

Strata[®] ***DK***

Digital Business Telephone Systems

**Call Center Viewer
User Guide**

Publication Information

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Introduction

This guide provides instructions for operating the Call Center Viewer™ application for Microsoft® Windows® 95. The Call Center Viewer runs on an IBM-compatible PC and provides Automatic Call Distribution (ACD) group and agent status information.

This guide is written assuming that you are familiar with operating a PC, mouse, and Windows software.

Organization

This guide is divided as follows:

- ♦ **Chapter 1—Grand Tour** provides an overview of the Call Center Viewer application. It explains the various viewing options and how to access information from the Main Window.
- ♦ **Chapter 2—Installation** provides hardware and software installation instructions.
- ♦ **Chapter 3—Operation** explains how to customize Group and Agent information, set alarms, sort data, and expand or summarize viewing options. This chapter contains all of the operational instructions for using the software.
- ♦ **Chapter 4—Wall Boards** explains how to use the Call Center Viewer to configure the Spectrum Wall Board. Also included are instructions for sending messages to Wall Boards.

How to Use This Guide

We suggest that you read this entire guide and get acquainted with the on-line help screens, described in Chapter 1—The Grand Tour.

Conventions

- | | |
|---|---|
| <p>➤ The left column gives you the single or numbered steps you need to perform a procedure. These steps apply to both mouse or keyboard use.</p> | <p>The right column gives the immediate response to your action. This column also includes additional notes and comments.</p> |
|---|---|

CAUTION! Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.

Note Elaborates specific items or references other information.

Important! *Calls attention to important instructions or information.*

- Courier** letters represent keyboard keys or entries from a keyboard.
- Times Roman words that are capitalized represent a specific dialog box button. For example: Transfer button.
- “Click” means to press and then release the mouse button without moving the mouse.
- denotes the step in a one-step procedure.
- ~ means “through”. For example: 5~10.
- Tab in this document refers to the title of an on-screen card. When you click on a tab on screen, that card is brought to the front of the stack for viewing and editing purposes.

Related Documents

The following documents can be referenced for additional information:

- ♦ **Strata DK424 Call Center Solutions General Description** provides a system overview, including hardware and feature information. Highlights the technology employed in operating the ACD Strata DK424 system.
- ♦ **Strata DK ACD Agent Guide** describes the ACD Agent feature operation along with step-by-step procedures for using features.
- ♦ **Strata DK ACD Supervisor Guide** provides instruction on how to use the ACD supervisor features.
- ♦ **Strata DK Installation and Maintenance Manual**, Chapter 11—DK424 ACD Installation.
- ♦ **Strata DK Programming Manual**, Chapter 6—Automatic Call Distribution.

This chapter provides an overview of the Call Center Viewer application. It includes basic requirements, available ACD information, and explains the main menu and viewing options.

Overview

The Call Center Viewer application connects directly to the Strata DK or to other Call Center Viewer applications, such as an ACD Management Information System (MIS) or Toshiba's Software MIS (SMIS). When used with a SMIS or MIS, the Call Center Viewer application provides cost-effective, incremental growth.

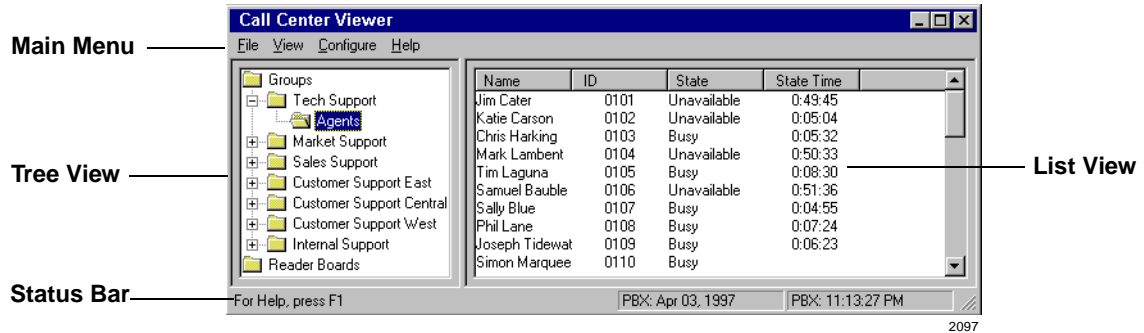
The Call Center Viewer organizes and displays events reported by the Strata DK MIS port. It provides much of the display information offered by ACD/MIS supervisor monitors, but it works on a PC. Call Center Viewer enables ACD supervisors to see the following:

- ◆ Number of Calls in Queue
- ◆ Number of Agents Available
- ◆ Number of Agents Busy
- ◆ Number of Agents Logged-In
- ◆ Number of Agents Unavailable
- ◆ Individual Agent States and State Times
- ◆ Longest Call Waiting
- ◆ Strata DK Date/Time
- ◆ Wall Board Messages

The data displays on a host PC and can also be summary information can be sent to an optional Wall Board.

Main Window

When the Call Center Viewer application starts, the Main window displays as shown below.



Main Menu

Submenus for each item on the Main Menu provide access to file management, various views, configuration windows, and the on-line Help.

Tree View

When the Call Center Viewer application starts, the objects are displayed in Tree View, including ACD Groups, Agents, and Reader Boards.

List View

The List View has a variety of features. You can:

- ♦ View call events updates reported by the Strata DK system
- ♦ Sort the List Views
- ♦ Customize names (Groups, Agents, and Reader Boards)

When the Call Center Viewer application launches, both Tree and List Views are blank. Depending on the Strata DK system connection type (monitor or direct) the List Views will begin displaying data as call events occur or when a database download is received. The Call Center Viewer application can only request a database download when it is connected directly.

In the Monitor connection, the Call Center Viewer application depends on the system that is connected directly to the Strata DK MIS port to request a database download.

Notes

- Depending on the Strata DK system and ACD traffic levels, the call event data can be put into a buffer. When Strata DK system buffers the data, real-time displays of the Call Center Viewer application may appear slightly delayed.
- The Call Center Viewer information is immediately updated when it receives call event data from the Strata DK system MIS port.

Status Bar

The Status Bar is at the bottom of the application work space. The left side shows context sensitive information; the right side displays the date and time from the Strata DK system.

The date and time shown on the Status Bar is set from Strata DK system. If the Strata DK system date/time is incorrect, there are no adverse effects to the Call Center Viewer. You can set the date/time of the Strata DK from port 000 (normally station 100 or 200), an Attendant Console, or from a TTY terminal. See the Strata DK Administrator or refer to the *Strata DK Installation and Maintenance Manual* for more information.

