

Appendix H Using the Agent Administration CMS Interface

Introduction

Overview

The primary interface you use to access and administer *CentreVu* CMS R3V6 Call Management System is the MS Windows-type interface that is a part of *CentreVu* Supervisor. *CentreVu* Supervisor gives you access to all user-related functions of *CentreVu* CMS.

However, with *CentreVu* CMS R3V6 CMS, you can still perform several *CentreVu* CMS functions using the traditional CMS terminal emulator-type interface, the interface that was available in earlier versions of *CentreVu* CMS.

This appendix describes those functions. They are

- Change agent skills (DEFINITY ECS and G3 with EAS)
- Multi-agent skill change (DEFINITY ECS and G3 with EAS)
- Move extensions between splits (DEFINITY ECS and G3 V4 and V5 without EAS)
- Move extensions between splits (G3, V2 and V3, and G2 without EAS)
- Move extensions between skill groups (G2.2 with EAS)

The windows that appear on the CMS screen giving you access to these functions vary with the type of switch on which you have installed CMS.

If you are not familiar with the Agent Administration CMS interface, refer to Appendix I, “Agent Administration CMS Interface Basics,” for a description and an explanation of how to use it.

Error messages

As you use the CMS interface, you may encounter one of more of the following error messages:

Cannot add/remove standard skill.

This message typically appears if you try to add or remove a standard skill when you have selected Percent Allocation as the call handling preference. Since the total allocations of all skills must equal 100%, you cannot add or remove a skill, because that would make the total allocations other than 100%.

Direct agent skill cannot be a reserve skill.

Direct agent skill and reserve skill are self-contradictory concepts. You must first change the direct agent skill to a standard skill before you can change it to a reserve skill.

Cannot change a reserve skill to standard skill or vice versa.

Direct agent skill and reserve skill are self-contradictory concepts. You must first change the direct agent skill to a standard skill before you can change it to a reserve skill.

Change agent skills

Overview

Note: This menu item appears only if the EAS feature is installed and enabled on the following switch:

- DEFINITY ECS
- GENERIC 3 Version 2 and later switches

Purpose

Use the Change Agent Skills window to view an agent's current skill assignments or to change one or more skills and the associated skill type. Skill types are

- Primary or secondary for Generic 3 Versions 2 or later switches.
- Skill levels 1 through 16 for the DEFINITY ECS with EAS-PHD; *CentreVu Advocate* must be present for this to function.
- Skill levels 1 or 2 for the DEFINITY ECS without EAS-PHD; *CentreVu Advocate* must be present for this to function.
- Reserve levels 1 or 2 for ECS R6 and later.

Contents

This description of the Change Agent Skills window consists of the following topics:

- Things to know before you start
- Prerequisite System Administration
- Relationships to other subsystems
- Using the Change Agent Skills window
- Field/action list usage
- Field Descriptions.

Things to know before you start

Before you begin using the Change Agent Skills window, be aware of the following:

- If you have the DEFINITY ECS R6 with the EAS feature, you will see the following window:



This window

- Displays the Direct Agent Skill and Call handling preference fields. You are to select one.
- Allows as many as 20 skills (each associated with one of 16 skill levels or with reserve levels 1 or 2) if the Expert Agent Selection Preference Handling Distribution (EAS-PHD) feature has been purchased and enabled on the DEFINITY ECS.

Note: To move to skills 11 through 20 in the above window, press **Tab** once or press the **down arrow** key until the cursor moves through skill 10, at which time the new window will appear.

- If the Expert Agent Selection Preference Handling Distribution (EAS-PHD) feature is not enabled, then a maximum of four

skills and two levels can be used on this window. If more than four skills or two levels are entered, an error message informs you that this is not allowed.

- If you select Percent Allocation in the Call handling preference fields, you see the following window:

```

Agent Administration: Change Agent Skills
Agent: 3
Direct agent skill: 2
Call handling preference (Select one)
<_> Skill level, Service Objective (y/n): _
<_> Greatest need, Service Objective (y/n): _
<x> Percent Allocation, Direct Agent Calls First (y/n): n
Skill          Level          Total %:
1:             _____  Percent
2:             _____  _____
3:             _____  _____
4:             _____  _____
5:             _____  _____
6:             _____  _____
7:             _____  _____
8:             _____  _____
9:             _____  _____
10:            _____  _____
    
```

- If you have a Generic 3 Version 5 switch with the EAS feature, you will see the following screen:

```

ACD Administration: Change Agent Skills
Agent: _____
Direct agent skill: _____
Call handling preference (Select one)
  <_> Skill level
  <_> Greatest need
Skill          Level    Skill          Level
1:             _____  11:            _____
2:             _____  12:            _____
3:             _____  13:            _____
4:             _____  14:            _____
5:             _____  15:            _____
6:             _____  16:            _____
7:             _____  17:            _____
8:             _____  18:            _____
9:             _____  19:            _____
10:            _____  20:            _____
    
```

If you have a Generic 3 Version 2, 3 or 4 switch with the EAS feature, you will see the following screen:

Skill	Type
First: _____	-
Second: _____	-
Third: _____	-
Fourth: _____	-

This window displays

- A maximum of four skills instead of 20
 - Associated skill types (*p* for primary and *s* for secondary) instead of levels.
 - When you change agent skills, the change is made in switch administration and remains in effect until you make another change to that agent.
 - You cannot exit this window until the switch responds to your requested changes. You can, however, go to another window using the MainMenu or Current SLK.
 - The skill that is administered as Skill 1 affects the way tracking is done for an agent. Extension calls and call-handling time are attributed to the first skill administered and successfully logged into.
- For the Generic 3 Version 2, Version 3, or Version 4 switches, direct agent calls also are tracked similarly. But for the DEFINITY ECS, direct agent calls are tracked to the Direct Agent Skill.
- For Generic 3 Version 4 switches and the DEFINITY ECS, the requested skill change takes place immediately for agents who are in the AUX work mode, are available, or are logged out.

For agents who are in one of the following modes:

- Handling calls, including non-ACD calls
- Handling calls on hold
- Handling direct agent calls waiting in queue
- The ACW mode

The change is pending until the agent does one of the following:

- Logs out
- Changes to AUX work mode
- Completes all calls
- Changes from ACW to available mode.

Except in the case of the agent logging out, when the agent makes one of the changes listed above, the agent is automatically logged out and logged back in with the new skill set.

Note: For agents who frequently have calls on hold, skill changes can remain pending for a long time.

- For Generic 3, Version 2 and Version 3 switches, the requested skill changes go into effect after the agent manually logs out.
- See Appendix B, “CentreVu CMS and Expert Agent Selection,” for more information about EAS.
- See Appendix I, “Agent Administration CMS Interface Basics,” for the action list procedures, common rules for field entry items, and field editing information.

Prerequisite System Administration

To use the Change Agent Skills window, you need certain permissions:

- To change agent skills, you need read/write permission for the Agent Administration subsystem. See “Feature Access” in Chapter 8, “User Permissions,” for more information.
- To view skill assignments, you need read permission for the Agent Administration subsystem.

Relationships to other subsystems

Before you use the Change Agent Skills window, consider the following:

Dictionary	To enter an agent name in the Agent field or a skill name in the Direct Agent Skill or Skill field, the name must first be assigned in the Dictionary. If you use a reserve level synonym (other than the default synonyms, "R1" and "R2"), it must be first assigned in the Dictionary. See Chapter 4, "Dictionary," for more information about administering names for agents and skills.
Timetable	You can place the Change Agent Skills window on a timetable. See Appendix D, "Timetable and Shortcut," for more information. When Timetable is used to change agent skills, information about the status of the change is not saved.

Using the Change Agent Skills window

Instructions for using the Change Agent Skills window follow. As you read the following topics, refer back to the appropriate window shown earlier. The appropriate window depends on the type of switch you use.

Field/action list usage

Use the following command to work in the Change Agent Skills window:

Modify	<p>This command changes the skills and any associated skill levels for the specified agent.</p> <p>For Generic 3 Version 4 switches and the DEFINITY ECS, the requested skill change takes place immediately for agents who are in the AUX work mode, available, or logged out.</p> <p>For agents who are handling calls (including non-ACD calls, calls on hold, and direct agent calls waiting in queue) or are in the ACW mode, the change is pending until the agent logs out, changes to AUX work mode, or completes all calls and ACW and becomes available.</p> <p>For agents who frequently have calls on hold, skill changes can remain pending for a long time.</p> <p>For Generic 3 Version 2 and Version 3 switches, the requested skill changes go into effect after the agent manually logs out.</p>
Find One	<p>This action locates exactly one existing entity. You must specify the agent's name.</p>

Field descriptions

Depending on the type of switch you use, the Change Agent Skills window will contain several of the following fields:

Agent:	<p>Enter the login ID or name of the agent whose skills you want to view or change. The agent's name must have been previously assigned in the Dictionary subsystem.</p> <p>To view the agent's skills, select Find One. To change the agent's skills, select Modify.</p>
Direct agent skill:	<p>Enter the number or name of the skill to be used for queuing the specified agent's direct agent calls, or leave the field blank if you do not wish to assign this agent a Direct Agent Skill. If you enter a skill, it must also be assigned as one of the agent's skills in the Skill fields below, but it cannot be a reserve skill. Otherwise, CentreVu CMS does not accept the request.</p> <p>The skill name must have been previously assigned in the Dictionary subsystem.</p>

<p>Call handling preference (Select one)</p>	<p>Choose between distributing calls to the agent based on</p> <ul style="list-style-type: none"> ● The Skill level administered for each of the agent's skills <p>If you choose <i>Skill level</i> as the call handling preference, calls will be assigned to the agent based on the level of the skills defined on the lines below. A call to a higher level skill will be routed to the agent before a call to a lower level skill.</p> <p>If you want to designate the skill as a reserve skill, enter R1 for reserve level 1 or R2 for reserve level 2, or enter the reserve level synonym defined in the Dictionary. See Chapter 4, "Dictionary."</p> <p>In the Service Objective field, enter <i>y</i> for yes if you want the service objective that is defined on the switch to be met. Otherwise, enter <i>n</i> for no.</p> ● Greatest need <p>If you choose <i>Greatest need</i> as the call handling preference, calls will be routed to the agent based on the priority of the call rather than the skill levels assigned to the agent.</p> <p>In the Service Objective field, enter <i>y</i> for yes if you want the service objective that is defined on the switch to be met. Otherwise, enter <i>n</i> for no.</p> ● Percent allocation. <p>If you choose <i>Percent Allocation</i> as the preferred method of call handling, specify what percent of the calls should go to the agent based on the skill level specified for each skill. Use only integers between 1 and 100. The total of all percentages specified must equal 100.</p> <p>You cannot specify a percent allocation to a reserve skill.</p> <p>In the Direct Calls first field, enter <i>y</i> for yes if you want direct agent calls to be handled first under Percent Allocation. Otherwise, select <i>n</i> for no.</p> <p>If <i>Skill level</i> or <i>Greatest need</i> is selected under Call handling preference, the Direct Agent Calls first option is ignored. See Appendix B, "CentreVu CMS and the Expert Agent Selection Feature," for more information.</p>
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<p>Skill 1: through 20:</p>	<p>Enter the number or name of the skill to be assigned to the agent in each of the skill fields. You may have as many as 20 skills with EAS-PHD, or as many as 4 skills with EAS but not EAS-PHD.</p> <p>Each skill name must have been previously assigned in the Dictionary subsystem.</p> <p>Each skill must be unique, that is, the same skill cannot be specified twice, and at least one skill must be specified. The skill that is administered as 1: has an impact on the way tracking is done for an agent. Extension calls and call-handling time are attributed to the first skill administered and successfully logged into.</p> <p>NOTE: Every skill that is named on a line must have a level assigned to it. See “Level” in the next table box.</p> <p>NOTE: The skill lines do not have to be occupied in an unbroken sequence. Lines may be left blank between lines that are filled in. For example, if there are entries on lines 1 through 8 and you delete the entries on lines 3 and 6, you do not have to move the entries on lines 4,5,7, and 8 in order to fill in the empty lines. Lines 3 and 6 may remain unoccupied.</p> <p>For the Generic 3 Version 2, Version 3, or Version 4 switches, direct agent calls also are tracked similarly — to the first administered primary skill if one or more exists, or secondary skill if no primary skill exists. But for the DEFINITY ECS, direct agent calls are tracked to the skill that has been designated as the Direct Agent Skill.</p>
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Level	<p>Enter a number from 1 to 16 to indicate the skill level or reserve level synonym for each skill, where 1 is the highest and 16 is the lowest skill level that an agent can be assigned. If you do not have the EAS-PHD feature, enter 1 or 2, where 1 is primary and 2 is secondary.</p> <p>The agent's "top skill" is the first skill among all the agent's assigned skills associated with that agent's highest skill level. For example, if an agent's highest skill level is 3 and level 3 is associated with two of the agent's assigned skills, the first of the two level 3 skills is that agent's "top skill." The "top skill" concept is useful only for agents whose call-handling preference is based on Skill level or greatest need.</p> <p>If you want to designate the skill as a reserve skill, enter R1 for reserve level 1 or R2 for reserve level 2, or enter the reserve level synonym defined in the Dictionary. See Chapter 4, "Dictionary."</p>
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Multi-agent skill change

Overview

Note: This menu item appears only if the EAS feature is installed and enabled on the following switches:

- DEFINITY ECS
- GENERIC 3 Version 4 and later switch.

