



Compact Business Center

Installation and User Manual

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Introduction

Program Overview

The Compact Business Center (CBC) is designed to provide customers with a summary of the activity on the IP Office telephone system for both overall system performance and selective departmental performance. A maximum of three departments can be monitored at any one time.

Data is written every minute to a CSV file, which can be opened and used within other programs, e.g. Excel. The historic data is kept for a month, which is a maximum of 31 days.

The Delta Server receives the telephone system call data via the LAN. The Delta Server is a component to which the CBC client connects. It is able to support up to 80 simultaneous client connections and consists of software that ensures every activity on the telephone system is passed through to these modules.

Please refer to the CCC System Administrators Manual for more information on the Delta Server.

Licence

The Compact Business Center (CBC) requires a licence. Please refer to the IP Office Licence and Feature Key Guide for details of the required licence. This will need to be input into the IP Office Manager application.

Installing CBC

Hardware and Software Requirements

Compact Business Center (CBC) can be installed on a server PC with the following minimum Specification:

Processor	Pentium II 400 MHz
Memory	128MB RAM
Hard Disk Drive	2GB Free Disk Space

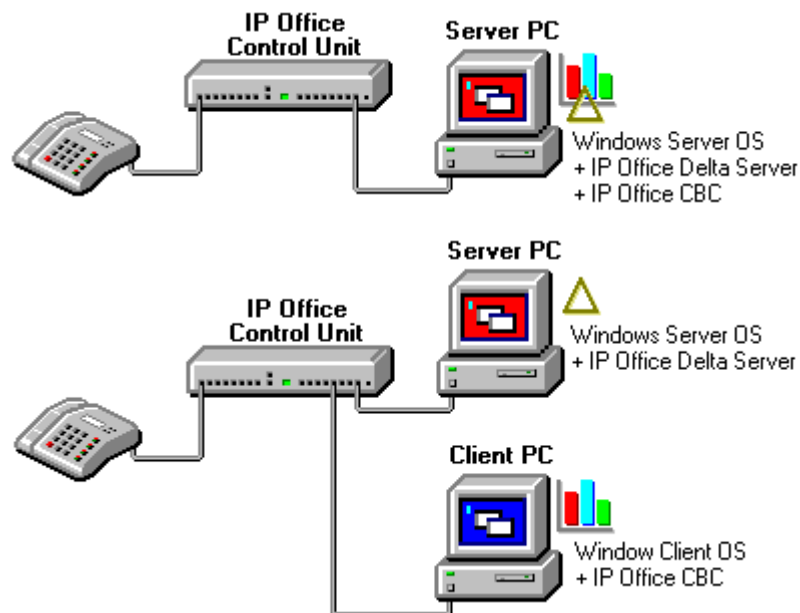
The following Operating Systems are supported:

Windows NT/2000 workstation

Windows NT/2000 server

XP Professional (CBC 1.1 Only)

The following are example configurations of CBC setup.



Installation

Compact Business Center needs to be installed onto a server that has access to the Delta Server.

To install:

1. Insert the Admin CD into the CD Drive. It should Autostart. When this occurs press Cancel. Follow the following process:
 - Open Windows Explorer
 - Click on the relevant CD Drive.
 - Browse the CD, Go to the CBC folder and into the CBC application folder.
 - Double click on **SETUP.exe**.
2. From the screen shown select the language that you want to use for the installation. Select the required language and then click on the **OK** button.
3. The InstallShield Wizard will start. At the Welcome screen click on the **Next** button to continue with the installation.
4. When prompted click **Finish** to complete the installation & reboot the PC if requested

Uninstall

If you need to remove the Compact Business Center (CBC) software this can be done by using the **Add/Remove programs** tool as provided with Windows operating software. By removing the program in this way, all files associated with CBC will be removed.

Upgrading

To upgrade the CBC:

1. Run **SETUP.exe** from the new Admin CD.
2. Select **Repair** and then **Next**
3. If prompted by the installation please **Reboot**

Note: Please ensure the CBC is not running when attempting to upgrade. The Add/Remove should not be used for a CBC upgrade.

Installing Delta Server

Hardware and Software Requirements

The hardware and software requirements for the Delta Server are the same as the CBC.

Installation

Delta Server needs to be installed onto a server that has access to the CBC.

