3B Call Management System

Quick Reference

585-215-704
Issue 2
August 1989

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Printed in U.S.A.

585-215-704
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Published by
The Lucent Technologies
Documentation Management Organization

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Preface

The *3B Call Management System Quick Reference* has been designed to help you easily and quickly look up procedures that you use in CMS administration. It contains 42 of the most important and commonly-used CMS procedures. Procedures are arranged in chapters according to the CMS subsystems they are part of. For instance, the procedure for moving an extension is in the Configuration chapter. Each chapter is tabbed to help you quickly find a needed procedure.

The quick reference supplements *3B Call Management System Administration* (585-215-504). One way of using the quick reference is to use it as a primary source. When doing so, if the steps in a particular procedure seem hard to understand, you can research that procedure in more depth in the Administration document. Generally, however, it is wise for a reader to be familiar with the Administration document before attempting the procedures contained in the quick reference.

Custom reports procedures are *not* included here. For these you need the *3B Call Management System Custom Reports* (585-215-503) document.

NOTE	If you are using the Vectoring feature of 3B CMS, you will need to refer to the *3B Call Management System Vectoring Administration* (585-215-502) document for vectoring procedures.

1 Reports

Ordering Real-Time Reports

This procedure is divided into a section common to all custom or standard real-time reports and a section for the Report Parameters screen on each report.

Procedure Common to All Real-Time Reports

1 Decide which real-time report you want to view. Use the table in the Appendix A for more information on what is contained in each report.

2 On the CMS Main Menu, select the `REPORTS` option, and press RETURN.

[The Reports menu will appear.]

3 Select the `Real-Time` option under the `Standard` or `Custom` headings, and press RETURN.

[The real-time reports menu will appear.]

4 Select the real-time report you want, and press RETURN.

[The Report Parameters screen for the report appears.]

5 Follow the procedure on one of the following pages to finish ordering the specific real-time report you want.

Fastest Update Interval

The Report Parameters screens for real-time reports contain a place to specify the screen-refresh period, called the "update interval." The fastest update interval possible is 10 seconds. The update interval rate is limited by the number of terminals currently logged into the CMS. To determine the fastest update possible for the number of CMS terminals currently logged in, multiply the number of terminals by 2 seconds for the 3B2 310, 400, and 3B5 computers and 1 second for the 3B2 500/600 computers.

Ordering the Split Status Report

For a *Split Status* report, you will be asked to specify these parameters:

```
SPLIT=
UPDATE_INTERVAL (10 - 300)=  30
```

1. In the `SPLIT` field, type the number or synonym of the split you want the Split Status report to cover.
2. Specify how quickly you would like the screen to refresh. You can overtype the default `30` (seconds) in the `UPDATE_INTERVAL` field, or leave the default value.
3. Press RETURN.

   [The Split Status report will appear on your screen.]

Ordering the Group Status Report

For a *Group Status* report, you will be asked to specify these parameters:

```
GROUP_NAME1=
GROUP_NAME2=
UPDATE_INTERVAL (10 - 300)= 30
```

1. In the GROUP_NAME1 field, type the name of an extension or agent group you want the report to cover. (You can get a printed report of all agent and extension group names by going to the Dictionary— Agent Group and Dictionary— Extension Group screens and, in each screen, pressing the REPORT SLK.)
2. Do the same for the GROUP_NAME2 field. The second group is optional. If you desire only one group to be covered, leave the space after GROUP_NAME2 blank.
   - One group can be an Extension Group and the other can be an Agent Group, or both can be of the same type.
3. Specify how quickly you would like the screen to refresh. You can overtype the default 30 (seconds) in the UPDATE_INTERVAL field, or leave the default value.
4. Press RETURN.

   [The Group Status report will appear on your screen.]

Ordering the Split Summary Report

For a *Split Summary* report, you will see the following Report Parameters display:

```
SPLIT=
UPDATE_INTERVAL (10 - 300)=30
```

1 In the SPLIT field, type the number or synonym of the split you want the report to cover.

2 Specify how quickly you would like the screen to refresh. You can overtype the default 30 (seconds) in the UPDATE_INTERVAL field, or leave the default value.

3 Press RETURN.

[The Split Summary report will appear on your screen.]

Ordering the System Status Report

For a *System Status* report, you will see the following Report Parameters display:

```
SPLIT_1=
SPLIT_2=
SPLIT_3=
SPLIT_4=
SPLIT_5=
UPDATE_INTERVAL (10 - 300)= 30
```

1 In the `SPLIT_1` field, type the number or synonym of the first split you want covered in this System Status report.

2 Do the same for as many splits (up to five) as you want included. You can leave up to four spaces blank if desired.

3 Specify how quickly you would like the screen to refresh. You can overtype the default `30` (seconds) in the `UPDATE_INTERVAL` field, or leave the default value.

4 Press RETURN.

[The System Status report will appear on your screen.]

Ordering the Agent/Split Comparison Report

For an *Agent/Split Comparison* report, you will see the following Report Parameters display·

```
AGENT_ID=
SPLIT=
UPDATE_INTERVAL (10 - 300)= 30
```

1 In the `AGENT_ID` field, type the login ID or the name (as entered in the Dictionary— Login Identification screen) of the agent you want covered in this report

2 In the `SPLIT` field, type the number or synonym of the split you want covered in this report. It need not be the agent's split. Any measured split will work.

NOTE	For the Agent/Split Comparison only, the update interval is meaningless because the report accesses previous-half-hour data. The report is updated only on the half hour.

3 Press RETURN.

[The Agent/Split Comparison report will appear on your screen.]

Ordering the Call Profile Report

For a *Call Profile* report, you will see the following Report Parameters display:

```
SPLIT=
UPDATE_INTERVAL (10 - 300)= 30
```

1 In the SPLIT field, type the number or synonym of the split you want the report to cover.

2 Specify how quickly you would like the screen to refresh. You can overtype the default 30 (seconds) in the UPDATE_INTERVAL field, or leave the default value.

3 Press RETURN.

[The Call Profile report will appear on your screen.]

Ordering the Split Event Count Summary Report

For a *Split Event Count Summary* report, you will see the following Report Parameters display:

```
SPLIT=
UPDATE_INTERVAL (10 - 300)= 30
```

1 In the SPLIT field, type the number or synonym of the split you want the report to cover.

2 Specify how quickly you would like the screen to refresh. You can overtype the default 30 (seconds) in the UPDATE_INTERVAL field, or leave the default value.

3 Press RETURN.

[The Split Event Count Summary report will appear on your screen.]

Ordering the Trunk Group Summary Report

For a *Trunk Group Summary* report, you will see the following Report Parameters display:

```
TRUNK_GROUP=
UPDATE_INTERVAL (10 - 300)= 30
```

1 In the TRUNK_GROUP field, type the number or synonym of the trunk group you want the report to cover.

2 Specify how quickly you would like the screen to refresh You can overtype the default 30 (seconds) in the UPDATE_INTERVAL field, or leave the default value.

3 Press RETURN.

[The Trunk Group Summary report will appear on your screen.]

Ordering the Split Performance Report

For a *Split Performance* report, you will see the following Report Parameters display:

```
SPLIT=
UPDATE_INTERVAL (10 - 300)= 30
```

1. In the `SPLIT` field, type the number or synonym of the split you want the report to cover.
2. Specify how quickly you would like the screen to refresh. You can overtype the default `30` (seconds) in the `UPDATE_INTERVAL` field, or leave the default value.
3. Press RETURN

   [The Split Performance report will appear on your screen.]