Purpose

Use the Multi-Agent Skill Change window to view current skill assignments or to change a skill for as many as 32 agents.

For a skill that is added or modified, you can also specify the skill level or type:

- Skill levels 1 through 16 for the DEFINITY ECS with EAS-PHD; *CentreVu Advocate* must be present for this to function.
- Reserve levels 1 or 2 for the DEFINITY ECS with EAS-PHD.
- Skill levels 1 or 2 for the DEFINITY ECS with EAS but without EAS-PHD; *CentreVu Advocate* must be present for this to function.
- Skill type: primary or secondary for Generic 3 Versions 4 switch with EAS.

Contents

This description of the Multi-Agent Skill Change window consists of the following topics:

- Things to know before you start
- Prerequisite system administration
- Relationships to other subsystems
- Using the Multi-Agent Skill Change window
- Field/action list usage
- Field descriptions
- List all window
- Status window

Things to know before you start

Before you begin using the Multi-agent Skill Change window, be aware of the following:

- If you have a Generic 3 Version 4 switch with the EAS feature, the Multi-Agent Skill Change window displays the single-character New skill type input field.
- When you change agent skills, the change is made in switch administration and remains in effect until you make another change.
- You cannot exit this window until the switch responds to your requested changes. You can, however, go to another window using the *MainMenu* or *Current* screen labeled key (SLK).
- The requested skill change takes place immediately for agents who are in the AUX work mode, are available, or are logged out.

For agents who are in one of the following modes:

- Handling calls, including non-ACD calls
- Handling calls on hold
- Handling direct agent calls waiting in queue
- The ACW mode

The change is pending until the agent does one of the following:

- Logs out
- Changes to AUX work mode
- Completes all calls
- Changes from ACW to available mode.

Except in the case of the agent logging out, when the agent makes one of the changes listed above, the agent is automatically logged out and logged back in with the new skill set.

Note: For agents who frequently have calls on hold, skill changes can remain pending for a long time.

- See Appendix B, “CentreVu CMS and the Expert Agent Selection Feature,” for more information about EAS.
- See Appendix I “Agent Administration CMS Interface Basics,” for the action list procedures, common rules for field entry items, and field editing information.

Prerequisite System Administration

To use the Multi-Agent Skill Change window, you need certain permissions:

- To change skills, you need read/write permission for the Agent Administration subsystem and for all affected skills. See “Feature Access” and Split/Skill Access” in chapter 8, “User Permissions,” for more information.
 - To view skill assignments, you need read permission for the Agent Administration subsystem.
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Relationships to other subsystems

Before you use the Multi-Agent Skill Change window, consider the following:

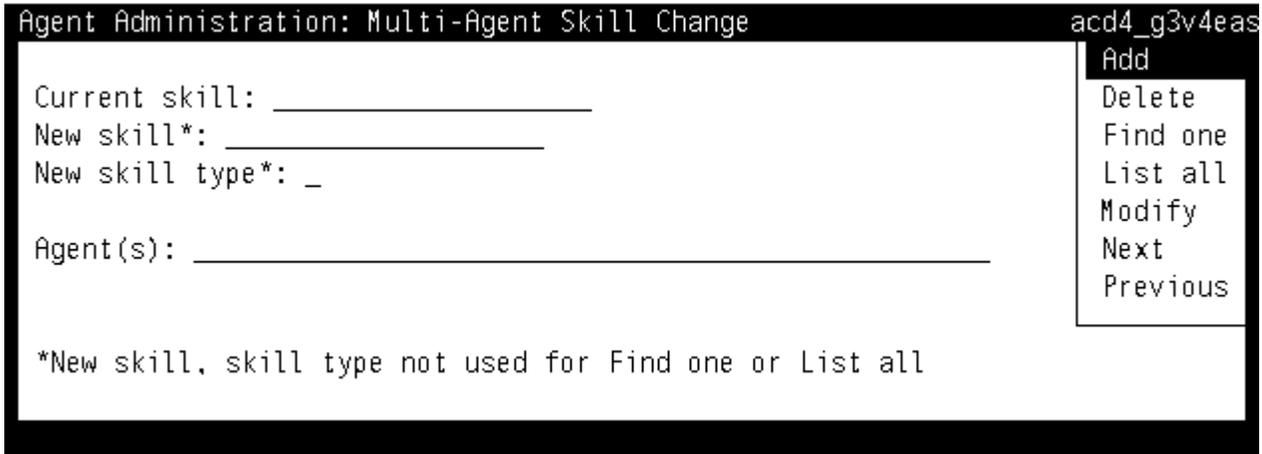
Dictionary	<p>Before you enter an agent name in the Agent(s) field or a skill name in the Current Skill or New skill fields, you must enter the names in the Dictionary subsystem.</p> <p>If you use a reserve level synonym (other than the default synonyms, “R1” and “R2”), it must be first assigned in the Dictionary. See Chapter 4, “Dictionary,” for more information about administering names for agents and skills.</p>
Timetable	<p>You can place the Multi-Agent Skill Change window on a timetable. See Appendix D, “Timetable and Shortcut,” for more information.</p> <p>When Timetable is used to change agent skills, information about the status of the change is not saved.</p>

The Multi-Agent Skill Change window

Use the Multi-Agent Skill Change window to view current skill assignments or to change one skill for as many as 32 agents.

Agent Administration: Multi-Agent Skill Change		Portuguese
Current skill: _____		Add
New skill*: _____		Delete
New skill level*: _____		Find one
Agent(s): _____		List all
		Modify
		Next
		Previous
*New skill, skill level not used for Find one or List all		

If you have Generic 3 Version 4 with EAS, the following window appears. Note that in the following window, only two skill types, rather than skill levels, are allowed. Enter *p* for primary and *s* for secondary.



Using the Multi-Agent Skill Change window

Instructions for using the Multi-Agent Skill Change window follow. As you read the following topics, refer back to the Multi-Agent Skill Change window in the previous paragraph.

Field/action list usage

To use the commands in the action list on the window, refer to the following:

- NOTE:** If percent allocation is your chosen call handling method for an agent, you cannot use the Add, Delete, or Modify action with the Multi-Agent Skill Change feature. You must use the Change Agent Skill feature to add, delete, or modify a skill.
- NOTE:** If you select Add, Delete, Modify, Find one or List all and the link to the DEFINITY ECS or switch is down or the information you entered in the input window is not valid, an Acknowledgment window displays the reason for the failure.

Add	<p>This command adds a new skill to as many as 32 agents.</p> <p>To add a new skill, complete the New skill, New skill level (or type), and Agent(s) fields, and select Add from the action list.</p>
Delete	<p>This command removes a skill from as many as 32 agents. To remove a skill, complete the Current skill and Agent(s) fields, and select Delete from the actions list.</p> <p>If an agent has only one skill assigned, it cannot be removed. If the current skill is designated the Direct Agent Skill for the agent, it cannot be removed.</p>

Find one and List all	<p>These commands apply only to the Current skill and Agent(s) fields. Furthermore, these actions find only staffed (logged-in) agents, that is, agents who have the specified skill but are not staffed and are not listed.</p> <p>The List all command indicates whether an agent has a skill-assignment change pending or not. The Pending? column shows a y for an agent who has a skill-assignment change pending.</p>
Modify	<p>This command replaces a current skill with a new skill or changes the skill level (or type) associated with a skill for as many as 32 agents.</p> <p>To replace a current skill with a new skill, complete the Current skill, New skill, and Agent(s) fields and select Modify from the action list. The New skill level (or type) field is optional for the Modify action. If you do not enter a new skill level, the skill level associated with the current skill is associated with the new skill.</p> <p>To change the skill level associated with a skill, enter the current skill in both the Current skill and New skill fields. Enter the new skill level in the New skill level (or type) field. Enter the login IDs or names of the agents to whom the new skill level applies in the Agent(s) field. The login IDs and names must have been previously assigned in the Dictionary subsystem.</p> <p>If the Current skill is also designated the Direct Agent Skill for the agent, and the Modify action succeeds, the New skill is now designated the Direct Agent Skill for the agent.</p>

Field descriptions

Fill in the following fields as described:

Current skill:	<p>Enter the current skill number or name you want to view or change. You must enter a value in this field for the Delete and Modify actions.</p> <p>The skill number or name must have been previously assigned in the Dictionary subsystem.</p>
Type	<p>(Generic 3 Version 4 with EAS only): Enter <i>p</i> for primary or <i>s</i> for secondary.</p>
New skill:	<p>Enter the new skill number or name to be added or changed. You must enter a value in this field for the Add and Modify actions. To change only the agents' skill level (or skill type), enter the same value in this field and the Current skill field, and a different value for level (or type) in the New skill level (or New skill type) field.</p> <p>The skill number or name must have been previously assigned in the Dictionary subsystem.</p>

New skill Level	<p>Enter a number from 1 to 16 to indicate the skill level for each skill, where 1 indicates the highest level and 16 the lowest level that an agent can be assigned. Or enter R1 or R2, or a reserve level synonym that has been assigned in the Dictionary. If you do not have the EAS-PHD feature, use 1 or 2, where 1 is primary and 2 is secondary.</p> <p>For Generic 3 Version 4 switches, in the New skill type: field, enter a P or p if the skill is a primary skill or an S or s if the skill is a secondary skill. You must enter a value in this field for the Add action. If you leave this field blank and perform the Modify action, the skill level (or type) associated with the agents' Current skill will be associated with the agent's New skill.</p>
Agent(s):	<p>Enter the login ID or name of as many as 32 agents for whom you want to view current skill assignments or change a skill.</p> <p>You must enter a value in this field for the Add, Delete, and Modify actions. The agent's login ID or name must have been previously assigned in the Dictionary subsystem.</p>

List all window

When you choose the List All action in the Multi-Agent Skill Change window, you see the following window.

```
Agent Administration: Multi-Agent Skill Change          acd2_r8emu
Agent Admin: Multi-Agent Skill Change: List All       acd2_r8emu

Skill Name      No. Level      Login Agent Name      Pending
31              31  5            1001 1001
2               2   2            1001 1001
31              31  5            1002 1002
2               2   2            1002 1002
31              31  R1          1003 1003
2               2   2            1003 1003
31              31  R2          1004 1004
2               2   2            1004 1004
31              31  R1          1005 1005
2               2   2            1005 1005
200 matches found; permitted ones displayed          202x77
```

Notice the column heading *Pending*. If the word *yes* is in this column, the switch has accepted the skill change, but does not activate it until the agent to whom the skill is assigned becomes available.

Status window

If one or more of the requested skill changes fail or if changes are pending, a secondary status window shows the login IDs that were not changed and the reason or the status of the pending skill changes.

Move extensions between splits, G3 without EAS

Overview

Note: This menu item appears only for DEFINITY ECS and GENERIC 3 Versions 2 and later switches without the EAS feature.

Purpose

Use the Move Extensions between Splits window to view current extension assignments or to move extensions between measured splits.

Contents

This description of the Move Extensions between Splits window consists of the following topics:

- Things to know before you start
- Prerequisite system administration
- Relationships to other subsystems
- Using the Move Extensions between Splits window
- Field/action list usage
- Field descriptions
- Status window

Things to know before you start

Before you begin using the Move Extensions Between Splits window, be aware of the following:

- You can move as many as 32 extensions in a single move.
- You cannot exit this window until the switch responds to your requested changes. You can, however, go to another window using the MainMenu or Current SLK.
- For the DEFINITY ECS and the Generic 3 Version 4 switch, the requested skill change takes place immediately for agents who are in the AUX work mode, available, or logged out.

For an agent who is

- handling calls, including non-ACD calls, calls on hold, and direct agent calls waiting in queue,
- in the ACW mode
- the last agent in a non-vector-controlled split with calls in queue,

the move is pending until the agent logs out, changes to AUX work mode, or completes all calls and ACW and becomes available. When these conditions are met, the agent extensions are automatically logged out of the moving-from split and logged into the moving-to split.

Note: For agents who frequently have calls on hold, a move extension request can remain pending for a long time.

If agents are moved while they are staffed, they need a way to determine their current split assignment(s) so they know from which split(s) to log out. The VuStats feature (available for the DEFINITY ECS and the Generic 3 Version 3 or Version 4 switches) can provide agents with current split assignment and other ACD-related information.

- For Generic 3 Version 2 and Version 3 switches, the requested move takes place after the agent manually logs out.
- For the DEFINITY ECS or the Generic 3 Version 4 switch, agents cannot be preassigned to splits (through switch administration) and then moved to those splits from CentreVu CMS. If agents are preassigned to splits, the message “already assigned” appears if you try to move an agent to one of the preassigned splits.
- See Appendix I, “Basics,” for the action list procedures, common rules for field entry items, and field editing information.

