



# **3Com<sup>®</sup> eXchange Call Center Administration Guide**

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# ABOUT THIS GUIDE

This book describes how to use the 3Com eXchange Center Administration Application and the 3Com eXchange Engine Call Control Scripts (CCS). It describes how to configure system entities and how to define the various methods of call routing. It is intended for the Call Center administrators and programmers.



For information on the eXchange Call Center Administration applications, see the Help topics. For a description of many of the eXchange Center concepts and terms used in this document, see Appendix A: Glossary.

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## Conventions

Table 1 lists conventions that are used throughout this guide.

**Table 1** Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, device, system, or network
	Warning	Information that alerts you to potential personal injury or death

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## Related Documentation

The following documents are available for the 3Com eXchange Call Center system:

- *3Com eXchange Call Center Release Notes*
- *3Com eXchange Call Center Hardware and Software Guidelines*
- *3Com eXchange Call Center Setup Worksheets Guide*
- *3Com eXchange Call Center Quick Installation Guide*
- *3Com eXchange Call Center Installation and Getting Started Guide*
- *3Com eXchange Call Center Administration Guide* (this guide)
- *3Com eXchange Call Center Visor User Guide*
- *3Com eXchange Call Center Agent User Guide*

## Documentation Comments

Your suggestions are important to us because we want to make our documentation more useful to you.

Please send e-mail comments about this guide or any of the eXchange Call Center documentation and Help systems to:

`VOICE_TechComm_Comments@3com.com`

Please include the following information with your comments:

- Document title
- Document part number (usually found on the front page)
- Page number
- Your name and organization (optional)

### Example:

*3Com eXchange Call Center Administration Guide*  
Part Number 900-0146-01 Rev AA  
Page 25

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## Registration, Warranty, and Support Information

For details on how to register your product and get support from 3Com, see the Appendix "Obtaining Support for Your 3Com Products" in the *3Com eXchange Call Center Installation Guide*.

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## Disclaimer

The illustrations and other views, telephone displays, and screen captures appearing in this manual are examples used to explain how the application's features and controls are used. What appears in the illustrations may differ from what appears on your actual equipment and may not represent something that is possible in actual operation. The functions that you can use and the information that you can display may differ depending on the telephony state and external equipment connected in your network and eXchange system. Therefore, use the illustrations only as guidelines.

The names of companies, products, people, characters, and data mentioned in the examples herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

# CHAPTER 1: OVERVIEW OF THE 3COM EXCHANGE CALL CENTER

3Com eXchange Call Center is a comprehensive routing and management system designed to control and monitor the activities of the Call Center. The Call Center operates by means of several modules: Engine, Admin, Visor, and Agent. They enable Call Center managers to design a routing plan, accurately assess Call Center activity trends, and provide the most efficient personnel allocation plan to meet the Call Center's requirements.

This chapter gives an overview of the product and these modules.



*The figures in this guide may not represent exactly what you see on your screen in all details. Use them only as guidelines. See the Help topics for details.*

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## Engine Module

The Engine module, together with the Interactive Voice Response package (IVR), provides the Call Center administrator with a number of sophisticated mechanisms for routing incoming calls to agents according to the service required by the DNIS (number dialed).

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## Admin Module

The Administration module, also called the Admin module, is described more fully in the rest of this guide. It enables authorized supervisors to define the parameters of different system entities (for example, Agents, Agent Groups, and Trunk Groups) and to modify their profiles. The Admin module has several administration levels with different access rights.

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## Visor Module

The Visor module is a Management Information System that monitors Call Center activities, provides real-time information, generate reports that summarize the system's performance over a given time period, and provides statistical analysis of the Call Center system behavior within a specified period. See the *3Com eXchange Call Center Visor User Guide* for details.

---

## Agent Module

The Agent module provides the agent with all the necessary information regarding any incoming call type and the caller, before a call is even answered. This Windows-based application provides agents with an extensive toolbar so that they can perform all telephony functions from their desktops. The toolbar is so compact that most of the agent's screen-space can be used to run other applications. See the *3Com eXchange Call Center Agent User Guide* for details.



# CHAPTER 2: EXCHANGE CALL CENTER ADMINISTRATION OVERVIEW



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

The 3Com eXchange Admin module enables authorized supervisors to define the parameters of different system entities (for example, Agents, Agent Groups, and Trunk Groups) and easily modify their profiles and behavior in the system. Several administration levels have different access rights.

The following parameters reflect the structure of the Call Center that is handled by the Administration:

- Hardware (for example, the type of PBX installed, Number and types of trunks, and number and types of IVR channels)
- Personnel (for example, the list of Agents and the list of Supervisors and their authorizations)
- Functional (for example, the Services offered by the Call Center and its various Groups and Super Groups)
- Operational (for example, working days, holidays, and calls behavior).

The various types of parameters that are called ENTITIES are handled in the following groups, which are discussed in this guide:

<ul style="list-style-type: none"><li>▪ Agents</li><li>▪ Groups</li><li>▪ Trunks</li><li>▪ Super Groups</li><li>▪ Supervisors</li></ul>	<ul style="list-style-type: none"><li>▪ Services</li><li>▪ IRN (Intelligent Routing Numbers)</li><li>▪ DNIS</li><li>▪ System</li></ul>
---	--

---

## Starting 3Com eXchange Administration

To start the 3Com eXchange Administration application, choose one of these ways:

- On your desktop, double-click **3Com eXchange Center** folder > **Administration**

OR

- Click **Start > Programs > 3Com eXchange Center > Administration**

If the computer is not already logged on to another 3Com eXchange application, and the user is authorized, the system displays the Login dialog box.



- *Every system must have at least one Supervisor with Administrator authorization defined.*
- *New installations have a single supervisor defined by default. The default login name is "EA". The default password is "E1996". Use this login name and password when you log in for the first time.*

Enter the **Login Name, Password**; choose the **language** and **Server** in the appropriate fields:

A screenshot of the 'eXchange Call Center' login dialog box. The title bar is blue with the text 'eXchange Call Center'. The main area has a light beige background. On the left, there is a telephone icon. To its right, the text reads 'Type your login name and password to log in to the eXchange Call Center system:'. Below this are four input fields: 'Login Name:' (text box), 'Password' (text box), 'Set Language:' (dropdown menu showing 'ENGLISH'), and 'Server list' (dropdown menu showing '3COM\_eXchange'). On the right side of the dialog, there are four buttons: 'OK', 'Cancel', 'Servers', and 'Help'.

*Using the Set Language option, allows the user to operate in either, English or Spanish. To revert back to the previous language (English or Spanish) the user must log off and then log back on using the preferred language*

---

## The Administration Application Main Window

After you successfully log in, the system displays the Administration Main Window.

The Administration window contains a menu bar, options, and toolbar that display icons that you click to open configuration windows. The toolbar icons mirror the options within the Entities menu. The remainder of the window contains a work area in which you configure and display the Entities' windows.

### Menus on the Administration Application Menu Bar

Table 2 lists the menus on the Administration menu bar.

**Table 2** Administration Application Menu Bar

Menu Name	Operations
Entities	Options to define or modify the attributes of specific 3Com eXchange Call Center entities.
Tools	Options for terminating all the 3Com eXchange Visor open applications, and to activate the scripting administration application.
Sort	Options for sorting.
Window	Arranges the Administration windows and allows you to switch between open windows.
Help	Opens context-sensitive Help topics on 3Com eXchange Call Center windows and operations.

**Figure 1** The 3Com eXchange Call Center Administration Application Toolbar



### The Entities Menu

Table 3 describes the Entities menu and its icons.

**Table 3** Entities Menu

Entity	Icon	Description
Agents		Opens a Configuration window for configuring agents.
Groups		Opens a Configuration window for configuring groups.
Trunks		Opens a Configuration window for configuring trunk groups and trunks.

Super Groups		Opens a Configuration window for configuring super groups.
Supervisors		Opens a Configuration window for configuring supervisors.
Services		Opens a Configuration window for configuring services.
IRN		Opens a Configuration window for configuring the IRN.
DNIS		Opens an Entity Configuration Window for configuring the DNIS.
System		Opens a Configuration window for configuring the system parameters.
CCS Admin		Opens the Call Control Scripts Administration application.
Exit		Closes the Administration application.

### ***The Tools Menu***

Table 4 describes the Tools menu.

**Table 4** Tools Menu

<b>Option</b>	<b>Description</b>
CCS Admin	Opens the CCS Administration application. Call Control Scripts can define the requirements of incoming calls by extracting information. They also provide voice messages to callers waiting in queue.

### ***The Sort Menu***

Table 5 describes the Sort menu:

**Table 5** Sort Menu

<b>Option</b>	<b>Description</b>
By Name	Sorts the currently selected list by name.
By Number	Sorts the currently selected list by number.

### ***The Window Menu***

The Window menu provides options that enable the open windows on the window to be arranged in an orderly way. It also lists all the currently open windows. To switch from one window to another, click the one that you want.

**Table 6** Window Menu

<b>Option</b>	<b>Description</b>
Tile	The windows are displayed in a vertical tile format, one next to the other.
Cascade	The windows are cascaded one on top of the other.

The Active window has a checkmark next to it in the list at the bottom of the menu.

### ***The Help Menu***

The Help menu provides Help topics as well as information about the 3Com eXchange Call Center Administration system.

**Table 7** Help Menu

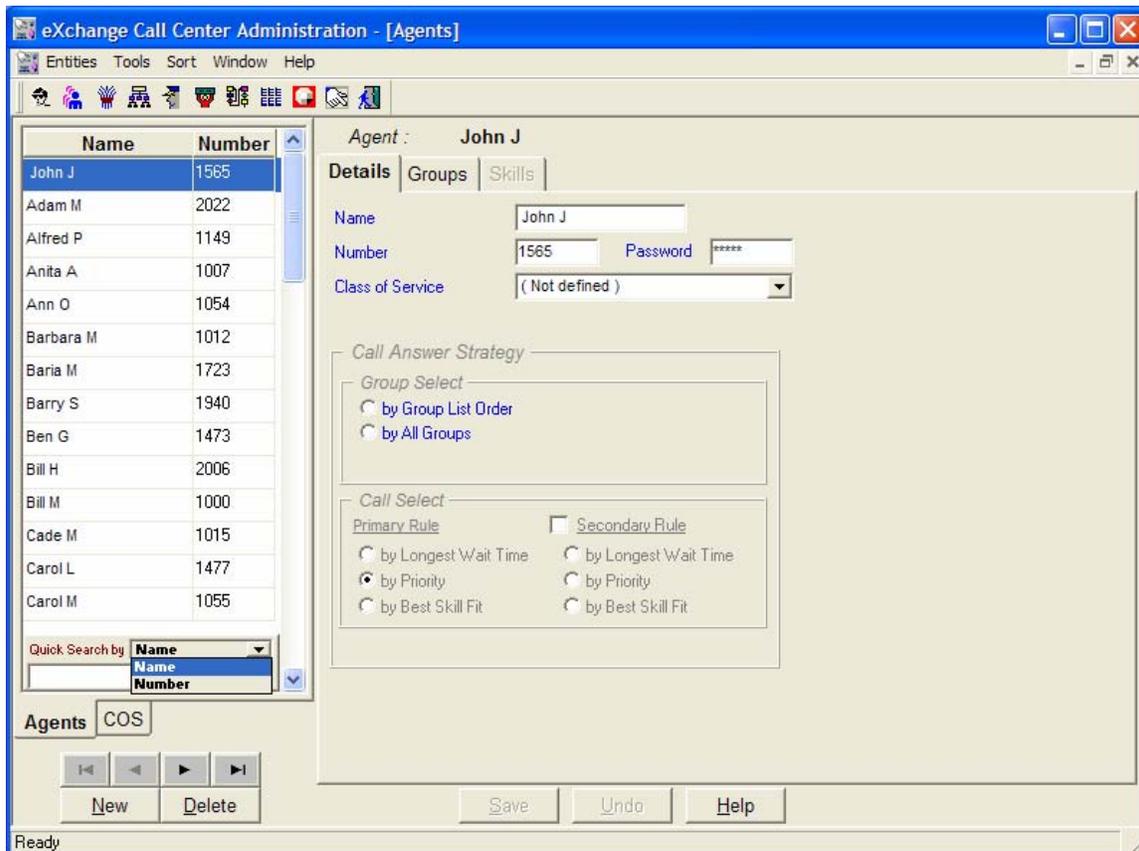
<b>Option</b>	<b>Description</b>
Index	Opens the Index of the Help topics for all of the 3Com eXchange Call Center applications. Enter a key word to search for a topic.
Contents	Opens the Table of Contents for Help for only the current application.
About	Displays information about the 3Com eXchange Call Center Administration system, including the current software version number.

## The Quick Search Option

The Quick Search option is not a menu option. Rather, it is located under any list of entities. You can use it to locate specific entries in the list according to name or number: The Quick Search is helpful when you need to locate specific entries in long lists. See Figure 2.

Click the **Quick Search** button at the bottom of the list and select the field in which you want to search. Enter the information; the cursor moves to the first entry in the list that fits the prefix entered. Characters that do not fit any of the entries are not echoed to the window.

**Figure 2** Quick Search Dialog Box.



# CHAPTER 3: CONFIGURING THE ENTITIES

This chapter covers how to configure the eXchange Call Center Administration entities.



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

---

## Defining a New Agent

This section describes how to define new agents that you want to add to the list of agents in the Agents Groups administration window.

### **To Add a New Agent to the Agents List:**

- 1 In the Administration application window, click the **Agents** tab below the list at the left of the window.

-Or-

Click **Entities > Agents**.

- 2 In the Agents Configuration window, click the **New** button. The New Agent dialog box appears.

**New Agent Wizard**

### New Agent Details

Enter Name, unique Number (ID) and Password of the new agent.  
Press Next to complete.

Name

Number

Password

- 3 Enter **Name**, **Number**, and **Password** in the appropriate fields, and then click **Finish**.

---

## Configuring Agents Details

Use the Details page of the Agents Configuration window to configure the details of agents in the system.

### **To Open the Details Page:**

- 1 Click the **Agents** tab below the list.

-Or-

Select the **Agents** option from the Entities menu.

- 2 Click the **Details** tab at the top of the Agents Configuration window.

The Details page of the Agents Configuration window displays the details for the currently selected agent in the Agents list.

Table 8 describes the fields and buttons.

**Table 8** Details Page of the Agents Configuration Window

Field, Button, or Area	Description
Name	The name of the selected agent.
Number	The identification number of the selected agent.
Password	The 3Com eXchange Agent uses this password together with the agent number to log on to the 3Com eXchange system.
Class Of Service (CoS)	The Class of Service to which the agent belongs. CoS determines the permissible operations for this agent. For example, the CoS may prevent the agent from being able to pick up calls from the queue.
Call Answer Strategy	<p>Use this area to define the method by which an incoming call is routed to the agent when the agent becomes available.</p> <p>The strategy has two stages: 1) Determine the set of calls to be considered for routing and then 2) Select, from the set, a single call to route to the agent.</p>
Group select	<p>Click the appropriate radio button in this area to define the criteria for selecting the set of calls:</p> <ul style="list-style-type: none"><li>▪ By scanning groups in the order in which they appear in the agent's group list.</li><li>▪ By all groups without any priority</li><li>▪ By TSF, that is, by how well the group is providing the level of service defined for it, judged by the Target ASA (Average Speed of Answer).</li></ul>

---

Call select

Click the appropriate radio button in this area to define the criteria for selecting a single call to route to the agent:

- Answer the call that has been waiting the longest time
  - Answer the call that has the highest priority
  - Answer the call whose requirements are best suited to the agent (that is, the best skill fit)
- 

***To save the Changes That You Made to the Configuration:***

Click **Save** below the Details page.

***To undo the Previous Change That You Made to the Configuration:***

Click **Undo**.

***To open the Help Topic for the Agents Configuration Dialog Box:***

Click **Help**.

---

## **Configuring Agents Groups**

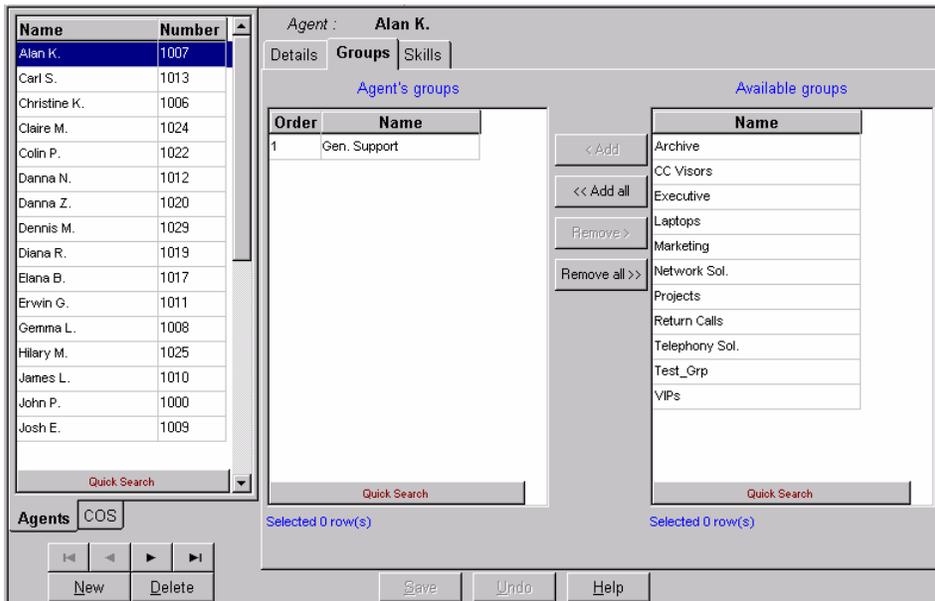
Use the Groups page of the Agents Configuration dialog box to edit the Primary Groups assignment for agents in the system.

***To Open the Groups Page:***

- 1 Click the **Agents** tab below the Agents list.
- 2 Click the **Groups** tab at the top of the Agents Configuration window.

The Agent Groups dialog box appears.

**Figure 3** Agent Groups Window Dialog Box



The Groups tab of the Agents Configuration window displays the current groups configured for the selected agent in the Agents list. The Agents Groups list contains the primary groups to which the selected agent belongs. The selected agent becomes member of these groups after performing Primary login. Table 9 describes the areas.

**Table 9** Agents Group List

Agent's Groups	This area displays the Order and Name of all the currently assigned groups for the agent. The assignment configuration can be edited as required.  For agents who are assigned a Call Answer Strategy of "by group list order," the list order defines from which group the agent will pick the next call. The first group has priority over the second group when routing agent calls. For this reason, the Sort/Order option cannot be used for this list. (For a full description, see "Call Answer Strategy" in "Configuring Agents Details.")
Available Groups	This area displays the Name of all the available (unassigned) groups in the system.

**To Assign a Group to the Selected Agent:**

- 1 Select the required group in the Available Groups list.
- 2 Drag and drop it into the Agent's Groups list, or click **Add**.

**To Assign More Than One Group to the Selected Agent:**

- 1 Use Ctrl+Click to select the required groups from the Available Groups list.
- 2 Drag and drop it into the Agent's Groups list, or click **Add**. To assign all groups to the selected agent, click **Add all**.

***To Un-assign a Group from the Selected Agent:***

- 1 Click the group that you want to remove from the Agent's Groups list.
- 2 Drag and drop it into the Available Groups list, or click **Remove**.

***To un-assign more than one group from the selected agent:***

- 1 Click the groups to be removed from the Agent's Groups list using **the <Ctrl>+<Left mouse button click>**.
- 2 Drag and drop it into the Available Groups list, or click the **Remove** button. To remove all groups, click **Remove all**.

***To Change the Order of the Groups:***

Click the group to be moved and drag and drop it into the required position in the list.

***To save the changes made to the configuration:***

Click **Save** below the Groups page.

***To undo the previous change that you made to the configuration:***

Click **Undo**.

***To open the help topic for the agent's configuration:***

Click **Help**.

---

## **Configuring the Agents COS**



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

Agent Class of Service (CoS) enables the system administrators to control the set of capabilities that are available to the agents. For example, one of the features available to agents is the means to change their toolbar. If, in some environments, there is a reason not to enable the agents to change the toolbar, the administrator can create an Agent COS that disables this feature and then assign the relevant agents to this COS.

Changes to the agent COS take effect after the agents log on the next time.

**To Add a New Agent COS to the Agents COS List:**

- 1 In the Agents Configuration window, click the **COS** tab located below the list.
- 2 Click **New**. The New COS Details dialog box appears.

**Figure 4** New COS Details Dialog Box



- 3 Enter a **Name** for the new COS.
- 4 Select the relevant radio buttons to define the new agents COS.
- 5 Click **Finish**.

The newly defined agents COS now appears in the Agents COS list.

**To Configure the Agents COS Details**

Use the Details page of the Agent COS Configuration dialog box to set or reset the available features to the selected COS.

To open the page:

- 1 Click the **COS** tab below the list.
- 2 Click the **Details** tab at the top of the Agents COS Configuration dialog box.

The Agents COS Details dialog box appears.

