

Lucent Technologies
Bell Labs Innovations



***CentreVu*[®] Explorer II**

Version 1.0

Installation for *Windows NT*[®]

585-218-201
Comcode 108456609
Issue 1.0
June 1999

Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from nor will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call the Technical Service Center Toll Fraud Intervention Hotline at 1-800-643-2353.

Trademarks

- CentreVu, DEFINITY, and NetCare are registered trademarks of Lucent Technologies.
- Intel and Pentium are registered trademarks of Intel Corporation.
- Java is a registered trademark of Sun Microsystems, Inc.
- Microsoft, Windows, Windows NT, and SQL Server are registered trademarks of Microsoft Corp.
- Netscape Navigator is a trademark of Netscape Communications Corporation.
- pcAnywhere is a copyright of Symantec Corporation.
- All other product names mentioned herein are the trademarks of their respective companies.

Ordering Information

Call: Lucent Technologies Publications Center
Voice: 1-800-457-1235
International Voice: +1-317-322-6416
Fax: 1-800-457-1764
International Fax: +1-317-322-6699

Write: Lucent Technologies BCS Publications Center
2855 N. Franklin Road
Indianapolis, IN 46219
U.S.A.

Order: CentreVu® Explorer II Installation for Windows NT®
Guide
Document No. 585-218-201
Comcode 108456609
Issue 1.0, June 1999

For additional documents, refer to the section entitled "Related Documents" in the Preface.

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Lucent Technologies Publications Center.

Lucent Technologies National Customer Care Center

Lucent Technologies provides a telephone number for you to use to report problems or to ask questions about your call center. The support telephone number is 1 800 242-2121.

Document Support Telephone Number

Lucent Technologies provides telephone numbers for you to use to report errors or to ask questions about the information in this document. The support telephone numbers are:

Voice: 1 888 584-6366 and

International Voice: +1-317-322-6848.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC

Low Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above Directives.

Disclaimer

Intellectual property related to this product (including trademarks) and registered to AT&T Corporation has been transferred to Lucent Technologies Incorporated.

Any references within this text to American Telephone and Telegraph Corporation or AT&T should be interpreted as references to Lucent Technologies Incorporated. The exception is cross references to books published prior to December 31, 1996, which retain their original AT&T titles.

Heritage Statement

Lucent Technologies—formed as a result of AT&T's planned restructuring—designs, builds, and delivers a wide range of public and private networks, communication systems and software, consumer and business telephone systems, and microelectronics components. The world-renowned Bell Laboratories is the research and development arm for the company.



*CentreVu
Explorer II*

Table of Contents

| | |
|---|----------------|
| Introduction | 1-1 |
| What is CentreVu® Explorer II? | 1-1 |
| Purpose | 1-2 |
| Background | 1-3 |
| New Features | 1-4 |
| Audience | 1-5 |
| System Overview | 1-5 |
| Network Diagram | 1-6 |
| Installation Checklist | 1-8 |
| Pre-installation | 1-8 |
| Installation | 1-9 |
| Installation Dependencies | 1-10 |
| ECS/Switch Requirements | 1-10 |
| CentreVu CMS Requirements | 1-10 |
| External Call History Interface (ECHI) Overview | 1-10 |
| Customer Responsibilities | 1-11 |
| Server Requirements and Recommendations | 1-12 |
| Processor Requirements | 1-12 |
| Performance Requirements | 1-13 |
| Hard Disk Drives | 1-14 |
| Remote Access | 1-15 |
| System Software Configuration | 1-15 |
| Co-Residency Issues | 1-15 |
| Disk Storage Requirements | 1-16 |
| Optional Recommendations | 1-17 |
| Network Connectivity | 1-19 |
| Client Requirements and Recommendations | 1-20 |
| Installation Information Chart | 1-21 |
| CentreVu Explorer II Installation Preparation | 1-22 |
| Setting Up the CentreVu Explorer II Server | 1-24 |
| Setting Up CentreVu Explorer II Client | 1-25 |
| Setting Up CentreVu CMS | 1-26 |
| CentreVu CMS Login and Password | 1-27 |
| CentreVu CMS Modem Address | 1-28 |
| Setting Up Windows NT | 1-28 |
| Provisioning and Activation of ECHI | 1-29 |
| Obtaining a CentreVu Explorer II License | 1-30 |
| Installing and Uninstalling the Software | 2-1 |
| Overview | 2-1 |
| Installation Prerequisites | 2-2 |
| Installing CentreVu Explorer II Server Software | 2-3 |

| | |
|--|------|
| Loading CentreVu Explorer II Software | 2-4 |
| Installing SQL Server 7.0 | 2-4 |
| Administration Passwords | 2-4 |
| Installing CentreVu Explorer II Software | 2-5 |
| Creating the CentreVu Explorer II Database | 2-12 |
| Populating the Data | 2-17 |
| Launching CentreVu Explorer II | 2-18 |
| pcAnywhere® Security Considerations | 2-19 |
| Uninstalling the CentreVu Explorer II Software | 2-21 |
| Uninstalling CentreVu Explorer II Software | 2-22 |
| Removing the Database | 2-28 |

Upgrading to CentreVu Explorer II Software..... 3-1

| | |
|---|------|
| Overview | 3-1 |
| Upgrading to SQL Server 7.0 | 3-2 |
| Upgrading the CentreVu Explorer II Software | 3-3 |
| Creating the CentreVu Explorer II Database | 3-10 |
| Converting CentreVu Explorer 1.x Data | 3-15 |

Maintenance..... 4-1

| | |
|---|------|
| Overview | 4-1 |
| Backing Up SQL Server Database | 4-2 |
| Checking for Security | 4-3 |
| Logins and Passwords Stored in the Database | 4-3 |
| Administration Utilities | 4-4 |
| Database Administration | 4-11 |
| Accessing Database Administration | 4-11 |
| Determining Average Daily Call Record Volumes | 4-13 |
| Discarding or Archiving Data | 4-14 |
| Restoring Data | 4-20 |
| Migrating CMS Data Dictionary Synonyms | 4-21 |

Troubleshooting..... 5-1

| | |
|---|------|
| Overview | 5-1 |
| Purpose | 5-1 |
| Who to Contact | 5-1 |
| Getting Technical Support | 5-3 |
| Lucent TSO Responsibilities | 5-4 |
| Customer Responsibilities | 5-4 |
| Process to Get Support | 5-5 |
| General Troubleshooting Tips | 5-6 |
| Setting Up the Java Plug-in | 5-6 |
| Checking the Corrupt Folder | 5-7 |
| Monitoring System Performance | 5-8 |
| Configuring CentreVu Explorer II Log File | 5-10 |

| | |
|---|------|
| Troubleshooting and Maintenance Routines..... | 5-13 |
| Expanding the Database..... | 5-13 |
| Clearing Out the Transaction Log | 5-13 |
| Expanding the tempdb File | 5-14 |
| Troubleshooting Tips for Windows NT | 5-15 |
| Windows NT Event Log Error Messages Types | 5-15 |
| Installation Error Messages | 5-15 |
| Java Web Server Error Messages..... | 5-17 |
| Data Import Service Messages..... | 5-19 |
| Open Database Connection (ODBC) | |
| Error Messages..... | 5-20 |
| Database (DB)-Library Error Messages | 5-20 |
| Log-in Error Messages..... | 5-21 |
| Service Affecting Automated Procedures | 5-21 |
| Data Import | 5-21 |
| Database Maintenance Procedures | 5-22 |

Appendix A-1

| | |
|---|-----|
| Windows NT Server Connection Assistance | A-1 |
| Establishing Server Network Connection | A-2 |
| Hardware..... | A-2 |
| Software | A-2 |
| CentreVu Explorer II Server Identification..... | A-3 |
| CentreVu Explorer II Protocol Assignment | A-4 |

Glossary..... GL-1

Index..... IN-1



CentreVu
Explorer II

1

Introduction

What is *CentreVu®* Explorer II?

CentreVu Explorer II transforms *DEFINITY®* Enterprise Communications Server (ECS) Call Center information into powerful knowledge for call centers' business needs. Information collected from the *CentreVu* Call Management System (CMS), is compiled, formatted, and presented to the user through a Web browser to illustrate critical call center activity.

CentreVu Explorer II handles critical call center activity by recording and supplying specific information about a particular call. For example, *CentreVu* Call Management System (CMS) indicates that a call has abandoned and *CentreVu* Explorer II provides more specific information about that abandoned call. The following type of information can also be gathered on *CentreVu* Explorer II:

- How many callers abandoned after holding for more than 30 seconds?
- Which agent splits transfer the most calls?
- What kinds of calls are measured by stroke counts or call work codes?

In addition to the *CentreVu* Explorer 1.0, 1.1 and 1.2 functionality, *CentreVu* Explorer II provides:

- More deployment options
- More flexible queries
- More results presentation alternatives
- More flexibility to export data
- Support for multiple CMSs.

Purpose

The purpose of this guide is to provide the owner of a *CentreVu* Explorer II Server (CES) with installation procedures and a better idea of how to maintain the *CentreVu* Explorer II product. By implementing the recommendations provided by this document, you ensure that the server downtime is minimized. This document applies to *CentreVu* Explorer II. If you have an earlier version of the product, contact Lucent Technical Support to arrange for an upgrade.

Background

When *CentreVu Explorer* 1.0 was released in 1997, it quickly revolutionized the way call center managers thought about call center data. Call switch data—not previously considered “information” because it could not be easily accessed—could now be queried upon and used to more efficiently and cost-effectively run call centers. Customer feedback showed that customers liked *CentreVu Explorer*’s friendly query tools, its ease of administration, and the familiar Web interface.

One of *CentreVu Explorer*’s most requested features, is that no client desktop software is needed. Nothing needs to be loaded on the users’ PCs to allow them access to *CentreVu Explorer* Version 1.0 or later software. This eliminates the need to install or upgrade client software and minimizes the use of desktop resources. *Windows* and a TCP/IP connection to a Language Area Network (LAN) were the only client requirements.

Previous releases of *CentreVu Explorer* software include:

- *CentreVu Explorer* 1.0
- *CentreVu Explorer* 1.1
- *CentreVu Explorer* 1.1.1
- *CentreVu Explorer* 1.1.2
- *CentreVu Explorer* 1.2
- *CentreVu Explorer* 1.2.2.

All previous releases of *CentreVu Explorer* software can be upgraded to *CentreVu Explorer II*. See details about upgrading the software in Chapter 3, “Upgrading to *CentreVu Explorer II Software*,” in this guide.

New Features

CentreVu Explorer II retains all of the features in the previous versions of *CentreVu Explorer* (1.0, 1.1, and 1.2) which includes access to *CentreVu* Call Management System's External Call History (ECH) elements in a logical, easy-to-analyze format. The *CentreVu Explorer II* software is easy to install, maintain, and does not require any client software.

The *CentreVu Explorer II* new features include:

- Enhanced query capabilities
- Conditional queries: and/or, <, >, =, not =, grouping
- Ability to easily save queries
- Time of day and day of week queries
- Support for a variety of databases (for example, SQL Server and *INFORMIX*)
- Compatibility with the *Windows NT* and *Sun Solaris* platforms
- Data exportability to other applications
- Support for multiple CMSs
- Retention of the “Explorer Classic” look and feel
- Expanded number of row limitations on query results (for example, more than 500 rows can now be used)
- Migration of some *CentreVu* CMS Data Dictionary synonyms to the *CentreVu Explorer II* server
- Ability to move between multiple web frames—this eliminates the need to back out of web frames
- Multiple window capabilities allow queries to be viewed simultaneously
- Some maintenance capabilities are automated (for example, data discard).

For more information about the features offered with *CentreVu Explorer II*, see the *CentreVu® Explorer II, Version 1.0, User Guide* (585-218-200).

Audience


This guide is written for customers of the *CentreVu* Explorer II solution, and includes anyone who is installing the *CentreVu* Explorer II software (for example, Lucent *NetCare*® Professional Services, Technical Service Center, Maintenance and Provisioning, Call Management System Helpline, Sales Design Support Center (SDSC), and anyone else who might use or support a *CentreVu* Explorer II installation and setup).

In general, the Lucent *NetCare* Professional Services is responsible for installing and training on the *CentreVu* Explorer II software. This *CentreVu*® *Explorer II Installation for Windows NT*® guide is for anyone who needs to know:

- Software installation
- Maintenance for *CentreVu* Explorer II
- Suggestions for installers concerning the troubleshooting of the *CentreVu* Explorer II solution.

System Overview

CentreVu Explorer II collects data from a Lucent Technologies call center environment. Data is delivered to an external *Windows NT*® server through a local area network (LAN) connection to the *CentreVu* Call Management System (CMS).

Note: The *CentreVu* CMS must be connected to a *DEFINITY*® Enterprise  Communications Server (ECS)/switch. *CentreVu* Explorer II operates only in a Lucent Technologies environment.

Files are transmitted over the local area network at a rate based on the *CentreVu* CMS settings. *CentreVu* Explorer II reads these files, formats the data, and stores it in a local database. This data is accessed through a query engine utilizing a web browser front end as an access vehicle.

Network Diagram

The following is a list of the network requirements:

- ECS/switch
- *CentreVu* CMS
- *CentreVu* Explorer II server
- Local area network
- *CentreVu* Explorer II client workstation.

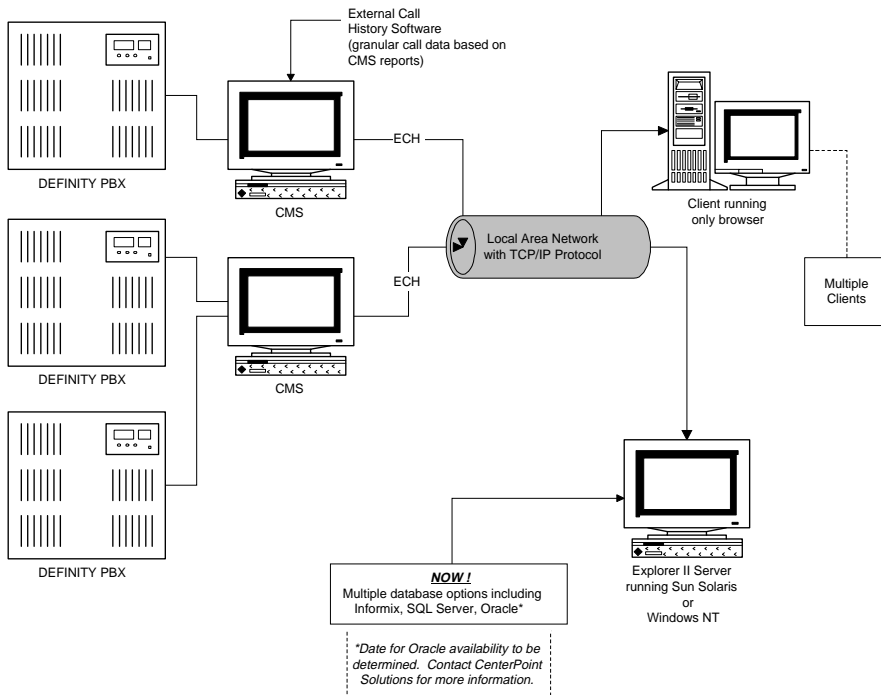
Introduction

What is CentreVu® Explorer II?

1-7

The following diagram indicates a typical network configuration utilizing *CentreVu Explorer II*.

**CentreVu Explorer II
Network Diagram**



Installation Checklist

This section includes a high-level overview of the following information:

- Pre-installation
- Installation
- Important Information.

Pre-installation

Prior to beginning your installation, you must make sure that your computer meets the minimum system requirements. If your computer does not match up to the requirements described in this section, you may have problems in installing and using the *CentreVu Explorer II* application.

CentreVu Explorer II supports a variety of client and server platforms including various browser clients. The pre-installation platform requirements are as follows:

1. The server runs on *Windows NT* 4.0 with an SQL Server.
The Service Pack level for *Windows NT* 4.0 is Service Pack 4 (SP4), and the SQL Server versions supported is SQL Server 7.0.
2. There is one version of server code for all platforms.
3. The client supported can be any platform capable of supporting the selected browsers.

This includes, but is not limited to, *Windows 95*, *98*, *Windows NT* 4.0, and any *Sun* hardware platform. For *Sun* systems, see the *CentreVu® Explorer II Installation for Sun* (585-218-202) guide for details.

4. The *CentreVu Explorer II* application supports standard browsers.
The supported browsers use any version of *Netscape* 4.06 or higher or Internet Microsoft Explorer 4.0 or higher.

5. The application uses the *Java* plug-in for the non-standard browsers.

The *Java* plug-in allows older browsers to use the Custom Query Builder feature.

For more details, see Chapter 5, “Custom Query Builder,” in the *CentreVu® Explorer II Version 1.0 User Guide* (585-218-200).

Installation

Detailed installation procedures are described in Chapter 2, “Installing and Uninstalling the Software.”

Installation Dependencies

ECS/Switch Requirements

The ECS/switch requires a communication link to the *CentreVu* CMS. Appropriate automatic call distribution (ACD) translations must be configured to generate external call history (ECH) results on the *CentreVu* CMS. These results include measured agents, vectors, vector directory numbers (VDNs) and other applicable call center translations.

No exceptional connection logistics exist for the *CentreVu* Explorer II product. Standard ECS/switch communication to *CentreVu* CMS is used.

CentreVu CMS Requirements

The External Call History Interface (ECHI) feature must be authorized in the *CentreVu* CMS. See setup information in the *CentreVu Call Management System Release 3 Version 8 External Call History Interface* (585-210-912) document. Contact your Lucent Technologies representative or distributor for details.

External Call History Interface (ECHI) Overview

The External Call History Interface is an optional *CentreVu* CMS feature, which allows for the transfer of *CentreVu* CMS Release 3 Version 8 call record files (call history data files) to another computer for processing.

This feature is useful for call centers with a high volume of call traffic. It allows a much higher volume of call data to be processed and stored because the *CentreVu* CMS computer can process only a limited amount of call data.

As calls are processed, call records are recorded in a file (one record per call segment) until the file size reaches 20 megabytes (MB) or the end of an interval is reached, whichever comes first. A new file (and its first record) is then created as the first segment of the next call is processed.

Customer Responsibilities

Who Is Responsible for *CentreVu* Explorer II Server (CES)?

It is the owner of the *CentreVu* Explorer II server's responsibility to maintain the server. This maintenance includes making regular database backups, performing SQL Server database administration, and verifying processing of External Call History (ECH) data. Specific descriptions of the maintenance that must be performed are explained in detail in this document.

While responsibility for the *CentreVu* Explorer II server seems logically to fall to the telecommunications group, in many cases the Information Systems (IS) department is better equipped to maintain the product because it is based primarily on the *Windows NT* operating system and the Microsoft *BackOffice Suite*.

You must do the following to transfer call history data:

1. Purchase the External Call History Interface (ECHI) package.
2. Contact your Lucent representative to have the ECHI feature authorized and installed. If you are an international customer, contact your Lucent Technologies representative or distributor.
3. Lucent *NetCare* Professional Services sets up the connection between the *CentreVu* CMS computer and the computer that receives the data.
4. Set up the *Windows NT* server and install the *CentreVu* Explorer II software.

Server Requirements and Recommendations

CentreVu Explorer II employs industry standard components to deliver access to the ECS switch's *CentreVu* CMS Call History data. The final system configurations may vary in individual call centers. Recommendations for the *CentreVu Explorer II* configuration follow. Hardware performance varies based on actual system configuration.

Two server platforms are available for *CentreVu Explorer II* which are as follows:

- *Windows NT*—see this guide for details.
- *Sun Solaris*—see the *CentreVu Explorer II, Version 1.0, Installation for Sun (585-218-202)* guide for details.

Processor Requirements

The minimum recommended processor to be used with *CentreVu Explorer II* is the *Intel*^{*} *Pentium*[†] Pro because of its 32-bit software architecture. Since all components of *CentreVu Explorer II* are 32-bit code, your system benefits from the *Pentium* architecture. Additionally, faster processor speeds improve the performance of *CentreVu Explorer II*.

The minimum recommended processors for the *CentreVu Explorer II* server are as follows:

- *Pentium* Pro 250 Mhz or greater
- *Pentium* Pro, multiple processor architecture for large call centers.

^{*}Intel is a registered trademark of Intel Corporation.

[†]Pentium is a registered trademark of Intel Corporation.

Performance Requirements

Call centers of all sizes benefit from *CentreVu* Explorer II. Call centers taking 100,000 or more ACD calls per day quickly accumulate large volumes of data. Smaller call centers taking less than 10,000 ACD calls per day also accumulate large volumes of data over a period of months.

All performance measurements are based on call segments. A call segment is each record in the ECH file sent by the *CentreVu* CMS. A call that is delivered to an agent, who then transfers to another agent, contains two call segments. Therefore, the following capabilities are required when running *CentreVu* Explorer II running on *Windows NT* for populating call segments:

- 8,500 call segments an hour
 - 128 megabytes of memory
 - 266 MHz chip.
- 15,000 call segments an hour
 - 512 megabytes of memory
 - dual 400 MHz chip.
- For more call segments an hour use long term considerations—for example, a motherboard with the capacity of 1 gigabyte (GB) of RAM.

Database server performance on large data sets is directly affected by available memory.

Hard Disk Drives

The amount and type of local disk storage directly impacts *CentreVu* Explorer II's ability to store and retrieve information. A direct correlation exists between local disk capacity and the total number of call records that can be stored. Actual disk space usage will vary by call center depending on the number of ACD calls per day, the average number of segments per call, and the number of days that *CentreVu* Explorer II is required to keep data online.

See the “Disk Storage Requirements,” section in Chapter 1, “Introduction,” which shows disk storage requirements for a variety of daily call volumes. *CentreVu* Explorer II operates more efficiently with Ultra Fast Wide Small Computer System Interface (SCSI) disk drives. Having the option to add Input/Output (I/O) controllers allows for performance increases as the situation dictates.

The following hard disk drives are recommended:

- Multiple 4GB and 8GB drives (depending on storage requirements)
- Drive type—Ultra Fast Wide SCSI
- Multiple Ultra Fast Wide SCSI smart array controllers/channels.

Remote Access

The *CentreVu* Explorer II server requires a 28.8 (or greater) high-speed modem and also requires that the *pcAnywhere* software be installed. Remote access is necessary for system diagnosis, maintenance, and software updates. The *pcAnywhere* software is shipped on a separate CD with the *CentreVu* Explorer II software. To install *pcAnywhere*, see the *pcAnywhere* installation instructions.

System Software Configuration

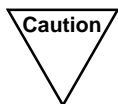
CentreVu Explorer II employs industry standard components to deliver access to *CentreVu* CMS Call History data. Therefore, the final system configuration may vary across call centers. It is the customer's responsibility to purchase and install the following required software packages for *CentreVu* Explorer II Version 1.0:

- *Microsoft Windows NT* Server 4.0 Service Pack 4
- *Microsoft SQL* Server 7.0
- *Microsoft* Internet Explorer or *Netscape Navigator*.

In the context of this guide, *CentreVu* Exchange Server (CES) refers not only to the *CentreVu* Explorer II software package, but also to all supplementary software required for the product to function. It is the customer's responsibility to purchase and install the supplementary software.

Co-Residency Issues

CentreVu Explorer II is configured at installation to use all resources of the server on which Explorer II is loaded.



It is strongly recommended that the server remain fully dedicated to *CentreVu* Explorer II. The loading and running of additional software on the *CentreVu* Explorer II server is strongly discouraged because it can result in performance degradation to *CentreVu* Explorer II users. All sizing guidelines are given assuming a dedicated server.

Disk Storage Requirements

The required amount of disk space is a function of the average daily call volume, the average number of call segments per call, and the desired retention period. The table below gives some example sizing information. For a more specific estimate of your call center environment, please use the Disk Sizing Tool that can be found at: <http://www.centerpointusa.com/products/V2.shtml>.

This table shows call record storage requirements based on the number of calls per day over a period of months.

Table 1: Disk Storage

| # of Months | Avg # of Segments | ACD Calls Per Day | In MegaBytes | |
|----------------|----------------------|----------------------|--------------|------------------|
| | | | Daily | Total |
| 3 | 3 | 100,000 | 207.1 | 18,600.0 |
| 6 | 3 | 100,000 | 207.1 | 37,199.5 |
| 12 | 3 | 100,000 | 207.1 | 74,398.5 |
| 24 | 3 | 100,000 | 207.1 | 148,796.6 |
| 3 | 2 | 100,000 | 139.0 | 12,463.1 |
| 6 | 2 | 100,000 | 139.0 | 24,925.7 |
| 12 | 2 | 100,000 | 139.0 | 49,850.9 |
| 24 | 2 | 100,000 | 139.0 | 99,701.4 |
| 6 | 2 | 20,000 | 28.2 | 4,985.5 |
| 12 | 2 | 20,000 | 28.2 | 9,970.6 |
| 24 | 2 | 20,000 | 28.2 | 19,940.7 |
| 6 | 2 | 5,000 | 7.4 | 1,246.7 |
| 12 | 2 | 5,000 | 7.4 | 2,493.0 |
| 24 | 2 | 5,000 | 7.4 | 4,985.5 |

Example

Question: *How much disk space do I need on my server to store three months of call records?*

Answer: If your call center averages 100,000 calls per day with an average of two segments per call, then the above table shows that you would need at least 12.5 GB of disk space allocated for call records on your server.

- Daily storage requirement = 139 MB
- Data Total = 139 MB x 90 days = 12,463 MB (12.5 GB).

Segments—All CentreVu Explorer II information is collected on the database server in the form of call data that is divided by call segments. A segment is defined by the ECS/switch as a logical grouping of call information. Each call that enters the ECS/switch call vector processing has a minimum of one (1) segment. Over the life of the call, information is added to a segment based on the corresponding events occurring during the call's life, starting from the time it entered vector processing and until vector processing releases all call record information for the call.

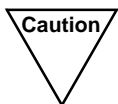
For more complete information regarding the format of ECHI data, please refer to the following External Call History Interface documents:

- *CentreVu Call Management System Release 3 Version 4 External Call History Interface* (585-215-804)
- *CentreVu Call Management System Release 3 Version 5 External Call History Interface* (585-215-824)
- *CentreVu Call Management System Release 3 Version 6 External Call History Interface* (585-215-854)
- *CentreVu Call Management System Release 3 Version 8 External Call History Interface* (585-210-912).

Optional Recommendations

We recommend the following components to enhance overall system performance and integrity:

- High-speed modem for remote access. Remote access is desirable for system diagnosis, maintenance, and software updates.
- Uninterrupted Power Supply (UPS).



An unprotected power hit may result in loss of some or all data.

- Near-line storage—In addition to a resident tape backup, near-line storage may be provided for direct access to archived historical information. Near-line storage may take the form of an optical jukebox for rapid access.

- Digital tape backup—A tape backup is desirable as an archiving mechanism to minimize the requirement for on-line storage and protect valuable Call Center historical information.
- Client 17” SVGA Monitor (or Better)—This is highly recommended due to the amount of information available within a *CentreVu* Explorer II query. A large monitor allows you to display more information simultaneously and reduces the need for scrolling to view the data.
- Disk Array Controller (DAR)—In the event the server employs multiple hard drives, a smart array controller may be installed to allow disk mirroring and other storage enhancements (such as, Redundant Array of Independent Disks [RAID] fault tolerant).