Wall Boards

The Call Center Viewer application supports Spectrum Wall Boards. The Call Center Viewer application supports a Wall Board network which can display Group data to every active ACD group. You can assign one Group to a Wall Board or you can assign several Groups to the same Wall Board. Each Wall Board can be controlled individually with the same information as another Wall Board, or with different information. This enables each Wall Board to receive status information for individual or multiple ACD Groups.

Custom Messages

You can send custom messages from the Call Center Viewer application to individual Wall Boards, Groups of Wall Boards, or to all Wall Boards. Custom messaging can be used to send motivational messages (i.e., “Congratulations We Made the Numbers”) or for informing an ACD group of current priorities (i.e., “Meeting at 2:00”). All other messages, including ACD information, suspend for the duration of a custom message.

This chapter includes:

- ◆ Hardware configuration, with multiple host and slave PCs, as well as SMIS/MIS connections
- ◆ Instructions on how to install the Call Center Viewer and optional Wall Boards
- ◆ Use of Demonstration Mode, a software tutorial for first-time users
- ◆ Program Removal

This chapter explains how to install the Call Center Viewer application. The instructions in chapter assume that the Call Center Viewer hardware has been already been configured per the instructions in the *Strata DK Installation and Maintenance manual, Chapter 11–DK424 ACD Installation*.

Step 1: Before You Start

Make Sure You Have Everything

- ◆ Software (two 3.5” 1.44 MB disks)
- ◆ User guide
- ◆ Installation instructions
- ◆ Activation key that installs on the parallel printer port
- ◆ Demo Disk

The PC is customer-supplied and is not included in the kit.

Make Sure Your PC Meets the CCV's Requirements

Toshiba recommends installing the Call Center Viewer application on ACD Supervisor's PCs. The host PC does not have to be dedicated to this application, since the Call Center Viewer application was designed for multi-tasking.

When the Call Center Viewer application connects to the Strata DK system, it functions as a machine-to-machine interface, constantly updating call center data. The Call Center Viewer application should be installed on a PC with the following minimum requirements:

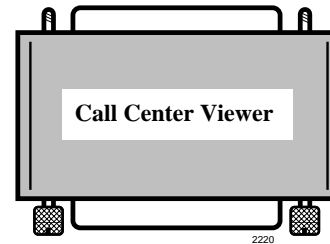
- ◆ Microsoft Windows 95
- ◆ IBM-compatible PC with 100MHz Pentium processor
- ◆ 16MB of RAM
- ◆ Hard drive with 10MB of available space
- ◆ One available serial communication port; two if Wall Boards are used
- ◆ VGA color monitor
- ◆ Mouse

Increasing the PC's processor speed and adding RAM will improve the host PC's performance; therefore, boosting the performance of the Call Center Viewer application.

Each copy of the Call Center Viewer application functions independently from other connections, enabling each Group Supervisor to view real-time data associated with his/her particular Group.

Step 2: Install the Software Protection Device

1. Remove the printer cable, if present.
2. Install the *green* Software Protection Device onto the parallel port of your PC.



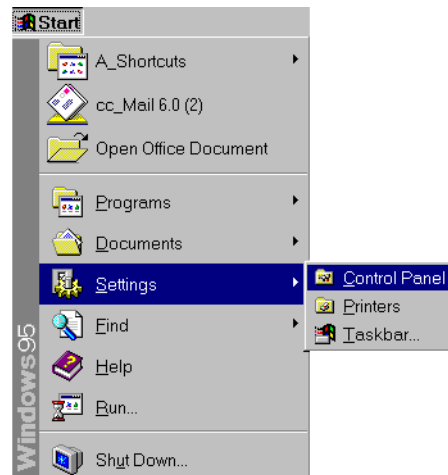
This device also enables Wall Board connections. See [“Wall Boards”](#) for installation instructions.

3. Reconnect printer cable, if it was removed in step one.

The green software protection device will not interfere with your printing process.

Step 3: Install the Call Center Viewer Program

1. Insert the Call Center Viewer Program Disk 1 into your floppy disk drive.
2. Select the Windows 95 Start button, then select Settings, then Control Panel.



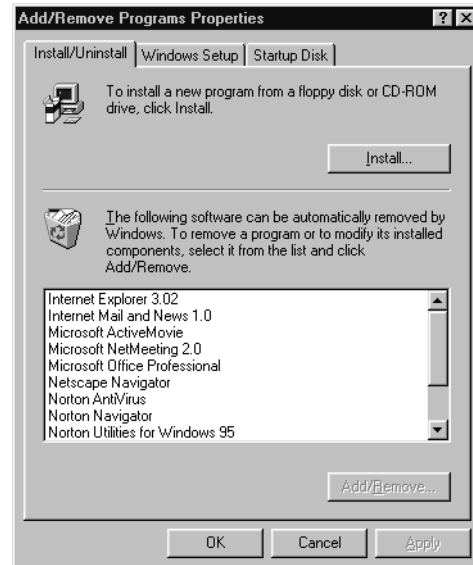
2227

- From the Control Panel window, select Add/Remove Programs.



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- From the Add/Remove Program Properties dialog box, click Install.
- Click Next and follow the prompts to finish installing the program.

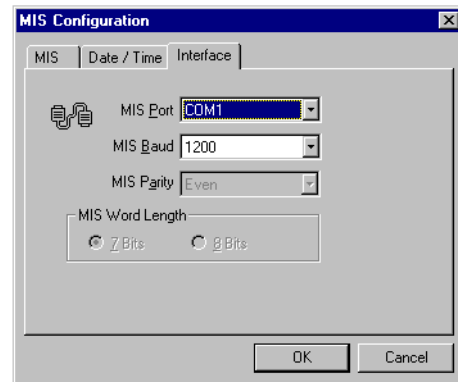


2200

Step 4: Set MIS Configuration

1. Launch the Call Center Viewer program by clicking the Start button, Programs, then Call Center Viewer ...or click the Configure menu, then the MIS submenu.
2. From the Interface tab, select the MIS port.

Note When you first install the program with the program disks, the MIS Configuration dialog box automatically appears when the program is launched. (Afterward, use the Configure menu to access it.)



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The MIS port is the host PC serial communications port assignment for connection to the Strata DK System.

3. Select the baud rate between the Wall Board(s) and the host PC.

Use the highest available speed that is supported by the Strata DK system and Wall Board(s).