**Figure 5** The Agent COS Details Dialog Box

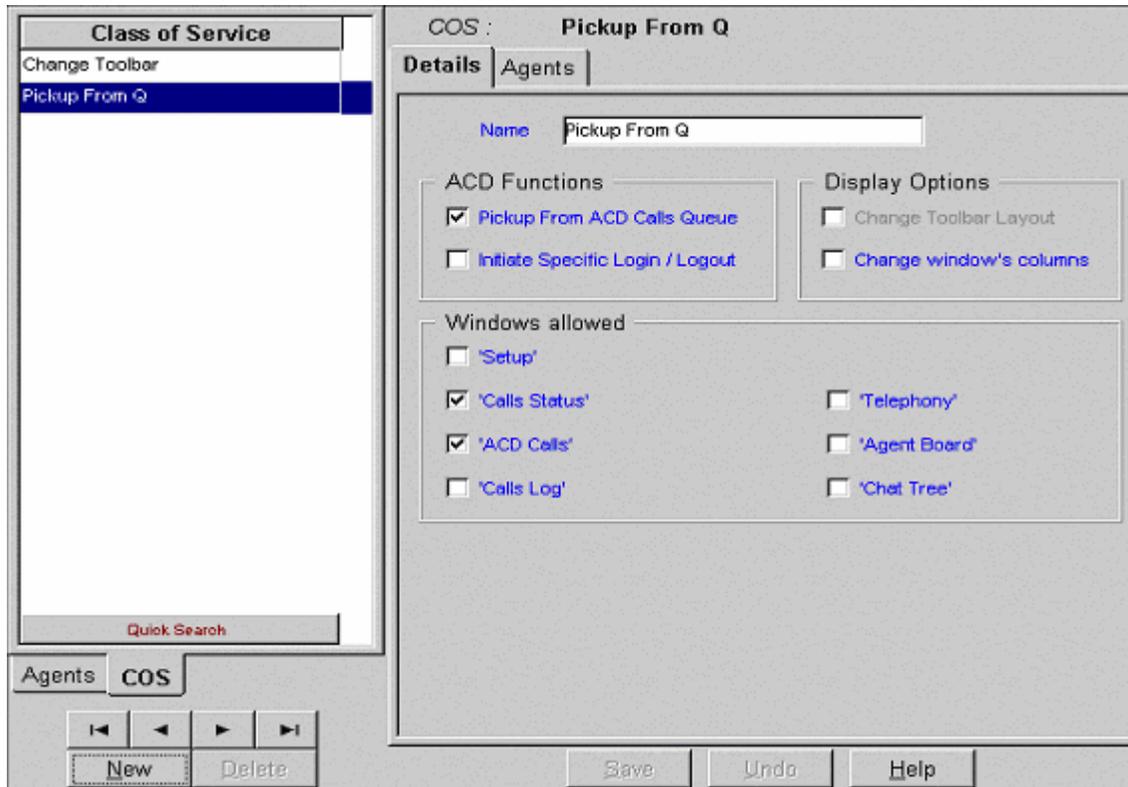


Table 10 describes the Details page of the Agents COS configuration dialog box.

**Table 10** Details of Agents COS

Name	The Name of the Selected Agents Class of Service
ACD Functions	The set of ACD functions that may be enabled or disabled by the COS.
	Initiate Specific Login/Logout This checkbox, if checked, enables the agents who belong to the selected COS to use the specific login and logout buttons to log into or out of a single group. The specific group may or may not be part of the agent's primary groups list. This checkbox, if checked, also enables the agent to use the Login Manager.
Display Options	This set of options gives or denies the agent the ability to design the agent workspace (toolbar, windows, and so on)
	Change Toolbar Layout This checkbox, if checked, enables the agent to add or remove buttons to or from the agent toolbar
	Change Window's columns This checkbox, if checked, enables the agent to add or remove columns from the agent's windows (for example, the ACD calls window).

Windows Allowed	This set of options gives or denies the agent the permission to use each of the windows the agent may work with	
	Setup	If checked, enables the agent to use the setup window
	Call Status	If checked, enables the agent to use the call status window. This window displays each active call at the agent extension. ( <i>Active</i> means a call on hold, a ringing call, a call the agent is talking on, a call that the agent is initiating, and so on.)
	Calls Log	If checked, enables the agent to use the calls log window. This window displays all calls that were handled by the agent during this shift (since last primary login), and the agent may add log information on each call.
	Telephony	If checked, enables the agent to use the telephony option.
	Agent Board	If checked, enables the agent to use the agent board.

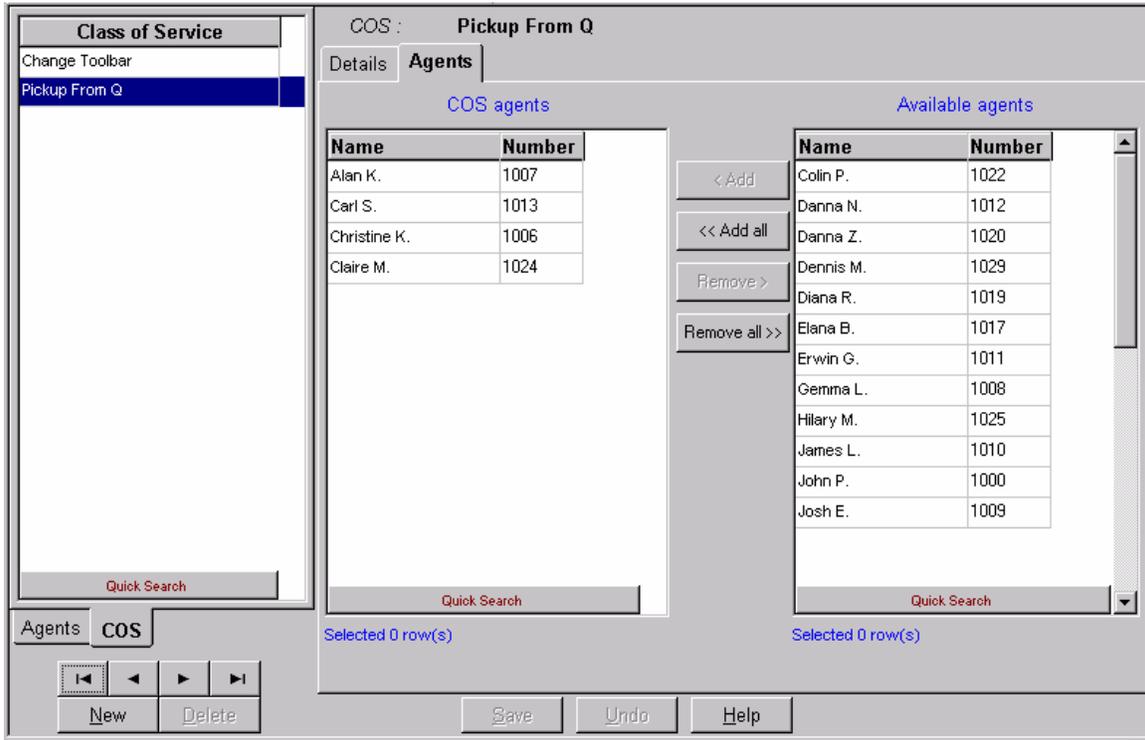
### ***To Configure the Agents COS Agents***

Use the Agents page of the Agents COS Configuration dialog box to assign or un-assign agents to or from the selected COS.

To open this page:

- 1 Click the **COS** tab below the list.
- 2 Click the **Agents** tab at the top of the Agents COS Configuration dialog box.

**Figure 6** The Agents COS Agents Dialog Box



The Agents page of the Agents COS Configuration dialog box displays the agents currently assigned to the selected Agent COS in the COS list. It contains the following areas.

**Table 11** COS Agents

COS Agents	This area displays the Name and Number of all agents currently assigned to the Agents COS.
Available Agents	This area displays the Name and Number of all agents that are not assigned to any COS.

**To Assign an Agent to the Selected Agents COS:**

- 1 Click the required agent from the Available Agents list.
- 2 Drag and drop it into the COS Agents list, or click **Add**.

**To Assign More Than One Agent to the Selected Agents COS:**

- 1 Select the required agents from the Available Agents list (using the <Ctrl><Left mouse button click>).
- 2 Drag and drop it into the COS Agents list, or click **Add**.

***To Assign All Available Agents to the Selected Agents COS:***

Click the **Add all** button.

***To Un-assign an Agent from the Selected Agents COS:***

- 1 Click the agent to be removed from the COS Agents list
- 2 Drag and drop it into the Available Agents list, or click **Remove**.

***To Un-assign More Than One Agent from the Selected Agents COS:***

- 1 Click the agents to be removed from the COS Agents list (using the <Ctrl>+<Left mouse button click>).
- 2 Drag and drop it into the Available Agents list, or click **Remove**.

***To Un-assign All Agents from the Selected Agents COS:***

Click **Remove all**.

***To Change the Order of the Groups:***

Click the group to be moved and drag and drop it into the required position in the list.

***To save the changes that you made to the configuration:***

Click **Save** below the Groups page.

***To undo the previous change that you made to the configuration:***

Click **Undo**.

***To open the help topic for the agent's configuration:***

Click **Help**.

## Configuring Groups



The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.

The  icon in the Help topic text denotes that this particular function is **NOT** available in the eXchange Call Center.

Use the Groups Configuration dialog box to view and edit the information for each group in the system. In addition, new groups may be added and existing groups deleted from the system.

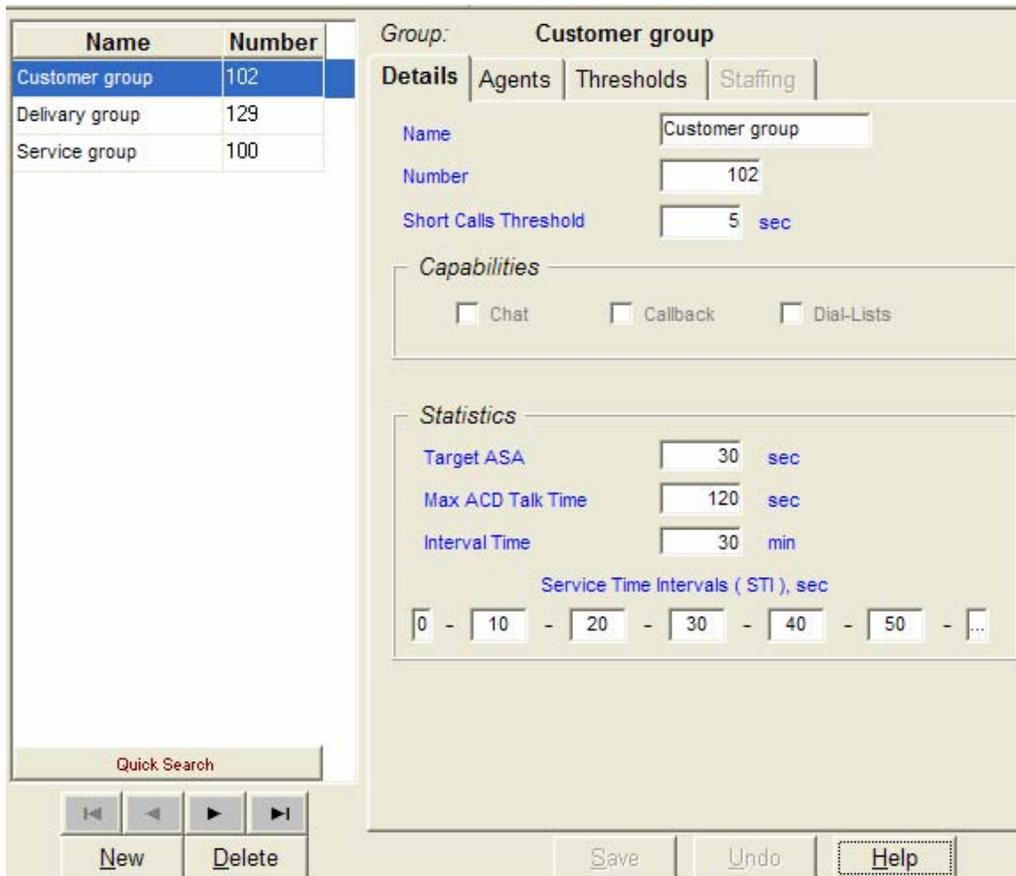
### To Open the Groups Configuration Dialog Box:

Click the **Groups** button in the Toolbar of the main application window.

OR

Select the **Groups** option from the Entities menu.

**Figure 7** Group Details Configuration Dialog Box



Name	Number
Customer group	102
Delivery group	129
Service group	100

Group: **Customer group**

Details | Agents | Thresholds | Staffing

Name: Customer group

Number: 102

Short Calls Threshold: 5 sec

Capabilities

Chat  Callback  Dial-Lists

Statistics

Target ASA: 30 sec

Max ACD Talk Time: 120 sec

Interval Time: 30 min

Service Time Intervals (STI), sec

0 - 10 - 20 - 30 - 40 - 50 - ...

Quick Search

New Delete Save Undo Help

Table 12 describes the Groups Configuration dialog box.

**Table 12** Groups Configuration

Name	Description
Groups List	<p>This scrollable list displays the Name and Number of all the groups in the system. Use the four navigational buttons below the list to move up and down the list, and jump to the beginning or end of the list.</p> <p>Click on any group in the list to see the list of options for sorting the list by Name or Number.</p>
New	<p>Click this button to activate a wizard that enables you to add a new group to the list. To add a new group to the Groups list:</p> <ol style="list-style-type: none"> <li>1 Click the <b>New</b> button below the groups list. The New Group Wizard appears.</li> <li>2 Enter <b>Name</b> and <b>Number</b> for the new group, and click the <b>Finish</b> button.</li> </ol> <p>The newly defined group then appears in the Groups list.</p> <p><b>Note:</b> The Group Number is a virtual DN used by the 3Com eXchange system to identify the group. This DN must be unique throughout the PBX numbering plan.</p>
Delete	<p>Click this button to delete a group from the group list. To delete a group from the groups list, select the group to be removed from the list and click <b>Delete</b>.</p> <p><b>Note:</b> Deleting a group also deletes all of its statistics.</p>
Tabs Area	<p>This area, at the right of the groups list, contains tabs that enable the configuration of the selected group's Details, Agents and Thresholds</p>
Save	<p>Click <b>Save</b> to save any changes that you made to the selected group's configuration.</p>
Undo	<p>Click <b>Undo</b> to undo the previous change that you made to the selected group's configuration.</p>
Help	<p>Click <b>Help</b> to open the context-sensitive Help topic for the selected group's configuration.</p>

## Configuring Groups Details

Use the Details page of the Groups Configuration window to configure the details of groups in the system.

To open the Details page, click the **Details** tab at the top of the Groups Configuration dialog box. Table 13 describes the elements of this tab.

**Table 13** Group Details

Name	A unique name for the group
Number	A unique number for the group. <b>Note:</b> The Group Number is a virtual DN used by the 3Com eXchange system to identify the group. This DN must be unique throughout the PBX numbering plan.
Short Calls Threshold	A number representing the number of seconds in which a call must end in order to be counted as a short call in the Historical Reports

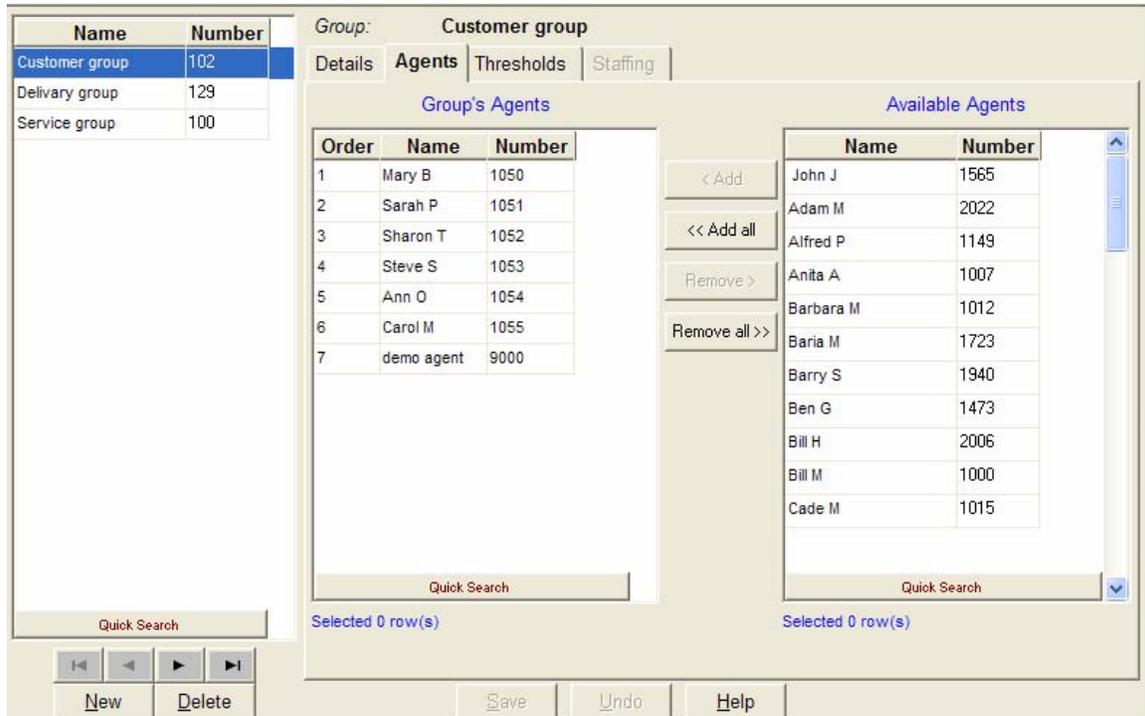
## Configuring the Groups Agents

Use the Agents page of the Groups Configuration window to edit the Agents configuration for groups in the system

### To open the Agents Page:

Click the **Agents** tab at the top of the Groups Configuration window.

**Figure 8** The Group Agents Configuration Dialog Box



The Agents page of the Groups Configuration window displays the current agents configuration for the selected group in the Groups list. Table 15 describes the two lists.

**Table 14** Group List

Group's Agents	A scrollable list of agents that belong to the group.  Because the order in the list may affect the calls routing (see Agent Search Criteria in Configuring Services Details, be careful how you order the list.
Available Agents	A scrollable list displaying all of the agents in the systems that are not assigned to this group.

### To Assign an Agent to the Selected Group:

- 1 Click the required group from the Available Agents list.
- 2 Drag and drop it into the Group's Agents list, or click the **Add** button.

***To Assign More Than One Agent to the Selected Group:***

- 1 Click to select the required agents from the Available Agents list.
- 2 Drag and drop it into the Group's Agents list, or click **Add**.

***To Assign All Agents to the Selected Group:***

Click **Add all**.

***To Un-assign an Agent from the Selected Group:***

- 1 Click the agent that you want to remove from the Group's Agents list.
- 2 Drag and drop it into the Available Agents list, or click **Remove**.

***To Un-assign More Than One Agent from the Selected Group:***

- 1 Click to select the agents that you want to remove from the Group's Agents list.
- 2 Drag and drop it into the Available Agents list, or click **Remove**.

***To Un-assign All Agents from the Selected Group:***

Click **Remove all**.

***To Change the Order of the Agents in the Group's Agents List:***

Click the agent that you want to move, and drag and drop it into the required position in the list.

***To Sort the Available Groups Lists:***

Right-click the list area and select the required sort (by name or number) from the pop-up menu

OR

Select the required sort option from the Sort menu in the menu bar.

***To save the changes that you made to the configuration:***

Click **Save** below the Agents page.

***To undo the previous change that you made to the configuration:***

Click **Undo**.

***To open the help topic for the Agent's configuration:***

Click **Help**.

## Configuring Group's Thresholds

You assign threshold values to fields that are shown in the Real Time reports. Each of the fields that has a threshold value attached to it may appear in those reports in one of three background colors, depending on the field's current numerical value and its thresholds:

- **Normal color** — The default background color is White. It indicates that the value shown is in the normal zone, that is, no alarm range.
- **Yellow color** — The default background color is Yellow. It indicates that the value is in a warning level zone, that is, slightly too high or too low.
- **Red value color** — The default background color is Red. It indicates that the value is unacceptably high or low.

### To Open the Threshold Page:

Click the Threshold tab at the top of the Group Configuration window.

