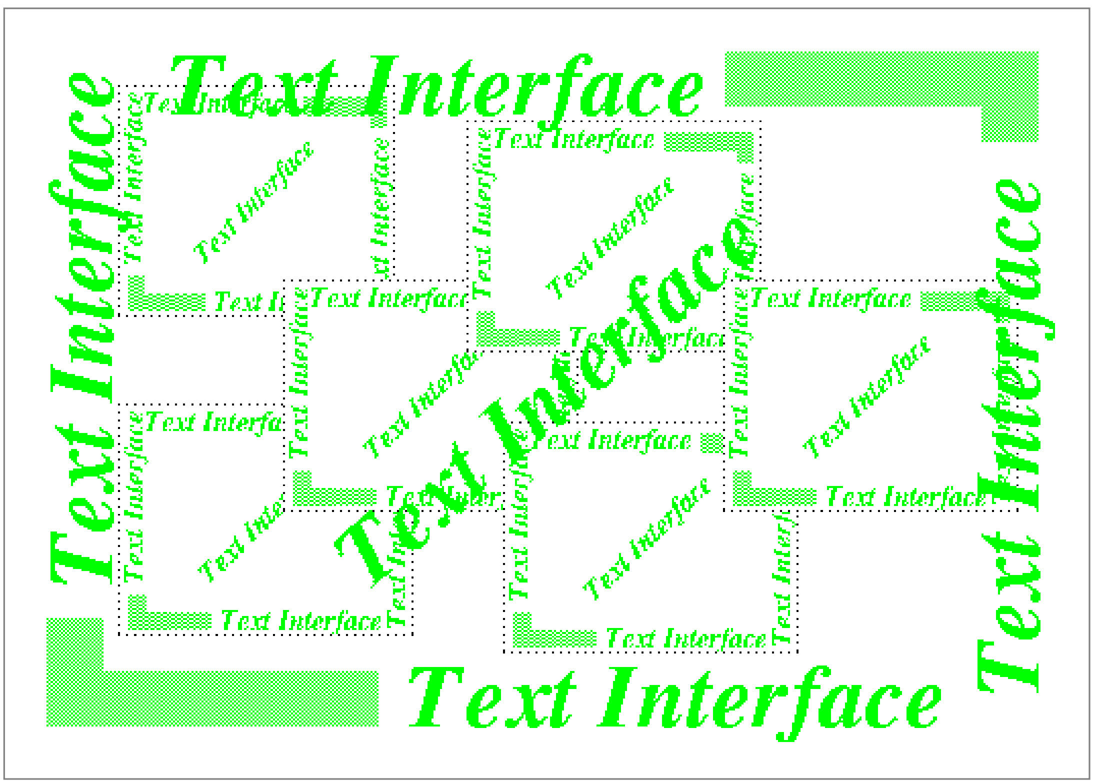
Call Center Management Information System

297-2671-050

CC MIS Supervisor's Quick Reference

Standard
297-2671-050.03.04

CC MIS Maintenance Release 3.2



Guide for Supervisor's using the TEXT Interface

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CC MIS Supervisor’s Quick Reference Guide (For Text Interface)

Supervisor’s Interface - Text
CC MIS Maintenance Release 3.2
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About this Guide

This is the Supervisor's Quick Reference Guide for the CC MIS Text Interface (NTP 297-2671-050). This guide should be used in conjunction with other NTPs issued in support of CC MIS.

Scope

This guide is intended to be used by supervisors who are using the CC MIS Text Interface. Detailed information concerning the supervisor interface is presented in the *CC MIS Supervisor's Guide*, NTP 297-2671-340.

This guide contains procedures for the Text Interface needed by a supervisor using a Call Center Management Information System (CC MIS) linked to an MSL-100 (Meridian 1 Options 111-211) switch or a DMS-100 or DMS 500 switch supporting the 32 or 35 MIS ACD data stream and ACD-MIS Interface Specification, Version 6 or 9.

Note: The switch supporting CC MIS, either the MSL-100 or the DMS-100, is called a DMS-ACD throughout this book.

References

The following Northern Telecom documents contain additional information to supplement this document. For more information on ACD, refer to the following Northern Telecom Publications (NTP):

- ACD Product Guide (NTP 297-2041-010)
- ACD Server Product Guide (NTP 297-2041-011)
- ACD Planning and Engineering Guide (NTP 297-2041-101)
- ACD Planning and Engineering Guide - Canada (NTP 297-2041-104)
- ACD Administration Guide (NTP 297-2041-301)
- ACD Translations (NTP 297-2041-350)
- ACD Maintenance Guide (NTP 297-2041-500)
- ACD Trouble Locating and Clearing Procedures (NTP 297-2041-503)
- M5212 ACD Set General Description (NTP 297-2041-900)
- ACD End-User Load Management (NTP 297-2041-901)
- Network ACD General Description (up to BCS 34) (NTP 555-8101-100)

For more information on CC MIS, refer to the following NTPs:

Maintenance (Host) NTPs:

- Call Center MIS System Description (NTP 297-2671-150)
- Call Center MIS Release Notes (NTP 297-2671-211)
- Call Center MIS Maintenance and Administration Guide (NTP 297-2671-545)

Supervisor Interface NTPs:

- Call Center MIS Getting Started (Quick Start) Guide (NTP 297-2671-175)
- Call Center MIS System Administrator User's Guide (NTP 297-2671-345)
- Call Center MIS Supervisor's Guide (NTP 297-2671-340)

Section 1: Logging in and out

1

Introduction

This section provides the procedures to log in and log out of the supervisor terminal.