Ordering a Custom Real-Time Report

When you select the `Custom [ ] Real-Time` option in the reports menu, you will see the following display:

```
                CUSTOM REAL-TIME REPORTS

GLOBAL
[ ] Report_1
[ ] Report_2

PRIVATE
[ ] Report_3
[ ] Report_4
```

1 Select the report you want and press RETURN.

[The following Report Parameters display will appear:]

```
[first_parameter]=
[second_parameter]=
UPDATE_INTERVAL (10 - 300)= 30
```

NOTE Strings within the brackets vary depending on how the report was designed.

2 In the `[first_parameter]` field, type the number or synonym of the item to be covered in the report. Repeat this step for all parameters required by this report.

3 Specify how quickly you would like the screen to refresh. You can overtype the default `30` (seconds) in the `UPDATE_INTERVAL` field, or leave the default value.

4 Press RETURN.

[The custom report will appear on your screen.]

Ordering Historical Reports

This procedure is divided into a section common to all custom or standard historical reports and a section for the Report Parameters screen on each type of report.

Procedure Common to All Historical Reports

1 Decide which historical report you want to output. Use the table in the Appendix A for more information on what is contained in each report.

2 On the CMS main menu, select the `REPORTS` option and press RETURN.

[The Reports menu will appear.]

3 Select the `Historical` option under the `Standard` or `Custom` headings, and press RETURN.

[The historical reports menu will appear.]

4 Select the report you want and press RETURN.

[The Report Parameters screen for the report will appear.]

5 Follow the procedure on one of the following pages to finish ordering the specific historical report you want.

Ordering Daily Reports

For all daily historical reports, you will see a Reports Parameters display similar to the following:

```
                    REPORT PARAMETERS

                  Daily [type_of_report]


        REPORT_DAY= -1
        [item_choice]=
        FIRST_INTERVAL= 1
        LAST_INTERVAL= 48
```

NOTE The item choice within the brackets varies depending on the type of report you are requesting.

1 In the `REPORT_DAY` field, type the day covered by the report. This can be in *relative day* format (such as is used for the default [-1]) or in MM/DD/YY format. Data for daily reports are available up to 31 days in the past. Data for the Daily Call Profile and Daily System reports are available 387 days.

   NOTE All information in this chapter on the number of days' data available for a report represents the maximum allowed by the Maintenance— Archive Parameters feature of CMS. The archive periods at a given installation could be less if administered locally.

2 In the `[item_choice]` field, type the number or synonym of the item (individual agent, split, etc.) you want covered.

3 In the `FIRST_INTERVAL` and `LAST_INTERVAL` fields, type the number of the beginning and ending half hour intervals you want covered in the report. A table converting times to intervals is in Appendix B.

NOTE These fields do not appear on the Daily Call Profile and Daily System reports. The information comes from daily data instead of half-hour data.

4 Press [RETURN] to generate the report immediately, or press [COMMAND LINE] to schedule the report for a later time.

[The Report Destination screen appears.]

5 Follow the directions on the Report Destination screen to finish ordering the report, and press [RETURN] again.

[If you pressed [RETURN] in Step 4, the report is generated immediately. If you pressed [COMMAND LINE] in Step 4, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

NOTE All weekly and monthly reports access the Daily Historical Data Base. If you run a weekly or monthly report, but receive the message "`No data available for specified parameters`," verify that the Daily-Data-Archive was scheduled to run for the requested day. If it wasn't, you will have to run the Daily-Data-Archive to put the requested day's data into the Daily Historical Data Base [see Chapter 11, "Maintenance," in the *3B Call Management System Administration* (585-215-504) document].

Ordering Weekly and Monthly Reports

For weekly and monthly reports, you will see the following Reports Parameters display:

```
                    REPORT PARAMETERS

                Weekly [or Monthly] [item]

        [item_choice]=
        START_DAY= -7 [-31]
        NUMBER_OF_DAYS= 7 [31]
```

NOTE The item choice within the brackets varies depending on the type of report you are ordering.

1 In the `[item_choice]` field, type the number or synonym of the item you would like the report to cover (that is, a login ID, trunk number, etc.).

2 In the `START_DAY` field, type the relative or MM/DD/YY-format date that will be the earliest data contained in the report. Data are available for weekly and monthly reports up to 387 days in the past.

   - The -7 and -31 are the default start days for weekly and monthly reports, respectively.

3 In the `NUMBER_OF_DAYS` field, type an integer representing the number of days to be covered by the report.

- The 7 and 31 are the default start days for weekly and monthly reports, respectively. It is recommended that a single report cover no more than 120 days.

4 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

[The Report Destination screen appears.]

5 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

[If you pressed RETURN in Step 4, the report is generated immediately. If you pressed COMMAND LINE in Step 4, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Ordering Summary Reports

For Summary reports, you will see the following Reports Parameters screen:

```
                    REPORT PARAMETERS

                    [item]  Summary

          REPORT_DAY= -1
          [item_choice]=
```

NOTE The item choice within the brackets varies depending on which type of report you are ordering.

1 In the `REPORT_DAY` field, type the day to be covered by the report. This entry can be a relative day (the format used for the default [-1]) or an MM/DD/YY-format date. Data for Summary reports are available up to 387 days in the past. If you enter "-0" in this field, no data will be found.

2 In the `[item_choice]` field, type the number, name, or synonym of the agent group, extension group, split, or trunk group that you want covered in the report.

3 Press [RETURN] to generate the report immediately, or press [COMMAND LINE] to schedule the report for a later time.

[The Report Destination screen appears.]

4 Follow the directions on the Report Destination screen to finish ordering the report, and press [RETURN] again.

[If you pressed [RETURN] in Step 3, the report is generated immediately. If you pressed [COMMAND LINE] in Step 3, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

NOTE All summary reports access the Daily Historical Data Base. If you run a summary report, but receive the message "`No data available for specified parameters`," verify that the Daily-Data-Archive was scheduled to run for the requested day. If it wasn't, you will have to run the Daily-Data-Archive to put the requested day's data into the Daily Historical Data Base [see Chapter 11, "Maintenance," in the *3B Call Management System Administration* (585-215-504) document].

Ordering Custom Historical Reports

When you select the `Custom [ ] Historical` option in the reports menu, you will see the following menu for both daily and weekly/monthly reports.

```
                CUSTOM HISTORICAL REPORTS
________________________________

GLOBAL
[ ] Report_1
[ ] Report_2

PRIVATE
[ ] Report_3
[ ] Report_4
```

Ordering Daily Custom Reports

1 Select the report you want, and press RETURN.

[The following example of a Report Parameters screen appears:]

```
[first_parameter]=
[second_parameter]=
FIRST_INTERVAL= 1
LAST_INTERVAL= 48
```

- The number of parameter fields and the specific kinds of parameters vary according to the design of the report.

2 In the `[first parameter]` field, type the number or synonym of the item to be covered in the report.

- Repeat this step for the second and all other parameters.

3 In the `FIRST_INTERVAL` and `LAST_INTERVAL` fields, type the number of the beginning and ending half hour intervals you want covered in the report. A table converting times to intervals is in Appendix B.

NOTE	These fields do not appear on the Daily Call Profile and Daily System reports. The information comes from daily data instead of half-hour data.

4 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

[The Report Destination screen appears.]

5 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

[If you pressed RETURN in Step 4, the report is generated immediately. If you pressed COMMAND LINE in Step 4, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Ordering Weekly/Monthly Custom Reports

1 Select the report you want, and press RETURN.

[You will see the following example of a Report Parameters screen:]

```
START_DAY= -7 [-31]
NUMBER_OF_DAYS= 7 [31]
[first_parameter]=
[second_parameter]=
```

2 In the `START_DAY` field, type the relative or MM/DD/YY-format date that will be the earliest data contained in the report. Data are available for weekly and monthly reports up to 387 days in the past.

- The -7 and -31 are the defaults for weekly and monthly reports.

