

Lucent Technologies
Bell Labs Innovations



Video MultiMedia Call Center Version 1.0a

Agent Station Installation

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Introduction

About Video MultiMedia Call Center

Lucent Technologies' Video MultiMedia Call Center architecture is a PC-based video platform used in conjunction with DEFINITY® Call Center architecture to add a two-way visual interface to standard audio telephone connections. The Video MultiMedia Call Center interface involves real-time audio/visual and shared-data activities.

The Video MultiMedia Call Center software runs on an IBM*-compatible PC that is running the Microsoft† Windows‡ 95 operating system.

Video MultiMedia Call Center is a product designed to enable a sales or service organization to deal with customers face-to-face without staffing all of its locations with a large group of agents who possess all the expertise a customer might require. By using Video MultiMedia Call Center, an organization can provide all of its branch sites with video-enabled PCs or kiosks that give customers access to agents who support a full range of services.

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Introduction

Using This Document

This document describes what you need to know to successfully install and configure the ACS software and supporting components. The document assumes that you are familiar with your computer and the Windows 95 operating system, including using the F1 key to activate Help.

Conventions Used

The following conventions are used in this document:

- Use the left mouse button whenever you are asked to click or press the mouse button unless the right button is specified.
- Menu names, options, and icon names are shown in bold text. For example: From the **File** menu select **Save**.
- References to windows will be capitalized (for example, Manual Login window).
- Text you are asked to enter and system commands are shown in courier font (for example, Enter this `command`).
- Italics are used to reference other documents, to reference file names, and for trademarks.

2

Installing Video MultiMedia Call Center Software

Introduction

This section of the document describes everything you need to know to successfully install the Video MultiMedia Call Center software on multimedia agent PCs. It includes the following topics:

- Checking Package Contents
- Agent PC Requirements
- Other Video MultiMedia Call Center Requirements
- Installation Overview
- Types of Installation
- Installing Software from Diskettes
- Installing Software from the Network Drive
- Upgrading Video MultiMedia Call Center Software
- Uninstalling Video MultiMedia Call Center Software.

Checking Package Contents

To be sure your package contents are complete, check them against the following list:

- **Program disks**—Your Video MultiMedia Call Center package should contain the following three sets of 3.5-inch diskettes:
 - PassageWay® Direct Connect for DEFINITY®, Release 1.3
 - Fastcall, Release 2.0
 - Agent Control Software (ACS), Release 1.0a.
- **Documentation**—Your Video MultiMedia Call Center package should contain two printed documents.

The following documents are shipped with the Agent Control Software:

- Video MultiMedia Call Center Agent Station Installation Guide—this document—(585-215-902)
- Video MultiMedia Call Center User Guide (585-215-900).

NOTE:

On-line help is also available and shipped with the ACS software.

The following documents are shipped with the Video Call Module (VCM) hardware:

- Video Call Module (VCM) Administration (585-207-503)
- Video Call Module (VCM) System Guide (585-207-201)
- Video Call Module (VCM) Installation and Test (585-207-501)
- Video Call Module (VCM) Maintenance (585-207-502).

If any of the items are missing or damaged, contact your Lucent Technologies Account Team. International customers should contact their Lucent Technologies Representative or Distributor.

Agent PC Requirements

Prior to installing the Video MultiMedia Call Center software on the agent PC, the following conditions must be met:

- The Intel* ProShare† Video System 200, for the enhanced version of ProShare or Zydacron‡ software and hardware must be installed on the multimedia agent's video-enabled PCs or on kiosks.
- The PassageWay Direct Connect adapter must be set up to connect the agent Callmaster® voice terminal to the multimedia agent PC.
- VCM and DEFINITY ACD switch administration must be performed prior to software setup on the multimedia agent PC.

The recommended agent PC configuration is as follows:

- IBM-compatible workstation (a Pentium 166 MHz CPU or better) with 24 MB of RAM
- 4-MB video RAM
- 1-GB hard drive or better (for example, you must allow for available disk space—VMMCC Agent Control Software requires 10 MB, PassageWay requires 2 MB, and FastCall requires 28 MB)
- 16-bit ISA bus slot(s) for connecting the end-point software (for example, Intel ProShare requires two slots and Zydacron requires one slot)
- Either COM1 or COM2 serial port available (this is needed for the PassageWay Direct Connect)
- A floppy disk drive that can read high-density 3.5-inch diskettes
- 15-or 17-inch Super VGA monitor (for example, a minimum resolution of 1024 x 768 pictels, 256 colors with a small font).
- A mouse compatible with Windows 95.

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†ProShare is a trademark of Intel Corp.

‡Zydacron is a registered trademark of Zydacron, Inc.

Installing Video MultiMedia Call Center Software

- Microsoft Windows 95 operating environment.
- For a network install (from a network driver on a network server) the multimedia agent PC must have a NIC (Network Interface Card) and associated software installed. This enables the PC to access drives on the network server.

2-4 Agent PC Requirements

Other Video MultiMedia Call Center Requirements

The Video MultiMedia Call Center offer includes hardware and software requirements that go beyond the multimedia agent PC. These requirements are as follows:

Software

- Video Call Module - VCM 1.0
- DEFINITY - G3V4 switch or later
- CentreVu™ CMS - R3V4 or later.

Hardware

- Video Call Module (with an optional ESM connected)
- Agent voice terminal - agents will require a Callmaster voice terminal, a PassageWay Direct Connect module, a headset adapter, and an integrated headset module.

Installation Overview

Video MultiMedia Call Center software consists of three separate software packages:

- PassageWay Direct Connect, Release 1.3
- Fastcall, Release 2.0
- Agent Control Software, Release 1.0a.

The installation procedures will step you through the installation of all three software packages. The PassageWay Direct Connect 1.3 software must be installed first, followed by the Fastcall 2.0 software, and finally the Agent Control Software 1.0a.

If you have any difficulty installing Video MultiMedia Call Center software, refer to the following sources of information:

- System requirements listed on page 3.
- The `readme.txt` file is located in the Agent Control Software Program Group. Use an editor such as Windows Notepad to read the file.

If you have further questions, contact the Lucent Technologies Call Center Helpline or Professional Services Installation Consultation on 1-800-344-9670. For International support, call your Lucent Technologies Representative or Distributor for assistance.

The diskettes in your package include graphical installers to help you install the various Video MultiMedia Call Center components. Files have been compressed so that they fit on fewer disks. The installer automatically expands the files. You can cancel installation at any time.

NOTE:

Video MultiMedia Call Center software cannot be installed by directly copying files from the diskettes to the hard drive because the files on the diskettes are compressed.

Types of Installation

There are two ways you can install the Video MultiMedia Call Center software:

- **Stand-Alone PC Installation**—With this type of installation, you install the Video MultiMedia Call Center software on your multimedia agent PC using the installation diskettes. See the “PC Stand-Alone Installation” section of this book for details.
- **LAN Server Installation**—With this type of installation, you use a PC that is running Windows 95 and has administrator privileges to place the Video MultiMedia Call Center software onto a network server. From a network drive mounted on the network server, agents will be able to install the Video MultiMedia Call Center software. See the “Installing from a Network Drive” section of this book for details.

Installing Video MultiMedia Call Center Software

PC Stand-Alone Installation

Because Video MultiMedia Call Center software consists of three separate software packages, the installation procedures will direct you through the installation and configuration of one software package at a time.

⇒ NOTE:

You must install the software in the following order:

1. PassageWay Direct Connect for DEFINITY, Release 1.3
2. Fastcall 2.0
3. Agent Control Software 1.0a.

PassageWay Direct Connect for *DEFINITY*, Release 1.3 Installation

Prerequisites: Before you start the PassageWay Direct Connect installation, you will need the following information from your Switch ACD Administrator:

- Verification that you have dialtone on your Callmaster voice terminal.
- Lines set up that will display the calls (to map call appearance). These lines must correspond to the actual switch station setup for PassageWay Direct Connect to work properly. Video MultiMedia Call Center requires three line appearances.
- The Callmaster voice terminal buttons that will be used for Normal and Inspect.

In addition, the System Administrator will need to do the following:

- Install the PassageWay Direct Connect hardware.
- Check to see if there is a com port available to connect with the PassageWay Direct Connect hardware. Which com port to use is determined by your specific call center.
- For detailed PassageWay hardware setup, see the PassageWay Solution documentation that is shipped with your PassageWay hardware.

To check com port availability, do the following:

1. From the **Start** menu, select **Settings**, then **Control Panel**.
2. Double click the **System** icon and select the **Device Manager** tab.
3. Double click on the com port icon to identify which com ports are available.

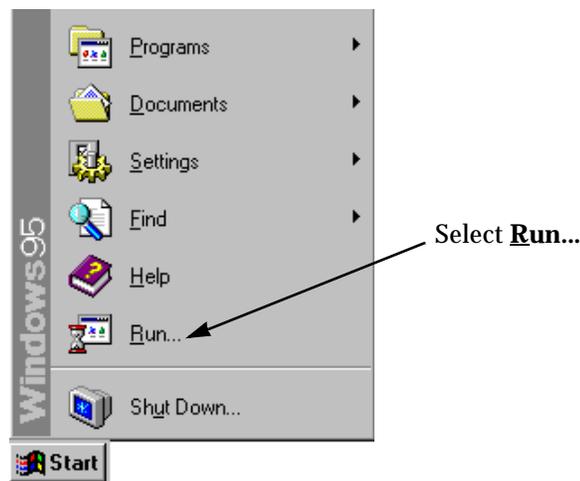
You are now ready to begin installing the PassageWay Direct Connect hardware.

Installing Video MultiMedia Call Center Software

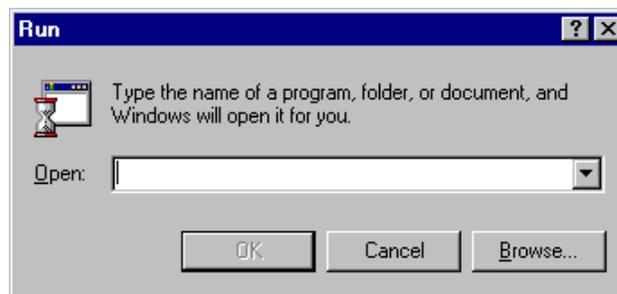
Installing from Diskettes

To install PassageWay Direct Connect, Release 1.3 for DEFINITY switch from diskettes, do the following:

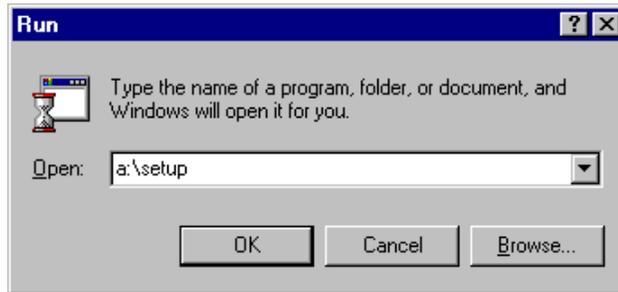
1. Insert the PassageWay diskette into the drive you want to install from (usually the a : drive).
2. Select the **Start** button on your desktop.
3. From the **Start** menu, select **Run...**



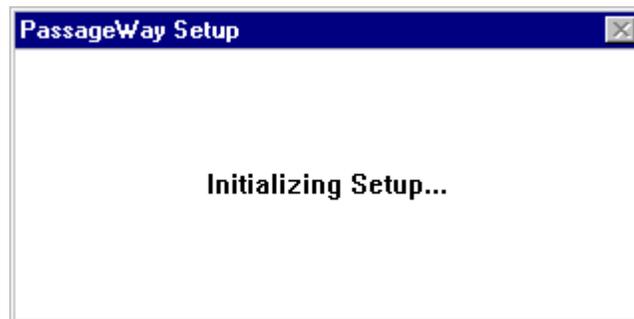
The Run dialog box appears:



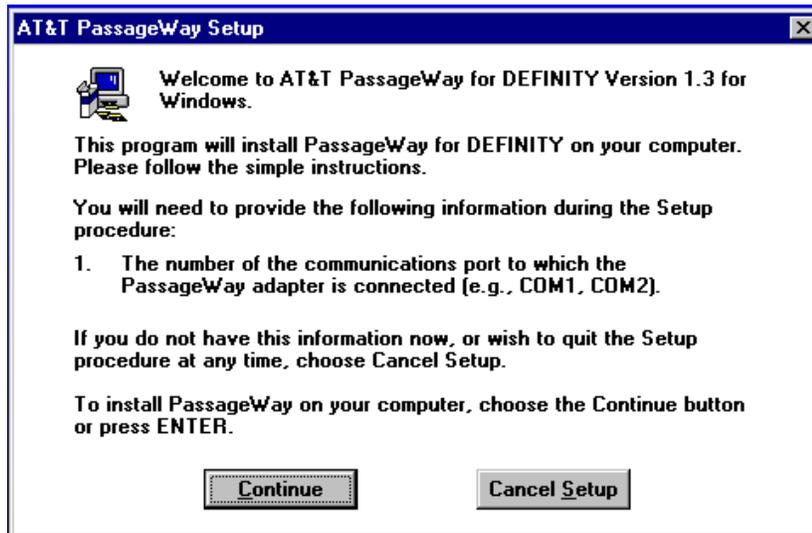
4. In the Open: text box, type **a:\setup** and then select **OK**. If you are installing from another drive, type the letter for that drive instead of "a."