Network Connectivity

The Appendix in this guide provides additional network connectivity assistance in connecting *CentreVu Explorer II* to your local area network (LAN) or wide area network (WAN). In particular, these instructions pertain to the administration of the *Microsoft*^{*} *Windows NT*[†] Server 4.0.

Note: Refer to the *Microsoft* software support manuals and your network administrator for further assistance.



This section provides some suggestions for connecting to the network, however, the LAN, the WAN, and troubleshooting the LAN or WAN are the customer's responsibility.

CentreVu Explorer II requires a transmission control protocol/internet protocol (TCP/IP) connection to the *CentreVu CMS* through a LAN or WAN. The TCP/IP LAN or WAN connection is necessary so that the *CentreVu CMS* can transfer external call history data to the *CentreVu Explorer II* server. This same LAN or WAN connectivity allows client workstations to access *CentreVu Explorer II* through a web browser when using:

- *DEFINITY* Communications System switch to *CentreVu CMS*—Standard *CentreVu CMS* connectivity.
- **CentreVu CMS to CentreVu Explorer II**—LAN or WAN connection running TCP/IP with file transfer protocol (FTP) active. The *CentreVu CMS* must be running a software module that allows transmission of External Call history files for a local area network.
- **CentreVu Explorer II Server to Client**—LAN or WAN connection running TCP/IP.

^{*}Microsoft is a registered trademark of Microsoft Corp.

[†]Windows NT is a registered trademark of Microsoft Corp.

Client Requirements and Recommendations

The client workstation must be able to run a supported web browser. *CentreVu Explorer II* has been tested with *Microsoft* Internet Explorer 3.01 and also with *Netscape Navigator*^{*} 3.x (minimum). *Netscape* 4.0 or Internet *Microsoft* Explorer 4.0 are recommended. However, any hypertext markup language (HTML) 2.0 compliant browser will work.

The following configuration is recommended for running *CentreVu Explorer II* from a PC:

- *Pentium* central processing unit (CPU) or better
- 90 megahertz (MHz) or higher
- 32MB of RAM or better
- Mouse
- Web browser (HTML 2.0 compliant)
- An *Ethernet*[™] LAN card
- *Windows*[†] 95 or *Windows NT* workstation
- VGA monitor or better. (A terminal with a resolution of 1024 X 768 video resolution or higher makes viewing data easier.)

^{*}Netscape Navigator is a trademark of Netscape Communications Corporation.

[†]Windows is a registered trademark of Microsoft Corp.

Installation Information Chart

This information applies to installations. Please complete the following table and keep for your records when installing or upgrading.

Table 2: Checklist

| What you need | Definition | Write It Down Here |
|------------------------|--|---|
| LAN Card | The physical connection between the <i>CentreVu</i> CMS and the Explorer II server must be provided over a LAN. Two types of connections are available— <i>Ethernet</i> or Token Ring. | (Circle One) <i>Ethernet</i> Token Ring |
| Server computer name | <i>CentreVu</i> Explorer II server computer name. | |
| Server domain name | <i>CentreVu</i> Explorer II server domain name. | |
| Server IP address | | |
| Server subnet mask | | |
| Server default gateway | | |
| | | |

The LAN card, server computer name, and server domain name information can be obtained by selecting: **Start>Settings>Control Panel>Network** (from the *Windows NT*).

CentreVu Explorer II Installation Preparation

Your network connectivity must be verified with the CentreVu CMS using telnet or FTP.

The following checklists are designed to assist Lucent Technologies technical support personnel in the installation of your *CentreVu* Explorer II server. Please fill in the table below, and to specify additional information or descriptions where requested.

| NT Server | |
|------------------------|---|
| Windows NT | <input type="checkbox"/> Version # _____ <input type="checkbox"/> Service Pack # _____ |
| System Memory | <input type="checkbox"/> Please specify amount: _____ |
| CPU Type | <input type="checkbox"/> Please specify: _____ |
| Motherboard | <input type="checkbox"/> Single CPU <input type="checkbox"/> Dual CPU <input type="checkbox"/> Quad CPU <input type="checkbox"/> Other (please specify): _____ |
| IP Address | <input type="checkbox"/> Please specify: _____ |
| Modem Dial-in # | <input type="checkbox"/> Please specify: (_ _ _) _ _ _ - _ _ _ _ |
| Login | <input type="checkbox"/> Please specify: _____ |
| Password | <input type="checkbox"/> Please specify: _____ |

Please fill in the table below and specify additional information or descriptions where requested.

| Disk Details | |
|---|--|
| Disk Type | <input type="checkbox"/> EIDE <input type="checkbox"/> SCSI (Ultra SCSI Recommended) |
| Disk Controller Type | <input type="checkbox"/> EIDE Controller <input type="checkbox"/> SCSI Controller <input type="checkbox"/> RAID Array Controller (please specify RAID level): _____ <input type="checkbox"/> Other (please specify): _____ |
| Number of I/O Controllers/ Channels | <input type="checkbox"/> 1 _____ <input type="checkbox"/> 2 _____ <input type="checkbox"/> Other (please specify): _____ |
| Disk Capacity | <input type="checkbox"/> Less than 4 GB (please specify): _____ |
| Hard disk available for CentreVu Explorer II | <input type="checkbox"/> Please specify: _____ |
| CD-ROM | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Name Resolution | <input type="checkbox"/> DNS <input type="checkbox"/> Other |


Setting Up the CentreVu Explorer II Server

Verify that the *CentreVu* CMS can ping the *CentreVu* Explorer II server. This test establishes the IP connectivity required for the *CentreVu* CMS to transfer external call history data to the *CentreVu* Explorer II server.

Can you successfully ping the *CentreVu* Explorer II server from the CMS?

- Yes
- No

Fill in the temporary IP address line only if you plan to enable ECHI on *CentreVu* CMS more than 3 days prior to the scheduled installation date for the *CentreVu* Explorer II server.

Note:  You may need to enlist the assistance of a network administrator to accurately provide the IP address and network name resolution information.

| | Enter your Information here... |
|---|--|
| CentreVu Explorer II server modem number | <input type="text"/> |
| CentreVu Explorer II IP address | <input type="text"/> |
| CentreVu Explorer II server system name | <input type="text"/> (Choose a name no more than 15 characters in length) |
| CentreVu Explorer II login/password information | <input type="text"/> |
| DNS Server IP address | <input type="text"/> |

See the “Setting Up *CentreVu* CMS” section later in this chapter for specific IP address, login/password information, and modem numbers you need for *CentreVu* CMS.

Setting Up *CentreVu Explorer II* Client

If you plan to access the *CentreVu Explorer II* server from a client workstation, verify that you can reach the *CentreVu Explorer II* server by pinging it from a workstation.

Can you successfully ping the *CentreVu Explorer II* from a client workstation?

- Yes
- No

Setting Up CentreVu CMS

Lucent Technologies' *NetCare* Professional Services require the following information for each *CentreVu* CMS:

- Internet Protocol (IP) addresses
- Login/password information
- Modem numbers.

Use the following table to record *CentreVu* CMS IP addresses:

| <i>CentreVu</i> CMS IP Addresses | |
|----------------------------------|--|
| Which <i>CentreVu</i> CMS? | Enter your information here... |
| CMS1 | <input type="checkbox"/> ____-____-____-____ |
| CMS2 | <input type="checkbox"/> ____-____-____-____ |
| CMS3 | <input type="checkbox"/> ____-____-____-____ |
| CMS4 | <input type="checkbox"/> ____-____-____-____ |
| CMS5 | <input type="checkbox"/> ____-____-____-____ |
| CMS6 | <input type="checkbox"/> ____-____-____-____ |
| CMS7 | <input type="checkbox"/> ____-____-____-____ |
| CMS8 | <input type="checkbox"/> ____-____-____-____ |

CentreVu CMS Login and Password

Use the following table to record *CentreVu* CMS login and password information:

| <i>CentreVu</i> CMS Login and Password Information | | |
|--|--------------------------------|--------------------------------|
| Which CMS? | Enter your Login here... | Enter your Password here... |
| CMS1 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS2 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS3 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS4 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS5 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS6 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS7 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| CMS8 | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |

CentreVu CMS Modem Address

Use the following table to record *CentreVu* CMS modem addresses:


| <i>CentreVu</i> CMS Modem Addresses | |
|-------------------------------------|--------------------------------|
| Which <i>CentreVu</i> CMS? | Enter your information here... |
| CMS1 | <input type="checkbox"/> _____ |
| CMS2 | <input type="checkbox"/> _____ |
| CMS3 | <input type="checkbox"/> _____ |
| CMS4 | <input type="checkbox"/> _____ |
| CMS5 | <input type="checkbox"/> _____ |
| CMS6 | <input type="checkbox"/> _____ |
| CMS7 | <input type="checkbox"/> _____ |
| CMS8 | <input type="checkbox"/> _____ |

Setting Up *Windows NT*

Use the instructions provided by Microsoft Corporation to set up your *Windows NT* operating system and server.

Provisioning and Activation of ECHI

Call your Lucent representative to schedule activation of ECHI.

Note: ECHI should be activated within 24 hours prior to the installation of the  *CentreVu* Explorer II server software. Activation of ECHI requires a shutdown and restart of the *CentreVu* CMS. Care should be taken to schedule this appropriately.

Lucent Technologies Professional Services require the following information:

| Has External Call History Interface been installed on CMS? | Yes | No |
|--|--------------------------|--------------------------|
| <i>CentreVu</i> CMS1 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS2 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS3 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS4 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS5 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS6 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS7 | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>CentreVu</i> CMS8 | <input type="checkbox"/> | <input type="checkbox"/> |

Obtaining a *CentreVu* Explorer II License

CentreVu Explorer II will not run without a valid license. A license must be generated for each CMS that is attached to the *CentreVu* Explorer II server and each CMS can have up to eight ACDs.

Each instance of *CentreVu* Explorer II software must have a license. The license includes a unique ID number that is based on an algorithm that takes into account the end-user's environment.

This license is a "server" license that is generated by CenterPoint Solutions. You will need to fill out the license request form, which can be found at CenterPoint Solutions' web site at <http://www.centerpointusa.com> or by calling CenterPoint Solutions at 303-382-6300. Completely fill out the license request form, sign it, and fax it to CenterPoint Solutions at 303-382-6301.

Introduction**Obtaining a CentreVu Explorer II License****1-31**

The following is an example of the License form.

License Request

Thank you for purchasing CenterPoint Solutions' software. Please fill out the following License Request form, sign it, and fax it to CenterPoint Solutions at 303-382-6301.

Check the box for the product you wish to license:

Agent Assist™

- ☐ Agent Observing
- ☐ Malicious Call Recording
- ☐ C.E.O.
- ☐ S.T.A.R.
- ☐ AgentNow!

Other Products

- ☐ *CenterVu® Explorer 1.2e*
- ☐ *CenterVu® Explorer II*
- ☐ CallBack Manager
- ☐ Form Manager

Company Information

Company Name: _____

Address: _____

City: _____

State: _____ Postal Code: _____

Phone #: _____ Fax #: _____

Billing Contact Name: _____

Billing Contact Phone #: _____

Required License Information

System Administrator: _____

Phone #: _____

E-mail: _____

Machine Name: _____

IP Address (for *CentreVu Explorer II*): _____

Number of ACDs (for *CenterVu Explorer II*): _____

Customer IL #: _____ Order #: _____

Lucent Technologies Contact Information

Account Team Representative: _____

Representative E-mail: _____

Phone #: _____

Product Agreement

Signature indicates the customer has agreed and accepted the Software Terms and Conditions as outlined in the License Agreement.

Signed and Agreed To: _____

Name Date

Confidentiality Statement – CenterPoint Solutions, Inc. agrees the information contained herein, as well as any additional customer information furnished to or acquired during the course of Product integration and usage, are confidential and shall not be disclosed to third parties without the written agreement of both parties hereto.



CentreVu
Explorer II

2

Installing and Uninstalling the Software

Overview

The purpose of this chapter is to provide the procedures for installing and uninstalling the *CentreVu*® Explorer II software and other software components. The following list provides a high-level view of the installation process:

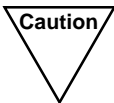
- Checking the installation for the necessary Operating System Software (*Windows NT*®)
- Checking for the installation of the correct Service Pack for *Windows NT*
- Checking the installation of the SQL Server
- Checking the setup and installation of the *pcAnywhere* ® software (the remote access software for *Windows NT*)
- Checking that after completing the installation an entry is placed in the log with the installation date
- Verifying that the uninstall procedures are available.

Installation Prerequisites

The following list represents the complete set of software that is required to build a functioning *CentreVu* Explorer II server from a server grade PC. It is assumed that the PC has sufficient hardware components (for example, disk, memory, and CPU). See the section entitled “*CentreVu Explorer II Server Requirements and Recommendations* in” Chapter 1, “Introduction,” for a complete list of system requirements.

- *CentreVu* CMS Software—including External Call History (ECH) turned on at the CMS
- *Microsoft Windows NT*® Server Service Pack 4
- Internet *Microsoft* Explorer 4.0 or *Netscape Navigator* 4.0
- *Microsoft* SQL Server 7.0
- *Sun Java*™ Web Server—automatically installed with *CentreVu* Explorer II software
- *CentreVu*® Explorer II.

This section documents the software installation sequence required to install the software components for the *CentreVu* Explorer II server. For server requirements, see Chapter 1, “Introduction.”



Failure to follow the installation sequence may result in a violation of the warranty.

Installing *CentreVu Explorer II Server Software*

The primary tasks in *CentreVu Explorer II* server installation are as follows:

- Loading *CentreVu Explorer II* software
- Installing *CentreVu Explorer II* software
- Creating the license
- Creating the database
- Populating the data
- Installing *pcAnywhere* software
- Launching the software.

The following sections describe these tasks in more details. If you have any problems during the installation, contact Lucent *NetCare* Professional Services for assistance.

Loading *CentreVu* Explorer II Software

Prior to loading the *CentreVu* Explorer II application software, make sure you load all of the required software as described in the “System Software Configuration” section in Chapter 1, “Introduction,” of this document.

Installing SQL Server 7.0

Prior to installing SQL Server 7.0, load all of the prerequisites (for example, Internet Explorer 4.01 SP1).

The installation wizard asks you if you want to run the “SQL Server Upgrade Wizard.” This installation creates a new *CentreVu* Explorer II database used with the SQL Server 7.0. Follow all of the steps provided by the Wizard.

Administration Passwords

Prior to beginning the installation, have your *Windows NT* administrator account password and your SQL Server system administrator password available.

Installing *CentreVu Explorer II* Software

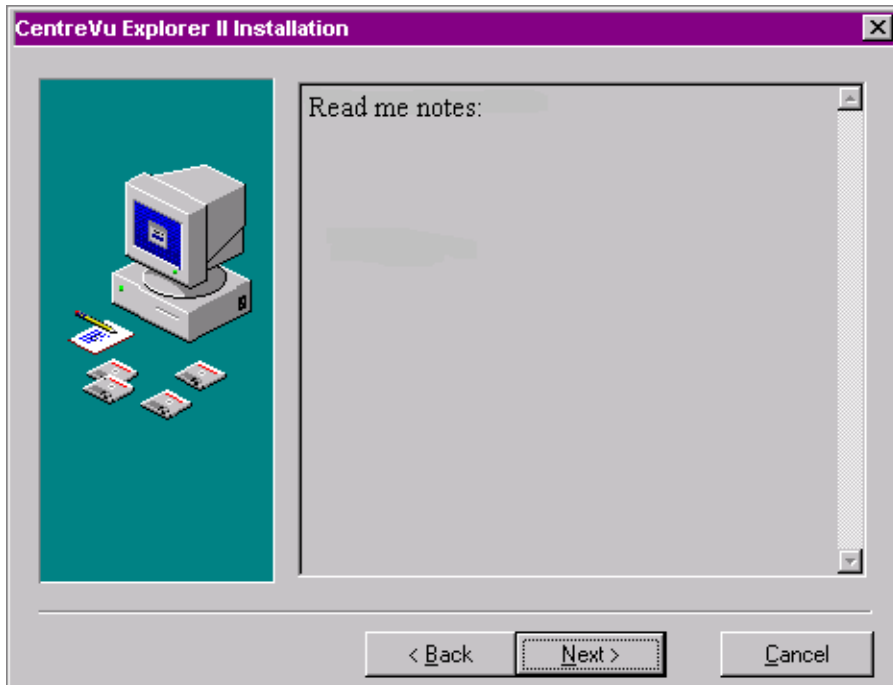
To install the *CentreVu Explorer II* software from the CD-ROM, do the following:

1. Log into the *Windows NT* server as Administrator.
2. Insert the *CentreVu Explorer II* Installation for *Windows NT* Software CD-ROM into the appropriate drive. The *CentreVu Explorer II* setup program automatically displays:



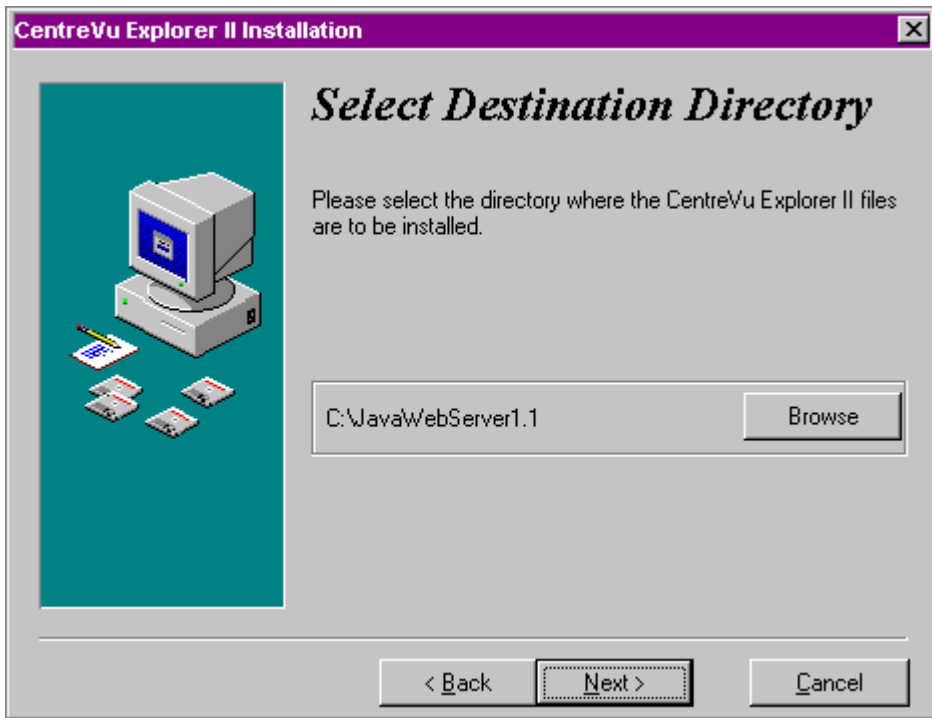
3. Press the **Next** button to continue the installation. The Installation Wizard assists you with the installation process.

The readme information displays as follows:



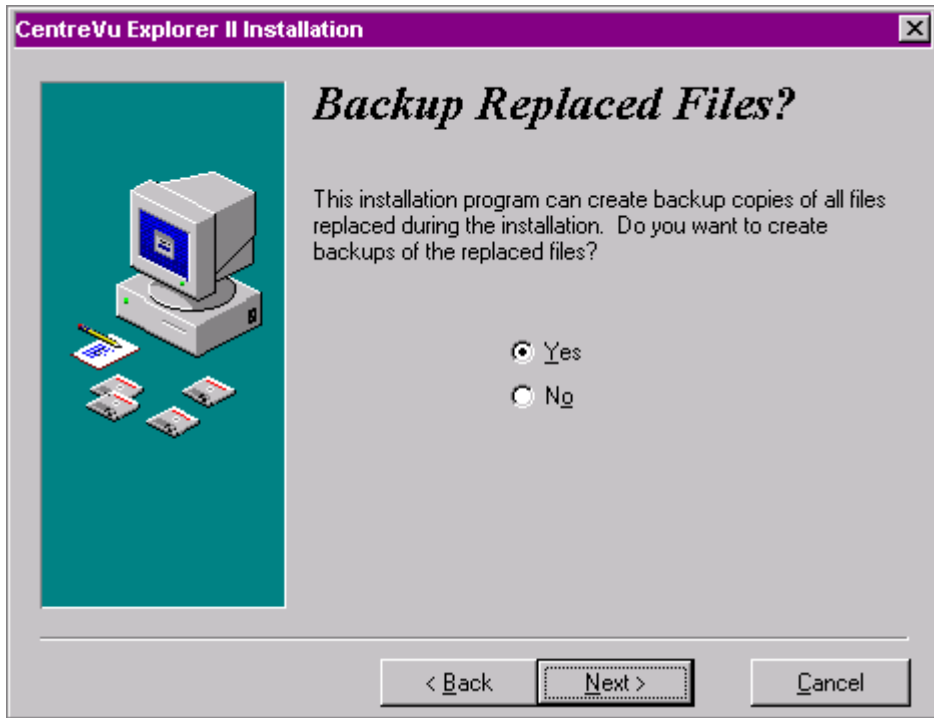
4. Press the **N**ext button to continue.

The Select Destination Directory window displays:



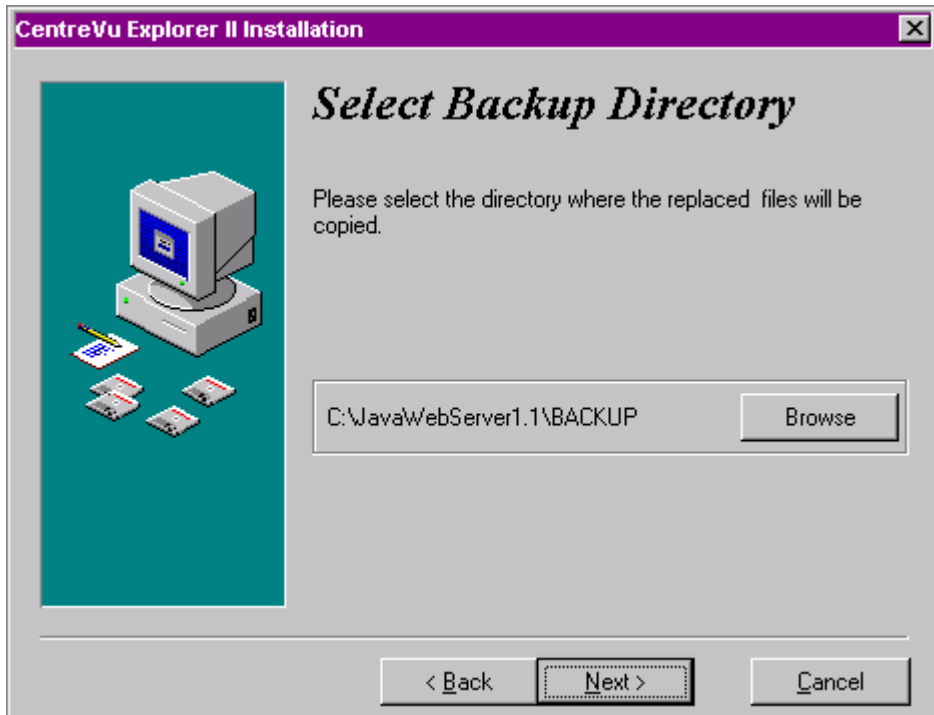
5. Select the location of the backup directory:
 - Accept the recommended default path (The installation default directory is *C:\JavaWebServer1.1.*), or
 - Use the **Browse** button to to install the software on a different disk drive (such as the D drive).
6. Press **Next** to continue.

The Backup Replaced Files window displays:



7. You can choose to create or not to create a backup replacement file:
 - If you want to create backup files, select the **Yes** radio button.
 - If you do not want to create a replacement file, select the **No** radio button.
8. Press the **Next** button to continue.

The Select Backup Directory window displays:



9. Select the location of the backup directory:
 - Accept the recommended default path, or
 - Use the **Browse** button to select the path of the backup directory.
10. Press the **Next** button.

The Step One Completed window displays:



11. Press the **N**ext button to continue.

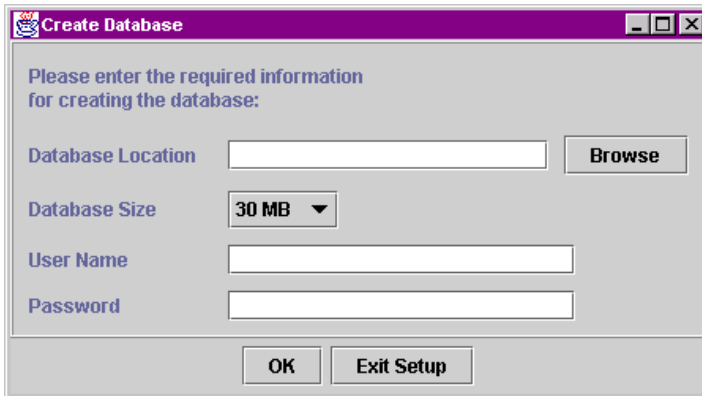
The Installation Wizard initiates copying the files to the directory you specified.
The following status window appears:



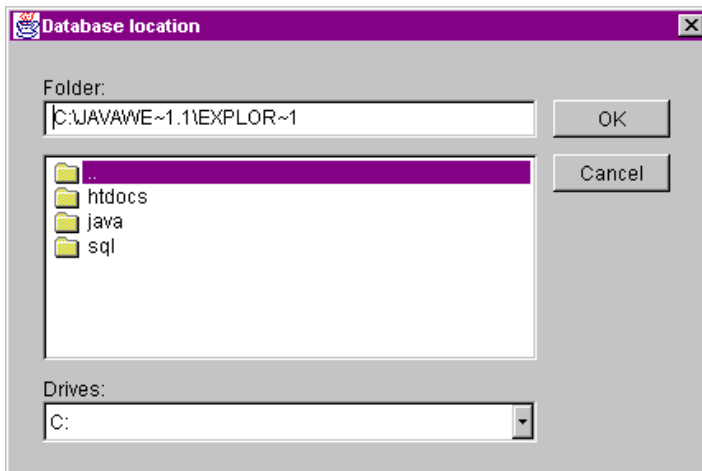
After all of the files are copied, the installation continues to create the database.

Creating the *CentreVu Explorer II* Database

To create the database, the Installation Wizard finishes copying the files and then automatically displays the Create Database window:



1. Click on the **Browse** button to enter the **Database Location**. The Database location window displays. The default directory is selected (as shown below).