To install:

1. Insert the Admin CD into the CD Drive. It should Autostart. When this occurs press **Cancel**. Follow the following process:
 - Open Windows Explorer.
 - Click on the relevant CD Drive.
 - Browse the CD, Go to the Delta Server application folder.
 - Double click on **SETUP.exe**.
2. From the screen shown select the language that you want to use for the installation. Select the required language and then click on the **OK** button.
3. The InstallShield Wizard will start. At the Welcome screen click on the **Next** button to continue with the installation.
4. When prompted click **Finish** to complete the installation & reboot the PC if requested.

Uninstall

If you need to remove the Delta Server software this can be done by using the **Add/Remove programs** tool as provided with Windows operating software. By removing the program in this way, all files associated with CBC will be removed.

Upgrading

To upgrade the Delta Server:

1. Run **SETUP.exe** from the new Admin CD.
2. Select **Repair** and then **Next**
3. If prompted by the installation please **Reboot**

Note: Please ensure the Delta Server is not running when attempting to upgrade.

Starting Delta Server

Starting Delta Server

The Delta Server can be started by:

1. Click on the **Start** button in the Windows Taskbar.
2. Highlight **Programs**.
3. Highlight **CCC**.
4. Click on **Delta Server**

The first time you start Delta Server you will need to connect to the IP Office.

1. Select the IP Office you wish to connect to.
2. Click **OK**
3. If the IP Office is not found, Type in the IP Address of the IP Office required and Click **Search**.
4. When the IP Office is found, select the IP Office and Click **OK**.

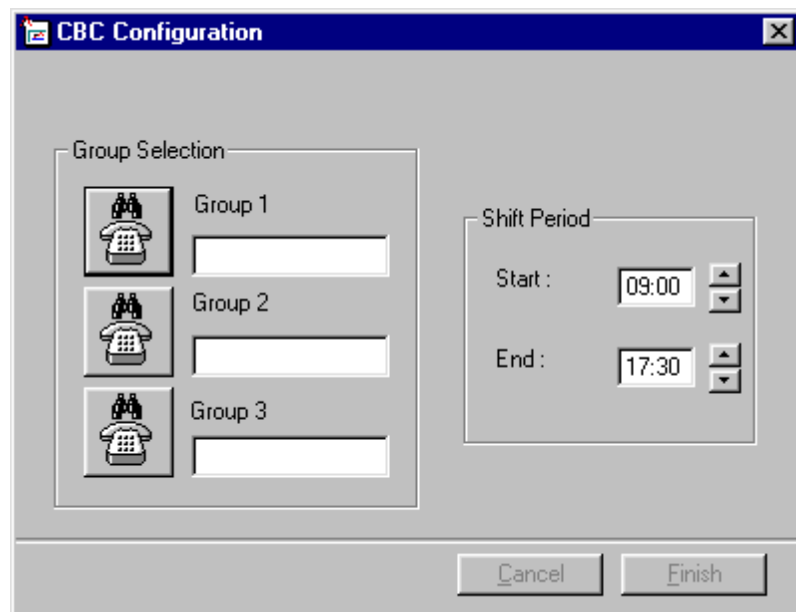
Starting CBC

Initial Start of CBC

The first time you start CBC you will need to connect to the Delta Server. Make sure that the Delta Server is running and then start the CBC program:

1. Click on the **Start** button in the Windows Taskbar.
2. Highlight **Programs**.
3. Highlight **CCC**.
4. Click on **CBC**

The first time you start CBC you will view a configuration screen, see the example shown below.



A maximum of three departments/groups can be monitored. You can select the required groups by clicking on a Group Selection button, as indicated in the above illustration. When you click on the Group Selection buttons, you will view the DN Selection screen. Select the required Dn and then click on the OK button.

The shift period can be amended or left as the default (9.00 until 17.30).

When all the details have been completed, click **Finish** to continue.

Note:

1. When you start CBC in the future the configuration screen will not appear. If you need to amend the Departments/Groups you have selected you can change the configuration settings, see "Change Settings." on page 13.