Setup begins by searching for a previous installation of PassageWay Direct Connect. The following PassageWay Setup status and dialog boxes appear:



Installing Video MultiMedia Call Center Software

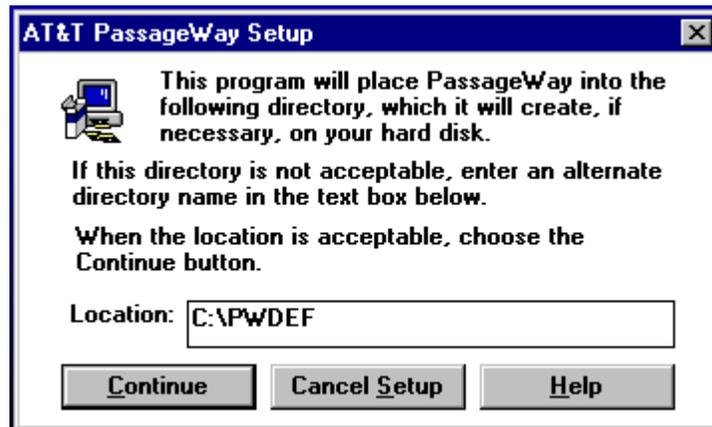


⇒ NOTE:

If the com1 port is not available (for example, if it is being used by the mouse), you must use the com2 port for the PassageWay Direct Connect adapter.

5. Select **Continue** on each AT&T PassageWay Setup dialog box.

When Setup has completed searching for a previous installation, another AT&T PassageWay Setup dialog box appears:



If Setup found a previous installation, Setup will use the same default path as the previous installation. If Setup did not detect a previous installation, it will use the default installation path **C:\PWDEF**.

To change the installation path, type the preferred drive and the directory in the Path: text box.

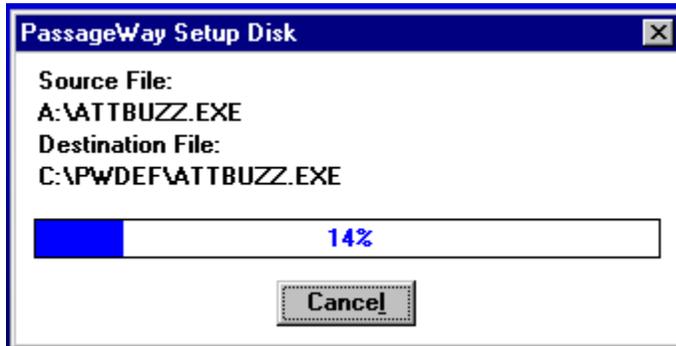
6. Select **C**ontinue.

If you have a previous version of the PassageWay Direct Connect software loaded, a message box opens to tell you that another version of the software exists. You are asked if you want to replace the files. Select **C**ontinue to proceed. If you are unable to proceed with the installation due to conflicting files, contact your technical support person.

If no previous versions of the PassageWay Direct Connect software are identified, the program begins installing PassageWay software. The PassageWay Setup Disk progress message box provides you the overall status of the installation.

Installing Video MultiMedia Call Center Software

It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The File Transfer indicator to the left displays the installation status of each file.



The following icons display one at a time as they appear in each of the following group icon boxes:



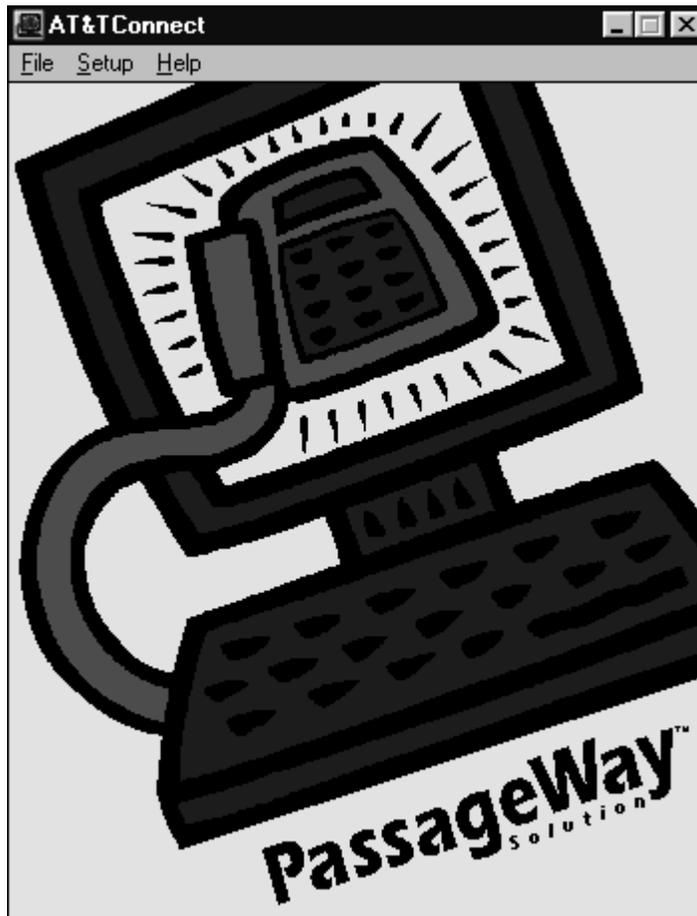
When Setup is done installing all files, a dialog box tells the user that the installation is complete. It also indicates that the PassageWay Direct Connect software must be customized for use with the DEFINITY switch.



4. Select **OK** or press **Enter**.

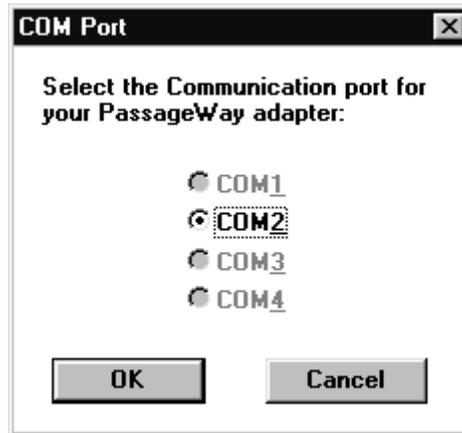
Installing Video MultiMedia Call Center Software

A status message appears and then the following PassageWay splash screen is displayed:



Selecting the Communication Port

If this is a new installation, the COM Port dialog box appears.



NOTE:

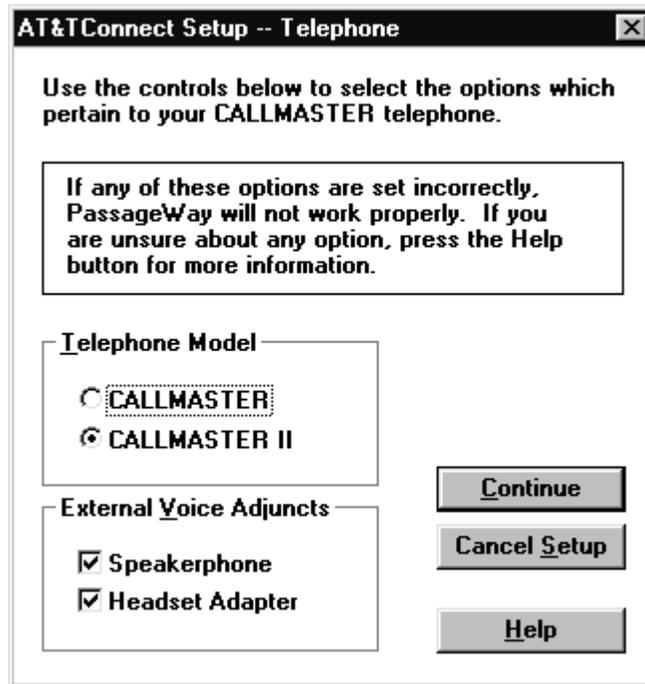
You can also access the COM Port dialog box by selecting the COM Port item from the Setup menu item on the AT&T Connect PassageWay splash screen. You cannot select a new COM port for the PassageWay adapter while PassageWay applications other than AT&T Connect are running.

5. Select the COM port that connects to your PassageWay hardware. The usual choice is COM1. If you are not sure, contact your technical support person.
6. Select **OK**.
The AT&T Connect dialog box appears (see previous example).
7. Select **Continue**.

Installing Video MultiMedia Call Center Software

Setting Up Your Telephone

The AT&T Connect Setup — Telephone dialog box appears.



⇒ NOTE:

You can also access the AT&T Connect Setup—Telephone dialog box from the by selecting Configure System menu item from the Setup menu item on the AT&T Connect PassageWay splash screen.

8. Select the version of Callmaster voice terminal you are using.

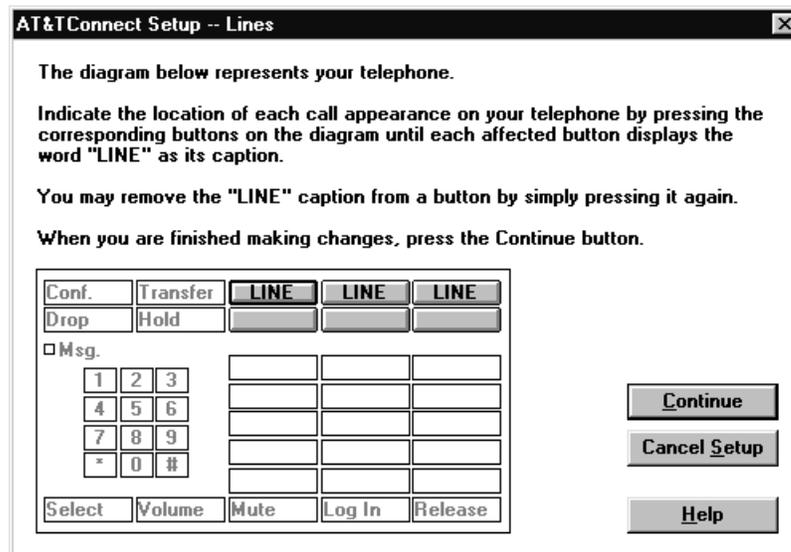
⇒ NOTE:

If you are using a Callmaster III voice terminal, then select Callmaster II voice terminal as the telephone type.

9. Select External Device Adjuncts connected to your telephone, if any. For example, a Speakerphone or Headset Adapter.
10. Select **C**ontinue.

Setting Up Your Lines

The Connect Setup — Lines dialog box appears.



This box is used to map the call appearance on your telephone. From this dialog box, you want to indicate which three lines will display calls. Check with your Switch ACD Administrator to determine which three lines will display calls.

11. Select the lines (buttons) that will display calls.

! CAUTION:

The lines you select must correspond to the actual switch setup for PassageWay to work properly.

12. Select **C**ontinue after the proper lines (buttons) have been selected. The AT&T Connect Setup — Lines Configuration dialog box appears.

Installing Video MultiMedia Call Center Software

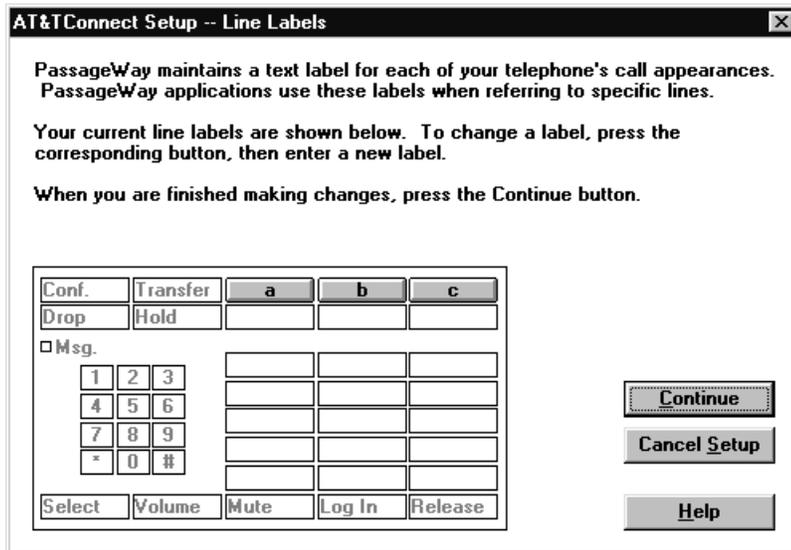
13. Take the telephone off-hook.
14. Select **Start**.

The Connect Setup dialog box appears. This dialog box confirms the lines you selected in Step 11 and informs you that you can now hang up the phone.

15. Hang up the telephone.
16. Select **OK**.

Accepting or Changing the Labels on Line Buttons

The AT&T Connect Setup — Line Labels dialog box appears.



This dialog box allows you to label the lines that have been established and confirmed. The line labels are used to identify where calls are appearing on your telephone.

17. Either accept the displayed line labels, or change the line labels.
 - To accept the displayed line labels, select **Continue**.
 - To customize the line labels, do the following:

- a. Click on the button whose label you want to change. The Edit Line Label dialog box appears.



