and it closes only when you confirm the action or acknowledge the message.

active VDN calls

A Call Vectoring feature on DEFINITY systems 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 processing in a vector or at an agent position. Also called “counted calls to VDN”.

ACW

See after call work.

Adjunct/Switch Applications Interface (ASAI)

A recommendation for interfacing adjuncts and communications systems that is based on the CCITT Q.932 specification for layer 3. ASAI supports activities such as event notification and call control.

after call work (ACW)

An agent state consisting of work related to the preceding ACD call. If an agent hangs up after an ACD call, the agent is in ACW. ACW is also accessible by a button on the agent's set and does not have to be related to an ACD call.

agent

A person or VRU port that answers calls to an ACD split/skill. The agent is represented to CentreVu CMS by a login identification keyed into a voice terminal.

agent login ID

A 1- to 9-digit number keyed by an ACD agent from a voice terminal to activate the agent position. Agent logins are needed for all CMS-measured ACD agents.

agent occupancy

The percentage of time that you expect or target for each split/skill agent to spend on ACD calls and in ACD while logged in.

agent position (EAS)

The combination of the agent login ID and the skills the agent is assigned. Data is collected for the agent by skill, so the total work for the agent is the sum of all skills in which the agent worked.

agent position (non-EAS)

The combination of agent login ID and split the agent logged into. Agents logged into multiple splits are associated with multiple positions. Call data is collected separately for each agent/split combination.

agent role

A description of the kind of service an agent in multiple skills gives for 1 of these skills. Agent role is a combination of call-handling preference and skill/reserve levels.

agent skill

An attribute that is associated with an ACD agent and that qualifies the agent to handle calls requiring the attribute. An agent can be assigned up to 20 skills – for example, the ability to speak a particular language or the expertise to handle a certain product.

See also primary skill, secondary skill, and skill level.

agent state

A call work mode or call state such as ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RINGING.

agent terminal

The voice terminal used by a call center agent.

agent trace

A CentreVu CMS capability that allows you to trace agent activities such as state changes to generate a report.

AI

See Auto-In.

Algorithm

A procedure for solving a problem in a finite number of steps.

ANI

See automatic number identification.

announcement

A recorded voice message that typically identifies the call's destination, asks the caller to stay on the line, and describes the product or service offered. With the Call Vectoring feature, announcements can be part of a vector's call processing.

ASA

See average speed of answer.

ASAI

See Adjunct/Switch Applications Interface.

auto-available split

An ACD capability that enables VRUs such as the CONVERSANT® Voice Information System to be brought online again immediately after a power failure or system restart, without time-consuming reprogramming.

Auto-In (AI)

An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call.

Automatic Call Distribution (ACD)

- 1) A switch feature that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).
- 2) An agent state in which the extension is engaged on an ACD call.

automatic number identification (ANI)

An industry term for notification of the calling party number (CPN). When the calling party is connected through a switch, the CPN can be either a billing number for the switch or the station identification (SID) number.

AUX

See auxiliary work.

AUX reason codes

Codes that enable a call center to track an agent's time more precisely when the agent is in the AUX state. Agents can specify why they are in the AUX state – for example, on break or in a meeting.

auxiliary work (AUX)

An agent state in which, for example, the agent is doing non-ACD work, is on break, or is in a meeting. Agents enter AUX work by pressing the AUX WORK button or dialing the access code from their voice terminal. Agents can also enter AUX work by going off-hook to make or answer an extension call while in AVAIL or with a call on hold.

