NORTEL NETWORKS

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Symposium Call Center Server 3.0

For the Meridian 1

End-to-End Task Flow Guide

Introduction to Symposium Call Center Server

The call center solution

Nortel Networks' Symposium Call Center Server provides a call center solution for varied and changing business requirements by offering a suite of applications that includes call processing, agent handling, reporting, network skill-based routing, and third-party application interfaces.

About this end-to-end task flow guide

This guide provides an overview of the phases involved in the planning, installation, setup, and configuration of a call center. It provides a high-level overview of the tasks performed during each phase, and it describes where you can find the instructions for performing these tasks. By following the recommended sequence of tasks and consulting the appropriate documents, you can successfully set up your call center.
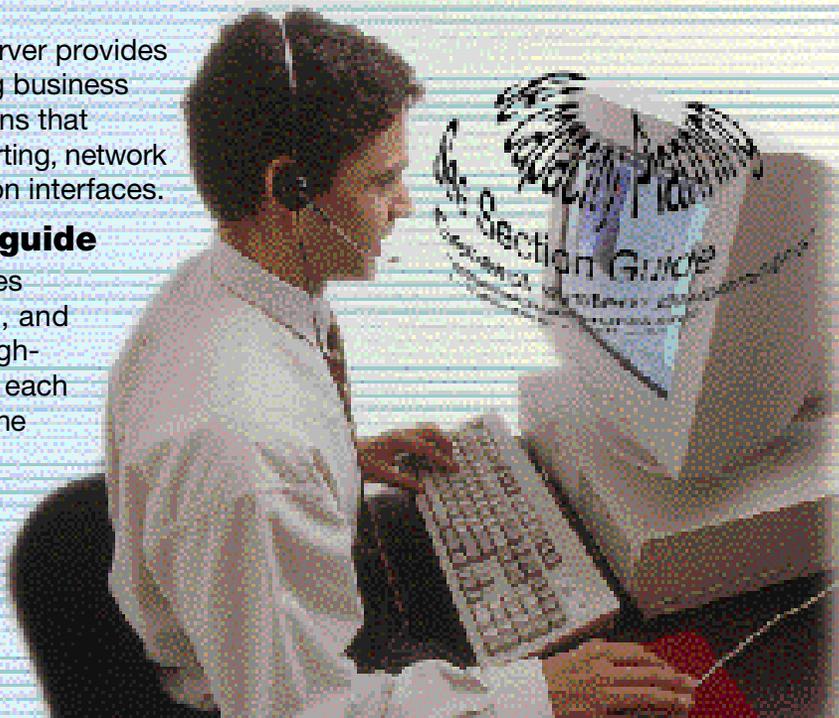
Reference books: Order numbers

Reference books	Order number
• Planning and Engineering Guide Package	NTPH03AA/ A0807347
• 702t Installation and Maintenance Guide	P0884909
• 1001t Installation Guide	P0879480
• 1001t Maintenance and Diagnostics Guide	P0879481
• 1003t Installation and Maintenance Guide	P0911675
• Software Installation and Upgrade Guide Package	NTPH05AA/ A0807353
• Symposium, M1, and Voice Processing Guide	P0910113
• Setup Guide Package	NTPH02AA/ A0807344
• Scripting Guide	P0910109

Reference books	Order number
• Scripting Quick Reference Card	P0911677
• Administrator's Guide	P0910110
• Supervisor's Guide	P0910107
• Historical Reporting and Data Dictionary	P0910108
• Network Control Center Administrator's Guide	P0910106

List of abbreviations

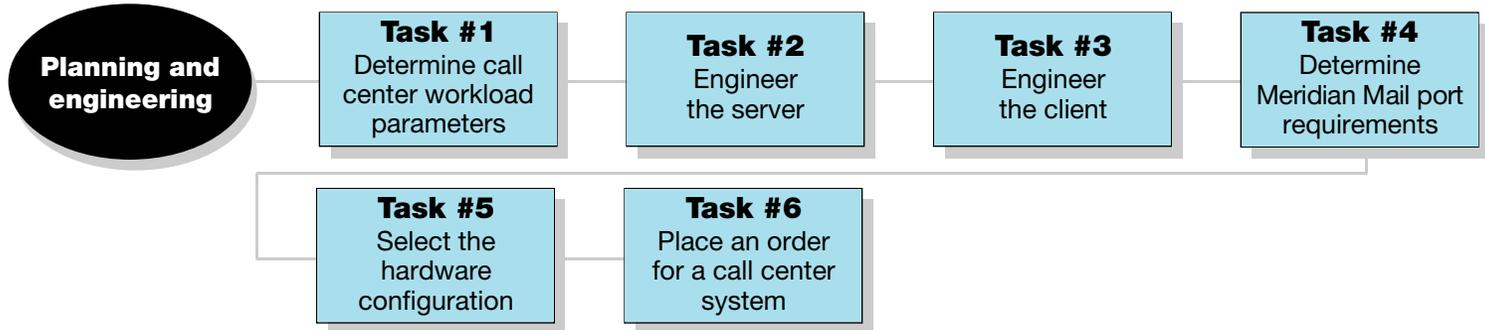|	
ACD	Automatic Call Distribution
AST	Associated Set
CDN	Controlled Directory Number
CTI	Computer Telephony Integration
DN	Directory Number
ELAN	Embedded Local Area Network
IVR	Interactive Voice Response
NACD	Network Automatic Call Distribution
NSBR	Network Skill-Based Routing
ODBC	Open Database Connectivity
SQL	Structured Queue Language
VSDN	Voice Service Directory Number

Initial setup and configuration tasks

Phase 1:
Planning and engineering

Phase 2:
Installation

Phase 3A:
Configuration of switch resources (on Meridian 1)

Phase 3B:
Configuration of Meridian Link Services

Phase 3C:
Configuration of Meridian Mail resources (optional)

