



# **CCC Delta Server**

## User Manual

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# Delta Server

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## Introduction

The Delta Server receives the telephone system call data via the LAN.

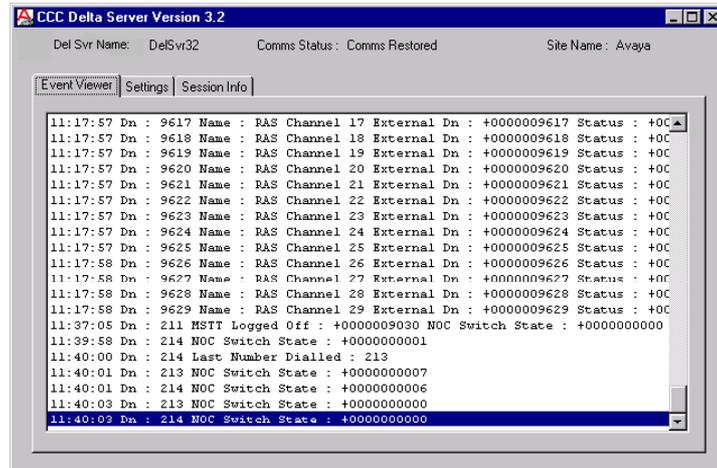
The Delta Server is a component to which all the CCC modules connect. It is able to support up to **80** simultaneous client connections and consists of software that ensures every activity on the telephone system is passed through to these modules. An example of an activity could be that an agent has 'logged on' which would clearly impact the real time Call Center View and the Wallboard Manager software.

The Delta Server additionally holds a model of the telephone system such that each time a new Compact Contact Center Module is started it may synchronize itself with "today's" data, thus ensuring consistency between clients irrespective of when they were started.

## Launching Delta Server

Ensure the Delta Server has established connection with the telephone system. Every time the Server PC is switched on, the Delta Server starts up automatically. However, you can start the Delta Server, by performing the following:

- Click the **Start** button on the Windows Taskbar.
- Point to **Programs**
- Point to **StartUp**
- Click on **Delta Server**. In Windows NT, there are two Start Up groups. Use the lower option. The following screen appears



The information on the screen is:

**Del Svr Name:** A unique name to identify the Delta Server that is displayed in the Find Server screen when starting a CCC Module application.

**Comms Status:** This indicates the status of the link between the Delta Server, and the telephone system.

There are three statuses: Init Comms, Comms Restored, and Comms Failure.

- Init Comms – Indicates Delta Server is initializing and has established communication with the telephone system (this happens every time you start the Delta Server).
- Comms Restored – Indicates the connection between the Delta Server and the telephone system is established.
- Comms Failure – Indicates communications link between the Delta Server and the telephone system has been terminated.

**Site Name:** This identifies the Customer' site name. Customer's site name is automatically obtained from the license file.

**Note** - Do NOT change the Site Name. If the Site Name is altered, then the Delta Server will not function correctly.

## Event Viewer Tab

The Event Viewer displays communication between the Delta Server and the CCC Module Client application(s). It can also show messages received from the connected CCC modules. By default, Event Viewer displays Error Messages.

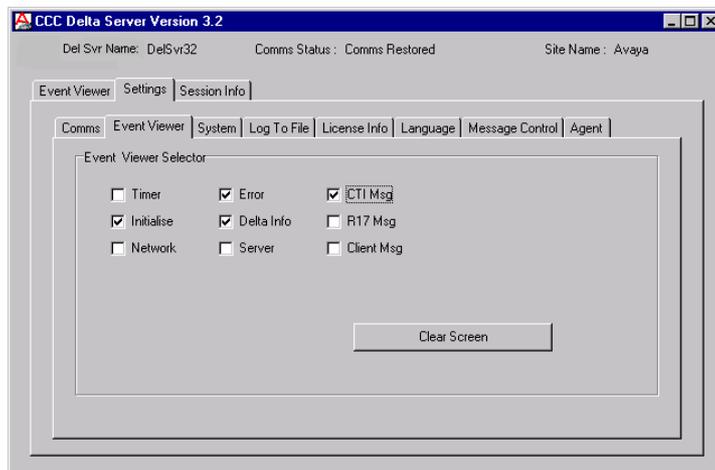
Certain Events will always be displayed even if you have not selected any specific options for viewing. Such Events are:

- Comms Failure.
- License Requests.
- Message Routing Failure.

