TOSHIBA

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SMIS to Insight DK Data Converter

This bulletin provides instructions for using the "SMISConv" application (version 1.0.100.0), which converts Software MIS (SMIS) log files into a format that can be imported into Insight DK.

In order to import SMIS data Insight DK, you must copy the SMISwwyy.LOG files to the PC with the Insight DK and SMISConv programs resident, and then run the SMISConv conversion program. This program converts the file format and imports the data into Insight DK.

Importing SMIS log files

Note   In order to transfer SMIS files to the Insight DK PC, you may need to compress them with a utility such as PKZIP®.

1. Download the SMISConv application from the Toshiba FYI Website: http://fyi.tsd.toshiba.com/technical and then copy it onto the PC containing the Insight DK.

2. Boot up the Insight DK PC.

3. Create a configuration database that matches the parameters of the SMIS system by using the AutoProgram Utility (PRGALL). (See technical bulletin TBDK-0033, "Strata DK to Insight DK Configuration Utility" for more information.

    ...or by starting Insight DK, using the Configurator to create a database, transferring appropriate data (see Note), and then closing Insight DK/DK+.
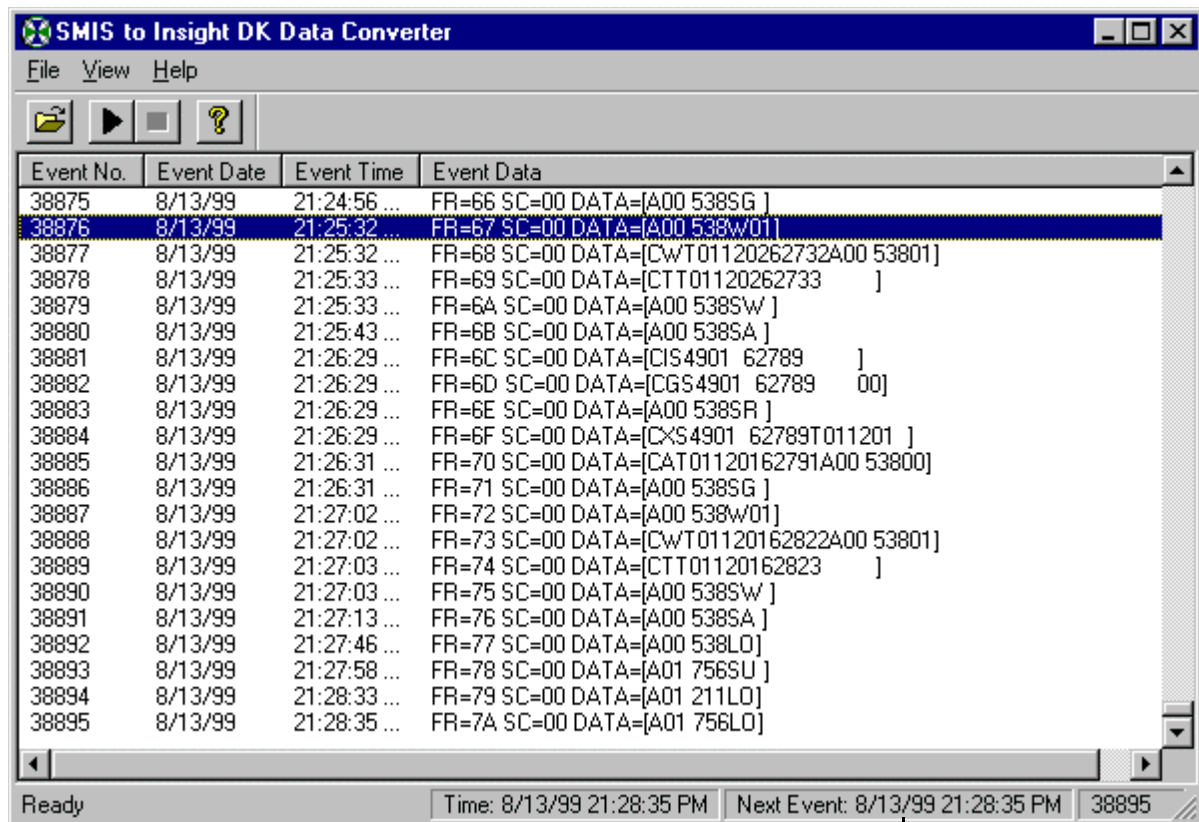
Note   Insight DK/DK+ has the ability to monitor CO Line and DNIS numbers, in addition to Agents, thus these need to be defined within Insight DK. To transfer all data, create all CO Lines, all DNIS/DID numbers, and all Agents that have been in use over the period of time of the data being collected.

4. Start SMISConv. The SMIS to Insight DK Data Converter window appears.

5. Start Insight DK/DK+.

Note   All status screen timers should be frozen at zero; this indicates that the SMISConv application is active.

6. From SMISConv window, select File, Open or use the toolbar, then select the file(s) you wish to convert.

    The SMIS data files contain the week number and year as part of the name (e.g., SMIS0999.LOG, for the ninth week of 1999). Look for files with this format to import into Insight.

Date & Time of Record | **Status Bar**

7. From SMISConv window, select File, Start, or right-arrow toolbar button, and start the conversion. The Insight status bar shows the events being sent.

The conversion is finished when no more activity can be observed on the SMIS to Insight DK Converter window status bar (see Figure). The bottom line of the SMISConv program shows the current status program.

The transfer times can be estimated at approximately 3 minutes per 1,000 calls. If you estimate that you handle approximately 500 calls per day, and there are 200 working days over a period of one year would result in records for 100,000 calls for the year. To convert these records into Insight would require 3 x 100 minutes = 300 minutes or approximately 5 hours to process all the record

The box with Time: indicates the date and time of the record being processed. If you know the last date that records were recorded, then this will give a good indication of the progress of the data conversion.

8. Stop the SMISConv by clicking the Stop button.

9. Exit the SMISConv program.

10. Exit and restart Insight DK MIS. The data should now be recorded for creating reports.

Other Main Menu Functions

The View menu enables viewing the Status Bar and Toolbar.

The Help menu enables access to the About dialog displaying program information, version and copyright.