Phase 4:
Setup of SMI Workbench

Phase 5:
Configuration of security

Phase 6:
Configuration of threshold classes

Phase 7:
Configuration of switch resources (in Symposium Call Center Server)

Phase 8:
Configuration of call presentation classes

Phase 9:
Configuration of skillsets

Phase 10:
Configuration of call center users

Phase 11:
Configuration of assignments

Phase 12:
Configuration of statistics collection

Phase 13:
Configuration of voice files and segments (optional)

Phase 14:
Creation of scripts

Phase 15:
Creation of customized formulas (optional)

Phases 16:
Creation of customized real-time displays (optional)

Phase 17:
Creation of customized reports (optional)

Phase 18:
Scheduling of automatic backups

Phase 19:
Configuration of the NACD network (optional)

Phase 20:
Configuration of NSBR (optional)

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Initial setup and configuration tasks

Phase #	Tasks	Where to find information
1.	Planning and engineering	• Planning and Engineering Guide Package
2.	Installation	• Hardware Installation Guides
		• Software Installation and Upgrade Guide Package
3A/B/C.	Configuration of switch resources, Meridian Link Services, and Meridian Mail resources	• Symposium, M1, and Voice Processing Guide
4.	Setup of SMI workbench	• Software Installation and Upgrade Guide Package
		• Administrator's Guide
5.	Configuration of security	• Setup Guide Package
		• Administrator's Guide
6.	Configuration of threshold classes	• Setup Guide Package
		• Administrator's Guide
7.	Configuration of switch resources (in Symposium Call Center Server)	• Setup Guide Package
		• Administrator's Guide
8.	Configuration of call presentation classes	• Setup Guide Package
		• Administrator's Guide
9.	Configuration of skillsets	• Setup Guide Package
		• Administrator's Guide

Initial setup and configuration tasks (cont.)

Phase #	Tasks	Where to find information
10.	Configuration of call center users	• Setup Guide Package
		• Administrator's Guide
11.	Configuration of assignments	• Setup Guide Package
		• Administrator's Guide
12.	Configuration of statistics collection	• Setup Guide Package
		• Administrator's Guide
13.	Configuration of voice files and segments (if you are using Meridian Mail to provide voice processing)	• Administrator's Guide
14.	Creation of scripts	• Scripting Guide
15.	Creation of customized formulas (optional)	• Administrator's Guide
16.	Creation of customized real-time displays (optional)	• Supervisor's Guide
17.	Creation of customized reports (optional)	• Historical Reporting and Data Dictionary
		• Supervisor's Guide
18.	Scheduling of automatic backups	• Administrator's Guide
19.	Configuration of the NACD network (if you are routing calls between sites with NACD or NSBR) (optional)	• Symposium, M1, and Voice Processing Guide
20.	Configuration of NSBR (if you are using the optional NSBR feature to route calls between sites) (optional)	• Network Control Center Administrator's Guide

Phase 1: Planning and engineering

Planning and engineering

Task #1 Determine call center workload parameters

Task #2 Engineer the server

Task #3 Engineer the client

Task #4 Determine Meridian Mail port requirements

Task #5 Select the hardware configuration

Task #6 Place an order for a call center system

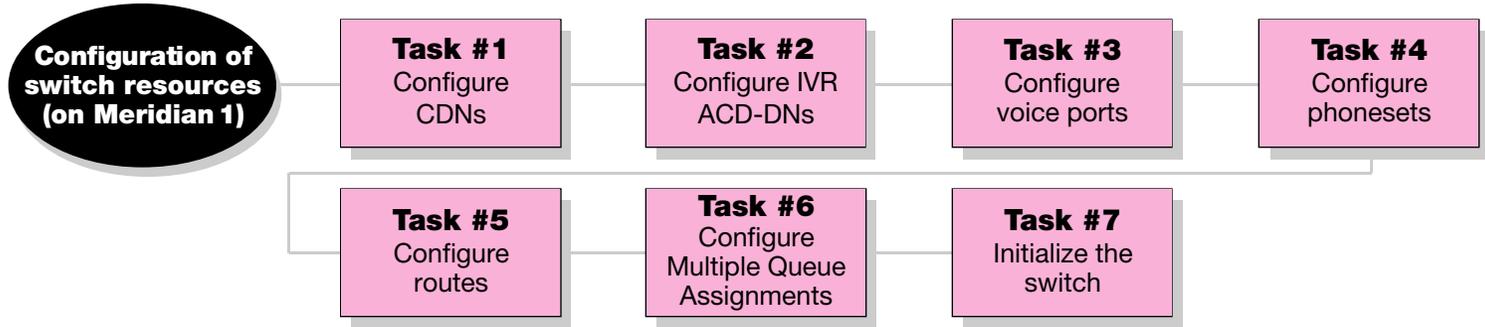| Task #	Task description	Tasks involved	Where to find information
1.	Determine call center workload parameters	Determine values for workload parameters	• Planning and Engineering Guide Package
2.	Engineer the server	Determine requirements in one of the following ways: • using Cap Tool • using formulas	• Planning and Engineering Guide Package
3.	Engineer the client	Determine client hardware configuration	• Planning and Engineering Guide Package
4.	Determine Meridian Mail port requirements	Determine requirements using tables and detailed computations	• Planning and Engineering Guide Package
5.	Select the hardware configuration	Determine hardware configuration	• Planning and Engineering Guide Package
6.	Place an order for call center system		

Phase 2: Installation

Installation

Task #1 Site planning	**Task #2** Unpack the server and cables	**Task #3** Remove the server chassis
Task #4 Connect peripherals and cables	**Task #5** Configure Windows NT on the server	

Task #6 Install the server application software	**Task #7** Put the server into configuration mode	**Task #8** Install the client PC application software	**Task #9** Complete the server software installation

Task #	Task description	Tasks involved	Where to find information
1.	Site planning	a. Review checklists for tools and customer-supplied equipment b. Gather IP addresses and other data for installation	• Hardware Installation Guides • Software Installation and Upgrade Guide Package
2.	Unpack the server and cables	a. Unpack the server b. Prepare cables for the switch, server, and hub	• Hardware Installation Guides
3.	Remove the server chassis	Remove the chassis cover and inspect the interior	• Hardware Installation Guides

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Phase 2: Installation (cont.)