**Figure 9** The Group Thresholds Configuration Dialog Box

Name	Number
Customer group	102
Delivery group	129
Service group	100

Group: Customer group

Details Agents **Thresholds** Staffing

Name	Yellow	Red	Up
Number Of Waiting Calls	65,000	65,000	<input checked="" type="checkbox"/>
Number Calls Above Target ASA	65,000	65,000	<input checked="" type="checkbox"/>
Avg. Call Wait Time (sec.)	65,000	65,000	<input checked="" type="checkbox"/>
Number Of Logged In Agents	-1	-1	<input type="checkbox"/>
Number Of Release Agents	65,000	65,000	<input checked="" type="checkbox"/>
Number Of Idle Agents	-1	-1	<input type="checkbox"/>
Num.Of Agents On Non-ACD Call	65,000	65,000	<input checked="" type="checkbox"/>
The TSF For Time-Interval (%)	-1	-1	<input type="checkbox"/>
Number Of Abandoned Calls	65,000	65,000	<input checked="" type="checkbox"/>
Avg. Wait Time Of Abnd. Calls	65,000	65,000	<input checked="" type="checkbox"/>
Num. Of Calls Intfl. From Group	65,000	65,000	<input checked="" type="checkbox"/>
Avg. Wait Time Of Intfl. Calls	65,000	65,000	<input checked="" type="checkbox"/>
RPH Of Group	-1	-1	<input type="checkbox"/>
Avg. Wait Time In Queue (sec.)	65,000	65,000	<input checked="" type="checkbox"/>
Avg. ACD Talk Time (sec)	65,000	65,000	<input checked="" type="checkbox"/>
Avg. Answer Time (sec.)	65,000	65,000	<input checked="" type="checkbox"/>
Idle State (sec)	150	300	<input checked="" type="checkbox"/>
ACD Ring State (sec)	10	20	<input checked="" type="checkbox"/>

Quick Search

New Delete Save Undo Help

The Threshold page of the Groups Configuration dialog box displays the fields described in Table 16. They can be edited, as required.

**Table 15** Threshold

Name	The name of the event for which the threshold is specified.
Yellow	Indicates that the threshold has been exceeded.
Red	Indicates that the threshold has been exceeded to an unacceptable level.
UP	When the "UP" box is unmarked, this is "the higher the better" situation - the "normal range" starts with infinity and "yellow" > "red" - See example 1 later in this chapter. When the "UP" box is marked, this is "the lower the better" situation - the "normal" range starts with 0 and "yellow" < "red." See example 2.

The Table 17 lists the fields that may have threshold values assigned to them.

**Table 16** Threshold Values

Number Of Waiting Calls	Number of calls currently in the queue.
Number Calls Above Target ASA	Number of calls currently in the queue waiting above T.ASA seconds.
Avg. Call Wait Time (sec.)	Average wait time in queue of currently queued calls, in seconds
Number Of Logged In Agents	Number of agents currently logged in to the group.
Number Of Release Agents	Number of agents currently logged in to the group and in Release state.
Number Of Idle Agents	Number of agents currently logged in to the group and in Idle state.
Num. Of Agents On Non-ACD Call	Number of agents currently logged in to the group and busy with Non-ACD calls.
The TSF For Time-Interval (%)	The Target Service Factor, for the specified time interval.
Number Of Abandoned Calls	The number of abandoned calls, that is, calls during which the caller hangs up before being served.
Avg. Wait Time Of Abnd. Calls	The average time that an abandoned call waited in the queue.
Num. Of Calls Ovfl. From Group	The number of overflowed calls in the group.
Avg. Wait Time Of Ovfl. Calls	The average time an overflowed call waited in the queue.
RPH Of Group	The Rate Per Hour, that is, the average number of calls answered per hour, for the group.

Avg. Wait Time In Queue (sec.)	The average time that a delayed call waited in the queue.
Avg. ACD Talk Time (sec)	The average time that an agent talks on an ACD call.
Avg. Answer Time (sec.)	The average time that an agent is in Busy Out State (that is, the agent did not answer a routed call within a prescribed time).
Idle State (sec)	The time that the agent is in the Idle state.
ACD Ring State (sec)	The time that an ACD call is ringing at an agent's extension.
ACD Talk State (sec)	The time during which no calls are being handled and the agent is free to receive calls.
Wrap Up State (sec)	The time that the agent is in the Wrap Up state.
NACD Inc State (sec)	The time that the agent is busy with an incoming non-ACD call.
NACD Out State (sec)	The time that the agent is busy with an outgoing non-ACD call.
Release State (sec)	The time that the agent is in the Release state.
NACD Out + Rls State (sec)	The time that the agent is busy with an outgoing non-ACD call while the station is in Release state.
NACD Inc + Rls State (sec)	The time that the agent is busy with an incoming non-ACD call while the station is in Release state.
Busy + Release State (sec)	The time that an incoming call is ringing on the agent's telephone.
Busy State (sec)	The time that the agent is in the Busy state. ACD calls are not routed to an agent in this state.
Busy ACD Other Grp State (sec)	The time that the agent is busy with an ACD call from another group.
O-ACD Rsrvd State (sec)	The time that the agent is reserved during preparations for an Outbound ACD call.
O-ACD Talk State (sec)	The time that the agent is busy talking on an Outbound ACD call.

***To save the changes that you made to the configuration:***

Click **Save** below the Threshold page.

***To undo the previous change that you made to the configuration:***

Click **Undo**.

***To open the help topic for the Group's Configuration:***

Click **Help**.

**Table 17** Examples of the Group's Threshold Setting

<b>Example 1:</b> Number of logged in agents	Management requires that a minimum of 5 agents will be logged into a group at all times, for best service level. When this numbers falls, the supervisor should be warned, and then alerted when there are no agents logged in.  The field "Number of Logged In Agents" should be set to 5 as the Yellow value and 0 as the Red value.
<b>Example 2:</b> Average wait time in queue	Management decides to provide that a level of service in which no call will wait longer than 15 seconds in the group's queue. When the average wait time exceeds this level, the supervisor should be warned, and then alerted when the value exceeds 30 seconds.  The field "Avg. Call Wait Time (sec.)" should be set to 15 as the "Yellow" value and 30 as the "Red" value.

---

## Configuring Trunks



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

Use the Trunks Configuration dialog box to configure the trunk groups and trunks parameters in the system, as well as adding and deleting trunks and trunk groups to and from the system.

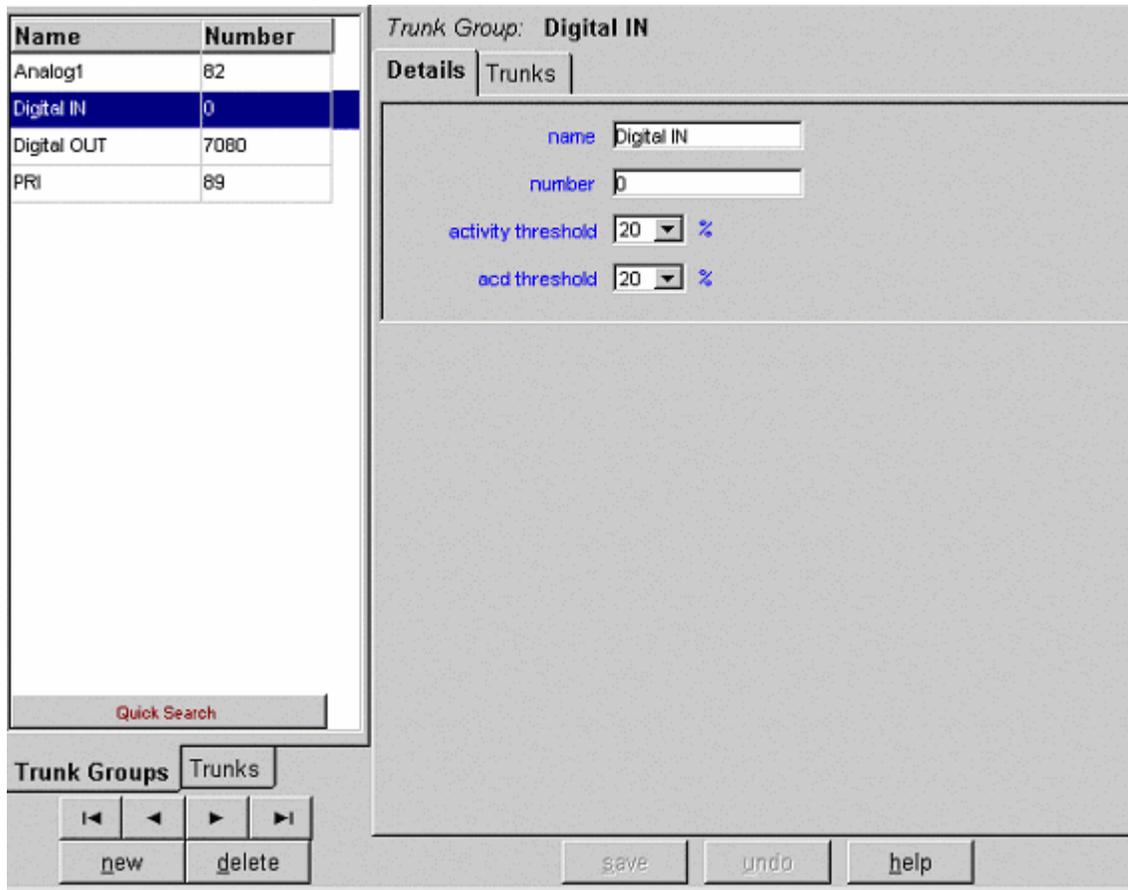
### **To Open the Trunks Configuration Dialog Box:**

- Click the **Trunks** button in the Toolbar of the main application dialog box

OR

- Select the **Trunks** option from the Entities menu.

**Figure 10** The Trunk Groups Details Configuration Dialog Box



The Trunks Configuration dialog box contains these features:

- **Trunk Groups/ Trunks tab** — To switch between lists, click the **Trunk Groups** or **Trunks** tab below the Trunks list.
- **Trunk Groups Trunks list** — When you select the Trunk Groups tab, this scrollable list displays the Name and identification Number of the trunk groups in the system. When you select the Trunks tab, the list displays the Name, identification Number, and Trunk Group of all the trunks in the system.

Below the list, use the four navigational buttons to move up and down the list and to jump to the beginning or end of the list.



*Right-click on any trunk or trunk group in the list to access options for sorting the list by Name or Number.*

- **New** — Click the **New** button to activate a wizard that helps you add a new trunk or trunk group to the Trunks/Trunk Groups list.

**To Add a New Trunk Group to the List:**

- 1 Click the **Trunks Group** tab below the list.

- 2 Click the **New** button below the list. The New Trunk Group Wizard opens.
- 3 Enter a Name, Number, Activity Threshold, and ACD Threshold for the new trunk group.
- 4 Click **Finish**. The newly defined trunk group appears in the Trunk Groups list.

**To Add a New Trunks to the List:**

- 1 Click the **Trunks** tab and then click the **New** button below the list. The New Trunks Wizard opens.

**Figure 11** New Trunk Wizard



- 2 Click the **Single Trunk** or **Range of Trunks** radio button; depending on how many trunks you want to add.
- 3 Enter the Trunk Number or Trunk Range as appropriate.
- 4 Optionally, enter the prefix to be added in order to create the trunk name.
- 5 If required, select a trunk group from the Trunk Group list. The new trunks are automatically assigned to this group.
- 6 Click the **Finish** button. The newly defined trunk appears in the Trunks list.

**To Update an Existing Trunk or Trunk Group:**

- 1 Select the item that you want to change in the list. You may choose it by using the Quick Search.
- 2 In the **Details** tab, change the relevant fields.

**To Delete a Trunk group from the Trunk Groups List:**

- 1 Click the **Trunk Groups** tab below the list.
- 2 Select the trunk group that you want to remove from the list and click **Delete**.



When you delete a trunk group, the system deletes all of that group's statistics.

**To Delete One or More Trunks from the Trunks List:**

- 1 Click the **Trunks** tab below the list and then click **Delete**. The Delete Trunk(s) Wizard opens.

**Figure 12** Delete Trunk(s) Wizard



- 2 Select the trunk, range of trunks, or all trunks that you want to remove and click **Delete**.

**Table 18** Trunk Group(s) Definitions

Tabs Area	If a trunk group is currently selected, this area, at the right of the trunk groups' list, contains two tabs that enable the configuration of the Details and Trunks for the selected trunk group.
Save	Click <b>Save</b> to saves any changes that you made to the selected trunk or trunk group's configuration.
Undo	Click <b>Undo</b> to undo the previous change that you made to the selected trunk or trunk group's configuration.
Help	Click <b>Help</b> to open the context-sensitive Help topic for the selected trunk or trunk group's configuration screen

**Configuring Trunks Details**

Use the Details page of the Trunks Configuration dialog box to configure the Details of trunks or Trunk groups in the system.

**To Configure a Trunk's Details:**

- 1 Verify that the **Trunks** list is clicked on.
- 2 Select the trunk that you want to configure from the list.

- 3 Click the **Details** tab at the top of the Trunks Configuration dialog box. The Details page opens, displaying the Name, Number, and Trunk Group of the selected trunk.
- 4 Edit the **Name** and **Number**, as required.
- 5 To change the Trunk Group, use the Trunk Group Trunks configuration dialog box to re-assign the trunk.



*Assigning a trunk group to a trunk is done from the Trunk Groups dialog box.*

- 6 To save the configuration changes, click **Save** below the Details page.

**To Configure a Trunk Group's Details:**

- 1 Click the **Trunk Groups** tab below the Trunks list.
- 2 Select the trunk group that you want to configure from the list.
- 3 Click the **Details** tab at the top of the Trunks Configuration dialog box.

The Details page opens, displaying the information in the table. Edit any of these details.

<b>Name</b>	The name of the selected trunk group.
<b>Number</b>	The identification number of the selected trunk group.
<b>Activity threshold</b>	The percentage of time that you want a trunk in the trunk group to be active. If a trunk's activity falls below this predefined threshold, compared to the <i>Avg. activity per trunk</i> in the trunk group, the system adds a record to the Trunk Exception Log report.
<b>ACD threshold</b>	If a trunk's ACD activity falls below this predefined threshold, compared to the <i>Average ACD activity per trunk</i> in the trunk group, the system adds a record to the Trunk Exception Log report.

**To save the Configuration Changes:**

Click **Save** below the Details page.

**To undo the Previous Change That You Made to the Trunk's Configuration:**

Click **Undo**.

**To open the Help topic for the Trunk's Configuration:**

Click **Help**.

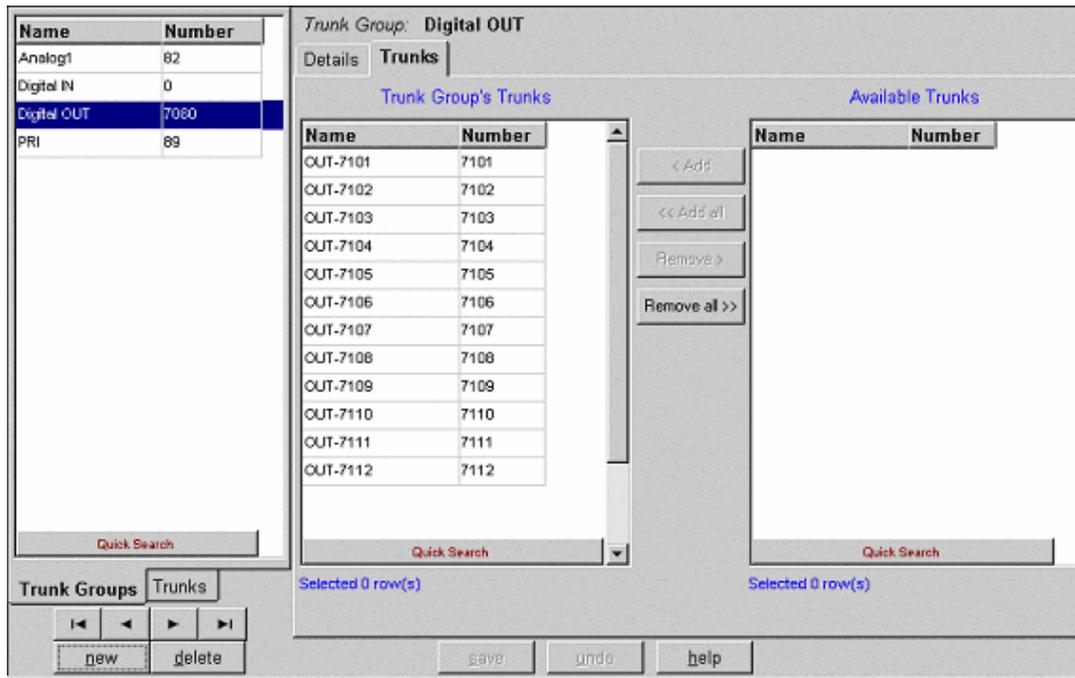
**Configuring Trunk Groups Trunks**

Use the **Trunks** page of the **Trunks Configuration** dialog box to configure the assignment of trunks to trunk groups in the system.

### To Open the Trunks Page:

- 1 Click the **Trunk Groups** tab below the Trunks list.
- 2 Click the **Trunks** tab at the top of the Trunks Configuration dialog box.

**Figure 13** The Trunk Group's Trunks Configuration Dialog Box



The Trunks page displays the current configuration for the selected trunk group. It contains the following lists:

<b>Trunk Group's Trunks</b>	This area displays the Name and Number of all the currently assigned trunks for the selected trunk group. The assignment configuration can be edited, if required.
<b>Available Trunks</b>	This scrollable list displays the Name and Number of all the available trunks in the system.

You can assign trunks to the selected trunk group in a number of ways:

- Choose from the **Available Trunks** list the required trunk or trunks using the Shift or the Ctrl button on your keyboard. Drag and drop your selection into the Trunk Group's Trunks list.
- OR
- Choose from the **Available Trunks** list the required trunk or trunks using the Shift or the Ctrl button on your keyboard. Then:
    - Click the **Add** button in the application to add your selection to the Trunk Groups Trunks list.

OR

- Click the **Add all** button to move all of the trunks listed in the Available Trunks list to the Trunk Groups Trunks list.

***To Un-assign (Remove) a Trunk from the Selected Trunk Group:***

- Select the required trunk or trunks using the Shift or the Ctrl button on your keyboard, and then, from the Trunk Group's Trunks list, drag and drop your selection into the Available Trunks list.

OR

- Select the required trunk or trunks using either the Shift or the Ctrl button on your keyboard, and then, from the Trunk Group's Trunks list, click **Remove** in the application.

OR

- Click the **Remove all** button to remove all of the trunks listed in the Trunk Group's Trunks list.

***To Sort the Trunk Group's Trunks or Available Trunks Lists:***

Right-click the list area and select the required sort (by name or number) from the pop-up menu

OR

Select the required sort option from the Sort menu in the menu bar.

***To save the Changes That You Made to the Configuration:***

Click **Save** below the Trunks page.

***To undo the Previous Change That You Made to the Configuration:***

Click **Undo**.

***To open the Help topic for the Trunk's Configuration:***

Click **Help**.

**Entering a New Trunk Group**

Use the Trunk Groups tab of the Trunks Configuration dialog box to configure the trunk groups in the system, as well as adding or deleting trunk groups' to and from the system.

***To Open the Trunk Groups Configuration Dialog Box:***

- 1 Click the **Trunks** button in the Toolbar of the main application dialog box.

OR

Select the **Trunks** option from the Entities menu.

- 2 Click the **Trunk Groups** tab under the list on the left side
- 3 Click **New**. The New Trunk Group Wizard opens

**Figure 14** New Trunk Group Details Dialog Box



- 4 Enter Name, Number, Activity Threshold, and ACD Threshold as required.
- 5 Click **Finish**.

---

## Configuring Super Groups



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

A Super Group is a statistical entity that gives the supervisor the ability to view a number of ACD groups as a single statistical entity. It provides a way to split the organization into departments and to analyze the performance of each department.

Use the Super Groups Configuration dialog box to configure the details and groups for each super group. You can also use this box to add new super groups and delete existing super groups from the system.



*3Com recommend that you do not delete any existing super groups that are already active, that is, super groups that have accumulated statistical information. Such data will remain in the Data Base with no standard way for you to retrieve it.*

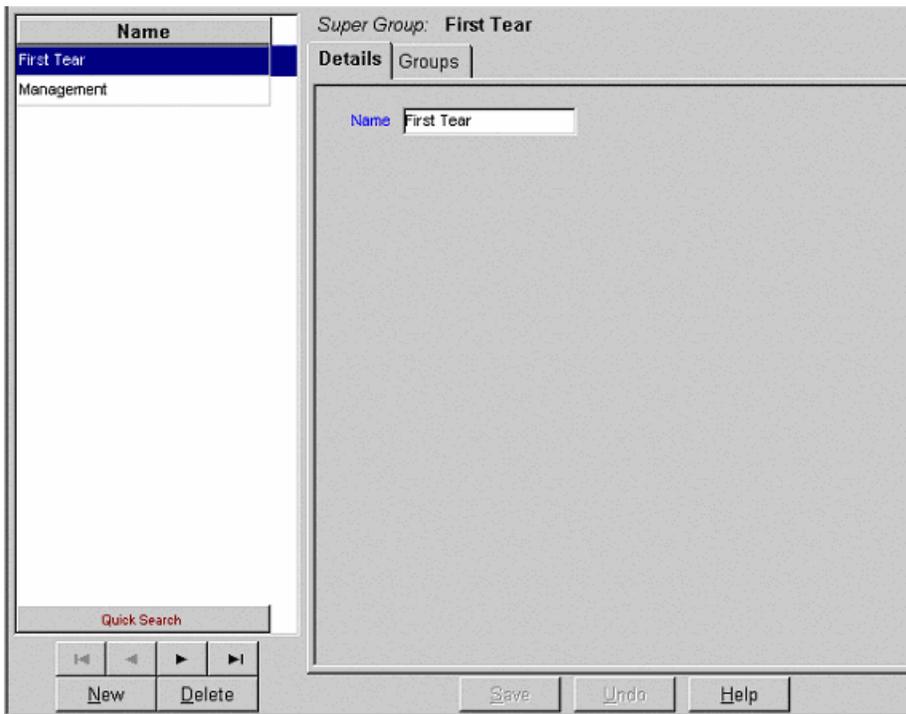
### **To Open the Super Groups Configuration Dialog Box:**

Click the **Super Groups** button in the Toolbar of the main application dialog box.