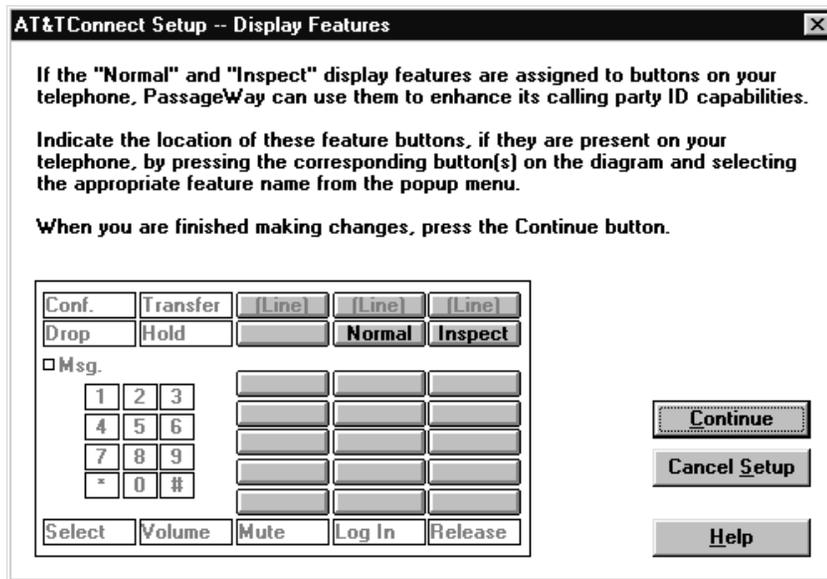
- b. On the Edit Line Label dialog box, enter the name for the chosen line (up to four characters).
- c. Click **OK**. You are returned to the AT&T Connect Setup — Line Labels dialog box.
- d. Perform steps a-c for each call appearance (line label) button.
- e. After you have labeled all of the lines, select **Continue**.

If your telephone does not have a display, the AT&T Connect Setup - Line Labels dialog box closes, and the procedure is completed.

Installing Video MultiMedia Call Center Software

Setting Up Display Features

If your telephone has a display, the AT&T Connect Setup - Display Features dialog box appears.



This dialog box allows you to assign Normal and Inspect buttons on the Callmaster voice terminal. Check with your Switch ACD Administrator for this information. The Normal and Inspect display feature buttons enhance the Caller ID capabilities of AT&TBuzz.

18. If your telephone does **not** have Inspect and Normal display feature buttons, select the **Continue** button. The AT&T Connect Setup - Display Features dialog box closes, and the procedure is completed.
19. If your CallMaster voice terminal does have Normal and Inspect display feature buttons, do the following:
 - a. Select the location of the **Inspect** display feature button on your telephone. A submenu appears and displays the following options: **C**lear Button, **N**ormal, and **I**nspect.
 - b. Select **Inspect**. "Inspect" appears on the label of the button you selected.

- c. Select the location of the **Normal** display feature button on your telephone. A submenu appears displaying "Clear Button," "Normal," and "Inspect."
- d. Select **Normal**. "Normal" appears on the label of the button you selected.
- e. Select the **Continue** button. The AT&TConnect Setup - Normal/Inspect dialog box appears. This dialog box confirms the locations of the buttons you just assigned.
- f. Make sure your phone is on hook (that is, hang up your phone) and select the **Start** button. AT&TConnect verifies the locations you specified for the Normal and Inspect buttons.
 - If the test is successful, the AT&TConnect Setup - Display Features dialog box closes, and the procedure is completed.
 - If the test is unsuccessful, a message box appears. Select the **OK** button and then repeat steps a to f.

See the next section, "Testing the PassageWay Setup and Configuration" for details.

Installing Video MultiMedia Call Center Software

Testing the *PassageWay* Setup and Configuration

To test the PassageWay setup and configuration for the configured Normal/Inspect button, make sure the phone is on-hook and do the following:

20. Select the **Start** button, point to **Programs**, point to the **AT&T PassageWay** folder, and then click on **AT&T Connect**.
21. Maximize the window; then go to the **Setup** menu and select the **Test Adapter** item.
22. Select **Yes** from the Connect Adapter Test window.
Another Connect Adapter Test window appears informing you that the test was successful.
23. Select **OK** to acknowledge and then minimize the window.
24. Close all applications that are running.

This completes the PassageWay installation and configuration. Eject the PassageWay diskette.

FastCall 2.0 Installation

Prerequisite: Before you begin the FastCall 2.0 installation, make sure that the AT&T Connect window is closed. (If it is minimized, maximize it and then select **Quit** from the **File** menu.)

Configuring FastCall

To install FastCall 2.0, do the following:

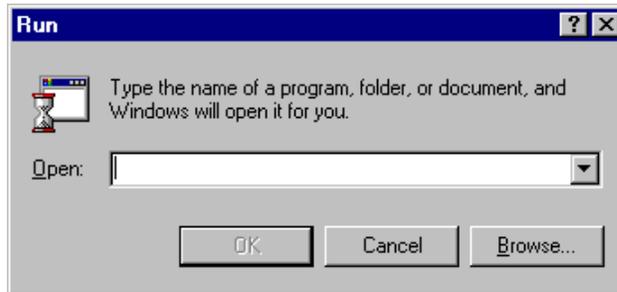
1. Insert the FastCall diskette into the drive you want to install from (usually the a : drive).
2. Select the **Start** button on your desktop.
3. From the **Start** menu, select **Run...**



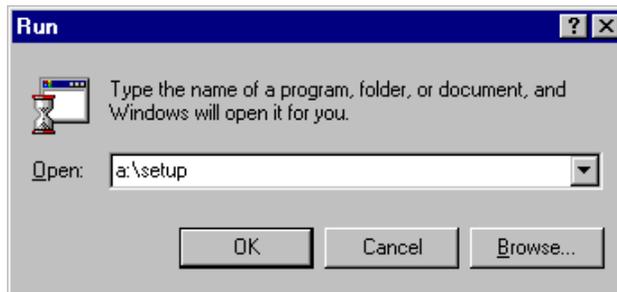
Select **Run...**

Installing Video MultiMedia Call Center Software

The Run... dialog box appears:



4. In the Open: text box, type a:\setup and then select **OK**. If you are installing from another drive, type the letter for that drive instead of "a."



The following FastCall setup initialization window appears:



The PassageWay Telephony Services Setup (PTSS) dialog box appears. This dialog box cautions about any FastCall application that was previously installed.



5. Select **OK** to proceed.

The FastCall Setup dialog box appears with all three FastCall options selected.

Installing Video MultiMedia Call Center Software

6. Select the FastCall option you want to install. Deselect the following:
 - FastCall Trigger Library
 - FastCall Documentation.



⇒ **NOTE:**

It is important to make sure that FastCall is the only option selected on the FastCall Setup window.

7. Select **C**ontinue.

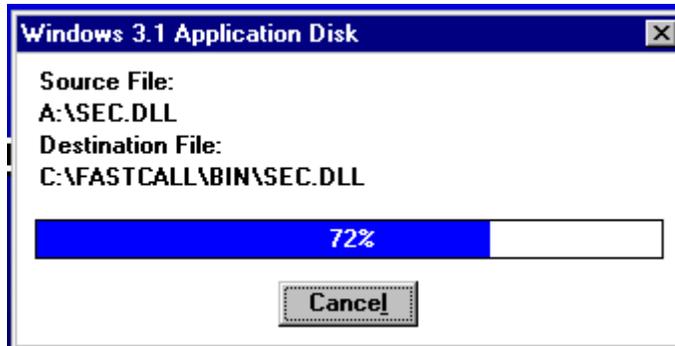
Another FastCall Setup dialog box appears. This dialog box allows you to select the drive and directory where you want FastCall installed. If Setup found a previous installation, Setup will use the same default path as the previous installation. If Setup did not detect a previous installation, it will use the default installation path (C:\FASTCALL).



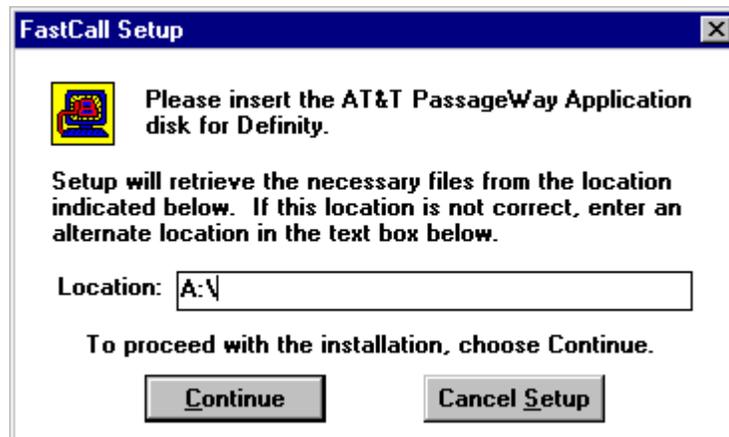
8. To use the default installation path, select **C**ontinue. To change the installation path, type the preferred drive and the directory in the Path: text box.

Installing Video MultiMedia Call Center Software

The program begins installing FastCall. The progress message box provides you with the overall status of the installation. It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The File Transfer indicator to the left displays the installation status of each file.

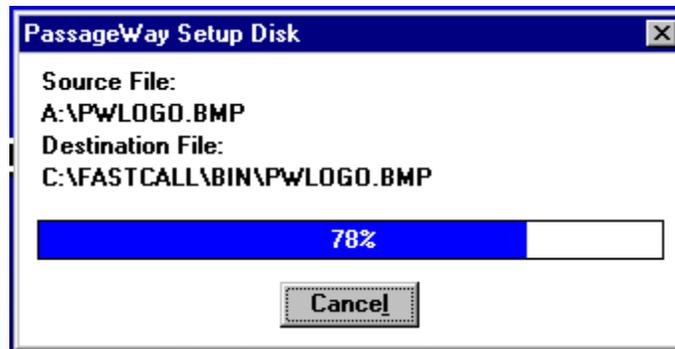


After the FastCall files are transferred onto your hard disk, another FastCall Setup dialog box appears. This dialog box asks for the PassageWay Application diskette (required by FastCall).



9. Eject the FastCall diskette.
10. Insert the AT&T PassageWay diskette.
11. Select **C**ontinue.

The program begins installing PassageWay files. The progress message box provides you the overall status of the installation. It provides you with the drive and directory where the files are being installed and the actual file that is being installed at any given time. The File Transfer indicator to the left displays the installation status of each file.

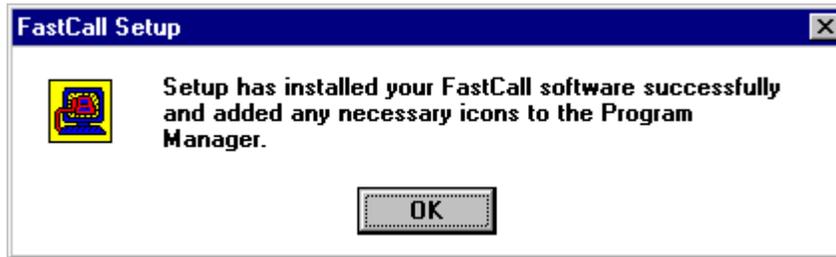


Installing Video MultiMedia Call Center Software

The following group icon boxes are displayed:

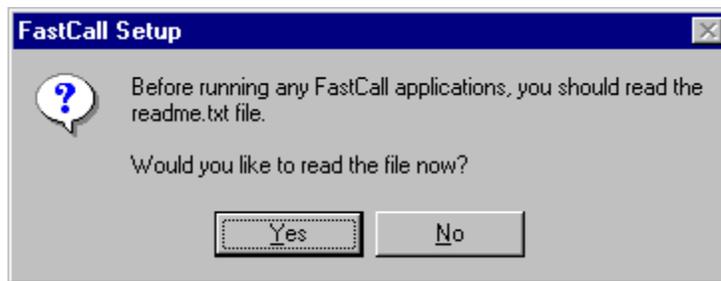


After PassageWay files have been installed, a message box appears stating that the FastCall software has been installed.



12. Select **OK**.

The following dialog box will appear asking if you want to read the `readme.txt` file.



13. Do one of the following:
Select **Yes** to read the `readme.txt` file.
Select **No** to continue.

If you select Yes, the `readme.txt` file appears for your review.

If you select No, FastCall installation is complete.