Prerequisite System Administration

To use the Move Extensions Between Splits window, you need certain permissions:

- To move extensions between splits, you need read/write permission for the Agent Administration subsystem and for all affected splits. See “Feature Access” and Split/Skill Access” in Chapter 8, “User Permissions,” for more information.
- To view extension assignments, you need read permission for the Agent Administration subsystem and for the splits you want to view.

Relationships to other subsystems

Before you begin using the Move Extensions Between Splits window, consider the following:

Dictionary	Before you enter a split name in the Split moving from or Split moving to field, you must enter the name in the Dictionary subsystem. See Chapter 4, "Dictionary," for more information about administering names for splits.
Timetable	You can place the Move Extensions Between Splits window on a timetable. See Appendix D, "Timetable and Shortcut," for more information. When Timetable is used to move extensions between splits, information about the status of the move is not saved.

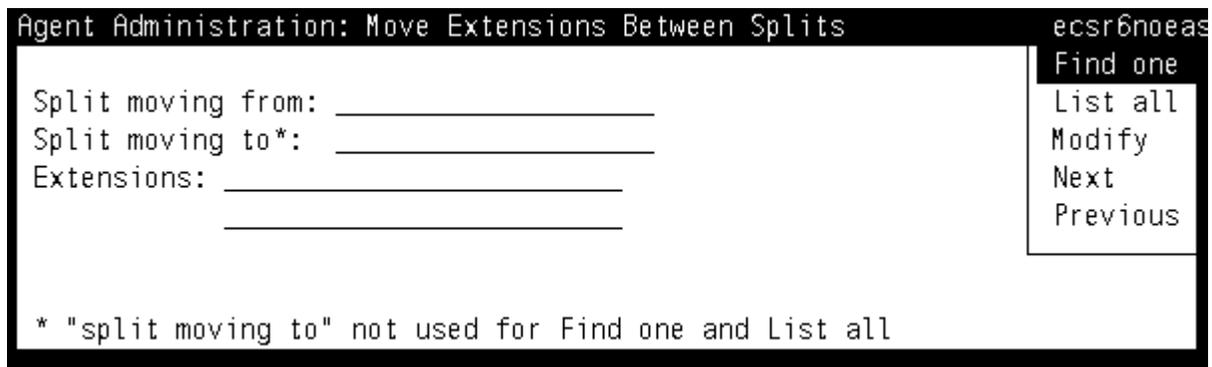
The Move Extensions Between Splits window

Use the Move Extensions Between Splits window to view current extension assignments or to move extensions between splits.

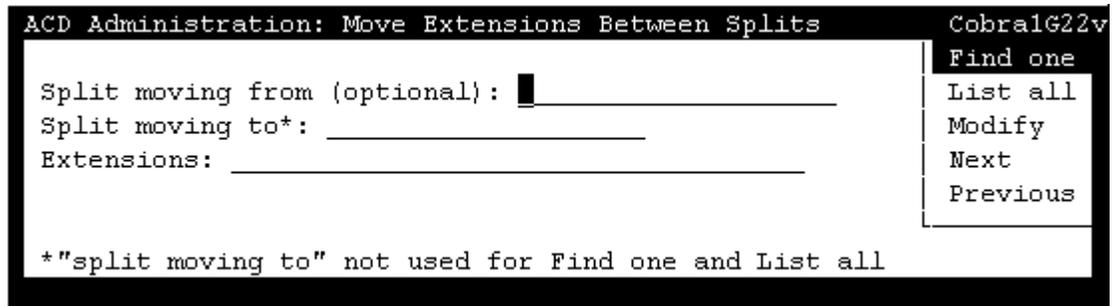
If you have DEFINITY ECS R6 or Generic 3 Version 4 or 5 without EAS, the following window appears:

```
Agent Administration: Move Extensions Between Splits      ecsr6noeas
Split moving from: _____
Split moving to*: _____
Extensions: _____
                _____

* "split moving to" not used for Find one and List all
```

The screenshot shows a terminal-style window titled "Agent Administration: Move Extensions Between Splits". It contains three input fields: "Split moving from:", "Split moving to*:", and "Extensions:". A menu is open on the right side with the following options: "Find one", "List all", "Modify", "Next", and "Previous". At the bottom, a note states: "* "split moving to" not used for Find one and List all".

If you have Generic 3 Version 2 or 3 without EAS, the following window appears:



Using the Move Extensions Between Splits window

Instructions for using the Move Extensions Between Splits window follow. As you read the following topics, refer back to the Move Extensions Between Splits window in the previous paragraph.

Field/action list usage

This area tells you how to use the action list commands:

<p>Find one, Next, and Previous</p>	<p>When data is displayed as a result of a Find one, Next, or Previous action, only the current split that the agent is in is displayed in the Split moving from field, and the Split moving to field is blank.</p>
--	---

Find one and List all	Find one and List all use only the Split moving from field for the search.
Modify	<p>This command moves the specified extensions from their current split (Split moving from) to a different split (Split moving to). An entry is required in all fields for the modify action.</p> <p>If you select Modify and the entire move request fails because the link to the DEFINITY ECS or switch is down, the information you entered in the input window is not valid. An Acknowledgment window shows the reason for the failure.</p> <p>If the entire move is successful, Successful appears on the status line. If one or more of the requested moves fail or if moves are pending, a secondary status window shows the extensions that were not moved and the reason, or the pending status.</p>

Field descriptions

Fill in the following fields as described:

Split moving from: (optional)	<p>Enter the split number or name from which you are moving extensions. You must enter a value in this field for extensions (agents) that are members of multiple splits.</p> <p>The split number or name must have been previously assigned in the Dictionary subsystem.</p>
Split moving to*:	<p>Enter the split number or name to which you are moving extensions.</p> <p>The split number or name must have been previously assigned in the Dictionary subsystem.</p>
Extensions :	<p>Enter the extension number(s) to be moved.</p> <p>As many as 32 extensions can be moved at the same time.</p>

List all window

When you choose *List All* in the Move Extensions Between Splits window, you see the following window:

```
Agent Admin: Move Extns Between Splits: List      acd5_g3v2
Split Name  Split No.  Extn.  Agent Name
1           1          1023   2014
1           1          1024   2015
1           1          1022   2013
1           1          1021   2012
1           1          1020   2011
1           1          1028   2019
1           1          1025   2016
1           1          1027   2018
1           1          1026   2017
1           1          1029   2020
100 matches found; permitted ones displayed      102x51
```

Status window

If one or more of the requested moves fail or if moves are pending, a secondary status window shows the extensions that were not moved and the reason, or it shows the pending status.

Move extensions between splits, G2 without EAS

Overview

Note: This menu item appears only for GENERIC 2 switches without the EAS feature.

Purpose

Use the Move Extensions between Splits window to view current extension assignments or to move extensions between measured splits.

Contents

This description of the Move Extensions between Splits window consists of the following topics:

- Things to know before you start
- Prerequisite system administration
- Relationships to other subsystems
- Using the Move Extensions between Splits window
- Field/action list usage
- Field descriptions
- Status window

Things to know before you start

Before begin using the Move Extensions between Splits window, be aware of the following:

- You can move as many as 1023 extensions in a single move.
- You cannot exit this window until the switch responds to your requested changes. You can, however, go to another window using the MainMenu or Current SLK.
- You can move extensions to Split 0. Split 0 is a dummy split typically used for assigning extensions that you do not want in any of your measured splits. In addition, measured extensions that you assign to unmeasured splits are automatically assigned to Split 0 so that you can keep track of them for future reassignments.
- See Appendix I “ Basics,” for the action list procedures, common rules for field entry items, and field editing information.

Prerequisite system administration

To use the Move Extensions Between Splits window, you need certain permissions:

- To move extensions between splits, you need read/write permission for the Agent Administration subsystem and for all affected splits. See “Feature Access” and Split/Skill Access” in chapter 8, “User Permissions,” for more information.
- To view extension assignments, you need read permission for the Agent Administration subsystem.

Relationships to other subsystems

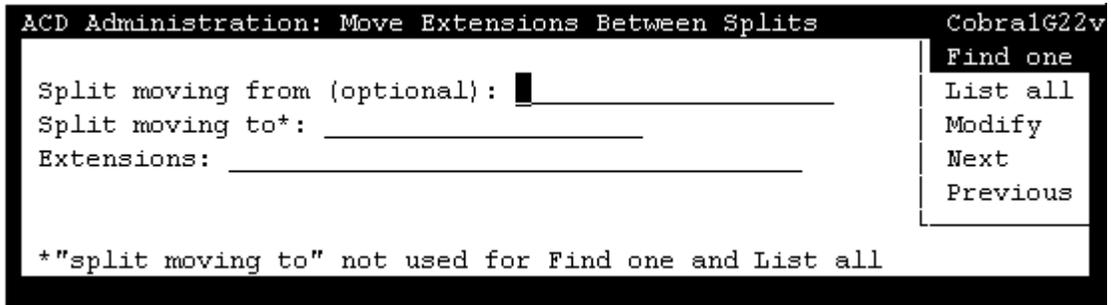
Be aware of the following:

Dictionary	Before you enter a split name in the Split moving from or Split moving to field, you must assign the name in the Dictionary subsystem. See Chapter 4, “Dictionary,” for more information on administering names for splits.
Timetable	You can place the Move Extensions Between Splits window on a timetable. See Appendix D, “Timetable and Shortcut,” for more information. When Timetable is used to move extensions between splits, information about the status of the move is not saved.

The Move Extensions Between Splits window (G2 without EAS)

Use the Move Extensions Between Splits window to view current extension assignments or to move extensions between splits.

If you have a Generic 2 switch without EAS, the following window appears:



Using the Move Extensions Between Splits window

Instructions for using the Move Extensions Between Splits window follow. As you read the following topics, refer back to the Move Extensions Between Splits window in the previous paragraph.

Field/action list usage

This section tells you how to use the action list commands:

Find one, Next, and Previous	When data is displayed as a result of a Find one, Next, or Previous action, only the current split that the agent is in is displayed in the Split moving from field, and the Split moving to field is blank.
-------------------------------------	--

Find one and List all	Find one and List all use only the Split moving from field for the search.
Modify	<p>This command moves the specified extensions from their current split (Split moving from) to a different split (Split moving to). An entry is required in all fields for the modify action.</p> <p>If you select Modify and the entire move request fails because the link to the switch is down, the information you entered in the input window is not valid. An Acknowledgment window shows the reason for the failure.</p> <p>If the entire move is successful, Successful appears on the status line. If one or more of the requested moves fail or if moves are pending, a secondary status window shows the extensions that were not moved and the reason, or the pending status.</p>

Field descriptions

Fill in the following fields as described:

Split moving from: (optional)	<p>Enter the split number or name from which you are moving extensions. You must enter a value in this field for extensions (agents) that are members of multiple splits.</p> <p>The split number or name must have been previously assigned in the Dictionary subsystem.</p>
Split moving to*:	<p>Enter the split number or name to which you are moving extensions. The split number or name must have been previously assigned in the Dictionary subsystem.</p> <p>For Generic 2 switches, to move extensions to Split 0, leave the Split moving to field blank.</p>
Extensions :	<p>Enter the extension number(s) to be moved.</p> <p>As many as 1023 extensions can be moved at the same time.</p>

List all window

When you choose the *List all* action in the Move Extensions Between Splits window, the following window appears:

```
Agent Admin: Move Extns Between Splits: List      acd5_g3v2
Split Name  Split No.  Extn.  Agent Name
1           1          1023   2014
1           1          1024   2015
1           1          1022   2013
1           1          1021   2012
1           1          1020   2011
1           1          1028   2019
1           1          1025   2016
1           1          1027   2018
1           1          1026   2017
1           1          1029   2020
100 matches found; permitted ones displayed      102x51
```

Status window

If one or more of the requested moves fail or if moves are pending, a secondary status window shows the extensions that were not moved and the reason, or it shows the pending status.

Move extensions between skill groups, G2.2 with EAS

Overview

Note: This menu item appears only for GENERIC 2.2 switches with the EAS feature.

Purpose

Use the Move Extensions Between Skill Groups window to view current extension assignments or to move as many as 1023 extensions between skill groups.

Contents

This description of the Move Extensions between Skill Groups window consists of the following topics:

- Things to know before you start
- Prerequisite system administration
- Relationships to other subsystems
- Using the Move Extensions Between Skill Groups window
- Field/action list usage
- Field descriptions
- Status window

Things to know before you start

Before you begin using the Move Extensions between Skill Groups window, be aware of the following:

- You can move as many as 1023 extensions to a different skill group in a single move.
- Read Appendix B, “CentreVu CMS and the Expert Agent Selection Feature,” for information about EAS.
- See Appendix I, “Agent Administration CMS Interface Basics,” for the action list procedures, common rules for field entry items, and field editing information.

