

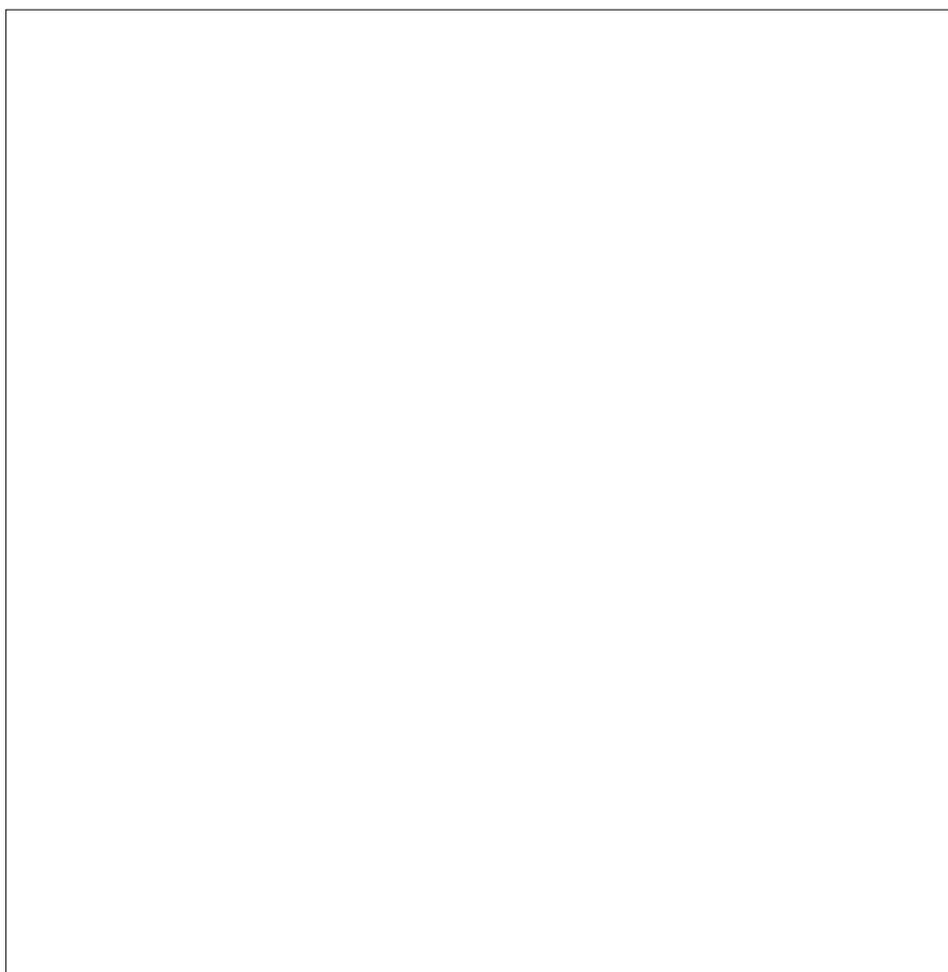
297-2671-001

Digital Switching Systems

# Call Center Management Information System (CC MIS)

Master Index of Publications

All Software Releases Standard 03.04 March 1996



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Digital Switching Systems

# Call Center Management Information System (CC MIS)

## Master Index of Publications

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## Publication history

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**March 1996**

Issued to reflect the Standard NTPs for Maintenance Release 3.1. This version contains listings for all software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, 2.1, 3.0 and 3.1.

**Feb 1996**

Issued to reflect the Preliminary NTPs for Maintenance Release 3.1. This version contains listings for all software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, 2.1, 3.0 and 3.1.

**Dec 1996**

Issued to reflect the Pre–Preliminary (VO) NTPs for Maintenance Release 3.1. This version contains listings for all software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, 2.1, 3.0 and 3.1.

**May 1995**

Standard version issued to support the CC MIS Release 3.0. This version contains listings for all software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, 2.1, and 3.0.