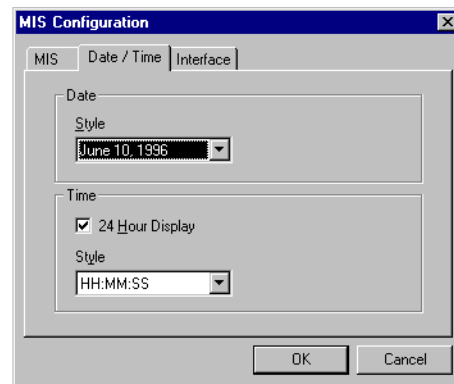
COM port speed is affected by the number and types of peripheral devices (i.e., modems, TTY, SMDI) running on the Strata DK I/O port.
4. Set the MIS Parity.
5. Set the MIS Word Length.
6. Select the Date/Time tab.
7. Select the Style for the Date displayed within the application, either alpha numeric (June 10, 1997) or numeric (6/10/97).
8. Select the Format (check for 24-hour format; no check for 12-hour format) and Style for Time (with or without seconds).

Make sure this setting matches the baud rate of the Strata DK system MIS port.

CAUTION! If the baud rate (channel speed) is not set high enough, the Strata DK system MIS buffer may overflow, causing loss of data to the Call Center Viewer application. See the Strata DK Installation and Maintenance Manual for more information.

When you use the Strata DK system, the MIS Parity is permanently set to Even.

When you use the Strata DK system, the Word Length is permanently set to seven.



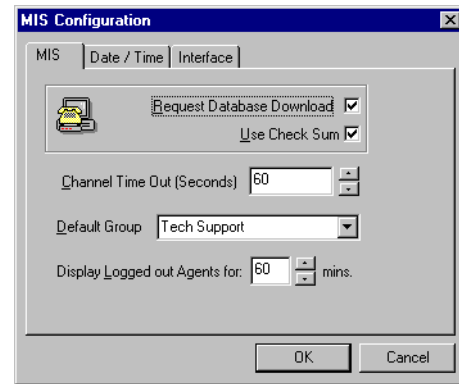
2111

9. Select the MIS tab.
10. If you are configuring the master PC, check the Request Database Download box.

Do *not* check this box if you are configuring slave PCs.

If MIS or SMIS is connected, do not check this box.

11. *Always* check the Use Check Sum box if the Call Center Viewer application connects to the Strata DK system.
 12. Use the arrows to select the Channel Time Out.
- Toshiba recommends setting no less than 60 secs.
13. Select a Default Group to display in the Title Bar Display.
 14. Select the number of minutes to display Logged Out Agents.
 15. Click OK.



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Important! *Only the master PC can communicate with the Strata DK system.*

Channel Time Out is the maximum time for idle connection before the alarm turns on. The application monitors the communication line between the Strata DK system and the host PC. When the connection is dropped, an alarm message displays on the host PC.

Note There are no warning messages when the MIS dialog box is open.

For information on Title Bar Display, see [Page 24](#).

Note You cannot select a group if data is not being collected (no activity).

The MIS Configuration window closes and the full Call Center Viewer screen is visible.

Using Demonstration Mode (Optional)

After you install the software from the program disks, you can use the Demonstration Mode to familiarize yourself with the Call Center Viewer features, such as sending custom messages to a Spectrum Wall Board. Any changes made while operating in Demonstration Mode are discarded when the application is shut down.

► To run the Call Center Viewer in the Demonstration Mode

1. Remove the Software Protection Device connected to the host PC's printer port.
2. Make sure the software has been installed and the MIS configuration has been set per the following:
[“Step 3: Install the Call Center Viewer Program”](#) on [Page 7](#) and [“Step 4: Set MIS Configuration”](#) on [Page 9](#).
3. Launch the Call Center Viewer program by clicking the Start button. From the menus, select Programs, then Call Center Viewer.
4. Click Yes.
5. When you are done, select File, then Exit.

Important! *Removing the Software Protection Device clears all entered information and the settings will revert to default data. For this reason, Toshiba highly recommends that if you want to run Demo mode, that you do so before setting up the application in a work environment.*



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6. Reminder: Reattach the software protection device(s) before you launch the program. (See [“Step 2: Install the Software Protection Device”](#).)

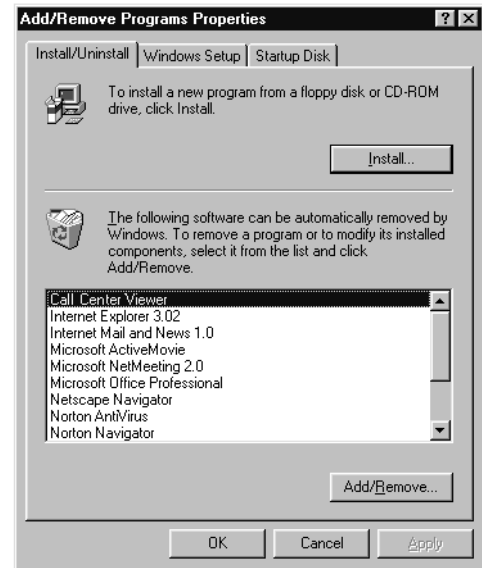
Program Removal

When you are not using the Call Center Viewer, you can minimize it or exit from the File menu. However, if you need to remove the Call Center Viewer application from the host PC, use the following instructions.

► To uninstall the Call Center Viewer

1. Shut down the program.
2. Click the Windows 95 Start button. From the menus, select Settings, Control Panel, and Add-Remove Programs.

3. From the list of installed software programs, select Call Center Viewer, then click Add/Remove.
4. Click the Yes to Confirm File Deletion.
5. From the Uninstall Shield dialog box, click OK.
6. Remove the green software protection device key.



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This chapter covers the following topics:

- ♦ Groups
- ♦ ACD Groups
- ♦ Alarm Configuration
- ♦ Agents
- ♦ Sorting in List View
- ♦ View Menu
- ♦ File Menu

Once the MIS system is configured, organizing the ACD Groups and Agents is your next logical task. This chapter includes instructions on customizing Groups' and Agents' names, sorting information, setting alarm sounds and triggers, selecting screen colors, and printing displays.

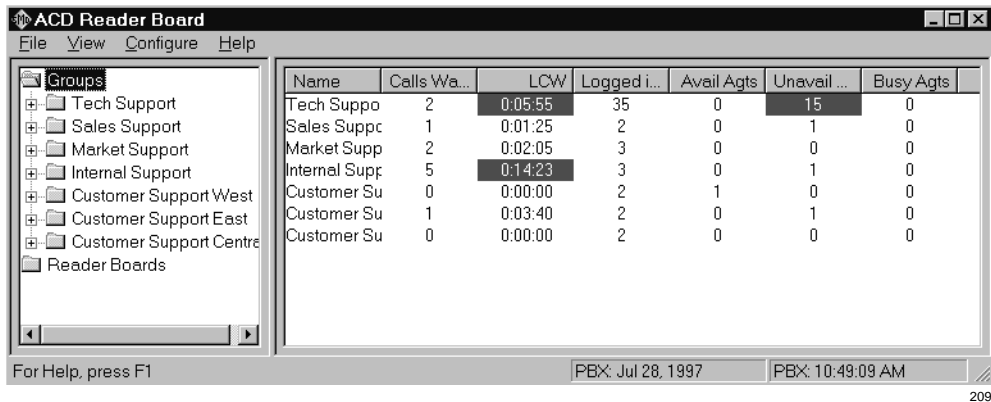
Important! *With a slave/host configuration, it is preferable to boot up the slave computers before the host computer, so that Agent information is immediately available when the host is turned on. If the slave PC is turned on after the host PC, Agents will be recognized after a change in state for each individual Agent.*

Groups

List and Tree Views

The List View shows the names and statuses of all ACD Groups with reported activity (since the time that the Call Center Viewer application was launched). Or, you can open a Group Object in Tree View and select an individual group to see the List View of a single ACD Group.