Use the steps below to log into the supervisor terminal.

Step 1-1: Logging in the supervisor terminal

1. Verify that your terminal is turned on and the login screen is displayed.

   If no login screen is displayed, then press <Control>R one time.

2. Enter your supervisor ID, and if required by your profile, enter your password.

Note 1: When entering your password, uppercase and lowercase letters are differentiated. In other words, entering "My Password" is not the same as entering "my password".

Note 2: If you have already logged in at another terminal, then you may choose to override the first log in.

Tip

Use the online help function to obtain quick information on supervisor functions.
To access help, select the **Help** option.

Use the steps below to log out of the supervisor terminal.

Step 1-2: Logging out

1. Return to the main menu.
2. Select Logout.

Use the steps below to access the terminal setup screen.

Step 1-3: Accessing the terminal setup screen

1. Press both Shift keys on your keyboard down together.

   The terminal set -up screen appears.

Use the steps below to access the printer setup screen.

Step 1-4: Accessing the printer set-up screen

1. Press both Shift keys on your keyboard down together.

   The terminal setup screen appears.

Use the steps below to exit CC MIS interface at a supervisor terminal.

Step 1-5: Exiting CC MIS

1. Return to the main menu.
2. Select Logout.
3. Press Ctrl-Alt-X.

Note: Can be pressed any time; causes automatic logout.

Section 2: Real-time displays

2

Introduction

For detailed information regarding the procedures in this chapter, refer to Chapter 3 of the Supervisor's Guide.

Use the steps below to print a display.

Step 2-1: Printing a display

1. From the display, press the [Print] function key.

Use the steps below to clear a display.

Step 2-2: Clearing a display

1. From the display:

   a. Press the [Commands] key.

   b. Highlight Exit and press the Enter key.

   The system returns to the main menu.

Use the steps below to select colors for a display.

Step 2-3: Selecting colors for a display

1. From the main menu, select Agent Status Display or Queue Statistics Display.

2. From the main menu, press the [Change Colors] function key.

3. At the Color Selection screen, select the colors you want as follows:

   a. Use the up/down arrow keys to move the arrow so that it points to the Screen Element you want to change.

   b. Use the right arrow key to move to the Background column.

   c. Use the up/down arrow keys to move the arrow so that it points to the background color you want for the screen element.

   d. Use the right arrow key to move to the Foreground column.

   e. Use the up/down arrow keys to move the arrow so that it points to the foreground color you want for the screen element.

Note: The word ***Sample*** shows how your color selections look.

4. Press the [Commands] function key.

5. Highlight the Save as personal defaults option and press the Enter key.

6. Highlight the Exit (without saving changes) option and press the Enter key.

Use the steps below to monitor another supervisor.

Step 2-4: Monitoring a supervisor

1. From the main menu, select Monitor Another Supervisor

2. At the Enter ID of supervisor to be monitored prompt, enter the ID of the supervisor you wish to monitor.

   The system displays a menu of items to monitor.

3. Select the display to monitor. The supervisor's display appears on your terminal.

Note: To view a customized Queue Statistics display, select the Queue Statistics display option. Press the Commands key, and select Another Screen Format. From the pop-up, select the custom display.

Use the steps below to access and select a view for the Agent Status display.

Step 2-5: Accessing the Agent Status display

1. From the main menu, select Agent Status Display.

2. Select the view.

   a. Press the [Commands] function key.

   b. Select one of the views from the Commands menu.

Use the steps below to change the configuration from the Agent Status display.

Step 2-6: Changing configuration from Agent Status

1. Press the [Configuration Control] function key.
   The Configuration Control pop-up appears on the bottom of your display.

2. Using the up/down arrow keys, move the cursor in the Agent Status display so that it highlights the position you want to move.

3. To change the configuration:
   a. Press the [Enter CC window] function key.
   b. Use the arrow keys to highlight the ACD Group entry.
   c. Type in the new group, then press the Enter key.
   d. Use the arrow keys to highlight the Supervisor entry.
   e. Type in the new supervisor, then press the Enter key.

4. Execute the change:
   a. Press the [Commands] function key.
   b. From the menu, select Execute.
   c. From the menu, select Exit.

5. Press the [Remove CC window] function key to return to the Agent Status display.

   The Configuration Control pop-up disappears, and the Agent Status display takes up the entire screen.

Use the steps below to access and select a view for the Queue Statistics display.

Step 2-7: Accessing the Queue Statistics display

1. From the main menu, select Queue Statistics Display.

2. Select one of the views:

   a. Press the [Commands] function key.

   b. Select one of the statistical views from the Commands menu.

Use the steps below to set the default view for the Queue Statistics display.