OR

Select the **Super Groups** option from the Entities menu.

**Figure 15** The Super Groups Details Configuration Dialog Box



The Super Groups Configuration dialog box contains these items:

---

Super Groups list	This scrollable list displays the Name of all existing super groups in the system. Below the list, use the four navigational buttons to move up and down the list and to jump to the beginning or end of the list.
-------------------	--

---

New	To add a new Super Group to the list, click <b>New</b> . The New Super Group Wizard opens.
-----	--

---



Enter a unique name for the new super group and click **Finish**.

The newly defined super group appears in the Super Groups list.

---

Delete	To delete a super group from the Super Groups list:  <ol style="list-style-type: none"> <li>1 Select the super group that you want to remove from the list.</li> <li>2 Click <b>Delete</b>.</li> </ol>
Tabs Area	This area at the right of the groups list contains two tabs that enable the configuration of the <b>Details</b> and <b>Groups</b> for the currently selected super group.
Save	Click <b>Save</b> to save any changes that you have made to the selected super group's configuration.
Undo	Click <b>Undo</b> to undo the previous change that you made to the selected super group's configuration.
Help	Click <b>Help</b> to open the context-sensitive Help topic for the selected super group's configuration.

### Configuring Super Groups Details

Use the Details page of the Super Groups Configuration dialog box to configure the names of the super groups in the system.

#### *To Open the Details Page:*

- 1 Click the **Details** tab at the top of the Super Groups Configuration dialog box.
- 2 The Details page of the Super Groups Configuration dialog box displays the name of the currently selected super group in the Super Groups list, which you can edit if required.

#### *To save Any Changes That You Made to the Configuration:*

Click **Save** below the Details page.

#### *To undo the Previous Unsaved Change That You Made to the Configuration:*

Click **Undo**.

#### *To open the Help Topic for the Super Group's Configuration:*

Click **Help**.

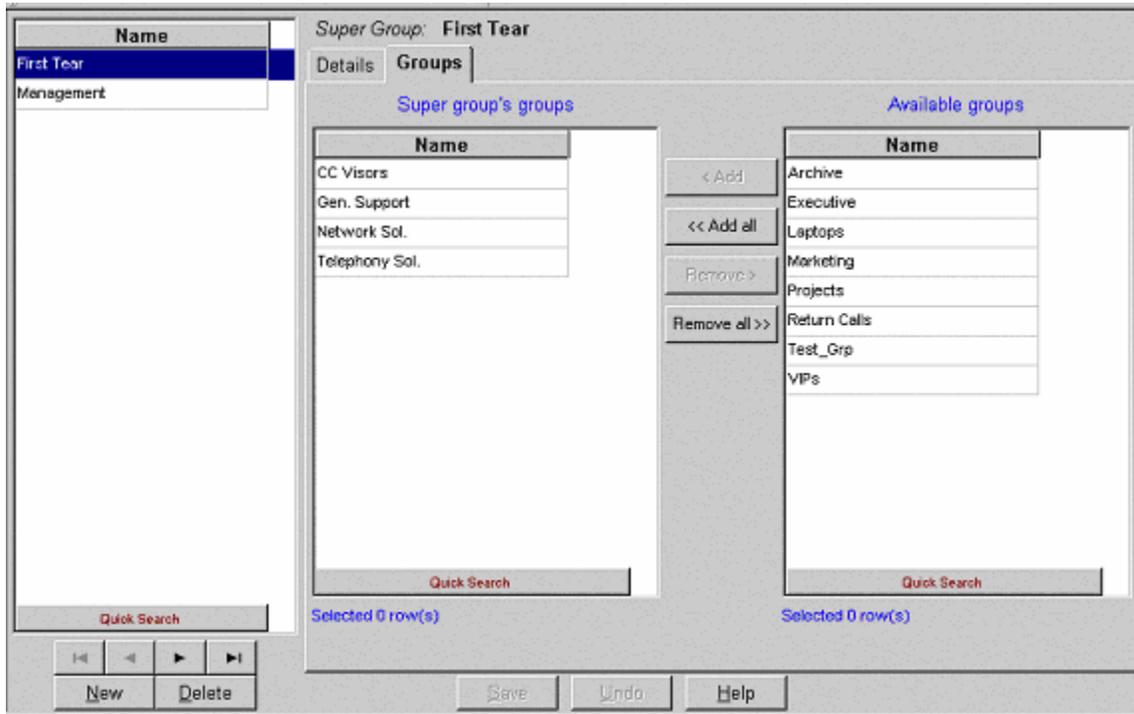
### Configuring Super Groups

Use the Groups page of the Super Groups Configuration dialog box to edit the Groups configuration for super groups in the system.

#### *To Open the Groups Page:*

Click the **Groups** tab at the top of the Super Groups Configuration dialog box.

**Figure 16** The Super Group Groups Configuration Dialog Box



The Groups page of the Super Groups Configuration dialog box displays the current groups assignment for the selected super group in the Super Groups list. It contains the following two lists:

Super Group's Groups	This area displays the Name and identification Number of all the groups currently assigned to the selected super group. The assignment configuration can be edited, if required.
Available Groups	A scrollable list displaying the Name and Number of all the groups available for assignment in the system.

There are several ways to assign a group to the selected super group:

- Select the required group, using the Shift or the Ctrl button on your keyboard, from the Available Groups list and drag and drop your selection into the Super Group's Groups list.
- OR
- Select the required group, using the Shift or the Ctrl button on your keyboard, from the Available Groups list and click the **Add** button in the application to add your selection to the Super Group's Groups list.
- OR
- Click the **Add all** button to move all the groups listed in the Available Groups list to the Super Group's Groups list.

**To Un-assign a Group from the Selected Super Group:**

- Select the required group, using the Shift or the Ctrl button, from the Super Group's Groups list and drag and drop your selection into the Available Groups list.

OR

- Select the required group, using the Shift or the Ctrl button, from the Super Group's Groups list and click the **Remove** button in the application.

OR

- Click the **Remove all** button to remove all the groups listed in the Super Group's Groups list.

**To Sort the Super Group's Groups or Available Groups Lists:**

- Right-click the list area and select the required sort (by name or number) from the pop-up menu

OR

- Select the required sort option from the **Sort** menu in the menu bar.



*Use Quick Search to locate specific entries in the list without resorting it.*

**To save the Changes That You Made to the Configuration:**

Click **Save** below the Groups page.

**To undo the Previous Change That You Made to the Configuration:**

Click **Undo**.

**To open the Help Topic for the Super Group's Configuration:**

Click **Help**.

---

## Configuring Supervisors



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

A Supervisor in the Call Center is responsible for the management of one or more agent groups. One agent group can also be managed by several Supervisors. Use the Supervisors Configuration dialog box to configure the settings and privileges, groups, and super groups for a supervisor in the system, as well as to add new supervisors and delete existing supervisors from the system.

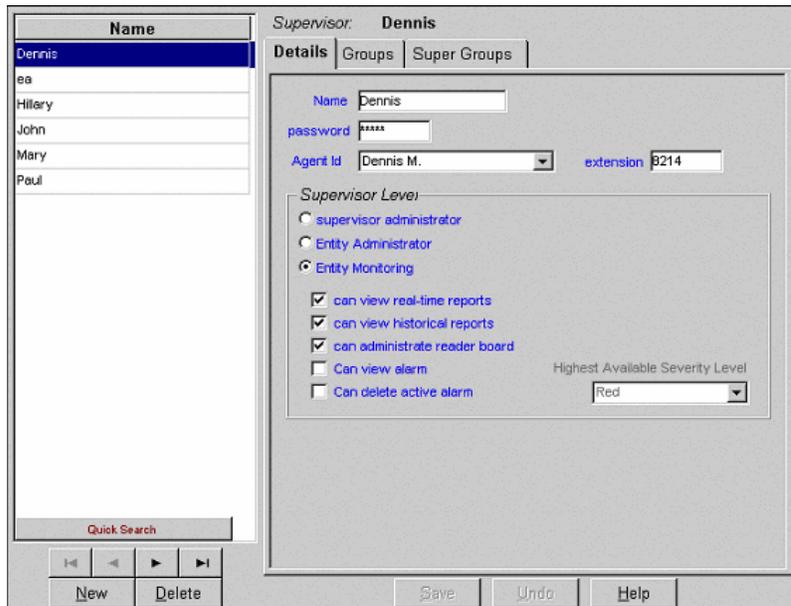
**To Open the Supervisors Configuration Dialog Box:**

- Click the **Supervisors** button in the Toolbar of the main application dialog box.

OR

- Select the **Supervisors** option from the Entities menu.

**Figure 17** The Supervisors Super Group Configuration Dialog Box



The Supervisors Configuration dialog box contains these items:

Supervisors list	This scrollable list displays the Name of all the supervisors in the system. Below the list, use the four navigational buttons to move up and down the list and to jump to the beginning or end of the list.
New	To add a new supervisor to the Supervisor's list: <ol style="list-style-type: none"> <li>1 Click the <b>New</b> button below the Supervisors list. The New Supervisor Wizard opens. See the field descriptions in <a href="#">Configuring Supervisors Details</a>.</li> <li>2 Enter a Name, Extension number, and assign privileges for the new supervisor and click <b>Finish</b>. The newly defined supervisor appears in the Supervisors list.</li> </ol>
Delete	To delete a supervisor from the Supervisors list, select the supervisor that you want to remove from the list and click <b>Delete</b> .
Tabs Area	<i>This area, at the right of the groups list, contains three tabs that enable you to configure the Details and Groups for the currently selected supervisor.</i>
Save	Click <b>Save</b> to save changes that you made to the selected supervisor's configuration.
Undo	Click <b>Undo</b> to undo the previous change to the selected supervisor's configuration.
Help	Click <b>Help</b> to open the context-sensitive Help topic for the selected supervisor's configuration.

## Configuring Supervisors Details

The Details page of the Supervisors Configuration dialog box enables you to configure the Details of the supervisors in the system.

### **To Open the Details Page:**

Click the **Details** tab at the top of the Supervisors Configuration dialog box.

The Details page of the Supervisors Configuration dialog box displays the current details of the selected supervisor in the Supervisors List, which you can edit as required.

The following fields are displayed on the dialog box and in the New Supervisor Wizard:

Name	The name of the selected supervisor.
Password	The password that the supervisor must type when logging in to the system.
Agent ID	The agent ID for the supervisor. This Agent ID is used when the supervisor activates the 3Com eXchange Agent application, thus bypassing the 3Com eXchange Agent log-on procedure.
Supervisor Permissions	This area displays a list of privileges that may be assigned or un-assigned to a supervisor.
Click one of the following radio buttons to assign a supervisor's access level:	
Supervisor Administrator	This supervisor may access and modify all the system entities.
Entity Administrator	This supervisor may access and modify all the system entities except for supervisor's details.
Entity Monitoring	The supervisor has limited access to real time report and historical reports for assigned groups.

Selecting Entity Monitoring options enables the tabs for Groups, Super Groups. When the Tabs are enabled, you must drag and drop the available group over to Supervised group. When the group is dragged to the list box, a dialog box opens with options for access to reports or real time monitoring.

### **To save the Changes That You Made to the Configuration:**

Click **Save** below the Details page.

### **To undo the Previous Unsaved Change That You Made to the Configuration:**

Click **Undo**.

### **To open the Help Topic for the Supervisor's Configuration:**

Click **Help**.

---

## Configuring Services



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

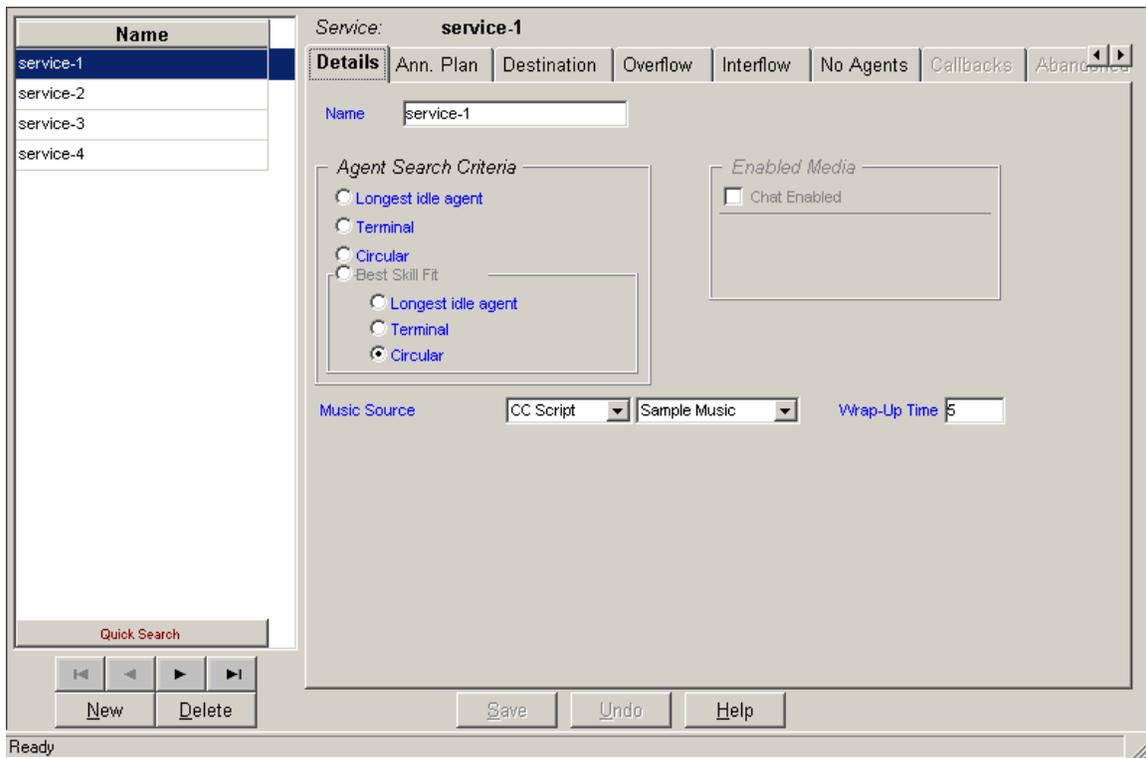
Every incoming call is assigned to a specific service, such as sales of specific products, specific banking services, specific travel agency services, and so on. The service defines how the call will be processed.

Use the Services Configuration dialog box to configure the services to which calls can be assigned. In addition, use this box to add and delete new services from the system.

### To Open the Services Configuration Dialog Box:

- Click the **Services** button in the Toolbar of the main application window.
- OR
- Select the **Services** option from the Entities menu.

**Figure 18** Services Configuration Dialog Box



The Services Configuration dialog box contains these items:

- 
- |               |   |
|---------------|---|
| Services List | A scrollable list displaying the Name of all the current services in the system. Below the list use the four navigational buttons to move up and down the list, and jump to the beginning or end of the list. |
|---------------|---|
-

New	Clicking the <b>New</b> button activates a wizard that enables a new service to be added add a new service to the list.
Delete	Clicking this button enables a service to be deleted from the list.  To delete a service from the Services list:  Select the service to be removed from the list and click the <b>Delete</b> button.
Tabs Area	This area, at the right of the Services list, contains a number of tabs that enable the configuration of the following parameters for the currently selected service: <ul style="list-style-type: none"> <li>▪ Details</li> <li>▪ Announcers</li> <li>▪ Destination</li> <li>▪ Overflow</li> <li>▪ Interflow</li> <li>▪ No. Agents</li> </ul>
Save	Click <b>Save</b> to save any changes made to the selected service's configuration.
Undo	Click <b>Undo</b> to undo the previous change made to the selected service's configuration.
Help	Click <b>Help</b> to open the context-sensitive Help topic for the selected service's configuration.

## Defining a New Service

Use the Services Configuration dialog box to define new services to be added to the list.

### *To add a new service to the Services list:*

**Figure 19** New Service Wizard

- 1 In the Services Configuration dialog box, click **New** below the Services list. The New Service Wizard is displayed.
- 2 Enter a Name, Agent Search Criteria, Music Source and Destination Group for the new service, as requested by the wizard. For further explanation of Agent Search Criteria and Music Source, see Configuring Services Details, next.
- 3 Click **Finish**. The newly defined service appears in the Services list.

**To save the changes that you made to the configuration:**

Click **Save** at the bottom of the dialog box.

**Configuring Services Details**

Use the Details page of the Services Configuration dialog box to configure the Details of the services in the system.

**To open the Details page:**

Click the **Details** tab at the top of the Services Configuration dialog box.

The Details page of the Services Configuration dialog box displays the current details of the selected service in the Services list, which can be edited, as required.

The following fields, areas, and radio buttons are displayed:

Name	The name of the selected service.	
Agent Search Criteria	If only one agent is available at that time, he or she gets the call.	
	Longest Idle Agent	The call will be assigned to the agent who is idle the longest.
	Terminal	The call will be assigned to the first available agent in the list of agents for the group - i.e. an agent that appears higher in the list is preferable to agents lower in the list. Thus agents can be listed according to the order of their ability. The order is defined in Configuring Groups Agents.
	Circular	The system searches the group's agent list, starting from the last agent to receive a call, for the next available agent. This method attempts to distribute calls equally between agents in the group.
Music Source	The system connects a call waiting in queue to a music source. Select the port at which music is provided for calls from the drop-down list. The options are Device or CCS. If no music is specified, then the system default will be used.	

**To save the changes made to the configuration:**

Click **Save** below the Details page.

**To undo the previous change made to the configuration:**

Click **Undo**.

**To open the Help topic for the service's configuration:**

Click **Help**.

## Configuring Services Announcers

Use the Announcers page of the Services Configuration dialog box to configure parameters for announcers that are used for the service. Announcers are voice messages or recordings that are played to the caller at certain times.

**To open the Announcers page:**

Click the Announcers tab at the top of the Services Configuration dialog box.

**Figure 20** The Service Announcers Configuration

The screenshot shows the 'Service Announcers Configuration' dialog box for 'service-1'. The 'Ann. Plan' tab is selected. The interface includes a list of services on the left, a 'Quick Search' field, and navigation buttons. The main configuration area has several sections:

- Service:** service-1
- Details:** Ann. Plan (selected), Destination, Overflow, Interflow, No Agents, Callbacks, Abandoned
- Mandatory:**  CC Script, Mandatory, [ ]
- First:**  CC Script, Sample First Ann., 2
- Secondary Cycle:**  Cycle All,  Cycle Last,  No Cycle
- Secondary Announcements:**

No.		Source	Time
1	<input checked="" type="checkbox"/>	CC Script	Announce 2

At the bottom, there are buttons for 'Add', 'Insert', 'Delete', 'Save', 'Undo', and 'Help'. The status bar at the bottom left shows 'Ready'.

The Announcers page of the Services Configuration dialog box displays the current announcers configuration for the selected service in the Services list, which can be edited as required. The following areas, fields, and buttons are displayed:

Mandatory	<p>Click this check box and all callers entering the service will hear a mandatory announcement, regardless of the availability of agents.</p> <p><i>The announcer must be defined before clicking on the check box.</i></p> <p>An announcer is defined by two fields:</p> <ul style="list-style-type: none"> <li>▪ A destination Call Control (CC) Script for the mandatory announcement</li> <li>▪ The length of time (in seconds) that the caller will hear music before the next announcer.</li> </ul>
First	<p>Click this check box and an announcement will be heard once, when a caller first enters the wait queue for the service.</p> <p><i>The announcer must be defined before clicking on the check box.</i></p> <p>An announcer is defined by two fields:</p> <ul style="list-style-type: none"> <li>▪ A destination Call Control (CC) Script for the mandatory announcement</li> <li>▪ The length of time (in seconds) that the caller will hear music before the next announcer.</li> </ul>
Secondary Cycle	<p>Once you have defined the secondary announcers, click one of the following radio buttons:</p>
	<p>Cycle All      To play all secondary announcements in the order they appear over and over.</p>
	<p>Cycle Last      To play the last secondary announcement over and over.</p>
	<p>No Cycle      To play the secondary announcements only once.</p>
Secondary Announcers	<p>Use this area to define the following details, for up to twenty secondary announcements, that are played according to "Secondary Cycle" settings, while the caller is waiting in the queue:</p>
	<p>No.      The sequential number of the announcement.</p> <p><i>The announcer must be defined before you click on the check box. Unchecked announcements are not played.</i></p>
	<p>Source      The CC used for the announcement (CC script).</p>
	<p>Time      The length of time (in seconds) that the caller will hear music before the next Secondary announcer.</p>
Add	<p>Click this button to add a row at the end of the Secondary Announcers list, in which you can add the details of an additional Secondary Announcement.</p>
Insert	<p>Click this button to insert a new row in the Secondary Announcers list, according to the position of the hand pointer in the list. In this row, enter the details of an additional Secondary Announcement.</p>
Delete	<p>Click this button to delete the last (or a selected) announcement from the Secondary Announcers list.</p>

**To save the changes made to the configuration:**

Click **Save** below the Announcers page.

