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 analysis 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.

Installing CBC

Installation

Compact Business Center can be installed on a server PC running Windows 2000 Professional or Windows NT. It needs to be installed onto a server that has access to Delta Server.

To install:

1 Insert the CD into the CD Drive. It should Autostart. If this does not occur:
   - Click on the **Start** button in the Windows Taskbar then click on **Run**.
   - Click on the **Browse** button and look at your CD Drive.
   - Double click on **SETUP**.
   - Click on the **OK** button to start the installation.

2 A screen is displayed, letting you 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 At the completed installation screen click on the **Finish** button to complete the installation.

Uninstall

If you need to remove the Compact Business Center 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.

Starting CBC

Initial Start of CBC

Make sure that the Delta Server is running and then start the CBC program by:

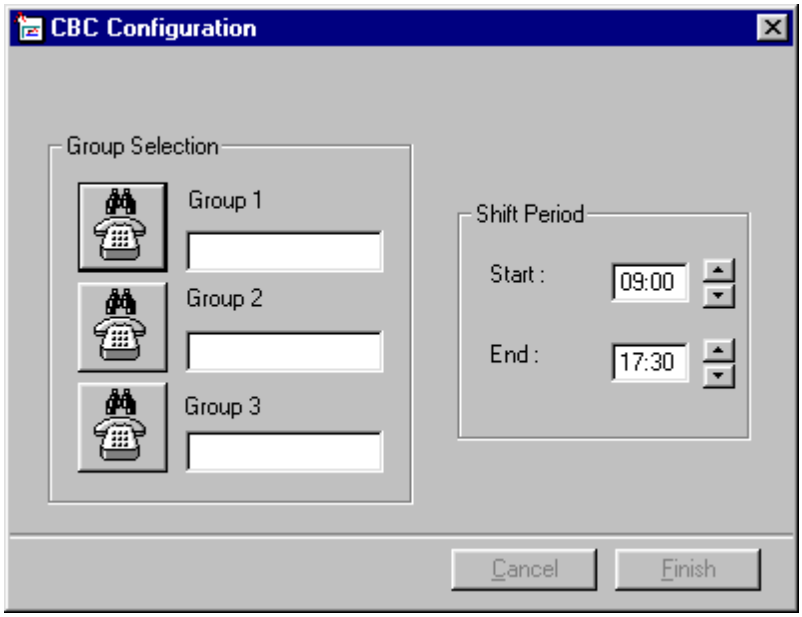
1 Click on the **Start** button in the Windows Taskbar.

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 5.30).

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

Note:

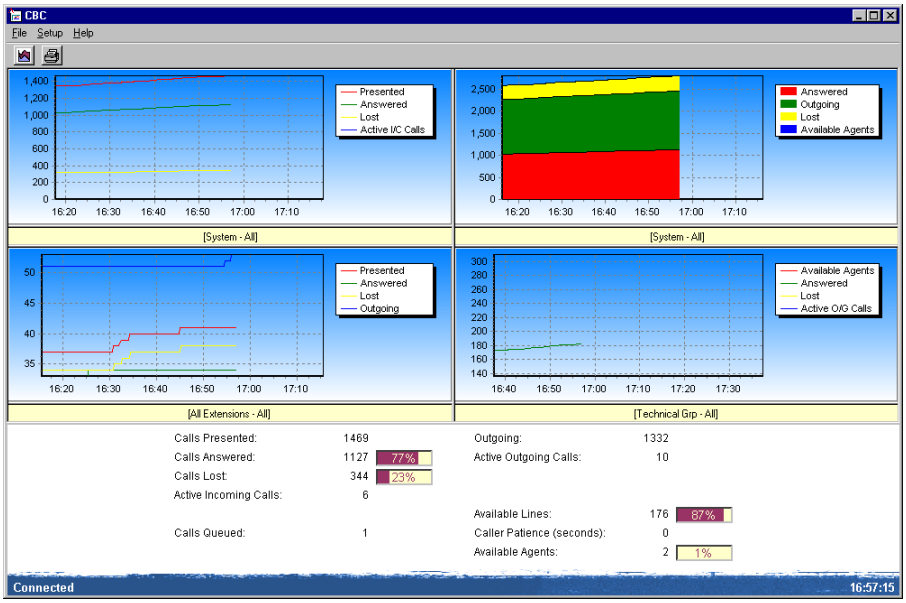
1. *If you need to amend the Departments/Groups you have selected you can change the configuration setting as described on page 10.*

2. *Only users who are set-up as Agents will have their call activity displayed within CBC. If you require to include details of call activity for non-agents 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 licences 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 page 7.



System Statistics

The statistics in the bottom half of the screen shows 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 but not alerting (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 lines and busy lines available i.e. trunk utilisation. The percentage figure shows the percentage of total lines in comparison to the available lines.

Caller Patience (seconds) – The analysis of the average waiting time by caller to the point at which the call was 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 as detailed on page 9.