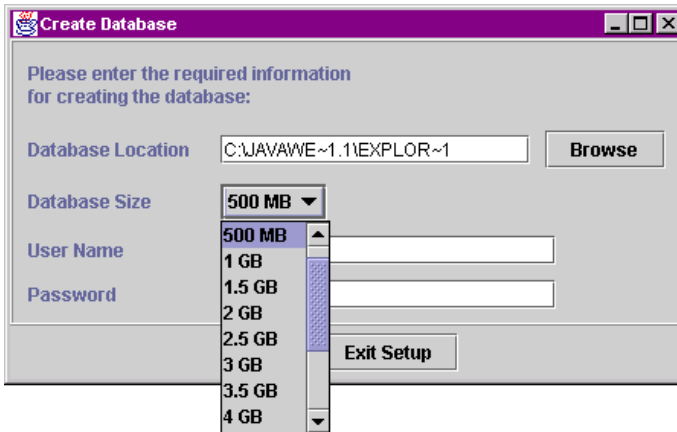


2. Click **OK** to accept the location of the database and return to the Create Database window.

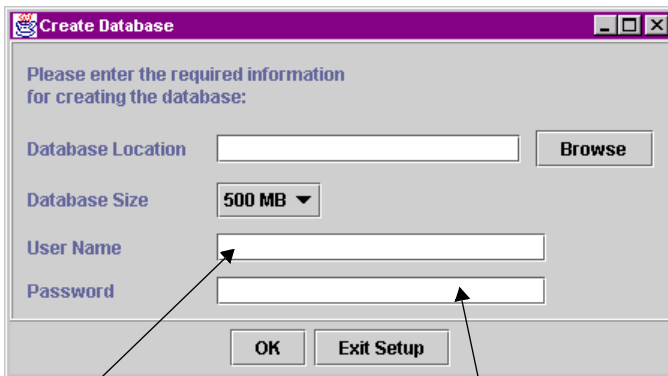
Installing and Uninstalling the Software

Installing CentreVu Explorer II Software

3. Enter the **Database Size** from the drop-down list (with selections beginning at 500MB). Select the size that best suits your business needs. (For more information about the database size, see the “Disk Storage Requirements” section in Chapter 1, “Introduction,” of this guide.)



4. Enter the **User Name** (the default is “sa”). This is the user name that was set up when you installed SQL Server 7.0.

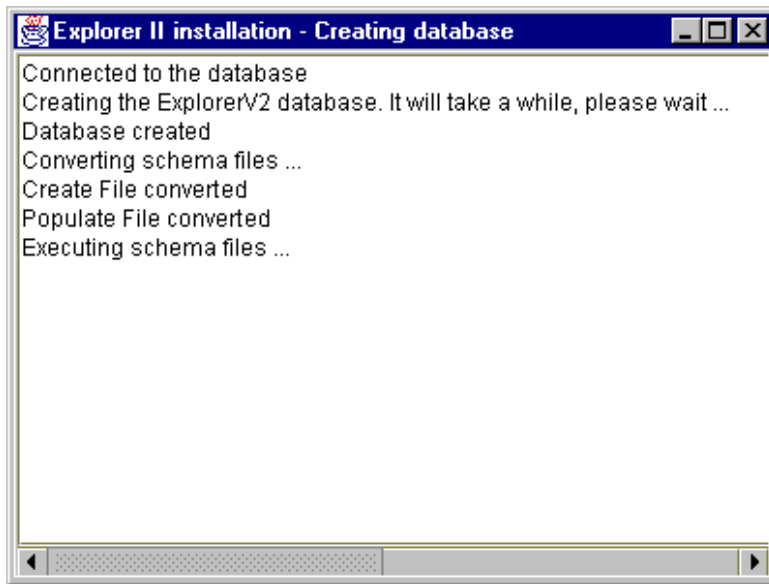


User Name (sa)

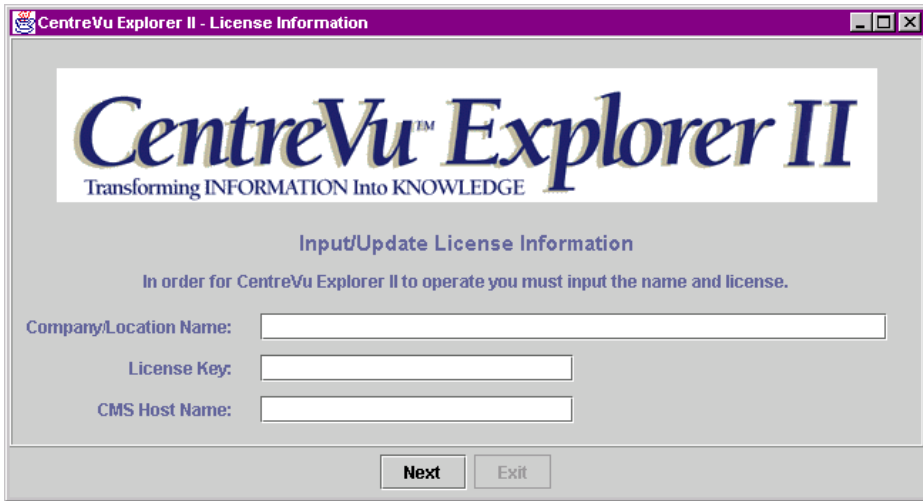
Password

5. Enter the **Password**. This is the password that was set up when you installed SQL Server 7.0.

6. When all of the fields are populated, press **OK** and the **exp2** database is created.
The following message displays the status of the creation of the database:



After the database is created, the License Information window displays:



CentreVu Explorer II - License Information

CentreVu™ Explorer II
Transforming INFORMATION Into KNOWLEDGE

Input/Update License Information

In order for CentreVu Explorer II to operate you must input the name and license.

Company/Location Name:

License Key:

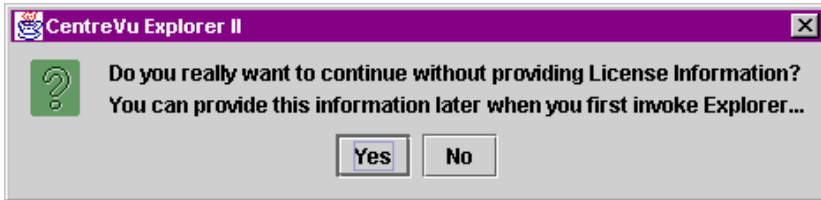
CMS Host Name:

Next **Exit**

7. Enter the **Company/Location Name**. This is your company name and location.
8. Enter the **License Key** information. This is the license key you receive from CenterPoint Solutions (see the “Obtaining a License” section in Chapter 1, “Introduction”).
9. Enter the **CMS Host Name**. This is the host name of your Call Management System.
10. Press **Next** to continue.

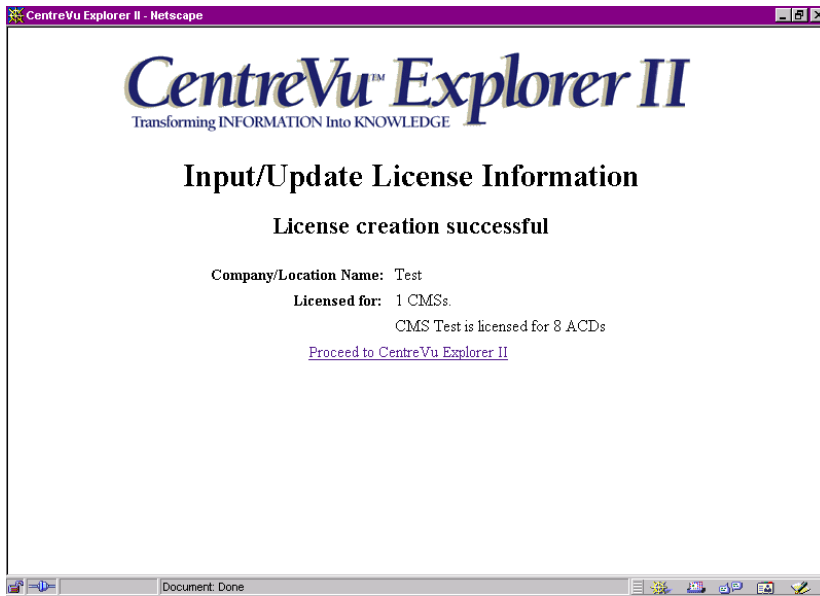
One of two windows display:

- If you did **not** supply all the requested information, a message window prompts you to enter the license information:



Press **Yes** to return to the Input/Update License Information screen and Complete the licensing process (see steps 7-10 on the previous page).

- If you supplied all of the requested licensing information, the following window displays:



You have registered for the *CentreVu Explorer II* and the installation is complete.

Populating the Data

CentreVu Explorer II accepts data from multiple CMSs (a maximum of eight CMSs). The CMSs must be uniquely identified in the database and by the license key. Contact your Lucent Technologies representative for details.

Launching *CentreVu Explorer II*

After installing the appropriate browser, you can launch the *CentreVu Explorer II* application:

1. Click on the internet browser icon on your desktop. After clicking the internet browser icon, your predefined “home page” is activated.
2. If the *CentreVu Explorer II* screen is not defined as your start-up screen, you must change the IP address to your *CentreVu Explorer II* server. After entering the correct IP address or host name, the Login screen appears:



3. Enter the default **Account Name** (admin) and the default **Password** (cexplorer1). For more information, see the “*CentreVu CMS Login and Password*” section in Chapter 1, “Introduction,” of the *CentreVu Explorer II User Guide* (585-218-200).

You are now ready to use *CentreVu Explorer II*.

***pcAnywhere®* Security Considerations**

See the *pcAnywhere* documentation that is shipped with your software for complete installation instructions.

Before installing and using *pcAnywhere* to use with *CentreVu* Explorer II software, you should be aware of the security considerations. The Business Communications Systems (BCS) services technical staff uses *pcAnywhere* software to diagnose and maintain some Lucent BCS products on the customer premises. Simply having *pcAnywhere* installed on a PC does not pose a security risk; it must be up and running and administered to receive calls. In addition *pcAnywhere* 8.0 and later offers a number of security features.

To check for security issues, do the following:

1. Only run *pcAnywhere* when remote access is necessary.
2. Do not publish the phone number for the modem.
3. For added security, unplug the phone jack from the modem when *pcAnywhere* is not in use.
4. Change your password after services leave and after remote access.
5. Configure the following security options:
 - Require login names for callers
 - Make passwords case sensitive
 - Log all failed connection attempts
 - Set a maximum number of login attempts per call
 - Allow time to enter the complete login
 - Disconnect if inactive.
6. Configure *pcAnywhere* to log remote control and on-line sessions. (Set the “Save Session Statistics in Activity Log File” checkbox in the “Other Session Parameters” groupbox).
7. Use *pcAnywhere* encryption feature to encrypt the traffic between the remote location and the customer equipment. (Required for *pcAnywhere* access over LAN but recommended for dial up access).

8. Blank the host screen after a connection to prevent users at the host site from viewing the activities on the host (Recommended).
9. Use the *Windows NT* User Manager to control caller access to the host PC (Recommended).
10. Allow the host user to acknowledge the remote caller and permit connection to the host PC (Recommended).
11. Use the return call option with Lucent phone number. In other words, do not set up *pcAnywhere* without the callback option (Recommended).

Uninstalling the *CentreVu* Explorer II Software

You can uninstall *CentreVu* Explorer II software when it is no longer needed. This section describes the complete uninstall procedures for:

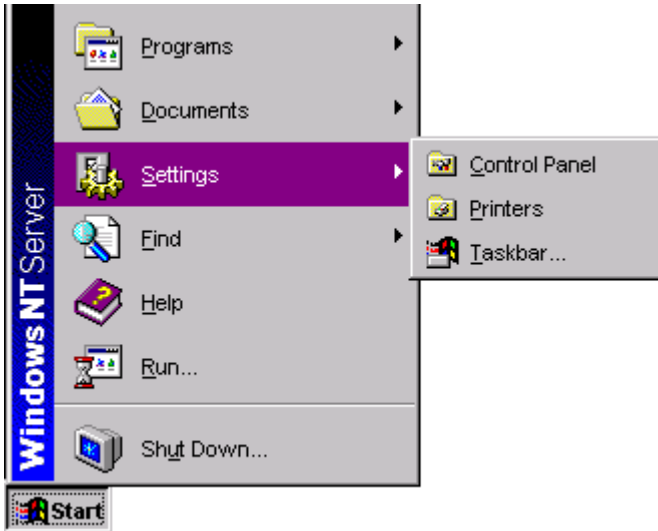
- Uninstalling *CentreVu* Explorer II software
- Removing the Database.

The following sections describe these tasks in more details. If you have any problems during the installation, contact Lucent *NetCare* Professional Services for assistance.

Uninstalling *CentreVu Explorer II* Software

The *CentreVu Explorer II* application is removed the same way as any other *Windows* application.

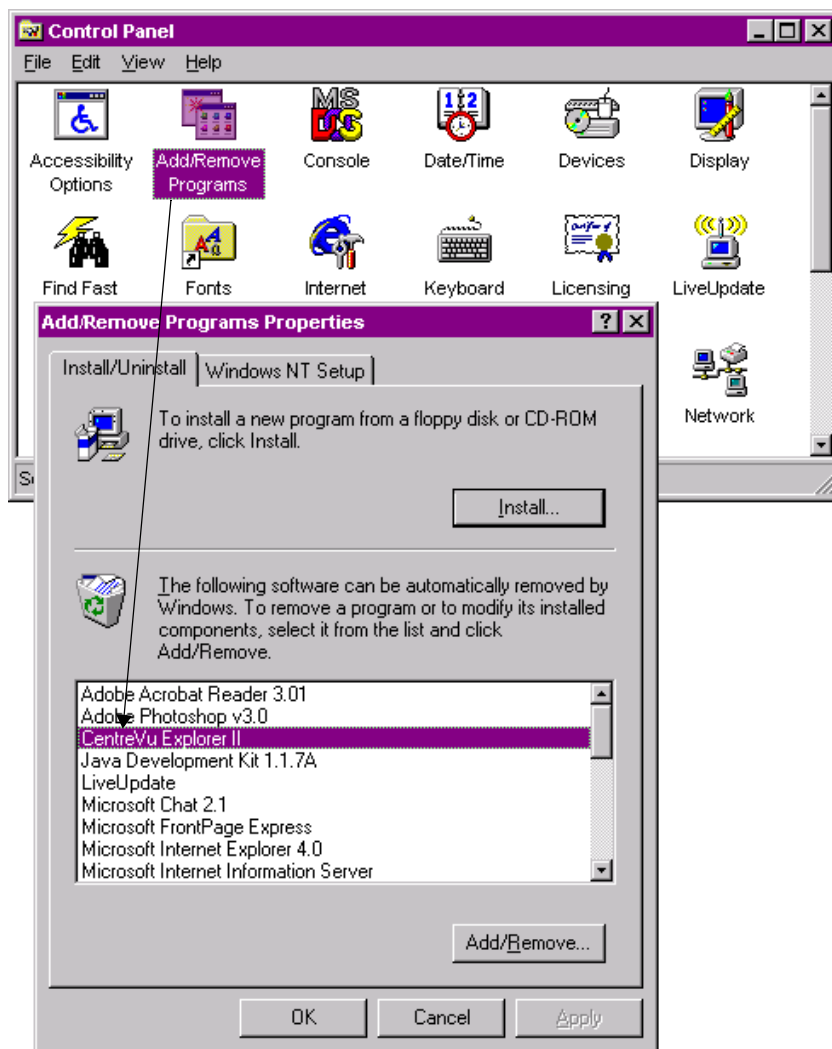
1. From the **Start** Menu, select **Settings** and **Control Panel**.



The Control Panel displays.

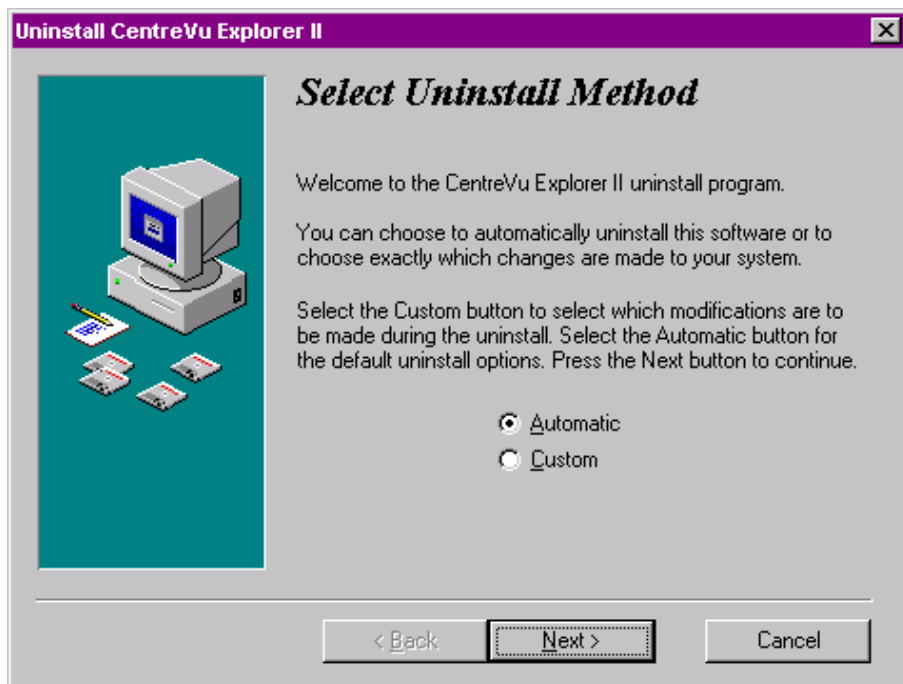
2. From the Control Panel, double-click on the **Add/Remove Programs** icon. On the Install/Uninstall tab, *CentreVu Explorer II* appears as one of the options.

3. Select the *CentreVu Explorer II* option.



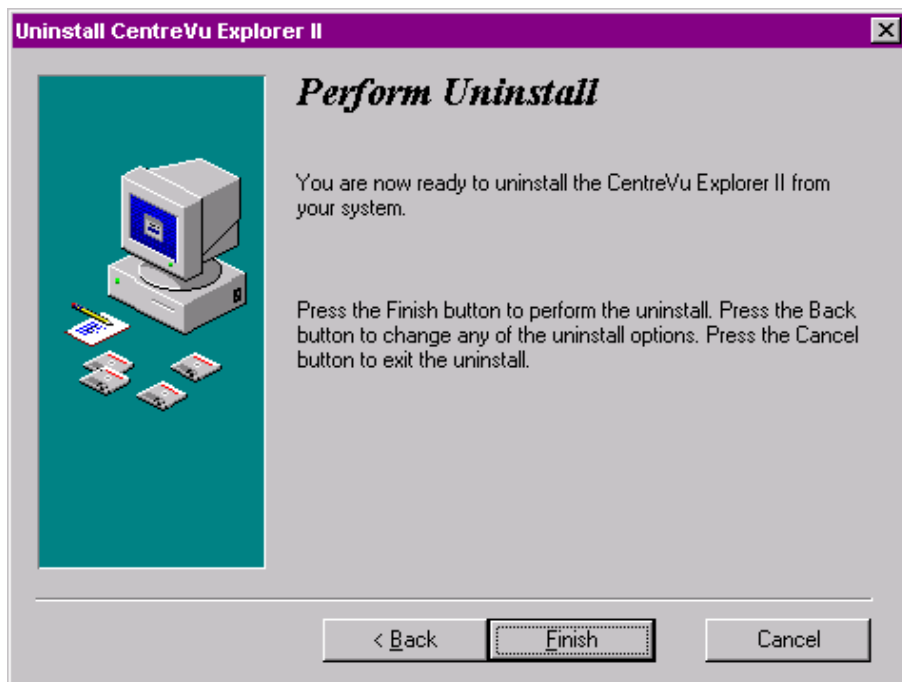
4. Press the **Add/Remove** button.
5. Press the **OK** button.

The Uninstall Wizard displays the Select Uninstall Method window and guides you through uninstalling *CentreVu Explorer II*:



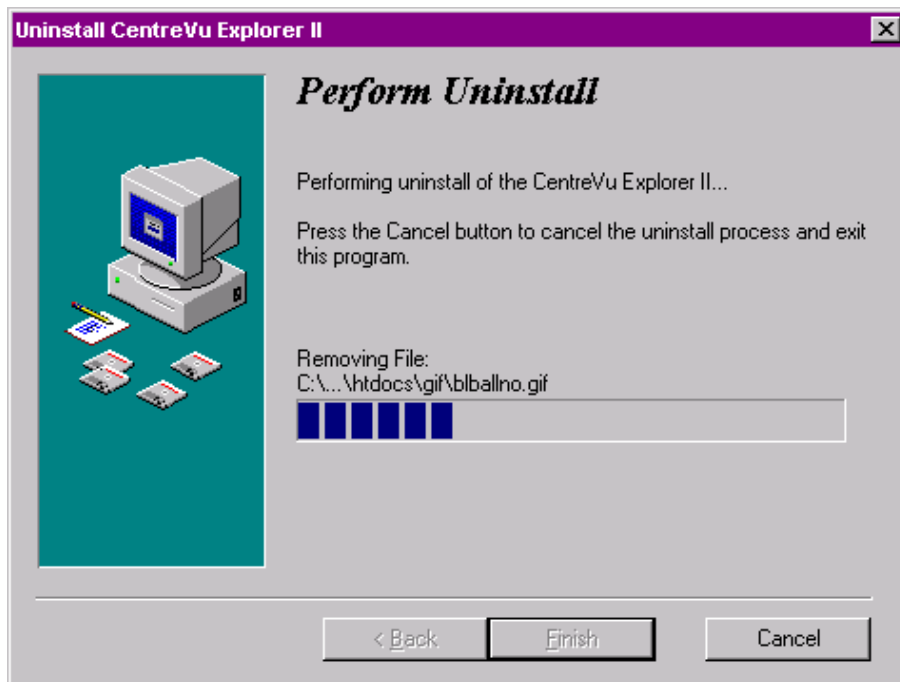
6. Choose the **Automatic** (default) radio button to automatically uninstall the software.
7. Press the **Next** button to continue.

The Perform Uninstall screen displays:



8. Press the **Finish** button to start the uninstall processes.

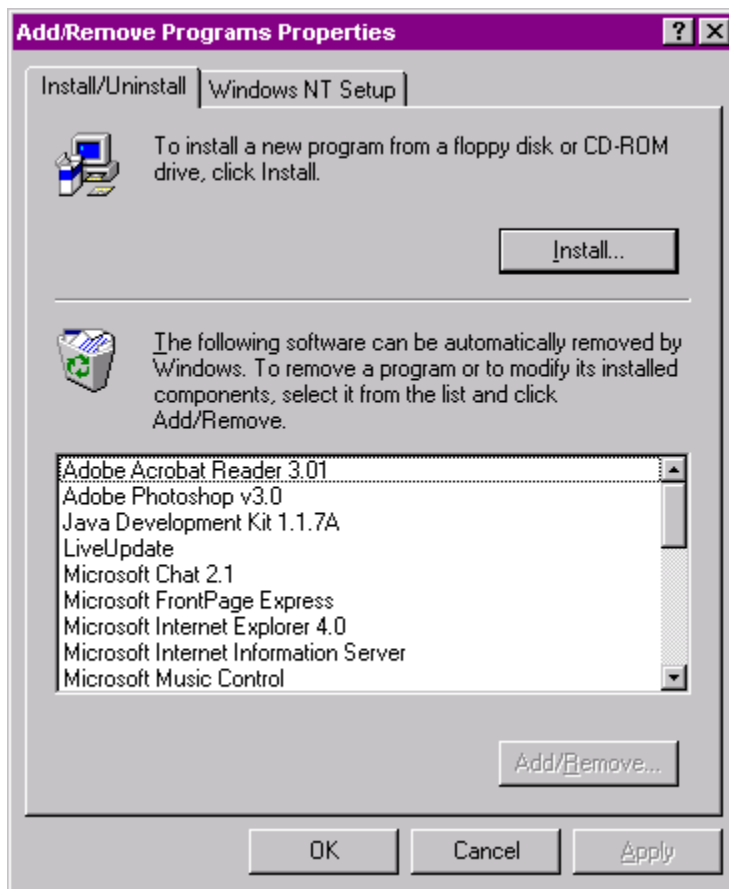
The Wizard begins the Uninstall process:



The process continues until all of the associated software is removed from the *Windows NT* Server.

Installing and Uninstalling the Software***Uninstalling the CentreVu Explorer II Software***

The Add/Remove Programs Properties window displays after the *CentreVu Explorer II* is successfully uninstalled.



You will notice that “CentreVu Explorer II” is no longer on the list of available programs.

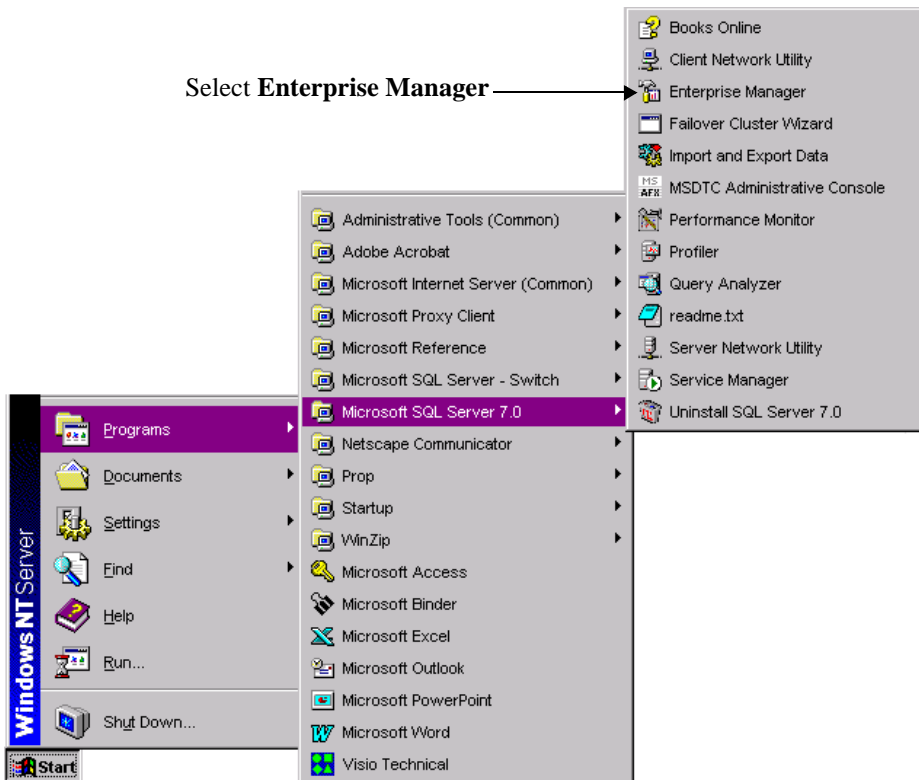
Removing the Database

You can remove or “delete” a database when it is no longer needed, such as when you uninstall *CentreVu Explorer II*. When a database is deleted, the files and their data are deleted from the disk on the server. Once a database is deleted, it is permanently deleted and cannot be retrieved without using a previous backup.