3 In the `NUMBER_OF_DAYS` field, type an integer representing the number of days to be covered by the report.

- The 7 and 31 are the defaults for weekly and monthly reports. It is recommended that a single report cover no more than 120 days.

4 Press [RETURN] to generate the report immediately, or press [COMMAND LINE] to schedule the report for a later time.

[The Report Destination screen appears.]

5 Follow the directions on the Report Destination screen to finish ordering the report, and press [RETURN] again.

[If you pressed [RETURN] in Step 4, the report is generated immediately. If you pressed [COMMAND LINE] in Step 4, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

NOTES

2 Dictionary

Summary of Dictionary Features

The following table lists the activities you can perform in the Dictionary along with the screen you should select from the Dictionary menu to perform that activity.

ACTIVITY	SCREEN USED
Add a new agent ID	Login Identification
Change an agent ID	
Search for an agent ID	
Delete an agent ID	
Create (add), change, or delete a synonym for a split	Split Synonyms
Create (add), change, or delete a synonym for a trunk group	Trunk-Group Synonyms
Create an agent group	Agent Groups
Add or delete members of agent groups	
Delete an agent group	
Change an agent group name	
Create an extension group	Extension Groups
Add or delete members of extension groups	
Delete an extension group	
Change an extension group name	
Look up, create, change, or delete a calculation	Calculations
Look up, create, change, or delete a constant	Constants
Look up a data base item	Data Base Items

Using the ITEM LOOKUP Key

1 In any Dictionary screen except Login Identification, type the item to be looked up in the "`Item:`" field. Type the complete item name or any unique leading portion of the name.

NOTE	In the Dictionary menu, the field at the top of the screen functions as an `Item:` field for lookup purposes.

NOTE	All data base items and standard calculations must be entered in upper-case letters.

2 Press MORE KEYS to display the ITEM LOOKUP SLK, unless you are using the Dictionary menu for your search.

3 Press ITEM LOOKUP.

[A "Search" screen will appear listing and describing the item or items that satisfy the lookup criteria.]

Using the NEXT ITEM and PREV ITEM Keys

1 On any screen in the Dictionary subsystem, except the Dictionary menu, press NEXT ITEM or RETURN.

[The first item (alphabetically) in that part of the dictionary will be displayed on the screen with all associated data.]

2 To scroll through all items, keep pressing NEXT ITEM. Use PREV ITEM to scroll backward towards the beginning of the alphabet.

Searching for an Agent in the Dictionary

1 From the Dictionary menu, select the `Login-Identification` option, and press RETURN.

[The Login Identification screen will appear.]

2 Type either one of the following:

- The agent's login ID in the "`Login ID:`" field
- The agent's synonym (usually his or her name) in the "`Agent Name:`" field.

3 Press MORE KEYS and when the new screen-labeled keys appear, press SEARCH.

[The data for that agent will be displayed if the agent has been properly entered into the Dictionary.]

3 Configuration

Moving an Agent (Extension) to a New Split

1 Ensure that all agents at positions you wish to move have logged off the system.

2 From the Configuration menu, select the `Extension-Assignments` option, and press [RETURN].

   [The `Configuration -- Extension Assignments` screen will appear.]

3 In the "`Split:`" field, type the number or synonym of the split to which the extension or extensions are currently assigned.

4 Press [RETURN].

   [The extensions assigned to the specified split will be displayed.]

5 In the "`Extensions:`" field, type the number or numbers of the extension or extensions to be moved. You can enter multiple extension numbers by separating the numbers with a space or comma. You can use a hyphen between two numbers to specify a range of extensions.

6 In the "`Destination:`" field, type the number or synonym of the split to which you want the extensions moved.

7 Press [CHANGE] or [COMMAND LINE].

   [If you press [CHANGE], the change will be made now.]

   [If you press [COMMAND LINE], the Program Editor in the Schedule subsystem appears so you can schedule the change.]

Moving a Trunk Group

NOTE The trunk group assignment process is not available on System 75. See the *3B Call Management System Vectoring Administration* (585-215-502) document if you have the 3B CMS Vectoring feature.

1 From the Configuration menu, select the `Trunk-Group-Assignments` option, and press [RETURN].

[The Configuration — Split Trunk Group Assignments screen will appear.]

2 In the `Split:` field, type the number or synonym of the split to which the trunk group is currently assigned.

3 Press [RETURN].

[The current trunk group assignments to the split will be displayed.]

4 In the `Trunk Group(s):` field, type the number(s) of the trunk group(s) to be moved.

5 In the `Destination:` field, type the number or synonym of the split to which you want the trunk groups moved.

6 Press [CHANGE] or [COMMAND LINE].

[If you press [CHANGE], the change will be made now.]

[If you press [COMMAND LINE], the Program Editor in the Schedule subsystem appears so you can schedule the change.]

Changing Intraflow

NOTE The intraflow feature cannot be administered from CMS with a System 75 switch. It is also not available with Call Vectoring active.

1 From the Configuration menu, select the `Parameter-Administration` option, and press [RETURN].

   [The `Configuration -- Split Parameters` screen will appear.]

2 In the `Split:` field, type the number or synonym of a split.

3 Press [RETURN].

   [The parameters of the split will appear.]

4 Type "all," "none," or "conditional" in the `Intraflow Call Forwarding` field.

5 Using the arrow keys, move the cursor to the first "`Destination 1:`" field.

6 In the first blank field, type one of the following:
   - e (for **extension**)
   - s (for **split**)
   - p (for **priority split**)
   - c (for **CAS attendant**)
   - a (for **attendant**)
   - u (for **unassigned**).

   [The word represented by the abbreviation you chose will appear in the field.]

7 In the second field, type a split number, a split synonym, or an extension number. A split number or synonym is required either for splits or priority splits. If you selected attendant or CAS attendant for the first field, leave this field blank.

8 Repeat Step 6 and Step 7, using the `Destination 2:` and `Destination 3:` fields, for backup intraflow destinations.

9 Type a number from 0 to 98 in the `Inflow Threshold:` field. Type a number from 1 to 99 in the `Outflow Threshold:` field. The inflow threshold must be less than the outflow threshold.

NOTE If the `Inflow` threshold is 0, at least one agent must be available in the receiving split for intraflow to occur. If the `Inflow` threshold is 1, at least one agent must be staffing the split.

10 Press [CHANGE] or [COMMAND LINE].

[If you press [CHANGE], the intraflow parameters will immediately take effect.]

[If you press [COMMAND LINE], the Program Editor in the Schedule subsystem appears so you can schedule the intraflow.]

4 Schedule

Scheduling a Program

1 Enter, in the appropriate subsystem screen, the specifications for the activity you want to schedule and press COMMAND LINE.

[You will be prompted to select either a printer and a number of copies or a file name for a program that generates a report.]

2 Make any changes to this screen, and press RETURN.

[The `Schedule -- Program Editor` screen appears. The "command line" summarizing the activity you just scheduled should appear in the center of that screen.]

3 In the `Program Name:` field, type the name of a program It can be a new or existing program name.

4 Press CREATE or APPEND, depending on whether you named a new or existing program in Step 3.

[If you press CREATE, a message will confirm that your program has been created. If you press APPEND, CMS appends the command line with no further action from you.]

5 Make sure the parts of the command line accurately reflect the activity you want scheduled. If not, press EDIT and make any required changes using the visual editor (*vi*).*

---

* The visual editor is based on software developed at the University of California, Berkeley, Computer Science Division, Department of Electrical Engineering and Computer Science, and such software is owned and leased by the Regents of the University of California.

6 Press [SCHEDULE] to schedule a new program or to change the schedule of an existing program.

[The `PROGRAM SCHEDULER` screen will appear, with default values for the scheduling of your activity.]