Prerequisite System Administration

To use the Move Extensions Between Skill Groups window, you need certain permissions:

- To move extensions between skill groups, you need read/write permission for the Agent Administration subsystem and for all affected skills. See “Feature Access” and Split/Skill Access” in Chapter 8, “User Permissions,” for more information.
- To view extension assignments, you need read permission for the Agent Administration subsystem.

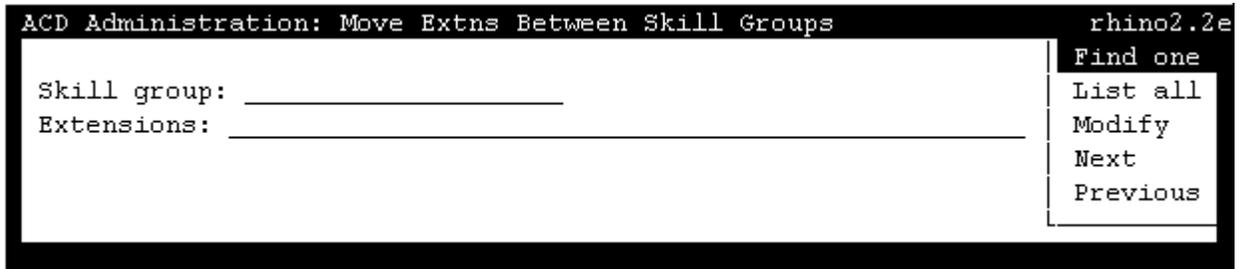
Relationships to other subsystems

Before you use the Move Extensions between Skill Groups window, consider the following:

Dictionary	Before you enter a skill name in the Skill group field, you must enter the name in the Dictionary subsystem. See Chapter 4, “Dictionary,” for more information on administering names for skills.
Timetable	You can place the Move Extensions Between Skill Groups window on a timetable. See Appendix D, “Timetable and Shortcut,” for more information. When Timetable is used to move extensions between skill groups, information about the status of the move is not saved.

The Move Extensions Between Skill Groups window (G2.2 with EAS)

Use the Move Extensions Between Skill Groups window to view current extension assignments or to move extensions between skill groups.



Using the Move Extensions Between Skill Groups window

Instructions for using the Move Extensions Between Skill Groups window follow. As you read the following topics, refer back to the Move Extensions Between Skill Groups window in the previous paragraph.

Field/action list usage

This section tells you how to use the action list.

Modify	<p>This command moves the specified extensions to the specified skill group.</p> <p>If you select Modify and the entire move request fails because the link to the switch is down, the information you entered in the input window is not valid. An Acknowledgment window shows the reason for the failure.</p> <p>If the entire move is successful, Successful appears on the status line. If one or more of the requested moves fail, a secondary status window shows the extensions that were not moved and the reason.</p>
---------------	--

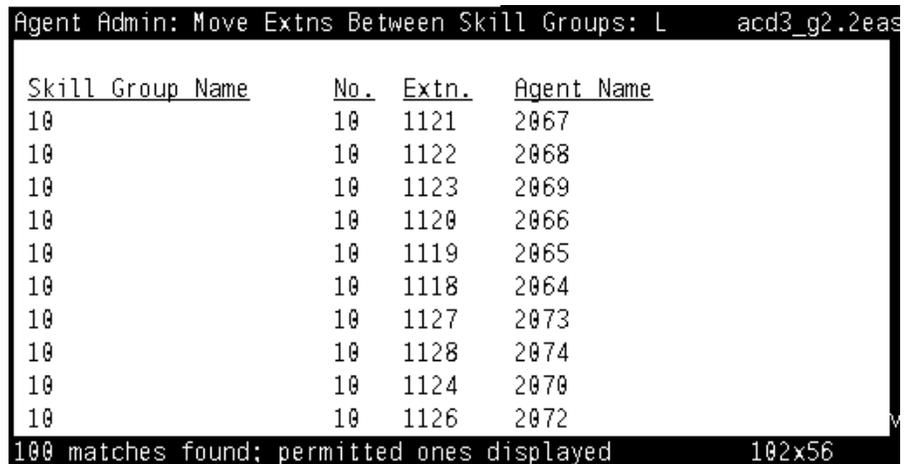
Field descriptions

Fill in the following fields as described:

Skill group:	Enter the number or name of the skill group to which the extensions currently belong (for searching) or to which you wish to move the extensions. The number or name must have been previously assigned in the Dictionary subsystem. Skill group numbers must end in zero. Names must correspond to skill group numbers that end in zero.
Extensions :	Enter lists or ranges of extensions (a total of as many as 1023) to be moved.

Lists all windows

When you choose *List All* in the Move Extensions Between Skill Groups, the following window appears:



Agent Admin: Move Extns Between Skill Groups: L acd3_g2.2eas

<u>Skill Group Name</u>	<u>No.</u>	<u>Extn.</u>	<u>Agent Name</u>
10	10	1121	2067
10	10	1122	2068
10	10	1123	2069
10	10	1120	2066
10	10	1119	2065
10	10	1118	2064
10	10	1127	2073
10	10	1128	2074
10	10	1124	2070
10	10	1126	2072

100 matches found; permitted ones displayed 102x56

Status window

If one or more of the requested moves fail, a secondary status window shows the extensions that were not moved and the reason.

Appendix I Agent Administration

CMS Interface Basics

General information

Overview

The primary interface you use to access and administer *CentreVu* CMS R3V6 Call Management System is the MS Windows-type interface that is a part of *CentreVu* Supervisor. *CentreVu* Supervisor gives you access to all user-related functions of *CentreVu* CMS.

However, with *CentreVu* CMS R3V6 CMS, you can still perform several *CentreVu* CMS functions using the traditional CMS terminal emulator-type interface, the interface that was available in earlier versions of *CentreVu* CMS.

Purpose

This chapter gives you the background information you need to access the *CentreVu* Call Management System using the traditional CMS terminal emulator-type interface, the interface that was available in earlier versions of *CentreVu* CMS.

The following topics are covered in this chapter:

- Terminology
- Logging into and out of CentreVu CMS
- The CentreVu Agent Administration CMS interface window
- Navigating the CMS window
- Using action lists
- Working with reports
- Screen-labeled keys

Related Information

You will find detailed instructions for accessing specific features of the *CentreVu* CMS through the CMS interface in Appendix H, “Using the Agent Administration CMS Interface.”

Entering and exiting *CentreVu* CMS

Overview

Purpose

This section tells you how to log into and log out of CentreVu CMS.

Logging into CentreVu CMS

Overview

CentreVu CMS is a menu-driven system that operates through a series of interactive windows. To use CentreVu CMS you must first log in.

If CentreVu CMS is in the single-user mode and you are the “single user,” when you log out you must wait at least 10 seconds before you can log in again.

Logging in

To log into CentreVu CMS, do the following:

1. Turn on your terminal or, if your terminal is already on, press the *Return* key.

Result

The login prompt appears.

When you turn on the terminal, it may display a string of characters, for example, a string of Xs instead of the login prompt.

If this happens,

- a. Press the *Break* key.
 - b. Press the *Return* key.
 - c. Press the *Break* key again.
 - d. Continue to alternately press these two keys until the login prompt appears.
2. Enter the CentreVu CMS login ID.

Result

The `Password` prompt appears.

3. Enter your CentreVu CMS password (it does not appear on the screen).

Result

The `Enter your terminal type` prompt appears.

Your password must contain at least six characters. Also, at least one character must be a number or special character, and at least two characters must be alphabetic.

4. Enter your terminal type.

Result

The CentreVu CMS *MainMenu* appears.

If `$` or `#` appears instead of the terminal type prompt, type `cms` and press the *Return* key.

If your system is functioning properly, but your login attempt was unsuccessful, you may have entered your user ID or password incorrectly. Try logging in again.

Logging out of CentreVu CMS

Logging out

To log out of CentreVu CMS, do the following:

1. On the *MainMenu*, select *Logout*.
2. Press the *Return* key.

Result

All windows are closed, and the login prompt appears. If you have asked to be notified of open windows when you log out and you have open windows, you receive an Acknowledgment message that allows you to remain logged in until you close all open windows.

If the prompt displays `$` or `#` when you log in, it also displays `$` or `#` when you log out. In this case, enter `exit` to display the login prompt.

The Agent Administration CMS window

Overview

Purpose

This section contains a description of the layout and components of the Agent Administration CMS window that appears when you log into CentreVu CMS.

Contents

This section covers the following topics:

- CentreVu CMS screen layout
 - User windows
 - Using CentreVu CMS.
 - Common rules for field entry
 - Editing a field
 - Redrawing a screen
-

CentreVu CMS screen layout

Overview

The following two graphics illustrate the CentreVu CMS screens that appear when you first log into CentreVu CMS. The first graphic shows the screen that appears when an administrator logs on, and the second graphic shows the screen that appears when a supervisor logs on.

The title bar and screen-labeled keys (SLKs) are always present on screen, no matter how many windows you open.

Although the SLKs are always displayed at the bottom of your screen, the window examples in this appendix and Appendix H typically do not show the SLKs.



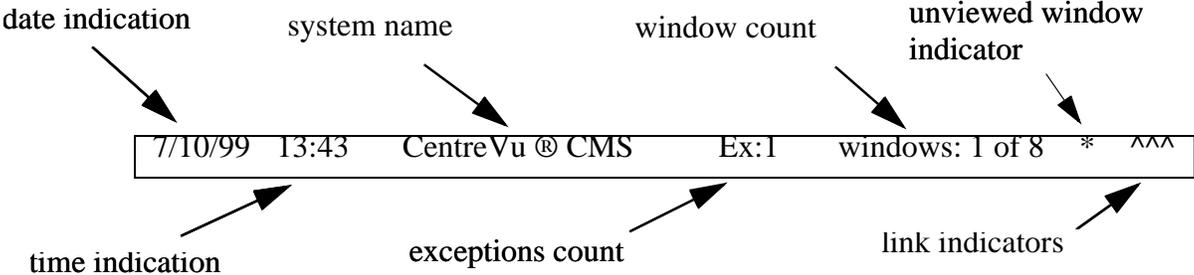
Window that appears when an administrator logs on



Window that appears when a supervisor logs on

Title Bar

The title bar is a single line at the top of the screen. Windows are not allowed to overlap the title bar.



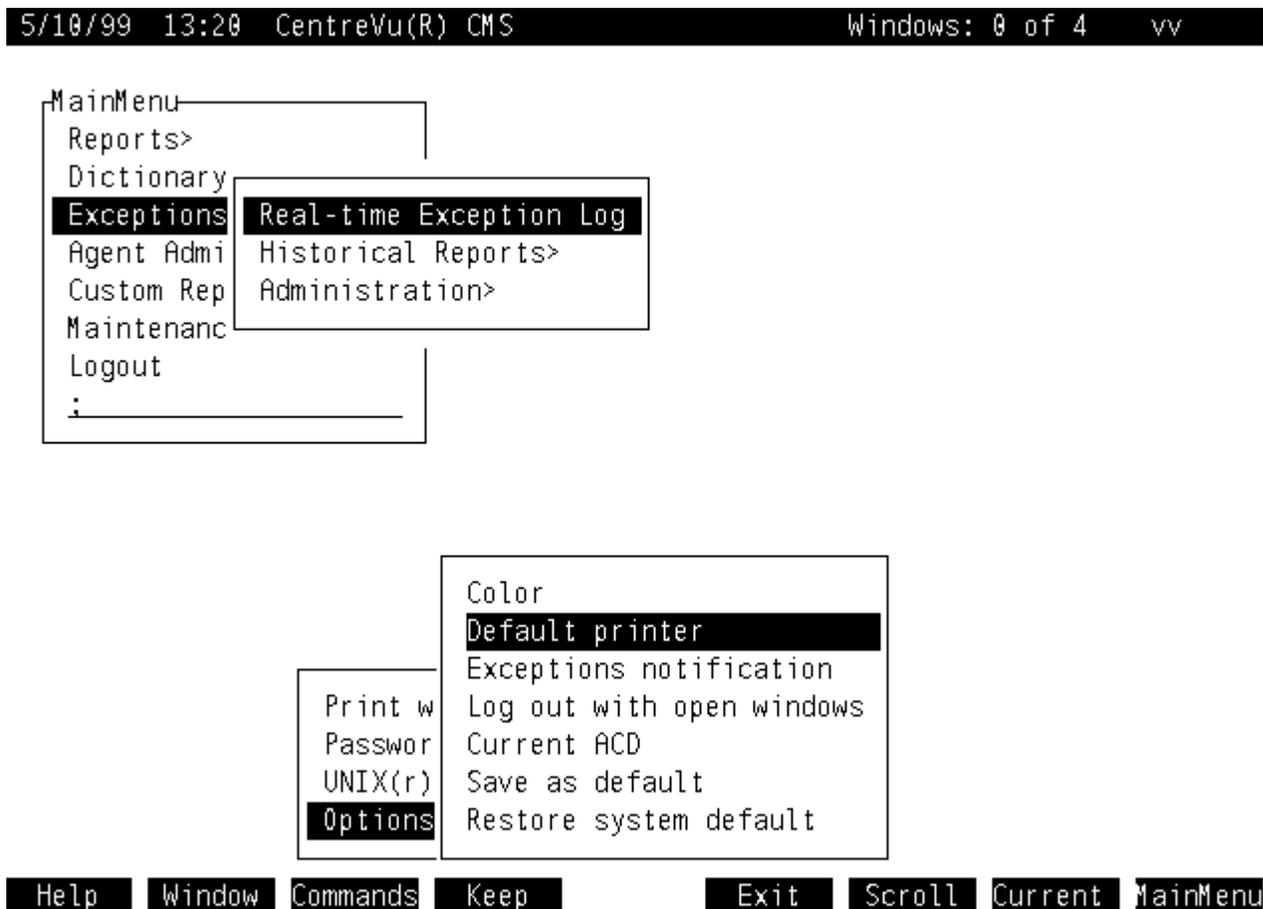
The title bar displays the following information:

Date	The current month, day, and year, as set on the master ACD
Time	CentreVu CMS time, which is the master ACD date and time. The time is updated every 60 seconds.
System Name	This is the CentreVu Call Management System.
Window Count	The first number is the number of primary windows currently open, and the second number is the maximum number of primary windows you can open. The maximum number of open primary windows per CentreVu CMS user is 12. The CentreVu CMS administrator can limit the number of windows open at any one time (1 to 12) for each user. See Chapter 8, "User Permissions," for more information.
Exceptions count	The current total for both peg count exceptions and timed exceptions for all ACDs for which you have exception permissions. The exceptions count is cleared at the end of each interval. See chapter 5, "Exceptions."

