



Workforce Management Interface

Installation/User Manual

Contents

Introduction	3
General	3
<i>Forecasting</i>	3
<i>Rostering</i>	3
<i>Scheduling</i>	3
Workforce Management Interface	4
Installation.....	4
Starting the application	5
Main Screen.....	5
<i>Data Collection</i>	7
Index.....	8

Introduction

General

Workforce Management Interface

This application communicates with the Delta Server. It downloads call data at 15-minute intervals in order to calculate forecasting, rostering and scheduling of agent resources using third party applications.

Workforce Management Interface allows integrated rostering, forecasting and scheduling systems to connect across the LAN to a comma separated variable (CSV) file containing a list of Contact Center related metrics.

Forecasting

Forecasting allows supervisors to forecast agent requirements based on historic demand. These forecasts may be compared to the expected agent provision (taking into account known absences and other shift changes) to calculate the expected quality of service that will be available to the contact centre's customers.

Rostering

Rostering allows the supervisors to optimize the use of agent resources and identify when short term leave and other agent absences can be accommodated at minimum impact to the quality of service that will be available to the contact centre's customers.

Scheduling

Scheduling allows the supervisors to design and optimize sets of shift patterns against forecasts. This allows them to ensure that quality of service targets can be met using shifts that are workable and conform to the conditions of employment within the contact centre.

Workforce Management Interface

Installation

This software is available on the INDeX applications General Release CD and can be installed on a client PC running Windows NT, Windows 2000, Windows 98 or Windows 95.

1. Close any applications that are running and disable any anti virus software.
2. Insert the **INDeX Application CD** in the CD drive. The auto run sequence executes the Installation wizard.
3. Click the **Cancel** button.
4. Open Windows Explorer and browse the CD ROM. The program that you require is called **workforcemanagement.exe** and can be found in the path **D:\avaya\install\ccm\workforcemanagement**.
5. Double click on the file called **workforcemanagement.exe**
6. At the welcome screen press the **Next** button to start the installation.
7. A screen will show the progress of the installation. After a few seconds the screen will disappear and either

- An installation complete screen will show.

OR

- If you are installing the program onto a PC running either Windows 95 or Windows 98, you may be asked if you want to install DCOM98. This software is required so you need to click on the **Yes** button to start the DCOM98 program installation. Click on the **Yes** button at the license agreement screen to start the installation. If you do not accept the license agreement DCOM98 will not be installed.

When DCOM98 has been successfully installed you will be asked to re-boot the machine. **DO NOT RE-BOOT THE MACHINE.**

OR

If a newer version of DCOM98 has already been installed on your server an error message will appear stating that you need to un-install the current version of software. You need to click on the **Ok** button and continue. (As DCOM98 has already been installed you do not need to install the version supplied on the installation disk).

8. Click on the **Finish** button
9. Make sure that the PC has been re-booted before using the Workforce Management Interface software.

Starting the application

Before starting Workforce Management Interface, you must ensure the Delta Server is running.

Workforce Management Interface is started by:

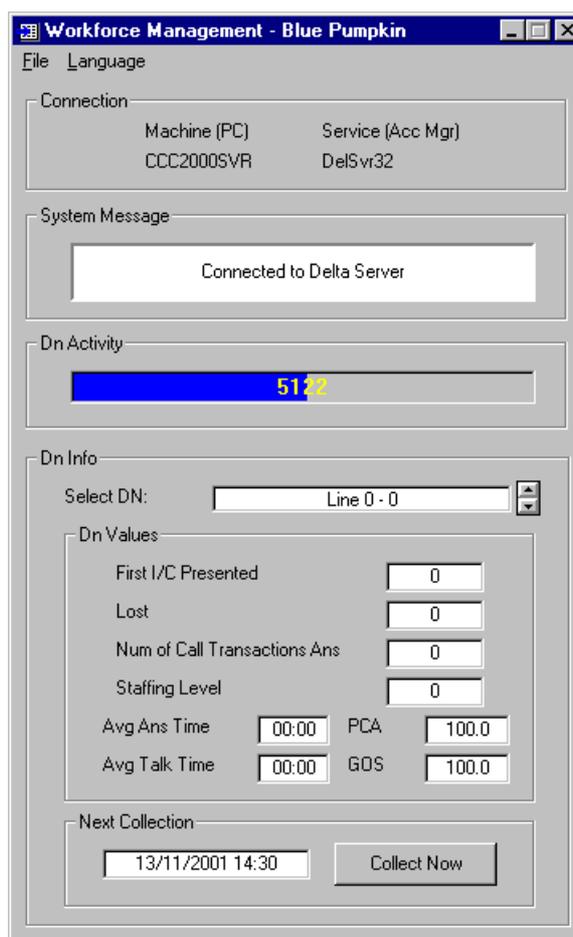
1. Click the **Start** button on the Windows taskbar.
2. Point to **Programs**, then to **INDeX CCM**.
3. Click Workforce Management Interface from the sub-menu.
4. From the Find Server screen select the required Delta Server, and then click **Connect**.