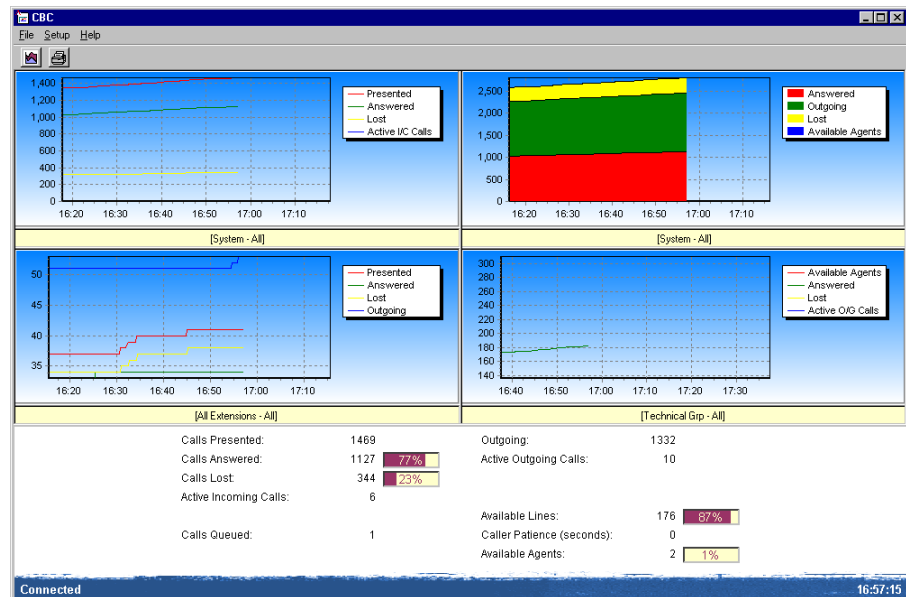
2. Only users who are set-up as Agents will have their call activity displayed within CBC. If you require details of call activity for non-agents to be included, then the user needs to be set-up as an agent.

To set a user up as an agent select force login within IP Office Manager and enter a login code. Once users are agents, their groups can be selected and monitored within CBC. Agent licenses are not required to show call activity within CBC.

Using CBC

User Interface

Up to a maximum of 4 real time charts can be viewed at any one time. For details on how to generate the charts, see "Creating the Charts" on page 10.



System Statistics

The statistics in the bottom half of the screen show the real time activity of the system. Details are updated every 10 seconds. If you place the mouse cursor over the details shown in boxes, more information will be shown e.g.

Calls Presented – The number of calls presented both internally and externally.

Calls Answered – The total number of calls that were answered both internally and externally.

Calls Lost – The total number of calls lost both internally and externally

Active Incoming Calls – The number of calls being made into a call center that are currently in progress. This shows a snap shot view of call activity allowing the user to have some insight into the balance between agent resource availability and call traffic load

Calls Queued – The total number of calls in a queue, which are not ringing on a phone (both internal and external).

Outgoing – The total number of outgoing call attempts including internally made calls.

Active Outgoing Calls – the total number of outgoing call attempts that were answered successfully. This shows a snap shot view of call activity allowing the user to have some insight into the balance between agent resource availability and call traffic load.

Available Lines – The total number of free and busy lines available. i.e. trunk utilization. The percentage figure shows the percentage of total lines in comparison to the available lines.


Call Abandoned Time (seconds) – The average time the an ACD call was in queue before lost.

Available Agents – This shows the number of agents logged on. The percentage figure shows the number of agents in a ready state as a percentage of all agents on the telephone switch.

Creating the Charts

If you want to create a new chart and charts are already present, you need to amend the existing chart, see "Amending Charts" on page 12.

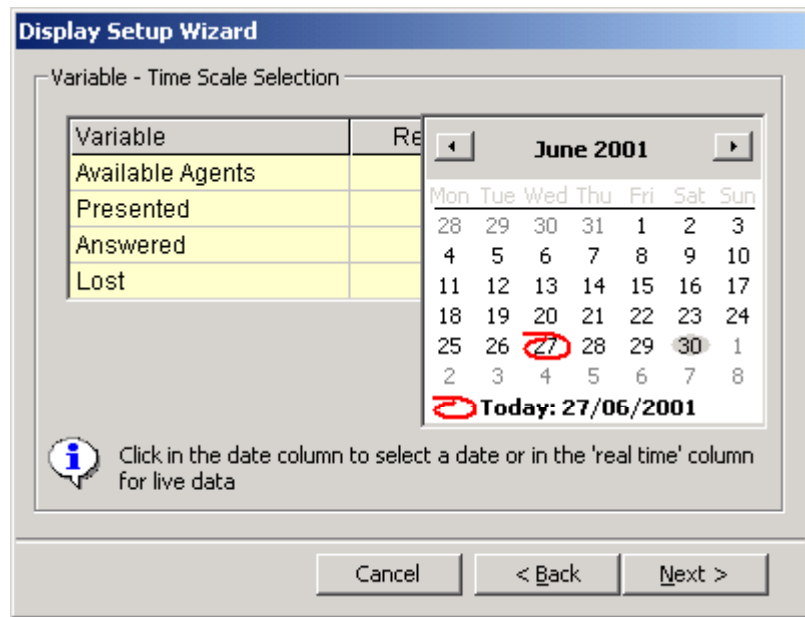
To create a chart when no chart is showing:


1. Click on the Chart button 
2. Select the area of the quadrant that you want the chart to show in.
3. Select the chart type. There are six available chart types to choose from 2D line, 2D bar, Area, 3D line, 3D bar and 3D area. Click on the **Next** button to continue.
4. Select the Dn that you want to report on and the variable data type i.e. external, internal or all data. It is possible to select up to 4 variables to be plotted on each chart style. Once you have selected the variables click on the **Next** button to continue.