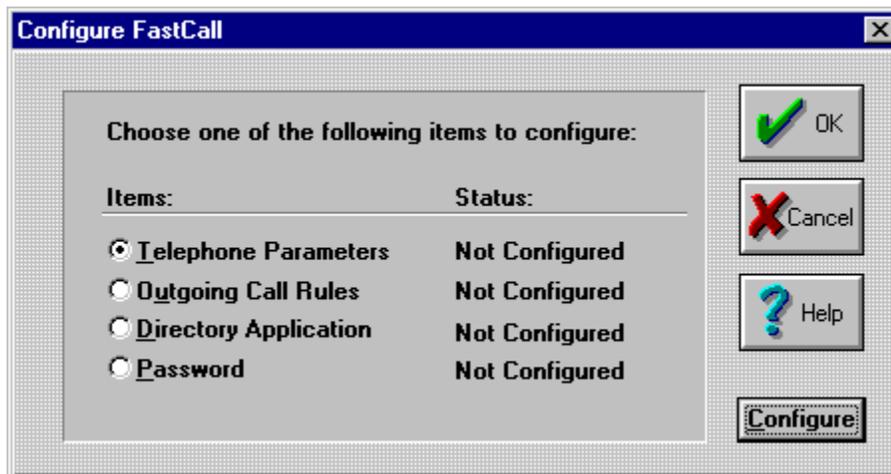
Installing Video MultiMedia Call Center Software

FastCall Configuration

Standard Configuration

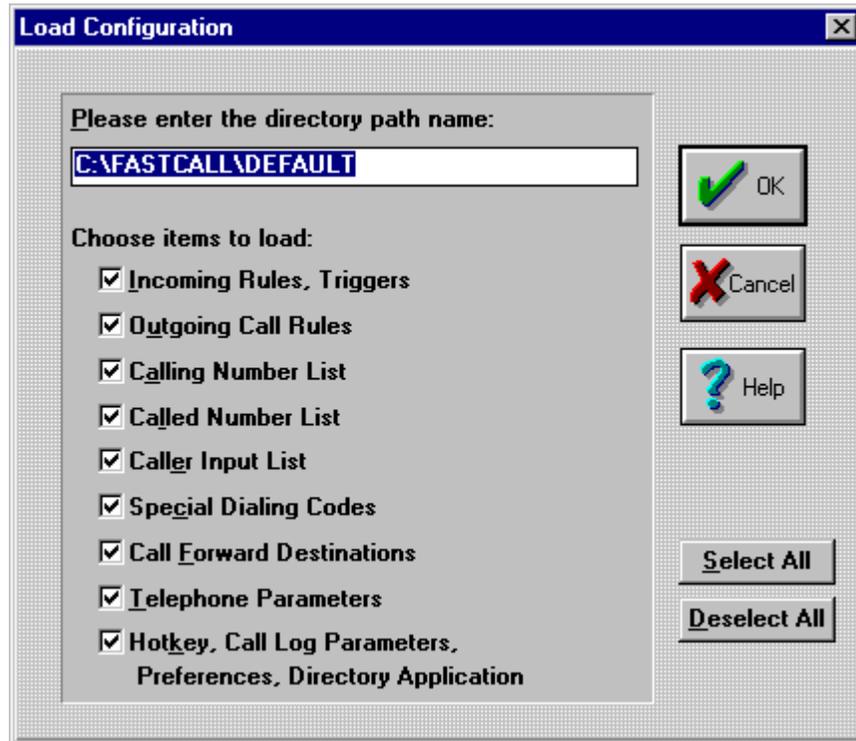
To configure FastCall for the first agent's PC, complete the following steps:

1. Insert the FastCall Generic Configuration diskette.
2. Select the **Start** button, point to **Programs**, point to the **AT&T PassageWay** folder, and then click on the **FastCall Administration** item to open the Configure FastCall window:



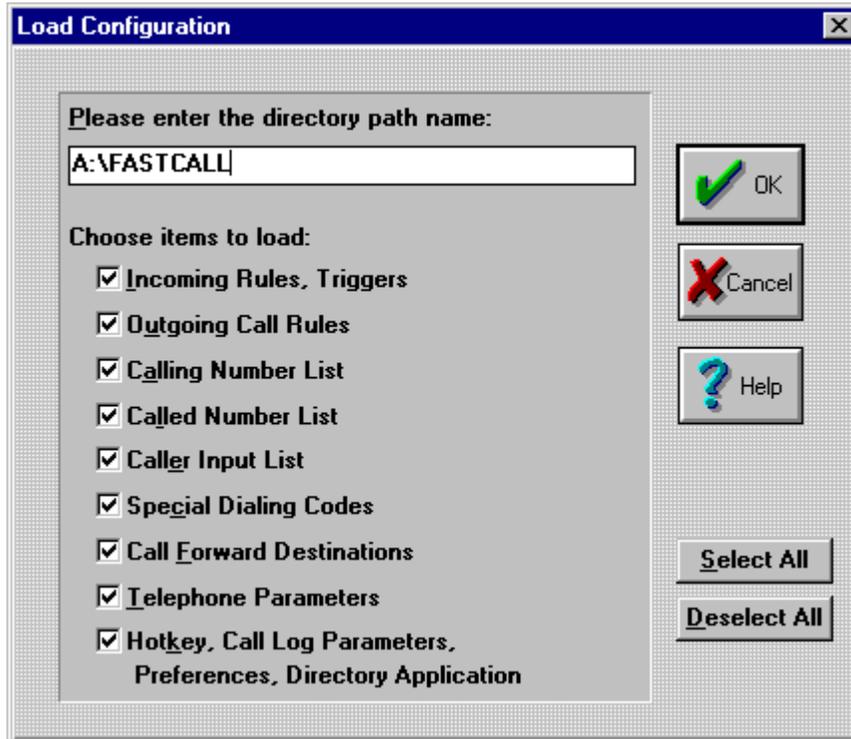
3. Select **Cancel**.

4. From the **F**ile menu in the FastCall — Administration Program window, select **L**oad Configuration.



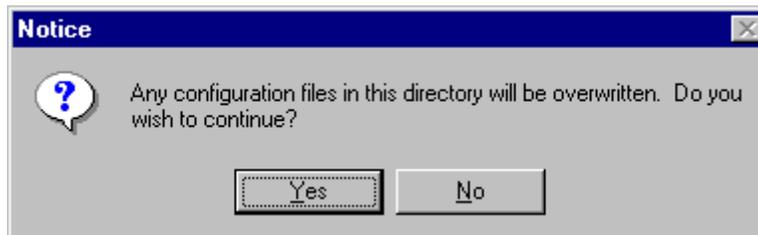
Installing Video MultiMedia Call Center Software

5. In the Load Configuration window, change the pathname to A:\FASTCALL.



6. Select **OK**.

The Notice dialog box appears.



7. Select **Yes**.

A message box appears.



8. Select **OK**.

The standard configuration is complete. This configuration template is used to configure additional agent's PCs.

9. Save your configuration.

a. From the **FastCall Admin Program** file, select **Save Configuration As...**

b. Specify where you want to save the file (for example, `c:\fastcall\default`).

c. Save the configuration to a diskette.

10. Configure additional agent's PCs by inserting the diskette and repeating steps 4-8.

Installing Video MultiMedia Call Center Software

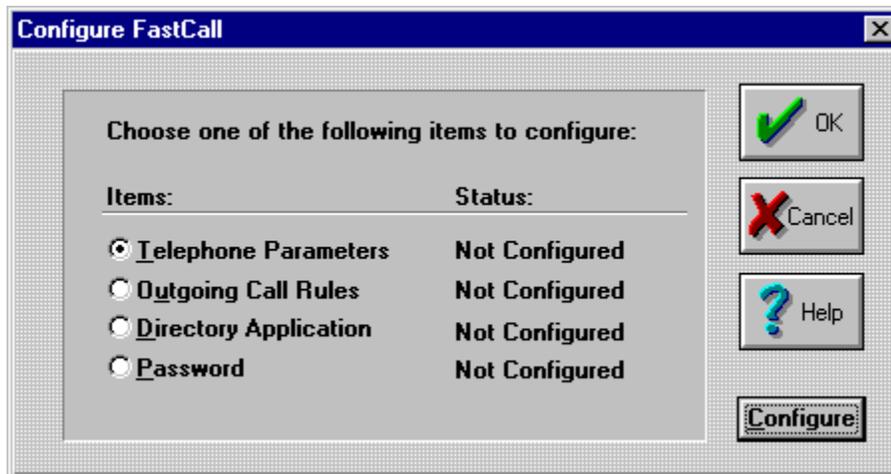
Custom Configuration

Prerequisite: You must first load the standard FastCall configuration before you can begin customizing the configuration. For details, see the previous section “Standard Configuration.”

To customize the configuration, do the following steps:

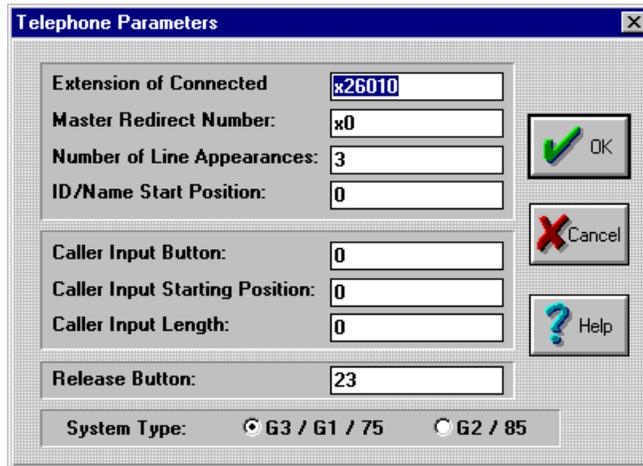
1. From the **FastCall Admin Program** file, select the **Config** menu item.

The Configure FastCall window appears.



2. From the Configure FastCall window, select the **Telephone Parameters** menu item.
3. Select **OK**.

The Telephone Parameters window appears:



4. Change the extension number to your extension number. Make sure that you put an “x” in front of your number.

NOTE:

It is recommended that you use five-digit extension numbers with the VMMCC software.

5. If your Callmaster voice terminal has eight buttons located above the key pad, change the Release Button number to 27; otherwise, keep 23 as the release button number.

For example:

- If you previously selected “Callmaster” voice terminal on the AT&T Telephone Configuration form as the telephone type, then enter **27** into the Release Button: text box.
- If you previously selected “Callmaster II” voice terminal on the AT&T Telephone Configuration form as the telephone type, then enter **23** into the Release Button: text box.

Installing Video MultiMedia Call Center Software

- If you are using a “Callmaster III” voice terminal, then configure it the same as a Callmaster II voice terminal.
- 6. Select your type of system (for example, G3/G1/75) and any other prompted information.
- 7. Select **OK**.

How to Delete Numbers

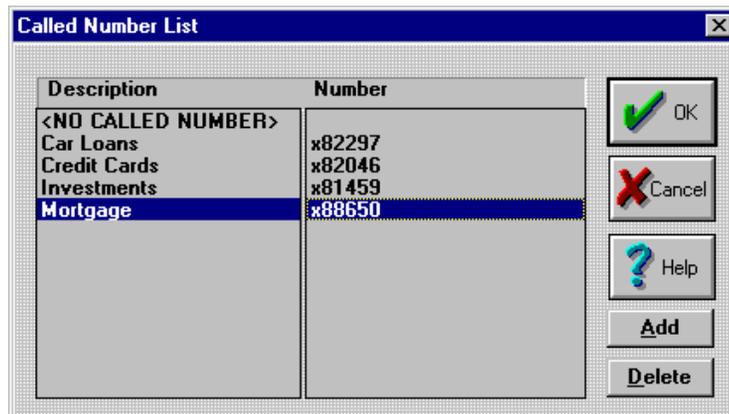
This section describes how to delete the existing called numbers.

Prerequisite: Prior to adding any numbers to the Called Number List dialog box, you must first delete any defaulted numbers.

To delete numbers, do the following steps:

1. From the **Configure** menu, select the **Called Numbers...** menu item.

A Called Number List dialog box appears.



2. Highlight the agents you want, and then select the **Delete** button.
An error message box appears.
3. Select **OK**.
4. Highlight the name in the Description field (for example, Mortgage), then select **Delete**.
An error message box will appear.
5. Select **OK**.

Installing Video MultiMedia Call Center Software

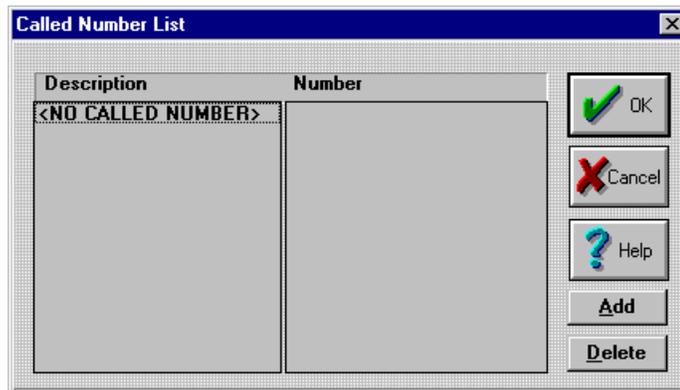
How to Add Numbers

This section describes how to add new called numbers.

Prerequisites: Prior to adding any numbers to the Called Number List dialog box, you must first delete any defaulted numbers. If during your installation, agents can log in at different login positions (for example, different Callmaster voice terminals), you need to have VDNs for all of the agents included.

To add numbers, do the following steps:

1. From the **Configure** menu, select the **Called Numbers...** menu item. The Called Number List dialog box appears.

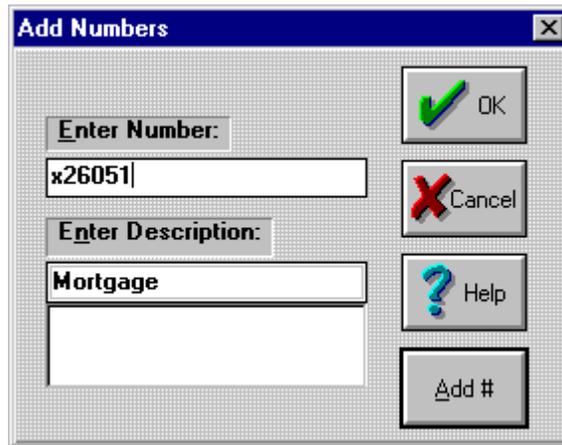


NOTE:

In the Called Number List dialog box, you can specify two categories of numbers:

- VDNs that represent multimedia services—one unique VDN for each multimedia service. For example, one VDN for “mortgage loan,” a second VDN for “car loan,” and a third VDN for “credit card,” etc.
- VDNs that represent agents—one unique VDN for each agent DEFINITY switch login identifier.