**To undo the previous unsaved change made to the configuration:**

Click **Undo**.

**To open the Help topic for the service's configuration:**

Click **Help**.

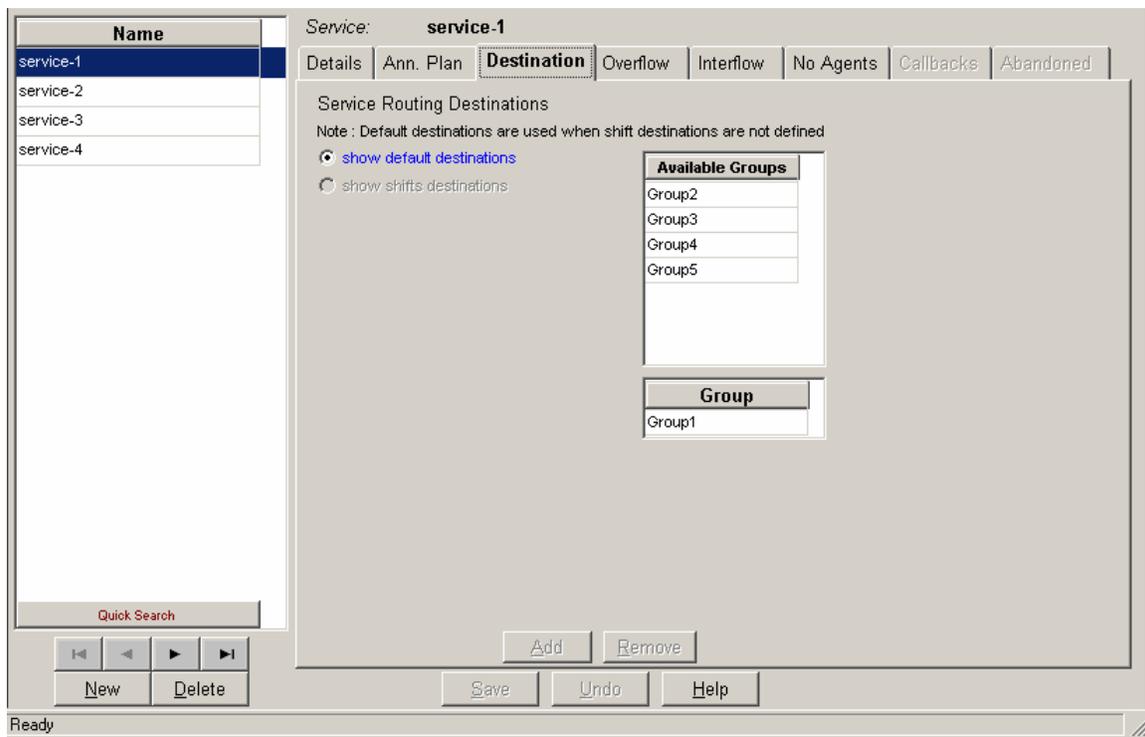
## Configuring Services Destination

Use the Destination page of the Services Configuration dialog box to configure the services routing destinations in the system. Multiple destinations can be defined for different times of the day (shifts).

**To open the Destination page:**

Click the **Destination** tab at the top of the Services Configuration dialog box.

**Figure 21** Services Destination



The Destination page of the Services Configuration dialog box displays the current destination configuration of the selected service in the Services list, which can be edited, as required. The following fields are displayed:

Name	The name of the selected service.
Service Routing Destinations	This area contains the following radio button:

---

Show default destination

Click this button to display the default destination for the selected service. The default destination is used if no destination is valid for the current day and time.

In **Default Destination** mode (for example: if show default destination is clicked on), the Available Groups list appears, displaying a list of available groups that may serve as a service destination

To assign another group to the default destination Groups:

Drag the required group from the Available Groups list and drop it into the Groups list.

---

***To save the changes made to the Services Destination configuration:***

Click **Save** below the Destination page.

***To undo the previous unsaved change made to the configuration:***

Click **Undo**.

***To open the Help topic for the service's configuration:***

Click **Help**.

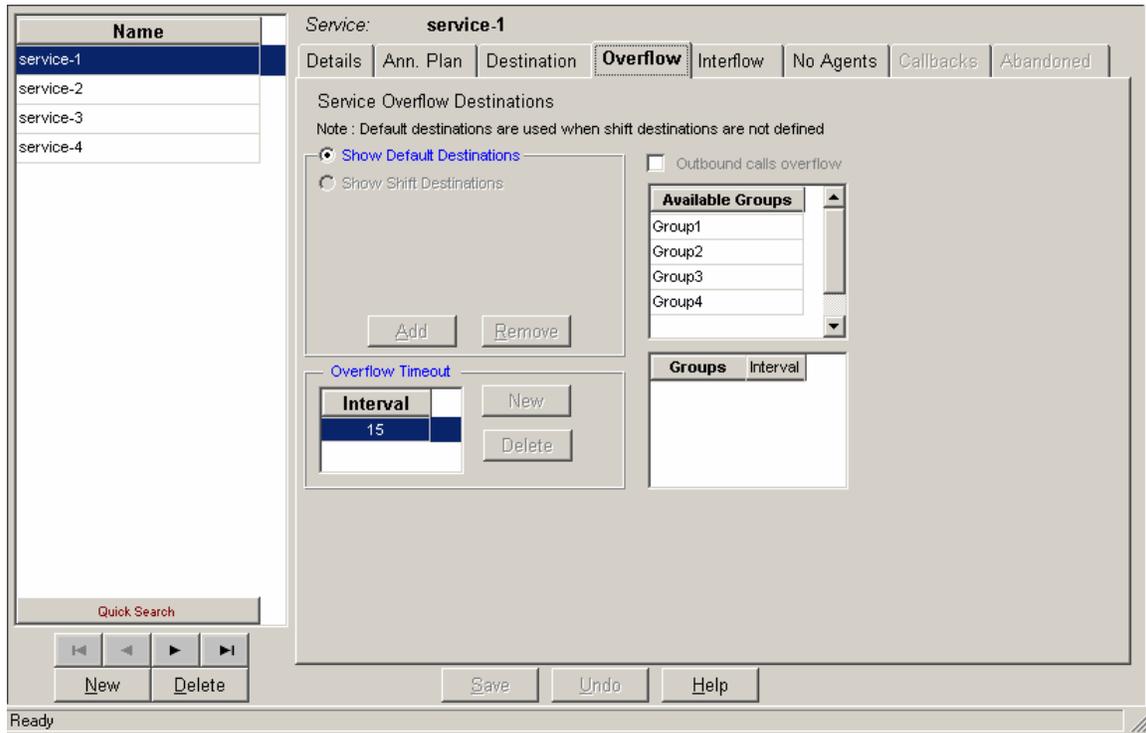
### **Configuring Services Overflow**

Use the Overflow page of the Services Configuration dialog box to configure the overflow parameters for the service. Calls that overflow after a certain amount of time will actually expand the number of groups for which they are waiting. Groups are the only additional destinations to which a call can overflow. (Multiple destinations can be defined for different times during the day, that is, shifts.) An option allows multiple overflow intervals for the same shift. Example: The default overflow may have two intervals, the first is of 10 seconds and the second is of 30 seconds. For each interval, a different set of groups serves as overflow interval.

***To open the Overflow page:***

Click the **Overflow** tab at the top of the Services Configuration dialog box.

**Figure 22** Services Overflow Dialog Box



The Overflow page of the Services Configuration dialog box displays the following areas, fields and buttons, which can be edited, as required.

Name	The name of the selected service.
Service Overflow Destinations	This area contains the following radio button:  <div style="margin-left: 40px;"> <input checked="" type="radio"/> Show Default Destination    Click the <b>Show Default Destination</b> button to display the default overflow destination for the service. The default overflow destination is used if <b>no overflow destination per shift</b> is valid for the current day and time.   <input type="radio"/> Show Shift Destinations    In <b>Default Destination</b> mode (e.g.: if <b>Show default destination</b> is clicked on), the Available Groups list appears, displaying a list of available overflow groups that may serve as a service overflow destination, and the currently assigned overflow Groups for the service. </div>
Overflow	Use this area to define the interval – for example: the amount of time (in seconds) after which a call will overflow (be put in the queue for other groups).

**To assign another group to the overflow interval of the service's default destination:**

- 1 In the Overflow Timeout area, choose the overflow interval.
- 2 Drag the required group from the Available Groups list and drop it into the Groups list.

**To un-assign a group from the overflow interval of the service's default destination:**

- 1 In the Overflow Timeout area, choose the overflow interval.
- 2 Drag the required group from the Groups list and drop it into the Available Groups list.

**To save the changes made to the Services overflow configuration:**

Click **Save** below the Overflow page.

**To undo the previous unsaved change made to the configuration:**

Click **Undo**.

**To open the Help topic for the service's configuration:**

Click **Help**.

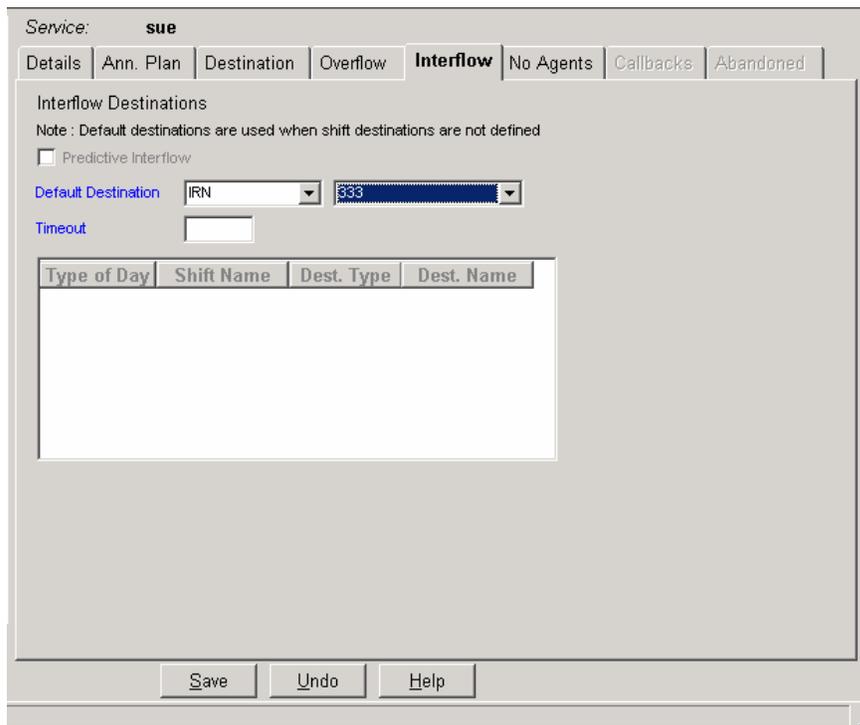
### Configuring Services Interflow

Interflow calls are those calls that are waiting for a service and are not handled within a specified amount of time. Interflow calls are no longer part of the ACD domain. If the interflow destination is an IRN or service, the call enters the interflow IRN/service as a new ACD call.

**To open the Interflow page:**

Click the **Interflow** tab at the top of the Services Configuration dialog box.

**Figure 23** Service Interflow Configuration Dialog Box



The Interflow page of the Services Configuration dialog box displays the following areas, fields and buttons, which can be edited, as required.

Name	The name of the selected service.
Default destination	<p>From this drop-down list, you can select the default interflow destination (Device, CC Script, IRN or Service). This destination is used as interflow destination when there is no "shift destination" for the current day and time.</p> <p>For IRN, Service or CC Script, a drop down list alongside is opened, from which you can select the IRN, Service or CF script for the default destination. For Device, an edit box alongside is opened, in which you set the devices DN.</p>
Interflow Timeout	Use this area to define the interflow timeout – that is: how long (in seconds) a call will wait for a service, after which a call will interflow (be directed to another destination).

***To save the changes made to the configuration:***

Click **Save** below the Interflow page.

***To undo the previous unsaved change made to the configuration:***

Click **Undo**.

***To open the Help topic for the service's configuration:***

Click **Help**.

### **Configuring Services No Agents**

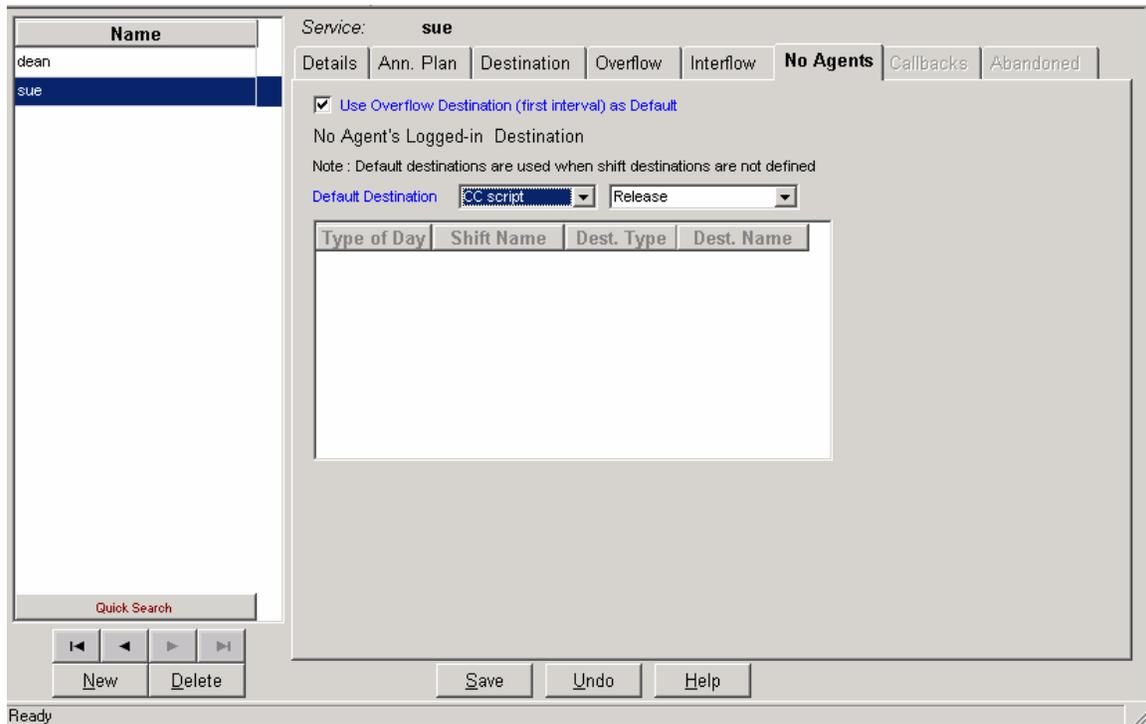
"No agents" is the situation in which no agents are logged in to the "active" destination group of the service. ("active" means the default or current shift.)

Use the No Agents page of the Services Configuration dialog box to configure the default destinations as well as the destination per shift when no agents are logged in.

***To open the No Agents page:***

Click the **No Agents** tab at the top of the Services Configuration dialog box.

**Figure 24** Services - No Agents Dialog Box



The No Agents page of the Services Configuration dialog box displays the following areas, fields and buttons, which can be edited, as required.

Name	The name of the selected service.
Use overflow	Checking this box will assign the same destination defined as Overflow Destination to serve as the No Agents destination.
Default destination	From this drop-down list, you can select the required default destination (Device, CC Script, IRN or Service) when no agent is logged in.  For IRN, Service or CC Script, a drop-down list alongside is opened, from which you can select the IRN, Service or CC script for the default destination. For device, an edit box alongside is opened, in which you set the device's DN

***To save the changes made to the configuration:***

Click **Save** below the No Agents page.

***To undo the previous unsaved change made to the configuration:***

Click **Undo**.

***To open the Help topic for the service's configuration:***

Click **Help**.

## Configuring the IRN



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

Intelligent Routing Numbers are used as entry points to the routing system. Each IRN can be used to define rules for routing the incoming call to various destinations, including services. These rules can also update the call profile, such as the call's priority.

The call profile consists of dynamic information attached to each call in the system. This information is used to route the call and provide the history of the call. Information is updated as the call moves through the system. For example: ANI (caller ID) information is recorded when the call enters from the PSTN; any additional information can be input by the caller, via IVR menus. (The caller can add any additional information via IVR menus). Each field in the call profile is either mandatory, for example: predefined by the 3Com eXchange, or optional (also known as a user field), for example: defined by the system administrator during the 3Com eXchange setup. The latter are different on each installation.

Use the IRN Configuration dialog box to configure the Details, and Destination of IRNs in the system. It is also possible to add new IRNs and delete existing IRNs from the system.

### **To open the IRN Configuration Dialog Box:**

- Click the **IRN** button in the Toolbar of the main application window.
- OR
- Select the **IRN** option from the Entities menu.

**Figure 25** IRN Details Configuration

IRN	Default Destination
222	CC Script/Login
333	CC Script/Login

IRN: 222

Details | Call Profile | Skills | Destination

IRN: 222

Route directly to Default Destination

**Domain Routing**

Route by ANI Domains

Domain routing precedes customer routing

**Customer Routing**

Route by Caller ID

Use Call Control Script (CCS) to collect Customer ID

Quick Search

New Delete Save Undo Help

Ready

The IRN Configuration dialog box contains these items:

- IRN List This scrollable list displays, for each IRN currently configured in the system:
- A dial number, that defines the entry to the IRN used to route the incoming call.
  - The destination type of the incoming call.
  - The destination (for example: Service, CC script or device) that will handle the incoming call.

Below the list, use the four navigational buttons to move up and down the list, and jump to the beginning or end of the list.

- New Click **New** to open the New IRN Wizard. Enter the required information according to the IRN Details list.

**New IRN Wizard**

### New IRN Details

Enter IRN Dial Number, Default Destination, and routing policy.  
Press Finish to complete.

IRN

Default Destination

Route directly to Default Destination

**Domain Routing**

- Route by ANI Domains
- Domain routing precedes customer routing

**Customer Routing**

- Route by Caller ID
- Use Call Control Script (CCS) to collect Customer ID

- Delete Clicking the **Delete** button deletes the last (or a selected) IRN from the list. (Select an item in the list using the hand pointer.)

Tabs Area This area, at the right of the IRN list, contains a number of tabs that enable the configuration of the following parameters for the currently selected IRN:

- Details
- Destination

Save Click **Save** to save any changes made to the IRNs' configuration.

Undo Click **Undo** to undo the previous change made to the IRNs' configuration.

Help Click **Help** to open the context-sensitive Help topic for this dialog box.

## Configuring IRN Details

The Details page of the IRN Configuration dialog box shows the Details of the IRNs in the system.

### ***To open the Details page:***

Click the **Details** tab at the top of the IRN Configuration dialog box.

The Details page of the IRN Configuration dialog box displays the current details of the selected IRN in the list. These fields **cannot** be edited in this version of eXchange Call Center.

The following fields are displayed:

IRN	The dial number of the selected IRN.	
Route directly to IRN Destination	Route the call to the IRN destination	
	Route by Domain (ANI Prefix)	Route the call by the Domain derived from its ANI prefix
	Domain Routing preferred over customer routing	Domain routing is preferred over customer routing

### ***To save the changes made to the configuration:***

Click **Save** below the Details page.

### ***To undo the previous unsaved change made to the configuration:***

Click **Undo**.

### ***To open the Help topic for the IRN's configuration:***

Click **Help**.