An example of a Group List View is shown below:



The screenshot shows the ACD Reader Board application window. On the left is a tree view under 'Groups' containing folders for Tech Support, Sales Support, Market Support, Internal Support, Customer Support West, Customer Support East, Customer Support Centre, and Reader Boards. On the right is a list view with the following data:

Name	Calls Wa...	LCW	Logged i...	Avail Agts	Unavail ...	Busy Agts
Tech Suppo	2	0:05:55	35	0	15	0
Sales Suppc	1	0:01:25	2	0	1	0
Market Supp	2	0:02:05	3	0	0	0
Internal Supp	5	0:14:23	3	0	1	0
Customer Su	0	0:00:00	2	1	0	0
Customer Su	1	0:03:40	2	0	1	0
Customer Su	0	0:00:00	2	0	0	0

At the bottom of the window, it says 'For Help, press F1', 'PBX: Jul 28, 1997', and 'PBX: 10:49:09 AM'. The number 2098 is in the bottom right corner.

Hide or Open Objects in Tree View

- Double click on the object

...or select the minus/plus symbols (-/+) of the object icon (folder)

...or select the object and press the minus/plus keys (-/+) on the keyboard.

Moving from object to object

Click on an object, then use the up/down arrow keys, or page up/down keys.

Moving from Object to Object

- Click on an object, then use the up/down arrow keys, or page up/down keys.

ACD Groups

There are two parts to creating an ACD Group. First, a name should be assigned. Second, Alarm thresholds should be set for each group.

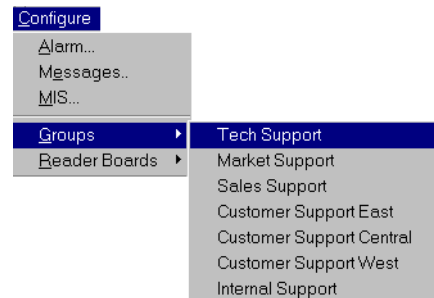
The Strata DK system organizes ACD Groups by number and does not support Group names. Default group names are “Group,” plus the number reported by the Strata DK system (i.e., Group01). With the Call Center Viewer application, you can change group names to something more definitive, such as “Customer Service.” You can also sort the Name column.

The Group Number reported by the Strata DK system displays in the Call Center Viewer for reference purposes only. The group number cannot be changed in the Call Center Viewer application.

Step 1: Assign or Change an ACD Group Name

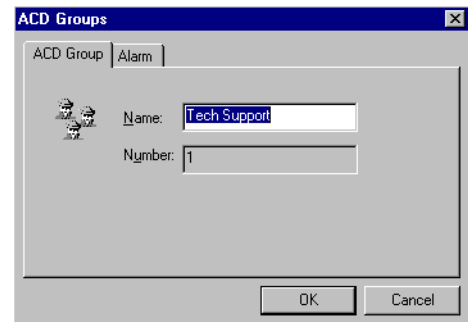
1. From the Main Menu, select Configure, Groups, then select a group

...or from the Tree view, click on the Groups icon, then double-click on the group in the List View.



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2. Enter an ACD Group name. Click OK.



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Organizing Names for Sorting

You can add a prefix to names such as A, B, C, East, or West to organize and sort them into Groups. You can arrange them by work shifts or regional responsibilities.

If a particular Group or Agent needs special attention during training or work reviews, assign the prefix “1” to the name. This places that name at the top of the list during an ascending sort. For instructions on sorting, see [“Sorting in List View”](#) on [Page 23](#).

Step 2: Set the ACD Group Alarm

The alarm tab enables you to set alarm threshold information for each ACD Group. The alarm values set here will apply to the ACD Group on the corresponding ACD Group tab.

The alarm activates when an alarm value exceeds the Group’s current alarm threshold. You can change the alarm’s color, make the screens flash, etc., from this tab. For audible alarm settings, see [“Alarm Configuration”](#) on [Page 20](#).

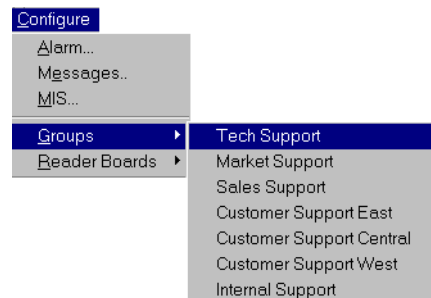
There are three alarm categories for ACD each group:

- ◆ Calls-In-Queue
- ◆ Longest-Call-Waiting
- ◆ Unavailable-Agents

There are two different dialog boxes which affect alarm settings. Alarm thresholds for ACD Groups is set from the tab accessed from the ACD Groups dialog box; alarm configuration is accessed from the Configure menu.

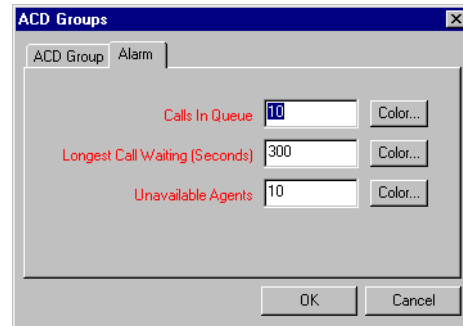
► To set an Alarm for an ACD Group

1. From the Main Menu, select Configure, Groups. Select a Group
...or from the List View, select an ACD Group, then double-click on the Group’s Name.



2423

- From the ACD Groups dialog box, select the Alarm tab.
- From the Alarm dialog box, set the desired values.



2101

Each Alarm displays its threshold. To activate an Alarm, a value must exceed the group's Alarm value setting.

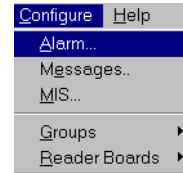
- (Optional) click Color. From the Color dialog box, select a new color, then click OK.
- From the Alarm dialog box, click OK.

Alarm Configuration

You can set the alarm characteristics and assign the alarm to *all* Groups or only to the default Group from the Alarm Configuration dialog box.