- The `Program Name:` field should contain the name of the activity you specified in Step 3.
- The `Interval:` field will contain the default value `once`.
- The `Start Date:` field default value will be today's date.
- The `Start Time:` and `Half-Hourly/Hourly Stop Time:` fields will contain the default value `0: 0`.
- The programs that are currently scheduled should be shown towards the bottom of the screen.

7 In the `Interval:` field, either leave `once` or type one of the following: `ha` for **half-hourly,** `ho` for **hourly,** `d` for **daily,** `w` for **weekly,** `m` for **monthly**, or `q` for **quarterly.**

[The word represented by the abbreviation you chose will appear in the field]

8 In the `Start Date:` field, type the date you want the program to start executing, if it is other than today. Use a MM/DD/YY format.

9 In the `Start Time:` field, type the time you would like the program to execute. If it is an hourly or half-hourly program, this is when the program *first* executes. Use military-format time, 00:00 to 23:59.

10 In the `Days of Week:` field, type an *x* under the day of the week you want the program to execute, if the program will run weekly, monthly, or quarterly. The *x*'s are required only for:

— Daily schedules you want to run less than 7 days per week

— Weekly and monthly schedules you want to run on a specific day of the week.

11 In the `Half-Hourly/Hourly Stop Time:` field, enter the time you want an hourly or half-hourly program to stop executing. Use military-format time, 00:00 to 23:59.

12 When you are satisfied that the schedule will execute the way you want it to, press ADD.

[The program will be scheduled.]

NOTES

5 Forecast

Ordering Forecast Reports

Ordering a Long-Term Forecast Report

NOTE	See Appendix A for descriptions of all forecast reports.

1 Select the `FORECAST` option from the CMS main menu and press [RETURN].

[The Forecast menu will appear.]

2 Select the `Reports [ ] Long-Term` option from the Forecast menu, and press [RETURN].

[The Forecast — Long Term Report screen will appear.]

3 In the `Split:` field, enter the number or synonym of the split whose traffic will be forecast.

4 In the `Forecast Date: OR Future Day(s):` field, enter an MM/DD-format date in the first field or integers from 1 to 35 in the second field. Either format represents the day or days covered by the forecast.

- In the second field (the field taking integers), you can enter a range of values by typing the low and high value separated by a hyphen (e.g., 12-20).
- Forecasting can look up to 35 days in the future.

5 In the `Start Time:` field, enter a time from 00:00 to 23:30 to indicate when in the day you want the forecast to start. This field accepts times in half-hour increments only.

6 In the `Stop Time:` field, enter a time from 00:30 to 24:00 to indicate when in the day you want the forecast to stop. This field accepts times in half-hour increments only. The stop time must be later than the start time.

7 In the `Seasonal Trending? _` field, type either `y` or `n` depending on whether or not you want to do seasonal trending.

8 If you answered *yes* in Step 7, enter the MM/DD/YY date you want as the trending basis for this forecast in the `Seasonal Trend Base Date:` field. The default is the day one year ago.

NOTE Do not use a seasonal trend base data unless you have verified that there is valid data for the base day and the previous 3 weeks.

9 In the `Use Special Call Characteristics?` field, type `y` or `n` depending on whether you want call characteristics for Split 0 or split n (where n is the number specified in Step 3).

NOTE If Split 0 call characteristics have not been established, the following system defaults will be used:

— Weighted Call Value = 180 seconds
— Delay = 5 seconds
— Number of Trunks = 1

10 Overtype the values in the `3 weeks past:`, `2 weeks past:`, and `1 week past:` fields, if you want different weighting coefficients from the default values.

11 If desired, type percentages from 0 to 1000 in the `System:`, `Weighted Call Value:`, and `Delay:` fields. The numbers you enter are percentage increases or decreases to the weighted call value and delay specified on the Call Characteristics screen for the split. A 100 percent means no increase or decrease.

12 Press [RETURN] to generate the report immediately, or press [COMMAND LINE] to schedule the report for a later time.

[The Report Destination screen appears.]

13 Follow the directions on the Report Destination screen to finish ordering the report, and press [RETURN] again.

[If you pressed [RETURN] in Step 12, the report is generated immediately. If you pressed [COMMAND LINE] in Step 12, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Ordering an Intraday Report

1. Select the `Reports [. ] Intraday` option in the Forecast menu and press [RETURN].

   [The `Forecast -- Intraday Report` screen appears.]

2. In the `Split:` field, type the number or synonym of the split you want covered by the Intraday forecast.

3. In the `Start Time:` field, enter a time from 00:00 to 23:30 to indicate when in the day you want the forecast to start. This field accepts times in half-hour increments only.

4. In the `Stop Time:` field, enter a time from 00:30 to 24:00 to indicate when in the day you want the forecast to stop. This field accepts times in half-hour increments only. The stop time must be later than the start time.

5. Type `y` or `n` in the `Use Special Call Characteristics? _` field.

6. Type percentages from 0 to 1000 in the `Weighted Call Value:` and `Delay:` fields if you desire to increase or decrease the values administered for this split. A 100 percent means no increase or decrease.

7. Press [RETURN] to generate the report immediately, or press [COMMAND LINE] to schedule the report for a later time.

   [The Report Destination screen appears.]

8. Follow the directions on the Report Destination screen to finish ordering the report, and press [RETURN] again.

   [If you pressed [RETURN] in Step 7, the report is generated immediately. If you pressed [COMMAND LINE] in Step 7, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Ordering a Current Day Report

1 Select the `Reports [ ] Current-Day` option in the Forecast menu, and press RETURN.

   [The `Forecast -- Current Day Report` screen will appear.]

2 In the `Split:` field, type the number or synonym of the split whose traffic you want to forecast in the Current Day report.

3 In the `Start Time:` field, enter a time from 00:00 to 23:30 to indicate when in the day you want the report to start. This field accepts times in half-hour increments only.

4 In the `Stop Time:` field, enter a time from 00:30 to 24:00 to indicate when in the day you want the forecast to stop. This field accepts times in half-hour increments only. The stop time must be later than the start time.

5 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

   [The Report Destination screen appears.]

6 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

   [If you pressed RETURN in Step 5, the report is generated immediately. If you pressed COMMAND LINE in Step 5, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Ordering a Special Day Forecast Report

1 Select the `Reports [ ] Special-Day` option in the Forecast menu, and press RETURN.

[The `Special Day Forecast` screen will appear.]

2 In the `Split:` field, type the number or synonym of the split whose requirements are being forecast.

3 In the `Special Day:` field, type the MM/DD date of the special day.

4 In the `Start Time:` field, enter a time from 00:00 to 23:30 to indicate when in the day you want the forecast to start. This field accepts times in half-hour increments only.

5 In the `Stop Time:` field, enter a time from 00:30 to 24:00 to indicate when in the day you want the forecast to stop. This field accepts times in half-hour increments only. The stop time must be later than the start time.

6 Type `y` or `n` in the `Use Special Call Characteristics?` field.

7 Type percentages from 0 to 1000 in the `System:, Weighted Call Value:, and Delay:` fields if you desire to increase or decrease the values administered for this split. A 100 percent means no increase or decrease.

8 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

[The Report Destination screen appears.]

9 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

[If you pressed RETURN in Step 8, the report is generated immediately. If you pressed COMMAND LINE in Step 8, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Ordering an Agent Positions Required Forecast

1 Select the `Reports [ ] Agent-Positions-Required` option in the Forecast menu and press RETURN.

[The `Forecast -- Agent Positions Required` screen will appear.]

2 Type a value representing seconds in the `Objective weighted call value:` field.

3 Type a value representing seconds in the `Objective delay:` field.

4 In the `Number of trunks:` field, type the number of trunks you want modeled in this report.

CAUTION The system will not forecast more agents than trunks. The number of trunks could limit agent requirements.