Step 2-8: Setting the Queue Statistics default display

1. From the main menu, select Profile Maintenance.
   The system displays the Profile Maintenance screen.

2. Set the format.
   a. Use the arrow key to move the cursor to the Default Queue Display field.
   b. Press the [Options] function key.
   c. Use the up/down arrow keys to highlight your choice from the menu, then press the Enter key.

3. Save the newly defined default:
   a. At the Profile Maintenance screen, press the [Commands] key.
   b. Use the up/down arrow keys to highlight Save changes, then press the Enter key.

4. Exit from the menu:
   a. Highlight Save & Exit and press the Enter key.
   b. At the prompt, Do you wish to logout now? (y/n), enter y to log out immediately.

   - OR -

   Enter n to return to the main menu.

Use the steps below to change the configuration from the Queue Statistics display.

Step 2-9: Changing the configuration from Queue Statistics display

1. From the Queue Statistics display, press the [Configuration Control] function key.

   The system displays a pop-up menu.

2. Select an ACD option.

Note: The option identifies what you want to change or view.

The Configuration Control pop-up appears on the bottom of your display.

3. Using the up/down arrow keys, move the cursor in the Queue Statistics display so that it highlights the correct group.

4. Enter the change:

   a. Press the [Enter CC window] function key.

   b. Use the arrow keys to highlight the information to change.

   c. Type in the new data.

   d. Press the Enter key.

5. Execute the change.

   a. Press the [Commands] function key.

   b. From the menu, select Execute.

   c. From the menu, select Exit.

6. Press the [Remove CC window] function key.

The Configuration Control pop-up disappears, and the Queue Statistics display takes up the entire screen.

Use the steps below to define a quadrant.

Step 2-10: Defining a quadrant

1. Define your quadrant.
   a. From the Main Menu, select Display Definition/ Display Quadrant Definition.
   b. Using buttons, menus, and check boxes, select and update the fields.

2. Enter Custom Headings.
   a. Highlight the Custom Headings field.
   b. Press the Edit field key.
   c. Type the headings for the data fields.

   Note: Align the headings with the data fields. You may need to use more than one line to enter the heading.

   d. Press the End Editing key.

3. Enter Column Selections.
   a. Highlight the Column Selection field.
   b. Press the Change field key.
   c. From the listing, highlight the appropriate data field.
   d. Repeat for each data field.
   e. Press the Finished key.

4. Enter the thresholds for the data fields.
   a. Highlight the Thresholds field.
   b. Press the Change field key.
   c. Highlight the first data field.
   d. Press the Options key and select the threshold. If you select a constant threshold, you must also type the threshold value.

   Note: If you select a group threshold option, you must have thresholds set for your group in order to save the format. If you are having trouble saving the format, reassign the threshold values to Constant.

   e. Repeat for each data field.
   f. Press the Finished key.

5. Save the quadrant.
   a. Press the [Commands] key.
   b. Select Save as a new personal quadrant.
   c. Select Exit (without saving changes).

Use the steps below to define a graphic quadrant.

Step 2-11: Defining a graphic quadrant

1. Define your quadrant by selecting Display Definitions/ Quadrant Definition from the Main Menu.

2. Enter the Definition Name.

3. Specify a Quadrant Size (Half Screen or Full Screen).

4. Select Graphic as the Quadrant Style.

5. Specify the Number of Bar Segments (value 1 - 5).

6. Specify whether or not to display values (yes/no).

7. Specify whether or not to display Bar Totals (yes/no).

8. Specify one of the following for the scaling method: Fixed, Floating, or Stepped.

9. If desired, in the Heading field, enter a one-line heading.

10. Modify the legend text using the function keys.

11. Select the formulas and color schemes using the [Options] key for the Graphic Elements fields.

12. Save the quadrant.
    a. Press the [Commands] key.
    b. Select Save as a new personal quadrant.

    Note: CC MIS allows you to save multiple quadrant definitions with the same name. If you are modifying an existing quadrant definition, save the modification by using the Overwrite an existing quadrant command to prevent the system from saving different definitions with the same name.

13. When finished, press the [Commands] key and select the Exit option.

Use the steps below to define a screen.

Step 2-12: Defining a screen

1. Define the screen.

   a. From the main menu, select Display Definition / Screen Definition.

2. Enter the Screen Name.

3. Specify quadrant(s):

   Highlight the selection field that corresponds to the location desired for a quadrant. Press the Options key to select the quadrant.

   Repeat this step for each quadrant to include in the screen.

4. Press the Commands key, and select Save as a new Personal Screen.

5. Select Exit (without saving changes).
   Select Display Definition / Exit.

Use the steps below to access a custom screen.

Step 2-13: Accessing a custom screen

1. From the main menu, select Queue Statistics Display.

2. Select the custom display:

   a. Press the [Commands] function key.
   b. Highlight the Select another screen format option, then press the Enter key.
   c. The system displays the new format.

3. Select the desired format and press the Enter key.

Use the steps below to set the default view for a custom screen.