To remove a database, do the following:

1. From the **Start** Menu, select **Programs, Microsoft SQL Server 7.0**, and **Enterprise Manager**.

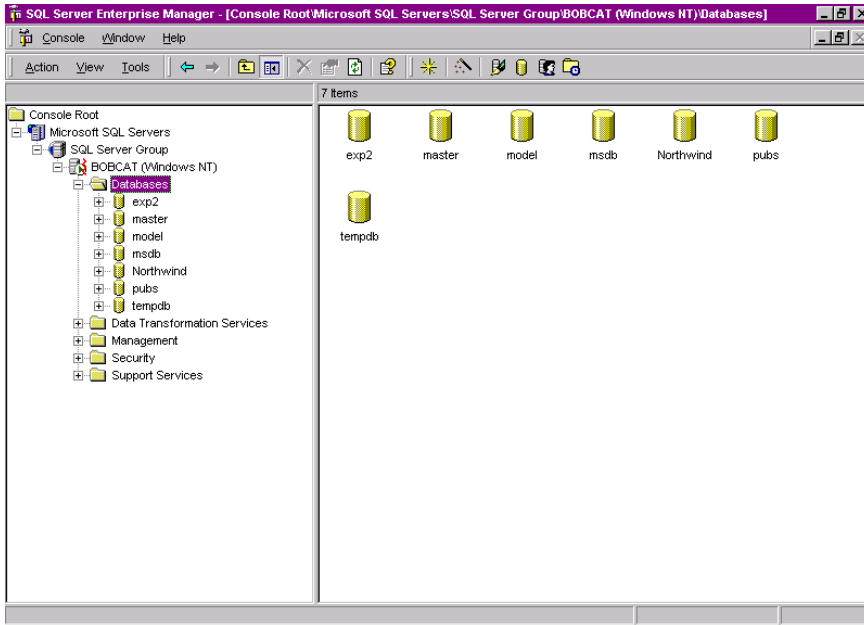
Select **Enterprise Manager** —



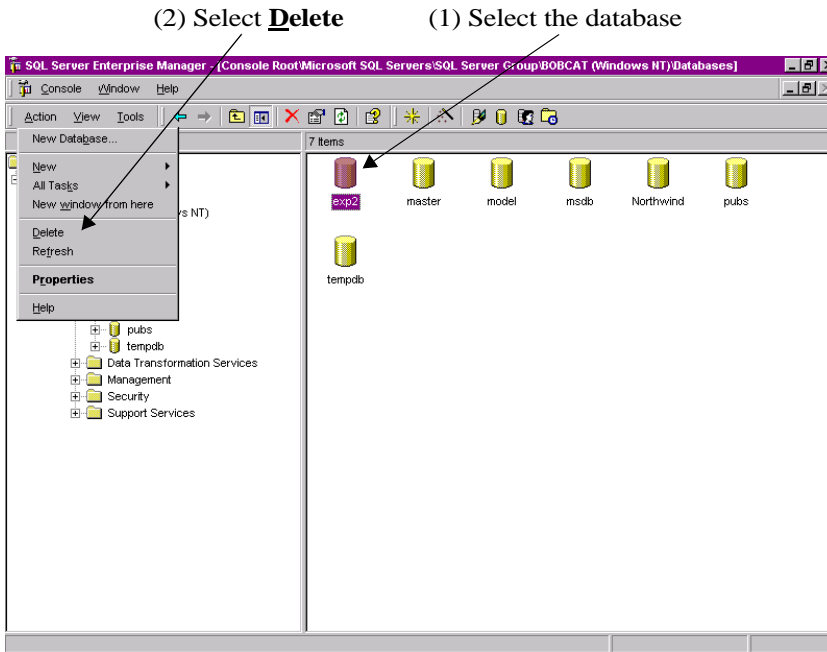
Installing and Uninstalling the Software

Uninstalling the CentreVu Explorer II Software

The SQL Server Enterprise Manager window displays:

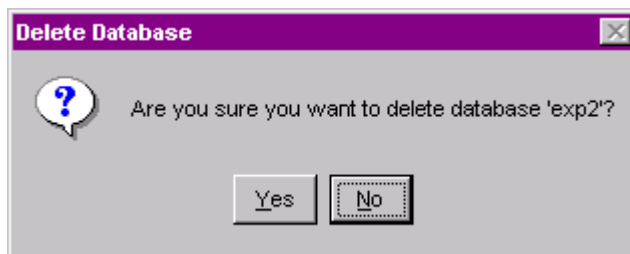


2. Select the database you wish to delete. In this example, the database is named “exp2”.



3. Select **Delete** from the Action Menu.

The Delete Database verification window displays:



4. Click **Yes** and the database is permanently deleted



CentreVu
Explorer II

3

Upgrading to *CentreVu* Explorer II Software

Overview

This chapter describes how to upgrade previous software to the *CentreVu*® Explorer II software. In addition, the following are discussed:

- Upgrading to SQL Server 7.0
- Upgrading the *CentreVu* Explorer II software
- Creating the *CentreVu* Explorer II database
- Converting *CentreVu* Explorer 1.x data.

Lucent Technologies recommends that you backup your data prior to upgrading your software. Backing up your data ensures that your old data is not lost while upgrading your software.

The advantage of upgrading your current *CentreVu* Explorer software to *CentreVu* Explorer II software is to provide you with:

- the Custom Query Builder application
- an easier way to save data
- the ability to create custom queries.

Upgrading to SQL Server 7.0

Prior to upgrading the software, you must install SQL Server 7.0. The installation wizard asks you if you want to run the “SQL Server Upgrade Wizard”. This step upgrades your current *CentreVu* Explorer database to SQL Server 7.0. The Upgrade Wizard runs after the Install Wizard is completed. Follow all of the steps provided by both Wizards.

Note: Before installing SQL Server 7.0, you will need to verify that you have all of the prerequisites loaded (for instance, Internet *Microsoft* Explorer 4.01 SP 1). You also need to have your *Windows NT* administrator account password and your SQL Server system administrator password available.



Upgrading the *CentreVu Explorer II* Software

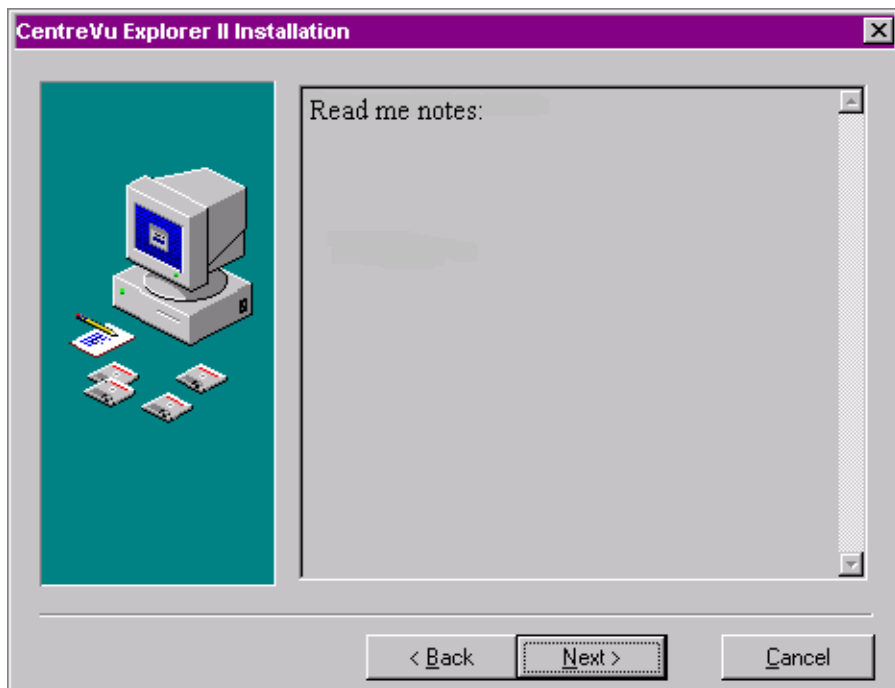
To upgrade to the *CentreVu Explorer II* software from the CD-ROM, do the following:

1. Log into the *Windows NT* server as Administrator.
2. Insert the *CentreVu Explorer II* Installation for *Windows NT* Software CD-ROM into the appropriate drive. The *CentreVu Explorer II* setup program automatically displays:



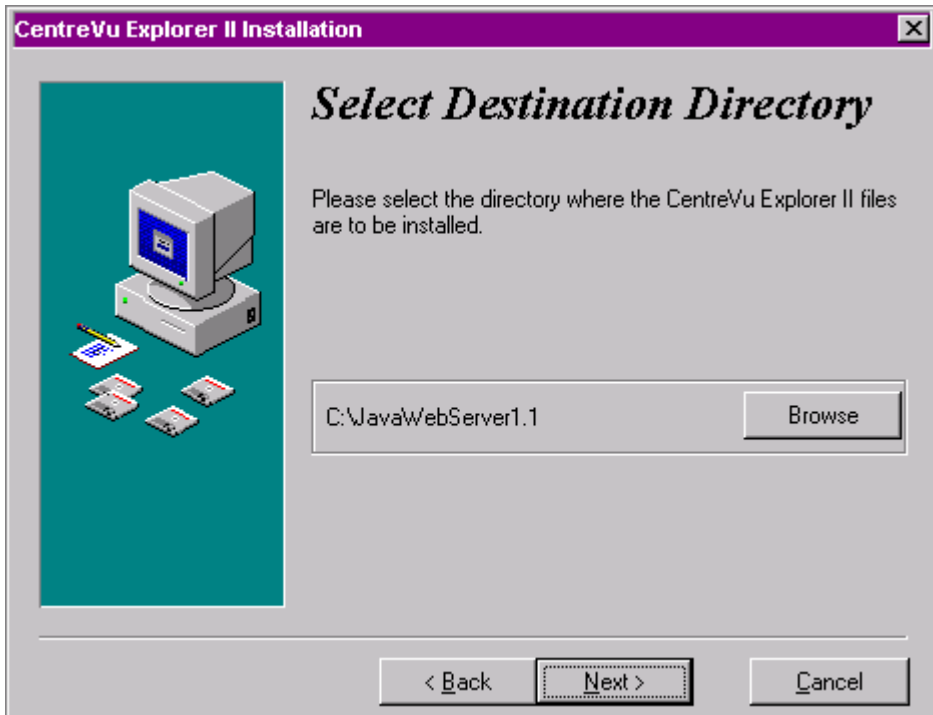
3. Press the **Next** button to continue.

The Readme information displays:.



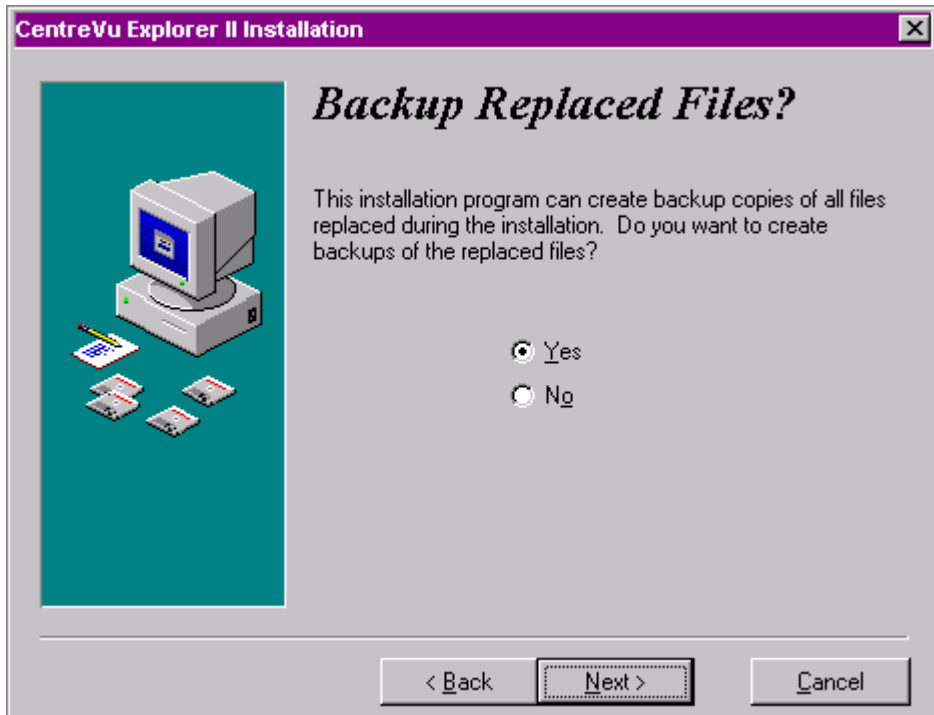
4. Press the **N**ext button to continue.

The Select Destination Directory window displays:



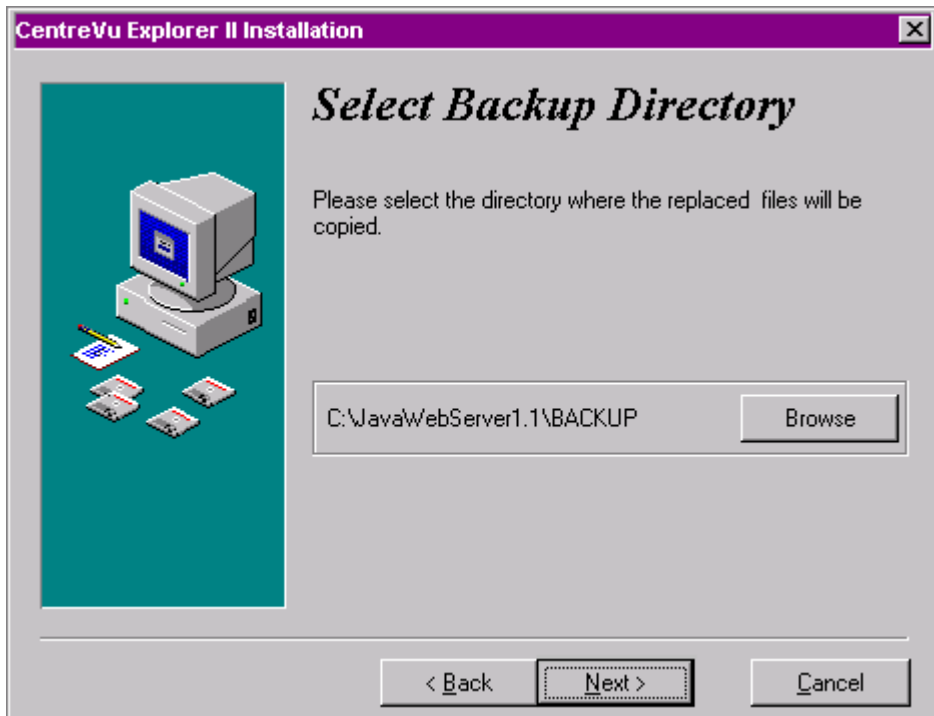
5. Select the location of the backup directory:
 - Accept the recommended default path (The installation default directory is *C:\JavaWebServer1.1.*), or
 - Use the **Browse** button to to install the software on a different disk drive (such as the D drive).
6. Press **Next** to continue.

The Backup Replaced Files window displays:



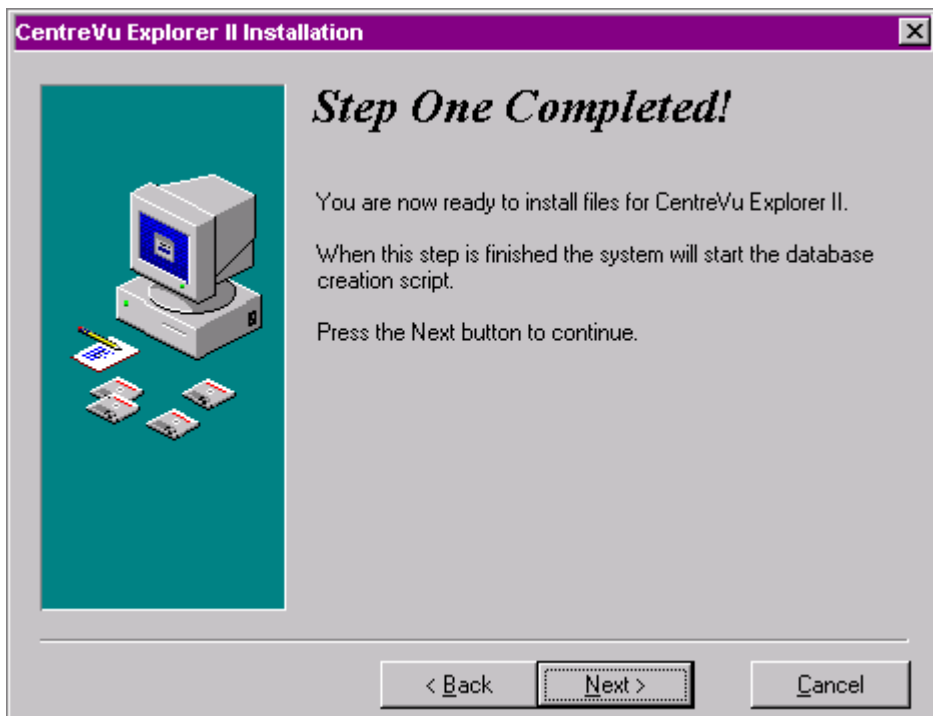
7. You can choose to create or not to create a backup replacement file:
 - If you want to create backup files, select the **Yes** radio button.
 - If you do not want to create a replacement file, select the **No** radio button.
8. Press the **Next** button to continue.

The Select Backup Directory window displays:



9. Select the location of the backup directory:
 - Accept the recommended default path, or
 - Use the **Browse** button to select the path of the backup directory.
10. Press the **Next** button.

The Step One Completed window displays:



11. Press the **Next** button to continue.

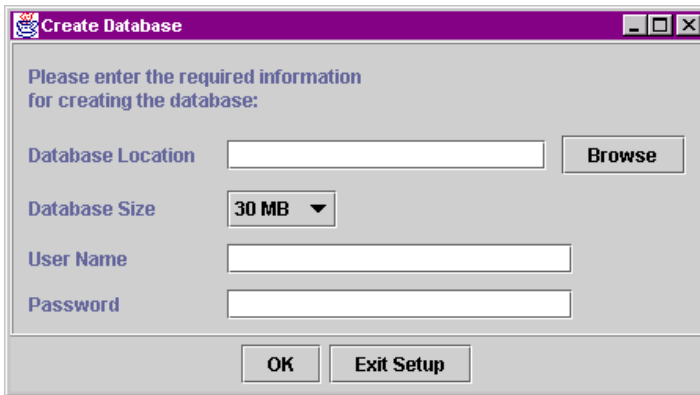
The Installation Wizard initiates copying the files to the directory you specified. The following status window appears:



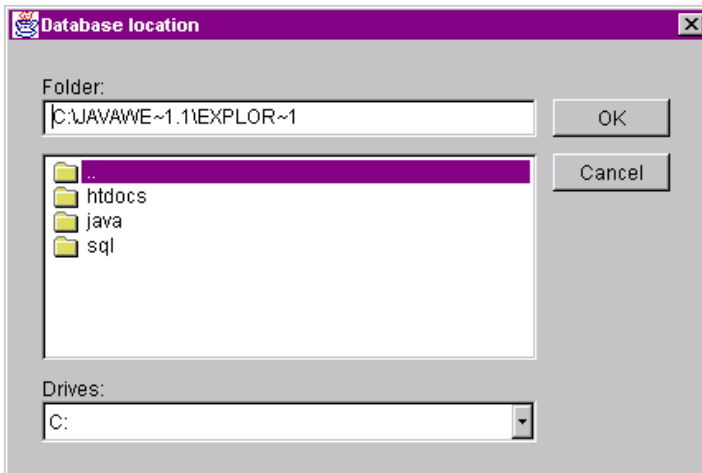
After all of the files are copied, the installation continues to create the database.

Creating the *CentreVu Explorer II* Database

To create the database, the Installation Wizard finishes copying the files and then automatically displays the Create Database window:

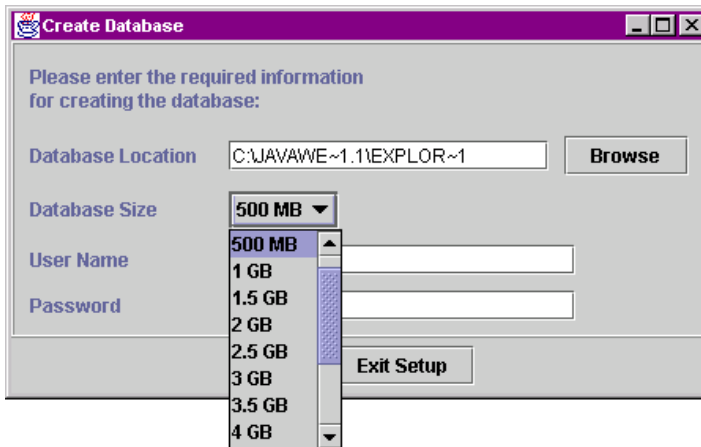


1. Click on the **Browse** button to enter the **Database Location**. The Database location window displays. The default directory is selected (as shown below).

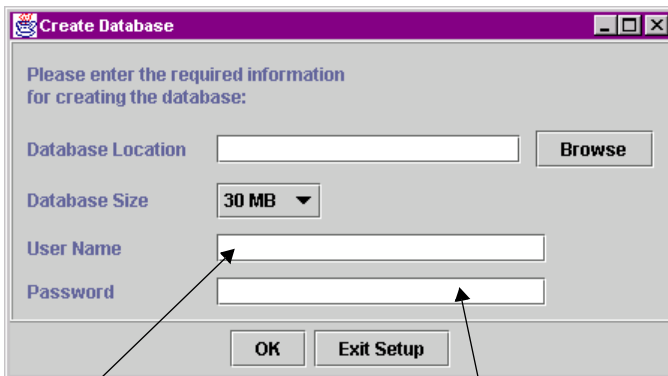


2. Click **OK** to accept the location of the database and return to the Create Database window.

3. Enter the **Database Size** from the drop-down list (with selections beginning at 500MB). Select the size that best suits your business needs. (For more information about the database size, see the “Disk Storage Requirements” section in Chapter 1, “Introduction,” of this guide.)



4. Enter the **User Name** (the default is “sa”). This is the user name that was set up when you installed SQL Server 7.0.

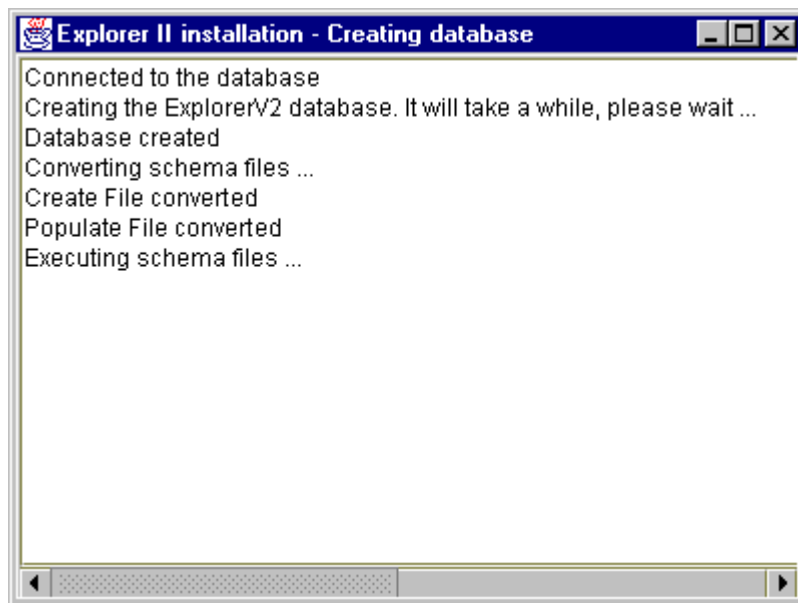


User Name (sa)

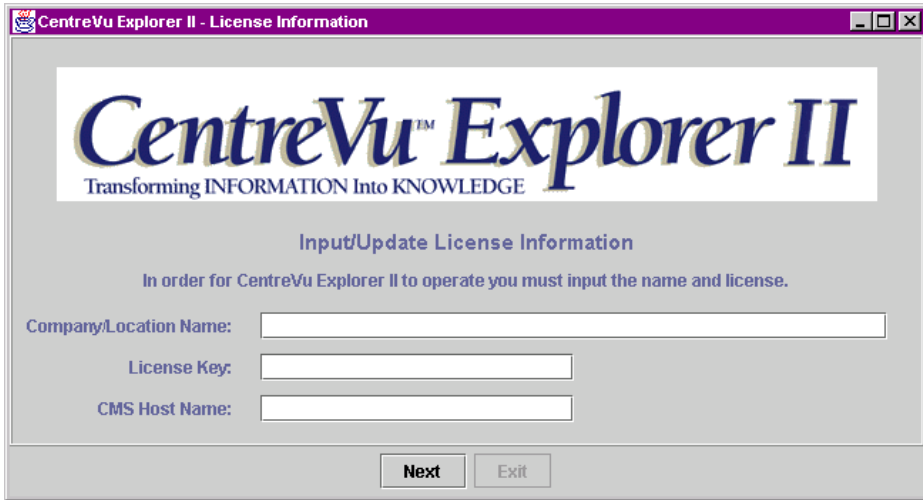
Password

5. Enter the **Password**. This is the password that was set up when you installed SQL Server 7.0.

6. When all of the fields are populated, press **OK** and the *exp2* database is created.
The following message displays the status of the creation of the database:



After the database is created, the License Information window displays:



CentreVu Explorer II - License Information

CentreVu™ Explorer II
Transforming INFORMATION Into KNOWLEDGE

Input/Update License Information

In order for CentreVu Explorer II to operate you must input the name and license.

Company/Location Name:

License Key:

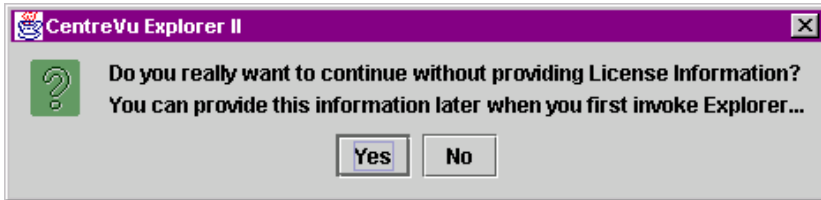
CMS Host Name:

Next **Exit**

7. Enter the **Company/Location Name**. This is your company name and location.
8. Enter the **License Key** information. This is the license key you receive from CenterPoint Solutions (see the “Obtaining a License” section in Chapter 1, “Introduction”).
9. Enter the **CMS Host Name**. This is the host name of your Call Management System.
10. Press **Next** to continue.

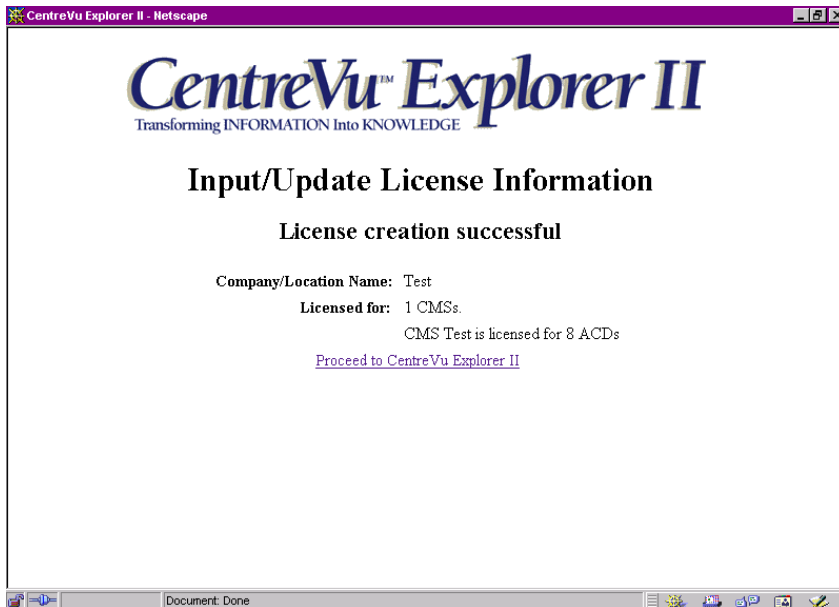
One of two windows display:

- If you did **not** supply all the requested information, a message window prompts you to enter the license information:



Press **Yes** to return to the Input/Update License Information screen and Complete the licensing process (see steps 7-10 on the previous page).

