

# Strata® DK Technical Bulletin

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## Installation Instructions for the Call Center Viewer

The Strata DK Call Center Viewer™ application provides a new management tool for ACD call center supervisors. The Call Center Viewer for Microsoft® Windows® 95 runs on an IBM-compatible PC and provides Automatic Call Distribution (ACD) group and agent status information.

Before you begin the installation process, make sure that the following has been included in your kit:

- ◆ Software (two 3.5" 1.44 MB disks)
- ◆ User guide
- ◆ Installation Instructions
- ◆ Activation key that installs on the parallel printer port

The PC is customer supplied and is not included in the kit.

The Call Center Viewer requires the RKYS3 installed on the processor card. The RKYS3 is not discounted when purchased with Call Center Viewer.

## Installation

Instructions for configuring the Call Center Viewer PC are included with this bulletin. Please add these instructions to the back of the ACD Chapter in your *Strata DK Installation and Maintenance Manual*.

After you have configured the hardware for your Call Center Viewer network, then refer to the *Strata DK Call Center User Guide* for further instructions, including software installation.

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