Lucent Technologies
Bell Labs Innovations

CentreVu®
Visual Vectors

Version 8.0
Installation and Getting Started

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Preface

CentreVu
Visual Vectors

Overview

The *CentreVu*® Visual Vectors Installation and Getting Started guide includes the following information:

- Instructions for installing *CentreVu* Visual Vectors client software (Visual Vectors) on a PC from a CD-ROM
- Instructions for installing a configuration of *CentreVu* Visual Vectors that resides on a shared network drive that can be accessed by multiple PCs.
- Instructions for installing *CentreVu* Visual Vectors client software (Visual Vectors) on a PC from the network
- Procedures for uninstalling *CentreVu* Visual Vectors
- Instructions for adding a new *CentreVu* CMS to your Call Center World and begin using Visual Vectors
- Guidelines for responding to error messages that may be displayed during the installation process.

This guide is intended for anyone who is installing the *CentreVu* Visual Vectors software. It assumes that you are familiar with your computer and the *Microsoft*[*] *Windows*[†] 95/98 or *Windows NT* 4.0 operating systems, including standard *Windows* conventions.

The following sections are included in this Preface:

- Contents of this Document
- Conventions Used in this Document
- Related Documents.

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Contents of This Document

The guide is organized into the following chapters:

Chapter 1 **Introduction**

This chapter introduces the *CentreVu* Visual Vectors Setup. It provides information on the following:

- The language-versions that Visual Vectors supports for each Windows operating system
- Installation support and tips
- Online Help information
- The items provided in the *CentreVu* Visual Vectors package
- The equipment required to run *CentreVu* Visual Vectors
- Helpline numbers

Chapter 2 **Installing *CentreVu* Visual Vectors from a CD-ROM**

This chapter describes the steps required to install *CentreVu* Visual Vectors onto a PC using a CD-ROM.

Chapter 3 **Installation on a Network Drive Shared by Client PCs**

This chapter walks you through the process of installing *CentreVu* Visual Vectors onto a network drive to be shared (typically) by more than one user.

Chapter 4 **Installing CentreVu Visual Vectors on a PC from the Network**

This chapter walks you through the process of installing *CentreVu* Visual Vectors onto a PC from a network drive.

Chapter 5 **Uninstalling *CentreVu* Visual Vectors**

This chapter describes the steps required to uninstall the *CentreVu* Visual Vectors software.

Chapter 6 **Getting Started with *CentreVu* Visual Vectors**

This chapter walks you through the process of starting Visual Vectors, connecting to a CMS server, logging out of a CMS server, and exiting Visual Vectors. It also teaches you how to change your connection settings, and gives you information about getting help with the Visual Vectors product.

Chapter 7 **Troubleshooting**

This chapter gives you information on some errors that you might receive while installing or using the Visual Vectors client software and outlines basic troubleshooting procedures for the errors.

Conventions Used in This Document

The following conventions are used in this document:

Convention	Description
Bold Text	Menu names, options, and icon names are shown in bold text (for example, choose **Save** from the **File** menu).
Initial Capital Letters	Names of windows, dialog boxes, and keyboard keys. For example: This field is in the Manual Login window.
`Courier Text`	Text you are asked to enter and system commands. For example: Enter `this command.`
< >	Variable text is marked by less-than/greater-than signs (for example, Couldn't create <filename>.
KEY+KEY	Key combinations for which you must press and hold down one key and then press another. For example, ALT+4.
Italic Text	References to other documents, trademarks, and for emphasis.
" "	Sections and chapters that are referenced. For example: See Chapter 1, "Introduction," for an outline of the information in this book.
Click and Double click	*Button 1 (left-most mouse button or primary button).
Microsoft Windows or *Windows*	These terms are used to refer to both *Microsoft Windows* 95/98 and *Microsoft Windows NT* 4.0.

*Whenever you are asked to click or double click the mouse button, click button 1 (the left-most mouse button or primary button), unless button 2 (the right-most button or secondary button) is specified.

Related Documents

The following documents include additional information about the *CentreVu®* CMS/Visual Vectors clients or servers:

- *CentreVu® Visual Vectors Version 8 User Guide, Issue 1* (585-210-932)
- *CentreVu® CMS R3V8 Administration, Issue 1* (585-210-910)
- *Lucent Call Center Release 8 Change Description, Issue 1* (585-210-925)
- *CentreVu® CMS R3V8 Upgrades and Migration, Issue 1* (585-210-913)
- *CentreVu® CMS R3V8 Software Installation and Maintenance* (585-210-941, Issue 1)
- *Lucent Call Center Documentation CD-ROM, Issue 1* (585-210-926).

Introduction

CentreVu
Visual Vectors

About *CentreVu* Visual Vectors

The Lucent Technologies *CentreVu* Visual Vectors software gives users the ability to add, modify and delete vectors in a GUI environment. The *CentreVu* Visual Vectors software that allows you to work with vectors include: Navigator, VDN Assignment Wizard, and Vector Editor.

Visual Vectors include other useful features. The *CentreVu* Supervisor Version 6 or later software application can be launched from the *CentreVu* Framework toolbar. The *CentreVu* Supervisor software toolsets include the Framework window, CMS Login and Advanced Debugging.

Your Call Center World comprises the following:

- a Default Scratchpad on your local machine
- one or more *CentreVu* CMS servers that you have logged into before
- any non-default scratchpads you may have created before
- any entities (such as Vectors, VDNs, Announcements, Splits/Skills, or Trunk Groups) on those CMS servers for which you have at least read permission.

About *CentreVu* CMS

The *CentreVu* Call Management System (CMS) is a software product used by customers who have the Lucent Technologies DEFINITY® Enterprise Communications Server (ECS) Release 6 or later Lucent telecommunications switches and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch. The CMS server collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch.

About *CentreVu* Visual Vectors Server

The *CentreVu* Visual Vectors Server is a software product used by customers who have the Lucent Technologies *CentreVu* Call Management System (CMS) software product installed. The Visual Vectors Server software runs on the same computer as CMS and supports the client workstations running *CentreVu* Visual Vectors.

Installation Support and Tips

If you have difficulty installing *CentreVu* Framework, refer to the following sources:

- System requirements in "What You Need on Your Computer" on page 1-5.
- The online Help option provided with the installation program.
- The `readme.txt` file on the CD-ROM. Use a text editor such as *Microsoft Windows* Notepad to read the file.
- Chapter 7, "Troubleshooting."

If you have further questions and you are a U.S. customer, you should contact the Lucent Technologies National Customer Care Center on 1-800-242-2121. If you have further questions and you are in any other other country, you should call your Lucent representative or distributor for assistance.

The CD-ROM in your package includes a graphical installer to help you install your copy of *CentreVu* Visual Vectors. The CD-ROM supports the *Windows* AutoPlay feature.

You can cancel the installation of *CentreVu* Visual Vectors at any time by selecting "Close" from the system menu, pressing Alt+F4, or clicking the X icon in the upper right-hand corner. You can also cancel the installation by selecting the Cancel button at the bottom of the window. The installation program will exit installation and remove any files that were built by the program.

The database format has changed with this version of Visual Vectors. If old data is detected, you will be asked if you want to convert the data the first time you run the new version of Visual Vectors.

Online Help

CentreVu Visual Vectors provides online Help to assist you in installing and using the software. Topics are the basic unit of help. Clicking the Help button on any of the installation windows displays the topic associated with that window.

Checking Package Contents

The *CentreVu* Visual Vectors software package includes the items listed in Table 1-1. Check the package contents to be sure all items are included.

Table 1-1: *CentreVu* Visual VectorsPackage Contents

Item	Description
CentreVu Visual Vectors Client Software	CD-ROM
CentreVu® *Visual Vectors Installation and Getting Started guide*	Document Number (585-210-933)

If any of the items are missing or damaged, U.S. customers should contact your Lucent Account Team. Customers in other countries should contact your Lucent Representative or Distributor.

What You Need on Your Computer

To install and run *CentreVu* Visual Vectors client software, you need the following minimum PC configuration:

- Pentium or compatible processor running at 300 MHz or faster.
- A hard disk drive with 40 MB of free space before installing Visual Vectors software.
- A CD-ROM drive (not needed if the user has network installation capability).
- 64 MB RAM or 96 MB RAM if co-resident with *CentreVu* Supervisor.
- A video monitor and graphics adapter supporting 16-bit color (64K) or higher, set to 800x600 resolution or higher.
- *Microsoft Windows* 95, *Microsoft Windows* 98, or *Windows NT* 4.0 (with Service Pack 3 or later) operating system.
- *Microsoft Explorer* 3.0.2 or higher.
- A mouse or other pointing device compatible with the supported *Windows* operating systems.
- For Network Connection:
  - — WinSock 1.1 compliant TCP/IP stack.
  - — Ethernet communications board.

CentreVu Visual Vectors Server Requirements

To install and run *CentreVu* Visual Vectors, you need the following:

- *Sun*[*] computer required for the *CentreVu* CMS R3V6 or later software
- *Solaris*[†] 2.7 operating system
- *Sun Common Desktop Environment*[‡] 1.0.2
- *SunLink*[**] X.25 Network Interface 9.1 (if using an X.25 connection to the switch)
- An appropriate load of CMS R3V6 or later. See your server documentation for the supported loads.
- An appropriate load of the Supplemental Services CD. Refer to the readme file for more specific information.
- *CentreVu* Visual Vectors Server Software CD.

The requirements for server connectivity are as follows:

- For a network connection to the server, the Visual Vectors software connects using the native Ethernet port on the *Sun* computer. The native Ethernet port is built into *Sun* computers and does not require any additional hardware. However, the *FSBE/S* or *Sunswift* card may be used for a separate LAN interface to balance LAN traffic.

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‡Common Desktop Environment is a trademark of Sun Microsystems, Inc.
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System Capacities

The *CentreVu* CMS system capacities are unchanged by Visual Vectors software. When you put your *CentreVu* Visual Vectors users on a LAN, then your network must support the additional network traffic.

Number of Visual Vectors Windows Allowed

Visual Vectors allows users to open many windows simultaneously. The limit depends only on the amount of memory available in *Windows*. The ability to launch windows and the performance of these tools depends upon the memory and speed of the PC and the other applications active on the PC.

The *CentreVu* Visual Vectors software can connect to as many as 20 CMS servers. Once a user has connected to a CMS, that server appears in the user's Call Center World.

Number of PCs Allowed to Run Visual Vectors

The number of PCs running *CentreVu* Visual Vectors is limited by the number of simultaneous users contracted for in the site-licensing agreement with Lucent. The server software will count the number of active *CentreVu* Visual Vectors clients that are logged in, and limit the number of simultaneous users to the number purchased by the customer.

Performance

When you are using Visual Vectors you may experience slightly slower response times for some actions. This could be for a variety of reasons. The following are a few possible reasons for slower performance:

- Any client/server software running in a LAN environment will generate additional network traffic. Therefore, ensure that your LAN has been engineered appropriately.
- In a LAN environment, network backups could cause congestion on the network, adversely affecting its performance.
- If the *CentreVu* Visual Vectors software is running simultaneously with other applications, performance of Visual Vectors could be affected by those other applications.
- Each additional *CentreVu* Visual Vectors window that is open can cause slightly slower user response time.

Reliability/Availability

A customer with multiple LANs can access Visual Vectors using any IP address on the server if the LANs are interconnected. If they are not interconnected, the customer must access Visual Vectors using the default IP address of the Visual Vectors Server.

If serial links or LAN connectivity drop, the *CentreVu* Visual Vectors software will automatically attempt to restore the connection to the appropriate server if you attempt to access that server's data again.

Security

When *CentreVu* Visual Vectors is connected to CMS, the same level of security is afforded to you as with a dedicated CMS terminal. The existing CMS permissions structure will be honored. Even when you are using *CentreVu* Visual Vectors on a LAN, you will be able to access only the information that is available in a direct-connect environment.

Data Migration

The format of the user database changed between versions one and eight of Visual Vectors. You can migrate a version one user database to a version eight user database using the migrate.bat tool. You cannot migrate a version eight user database into a version one user database.

Migrate.bat uses your home environment variable to detect the user database and convert it into a new database. If HOME is not set, Location XX is tried.

NOTE:
In order to complete the process, the old files (user.obd/user.odt) must be replaced with the new files (newuser.obd/newuser.odt).

CentreVu
Visual Vectors

Installing *CentreVu* Visual Vectors from a CD-ROM

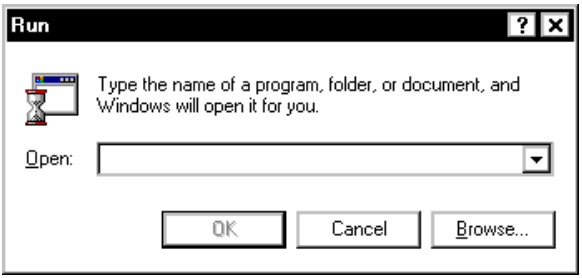
Overview

This section describes how to install *CentreVu* Visual Vectors software from a CD-ROM. You can install all files necessary to run Visual Vectors on a stand-alone client PC. You must have the appropriate user permissions on your PC (for example, administrator privileges in the *Windows NT* 4.0 operating system) to install *CentreVu* Visual Vectors directly from a CD-ROM.

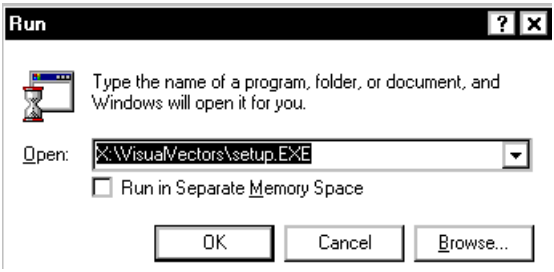
Installation Procedures

To install *CentreVu* Visual Vectors, do the following:

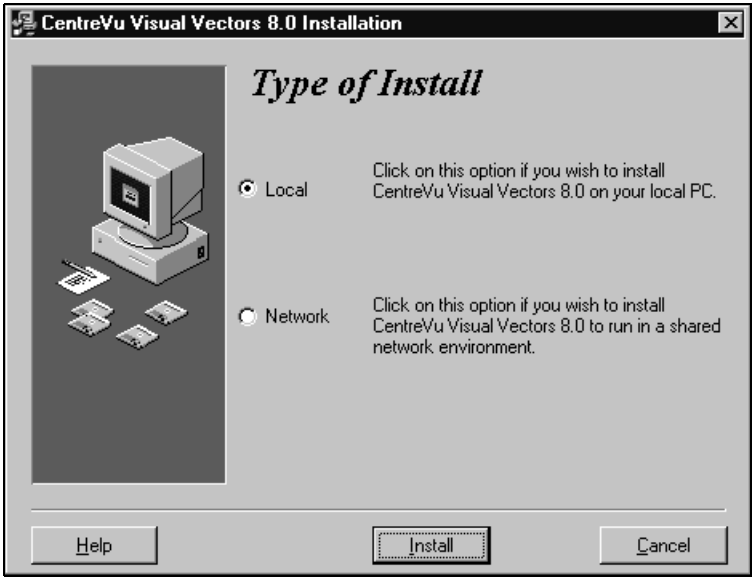
1. Before starting the installation, close all running programs on the computer.
2. Insert the *CentreVu* Visual Vectors CD-ROM into the CD-ROM drive. One of the following will occur:
   - If AutoPlay is enabled, setup starts automatically when you insert the CD-ROM. The *Type of Install* screen will appear. Go to step 4.
   - If AutoPlay is not enabled, proceed with this step. Choose **Run** from the **Start** menu. The Run dialog box appears.



3. In the **Open** text box, enter the CD-ROM drive, followed by the full path to the `setup.exe` file, and then select OK. In the following example, the "X:" drive is selected.



After a short wait, the *CentreVu* Visual Vectors Installation *Type of Install* window appears.



4. Select the local option. A local installation runs Visual Vectors in a stand-alone mode. The instructions in this chapter focus on the local installation. The **Network** option is covered in the "Installing CentreVu Visual Vectors on a Shared Network Drive" section.

5. Select **Install**.

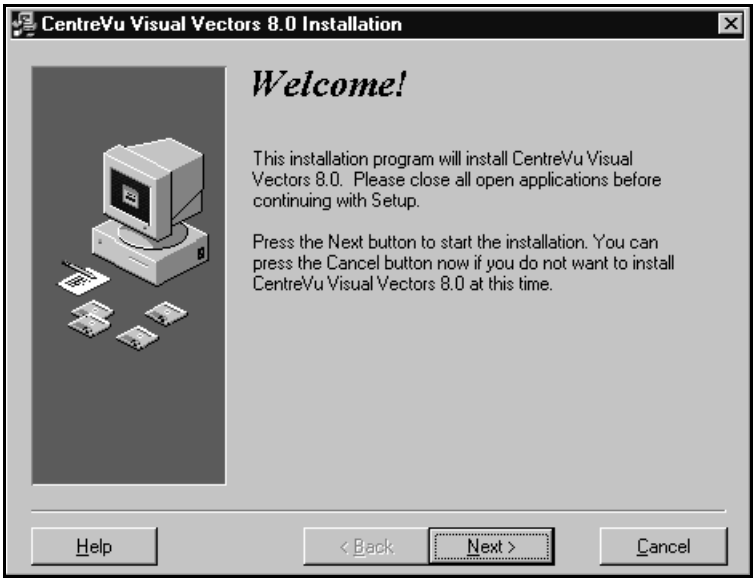
NOTE:

If MS Internet Explorer, version 3.02 or higher, is not installed on your PC, the following warning window appears:

a. In this case, select **OK** and CentreVu Visual Vector Install closes.

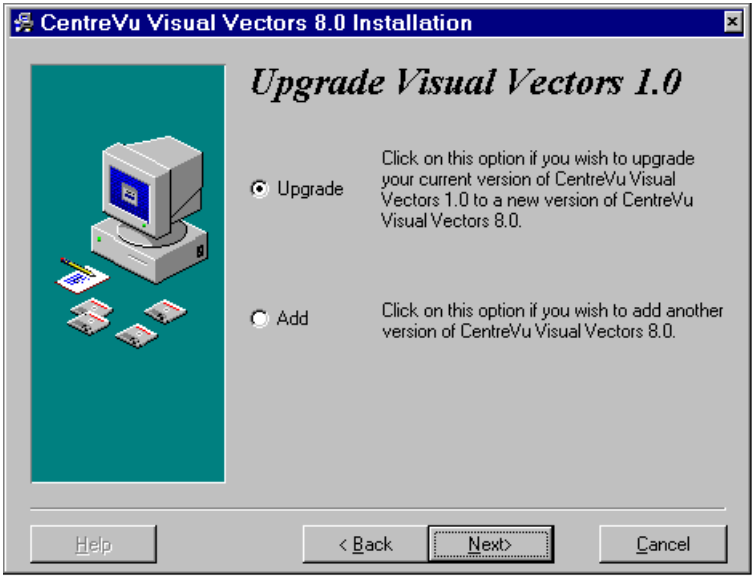
b. Install MS Internet Explorer, version 3.02 or higher, on your PC and begin this installation procedure again.

After a short wait, the *CentreVu* Visual Vectors Installation *Welcome* window appears.



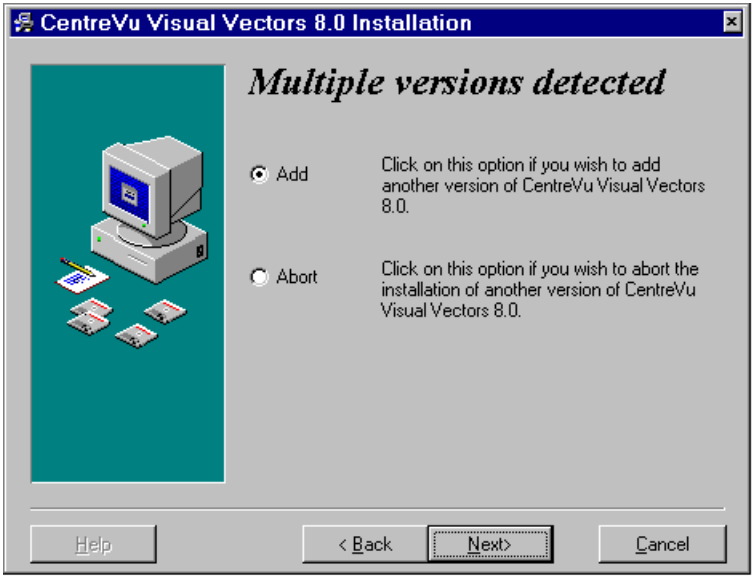
6. Select **Next**. At this point, which screen appears depends on what you already have on your computer.