- If you complete all the licensing information, the following window displays:



When you have registered for the *CentreVu Explorer II* and the installation is complete, proceed to the next section “Converting *CentreVu Explorer 1* Data.”

Converting CentreVu Explorer 1.x Data

The *CentreVu* Explorer II installation runs through a process to determine if there is a previous version of *CentreVu* Explorer (for example, *CentreVu* Explorer 1.1 or 1.2) installed.

To convert to the newest version of *CentreVu* Explorer II, do the following:

1. If a previous version of *CentreVu* Explorer is detected, you are prompted to enter license information (see previous section).
2. On the Input/Update License Information frame, select the **Proceed to CentreVu Explorer II** hot link, the Convert Explorer 1 window displays:

CentreVu Explorer II - Convert Explorer I

Will we upgrade data from an existing Explorer I installation? ☒

Please enter the required information about Explorer I database:

Host Name: bobcat

Database Name: CExplorer

User Name: sa

Password: ****

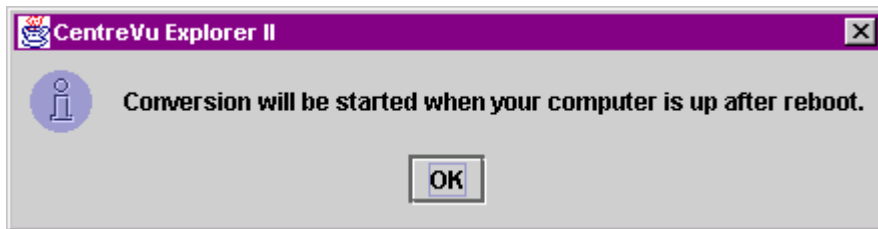
Import all calls on or after: 03/28/1999

Convert **Exit**

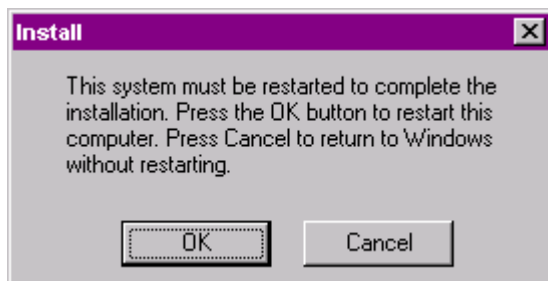
The Convert Explorer 1 window allows you to upgrade the data from an existing *CentreVu* Explorer installation.

3. To accept all of the defaults, press the **Convert** button.

The following conversion confirmation message displays:



4. Press **OK**. The conversion verification window displays:



5. Press **OK** to restart the operating system. The Conversion to *CentreVu Explorer II* is complete.



*CentreVu
Explorer II*

4

Maintenance

Overview

This chapter is written for Database Administrators or Supervisors who are responsible for maintaining *CentreVu Explorer II*. Lucent Technologies recommends that the maintenance practices described in this chapter be performed on a regular basis.

This chapter describes:

- how to maintain the *CentreVu® Explorer II* software
- the procedures for backing up the server and the data
- the administration of three critical functions:
 - Determining the average daily call record volumes in the existing database
 - Allowing you to select a reasonable data archival interval
 - Preventing new records from being added when the database is full.

Backing Up SQL Server Database

Backing up the database is a Database Administrator function that should be performed by someone familiar with SQL Server Enterprise Manager. Backups are the customer's responsibility.

You should regularly back up the SQL Server database. Contact a Microsoft Certified Solutions Partner if you do not have the technical resources to perform this backup. If you choose not to back up your database, you may lose all of your historical call data if your disk drive crashes. The SQL Server database backup occurs automatically if you are using the SQL Server 7.0 backup program.

Checking for Security

For more security information, see the *CentreVu Explorer II Version 1.0 User Guide* (585-218-200).

You should check the security to verify that there are:

- Two types of security are established: User and Administration
- A default setting should ship with *CentreVu Explorer II* for the Administration privilege
- A user privilege that allows a user to query on data, build queries, and use standard queries
- An administration privilege that allows all user privileges, plus modifying synonym data, setting user privileges, and establishing standard queries
- Viewing privileges set at the ALL, CMS, ACD, and SPLIT/SKILL levels
- Secure Socket Layers added to the browser.

Logins and Passwords Stored in the Database

A login must occur before any user activities can take place. The login consists of a user id (generated by the admin function), and a password. The navigation frame shows only those options that a user is allowed to perform, based on their privilege level. See Chapter 2, “Administration,” of the *CentreVu Explorer II User Guide* (585-218-200) for details.

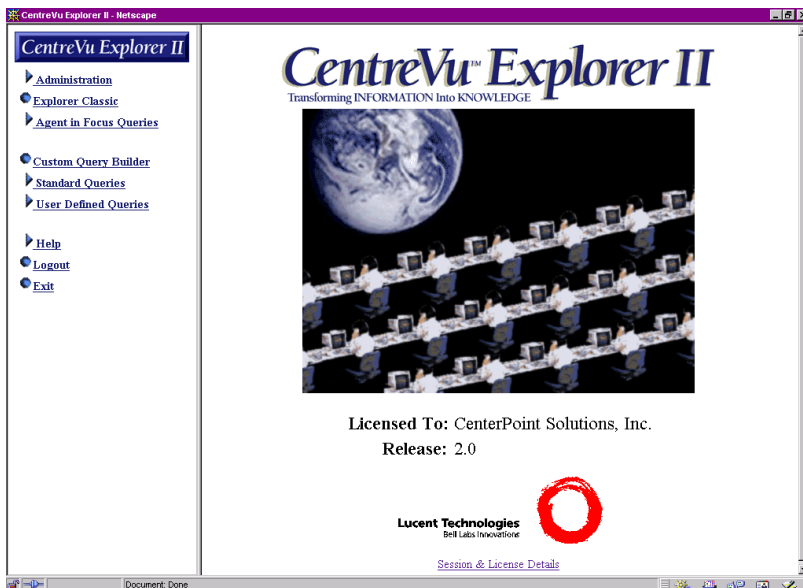
Administration Utilities


CentreVu Explorer II has a built-in Administration Utilities feature, which allows an administrator to perform and monitor certain tasks within the application.

To access the Administration Utilities do the following:

1. You must be logged in as “admin”. When you start up *CentreVu Explorer II*, as a regular user, log in as “admin” in the Login window. The default password is *cexplorer1*. See the *CentreVu Explorer II Version 1.0 User Guide* (585-218-200) for more details.

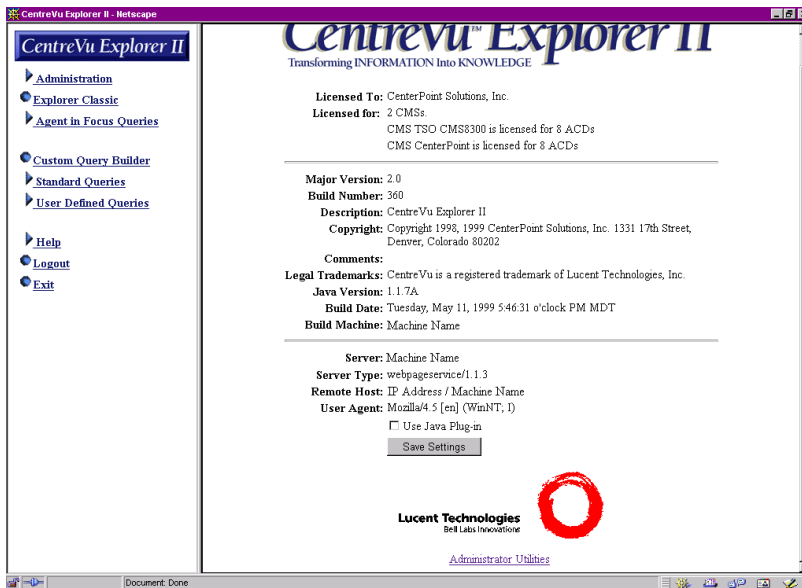
The Main *CentreVu Explorer II* window displays automatically:



Note: If you are in a different frame within *CentreVu Explorer II*, you can also  select **Help** and then select **About** to access the Main *CentreVu Explorer II* window.

2. Click on the **Session & License Details** at the bottom of the right frame.

The Session & License Details window displays:



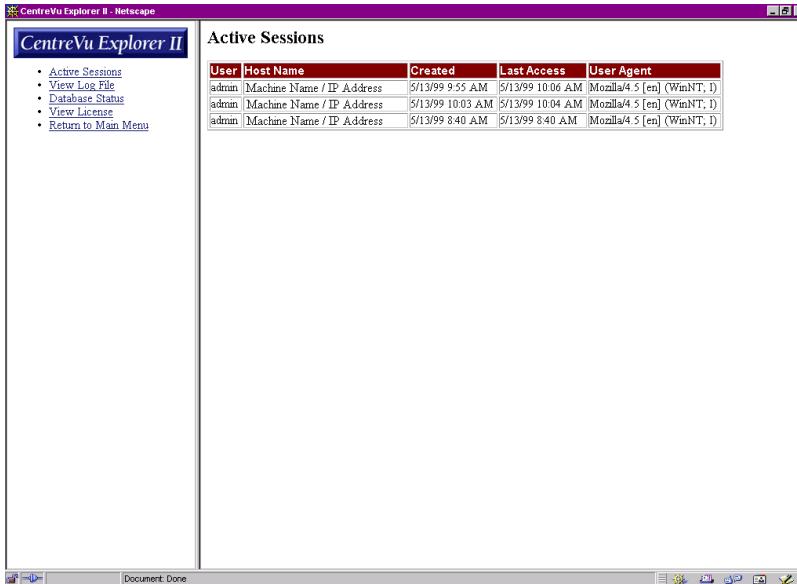
3. Click on **Administrator Utilities** at the bottom of the right frame (you will not see this feature if you are not logged in as “admin”).

The Administration Utilities menu displays:



4. In the Navigation frame, select **Active Sessions** to view how many users have logged into *CentreVu Explorer II*.

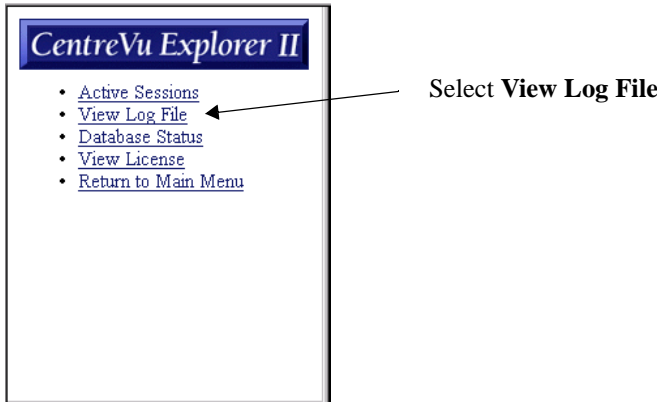
The following window displays:



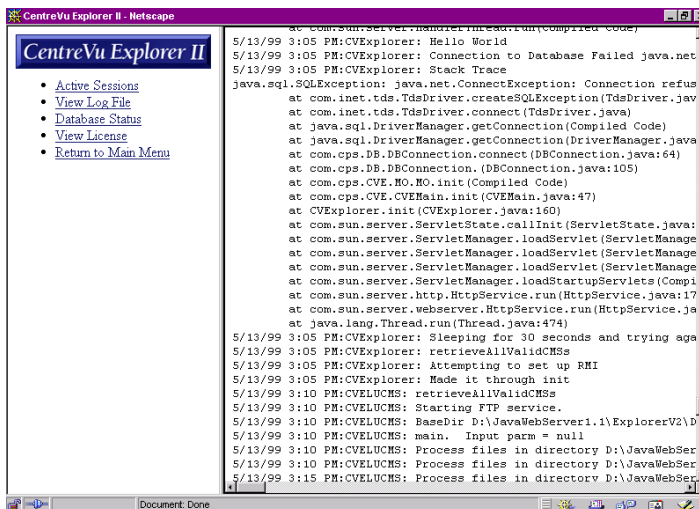
The fields include:

- **User** –who logged in
- **Host Name** –what machine they used to log in
- **Created** –the time of the log in
- **Last Access** –the time of the last access into the application
- **User Agent** –the browser used to access the application

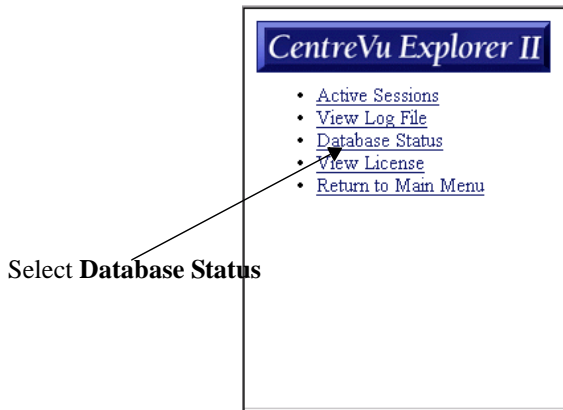
5. In the Navigation frame, select **View Log File** from the Administration (Admin) Utilities Tree to view the log information.



The following View Log File window shows how the data is tracked (such as, connecting to *CentreVu Explorer II*, processing files, ftp commands, and so on.).



6. In the navigation frame, select **Database Status**.



The Database Status window displays.

CentreVu Explorer II - Netscape

CentreVu Explorer II

- [Active Sessions](#)
- [View Log File](#)
- [Database Status](#)
- [View License](#)
- [Return to Main Menu](#)

Database Status and Call History Files Read

Count of Contact rows: 1219641

| CMS | File Name | Status | Error Message | Start Time | End Time | Rows | Rows/Sec |
|-------------|------------------|--|---------------|------------------|------------------|------|----------|
| CenterPoint | CMS4\chr0701.929 | Processed correctly/Preserved | | 5/13/99 10:00 AM | 5/13/99 10:00 AM | 2 | |
| CenterPoint | CMS4\chr0602.928 | Processed correctly/Preserved | | 5/13/99 9:40 AM | 5/13/99 9:40 AM | 8 | 8 |
| CenterPoint | CMS4\chr0601.927 | Processed correctly/Preserved | | 5/13/99 9:30 AM | 5/13/99 9:30 AM | 2 | |
| CenterPoint | CMS4\chr0501.926 | Processed correctly/Could not preserve | | 5/13/99 9:30 AM | 5/13/99 9:30 AM | 10 | |
| CenterPoint | CMS4\chr0501.926 | Processed correctly/Preserved | | 5/13/99 9:20 AM | 5/13/99 9:20 AM | 10 | 10 |
| CenterPoint | CMS4\chr0402.925 | Processed correctly/Preserved | | 5/13/99 9:10 AM | 5/13/99 9:10 AM | 9 | 9 |
| CenterPoint | CMS4\chr0401.924 | Processed correctly/Preserved | | 5/13/99 9:00 AM | 5/13/99 9:00 AM | 1 | |
| CenterPoint | CMS4\chr0301.923 | Processed correctly/Preserved | | 5/13/99 8:50 AM | 5/13/99 8:50 AM | 10 | 10 |
| CenterPoint | CMS4\chr0201.922 | Processed correctly/Preserved | | 5/13/99 8:31 AM | 5/13/99 8:31 AM | 10 | 10 |
| CenterPoint | CMS4\chr0102.921 | Processed correctly/Preserved | | 5/13/99 8:31 AM | 5/13/99 8:31 AM | 5 | |
| CenterPoint | CMS4\chr0101.920 | Processed correctly/Preserved | | 5/13/99 8:31 AM | 5/13/99 8:31 AM | 5 | |
| CenterPoint | CMS4\chr0002.919 | Processed correctly/Preserved | | 5/13/99 8:21 AM | 5/13/99 8:21 AM | 9 | 9 |
| CenterPoint | CMS4\chr0001.918 | Processed correctly/Preserved | | 5/13/99 8:01 AM | 5/13/99 8:01 AM | 1 | |
| CenterPoint | CMS4\chr0904.917 | Processed correctly/Preserved | | 5/13/99 7:51 AM | 5/13/99 7:51 AM | 5 | |
| | | Processed | | 5/13/99 | 5/13/99 | | |

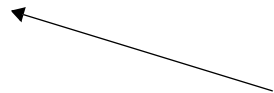
Document: Done

This window allows you to view the status of the database and how many call history files are processed.

The fields include:

- **CMS** –this field will identify which CMS this particular file came from
- **File Name** – this field is the actual file name of the each data file that has been processed
- **Status** – the status field will keep track of the files that are processed
- **Error Message** – this field will identify any problems associated with the processing of this file
- **Start Time** – this is the start time for processing this particular file
- **End Time** – this is the end time for processing this particular file
- **Rows** – this field will identify how many rows were processed from this file
- **Rows/Sec** – this field will let you know how many rows per second were processed

7. In the navigation frame, select **View License**.



Select **View License**

The following window displays:

The screenshot shows a web browser window titled "CentreVu Explorer II - Netscape". The application has a navigation menu on the left with the following links:

- Active Sessions
- View Log File
- Database Status
- View License
- Return to Main Menu

The main content area displays the "CentreVu Explorer II" logo with the tagline "Transforming INFORMATION Into KNOWLEDGE". Below the logo is the heading "Input/Update License Information".

The form contains the following fields and text:

- Company/Location Name:** CenterPoint Solutions, Inc.
- Licensed for:** 2 CMSs.
CMS TSO CMS8300 is licensed for 8 ACDs
CMS CenterPoint is licensed for 8 ACDs
- License Key:** [Text input field]
- CMS Hostname:** [Text input field]
- Save** button
- [Return to CentreVu Explorer II](#) link

The browser status bar at the bottom shows "Document: Done".

- From the View License frame, you can add a license for each additional CMS. For each *CentreVu* CMS, enter the **License Key** and **CMS Hostname**.

Note: You need a separate license for each CMS added to the *CentreVu* Explorer II application. See the “Obtaining a *CentreVu* Explorer II License” section in Chapter 1, “Introduction,” for details.

- After adding each CMS, press the **Save** button.
- To return to the *CentreVu* Explorer II main window, select **Return to Main Menu** from the Navigation frame or the **Return to CentreVu Explorer II** hot link.

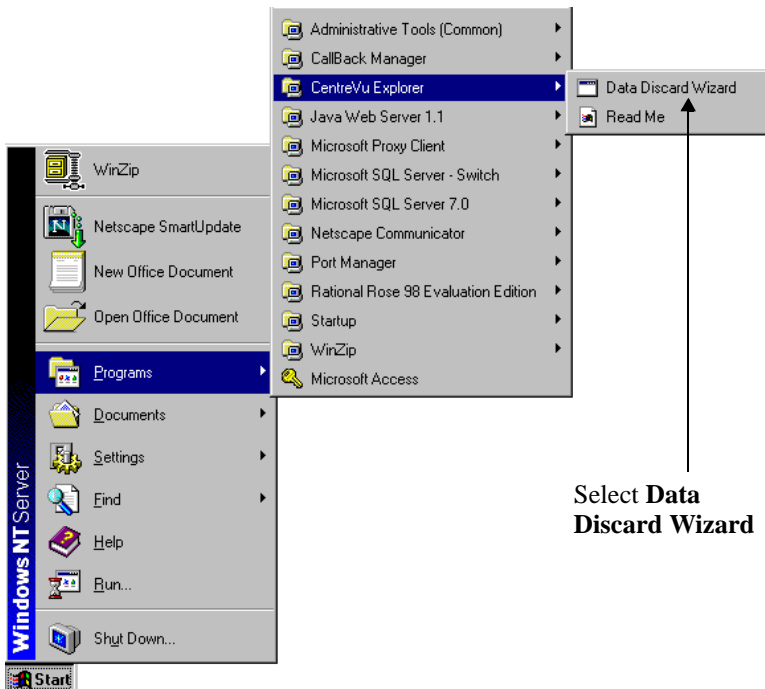
Database Administration

An administrator has the ability to discard, archive, or restore data. This capability can be set up as an automated process through the Data Discard Wizard. For instance, an administrator can discard or archive all of the calls older than a certain date or more than a certain number of days old. This process creates a file for each CMS that matches the criteria. If the data has been archived, it can then be restored at a later date if needed. See the “Restoring Data” section in this chapter for more details.

Accessing Database Administration

To access the Data Discard Wizard, do the following:

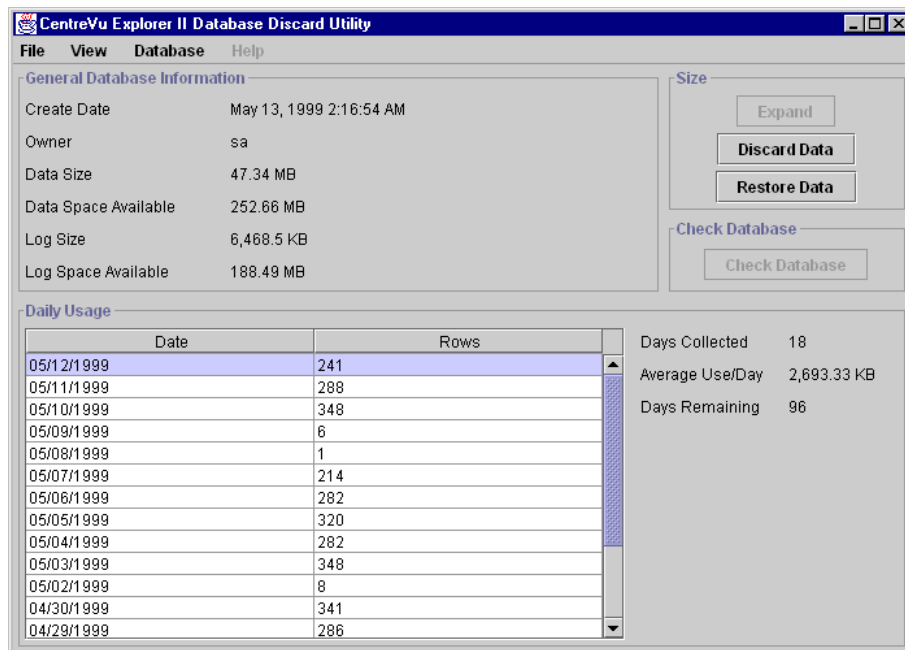
1. From the **Start** menu, select **Programs** and *CentreVu Explorer*..



Select **Data
Discard Wizard**

2. Click on **Data Discard Wizard**.

The Database Discard Utility window displays:



The Database Discard Utility window (also known as Data Discard Dialog window in previous releases) displays information that assists in maintaining the *CentreVu Explorer II* database. An administrator determines at a glance, how big the data and log sizes are and how much room is still available in the database. There is also a running list of files that are processed and how many rows there are per file.

Determining Average Daily Call Record Volumes

The *CentreVu* Data Discard Utility analyzes the *CentreVu* Explorer II database to determine daily average call volumes. It then calculates the number of days the current database can hold data before becoming full. If the database becomes too large, you can either expand the database through the SQL Server Enterprise Manager or follow the steps provided in the next section “Discarding or Archiving Data.”

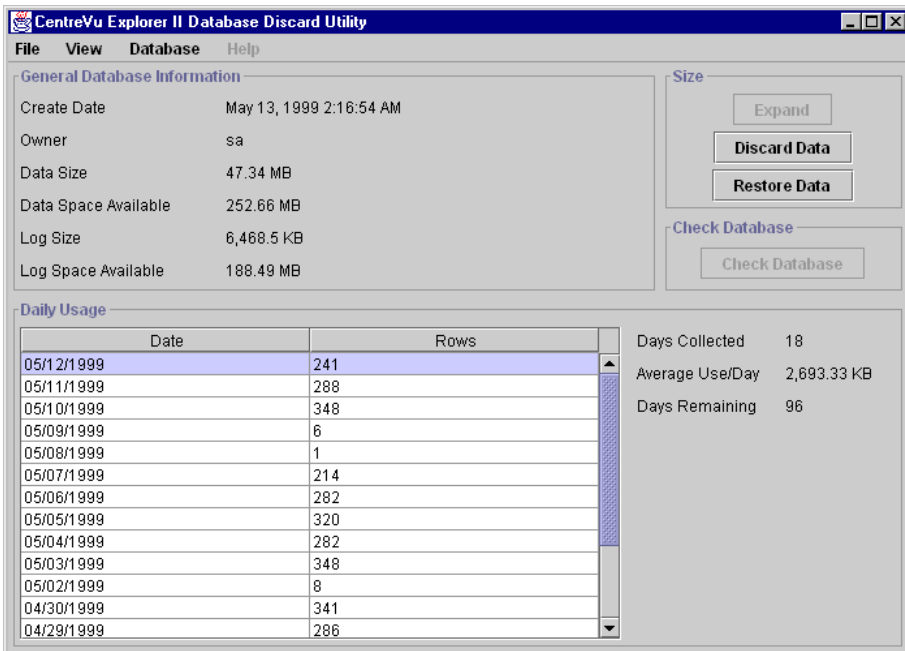
Increasing the size of the database is limited only by the amount of disk space available on the *CentreVu* Explorer II server.

Discarding or Archiving Data

Discard is the removal of data without saving it. Archive is the removal of data and saving it to a file, so that information can be read back in by the Restore Data routine (described later in this chapter). In addition, *CentreVu Explorer II* population routing checks to verify that the database capacity does not exceed 95 percent. The population routine stores any data on the *CentreVu Explorer II* server, but does not process after the database reaches 95 percent of the total capacity. To prevent the database from filling up, you can set up an “aging process” to discard or archive data after a certain number of days.

To set up the “aging process,” do the following:

1. Access the Database Discard Utility. See the “Accessing Database Utility” section previously in this chapter for details.



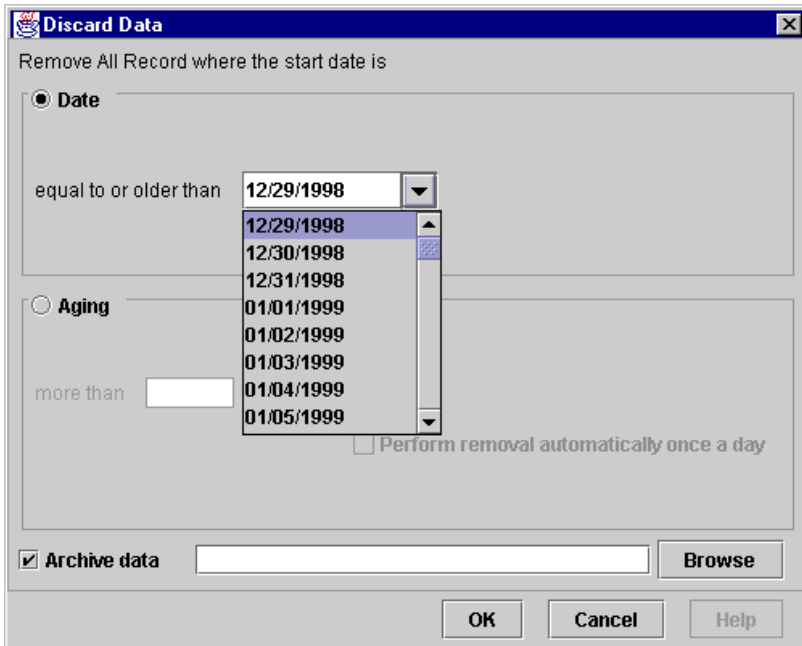
2. Press the **Discard Data** button.