AVAIL

See available.

available (AVAIL)

An agent work mode in which the extension can accept an ACD call. The agent enters this state by selecting the AI or MI work mode.

average agent service time

The average time you are expecting or targeting each agent to spend on an ACD call, including talk time and ACW time.

average speed of answer (ASA)

The average time a caller waits in queue before connecting to an agent. The ASA for a split/skill includes the time spent in queue and the time ringing an agent. The ASA for a VDN includes the time spent in vector processing (including the time spent in queue and the time ringing) for the VDN that the call was answered in.

back up

The process of protecting data by writing the contents of the disk to an archive such as tape that can be removed from the computer environment and stored safely.

calculation

A formula for representing call center entities in the Dictionary. Calculations generate the data for fields in a report.

call-based items

The category of database items in CentreVu CMS that are entered in the database after a call completes. If a call starts and ends in different intrahour intervals, the call-based data is recorded for the interval in which the call completed. Most database items are call-based.

call-handling preference

A parameter of agent administration in an EAS environment that specifies how calls are selected for the agent.

call-handling profile

A set of objectives describing how a split/skill handles calls. Call-handling profiles are part of the Forecasting feature.

Call Prompting

A switch feature that routes incoming calls based on information supplied by the caller, such as an account number. The caller hears an announcement and is prompted to select an option from those 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 a treatment of calls that is independent of splits.

call work code (CWC)

An ACD capability that allows the agent to enter a string of digits during or after the call and send them to CentreVu CMS for management reporting.

calls carried

The number of inbound/outbound calls carried by a trunk.

CentreVu Advocate

A set of features designed to enhance call and agent selection in a call center.

change agent skills

A CentreVu CMS capability that allows you to change a single agent's skill assignment or apply an agent template to up to 50 agents.

CMS

See Call Management System.

CONN

See connected.

connected (CONN)

A trunk state in which a caller and an agent are connected on an ACD call.

connected call

A non-ACD call connected to an agent through a VDN and for which CentreVu CMS receives an indication that the call rang or was answered.

continue

A CentreVu CMS action that resumes a suspended restore or migration operation.

CONVERSANT

A powerful voice-response system that may include automated call routing, announcement storage, message retrieval, and callback.

copy group or profile

A CentreVu CMS operation that creates a new group or profile from an existing one.

current

A CentreVu CMS operation that displays data from the current interval.

current interval

The current intrahour interval, which can be 15, 30, or 60 minutes. The current interval is part of the real-time database.

current wait time

The time a call has waited for service in a call queue adjusted for queue priority.

custom report

A real-time or historical report that has been customized from standard reports or created from scratch.

CWC

See call work code.

DABN

See dequeued and abandoned.

DACD

See direct agent ACD.

DACW

See direct agent ACW.

daily data

Interval data that has been converted to a 1-day summary.

data collection off

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

data collection on

A state in which CentreVu CMS is collecting ACD data.

database

A large structured set or collection of persistent data that is used to store ACD data according to a specific time period. This can be current and previous intrahour real-time data or intrahour, daily, weekly, and monthly historical data.

database item

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

database tables

Tables used to collect, store, and retrieve ACD data. Database items are names of columns in the tables.

date format

The standard format for entering dates on CentreVu Supervisor reports.

DDC

See direct department calling.

delete

A CentreVu CMS operation that removes the entry on the window from the database.

dequeued and abandoned (DABN)

A trunk state in which the trunk quickly goes to idle after the caller abandons the call.

designer reports

Customized reports that you create using CentreVu Report Designer and run from CentreVu Supervisor.

Dictionary

A CentreVu CMS capability you use to assign names to call center elements such as login IDs, splits/skills, trunk groups, VDNs, and vectors. These names appear on reports, making them easier to interpret.

DID

See direct inward dialing.

Digital Subscriber Line (DSL)

A public switched telephone network (PSTN) line that provides high bandwidth for short distances using copper cable. This type of line operates at the Basic Rate Interface (BRI) with two 64-kilobit per second circuit switched channels and one 16-kilobit packet switched channel. DSL can carry both data and voice signals at the same time.

direct agent ACD (DACD)

An agent state in which the agent is on a direct agent ACD call.

direct agent ACW (DACW)

An agent state in which the agent is in the after call work state for a direct agent ACD call.

direct agent calling

An EAS capability that allows a caller to reach the same agent every time and allows the call center to include the call as an ACD call in management tracking. This is ideal for claims processing in which a client needs to speak with the agent handling the claim. It also ensures a high level of customer service without reducing management control.

direct department calling (DDC)

A non-EAS option to select an agent when more than one agent is available. The call goes to the agent closest to the top of an ordered list.

direct inward dialing (DID)

The use of an incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

DSL

See digital subscriber line.

