



CCM3.1

Alarm Reporter

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Introduction

General

Contact Center Modules (CCM) provide the user with the necessary tools to facilitate the management of call traffic. They are designed to provide a tightly integrated real time and historic reporting package and wallboard support for the INDeX eBusiness digital communications platform. The product consists of a set of fully integrated modules sharing a common database utilising Interactive Directory and Database (IDD) technology.

The suite of modules consists of the following applications:

Call Center View (CCV):

Provides a management package for telephone based staff and supports any size Customer Facing Department (CFD) or contact center. To effectively control customer service levels, real time human resource management is essential and the Call Center View has been specially designed to manage the CFD's or contact center's most valuable and expensive asset – its people.

Call Center View Alarm Reporter:

Provides information (for each Call Center View Profile) about alarms that have occurred within the Contact Center. The detailed alarm information for each directory number is presented in a report format, which can then be printed.

Wallboard Manager:

Real time information from the contact center is essential to react to constantly changing telephone traffic levels and provide excellent customer service. Wallboards allow managers and staff to monitor the service being provided and respond immediately. Wallboards provide current information on the number of calls waiting, response times and service levels etc.

PC Wallboards:

The PC Wallboard delivers traditional wall mounted wallboard functionality to the desktop but with the additional benefit of each PC Wallboard agent being able to configure and monitor a personalised view of the contact center. The PC Wallboard also enables agents to increase their productivity and maintain revenue levels with the added benefit of managing customer callback requests.

Report Manager:

Provides in depth historical reporting on CFD or contact center activity. In addition to call information, the Report Manager also reports agent activity. This powerful package allows individual call records to be stored and reported upon months later.

Report Designer:

The Report Designer is a software tool used for querying and reporting. It enables the user to create reports that contain data from their contact center database and schedule reports to be updated and printed.

INDeX Taskbar:

Enforces the user rights and password protection as well as providing a single point of access to the Contact Center Modules.

INDeX Call Center View Alarm Reporter

The INDeX Call Center View Alarm Reporter has been designed to enhance the exception management used by the INDeX Call Center View. The Alarm Reporter enables the contact center supervisor to look back on the performance of the contact center, on a daily or weekly basis, by reporting on certain criteria predefined by the contact center supervisor.

To view the alarm reports you must be logged on to the INDeX Taskbar with **Administrator** Access Level. As an Administrator, you can only view the historic alarm reports for the profiles that you have created within the INDeX CCV. The historic alarm information is available to view for each individual profile. Only one profile at a time can be analysed.

To obtain a historic alarm report file you must ensure that the relevant option is selected within the Alarm Setup options on the INDeX CCV application. The alarms can only be reported on a weekly basis for each individual profile. There is a separate file for each day of the week. The INDeX CCV will overwrite an existing file for the current day.

There are two types of reports:

- Breakdown Reports display detailed analysis of the alarm information for the selected directory number.
- Summary Reports display an overview of the historic alarm information for the selected directory number.

Each report can be previewed prior to printing in either landscape or portrait orientation. The Report Preview is not dependent upon any printer drivers being installed on the PC. However, if a printer driver is not installed, the print facilities of the application will be disabled.

The title of the report signifies the type of report, i.e. Breakdown or Summary. The report also displays the date and time that the data contained in the table was generated along with the INDeX Taskbar User name and the INDeX CCV Profile Name.

INDeX Taskbar

INDeX Taskbar provides the ability to launch the INDeX CCM applications. The INDeX Taskbar also provides built in security through a logon procedure; i.e. you **must log on** to the INDeX Taskbar before launching the INDeX CCM applications.

Further details on the INDeX Taskbar are available from the **INDeX Taskbar User Manual**.

INDeX CCV Alarm Reporter

General

Before starting the CCV Alarm Reporter, you must ensure you have logged on to the INDeX Taskbar with your User Name and Password.

Note: You can only use this application with the access level of Administrator.