2. Select the **Add** button from the Called Number List dialog box. The Add Numbers window appears.



3. In the Enter Number: text box, enter the Vector Directory Number (VDN) that is associated with the agent login to the Callmaster voice terminal (for example, x26051).

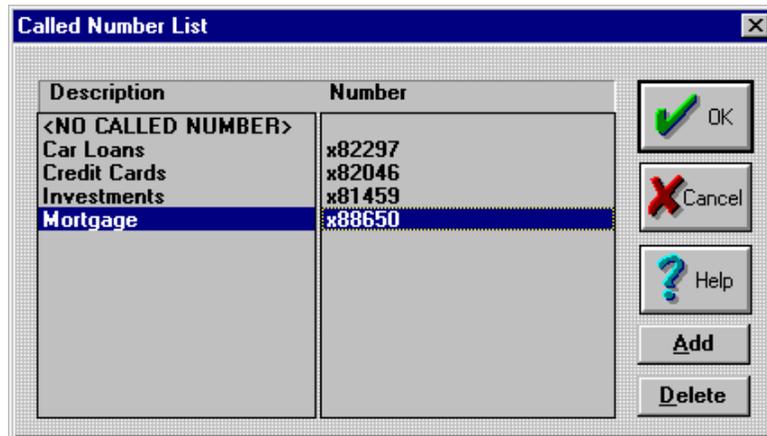
NOTE:

You must precede each VDN number with an “x.”

4. Select the **Tab** key on the keyboard to move the cursor to the Enter Description field.
5. In the Enter Description text box, enter an associated description for each VDN number you add (for example, “John Doe, Agent 10, Mortgage,” or others).
6. Select the **Add #** button.
7. To add all of the VDN numbers for agents that might log in at this position , repeat steps 2-6.
8. To add each multimedia service that is appropriate for the agent (for example, Mortgage), repeat steps 2-6.
9. Select **OK** when finished with steps 2-8.

Installing Video MultiMedia Call Center Software

You will be returned to the Called Number List dialog box.



10. If the Called Number List is correct and complete, select **OK**.

You will be returned to the FastCall—Administration Program window.

11. From the FastCall—Administration Program window, you must establish the incoming call rules for the agent. Contact your Lucent Technology technical support representative or on-site administrator for details.

⇒ NOTE:

It is recommended that all queues be established for every agent even though every agent might not presently be assigned to every queue. Incoming calls are assigned through the DEFINITY switch according to the skills an agent has selected, so there is no danger of an agent receiving inappropriate calls.

An agent's skill set can be expanded by changing the agent login ID skill set or by adding a new skill through the agent access login. You can add a skill in either of the following ways:

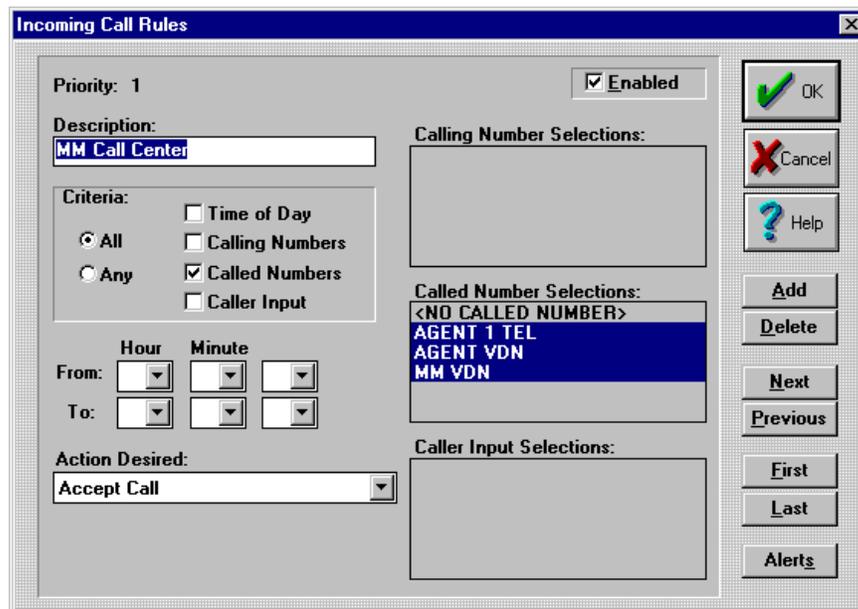
- By adding a skill on the login ID Administration. This is done by a system administrator.

- By dialing a new skill number and adding it yourself. You must make sure queues are set up with forced multiple call handling or other features.

Adding the new skill to the agent's DEFINITY switch login identifier will allow the agent to receive calls from the appropriate new queue without any other system-level change.

12. From the **Configure** menu in the Admin Program window, select the **Incoming Call Rules...** menu item.

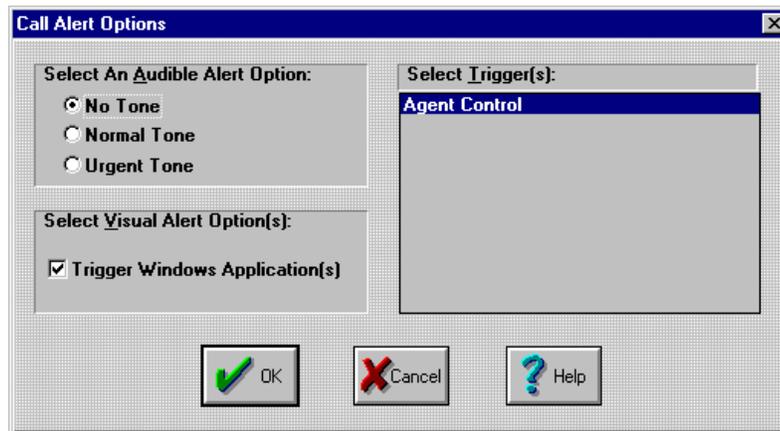
The Incoming Call Rules dialog box appears.



13. In the Called Number Selections box, highlight all the VDN numbers.
14. Select the **Alerts** button.

Installing Video MultiMedia Call Center Software

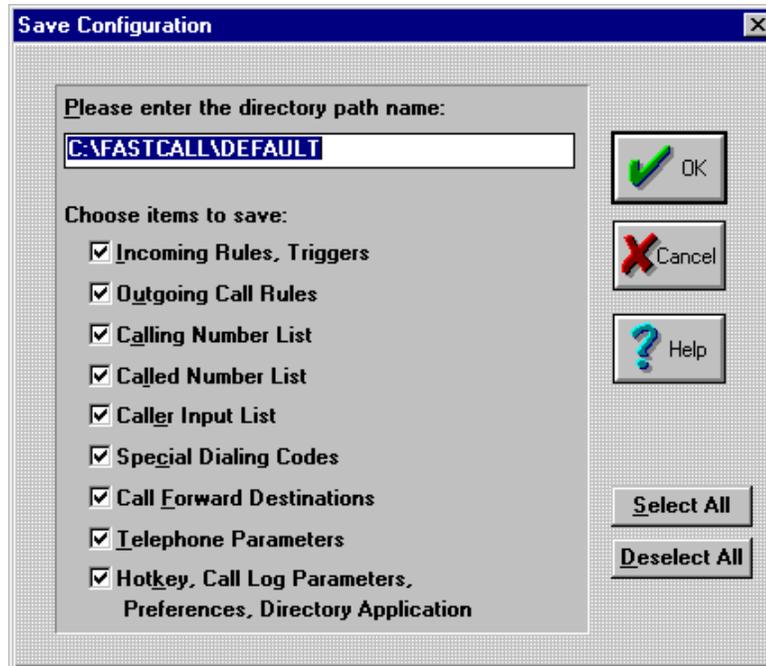
The Call Alert Options dialog box appears.



15. Highlight the **Agent Control** item in the **Select Trigger(s)** box.
16. Select the **Trigger Windows Application(s)** item in the **Select Visual Alert Option(s)** box.
17. Select **OK**.
You will return to the Incoming Call Rules dialog box.
18. Select **OK**.
19. Select **Yes** from the information message box.
20. Select **OK** from the Incoming Call Rules dialog box to close it.

To save the configuration, do the following steps:

1. From the **F**ile menu in the Administration Program window, select the **S**ave **C**onfiguration **A**s... menu item. The following window appears.



2. Accept the C:\FASTCALL\DEFAULT title by selecting **OK**. An information message box appears.

Installing Video MultiMedia Call Center Software

3. Select **Yes**.

Another information message box appears stating that the configuration was saved successfully.



4. Select **OK**.

⇒ NOTE:

FastCall administration of an agent extension can be tested. To do this, call the agent's extension and ensure that the FastCall window appears. FastCall administration of queued calls cannot be tested until the agent station is multimedia ready.

5. To exit from the FastCall—Administration Program, select **Exit** from the **File** menu.

Agent Control Software (ACS) 1.0a Installation

Prerequisite: Prior to installing the ACS software, you must have completed the following:

- Multimedia end-point (ProShare or Zydacron) is installed and running.
- A match between the ACS version software and the multimedia end-point (ProShare or Zydacron). There are three ACS diskettes for Intel ProShare and a different set of three ACS diskettes for Zydacron.
- Installation of the PassageWay and FastCall software on your PC. For instructions, see “PassageWay Direct Connect for DEFINITY, Release 1.3 Installation” and “FastCall Installation” sections in this book.
- FastCall software is up and running.
- UCC control and agent multimedia numbers from your System Administrator for any preinstallation considerations.

Installing the ACS software involves the following:

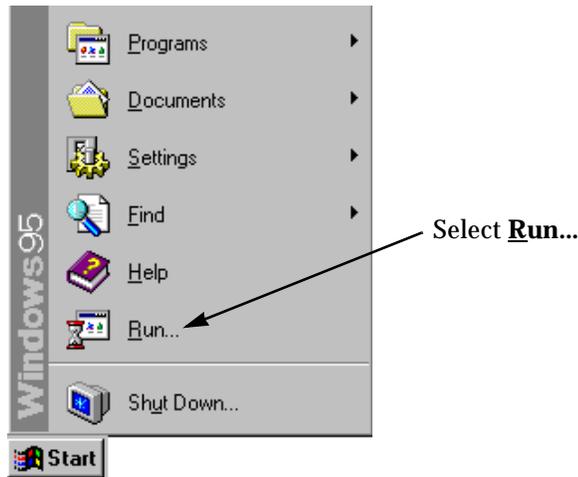
- Installing the software
- Registering the software
- Configuring the software
- Building a directory.

Installing Video MultiMedia Call Center Software

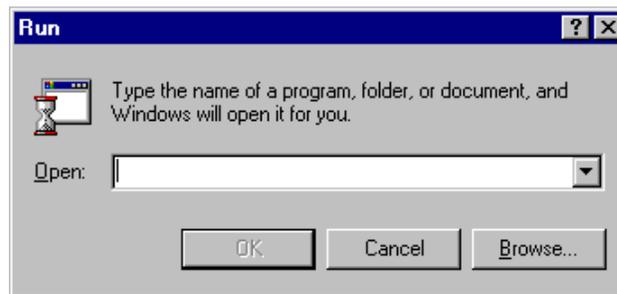
Installing the Software

To install ACS 1.0a, do the following:

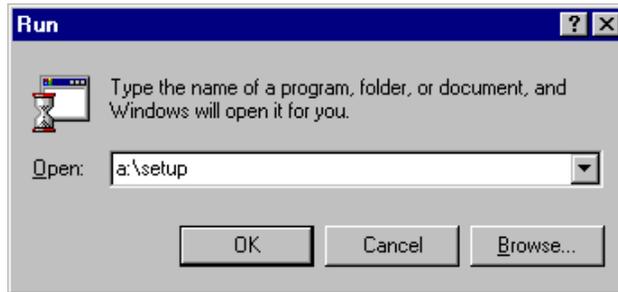
1. Insert the ACS diskette #1 into the drive you want to install from (usually the a : drive).
2. From the **Start** button on your desktop, select **Run...**



The Run... dialog box appears:



3. In the **Open:** text box, type `a:\setup` and then select **OK**. If you are installing from another drive, type the letter for that drive instead of "a."



Setup begins by searching for a previous installation of ACS. If Setup finds a previous installation of ACS, it will use the same installation path as the previous installation. If Setup does not detect a previous installation, it will use the default installation path `C:\agent`.

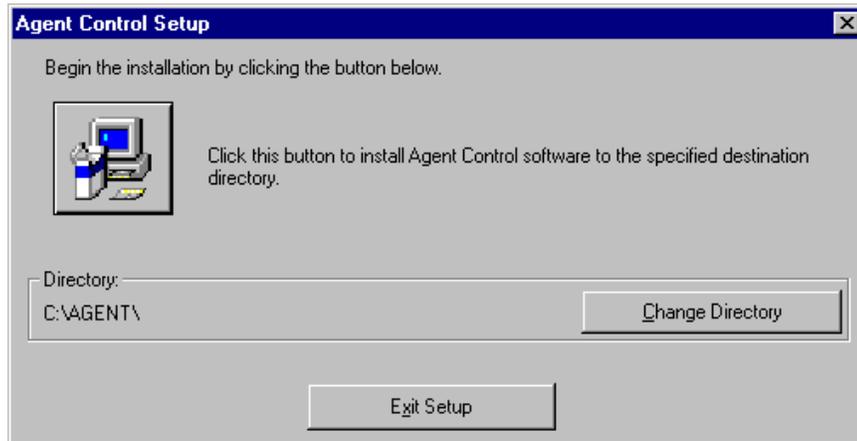
The following message window appears.