**March 1995**

Preliminary version issued to support the CC MIS Release 3.0. This version contains listings for all software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, and 3.0.

**March 1995**

Standard version issued to support the CC MIS Release 2.1. This version contains listings for all software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, and 3.0.

**February 1995**

Preliminary version issued to support the CC MIS product line. This version contains listings for the following software releases: 1.1, 1.1.3, 2.0, 2.0.2, 2.0.3, and 3.0.

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## About this publication

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This publication contains a master list of all Call Center Management Information Systems (CC MIS) documents. This *CC MIS Master Index of Publications* is reissued when CC MIS publications are reissued.

### Intended audience for this publication

This publication is written as a master index reference for all CC MIS publications. It is intended for use by anyone using the 297-2671- suite of publications or wanting information on the CC MIS product.

### How this publication is organized

This publication organizes information as shown below:

- "Abstracts" gives an abstract for each publication.
- "Software Release 1.0" lists publications numerically (by document number) issued in support of CC MIS Software Release 1.0, including Maintenance Releases.
- "Software Release 2.0" lists publications numerically (by document number) issued in support of CC MIS Software Release 2.0, including Maintenance Releases.
- "Software Release 3.0" lists publications numerically (by document number) issued in support of CC MIS Software Release 3.0, including Maintenance Release 3.1.
- "Technical Bulletins" lists publications numerically (by bulletin number) issued in support of CC MIS.



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# Abstracts

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## **Supervisor's Guide (297-2671-340)**

The CC MIS Supervisor's Guide is a comprehensive volume that provides information concerning the use of the features in the Supervisor interface. Key topics include: supervisor terminal logon, displays, wallboards, reports, configuration control, profiles, formulas, and statistics. Approximately 480 pages.

## **Maintenance and Administration Guide (297-2671-545)**

The CC MIS Maintenance and Administration Guide provides a detail description of the functions provided in the Maintenance interface. It provides information on system configuration, defining partitions, upgrading software versions, loading new software releases, and performing diagnostics. Approximately 320 pages.

## **System Description Guide (297-2671-150)**

The CC MIS System Description Guide provides a complete overview of the CC MIS product, including descriptions of the hardware, software, and user interfaces. Approximately 150 pages.

## **Release Notes (297-2671-211)**

The CC MIS Release Notes provide specific information concerning the current release of CC MIS software. This document contains a listing of fixes and open CSRs. Approximately 16 pages.

## **CC MIS Getting Started Guide (297-2671-175)**

The CC MIS Getting Started Guide (aka Quick Start with CC MIS) is being released in a preliminary version with CC MIS Release 3.0. This guide is produced in color and provides introductory information on CC MIS. It contains a useful quick reference card. Approximately 108 pages. Note: A color version of this manual is available at an additional cost.

## **New Guides (Planned for 1996)**

### **CC MIS Supervisor's User Guide (297-2671-340)**

The CC MIS Supervisor's User Guide is a completely revised version of the existing Supervisor's Guide currently shipped with CC MIS. The new guide will cover the Windows version of CC MIS and contain color graphics and an index. The format used will be similar to the new Getting Started Guide (NTP 175). Approximately 225 pages. Note: A color version of this manual will be made available at an additional cost.

### **CC MIS System Administrator User's Guide (297-2671-345\*)**

The CC MIS System Administrator User's Guide is a new guide that will cover the System Administrator functions of Windows version of CC MIS. This guide will contain color graphics and an index. The format used will be similar to the new Getting Started Guide (NTP 175). Approximately 110 pages. Note: A color version of this manual will be made available at an additional cost.

### **CC MIS Formulas and Statistics Guide (297-2671-347\*)**

The CC MIS Formulas and Statistics Guide is a new guide that will cover the use of formulas and statistics in CC MIS. This guide will contain a detailed tutorial covering the use of formulas in creating displays and reports. Approximately 85 pages.