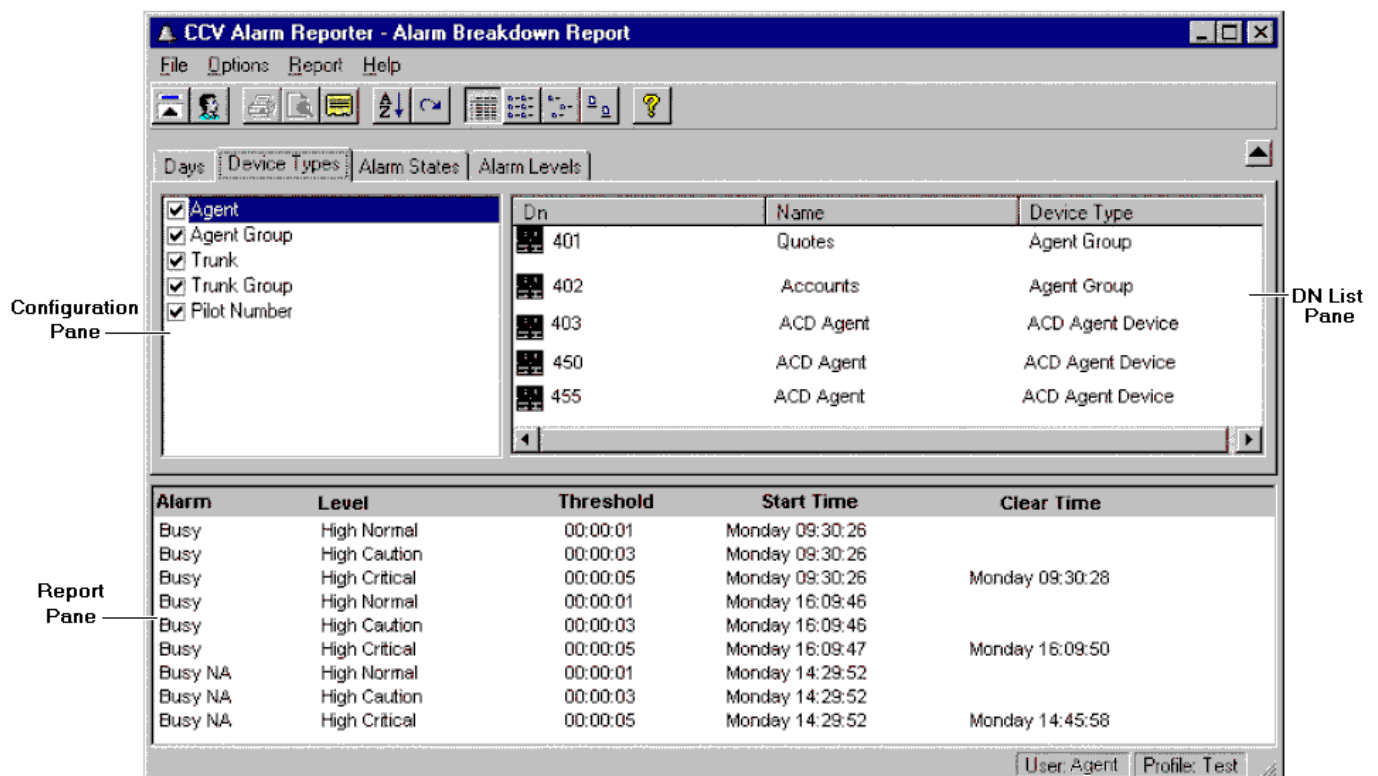
Starting the CCV Alarm Reporter

CCV Alarm Reporter can be launched by:

1. Click the **Start** button on the Windows taskbar.
2. Point to **Programs** and then to **INDeX CCM**.
3. Click **CCV Alarm Reporter** from the sub-menu.

The screen is divided into three sections:

1. **Configuration pane.** The view in this pane will vary, depending which tab is selected. Each tab allows you to select different options.
2. **Dn List pane.** In this pane, you can view the directory numbers for which historic alarm information can be reported.
3. **Report pane** displays a report of historic alarm information for a selected directory number.



Select Profile

If there is no information showing in the DN list, make sure that a profile has been selected. See the section called "File Menu" on page 11 for information on how to change the profile.

Administering Alarm Reporter

Configuration Pane

The alarms are reported on a weekly basis for each individual profile. There is a separate file for each day of the week. An existing file for the current day will be overwritten by the INDeX CCV, therefore only allowing a 7-day look-back in detail.

Days Tab

This is divided into seven days, Monday to Sunday. Click to select the required day(s).

Device Types Tab

Click to select the required Device Type(s). The available device types are:

- **Agent**
- **Agent Group**
- **Trunk**
- **Trunk Group**
- **Pilot Number**

Alarm States Tab

Click to select the required state(s). The Alarm States are received from the CCV.

Alarm Levels

The alarm levels fall into two groups either Low or High. Each group has three types, which are Normal, Caution and Critical.

The settings for the alarm levels are set within the CCV program. For more information about alarm levels please refer to the Call Center View user Manual.

Dn List Pane

All the directory numbers for the selected configuration are displayed within the Dn List pane, as well as the Device Type, i.e. Agents, Trunks groups etc. There are four icons to symbolise each device type, as shown below.



- Agents



- Trunks



- Agent Groups



- Trunk Groups

The directory numbers can be viewed in four modes as shown below. The default setting is Details. Click the required view button to change the setting



- Details



- Small Icons;



- List




- Large Icons

Sort Dn List

The directory number information can be sorted in ascending or descending order. If the directory numbers are displayed in Details View mode, click the column title to change the sort to either ascending or descending order.

You can also sort the information by:

1. Choose **Sort DN List** from the **Options** Menu. You could also click the **Sort** button  on the toolbar.
2. From the Sort Dn List screen, select the required **Sort By** option. You can sort by Dn, Name or Device Type.
3. Select the Sort Direction, i.e. Ascending or Descending and click **OK**.

Refresh Dn List

To receive updated alarm information for the selected directory numbers, you need to refresh the information. To do this:


Select **Refresh** from the **Reports** Menu or click on the **Refresh** button .