EAD

See expert agent distribution.

EAS

See Expert Agent Selection.

entity

A generic term for an agent, split/skill, trunk, trunk group, VDN, or vector.

EWT

See expected wait time.

exception

Activity in an ACD which falls outside the limits you have defined. An exceptional condition is defined in the CentreVu CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance of the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).

exception permissions

The rights that a user has in being notified and viewing the instances where calls, call center entities, or subsystems operated above or below specified thresholds.

expected wait time (EWT)

An estimate of how long a caller will have to wait to be served by a call center while in queue. EWT is based on current and past traffic, handling time, and staffing conditions. Time spent in vector processing before being queued and time spent ringing an agent with manual answering on is not included in the EWT. With DEFINITY ECS R5 and later, the EWT is a switch-based calculation.

Expert Agent Selection (EAS)

An optional feature for DEFINITY systems that routes incoming calls to an agent who is a member of the specific skill required to handle the problems of the caller.

extension call

A call originated by an agent or a non-ACD call received by an agent. Extension calls include calls an agent makes to set up a conference or transfer.

FBUSY

See forced busy.

FDISC

See forced disconnect.

Find One

A CentreVu CMS action that searches the database for entries that match the input value.

flex agents

Agents who have the role of roving, backup, or allocated. Top and reserve agents are not flex agents. See *CentreVu Advocate User Guide*.

flexible routing

An ACD capability that allows customers to choose how incoming calls should be routed to agents in a split. Calls can be routed to the first available agent or to the most idle agent.

forced busy (FBUSY)

A trunk state in which the caller receives a forced busy signal.

forced disconnect (FDISC)

A trunk state in which the caller receives a forced disconnect.

Forced Multiple Call Handling (FMCH)

A feature available with DEFINITY systems which, when activated for a split/skill allows calls to be automatically delivered to an idle line appearance if the agent is in the AI/MI work mode and if an unrestricted line appearance is available on the voice terminal.

historical database

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

historical reports

A report of past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. Historical reports summarize call data into daily, weekly or monthly totals.

HOLD

A trunk state in which an agent has put a call on this trunk on hold.

IDLE

A trunk state in which trunk is not in use and is waiting for a call.

II

See information indicator.

Inbound Call Management (ICM)

A set of switch and adjunct features using ASAI to enable the adjunct to provide automatic screen delivery and call routing.

information indicator (II)

A 2-digit code that identifies the type of originating line (for example, hotel or pay phone) for incoming ISDN PRI calls.

INFORMIX

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

INFORMIX SQL

An interactive interface typically used to view the INFORMIX database.

Integrated Services Digital Network (ISDN)

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

interval ASA

The average time a call waits in queue before connecting to an agent, calculated on reporting interval boundaries and used for pre-R3V4 CentreVu CMS reporting. Interval ASA is cleared to zero at the start of each reporting interval. See also average speed of answer (ASA), rolling ASA.

interval-based items

A category of database items that represent the amount of time during a collection interval spent on a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval.

intrahour interval

A 15-, 30-, or 60-minute segment of time starting on the hour. An intrahour interval is the basic unit of CentreVu CMS report time.

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 an agent's login ID with a 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.

LOGOFF

An agent trace work mode in which an agent is logged out and not available to take ACD calls.

LOGON

An agent trace work mode in which an agent is logged in and available to take ACD calls.

logout reason codes

Codes that enable an agent to specify the reason for logging out, such as the end of a shift or training.

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.

maintenance

A CentreVu CMS capability that is used for routine maintenance of CentreVu CMS, such as backing up data, checking on the status of the connection to the switch, and scanning the error log.

maintenance busy (MBUSY)

A trunk state in which the trunk is out of service for maintenance purposes.