A. If a previous version of *CentreVu* Visual Vectors is installed on your PC, the following window appears:



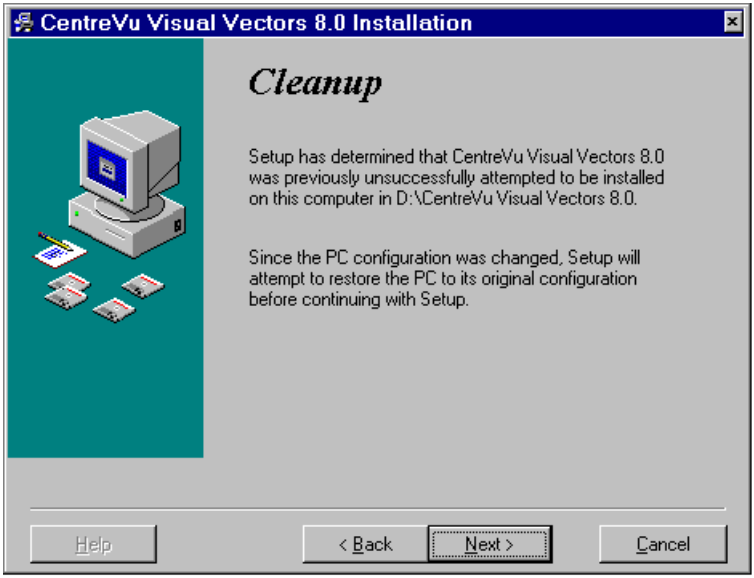
- If you want to install the latest version of *CentreVu* Visual Vectors over the existing version, click on the radio button labeled *Upgrade* and go to step 14.
- If you want to install the latest version of *CentreVu* Visual Vectors in another folder, click on the radio button labeled Add and select **Next**.

B. If you have several versions installed, the following screen appears.



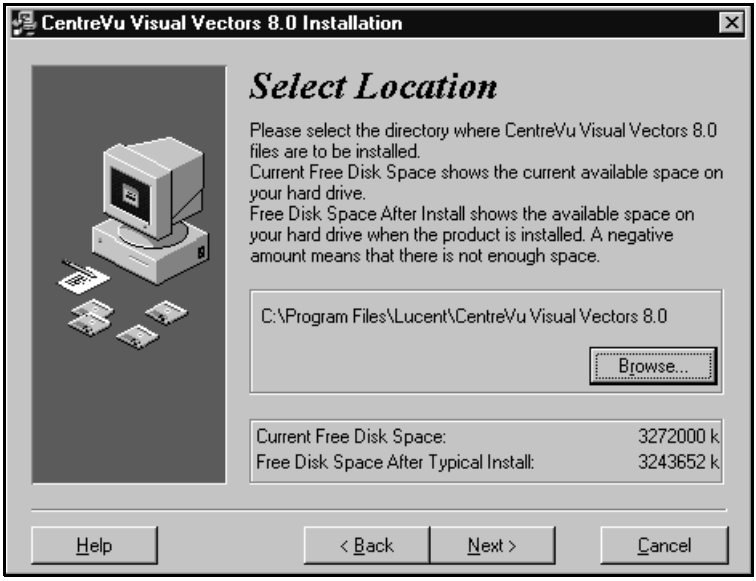
- If you want to add another version of *CentreVu* Visual Vectors, click on the radio button labeled *Add* and select **Next**.
- If you want to abort the installation of another version of *CentreVu* Visual Vectors, click on the *Abort* button and select **Next**.

C. The following screen could appear if a previous installation attempt failed.



- Click **Next** to continue with the *CentreVu* Visual Vectors setup.

7. The Select Location dialog box appears.

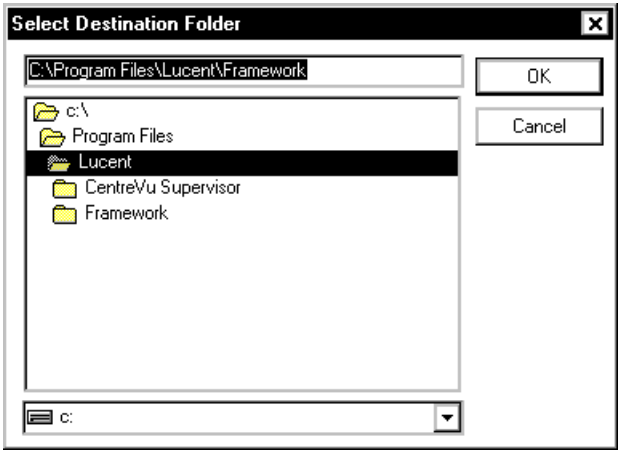


Choose one of the following:

If you want to install the Visual Vectors files in the default installation path displayed, click next, then go to step 10.

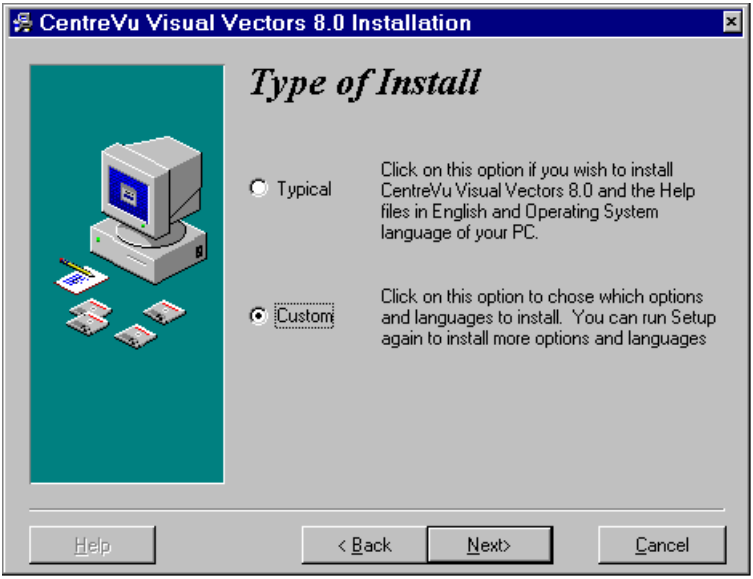
If you want to install the *CentreVu* Visual Vectors files in a different drive or folder, go to Step 8.

8. Use the **Browse** option to display the Select Destination Folder dialog box.



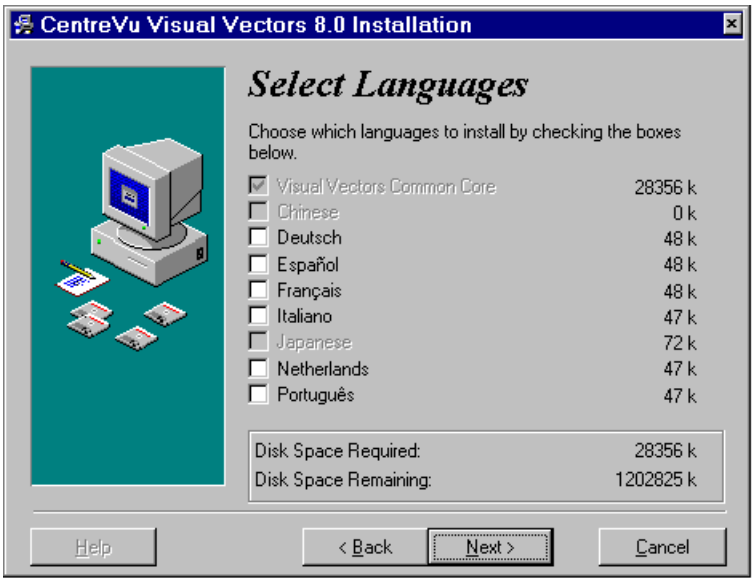
9. In the Select Destination Folder dialog box, do one of the following:
   - Use the down arrow to navigate to the drive and folder where you want the files installed. Double click on the folder to select it.
   - Type the drive and folder where you want to install the files. If the folder does not exist, the Setup program creates it.

10. After you select the location, the Type of installation dialog box appears. Select the type of install you want.



11. Select the type of installation you want, then select **Next**. If you chose custom, go to step 12. If you chose typical go to step 13.

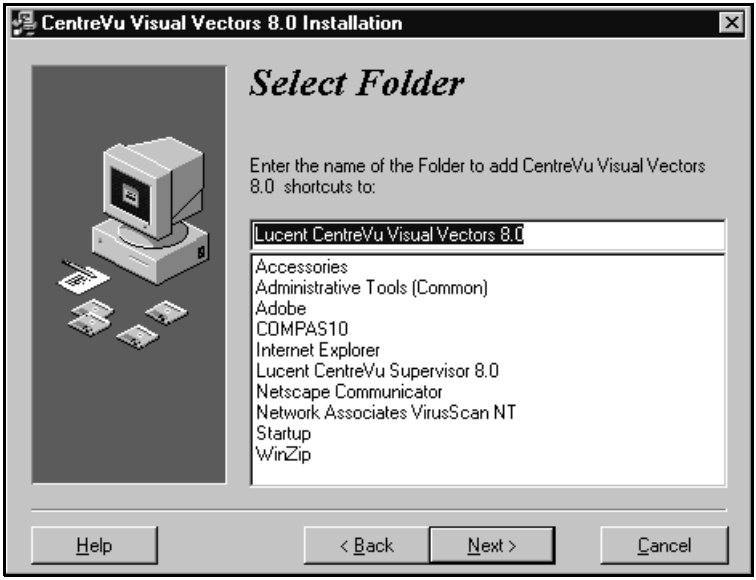
12. The *Select Languages* dialog box appears. The default language is based on your operating system's language. Use this screen to change the language or to add languages.



NOTE:

It is highly recommended that you select all the languages you want at the time of installation. If you want to add languages after using Visual Vectors, you will have to uninstall Visual Vectors and then reinstall it.

13. The *Select Folder* dialog box appears.

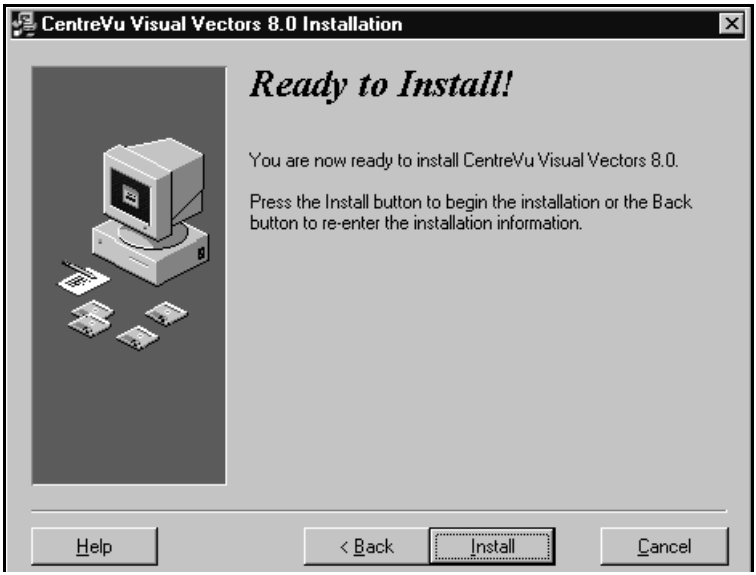


The Select Folder dialog box lets you select a folder in which to put *CentreVu* Visual Vectors shortcuts. Do one of the following:

- If you want to put the shortcut in the folder indicated in the text box, go to step14.
- If you want to put the *CentreVu* Visual Vectors shortcuts in a folder other than the one in the text box on this page, enter a different folder name in the text box. (If you enter a name that does not exist, *CentreVu* Visual Vectors creates a folder with that name.)

14. Select **Next**.

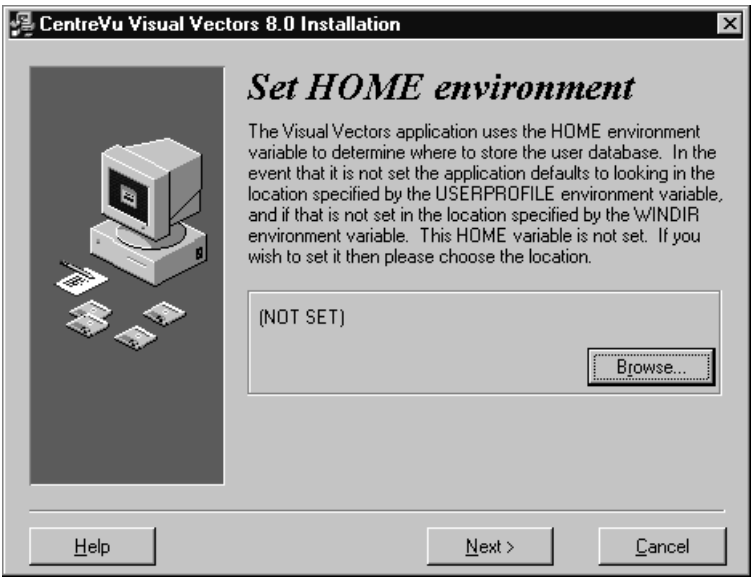
    The *Ready to Install* dialog box appears.



15. Select **Install** to begin the installation. A progress indicator shows what percentage of the files have been copied.

NOTE:

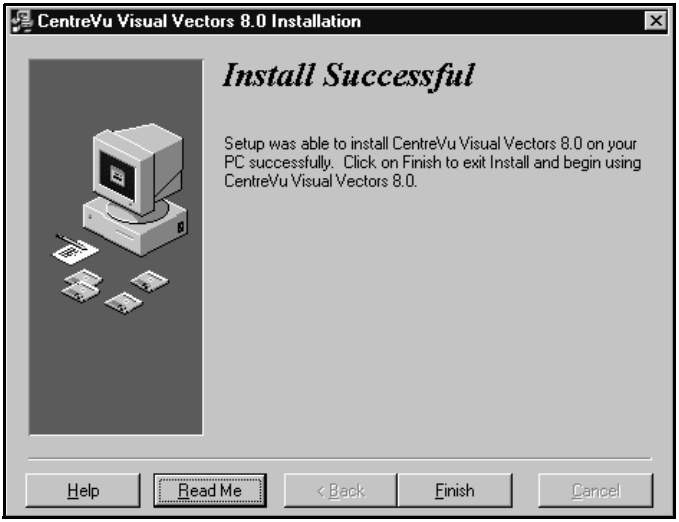
The following warning window may appear:



If this happens, ask the person who helps you administer your PC to set the HOME environment variable on your PC. Refer to the "Troubleshooting" section for more information.

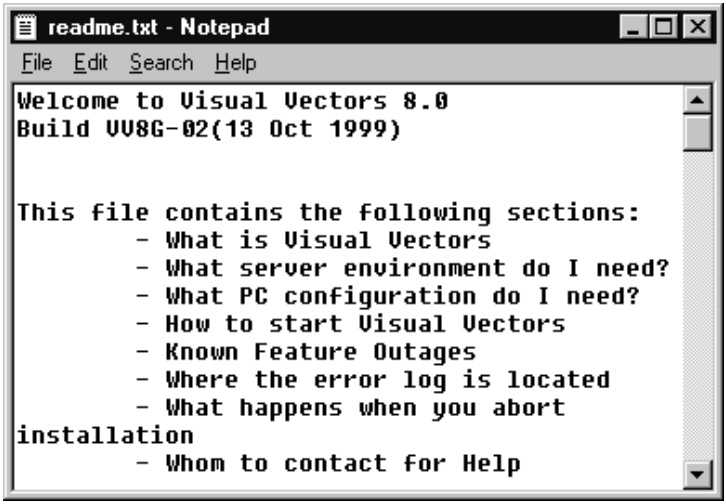
If you are the administrator, click the Browse button and choose the folder where you want your database to reside in.

When the installation is complete, the *Install Successful* dialog box appears.



16. Do one of the following:

    - Select **Readme** if you want to see the `readme.txt` file. The file may contain useful information about the product that could not be included in the printed documentation or help files. To exit the ReadMe file, click on **OK** or **Cancel.**



    - Select **Finish** to return to your desktop.

CentreVu Visual Vectors software installation is complete. Go to the "Getting Started with *CentreVu* Visual Vectors" section to learn how to establish a connection to a *CentreVu* CMS server.

CentreVu
Visual Vectors

Installation on a Network Drive Shared by Client PCs

Overview

This type of installation allows multiple PCs to act as clients of the shared network drive. The Visual Vectors executable and program files reside on the network drive. The client computers that share the network drive will have a minimal program that allows them to work with the Visual Vectors program and data on the shared network drive.

After doing the network setup, you need to set up clients to access the Visual Vectors software over the network. Client setup installs only a program group and icons on the client's PC, and these icons point to the Visual Vectors software files which reside on the network drive.

You can do this installation from the network installation folder or from a CD-ROM.

This chapter includes the following topics:

- Installation Procedures
- Network Setup
- Client Setup.

Installation Procedures

Installing *CentreVu* Visual Vectors to a shared application folder is a two-step process that consists of the following:

- Performing the network setup
- Performing a client setup at each client computer.

The network installation does not result in a client/server relationship.

Network Setup

The network setup expands all program files into the network directory. In addition, this setup transfers a client setup program and its associated files to the network directory. In this type of configuration, users can select the language of their choice through the client.

Prerequisite Administration

You need the following in order to perform a network setup:

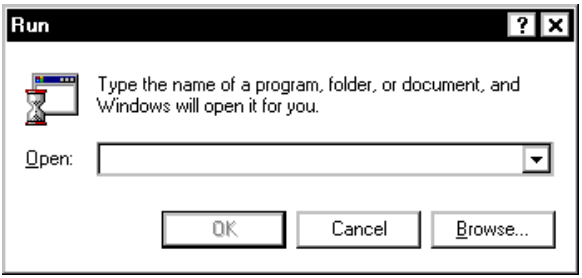
- administrator/file access privileges
- PCs connected to shared network drive
- logged in at the server that is running *Windows*.

Installation Procedure

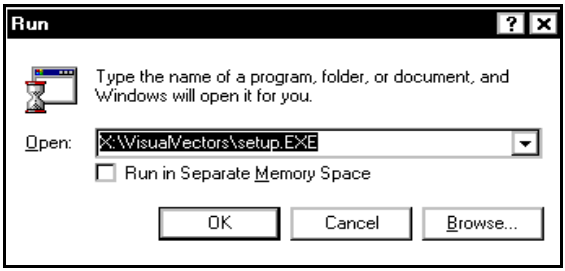
Perform these steps directly on the server. Do not use remote access.

1. Before starting the installation, close all running programs on the computer.
2. Insert the *CentreVu* Visual Vectors CD-ROM into the CD-ROM drive. One of the following will occur:
   - If AutoPlay is enabled, setup starts automatically when you insert the CD-ROM. Go to step 9.
   - If AutoPlay is not enabled, proceed with the next step.

3. Choose **Run** from the **Start** menu. The Run dialog box appears.

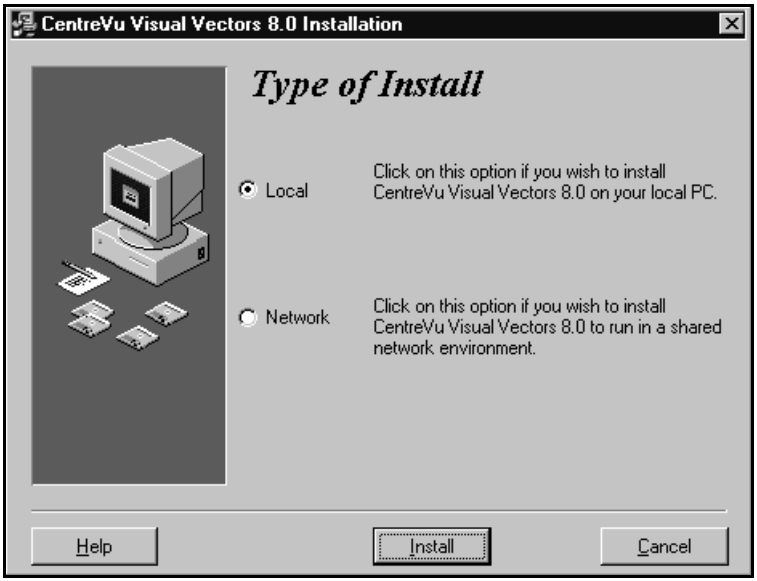


4. In the **Open** text box, enter your CD-ROM drive, followed by the full path to the `setup.exe` file, and then select OK. In the following example, the "X:" drive is selected.