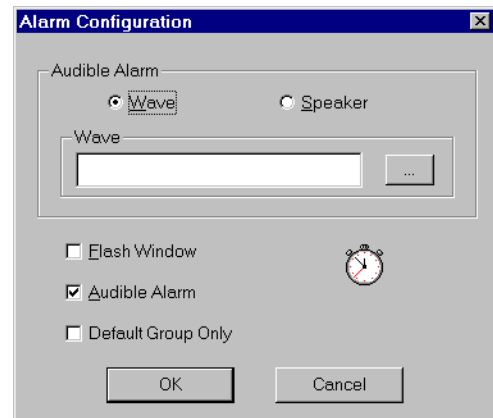
To configure the Alarm

1. From the Main Menu, select Configure, then Alarm.



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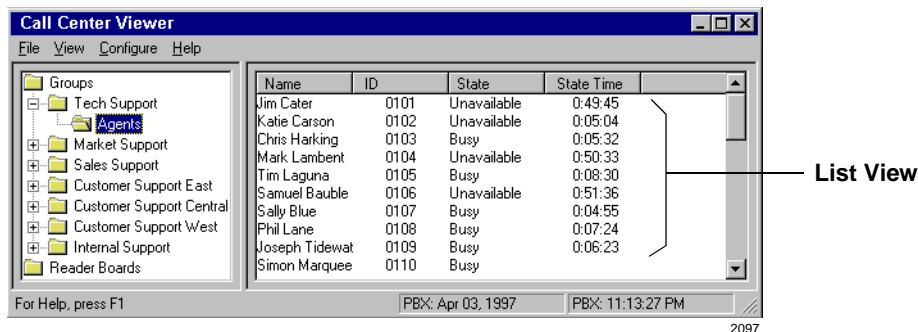
2. Select Wave and a .WAV (sound) file or...select Speaker.
3. Check the options that you want.
4. Click OK.



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Agents

The List View shows individual Agents and constantly updates to display each Agent's current ACD State (see below). The State timer begins when an Agent call event change is received by the Call Center Viewer application. The State timer increments in one second intervals until the next Agent call event.



Agent States

Agent States are determined by call events received from the Strata DK system (see below).

Strata DK Call Event	Agent States				
	Logged In	Logged-Out	Available	Unavailable	Busy
Log In	Yes	No	No	No	No
Log Out	No	Yes	No	No	No
Available	Yes	No	Yes	No	No
Unavailable	Yes	No	No	Yes	No
On PBX Call	Yes	No	No	No	Yes
On Gate ¹ Call	Yes	No	No	No	Yes
In After Work Time	Yes	No	No	No	Yes

¹Gate Call stands for ACD calls, which come into the system through the ACD gateway.

Note Logged Out Agents displays for the duration of the “Display Logged-Out-Agts for” control, which is located on the MIS tab of the Configure menu.

Agent Names

Agent names that are initially programmed into the Strata DK system download to the Call Center Viewer application's database. The Strata DK system name field allows up to eight characters, whereas the Call Center Viewer accepts up to 24 characters. With the Call Center Viewer, you have the room to enter an Agent's full name (i.e., Joseph Paul Baldwin).

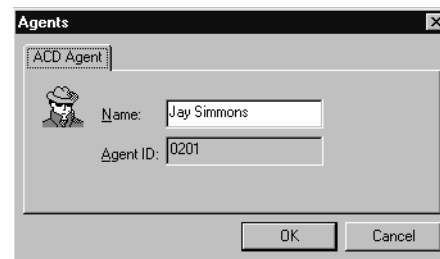
Note Under some conditions, Agents' names are not received from the Strata DK system (see [“Step 4: Set MIS Configuration”](#) on [Page 9](#)). If the names do not automatically transfer to the database, the Call Center Viewer application displays “AgentXXXX”. “XXXX” appears in place of the Agent ID number, assigned in the Strata DK system programming.

You can enter Agent names from the Call Center Viewer application, instead of the Strata DK system.

To change Agent's names, you must select the Agent from the List View. This feature is not available from the Main Menu level.

► To assign or change an Agent's name

1. From the Tree View, double-click on the Groups icon to list all Groups.
2. Double-click on the desired Group.
3. Click on the Agents folder.
4. In the List View, double-click on the Agent's name to access that tab.
5. From the Agent dialog box, enter a new name.
6. Click OK.



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The Call Center Viewer application now only uses this name for the associated Agent ID.

Notes

- See “Organizing Names for Sorting” on Page 18.
- Agent IDs (Agent’s log in codes) are entered/changed through programming in the Strata DK system. The agent dialog box contains the Agent ID for reference.

Management Tips for Agent names

If you plan to use the Call Center Viewer application to change Agent names, program generic Agent log-in codes and names in the Strata DK. Example, you can use the ACD Group number plus a two-digit Agent number (0105 = ACD Group 1, the fifth Agent). Strata DK Agent names are “AGT” + “Log-In-Code” or AGT0105.

This convention eliminates the need to reprogram the Strata DK every time an Agent is hired or leaves the company. All Agent names can then be customized from the Supervisor’s PC with the Call Center Viewer application.

Sorting in List View

ACD Group and Agent data can be sorted in ascending or descending order (numerically or alphabetically, whichever applies) from the List View.

➤ **To sort Agent or Group data in list view**

- Click on any column heading in the List View.

Column Headings						
Name	Cells Wa...	LCW	Logged i...	Avail Agts	Unavail...	Busy Agts
Tech Suppo	2	0:05:07	35	0	15	0
Sales Suppc	1	0:00:37	2	0	1	0
Market Supp	2	0:01:17	3	0	0	0
Internal Supp	5	0:13:35	3	0	1	0
Customer Su	0	0:00:00	2	1	0	0

2223

The sorting process alternates with each click. For instance, if the names sorted in ascending order, the next click sorts in descending order.

Notes

- The descending sort of the Groups' Name column can be used to place Groups with the most calls in queue or the longest hold times at the top of the screen. (Groups with zeros appears at the bottom of the screen, i.e., Groups with no activity or calls in queue).
- A descending sort of the State column lists Unavailable Agents at the top. This helps you to identify which Agents you can put back into service to handle a sudden increase in queued calls.

View Menu

The View menu enables you to switch from the Main Menu display to the Title Bar display. You can also set the Title Bar to display Always on Top.

Title Bar Display

You can display the Call Center Viewer in the form of a Title Bar to minimize the application's foot print on the desktop (shown on the following page). The Title Bar View is a compact display which enables you to monitor the default ACD Group while working in other applications on the PC. (The default ACD Group is set from the MIS Configuration tab.)

► To display the Title Bar

- From the Main Screen, double-click the center of the Call Center Viewer application title bar
...or from the View menu, select Title Bar Display.