Manual In (MI)

An ACD work mode in which an agent is available to receive an ACD call and is automatically placed into the ACW state upon release from the call.

MBUSY

See maintenance busy.

MCH

See multiple call handling.

measured

An ACD element such as agent, split/skill, trunk, trunk group, vector, or VDN that is identified to CentreVu CMS for data collection. If the ACD element is not measured, no data is collected.

message windows

Temporary windows used for displaying information such as syntactical field errors. Message windows cannot be moved, sized, or scrolled and are not included in the user window count. Message windows are automatically removed when you correct the error or move to the next field.

MI

See Manual In.

MIA

See most idle agent.

modify

A CentreVu CMS operation that changes a database entry to reflect the new values entered in the current primary window.

monthly data

Daily data that has been converted to a monthly summary.

most idle agent (MIA)

An ACD distribution method that maintains a queue of idle agents. An agent is put at the end of the list for a particular split when the agent completes an ACD call for that split. The agent continues to advance on the list as long as he or she remains staffed and in ACW, AVAIL, or on AUXIN/OUT extension calls from the AVAIL mode.

Multi-Agent Skill Change Window

A window in which you can add 1 or more agents to a skill, move 1 or more agents from one skill to another, and remove 1 or more agents from a skill.

multiple call handling (MCH)

A process in which an agent receives an ACD call while other calls are active on the agent's station. The agent must put the current call on hold and press AI/MI to receive another ACD call.

multiple split queuing

A Call Vectoring capability that directs a call to up to 4 splits at the same time, with the first agent who is free getting the call.

multiuser mode

A CentreVu CMS state in which any administered user can log into CentreVu CMS and data continues to be collected if data collection is on.

name (synonym) fields

A field in which you can input a name (synonym) that you have entered in the Dictionary. For example, you can input names of agents, splits/skills, agent groups, trunk groups, vectors, or VDNs.

night service

A switch capability that enables calls that come in after business hours or on weekends to be automatically rerouted to a split, an announcement, or an alternate destination set up for after-hours coverage.

nonprimary split/skill

The 2nd and 3rd splits/skills to which a call queued to multiple splits/skills queues in a VDN. Also called secondary and tertiary split/skill, respectively.

only me report

A custom report that only the report's creator and the CentreVu CMS administrator can access.

OTHER

An agent work mode in which the agent is on a direct agent call or on a call for another split or skill, or has put a call on hold and has not chosen another work mode.

Outbound Call Management (OCM)

A set of switch and adjunct features using ASAI, that distributes outbound calls initiated by an adjunct to internal extensions (usually ACD agents).

phantom abandon call timer

A CentreVu CMS capability that tracks information about abandoned calls. When the phantom abandon call timer is enabled, calls with a duration shorter than the administered value (0 to 10 seconds) are counted as phantom abandon calls. Setting the timer to 0 disables this capability.

percent within service level

The percentage of calls that you are expecting or targeting to be answered by an agent within a specific number of seconds.

previous interval

A 1–intrahour interval that is part of the real-time database. At the end of each intrahour interval, the contents of the current intrahour interval are copied to the previous intrahour interval portion of the real-time database.

primary skill

A skill assigned to an agent as that agent's strongest skill. Primary skills are the areas in which the agent has the most expertise.

pseudo-ACD

An area you create on your CentreVu CMS to place previously backed-up ACD data. A pseudo-ACD is not a live (real) ACD and does not communicate with any switch.

queue

A holding area for calls 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

A permission with which a CentreVu CMS user can access and view data (for example, run reports or view the Dictionary subsystem).

real-time database

A database consisting of the current intrahour data on each CMS-measured agent, split, trunk, trunk group, vector, and VDN.

real-time reports

A report that shows ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval.