The variables are:

Presented.	The total number of calls presented both internally and externally.
Answered	The total number of calls, which were answered, both internally and externally.
Lost	The number of total calls lost both internally and externally.
Outgoing	The total number of outgoing attempts including internally made calls.
Available Agents	The number of available agents that are logged on.
Available Lines	The total number of free lines and busy lines available i.e. trunk utilization.
Calls Waiting	The number of calls alerting a device.
Active I/C Calls	The number of calls currently in progress across the entire system.
Active O/G Calls	The number of calls currently in progress across the entire system.
Queued	The number of calls being queued. This does not include calls alerting a device.
Call Abandoned Time	The average time the an ACD call was in queue before lost.

5. The next part of the wizard allows you to view historical data. To view data that is not real time click in the date section of the variable, and select a date from the calendar, see the example below. The display data can be for any day in the last 31 days, or a range of days. Click on the **Next** button to continue.



6. You have a lot of control over the appearance of your selected chart. Clicking on the Color Palette button can change the Background color (Panel Color) . The panel color can be solid, start or end. If you want a gradient panel, you have a choice of how it shows e.g. top to bottom, bottom to top, etc.

The **Axis markings** color can be changed by clicking on the color palette button to the right of the word Axis.

Line or area colors representing each variable can be changed by:

- Selecting the variable from the drop down list.
 - Click on the color palette button and select the required color.
7. When all the changes have been made click on **Next** to continue.
8. The final step of the wizard allows you to choose whether you want to show a label or not. If you want a label on your chart you can choose its placement i.e. showing at the top of the chart or at the bottom. Click on the **Finish** button when you have made all your changes.

Amending Charts

If you want to change an existing chart:

1. Right mouse click over the existing chart.
2. Select the option **Edit Chart**.
3. Follow the wizard steps from number 3; see "Creating the Charts" on page 10.

Deleting Charts

To delete an existing chart:

1. Right mouse click over the existing chart.
2. Select the option **Delete Chart**.

Zooming into Charts

When viewing charts on the user interface you can zoom into the chart. To zoom into a particular section of the chart:

- Drag your mouse over the chart whilst holding the left mouse button down, so that a square appears, see Figure 1 for an example of the selection.
- When you let go of the mouse button, the chart will zoom into the time periods that you selected, as shown in Figure 2.

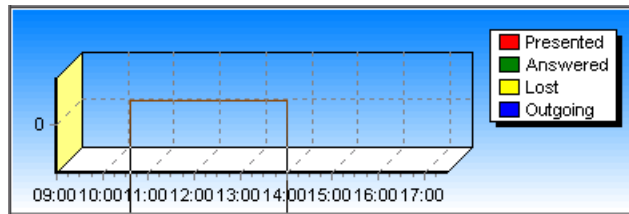


FIGURE 1
Time period selected
from 10:30 to 14:00

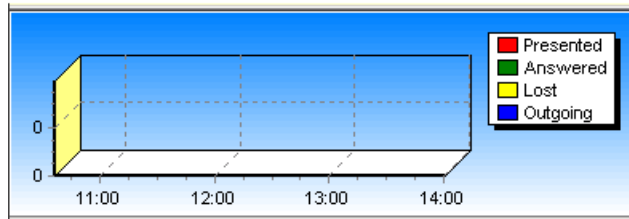
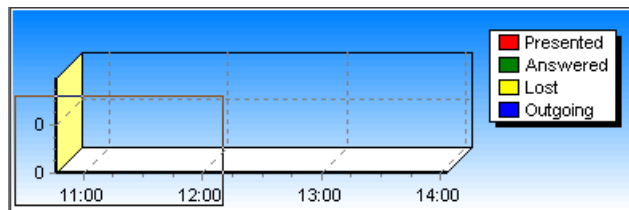


FIGURE 2
Resulting graph
showing only the
selected time period.