Step 2-14: Setting default view for custom screen

1. From the main menu, select Profile Maintenance.

2. Select the default display.

   a. At the Profile Maintenance screen, use the arrow keys to highlight the Default Queue Display field.
   b. Press the [Options] function key.
   c. Select one of the screen definitions from the menu.

3. Save the default settings.

   a. Press the [Commands] function key.
   b. Use the arrow keys to highlight the Save changes option, then press the Enter key.

4. Exit from the profile maintenance screen.

   a. Use the arrow keys to highlight the Exit (without saving changes) option.
   b. At the prompt, Do you wish to logout now? (y/n), enter y to logout now.

   - OR -

   Enter n to continue working.

Using the wallboard

Wallboards are LED message boards that are mounted on the walls of an ACD group office. Supervisors use wallboards to notify agents of ACD statistical information and administrative information. Supervisors construct messages to suit their needs, define what messages are to be displayed, and define time frames for displaying messages. Messages consist of text and variable information such as Queue Statistics display formulas.

Use the steps below to define a wallboard message.

Step 2-15: Defining a wallboard message

1. From the main menu, select Display Definition / Message Definition

2. Define the message.
   a. At the Message Definition screen, use the arrow keys to highlight the MESSAGE TEXT field.
   b. Enter the message to appear on the wallboard. Enter variables as a number between 1 and 5, surrounded by <>.

      Example: Service Level <1>
   c. If you entered a variable in your message, use the arrow keys to highlight the <1> space in the variable.
   d. Press the [Options] function key. Select one of the variables from the menu.
   e. If you entered a variable in your message, use the arrow keys to highlight the DISPLAY FORMAT of the variable.

   Note: Steps E and F are only needed if the variable is time based.

   f. Press the [Options] function key. Select one of the variables from the menu.

3. Save the definition as follows:
   a. Press the [Commands] function key, use the arrow keys to highlight the Save changes option.
   b. Press the Enter key.

   Note: CC MIS allows you to save multiple wallboard messages with the same name. If you are modifying an existing wallboard message, save the modification by using the Overwrite an existing message definition command to prevent the system from saving different wallboard message definitions with the same name.

4. Exit the screen as follows:
   a. At the Commands menu, use the arrow keys to highlight the Exit (without saving changes) option.
   b. Press the Enter key.

Use the steps below to define a wallboard display.

Step 2-16: Defining a wallboard display

1. From the main menu, select Display Definition / Wallboard Definition.

2. Enter information into the Wallboard Display Definition screen:
   a. Use the arrow keys to highlight the Display Definition Name field. Enter a name of the Display Definition.
   b. Highlight the Message to Display field. Use the Options key to enter a message name. Up to 5 messages can be grouped to display one after another.
   c. Highlight the Data Scope field for that entry. Press the Options function key and select one of the items from the menu.

   Note: Step C is not needed if global scope is desired.

   d. Highlight the Num Secs field for that entry. Enter a number from 0 to 9999.
   e. Repeat this step for each message defined for this definition.

3. Save the definition as follows:
   a. Press the [Commands] function key, use the arrow keys to highlight the Save changes option.
   b. Press the Enter key.

   Note: CC MIS allows you to save multiple wallboard messages with the same name. If you are modifying an existing wallboard message, save the modification by using the Overwrite an existing message definition command to prevent the system from saving different wallboard message definitions with the same name.

4. Press the [Commands] function key and select the Exit option to return to the main window.

Use the steps below to send a wallboard message.

Step 2-17: Sending a wallboard message

1. From the main menu, select Display Definition / Wallboard Definition.

2. Read the wallboard definition.
   a. At the Wallboard Definition screen, use the [Commands] key to select the Read an existing wallboard display definition.
   b. At the Read which definition? prompt, highlight the message you want to display.
   c. Press the Enter key.

3. Send the message to the wallboard.
   a. At the [Commands] menu, highlight the option, Send wallboard display definition to wallboard, then press the Enter key.
   b. At the Send to which wallboard? prompt, highlight the correct wallboard, then press the Enter key.

4. Return to the Display Definition Menu.
   a. At the [Commands] menu, use the arrow keys to highlight the Exit (without saving changes) option.
   b. Press the Enter key.

   The system returns to the Display Definition menu.

Section 3: Reports

3

Introduction

For detailed information regarding the procedures in this chapter, refer to Chapter 5 of the Supervisor's Guide.

Use the steps below to create a report definition.

Step 3-1: Creating a report

1. From the main menu, select Report Definition / Report Parameter Definition.

2. Fill in the Report Parameter Definition screen:
   a. Name your report and identify whether or not to use the name in menus, only, or reports and menus.
   b. Select your format style (tabular, graphic, or event log).
   c. Select your format.
   d. Select your Output Device.
   e. Identify the grouping desired for the report.
   f. Identify your data selections.

3. Save the report parameters:
   a. Press the [Commands] function key.
   b. Select Save as a new personal report definition, Save as a new public report definition, or Overwrite an existing report definition.

4. Exit the report parameter screen, by selecting Exit (without saving changes), from the Commands menu.

The system returns to the main menu.

Use the steps below to create an ad-hoc report.