The Discard Data frame displays:

The screenshot shows a Windows-style dialog box titled "Discard Data". The main instruction is "Remove All Record where the start date is". There are two radio buttons: "Date" (selected) and "Aging". Under "Date", the text "equal to or older than" is followed by a date input field containing "12/29/1998" and a dropdown arrow. Under "Aging", the text "more than" is followed by an empty input field and the text "days old.". There is an unchecked checkbox labeled "Perform removal automatically once a day". At the bottom left, there is a checked checkbox labeled "Archive data" followed by an empty input field and a "Browse" button. At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

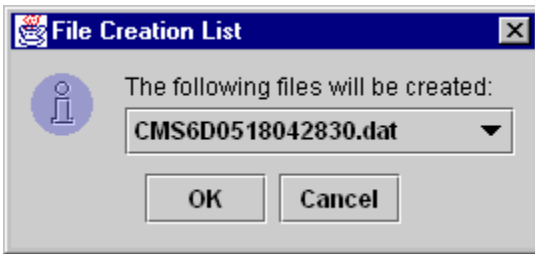
- Records can be removed or archived based on a certain date by selecting the **Date** radio button.

4. From the **equal to or older than** drop-down list, select a specific date. This removes or archives any records that are equal to or older than the date you selected.



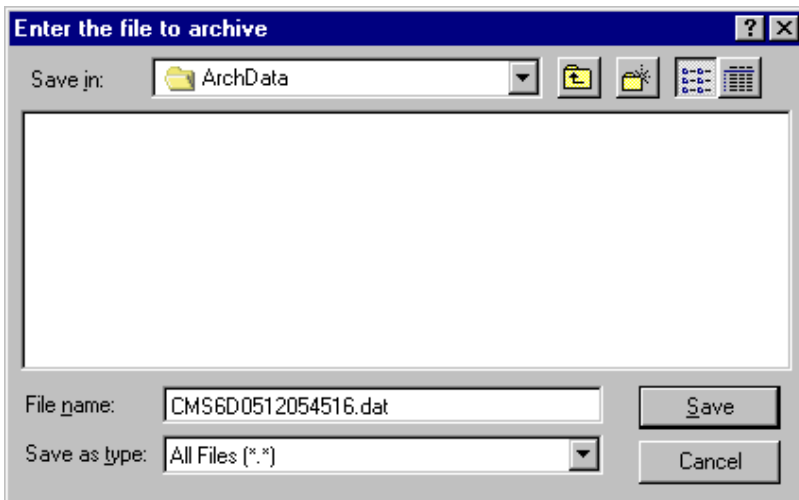
5. If you want to archive rather than remove the data, be sure that the **Archive data** box is selected.
6. Press the **Browse** button.

The File Creation List displays. For example:



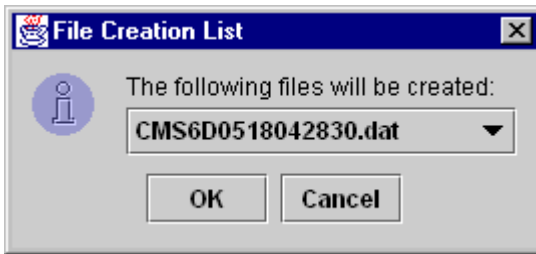
7. From the File Creation List window, use the drop down list to select the file you want to archive. The archive process creates one file for each *CentreVu* CMS data piece with that particular date. The name of the file identifies which *CentreVu* CMS the file was generated from, the date, the hour, and the minute.
8. Press the **OK** button.

The following displays:



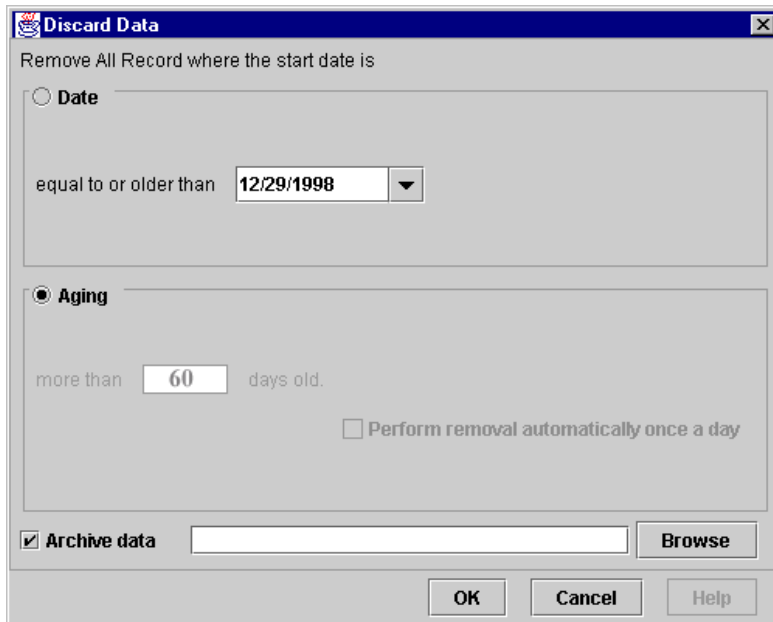
9. In the **File name** text box, enter the name of the file you want to archive.
10. From the **Save in** drop down list, enter the directory where you want to save the file.
11. Press the **Save** button.

The following displays:



12. Press the **OK** button.

The File Creation List displays;



13. After making your selections, press **OK**.
14. Select the **Aging** radio button and enter a number in the **more than** _____ **days old** box to remove or archive data that has aged more than a certain number of days.
15. Select the **Perform removal automatically once a day** radio button.

16. Press **OK**.
17. If you have the **Archive data** radio button selected, this process archives your data daily.

The screenshot shows a Windows-style dialog box titled "Discard Data". The main text reads "Remove All Record where the start date is". There are two radio button options: "Date" and "Aging". The "Date" option is currently selected. Below it, the text "equal to or older than" is followed by a text box containing "12/29/1998" and a dropdown arrow. The "Aging" option is unselected. Below it, the text "more than" is followed by a text box containing "60" and the text "days old.". There is an unchecked checkbox labeled "Perform removal automatically once a day". At the bottom left, there is a checked checkbox labeled "Archive data" followed by an empty text box and a "Browse" button. At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

18. Press the **OK** button.

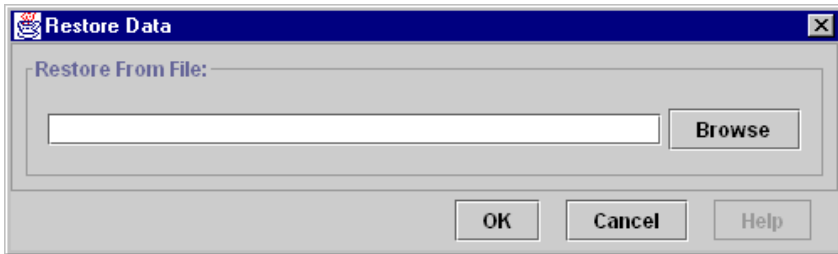
The “aging” and “archiving” processes are complete.

Restoring Data

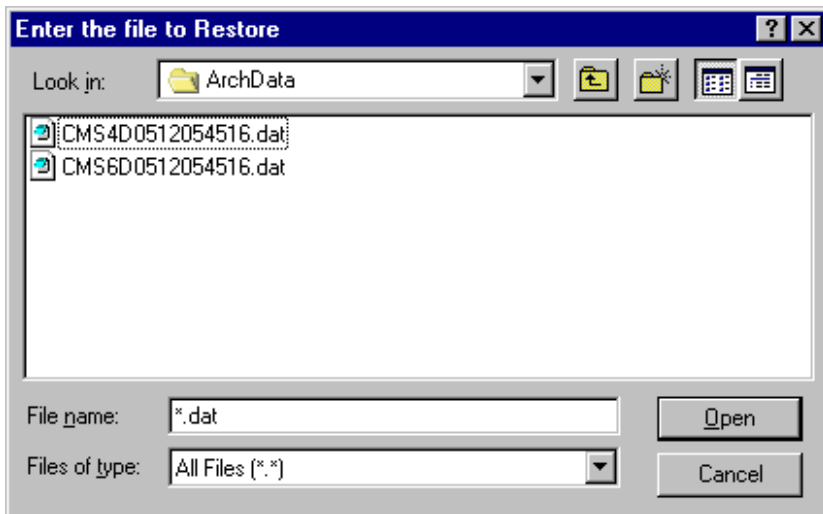
The Restore Data feature allows you to select previously archived data and insert the file back into the *CentreVu Explorer II* database.

To restore the data, do the following:

1. From the Data Discard Wizard, press the **Restore Data** button. The Restore Data window displays:



2. Press the **Browse** button to find the file you wish to restore. The Enter the file to Restore window displays:



3. Select the file or files you wish to restore and press **Open**.
4. Press **OK**. The data then restores to the *CentreVu Explorer II* database.

Migrating CMS Data Dictionary Synonyms

Synchronizing the CMS Data Dictionary (Agent names, Vectors, and Vector Directory Numbers (VDNs)) is now managed by *CentreVu Explorer II*. Since administration is done automatically, Administrators no longer have to manually update the *CentreVu Explorer* administrative tables with changes to these synonyms or run complicated SQL routines to keep the synonyms aligned.

See the “Data Dictionary” chapter in the *CentreVu® Call Management Center Release 3, Version 8, Administration (585-210-910)* document for more details about the CMS Data Dictionary and synonyms.



*CentreVu
Explorer II*

5

Troubleshooting

Overview

This chapter provides troubleshooting tips, error and service messages, and how to resolve the problem through suggestions.

Purpose

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. The problem may be something you can quickly solve yourself.

Who to Contact

If you have not solved the problem after reading through this section, 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 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.

Note: Troubleshooting procedures are usually carried out by an Administrator.



Getting Technical Support

Basic technical support for the *CentreVu* Explorer II software is provided by the Lucent Technologies Technical Support Center in conjunction with CenterPoint Solutions. However, if your support request deals primarily with a supplementary software package not purchased from Lucent Technologies, you may be referred to the software's manufacturer or offered the option of purchasing additional assistance not covered under your maintenance agreement.

The table below describes the level of support that Lucent Technologies provides for each product on the *CentreVu* Explorer II Server.

| Product | Purchased From | Support Provided by Lucent* |
|--|------------------|-----------------------------|
| <i>CentreVu</i> CMS | Lucent | Full |
| <i>CentreVu</i> Explorer II Software and previous versions | Lucent | Full |
| SQL Server | 3rd Party Vendor | None/Billable |
| <i>Java</i> Web Server | Lucent | None |
| <i>Windows NT</i> Operating System | 3rd Party Vendor | None/Billable |
| Remote Access Software (<i>pcAnywhere</i>) | Lucent | None |
| Web Browser | 3rd Party Vendor | None |
| Hardware | 3rd Party Vendor | None |

*Three conditions under which technical support is determined: (1) maintenance contract agreement; (2) warranty; and (3) time and materials. The following sections describe, in more detail, the Technical Service Organization (TSO) support that Lucent provides to the customer.

Lucent TSO Responsibilities

CentreVu CMS Server

- Verify ECH is authorized and installed
- External Call History data integrity
- Verify the FTP (File Transfer Protocol) is working properly.

CentreVu Explorer II Software Application

- Verify that the customer can execute queries with the *CentreVu* Explorer II application. If there are problems then determine where the problem exists – NT4.0, SQL database, or other application dependencies using various NT/SQL troubleshooting tools. This needs to be relayed back to the customer so they can repair NT/SQL.
- Assist in the setup of *pcAnywhere* and the use of Data Discard Utility.

Customer Responsibilities

- Maintaining critical Logins—(Lucent, Admin, SQL Login)
- Monitoring system performance—for example, Event Viewer logs for current errors, verify critical services are running, disk space, and so on)
- Installing the *pcAnywhere*/modem for remote access for Lucent support
- Providing SQL Database Maintenance
- Backing up the SQL database—archiving historical data
- Providing Data Discard Utility—see Chapter 4, “Maintenance,” for more details
- Maintaining the Transaction Log—for internal SQL database functions (add/delete records)
- Expanding the tempdb—for database queries through the browser.

Process to Get Support

To open a trouble ticket for *CentreVu Explorer II*, contact Lucent Technical support at (800) 242-2121 and select option two from the voice menu.

To ensure the highest quality technical support, it is strongly recommend that *pcAnywhere* should be installed on the *CentreVu Explorer II* server. The *pcAnywhere* is supplied with purchase with *CentreVu Explorer II*. Using *pcAnywhere*, a technician can provide basic SQL Server support, view error logs, and verify proper configuration of the server. If remote access is not available, it may not be possible to diagnose and resolve your problem.

If your organization does not have access to a group capable of supporting Microsoft products, you may want to consider contracting support from a Microsoft Certified Solutions Provider (MCSP). You can search for an MCSP in your area at:

http://www.microsoft.com/isapi/referral/obtain_services_Basic.asp

Refer to <http://www.microsoft.com/support/supportnet/overview/overview.asp> for a comprehensive overview of all your Microsoft support options.

If you have questions about *CentreVu Explorer II* that were not answered in this document, please contact the Lucent Technical Support Center at 1-800-242-2121.

General Troubleshooting Tips

This section helps you with problems you may encounter when installing, logging into, or running *CentreVu Explorer II*. It contains tables which describe error messages that may appear in *CentreVu Explorer II*.

Setting Up the *Java* Plug-in

If you are currently using a non-conforming browser you can install the *Java* Plug-in that is copied to the server during the install process. This *Java* plug-in allows your current browser to run *CentreVu Explorer II* functions.

To enable the *Java* plug-in option, select the checkbox in the Help About frame after completing the *CentreVu Explorer II* installation. See the “Help About” section in Chapter 1, “Introduction” of the *CentreVu Explorer II* User Guide (585-218-200) for more information.

Checking the Corrupt Folder

Occasionally *CentreVu Explorer II* experiences a problem when it tries to process an ECH data file. When this happens, *CentreVu Explorer II* places the file in a corrupt folder. This folder is *c:\JavaWebServer1.1\ExplorerV2\Data\CMSI\Corrupt* by default. A CMS directory is created for each CMS that is associated with this instance of *CentreVu Explorer II*. You should check this folder at least once a week for corrupt files.

When troubleshooting corrupt file issues it is important to determine whether all files or only a few specific files are being placed in the corrupt folder. If all files are being placed in the corrupt folder, there is probably something wrong with the SQL Server database. Ask your SQL database administrator to check the database. If they are unable to resolve the problem, contact Lucent Technical Support for assistance.

If only a few files appear in the corrupt folder, move the files back into the appropriate CMS directory. You must move, and not copy the files, so that they will be removed from the corrupt folder. Once the files have been moved to the appropriate CMS directory, *CentreVu Explorer II* makes another attempt to process the files. It can take up to five minutes for the attempt to be made. You know that the files are processed because they disappear from the appropriate CMS directory. Check the corrupt directory to see if the files have returned. The files will not appear in the corrupt directory if they have been processed successfully. Files that are repeatedly placed in the corrupt directory are corrupted. While it is not unusual to occasionally encounter a corrupted file, contact Lucent technical support if this occurs frequently.

Monitoring System Performance

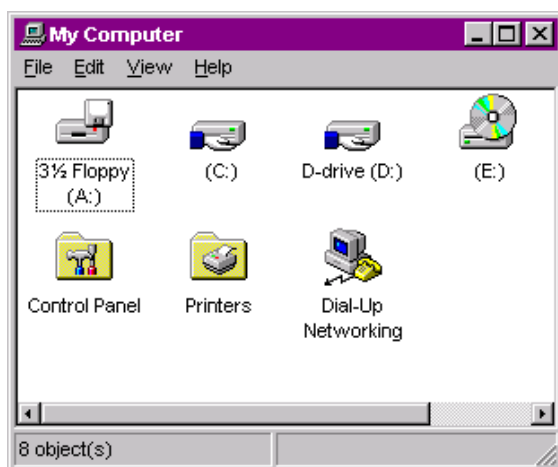
It is important to keep track of the server's CPU usage, RAM memory usage, and hard drive space. Insufficient processing power or RAM memory will cause the server to perform poorly under a heavy user load. To make sure that the server does not run out of hard drive space, the Data Discard Utility is set up in advance for incoming call data. If your system quits accepting data, see the "Data Discard Administration" section in Chapter 4, "Maintenance" of this guide for details. Regularly monitor the hard drive that contains the *CentreVu Explorer II* software.

If you are uncertain about how to check the CPU, RAM, and hard drive usage, consult your Information Systems department or contact a Microsoft Certified Solutions Partner.

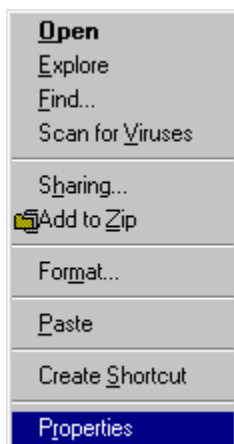
To check the hard drive space on the server, do the following:

1. Select **My Computer** from the Desktop.

The following displays:

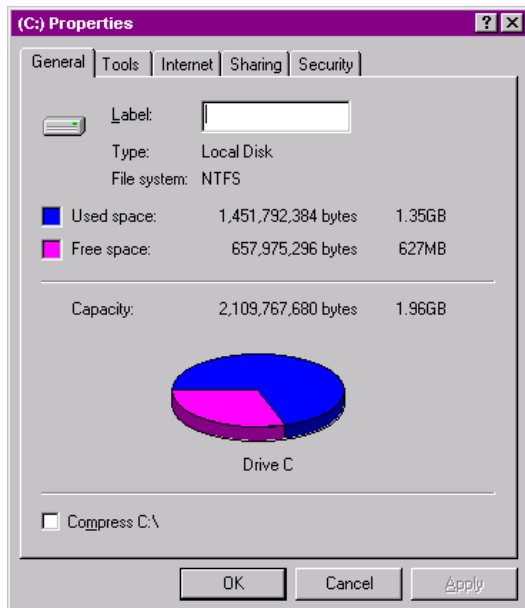


2. Right click on the C: drive and select **Properties**.



Select **Properties**

The following displays:.



3. When you are finished checking your system's performance, click **OK**.

Configuring CentreVu Explorer II Log File

The configuration parameters for *CentreVu Explorer II* can be set by editing the file *//JavaWebServer1.1/ExplorerV2/java/CentreVuExplorer.properties*. The installation scripts will automatically configure this file when the *CentreVu Explorer II* software is installed. However, if changes are made to the server after installation, it will be necessary to update the file manually.

Lines preceded by the “#” character are comments and do not affect the configuration. Parameter names are case sensitive.

| Parameter Name | Acceptable Values | Description |
|----------------|---|--|
| Log2stdout | true/false | Determines whether the application writes error messages to <i>stdout</i> . This option will not serve any purpose if httpd is running as a service |
| Log2file | true/false | Controls whether log output is sent to the servlet log file. If you are running <i>Java Web Server</i> the output will be sent to <i>JavaWeb Server1.1/logs/javawebserver/webpageservice/event_log</i> . |
| LogLevel | MESG INFO DEBUGDB DEBUGALL TRACE | Sets the level of debug output. Acceptable values are shown in order of increasing output. |
| ExpDbURL | jdbc:informix-sqli:<IP Address>:<Port>:<DB Path>:informixserver=<DB Server> jdbc:inetdae:<IP Address>:<Port> | This parameter identifies the database so that the database (db) driver is able to recognize and connect to it. The required syntax for <i>Informix</i> and SQL Server are shown. |
| ExpDbDriver | com.informix.jdbc.IfxDriver com.inet.tds.TdsDriver | The java package name of the database driver to be used. The <i>IfxDriver</i> is used for <i>Informix</i> . Microsoft SQL Server uses the <i>TdsDriver</i> . |

Troubleshooting

General Troubleshooting Tips

| Parameter Name | Acceptable Values | Description |
|----------------------------|----------------------|--|
| ExpDbUser | sa | The user name that <i>CentreVu Explorer II</i> uses to sign on when connecting to the database. <i>CentreVu Explorer II</i> does not function correctly if this user does not have sufficient access rights to the database tables and other objects used by <i>CentreVu Explorer II</i> . |
| ExpDbPassword | <Encrypted Password> | The password associated with the login of the specified database user. This entry is encrypted and cannot be manually edited. Use the <i>CentreVu Explorer II Change Password</i> utility to update this entry. |
| ExpDbDatabase | exp2 | The name of the <i>CentreVu Explorer II</i> database. |
| ExpDbConnections | [5-9] | The number of simultaneous connections to the database that will be available for use when inserting ECHI data into the database. |
| ExpDbThreads | N/A | This parameter is no longer used. |
| ExpDbCorruptFile Directory | corrupt | The name of the directory to use to store echi files that were not successfully processed into the db. |
| ExpDbSaveFile Directory | save | The name of the directory in which to save echi files if the save file option is enabled. |
| ExpDbSaveFile | true/false | Determines whether echi files should be saved or discarded after they have been successfully processed. |
| ExpDbDate | current GETDATE() | The command used by the database to get the current date. The syntax for <i>Informix</i> and <i>SQL Server</i> are shown. |
| ExpConversionDb URL | See ExpDbURL | This entry is identical in format to ExpDbURL. However, it refers to the existing <i>CentreVu Explorer Version 1.0</i> database in cases where the software is being upgraded and <i>CentreVu Explorer Version 1.0</i> data is being migrated into the <i>CentreVu Explorer II</i> database. |

| Parameter Name | Acceptable Values | Description |
|-------------------------|------------------------|--|
| ExpConversionDbDriver | com.inet.tds.TdsDriver | The <i>Java</i> package name of the database driver used to connect to the <i>CentreVu</i> Explorer Version 1.0 database when migrating data into <i>CentreVu</i> Explorer II. |
| ExpConversionDbUser | sa | User name to be used to login to the <i>CentreVu</i> Explorer Version 1.0 database during data migration to <i>CentreVu</i> Explorer II. |
| ExpConversionDbPassword | <Unencrypted Password> | The password associated with the <i>CentreVu</i> Explorer Version 1.0 database user name specified above. Unlike the ExpDbPassword field, this field's contents are in plain text and may be manually edited. |
| ExpConversionDbMsKey=1 | [1-8] | This specifies which CMS data migrated from <i>CentreVu</i> Explorer Version 1.0 is associated with. <i>CentreVu</i> Explorer Version 1.0 only supported one CMS. <i>CentreVu</i> Explorer II can support up to eight. |
| ExpSleepTime | [30-300] | Sets how often, in seconds, <i>CentreVu</i> Explorer II should check the CMS data directories for new echi data files. |
| ExpRmiRegistry | <IP Address> | The location of the RMI Registry. This entry is always the IP Address of the <i>CentreVu</i> Explorer II server. |

Troubleshooting and Maintenance Routines

The Data Discard Utility is a tool that is provided with *CentreVu Explorer II* to make it easy for end users to schedule automatic archival or data deletion. Step-by-step instructions for performing these operations are provided in Chapter 4, “Maintenance,” of this guide.

Expanding the Database

Because the call volume of your call center may increase over time, it may be necessary to expand the *CentreVu Explorer II* to accommodate this increase. The database can be expanded using the SQL Server Enterprise Manager. Lucent Technologies strongly recommends that you do not expand your database beyond 7.5GB (6GB data space, 1.5GB log space) as it is extremely time consuming to maintain a *CentreVu Explorer II* database beyond this size. Also keep in mind that the drive that the database is on needs to have at least 100MB of free disk space to allow for ECH file collection. The Data Discard Utility automatically creates the appropriate data and log devices and adds them to the database.

Clearing Out the Transaction Log

The transaction log is used to store information on changes to the data in the database. This allows the Microsoft SQL Server to back out all changes made by a transaction if an error occurs before the transaction completes. When the error log is full, Microsoft SQL Server does not process transactions because it is unable to undo any changes if an error occurs. Refer to the Microsoft SQL Server Books Online for a more detailed discussion of the transaction log. You can also use the SQL Server Wizards to assist you in managing your databases (for example, clearing out your transaction logs or expanding the tempdb file).

Expanding the tempdb File

When *CentreVu* Explorer II is installed, it expands the tempdb file from 2MB to 15MB. However, for large transactions, the tempdb may still be too small. If you receive error messages indicating that the tempdb is full. See the “Administration Utilities” section in Chapter 4, “Maintenance” for details. You can also use the SQL Server Wizards to assist you in managing your databases (for example, clearing out your transaction logs or expanding the tempdb file).

Troubleshooting Tips for *Windows NT*

Windows NT Event Log Error Messages Types

The following types of error messages can appear:

- Information—Used primarily for informational messages. Usually not indicative of a problem.
- Warning—Indicates that the error may be problematic.
- Error—Indicates that a serious error occurred. This error class usually requires attention.

Installation Error Messages

This table lists the installation error messages.

| Error Message | Corrective Action |
|---|--|
| This software will only run under <i>Microsoft</i> * <i>Windows NT</i> † Server 4.0. | Install <i>Windows NT</i> Server 4.0 before attempting to install <i>CentreVu</i> Explorer II. |
| This installation requires NT Administration rights. | The installer must be logged in to the NT server with an account that has administration rights. Log onto NT with an account that has administration rights. If your account does not have administration rights, have your NT administrator create a temporary account for you. |
| This machine does not have the correct version of <i>Microsoft</i> SQL Server installed. Please correct the problem by installing <i>Microsoft</i> SQL Server 7.0 before attempting to perform this install again. | The NT Server must have <i>Microsoft</i> SQL Server 7.0 loaded before attempting to install SQL Server 7.0. Complete the SQL Server installation before attempting to install <i>CentreVu</i> Explorer II. |

| Error Message | Corrective Action |
|---|--|
| The database is currently version 1.0. This routine is not capable of upgrading from 1.0 to <i>CentreVu</i> Explorer II. Please contact the Lucent TSO for instructions. Install will now exit. | Contact the National Customer Care Center. |

* Microsoft is a registered trademark of Microsoft Corp.

† Windows NT is a registered trademark of Microsoft Corp.