5. Select **Next** to continue with the installation.

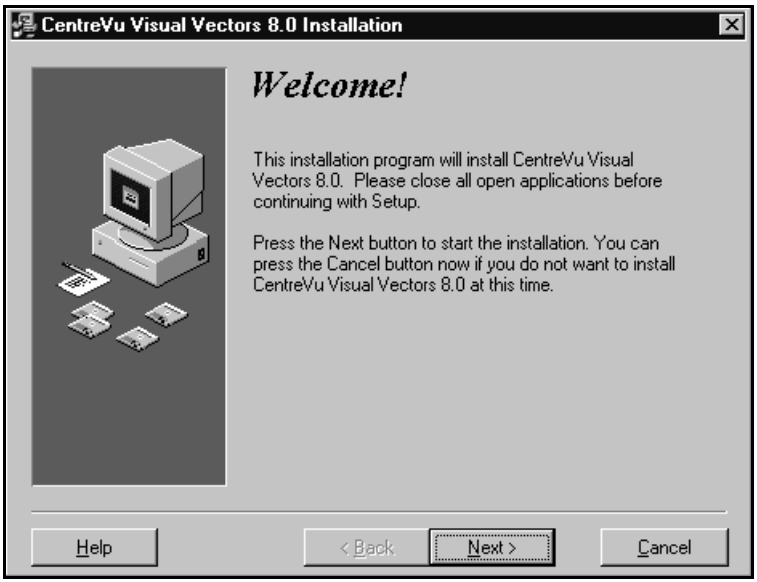
   The *Type of Install* dialog box appears.



6. Click on the radio button next to **Network** to install the *CentreVu* Visual Vectors software files to a folder on a shared network server.

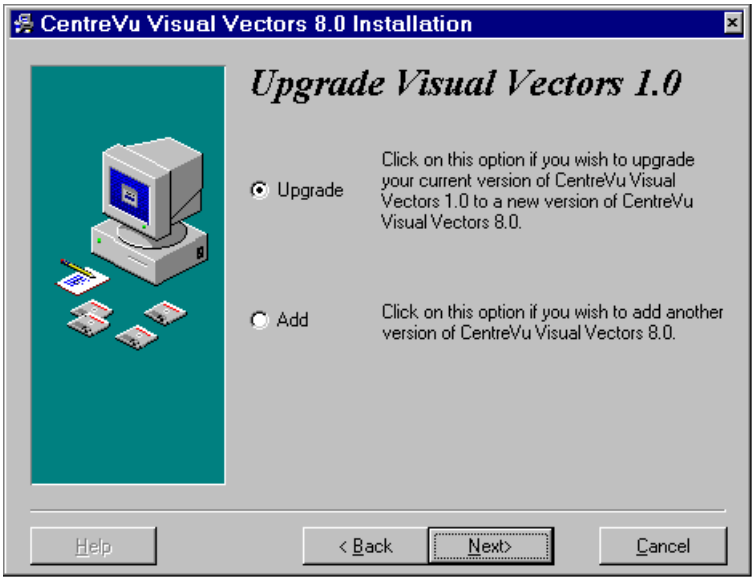
7. Select **Install**.

   The *Welcome* window appears.



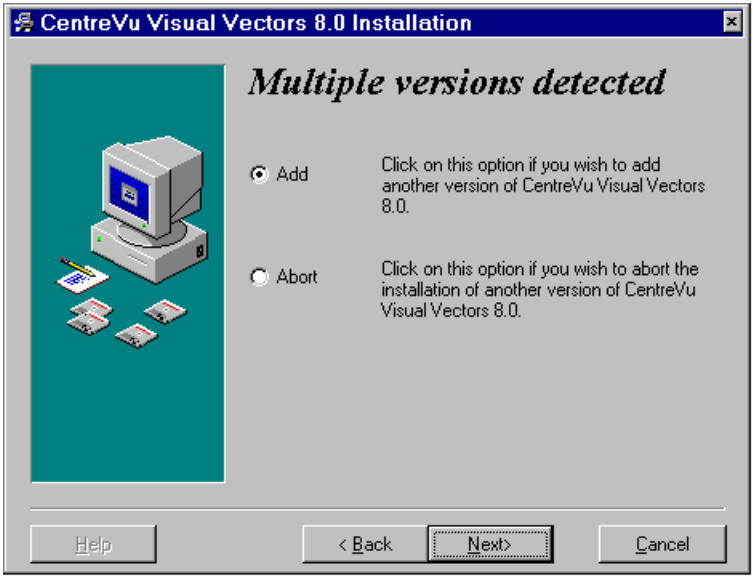
8. Select **Next**. At this point, which screen appears depends on what you already have on your computer.

   A. If a previous version of *CentreVu* Visual Vectors is installed on your PC, the following window appears:



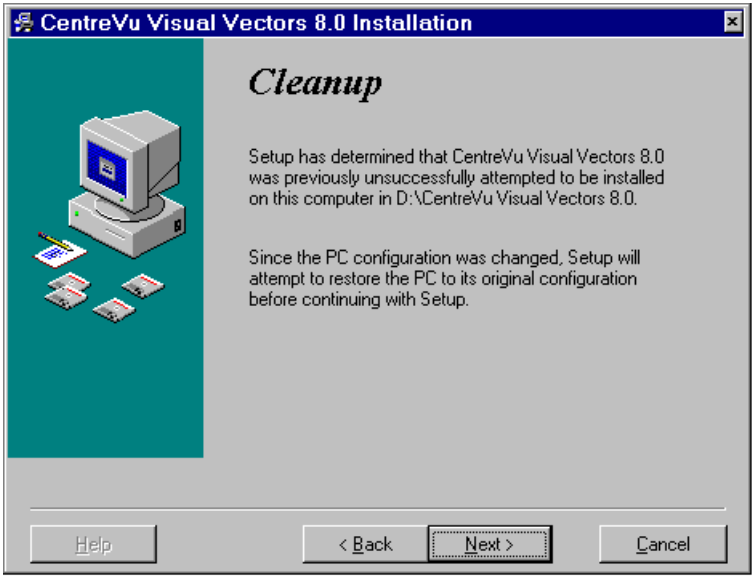
- If you want to install the latest version of *CentreVu* Visual Vectors over the existing version, click on the radio button labeled *Upgrade* and go to step 14.
- If you want to install the latest version of *CentreVu* Visual Vectors in another folder, click on the radio button labeled Add and select **Next**.

B. If you have several versions installed, the following screen appears.

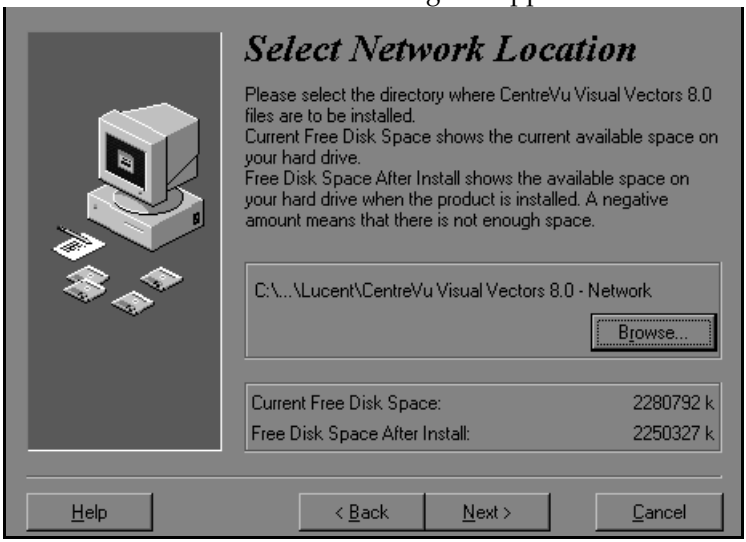


- If you want to add another version of *CentreVu* Visual Vectors, click on the radio button labeled *Add* and select **Next**.
- If you want to abort the installation of another version of *CentreVu* Visual Vectors, click on the *Abort* button and select **Next**.

C. The following screen could appear if a previous installation attempt failed.



9. Select *Next*.
   The *Select Network Location* dialog box appears.



NOTE:

The setup program places all program files into the network directory specified in this dialog box. If you do not want to use the default location, you can use the Browse button to select your preferred location.

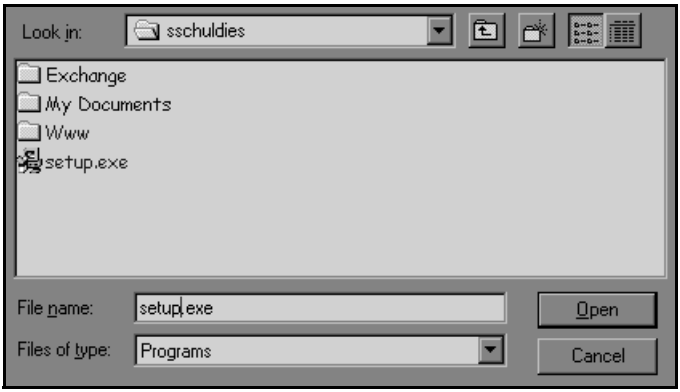
10. Click **Next** if you want to keep the default location. Otherwise, continue with step 10.
11. Assure that you have enough disk space to install the application to the specified drive.

NOTE:

The information on the bottom of the dialog box indicates the Current Free Disk Space and the Free Disk Space After Install.

12. In the *Select Network Location* dialog box, select the **Browse** button.

    The *Select Destination Folder* window appears.



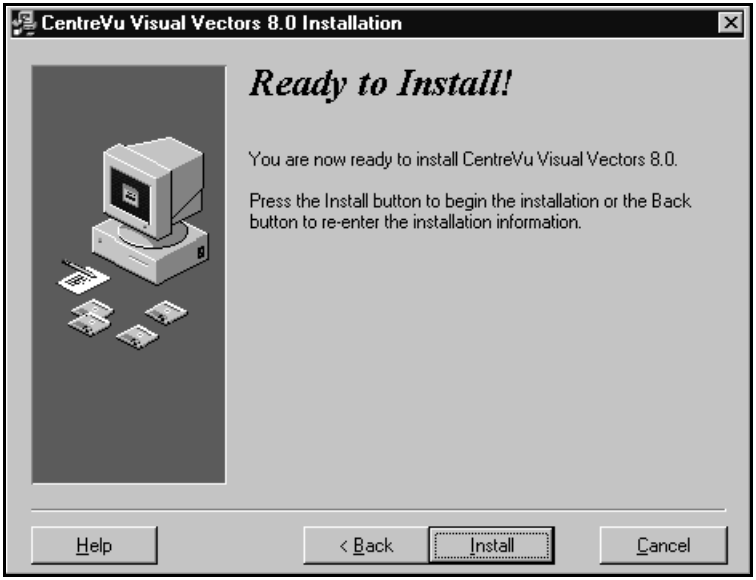
13. Navigate to the drive and folder containing the folder you want.
14. Double-click on the folder to select it.

    The drive and folder where Visual Vectors will be installed appears in the *Select Destination Folder* dialog box.

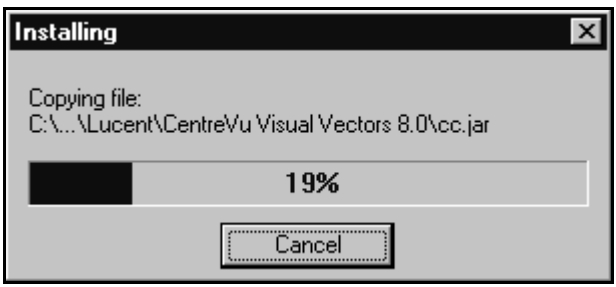
15. Select *OK*.

16. Select **Next**. If you're upgrading, refer to the "Upgrade" section.

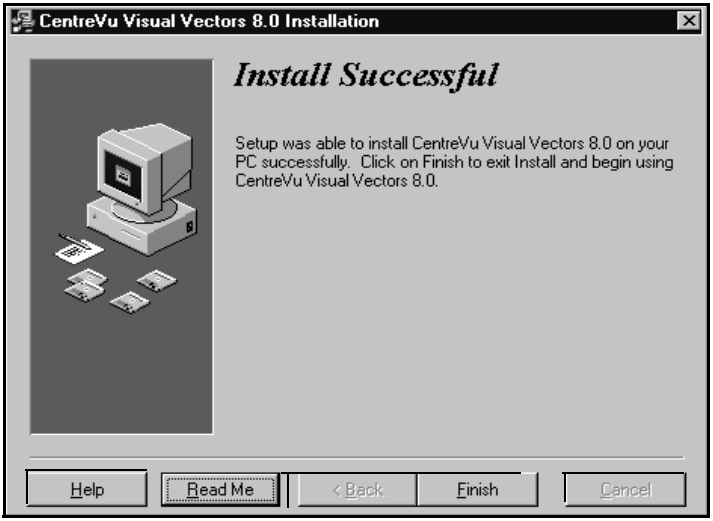
    The *Ready to Install* dialog box appears.



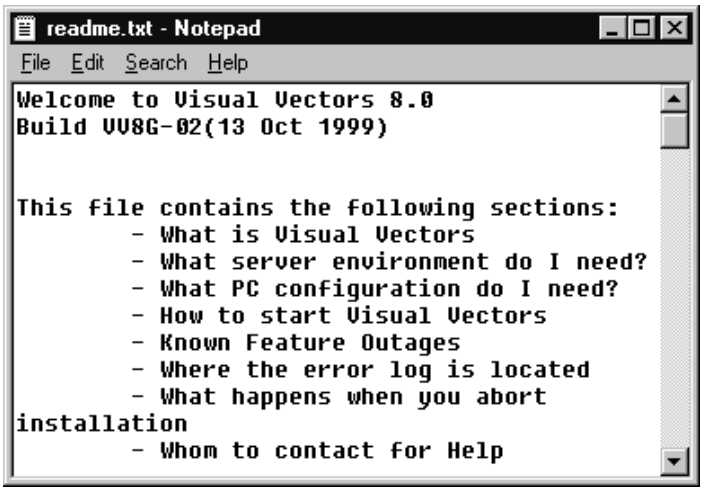
17. Select *Install* to begin the installation. A progress indicator shows what percentage of the files are being installed.



18. When setup is complete, the Install Successful dialog box appears.



19. To exit the *CentreVu* Framework dialog box, select **Finish**. Select **Read Me** if you want to see the `readme.txt` file. The file may contain useful information about the product that could not be included in the printed documentation or help files.



Client Setup

NOTE:

If MS Internet Explorer, version 3.02 or higher, is not installed on your PC, the following warning window appears:

a. In this case, select **OK** and CentreVu Visual Vector Install closes.

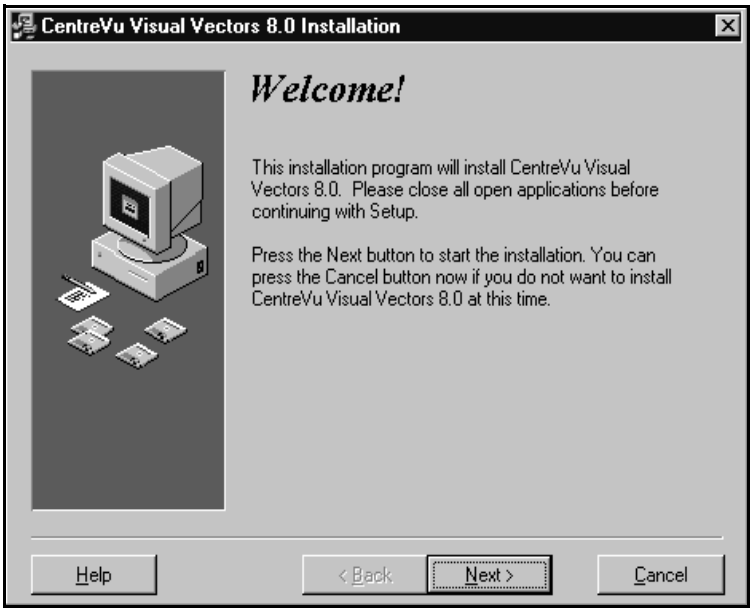
b. Install MS Internet Explorer, version 3.02 or higher, on your PC and begin this installation procedure again.

The client setup program allows clients to access *CentreVu* Visual Vectors software from the network server.

Note: You cannot not remotely install this client setup on a PC. If you try to install the client setup on a PC by accessing it through another computer; it won't work.

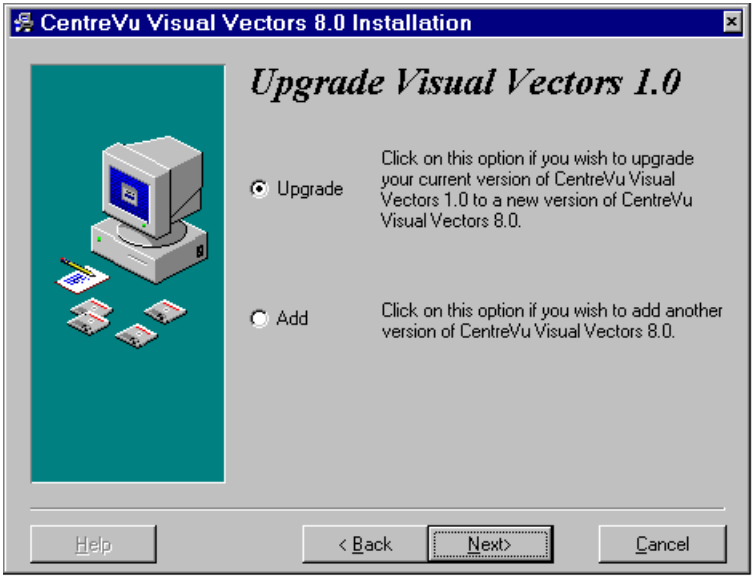
Client setup creates a program group on the client PC. The icons in the program group point to the executable files on the network drive. In addition, client setup allows you to identify where you want to put the user-specific files (these files can be located on the client's local drive or on the network).

1. In *Windows* Explorer or Network Neighborhood *(Windows* 95/98 or *Windows* NT 4.0), navigate to the directory where *CentreVu* Visual Vectors software is installed on the server.
2. Locate and then double-click on the `setupclient.exe` file. The Welcome window appears.



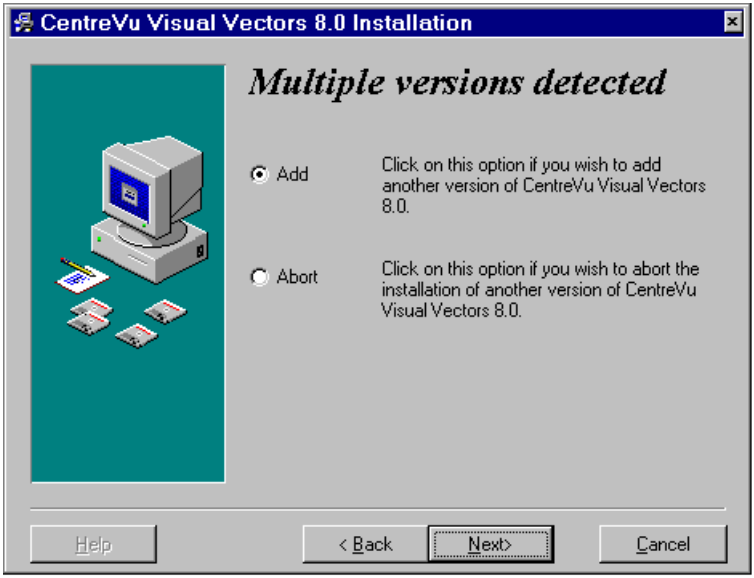
3. Select **Next**. At this point, which screen appears depends on what you already have on your computer.

