

297-2671-211

Digital Switching Systems

Call Center Management Information System (CC MIS)

Release Notes

Software Release 2.0 Standard 02.07 October 1994





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

Reason for Release

CC MIS Release 2.0.3 contains fixes for various problems which were considered non-gating for the CC MIS 2.0.2 load or were discovered since the release of CC MIS 2.0.2 load.

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 remote software | 2.0.3 |
| 1 | 3.5" DSHD | CC MIS windows-based remote software | 2.0.3 |
| 1 | tape, cartridge | CC MIS application installation software | 2.0.3 |

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 enhanced 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.

Upgrade Notes for Release 2.0.3

New features or enhancements included in Release 2.0.3 are as follows:

Sizing of DNs – A new menu item has been added to the Maintenance Interface under the Configuration menu item, “Sizing of DNs”. This new item allows for the prepending of ‘0’(s) to make a 10 digit ACD DN. To activate this change, CC MIS performs an automatic shutdown and restart.

Disk Mirroring – The disk mirroring capability has been added with this release. Disk mirroring is provided by Twincom DUAL DISC MIRROR software and duplicate SCSI disks. Steps for installing the disk mirroring software are presented in Procedure 4–9 on page 4–21 of NTP 297-2671-545, *DMS ACD CC MIS Maintenance and Administration Guide*.

Support for 2 GB hard drive – The maintenance release of CC MIS supports the use of a 2 GB hard drive.

Manned to Staffed – The terms “manned” and “unmanned” have been changed to “staffed” and “spare” respectively.

Custom Formulas – The system limit information concerning the number of custom formulas that can be define has been corrected. Previous documentation listed these limits as 500 when the actual number is 100 per statistical group.

Historical Statistics – The sections containing statistics have been updated.

Calls Accepted Formula – The Destination Group CALLS ACCPT formula has been changed. The new format is:

$$\begin{aligned} & \text{CALLS} \\ \text{ACCPT} = & \quad \text{CallsAnswered} + \text{CallsAbandoned} \end{aligned}$$

Additional Upgrade Steps – The upgrade procedure for CC MIS is presented in the Maintenance and Administration Guide (NTP 297–2671–545, in Chapter 4, page 4–16). The following two steps should be performed after the upgrade procedure to ensure a smooth transition is achieved:

1. Powerdown CC MIS through maint and reboot the system.
2. After the system is rebooted, verify that the scope on previously defined supervisors is correct.

Changes to formulas and statistics

The formulas and statistics that have been added or modified since the release of CC MIS 1.1 software through this maintenance release are listed below. For additional information, refer to NTP 297-2671-340, *CC MIS Supervisor's Guide*.

Destination ACD group statistics

AGTS RQD – [Number of agents required]
ANS AFT DEL OBJ – [Answer after delay objective]
ANS BFR DEL OBJ – [Answer before delay objective]
AVG WALK TIME – [Average walk time]
CALLS ACCPT – [Calls accepted]
NUM VFG ATT – [Number of VFG attempts]
NUM VFG BSY – [Number of VFG busies]
SRV LVL % – [Telephone service level]
TOTAL STFD TIME – [Total staffed time of agent]
WORK % – [Percentage of staffed time worked]

Overflow statistics

DST SRV LVL % – [Telephone service level of destination ACD–DN]
MAX TOF DLY – [Maximum time overflow answer delay]
NUM RCV TRT – [Total number of calls which received treatment]
SRC SRV LVL % – [Telephone service level of source ACD–DN]
TOT TOF DLY – [Answer delay for time overflow calls]

Agent statistics

BUSY STFD % – [Percentage of staffed time busy]
DN IN % – [Percentage of staffed time on Incoming DN calls]
DN STFD % – [Percentage of staffed time in DN calls]
DN OUT % – [Percentage of staffed time on outgoing DN calls]

NOT RDY% – [Percentage of staffed time spent not ready]

TOTAL CALLS – [Total calls]

TOTAL STFD TIME – [Total staffed time of agent]

WORK STFD % – [Percentage of staffed time worked]

LOB statistics

MAX LOB DUR – [Maximum LOB call duration]

ACD–DN statistics

The ACD–DN statistics were added to CC MIS documentation for software release 2.0.

Walkaway statistics

The walkaway statistics were added to CC MIS documentation for software release 2.0.

Real–time Queue Display statistics

The queue display statistics were added to CC MIS documentation for software release 2.0.

Explanation of calls offered statistic

The calls offered statistical value includes all calls that were offered to the group. This value includes calls that were enqueued, overflowed, deflected, or presented directly to agents within the group. Therefore, the value in the calls offered statistic may be significantly higher than the total value for calls answered for a particular group. Comparisons are usually made between calls offered and the totals for fields such as calls answered plus calls abandoned before and after RAN, night service, etc.—depending on your call center environment. These comparisons should not be made because the totals will not be equal. CC MIS calls offered statistics is the number of calls offered messages coming from the DMS. (There may be multiple calls offered messages for a single call coming from the DMS.)