Java Web Server Error Messages

| Error Message | Occurs When | Cause | Corrective Action |
|---|---|---|---|
| <i>Netscape</i> is unable to locate the server Paintbrush:8080. Please check the server name and try again. | User attempts to connect to a server through a browser. | The <i>Java</i> WebServer is not running. | Go to the Control Panel. Open the services applet. Highlight <i>Java</i> WebServer. Click start. Also, verify that the service's startup configuration is set to automatic. |
| Could not start the <i>Java</i> Web Server service on \\PAINTBRUSH. Error 2140: An internal <i>Windows NT</i> error occurred. | Administrator attempts to start the <i>Java</i> Web Server service. | The <i>Java</i> WebServer was not shut down correctly, probably due to a fatal error. | Press CTRL+ALT+DEL and select Task Manager. Click on the Processes tab. Find & highlight jrew.exe under image name. Click end process. |
| Not Found (404) | User attempts to connect to a server through a browser. | <i>CentreVu</i> Explorer did not initialize successfully. | Go to the Control Panel. Open the System applet. Click on the Environment tab. Verify that the classpath is similar to the following: .;c:\jdk1.1.7A\lib\classes.zip;d:\JavaWebServer1.1\ExplorerV2\java;d:\JavaWe~1.1\lib\jws.jar |

| Error Message | Occurs When | Cause | Corrective Action |
|--|--|---|--|
| Applet CVEQueryBuilder not initied | User clicks on Custom Query Builder link in <i>CentreVu Explorer II</i> navigation menu. | <p>There are several possible causes:</p> <ol style="list-style-type: none"> 1. There is a firewall between the client and server which is preventing communication. 2. The client PC has an outdated browser or is not using the <i>Java</i> plug-in. 3. The <i>rmiregistry</i> service is not running. | <p>The possible resolutions are respectively:</p> <ol style="list-style-type: none"> 1. Have the network administrator reconfigure the firewall., or put both client and server machines on the same side of the firewall. 2. Download and install the latest version of Internet <i>Microsoft Explorer</i> or <i>Netscape Communicator</i>. If a different browser is being used, install the <i>Java</i> plug-in. 3. Stop the <i>Java</i> WebServer service. Start the <i>rmiregistry</i> service. Then restart the <i>Java</i> Web Server service. |
| Microsoft Internet Information Server screen appears | User attempts to connect to the server through a browser | Both IIS & JWS are loaded on the server. IIS has control of port 80 which handles web traffic and is preventing JWS from processing incoming HTTP requests. | Go to the Control Panel. Open the Services applet. Highlight the World Wide Web Publishing service. Click Stop . Then go into startup configuration and select disabled. Next highlight <i>Java</i> Web Server and click Start . Verify that the service's startup configuration is set to automatic. |

Data Import Service Messages

This table lists the data import service messages.

| Error Messages | Corrective Action |
|---|---|
| The service was started. INFORMATION | No corrective action required. This is merely an informational message. |
| The service was stopped. INFORMATION | No corrective action required. This is merely an informational message. |
| The <i>CentreVu Explorer II</i> Service was installed. INFORMATION | No corrective action required. This is merely an informational message. |
| The <i>CentreVu Explorer II</i> Service was removed. INFORMATION | No corrective action required. This is merely an informational message. |
| The initialization process failed. WARNING | Record the message and contact the National Customer Care Center. |
| Could not read the file <i>chrnnnn.xxx</i> WARNING | The listed file could not be processed by the Data Import Service. Record the message and contact the National Customer Care Center. |
| <i>chrnnnn.xxx</i> file is either corrupt or invalid. INFORMATION | An External Call History data file from the CMS was not in the expected format. Record the message and contact the National Customer Care Center. |

Open Database Connection (ODBC) Error Messages

This table lists the ODBC error messages.

| Error Message | Corrective Action |
|---|--|
| [Microsoft] [ODBC SQL Server Driver] [SQL Server] Login failed WARNING | An attempt to login to SQL has failed. Record the message and contact the National Customer Care Center. |
| [Microsoft] [ODBC Driver Manager] Connection not open WARNING | Record the message and contact the National Customer Care Center. |

Database (DB)-Library Error Messages

This table lists the DB-Library error messages.

| Error Message | Corrective Action |
|--|---|
| DB-LIBRARY error - Unexpected EOF from SQL Server. Connection broken. ERROR | The connection to SQL Server was lost. Record the message and contact the National Customer Care Center. |
| DB-LIBRARY error - DBPROCESS is dead or not enabled. ERROR | An attempt was made to communicate with a non-existent process. Record the message and contact the National Customer Care Center. |
| DB-LIBRARY error - Attempt to bind to a non-existent column. | The file format of the ECH file from the CMS does not match what was expected. Record the message and contact the National Customer Care Center. |

Log-in Error Messages

This table lists the Login- error messages

| Error Message | Corrective Action |
|---------------------------------|--|
| Login failed, please try again. | Try again with the correct password. Contact your administrator if you forget your password. |

Service Affecting Automated Procedures

This section documents the automated procedures within *CentreVu* Explorer II that cause service interruptions. The interruptions range from moments to over an hour in duration. The time of day is listed where applicable.

Data Import

The Data Import Service runs continuously and is responsible for putting External Call History data from the Call Manager System (CMS) into the *CentreVu* Explorer II SQL Server database. The Data Import Service can be configured to check for the existence of new data from the CMS at any interval from one minute to several days.

Each time the Data Import Service finds a file to import, it immediately inserts those records into the database. This procedure has the potential to lock out query requests for the duration of the import procedure, although the likelihood is quite small. The import procedure typically lasts less than one minute for call centers with large volumes of automatic call distribution (ACD) data.

Database Maintenance Procedures

CentreVu Explorer II contains built in database maintenance procedures designed to keep the database healthy and responsive. These procedures are setup during the installation of *CentreVu* Explorer II and are scheduled to run automatically in the late evening and early morning hours. These maintenance procedures vary in duration depending on the size of the database, the call traffic, and the hardware that hosts the *CentreVu* Explorer II Server. The durations can range from a few seconds to hours depending on these variables. See Chapter 4, “Maintenance, ” for more information.



*CentreVu
Explorer II*



Appendix

Windows NT Server Connection Assistance

The following sections provide assistance in connecting *CentreVu*[®] Explorer II to your local area network (LAN). In particular, these instructions pertain to the administration of the *Microsoft*^{*} *Windows NT*[†] Server 4.0.

Note: Refer to the *Microsoft* software support manuals and your network administrator for further assistance.



^{*}Microsoft is a registered trademark of Microsoft Corp.

[†]Windows NT is a registered trademark of Microsoft Corp.

Establishing Server Network Connection

Hardware

Communication between *CentreVu* Explorer II and *CentreVu* Call Management System (CMS) is provided through a LAN connection. Additionally, for terminals external to the *CentreVu* Explorer II server, access is provided through a LAN.

Networks may be one of the following:

- Ethernet™
- Token Ring.

The appropriate hardware must be installed on *CentreVu* Explorer II respective to the network topology. Follow the instructions provided with the hardware interface to install the card in your system.

Software

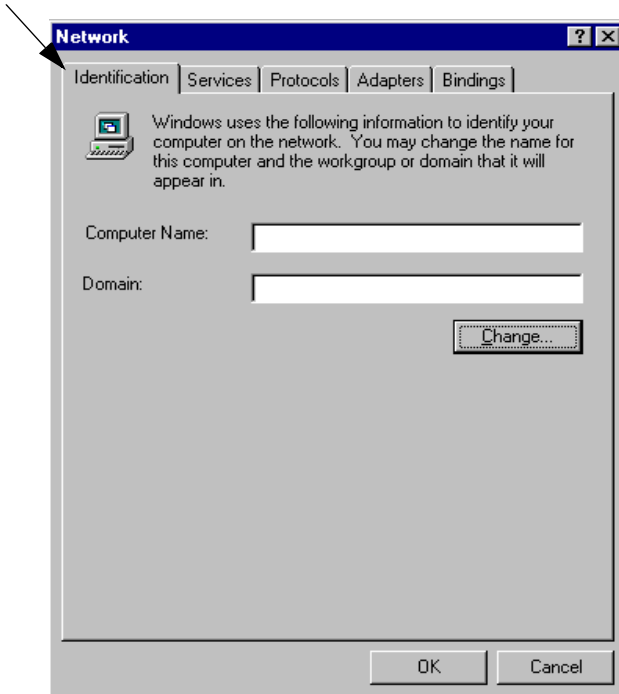
CentreVu Explorer II must be configured as follows to properly communicate with the *CentreVu* CMS. This configuration is accessed through the network system settings on your system. To access these settings:

1. Click the **Start** Button, point to **Settings**, and click **Control Panel**.
2. Double click the **Network** icon. This assigns the software configurations detailed in the following sections.

CentreVu Explorer II Server Identification

Select the **Identification** tab in the Network Administration window. The following screen appears:

Select **Identification**



Enter the following information:

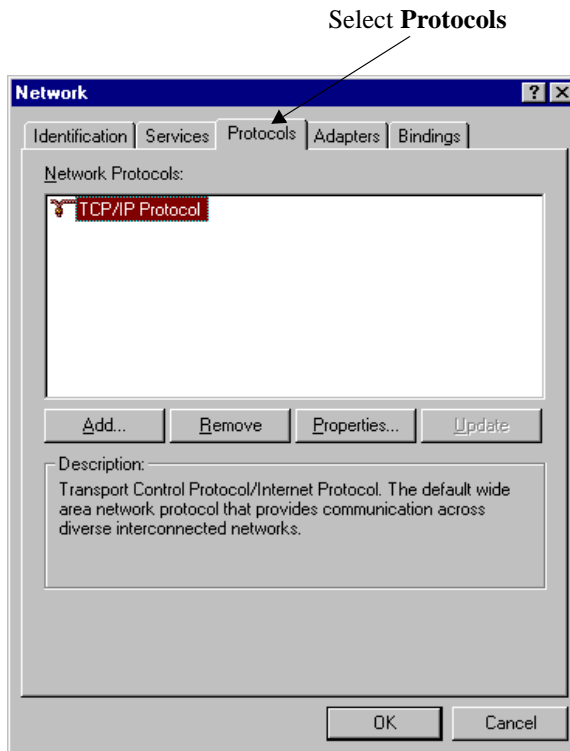
1. **Computer Name**—This field provides a place to type the host name for your computer. This is the name of the *CentreVu Explorer II* server. This might be a name you use to identify your computer on a smaller, local network. The host name is combined with a domain name or suffix to create your intranet address.
2. **Domain Name**—This field provides a place to type the name of the domain for your computer. Domain refers to a set of computers on a network that have been assigned a group name. For example, a company's domain name

on the internet might be “thiscompany.com.” A domain can contain two or more workgroups.

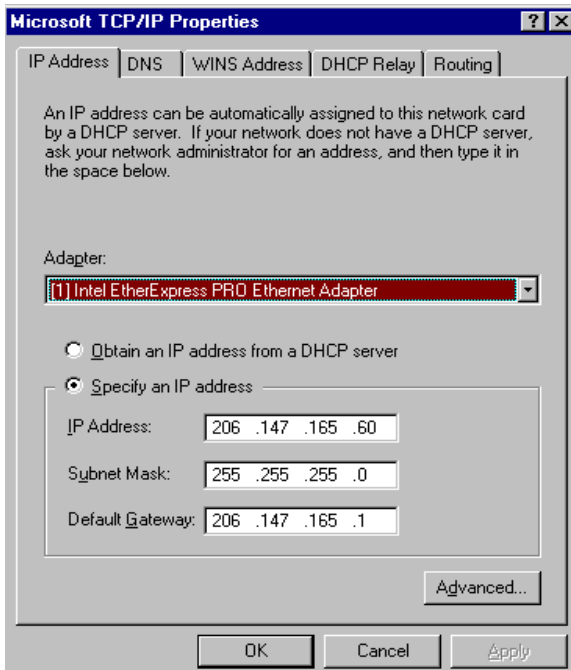
CentreVu Explorer II Protocol Assignment

The *Ethernet* or Token Ring assignments must be made to successfully connect to the network. Assignments are made in the Protocols tab of the Network Administration window. The following illustration is a representative setup of an Ethernet environment.

Select the **Protocols** tab from the Network dialog box.



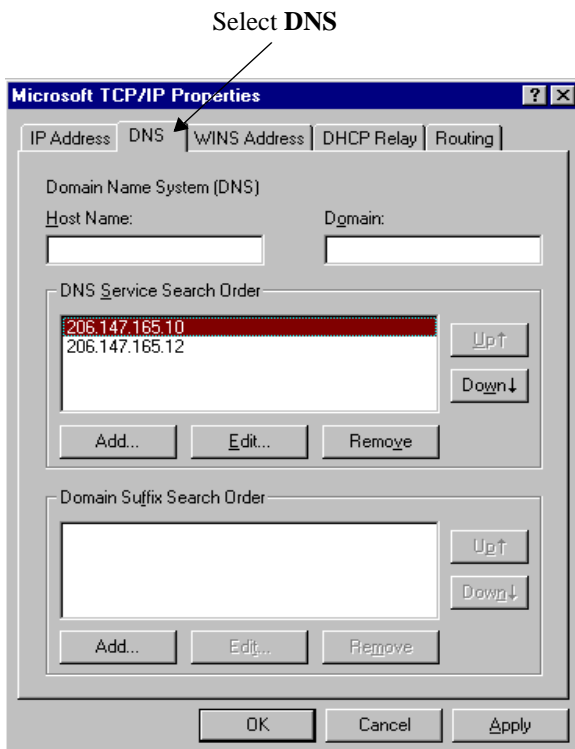
Select the TCP/IP Protocol item from the **Protocols** tab of the Network dialog box. The following window is displayed:



Enter the appropriate IP address for the *CentreVu Explorer II* server. Also enter the Subnet Mask and Default Gateway information.

1. IP Address—Enter the IP address obtained from your network administrator. An IP address is 4 numbers from 0 to 255, separated by periods.
2. Subnet Mask—Enter the Subnet Mask number obtained from your network administrator. This number combined with the IP address identifies the network your computer is on.
3. Default Gateway—Enter the number for the gateway you want to add. The value in each field must be a number between 0 and 255. A gateway is a connection or interchange point that connects two networks that would otherwise be incompatible. For example, a LAN may need a gateway to connect it to a WAN or to the Internet.

The DNS Server information is configured through the **DNS** tab. After selecting the **DNS** tab, the following screen appears:

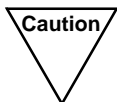
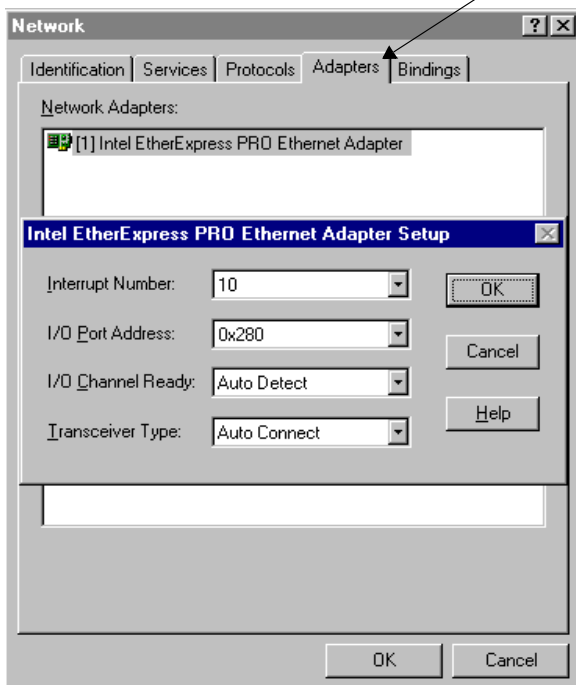


The following information is required:

- **Host Name**—Enter the same information entered in the Computer Name field in the Identification tab.
- **Domain**—Enter the same information entered in the Domain field in the Identification tab.

Set the adapter to Auto Detect in the **Adapters** tab.

Select **Adapters**



After setting up the system software, you must restart your computer for the changes to take effect. Exit all programs and save any work in progress.

If you are still experiencing problems, contact your network administrator for the proper software setup.



CentreVu
Explorer II

GL

Glossary

| | |
|--------------------|--|
| Abandoned Call | A call in which a caller hangs up before receiving an answer from an agent. The call could be queued to a split/skill, in a vector/VDN, or ringing at an agent before it is abandoned. |
| Access Permissions | Permissions assigned to a <i>CentreVu</i> Explorer II user in order to administer specific elements (splits/skills, trunks, vectors, and others) of the ACD. Access permissions are specified as read or write permission. Read permission means the <i>CentreVu</i> Explorer II user can access and view Administrative data. Write permission means the <i>CentreVu</i> Explorer II user can add, modify, or delete Administrative data. |
| ACD | See <i>Automatic Call Distribution</i> . |

| | |
|--|--|
| ACD Call | A call that queued to a split/skill and was answered by an agent in that split/skill, or a call that queued as a direct agent call and was answered by the agent for whom it was queued. |
| Action List | A menu in the upper-right corner of most user windows. The menu lists the actions available for that particular user window (for example, add, modify, delete, and others). You select an action after entering necessary data in the user window. |
| ACW | See <i>After Call Work</i> . |
| Add | A <i>CentreVu Explorer II</i> action that adds the data entered in the given window to the Administration database. |
| Adjunct/Switch Applications Interface (ASAI) | An open application interface through which processors and switches can jointly provide services that require applications to initiate, receive, and control calls or make use of switch features. (See <i>Open Application Interface</i> .) |
| After Call Work (ACW) | An agent state generally representing work related to the preceding ACD call. Going on-hook after an ACD call during MANUAL-IN operation places the agent in ACW. With Generic 3, ACW is also accessible by a button on the agent's set and may not be related to an ACD call. |

| | |
|--------------------------|---|
| Agent | A person or Voice Response Unit (VRU) port that answers calls to an ACD split/skill. The agent is known to <i>CentreVu</i> CMS by a login identification keyed into a voice terminal. |
| Agent Login ID | A 1- to 4-digit number (Generic 2) or a 1- to 9-digit number (Generic 3) entered by an ACD agent from a voice terminal to activate the agent's position. Agent logins are required for all <i>CentreVu</i> CMS-measured ACD agents. |
| Agent Position (EAS) | The combination of agent login ID and the skills the agent is assigned. Data are collected for the agent by skill, so the total work for the agent must be summed over all skills in which the agent worked. |
| Agent Position (Non-EAS) | The combination of agent login ID and split the agent logged into. Agents logged into multiple splits have multiple positions associated with them. Call data are collected separately for each agent/split combination. |
| Agent Skill | An attribute that is associated with 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 that requires one of a set of skills. An agent can be assigned up to 20 skills. The meaning of each Agent Skill is defined by the customer. Examples of what could be considered skills are: the ability to speak a particular language or the expertise to handle a certain product. See <i>Primary Skill</i> , <i>Secondary Skill</i> , and <i>Skill Level</i> . |

| | |
|----------------|---|
| Agent State | <p>A feature of agent call handling. Agent states are the different call work modes and call states an agent can be in (ACD, ACW, AVAIL, AUX, UNSTAFF, DACD, DACW, OTHER, UNKNOWN, RING). Data about these states is displayed in real-time and historical reports.</p> <p>See the definition of each state for additional information.</p> |
| Agent Terminal | The voice terminal used by a call center agent. |
| AI | See <i>Auto-In</i> . |
| Algorithm | <p>A prescribed set of well-defined rules or instructions for the solution of a problem; for example, the performance of a calculation, in a finite number of steps. Expressing an algorithm in a formal notation is one of the main parts of a software program.</p> |
| ANI | See <i>Automatic Number Identification</i> . |
| Applet | <p>An applet is a program written in the <i>Java</i>™ programming language that can be included in an HTML page. When you use a <i>Java</i> technology-enabled browser to view a page that contains an applet, the applet's code is transferred to your system and executed by the browser.</p> |
| ASA | See <i>Average Speed of Answer</i> . |
| ASAI | See <i>Adjunct/Switch Applications Interface</i> . |

| | |
|---------------------------------------|--|
| Auto-In (AI) | An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting from the previous call. |
| Automatic Call Distribution (ACD) | <p>A switch feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).</p> <p>Also an agent state where the extension is engaged on an ACD call.</p> <p>See <i>Redirect On No Answer</i> and <i>Auto-Available Split</i>.</p> |
| Automatic Number Identification (ANI) | A general industry term referring to knowledge of the calling party number (CPN). When the calling party is behind a switch, the number provided can be either a billing number for the switch or the station identification (SID) number. |
| AUX | See <i>Auxiliary Work</i> . |
| AUX Reason Codes | AUX reason codes enable a call center to track an agent's time more precisely when the agent is in the AUX state. The agent can specify exactly why the AUX state is used, such as lunch or meetings. |

| | |
|-------------------------------|--|
| Auxiliary Work (AUX) | An agent work mode. For example, the agent is engaged in non-ACD work, is on break, in a meeting, or at lunch. An agent can reach this state by pressing the AUX WORK button or dialing the proper access code from the voice terminal. The agent can also reach the state by going off-hook to make or answer an extension call while in AVAIL or with a call on hold while in AI/MI mode. |
| AVAIL | See <i>Available</i> . |
| Available (AVAIL) | An agent state in which the extension is able to accept an ACD call. The agent enters this state by selecting the AI or MI work mode. |
| Average Speed of Answer (ASA) | <p>The average amount of time a caller waits before connecting to an agent. ASA is usually an objective set by your call center's management.</p> <p>The actual ASA for a split/skill includes the time spent in queue and the time ringing an agent. ASA for a VDN includes the time spent in vector processing, in queue, and the time ringing an agent.</p> <p>Interval ASA is used for BCMS and <i>CentreVu</i> CMS reporting where the ASA is calculated on reporting interval boundaries and the ASA is cleared to zero at the start of each reporting interval.</p> <p>See also <i>Rolling ASA</i>.</p> |

| | |
|--|--|
| Backup | The process of protecting data by writing the contents of the disk to an archive (or tape) that can be removed from the computer environment and stored safely. |
| Calculation | The abbreviated name (calculation name) for the formula calculation that generates the data for a field in a report. |
| Call-Based Items | The category of database items in <i>CentreVu</i> CMS that are committed to the database after the call completes. If a call starts and ends in different intrahour intervals, all of the call-based data is recorded in the interval in which the call completed. Most database items are call-based. |
| Call ID | The Identifying number for a call. |
| <i>CentreVu</i> Call Management System (CMS) | A software product used by business customers that have Lucent Technologies telecommunications switches/ECS and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the switch/ECS. The <i>CentreVu</i> CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the switch/ECS. |

| | |
|----------------------|---|
| Call Vectoring | <p>A switch feature that provides a highly flexible method for processing ACD calls.</p> <p>A call vector is a set of instructions that controls the routing of incoming and outgoing calls based on current conditions. Examples of call vector conditions include time of day and the number of calls in queue.</p> |
| Call Work Code (CWC) | <p>An ACD capability that allows the agent to enter a string of digits during or after the call and send them to the <i>CentreVu</i> Call Management System for management reporting.</p> |
| <i>CentreVu</i> CMS | <p>See <i>CentreVu Call Management System</i>.</p> |
| Configuration | <p>The way that the computer is set up to allow for particular uses or situations.</p> |
| CONN | <p>See <i>Connected</i>.</p> |
| Connected (CONN) | <p>A trunk state in which a caller and an agent are connected on an ACD call.</p> |
| Connected Call | <p>A non-ACD call (that is connected to an agent through a VDN) for which <i>CentreVu</i> CMS receives an indication that the call rang or was answered.</p> |
| <i>CONVERSANT</i> | <p><i>CONVERSANT</i> is a powerful voice response system which interacts with the caller. This system may include: automated call routing, announcement storage, message retrieval, and callback.</p> |

| | |
|--------------------------|--|
| Cradle-to-Grave | A detailed analysis which shows all of a call's activities that occurred from inception to termination of the call. |
| Current Window | The user window in which you are actively working. |
| CWC | See <i>Call Work Code</i> . |
| DABN | See <i>Dequeued</i> and <i>Abandoned</i> . |
| DACD | See <i>Direct Agent ACD</i> . |
| DACW | See <i>Direct Agent ACW</i> . |
| Data Collection Off | <i>CentreVu</i> CMS is not collecting ACD data. Data already collected will not be lost when turning data collection off. |
| Data Collection On | <i>CentreVu</i> CMS is collecting ACD data. |
| Data Discard Task | An automated database administration task which will allow for the removal of historical data from the <i>CentreVu</i> Explorer II database. Data which is older than a specified interval will be discarded. The interval is set by an administrator using the Data Discard Wizard. |
| Data Discard Utility Box | A graphical tool which allows a user to design and implement a database sizing and data archival plan for <i>CentreVu</i> Explorer II. |
| Data Import Service | A <i>Windows NT</i> Service responsible for populating the <i>CentreVu</i> Explorer II Database with data deposited on the <i>CentreVu</i> Explorer II Server by the <i>CentreVu</i> CMS. |

| | |
|--------------------------------------|---|
| Database | A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data. |
| Database Item | A name for a specific type of data stored in one of the <i>CentreVu</i> CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and others) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and others). |
| Database Tables | <i>CentreVu</i> CMS uses these tables to collect, store, and retrieve ACD data. Standard <i>CentreVu</i> CMS items (database items) are names of columns in the <i>CentreVu</i> CMS database tables. |
| Date Format | The standard format for entering dates on <i>CentreVu</i> Explorer II reports and queries. Acceptable format is: Month/day/year (for example, 3/21/93) |
| DDC | See <i>Direct Department Calling</i> . |
| Default Skill (Generic 2.2 with EAS) | Every skill that ends with a “0” is called a default skill, since every staffed agent in the skill group is logged into this skill by default. The default skill is the first skill for each skill group. |
| Delete | A <i>CentreVu</i> Explorer II action that removes the entry on the window from the Administration database. |

| | |
|---|---|
| Dequeued and Abandoned (DABN) | A trunk state in which the trunk quickly goes to idle after the caller abandons the call. |
| Dialed Number Identification Service (DNIS) | A network capability that identifies, for each call, the number dialed or the area from which the call originated (for example, a specific 800 number set up for a promotion). |
| DID | See <i>Direct Inward Dialing</i> . |
| Direct Agent ACD (DACD) | An agent state in which the agent is on a direct agent ACD call. |
| Direct Agent ACW (DACW) | An agent state in which the agent is in the after call work state for a direct agent ACD call. |
| Direct Agent Calling | An EAS capability that makes it possible for a caller to reach the same agent every time and still include the call as an ACD call in the management tracking of the call center. This is ideal for claims processing where a client needs to speak with the agent handling the claim. This flexibility ensures a high level of customer service without reducing management control. |
| Direct Department Calling (DDC) | A process of selecting an agent when more than an agent is available. With DDC, the call will go to the agent closest to the top of an ordered list. (This is a non-EAS option only.) |
| Direct Inward Dialing (DID) | An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant. |
| DNIS | See <i>Dialed Number Identification Service</i> . |

| | |
|--------------------------|---|
| EAD | See <i>Expert Agent Distribution</i> . |
| EAS | See <i>Expert Agent Selection</i> . |
| Entity | A generic term that refers to one of the following: Agent, Split/Skill, Trunk, Trunk Group, VDN, or Vector. |
| Error Message | A response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention. |
| EWT | See <i>Expected Wait Time</i> . |
| Expected Delay | See <i>Expected Wait Time</i> . |
| Expected Wait Time (EWT) | An estimate of how long a caller will have to wait in queue to be served by a call center considering the current and past traffic, handling time, and staffing conditions. (Also referred to as <i>expected delay</i> .) The time spent in vector processing before being queued and the time spent ringing an agent with manual answering operation are not included in the EWT prediction. EWT is a switch-based calculation that can be used in vector processing decisions and can be viewed from <i>CentreVu</i> CMS (release R3V4 and later). The EWT feature is available on the <i>DEFINITY</i> G3V4 and later switches, and the Enterprise Communications Server (ECS) Release 8. |

| | |
|---------------------------------|--|
| Expert Agent Distribution (EAD) | An EAS process that selects an agent when more than one agent is available. With EAS, a call will go to the most idle agent with the skill as primary (skill level one). If none are available, the call goes to an agent who is idle and has the skill as secondary. If none are available, the selection process continues with progressively lower skill levels until an idle agent is found. |
| Expert Agent Selection (EAS) | Expert Agent Selection (EAS) is an optional switch feature that builds on the power of the Call Vectoring and ACD features of the switch 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. Agents are assigned a single set of work mode buttons, rather than one set per skill. This simplifies the agent's interface to the work mode buttons. When the "MI" (Manual In) or "AI" (Auto In) button is lighted, the agent is available to take a call in any assigned skills or, in the case of Multiple Call Handling (MCH), in any MCH skills. The ACD queuing and the vector commands <i>Queue-to-Main</i> and <i>Check-Backup</i> are used to route a call to an agent with the appropriate skill to handle that call. |

CentreVu CMS collects data on skills in the same manner as it collects data on splits. Real-time Agent reports generally indicate the skill in which agents are currently working. Skill reports show the performance of the skill overall, displaying such items as the ASA, the number of calls, and the percentage of calls answered within the target service level for the skill.