Step 3-2: Creating an ad-hoc report

1. From the main menu, select Report Definition / Report Parameter Definition.

2. Access the report parameters:
   a. From the Report Parameter Definition screen, press the [Commands] function key.
   b. Select Read an existing report definition, and select the name of the definition in the screen.

3. Print the report:
   a. Press the [Commands] function key.
   b. Select Print this report.

4. Exit reports:
   a. Select Exit (without saving changes).

The system returns to the main menu.

Use the steps below to view a report.

Step 3-3: Viewing a report

1. From the main menu, select Report Preview.

   The system displays the report.

Note: You may need to use the page up/down keys to view the entire report.

Use the steps below to remove a report from your desktop.

Step 3-4: Viewing a report

1. Verify that the message Report Ready appears over your menu.

2. From the main menu, select Report Preview.
   The system displays the report.

3. To delete the report and return to the main menu, press the [Delete] function key.
   The system deletes your report.

Use the steps below to monitor another supervisor’s report.

Step 3-5: Monitoring another supervisor’s report

1. From the main menu, select Monitor Another Supervisor.
2. Enter the ID of the supervisor you wish to monitor at the prompt.

   The system displays a menu of items to monitor.
3. Select the Report Preview option.

   The supervisor's report appears on your terminal, if there is a report available.

Use the steps below to print a event log report.

Step 3-6: Printing an event log report

1. From the main menu, select Report Definition / Report Parameter Definition.

   The system displays the Report Parameters screen.
2. Identify your report parameters:

   a. At the style prompt, press the [Options] function key. Select Event Log.
   b. At the format prompt, press the [Options] function key and select your type of event log report.
   c. At the Report Ranges box, provide the range for each data element.
   d. Press the [Commands] function key and select Print this report.
   e. Select Exit (without saving changes).

   The system returns to the main menu.

Use the steps below to print a report.

Step 3-7: Printing a report

1. From the main menu, select System Reports.

2. Identify the report:
   a. From the System Reports screen, press the [Options] function key. Select your report from the list of options.
   b. If prompted for additional information, press the [Options] function key and select from your list of options.

3. Print the report:
   a. Press the [Commands] function key and select Print this report.
   b. Select Exit.

The system returns to the main menu.

Section 4: Configuration Control

4

For detailed information regarding the procedures in this chapter, refer to Chapter 6 of the Supervisor's Guide.

Use the steps below to change an agent position assignment.

Step 4-1: Changing an agent position assignment

1. From the main menu, select Configuration Control / Change Position Assignments. The system displays the Change Position Assignments screen.

2. Enter a position ID, a list name, or * to select all. The screen displays the current assignments.
   Note: If a list is available, press the [Position Lists] function key to select from a menu.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change. Note: To change from one group to another, both the Group Name and Position ID must be specified. A new Position ID is entered to change positions within the same group.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute the change press the [Commands] function key then select Execute. Select Exit to exit screen. The system returns to the Main Menu. To view changes in queue, press the [Display Execution Queue] function key.

Use the steps below to change agent set parameters.

Step 4-2: Changing agent set parameters

1. From the main menu, select Configuration Control / Change Agent Set Parameters.

   The system displays the screen.

2. Enter an ACD group, a list name, or * to select all.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute the change:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.
   The system returns to the main menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change queue sizes for an ACD group.

Step 4-3: Changing queue sizes for an ACD group

1. From the main menu, select Configuration Control / Change Queue Sizes.

   The system displays the screen.

2. Enter an ACD group, a list name, or * to select all.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change time overflow parameters.

Step 4-4: Changing time overflow parameters

1. From the main menu, select Configuration Control / Change Time Overflow Parameters.

   The system displays the screen.

2. Enter an ACD group or a list name.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Press the [Options] function key and select from the menu, or type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, Configuration Control / View Transaction Log.

Use the steps below to change overflow targets for an ACD group.

Step 4-5: Changing overflow targets for an ACD group

1. From the main menu, select Configuration Control / Change Overflow Targets.

   The system displays the screen.

2. Enter an ACD group, a list name, or * to select all.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change RAN parameters for an ACD group.

Step 4-6: Changing RAN parameters for an ACD group

1. From the main menu, select Configuration Control / Change Recorded Announcements.

   The system displays the screen.

2. Enter an ACD group, a list name, or * to select all.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change special route parameters for an ACD group.

Step 4-7: Changing special route parameters

1. From the main menu, select Configuration Control / Change Special Routing Parameters.

   The system displays the screen.

2. Enter an ACD group, a list name, or * to select all.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes;
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change network parameters.

Step 4-8: Changing network parameters

1. From the main menu, select Configuration Control / Change Network Parameters.

   The system displays the screen.

2. Enter an ACD group, a list name, or * to select all.

   Note: If a list is available, press the [ACD Group Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Press the [Options] function key to select from a menu, or type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change ACD-DN assignments and priorities.

Step 4-9: Changing ACD-DN assignments and priorities

1. From the main menu, select Configuration Control / Change ACD-DNs Assignments & Priorities.

   The system displays the screen.