To change the Event Viewer Selection:

1. From the **Settings** tab select the **Event Viewer** tab.
2. Click to select the required Event.
3. To clear the messages displayed on the Event Viewer screen, click *Clear Screen*.

**Note:** *The more fields you select, the slower the Delta Server will run.*



## Settings Tab

The **Settings** tab enables you to configure the Delta Server. The options available are as follows:

### Comms

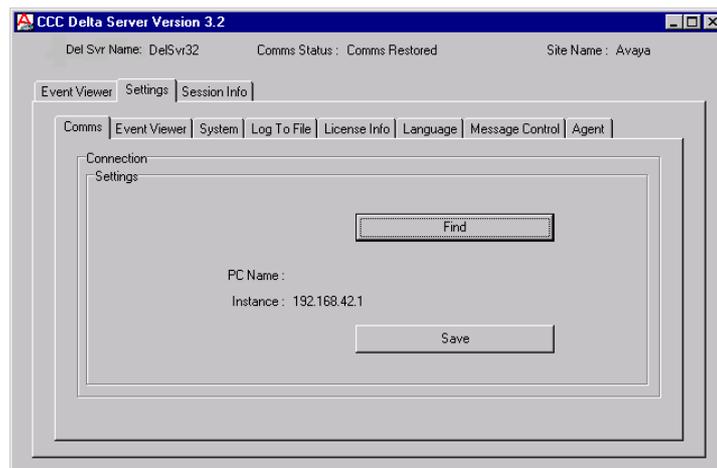
This screen displays details of the telephone system to which the Delta Server is connected. The details are:

**PC Name:** This indicates the system name of the telephone system.

**Instance:** This is the IP address of the telephone system.

If the PC name and/or the name of the IP Address are changed, it is essential to reconnect to that Delta Server.

1. Click *Find*, from the **Find Server** screen, select the required Delta Server, then click *Connect*.
2. If the required Delta Server is not listed, then click *Advanced*.
3. Select one of the options, then click *Search*.
4. From the available telephone systems, select the appropriate one, and then click *Connect*.
5. Once the Delta Server is connected to the telephone system, click *Save*.



### Event Viewer

You can select the events that you wish to monitor. For further information, see "Event Viewer Tab" on page 5.

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## System

This screen displays the Auto Reset Time and the Delta Server name.

### Auto Reset Time

This is solely used by the CCC Module applications (namely the Call Center View). If you change the Reset Time within the Call Center View application, then the Reset Time within the Delta Server is changed automatically.

Autos Reset Time enables you to set the time at which "Today and Daily" statistics are automatically reset. The time is displayed in Hour: Minute. Default time is set to 12:01 A.M. (01 minute past midnight).

To alter the time highlight each field individually, enter the required value and then click *Set*.

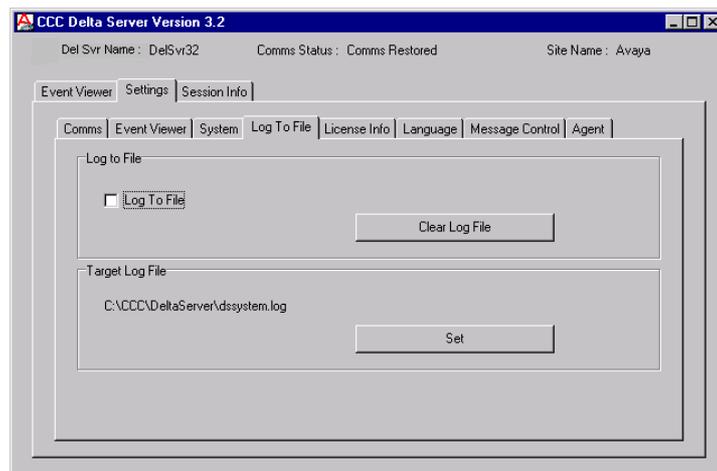
### Delta Server Name

It is recommended that this not be changed.

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## Log to File

You can save the messages received by the Delta Server to a file. The default path name is C:\ccc\DeltaServer\dssystem.log.



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## License Info

This screen displays the number of licensed Agents within the CCC Modules.

### Total Available

This indicates the total number of agent licenses.

### Number Remaining

Number remaining (As agent logs on, the number decreases).

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## Language

You can change the language setting of the Delta Server. The default language is English UK. To change the language click on the required language button.

