Digital Switching Systems
Call Center Management Information System (CC MIS)
Release Notes

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Release Notes

Publication number: 297-2671-211
Product release: Software Release 2.0
Document release: Standard 02.05
Date: April 1994

Publication history

April 1994

Final document re–issued to support Release 2.0.2.

April 1994

Draft document re-issued to support Release 2.0.2.

March 1994

Draft document re-issued to support Release 2.0.1.

Final document re-issued to support Release 2.0 RTM VO.

February 1994

Final document re-issued to support Release 2.0 RTM.

January 1994

Final document issued to support Release 2.0 RTM.

December 1993

Preliminary 02.01 document issued to support CC MIS Release 2.0 VO.

October 1993

Draft 02.01 document issued for review to support CC MIS Release 2.0 Pre-NIS.

Contents

About this publication

This document contains installation and upgrade notes, a list of fixes, and a list of known problems with CC MIS Release 2.0.

Related documents

The following Northern Telecom documents contain additional information about CC MIS:

- 297-2671-150 *Call Center MIS System Description*
- 297-2671-545 *Call Center MIS Maintenance and Administration Guide*
- 297-2671-340 *Call Center MIS Supervisor's Guide*
- 297-2671-050 *Call Center MIS Quick Reference Guide*

Chapter 1: Introduction

CC MIS Release 2.0.2 serves as the RTM release for CC MIS 2.0. This upgrade can be installed on a CC MIS system already running CC MIS 1.1.x, or on a new CC MIS system.

Distribution media

CC MIS Release 2.0 distribution media is listed in Table 1-1.

Table 1-1
CC MIS distribution media

Qty	Type	Application	Version
1	3.5" DSHD	CC MIS text-based re-mote software	2.0.2.RTM
1	3.5" DSHD	CC MIS windows-based remote software	2.0.2.RTM
1	tape, cartridge	CC MIS application instal-lation software	2.0.2.RTM

Upgrade/install procedure

To upgrade software or install software, refer to the procedures documented in NTP 297-2671-545, *DMS ACD CC MIS Maintenance and Administration Guide*.

Upgrades from CC MIS 1.1 to 2.0 requires re–configuration and may require several hours of downtime.

The enhance data and statistical collection in CC MIS 2.0 requires more disk space than was required in CC MIS 1.1. Therefore, upgrading to 2.0 may require a hardware upgrade to increase the size of the disk drive.

Chapter 2: List of fixes

The following table contains a list of fixes for CC MIS. It includes Customer Service Request (CSR) numbers, the title, and explanation. These CSRs are in addition to those identified for previous releases of CC MIS that are now in closed or solved status.

Table 2-1
List of fixes

CSR #	Title	Explanation
BI15279	When reading in an adhoc report definition from report parameter definition when none exists after a certain time the supervisor is logged out, if they don't respond to the OK window.	Windows overlaying window popup mechanism changed.
BI18778	Diskcalc not showing correct disk utilization	Change Diskcalc to parse system tables for correct disk usage.
BI18860	Resource Index Value does not update	Changed code to update resource index and remove auto and manual field from network targets screen,
BI19174	Upgrade from release 1.1.1/1.1.3 to 2.0.0 decrease database	Changed the upgrade mechanism to create the new 2.0.0 database size.
BI16334/ UV300481	When generating a period report, the time frame in the report header indicates the year as 1970.	Changed period report header to reflect the correct year.
UF300687	The line count is off for some System Reports.	System reports rewritten to use templates instead of RPT.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UF300369	In the real time Agent Status Screen when an agent is on an ACD call, puts the call on hold and then returns to the call the threshold is restarted each time.	Changed threshold time to continue after hold has occurred.
UF300729	The supervisor password appears in the text supervisor definition screen.	Changed password with the Security Enhancement Feature.
UF301347	During upgrade from 1.0 to 1.1, incorrectly connected modem causes upgrade to hang	A timer was inserted into the calls so that even when the modem is connected to the wrong port, the upgrade will not hang.
UF301558	Negative numbers in total duration seconds	Changed code to accumulate time from start of call for LOB1 whether it is a default LOB or not.
UF400008	CKW codes still appear on AGT STAT	Removed walk codes in the stats shared memory segment. Walk codes that are deleted should not be seen in the AGT STATUS screen only the walk numbers. This fix is related only to the stats shared memory segment for the walk table information.
UF400010	Read another supervisor's color preference	Widened the supervisor ID field from 3 to 4 characters when reading another supervisor's preferences.
UF400015	System Configuration Report	Changed the reporting mechanism so that the statistics for manned and spare counts appear in the correct column.
UT308173	Number of Agents Required Historical Formula	The number of agents required formula for historical reporting was corrected to match the realtime queue statistics formula.
UT309103	Page format problems in Windows Printer	Changed code to correctly use all available fonts for windows PC connected printers.
-continued-		

Table 2-1   (continued)
List of fixes

CSR #	Title	Explanation
UT309104	Windows Printer Problems	Changed code to correctly print continuously on windows PC connected printers.
UV300483	Reports are unable to be printed because the system had a printer fault.	Duplicate of UT309104.
UV400038	ACD-DN statistic, calls offered, is not pegging correctly	Changed the pegging of DN statistics in Call Offered and Call Answered messages.
UV400043	CC MIS Text Version does not boot	Provided OS required to boot the system.
UV400044	System Reports – Configuration Report	Changed the main system report routine so that subgroups with the number of agents exceeding 200 print correctly.
UV400047	Logical Group names of 16 characters append control characters to the end of the name.	Changed code to correct the appended control characters.
UV400050	ACD-Group Stats manned time	Changed the log report area and the HDC area so that manned time is accurately represented.
UV400057	2.0 to 2.0 upgrade does not save ACD-DN Definitions	Changed script to include saving these definitions during a version upgrade.
UV400077	TOF calls not calculated in Service Level	Changed code to peg TOF calls in ABD before or after delay objective of the destination group.
-end-		

Chapter 3: Known problems

The following table contains a list of known problems with CC MIS Release 2.0 as of April 4, 1994.

Table 3-1
Known Problems

CSR #	Description
BI15255	An agent report for over 600 agents with 20,000 calls per hour for one day by interval takes 50 minutes to run. This problem has been reported to Unify Corp and is under investigation.
BI19497	ACD–DN talk time not always pegging.
UF300684	In graphical report, when there is more than one 0%, the report has fields that are overwritten. This is a Grafsman problem and will be fixed in the next release of Grafsman.
UF400018	When printing the system report, configuration report from a Windows printer and the printer is a laser jet 4, the seconds on the time stamp truncate.
UT401093	The United Kingdom numbering plan includes a zero at the beginning of the 10-digit number. CC MIS drops leading zeros. When load management is attempted from CC MIS it now has a nine-digit DN that it tries to validate with the 10-digit dn at the switch, and CC MIS receives a value range error.
UT402028	Text terminals are unable to pull data for reports for an ACD group that has a numeric name, while the windows terminal can pull data. Data can be pulled for the group from a text terminal if it has a non-numeric name.
UT402695	Graphic reports show negative numbers when printing large numbers in a portrait format.
UT402797	The /usr directory is increasing in usage.
UT400105	Scheduled configuration updates do not execute.
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Table 3-1 (continued)
Known Problems

CSR #	Description
UT400111	Standard tabular position counts occasionally show negative numbers.
BI19622	During configuration updates, there is a data loss of approximately 40 seconds.
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