Task #	Task description	Tasks involved	Where to find information
4.	Connect peripherals and cables	a. Install the mouse, keyboard, monitor, and modem b. Attach cables c. Power up the server	• Hardware Installation Guides
5.	Configure Windows NT on the server	Configure network services and set local parameters	• Software Installation and Upgrade Guide Package
6.	Install the server application software	Install platform and call center applications software	• Software Installation and Upgrade Guide Package
7.	Put the server into configuration mode	Place the server in configuration mode to allow client installation and server configuration from the client PC	• Software Installation and Upgrade Guide Package
8.	Install the client PC application software	Install client applications on client PC	• Software Installation and Upgrade Guide Package
9.	Complete the server software installation	a. Return to the server software installation b. Complete the server installation	• Software Installation and Upgrade Guide Package

Note: If you are using the optional NSBR feature, you must also install the NCC when you configure NSBR. See Phase 20.
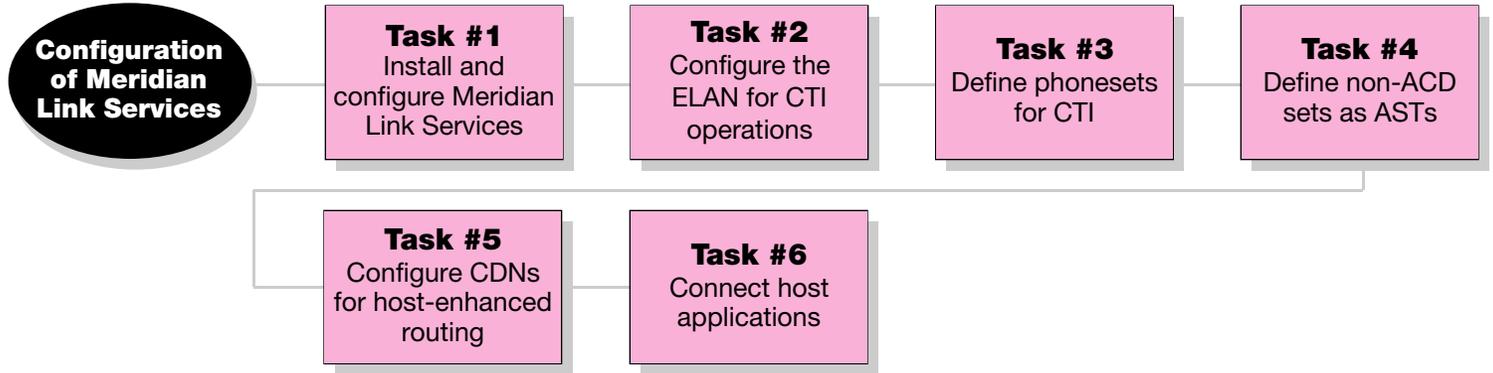
Phase 3A: Configuration of switch resources (on Meridian 1)

Configuration of switch resources (on Meridian 1)

Task #1 Configure CDNs

Task #2 Configure IVR ACD-DNs

Task #3 Configure voice ports

Task #4 Configure phonesets

Task #5 Configure routes

Task #6 Configure Multiple Queue Assignments

Task #7 Initialize the switch

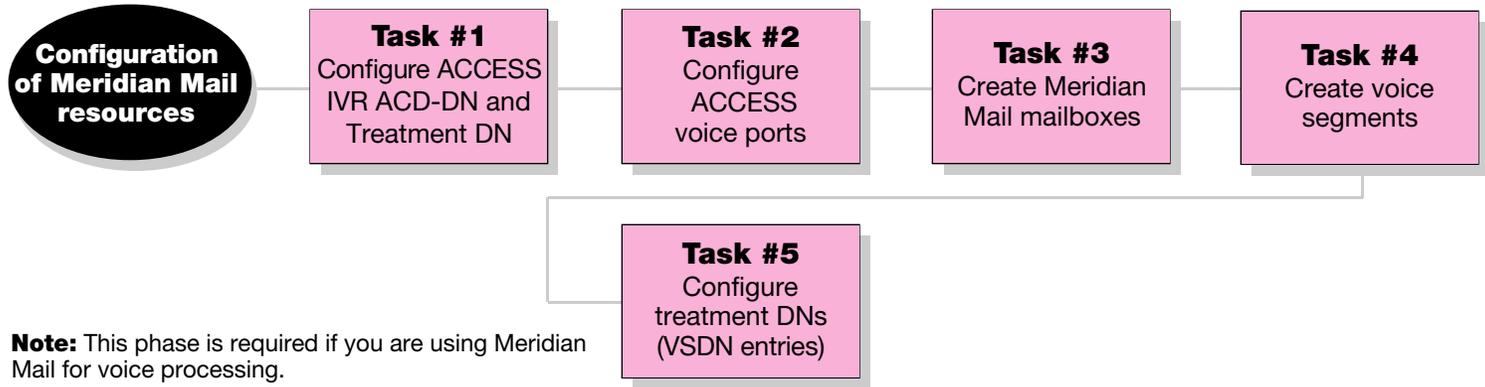| Task #	Task description	Where to find information
1.	Configure CDNs	• Symposium, M1, and Voice Processing Guide
2.	Configure IVR ACD-DNs (if you are using IVR)	• Symposium, M1, and Voice Processing Guide
3.	Configure voice ports (if you are using IVR)	• Symposium, M1, and Voice Processing Guide
4.	Configure phonesets	• Symposium, M1, and Voice Processing Guide
5.	Configure routes (if you are using NSBR or NACD to route calls between sites)	• Symposium, M1, and Voice Processing Guide
6.	Configure Multiple Queue Assignments	• Symposium, M1, and Voice Processing Guide
7.	Initialize the switch	• Symposium, M1, and Voice Processing Guide

Note: If you are using the optional NSBR feature, you must perform additional configuration tasks when you configure NSBR. See Phases 19 and 20.