A. If a previous version of *CentreVu* Visual Vectors is installed on your PC, the following window appears:



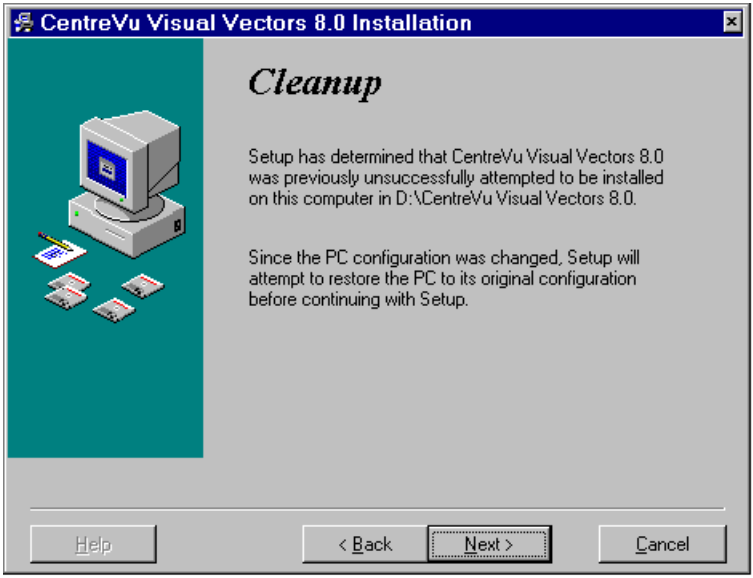
- If you want to install the latest version of *CentreVu* Visual Vectors over the existing version, click on the radio button labeled *Upgrade* and go to step 14.
- If you want to install the latest version of *CentreVu* Visual Vectors in another folder, click on the radio button labeled Add and select **Next**.

B. If you have several versions installed, the following screen appears.



- If you want to add another version of *CentreVu* Visual Vectors, click on the radio button labeled *Add* and select **Next**.
- If you want to abort the installation of another version of *CentreVu* Visual Vectors, click on the *Abort* button and select **Next**.

C. The following screen could appear if a previous installation attempt failed.



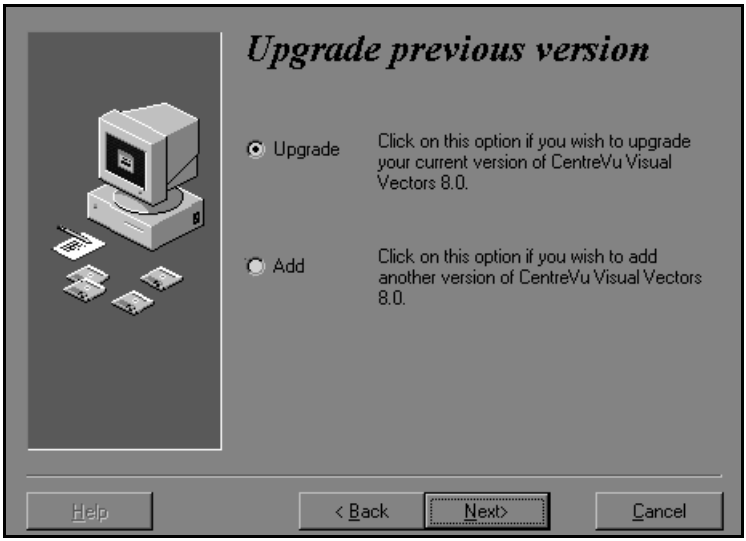
- Click **Next** to continue with the *CentreVu* Visual Vectors setup.

NOTE:

Different screens can be displayed at this point. You will see a different screen for the following scenarios:

- where no previous version of Visual Vectors exists
- where Visual Vectors 1.0 exists
- where multiple versions of Visual Vectors are detected.

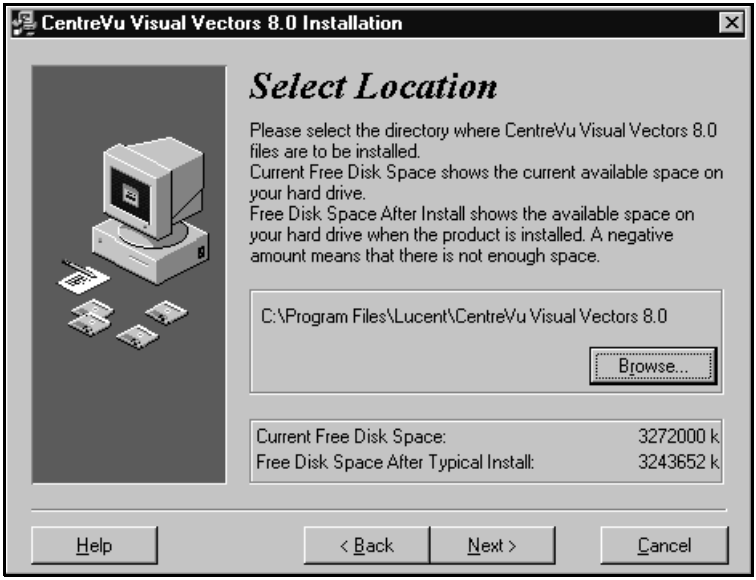
- This screen appears when a previous version of *CentreVu* Visual Vectors is installed on your PC.



If you want to install the latest version of CentreVu Visual Vectors over the existing version, click on the radio button labeled *Upgrade* and go to step 10.

If you want to install the latest version of CentreVu Visual Vectors in another folder, click on the radio button labeled *Add* and select **Next**.

The *Select Location* dialog box appears.

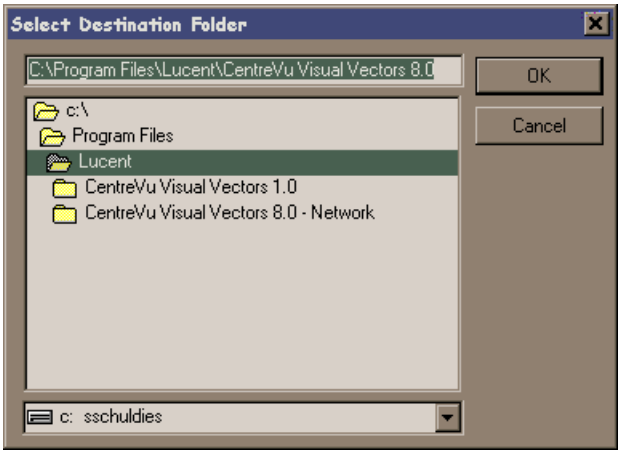


NOTE:

This dialog box lets you choose where you want to install user-specific files. If a previous user file location is not detected, the default location is C:\Programs Files\Lucent\CentreVu Visual Vectors 8.0 - Client (if C: is your *Windows* drive). If a previous user file location is detected, client setup displays the user file path that was used for the previous installation.

4. Choose one of the following:
   - If you want to install the Visual Vectors files in the default installation path displayed, go to step 8.
   - If you want to install the *CentreVu* Visual Vectors files in a different drive or folder, go to step 5.

5. Use the Browse option to display the Select Destination Directory dialog box.



6. In the Select Destination Directory dialog box, do one of the following:
   - Navigate to the drive and folder where you want to install the files. Double click on the folder to select it.
   - Type the drive and folder where you want to install the files. If the folder does not exist, the Setup program creates it.

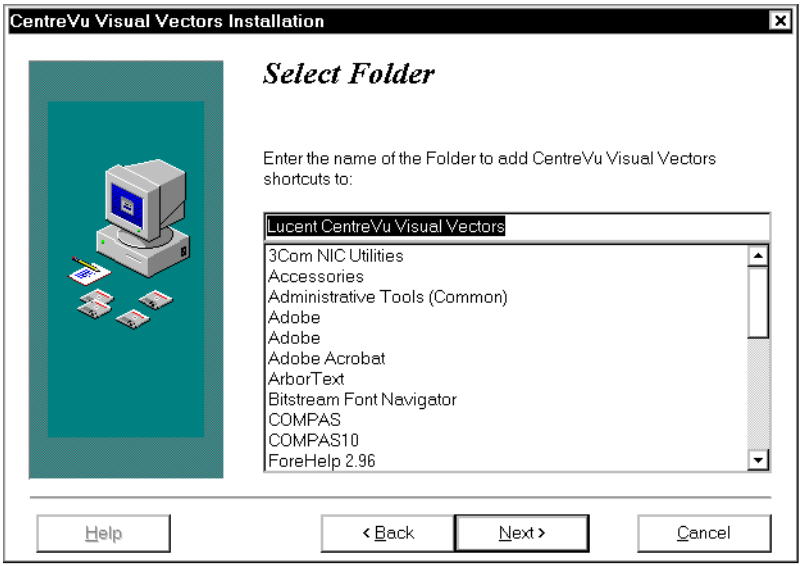
   NOTE:

   The user files can be located on the client's local drive or on the network.

7. When you have selected the location, click **OK**. The destination path you chose displays in the Select Location dialog box.

8. Select **Next**.

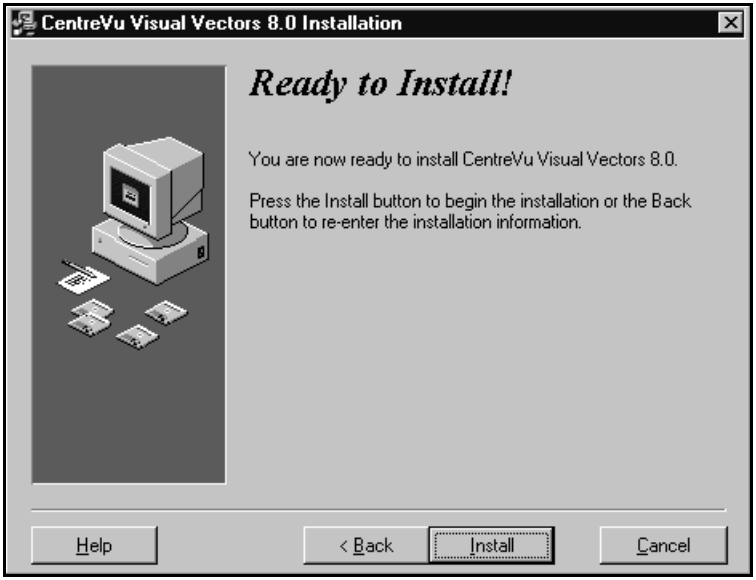
   The *Select Folder* dialog box appears.



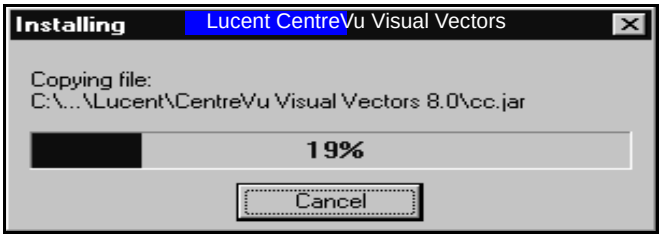
9. The Select Folder dialog box lets you select a folder in which to put *CentreVu* Visual Vectors software shortcuts. Do one of the following:
   - Do not change the default folder displayed in the text box.
   - Enter a different folder name in the text box. If you enter a name that does not exist, the setup creates a folder with that name.

10. Select **Next**.

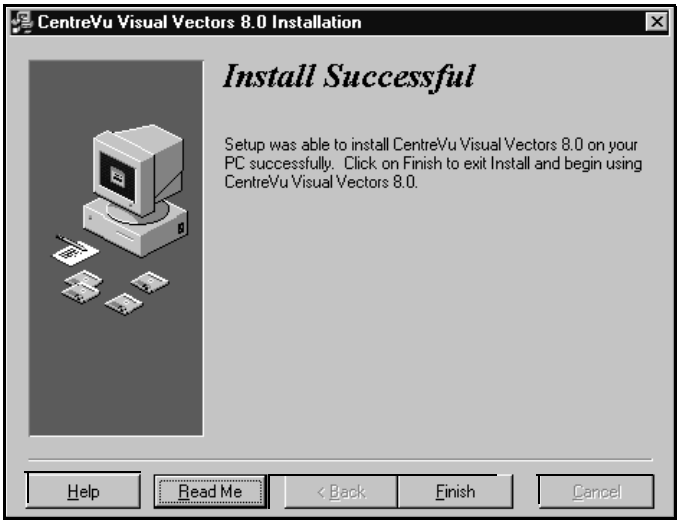
    The *Ready to Install* dialog box appears.



11. Select **Install** to begin the setup. A progress indicator shows what percentage of the files have been installed.

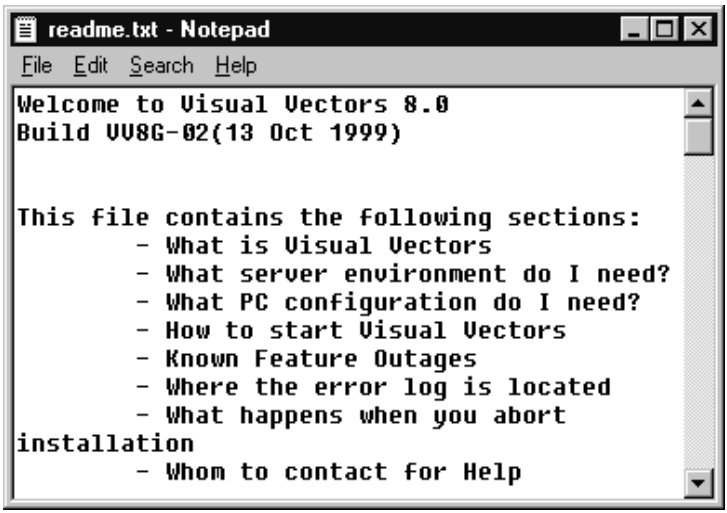


12. When setup is complete, the *Install Successful* dialog box appears.



13. Do one of the following:

    - Select **Readme** if you want to see the `readme.txt` file. The file may contain useful information about the product that could not be included in the printed documentation or help files. To exit the ReadMe file, click on **OK**.



    - Select **Finish** to return to your desktop.

CentreVu Visual Vectors installation is complete. Go to Chapter 6, "Getting Started with *CentreVu* Visual Vectors," to learn how to establish a connection to a *CentreVu* CMS server.

CentreVu
Visual Vectors

Installing *CentreVu* Visual Vectors on a PC from a Network folder

Overview

Sometimes the administrator stores the *CentreVu* Visual Vectors software files for a stand-alone client PC in a network folder instead of a CD-ROM. This section will show you how to install a stand-alone version of *CentreVu* Visual Vectors.

You must have the appropriate user and network permissions on your PC (for example, administrator privileges in the *Windows NT* 4.0 operating system) to install *CentreVu* Visual Vectors onto your computer.

This section includes the following sections:

- Installation Procedures
- Preparing the Network Folder
- Setting Up the Computer.

Installation Procedures

Use these procedures to install *CentreVu* Visual Vectors on a computer that will run the software from a local disk drive. If you are installing Visual Vectors software on each computer using the network, start with the "Preparing the Network Folder" section below. If you are installing Visual Vectors software on each computer using the CD-ROM, see the *"Installing CentreVu Visual Vectors from a CD-ROM"* section.

NOTE:
The *CentreVu* Visual Vectors CD-ROM supports the *Microsoft Windows* AutoPlay feature. If AutoPlay is enabled on the computer, insert the CD-ROM into the drive and the *CentreVu* Visual Vectors Installation program will start automatically. See your system administrator for information on how to enable or disable AutoPlay on your computer.

Preparing the Network Folder

Installing *CentreVu* Visual Vectors over a network is a two-step process that consists of preparing the installation folder and then installing Visual Vectors software on each computer.

To prepare the installation folder, do the following:

1. At any computer that is connected to the network, insert the *CentreVu* Visual Vectors CD-ROM into the CD-ROM drive.

   NOTE:

   The *CentreVu* Visual Vectors CD-ROM supports the *Microsoft Windows* AutoPlay feature. If AutoPlay is enabled on the computer, the *CentreVu* Visual Vectors Installation program will start automatically after you insert the CD-ROM into the drive. Choose the Cancel button in the window that displays, and then continue with Step 2.

2. Open *Windows* Explorer.
3. Create a folder on the network drive (the drive where you are going to put the copy of setup, and record the path to the directory for later use).

4. Using the **Copy** command or drag-and-drop, copy the contents of the CD-ROM to the folder you created in step 3. Be sure to copy all of the files.
5. Verify that the network drive where you copied the contents of the distribution medium is connected to each computer that wi1l be installing Framework from the network.
6. Go to "Setting Up the Computer."

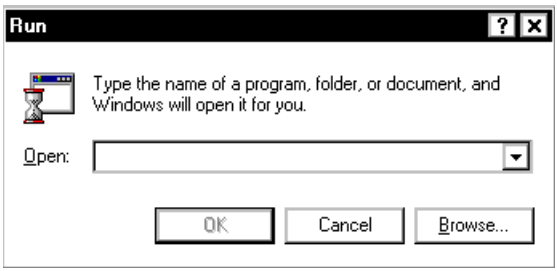
Setting Up the Computer

To install *CentreVu* Visual Vectors software from the network drive, sit down at the PC onto which you want to install *CentreVu* Visual Vectors and do the following:

NOTE:

Before starting the installation, close all running programs on the computer.

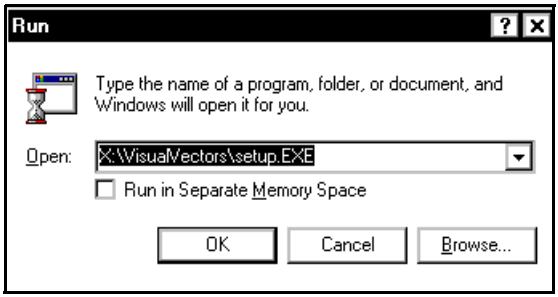
1. Click **Start** on the taskbar and select **Run**. The Run dialog box appears.



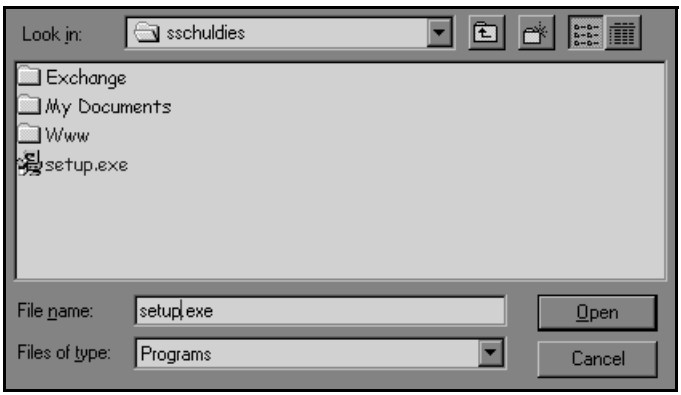
2. In the **Open** text box, enter the network drive on which the setup program was copied, followed by the full path to the `setup.exe file.`

3. Select OK.

   In the following example, the "X:" drive is selected. If you are not sure of the location of the software, continue with Step 4. If you are sure of the location, select OK and go to step 7.



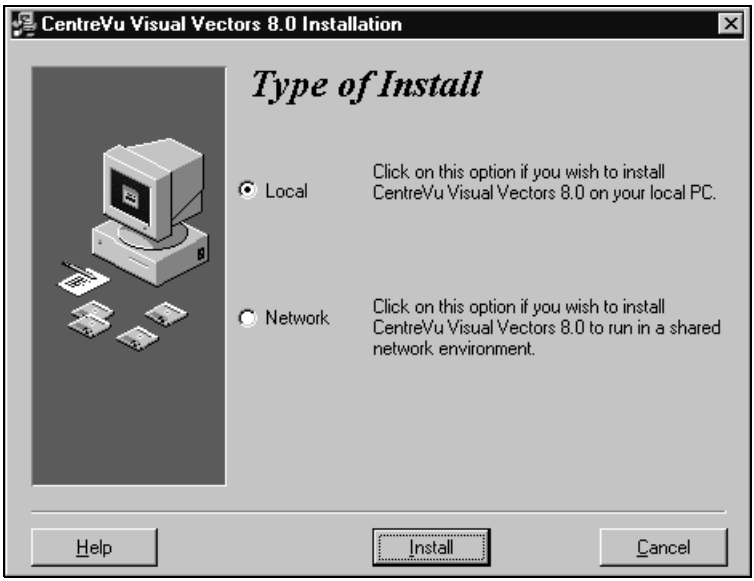
4. In the Run dialog box, select the **Browse** button. The browse dialog box appears.



5. In the Browse dialog box, navigate to the drive and directory containing the *CentreVu* Visual Vectors files. Make sure the computer is connected to the drive.

6. Locate and double-click on the `setup.EXE` file to begin the installation.

   After a short wait, the CentreVu Visual Vectors Installation *Type of Install* window appears.



7. In the *Type of Install* window, click on the radio button labeled Local. Visual Vectors supports both local and network installations. To perform a network installation, refer to chapter 3.