### **CC MIS Error Messages Guide (297-2671-547\*)**

The CC MIS Error Messages Guide is a new guide that will describe all of the Error Messages displayed in CC MIS. Approximately 100 pages.

### **CC MIS Call Scenarios Guide (297-2671-355\*)**

The CC MIS Call Scenarios Guide is a new guide that will describe typical call scenarios that are used in a call center and how these call scenarios are pegged in CC MIS. Approximately 90 pages.

## **Discontinued Guides**

### **Supervisor's Quick Reference Guide (297-2671-050)**

The CC MIS Supervisor's Quick Reference Guide provides the procedures to perform key functions in the Supervisor interface. Approximately 90 pages. (Discontinued after Release 3.0.)

**RT-100 Conversion Guide (297-2671-310)**

The RT-100 Conversion Guide provide information concerning the conversion from RT-100 to CC MIS. Applicable to releases prior to Release 2.0.3. Approximately 160 pages. (Discontinued after Release 2.0.x.)

**Max 3.5 to CC MIS Conversion Guide (297-2671-220)**

The Max 3.5 to CC MIS Conversion Guide provide information concerning the transition from Max 3.5 to CC MIS. Approximately 200 pages. (Discontinued after Release 2.0.x.)



# Software Release 1.0

## Initial Software Release (1.1)

The Northern Telecom Publications (NTP) in Table 2-1 were released in support of CC MIS Software Release 1.1.

**Table 2-1**  
**NTPs for Release 1.1**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-340	CC MIS Supervisor's Guide	01.02	Standard		Aug 93
297-2671-150	CC MIS System Description Guide	01.02	Standard		Aug 93
297-2671-545	CC MIS Maintenance and Adm Guide	01.02	Standard		Aug 93
297-2671-050	CC MIS Supervisor's Quick Reference Guide	01.02	Standard		Aug 93
297-2671-211	CC MIS Release Notes	01.03	Standard		Aug 93
297-2671-310	RT-100 Conversion Guide	01.01	Standard		Sep 93
-continued-					

**Table 2-1  
NTPs for Release 1.1**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-220	Max 3.5 to CC MIS Conversion Guide	01.02	Standard		Aug 93

### Maintenance Release 1.1.3

The NTPs in Table 2-2 were updated and issued in support of CC MIS Maintenance Release 1.1.3. These NTPs would replace the same numbered NTPs in Table 2-1 for customers ordering CC MIS for the first time. Customers who already have CC MIS and receive the Maintenance load would receive only the NTPs listed in Table 2-2.

**Table 2-2  
NTPs for Maintenance Release 1.1.3**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-150	CC MIS System Description Guide	01.03	Standard	108	May 94
297-2671-545	CC MIS Maintenance and Adm Guide	01.03	Standard	266	May 94
297-2671-211	CC MIS Release Notes	01.04	Standard	16	April 94

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# Software Release 2.0

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## Software Release 2.0.2

The NTPs in Table 3-1 were released in support of CC MIS Software Release 2.0.2.

**Table 3-1**  
**NTPs for Release 2.0.2**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-340	CC MIS Supervisor's Guide	02.03	Standard	452	April 94
297-2671-150	CC MIS System Description Guide	02.02	Standard	144	May 94
297-2671-545	CC MIS Maintenance and Adm Guide	02.02	Standard	286	May 94
297-2671-050	CC MIS Supervisor's Quick Reference Guide	02.03	Standard	86	May 94
297-2671-211	CC MIS Release Notes	02.05	Standard	18	April 94
297-2671-310	RT-100 Conversion Guide	02.01	Standard	156	May 94

## Maintenance Release 2.0.3

The NTPs in Table 3-2 were updated and issued in support of CC MIS Maintenance Release 2.0.3. These NTPs would replace the same numbered NTPs in Table 3-1 for customers ordering CC MIS for the first time. Customers who already have CC MIS and receive the Maintenance load would receive only the NTPs listed in Table 3-2.