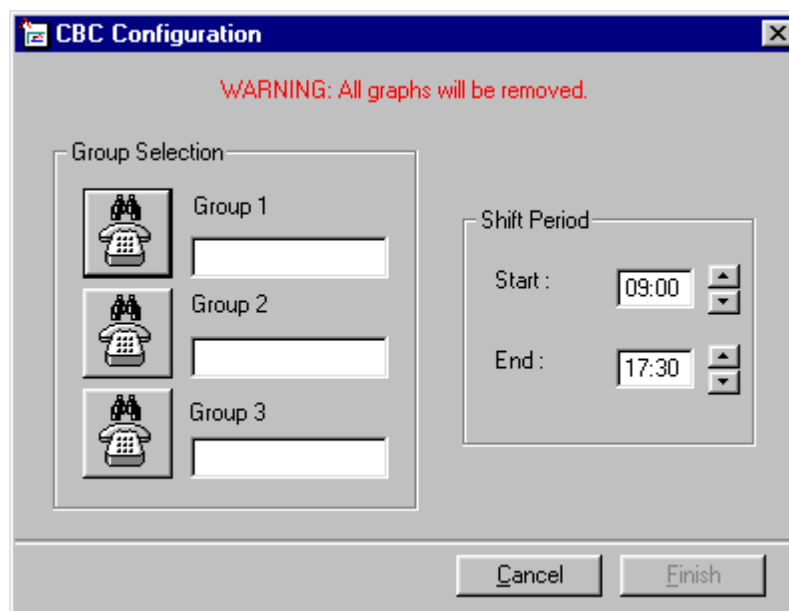
To expand the view make your selection beyond the edge of the chart, see the example shown below. When you let go of the mouse button, the whole shift time period will show.



Change Settings.

Group selections that were made when CBC was run for the first time can be changed. All charts and data for the original selection of groups will be lost when you change your selection.

1. From the File menu, select Default Settings.
2. Select the groups that you want to monitor.
3. Enter the shift period.
4. Click on the Finish button.



WARNING
All original data will be lost when you change the default settings.

CSV File Format

The product provides call center information in a comma-separated variable format (CSV), into a file, with variable-width fields separated by commas.

The CSV file is located in the following location.

C:\Programs files\Avaya\IP Office\CCC\CBC\Data\

Note: The Overall path of the CSV file location will remain the same. However, the drive letter (C:\ in the above example) will vary dependent on the installation.

The CSV file has a file name in the following format DDMMYYYY.csv.

06012003.csv. Shows the file for the 6th January 2003.

The data within the CSV file is displayed in the following format:

Time | Data Type | Dn (Group) 1 | Dn (Group) 2 | Dn (Group) 3 | System

Time – The Time the log was recorded.

Data Type – This can be 0 = All, 1 = External, 2 = Internal

Dn (Group) – These are the three selected groups being monitored.

System Dn – This is the data for the overall system.

The example below shows the output for the System Dn. The example has been simplified for clarity. For details on the field variables please see Page 7. To plot a chart in a 3rd party application, every third row should be used to plot concurrent data as shown below.

Time	Data Type	DN	Presented	Answered	Lost	Outgoing	N/A	Available Agents	Available Lines	N/A	I/C Active Calls	O/G Active Calls	N/A	Queued	Caller Patience
08:10:00	0	-10	18	14	4	10	0	6	209	0	0	1	0	0	36.5
08:10:00	1	-10	18	14	4	10	0	6	209	0	0	1	0	0	36.5
08:10:00	2	-10	18	14	4	10	0	6	209	0	0	1	0	0	36.5
08:11:00	0	-10	18	14	4	10	0	6	210	0	0	0	0	0	36.5
08:11:00	1	-10	18	14	4	10	0	6	210	0	0	0	0	0	36.5
08:11:00	2	-10	18	14	4	10	0	6	210	0	0	0	0	0	36.5
08:12:00	0	-10	18	14	4	10	0	6	210	0	0	0	0	0	36.5
08:12:00	1	-10	18	14	4	10	0	6	210	0	0	0	0	0	36.5
08:12:00	2	-10	18	14	4	10	0	6	210	0	0	0	0	0	36.5
08:13:00	0	-10	19	14	4	10	0	6	209	0	0	0	0	0	36.5
08:13:00	1	-10	19	14	4	10	0	6	209	0	0	0	0	0	36.5
08:13:00	2	-10	19	14	4	10	0	6	209	0	0	0	0	0	36.5
08:14:00	0	-10	19	14	4	10	0	6	209	0	1	0	0	0	36.5

The above data when imported into a 3rd party application will populate a graph with system information for all calls between 08:10 and 08:14.

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