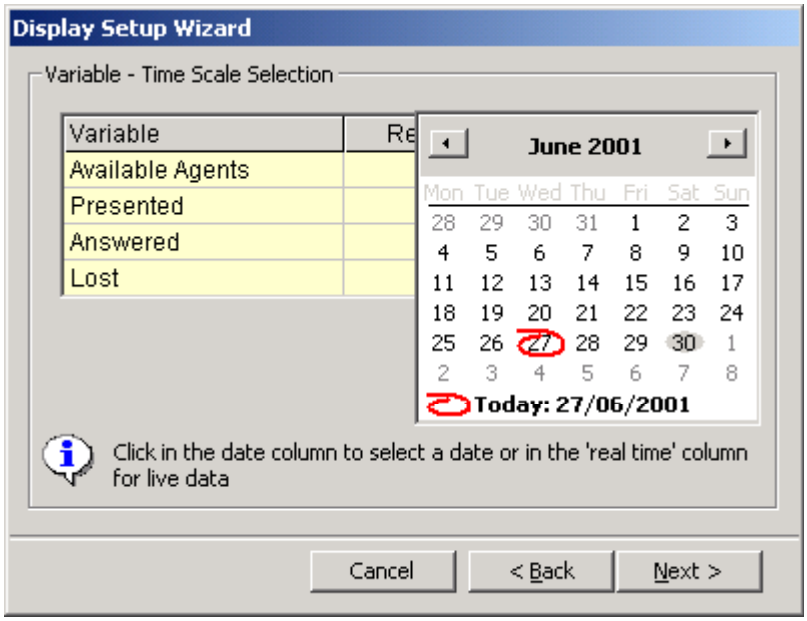
To create a chart when no chart is showing:

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 utilisation.
Calls Waiting	The total number of calls waiting against either the three selected groups as defined as the user or the total number of calls waiting system wide.
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 waiting to be answered.
Caller Patience	Caller satisfaction level.

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 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.

   Clicking on the color palette button to the right of the word Axes can change the Axes markings color.

   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.

   When all the changes have been made click on the **Next** button to continue.

7. 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 as detailed on page 7.

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 while 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.

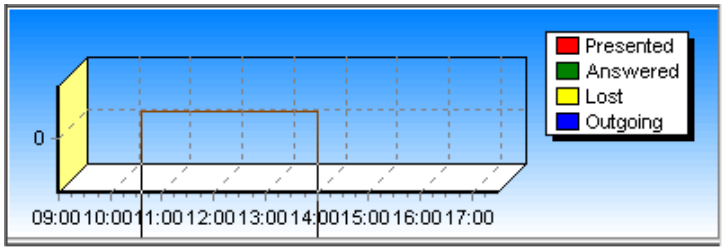


FIGURE 1
Time period selected from 10:30 to 14:00

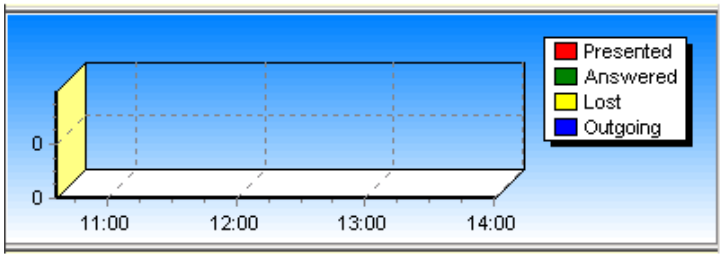
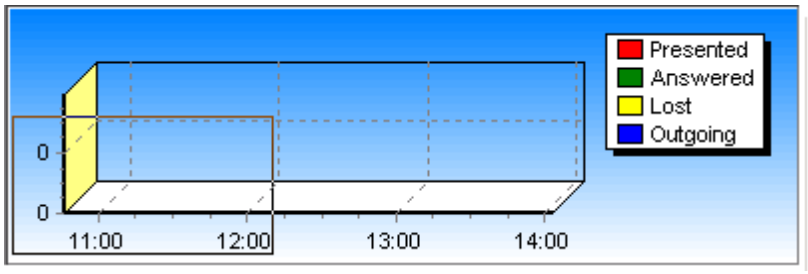


FIGURE 2
Resulting graph showing only the selected time period.

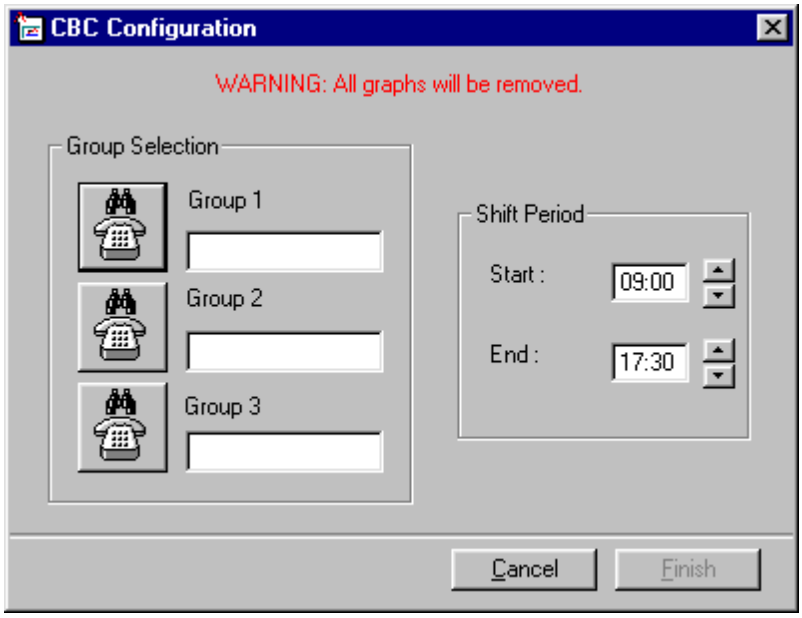
To expand the view make your selection beyond the edge of the chart, see the example shown below. When you let go of the mouse button, the whole shift time period will show.



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.

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