## Configuring the IRN Destination

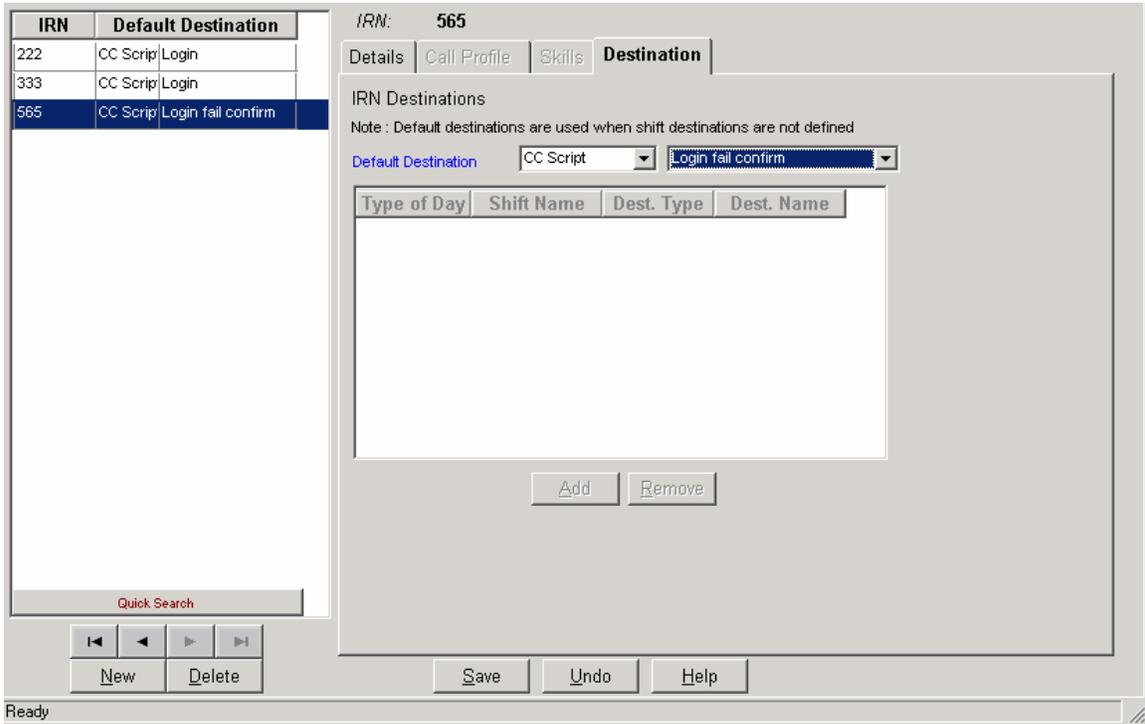
Use the Destination page of the IRN Configuration dialog box to configure the default destinations for the IRNs in the system.

### ***To open the Destination page:***

Click the Destination tab at the top of the IRN Configuration dialog box.

The Destination page of the IRN Configuration dialog box displays the current destination configuration of the selected IRN in the list, which can be edited, as required.

**Figure 26** IRN - Destination Configuration



The box has the following fields:

IRN	The dial number of the selected IRN.
Default destination	From this drop-down list, you can select the required default destination (Device CC Script or Service).  From the drop-down list alongside, you can select the device number, the service or CC script for the default destination.

***To save the changes made to the configuration:***

Click **Save** below the Destination page.

***To undo the previous unsaved change made to the configuration:***

Click **Undo**.

***To open the Help topic for the IRN's configuration:***

Click **Help**.

## Configuring the DNIS

Use the DNIS Configuration dialog box to configure the Details of the DNIS call numbers. A DNIS service is a series of digits that identifies to the Call Center the number that the caller dialed.

To open the DNIS Configuration dialog box:

- Click the **DNIS** button in the Toolbar of the main application dialog box.

OR

- Select the **DNIS** option from the Entities menu.

**Figure 27** The DNIS Details Configuration Dialog Box

Name	Number
Children's	5558
Women's	5556
Men's	5555

Quick Search

name: Children's  
number: 5558  
target ASA: 20  
min talk time: 5  
max talk time: 120  
interval time: 30

DNS time intervals: 0 - 10 - 20 - 30 - 40 - 50 - ...

new delete save undo help



*The DNIS number is the same as the IRN DN. In the case where statistics should be gathered on the IRN, the IRN should also be defined as a DNIS.*

The DNIS Configuration dialog box contains these items:

---

DNIS List	A scrollable list displaying the Name and Number of every DNIS in the system. Below the list, use the four navigational buttons to move up and down the list, and jump to the beginning or end of the list.
-----------	---

---

New	<p>To add a new DNIS to the list, click the New button below the DNIS list.</p> <p>The New DNIS Wizard opens.</p> <p>Enter the <b>Name</b> and <b>Number</b> of the new DNIS, as requested by the wizard and click the Insert button.</p> <p>The newly defined DNIS appears in the DNIS list.</p>
Delete	<p>Clicking the <b>Delete</b> button enables a DNIS to be deleted from the list.</p> <p>To delete a DNIS from the DNIS list select the DNIS to be removed from the list and click the <b>Delete</b> button.</p>
Tabs Area	<p>This area, at the right of the groups list, contains the Details tab to configure the following information, for the currently selected DNIS in the list:</p>
Name	The name of the DNIS.
Number	The number of the DNIS.
Target ASA	Target Average Speed of Answer. The amount of time (in seconds) that the call should be answered, from the time it is received.
Min talk time	The minimum length of time (in seconds) defined for a call. Any call less than this time period is counted as a short call.
Max talk time	The maximum length of time (in seconds) defined for a call. Any call that exceeds this time period is counted as a long call.
Interval time	The time period that will be monitored in the real-time reports for the DNIS. Setting this field to 10 min. e.g., will cause the real-time report for that DNIS to show statistical information relevant for the last 10 minutes.
DNIS time intervals	This parameter determines the time intervals in which calls are monitored. The calls can be viewed in STI histogram reports that show the amount of calls answered, abandoned and waiting in each given interval.
Save	Clicking this button saves any changes made to the selected DNIS's configuration.
Undo	Clicking this button will undo the previous change made to the selected DNIS's configuration.
Help	Click <b>Help</b> to open the context-sensitive Help for the selected DNIS's configuration.

## Configuring the System



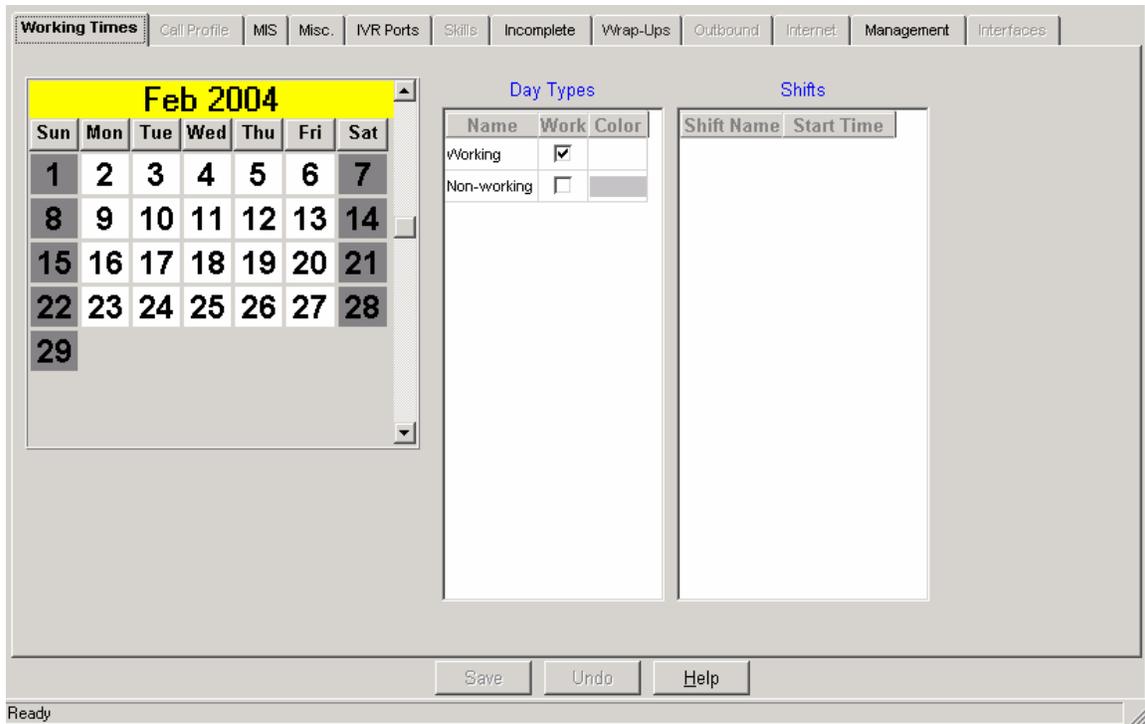
*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

The System Configuration dialog box enables the Administrator to configure various definitions and parameters that affect the behavior of the entire system.

### To open the System Configuration Dialog Box:

- Click the **System** button in the Toolbar of the main application dialog box. 
- OR
- Select the **System** option from the Entities menu.

**Figure 28** System - Working Times Configuration Dialog Box



The System Configuration dialog box contains these items:

Tab Area	The tabs at the top of the dialog box that enable the configuration of these features:
Working Times	Define the working hours of the Call Center.
MIS	General MIS information.

Misc.	Miscellaneous parameters for handling calls.
IVR Ports	The assignment of each Dial Number to a card and channel port.
Incomplete	Define incomplete routing destinations.
Wrap-ups	The wrap-up codes.
Management	Define the system management alarms severity levels.

## Configuring System Working Times

The Working Times page of the System Configuration dialog box enables you to configure the day types, shifts, working/non working days for the Call Center.

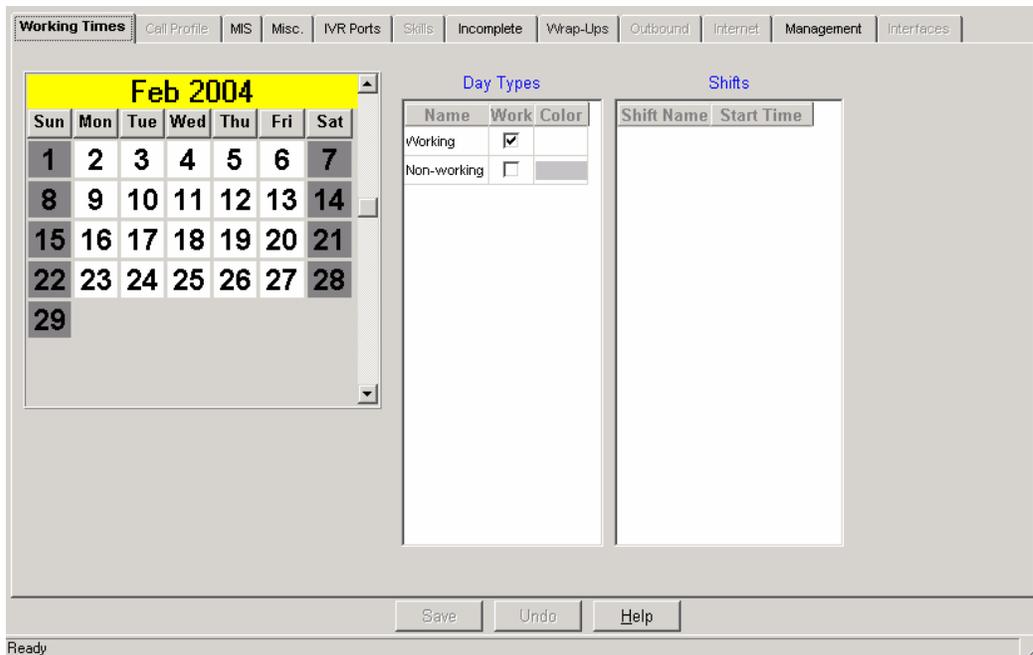
The day types and shifts are used by the 3Com eXchange Engine to route calls to different destinations according to the day and the time. The working/non working days information is used by the MIS for calculating the daily average for Historical reports by intervals that span more than one day. In this case, the average is calculated by dividing the total sum by the number of working days in the report period.

Configuring system-working times involves defining different day types (e.g. Bank Holidays, Christmas eve), which will be configured as working or non-working days. Each day type can be assigned a color, so it can be easily viewed in the calendar. Up to 40 shifts can be defined for each type of day. A shift is defined by a name and its start time.

### To open the Working Times page:

Click the **Working Times** tab at the top of the System Configuration dialog box.

**Figure 29** System - Working Times - A Typical Configuration



The Working Times page of the System Configuration dialog box contains these main areas:

---

Calendar

This area displays the calendar for the current working month. Days are colored according to their type.

To scroll backward/forward to the previous/next month:

Click once on the arrow at the top/bottom of the scroll bar.

To jump to the previous/next year:

Click once on the scroll bar above/below the scroll box.

To mark a specific day of the week as a day type, for a certain period of time:

Click the day's name at the top of the calendar (example: Tue).

A dialog box opens for that day.

From the Set As list, select the type of day you want to assign to the selected day of the week.

Click the appropriate radio button in the For Which Period area, to set the day for the current month, current year or the entire calendar.

Click **OK** to accept the changes and overwrite any previous settings.

To mark a specific day of the month (example: date) as a day type, for a certain period of time:

Click the particular date in the calendar (example: 4th).

A dialog box opens for that date.

From the Set As list, select the type of day you want to assign to the selected day of the month.

Click the appropriate radio button in the For Which Period area, to set the day for the current month, current year or the entire calendar.

Click **OK** to accept the changes and overwrite any previous settings.

---

***To save the changes that you made to the Working Times configuration:***

Click **Save**.

***To undo the previous unsaved change that you made to the configuration:***

Click **Undo**.

***To open the Help topic for the system's configuration:***

Click **Help**.

---

## Configuring the MIS Parameters

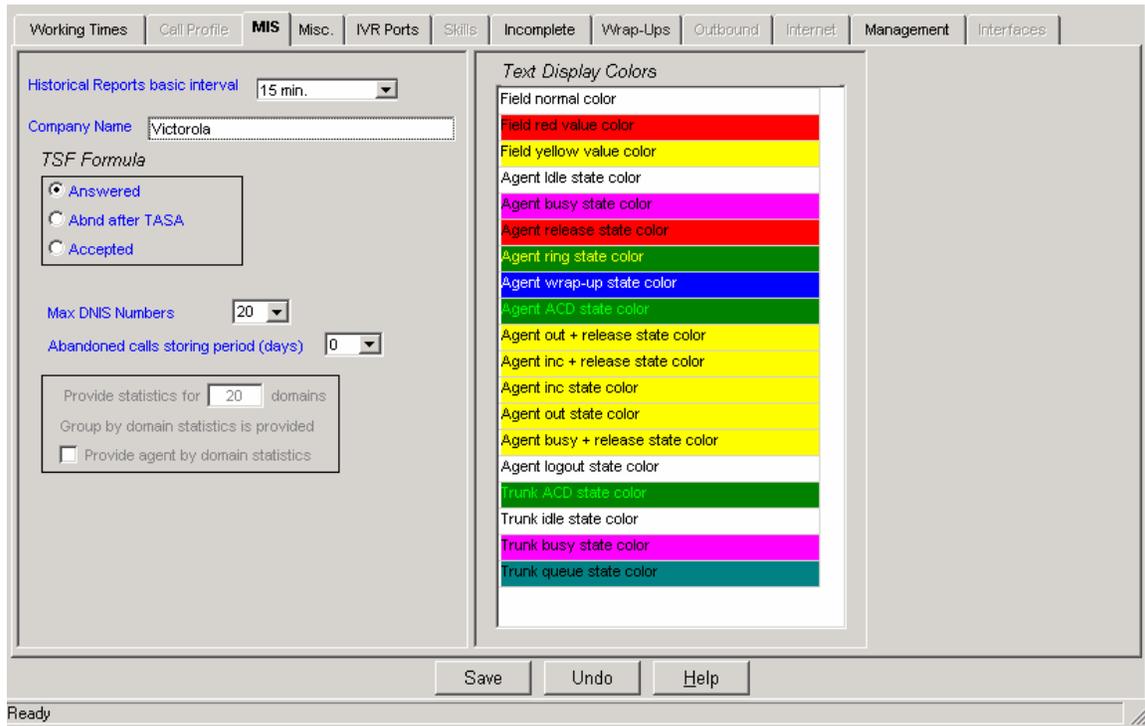
Use the MIS page of the System Configuration dialog box to define general information that is used by the MIS applications to calculate and display information, such as the historical reports interval, company name and how to calculate the TSF (Target Service Factor). The TSF indicates how well the group is providing the level of service defined for it, via the Target ASA (Average Speed of Answer).

In this page, it is also possible to specify the colors that will be used to display different agent states in the Real-Time Monitoring application for example: Agent Release State Color.

### To open the MIS page:

Click the **MIS** tab at the top of the System Configuration dialog box.

**Figure 30** System - Configuring the MIS Parameters



The MIS page of the System Configuration dialog box contains the following areas, fields, and buttons:

Historical reports basic interval

The interval that will present data in the Historical Reports application.  
The options are: 15 min., 30 min. or 1 hour.

The basic interval determines the resolution of the historical reports. A smaller interval gives historical reports a higher resolution. The interval also determines the amount of disk space needed for the user's database. Smaller intervals require more disk space to store the information, for larger intervals less disk space is needed.

Company name	The name of the company to appear at the bottom of the historical reports.						
TSF Formula	Click the appropriate radio button to define how the TSF is calculated:						
	<table border="0"> <tr> <td>Answered</td> <td>The percentage of calls answered within the Target ASA, out of calls routed and answered by the group.</td> </tr> <tr> <td>Abnd after TASA</td> <td>The percentage of calls answered within the Target ASA, out of calls routed and answered by the group, and calls routed to the group and abandoned after the Target ASA.</td> </tr> <tr> <td>Accepted</td> <td>The percentage of calls answered within the Target ASA, out of all the calls that are routed to the group. Abandoned and overflowed calls are considered to be answered after the Target ASA.</td> </tr> </table>	Answered	The percentage of calls answered within the Target ASA, out of calls routed and answered by the group.	Abnd after TASA	The percentage of calls answered within the Target ASA, out of calls routed and answered by the group, and calls routed to the group and abandoned after the Target ASA.	Accepted	The percentage of calls answered within the Target ASA, out of all the calls that are routed to the group. Abandoned and overflowed calls are considered to be answered after the Target ASA.
Answered	The percentage of calls answered within the Target ASA, out of calls routed and answered by the group.						
Abnd after TASA	The percentage of calls answered within the Target ASA, out of calls routed and answered by the group, and calls routed to the group and abandoned after the Target ASA.						
Accepted	The percentage of calls answered within the Target ASA, out of all the calls that are routed to the group. Abandoned and overflowed calls are considered to be answered after the Target ASA.						
Maximum Number of DNIS Numbers	The system allocates memory to gather statistics on DNIS numbers according to this parameter, so that it should reflect the actual number of DNIS numbers that the system is going to use.						
Abandoned calls storing period (days)	This report gives a list of any abandoned calls provided that the call was accompanied with ANI. It is used by the Call Center to give a call back to these callers. These parameters define how long a record in this report is saved.						
Text Display Colors	<p>A color-coded list displaying the different agent states in the Real-Time Monitoring application.</p> <p>To change the color for a particular agent state:</p> <p>Scroll through the list.</p> <p>Double-click the required state.</p> <p>In the Colors dialog box that opens, select the required color for the state, click <b>Apply</b> and <b>OK</b>.</p>						

***To save the changes made to the General configuration:***

Click **Save** below the MIS page.

***To undo the previous change made to the configuration:***

Click **Undo**.

***To open the Help topic for the system's configuration:***

Click **Help**.

## Configuring System Miscellaneous Parameters

Use the Misc. page of the System Configuration dialog box to define various parameters for handling incoming calls, such as, setting call priorities and defining destinations for calls on hold, and so on.

### To open the Misc. page:

Click the **Misc.** tab at the top of the System Configuration dialog box.

**Figure 31** System - the Misc. Parameters Dialog Box

Language	Used
Arabic	<input type="checkbox"/>
Hebrew	<input type="checkbox"/>
Mexican Spanish	<input type="checkbox"/>
Russian	<input type="checkbox"/>
USA English	<input checked="" type="checkbox"/>

The Misc page of the System Configuration dialog box contains the following areas, fields, and buttons:

Forced released timeout	In this field, define how long (in seconds) an agent station can ring before forcing release.
Music source	Define, from this drop-down list, where to connect a caller while waiting in queue between announcers.
String Lengths	This area contains two drop-down lists in order to define: <ul style="list-style-type: none"><li>▪ The maximum agent ID length (default is 4 characters).</li><li>▪ The wrap codes length (default is 2 digits).</li></ul>

### To save any changes made to the parameters:

Click **Save** below the Misc page.

**To undo the previous unsaved change made to the configuration:**

Click **Undo**.

**To open the Help topic for the system's configuration:**

Click **Help**.

---

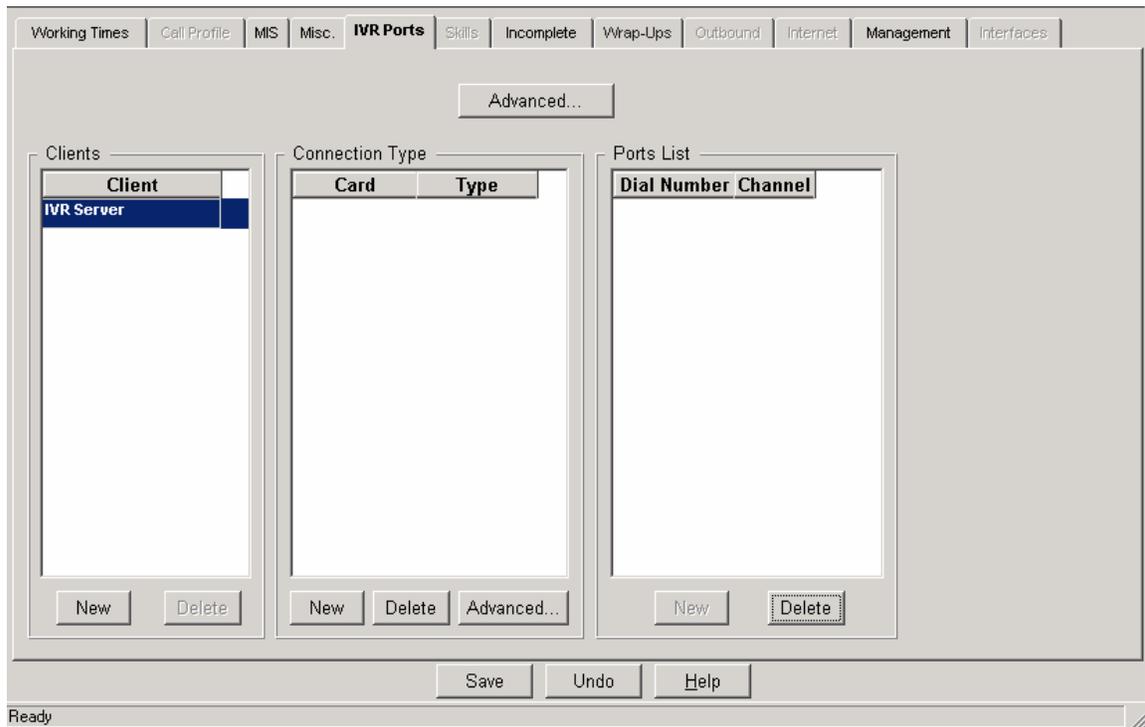
## Configuring System IVR Ports

Use the IVR Ports page of the System Configuration dialog box to configure the IVR parameters.