CentreVu CMS also reports VDN data by VDN skill preference, so that customers can assess the call center performance relative to calls requiring particular skills. *CentreVu* CMS reports how many calls were handled, how long these calls waited for service, and the average talk time for calls queued to a particular skill preference in a particular VDN.

Extension Call Extension calls are any calls originated by agents and non-ACD calls received by agents. For the Generic 2.2 and Generic 3 switches and the ECS, these include calls an agent makes to set up a conference or transfer.

External Call History Interface (ECHI) An optional *CentreVu* Call Center Management System (CMS) feature which allows for the transfer of R3V4 or later call record file to another computer for processing.

FBUSY See *Forced Busy*.

FDISC See *Forced Disconnect*.

| | |
|--------------------------------------|---|
| First Threshold | A graph term for the lower limit for a particular condition in a graph report. The bar(s) change color/intensity when the defined limit is met, notifying you that a Caution condition could exist. |
| Forced Busy (FBUSY) | A trunk state in which the switch sends a busy signal to a caller when the call center is too busy to handle the incoming call. |
| Forced Disconnect (FDISC) | A trunk state in which the switch disconnects the caller. |
| Forced Multiple Call Handling (FMCH) | A feature available with the G3V4 or later switch, and the ECS, that, when activated for a split/skill, allows calls to be automatically delivered to an idle line appearance if the agent is in the Auto-In/Manual-In work mode and an unrestricted line appearance is available on the voice terminal, even if the agent is talking on an ACD call. |
| Historical Reports | Reports that display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. |
| HOLD | A trunk state in which the agent has put the call on hold. |
| ICM | See <i>Inbound Call Management</i> . |
| IDLE | A trunk state indicating that the trunk is not in use. |
| II | See <i>Information Indicator</i> . |

| | |
|--|--|
| Inbound Call Management (ICM) | A set of switch and adjunct features using ASAI to enable the adjunct to provide automatic screen delivery and call routing. |
| Information Indicator (II) | A 2-digit code that identifies the type of originating line (for example: hotel or pay phone) for incoming ISDN PRI calls. |
| <i>INFORMIX</i> | A relational database management system used to organize <i>CentreVu</i> CMS historical data when <i>CentreVu</i> Explorer II is used in a <i>Solaris</i> operating system environment. |
| Input Field | An input field is an area on a user window into which an <i>CentreVu</i> Explorer II user enters one or more valid field values. For example, the valid values for the input field <code>Max Rows Returned</code> is 30, but can be modified. |
| Integrated Services Digital Network (ISDN) | A digital standard for telephony that enables, among other things, telephone, television, and computer signals on the same lines. |
| Interval-Based Items | A category of database items. These items generally represent the amount of time during a collection interval spent doing a particular activity. Interval-based items are updated throughout the collection interval and timing is restarted at the end of the interval. Interval-based items should only be used to show the amount of time in an interval for an activity or to calculate percentages of time spent in an interval. Interval-based items should not be used to calculate averages (such as average hold time). |

| | |
|---------------------|---|
| Intrahour Interval | A 15-, 30-, or 60-minute segment of time starting on the hour. An intrahour interval is the basic unit of <i>CentreVu</i> CMS report time. |
| ISDN | See <i>Integrated Services Digital Network</i> . |
| JRE | <i>Java</i> Run Time Environment. |
| <i>Java</i> Plug-In | <i>Java</i> is a programming language for World Wide Web applications from Sun Microsystems. <i>Java</i> was modeled after C++, and <i>Java</i> programs are embedded into HTML documents. The first Web browsers to run <i>Java</i> applications are Sun's <i>HotJava</i> and Netscape's <i>Navigator</i> 4.5. The "plug in" enables other browser applications to use <i>Java</i> capabilities. |
| LAN | See <i>Local Area Network</i> . |
| Local Area Network | A private interactive communication network that allows computers to communicate over short distances, usually less than one mile, at high data transfer rates from 1 Mbps to as high as 100 Mbps. |
| Logical Agent | An EAS feature that associates the agent's login ID with the physical extension when the agent logs in. Properties such as the assigned skills, class of restriction, and coverage path are associated with the login ID rather than the physical extension. This allows agents to log in at any available set. |

The Logical Agent capability allows agents to be called by dialing their login IDs. Calls to login IDs may be treated as direct agent ACD calls, given the proper class of restriction, or may be treated as extension (personal) calls. Treating the calls as direct agent calls can be used to help distinguish business-related from personal calls.

| | |
|---------------------|--|
| LOGOFF | An agent work mode indicating that an agent has logged out and is not available to take ACD calls. |
| LOGON | An agent work mode indicating that an agent logged in or is staffed. |
| Logout Reason Codes | Logout reason codes enable an agent to specify the reason for logging out, such as the end of a shift or training. |
| Manual In (MI) | An ACD work mode. The Manual In (MI) mode makes the agent available to receive an ACD call and automatically places the agent into the ACW state upon release from the call. |
| MCH | See <i>Multiple Call Handling</i> . |
| Measured | A term that means an ACD element (agent, split/skill, trunk, trunk group, vector, VDN) has been identified to the switch of interest to the <i>CentreVu CentreVu CMS</i> . The switch sends messages to <i>CentreVu CMS</i> only for ACD elements that are measured. If the ACD element is not measured on the switch, no data is collected. |

| | |
|-----------------------|--|
| Messages | Temporary windows used only for displaying information like “field help” and syntactical field errors. Message windows cannot be moved, sized, or scrolled and do not count in the user window count. Message windows are automatically removed when you correct the error or move to the next field. |
| MI | See <i>Manual In</i> . |
| MIA | See <i>Most Idle Agent</i> . |
| Most Idle Agent (MIA) | This is an ACD distribution method that maintains a queue of idle agents and distributes a call to the split/skill to the agent closest to the head of the queue who is not marked as “busy.” (“Busy” is defined as being in ACW, on an AUXIN/OUT call, or on an ACD call for another split/skill.) Agents in multiple splits/skills are in multiple “eligible agent” lists. There is one list for each skill. If MIA across splits/skills is enabled, agents are put at the bottom of all agent lists after completing an ACD call for any split/skill. If MIA across skills is <i>not</i> enabled, an agent who is on an AUXIN/OUT extension call from the AVAIL wait or on an ACD call for another split/skill continues to move up the list of eligible agents for other splits/skills. Agents in ACW may or may not be in the eligible agent lists, depending upon the setting of an option (ECS R5 and later). |

| | |
|--|---|
| Multiple Call Handling (MCH) | Allows an agent to receive an ACD call while other calls are active on the agent's station. Unless forced MCH is in operation, the agent must put the current call on hold and press AI/MI in order to receive another ACD call. |
| Multiple Split/Skill Queuing | With Call Vectoring, a call can be queued to up to three splits/skills at the same time. The first agent who becomes free in any of the splits/skills gets the call. |
| Multi-user Mode | This is the normal <i>CentreVu Explorer II</i> operating mode, in which any valid user can log into <i>CentreVu Explorer II</i> . |
| Net in Time | The time the call spent in a VDN processing at another switch located elsewhere in the network. |
| Nonprimary Split/Skill | When a call is queued to multiple splits/skills, the second and third splits/skills to which the call queues in a VDN are called nonprimary splits/skills. They are also referred to as secondary and tertiary splits/skills, respectively. |
| Nonzero (0) Skill (Generic 2.2 with EAS) | Any skill that does not end in "0" is called a nonzero skill. |
| OCM | See <i>Outbound Call Management</i> . |
| Originating Hold Time | The total time the originating agent put the call on hold. |

| | |
|--------------------------------|--|
| OTHER | An agent state in which the agent is working on a call for another split or skill, or has put a call on hold and has not chosen another work mode. When the link to the switch first comes up or when the agent has just logged in, the agent state is OTHER until the switch notifies <i>CentreVu</i> CMS of the agent's state. |
| Outbound Call Management (OCM) | A set of switch and adjunct features using ASAI, that distributes outbound calls initiated by an adjunct to internal extensions (usually ACD agents). |
| PEC | See <i>Price Element Code</i> . |
| Price Element Code (PEC) | The set of numbers that Lucent Technologies has assigned to each part that may be ordered. |
| Primary Skill | The skills assigned to an agent. Primary skills are the areas in which the agent has the most expertise. (This is used in G3V4 or later switches with EAS.) See <i>Agent Skill</i> , <i>Skill Level</i> . |
| Pseudo-ACD | An area you create on your <i>CentreVu</i> CMS to place previously backed-up ACD data. A pseudo-ACD is not a <i>live</i> (real) ACD and does not communicate with any switch. |
| Queue | A holding area for calls waiting to be answered in the order in which they were received. Calls in a queue may have different priority levels, in which case, calls with a higher priority are answered first. |

| | |
|------------------------------|--|
| QUEUED | A trunk state in which an ACD call has seized the trunk and is queued to a split/skill waiting for an agent to answer. |
| R3V4 | See <i>Release 3 Version 4</i> . |
| R3V5 | See <i>Release 3 Version 5</i> . |
| R3V6 | See <i>Release 3 Version 6</i> . |
| R3V8 | See <i>Release 3 Version 8</i> . |
| RAID | Redundant Array of Inexpensive Disks. |
| Recorded Announcements | Prerecorded greetings and information played to callers as they wait for service. |
| Redirect On No Answer (RONA) | An ACD capability that removes an unanswered call from the voice terminal at which it is ringing, busies out the port or makes the agent unavailable, and re-queues the call at top priority or sends it to a VDN. |
| Release 3 Version 4 (R3V4) | R3V4 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> . |
| Release 3 Version 5 (R3V5) | R3V5 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> . |
| Release 3 Version 6 (R3V6) | R3V6 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> . |
| Release 3 Version 8 (R3V8) | R3V6 can refer to a software version of <i>CentreVu CMS</i> or <i>CentreVu Supervisor</i> . |

| | |
|-----------------|--|
| RING | <p>An agent state in which a call rings at an agent's voice terminal after leaving the queue and before the agent answers the call. (This agent state is available only with Generic 2.2, and with Generic 3 and ECS.)</p> <p>A trunk state in which a call is ringing at the agent's voice terminal.</p> |
| Rolling ASA | <p>Rolling ASA is a running weighted average calculation without regard to any interval boundaries. A rolling ASA calculated by the switch or ECS can be used, beginning with <i>CentreVu</i> CMS R3V4, for vector routing. Rolling ASA is calculated on the G3V4 and later switches, and the ECS, and sent to R3V4 and later <i>CentreVu</i> CMS releases.</p> <p>An additional Rolling ASA calculated by the switch is also available as a real time database item for G3V4 and later G3 switches.</p> |
| RONA | <p>See <i>Redirect On No Answer</i>.</p> |
| Secondary Skill | <p>Skills assigned to an agent. Secondary skills are the areas in which the agent does not have extensive expertise, or is not the agent's preference. (Used in G3V4 and later switches with EAS.)</p> <p>See <i>Agent Skill, Skill Level</i>.</p> |
| Segment | <p>A segment is defined by the ECS/Switch as a logical grouping of call information.</p> |
| SEIZED | <p>A trunk state in which the trunk is being used for either an incoming or an outgoing call.</p> |

| | |
|--------------------------|--|
| Service Observing—Remote | A feature that allows a user to dial into the switch and monitor a call. |
| Service Observing—VDNs | A feature available with the G3V4 switch and the ECS that gives a voice terminal user the ability to monitor the treatment a call receives as it is processed by a VDN, routes to another VDN or agent, or transfers to another VDN or agent. |
| Servlet | <i>Java</i> ™ servlets are small, platform-independent <i>Java</i> programs that can be used to extend the functionality of a Web server in a variety of ways. Servlets are to the server what applets are to the client—small <i>Java</i> programs compiled to bytecode that can be loaded dynamically and extend the capabilities of the host. |
| Session Display | The default mode used to display query results. The Session Display option allows the user to pick a customized set of ECHI data elements. |
| Skill | An attribute that is assigned to an ACD Agent when EAS is enabled. An agent skill is a particular expertise or speciality enabling an agent to handle a call which requires someone with that particular area of expertise. You define skills based on specific customer needs and call center requirements. |

| | |
|----------------------|---|
| Skill Hunt Group | When EAS is enabled, calls route to specific skill hunt groups. These skill hunt groups are usually based on the needs of your customers. Agents are not assigned to a skill group (like split hunt groups), but agents are assigned specific skills that become active when they log in. |
| Skill Level | A priority level from 1 (highest) to 16 (lowest) indicating an agent's level of expertise or ability to handle calls to the given skill. (ECS Version 5 and later.) |
| Skill, Primary | See <i>Primary Skill</i> . |
| Skill, Secondary | See <i>Secondary Skill</i> . |
| SLK | See <i>Screen-Labeled Key</i> . |
| Split | A group of extensions (referred to as agents) that receives special-purpose calls in an efficient, cost-effective manner. Calls automatically go to a split and can queue if no agents are available. |
| Split/Skill ACD Call | A split/skill ACD call is a call that routed to a split/skill and was answered by an agent in that split/skill. |
| SQL Server | Database engine that <i>CentreVu Explorer II</i> uses on a <i>Windows NT</i> platform. |
| Staffed Agent | An agent who is currently logged in to the switch. |

| | |
|---------------------------------|--|
| Standard Reports | The set of reports that are delivered with the <i>CentreVu</i> CMS or <i>CentreVu</i> Supervisor software. |
| Station | An unmeasured voice terminal extension. An extension that is not currently staffed by an agent or that is a member of an unmeasured split/skill or hunt group. |
| String Values | The descriptive words that appear on reports dealing with agents, splits/skills, and trunks. A <i>word</i> is used to describe the value of the data (for example, HOLD, AVAIL, YES). |
| Stroke Counts | A method used by Automatic Call Distribution (ACD) agents to record up to nine customer-defined events per call when the CALL Management System is active. |
| Structured Query Language (SQL) | A language used to interrogate and process data in a relational database (such as <i>INFORMIX</i>). |
| 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. |
| System | A general term for a computer and its software and data. |
| Technical Service Center | Provisioning, maintenance, and helpline support for Lucent Technologies call center customers. |

| | |
|---------------------------------|--|
| Terminal | <p>A combination of monitor (video display) and keyboard used to communicate with a computer to enter and display information.</p> <p>See <i>Agent Terminal</i>.</p> |
| Tertiary Split/Skill | <p>Generic 3 and ECS with vectoring, Generic 2.2 with EAS only. When a call is queued to multiple splits/skills, the third split/skill the call queued to in a VDN is called the tertiary split/skill.</p> |
| Trunk | <p>A telephone line that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.</p> |
| Trunk Group | <p>A group of trunks that are assigned the same dialing digits — either a phone number or a Direct Inward Dialed (DID) prefix.</p> |
| TSC | <p>See <i>Technical Service Center</i>.</p> |
| UCD | <p>See <i>Uniform Call Distribution</i>.</p> |
| Uniform Call Distribution (UCD) | <p>A process that selects an agent when more than one agent is available. With UCD, the most idle agent for the skill/split receives the call.</p> <p>See <i>Direct Department Calling</i> and <i>Expert Agent Distribution</i>.</p> |
| Universal Call ID | <p>The Universal Call ID is a unique number assigned to a call within the customer network.</p> |

| | |
|---------------------------------|---|
| UNIX* System/ Solaris System | A multi-user computer operating system that supports <i>CentreVu</i> CMS. A user can access the <i>UNIX</i> system from the Commands SLK. |
| UNKNOWN | <p>An agent state in which <i>CentreVu</i> CMS does not recognize the current state.</p> <p>A trunk state in which <i>CentreVu</i> CMS does not recognize the state of the trunk.</p> |
| Update | A process used to modify a customer's existing software release in order to give the customer additional functionality or to fix a problem. The update process involves downloading <i>CentreVu</i> Explorer II through the modem on the <i>CentreVu</i> Explorer II Server, or through the internet, and installing the new files. |
| Upgrade | <p>A process used to move an existing <i>CentreVu</i> Explorer II customer from one release/load to another, giving the customer the additional functionality provided in the new release.</p> <p>When an upgrade involves a major release, then data migration may be a necessary part of the upgrade procedure.</p> |
| User ID | The login ID for a <i>CentreVu</i> CMS user. |
| User Window | A window you can move, size, or scroll. It may contain input fields, reports, or help information. |
| VDN | See <i>Vector Directory Number</i> . |

*UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Limited.

| | |
|----------------------------------|--|
| VDN Counted-Calls | Also known as counted-calls to VDN and active VDN calls. A Call Vectoring capability available with the G3V4 switch and the ECS. Counted-calls to VDN is a parameter of the “go to step” and “go to vector” commands that provides conditional branching (to a different step in the same vector or to a different vector) based on the number of incoming trunk calls currently in a VDN (in vector processing or at an agent). |
| VDN of Origin Announcement (VOA) | A short announcement that is assigned to a VDN through switch administration. The VOA identifies the origin or purpose of a call for the call center agent who answers the call. |
| VDN Skill Preference | A prioritized list of agent skills assigned to a VDN. Up to three skills can be assigned. VDN skill preferences are referred to in the vector as “1st,” “2nd,” and “3rd.” Vectors use VDN skills to queue calls based on your preference. <i>CentreVu</i> CMS tracks calls by VDN skill preference. |
| Vector | A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits/skills, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing through VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch. |

| | |
|-------------------------------|---|
| Vector Command | A vector step that describes the action to be executed for a call (for example, “Queue to main”, “check backup”, “disconnect”). |
| 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, dial-repeating (DID) trunk group, or ISDN trunk group. The VDN by itself may be dialed to access the vector from any extension connected to the switch. |
| Vector Step | One processing step in a vector. A vector step consists of a command and one or more conditions or parameters. |
| Vector Step Condition | A condition accompanying a vector command that defines the circumstances in which the command will be applied to a call. |
| VOA | See <i>VDN of Origin Announcement</i> . |
| Voice Response Unit (VRU) | A switch that routes calls to a VRU adjunct computer that provides interactive voice related services to inbound callers. |
| Voice Terminal | A telephone set, usually with buttons, that gives an agent some control over the way calls are handled. |
| VRU | See <i>Voice Response Unit</i> . |

| | |
|---------------------------------------|---|
| Window | Any rectangle on your <i>CentreVu</i> Explorer II screen that encloses a menu, data entry fields, reports, or messages. See also <i>Frame</i> . |
| Zero (0) Skill (Generic 2.2 with EAS) | Every skill that ends with a “0” is called a zero skill. The zero skill is the first skill for each skill group. This is the same as the default skill. |

Index



*CentreVu
Explorer II*

A

Active Sessions option, [4-6](#)
Adapters tab, [A-7](#)
administrator
 default password, [4-4](#)
 logging in, [4-4](#)
Administrator Utilities option, [4-5](#)
aging process, setting up, [4-14](#)
Aging radio button, [4-18](#)
Archive data box, [4-16](#)
archiving data, [4-14](#)

B

Backup Replaced Files window, [2-8](#), [3-6](#)

C

call history data, transferring, [1-11](#)
call volumes, determining, [4-13](#)
client requirements, [1-20](#)
CMS field, [4-9](#)
CMS Hostname field, [4-10](#)
Computer Name field, [A-3](#)
connecting to your network, [1-19](#)
Convert Explorer 1 window, [3-15](#)
converting Explorer 1.x data, [3-15](#)
corrupt folder, checking, [5-7](#)
Created field, [4-6](#)

D

daily average call volumes, determining, [4-13](#)
Data Discard Wizard, [4-11](#)

- data import service, [5-21](#)
- data, restoring, [4-20](#)
- database
 - administration, [4-11](#)
 - backing up SQL Server, [4-2](#)
 - expanding, [5-13](#)
 - maintenance procedures, [5-22](#)
 - populating, [2-17](#)
 - removing, [2-28](#)
- Database Discard Utility window, [4-12](#), [4-14](#)
- Database Size list box, [3-11](#)
- Database Status option, [4-8](#)
- Database Status window, [4-8](#)
- database, creating for Explorer II, [2-12](#)
- Date radio button, [4-15](#)
- Default Gateway field, [A-5](#)
- Discard Data window, [4-15](#)
- discarding data, [4-14](#)
- disk storage requirements, [1-16](#)
- DNS tab, [A-6](#)
- Domain field, [A-6](#)
- Domain Name field, [A-3](#)

E

- ECHI, scheduling activation, [1-29](#)
- ECS/switch requirements, [1-10](#)
- End Time field, [4-9](#)
- Error Message field, [4-9](#)
- error messages
 - DB Library, [5-20](#)
 - event log, [5-15](#)
 - Java Web server, [5-17](#)
 - Login, [5-21](#)
 - ODBC, [5-20](#)
- Explorer 1.x, converting data, [3-15](#)
- Explorer II
 - database, creating, [2-12](#)
 - new features, [1-4](#)
 - uninstalling, [2-22](#)
 - upgrading, [3-3](#)
- Explorer II Log File, configuring, [5-10](#)

F

File Creation List screen, [4-17](#)

File Name field, [4-9](#)

G

general error message, [1-20](#), [A-2](#)

H

hard drive space requirements, [1-14](#)

Host Name field, [4-6](#), [A-6](#)

I

Identification tab, [A-3](#)

Input/Update License Information window, [4-10](#)

installation default directory, [3-5](#)

installing

CentreVu Explorer II, [2-5](#)

 SQL Server 7.0, [2-4](#)

IP Address field, [A-5](#)

IP address tab, [A-5](#)

IP connectivity, testing, [1-24](#)

L

Last Access field, [4-6](#)

launching Explorer II, [2-18](#)

License Information window, [2-15](#), [3-13](#)

License Key field, [4-10](#)

license, obtaining, [1-30](#)

logging in as administrator, [4-4](#)

Login screen, [2-18](#)

M

main CentreVu Explorer II window, accessing, [4-4](#)
Microsoft TCP/IP Properties window, [A-5](#)

N

National Customer Care Center, [5-1](#)
Network Administration window, [A-3](#)

P

password, default administrator, [4-4](#)
pcAnywhere, using, [2-19](#)
Perform removal automatically once a day radio button, [4-18](#)
Perform Uninstall screen, [2-25](#)
performance requirements, [1-13](#)
populating the database, [2-17](#)
preparing for installation, [1-22](#)
problems, resolving in Windows, [1-20](#), [A-2](#)
processor requirements, [1-12](#)
Protocols tab, [A-4](#)

R

Readme notes, [2-6](#), [3-4](#)
remote access requirements, [1-15](#)
requirements
 client, [1-20](#)
 CMS, [1-10](#)
 disk storage, [1-16](#)
 ECS/switch, [1-10](#)
 hard disk drive, [1-14](#)
 minimum system, [1-8](#)
 network, [1-6](#)
 performance, [1-13](#)
 processor, [1-12](#)
 remote access, [1-15](#)
 server, [1-12](#)

requirements, (continued)
 software, [2-2](#)
 system, [1-15](#)
Restore Data button, [4-20](#)
restoring data, [4-20](#)
Rows field, [4-9](#)
Rows/Sec field, [4-9](#)

S

scheduling ECHI activation, [1-29](#)
security, checking, [4-3](#)
Select Uninstall Method screen, [2-24](#)
server network connection, establishing, [A-2](#)
server requirements, [1-12](#)
service messages, data import, [5-19](#)
Session & License Details option, [4-4](#)
Session & License Details window, [4-5](#)
software required, [2-2](#)
SQL Server 7.0
 installing, [2-4](#)
 upgrading, [3-2](#)
SQL Server database
 backing up, [4-2](#)
Start Time field, [4-9](#)
Status field, [4-9](#)
Step One Completed window, [2-10](#), [3-8](#)
Subnet Mask field, [A-5](#)
synchronizing synonyms, [4-21](#)
system performance, monitoring, [5-8](#)
system requirements, [1-15](#)

T

technical support, [5-1](#), [5-5](#)
tempdb file, expanding, [5-14](#)
testing IP connectivity, [1-24](#)
transaction log, clearing, [5-13](#)
transferring call history data, [1-11](#)
troubleshooting tips, [5-6](#)

U

upgrading

Explorer II, [3-3](#)

SQL Server 7.0, [3-2](#)

User Agent field, [4-6](#)

User field, [4-6](#)

V

View License option, [4-9](#)

View Log File option, [4-7](#)

View Log File window, [4-7](#)

W

Welcome window, [2-5](#), [3-3](#)

Windows NT Server, connecting, [A-1](#)

How are we doing?

Document Title: CentreVu® Explorer II
Installation for Windows NT® Version 1.0
Document No.: 585-218-201 Date: June 1999

Lucent Technologies welcomes your feedback on this document. Your comments can be of great value in helping us to improve our documentation.

1. Please rate the effectiveness of this document in the following areas:

| | Excellent | Good | Fair | Poor | Not Applicable |
|----------------------|-----------|------|------|------|----------------------|
| Ease of Use | | | | | //////////////////// |
| Clarity | | | | | //////////////////// |
| Completeness | | | | | //////////////////// |
| Accuracy | | | | | //////////////////// |
| Organization | | | | | //////////////////// |
| Appearance | | | | | //////////////////// |
| Examples | | | | | //////////////////// |
| Illustration | | | | | //////////////////// |
| Overall Satisfaction | | | | | //////////////////// |

2. Please check the ways you feel we could improve this document:

- ☐ Improve the overview/introduction
☐ Improve the table of contents
☐ Improve the organization
☐ Include more figures
☐ Add more examples
☐ Add more detail
- ☐ Make it more concise/brief
☐ Add more step-by-step procedures/tutorials
☐ Add more troubleshooting information
☐ Make it less technical
☐ Add more/better quick reference aids
☐ Improve the index

Please provide details for the suggested improvement. _____

3.What did you like most about this document?

4.Feel free to write any comments below or on an attached sheet.

If we may contact you concerning your comments, please complete the following:

Name: _____ Telephone Number: (____) _____
Company/Organization: _____ Date: _____
Address: _____

When you have completed this form, please fold, tape, and return to address on back, or you can fax the form to 303-538-2195.