5 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

[The Report Destination screen appears.]

6 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

[If you pressed RETURN in Step 5, the report is generated immediately. If you pressed COMMAND LINE in Step 5, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

NOTE It is preferable to schedule this report or send it to a printer or file. This report may take a very long time to complete especially if you enter a large number of trunks.

Ordering a Trunk Engineering Report

1 Select the `Reports [ ] Trunk-Engineering` option in the Forecast menu and press RETURN.

[The `Trunk Engineering Forecast` screen will appear.]

2 In the `Month:` field, type *c* (for current), *p* (for previous), or any number *1* through *12* (for months in the past).

3 In the `Trunk Group(s):` field, type the number or numbers of the trunk group or groups you want covered by the report.

- You can type *all* as well as numbers.

4 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

[The Report Destination screen appears.]

5 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

[If you pressed RETURN in Step 4, the report is generated immediately. If you pressed COMMAND LINE in Step 4, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Administering the Forecast System

Adding a Special Day

1. Select the `Administration [ ] Special-Days` option in the Forecast menu and press RETURN.

   [The `Forecast -- Special Days` screen will appear.]

2. In the `Split:` field, type the number or synonym of the split for which you are adding a special day.

3. Press RETURN.

   [The current special days for the split will be displayed. The screen is blank if there are no special days specified for this split.]

4. In the `Date:` field, type the date of the special day being added using a MM/DD format.

5. In the `Description:` field, type a description of the Special Day (e.g., Thanksgiving, Spring Sale, Snow Day, etc.)

6. Press ADD.

   [The special day data will be collected for the specified split when the Forecast Manager runs on the next occurrence of the special day.]

Changing Call Characteristics

1 Select the `Administration [ ] Call-Characteristics` option in the Forecast menu and press RETURN.

[The `Forecast -- Call Characteristics` screen will appear.]

2 In the `Split:` field, type the number or synonym of the split whose call characteristics you are administering.

3 Press RETURN.

The data for that split will populate the screen. Note that there are two pages of half hour intervals, for the a.m. and p.m. respectively.

4 For any half hour interval (shown on left of screen), type a number of seconds for your objective Weighted Call Value (WCV). Do this for as many intervals as desired.

5 For any half hour interval, type a number of seconds of your objective delay. Do this for as many intervals as desired.

6 For any half hour interval, type a number of trunks. Do this for as many intervals as desired.

CAUTION The system will not forecast more agents than available trunks.

7 Press CHANGE.

[The new values will be used to generate the forecast data when the Forecast Manager next executes.]

NOTE Split 0 creates a new set of system defaults that **override** the following:

— Weighted Call Value = 180 seconds
— Delay = 5 seconds
— Number of Trunks = 1.

Changing a Trunk Group Blocking Percentage

1 Select the `Administration [ ] Trunk-Group-Blocking` option in the Forecast menu and press [RETURN].

   [The `Forecast -- Trunk Group Blocking Percentages` screen will appear.]

2 In the `Trunk Group(s):` field, type the number or numbers of the trunk group or groups whose blocking percentage you want to change.

   ■ You can type *all* in this field as well.

3 Type the percentage desired (0 through 100) in the `Percent Blockage:` field. (The objective is how many calls in 100 do you wish to receive a busy signal.)

4 Press [CHANGE].

   [The new blocking percentages will be used to calculate forecast data when the Forecast Manager next executes.]

Changing Weighting Coefficients

1. Select the `Administration [ ] Weighting-Coefficients` option in the Forecast menu and press RETURN.

   [The `Forecast -- Weighting Coefficients` screen will appear.]

2. Leave the system default of 100, or type a value from 0 to 1000 in the `System Growth Factor:` field. A 100 percent means no change.

3. Leave the system defaults of 6, 3, and 1, or type numbers from 0 through 10 in the `3 Weeks Past:`, `2 Weeks Past:`, and `1 Week Past:` fields, overwriting the current values (the system defaults are 1, 3, and 6, respectively).

4. Press CHANGE.

   [The weighting coefficients will be used to calculate forecast data when the Forecast Manager next executes.]

6 Exceptions

Administering Split or Agent Exceptions

1 Select the `EXCEPTIONS` option from the CMS main menu, and press RETURN.

   [The Exceptions menu will appear.]

2 Select the `Administration [ ] Splits` option and press RETURN.

   [The `Exception Administration (Splits/Agents)` screen will appear.]

3 In the `Split:` field, type the number or synonym of the split for which you want to set exceptions.

4 Press RETURN.

   [The exception conditions currently established for the split will be displayed. Note that there are two pages of exceptions.]

   Toggle back and forth between pages using the NEXT PAGE and PREV PAGE SLKs.

5 To change or add exceptions, type an integer in the `Threshold` column next to the exception you are setting.

6 In the `Time` column, overtype `off, 0`, or the current value with a time in seconds. This is only for time-oriented exceptions. For peg-count exceptions, there is no time column.

7 Press CHANGE.

   [The new exception values will go into effect for this split.]

NOTE For exceptions with time and threshold:

Time = Number of seconds
Threshold = Number of occurrences of the specified time.

Ordering a Split Exception Report

1 Select the `Reports [ ] Splits` option on the Exceptions menu and press RETURN.

[The `Exception Reports (Splits/Agents)` screen will appear.]

2 In the `Date:` field, type the date for which you want the report. The format is MM/DD/YY. Seven days in the past is the maximum, though it can be less if the CMS administrator changes the archive period in the Archive Parameters screen.

NOTE	For CMS loads 2.22+, this date can also be relative (e.g., -2).

3 In the `Split:` field, type the number or synonym of the split for which you want the report.

- Leave this field blank if you want a report on all splits.

4 Place an `x` in the brackets next to the exceptions you want covered in the report.

- Leave all brackets blank if you want a report on all active exceptions.

5 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

[The Report Destination screen appears.]

6 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

[If you pressed RETURN in Step 5, the report is generated immediately. If you pressed COMMAND LINE in Step 5, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

Changing Trunk Group Exceptions

1 Select the `Administration [ ] Trunk-Groups` option on the Exceptions menu and press RETURN.

[The `Exception Administration (Trunk Group)` screen will appear.]

2 In the `Trunk Group:` field, type the number or the synonym of the trunk group for which you want to set exceptions.

3 Press RETURN.

[The exception conditions currently established for the trunk group will be displayed.]

4 To change or add exceptions, type an integer in the `Threshold` column next to the exception you are setting to specify the number of occurrences.

5 Then, if you are administering "Trunk Time in Use (MAX)," "Trunk Time in Use (MIN)," or "Trunk Time Maintenance Busy," type a number of seconds in the `Time` field.

6 Press CHANGE.

[The new exception values will go into effect for this trunk group.]

Ordering an Exception Report on Trunk Groups

1 Select the `Reports [ ] Trunk-Groups` option on the Exceptions menu and press RETURN.

   [The `Exception Reports (Trunk Group)` screen will appear.]

2 In the `Date:` field, type the date for which you want the report. The format is MM/DD/YY or relative for CMS loads 2.22+ (e.g., -2). Seven days in the past is the maximum, though it can be less if the CMS administrator changes the archive period in the Archive Parameters screen.

3 In the `Trunk Group:` field, type the number or synonym of the trunk group for which you want the report.

   - Leave this field blank if you want a report on all trunk groups.

4 Place an `X` in the brackets next to the exceptions you want covered in the report.

   - Leave all brackets blank if you want a report on all active exceptions for the selected date.

5 Press RETURN to generate the report immediately, or press COMMAND LINE to schedule the report for a later time.

   [The Report Destination screen appears.]