2112

The Title Bar labels, such as CW, are predefined and cannot be changed.

CW: 5 LCW: 0:16:51 LOG: 4 Avail: 0 Unavail: 1 Busy: 3 - 01 DK-280 Tech Support

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Label	Definition
CW	Calls Waiting is the number of calls in a Group's queue. CW updates when calls enter or leave the queue. Note The alarm activates when a value equals or exceeds the Group's alarm setting.
LCW	Longest Call Waiting displays the waiting time for the oldest call in an ACD queue. LCW updates when calls leave the associated ACD queue. See above Note.
LOG	Logged In Agents displays the total number of active Agents logged in to an ACD Group since the start of the Call Center Viewer session.
Avail	Available Agents constantly updates to show the total number of idle and available Agents.
Unavail	Unavailable Agents displays the total number of unavailable Agents. Agents are Unavailable when they press Unavailable on their ACD telephone. This column updates when individual Agents' Available/Unavailable status changes.
Busy	continually updates to show the total number of Agents who are considered Busy, with any of the following activities: <ul style="list-style-type: none"> ◆ On an ACD call ◆ On a PBX call ◆ In After Call Work Time (wrap-up time) ◆ Entering a Work Unit

Notes

- The ACD Group shown is set in the Default Group setting. Select MIS configuration, MIS tab, to change the Group.
- The Title Bar Display may also be placed at the bottom of the open application.

Always On Top

This menu item places the Call Center Viewer application as the top-most window on the desktop. If you open other windows, the Call Center Viewer window will be in front of the other windows.

You can use the Title Bar View with Always On Top. When both of these options are selected, you can move the Title Bar anywhere on your screen. This enables you to view the Title Bar while working in another application. The screen print below shows the Title Bar being displayed at the same time as a Microsoft Word file.

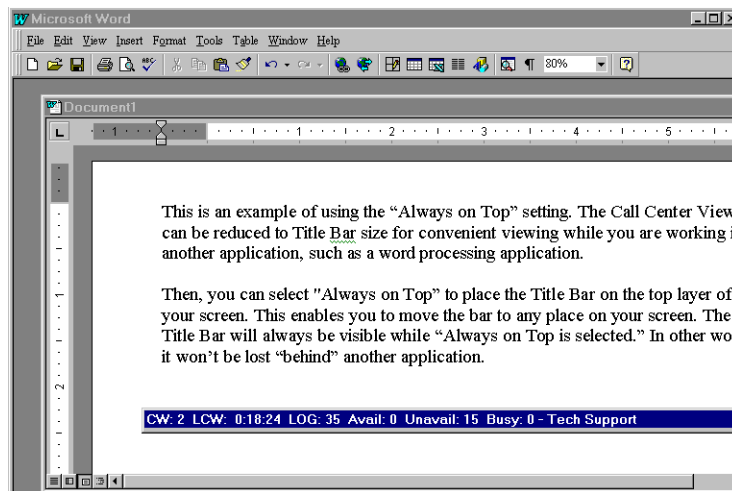
► To activate/deactivate Always On Top

- From the View menu, select Always On Top (toggles).



2431

Note Always on Top does not mean the Title Bar will be at the top of your screen; it means that the Title Bar will be on the top layer (in front of) whatever application you are working on. (Example shown below.)



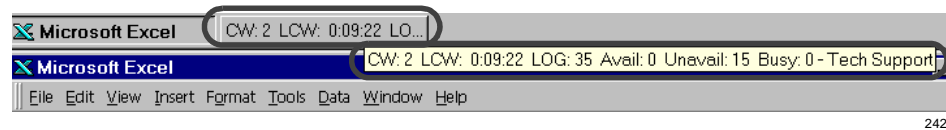
2120

Button View

The button view is a convenient way to view ACD group status while working in other PC software applications. When you highlight the Call Center Viewer button View, a summary version of the ACD Title Bar pops up just above the Windows taskbar (see following figure). Button view shows the number of calls in queue and the longest call waiting.

► To access the ACD information in Button View

1. From the View menu, turn Always On Top OFF.
2. From the View menu, select Title Bar Display.
3. Open or select another application to place the Title Bar in the background.
4. Use the mouse to point to the Call Center Viewer application button on the Windows 95 taskbar, at the bottom of your screen. (You may need to move the mouse pointer around the button).



Help Menu

The Call Center Viewer comes with on-line help. The Help section has an Index tab which contains Topics. It also has a Find tab, which contains the Find Setup Wizard for quick topic searches.

► To access on-line Help

- From the Main Menu, select Help, Help Topics.
...or press the **F1** key while in the Call Center Viewer application.

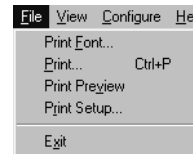
File Menu

Print Font

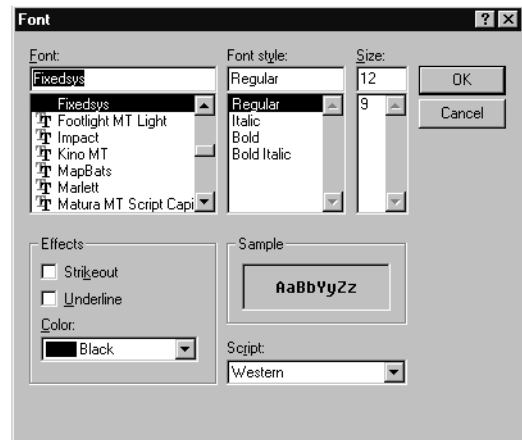
The Print Font dialog screen enables you to select a font from the various, styles, sizes, effects, and colors available in the host PC. The font selected here is used for the Agent List printout.

► To select a print font

1. From the Main Menu, select File.
2. From the File menu, select Print Font.
3. Select the Font, style, size, etc.
4. Click OK.



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Print

You can print lists based on the currently displayed List Views of Groups or Agents. Use the Agent ID (i.e., 0101) as a cross-reference when comparing the Agent List print out to actual Strata DK system programming. An example follows.

Reader Statistics 12/13/96 10:11:21 PM			
Tech Support			
Jim Cater	0101	Unavailable	0:45:15
Katie Carson	0102	Unavailable	0:00:34
Chris Harkin	0103	Busy	0:01:02
Mark Lambent	0104	Unavailable	0:46:03
Tim Laquna	0105	Busy	0:04:00
Samuel Bauble	0106	Unavailable	0:47:06
Sally Blue	0107	Busy	0:00:25
Phil Lane	0108	Busy	0:02:54
Joseph Tidewater	0109	Busy	0:01:53
Simon Marquee	0110	Busy	0:02:05
Juan Zarbuck	0111	Unavailable	0:50:27
Kerri Young	0112	Busy	0:02:54
Gordon Howell	0113	Busy	0:04:05
Larry Scott	0104	Unavailable	0:02:04
Robert Scott	0115	Unavailable	0:42:46
Penny Pellet	0116	Busy	0:03:43

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► To Print ACD Call Center Viewer Statistics

1. From the Main Menu, select File, then Print.
2. Click OK.

Print Preview

Enables you to preview the font style and size of the printout for all defined Groups and their associated Agents with this menu item.