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Phase 3B: Configuration of Meridian Link Services

Configuration of Meridian Link Services

Task #1
Install and configure Meridian Link Services

Task #2
Configure the ELAN for CTI operations

Task #3
Define phonesets for CTI

Task #4
Define non-ACD sets as ASTs

Task #5
Configure CDNs for host-enhanced routing

Task #6
Connect host applications

Task #	Task description	Where to find information
1.	Install and configure Meridian Link Services	• Symposium, M1, and Voice Processing Guide
2.	Configure the ELAN for CTI operations	• Symposium, M1, and Voice Processing Guide
3.	Define phonesets for CTI	• Symposium, M1, and Voice Processing Guide
4.	Define non-ACD phonesets as ASTs	• Symposium, M1, and Voice Processing Guide
5.	Configure CDNs for host-enhanced routing	• Symposium, M1, and Voice Processing Guide
6.	Connect host applications	• Symposium, M1, and Voice Processing Guide

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# Phase 3C: Configuration of Meridian Mail resources (optional)

Configuration of Meridian Mail resources

Task #1 Configure ACCESS IVR ACD-DN and Treatment DN

Task #2 Configure ACCESS voice ports

Task #3 Create Meridian Mail mailboxes

Task #4 Create voice segments

Task #5 Configure treatment DNs (VSDN entries)

Note: This phase is required if you are using Meridian Mail for voice processing.

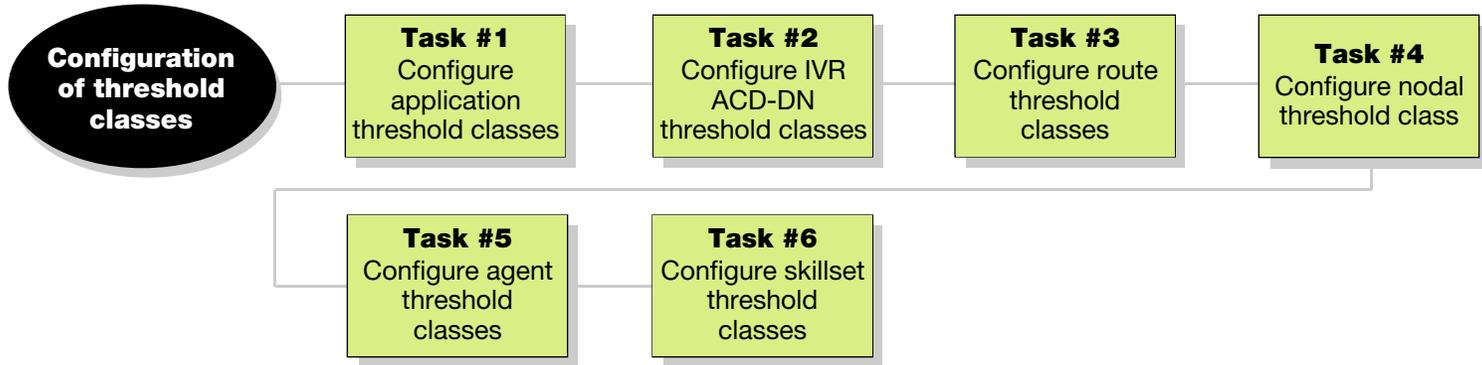| Task #	Task description	Where to find information
1.	Configure ACCESS IVR ACD-DN and ACCESS Treatment DN	• Symposium, M1, and Voice Processing Guide
2.	Configure ACCESS voice ports	• Symposium, M1, and Voice Processing Guide
3.	Create Meridian Mail mailboxes	• Symposium, M1, and Voice Processing Guide
4.	Create voice segments	• Symposium, M1, and Voice Processing Guide
5.	Configure treatment DNs (VSDN entries)	• Symposium, M1, and Voice Processing Guide

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Phase 4: Setup of SMI Workbench

Setup of SMI Workbench —— **Task #1** Add servers
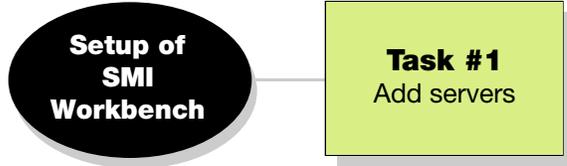
Task #	Task description	Where to find information
1.	Add servers	• Software Installation and Upgrade Guide Package
		• Administrator's Guide