**To open the IVR Ports page:**

Click the **IVR Ports** tab at the top of the System Configuration dialog box.

**Figure 32** System - IVR Ports Configuration Dialog Box



The 3Com eXchange Call Center supports one type of IVR port:

---

CTI Port	These are logical ports on the IVR computer (server or client). This type of port is relevant to the 3Com NBX environment.
----------	--

---

The 3Com eXchange Call Center supports two IVR modes:

---

IVR on Server	The IVR services are provided by the 3Com eXchange Call Center server.
---------------	--

---

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Client IVR	The IVR services are provided by the 3Com Call Center but not from the main 3Com eXchange Call Center server. This configuration supports one or more IVR servers, which are different computers. Each is installed with a set of IVR ports.
------------	--

---

You can select the type of setup by clicking on the appropriate option within the IVR Mode section of this page. When you select a mode, the options below change to reflect the parameters required for that option.

**To configure the system for IVR running on a server:**

Click the **IVR on Server** option within the IVR Mode section of this page.

In the clients list, the IVR Server automatically appears. There is no way to change it since this entry represents the fact the IVR services are given from the main Call Center server.

**To configure the system for Client IVR:**

- 1 Click the **Client IVR** option within the IVR Mode section of this page. The options relevant for this configuration are enabled below.
- 2 Click **New** under the Client area to enter a computer name for each IVR computer. If your network is not a DHCP network, edit the Windows(tm) host file to add this name with the correct IP address of the IVR computers.

**To add an IVR card to the system**



*In case of CTI ports IVR, the term card is virtual. One just may define a single card and add to him all the IVR ports.*

- 1 Edit the Connection Type to enter the card description (number and type). For each card, click **New** to add an entry for it. Use the Type drop down list to select the appropriate IVR port type (CTI or LS).
- 2 In the Numbering List, click **New** to define the ports dial numbers.
  - a) If the port's type is LS, select each card in the Connection type section and define a new port for each card. For each new port, enter the port's dial number in the NBX and the ports channel number in the card.
  - b) If the connection type is CTI, the channel is irrelevant. In this case, enter the channel numbers as a sequential series.

**To delete an entry from a List:**

- 1 Select the row of the entry from the list.
- 2 Click the corresponding **Delete** button below. The entry is removed from the list.

**To save any changes made to the parameters:**

Click **Save** at the bottom of the page.

**To undo the previous change made to the configuration:**

Click **Undo**.

**To open the Help topic for the system's configuration:**

Click **Help**.

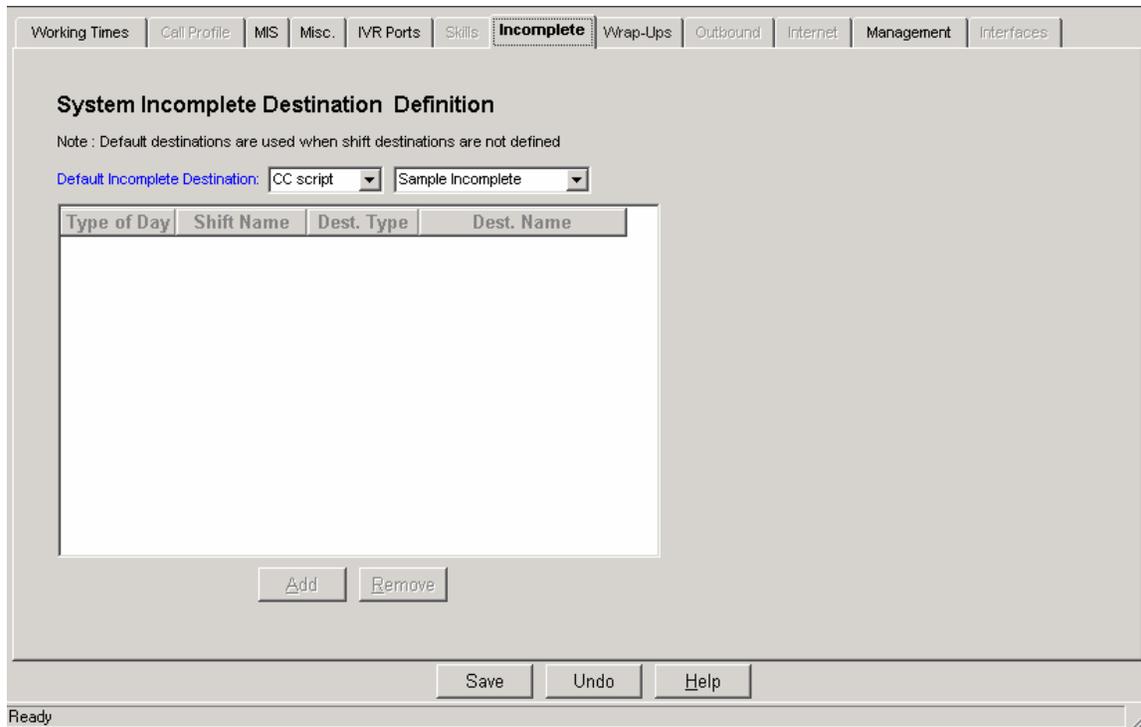
**Configuring System Incomplete Destinations**

The 3Com eXchange Engine routes calls to the incomplete call destination in the case where there is no valid routing destination for that call. For example, a call enters an IRN with a CC script as a destination, but the CC script is not set to the 'service required' mandatory CP field, leaving the IRN without a destination. In this case, you will use the Incomplete Destination for that call. If the call has already entered a service, it will look for the Incomplete Call Destination of the service that the call belongs to. If it is not set, the 3Com eXchange Engine will use the system's incomplete call destinations. If the call has not yet entered the service, it will first look for the incomplete call destination of the IRN that the call entered through. If it is not set, the 3Com eXchange Engine will use the system's incomplete call destinations.

**To open the Incomplete page:**

Click the **Incomplete** tab at the top of the System Configuration dialog box.

**Figure 33** System - Incomplete Destination Configuration Dialog Box



The Incomplete page of the System Configuration dialog box displays the following fields and buttons, which can be edited as required:

---

Default Incomplete Destination	Select, from this drop-down list, the required default incomplete destination (Device, CCS, IRN or Service), to be used when shift destinations are not defined.
	Select, from the drop-down list alongside, the device number or CC script for the default destination.

---

***To save the changes that you made to the Incomplete destinations configuration:***

Click **Save** below the Incomplete page.

***To undo the previous change made to the configuration:***

Click **Undo**.

***To open the Help topic for the system's configuration:***

Click **Help**.

## Configuring System Wrap-Ups

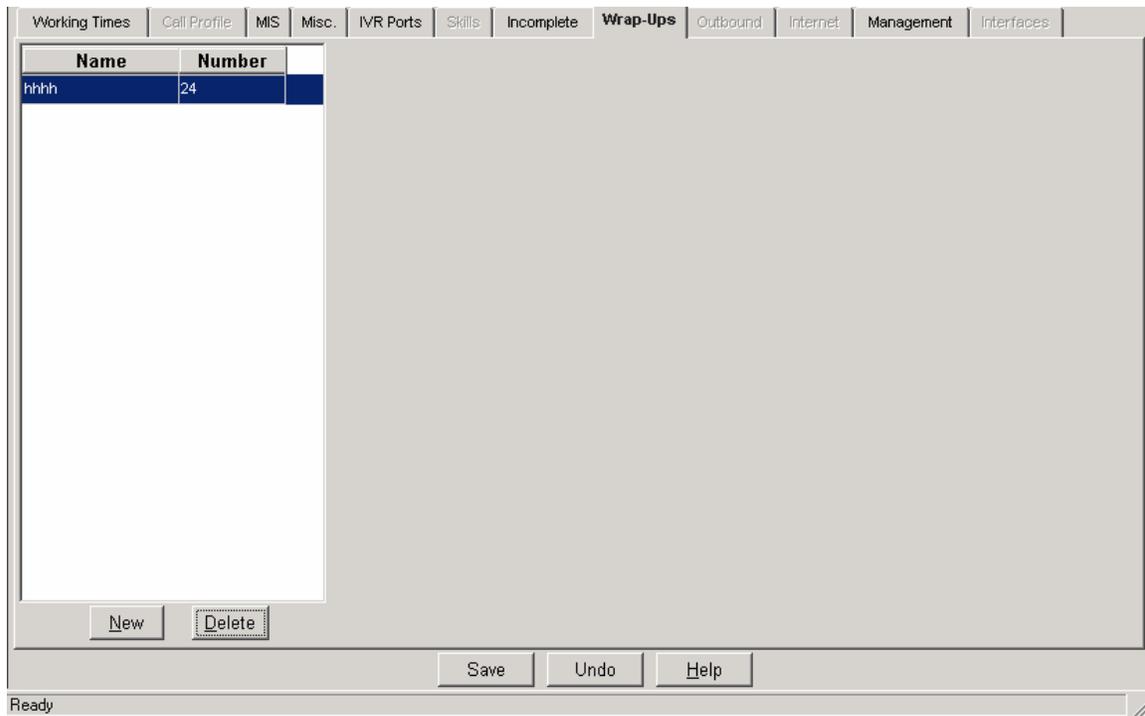
Wrap-up codes are internal codes that are used to label a call. They can indicate the service received by the call and/or identify the customer who received the service. Wrap-up codes are used primarily for statistical reporting. Agents enter the wrap-up code when they have finished handling a call, using the 3Com eXchange Agent's button specified to this purpose.

Use the Wrap-Ups page of the System Configuration dialog box to configure the wrap-up codes for the system.

### *To open the Wrap-Ups page:*

Click the **Wrap-Ups** tab at the top of the System Configuration dialog box.

**Figure 34** System - Wrap-ups Configuration Dialog Box



The Wrap-Ups page of the System Configuration dialog box displays the following fields and buttons, which can be edited as required:

Wrap-Up codes list	A list displaying the Name of the wrap-up code (usually, the subject of the call) and the Number to be entered by the agent at the end of the call.
New	Click <b>New</b> to add a new row to the list in which to enter the Name and Number for a new wrap-up code.
Delete	Click <b>Delete</b> to delete the last (or a selected) row from the Wrap-Up codes list.

**To sort the Wrap-Up codes list:**

- Right-click the list area and select the required sort (by name or number) from the pop-up menu.

OR

- Select the required sort option from the Sort menu in the menu bar.

**To save the changes made to the configuration:**

Click **Save** below the Wrap-Ups page.

**To undo the previous unsaved change made to the configuration:**

Click **Undo**.

**To open the Help topic for the system's configuration:**

Click **Help**.

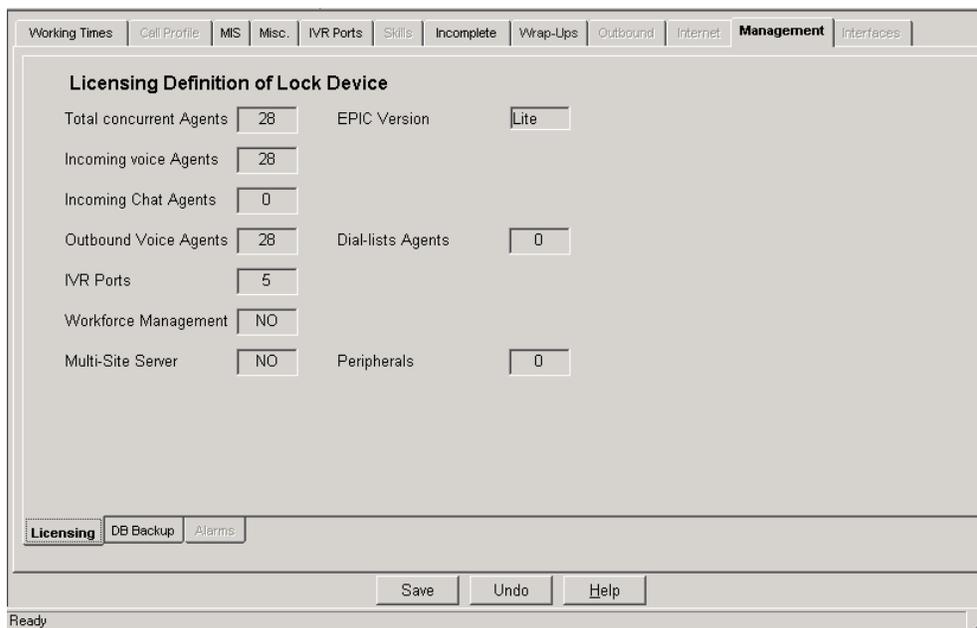
### Configuring System Management Parameters

Use the Management tab of the System Configuration dialog box to define the severity of various alarm messages in the system, view the licensing parameters coded in the Lock Device and define the database backup policies.

**To open the Management page:**

Click the **Management** tab at the top of the System Configuration dialog box.

**Figure 35** System - Management - Licensing Configuration Dialog Box



The Management page of the System Configuration dialog box contains two tabs, **Licensing**, and **DB Backup**, located on the bottom of the dialog box.

The DB Backup tab displays the following information and fields:

Use the Backup page of the System Configuration window to define various parameters for backing up the system files. There are three methods of backup; daily, weekly and monthly which can be combined for best results. For each method you may specify the number of generations to be stored e.g. if you choose '3' the system will store backup files from today, yesterday and the day before. All backup file generations before that point will be erased.

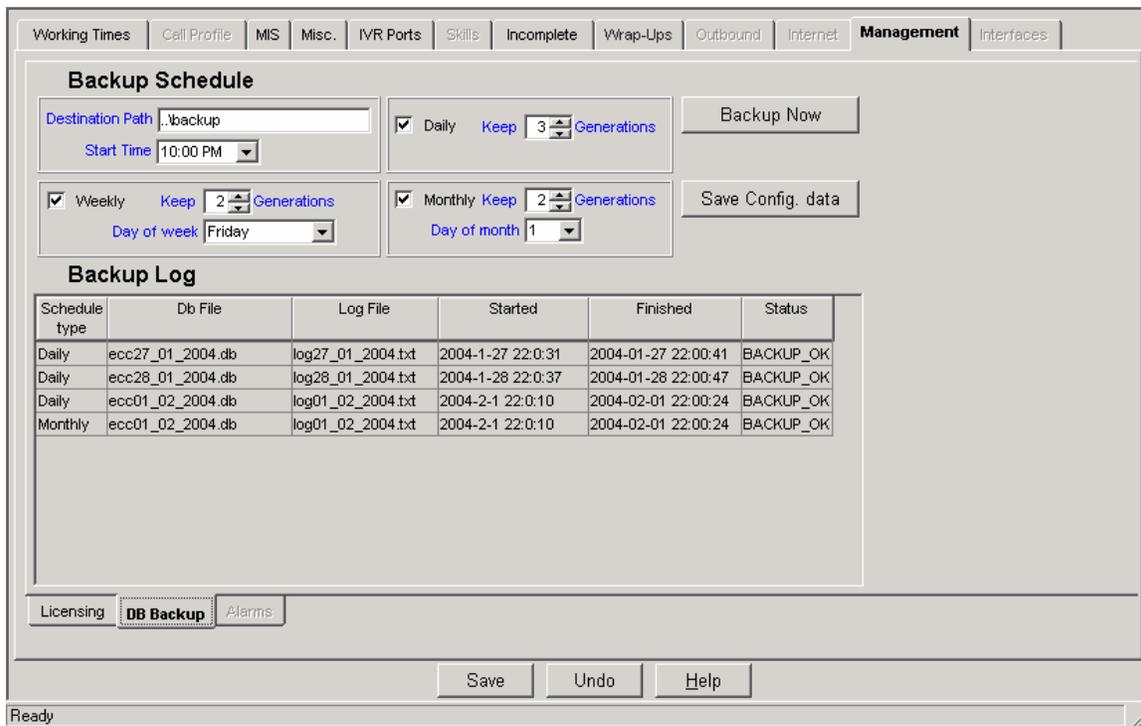
i

*3Com recommends that you set the backup start time at a quieter point of the working day. Avoid setting the backup time for midnight because many system background procedures are automatically carried out then.*

**To open the Backup page:**

Click the **Backup** tab at the top of the System Configuration dialog box.

**Figure 36** System - Management - DB Backup Dialog Box



The Backup page of the System Configuration dialog box contains the following fields:

Backup Schedule	Destination Path	The location in the network where the backup files are to be stored
		<i>Please use a complete pathname. Be aware that this path is relative to the server, thus avoid using mapped drives, but use a URL like addressing (e.g., \\batman\backup)</i>

Start Time	From the drop-down list, select what time the backup process should begin
Daily	Check this box to set the backup on a daily basis
Keep:	Set the number of daily backup generations that should be kept
Weekly	Check this box to set the backup on a weekly basis
Keep:	Set the number of weekly backup generations that should be kept
Day of the Week:	Set which day of the week to start the backup
Monthly	Check this box to set the backup on a monthly basis
Keep:	Set the number of monthly backup generations that should be kept
Day of the Month:	Set which day of the month to start the backup
Backup now...	Pressing this button will start the system backup procedure immediately  <i>Because backup can cause a heavy load on the system, a warning is issued and a confirmation is requested.</i>
Save Config. Data	Pressing this button will start a process that will generate a copy of the configuration data in the system's database. No statistical information will be included in this database.
Backup Log	Historical log of all the backup files that are kept in the system

**To save any changes made to the parameters:**

Click **Save** below the Backup page.

**To undo the previous change made to the configuration:**

Click **Undo**.

**To open the Help topic for the system's configuration:**

Click **Help**.

---

## The Call Control Scripts Administration



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

The **CCS Administration** is the administrative tool that defines and maintains Call Control Scripts.

See the Help topics for descriptions of the features available in the eXchange Call Center.

A script contains a set of actions that are performed on a call. Specific scripts can be created containing a variety of actions, selected from the set of actions available in 3Com eXchange Call Center. Scripts can be linked together to build flexible applications.

Scripts are activated in various stages of the contact processing, such as:

- Incoming call entry point - IRN
- An IRN defines the rules by which each incoming contact should be routed. The script can supply the caller option like menu that routes the call depending on the caller's selection. The script can supply routing according to customer. The script can affect routing and change parameters (to be used later in handling the call) of an incoming in a flexible way using requirements collected from the caller and other call parameters.
- Activation of one script / different scripts on a Queued call
- While the call is queued scripts can be combined. Scripts can offer different options like announcements to the caller, enable the caller to receive information, offer a call back initiated by the system at a later time and more.
- On Interflow
- When there are no agents logged in to the system.
- When the customer answers an outbound calls
- On Incomplete Call scenario - the call has reached a situation where there it has no valid destination.

The actions of a Call Control Script can change the Call Profile of the processed call , by changing fields of the call profile. These fields can be used to affect the routing of the call, for example, by changing or setting the service or priority required by the call, adding information about the caller in user-defined fields etc. The caller can change the call profile when the script defines actions that require caller input, such as a menu. In this way, the caller can contribute to the routing process.



*All Call Profile information is accessible and visible for script actions, for 3Com eXchange Agent windows display and for CRM application via DDE/ActiveX.*

The Call Control Scripts are executed by the Engine, which can dynamically allocate IVR ports when a script requires IVR input or output.