4. Close any other applications that may be running, and then select **OK**.

Installing Video MultiMedia Call Center Software

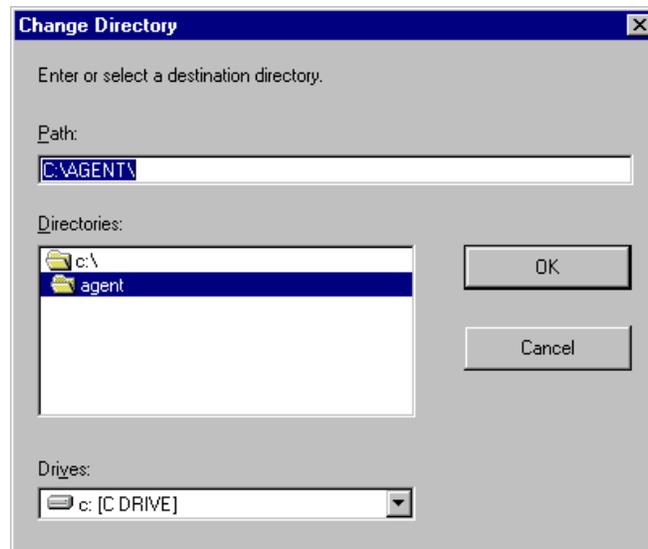
The Agent Control Setup window appears identifying where the ACS software is to be installed.



5. To use the default installation path (C:\agent\) for installing the Agent Control software, select the computer icon button.

To use a different installation path, do the following steps:

- a. Select the **Change Directory** button. The Change Directory window appears.



- b. In the Change Directory window's Path: text box, navigate to or type in the preferred drive and the directory.
- c. Select **OK**. The Agent Control Setup window is again displayed.
- d. On the Agent Control Setup window, select the computer icon button to begin installing the Agent Control Software.

After you select the computer icon button, a message window indicates that the system is checking for a local installation.

Installing Video MultiMedia Call Center Software

Next, the program begins installing ACS files. The progress message box provides you the overall status of the installation. It provides the drive and directory where the files are being installed and the actual file that is being installed at any given time. The "Destination File" status bar displays the installation status of each file.

The program prompts you to insert the next diskette, as shown below:



6. Insert the next disk as prompted, and then select **OK**.

The program continues to install files on your hard drive.

7. Continue to insert disks as prompted.

After Setup installs all of the ACS files, a message box appears stating that the installation was successful and that the ACS installation is complete.

8. Select **OK**.

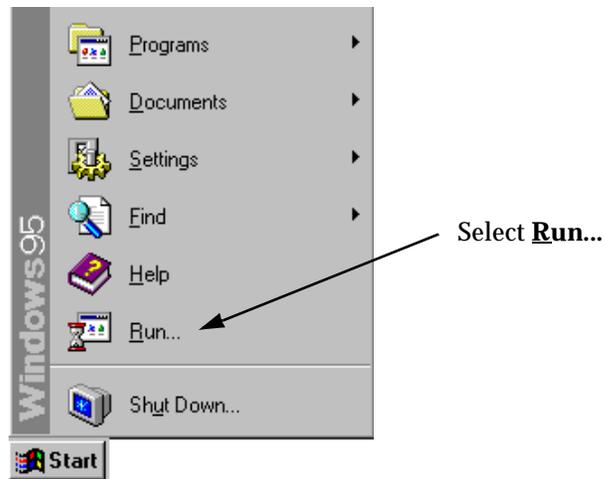
The ACS software installation is complete. You are now ready to register your ACS software.

Registering ACS Software with *Windows 95*

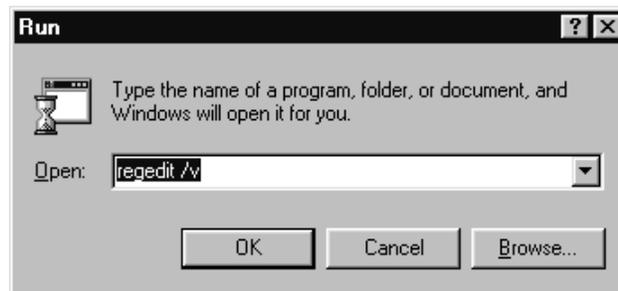
Prerequisite: After you install the ACS for the first time, you must register the software with Windows 95 using the Registry Editor tool. This tool enables you to change settings in your system registry.

To register the ACS software, do the following steps:

1. From the **Start** button on your desktop, select **Run...**



The Run dialog box appears.



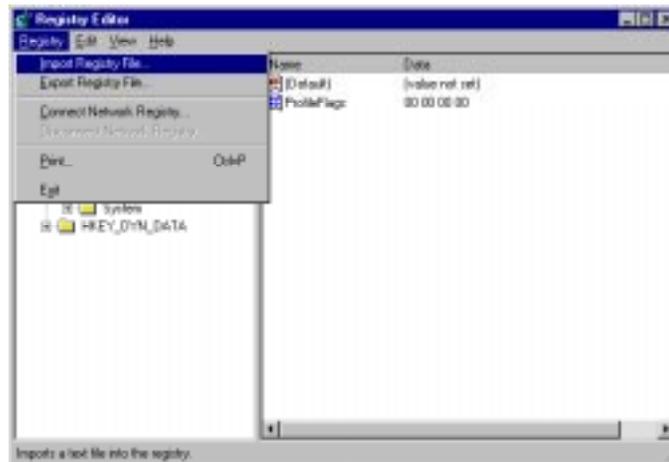
2. From the Run dialog box, enter `regedit /v` in the Open: list box and press **OK**. The Registry Editor screen appears.

Installing Video MultiMedia Call Center Software

3. Highlight the **HKEY_CURRENT_CONFIG** file.



4. From the **Registry** menu item, select the **Import Registry File...** menu item.

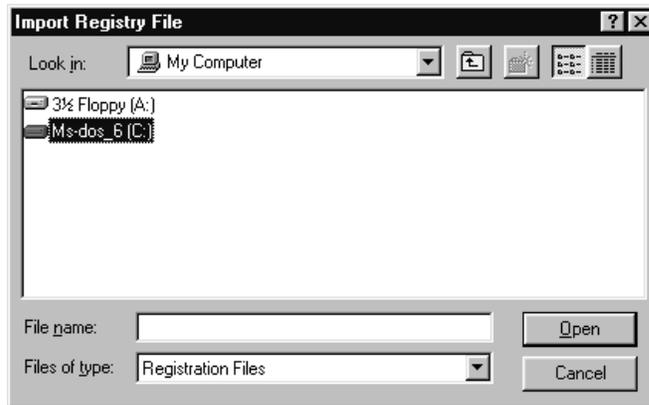


5. Double click on **My Computer**.



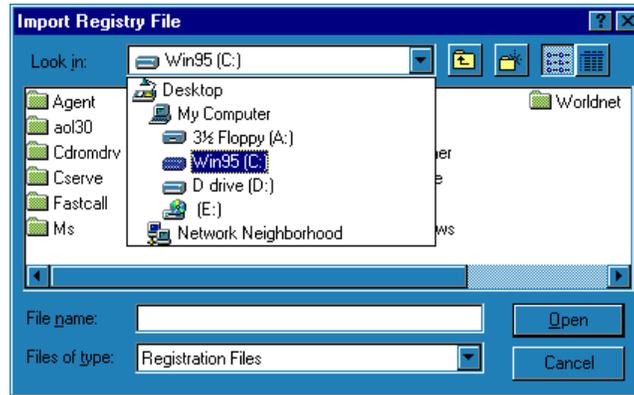
Chapter 2

6. Double click on the **C:** drive.



Installing Video MultiMedia Call Center Software

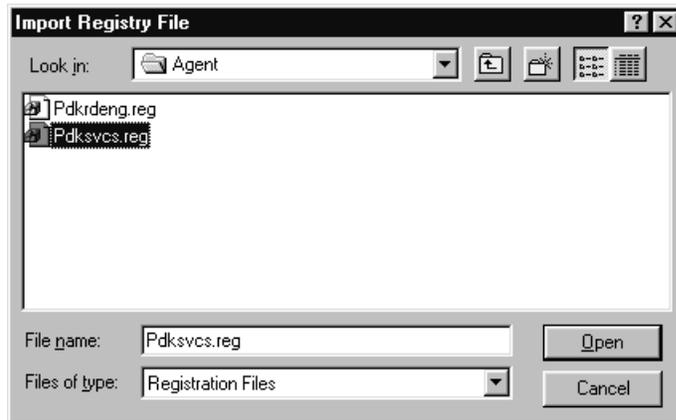
7. From the Look in: list box, select the C: drive.



8. Double click on the **Agent** file folder.



9. Double click **Pdksvcs.reg** to open the file folder.



A status box briefly flashes on the screen to indicate that the `pdksvcs.reg` file is being downloaded.

After the file is downloaded, a message appears that the registration is successful.



10. Press the **OK** button.
11. **Exit** the Registry Editor window.

The Windows 95 registration for the ACS software is complete. You are now ready to configure the ACS software.

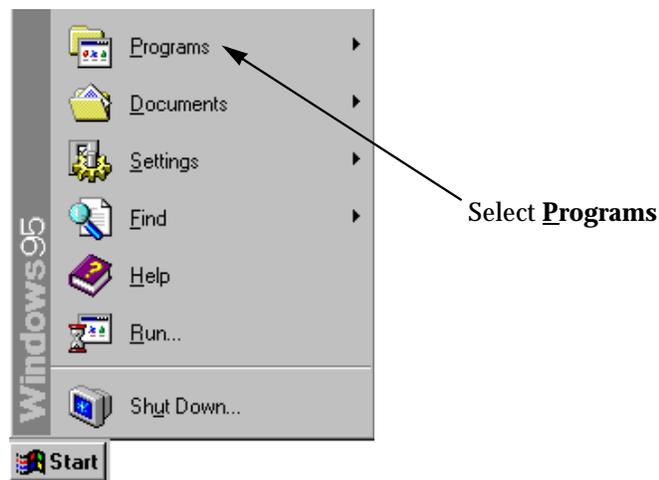
Installing Video MultiMedia Call Center Software

Configuring Agent Control Software

Prerequisite: After you install and register the ACS software, you must configure it.

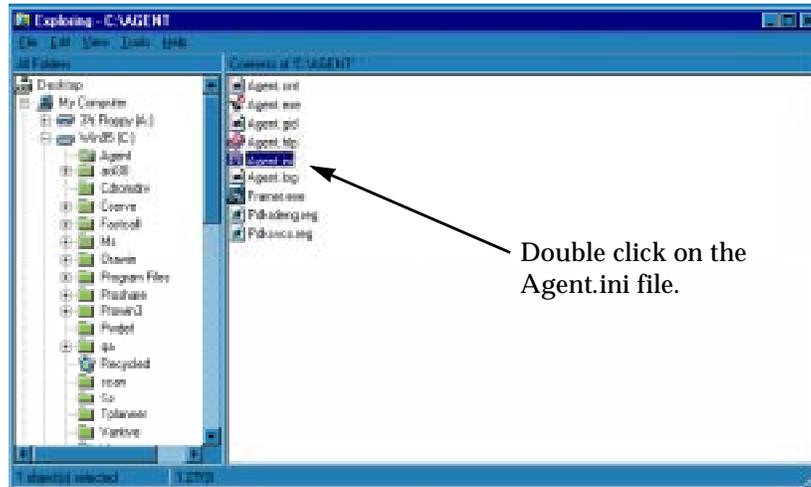
To configure ACS, do the following steps:

1. From the **Start** menu, point to **Programs**, and then click on the **Windows Explorer** item.

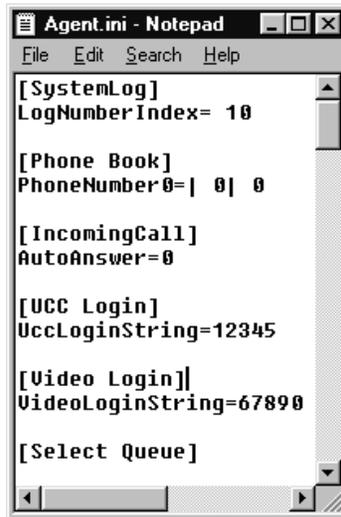


2. Navigate to the **Agent** folder on the **C:** drive.
3. Click on the **Agent** folder to view its contents.

4. Double click on the agent .ini file.



The Windows Notepad editor opens the Agent.ini file.



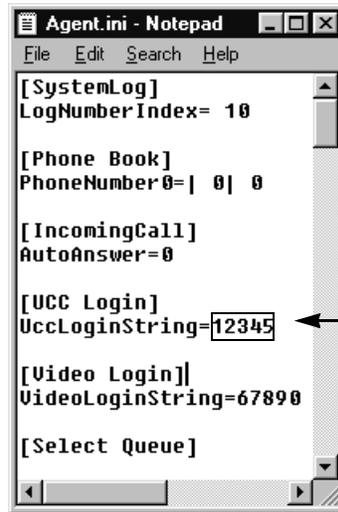
NOTE:

The telephone string in the Agent.ini—Notepad file may appear different than if you have a 56 kB call instead of a 64 kB call.