Unviewed Window Indication	An asterisk appears in the window count area any time a newly opened window is not made current using the Current SLK or Window SLK list menu item. The asterisk serves as a reminder that the new window has arrived, but may not be visible.
Link Indicator	Each carrot (^) indicates that the link is up; an inverted carrot (v) indicates that the link is down. This is the status for each ACD link.

Menu characteristics

This figure shows the CentreVu CMS MainMenu with a sample submenu and a sample SLK menu and submenu.



The menu and submenu characteristics are

- Menu and submenu item selection is not case-sensitive. Either uppercase or lowercase letters are acceptable.
- Menus and submenus guide you through CentreVu CMS. They cannot be moved or resized.

- A “>” after any menu item indicates that a submenu will appear when the menu item is selected.
- Menus and SLK menu items bring up primary windows. These windows act as any other user window and count in the user window count.
- For a given user, if read permission to a particular subsystem is turned off, that subsystem is not shown on the menu or submenu.
- Menu and submenu items that do not apply (for example, *Color*, if you are using a monochrome terminal) are grayed out. The cursor skips these choices.

Default choice for all menu items

When you first log into CentreVu CMS, the top entry of any menu/submenu, including SLK menus/submenus, is the default choice.

After you make a menu/submenu item selection, that selection becomes the default choice. The last selection you make from any menu/submenu, including SLK menus, remains the default choice for the particular menu/submenu until you log out of the CentreVu CMS or make another selection. The CentreVu CMS always returns to your last selection during the current login session.

Choosing a menu item

There are three ways in which you can choose a menu item:

- Enter the first unique letter(s) of the menu item, for example, *D* for Dictionary. Use either uppercase or lowercase letters.

The letter search starts from the next menu item and goes down the menu. If necessary, the search wraps around to the top of the menu and continues down until a match is found. If no match is found, a beep sounds.

The cursor's position indicates which menu item is being selected.

- Use the up or down arrow keys to move the highlight bar to the desired menu item. Once the menu item is highlighted, press the *Return* key to select it.

If your keyboard does not have arrow keys, use the *Tab* key to move forward and down, and the *Shift + Tab* key combination to move backward and up.

- Combine the use of letters and arrows.

When menus disappear

When a user window is selected from any menu/submenu/SLK menu, all menus disappear.

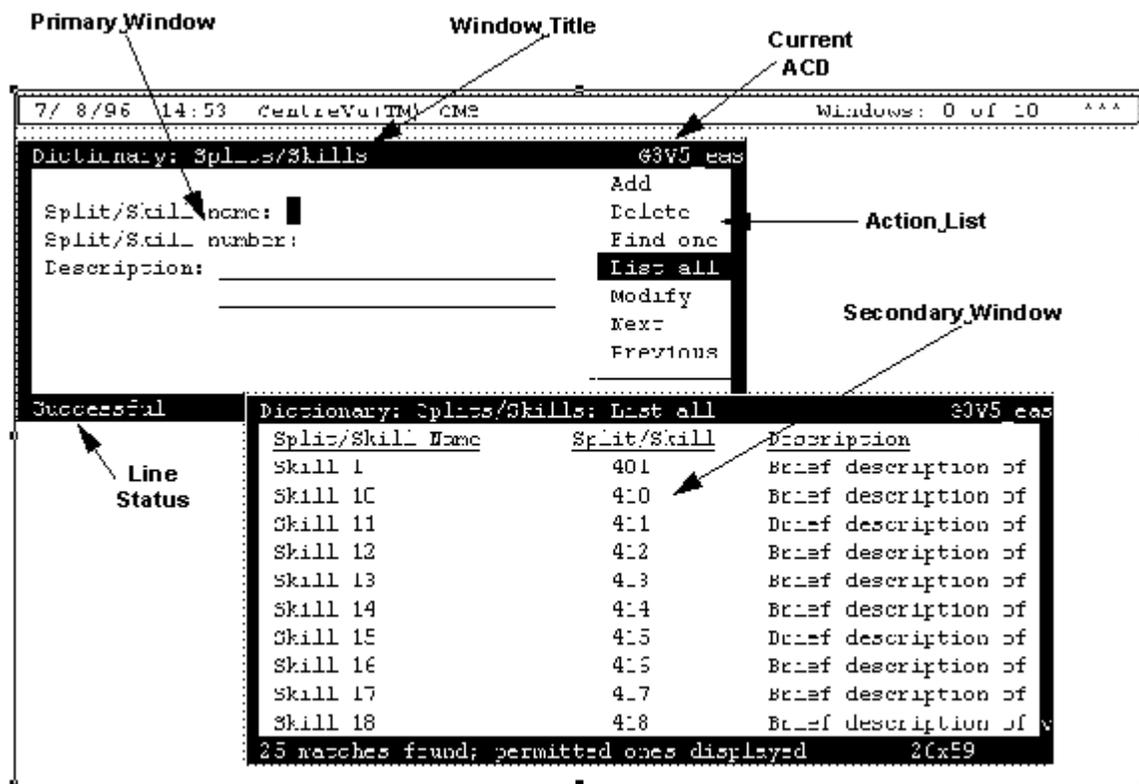
If you press the *Current* SLK when you are in any menu, all the menus disappear and the previous window in the window stack becomes the current window.

If you return to the MainMenu using the *MainMenu* SLK, all submenus and SLK menus disappear.

User windows

Overview

This figure shows an example of a user window. Windows with data entry fields, reports, and some help windows are user windows. You can move, size, and scroll all user windows, unless there is nothing to scroll.



User window components

The user window consists of the following components: and characteristics:

primary window	A user window that appears after you select a menu item is called a primary window. Primary windows are used to complete or specify a task and may generate another user window (secondary window). Primary windows can be moved, sized, or scrolled, and they count in the user window count.
secondary window	Secondary windows are generated by a primary window. They display the data requested from the primary window or allow additional tasks to be completed. Secondary windows can be moved, sized, or scrolled, but they do not count in the user window count.
User window count	<p>Each CentreVu CMS user can have up to 12 open primary windows at any one time.</p> <p>The actual number of open windows permitted for each CentreVu CMS user is administered through user permissions (see Chapter 8, “User Permissions”), and the window count is displayed on the title bar. If you attempt to exceed your user window limit, an error message appears, and you cannot open more windows until you close at least one window.</p> <p>The number of open user windows directly affects processor resources.</p>
Window title	The window title indicates which CentreVu CMS subsystem you are in and the ACD to which the window applies. If you make a change in the window, the change applies only to the ACD indicated in the window title, unless the title shows All ACDs or you entered an ACD number in a field in the window.

<p>Closing user windows</p>	<p>User windows remain open until closed by the <i>Exit</i> SLK or by logging out. The <i>Copy</i> windows in Timetable and Shortcut and some custom report user windows close automatically when you select an action item that completes a task. See Appendix D, “Timetable and Shortcut,” for information on timetables and shortcuts, and the CentreVu CMS R3V5 Custom Reports (585-215-822) document for the custom report user windows.</p>
<p>Messages</p>	<p>In conjunction with user windows, message windows display information, such as field help and error messages. Message windows are display-only windows and cannot be moved, sized, or scrolled. They do not count in the user window count, and are never the current user window.</p> <p>Messages you receive because of an error automatically disappear when the error is corrected and you leave the input field. If you exit the user window, the error message also disappears.</p>
<p>Acknowledgment windows</p>	<p>Acknowledgment windows appear in conjunction with user windows to inform you that what you are currently doing is potentially hazardous or to notify you of errors you have made. Some Acknowledgment windows require that you respond to a yes or no question before you can proceed with any other work in the current window, while other windows require that you press the <i>Return</i> key.</p>

Navigating the CentreVu CMS window

Overview

Purpose

Before you can select any menu item or enter anything in an input window, you must know how to use your keyboard to move through CentreVu CMS.

The section tells you how to move around in the CentreVu CMS window, that is, how to move your cursor, select items in the window, and interpret certain messages.

Contents

This section covers the following topics:

- Special keys
 - Paging and scrolling data
 - Status line and status messages
 - Common rules for field entry
 - Field editing
-

Special keys

Overview

Before you can select any menu item or enter anything in an input window, you need to know how to use your keyboard to move through CentreVu CMS.

The keys

Use the following keys to move around in the CMS Administration windows.

down arrow	The down arrow moves the cursor down to the next menu item (SLK menus included), action list selection, or input field. The down arrow is also used to page or scroll output, for example, reports. See the Paging and Scrolling Data section of this chapter.
up arrow	The up arrow moves the cursor to the previous menu item (SLK menus included), action list selection, or input field. The up arrow is also used to page or scroll output, such as reports. See the Paging and Scrolling Data section of this chapter.
right arrow	The right arrow moves the cursor one position to the right in an input field and stops when you reach the end of the field. When you use the right arrow to move through a field, no information is changed. The right arrow can also select menu items and can be used to scroll horizontally.
left arrow	The left arrow moves the cursor one position to the left in an input field and stops when you reach the beginning of the field. When you use the left arrow to move through a field, no information is changed. The left arrow can also exit submenus and can be used to scroll horizontally.
Tab/Shift Tab	The <i>Tab</i> key moves the cursor to the next field or menu item. Holding down the Shift key and pressing the Tab key moves the cursor to the previous field or menu item.
Enter/Return	The <i>Enter</i> or <i>Return</i> key indicates that you want CentreVu CMS to act on what you entered or selected.
Back Space	The <i>Ctrl + h</i> key combination or the <i>Back Space</i> key erases the previous character in an input field (destructive backward space).
Space Bar	Pressing the Space Bar erases the next character in an input field.

Paging and scrolling data

The arrow keys can be used to page or scroll the contents of the window.

NOTE: When you are using an output window, simply use the arrow keys as described below. When you are using input windows, first press the SCROLL SLK to activate the arrow keys. See *SCROLL SLK* in this appendix for more information.

Using the arrows by themselves shows the next page of data in the direction of the arrow. For example, pressing the down arrow in a List All window shows the next page of data. You can scroll the data by preceding the arrows with a number indicating how many lines or columns to scroll. For example, entering 10 followed by the down arrow scrolls the window contents by ten lines.

The arrows (<, >, ^, v) appear in the lower right corner of the window's border to indicate in which direction more data exists.

Status line and status messages

The status line on a user window shows the condition for a given process and can display any one of the following messages:

Working

Appears until the action is complete. The window is locked during this time.

Successful

Appears when an action is complete without errors.

Error

Appears when a syntactical error is found in a field. An error message with field help also appears.

Failed

Appears when an action request cannot be completed. An Acknowledgment window explains why the request cannot be completed.

Does not exist

Appears when a record you are trying to modify, delete, or search for is not found in the database.

Already exists

Appears when a record you are trying to add is found in the database. This message also appears when you attempt to add a range of items, some of which exist and some of which do not. The ones that do not exist are added to the database; the ones that exist are left unchanged.

Cancelled

Appears when you cancel a potentially destructive action in an Acknowledgment window.

Inserting

Appears when a field is being edited using the *Ctrl + E* key combination to insert characters.

N matches found

Appears when a *Find one* action is completed.

N matches found; permitted ones displayed

Indicates the number of matches found by *List all* and serves as a reminder that you may not have permission to view or modify all matches found.

No permission

Appears if you do not have read permission for the match or matches found in the search. This could occur on the first match found during a *Find one* or on any match when the result of stepping through the *Find one* matches the result of selecting *Next* or *Previous*.