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Phase 5: Configuration of security
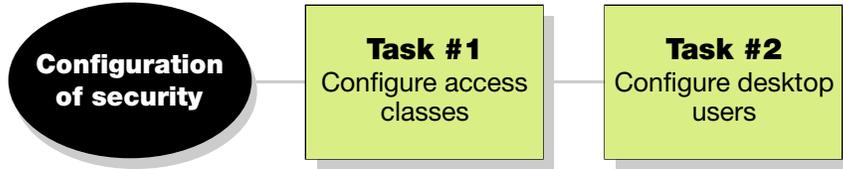
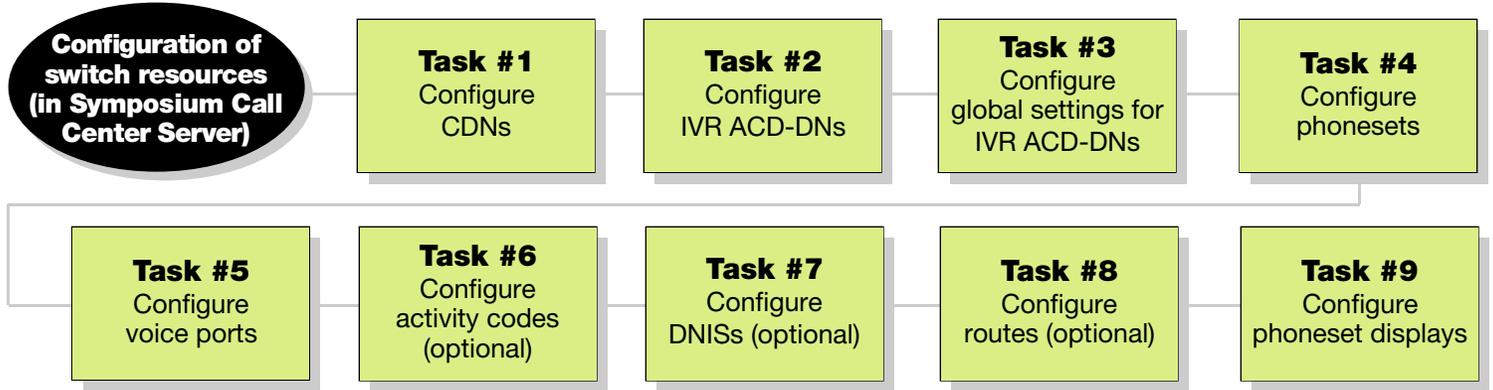| Task #	Task description	Where to find information
1.	Configure access classes	• Setup Guide Package
		• Administrator's Guide
2.	Configure desktop users (users who can access Symposium Call Center Server functions from a client PC)	• Setup Guide Package
		• Administrator's Guide

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Phase 6: Configuration of threshold classes

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┌─────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────┐
│Configuration│   │   Task #1    │   │   Task #2    │   │   Task #3    │   │   Task #4    │
│ of threshold│───│  Configure   │───│ Configure IVR│───│Configure route│──│Configure nodal│
│   classes   │   │ application  │   │   ACD-DN     │   │  threshold   │   │threshold class│
└─────────────┘   │threshold classes│ │threshold classes│ │   classes    │   └──────────────┘
                  └──────────────┘   └──────────────┘   └──────────────┘
```

Task #1 Configure application threshold classes

Task #2 Configure IVR ACD-DN threshold classes

Task #3 Configure route threshold classes

Task #4 Configure nodal threshold class

Task #5 Configure agent threshold classes

Task #6 Configure skillset threshold classes

Task #	Task description	Where to find information
1.	Configure application threshold classes	• Setup Guide Package
		• Administrator's Guide
2.	Configure IVR ACD-DN threshold classes	• Setup Guide Package
		• Administrator's Guide
3.	Configure route threshold classes	• Setup Guide Package
		• Administrator's Guide

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Phase 6: Configuration of threshold classes (cont.)

Task #	Task description	Where to find information
4.	Configure nodal threshold class	• Setup Guide Package
		• Administrator's Guide
5.	Configure agent threshold classes	• Setup Guide Package
		• Administrator's Guide
6.	Configure skillset threshold classes	• Setup Guide Package
		• Administrator's Guide

Phase 7: Configuration of switch resources
(in Symposium Call Center Server)

Configuration of switch resources (in Symposium Call Center Server)

Task #1 Configure CDNs

Task #2 Configure IVR ACD-DNs

Task #3 Configure global settings for IVR ACD-DNs

Task #4 Configure phonesets

Task #5 Configure voice ports

Task #6 Configure activity codes (optional)

Task #7 Configure DNISs (optional)

Task #8 Configure routes (optional)

Task #9 Configure phoneset displays

Task #	Task description	Tasks involved	Where to find information
1.	Configure CDNs	a. Configure a CDN b. Check configuration on the switch c. Acquire the CDN d. Test the CDN	• Setup Guide Package • Administrator's Guide
2.	Configure IVR ACD-DNs	a. Configure an IVR ACD-DN b. Check configuration on the switch c. Acquire the IVR ACD-DN	• Setup Guide Package • Administrator's Guide

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Phase 7: Configuration of switch resources (in Symposium Call Center Server) (cont.)

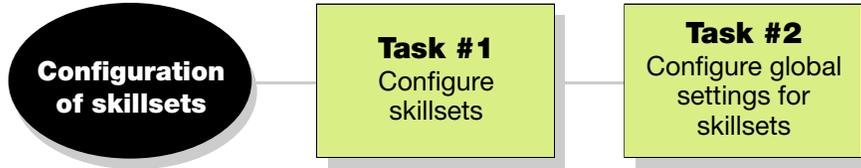| Task #	Task description	Tasks involved	Where to find information
3.	Configure global settings for IVR ACD-DNs	Configure global settings for IVR ACD-DNs	• Setup Guide Package • Administrator's Guide
4.	Configure phonesets	a. Configure a phoneset b. Check configuration on the switch c. Acquire the phoneset d. Test the phoneset	• Setup Guide Package • Administrator's Guide
5.	Configure voice ports	a. Configure a voice port b. Check configuration on the switch c. Acquire the voice port d. Test the voice port	• Setup Guide Package • Administrator's Guide
6.	Configure activity codes (optional)	Configure activity codes	• Setup Guide Package • Administrator's Guide
7.	Configure DNISs (optional)	Configure DNISs	• Setup Guide Package • Administrator's Guide
8.	Configure routes (optional)	a. Configure a route b. Check configuration on the switch c. Acquire the route	• Setup Guide Package • Administrator's Guide
9.	Configure phoneset displays	Add fields to, remove fields from, and rearrange fields on phoneset displays	• Setup Guide Package • Administrator's Guide

Note: If you are using the optional NSBR feature, you must perform additional configuration tasks when you configure NSBR. See Phase 20.

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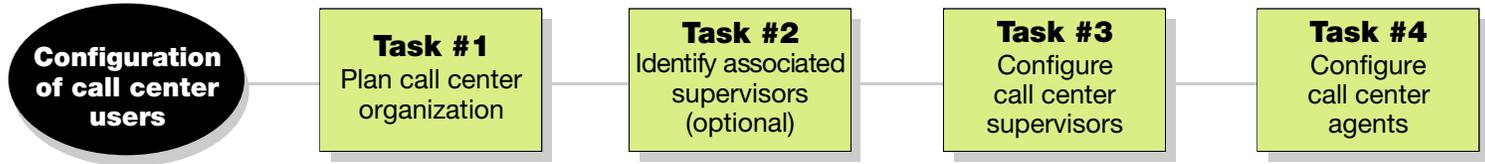# Phase 8: Configuration of call presentation classes

Configuration of call presentation classes

Task #1
Configure call presentation classes

Task #	Task description	Where to find information
1.	Configure call presentation classes	• Setup Guide Package
		• Administrator's Guide

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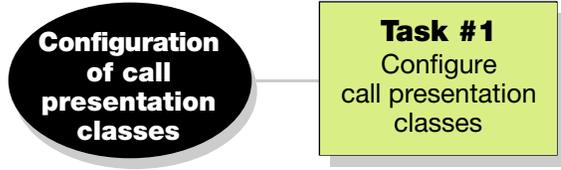
Phase 9: Configuration of skillsets

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┌─────────────────┐        ┌──────────────┐      ┌──────────────┐
│ Configuration   │────────│ Task #1      │──────│ Task #2      │
│ of skillsets    │        │ Configure    │      │ Configure    │
│                 │        │ skillsets    │      │ global       │
│                 │        │              │      │ settings for │
│                 │        │              │      │ skillsets    │
└─────────────────┘        └──────────────┘      └──────────────┘
```