6 Follow the directions on the Report Destination screen to finish ordering the report, and press RETURN again.

   [If you pressed RETURN in Step 5, the report is generated immediately. If you pressed COMMAND LINE in Step 5, the Program Editor in the Schedule subsystem appears so you can schedule the report.]

7 Administration

Adding a New CMS User ID

1 Select the `ADMINISTRATION` option from the CMS main menu, and press RETURN.

[The Administration menu will appear.]

2 Select the `System-Access` option and press RETURN.

[The `Administration -- System Access` screen will appear.]

3 In the `User ID:` field, type the new user ID using at least three and up to eight characters, with no blanks.

4 Type the user's name in the `User Name:` field. This is optional.

5 Type the user's room number in the `Room Number:` field. This is optional.

6 Type the user's telephone number in the `Telephone Number:` field. This is optional.

7 Type the name of the printer the user will send jobs to in the `Printer Destination:` field. This is optional. If left blank, user's jobs will go to the system default printer.

8 Type a `n` or `y` in the `Remove Existing Password?` field.

9 Type an `n` or `y` in the `Add/Change Password On Next Login? field.`

NOTE `If you enter y` in this field, the user will be placed in the Password Subsystem at the next login attempt.

10 Type an `n` or `y` in the `Read?` column next to the parts of CMS where you want to change this user's permissions.

11 Type an `n` or `y` in the `Write?` column next to the parts of CMS where you want to change this user's permissions.

12 Press ADD.

[The user's ID and permissions will be added to the system.]

Changing Split Access Permissions

1 Select the `Split-Access` option on the Administration menu and press RETURN.

[The `Administration -- Split Access` screen will appear.]

2 In the `User ID:` field, type the name of the user whose split access you are administering.

3 Press RETURN.

[The current split permissions for this user should be displayed. For a new user, all split permissions are defaulted to *y* (yes).]

- Note that there are several pages of permissions through which you can scroll using NEXT PAGE and PREV PAGE. The CMS maximum of 60 splits, not the number in your system, is displayed.

4 In the `Split(s):` field, enter the number(s) of the split(s) or "all" for which you desire to change this user's permissions.

NOTE	When new login IDs are added, all permissions default to `y`.

5 Type `y` or `n` in the `Read?` field.

6 Type `y` or `n` in the `Write?` field.

7 Press CHANGE.

[The new permissions will be recorded.]

Changing Trunk Group Access Permissions

1 Select the `Trunk-Group-Access` option on the Administration menu and press RETURN.

[The `Administration -- Trunk Group Access` screen will appear.]

2 Type the ID of the user whose trunk group access you are administering in the `User ID:` field.

3 Press RETURN.

[The current trunk group permissions for this user should be displayed. For a new user, all permissions are defaulted to `y` (yes).]

- Note that there are several pages of these through which you can scroll using NEXT PAGE and PREV PAGE. The CMS maximum of 255 trunk groups, not the number in your system, is displayed.

4 In the `Trunk Group(s):` field, enter the number(s) of the trunk group(s) or "all" for which you desire to change this user's permissions.

5 Type `y` or `n` in the `Read?` field.

6 Type `y` or `n` in the `Write?` field.

7 Press CHANGE.

[The new permissions will be recorded.]

8 Maintenance

Backing Up Data

1 On the `MAINTENANCE` menu, select the `[ ] Backup-Data` option and press [RETURN].

2 Mount or insert the backup tape.

For a **3B2**, insert a cartridge tape into the tape drive, making sure the exposed tape is to the right. Lock the drive.

NOTE The cartridge tape must be formatted for 3B2/310 and 3B2/400 computers with a Cartridge Tape Controller (CTC) and a standard cartridge tape drive. Tapes used with a Small Computer System Interface (SCSI) cartridge tape drive do not require formatting.

On a **3B5** tape drive control panel, press in the order given the RESET, LOAD/REWIND, and ON LINE buttons. You need not wait for any response. Make sure the hub of the drive is pressed in to lock on the reel.

For a **scheduled backup**, perform this step later, for example, before you go home at night, rather than now. If the tape is not installed properly before you leave at night, the scheduled backup will fail.

3 To schedule the backup, press [COMMAND LINE]. To do the backup now, press [RETURN].

[If you press [COMMAND LINE], you will be moved to the Schedule subsystem, where you can schedule the backup.]

- Do not press [COMMAND LINE] if the backup requires two or more tapes. A multitape backup should not be scheduled because it would require someone to be present to install the second tape. When a second tape is require, you will receive a message on your backup printout requesting that you mount a second tape.

[If you press RETURN, the backup will begin immediately. It may take up to 3 hours, depending on the size of your data base. The following message will appear on the message line of your screen.

```
14100  CMS Data Backup in progress
```

You will then see a series of CMS file names print out on the screen. This means that these files have been copied onto the backup tape. Your system printer will also print out the backed-up file names.]

When the backup is complete, you will see the following message in the message line:

```
Backup operation finished
```

If the backup requires two or more tapes, you will see the following message:

```
Please mount new tape. Press return.
```

4 Repeat Step 2 for each additional tape required for backup and press RETURN.

5 If the host computer is a 3B2/600 or 3B5 with multiple ACDs, repeat the entire data backup procedure under the login ID (*acd1, acd2, acd3,* or *acd4*) for each ACD whose data you want to backup.

Administering the Number of Measured Splits

NOTE You can change the number of measured splits in CMS only when the link between the switch and the 3B computer is "Down."

CAUTION Before you increase the number of splits in the `Session Status` screen, you may have to execute the *swsetup* command to increase the shared memory allocation for the increased split. The shared memory allocation feature of the CMS (specified during the CMS software installation) sets the upper limit in the number of measured splits. See Chapter 12, UNIX System, in the *3B CMS Administration* (585-215-504) document.

CAUTION The number of measured splits on the Session Status screen must not exceed the number of measured splits created within the ACD.

1 On the `MAINTENANCE` menu, select the `Session-Status` option and press RETURN.

[The Session Status screen will appear.]

2 Press [RELEASE].

[This terminates the session. The Link field should read "Down," the Session field should read "Quiescent," and the CMS field should read "Quiescent." The top line of all CMS screens should read:]

```
CALL MANAGEMENT SYSTEM          Switch ID: Down          Time
```

3 In the `Measure:` field, enter the number of splits to be measured by CMS.

4 Press the [CHANGE] and [CONNECT] SLKs to resume communication between the switch and CMS.

[The Link field should change to "Up," the Session field should change to "Data Transfer," and the CMS field should change to "Data Transfer."]

NOTE If the link comes up and the `Measured:` field and `Splits:` field are not equal, an error condition exists. The `Splits:` field reverts to 0. You may have to execute the *swsetup* command to increase the shared memory allocation for the increased split. See Chapter 12, UNIX System, in the *3B CMS Administration* (585-215-504) document.

Connecting the 3B and the Switch

1 On the `MAINTENANCE` menu, select the `Session-Status` option and press [RETURN].

[The Session Status screen appears.]

[If the link is down, the `Link` field should display `Down`, the `Session` field should display `Quiescent`, and the `CMS` field should display `Quiescent`.]

2 Press [CONNECT].

[The 3B and the switch should establish a working link. The `Link` field should change to `Up`, the `Session` field should change to `Data Transfer`, and the `CMS` field should change to `Data Transfer`. The top line of all CMS screens should read:]

```
CALL MANAGEMENT SYSTEM    Switch ID: Up                 Time
```

NOTES

9 UNIX® System

Changing the Date or Time (3B2)

CAUTION Use of the UNIX system commands to change the 3B2 clock can cause the loss of data or the corruption of data. A detailed description of the potential effects of this procedure is contained in Chapter 12 of the *3B CMS Administration, Issue 1* (585-215-504) document.