See status window

Appears when a status window appears to further explain the condition.

Common rules for field entry

When you enter data into input window fields, the following rules apply.

Names (synonyms)

Names

- Must begin with an alphabetic character. Characters are case sensitive.
- Can consist of from 1 to 20 characters. You can use letters, numbers, underscores, blanks, commas, periods, and plus signs.

Field descriptions

Field descriptions can consist of from 1 to 50 characters. All keyboard characters are allowed except the backslash, grave accent, tilde, double quotation marks, pipe symbol, asterisk, and question mark.

Number

When you enter numbers, remember the following:

- Ranges can be entered by placing a hyphen between entries, for example, Login IDs: 1000–1053.
- A numeric range cannot include more than 1000 numbers, for example, 1000-1999, 1050-2049, 2000-2999 are valid, but 1000-2000 is not valid.
- Lists can be entered by placing a semicolon between entries, for example, Login IDs: 1002;1100;2022.

A combination of ranges and lists can also be used.

pattern searching

Pattern searching is allowed for string fields

- If you know your field entry begins with “ac,” you can enter *ac** in the field. The asterisk (*) matches any numbers or characters that follow the “ac.” You could have several matches, no match, or only one match. If you enter only an * in a field, you get a list of all entries in the CentreVu CMS database for that particular field.
- A question mark (?) matches a single number or character in the search pattern. For example, if you typed *ac?* in a field, the resulting matches would be items in the CentreVu CMS database that begin with “ac” and have three letters, such as *acd*.
- You can also leave the field blank to get a list of all entries in the CentreVu CMS database for that particular field.

Pattern searching is not allowed in name (synonym) fields, except in the Dictionary subsystem. For example, in a report input window with a Split(s)/Skill(s): field, you can enter a list of splits/skills or a range of numeric splits/skills, but you cannot enter *Sa**.

Field editing

The following list describes various methods you may use to edit a field

- Use the arrow keys and overwrite the text.
Overtyping is the default edit mode.
- Use the *Back space* key or the *Ctrl + H* key combination and overwrite the text.
- Use the space bar and overwrite the text.
- Use the *Ctrl + E* key combination to insert text.
To stop inserting, press the *Ctrl + E* key combination again, or use the arrow or the *Tab* key to go to the next field.
- Use the *Ctrl + X* key combination to erase the area between the cursor and the end of the field.
- Use the *Ctrl + Y* key combination to erase the entire field.
- Use the *Ctrl + Z* key combination to erase all field inputs and clear the status line. The cursor returns to the first field in the input window.
- Use the *Ctrl + C* key combination or the left arrow to move from the action list back to an input field without selecting an action list item

You can cancel moving and sizing by using the *Ctrl + C* key combination before the move or resizing is complete. You can also cancel block-oriented activities in custom reports. See the CentreVu CMS R3V5 Custom Reports (585-215-822) document for any custom report information.

Action lists

Overview

Purpose

Action lists display the different actions that can be performed in user windows. They appear in menu format in the upper-right corner of user windows. Action lists are always visible; you cannot size or scroll a window to cover its action list.

The action list procedures in this section apply to all subsystem windows within CentreVu CMS. A few windows have unique action items, and the procedures for those action items are described with those particular windows.

The default entry in any action list is the top entry when you first enter the window. After you select an action, that action becomes the default selection until you close the window or make another selection.

Contents

This section describes the following topics:

- Action list entries
- Making an action list selection
- Adding an entry to the CentreVu CMS
- Deleting an entry from the CentreVu CMS
- Finding one CentreVu CMS entry
- Finding the next CentreVu CMS entry
- Finding the previous CentreVu CMS entry
- Listing all CentreVu CMS entries
- Modifying a CentreVu CMS entry

Action list entries

Using the action list From the action list, you are able to do the following if the item appears in the action list.

Add	Adds the inputs on the current user window as an entry to CMS. If an entry already exists, the entry is not added to CMS and <i>Already exists</i> appears on the status line.
Delete	Removes the entry on the current user window from CMS. If the CMS entry does not exist, <i>Does not exist</i> appears on the status line.
Find one	Searches CMS for entries that match the values in the fields. The values for first match found are displayed in the fields. The total number of matches found is displayed on the status line. The matches are displayed in numeric order. You can also search on strings. For example, if you know your field entry begins with the letters "ac," you can enter <i>ac*</i> in a field and select <i>Find one</i> . You cannot use an <i>*</i> or <i>?</i> in synonym fields marked with (s); for example, <i>Split(s)</i> .
Get contents	Provides access to the members of an agent group and the tasks associated with a timetable or shortcut.
List all	Brings up a secondary user window that lists all the entries that matched the current field values. The secondary window becomes the current user window. To make a change to the search fields, you must go back to the primary (original) window. You must select <i>List all</i> again to see the change If you want a listing of everything pertinent to the window, clear all fields or leave all fields blank and select <i>List all</i> .

Modify	Changes the CMS entry on the current user window to reflect the new data entered on the user window. If the database entry does not exist, <i>Does not exist</i> appears on the status line. If you leave any fields blank with <i>Modify</i> , those blank fields clear (nullify) the data currently in the database. Therefore, you should select <i>Find one</i> first to view the data, and then select <i>Modify</i> after you change the values you want to change.
Next	Displays the next match found after selecting <i>Find one</i> . Next works only with <i>Find one</i> , <i>Next</i> , and <i>Previous</i> . Otherwise, the selection is grayed out.
Previous	Displays the previous match found after selecting <i>Find one</i> . <i>Previous</i> works only with <i>Find one</i> , <i>Next</i> , and <i>Previous</i> . Otherwise the selection is grayed out.
Run	Runs the process, for example, a report, for the current window.

Making an action list selection

Note:

Use the left arrow or the *Ctrl + C* key combination to return to the input window at any time without selecting an action list item.

Selecting from the action list

To make an action list selection, do the following:

1. After you fill in all required fields, press the *Return* key.

Result

The cursor moves to the action list.

2. Type the first character of the action list item you want, for example, press the *D* key for Delete,

or

Press the down or up arrow keys to move the cursor to the item.

3. Once the appropriate action is highlighted, press the *Return* key to make your action list selection.

Result

Any appropriate status line message appears, and the cursor returns to the previous location in the input window.

Adding an entry to CentreVu CMS

Note:

If the entry you are trying to add already exists, `Already exists` appears on the status line, and the `Add` fails.

Adding an entry

To add an entry to the CentreVu CMS database, do the following:

1. Type the first unique character(s) of the entry, for example, the `D` key for `Dictionary`, to make a selection from the CentreVu CMS `MainMenu` or subsystem menu.
2. Press the *Return* key.

Result

The appropriate user window appears.

3. Enter the appropriate data in the input field(s) on the user window.
4. Press the `A` key (or use the arrow keys) to move your cursor to `Add` on the action list.
5. Press the *Return* key.

Result

`Add` is highlighted, and `working` appears on the status line until the action is completed. Next, `Successful` appears to indicate that the information has been added to the CentreVu CMS database.

Deleting an entry from CentreVu CMS

Note:

If you use pattern searching to delete records from the database, an `Acknowledgment` window appears warning you that more than one record may be deleted if you continue. The window allows you to cancel the delete action.

If the entry you are trying to delete does not exist, `Does not exist` appears on the status line.

Deleting an entry

To delete an entry from the CentreVu CMS database, do the following:

1. Type the first unique character(s) of the entry, for example, the *D* key for Dictionary, to make a selection from the CentreVu CMS MainMenu or subsystem menu.
2. Press the *Return* key.

Result

The appropriate user window appears.

3. Enter the appropriate data in the input field(s) on the user window.
You may want to select *Find one* from the action list to be sure you are deleting the right entry.
4. Press the *D* key to move your cursor to *Delete* on the action list.
5. Press the *Return* key.

Result

Working appears on the status line until the action is completed. Next, *Successful* appears, indicating that the information has been deleted from the CentreVu CMS database.

Finding one CentreVu CMS entry

Note:

With *Find one*, CentreVu CMS searches for records that match the data entered in all fields. Fields left blank match everything in the database. You can also use ranges for numerical fields and the asterisk (*) or question mark (?) for name/text fields. Numeric ranges cannot be more than 1000 numbers, for example, 1000-1999, 1050-2049, 2000-2999.

Finding an entry

To find one CentreVu CMS database entry, perform the following procedure

1. Type the first unique character(s) of the entry, for example, the *D* key for Dictionary, to make a selection from the CentreVu CMS MainMenu or subsystem menu.
2. Press the *Return* key.

Result

The appropriate user window appears.

3. Enter the appropriate data in the input field(s) on the user window.
4. Press the *F* key to move your cursor to *Find one* on the action list.
5. Press the *Return* key.

Result

Working appears on the status line until the action is completed. Data from the first entry that matches appears in the fields, and the total number of entries that match are displayed on the status line

Finding the next CentreVu CMS entry

Note:

Next is grayed out until you select *Find one*.

If selecting *Find one* results in only one match, *Next* is still grayed out.

If the last match is displayed and you select *Next* again, *Next* starts over with the first match found.

Finding the next entry

To find the next CentreVu CMS database entry, do the following:

1. After you select and complete *Find one*, *Next* or *Previous*, press the *Return* key.

Result

The cursor moves to the action list.

2. Press the key to move your cursor to *Next* on the action list.
3. Press the *Return* key.

Result

Working appears on the status line. When the action is completed, *Successful* appears. The next match found appears in the input fields.

Finding the previous CentreVu CMS entry

Note:

Note: *Previous* is grayed out until you select *Find one*.

If selecting *Find one* results in only one match, *Previous* is still grayed out.

If the first match is displayed and you select *Previous*, *Previous* displays the last match that was found.

Finding the previous entry

To find the previous CentreVu CMS database entry, do the following:

1. After you select and complete *Find one*, *Next*, or *Previous*, press the *Return* key.

Result

The cursor moves to the action list.

2. Press the *P* key to move your cursor to *Previous* on the action list.
3. Press the *Return* key.

Result

Working appears on the status line until the action is completed.

Next, *Successful* appears. The previous match found appears in the input fields.

Listing all CentreVu CMS entries

Note:

With *List all*, CentreVu CMS searches for records that match the data entered in all fields. Fields left blank match everything in the database. You can also use ranges for numerical fields and the asterisk (*) or question mark (?) for name/text fields. Numeric ranges cannot be more than 1000 numbers, for example, 1000-1999, 1050-2049, 2000-2999.

To make a change to any entry that appears in the *List all* window, you must go back to the primary (original) window, make the change, and then select *List all* again to see the change.

Listing all entries

To list all CentreVu CMS database entries, do the following:

1. Type the first unique character(s) of the entry, for example, the *D* key for Dictionary, to make a selection from the CentreVu CMS MainMenu or subsystem menu.
2. Press the *Return* key.

Result

The appropriate user window appears.

3. Enter the appropriate data in the input fields on the user window.
4. Press the *L* key to move your cursor to *List all* on the action list.
5. Press the *Return* key.

Result

List all is highlighted, and *Working* appears on the status line until the action is completed. Next, *Successful* appears.

A secondary user window appears with the List all information.

Modifying a CentreVu CMS entry

Note:

Any fields left blank while you use *Modify* will nullify the data currently in the database. Select *Find one* to view the database entry and change the appropriate fields. Next, select *Modify* from the action list. Records that exist within the specified range are modified. If the entry you are trying to modify does not exist, *Does not exist* appears on the status line. In that case, you must add the entry.

Modifying an entry

To modify a CentreVu CMS entry, do the following:

1. In the MainMenu, scroll to the menu item you want to modify.
2. Press the *Return* key.

Result

A submenu appears.

3. Scroll to the submenu item you want to modify.
4. Press the *Return* key.

Result

The appropriate user window appears.

5. Enter the appropriate data in the input fields on the user window.

NOTE: If you want to view the database entry that you intend to modify, select *Find one* and press the Return key. The current window values appear.

6. Modify the desired fields.
7. Press the *Return* key.
8. Scroll to *Modify* on the action list or press the *M* key to move your cursor to *Modify* on the action list.
9. Press the *Return* key.

Result

Modify is highlighted, and *Working* appears on the status line until the action is completed. Next, *Successful* appears, indicating that the information has been modified in the CentreVu CMS database.

Working with reports

Overview

Purpose

This section tells you how to create (run) reports that appear on your monitor screen and how to print historical reports.

Contents

This section covers two topics:

- Running a report
 - Printing historical reports
-

Running real-time and historical reports

Running reports

To run a report, do the following:

1. Make a selection from the appropriate menu(s)

Result

The report input window appears.

2. Enter appropriate data in the report input window.
3. Press the *Return* key.

Result

The cursor moves to the action list.

4. Press the *Return* key again to select **Run**.

Result

Working appears on the status line until the report appears on screen. When the report appears, the input window disappears. It reappears when you exit the report window.

Displaying and printing historical reports

Overview

You can select your report destination and run the report from within the report input window shown in the figure below.