Task #	Task description	Where to find information
1.	Configure skillsets	• Setup Guide Package
		• Administrator's Guide
2.	Configure global settings for skillsets	• Setup Guide Package
		• Administrator's Guide

Phase 10: Configuration of call center users

```
┌─────────────┐     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│Configuration│     │   Task #1    │     │   Task #2    │     │   Task #3    │     │   Task #4    │
│of call center│────│Plan call center│───│Identify associated│─│Configure    │─────│Configure     │
│    users    │     │ organization │     │ supervisors  │     │ call center  │     │ call center  │
└─────────────┘     └──────────────┘     │  (optional)  │     │ supervisors  │     │   agents     │
                                         └──────────────┘     └──────────────┘     └──────────────┘
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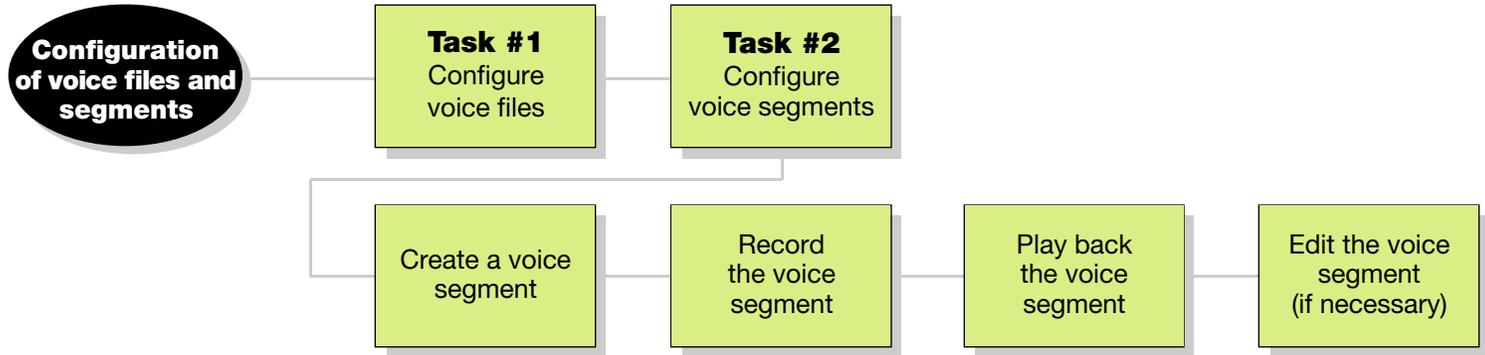| Task #	Task description	Tasks involved	Where to find information
1.	Plan call center organization	Identify supervisors and reporting agents	• Setup Guide Package
			• Administrator's Guide
2.	Identify associated supervisors (optional)	Assign backup supervisors to agents	• Setup Guide Package
			• Administrator's Guide
3.	Configure call center supervisors	Define supervisors on the server	• Setup Guide Package
			• Administrator's Guide
4.	Configure call center agents	Define agents on the server	• Setup Guide Package
			• Administrator's Guide

Phase 11: Configuration of assignments

Configuration of assignments — **Task #1** Configure agent to skillset assignments — **Task #2** Configure agent to supervisor assignments
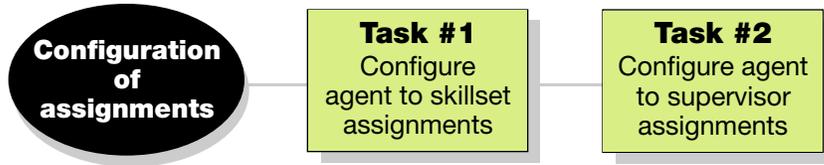
Task #	Task description	Where to find information
1.	Configure agent to skillset assignments	• Setup Guide Package
		• Administrator's Guide
2.	Configure agent to supervisor assignments	• Setup Guide Package
		• Administrator's Guide

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Phase 12: Configuration of statistics collection

Configuration of statistics collection — Task #1: Configure historical statistics collection — Task #2: Configure real-time statistics collection

Task #	Task description	Tasks involved	Where to find information
1.	Configure historical statistics collection	Choose • the types of statistics to be collected • how long statistics are stored • the applications for which call-by-call statistics are collected	• Setup Guide Package • Administrator's Guide
2.	Configure real-time statistics collection	Choose the types of statistics to be collected and the refresh rates	• Setup Guide Package • Administrator's Guide

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Phase 13: Configuration of voice files and segments