**Table 3-2**  
**NTPs for Maintenance Release 2.0.3**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-150	CC MIS System Description Guide	02.03	Standard	146	Aug 94
297-2671-545	CC MIS Maintenance and Adm Guide	02.03	Standard	290	Aug 94
297-2671-211	CC MIS Release Notes	02.07	Standard	22	Oct 94
297-2671-340	CC MIS Supervisor's Guide	02.04	Standard	458	Aug 94
297-2671-050	CC MIS Supervisor's Quick Reference Guide	02.04	Standard	86	Aug 94

## Maintenance Release 2.1.0

The NTPs in Table 3-3 were updated and issued as Preliminary versions in support of CC MIS Maintenance Release 2.1.0. These NTPs would replace the same numbered NTPs in Tables 3-1 and 3-2 for customers ordering CC MIS for the first time. VO customers who already have CC MIS and receive the Maintenance load would receive only the preliminary versions of NTPs listed in Table 3-3.

**Table 3-3**  
**Preliminary NTPs for Maintenance Release 2.1.0**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-150	CC MIS System Description Guide	02.04	Prelimin	146	Mar 95
297-2671-545	CC MIS Maintenance and Adm Guide	02.04	Prelimin	290	Mar 95
297-2671-211	CC MIS Release Notes	02.08	Prelimin	22	Mar 95
297-2671-340	CC MIS Supervisor's Guide	02.05	Prelimin	458	Mar 95

### 3-4 Software Release 2.0

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The NTPs in Table 3-4 were updated and issued in support of CC MIS Maintenance Release 2.1.0. These NTPs would replace the same numbered NTPs in Tables 3-1 and 3-2 for customers ordering CC MIS for the first time.

Customers who already have CC MIS and receive the Maintenance load would receive only the standard versions of NTPs listed in Table 3-4.

**Table 3-4**  
**Standard NTPs for Maintenance Release 2.1.0**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-150	CC MIS System Description Guide	02.05	Standard	146	Apr 95
297-2671-545	CC MIS Maintenance and Adm Guide	02.05	Standard	290	Apr 95
297-2671-211	CC MIS Release Notes	02.09	Standard	22	Apr 95
297-2671-340	CC MIS Supervisor's Guide	02.06	Standard	458	Apr 95

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# Software Release 3.0

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## Preliminary Software Release

The NTPs in Table 4-1 are planned to be issued in support of CC MIS Software Release 3.0 for VO sites.

**Table 4-1**  
**NTPs for Preliminary (VO) Release 3.0**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-340	CC MIS Supervisor's Guide	03.01	Prelim	510	Feb 95
297-2671-150	CC MIS System Description Guide	03.01	Prelim	150	Feb 95
297-2671-545	CC MIS Maintenance and Adm Guide	03.01	Prelim	314	Feb 95
297-2671-050	CC MIS Supervisor's Quick Reference Guide	03.01	Prelim	90	Feb 95
297-2671-211	CC MIS Release Notes	03.01	Prelim	22	Feb 95

## Standard Software Release

The NTPs in Table 4-2 are were issued in support of CC MIS Software Release 3.0 for GA.

**Table 4-2**  
**NTPs for Release 3.0 (GA)**

Document number	Title	Release number	Rating	Page Count	Issue date
297-2671-340	CC MIS Supervisor's Guide	03.02	Standard	516	May 95
297-2671-150	CC MIS System Description Guide	03.02	Standard	150	May 95
297-2671-545	CC MIS Maintenance and Adm Guide	03.02	Standard	326	May 95
297-2671-050	CC MIS Supervisor's Quick Reference Guide	03.02	Standard	90	May 95
297-2671-211	CC MIS Release Notes	03.02	Standard	34	May 95

## New Guide Issued with Rel 3.0

The new NTP in Table 4-3 was issued in support of CC MIS Software Release 3.0. This guide is applicable only to Release 3.0.