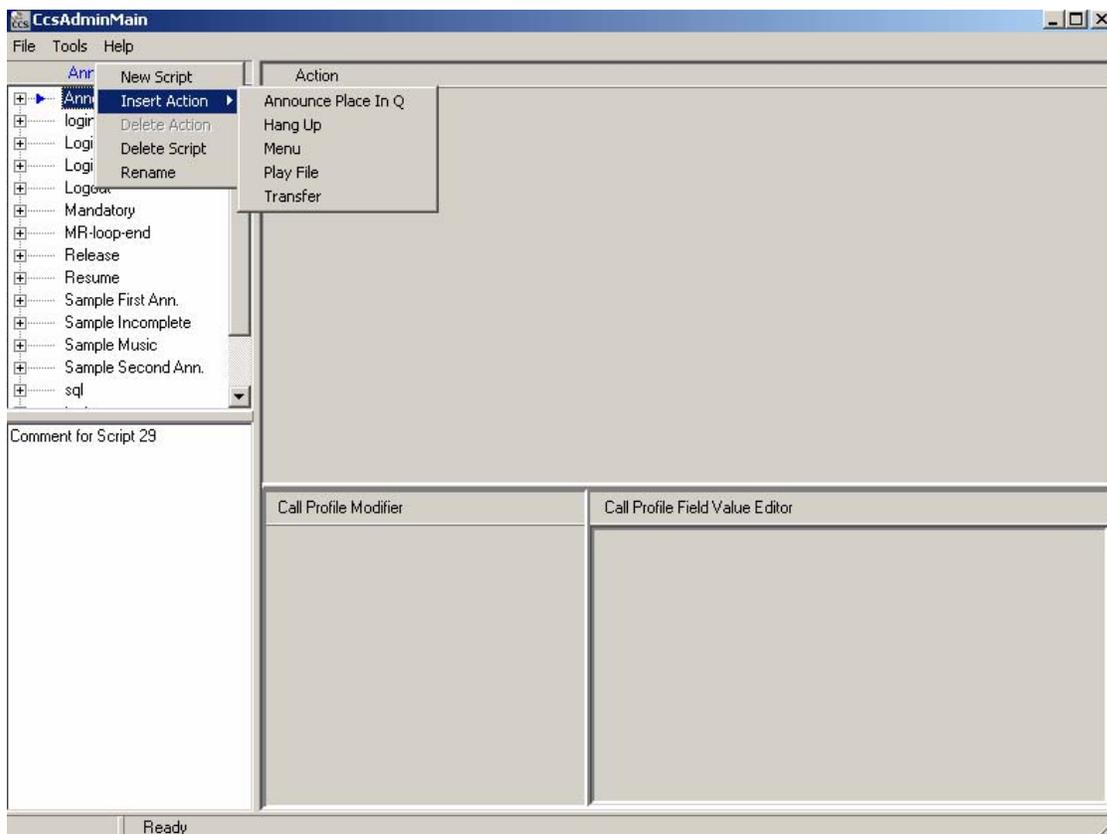
#### ***To invoke the CCS Administration:***

From the Administration application dialog box, click the **CCS Administration** icon.

#### **The CCS Administration Dialog Box**

The CCS Administration dialog box is displayed after clicking the CCS Administration Icon in the Administration application dialog box.

**Figure 37** The CCS Administration Dialog Box



The CCS Administration dialog box contains the following areas:

Menu Bar	The menu bar at the top of the dialog box provides options for adding scripts, saving changes and setting options.
Scripts	This area at the top left of the dialog box, lists all the currently defined scripts in the application. From this area, scripts and their actions can be viewed and modified.
Description	This area at the bottom left of the dialog box provides a description of the purpose or the text of an announcement for a selected script or action. The description can be edited if required and can contain a maximum of 2,048 characters.
Action	This area can be used to configure the parameters for the currently selected script action.
Call Profile Modifier	The Call Profile Modifier is active whenever an action allows changes to the Call Profile. (Not all the actions allow the Call Profile to be changed).
Call Profile Field Value Editor	This area is activated in order to define a value for a specific field in the Call Profile.

The CCS Administration dialog box can be resized, to display the relevant amount of information, by dragging its borders widthwise and/or lengthwise. Any changes to the window size configuration will be automatically saved and displayed when the window is next opened.

The Scripts, Comment and Action areas can be reduced and enlarged by dragging the lines that separate them up or down and left or right. The line between the Call Profile fields cannot be moved.

### The CCS Administration Menu Bar

The CCS Administration menu bar contains three items:

File	This menu provides the following sub menus:
New Script	Adds a new script to the Scripts list.
Save	Saves any changes made in the application.
Exit	Closes the application. If changes are not saved before you try to exit the application, a warning message pops up.
Tools	This menu provides the Options sub menu.
Help	This menu enables access to the context sensitive Help topic and provides information about the current version of the application.

### The CCS Admin Options

The CCS Admin Options dialog box enables you to define the following:

- The type of voice files that are used by the IVR is displayed and an application to play voice prompts can be defined. In any action, whenever a voice prompt is required, the CCS Admin displays two icons. The first activates the application to play voice prompts define here. The other is used to browse for the voice prompts files.
- The timeout period for which an edit field is active on the window can be defined The CCS Admin activates input fields when the mouse is pass over them and deactivates them after this timeout.
  - The predefined chat responses list can be changed.
  - To open the CCS Admin Options dialog box:
    - Select **Options** from the Tools menu in the CCS Administration dialog box.

#### ***To define the timeout period for which an edit field is active on the window:***

- 1 Click the **General** tab in the dialog box.
- 2 Enter the length of time that a field in the application will remain active for editing.

---

## Viewing and Modifying Scripts



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

The CCS Administration dialog box displays a list of the existing scripts. It is possible to modify the script by adding and/or deleting scripts. Expanding a script displays the list of actions that are currently defined for it. Actions are executed sequentially according to their order in the script.

A maximum number of 500 scripts are allowed in this application. Up to 100 actions can be defined for each script.

The system “protected scripts” that are supplied with the system and cannot be edited or deleted.

A script is a list of actions that are executed sequentially until the list is exhausted or an action causes a branch to another script. The actions that are defined for a script control the flow of a call (that is, its routed destination). **They can also update the call profile fields that control the call handling as well as the agent's display.**

The parameters of an action, for a script, can be defined by selecting the action in the Scripts area. The action will be displayed and can be edited in the Action area.



*Changes are made in the CCS Administration dialog box by right clicking in the area of interest. A pop-up menu will open with the options relevant for that area.*

From the CCS Administration dialog box, the following procedures may be executed on a script or action:

### ***To add a new script to the list:***

- Right-click the script list area and select **New Script**.

OR

- Select the **New Script** option from the File menu.

A new script item will be added at the end of the list.

### ***To move (change the order of) scripts in the list:***

Select the script to be moved, and drag and drop it to the required position in the list. In the popup menu that opens select the move option.

### ***To copy scripts in the list:***

Select the script to copy, and drag and drop it to the end of the list. In the popup menu that opens select the copy option.

### ***To delete a script from the list:***

Right-click the script to be deleted and select **Delete Script** from the pop-up menu.



*A script that is referenced somewhere else in this application, or in any of the other 3Com eXchange Call Center applications, cannot be deleted. An error message will appear to inform the user of other areas in which the script is used. The script must be deleted from all areas, before it can be deleted from this list.*

### ***To rename a script:***

Click the right mouse button on the script to be renamed, select **Rename** from the pop-up menu and type the required name.



*A script name may contain up to 31 characters.*

### ***To open a script's pop-up menu:***

Click the right mouse button on the script.

### ***To see the actions currently defined for a script:***

Double-click the script or click once on the **plus (+)** sign to the left of the script name. The list of actions defined for the script will be displayed.

### ***To collapse a script menu (hide the actions defined for a script):***

Click the **minus (-)** sign alongside the script.

### ***To add an action to be the first action in a script:***

Right-click the required script and select the **Insert Action** from the pop-up menu.

The Actions menu pops up, enabling the required action to be selected for the script. The action will be inserted directly beneath the script name as the first action.

### ***To insert an action at a specific position in the list of actions:***

Right-click the action after which you want to insert a new action and select **Insert Action** from the pop-up menu.

The Actions menu pops up, enabling the required action to be selected for the script. The action will be inserted after the selected action.

### ***To change the order of actions in the list:***

Select the action to be moved, and drag and drop it to the required position in the list. In the popup menu that opens select the **move** option.

### **To move an action to another script:**

Select the action to be moved, and drag and drop it into the required place in the required script. In the popup menu that opens select the **move** option.

### **To copy an action to:**

Select the action to be copied, and drag and drop it into the required place in the required script. In the popup menu that opens select the **copy** option.

### **To view/edit the definition of an action:**

Select the required action.

### **To delete an action from a script:**

Click the action to be removed with the right mouse button and select the **Delete Action** option from the pop-up menu.



*The Delete Action option is active only after you select an action.*

*While you are performing any procedure on a script or action, an arrow ? appears alongside the selected script or action. In addition, any changes to a script or action are indicated by a red dot alongside it. When you save the changes, the dot disappears.*

The following actions are available:

---

Announce Place in Queue	Announces the callers' position in the queue.
Hang-Up	Disconnects the call.
Menu	Provides a menu to the caller. The caller receives a voice prompt and can choose an option by dialing a digit.
Play File	Enables a recorded voice file to be played to the caller.
Transfer	Transfers a call to a destination in the PBX.

---

## **Configuring Script Actions**

You have several choices of script actions.



*If you set a transfer destination (usually in a script) to an invalid destination, the caller customer hears ringing until he or she hangs up.*

## Configuring the Announce Place in Queue Action



*The figures in this guide may not represent exactly what you see on your monitor in all details. Use them only as guidelines. See the Help topics for feature details.*

The Announce Place in Queue action announces the caller's position in the queue (Example: "You are the 5th caller in queue").

### **To add an Announce Place in Queue Action to a script:**

Click the right mouse button on the required script, position the cursor on the **Insert Action > Option** and select **Announce Place in Queue** from the Actions menu.

The Action area displays the following fields for configuring the Announce Place in Queue script action (use the cursor to activate each field):

Announce language	Select the language in which to play the announcement.
File to play [start]:	Select the recording that precedes the place in queue announcement.
File to play [end]:	Select the recording that follows the place in queue announcement.
Place in queue offset:	Enter a number to be added to the true queue position in order to offset the caller's position. This allows a high priority call to go before someone in line without the person in line querying the wait time.
Highest place in queue announced	This area states the highest number announced. Anything above this number will be announced digit by digit.

## Configuring the Hang-Up Action

This action causes the call to be disconnected.



*This is a terminating action for a call as well as a script; any actions following it will therefore not be performed.*

## Configuring the Menu Action

This action provides a menu to the caller. The caller receives a voice prompt and can choose an option by dialing a digit. Configuring the Menu action involves defining the menus for these voice messages.

### **To add a Menu action to a script:**

Click the required script with the right mouse button, position the cursor on the **Insert Action > Option** and select **Menu** from the Actions menu.

The Action area contains two tabs, **Digit Menu** for configuring the Menu script action and **Parameters** for configuring the voice prompt file parameters.

**To open the Digit Menu page:**

Click the **Digit Menu** tab in Menu Action area.

The following fields and check boxes are displayed in the Digit Menu page.

---

Digit	<p>A list of digits (including the * and # symbols) that the caller may press in response to a voice prompt.</p> <p>To define a menu action that is activated by pressing a specific digit:</p> <p>Click the required digit.</p> <p>The digit button appears indented. It is only possible to select one digit at a time.</p> <p><i>An Error branch appears at the end of the digits list. This option can be used to define processing, if the caller enters a digit that is not activated in the menu or does not enter a digit at all.</i></p>
<hr/> <p>For each digit you can modify the following:</p>	
Call P	<p>Clicking on this check box activates the digit alongside it. It also activates the Call Profile Modifier area of the CCS window, enabling the Call Profile to be updated when the caller presses the activated digit.</p>
Branch	<p>Enables the call to branch to another script in order to continue processing.</p> <p>Clicking on this check box activates a field in which another Call Control script can be defined as a branch destination. (Use the cursor to activate the field). The field provides a drop-down list from which the required script can be selected.</p> <p><i>Processing of the call will continue on the new script if the caller presses an activated digit. The call does not return to the original script. Be careful not to create infinite loops in which the script never finishes processing (e.g. scripts that branch to each other or a script that branches to itself).</i></p>

---

**To open the Parameters page:**

Click the **Parameters** tab in Menu Action area.

The following fields and check boxes are displayed in the Parameters page. Use the cursor to activate a field.

---

Prompt:	<p>The path of the file that contains the voice prompt heard by the caller, when a digit from the menu should be pressed. For example, "For technical support please presses 1, for product information please press 2".</p> <p>The administrator can edit the voice file path and/or play, record or edit the voice file itself.</p>
Invalid prompt:	<p>The path of the prompt file that will be played if the caller presses a meaningless digit (one that has not been activated in the previous step) and there was no specific behavior defined for "Error".</p>
Clear DTMF on entry	<p>When checked, this check box clears any previously received digits that were defined for this action.</p> <p>When unchecked, this check box enables any previously received digits to be used in all actions.</p>

---

Stop prompt on DTMF	When this box is checked, any digit pressed by the caller will terminate the currently played voice message, without waiting to the end of the message.
Retry:	Define the number of times the prompt will be repeated if the caller doesn't respond or enters an invalid choice. The prompt file is played on each retry.
Timeout (sec):	Define the length of time (in seconds) to wait for a digit to be pressed.

## Configuring the Play File Action

The Play File action plays a pre-recorded voice file to the caller.

### *To add a Play File action to a script:*

Click the required script with the right mouse button, position the cursor on the **Insert Action > Option** and select **Play File** from the Actions menu.

The Action area displays the following fields and check boxes for configuring the Play File script action:

**Table 19** Agents Group List

File to play:	The path of the voice file that contains the digitized voice (or music) that you want to play. The administrator can edit the voice file path and/or play, record or edit the voice file itself.
Timeout	After the pre-defined timeout, the call will be transferred to the Incomplete Call Destination.
Play continuously in loop	When this box is checked, the file should be played repeatedly. After a pre-defined timeout, the call will be transferred to Incomplete Call Destination. If not checked, the voice file will be played only once.
Clear DTMF on start	When checked, any previously received digits that were received before the action started are cleared. When unchecked, previously received digits may be used in this action.
Stop play on caller DTMF	When checked, any digit entered terminates the currently played message.

## Configuring the Transfer Action

The Transfer parameters define the destination in the PBX to which a call will be transferred.

### *To add a Transfer action to a script:*

Click the right mouse button on the required script, position the cursor on the **Insert Action > Option** and select **Transfer** from the Actions menu.

The Action area displays the following fields for configuring the Transfer script action (use the cursor to activate each field):

**Table 20** Agents Group List

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Transfer call to:	In this field, enter the destination to which the call should be transferred. This must be a valid dial number in the PBX (may be an external dial number to the PBX).
Busy alternate destination:	This field can be used to define an alternate destination to which the call should be transferred if the original destination is busy.
No answer destination:	This field can be used to define a destination to which a call should be transferred if there is no answer from the original destination.
No answer timeout (sec.):	This field can be used to define how long (in seconds) a call will wait for an answer before entering a state of timeout when it will be transferred to the "No Answer" destination.  (Enter the number of seconds directly in to the field or click the spin buttons.)

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# APPENDIX A: GLOSSARY

This section provides a description of some of the more important 3Com eXchange Call Center concepts and terms.

<b>ACD</b>	ACD (Automatic Call Distribution) is the method used by the PBXs to distribute calls in the Call Center. ACD activity and performance within the 3Com eXchange Call Center is statistically evaluated, recorded and reported.
<b>Agents/Agent Groups</b>	<p>The function of an agent is to handle contacts routed by the 3Com eXchange Call Center system. Each agent is equipped with a telephone set, and begins work by logging on to the system. To log on, each agent enters a unique agent identification number, and then the dial number of the group to which they are logging onto.</p> <p>Agent Groups are used to form specialized units that are meant to receive calls relating only to the special function of those units. When all the agent stations in a group are busy or unavailable, incoming calls will be placed in a queue designated for that group.</p>
<b>Super-Groups</b>	A Super-Group is a collection of agent groups gathered together for reporting purposes. Super-Groups may contain several agent groups and are used mainly to represent the hierarchy of "company-division-department".
<b>Trunks/Trunk Groups</b>	A Trunk is a channel of conversation between the Public Service Telephone Network (PSTN) and the Private Branch Exchange (PBX). These lines carry all the ACD calls, as well as external non-ACD calls, to and from the system. A Trunk Group is a collection of trunk lines grouped together to act as a single line unit, with its own specific name and dial number. A Trunk Group is usually routed to a specific agent group.
<b>Supervisors</b>	Each Supervisor is responsible for specific groups of agents. Using the 3Com eXchange Call Center, Supervisors monitor agent performance and the Call Center activities. Each Supervisor is assigned authorization attributes that enable or disable access to different system operations. Authorized Supervisors can determine the information that will be included in reports (such as groups, agents, etc.) In addition, supervisors can change the information displayed on the Wall Boards under their control. Supervisors can also be assigned privileges for administering groups, e.g. adding and removing agents for specific groups.
<b>Reports</b>	In order to obtain information that provides an accurate picture of how the Call Center is operating and performing, supervisors and managers use reports. The information displayed can be either Real-Time or Historical. Real-Time Reports display the actual present status of ACD activity along with statistical performance evaluations whereas Historical Reports summarize past ACD activity as recorded in the database. 3Com eXchange Call Center can generate and display many different kinds of Real-Time and Historical Report formats to enable an accurate picture of ACD activity to be assessed and analyzed.
<b>Report Templates</b>	The 3Com eXchange Call Center is supplied with a set of predefined report templates (default reports). This covers the full range of information available from the 3Com eXchange Call Center. In addition, for Historical Reports, user-defined templates can also be designed. The purpose of templates is to provide the supervisor with a virtually unlimited reservoir of report formats, which can be filled out and generated, in a simple and straightforward manner.

	<p>Templates can be modified to meet specific supervisor requirements. In selected templates, some default fields can be altered or removed, while others cannot. Templates can be saved with unique names for future use.</p>
<b>Real-Time Interval</b>	<p>The Real-Time Reports reflect the actions and activities performed by monitored ACD entities on the Call Center along with various performance information based on statistic calculations. The 3Com eXchange Call Center uses a sliding window time period and reports statistical performance information over this amount of time.</p> <p>The sliding window time period is refereed by the Real-Time Interval and may be differently defined for each group varying from 3 to 60 minutes. The Real-Time Interval "moves" in increments of 1/60 of the defined period. (For example, if set to 15 minutes, the increment will be 15 seconds.)</p>
<b>Historical Reports Interval</b>	<p>A system wide amount of time defining the increments by which all collected data and statistical information is stored in the database to enable later interrogation and reporting.</p>
<b>Dial Numbers</b>	<p>Dial Numbers are used within the PBX environment to identify entities, which can be a source or destination for a call. For instance, a dial number specific to the group identifies an agent group. When this number is dialed, the caller will enter the group as an ACD call.</p>
<b>ASA</b>	<p>Average Speed of Answer - the average time it takes a call to be answered by the group, from the time it enters the system.</p>
<b>TSF / LOS</b>	<p>Target Service Factor/ Level Of Service - the percentage of ACD calls answered within the Target Average Speed of Answer (Target ASA) defined for a group (out of all the calls accepted by the group). This factor indicates how well the group is providing the level of service defined for it via the Target ASA.</p> <p>The TSF/LOS equation can be set by the administrator to one of three levels:</p> <p><b>Answered</b></p> <p>The percentage of calls answered within the Target ASA, out of calls routed and answered by the group.</p> <p><b>Abandoned After Target ASA</b></p> <p>The percentage of calls answered within the Target ASA, out of the total of (calls routed and answered by the group, and calls routed to the group and abandoned after the Target ASA).</p> <p><b>Accepted</b></p> <p>The percentage of calls answered within the Target ASA, out of <i>all</i> the calls that have been routed to the group. The latter total includes: Regular answered calls, Abandoned calls, and the calls that were Interflowed out and have been Answered by Another Group</p>
<b>Service Time Interval (STI)</b>	<p>Definable amounts of time that simplify the evaluation of calls waiting in queues. Different STIs may be defined for each group in the system in the Administration application.</p>
<b>MDI</b>	<p>3Com eXchange Call Center windows are based on the Multiple Document Interface (MDI) display method. Using this method, all the 3Com eXchange Call Center work windows are contained within the work area of the main MDI window. The work area is the region inside the main window where all the work takes place, and the 3Com eXchange Call Center output is displayed. The supervisor uses work windows to define 3Com eXchange Call Center entities, and view, generate, and</p>

	<p>modify 3Com eXchange Call Center reports. There may be several active work windows open at any given time for each 3Com eXchange Call Center application (including minimized windows). In addition, MDI lets you tile or cascade multiple windows in the main window.</p>
<p><b>Agent State</b></p>	<p>Graphical representation of agent's status indicates the activity and the state of an agent at any given time, as follows:</p> <p><b>Wrap-Up Time</b></p> <p>An amount of time at the end of an ACD call in which an agent performs additional operations related to the call. This amount of time is set on the PBX and reported by the 3Com eXchange Call Center for each individual agent and also as part of the Treatment Time (the time that it took to treat the call from the time it entered the PBX).</p> <p><b>Wrap-Up Codes</b></p> <p>A code entered by the agent during the Wrap-Up time in order to allow additional information for evaluating the actions of the Call Center. In most cases Wrap-Up codes are used for later reporting purposes, giving a different point of view for evaluating the calls such as: type of call (request, complaint), level of required action (urgent, regular, low), status of the deal (closed, needs recall), etc.</p>