```
┌─────────────┐      ┌──────────────┐     ┌──────────────┐
│Configuration│      │  Task #1     │     │  Task #2     │
│of voice files│─────│  Configure   │─────│  Configure   │
│and segments │      │  voice files │     │ voice segments│
└─────────────┘      └──────────────┘     └──────────────┘
```

| | Create a voice segment | Record the voice segment | Play back the voice segment | Edit the voice segment (if necessary) |

Task #	Task description	Tasks involved	Where to find information
1.	Configure voice files	Configure the voice files	• Administrator's Guide
2.	Configure voice segments	a. Create a voice segment b. Record the voice segment c. Play back (test) the voice segments, individually, or in groups d. Edit the voice segment (if necessary)	• Administrator's Guide

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Phase 14: Creation of scripts

Creation of scripts	Task #1 Define script objectives	Task #2 Chart call routing/treatment process	Task #3 Identify and create variables	Task #4 Compose a script	Task #5 Validate each script

Task #6 Correct validation errors (if necessary)	Task #7 Activate each script	Task #8 Test each script	Task #9 Review test results	Task #10 Edit the script (if necessary)	Task #11 Repeat tasks 5 to 10 as required

Task #	Task description	Tasks involved	Where to find information
1.	Define script objectives	Define script objectives	• Scripting Guide
2.	Chart call routing/ treatment process	Chart the call routing/treatment process	• Scripting Guide
3.	Identify and create variables	Identify and create needed variables	• Scripting Guide
4.	Compose a script	Compose script in one of the following ways: • Use sample scripts provided with Symposium Call Center Server • Enter the text manually • Copy parts of other scripts	• Scripting Guide

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Phase 14: Creation of scripts (cont.)

Task #	Task description	Tasks involved	Where to find information
5.	Validate each script	Validate each script	• Scripting Guide
6.	Correct validation errors (if necessary)	Correct validation errors	• Scripting Guide
7.	Activate each script	Activate each script	• Scripting Guide
8.	Test each script	Test each script by placing calls and ensuring that they are handled correctly	• Scripting Guide
9.	Review test results	Review test results and validate	• Scripting Guide
10.	Edit the script (if necessary)		
11.	Repeat tasks 5 to 10 as required		

Note: If you are using the optional NSBR feature, you must create the Network_Script when you configure NSBR. See Phase 20.

Phase 15: Creation of customized formulas (optional)

Task #	Task description	Tasks involved	Where to find information
1.	Create custom formulas	Create custom formulas for use in real-time displays	• Administrator's Guide

Phase 16: Creation of customized real-time displays (optional)

Creation of customized real-time displays

Task #1
Create new real-time displays

Task #	Task description	Where to find information
1.	Create new real-time displays	• Supervisor's Guide

Phase 17: Creation of customized reports (optional)

Creation of customized reports → Task #1 Create reports → Task #2 Import user-created reports → Task #3 Define report properties → Task #4 Activate the report schedule

Task #	Task description	Tasks involved	Where to find information

1.	Create reports	You can create the following types of reports:
		• user-defined reports (reports that use a standard report template)
		• user-created reports, including
		  - custom reports (reports created by modifying a standard report template)
		  - expert reports (reports created in a standard report writer)
			• Setup Guide Package
			• Supervisor's Guide
			• Historical Reporting and Data Dictionary

2.	Import user-created reports	Import custom and expert reports created in Crystal Reports	• Historical Reporting and Data Dictionary
3.	Define report properties	Define the report schedule and other properties	• Supervisor's Guide
4.	Activate the report schedule	Activate scheduled reports	• Supervisor's Guide

Note: To create custom reports, you must have Crystal Reports on another SQL- and ODBC-compliant report writer installed on the client PC.
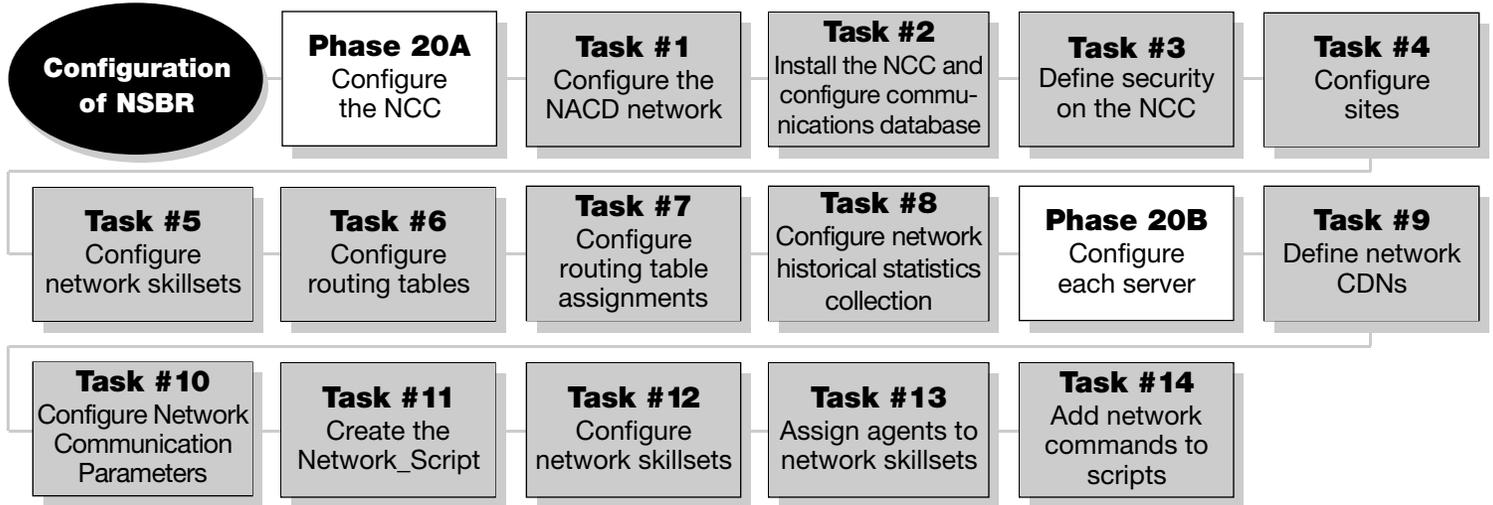
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Phase 18: Scheduling of automatic backups

Scheduling of automatic backups → **Task #1** Schedule full backup → **Task #2** Schedule database backup
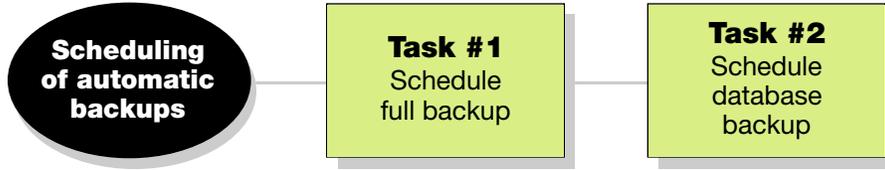
Task #	Task description	Where to find information
1.	Schedule full backup	• Administrator's Guide
2.	Schedule database backup	• Administrator's Guide

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Phase 19: Configuration of the NACD network (optional)

Configuration of the NACD network	Task #1 Configure the routing DN on the Meridian 1	Task #2 Configure NACD-DNs	Task #3 Configure the Night Routing Table on the Meridian 1	Task #4 Create the NACD script

Task #	Task description	Tasks involved	Where to find information
1.	Configure the routing DN on the Meridian 1	Configure the routing DN on the Meridian 1	• Symposium, M1, and Voice Processing Guide
2.	Configure NACD-DNs	Configure NACD-DNs on the Meridian 1	• Symposium, M1, and Voice Processing Guide
3.	Configure the Night Routing Table on the Meridian 1	a. Identify the routing DN b. Identify the target DN c. Specify the overflow time	• Symposium, M1, and Voice Processing Guide
4.	Create the NACD script	a. Create the NACD script using the Advanced set of commands b. Modify the NACD script to identify the routing DN c. Validate, activate, and test the script (see Phase 14, tasks 5 to 11)	• Symposium, M1, and Voice Processing Guide • Scripting Guide

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Phase 20: Configuration of NSBR (optional)