If your required Delta Server is not listed, then click **Advanced**. Select one of the search options, and then click **Search** then select the required Delta Server.

Main Screen

Once the connection to the Delta Server is established, the **Workforce Management Interface** screen appears. If the screen does not appear double click on the Workforce Management Interface icon, which will show on the right hand side of the Windows Taskbar.

The Icon looks like this example: .



Connection	
Machine (PC)	Service (Acc Mgr)
CCC2000SVR	DelSvr32

System Message

Connected to Delta Server

Dn Activity

51%

Dn Info

Select DN: Line 0 - 0

Dn Values			
First I/C Presented	0		
Lost	0		
Num of Call Transactions Ans	0		
Staffing Level	0		
Avg Ans Time	00:00	PCA	100.0
Avg Talk Time	00:00	GDS	100.0

Next Collection

13/11/2001 14:30 Collect Now

Connection

This indicates the Delta Server PC that the Workforce Management Interface is currently connected to.

System Message

This indicates the status of the connection between the Delta Server and Workforce Management.

If the link between the Delta Server and Workforce Management is disconnected then a screen appears allowing you to reconnect to the server. The Find Server screen appears to resume connection to the Delta Server.

Dn Activity

This indicates the directory number activity on the telephone switch.

Dn Info

Select Dn – This option enables you to select the required directory number.

Dn Values – This is a historic presentation of the call data for the selected directory number.

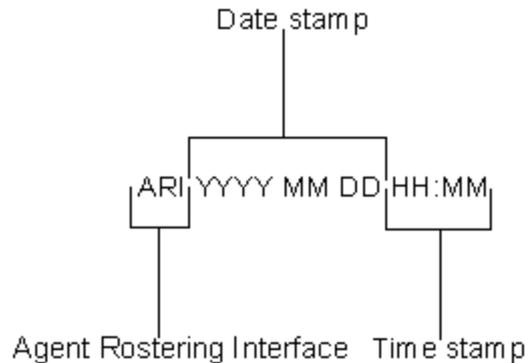
- **First I/C Presented** – Number of new incoming calls presented to this dn. Exactly the same as that displayed on the Call Center View.
- **Lost** – Number of calls that rang this Dn and were then un-answered (by any Dn). (i.e. the caller hung up before it answered) The same as that displayed on the Call Center View.
- **Num of Call Transactions Ans** – The number of times that targeted group or agent answered an incoming call.
- **Staffing Level** – The number of available agents i.e. the number of agents logged on. This only applies the agent groups and not trunks or supertrunks because this will be zero.
- **Avg Ans Time** – (seconds) Average time that the DN was ringing. Sometimes called average answer time i.e. the time it took to answer the phone. The same as that displayed on the Call Center View.
- **Avg Talk Time** – Average time that operator was talking for. Sometimes called avg incoming duration. Exactly the same as that displayed on the Call Center View
- **PCA** - Percentage of Calls Answered within the target time. The same as that displayed on the Call Center View.
- **GOS** – The number of calls answered within the target answer time expressed as a percentage of calls presented. The same as that displayed in the Call Center View. (GOS = Grade of service)

Next Collection – The date and time the data will be downloaded. By default the contact centre data is downloaded every 15 minutes or on demand by clicking the *Collect Now* button.

Data Collection

Every 15 minutes or on demand, the data is collected and a file is produced in the C:\Program Files\Avaya\IP400\CCC\BluePumpkinInterface\ACDLink directory. The file is saved as a CSV (Comma Separated Variable) file.

The file format is:



File Format example: ARI200002141330.csv

Example of data in the CSV file:

```

0, Date: 20010510
0, Time: 13:45:00
1,0,0,0,9,0,0,0,0,
.
.
1,4750,44,0,73.07,44,68,0,9,
.
.
1,6999,0,0,0,0,0,0,0,
9,***End of Data***.
  
```

Description of data message:

0, Date: YYYYMMDD - start of data message

0, Time: HH:MM:SS

1, dn, First I/C Present, Lost, PCA, GOS, Num Call Transactions
Ans Avg And Time, Avg Talk Time, Avg Wrap Time (this figure is
always zero), Staffing Level.

9 - end of data message

Note: To view the contents of the above files, use Windows Notepad.

Index

<i>C</i>	
CSV File	7
<i>D</i>	
Data Collection	7
Data Format	7
Dn Info	5
<i>F</i>	
File Format	7
Forecasting	3
<i>R</i>	
Rostering	3
<i>S</i>	
Scheduling	3
System Message	5
<i>W</i>	
Workforce Management Interface	3, 5

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya, or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies has been transferred or licensed to Avaya.

This document contains propriety information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "gsspublishing@avaya.com".

© Copyright 2002 Avaya ECS Ltd.

All rights reserved.

Avaya Global SME Solutions
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Email: contact@avaya.com
Web: <http://www.avaya.com>