1. At the system console terminal, log in as *root*, and press [RETURN].
2. Type the *root* password at the `Password` prompt.

   [You will receive the # prompt.]
3. Enter the following command to put the 3B2 computer in the single-user state:

```
# shutdown -g60 -y -is
```

4. Press [RETURN].

5 Execute the following command to mount the file systems:

```
# mountall
```

6 Enter the following command to change the date or time:

```
# sysadm datetime
```

7 Press RETURN.

[The screen form for setting the time and date should appear. It will prompt you successively for values for month, day, year, hour, and minute. You will need to press RETURN after entering each value.]

8 Enter *q* to exit from the **sysadm datetime** program after you have changed the UNIX system time.

9 To put the 3B2 computer back in multiuser state, type the following command:

```
# shutdown -g0 -y -i6
```

10 Press RETURN.

[The console login prompt will reappear.]

Changing the Date or Time (3B5)

CAUTION Use of the UNIX system commands to change the 3B5 clock can cause the loss of data or the corruption of data. A detailed description of the potential effects of this procedure is contained in Chapter 12 of the *3B CMS Administration, Issue 1* (585-215-504) document.

1 At the system console terminal, log in as *root*, and press RETURN.

2 Enter the *root* password in the `Password` field, and press RETURN.

[The # prompt will appear.]

3 Enter the following command to put the 3B5 computer in the single-user state:

```
# shutdown 60
```

4 Press RETURN.

5 Enter the following command to display the current UNIX system time and date:

```
# date
```

6 Press RETURN.

[The current date and time appear.]

7 Enter the *date* command again with the correct substitutions for date and time.

MM = Month
dd = Day
hh = Hour
mm = Minute
yy = Year.

```
# date MMddhhmmyy
```

8 Press RETURN.

9 Execute the *date* command again to verify that the date and time are correct.

10 Enter the following command to put the 3B5 computer in the multiuser state:

```
# init 2
```

11 Press RETURN.

[The console login prompt appears.]

Maintaining Production When a Line Printer Is Down

If your system has two line printers, there is a choice of procedures to use in maintaining report production (see your UNIX System Manual for more information on line printer commands):

A Let print jobs continue to be sent to the broken printer, and redirect the queued jobs to a working printer with the UNIX system *lpmove* command.

B Execute a UNIX system command to change the default system printer. This choice involves some changes to CMS screens as well.

Procedure A

1. Select the UNIX system option from the CMS main menu, and press RETURN.

   [You will get the UNIX system prompt: $.]

2. Type the command `su root`, and press RETURN to reidentify yourself to the system as *root*.

   [You will be prompted for the *root* password.]

3. Type the password, and press RETURN.

   [You will get the *root* prompt: #.]

4 To redirect jobs in the print queue, type the following commands:

```
# /usr/lib/lpshut
# /usr/lib/lpmove brokenprintername workingprintername
# /usr/lib/lpsched
```

Press RETURN after each.

NOTE Type valid printer names in your system instead of the italicized strings.

[This shuts off the line-printer scheduler, moves the queued jobs to a working printer, and restarts the scheduler. The queued jobs should now print on the working printer.]

CAUTION This procedure affects only jobs queued when the procedure is performed. Subsequent jobs will again queue to the broken printer, and Procedure A will have to be repeated.

Procedure B

1 Select the `UNIX` system option in the CMS main menu, and press RETURN.

[The UNIX system $ prompt appears.]

2 Next to the $, type the command `su root`, and press RETURN to reidentify yourself to the system as *root*.

[You will be prompted for the *root* password.]

3 Type the password, and press RETURN.

[You will get the *root* prompt: #.]

4 Type the following command:

```
# /usr/lib/lpadmin -dworkingprinter
```

NOTE Type a valid printer name in your system instead of the italicized string in the above screen.

5 Press RETURN.

[This changes the default system printer from the broken unit to a working printer.]

6 When the *root* prompt (#) appears again, press [EXIT] twice to return to the CMS main menu.

[The CMS main menu will appear.]

7 From the main menu, select the `ADMINISTRATION` option, and press [RETURN].

8 From the Administration menu, select the `System-Access` option, and press [RETURN].

[The System Access screen will appear.]

9 Type the ID of one user of your CMS in the `User ID:` field.

10 Press [RETURN].

[The data appears for the named user.]

11 In the `Printer Destination:` field, type the name of the working printer.

12 Press [CHANGE].

[The new printer will become the destination for this user's print jobs.]

13 Repeat Steps 9 through 12 for all CMS users who use the broken printer.

14 Press [EXIT] twice.

[The CMS main menu will appear.]

15 On the CMS main menu, select the `SCHEDULE` option, and press [RETURN].

[The Schedule menu appears.]

16 On the Schedule menu, select the `Scheduler` option, and press [RETURN].

[The Scheduler menu will appear.]

17 Press [MORE KEYS] and [LIST].

[A list of all scheduled programs should appear.]

18 Write down the names of all programs that contain a printer specification. If you are unsure of a given name, write it down anyway.

19 Press EXIT.

[The Schedule menu will appear.]

20 Select the `[ ] Program Editor` option, and press RETURN.

[The Program Editor screen should appear.]

21 Type the first name on your list in the `Program Name:` field.

22 Press EDIT.

[The command lines for the program will appear, and the *vi* editor will be activated.]

23 Change the printer name in the command line or lines to that of the working printer.

24 Press WRITE to save your changes.

25 Repeat Steps 21, 22, 23, and 24 for all affected programs.

26 Press EXIT to return to the Program Editor screen.

[Now all print requests in your system will go to the working printer.]

CAUTION Be sure to reverse this procedure when your broken printer comes back on line.

NOTES

A Standard and Forecast Report Summary

CMS Standard Real-Time Reports

Table A–1 CMS Standard Real-Time Reports

MENU NAME	DESCRIPTION
Split Status	Covers one split including the real-time status of agents; also covers the current-half-hour split totals and averages plus trunk group status.
Group Status	Covers one or two reporting groups, extension and/or agent. Presents real-time status on each member of the group.
Split Summary	Covers one split with status and current half-hour totals for all members currently staffed; also covers real-time status of the split as a whole
System Status	Covers up to five splits of your choice, giving current half-hour status and totals/averages by split.

Table A–1 CMS Standard Real-Time Reports (Contd)

MENU NAME	DESCRIPTION
Agent/Split Comparison (Previous Half Hour)	Compares any agent you select to any split's average agent for the previous half hour.
Call Profile	For any split and for the current half hour, places answered and abandoned calls in user-definable time groupings representing seconds after going into queue. Also gives a series of related current-half-hour totals for split.
Trunk Group Summary	Gives trunk-by-trunk breakdown of the group, with current status of each trunk.
Split Performance	For any split, compares performance in the current and previous half hours.
Split Event Count Summary (not available on System 75)	For any split, tabulates ACD calls for each agent and the number of event counts by each agent for the current half hour. Totals calls and event counts for the split.

CMS Standard Historical Reports

Table A–2 CMS Standard Historical Reports

MENU NAME	DESCRIPTION
Daily Agent	Half-hour-by-half-hour breakdowns of the agent's daily performance — with totals and averages for the day
Weekly Agent	Day-by-day breakdowns of agent-performance statistics—with totals and averages for the period
Monthly Agent	Same as Weekly Agent
Daily Split	Half-hour-by-half-hour breakdowns of split performance with daily totals and averages for the day
Weekly Split	Day-by-day breakdowns of split performance with totals and averages for the period.
Monthly Split	Same as Weekly Split
Daily System	Split-by-split breakdowns of system's daily performance with daily totals and averages for the system
Weekly System	Split-by-split breakdowns of the system's performance for the week selected, with weekly totals and averages for the system over the period specified
Monthly System	Same as monthly totals per split.

