

Strata DK to Insight DK Configuration Utility

This bulletin explains how to create a configuration file for Insight DK using DKAdmin or DKBackup. The SMISGENCONV.EXE utility creates a configuration file by extracting information from the PRGALL file derived from DKAdmin or DKBackup. This utility also enables editing the device names prior to saving the file. If a MISGEN.INI file already exists in Insight DK, all parameters for Shifts, inView users, etc., are preserved.

The SMISGENCONV.EXE, version 1.01.100.0 utility is designed for use at the start of an installation or when major changes are made to the Call Center configuration. Ongoing changes are best handled using the Insight DK Configurator.

Using PRGALL to Create a Configuration File for Insight DK

1. Download the SMISGENCONV.EXE application from the Toshiba FYI Website: <http://fyi.tsd.toshiba.com/technical> and then copy it onto the PC containing the Insight DK.
2. Load the SMISGENCONV.EXE file on the PC containing the Insight DK Server.
3. Back up the data from the Strata DK system using either DKAdmin or DKBackup.
4. If the backed up data is contained on another PC, copy the PRGALL file to a floppy diskette.
5. Start SMISGENCONV.EXE.
6. Click the Create (▶) button or select File, Create to start the process.
7. Specify the location of the PRGALL file, typically the **A:** drive. Use the Browse button to select another path when required.
8. Specify the location for the current MISGEN.INI file. If you create MISGEN.INI in the default directory **C:\Insight\Toshiba\US**, then copy it into the shared directory when done. Or change to the shared directory, typically **C:\MIS\Config**, and the local file automatically updates the next time you open the Configurator.
9. Click OK to create the new MISGEN.INI file. A completion window pops up when it's done.

To change the names, you can use the Edit Menu or open Insight DK and use the Configurator. Changing Agent and Agent Group names causes the same names to be applied to both Agents and Extensions. When using the Insight DK Configurator, each item must be edited independently.

The items created during this process are all CO Lines and Line Groups from Program 16 and all DNIS numbers assigned in Program 71. All Agents and Agent Groups in Program 14 and a corresponding set of Extension equivalents are also defined (required for proper Insight DK operation). For display and reporting purposes, additional Groups and Super Groups may be needed. These must be created in the Insight DK Configurator.