Installing Video MultiMedia Call Center Software

5. If you are using a VCM Video Login 2x64 kB call instead of a 2x56 kB call, do the following:
 - a. Use Windows Notepad editor to open the **agent.ini** file.
 - b. Scroll down until you locate the [Video Login] heading.
 - c. Modify the VideoLoginString by changing the UDP number after the equal (=) sign.
 - d. For 2x64 kB VCM ISDN BRI connection, change this number to the number that your VCM/DEFINITY Administrator provides you for the BRI line to the PC.
For example:
[Video Login]
VideoLoginString=**32871**
 - e. For 2x56 kB VCM ISDN BRI connection, add a "#" character at the end of the video login number.
For example:
[Video Login]
VideoLoginString=32871#

6. For each agent's conference, modify the **UccLoginString** item by changing the Universal Dial Plan (UDP) number after the equal (=) sign. This number must match the programmed numbers on the VCM and DEFINITY switch.

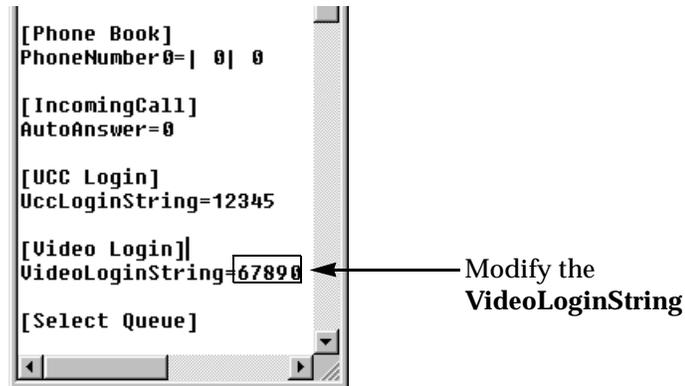


Modify the
UccLoginString

To obtain the correct programmed numbers for the UCC line to the PC, contact your VCM/DEFINITY System Administrator. See DEFINITY and Video Call Module (VCM) Administration documents for details.

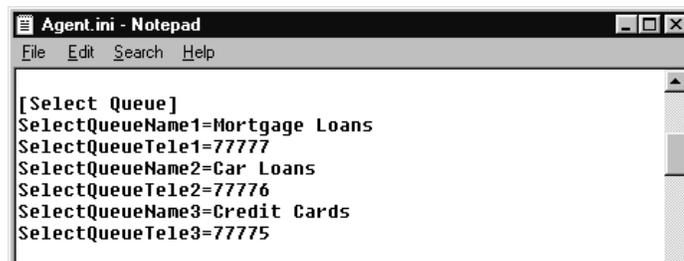
Installing Video MultiMedia Call Center Software

7. Modify the **VideoLoginString** by changing the UDP number after the equal (=) sign. Change this number to the number that your VCM/DEFINITY Administrator provides you for the BRI line to the PC.



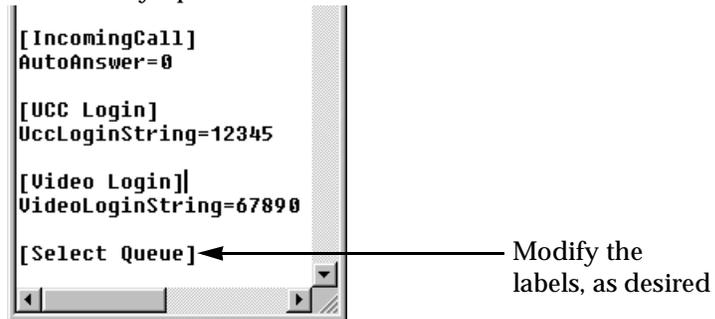
8. Modify the labels for a requeue and then readd the labels. Do the following:
 - a. Select "Queue Labels & Numbers."
 - b. Use Windows Notepad editor to open the agent.ini file.
 - c. Scroll down until you locate the [Select Queue] heading.
 - d. Enter the "SelectQueueName" and corresponding VDN number that your VCM/DEFINITY Administrator provides you for the Requeue operation.

If you are using Intel ProShare as an end-point, the following is an example of how the queue labels and numbers may look:



NOTE:

You can modify up to four different labels.

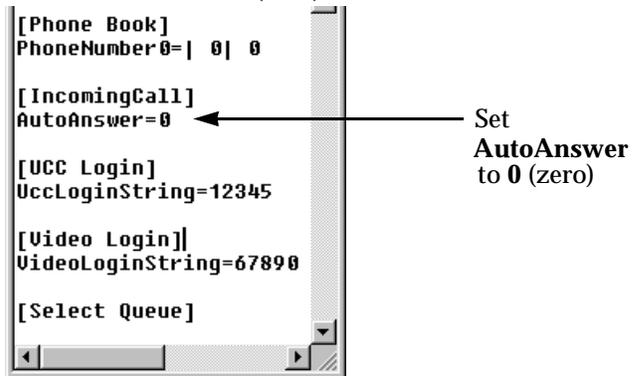


If you are using Zydacron as an end-point, you must check with the customer to make sure that the following NetMeeting directory is accurate for your call center:

[T.120 Software]

NetMeeting = C:\PROGRA~1\NetMee~1\Conf.exe

9. Set AutoAnswer to 0 (zero) for the ACS software.



10. Save your ACS configuration by selecting **S**ave from the **F**ile menu item.

11. **E**xit the Agent.ini window.

The ACS configuration is complete. You are now ready to build your internal or external calling directory. See the "Building an

Installing Video MultiMedia Call Center Software

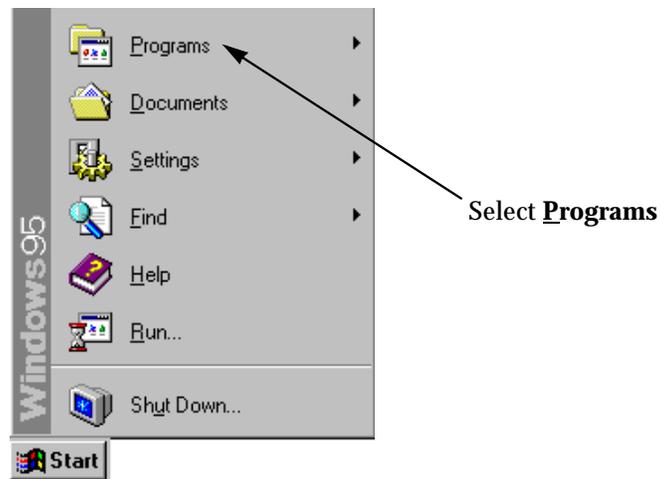
Internal Calling Directory” section or the “Building an External Call Directory” section in this document for details.

Building an Internal Calling Directory

Prerequisite: After you install, administer, and register the ACS software, you must build a directory. This directory is used to identify each call center agent with a UDP number.

To build a directory, do the following:

1. Select the **Start** button, point to **Programs**, and then click on the **Windows Explorer** item.

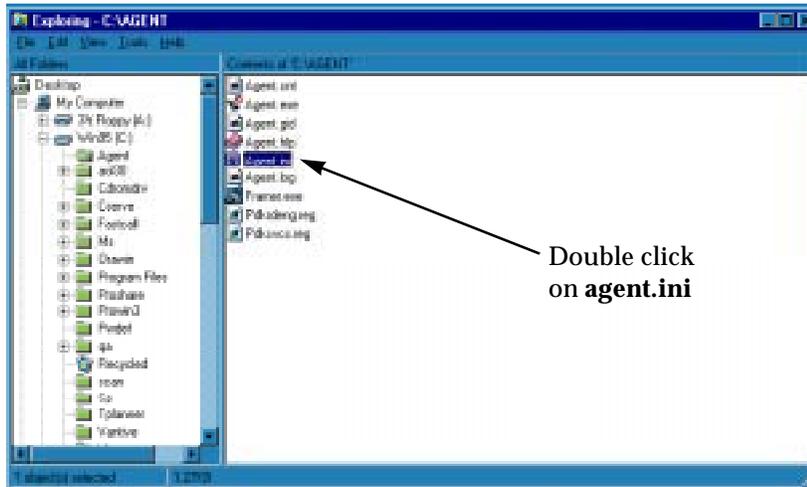


The Explorer window appears.

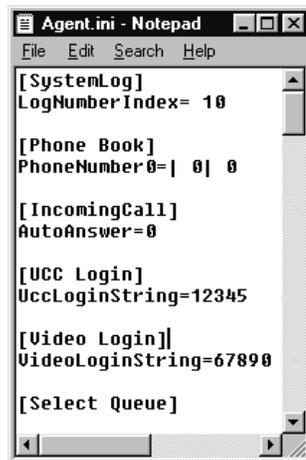
2. From the Explorer window, navigate to the **Agent** folder on the **C:** drive.

Installing Video MultiMedia Call Center Software

3. Double click on agent . ini to open the file.



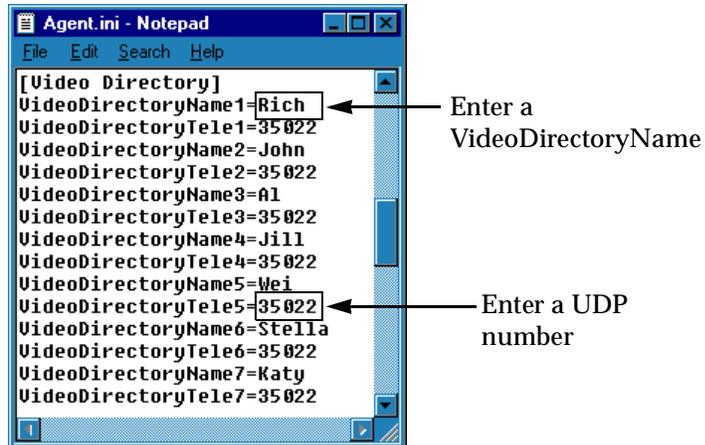
The Windows Notepad editor opens. The following is an example of an agent.ini file.



⇒ NOTE:

Your agent . ini file may look different depending on what values have been entered.

4. Scroll down until you locate the [Video Directory] heading.
5. Enter the **VideoDirectoryName** and corresponding UDP number for each of your call center agents. The following is an example of how a directory may look.

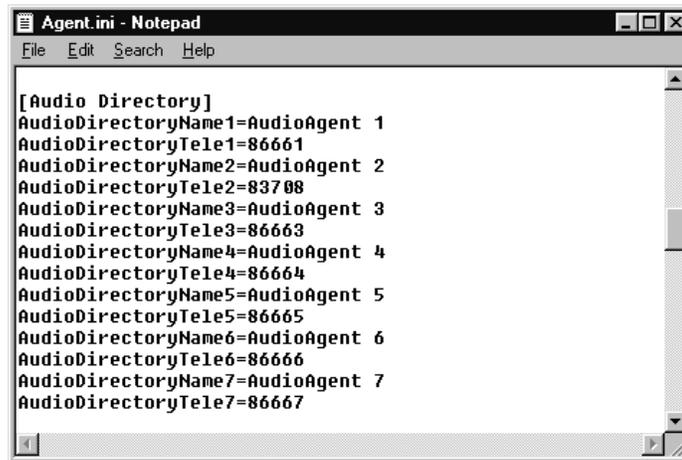


See your technical support administrator for details about your specific call center.

6. Scroll down until you locate the [Audio Directory] heading.

Installing Video MultiMedia Call Center Software

7. Enter the **AudioDirectoryName** and corresponding UDP number for each of your call center agents. The following is an example of how a directory may look.



```

Agent.ini - Notepad
File Edit Search Help

[Audio Directory]
AudioDirectoryName1=AudioAgent 1
AudioDirectoryTele1=86661
AudioDirectoryName2=AudioAgent 2
AudioDirectoryTele2=83708
AudioDirectoryName3=AudioAgent 3
AudioDirectoryTele3=86663
AudioDirectoryName4=AudioAgent 4
AudioDirectoryTele4=86664
AudioDirectoryName5=AudioAgent 5
AudioDirectoryTele5=86665
AudioDirectoryName6=AudioAgent 6
AudioDirectoryTele6=86666
AudioDirectoryName7=AudioAgent 7
AudioDirectoryTele7=86667
    
```

See your technical support administrator for details about your specific call center.

8. Save your `agent.ini` file by selecting **Save** from the **File** menu item.
9. To use the `agent.ini` file that you have just created as a common profile for administering other agent's `.ini` files at a later time, copy the `agent.ini` file to a diskette.

⇒ NOTE:

It is recommended that all agents have the same set of entries in their `agent.ini` files. However, System Administrators can modify the internal calling directory configuration (the `agent.ini` file) to match each agent's UCC port and login string, as needed.

10. **Exit** the Agent.ini—Notepad window.

Installing Video MultiMedia Call Center Software

11. To backup the agent.ini file and make sure that the changes you made take effect, you must exit other applications that are running, log out of the ACS software, and then restart the ACS software.

Buiding a directory for the ACS is complete.