**Table 4-3**  
**New NTP for Release 3.0 (GA)**

Document number	Title	Release number	Rating	Est Page Count	Issue date
297-2671-175	CC MIS Getting Started Guide (aka Quick Start)	01.02	Standard	106	May 95

A color version of this guide is available at an additional cost.

## Maintenance Release 3.1 (Preliminary)

The NTPs in Table 4-4 are issued in support of CC MIS Maintenance Release 3.1 (RAMP) in Feb 1996.

**Table 4-4**  
**NTPs for Maint Release 3.1 (RAMP)**

Document number	Title	Release number	Rating	Est Page Count	Issue date
297-2671-340	CC MIS Supervisor's User Guide	03.03	Prelim	550	Feb 96
297-2671-150	CC MIS System Description Guide	03.03	Prelim	155	Feb 96
297-2671-545	CC MIS Maintenance and Adm Guide	03.03	Prelim	330	Feb 96
297-2671-211	CC MIS Release Notes	03.03	Prelim	38	Feb 96
297-2671-175	CC MIS Getting Started Guide (aka Quick Start)	01.03	Prelim	110	Feb 96

## Maintenance Release 3.1 (Standard)

The standard version of the NTPs in Table 4-4 are issued in support of CC MIS Maintenance Release 3.1 in March 1996.

**Table 4-5**  
**NTPs for Maint Release 3.1 (RAMP)**

Document number	Title	Release number	Rating	Est Page Count	Issue date
297-2671-340	CC MIS Supervisor's User Guide	03.04	Std	550	Mar 96
297-2671-150	CC MIS System Description Guide	03.04	Std	155	Mar 96
297-2671-545	CC MIS Maintenance and Adm Guide	03.04	Std	330	Mar 96
297-2671-211	CC MIS Release Notes	03.04	Std	38	Mar 96
297-2671-175	CC MIS Getting Started Guide (aka Quick Start)	01.04	Std	110	Mar 96



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# Technical Bulletins

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## Introduction

The bulletins in Table 5-1 were issued in support of CC MIS Software. They are available in CSCAN.

**Table 5-1  
Issued Bulletins**

<b>Bulletin number</b>	<b>Title</b>	<b>Issue date</b>
940001	Windows Terminal and HP4 Printers	Oct 94
940002	Customizing Reports and Formulas (For Calls Accepted)	Oct 94
940003	Adding a Dail-up CC MIS Remote Terminal	Nov 94
940004	Position Status Counts on Queue Statistics Screen	Nov 94
940005	Service Order Field Indications in Configuration Control	Nov 94
940006	Problems Associated with Positions Reassignments	Nov 94
940007	LAN Configuration - Establishing LAN Connections in CC MIS	Nov 94
940008	Network Targets (Preventing loss of change orders during upgrades)	Nov 94
950001	CC MIS Windows Printers (One copy only)	Jan 95
950002	Supported Route Selectors and Route Return Messages	Jan 95
950003	Correct cables for IOC shelf	Feb 95
950004	Conversion of Personal Formats during upgrade of CC MIS	Apr 95
950005	Calls Offered *	Apr 95
950006	Link Datafill for CC MIS *	May 95
950007	Modification of Report Parameters During Upgrades*	Jun 95
950008	Miscellaneous 3.0 Issues and Workarounds*	July 95
-continued-		

**Table 5-1  
Issued Bulletins**

<b>Bulletin number</b>	<b>Title</b>	<b>Issue date</b>
950009	Additional Steps for Upgrades*	Sep 95
950010	Link Datafill for CC MIS *	Oct 95
960001	ACD Datafill Requires for BCS35 Protocol*	Feb 96
960002	Walkcodes*	Feb 96

\*Note: This bulletin was available in CSCAN, on the Nashville Server in the following formats: ascii, postscript, and Framemaker (.mif).

Digital Switching Systems

# Call Center Management Information System (CC MIS)

Master Index of Publications

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