```
┌─────────────┐   ┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐
│Configuration│   │ Phase 20A    │  │ Task #1      │  │ Task #2      │  │ Task #3      │  │ Task #4      │
│  of NSBR    │   │ Configure    │  │ Configure the│  │ Install the  │  │ Define       │  │ Configure    │
└─────────────┘   │ the NCC      │  │ NACD network │  │ NCC and      │  │ security     │  │ sites        │
                  └──────────────┘  └──────────────┘  │ configure    │  │ on the NCC   │  └──────────────┘
                                                      │ commu-       │  └──────────────┘
                                                      │ nications    │
                                                      │ database     │
                                                      └──────────────┘
```

Task #5	Task #6	Task #7	Task #8	Phase 20B	Task #9
Configure network skillsets	Configure routing tables	Configure routing table assignments	Configure network historical statistics collection	Configure each server	Define network CDNs

Task #10	Task #11	Task #12	Task #13	Task #14
Configure Network Communication Parameters	Create the Network_Script	Configure network skillsets	Assign agents to network skillsets	Add network commands to scripts

Task #	Task description	Where to find information
Phase 20A	Configure the NCC	
1.	Configure the NACD network (see Phase 19)	
2.	Install the NCC (see Phase 2) and configure the communications database	• Network Control Center Administrator's Guide
		• Software Installation and Upgrade Guide Package

Phase 20: Configuration of NSBR (cont.)

Task #	Task description	Where to find information
3.	Define security on the NCC	• Setup Guide Package
		• Administrator's Guide
4.	Configure sites	• Network Control Center Administrator's Guide
		• Setup Guide Package
5.	Configure network skillsets	• Network Control Center Administrator's Guide
		• Setup Guide Package
6.	Configure routing tables	• Network Control Center Administrator's Guide
		• Setup Guide Package
7.	Configure routing table assignments	• Network Control Center Administrator's Guide
		• Setup Guide Package
8.	Configure network historical statistics collection (if you are using the network call-by-call feature)	• Network Control Center Administrator's Guide
Phase 20B Configure each server		• Symposium, M1, and Voice Processing Guide
9.	Define network CDNs	• Network Control Center Administrator's Guide
		• Setup Guide Package
10.	Configure Network Communication Parameters	• Network Control Center Administrator's Guide

Phase 20: Configuration of NSBR (cont.)

Task #	Task description	Where to find information
11.	Create the Network_Script (see Phase 14, tasks 4 to 11)	• Scripting Guide
12.	Configure network skillsets	• Network Control Center Administrator's Guide
13.	Assign agents to network skillsets	• Administrator's Guide
14.	Add network commands to scripts (see Phase 14, tasks 4 to 11)	• Scripting Guide

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