2. Enter an ACD-DN number, a list name, or * to select all.

   Note: If a list is available, press the [ACD-DN Lists] function key to select from a menu.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Press the [Options] function key to select from a menu, or type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute your changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to change network targets.

Step 4-10: Changing network targets

1. From the main menu, select Configuration Control / Change Network Targets.

   The system displays the screen.

2. Enter a source group name or primary DN number, a source/destination group pair, or * to select all.

   The screen displays the current assignments.

3. Enter changes:
   a. Use the left/right arrow keys to highlight the field(s) you want to change.
   b. Type the new information.
   c. Press the Enter key to change the data on the screen.

4. Execute changes:
   a. Press the [Commands] function key.
   b. Select Execute.
   c. Select Exit.

   The system returns to the Main Menu.

5. To view changes in queue, press the [Display Execution Queue] function key.

6. To verify your change was made, select Configuration Control / View Transaction Log.

Use the steps below to create a change order.

Step 4-11: Creating a change order

1. From the main menu, select Configuration Control /Create or Modify Change Orders.

   The system displays the screen.

2. Identify the change order:
   a. At the Configuration Control-Change Order screen, enter a name for the change order.
   b. Select the option(s) included in the change order by entering Yes.

   The system displays the screen that allows you to change that option.

3. Enter changes.

4. Return to the Change Order screen:
   a. Press the [Commands] function key.
   b. Select Exit.

   The system returns to the Configuration Control, Change Order Definition screen.

5. Alter other configuration areas or change order options, as desired.

6. Save the change order:
   a. Press the [Commands] function key.
   b. Select Save as a new change order or Overwrite an existing change order.
   c. Select Exit (without saving changes).

   The system returns to the Main Menu.

   Note: CC MIS allows you to save multiple change orders with the same name. If you are modifying an existing change order, use the Overwrite an existing change order command to prevent the system from saving different change orders with the same name.

Use the steps below to execute a change order.

Step 4-12: Executing a change order

1. From the main menu, select Configuration Control /Create or Modify Change Orders.

   The system displays the screen.

2. Read the change order:
   a. Press the [Commands] function key.
   b. Select Read an existing change order.
   c. At the pop-up, Read which change order?, select the correct change order from your menu of choices.

3. Execute the change order:
   a. Select Execute this change order.
   b. Select Exit (without saving changes).

   The system returns to the Configuration Control menu.

4. To verify the change was made:
   a. Select Configuration Control / View Transaction Log.
   b. Press the [Exit] function key to access the Configuration Control menu.

Use the steps below to schedule a change order.

Step 4-13: Scheduling a change order

1. From the Change Order screen:
   a. Press the [Commands] function key.
   b. Select Schedule change order.

   The system displays the screen.

2. Select schedule for the change order.
   a. Select the desired schedule and press OK
   b. Select Cancel button to exit.

   The system returns to the Change Order screen.

Use the steps below to view the transaction log.

Step 4-14: Viewing the transaction log

1. From the main menu, select Configuration Control / View Transaction Log.

   The system displays the Transaction Log screen.

2. Use the [Page up/Page down] terminal keys to move through the log file.

3. Press the [Exit] function key to exit the Transaction Log.

Section 5: Profile maintenance

5

For detailed information regarding the procedures in this chapter, refer to Chapter 7 in the Supervisor's Guide.

Use the steps below to access the profile maintenance screen.

Step 5-1: Accessing the Profile maintenance screen

1. From the Main menu, select Profile Maintenance
2. Use arrow and [Function] keys to select and update fields.

   Note: If the field is grayed, you cannot update that field.
3. Save the changes to the Profile screen by using the [Commands] option key.
4. Select Save and Exit.

Use the steps below to access the profile color selection screen.

Step 5-2: Accessing the profile color selection screen

1. From the Main menu, press the Change colors key.

2. Highlight the screen element you wish to change. The current colors selected for that element appear in the Sample box located at the bottom of the screen.

3. Change the background and foreground colors:
   a. Use the right arrow to access the Background field.
   b. Enter the number of the new color.
   c. Use the right arrow to access the Foreground field.
   d. Enter the number of the new color.

4. Save the changes.
   a. Press the Commands function key.
   b. Select Save as personal defaults.
   c. Select Exit.

Section 6: Admin functions

6

For detailed information regarding the procedures in this chapter, refer to the System Administrator's Guide, NTP 297-2671-345.

Use the steps below to access system admin mode.

Step 6-1: Accessing the sys admin functions

1. Select the Enter System Administration Mode command.

   The system displays a prompt asking for the system administrator password.

   Note: If the Enter System Administration Mode command is not displayed, a system administrator password is not defined. You currently have access to all screens.

2. Enter the system administrator password.

   Access to all screens is granted.

Use the steps below to access the privilege level screen.

Step 6-2: Accessing the privilege level screen

1. Login as the system administrator.
2. From the Parameter Administration menu, select the Privilege Level Definition mode.

   The Privilege Level Definition screen displays.
3. Enter a name in the Privilege Level Name field. The name may be up to 20 characters in length and may contain any printable characters including blanks.
4. Select the desired control options.
5. From the File menu, select Save.

Use the steps below to create a supervisor profile.