For example, a call is presented to Group A. The call time overflows (is logically queued) into Group B. However, the call is eventually answered by Group A. CC MIS would generate the following statistics:

| | <u>Calls Offered</u> | <u>Calls Answered</u> |
|---------|----------------------|-----------------------|
| Group A | 1 | 1 |
| Group B | 1 | 0 |

For additional information on the calls offered statistic, refer to NTP 297-2671-340, *CC MIS Supervisor's Guide*.



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 |
|-------------|--|--|
| UF401093 | Unable to perform loadmanagement when leading 0 was present. | Changed code to allow loadmanagement to be performed when a 10 digit ACD DN has a leading 0. This is for the United Kingdom dialing plan and is not applicable in the US market. |
| BI18860 | Resource Index Value does not update. | Fixed the update of the resource index. |
| BI19362 | Manned time in walkaway exceed 100%. | Changed code to correct walkaway time. |
| BI19456 | ACD DN names default to 12 chars on report. | Increased field of ACD DN names to 16 on reports. |
| BI19497 | ACD DN Talk Time not always pegging. | Changed code to correctly peg DN talk time. |
| BI19622 | Agent states are lost during configuration updates. | Changed update routine to maintain agent states during configuration updates. |
| BI20037 | Total walk time not calculated correctly. | Changed code to correctly tally walk time. |
| BI20125 | Execution queue under windows does not show. | Changed code to show execution queue under windows. |
| BI20271 | Maintenance log file corrupted when UPS shuts down. | Added code to fix the file when corruption occurs. |
| BI20386 | Winserver doesn't handle System error 149. | Added code to handle this system error. |
| -continued- | | |

2-2 List of fixes

Table 2-1 (continued)
List of fixes

| CSR # | Title | Explanation |
|-------------------|--|--|
| BI20734 | Destination group call accepted formula was CallsAnswered+CallsAbandoned – TOFCalls. | Changed formula to CallsAnswered+CallsAbandoned. |
| BD41771 | Modem does not reset properly. | Changed code to set the baud rate to 9600. |
| BK23775 | ACD active calls not pegging on wallboard displays. | Changed code to make active calls peg on wallboards. |
| BK23798 | Scheduled Change Orders caused defunct processes to be left. | Changed schedule or program to correctly set the signal handling. |
| BK24100 | ACD DN talk time forced to 1800 seconds or less. | Changed code to set to correct talk time. |
| BK24160 | Windows supervisor crashes when viewing Queue Statistics screen during configuration update. | Changed code to stop crashing of CC MIS. |
| BX23055 | System log corrupted after power failure. | Changed code for system log recovery. |
| BX23370 | Add version control info for Windows loads. | Added version file. |
| BX29886 | Expand DN sizing to handle less than 9 digits. | Changed code to add 0's to DN's less than 10 digits in length. |
| UF400004 | F9 Help for Queue Stats. | Changed code to fix the help. |
| UF400105 | Scheduled configuration update doesn't work. | Changed code to enable a scheduled configuration update. |
| UV400111/UT405281 | Standard Tabular Queue Display shows negative numbers. | Changed code to decrement the agent counts within the appropriate group. |
| UV400120 | Windows resets report contents. | Changed code so that the contents of the report are not reset. |
| UT401093 | CC MIS:Unable to perform load management. | Changed code to add leading 0 for loadmanagement. |
| UT402797 | The /usr directory is increasing in usage. | Changed code to eliminate administration files at midnight. |
| UT402028 | Unable to print reports from DN names that are all numeric from the Text interface. | Changed code to allow the printing of reports with names that are all numeric from the text interface. |
| -continued- | | |

Table 2-1 (continued)
List of fixes

| CSR # | Title | Explanation |
|----------|--|---|
| UT405281 | CC MIS unable to decode more than 12 network targets. | Changed decoding to allow decode of second network message. |
| UT400018 | In configuration reports the time and page is cut off of the printed report. | Changed format to fit report. |
| -end- | | |



Chapter 3: Known problems

The following table contains a list of known problems with CC MIS Release 2.0 as of July, 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. |
| UF300684 | In graphical report, when there is more than one 0%, the report has fields that are overwritten. This is a Graftsman problem and will be fixed in the next release of Graftsman. |
| UT402695 | Graphic reports show negative numbers when printing very large numbers in a portrait format. |
| UT407866 | In negative reports the result is off by one (for example, a result of -2 would be displayed as -1). This can be corrected by adding a constant to the formula that subtracts one. |
| -end- | |

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