8. Select **Install**.

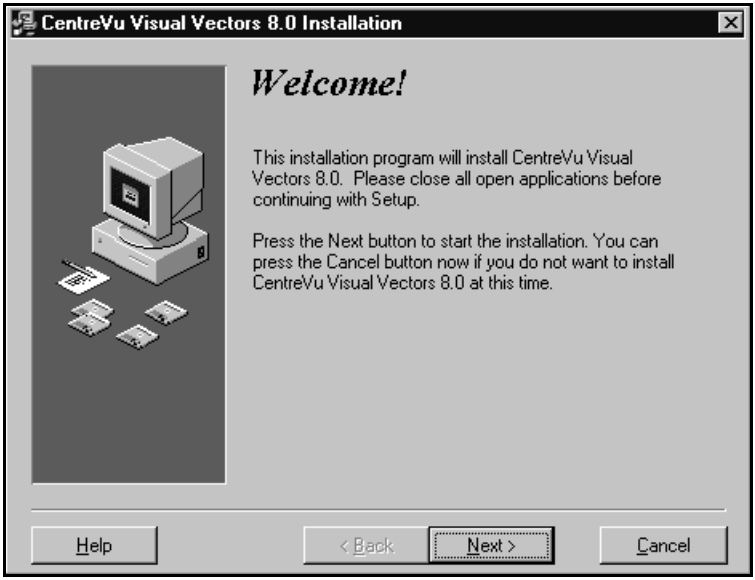
NOTE:

If MS Internet Explorer, version 3.02 or higher, is not installed on your PC, the following warning window appears:

a. In this case, select **OK** and CentreVu Visual Vector Install closes.

b. Install MS Internet Explorer, version 3.02 or higher, on your PC and begin this installation procedure again.

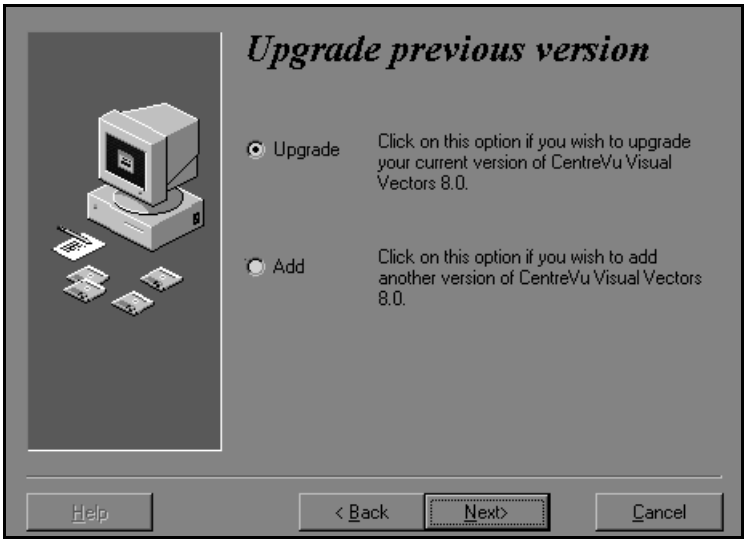
After a short wait, the CentreVu Visual Vectors Installation *Welcome* window appears.



9. Select **Next**.

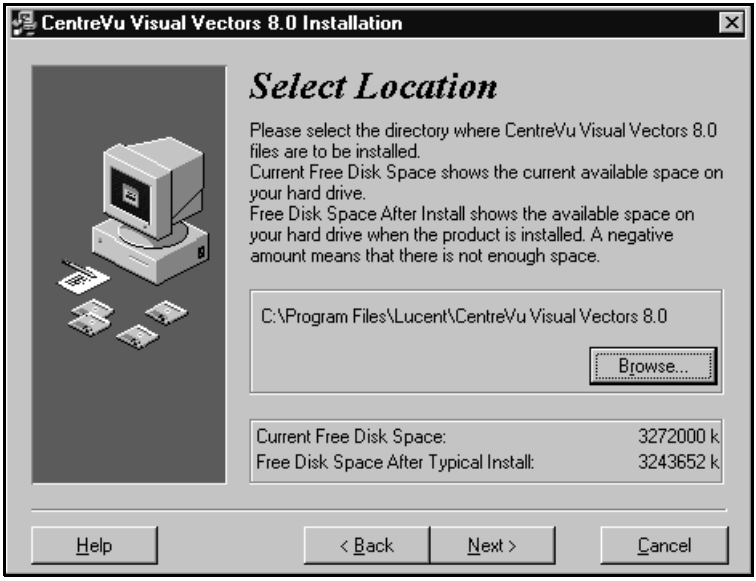
NOTE:

There are cases where no previous version of Visual Vectors exists, where Visual Vectors 1.0 exists, and where multiple versions of Visual Vectors are detected. These scenarios display different screens. If a previous version of CentreVu Visual Vectors is installed on the *network*, not on your PC (because this is a network installation), the following window appears.:

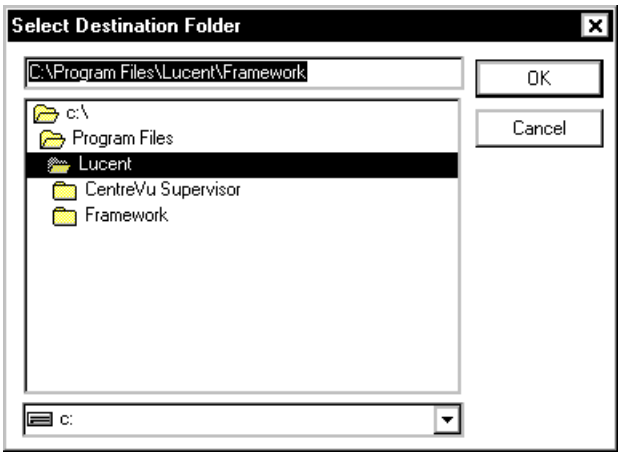


- If you want to install the latest version of CentreVu Visual Vectors over the existing version, click on the radio button labeled *Upgrade*, select **Next** and go to step 16.
- If you want to install the latest version of CentreVu Visual Vectors in another folder, click on the radio button labeled Add and select **Next**.

The Select Location dialog box appears.



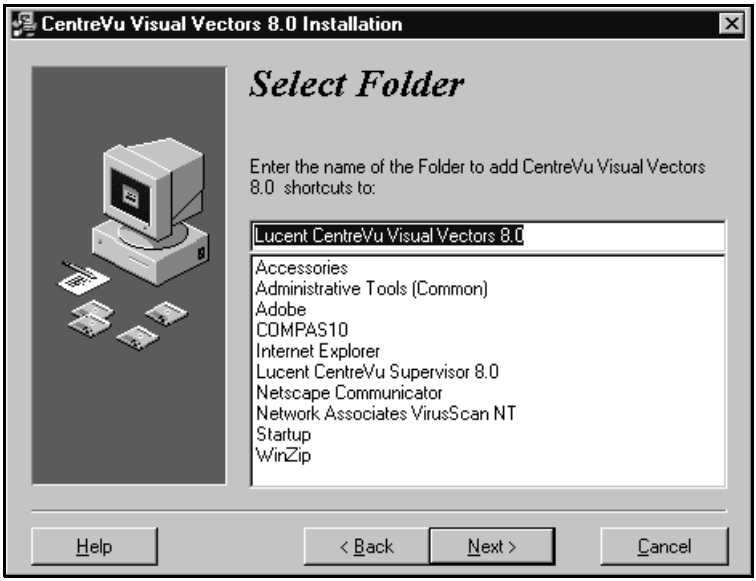
10. Choose one of the following:
    - If you want to install the Visual Vectors files in the default installation path displayed, go to Step 14.
    - If you want to install the *CentreVu* Visual Vectors files in a different drive or folder, go to Step 11.
11. Use the **Browse** option to display the Select Destination Folder dialog box.



12. In the Select Destination Folder dialog box, do one of the following:
    - Navigate to the drive and folder where you want to install the files. Double click on the folder to select it.
    - Type the drive and folder where you want to install the files. If the folder does not exist, the Setup program creates it.
13. Click **OK**.

14. Select **Next**.

    The *Select Folder* dialog box appears.

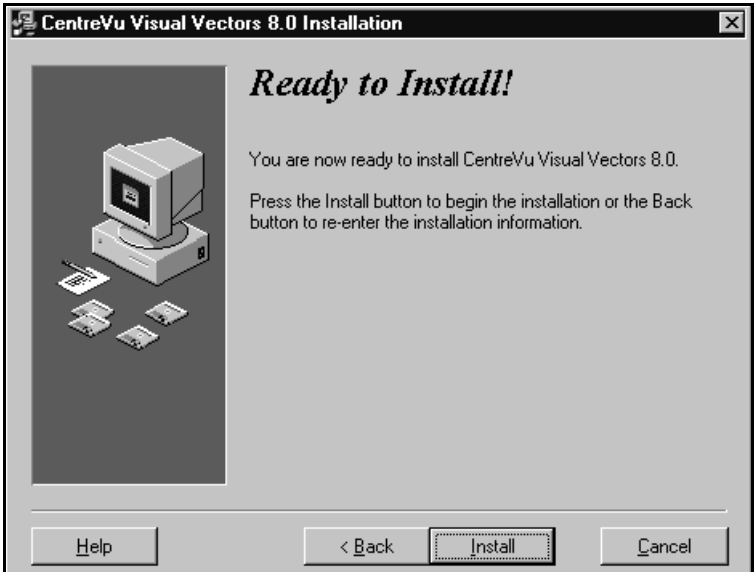


15. The Select Folder dialog box lets you select a folder in which to put *CentreVu* Visual Vectors shortcuts. Do one of the following:

    - If you want to put the shortcut in the folder indicated in the text box, go to step16.
    - If you want to put the *CentreVu* Visual Vectors shortcuts in a folder other than the one in the text box on this page, enter a different folder name in the text box. (If you enter a name that does not exist, setup creates a folder with that name.)

16. Select **Next**.

    The *Ready to Install* dialog box appears.

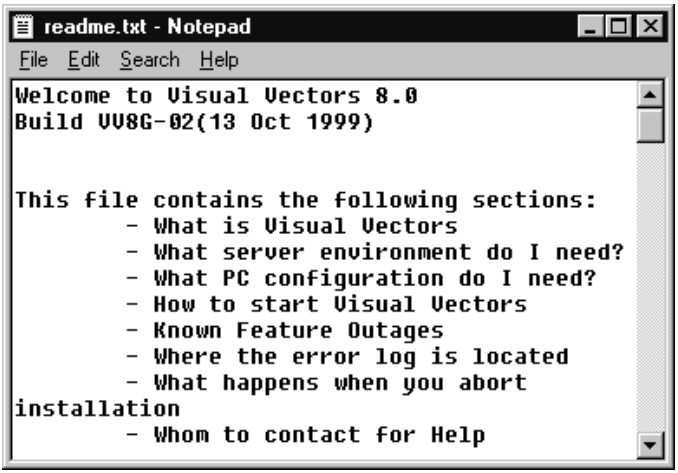


17. Select **Install** to begin the installation. A progress indicator shows what percentage of the files have been copied.

    When the installation is complete, the *Install Successful* dialog box appears.

18. Do one of the following:

    - Select **Readme** if you want to see the `readme.txt` file**.** The file may contain useful information about the product that could not be included in the printed documentation or help files. To exit the ReadMe file, click on **OK** or **Cancel.**



    - Select **Finish** to return to your desktop.

CentreVu Visual Vectors software installation is complete. Go to Chapter 6, "Getting Started with *CentreVu* Visual Vectors," to learn how to establish a connection to a *CentreVu* CMS server.

CentreVu
Visual Vectors

Uninstalling *CentreVu* Visual Vectors

Overview

You can easily uninstall the *CentreVu* Visual Vectors software using the supplied Uninstall program, or through the *Microsoft Windows* Add/Remove Programs wizard. To use the *Windows* process, refer to your *Windows* documentation. The Uninstall removes Visual Vectors files and folders from the computer. The Uninstall does not remove the following:

- core components
- registry entries that are used by other applications
- files that are used by other applications
- any new files added after installation
- a folder that is not empty.

NOTE:
A registry is a *Windows* database that holds information about the system and its applications, including system settings, client, and server information.

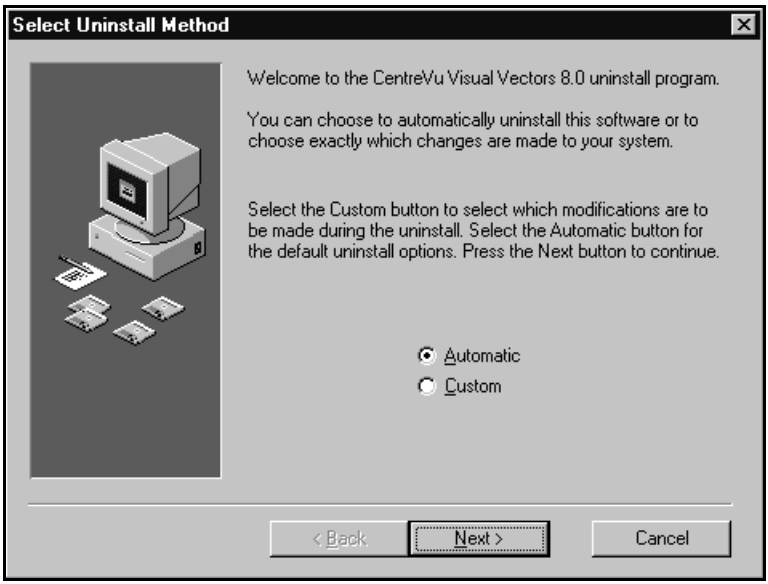
This chapter explains how to perform a *CentreVu* Visual Vectors uninstall.

Performing the Uninstall

To uninstall the *CentreVu* Visual Vectors software, do the following*:*

1. Close all running programs on the computer.
2. From the *Windows* Start menu, select Programs and then the name of the folder in which you installed Lucent *CentreVu* Visual Vectors shortcuts.
3. Select Uninstall.

   The Select Uninstall Method window appears.

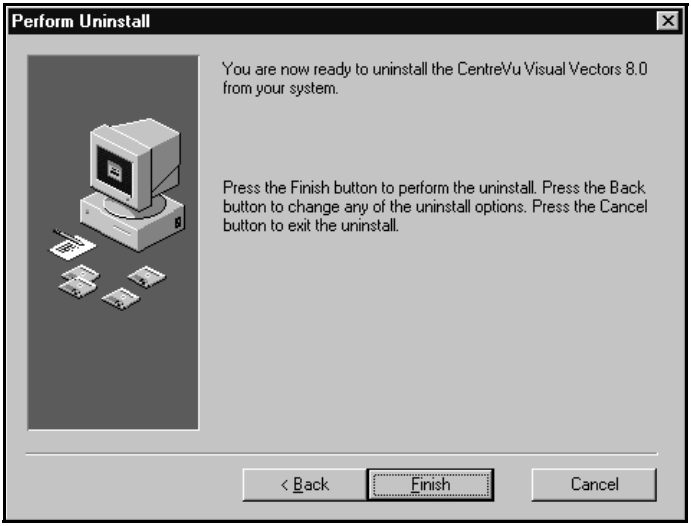


4. Click on the radio button labeled *Automatic* (This is the recommended selection).

   Another option, *Custom* radio button, enables you to choose which portions of the software you want to uninstall.

5. Select **Next**.

   The Perform Uninstall dialog box appears.



6. Select **Finish** to perform the uninstall.

A progress indicator indicates the percentage of the files that have been removed. You can select **Cancel** at any time to abort the uninstall process and cancel the uninstall program.

NOTE:
If you select Cancel, the Uninstall program tries to clean up. Note that Visual Vectors may not work correctly after canceling Uninstall; you may need to reinstall the *CentreVu* Visual Vectors software.

NOTE:
If you try to uninstall Visual Vectors after the cancellation of a previous uninstallation attempt, your second attempt at uninstalling Visual Vectors will fail.

7. After the uninstall is complete, restart the PC. This ensures the complete removal of the *CentreVu* Visual Vectors software.

CentreVu
Visual Vectors

Getting Started with *CentreVu* Visual Vectors

This chapter explains how to set up the Call Center World seen in the Navigator.

It is divided into the following sections:

- Call Center World Overview
- Adding and Deleting Objects in the Call Center World
- Call Center World Objects
- Object Properties.

See the overview of each section for a preview of the section's contents.

Call Center World Overview

Overview

To use *CentreVu* Framework and Visual Vectors software, you need to set up a Call Center World. A number of ACD, *CentreVu* CMS and *CentreVu* Supervisor terms must be understood to set up your Call Center World.

Terms You Need to Know

Terms

Before you begin using the software, you should know the meaning of several terms. These terms, as well as others, are also defined in the Glossary.

Accelerator Keys
Keys that provide shortcuts to actions available on the menu.

CentreVu Visual Vectors window
The window in which you are currently working (usually indicated by a highlighted title bar). Visual Vectors has a Framework window and windows for each of the tools, including Navigator, Vector Editor, and VDN Assignment.

Container
An object in your Call Center World that logically contains other entities or objects. For example, each CMS object in your Call Center World can contain as many as 8 ACD objects, each of which contains entity folders (for announcements, split or skill objects, trunk groups, VDNs, and vectors).

Context menu
A menu with specific actions for an entity or item.

Entity
A generic term that refers to one of the following: Announcement, Split/Skill, Trunk Group, VDN, or Vector. Entities that *CentreVu* Visual Vectors can view or administer include Vectors and VDNs. Entity names are obtained from the *CentreVu* CMS Dictionary; renaming entities using Visual Vectors results in changes to the CMS Dictionary.

Folder
An object in the Navigator tool that contains entities (announcements, splits/skills, trunk groups, VDNs, and vectors). Folders are used to visually group all entities of a specific type for an ACD.

Input field
An area in a window into which you enter one or more valid values. Valid values may be integers, for example, or names assigned in the *CentreVu* CMS Dictionary.

Menu bar
A menu bar is under the title bar of most windows. The menu bar shows the menu names available for that particular window (for example, File and Help). You select an item from one of these drop-down menus.

Navigator
A window that displays after you select it from the Tools menu or toolbar in the *CentreVu* Framework window. It consists of two panes: a hierarchical "tree" view of your Call Center World on the left and a list of objects or entities on the right.

Object
Any item which may appear in your Call Center World through the Navigator tool. Objects can be containers of other objects or entities (VDNs folder), or an object may be an administrable entity itself (VDN).

Status bar
A status bar is across the bottom of some windows. The status bar shows information about the current action in that window.

Title bar

A title bar is across the top of most windows. The title bar shows the name of that particular window (for example, Navigator). Titles of open tool windows will be listed on the Window menu of *CentreVu* Framework.

Toolbar

A toolbar is under the menu bar of most windows. Toolbar icons represent actions you can perform.

Tooltips

Tooltips are available in most windows by placing the mouse cursor over an item for two seconds. Tooltips usually describe the actions performed by selecting an icon. Tooltips can be disabled on the Preferences window accessed from the Tools menu of *CentreVu* Framework.

VDN Assignment

The window that displays after you select it from the Tools menu or toolbar in the *CentreVu* Framework window. It consists of several dialog boxes in sequence; for example, one filters and selects the VDNs you wish to assign, and another performs the assignment(s).

Vector Editor

This software tool, accessed from *CentreVu* Framework, allows you to create and edit vectors visually, by dragging and dropping icons representing commands from a palette and arranging them into vector steps in a work area. You can attach comments, change layout, and save and print the vectors.

Adding and Deleting Objects in the Call Center World

Overview

This section describes how you add or delete objects in your Call Center World.

In this section

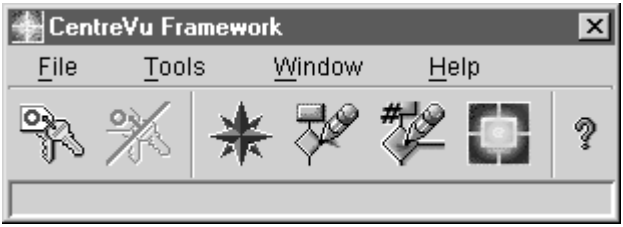
Topics in this section include:

- Basic Framework window features
- Basic Navigator features
- Using Visual Vectors window features
- Adding objects
- Selecting objects and performing actions
- Deleting objects
- Renaming objects
- Changing other object properties
- Completing input fields
- Rules for field entry.