Print Setup

Enables you to call up the host PC's printer properties sheet with this menu item. The Print Setup enables you to configure printers within the Windows environment.

Exit

Enables you to exit (shut down) the Call Center Viewer application. Shutting down the Call Center Viewer application ends your communication with the Strata DK system.

- To Exit the Call Center Viewer, from the Main Menu, select File, then Exit.

This chapter assumes that the physical Wall Board has been installed per instructions in the *Strata DK Installation and Maintenance Manual, Chapter 11–DK424 ACD Installation*.

Important! *The term “Wall Board” refers specifically to the physical Wall Board. Only Spectrum brand Wall Boards can be used. In the Call Center Viewer application, “Reader Board” is used in place of “Wall Board.”*

Once the board(s) are mounted, you can use the ACD Call Center Viewer to change settings or send messages to the boards. If you are installing a Wall Board, you need to configure it first.

From the Reader Boards submenu, you can:

- ◆ Configure a New Wall Board
- ◆ Adjust the communications settings between the host PC and the Wall Boards
- ◆ Delete an existing Wall Board

New Wall Boards

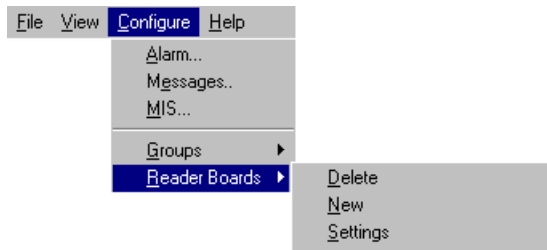
Step 1: Set the Wall Board Configuration

If you are adding Wall Boards, you must configure a second PC communication port. The first port was set up to enable the Call Center Viewer to communicate with the MIS connected to the Strata DK System. That was performed in Installation, “[Step 4: Set MIS Configuration](#)”. Now, you must configure the second port to enable communication between the host PC and the Wall Boards.

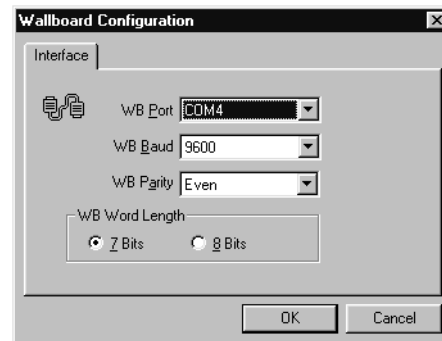
The Settings option enables you to match the physical settings for the communication interface between the Wall Boards and the host PC.

► To configure the Wall Board

1. From the Configure menu, select Reader Boards.
2. From Reader Boards submenu, select Settings.
3. From the Wallboard Configuration dialog box, select the Wall Board (WB) communication port on the host PC that is connected to the Wall Board(s).
4. Select the baud rate between the Wall Board(s) and the host PC.
Use the highest available speed that is supported by the Strata DK system and Wall Board(s).



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Note Make sure that the settings match those of the host PC.

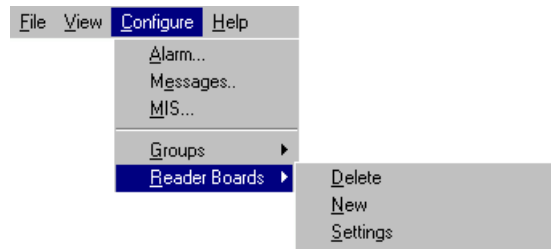
5. Set the WB Parity to Even.
6. Set the WB Word Length to 7 bits.
7. Click OK when done.

Step 2: Configure the Wall Board

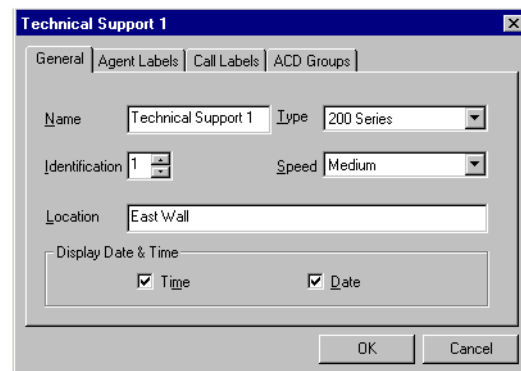
When you add a Wall Board to the application, you need to enter general information, such as its address (location), type, and display speed. You also need to assign Groups to the Wall Board. And you can choose Agent and Call Labels in the process.

► To assign a new Reader Board to a Group

1. From the Configure menu, select Reader Boards.
2. From Reader Boards submenu, select New.
3. From the Reader Board dialog box, select the General tab.
4. From the General Tab, enter a new Wall Board Name or use the default. (Default includes the ID number. i.e., ReaderBoard2.)



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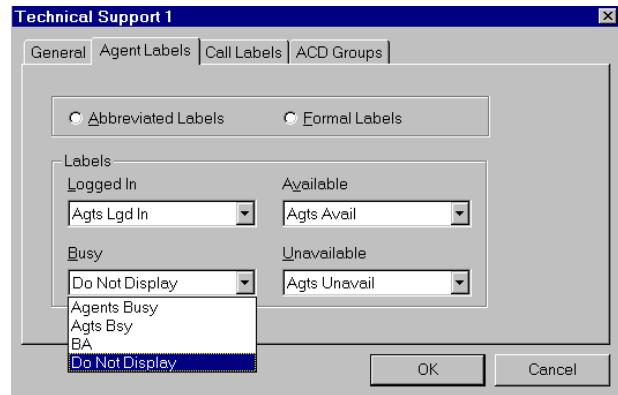


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5. In the ID box, enter the Identification (logical address).
All Wall Boards with the same ID will receive the same messages.
6. In the Type box, enter the Wall Board model, such as Spectrum model 215R Red LED.
7. In the Speed box, enter the message display speed.
8. In the Location box, enter the Wall Board's physical location, such as West Wall or East Wall.
9. Check the Date & Time box to activate this display.
10. Select the Agent Labels tab.
 - ◆ Choose Abbreviated or Formal Labels
 - ◆ Select specific labels from the drop-down boxes.

All data sent to the Wall Boards contains the address in a header.

Note The Call Center Viewer allows up to 16 addresses; however, the Spectrum Wall Boards can have duplicate addresses. This increases the number of Wall Boards that can be installed.