If you select *File* as the report destination, the report is stored in the UNIX system or Solaris system file (you choose which). CentreVu CMS users typically do not have access to the UNIX system/Solaris system and will not be able to access report data stored in those files.

The only time you need to select the report destination is when you want to change the destination from what is shown in the report input window. The default destination, *Terminal*, displays the report on your terminal screen.

```

Rpts: Hist: VDN: Report (Skill): Interv Portuguese
VDN: _____
Date: _____
Times: _____

Report destination (Select one):
<x> Terminal
<_> Printer, Printer name: _____
<_> File,
    File name: _____
  
```

Running the report

Important!

Note: For printed reports, *Successful* means the report has been queued for the printer. It does not mean the report has been printed.

To print a historical report, do the following:

1. Make a selection from the Historical reports menu.

Result

The report input window appears.

2. Enter the appropriate data in the report input window. If you want to change the report destination, enter an *x* next to terminal, printer, or file.

NOTE: If you select *Printer* and want to use a printer other than your default printer, enter the printer name. If you select

File, enter a file name. If the file name already exists, the existing file is overwritten with the new report data. The file is placed in your home directory in the UNIX system (/usr/<your login ID>) or Solaris system (/export/home/<your login ID>) for the UNIX system) unless you specify a full path name to another directory.

3. Press the *Return* key.

Result

The cursor moves to the action list.

4. Press the *Return* key again to select the *Run* action item to print the report, display the report, or send the report to a file.

Result

Working appears on the status line until the action is completed.

Screen-labeled keys

Overview

Purpose

The remaining sections in this appendix tell you how to use the first eight function keys, F1 through F8, at the top of your keyboard. These keys correspond to the screen labels — see the following figure — at the bottom of your terminal screen.



Each screen label indicates the function that the corresponding function key performs in CentreVu CMS. The following paragraphs describe each screen-labeled key (SLK) and its menus.

Contents

Some screen labels (function keys) perform only one operation, and some perform many operations. For this reason, some function keys are grouped together in a section and others are treated in a unique section.

The eight SLKs are described in the following Sections:

- Help SLK
- Window SLK
- Commands SLK
- Other SLKs

The remaining SLKs are

- Keep SLK
- Exit SLK
- Scroll SLK
- Current SLK
- MainMenu

Help SLK

Overview

The Help SLK accesses the menu shown below. This menu allows access to CentreVu CMS on-line user information. For example, if you need help with a particular input field or menu item, you can select *Field Help* while the cursor is in this field or on the menu item, and receive information pertaining to that particular field. If you need help on the use of a window, select *More help* to get the information.



The five parts of Help are

- Field Help
- More Help
- General Help
- Automatic on
- Automatic off.

Field help

Field help messages are available for all data-input fields and menu items. These messages give a short description of the field and its allowed values. Field help messages remain on the screen until you leave that field. If you go to another window without leaving the field, the help message remains and could be overlapped by the new current window.

More help

More help displays a user window containing expanded information about the current primary user window or menu selection. More help is for primary windows only, not output windows, such as list all windows.

General help

The General Help submenu shown below gives information about the CentreVu CMS user interface itself, such as how to make a menu

selection, how to access an action list, what SLKs do, and so forth. The information is displayed in user windows:



Windows	Gives you general information about windows.
Field Editing	Gives you the commands for inserting, overtyping, and clearing field contents using the cursor, and how to move between fields.
Menus	Gives general information about menus. Descriptions include making a menu selection and getting out of a menu.
Action lists	Tells you how to make selection in an action list.
Title Bar	Gives you information about the content and location of the CentreVu CMS title bar. This information includes the time of day, number of open windows, exception count, etc. See the Title Bar section earlier in this chapter.
SLKs>	Tells you how to select Screen-Labeled Keys (SLKs) and briefly what each SLK does.

Automatic on

Automatic on provides a Field help message for each field or menu item as you step through CentreVu CMS. Automatic help messages appear for every field/menu until you select the *Automatic off* mode.

Automatic off

Automatic off turns off the *Automatic on* help messages.

Window SLK

Overview

Use the Windows SLK to list, move, and size windows. The following figure shows the Window SLK menu.



Moving a window

Important!

This menu item allows you to move the current window. You cannot move a window off the screen. When you move a window

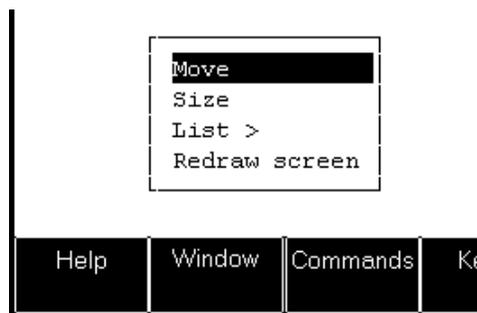
- *Ctrl + C* cancels a move.
- You can precede the arrow keys with a number that represents the number of rows or columns to move. For example, pressing 7 and then pressing the down arrow moves the cursor down seven rows.
- You must complete or cancel a move before you can use any other SLK. If you do select an SLK before completing the move, a beep sounds. Press the *Return* key to complete the move.

To move an open window, do the following:

1. Press the *Window* SLK.

Result

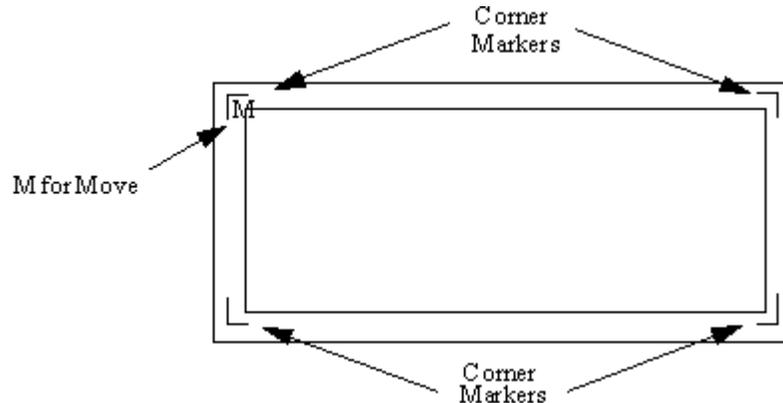
The Window menu appears.



2. Select *Move* and press the *Return* key.

Result

Corner markers appear on the window.



3. Using numbers and/or the up, down, left, or right arrows, move the corner markers to where you want them, and press the *Return* key.

Result

The window moves to the corner markers. Corner markers disappear, and the cursor returns to the window.

Sizing a window

Important!

This menu item allows you to change the size of the current window. You can size report windows so that you see only what you are interested in. When you size a window,

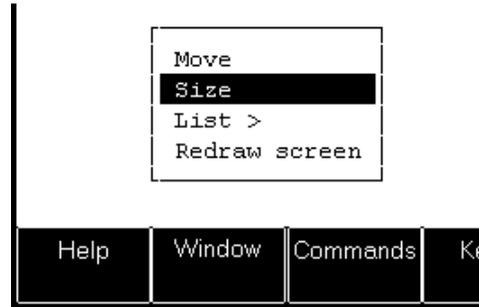
- You cannot size a window smaller than its action list, and you cannot size an input window smaller than the default size.
- The *Ctrl + C* key combination cancels a size change and returns a resized window to its original size.
- The upper-left corner of any window is fixed. You can size only by moving the lower-right corner down-and-right or up-and-left.
- You can precede the arrow keys with a number that represents the number of rows or columns to move. For example, pressing 7 and then pressing the down arrow moves the cursor down seven rows.
- You must complete or cancel sizing a window before you can use any other SLK. If you select an SLK before completing the size, a beep sounds. Press the *Return* key to complete sizing the window.

To size the current window, do the following:

1. Press the *Window* SLK.

Result

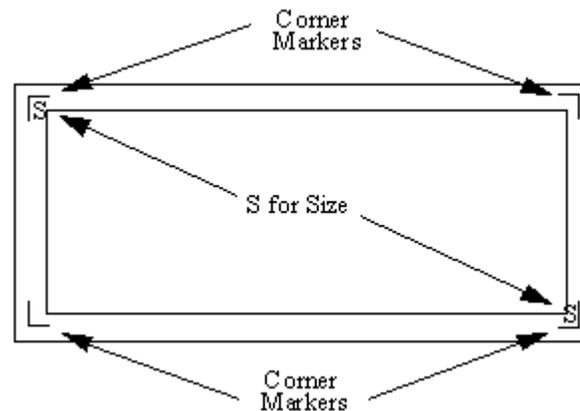
The Window menu appears.



2. Select *Size* and press the *Return* key.

Result

Corner markers appear on the window.



3. Using numbers and/or the up, down, left, or right arrows, move the bottom-right corner marker to the desired position, and press the *Return* key.

Result

The window moves to the corner marker. The corner marker disappears, and the cursor returns to the window.

Listing open windows

Important!

The *List* submenu displays a menu of titles for all the active windows. You can select any one of the active window titles from the list and that window becomes the current window. When you use the *List* option:

- If no windows are open and you select *List*, an Acknowledgment window appears declaring This submenu is currently empty. Press the *Return* key to continue.
- An asterisk (*) next to the window title indicates a window that has not yet been viewed. For example, if you are in the process of opening a window and you press the MainMenu SLK and select

another window, the first window will not appear. It will be listed with an asterisk next to the title in the List menu. You can make any window with an asterisk current by selecting the appropriate menu item or by using the Current SLK and rotating through the windows.

To list open windows, do the following:

1. Press the *Window* SLK.

Result

The Window menu appears.

2. Select *List*, and press the *Return* key.

Result

A menu appears listing all open windows.

3. From the *List* menu, choose the window title you want. Next, press the *Return* key, or press the Exit SLK to close the menu without selecting a window.

Result

The selected window appears as the current user window.

Redrawing a screen

This SLK menu item automatically redraws your terminal's screen. You can do this at any time to refresh the screen. The *Ctrl + L* key combination can also be used to redraw the screen

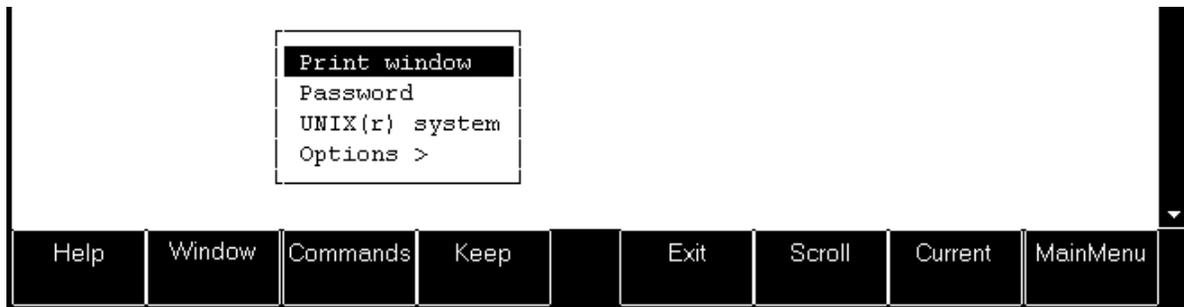
If a UNIX system/Solaris system error message appears on the CentreVu CMS console terminal, or if the screen becomes garbled, redraw the screen.

Commands SLK

Overview

Purpose

The following figure illustrates the Commands SLK menu.



The commands menu selections lets you do the following:

- Print the current window
- Create and change passwords
- Access the UNIX system/Solaris system

Access to the UNIX system/Solaris system requires feature permission. CentreVu CMS users typically do not have permission to access the UNIX system/Solaris system. The UNIX (r) system selection is accessible only if permissions are granted. Otherwise the selection is grayed out and can not be selected. See Chapter 8, “User Permissions,” for more information about granting user permissions.

- Change options,
 - such as
 - Select color and video attributes
 - Select a default printer
 - Change your ACD (real or pseudo)
 - Save your own default values
 - Restore the system default values
 - Set the type of exception notification you receive
 - Receive a warning when you log off with open windows.

Printing the current window

Print Window

This SLK menu item allows you to print the text and data (not the action list) of the current user window, including multiple pages if applicable. You cannot print any menu.

To use the Print Window SLK, you must have a printer assigned to your user ID. Use the User Permissions: User Data window to assign a printer

If a print window does not function properly, go to the Maintenance: Printer Administration window and select *Modify* for the printer name.

If your printer jams, you may have to resubmit print requests that did not print. Laser printers usually hold the print jobs in the printer queue, but dot matrix printers usually do not.

Procedure

To print an open window, do the following:

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Print Window*.
3. Press the *Return* key.

Result

An appropriate message appears on the status line when the print job has been queued.

Creating and changing passwords

Password

The Commands/Password SLK menu item allows you to enter and change your password.

Changing a forgotten password for a CentreVu CMS user must be done by the CentreVu CMS administrator from the UNIX system/Solaris system. See "Changing a User's Password" in Chapter 11, "Solaris System," for the procedures.

For system security, passwords are recommended for all CentreVu CMS user login IDs.