Basic Framework Window Features

Overview

This section describes the features of the CentreVu Framework window in the Visual Vectors software.



System menu box

A common convention. The system menu box enables you to perform basic operations, such as closing the current window or software program.

Title bar

A common convention. The title bar shows the name of the tool. When a vector is open in the Vector Editor, its name is shown.

Minimize, maximize/restore, and close buttons

A common convention. The buttons adjust the size of the current window, or close it.

Toolbar

The toolbar contains buttons for quick access to specific features of the application. When you move your cursor over a toolbar button, a tooltip displays with a brief description of what the button does. After you select a button, the status bar displays a description of the command that the particular button is performing.

These buttons appear on the toolbar.

Button	Function
Connect	Initiates a connection to a CMS server.
Disconnect	Disabled until you are connected to a CMS server.
Navigator	Accesses the window for the Navigator tool.
Vector Editor	Accesses the window for the Vector Editor tool.
VDN Assignment	Accesses the first of a series of windows for the VDN Assignment Wizard tool.
CentreVu Supervisor	Launches *CentreVu* Supervisor Version 6, if that program is installed correctly. If not, this button does not appear.
Help Contents	Launches the Help application window for Visual Vectors.

Status bar

The status bar is located at the bottom of the *CentreVu* Framework and Vector Editor windows. Framework displays a brief description of what actions are occurring; Vector Editor displays the number of steps in the current vector.

Menu bar

A common convention. The menu bar lists the available drop-down menus. This section identifies the menus that are available before you log into the CMS server: File, Tools, Window, and Help.

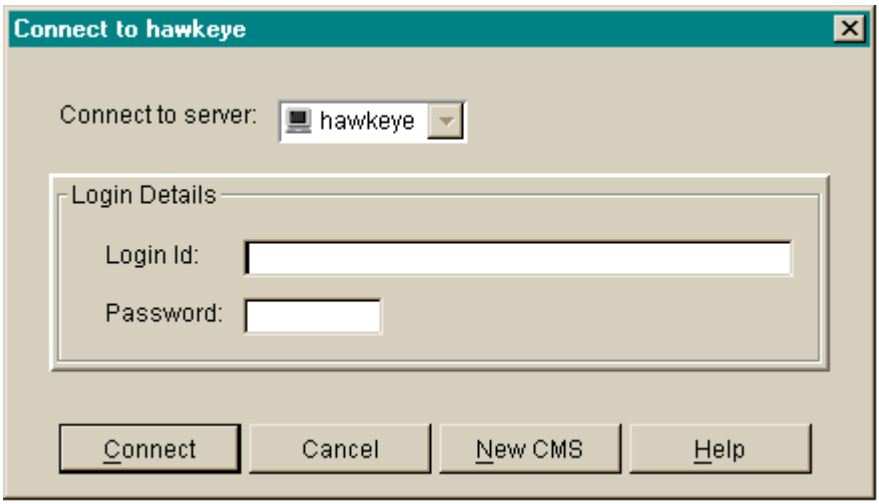
File Menu

From this menu, you can initiate or discontinue a connection to a CMS server. The menu has the following items.

Connect

Displays the Connect to server window.

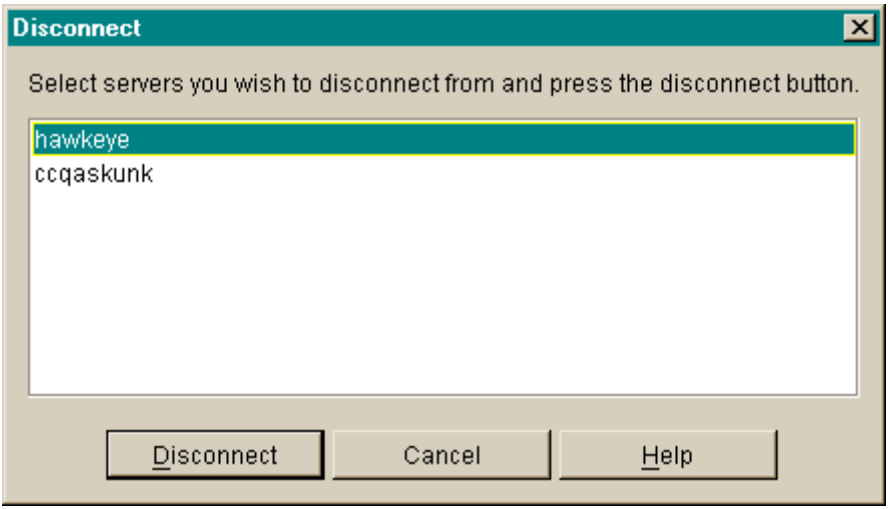
You can select from the drop-down list of servers to which you've previously connected, or select the New CMS button to identify a new server to log into and add to your Call Center World.



Disconnect

Displays the Disconnect window listing servers to which you are connected.

Highlight the server(s) from which you wish to disconnect and select the Disconnect button or press the **Enter** key.



Exit

Automatically disconnects from any CMS servers to which you are connected and then closes *CentreVu* Framework window. A warning message appears if you have open tool windows.

Tools Menu

Select the Tools menu to access the following items.

Navigator
Opens the window for the Navigator. You can view, add, delete, or move objects in your Call Center World using this window.

Vector Editor
Opens the window for the Vector Editor. You can create new or edit existing vectors in this window, and then save them to an ACD (if you have the needed permissions) or the scratchpad on your PC.

VDN Assignment Wizard
Opens the first of a series of windows for the VDN Assignment Wizard. This tool enables you to assign VDNs to vectors and VDN skill preferences. You can also view which VDNs are assigned to which vectors and, if necessary, change those assignments.

CentreVu Supervisor (if installed correctly)
Launches a separate session of your *CentreVu* Supervisor application software. Other than this shortcut, the two programs are autonomous.

Preferences...
Opens the Preferences window, from which you can view or modify settings such as Locale and whether Tooltips are enabled.

Advanced Debugging...
Used for debugging. Do not change the settings on the Advanced window unless you are instructed to do so by a Lucent Technologies assistant.

Window Menu

Select Window from the menu bar to choose from the following items.

Close All
Closes the windows of all open tools, but leaves the *CentreVu* Framework window open and Visual Vectors software running.

Window List
Makes the selected Visual Vectors tool the current window.

Help Menu

Press the F1 key or select the Help button to display help on a window or tool. Select Help from the menu bar to choose from the following options.

Help Contents
Opens the Help window, and displays the Visual Vectors table of contents.

About…
Displays the About CentreVu Visual Vectors… window, which shows the software build number.

Basic Navigator Window Features

Overview

Whether you are logged into a CMS server and your *CentreVu* CMS/Visual Vectors user permissions determines the objects shown in Navigator and the menu items and toolbar buttons available to you for those objects.

Navigator Toolbar

The toolbar contains buttons for quick access to specific features of the application. When you move your cursor over a toolbar button, a tooltip displays with a brief description of the command the button performs and a tooltip.

The default Navigator toolbar buttons are as follows:

Button	Function
Up One Level	Makes the parent of the current object the new current object.
New	Creates a new object (scratchpad or vector) within the current object.
Delete	Deletes the currently selected object.
Rename	Enters the edit mode on the name property of the selected object.
Properties	Displays the Property window for the current object(s).
Undo	Undoes the last action performed in this window.
Redo	Performs the last action undone in this window.
Cut	Removes the selected object(s) to be pasted later.
Copy	Copies the selected object(s) to be pasted later.
Paste	Pastes the previously cut or copied object(s) into the current folder and over the current selection (if there is one).
Details	Changes the view in the right-hand pane from a list of object icons to one row of data per object.
List	Changes the view in the right-hand pane from one row of data per object to a list of object icons.
Help Contents	Starts the Help system and displays the default page. This function may take several seconds.

Status indicators

These indicators in the Navigator tell you about the state of a CMS server and its measured ACDs.

This indicator	Displays …
Login status	The icon for the CMS object in Navigator displays a black screen if you are not connected.
ACD link status	Icons for the ACDs that are supported by the CMS. If the link to an ACD is down, the icon is crossed out. If the CMS server is connected to the ACD via a TCP/IP connection and the connection is in a transient state, the icon changes to a straight line.

Menu bar

This section identifies the four menus that are available after you log into a CMS server: File, Edit, View, and Help.

File Menu

The File menu has the following items.

New
Creates a new object in your Call Center World.

Delete
Removes an object from your Call Center World.

Rename
Enters the editing mode for the name property of the selected object.

Properties
Accesses the Properties window for the selected object.

Close
Closes the current window.

Edit Menu

The Edit menu has the following items.

Undo
Undoes the last action performed in this Navigator session.

Redo
Redoes the last action that was undone in this Navigator session.

Cut
Removes the selected object to be pasted later.

Copy
Copies the selected object to be pasted later.

Paste
Pastes the object that was previously cut or copied.

View Menu

The View menu has the following items.

Up One Level
Highlights the “parent” object of the selected object in the left pane, displaying the parent object's contents in the right pane.

Details
Changes the information displayed in the right pane for objects selected in the left pane. Details view is the default, showing one row for each object contained in the object selected in the left pane. Each row contains columns for the Name, Type, and your read/write Permissions of the object.

List
Changes the information displayed in the right pane for objects selected in the left pane. List view shows one named icon for each object contained in the object that is selected in the left pane.

Refresh
Refreshes and redraws the highlighted pane in the current window.

Help Menu

Press the F1 key or select the Help button to display help on a window or tool. Select Help from the menu bar to choose from the following items.

Help Contents
Opens the Help window, and displays the Visual Vectors table of contents.

About…
Displays the About CentreVu Visual Vectors… window, which shows the software build number.

Using Visual Vectors Windows

Overview

This section describes how to use features that are common to all Visual Vectors windows: the menus, toolbars, and Help system.

Visual Vectors menus

To select a menu item, choose any of the following methods:

- Click on the item.
- Use the arrow keys to highlight the item and then press the **Enter** key.
- Hold down the **Alt** key and press the underlined letter in the menu item you want to select
- Press the key or combination of keys (usually the **Alt** key or the **Ctrl** key and a letter key) assigned to the operation. For example, use **Ctrl+C** to copy.

Visual Vectors toolbars

All items available on Visual Vectors toolbars are also available within the menus. To select a toolbar item, click on the icon.

Help system

Press the **F1** key or select the Help button to display help for a window. Select Help from the menu bar to choose from the help options described in the *CentreVu* Visual Vectors User Guide.

Adding New CentreVu CMS Servers

Procedure

To establish a connection with a new *CentreVu* CMS server (one that is not already in your Call Center World), complete the following steps:

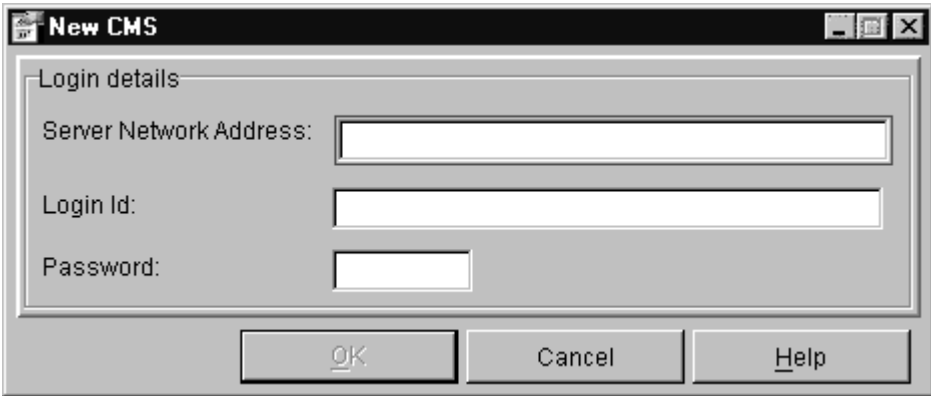
1. In the *CentreVu* Framework window, select Connect from the File menu or the toolbar, and then select New CMS in the Connect to server window.

   OR

   In the Navigator window, highlight Call Center World in the left-hand pane, and then select New CMS from the File or context menu.

   Result

   The New CMS window opens.



2. Type the hostname or IP address of a *CentreVu* CMS/Visual Vectors server in the Server Network Address box.

3. Enter your *CentreVu* CMS login ID in the Login ID text box.
4. Type your CMS password in the Password text box.
5. Select OK.

Result

If the CMS server you entered:

- Exists and can be connected to — a new CMS object will be added to your Call Center World and you will be connected to this new server.
- Doesn't exist or cannot be connected to — an error message will be displayed showing the cause of the failure. Go to step 2.

Adding objects

Purpose

You may want to add an object (for example, a new vector for an ACD in the Vector Folder) in your Call Center World. First, select a container for the object (for example, Vector Folder) in a Navigator window.

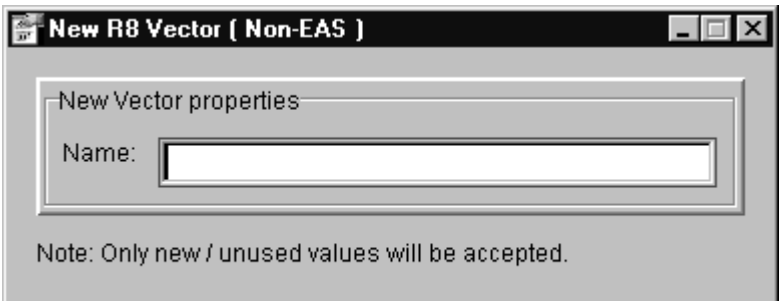
Adding an object

Do this procedure to add an object (a new vector or scratchpad) to your Call Center World. If you add or save a vector to the Vector Folder on a measured ACD it will be added to the CMS database.

1. In the Navigator window, highlight a scratchpad or Vector Folder in the left-hand pane, and then select EAS Vector, Non-EAS Vector, EAS, Non-Prompting Vector, Non-EAS, Non-Prompting Vector and from the File or context menu. If you highlighted a scratchpad, you can also select New scratchpad from the menu.

   Result

   The New Vector, New Vector (no EAS), or New ScratchPad window opens.



2. Fill in the required information in the input field(s) on the window. For a new vector, a Name (and Id, if on an ACD) are required.
3. Select OK.

   Result

   If the addition

   - was successful, the new object will appear in the Navigator.
   - failed, an error message will be displayed showing the cause of the failure.

Selecting objects and performing actions

Overview

To perform any action on an object in your Call Center World, you must first select the object. To select an object, choose any of the following methods:

- Click on the object
- Use the arrow keys to highlight the item and then press Enter
- To select the object that contains the currently selected object, select Up One Level from the View menu or Navigator toolbar.

Input window actions

Use these input window features to do the following:

Feature	Action
Menu bar	Pull down a list of CMS actions, edit options, and online help.
Toolbar action buttons	Click a button to perform a CMS action.
Input fields	Type in the information needed to complete a CMS action.
Selection list	View a list of the content you may enter in the input field.

Deleting objects

Purpose

You may want to delete a CMS from your Call Center World or a vector from the *CentreVu* CMS database. To delete an object, first select it in a Navigator window.

Getting information

Do this procedure if you need information from the CMS database before you delete the item.

1. Select Properties from the File or context menu, select the Properties button on the toolbar, or press **Alt+Enter**.
2. Locate the information for the item you want to delete and note the relevant information.
3. Close the Properties window.

   Result

   The Navigator window displays.

Deleting an object

Do this procedure to delete an object (a CMS or vector) from your Call Center World.

1. Select the object.
2. Select Delete from the File or context menu, select the Delete button on the toolbar, or press **Delete**.

   Result

   If the deletion

   - was successful, the contents of the object will be deleted and replaced with an empty vector in the Dictionary.
   - failed, an error message will be displayed indicating why it failed.

Renaming objects

Purpose

You may want to rename an object that already exists in your Call Center World. First, select the object to be renamed.

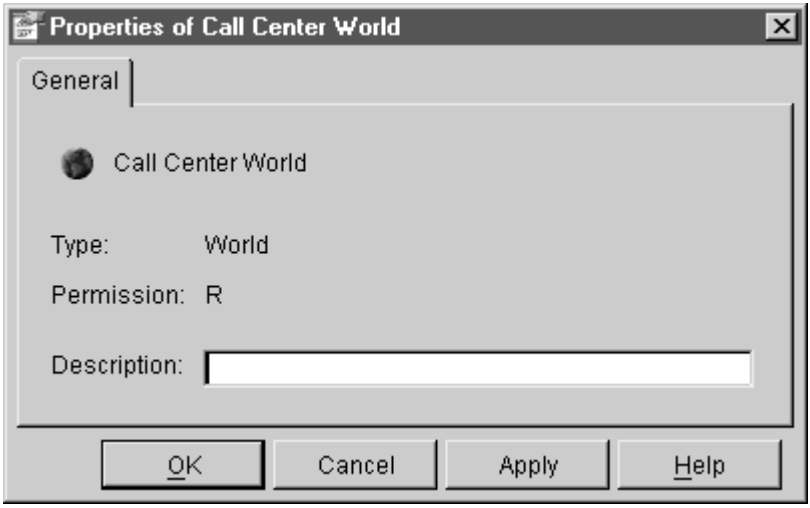
Getting information

Do this procedure if you need information from the CMS database before you rename the item.

1. Select Properties from the File or context menu, select the Properties button on the toolbar, or press **Alt+Enter**.

   Result

   The Properties of an object window appears.



2. Locate and note the relevant information. For example, verify the Id of the Vector you want to rename.
3. Close the Properties window.

   Result

   The Navigator window displays.

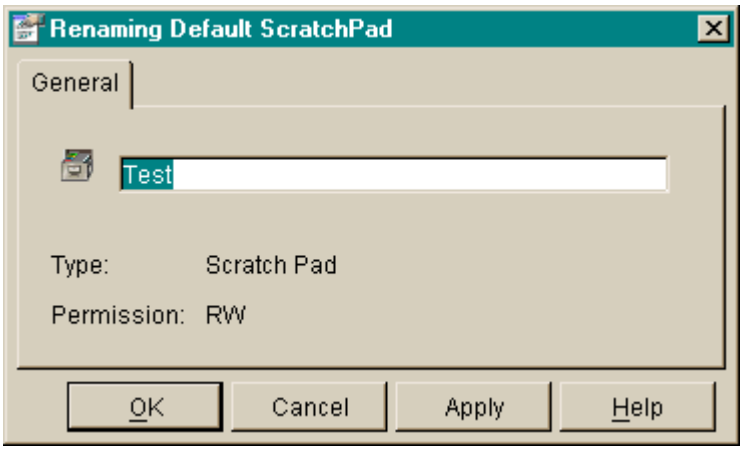
Renaming an object

Do this procedure to rename an ACD object in the CMS database.

1. Select the object.
2. Select Rename from the File or context menu, or select the Rename button on the toolbar.

   Result

   The Renaming object window displays with the Name property field highlighted.



3. Type in the new name or edit the existing name and then select OK.

   Result

   If the object was

   - renamed, the new name appears in the Navigator.
   - not renamed, an error message will be displayed showing the cause of the failure.

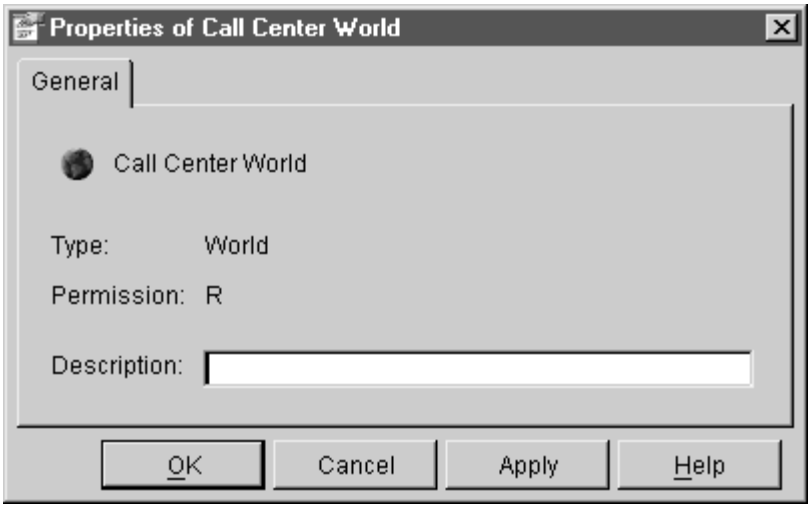
Changing other properties

Purpose

If you want to view or change the properties of one or more object(s), click on the Properties toolbar button or select the menu item in the Navigator. A Properties window will open, from which you can make your selection(s).