Redirect On No Answer

An ACD capability that assists the user if a call is not answered in a specified number of rings. The terminal extension, including ports with VRUs, is busied out and the call goes back into the queue at top priority.

refresh rate

The number of seconds CentreVu CMS should wait for each update of the real-time report data.

reserve agent

An agent whose skills are set so that they do not have a top skill, but are used to handle calls when all other agents of that skill are unavailable. Reserve agents are used for high-priority skills where customers must not wait for long periods of time.

RINGING

- 1) An agent state consisting of the time a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call.
- 2) A trunk state in which a call is ringing at the agent's voice terminal.

rolling ASA

A running, weighted, average calculation made without using interval boundaries. Rolling ASA is used for vector routing; it is calculated on the DEFINITY system and sent to CentreVu CMS.

screen-labeled key (SLK)

The first 8 function keys at the top of the keyboard that correspond to the screen labels at the bottom of the terminal screen. The screen labels indicate each key's function.

scripting

A CentreVu CMS capability that allows you to automate operations such as changing an agent's skills, running a report, and exporting report data.

secondary skill

A skill assigned to an agent in a subject that is not that agent's strongest area of expertise. Secondary skills are used in G3V2 through G3V4 with EAS.

SEIZED

A trunk state in which an incoming or outgoing call is using the trunk.

service level

A time, in seconds, within which all calls should be answered. Also called acceptable service level (ASA).

Service Observing--Remote

A feature that allows a user to dial into the switch and monitor a call.

Service Observing--VDNs

A feature available with G3V4 or later that gives a user the ability to monitor the treatment a call receives as it is processed by a VDN.

single-user mode

A mode in which only 1 person can log into the CentreVu CMS server. Data continues to be collected if data collection is on.

skill

See agent skill.

skill level

A rating of from 1 (highest) to 16 (lowest) that indicates an agent's level of expertise in handling calls for which that expertise is needed. (ECS Version 5 and later.)

split

A group of extensions that receives calls.

staffed agent

An agent who is currently logged into the switch.

standard reports

The set of reports that are supplied with CentreVu CMS or CentreVu Supervisor software.

station

1) An unmeasured extension. 2) An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill.

time format

The standard format for entering times on CentreVu CMS reports: a.m. or p.m. and military clock.

Timetable

An activity or group of activities scheduled for completion at a time that is convenient and nondisruptive for your call center's operation.

trunk

A telephone circuit that carries calls between two switches, between a central office and a switch, or between a central office and a telephone.

trunk group

A group of trunks that are assigned the same dialing digits: either a phone number or a direct inward dialed (DID) prefix.

uniform call distribution (UCD)

A method of call distribution in which the most idle agent for a skill receives the call (if the agent is available).

universal call identifier (UCID)

A number that uniquely identifies a call in a network of nodes that support UCID.

UNKNOWN

- 1) An agent state in which CentreVu CMS does not recognize the agent's state.
- 2) A trunk state in which CentreVu CMS does not recognize the trunk's state.

UNSTAF (non-EAS)

An agent state in which the agent is not logged in and therefore is not tracked by CentreVu CMS.

user ID

The login ID for a CentreVu CMS user.

VDN

See vector directory number.

VDN calls-counted

See active VDN calls.

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 needed or preferred for the answering agent. VDN skill preferences require a call to be routed to an ACD agent with a particular attribute or set of attributes.

vector

A list of steps that process calls according to a user definition. 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.

vector command

A vector step that describes the action to be executed for a call (for example, **Queue to main, check backup, disconnect**).

vector directory number (VDN)

An extension number that enables calls to connect to a vector for processing. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when the calls arrive over a DID trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.

vector step

A single task within a vector that performs an action regarding a call. A vector step consists of a command and one or more conditions or parameters.

vector step condition

A condition accompanying a vector command that defines the circumstances in which the command is applied to a call.

VOA

See VDN of origin announcement.

voice terminal

A telephone set, usually with buttons, that gives an agent some control over the way calls are handled.

weekly data

Daily data that has been converted to a weekly summary.

write permission

A permission with which a CentreVu CMS user can add, change, or delete data and execute processes.

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