Table A–2 CMS Standard Historical Reports (Contd)

MENU NAME	DESCRIPTION
Daily Agent Event Count (not available on System 75)	Half-hour-by-half-hour breakdowns of an agent's total ACD calls and his or her use of the EVENT COUNT buttons.
Weekly Agent Event	Same as the Daily Agent Event with day-by-day breakdowns.
Monthly Agent Event	Same as the Weekly Agent Event.
Daily Split Event Count	Half-hour-by-half-hour breakdowns of a split's ACD calls and the agents' use of the EVENT COUNT buttons.
Weekly Split Event Count	Same as the Daily report with day-to-day breakdowns.
Monthly Split Event Count	Same as the Weekly Split Event Count
Split Summary	Agent-by-agent breakdowns of agents' activity in selected split for a day with totals and averages for the agents
Group Summary	Agent-by-agent or extension-by-extension breakdowns of a group's activity for a day with totals and averages for the group.
Trunk Group Summary	Trunk-by-trunk breakdowns of a trunk group's activity for a day with daily totals and averages for the group.

Table A–2 CMS Standard Historical Reports (Contd)

MENU NAME	DESCRIPTION
Daily Login Logout	A chronological log of login and logout times by agents on all measured extensions in one split.
Daily Call Profile	Presents daily abandoned-call and answered-call profile. Places all calls in each category in time intervals after entering the queue, indicating when they either abandoned or connected to an agent Also indicates whether an administrator changed interval specifications during the day, invalidating the day's results
Daily Trunk	Daily activity for one trunk, half-hour-by-half-hour with daily totals and averages
Daily Trunk Group	Daily activity by a trunk group broken down by half-hour intervals with daily totals and averages.
Weekly Trunk Group	A series of daily results for a trunk group with totals and averages for the period specified.
Monthly Trunk Group	Same as Weekly Trunk Group.

CMS Forecast Reports

The following reports are available in the Forecast Subsystem of CMS:

Table A–3 CMS Forecast Reports

REPORT NAME	USER INPUTS	OUTPUTS	DESCRIPTION
Long Term	Split, day forecast, half-hour intervals in forecast day covered, seasonal trending day (optional), call characteristics, weighting factors, growth factors	Forecast calls carried, number of positions required, percent ACD time	The Long Term Forecast report allows you to pick a day up to 35 days in the future; and, based on the call characteristics you provide, weighting coefficients, the seasonal trending day, growth factors, and historical data for the split covered, the forecast system will forecast the number of calls carried and the staffing requirements for the split for as many half-hour intervals of the future day as you choose.
Intraday	Split, start/stop times, growth factors, call characteristics	Forecast and actual calls carried for the completed portion of the day, forecast calls for the balance of the day, positions required for the balance of the day, percent ACD time for balance of the day	The Intraday forecast is a forecast for today, when today is partially complete The forecast for the rest of the day is modified according to the trends set early in the day.

Table A–3 CMS Forecast Reports (Contd)

REPORT NAME	USER INPUTS	OUTPUTS	DESCRIPTION
Special Day	Split, call characteristics, special day date, growth factors, start/stop times	Forecast calls carried, number of positions required, percent ACD time	Special Days are days you specify for special archiving of call data — days carrying special significance for phone traffic, including sales days, special weather days, holidays, etc Up to 15 days can be specified for each split. Based on the previous occurrence of the special day instead of the previous 3 weeks data, CMS can generate an output for the upcoming special day.
Current Day	Split, start time, stop time	Forecast calls carried and number of positions required	This report is the result of a forecast created during the running of the forecast-manager program each day It forecasts the calls expected to be received by the selected split for each half hour specified.

Table A–3 CMS Forecast Reports (Contd)

REPORT NAME	USER INPUTS	OUTPUTS	DESCRIPTION
Agent Positions Required	Objective weighted call value, objective delay, number of trunks	Number of positions required versus forecast calls carried	This report is a modeling tool, not an actual forecast. By placing some assumed call characteristics into the system, CMS will mathematically generate calls-versus-agents tables
Trunk Engineering Report	A month specification (i e , "previous," "current" and trunk group numbers	Busy hour CCS, actual and objective blocking factors, number of trunks required, and actual trunks in group	A forecast for the current month, or a traffic engineering analysis for any month in the past year Projects the objective blockage versus the blocking the trunk group should have experienced based on historical traffic data and traffic algorithms built into the forecast system.

Appendix B: CMS Time Interval Table

1	AM	12:00-12:30	PM	25
2	AM	12:30-01:00	PM	26
3	AM	01:00-01:30	PM	27
4	AM	01:30-02:00	PM	28
5	AM	02:00-02:30	PM	29
6	AM	02:30-03:00	PM	30
7	AM	03:00-03:30	PM	31
8	AM	03:30-04:00	PM	32
9	AM	04:00-04:30	PM	33
10	AM	04:30-05:00	PM	34
11	AM	05:00-05:30	PM	35
12	AM	05:30-06:00	PM	36
13	AM	06:00-06:30	PM	37
14	AM	06:30-07:00	PM	38
15	AM	07:00-07:30	PM	39
16	AM	07:30-08:00	PM	40
17	AM	08:00-08:30	PM	41
18	AM	08:30-09:00	PM	42
19	AM	09:00-09:30	PM	43
20	AM	09:30-10:00	PM	44
21	AM	10:00-10:30	PM	45
22	AM	10:30-11:00	PM	46
23	AM	11:00-11:30	PM	47
24	AM	11:30-12:00	PM	48

NOTES

C Escalation Procedures

Who to Contact

If the problem is purely informational, contact your AT&T Account Team, i.e., call your Systems Consultant (SC). If necessary, members of the account team can contact technical experts who can provide an explanation or other consultation. Be prepared to describe your problem as exactly as possible.

If the problem is a 3B CMS software problem, call the **AT&T ACD/CMS Help on 1-800-344-9670** to report the problem and obtain a trouble ticket number to escalate the problem through the services organization.

NOTE The AT&T Repair Service will contact 3B CMS trained technicians located at the National Customer Support Center (NCSC). The technicians at the NCSC will try to fix the problem in a timely manner. If they cannot fix the problem, they will escalate the problem to a higher level of customer support.

Be prepared to give the following information when you call:

- Your full name, your organization, and a phone number where AT&T can contact you concerning the trouble
- The problem as a "3B2/3B5 Call Management System (3B CMS) problem"
- The Installation Location (IL) number

  This is 10-digit number from an AT&T data base that helps service personnel look up the details of your CMS installation and environment.
- The phone number that off-site technicians can use to remotely dial into your system
- The password for the *root* login ID

- The 3B CMS load number

  This number appears in the form of a digit, a decimal point, and another digit, and is pronounced as "x dot x." For example 2.10 is pronounced "two dot ten." When you log into the CMS system as an ordinary user, the so called "dot load" number appears just before the CMS main menu appears on your terminal screen.

- Your 3B computer model, switch model, and any unique characteristics of your 3B-switch environment you think might be relevant

- The type and symptoms of the problem — describe exactly

- The type of service contract your organization has with AT&T, if any.

  If the trouble report is not covered by warranty or service contract, you will be invoiced for the work done to troubleshoot your system. Service contracts can be for business hours only or 24-hours a day, 7 days a week, or they can provide a dedicated technician for your installation.

After the Initial Contact

When you report the trouble to AT&T, you should receive a **trouble-ticket number.** Be sure to get this number from the person you are talking to. Use this number when you talk to AT&T about the problem after the initial report.

According to AT&T's internal rules, the trouble ticket must be *cleared.* This means that *you* must receive notification that the trouble has been cleared up, and agree that it has. If you receive no such notification in a reasonable period, call 1-800-344-9670 again and ask for a resolution on your trouble ticket number.