Single object

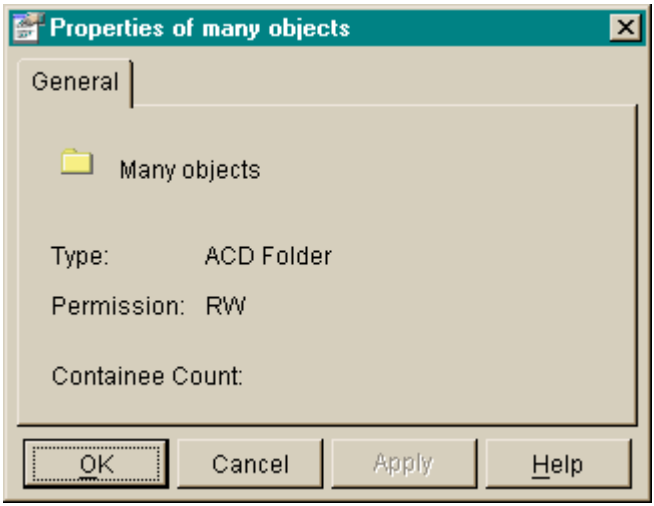
If the property window is for a single object or entity (one split/skill, vector, VDN, or trunk group), a property window appears.



For split/skill, VDN, vector, trunk group and ACD, the window contains properties for an object for which you have permissions in the CMS Dictionary.

Multiple objects

If the property window is for multiple entities such as split/skills, vectors, VDNs, or trunk groups, a multiple-object property window appears.



For split/skill, VDN, vector, trunk group and ACD, the window contains properties for the objects for which you have permissions in the CMS Dictionary.

Changing properties

1. Click on the Properties toolbar button or select the menu item in the Navigator.

   Result

   A Properties window will open, in which you can edit certain item(s).

2. Click in (or **Tab** to) the property fields you want to change and edit the value in the field(s).

   Result

   A red box will be drawn around property fields with invalid values.

3. When you have made all your changes and no red boxes appear, select OK.

Rules for Field Entry

When you change certain properties using Visual Vectors software, the *CentreVu* CMS server database is updated. CMS has three classes of input field: name (synonym), description, and number. This section describes the rules that apply to each class.

Name

A name (synonym) property field:

- Must begin with an alphabetic character. Characters are case sensitive.
- Can be 1 to 20 characters. Letters, numbers, underscores (_), blanks, commas (,), periods (.), and plus signs (+) are valid.

Description

A description property field can be 1 to 50 characters. All keyboard characters are allowed except backslash (\), grave accent (‘), tilde (~), double quotes ("), pipe symbol (|), asterisk (*), and question mark (?).

Number

A numeric entry can be a single value valid for the numeric property field

Call Center World Objects

Overview

Objects include items on which you can perform actions in your Call Center World. The objects may be vectors, for example, or trunk groups or ACDs.

No matter which tool you use to select an object, the way in which you perform an action is the same.

In this section

Topics include:

- Overview
- Objects in your Call Center World.

Objects in Your Call Center World

Overview

The following describes all objects possible in your Call Center World.

- Call Center World object
- ScratchPad object
- CMS object
- ACD object
- Announcement Folder object
- Announcement object
- Split/Skill Folder object
- Split/Skill object

- Trunk Group Folder object
- Trunk Group object
- Vector Folder object
- Vector object
- VDN Folder object
- VDN object.

Call Center World object

The following describes the Call Center World object:

Actions	Description
Explore	Expands the Call Center World to show one or more CMS Servers for which you have read or read/write permission.
Disconnect All	Displays the Disconnect window with all connected CMS servers highlighted.
Navigator	Launches Navigator window with the Call Center World as place to start browsing
New CMS	Accesses the New CMS window to add a new server to your world.
Properties	Displays properties of the Call Center World.

ScratchPad object

The following describes the ScratchPad object:

Actions	Description
Explore	Expands the ScratchPad
Navigator	Launches Navigator window with the ScratchPad as place to start browsing.
New ScratchPad	Creates a new ScratchPad.
New EAS Vector	Creates a new EAS Vector
New Non-EAS Vector	Creates a new Non-EAS-Vector.
New EAS, Non-Prompting Vector	Creates a new EAS, Non-Prompting Vector.
New Non-EAS, Non-Prompting Vector	Creates a new Non-EAS, Non-Prompting Vector.
Cut	Cuts the selected ScratchPad to be pasted later.
Copy	Copies an object to be pasted later.
Paste	Pastes an object, if there is one cut or copied.
Delete	Deletes the selected object.
Rename	Places user in edit mode for the ScratchPad name field in the Renaming ScratchPad window.
Properties	Displays properties of the ScratchPad.

CMS object

The following describes the CMS object:

Actions	Descriptions
Explore	Expands the CMS object to show one or more ACDs for which you have read or read/write permission.
Connect	Displays the Connect to server window for this CMS.
Disconnect	Displays the Disconnect window with this CMS highlighted.
Navigator	Launches Navigator window with the CMS as the place to start browsing.
Delete	Removes the CMS from your Call Center World.
Properties	Displays properties of the CMS.

ACD object

The following describes the ACD object:

Actions	Descriptions
Explore	Expands the ACD object to show folders of CMS-measured entities.
Navigator	Launches Navigator window with the ACD as the place to start browsing.
Rename	Places you in edit mode for the ACD name field in the Renaming ACD window.
Properties	Displays properties of the ACD.

Announcement Folder object

The following describes the Announcement Folder object:

Actions	Descriptions
Explore	Expands the Announcement Folder.
Navigator	Launches Navigator window with the folder as place to start browsing
Properties	Displays properties of the Announcement Folder.

Announcement object

The following describes the Announcement object:

Actions	Descriptions
Navigator	Launches Navigator window with the announcement as place to start browsing.
Rename	Places user in edit mode for the announcement name field in the Renaming announcement window.
Properties	Displays properties of the announcement.

Split/Skill Folder object

The following describes the Split/Skill Folder object:

Actions	Descriptions
Explore	Expands the Split/Skill Folder.
Navigator	Launches Navigator window with the folder as place to start browsing.
Properties	Displays properties of the Split/Skill Folder.

Split/Skill object

The following describes the Split/Skill object:

Actions	Descriptions
Navigator	Launches Navigator window with the split or skill as place to start browsing.
Rename	Places user in edit mode for the Split/Skill name field in the Renaming split/skill window.
Properties	Displays properties of the Split/Skill.

Trunk Group Folder object

The following describes the Trunk Group Folder object:

Actions	Descriptions
Explore	Expands the Trunk Groups folder.
Navigator	Launches Navigator window with the folder as place to start browsing.
Properties	Displays properties of the Trunk Groups folder.

Trunk Group object

The following describes the Trunk Group object:

Actions	Descriptions
Navigator	Launches Navigator window with the trunk group as place to start browsing.
Rename	Places user in edit mode for the Trunk Group name field in the Renaming trunk group window.
Properties	Displays properties of the Trunk Group.

Vector Folder object

The following describes the Vector Folder object:

Actions	Descriptions
Explore	Expands the Vector Folder.
Navigator	Launches Navigator window with the folder as place to start browsing.
New Vector	Creates a new vector with one Stop step in the folder.
Properties	Displays properties of the Vector Folder.

Vector object

The following describes the Vector object:

Actions	Descriptions
Edit	Accesses the Vector Editor tool to edit the vector.
View as ASCII	Displays the vector in a window as plain text (read-only).
Navigator	Launches Navigator window with the vector as place to start browsing.
Cut	Copies a vector and replaces it with a blank vector, and leaves the name in the Dictionary.
Copy	Copies a vector to be pasted later.
Paste	Pastes an object, if there is one cut or copied.
Delete	Deletes the vector from the folder for this ACD. This replaces it with a blank vector, and leaves the name in the Dictionary.
Rename	Places user in edit mode for the Vector name field in the Renaming vector Id window.
Properties	Displays properties of the vector.

VDN Folder object

The following describes the VDN Folder object:

Actions	Descriptions
Explore	Expands the VDNs folder.
Navigator	Launches Navigator window with the folder as place to start browsing.
Properties	Displays properties of the VDN Folder.

VDN object

The following describes the VDN object:

Actions	Descriptions
Navigator	Launches Navigator window with the VDN as place to start browsing.
Rename	Places user in edit mode for the VDN name field in the Renaming VDN window.
Properties	Displays properties of the VDN.

Call Center World Object Properties

Overview

Use object properties to change certain allowable parameters of:

- Any measured subsets (entities) of the ACD, including announcements, splits/skills, trunk groups, VDNs, and vectors
- VDN administration (for example, its assigned vector and skill preferences)

In this section

Topics include:

- Overview
- Properties of Call Center World Objects.

Properties of Objects

Overview

The following describes the properties of all objects in your Call Center World.

- Call Center World object
- ScratchPad object
- CMS object
- ACD object
- Announcement Folder object
- Announcement object
- Split/Skill Folder object

- Split/Skill object
- Trunk Group Folder object
- Trunk Group object
- Vector Folder object
- Vector object
- VDN Folder object
- VDN object.

Call Center World object

The following describes properties of the Call Center World object:

Properties	Description
Name	You cannot edit this name.
Type	Type of object (World).
Permission	Displays permission (R for read) you have for World.
Description	Characters describing the Call Center World. You can edit this field.

ScratchPad object

The following describes properties of the ScratchPad object:

Properties	Description
Name	Name of a folder containing off-line vectors.
Type	Type of object.

Properties	Description
Permission	Displays scratchpad permissions (read and write).
Description	Characters describing the scratchpad object. You can edit this field.

CMS object

The following describes properties of the CMS object:

Properties	Description
Name	Name of the *CentreVu* CMS server. You cannot edit this name.
Type	Type of CMS.
Permission	Displays permissions (R for read, blank for none) you have for the *CentreVu* CMS server.
Version	*CentreVu* CMS server software release and version numbers (R3V6).
Locale	*CentreVu* CMS server software locale and time zone (for example, TZ GMT – 05:00).
Containee Count	The number of objects (ACDs) contained within this object.

ACD object

The following describes properties of the ACD object:

Properties	Description
Name	Name of the ACD in the *CentreVu* CMS Dictionary. You can rename it if you have ACD read and write access on the CMS.
Type	Type of ACD
Permission	Displays ACD permissions (read, write, or both) you have on the *CentreVu* CMS.
Id	Number identifying the ACD on the *CentreVu* CMS.
Version	*DEFINITY* server software release and version numbers (ECS R6).
Locale	*DEFINITY* server software locale and time zone (for example, TZ GMT — 05:00).
Link Status	Status (Link Up, Link Down) of the link to the ACD from CMS. The ACD icon is crossed out in Navigator if the link is down.
ACD Features	Features enabled on the ACD (EAS, Prompting, Vectoring).
Description	Characters describing the ACD in the CMS Dictionary. You can edit this field.

Announcement Folder object

The following describes properties of the Announcement Folder object:

Properties	Description
Name	Name of the folder containing measured announcements for this ACD.
Type	Type of object.
Permission	Displays announcement permissions (read, write, or both) you have for this ACD.
Containee Count	Shows the number of announcements contained in the folder.

Announcement object

The following describes properties of the Announcement object:

Properties	Description
Name	Name of the announcement in the CMS Dictionary. You can rename it if you have read/write permissions.
Type	Type of object.
Permission	Displays permissions (read, write, or both) for this announcement.
Extension	Announcement extension number.
Description	Characters describing the announcement in the CMS Dictionary. You can edit this field.

Split/Skill Folder object

The following describes properties of the Split/Skill Folder object:

Properties	Description
Name	Name of the folder containing measured splits or skills for this ACD.
Type	Type of object.
Permission	Displays split/skill permissions (read, write, or both) you have for this ACD.
Containee Count	Shows the number of splits/skills contained in the folder.

Split/Skill object

The following describes properties of the Split/Skill object:

Properties	Description
Name	Name of the split/skill in the *CentreVu* CMS Dictionary.
Type	Type of object.
Permission	Displays permissions (read, write, or both) you have for this split/skill.
Id	Number identifying the split/skill in the CMS Dictionary. You can edit this field.
Description	Characters describing the split/skill in the CMS Dictionary. You can edit this field.

Trunk Group Folder object

The following describes properties of the Trunk Group Folder object:

Properties	Description
Name	Name of the folder containing measured trunk groups for this ACD.
Type	Type of object.
Permission	Displays trunk group permissions (read, write, or both) you have for this ACD.
Containee Count	Shows the number of trunk groups contained in the folder.

Trunk Group object

The following describes properties of the Trunk Group object:

Properties	Description
Name	Name of the trunk group in the *CentreVu* CMS Dictionary.
Type	Type of object.
Permission	Displays permissions (read, write, or both) you have for this trunk group.
Id	Number identifying the trunk group on the *CentreVu* CMS.
Description	Characters describing the trunk group in the CMS Dictionary. You can edit this field.

Vector Folder object

The following describes properties of the Vector Folder object:

Properties	Description
Name	Name of the folder containing measured vectors for this ACD.
Type	Type of object.
Permission	Displays vector permissions (read, write, or both) you have for this ACD.
Containee Count	Shows the number of vectors contained in the folder.

Vector object

The following describes properties of the Vector object:

Properties	Description
Name	Name of the vector in the *CentreVu* CMS Dictionary.
Type	Type of object.
Permission	Displays permissions (read, write, or both) you have for this vector
Description	Characters describing the vector in the CMS Dictionary. You can edit this field.
Id	Number identifying the vector on the *CentreVu* CMS.
Step Count	Shows the number of steps contained in the vector.

VDN Folder object

The following describes properties of the VDN Folder object:

Properties	Description
Name	Name of the folder containing measured VDNs for this ACD.
Type	Type of object.
Permission	Displays VDN permissions (read, write, or both) you have for this ACD.
Containee Count	Shows the number of VDNs contained in the folder.

VDN object

The following describes properties of the VDN object:

Properties	Description
Name	Name of the VDN in the *CentreVu* CMS Dictionary.
Type	Type of object.
Permission	Displays permissions (read, write, or both) you have for this VDN.
Extension	VDN extension number.
Vector Id	Shows the number or synonym identifying the vector assigned to this VDN. You can change this assignment if you have VDN permissions on the CMS for the ACD.
Description	Characters describing the VDN in the CMS Dictionary. You can edit this field.
Skill Pref	Shows what skill preference(s) is (are) assigned to this VDN. You can change this assignment if you have VDN permissions on the CMS for the ACD (EAS only).

Troubleshooting

CentreVu
Visual Vectors

Overview

If you are having trouble with any of the procedures mentioned in this document, please read through this section before calling the National Customer Care Center or your Lucent representative. The problem may be something simple that you can quickly solve yourself.

If you have not solved the problem after reading this section, and you are a U.S. customer, then contact the National Customer Care Center at 1-800-242-2121 (Lucent Technologies also offers fee-based installation consultation). Customers outside the United States should contact their Lucent Technologies representative or distributor.

If you have received an error message(s) in the course of a failed installation, then record the message(s) in order to assist National Customer Care Center personnel in diagnosing your problem.

Troubleshooting FAQ

This section contains the answers to frequently asked questions (FAQ) that will help you with problems you may encounter when installing *CentreVu* Visual Vectors software, connecting to *CentreVu* CMS servers, or running *CentreVu* Visual Vectors tools. It contains the following topics:

- Installation, Uninstallation and Importance of the HOME variable
- Startup
- Connectivity
- Navigator
- Vector Editor
- VDN Assignment Wizard
- *CentreVu* Supervisor Integration
- Performance Issues
- Miscellaneous Issues
- General PC Issues.

Installation, Uninstallation and Importance of the HOME variable

Answers to questions about installing or uninstalling *CentreVu* Visual Vectors software are as follows:

There are several different installation programs. What are the differences? Which one (or more) should I run?

Running `setup.exe` displays an Installation Type window for you to choose Local or Network. (You can run either `setuplocal.exe` or `setupnetwork.exe`.) Selecting Local runs `setuplocal.exe` to install Visual Vectors completely on one PC. Selecting Network runs `setupnetwork.exe` to install Visual Vectors on a network server to be shared by one or more users. After Network Installation, run `setupclient.exe` in the shared network folder from each user's PC.

Why can't I re-install Visual Vectors software?

Different installation variants (for example, Local, Network and Client) and versions (for example, VV1E.01 and VV1F.04) can be installed on the same machine, but the same version of the same variant cannot.

Why are my previous settings and offline objects missing?

There are a few possible causes:

- The user files (`user.odb` and `user.odt` in your `.cvvv` folder) are corrupt or have been deleted.
  Solution: Try to restore a pair of backup copies from the last time you exited successfully (`userBK1.odb` and `userBK1.odt`) or the next to last time (`userBK2.odb` and `userBK2.odt`). To determine where your `.cvvv` folder is, see page 7-5. To restore, move (an) existing corrupt file(s) out of `.cvvv`, then copy the two backup files and rename them `user.odb` and `user.odt`.

- The user files (`user.odb` and `user.odt`) have been moved.
  Solution: If possible, find out where the files have been moved to, and update the HOME variable to reflect the new location. For more details about the HOME variable, see page 7-5.
- The HOME variable has been changed.
  Solution: Move the user files (`user.odb` and `user.odt`) to the new location specified by the HOME variable. For more details about the HOME variable, see page 7-5.

Why can't I uninstall from Control Panel's Add/Remove Programs dialog box?

If *CentreVu* Visual Vectors appears on the list of programs available for uninstallation but fails when the uninstall takes place, it is likely that the installation log file, `install.log`, or required entries in the *Windows* Registry, are missing, invalid or corrupted.

If the application does not appear on the program list, it is likely that the installation program was executed from a machine other than the one where Visual Vectors software is installed. It is best to find out where the installation program was executed from and remove it from there via the Uninstall program (`Unwise.exe`). You can also try to re-install the software to the directory where it was previously located and then uninstall it. If these do not work, or the uninstall still fails, you must remove the software manually. This latter procedure requires careful removal of entries in the *Windows* Registry, and should be done **only** under the direction of a Lucent Technologies associate.

Why do I get a warning message about not having set the HOME environment variable on *Windows NT*?

CentreVu Visual Vectors software allows multiple users on *Windows NT*. By default, a HOME environment variable is not defined for each user in Control Panel's System Properties window. A folder named `.cvvv` is created in the root folder of the drive on which *Windows* is installed (for example, `C:\.cvvv`). All users will access the same files, often causing conflicts. If a user variable named HOME is defined, then the folder storing user-specific files is created in the HOME folder (for example, `H:\myhome\.cvvv`). If each HOME environment variable is unique for each *Windows NT* user, then data files will be unique.

The installer will detect if the HOME variable is set. If it is not set, then a page in the install wizard will appear letting the user set it. the user will get to choose the location using a "Browse" button. the wizard lets the user progress even if it is not set because it can default to a location.

The default location is Location XX. This is an operating specific location. On *Windows* 95 & 98 it is the root directory of the system drive. On *Windows NT* it is your user profile directory.

Please see your *Windows* documentation for more information about how to set the HOME environment variable.

Startup

Answers to questions about starting to run *CentreVu* Visual Vectors software are as follows:

Why won't Visual Vectors start?

There are a number of likely causes, look for these symptoms:

1. The Visual Vectors splash screen (resembling the Help About screen) does not appear and Visual Vectors does not start. Applications can be checked (and processes in *Windows* NT) by pressing CTRL+ALT+DEL in *Windows* 95/98 (and also selecting Task Manager in NT). It is possible that one or more of the files (for example, `vvjars.cfg`, or `.jar` files) are missing.

   Solution: Call your Lucent Technologies support professional, representative or distributor, who has a list of all the folder structures, file content and distribution list. If any of these are missing, re-install Visual Vectors. If re-install fails, you will have to uninstall and then re-install Visual Vectors. If re-install fails, please refer to the uninstall failure section.

2. The process seems to start, but a message appears:
   `The user database is already in use. you can have only 1 user of this database at a time.`
   This is caused by two users trying to use the same user database at the same time, or the same user trying to run *CentreVu* Visual Vectors twice. Two different users may have the same HOME environment. Please see the HOME environment section for more information.

   Solution: Define unique home variables for the users. do not try to run one copy of visual vectors more than once.

Connectivity

Answers to questions about connecting to a *CentreVu* CMS server running *CentreVu* Visual Vectors server software are as follows:

Why can't I log into the CMS/Visual Vectors server?