Passwords have the following restrictions:

- A password must have at least six characters.
- A password must have at least one number or special character and at least two alphabetic characters.
- When you change a password, the new password must contain at least three characters that are different from your previous password.

Procedure

To change your password, do the following:

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Password*.
3. Press the *Return* key.

Result

The Password screen appears.

4. Follow the directions on the screen.
-

UNIX System/Solaris System

Access to the UNIX system/Solaris system is available on your Commands SLK menu only if permissions are granted. If you do not have UNIX (r) system feature permission the selection is grayed out.

This menu item allows you to access the UNIX system/Solaris operating system. When you access the UNIX system/Solaris system, all CentreVu CMS-related information (windows, SLKs, and title bar) disappears, and a blank screen with a UNIX system/Solaris prompt (usually a dollar sign) appears. For the procedures, see “Changing a User's Password” in Chapter 11 “Solaris System.”

To return to CentreVu CMS from the UNIX system/Solaris system, type exit or the Ctrl + D key combination.

Commands-Options window

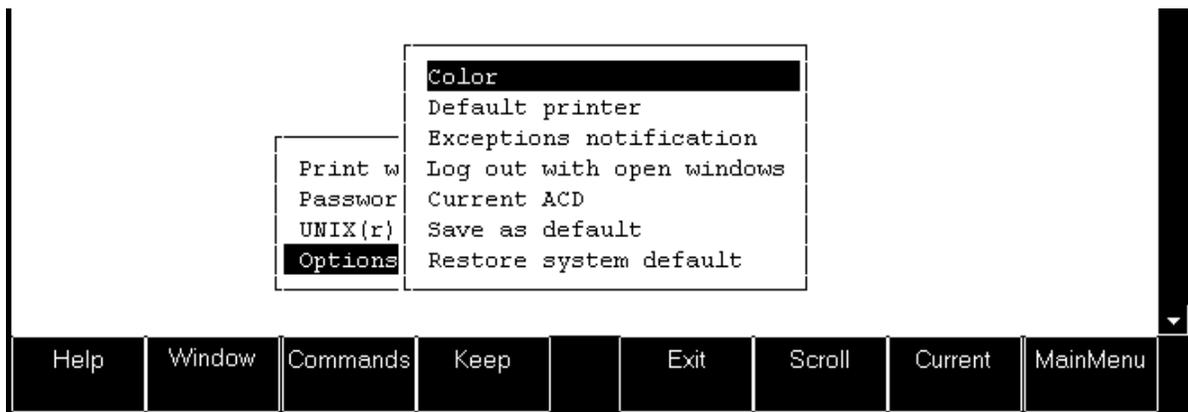
Overview

Purpose

When you choose the Options command in the Commands window, you are presented with seven options.

Options commands

From the Options submenu shown below, you can perform any of the actions described in the following topics:



Color

Changing colors

Use the *Color* menu selection to change the colors of such things as menus, windows, window borders, and the title bar. This menu item is available only if you have a color terminal.

A change affects windows or menus opened after the color change. The only way to change the colors on all windows (including those open before the color change) is to log out and then log back in again. You then have to reopen all previously opened windows to see the new colors.

Default colors

The following table shows the CentreVu CMS default colors:

Window Object	Text Color	Background Color
menus and user windows	white	black
current window border	black	cyan
other window borders	black	white
title bar	black	blue
exceptions on real-time reports	black	yellow
grayed-out items	cyan	black

The Screen Painter window in the Custom Reports subsystem has its own, predefined colors. You cannot modify the colors for the Screen Painter window.

Graphics package default colors

The intensity/color of the bars on a graph report depends on whether the data has crossed either the first or second threshold limit. For monochrome terminals, three levels of intensity are used to display the bars. For color terminals, you can select your own colors to display the three levels of intensity. Use the three levels of intensity/color to designate Normal, Caution, and Warning conditions.

The following table shows the three intensity and color levels:

Condition	Monochrome Terminal	Color Terminal	Default Colors
normal	dim - reverse video	first color choice	green
Caution (first threshold)	bold - reverse video	second color choice	yellow
warning (second threshold)	blink - reverse video	third color choice	red

Modifying colors**Changing colors**

To modify your colors, do the following:

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Options*.
3. Press the *Return* key.

Result

The Options menu appears.

4. Select *Color*.
5. Press the *Return* key.

Result

The Color window (see below) appears.

Color.....G3V5_eas		Modify						
Input number from the legend below								
	Text	Background						
Menus and user windows:.....	8	1						
Current window border:.....	1	4						
Other window borders:.....	1	8						
Title bar:.....	1	2						
Grayed-out menu items:.....	4	1						
For graphics users:								
Normal bar: 3	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>
Exceeds first threshold: 7								
Exceeds second threshold: 5	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>	8	<input type="checkbox"/>

6. Select your text and background colors for each field by entering the legend number in the text and background fields, and then pressing the *Return* key.

Result

The cursor moves to the action list.

7. Select *Modify*.
8. Press the *Return* key.

Result

Modify is highlighted, and *Working* appears on the status line until the action is completed; then *Successful* appears.

9. Press the *Exit* key to return to another open window.

Result

The Color window disappears.

Restoring system default colors

To restore the system default colors at any time, do the following:

1. From the Commands SLK Options menu, select the *Restore system default* option.

2. From the Color window, select *Modify*.

Modifying the default printer

Important!

At any time, you can change your default printer name and see a list of all available printers. Your default printer name is displayed in the Default printer name: field.

See “Printer Administration” in Chapter 10, “Maintenance,” if you want to change the paper length, paper width, or font.

Procedure

To modify your default printer, do the following:

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Options* >.
3. Press the *Return* key.

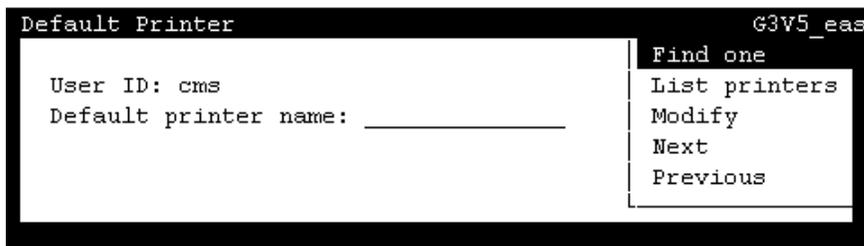
Result

The Options menu appears.

4. Select *Default printer*.
5. Press the *Return* key.

Result

The Default Printer window appears.



6. Enter the name of your new default printer.
7. Press the *Return* key.

Result

The cursor moves to the action list.

8. Select *Modify*.
9. Press the *Return* key.

Result

Working appears on the status line until the action is completed;

then `Successful` appears.

10. Press the *Exit* key to close the window.

Result

The Default Printer window disappears.

Log out when windows are open

This SLK menu item allows you to receive a warning if you try to log out of CentreVu CMS when windows are open. If you want to be notified when you try to log out of CentreVu CMS with an open window, do the following.

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Options >*.
3. Press the *Return* key.

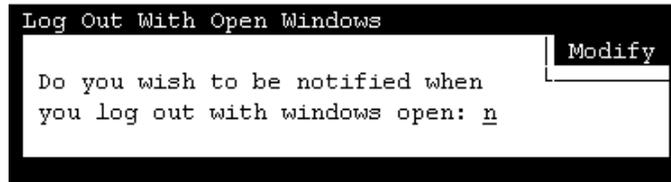
Result

The Options menu appears.

4. Select *Log out with open windows*.
5. Press the *Return* key.

Result

The Log Out With Open Windows window appears.



6. Enter *y* for yes. (The default value is *n* for no.)

Result

The cursor moves to the action list.

7. Press the *Return* key to modify.

Result

`Working` appears on the status line until the action is completed; then `Successful` appears.

8. Press the *Exit* key to return to another open window.

Result

The Log Out With Open Windows window disappears.

Changing the current ACD

Important!

When you log in, CentreVu CMS reports information for your default ACD (as set by the CentreVu CMS administrator in the User Permissions subsystem).

Only the CentreVu CMS administrator can change your default login ACD in the User Permissions subsystem.

If your CentreVu CMS collects data for more than one ACD, you can change which ACD you are getting information for at any time during your login session.

To change the current ACD, do the following:

1. Press the *Commands* SLK.

Result

The *Commands* menu appears.

2. Select *Options >*.
3. Press the *Return* key.

Result

The *Options* menu appears.

4. Select *Current ACD*.
5. Press the *Return* key.

Result

The following window appears:

```

Current ACD                                     G3V5_eas
-----
User ID cms
Current ACD: 
-----
Find one
List all
Modify
Next
Previous
  
```

6. Enter the ACD name or number to which you want to change.
7. Press the *Return* key.

Result

The cursor moves to the action list.

8. Select *Modify*.
9. Press the *Return* key.

Result

Working appears on the status line until the action is completed; then *Successful* appears.

10. Press the *Exit* key to close the window.

Result

You return to your previously opened window, or if there is no open window, to the MainMenu.

Save entries as default menu items

Important!

The Save as default SLK menu item tells CentreVu CMS to save the current input window entries as defaults for that window. When you reopen that window later, the entries you saved as defaults are displayed. These defaults are saved until you change them or restore the system defaults. The defaults saved are only for your login ID.

The first field on a window with a *Find one* action list item is not saved as a default value.

To save your entries as defaults, do the following:

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Options >*.
3. Press the *Return* key.

Result

The Options menu appears.

4. Select *Save as default*.
5. Press the *Return* key.

Result

Your defaults for this window are saved.

Restore system default

Important!

The Restore system default menu item removes your entered defaults from the current window and restores the system defaults. Fields that do not have system defaults are cleared.

You must be in an input window that has system defaults or defaults you have previously saved.

To restore the system defaults, do the following:

1. Press the *Commands* SLK.

Result

The Commands menu appears.

2. Select *Options >*.

3. Press the *Return* key.

Result

The Options menu appears.

4. Select Restore system default.
5. Press the *Return* key.

Result

The system defaults are used and displayed for the current open window.

Other SLKs

Overview

Purpose

This last section describes the remaining function keys/screen label keys.

Remaining SLKs

This remaining function keys/screen label keys are

- Keep SLK
 - Exit SLK
 - Scroll SLK
 - Current SLK
 - MainMenu SLK
-

Keep SLK

Overview

From the Keep SLK menu shown below, you can create, modify, view, or delete timetables and shortcuts.

Commands

The following commands appear when you select the Keep SLK.

Timetable	<p>Timetable allows you to schedule tasks for completion at a time convenient for you, for example, doing your daily backups at a low traffic time or when you are running a report.</p> <p>You define a task by accessing a user window, entering the appropriate values, and selecting an item (Add, Modify, Delete, Run, or List all) from the action list. A task could, for example, access and complete a historical report input window, and then run the report.</p> <p>See Appendix D, "Timetable and Shortcut," for more information about timetables.</p>
Shortcut	<p>Shortcut allows you to perform a set of actions immediately.</p> <p>A shortcut is a series of tasks saved by CentreVu CMS. Shortcuts happen immediately and are a fast, easy way to select windows that you might look at every day or several times during the day. For example, you might have a particular set of reports that you view every day. You could create and name a shortcut and let CentreVu CMS save the tasks you used to get to those reports. Then you simply type the shortcut name on the MainMenu blank line to see the reports.</p> <p>See Appendix D, "Timetable and Shortcut," for more information about Shortcuts.</p>
Stop	<p>Stop takes you out of the Timetable or Shortcut Add or Edit mode and displays an Acknowledgment window asking you whether to save the changes. If you are not in the Keep mode this SLK menu item is grayed out. See Appendix D, "Timetable and Shortcuts," for more information.</p>

Exit SLK

The Exit SLK functions in the following manner:

- With user windows, the Exit SLK allows you to close the current window and move to the previously opened window, or, if no other windows are open, returns you to the MainMenu. Any secondary windows associated with the current window go away.
- With menus/submenus, pressing the Exit key moves the cursor to the previous menu or submenu selection (the current submenu goes away).
- With SLK menus, if the cursor is on the first SLK menu (not an SLK submenu) and you press the Exit key, the cursor returns to the previous position in the current open window or to the MainMenu if there are no open windows.

Scroll SLK

The Scroll SLK allows you to toggle between field traversal (input mode) and paging/scrolling.

The Scroll SLK is not necessary in output windows, since you are automatically in the scroll mode in these windows.

The Scroll SLK functions in the following manner:

- You can use the arrow keys to page through output in the direction of the arrow.
- You can type a numeral and then use the arrow keys to scroll that number of lines or characters in the direction of the arrow.

To end the paging/scrolling mode, do one of the following:

- Press the *Scroll* SLK again to exit and revert to input mode.
- Press the *Return* key to move to the action list.
- Press the *Exit* SLK to close the window. The paging mode defaults to the normal default for the newly current window (if any).

Current SLK

The Current SLK allows you to step through the open windows. Any displayed menus and SLK menus disappear.

MainMenu SLK

The MainMenu SLK displays the CentreVu CMS MainMenu but leaves all other windows open. Any displayed submenus or SLK menus disappear.