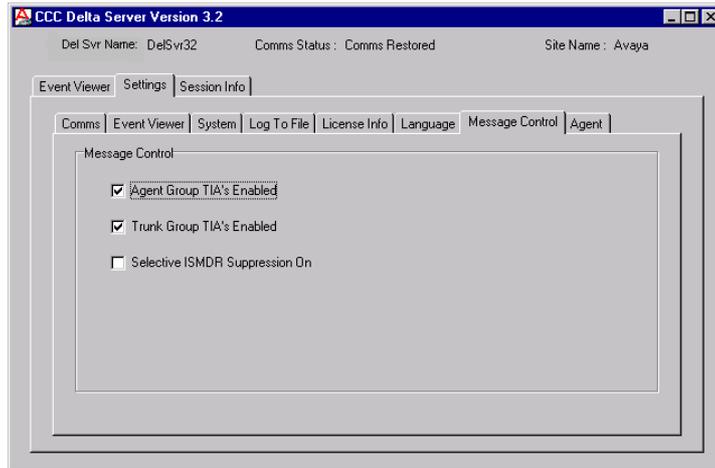
## Message Control

Time in Activity (TIA) are messages that are produced by the Delta Server which are subsequently transmitted to the Archiver. When an option is selected  the action has been enabled.

*Agent TIA's Enabled* – Suppresses the generation of TIAs for Agent Groups respectively. This will affect Agent Activity trace i.e. you will not be able to see how long agents are in state.

*Trunk Group TIA's Enabled* – Enables the generation of TIAs for Trunk Groups respectively.

*"Selective ISMDR Suppression On"* – Enables/disables internal SMDR reports historically.



**Note:** Disabling the generation of TIA's will reduce the amount of data stored in the Archiver database. However, it should also be noted that this would disable Time In State fields for respective groups on historical reports.

## Agent

Agent Tab enables/disables the reporting of the Individual Agent's statistics (Real Time as well as Historic). During the Delta Server installation, you are prompted whether you wish to "Display Agent Details". If you select the "No" option, then the Individual Agent details will not be displayed in either real time screens or historic reports.

1. To display the Individual Agents Details, click *Toggle*. An alphanumeric character is displayed.
2. You need to log on to the Avaya BusinessPartner's web site. This will generate a License Key for the additional functions.
3. From the Agent Tab, type the License key and then click *Change*.

**Note:** This feature is designed solely for the German Market and is only active if German is the selected language for installation.

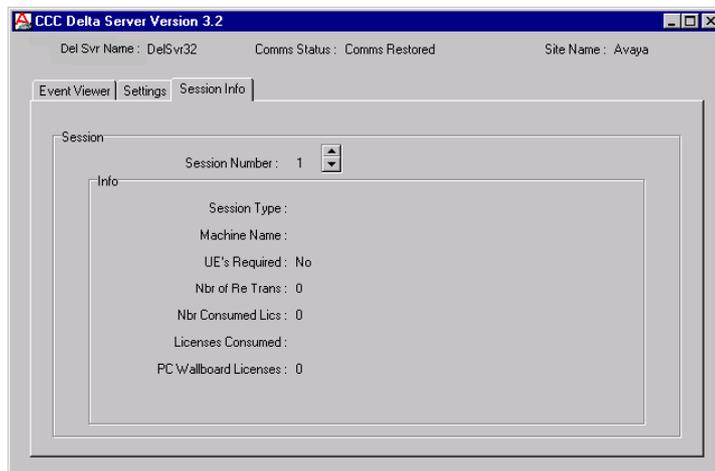
## Session Info Tab

This displays the application(s) connected to the Delta Server. A total of 80 applications can be connected to the Delta Server.

**Session Number:** The number of the application.

**Info:** The following information is provided as each application is connected to the Delta Server.

- **Session Type** – Indicates the name of the application that is connected.
- **Machine Name** – The name of the PC hosting the application.
- **UE's Required (Yes/No)** – Indicates whether a session has requested Unsolicited Events.
- **Nbr of Re Trans (0-10)** – Indicates how well the application is responding to probes from the telephone switch.
- **Nbr Consumed Lics** – Indicates the number of Licenses consumed.
- **Licenses Consumed** – List (in pairs) of consumed licenses.
- **PC Wallboard Licenses** – Number of Active PC Wallboard License(s) used in this session.



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