Check the following for reasons why login to the server is refused:

- The login ID and/or the password are invalid or expired.
- Someone using the same login ID has already logged into the server. You will have the option of logging the other user out.
- The maximum number of users allowed to be logged into the CMS server has been reached.

I don't get a login prompt at all. Why can't I connect to a server?

There are a number of possible causes to check in the following order:

1. The client machine is not part of the network, for example, not physically plugged into the network or the network configuration (TCP/IP settings) is incorrect. You should receive an error message about not being able to find the server.
2. The server name is invalid. Try to "ping" it from an MS-DOS box (*Windows* 95) or a Command Prompt (*Windows NT*).
3. The *CentreVu* CMS or Visual Vectors Server software has not been started. Please refer to your server documentation for more information.
4. The *Orbix Daemon* or *OrbixNames* service have not been started on the server. Please refer to your server documentation for more information on checking these items.

What should I do if the connection to the server is lost?

If you've tried reconnecting to it unsuccessfully, check the following:

1. The CMS server hardware/software is running. If not, restart it.
2. The Visual Vectors Server software is still running. If not, restart it. Please refer to your server documentation for more information.
3. Your client machine is still part of the network; for example, no one has kicked the network cable.

Navigator

Answers to questions about using the Navigator tool in *CentreVu* Visual Vectors Client software are as follows:

Why can't I see (or select) some of the options on the context menu?

Users may not have permission to perform some operations for (a) particular object(s). For example, if you do not have write permission to either an ACD or to Call Center Administration, then the New option will not appear in the Vector Folder context menu for that ACD.

My offline objects are missing, where are they?

Refer to "Why are my previous settings and offline objects missing?" located in the Installation and Unistallation section.

Why can't I view my vector as ASCII text?

You may be looking at an off-line vector. The View As ASCII option exists only for vectors that have been stored on an ACD.

Vector Editor

Answers to questions about using the Vector Editor tool in *CentreVu* Visual Vectors Client software are as follows:

Where are the step properties and comments in my vector printout?

The vector step properties and comments are not printed.

Why are the ASCII and graphical versions of my vector different?

This generally occurs because the vector has been modified recently and not saved. Save the vector and then select "View As ASCII" again.

Why isn't "Save" enabled in the Vector Editor?

Users may not have write permissions for the vectors. However, a "Save-As" operation can be performed to copy the vector to a different location for which the user does have permission.

Why can't I zoom in/out further?

The Vector Editor has finite zoom factors; from the default view, the user can zoom in three steps and zoom out four steps.

When I save my vector, all the open property boxes disappear. What happened?

When a vector is saved, all the open vector step property boxes will be dismissed. Only the changes in committed property boxes (for example, having had the Apply button selected), will be saved; other changes to property values not yet committed will be discarded.

Why can't I drag floating comments with vector steps?

When a group of vector steps and floating comments are selected and dragged, the comments cannot be dragged with the steps. However, cutting or copying the selected group is fine. This also applies to a selected group of floating comments. Only one comment at a time may be dragged.

What can I do if I am editing a vector and the connection is lost?

- If the connection to a CMS goes down (for example, the CMS server has crashed), then the user must save on-line vectors to an off-line scratch pad or to an ACD on another CMS. A message notifies the user of this. Because valid vector conversion from on-line to off-line and from one ACD to another require information from the CMS server, steps may be changed when saving vectors this way.
- If the ACD link goes down (for example, the Visual Vectors Server software has crashed), the user will be presented with a choice of saving the vector being edited to another location or exiting from the editor. The vector being edited can be saved to another ACD or to an off-line scratch pad.

VDN Assignment Wizard

Answers to questions about using the VDN Assignment tool in *CentreVu* Visual Vectors Client software are as follows:

Why can't I see my VDNs from the filtered list?

1. Check to be sure no extra spaces or dots have been accidentally entered in the filter.
2. Check that the user has permissions for the VDNs and the ACD containing them.

Why can't I see the ACD that I want?

The ACD may not have Call Vectoring enabled. In order to be able to select an ACD, it must have Call Vectoring enabled and the user must have permission for the ACD.

CentreVu Supervisor Integration

Answers to questions about integrating your *CentreVu* Supervisor software into *CentreVu* Visual Vectors Client software are as follows:

Why isn't the *CentreVu* Supervisor icon displayed on the *CentreVu* Framework toolbar, when I have a local installation of Supervisor software on the same PC as the Visual Vectors software?

Follow these steps in order to diagnose the problem:

1. What version of Supervisor do you have installed?
   - Version 6 (or greater)? Continue with Step 2.
   - Older version? Upgrade your copy of Supervisor software to at least version 6 and try again.
2. Check that you can run Supervisor by itself (for example, from the Start Menu)
   - Yes? Continue with Step 3.
   - No? Reinstall Supervisor and try again.
3. When installed, Supervisor setup writes a configuration file in the *Windows* folder `%WINDIR%` (for example, `C:\Windows`, `D:\Winnt`), named `cvsup.cfg` that contains a single line of plain text that is the path to Supervisor's executable file. Confirm that the file `%WINDIR%\cvsup.cfg` exists, and contains only the path to the executable file (any text editor such as Notepad can be used to inspect the contents of `cvsup.cfg`).
   - Yes? Contact your Lucent Technologies support professional, representative or distributor.
   - No? Reinstall Supervisor and try again. If this fails to solve the problem, contact your Lucent Technologies support professional, representative or distributor.

Why isn't the *CentreVu* Supervisor icon displayed on the *CentreVu* Framework toolbar if I have a client installation of the Supervisor software on the same PC as the Visual Vectors software?

Follow these steps in order to diagnose the problem:

1. What version of Supervisor do you have installed?
   - Version 6 (or greater)? Continue with Step 2.
   - Older version? Upgrade your copy of Supervisor software to at least version 6 and try again.
2. Check that you can run Supervisor software by itself (for example, from the Start Menu)
   - Yes? Continue with Step 3.
   - No? Reinstall Supervisor and try again.
3. The main program files for Supervisor are installed on a networked drive. Ensure that there is network connectivity between the local and networked drive (for example, can you browse to the drive using *Windows* Explorer?)
   - Yes? Reinstall Supervisor and try again. If this fails to solve the problem, contact your Lucent Technologies support professional, representative or distributor.
   - No? Contact your System Administrator to help restore the network connectivity.

Performance Issues

Answers to questions about the performance of your *CentreVu* Visual Vectors client software are as follows:

Why isn't the application more responsive?

There are a number of possible causes of responsiveness issues:

- The hard disk is thrashing (frequent hard disk access).
  This indicates that the machine does not have enough memory. To review the hardware requirements see page 1-5.
  Solution: Add more physical RAM.
- Too many application programs are open.
  This makes less physical memory available to Visual Vectors, especially when memory intensive operations are running.
  Solution: Close down other applications to provide more memory for Visual Vectors.
- The network link is slow.
  Visual Vectors may be connected to the server via a slow connection.
  Solution: Use a faster network link or a higher-speed modem.

Why isn't deleting an object in the Navigator instantaneous?

When an object is deleted, the Navigator makes a copy of it, so the delete operation can be undone.

Why isn't viewing the VDNs for an ACD in the Navigator instantaneous?

The first time after you log into a CMS server and Navigate any ACDs VDN Folder, permission-checking is performed (if it is enabled). The delay depends on the CMS server platform and the number of measured VDNs, but can range from one second to over a minute.

Miscellaneous Issues

Answers to miscellaneous other questions about *CentreVu* Visual Vectors Client software are as follows:

Why does the software seem to hang, with the cursor in the wait state?

The application may not have actually hung; sometimes the cursor stays in the wait state even after a task has completed. If the cursor is moved, it will turn back to its normal state.

If a task takes place in the normal fashion, the progress bar should appear on screen, showing progress on work being done and then disappear. If a task hangs, the progress bar should stay on the screen for some period of time with no progress reported. In this case, moving the cursor is usually not possible.

Why does Visual Vectors need Microsoft Internet Explorer 3.02 or later to work?

Help in Visual Vectors has been implemented using HTML Help which requires Internet Explorer 3.02 or later to work. It must be installed, but it does not have to be set as the default browser (.htm application).

Why doesn't Visual Vectors Help appear to work?

There are a few causes which could prevent help from working:

- The help file, for example, `vv_en.chm` (the English version), is missing or corrupted.
  Solution: Copy this file from another working software installation or re-install Visual Vectors.
- The help registry entries have been removed or corrupted.
  Solution: Run `hhupd.exe` to setup the registry for HTML Help.
- The installation program was executed from another machine, hence the registry entries for help on this PC are missing (for more details, see page 7-3).
  Solution: Run `hhupd.exe` to setup the registry for HTML Help.

Why does the application fail to repaint the screen or respond to any input?

This should not normally happen. However, something in your PC environment could be causing this symptom. These problems may occur as General Protection Faults (GPFs), lockups or other mixed behavior. To determine if this type of problem exists, do the following:

1. Move everything out of your StartUp group.
2. Restart *Windows*.
3. Run Visual Vectors (making sure it is the only application running).
   - *If the problem does not go away,* please provide the following to your Lucent Technologies support professional, representative or distributor: the error log (`error.log`) and trace log (`trace.log`) files, together with any useful information you can gather (for example, your operating environment and other PC applications, Visual Vectors installation type (Local or Network/Client), activity when Visual Vectors stopped responding, and so on).
   - *If the problem goes away,* then another software application is causing your PC to have this problem. Continue with the next step.
4. Start running each file that was in your StartUp group.
   - *If you still encounter problems,* then you will not be able to run this software at the same time you are running Visual Vectors. You should speak with the manufacturer of this package to determine why it is causing a problem in your environment.

Why has the software crashed and what should I do?

If all else fails, please send the log files (`error.log` and `trace.log`) and the user files (`user.odb` and `user.odt`) to your Lucent Technologies support professional, representative or distributor, together with any useful information you can gather. This information might include, for example, your operating environment and other PC applications, Visual Vectors installation type (Local or Network/Client), activity when Visual Vectors crashed, and so on.

General PC Issues

Answers to questions in general about using *CentreVu* Visual Vectors Client software on your machine are as follows:

Why is accessing my hard drive so slow?

A fragmented hard disk leads to slow disk access.
Be sure to run a defragmentation utility such as DEFRAG.EXE (*Windows* 95 only - Defragmentation utilities are available for *Windows NT* 4.0, but none are currently shipped with it), this will speed up disk access.
Important: do not run any defragmentation operation while using Visual Vectors (or any applications which require disk access), as this can lead to file corruption.

Why is it necessary to access my hard drive so much?

To determine if a problem exists, do the following:

1. Check your *Windows* swap file configuration.
   Check Virtual Memory Settings by right-clicking on the My Computer Desktop icon and selecting Properties. Click on the Performance tab and check Virtual Memory settings.
   - If recommended settings are selected, continue with Step 2.
   - If not, then allocate more Virtual Memory and restart *Windows*.
2. Check free space of the drive on which *Windows* is installed.
   A full hard disk can create a bottleneck because there may not be sufficient space to generate an optimal swap file.
   - If 50 MB or more is free, continue with Step 3.
   - If less than 50 MB is free, free more space and restart *Windows*.
3. Check your memory in *Windows*.
   64MB or more of physical RAM provides optimal performance.

Do you think I might have some kind of virus?

Viruses typically hook disk and memory access routines. This can cause performance problems. Use a good virus-checking package to scan for and remove viruses. Run it regularly. However, for best performance, do not run it at the same time that you are using Visual Vectors software.

Glossary

CentreVu
Visual Vectors

Accelerator Keys Keys that provide shortcuts to actions available on a menu.

Add/Remove Programs A *Windows* feature that allows you to remove programs that have been installed on your computer. The Add/Remove icon is found in the Control Panel window.

Announcement A recorded voice message that normally tells the caller what destination the call has reached. The announcement also often tries to persuade the caller to stay on the line. With Call Vectoring, announcements can be part of a vector's call processing. An announcement is assigned to a vector by entering an announcement number.

Application Folder A folder on the network server that holds *CentreVu* Visual Vectors application software—executables and components.

AutoPlay A *Windows* feature that causes an application on a CD-ROM to run without any user interaction as soon as the CD-ROM is inserted into the drive.

Automatic Call Distribution (ACD) A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).

Call Center World — A collection of objects and entities that can be viewed and administered through *CentreVu* Visual Vectors. Which objects and entities you can access, edit or assign depends upon your permissions.

Call Management System (CMS) — A software product used by business customers that have Lucent Technologies telecommunications switches/ECS servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The CMS server collects call-traffic data, formats management reports, and provides an administrative interface to the switches' ACD feature.

***CentreVu* Framework** — The window from which you access Visual Vectors tools such as Navigator, Vector Editor, and VDN Assignment.

***CentreVu* Supervisor** — The Call Management System client application for the Microsoft® Windows® 32-bit operating environments.

Client — A single PC that uses *CentreVu* Visual Vectors software.

Containee, Containee Count property — An object in your Call Center World that is logically contained within other objects. Analogous to a file. For example, the Containee Count property for each CMS object in your Call Center World is 1-8 ACD objects. The maximum count for each entity folder (for split/skill objects, trunk groups, VDNs, and vectors) depends on switch type and version for an ACD.

Container An object in your Call Center World that logically contains other entities or objects. Analogous to a folder or directory. For example, each CMS object in your Call Center World can contain as many as 8 ACD objects, each of which contains entity folders (for split/skill objects, trunk groups, VDNs, and vectors).

Context menu A menu with specific actions for an entity or object, often accessed by clicking the right mouse button on it.

Current window The window in which you are currently working (usually indicated by a highlighted title bar).

DEFINITY® ECS The name for Lucent Technologies' Enterprise Communications Server telecommunications switch.

Delete An action that removes the object from your Call Center World. A warning will display if a Delete action will also affect entries in the *CentreVu* CMS database.

Dictionary A CMS subsystem that can be used to assign names to various call center entities such as splits/skills, trunk groups, VDNs and vectors. These names appear in Visual Vectors windows, making them easier to interpret.

Dialog Box A small on-screen window that conveys or requests information from the user. This window can contain list boxes, text boxes, tabbed pages, and so forth.

Entity A generic term that refers to one of the following: Announcement, Split/Skill, Trunk Group, VDN, or Vector.

Expert Agent Selection (EAS)

Expert Agent Selection (EAS) is an optional switch/ECS server feature that builds on the power of the Call Vectoring and ACD features of the switch/ECS to match the skills required to handle a particular call to an agent who has at least one of the skills that a caller requires.

The ACD queuing and the vector commands Queue-to and Check are used to route a call to an agent with the appropriate skill to handle that call. With EAS, call distribution is based on skill.

CMS collects data on skills in the same manner as it collects data on splits. CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills.

Folder

An object in the Navigator tool that contains entities (splits/skills, trunk groups, VDNs, and vectors). Folders are used to visually group all entities of a specific type for an ACD container.

Installation Folder

A folder on the network that holds all of the *CentreVu* Visual Vectors files. `Setupclient.exe` is run from this folder to install Supervisor on each client computer.

Local Installation

With this type of installation, you install all of the Supervisor software to disk space local to each computer from a CD-ROM or from the network.

Log

A file that contains a record of computer activity as well as backup and recovery data.

Measured

A term that means an ACD entity (split/skill, trunk group, vector, VDN) has been identified for CMS to collect data.

Menu bar A menu bar is under the title bar of most windows. The menu bar shows the menu names available for that particular window (for example, File and Help). You select an item from one of these drop-down menus.

Message window Temporary window used only for displaying information or errors.

Name property Fields in which you may enter or change a name (synonym) that has been entered in the CMS Dictionary (for example, names of announcements, splits/skills, trunk groups, vectors, or VDNs).

Navigator The software tool accessed from *CentreVu* Framework that provides hierarchical tree and list/details views of the objects in your Call Center World. Analogous to Windows Explorer.

Object Any item which may appear in your Call Center World via the Navigator tool. Objects can be containers of other objects or entities (VDNs folder), or an object may be an administrable entity itself (VDN).

Permissions Permissions assigned to users so they can access different areas in CMS or administer specific entities (splits/skills, trunk groups, vectors, etc.) of the ACD. Access permissions are specified as read (R) or write (W) permission or both (RW). Read permission means the user can access and view data (for example, in the Navigator window). Write permission means the user can add, modify, or delete data and execute processes.

Prompting	A switch feature that routes incoming calls based on information entered by the calling party, such as an account number. The caller receives an announcement and is prompted to select an option from those listed in the announcement.
Readme File	A file that provides up-to-the-minute information on a newly released product; in this case, *CentreVu* Visual Vectors software.
Read-Only	A folder or file that can be read, but not updated or erased.
Registry	The system-wide depository of information supported by *Windows*. The registry contains information about the system and its applications, including clients and servers.
ScratchPad	An area in each Visual Vectors user's Call Center World to which they can save graphical vectors that they have created or edited.
Selected object	The current, highlighted object in a Navigator window.
Setup Program	A program that configures a system for a particular environment; for example, it informs the system of a new device or interface, such as *CentreVu* Framework.
Shared Installation	With this type of installation, the *CentreVu* Visual Vectors application software is installed to a shared application folder on the network server, but user-specific files and logs are stored in a folder on each user's PC or on their own network drive.

Shortcut An icon on your computer screen that enables you to select and run an application (for example, *CentreVu* Visual Vectors) quickly and easily.

Skill An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call which requires one of those skills. In relationship to your call center, think of a skill as a specific customer need/requirement or perhaps a business need of your call center. You will be defining your skills based on both these needs.

Split A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.

Start Menu The menu that appears when you click on the Start button in the *Windows* taskbar. This menu contains programs and other *Windows* applications.

Status bar A status bar is across the bottom of most windows (except the Navigator tool). The status bar shows the status of the current action in that window.

Switch A private switching system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.

Taskbar The bar that appears by default at the bottom of the *Windows* desktop. You can click buttons that appear on this bar to switch between running programs.

Title bar A title bar is across the top of most windows. The title bar shows the name of that particular window (for example, Navigator). Titles of open Visual Vectors' tool windows will be listed on *CentreVu* Framework's Window menu.

Toolbar A toolbar is under the menu bar of most windows. Toolbar icons represent actions you can perform.

Tooltips Tooltips are available in most windows by placing the mouse cursor over a toolbar item for two seconds. Tooltips describe the actions performed by selecting the toolbar icon. Tooltips can be disabled in the Preferences window accessed via *CentreVu* Framework's File menu.

Trunk A telephone circuit that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a telephone.

Trunk Group A group of trunks that are assigned the same dialing digits: either a phone number or a Direct Inward Dialed (DID) prefix.

VDN Assignment The VDN Assignment wizard software tool, accessed via *CentreVu* Framework, guides you through the process of assigning a vector and skill preference to a VDN. The windows that display if you select Vector Id or Skill Pref from the context menu of a VDN object are in this tool.

VDN Skill Preferences property

Up to three skill(s) can be assigned to a VDN. Calls use VDN skills for routing based on your preference (as you administer it in the vector). VDN skill preferences are referred to in the vector as 1st, 2nd, or 3rd.

A prioritized list of agent skills administered for a VDN that are required or preferred for the answering agent. VDN Skill Preferences represent the requirement that a call be routed to ACD agents with one or more abilities.

Vector

A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing via VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.

Vectoring

A switch feature that provides a highly flexible method for processing ACD calls using VDNs and vectors as processing points between trunk groups and splits or skills. Call vectoring permits treatment of calls that is independent of splits or skills.

Similar to a computer program, a call vector is a set of instructions that control the routing of incoming calls based on conditions that occur in a call center environment. Examples of call vector conditions include time of day and the number of calls in queue.

Vector Directory Number (VDN)

An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.

Vector Editor

This software tool, accessed from *CentreVu* Framework, allows you to create and edit vectors visually, by dragging and dropping icons representing commands or steps and arranging them into vectors. You can attach comments, change layout, save and print the vectors.

Vector properties

Conditions or parameters accompanying a vector command that define the circumstances in which the command in that vector step will be applied to a call.

Visual Vectors Client software

Visual Vectors is a software application which, via one or more *CentreVu* CMS servers, facilitates management of several entity types on multiple switches/ECS servers.

Visual Vectors Server software

Software installed onto *CentreVu* CMS server(s) which enable(s) administration (changing or modifying configured entities) for ACDs linked to the CMS.

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