Step 6-3: Creating a supervisor profile

1. From the main menu, select Parameter Administration / Supervisor Definition.
2. Enter information for default display, privileges, scope restrictions, preferences, and default printers.
3. Save the profile:
   a. Press the [Commands] key.
   b. Highlight Save changes, and press the Enter key.
   c. Highlight Exit (without saving changes), and press the Enter key.

Use the steps below to update a supervisor profile.

Step 6-4: Updating a supervisor profile

1. From the main menu, select Parameter Administration / Supervisor Definition.

   The system displays the Supervisor Definition screen.

2. Identify the supervisor to be updated. Use arrow and function keys to select and update fields.

   Note: If the field is grayed, you cannot select or update that field.

3. Save your changes:
   a. Press the [Commands] key.
   b. Highlight Save changes, and press the Enter key.
   c. Highlight Exit (without saving changes), and press the Enter key.

Use the steps below to create a list.

Step 6-5: Creating a list

1. From the main menu, select Parameter Administration / List Definitions. The system displays the List Definition screen.

2. Create the list:
   a. Press the [Options] function key to display a menu of choices for the list type. Select one.
   b. Enter a name for the list.
   c. Type the elements of your list. Press the Enter key to move to the next location in the list.

3. Press the [Commands] function key and select Save as a new list definition.

   Note: CC MIS allows you to save multiple list definitions with the same name. If you are modifying an existing list, save the modification by using the Overwrite existing definition command to prevent the system from saving different definitions with the same name.

4. Select Exit (without saving changes).

   The system returns to the Parameter Administration menu.

Use the steps below to print system reports.

Step 6-6: Printing system reports

1. From the main menu, select System Reports.

   The System Reports screen appears.

2. Use the [Options] key to select a report.

3. Use the [Commands] key to print your report.

Use the steps below to access the spectrum definition screen.

Step 6-7: Accessing spectrum definition screen

1. From the main menu, select Report Definition / Spectrum Definition.

   The system displays the Spectrum Definition screen.

2. Update the fields, keeping in mind the rules for specifying boundaries.

3. Use the [Commands] key to save your changes.

Use the steps below to update the report formula definition screen.

Step 6-8: Updating a report formula definition

1. From the main menu, select Report Definition / Formula Definition.

   The system displays the Report Formula Definition screen.

2. Using arrow and function keys, select and update fields.

   Note: If the field is grayed, you cannot select or update that field.

3. Use the [Commands] key to save changes.

   Note: CC MIS allows you to save multiple report formula definitions with the same name. If you are modifying an existing report formula definition, save the modification by using the Overwrite an existing formula command to prevent the system from saving different definitions with the same name.

Use the steps below to access the tabular report formats screen.

Step 6-9: Accessing the tabular reports screen

1. From the main menu, select Report Definition / Tabular Format Definition.

   The system displays the Tabular Format Definition screen.

2. Using arrow and function keys, select and update fields.

   Note: If the field is grayed, you cannot select or update that field.

3. Use the [Commands] key to save changes.

   Note: CC MIS allows you to save multiple report definitions with the same name. If you are modifying an existing report definition, save the modification by using the Overwrite an existing format command to prevent the system from saving different definitions with the same name.

Use the steps below to access the graphic reports formula screen.

Step 6-10: Accessing the graphic reports formula screen

1. From the main menu, select= Report Definition / Graphic Format Definition.

   The system displays the Graphic Format Definition screen.

2. Using the arrow and function keys, select and update fields.

   Note: If the field is grayed, you cannot select or update that field.

3. Use the [Commands] key to save your changes.

   Note: CC MIS allows you to save multiple report formats with the same name. If you are modifying an existing report format, save the modification by using the Overwrite an existing format command to prevent the system from saving different formats with the same name.

Use the steps below to access the report parameters screen.

Step 6-11: Accessing the report parameters screen

1. From the main menu, select Report Definition / Report Parameter Definition.

   The system displays the Report Parameter Definition screen.

2. Using arrow and function keys, select and update fields.

3. Save your changes.

   Note: CC MIS allows you to save multiple report parameter definitions with the same name. If you are modifying an existing report parameter definitions, save the modification by using the Overwrite an existing report definition command to prevent the system from saving different report parameter definitions with the same name.

4. Press the [Options] function key and select the appropriate save function.

Use the steps below to attach reports to a schedule.

Step 6-12: Attaching reports to a schedule

1. Select Parameter Administration/Schedule Definition and select the schedule you want to use.

   Note: You can use the Read an existing schedule option from the commands pop-up.

2. Access the Commands pop-up. Select the Attach reports to this schedule option.

   The system displays the Scheduled Reports and Copies prompts.

3. Enter the reports you want to schedule. Use the [Options] key to display your options.

   Note : The Add Multiple Reports key allows you to add many reports at one time.

4. Use the [Commands] key to select Save as a new schedule.
   The system prints the reports you identified according to the schedule you selected.

Use the steps below to attach a change order to a schedule.

Step 6-13: Attaching a change order to a schedule

1. Identify your change order using the Configuration Control menu.

2. Select Parameter Administration/Schedule Definition and select the schedule you want to use.

   Note: You can use the Read an existing schedule option from the commands pop-up.