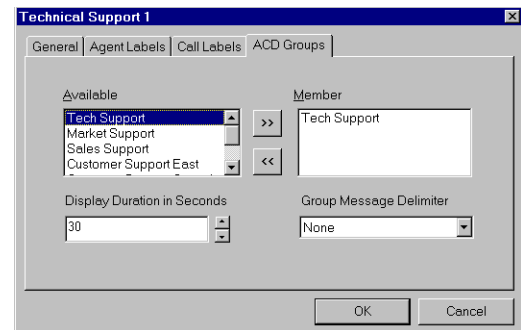
2107

11. Select the Call Labels tab.
 - ◆ Choose Abbreviated or Formal Labels.
 - ◆ Select specific labels from the drop-down boxes.



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12. Select the ACD Groups tab.
13. Select the Groups to be displayed on the Wall Board. Move them from the Available list to the Member list by:
 - Double clicking on a Group
 - ...or selecting a Group and clicking the arrow keys.



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14. In the Duration box, select the amount of time in-between each group's message.
15. In the Delimiter box, indicate any characters that will be used to mark the end of one message and the beginning of another.
16. When you are done with all of the tabs, click OK.

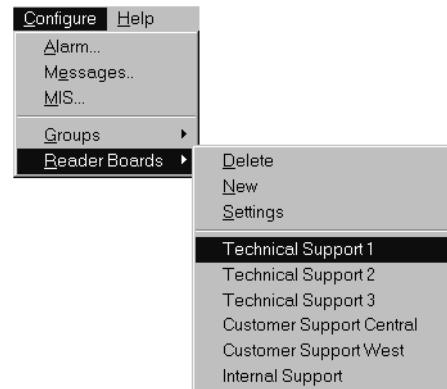
Note More than one group can be assigned as a Member to one Wall Board. All of the Available Groups can be display Members.

Removing Groups from the Message List

1. From the Configure menu, select Reader Boards.
2. From Reader Boards submenu, select New.
3. Select the ACD Groups tab.
4. Double-click on a Group or use the arrow keys to move them back to the Available List.
5. Click OK.

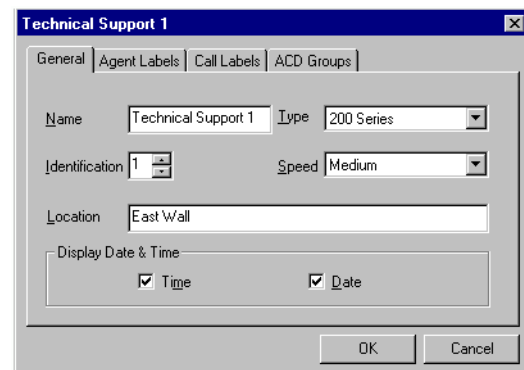
Changing the Reader Board Settings

1. From the Configure menu, select Reader Boards.
2. From Reader Boards submenu, select the name of the Reader Board to be changed (i.e., Tech Support1).



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3. From the Reader Board dialog box, select the appropriate tab, and make changes.
4. Click OK when you have completed all changes.



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Deleting Reader Boards

1. From the Main Screen, double-click the Reader Boards icon in the Tree View to display the List View.
2. Select the Reader Board to be deleted from the List View.
3. From the Configure menu, select Reader Boards, then select Delete from the submenu.
4. Click Yes to delete the Reader Board.

Messages

You can send custom messages from the Call Center Viewer application to an individual Group's Wall Board or to all Wall Boards. When a custom message displays, all ACD information displaying on the Wall Board suspends for the custom message's duration.

All custom messages are sent from the host PC that is connected to the Wall Board. If custom messaging will be used frequently, or by more than one Supervisor, Toshiba recommends configuring each Supervisor's PC as a host terminal.

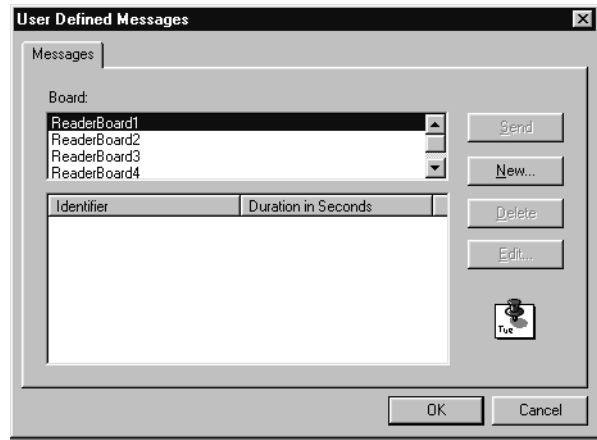
► To write and send a message

1. From the Configure menu, select Messages.



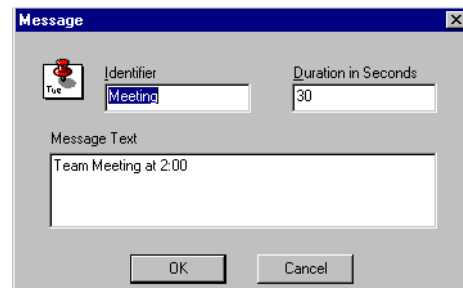
2213

- From the Messages tab, select New to write a message.



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- From the Message dialog box, enter in the ID box, a short title to identify the message, such as “Good Job!” for “We met the budget! Good Job!”

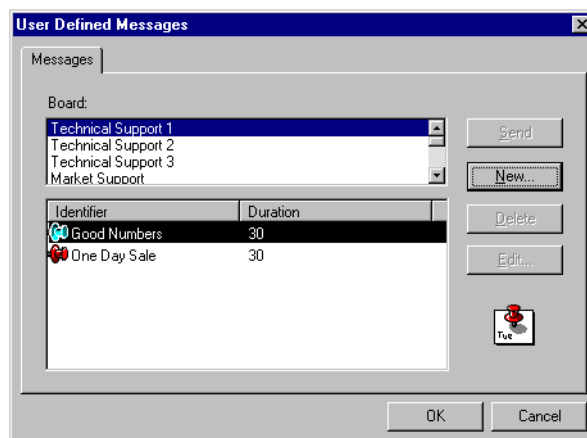


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- Enter the amount of message display time, in seconds.
- Enter the message to be displayed.
- Click OK.

All ACD information on the Wall Board suspends during the custom message.

7. From the User Defined Messages dialog box, select the Wall Board(s) to display the message.
8. Select the message to be sent.



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9. To send the message to the selected Reader Board(s), or all Reader Boards with the same Identifier address, click Send
 - ...or to display create new messages, click New
 - ...or to eliminate the selected message Identifier and the associated message, click Delete
 - ...or to change messages, click Edit or double-click on the message.
10. Click OK.

The message is sent to the appropriate Wall Boards.

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