Chapter 2

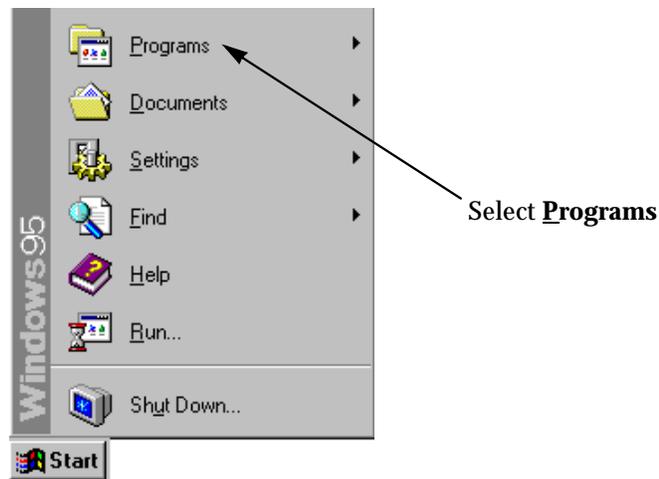
Installing Video MultiMedia Call Center Software

Building an External Calling Directory

Prerequisite: After you install, administer, and register the ACS software, you must build a directory. This directory is used to identify each call center agent with a UDP number.

To build a directory, do the following:

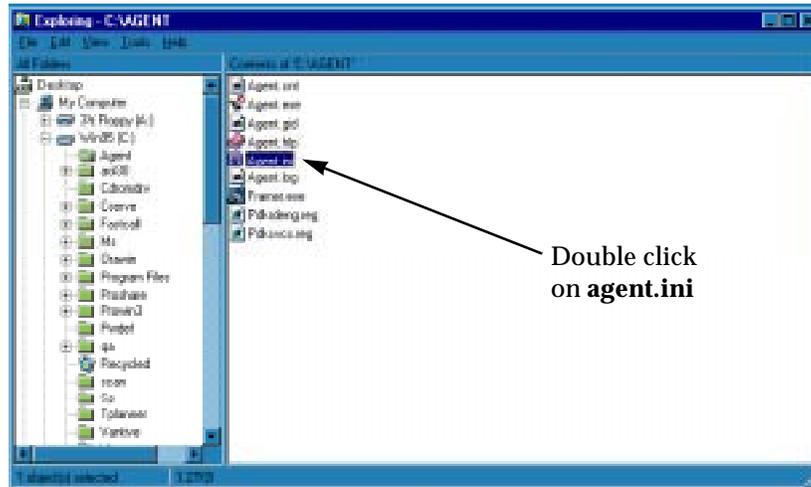
1. Select the **Start** button, point to **Programs**, and then click on the **Windows Explorer** item.



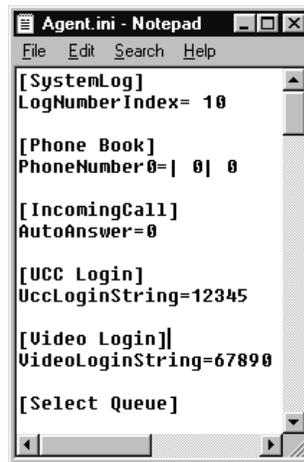
The Explorer window appears.

2. From the Explorer window, navigate to the **Agent** folder on the **C:** drive.

3. Double click on agent . ini to open the file.



The Windows Notepad editor opens. The following is an example of an agent.ini file.

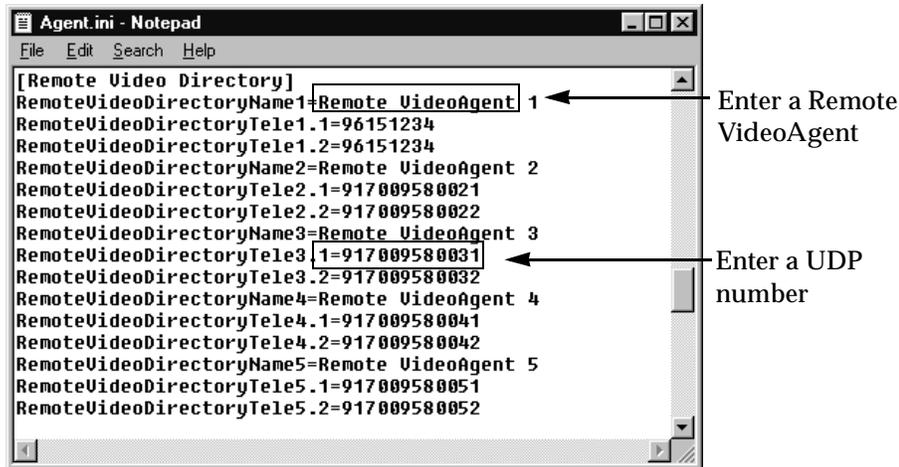


NOTE:

Your agent . ini file may look different depending on what values have been entered.

Installing Video MultiMedia Call Center Software

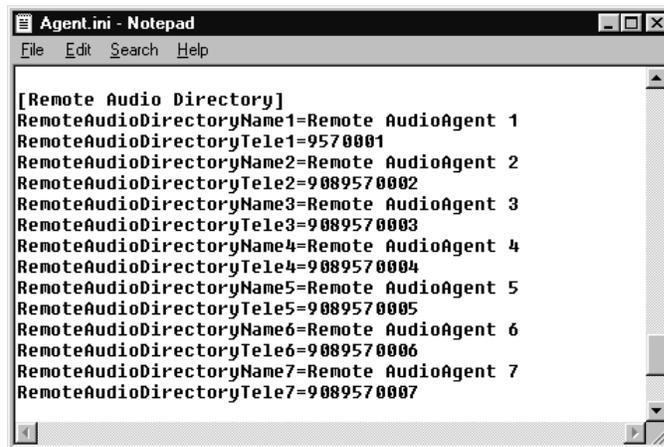
4. Scroll down until you locate the [Video Directory] heading.
5. Enter the **Remote VideoAgent** and corresponding UDP number for each of your call center agents. The following is an example of how a directory may look.



See your technical support administrator for details about your specific call center.

6. Scroll down until you locate the [Audio Directory] heading.

7. Enter the **Remote AudioAgent** and corresponding UDP number for each of your call center agents. The following is an example of how a directory may look.



```
[Remote Audio Directory]
RemoteAudioDirectoryName1=Remote AudioAgent 1
RemoteAudioDirectoryTele1=9570001
RemoteAudioDirectoryName2=Remote AudioAgent 2
RemoteAudioDirectoryTele2=9089570002
RemoteAudioDirectoryName3=Remote AudioAgent 3
RemoteAudioDirectoryTele3=9089570003
RemoteAudioDirectoryName4=Remote AudioAgent 4
RemoteAudioDirectoryTele4=9089570004
RemoteAudioDirectoryName5=Remote AudioAgent 5
RemoteAudioDirectoryTele5=9089570005
RemoteAudioDirectoryName6=Remote AudioAgent 6
RemoteAudioDirectoryTele6=9089570006
RemoteAudioDirectoryName7=Remote AudioAgent 7
RemoteAudioDirectoryTele7=9089570007
```

See your technical support administrator for details about your specific call center.

8. Save your `agent.ini` file by selecting **S**ave from the **F**ile menu item.
9. To use the `agent.ini` file that you have just created as a common profile for administering other agent's `.ini` files at a later time, copy the `agent.ini` file to a diskette.

⇒ NOTE:

It is recommended that all agents have the same set of entries in their `agent.ini` files. However, System Administrators can modify the internal calling directory configuration (the `agent.ini` file) to match each agent's UCC port and login string, as needed.

10. **Exit** the Agent.ini—Notepad window.

Installing Video MultiMedia Call Center Software

11. To backup the agent.ini file and make sure that the changes you made take effect, you must exit other applications that are running, log out of the ACS software, and then restart the ACS software.

Buiding a directory for the ACS is complete.

Installing from the Network Drive

If your agent PC is connected to a network server, you probably want to install the Video MultiMedia Call Center software from the network drive.

Because Video MultiMedia Call Center software consists of three separate software packages, the installation procedures will direct you through the installation and configuration of one software package at a time.

⇒ NOTE:

You must install the software in the following order:

1. PassageWay Direct Connect for DEFINITY, Release 1.3
2. FastCall, Release 2.0
3. Agent Control Software (ACS), Release 1.0a.

Prerequisites: All software components required for the Video MultiMedia Call Center agents can be installed from a network drive. To begin installing the VMMCC software from the network drive, you must first do the following:

1. Make separate directories or folders on the network drive for each of the following:
 - PassageWay Direct Connect for DEFINITY, Release 1.3
 - FastCall 2.0
 - Agent Control Software (ACS) 1.0a.
2. Copy all files on the install diskettes of the three packages into their respective network directories or folders.
3. Connect to the network drive from an agent PC.
4. Issue the setup commands referring to the network drive. For example, use “E:\ACS\setup.exe” to install the ACS software from the network drive E: where E:\ACS contains the Agent Control Software installation files.

Installing Video MultiMedia Call Center Software

5. When prompted by the setup program, enter the correct network drive and directory location of the installation files for a specific package. For example, when installing FastCall, the program prompts you for the source location of where PassageWay is to be installed from.

PassageWay Direct Connect for *DEFINITY*, Release 1.3 Installation

Prerequisites: Before you start the PassageWay installation, you will need the following information from your Switch ACD Administrator:

- The lines that will display calls (to map call appearance). These lines must correspond to the actual switch setup for PassageWay to work properly.
- Which Callmaster voice terminal buttons will be used for Normal and Inspect.

To install PassageWay Direct Connect for *DEFINITY*, Release 1.3 from the network drive, refer to the PassageWay installation directions found in the "PC Stand-Alone Installation" section of this book. The only difference is that you will be installing from the network directory or folder that you designated.

FastCall 2.0 Installation

Prerequisite: Before you begin the FastCall 2.0 installation, make sure that the AT&T Connect window is closed. (If it is minimized, maximize it and then select **Quit** from the **File** menu.)

To install the FastCall 2.0 from the network drive, refer to the FastCall installation directions found in the "PC Stand-Alone Installation" section of this book. The only difference is that you will be installing from the network directory or folder that you designated.

Agent Control Software 1.0a Installation

Installing the ACS software involves the following:

- Installing the software
- Registering the software
- Configuring the software
- Building a directory.

Prerequisite: Prior to installing the ACS software, you must have copied the PassageWay and FastCall software onto your network drive. For instructions, see “PassageWay Direct Connect for DEFINITY, Release 1.3 Installation” and “FastCall Installation” sections in this book. Prior to installing the ACS software, the FastCall software must be up and running. In addition, you must predefined installation numbers from your system administrator for any preinstallation considerations.

To install the Agent Control Software from the network drive, refer to the Agent Control Software installation directions found in the “PC Stand-Alone Installation” section of this book. The only difference is that you will be installing from the network directory or folder that you designated.

Installing Video MultiMedia Call Center Software

Uninstalling the *Video MultiMedia Call Center* Software

To uninstall the VMMCC software, do the following:

1. Delete the following individual software folders using Explorer in Windows '95:
 - PassageWay
 - FastCall
 - Agent Control Software.
2. Using Windows '95 Explorer, navigate to the C:\WINDOWS\Start Menu\Programs\StartUp folder.
3. Delete the PassageWay, FastCall, and Agent Control Software in the C:\WINDOWS\Start Menu\Programs\StartUp folder.

For more information, see your technical support supervisor.

Changes in the *DEFINITY* Switch to Support Multimedia

Most of the settings in the DEFINITY switch (G3V4 or later) that support traditional call center operations remain the same in a multimedia call environment. However, one standard function must change to allow the system to send a pilot call to the second call line appearance when the first line is apparently busy due to the UCC connection.

Normally, a first line call appearance prevents an incoming call. With a multimedia call, the second call line appearance is used as a pilot call from the Video Call Module (VCM) queue to the DEFINITY switch via a Vector Directory Number (VDN)—this VDN can then be used as a surrogate for the video call to perform agent selection and gather the statistics of the call. For more information about what a pilot call is, see the Video MultiMedia Call Center User Guide (585-215-900) for details.

Mandatory Override of the First Line Call Appearance

One change in the DEFINITY switch will “force” the system to send a pilot call to an agent station even though the first line call appearance shows a call on hold (for the UCC connection) whenever the agent is logged in to receive multimedia calls. Changing the settings detailed in the following procedure will override that condition and allow an incoming call to appear on the second line.

This procedure must be followed for each hunt group:

1. On the DEFINITY management terminal, enter command: **display system-parameters customer-options**. Go to page 2 of the form.
2. In the Multiple Call Handling (On Request)? field, enter **y**.
3. In the Multiple Call Handling (Forced)? field, enter **y**.
4. Submit the changes.
5. On the DEFINITY management terminal, enter command: **change hunt group xxx**, where xxx is the number of an existing hunt group.

Installing Video MultiMedia Call Center Software

6. In the Multiple Call Handling? field, enter **one-forced**.
7. Submit the change.

Enabling Auto Answer for All Multimedia Call Center *Callmaster* Voice Terminal Extensions

For all Callmaster voice terminal extensions that are used in conjunction with the Video MultiMedia Call Center and must be processed through a VDN, do the following:

1. On the DEFINITY Management Terminal, enter the Callmaster voice terminal extensions (usually five-digit numbers).
2. In the Auto Answer: field, enter **ACD**.
3. Select the "**Submit**" button and then press **Enter** (this is the function key called "Enter" that submits the form).

You have now enabled Auto Answer for all of your multimedia call center Callmaster voice terminal extensions. For more information, see your DEFINITY switch and Callmaster voice terminal documentation or contact Lucent Technologies for technical support.



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