3. Access the Commands pop-up. Select the Attach change orders to this schedule option. The system displays the Scheduled Change Orders prompt.

   Note: If you have no change orders identified in the system, you cannot access this option.

4. Enter the change orders you want to schedule. Use the [Options] key to display a list of change orders.

5. Use the [Commands] key to select Save as a new schedule.
   The system executes the configuration changes according to the schedule you selected.

Use the steps below to update the display formula definition screen.

Step 6-14: Updating the display formula definition screen

1. Define your formula as follows:
   a. From the main menu, select Display Definition / Formula Definition.
   b. Enter the Title and Graph Title.
   c. Use the [Options] key to set the Divide by Zero Treatment.
   d. Use the [Options] key to set the Default Display format.
   e. Enter the Minimum display width.
   f. Enter the column title by pressing the [Edit field] key and typing the title.

   Note: The column width limits the title length; you may use more than one line to enter a title.

   g. Press the [End Editing] key.

2. Enter the calculation.
   a. Highlight the CALCULATION field.
   b. Press the Change field key.
   c. Press the Add field key and select your data fields.
   d. Use the keyboard to enter your mathematical operators (> < * / + -).
   e. Press the Edit done key.

3. Save the formula definition.
   a. Press the [Commands] key.
   b. Select Save as a new formula.
   c. Select Exit (without saving changes).

   Note: CC MIS allows you to save multiple display formula definitions with the same name. If you are modifying an existing display formula definition, save the modification by using the Overwrite an existing formula command to prevent the system from saving different definitions with the same name.

Use the steps below to define a quadrant.

Step 6-15: Defining a quadrant

1. Define the quadrant.
   a. From the Main Menu, select Display Definitions/ Quadrant Definition.
   b. Using buttons, menus, and check boxes, select and update the fields.

2. Enter the thresholds for the data fields.
   a. Highlight the Thresholds field.
   b. Press the Change field key.
   c. Highlight the first data field.
   d. Press the [Options] key, then select the threshold. If you select a constant threshold, you must also type the threshold value.
   e. Repeat for each data field.
   f. Press the Finished key.

3. Enter Custom Headings.
   a. Highlight the Custom Headings field.
   b. Press the [Edit field] key.
   c. Type the headings for the data fields.

   Note: Align the headings with the data fields. You may need to use more than one line to enter the heading.

   d. Press the [End Editing] key.

4. Save the quadrant.
   a. Press the [Commands] key.
   b. Select Save as a new personal quadrant.
   c. Select Exit (without saving changes).

   Note: CC MIS allows you to save multiple quadrant definitions with the same name. If you are modifying an existing quadrant definition, save the modification by using the Overwrite an existing quadrant command to prevent the system from saving different definitions with the same name.

Use the steps below to define a graphic quadrant.

Step 6-16: Defining a graphic quadrant

1. From the Main Menu, select Display Definitions/ Quadrant Definition.
2. Enter the Definition Name.
3. Specify a Quadrant Size (Half Screen or Full Screen).
4. Specify a Quadrant Style (Tabular or Graphic).
5. Specify the Number of Bar Segments.(value between 1-5)
6. Specify whether or not to display values (yes/no).
7. Specify whether or not to display Bar Totals (yes/no).
8. Specify one of the following for the scaling method: Fixed, Floating, or Stepped.
9. If desired, in the Heading field, enter a one-line heading.
10. Modify the legend text using the function keys.
11. Select the formulas and color schemes using the [Options] key for the Graphic Elements fields.
12. Save the quadrant.
    a. Press the [Commands] key.
    b. Select Save as a new personal quadrant.

    Note: CC MIS allows you to save multiple quadrant definitions with the same name. If you are modifying an existing quadrant definition, save the modification by using the Overwrite an existing quadrant command to prevent the system from saving different definitions with the same name.

13. When finished, press the [Commands] key and select the Exit option.

Use the steps below to define a custom screen.

Step 6-17: Defining a screen

1. Define the screen.
   a. From the main menu, select Display Definition / Screen Definition.
   b. Enter the Screen Name.
   c. Highlight the upper left Selection field. Press the [Options] key to select the quadrant.

   Repeat this step for each quadrant to include in the screen.

   d. Press the [Commands] key, and select Save as a new Personal Screen.
   e. Select Exit (without saving changes).
   f. Select Display Definition / Exit.

   Note: CC MIS allows you to save multiple screen definitions with the same name. If you are modifying an existing screen definition, save the modification by using the Overwrite an existing screen command to prevent the system from saving different definitions with the same name.

2. To view the display.
   a. From the Main menu, select Queue Statistics Display
   b. Press the [Commands] key and select Select another screen format.
   c. At the pop-up, select the screen.

Use the steps below to access a custom screen.

Step 6-18: Accessing a custom screen

1. Access the Queue Statistics Display.

2. Use the [Commands] key to choose the Select another screen format option.

   The system displays the Select which display? pop-up.

3. Highlight the custom format you desire.

   The system displays the customized Queue Statistics Display.

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