

SMIS

Sales Bulletin

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Announcing the New SMIS Software Version 1.4

Toshiba is very pleased to announce a new version of the Software Management Information System (SMIS), the full featured and cost effective MIS package that provides display and report capabilities to ACD applications for small business and departmental operations. The new SMIS Version 1.4 software replaces the original version with more accurate ACD reports and displays.

Description

SMIS Version 1.4 is the same DOS application as the original version. The user interface and operation are the same.

The new SMIS Version 1.4 software provides all the same ACD display and reporting capabilities of the original SMIS software. SMIS Version 1.4 does not provide additional capabilities, but increases the accuracy of existing SMIS reports and displays.

Enhancements

The new SMIS Version 1.4 software provides all the capabilities of the original, plus some important improvements in ACD reporting and messaging capabilities. This does not provide additional capabilities, but increases the accuracy of existing SMIS reports and displays.

The Strata DK280 ACD reporting is improved as follows:

- ♦ **Multiple Save for Hourly Intervals:** The ACD files contain accumulated data in segments. Each segment is for a one-hour time interval. In the original SMIS, resetting the system clock could cause valid data to be overwritten. SMIS Version 1.4 maintains a time when the next hourly closing is due to save the data if the system clock is reset. This accumulates and saves ACD data more accurately by synchronizing the timing of overwriting and clearing of old data more precisely.
- ♦ **Stopping SMIS During ACD Activities:** If the SMIS application is closed during live operation of ACD activity, no ACD data is being accumulated while SMIS is stopped. This cannot be avoided, but a dialog box will warn the user that stopping the program will result in data loss. Also, when the data communication between the DK280 and SMIS is broken, the DK280 starts buffering the ACD messages. If SMIS is not operating for extended time periods, data cannot be recovered. However, when SMIS is restarted after a short break, it starts receiving messages from the time it was stopped, which reduces data loss.

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- ♦ **Rebuilding ACD Files From LOG Files:** SMIS can rebuild ACD data files to compensate for lost data when the SMIS application is not active. When SMIS is restarted, SMIS recreates ACD data by going back in the LOG file by two hours before the period, and builds up a database which is close to what it was at that time. This is simulated data, not actual data, but is fairly accurate in most cases.
- ♦ **ACD Agent Status Display:** The position of the agent records shown in the left side of the display has been re-aligned to match with the header position. While this is a cosmetic change, it was done by popular demand, and makes the display information clearer.

Hardware Requirements

The Strata DK280 and Perception interface requirements are the same with the new SMIS Version 1.4 as with the original SMIS. These system interface requirements to SMIS are described in the corresponding *ACD Installation & Maintenance Manual*.

Personal Computer minimum requirements are the same with the new SMIS Version 1.4 as with the original SMIS. These requirements are described in the existing SMIS Manual.

Product Line Strategy

The new SMIS Version 1.4 replaces the original SMIS version in the Toshiba product line. All new SMIS product shipments now include the new version 1.4 software.

Compatibility

The new SMIS Version 1.4 is compatible with all the same ACD systems as the original SMIS. This includes the Strata DK280, Perception e/ex/exp, and Perception 4000.

Upgrades

Existing SMIS applications can be easily upgraded from the original version to the new SMIS Version 1.4. All that is required is loading the new software following the instructions in the SMIS documentation. Upgraded customers continue to use their original SMIS key.

A technical bulletin is attached with instructions on replacing the old software with the new.

A disk with SMIS Version 1.4 software is also enclosed for you to use, as needed, for customer upgrades.

Pricing

The price of the new SMIS Version 1.4 is the same as the original SMIS version. See the Strata DK Price Book for SMIS pricing.

The enclosed SMIS Version 1.4 software disk is provided at no charge.

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Documentation

Strata DK280 ACD and SMIS documentation is not affected by the new SMIS Version 1.4 software. Installation and operation of the new SMIS Version 1.4 is the same as the original version.

However, the attached technical bulletin includes a Quick Reference Guide with procedural suggestions in using SMIS. This provides additional information about report generation.

Availability

The new SMIS software is now available. All new SMIS product shipments now include the new version 1.4 software.