Report Pane

When a directory number is selected, a report of historic alarm information is displayed in the Report Pane. There is a short delay before the report is displayed, to enable you to select a different directory number. The report information depends upon the Report Type that you have selected, i.e. Breakdown or Summary.

Select a Report

Select the type of report you want by:

1. Select **Type** from the Report menu or click the Report button .
2. Click on either **Breakdown** or **Summary** to select the report type.

Breakdown Report

This report is the default report and will show when you first start the program. It provides detailed analysis of the alarm information for the selected directory number.

The report shows the following information:

- **Alarm:** Selected Alarm state(s).
- **Level:** Alarm Levels
- **Threshold:** The alarm threshold specified within the CCV.
- **Start Time:** Day and Time when the alarm occurred.
- **Clear Time:** Day and Time when the alarm has been cleared within the Switch.
- **Acknowledged:** Time and Day when the supervisor has acknowledged the alarm within the CCV.

Summary Report

This report displays an outline of the historic alarm information. The report shows the following information:

- **Alarm:** Selected Alarm state(s).
- **Total:** Total number of alarm occurrence for a specific alarm state.
- **Avg Duration:** Average duration of a specific alarm state.
- **Max Duration:** Maximum duration of a specific alarm state.

Sort Reports

Either of the reports can be sorted in ascending or descending order. You can only sort the report that is showing in the Report pane. To sort the report on screen:

1. Click the required column title to be sorted. It will be sorted into either ascending or descending order.

Or

Select **Sort** from the **Report** menu.

Or

Click the **Sort** button  on the toolbar.

2. From the Sort Report screen select what you want to sort by. The choices are depend upon whether you are creating a breakdown or summary report.

Breakdown Report. - Alarm, Level or Start Time, Clear Time or Acknowledged.

Summary Report- Alarm, Total, Avg Duration, or Max Duration.

3. Select the Sort Direction, i.e. ascending or descending and then click the **OK** button.

Refresh Report


To receive updated alarm information for selected directory numbers, you need to refresh the information.

To refresh a report select **Refresh** from the **Reports** Menu or click .

Preview/Print Report

The Report Preview is enabled once an "alarm information report" is being displayed in the Report Pane. Each report type (Breakdown or Summary) can be previewed in either landscape or portrait orientation. The Report Preview is not dependent upon any printer drivers being installed on the PC. However, if a printer driver is not installed, the print facilities of the application will be disabled.

The title of the report shows the type of report, e.g. Breakdown or Summary. The report also displays the date and time that the data contained in the table was generated along with the User name and the CCV Profile Name.

To preview a report, from, **File** menu select **Report Preview** or click .

Appendix

Toolbar Commands

The Toolbar command buttons are also available from the menu bar:



Show Selection Pane



Hide Selection Pane.

These buttons enable you to toggle between whether to display or not to display the Selection Pane..



Profile

Enables you to select a different profile name.



Print Report

Enables you to print a report.



Report Preview

Enables you to preview a report prior to printing.



Report Type

Enables you to select either a Breakdown or a Summary Report.



Sort

Enables you to sort either the information displayed in the Dn List pane or the report pane.



Refresh

Enables you to obtain an up to date alarm information either within the Dn List pane or the Report Pane.



Detail View



List View



Small Icon View



Large Icon View

These enable you to select the mode in which the directory numbers are displayed. The default view is Detail.

Menu Options

File Menu

The File menu incorporates the following options:

Report Preview: Enables you to preview the report prior to printing. This option is enabled only when a report is being displayed within the Report Pane.

Print Report: Enables you to print a report.

Selection Pane: Enables you to toggle between whether to display or not to display the Selection Pane. When the command has a check mark next to it, the Selection Pane is displayed.

Profile: Enables you to select a different INDeX CCV Profile Name. The Select Profile screen appears. This only lists the profiles that have been created by the currently logged on Administrator.

Exit: Enables you to exit the INDeX CCV Alarm Reporter.

Options Menu

The Options menu incorporates the following options:

DN List View: Enables you to select the way the directory numbers are displayed. Select one of the following commands: Details, List, Small Icons, and Large Icons. Experiment to find the view you prefer.

Sort Dn List Enables you to sort the items by Dn, Name and Device Type.

Refresh Dn List: Updates the DN List alarm information.

Setup Menu

Setup menu incorporates the following options:

Language: enables you to select the required language. The Alarm Reporter will automatically change to the selected language.

Report Menu

The Report menu incorporates the following options:

Type: From a sub-menu choose either:

Breakdown: This is the default setting, displaying the alarm information for the selected directory number. The alarm details displayed are Alarm; Level; Threshold; Start Time; Clear Time and Acknowledged.

Summary: This displays an outline of the historic alarm information. The alarm details displayed are Alarm States; Total number of the alarm; Average Duration for each alarm; Maximum Duration of each alarm.

Sort: Enables you to sort the report items by the appropriate column. This option is enabled when there is a report is being displayed for a selected directory number.

Refresh: Updates the alarm information for the selected directory number. This option is enabled when there is a report is being displayed for a selected directory number.

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