OfficeServ ACD — Server

User's Guide

COPYRIGHT

This manual should be read before the installation and operation, and the operator should correctly install and operate the product by using this manual.

This manual may be changed for the system improvement, standardization and other technical reasons without prior notice.

For further information on the updated manual or have a question for the content of manual, contact the address or homepage below.

Address: Document Center 2nd Floor IT Center. Dong-Suwon P.O. Box 105, 416, Maetan-3dong Yeongtong-gu, Suwon-si, Gyeonggi-do, Korea 442-600

Homepage: http://www.samsungdocs.com

CHAPTER 1. Introduction

Purpose

This document introduces the OfficeServ ACD — Server application and describes how to operate the Server application

Document Content and Organization

This document contains five chapters and an abbreviation.

Chapter 1. Introduction

This chapter introduces the ACD Server.

Chapter 2. Overview

This chapter provides overview about the ACD Server.

Chapter 3. Installation

This chapter describes about basic requirement for ACD Server.

Chapter 4. Configuration

This chapter describes how to setup the ACD System.

Chapter 5. ACD System Configuration

This chapter describes how to configure the ACD System.

ABBREVIATION

This chapter describes the frequently used acronyms.

Conventions

The following special paragraphs are used to point out information that should be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

Note

Indicates additional information as a reference.

Console Screen Output

The lined box with `'Courier New'` font will be used to distinguish between the main content and console output screen text.

`'Bold Courier New'` font will indicate the value entered by the operator on the console screen.

References

Revision History

Edition No.	Date of Issue	Remarks
00	Jun 2008	Base document version 1.0

This page is intentionally left blank.

TABLE OF CONTENTS

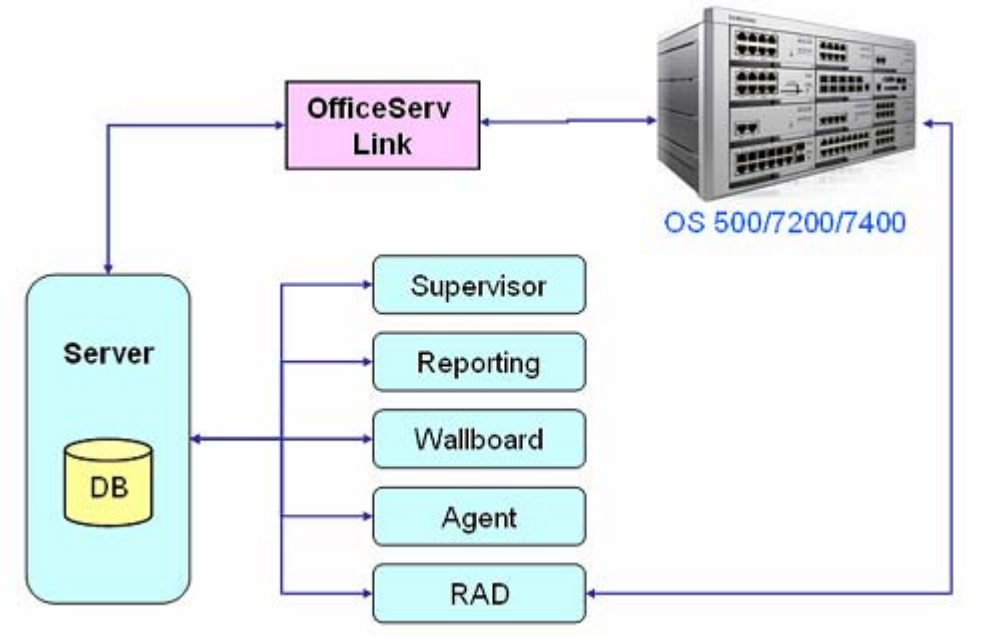
CHAPTER 2. Overview

This chapter provides an overview of OfficeServ ACD Server.

The OfficeServ ACD Server facilitates the call center[1] to efficiently service the needs of the callers, minimize response time for caller service, minimize call center resource requirements, manage and control call handling priorities and maximize productivity, value and stability of the call center staff

The ACD Server distributes incoming calls to a specific group of agent[2] terminal based on the routing method selected for the trunk on which the call is received.

The following figure illustrates the of the ACD system overview.



[1] A centralized office used for the purpose of receiving and transmitting a large volume of requests by telephone, operated by a company to administer incoming product support or information inquiries from consumers

[2] Call Center Staff member/ Operator

The following table illustrates the structure of the ACD system.

Category	Module	Main Purpose
Configuration	ACD Supervisor	Web based management and configuration application. Refer to ACD-Supervisor user guide for more details
Agent	ACD Agent	Client program for call center Agent Refer to ACD-Agent user guide for more details
Wallboard	ACD Wallboard	Real-time call center monitoring application Refer to ACD-Wallboard user guide for more details
Reporting	ACD Reporting	Web based call center statistics application. Refer to ACD-Agent user guide for more details
RAD	ACD RAD	RAD (Recorded Announcement Device) application used for playing greeting messages per CLI/DID and wait comfort message to waiting callers Refer to ACD-Agent user guide for more details
IVR	IVR	IVR (Interactive Voice Response) Refer to IVR user guide for more details

OfficeServ ACD Server

Efficiency and quality of servicing the calls are the primary objectives of the ACD system. OfficeServ ACD server provides highly configurable, sophisticated, intelligent call routing schemes.

The following table illustrates the 3 basic call routing methods in the ACD Server.

Routing methods	Description
CLI	Caller Line Identification: Caller's number (Caller ID) is configured and mapped to the Split. Based on caller ID, incoming calls are routed to the corresponding target split other wise calls are routed to the default split.
DID	Direct Inward Dialing: Caller dialed number is configured and mapped to the Split. Based on the dialed number, incoming calls are routed the corresponding target split other wise calls are routed to the default split.
IVR.	Incoming calls are redirected to the IVR, which plays a voice menu to get the desired service from the caller and then hands over the calls back to the ACD server with service input by the caller, OR hands over the calls to specific agent device. The calls are then routed to the appropriate spilt supporting the service received from IVR. The call is routed to the default split in case caller does not input anything.

Playing Greeting Messages

For CLI/DID based routing, the caller can listen to the greeting messages played by the IVR/RAD before routing to the target split

Refer to IVR and ACD- Supervisor user user guides for more description

The following table illustrates the ports configuration in the ACD Server.

Ports configuration	Description
Trunk port	The ports, which are interface between OfficeServ System to the telephone service provider. OR The ports, which are the contact points to the call center.
ACD Gateway port	The ports, which are designated for entry points. The customer calls arrives to ACD server on these ports.
ACD Queue port.	The ports, which are designated for waiting. The customer call waits for the agents on these ports.
IVR Port	The ports which are designated for IVR/RAD usage. OR The ports, where the customer calls attended by the RAD/IVR
Agent port	The port where the customer calls attended by the Agents. OR The ports, where Agent phones are configured.

Ports configuration

Refer to ACD- Supervisor user guide for more details.

The following table illustrates the definition of terminologies used in ACD and IVR

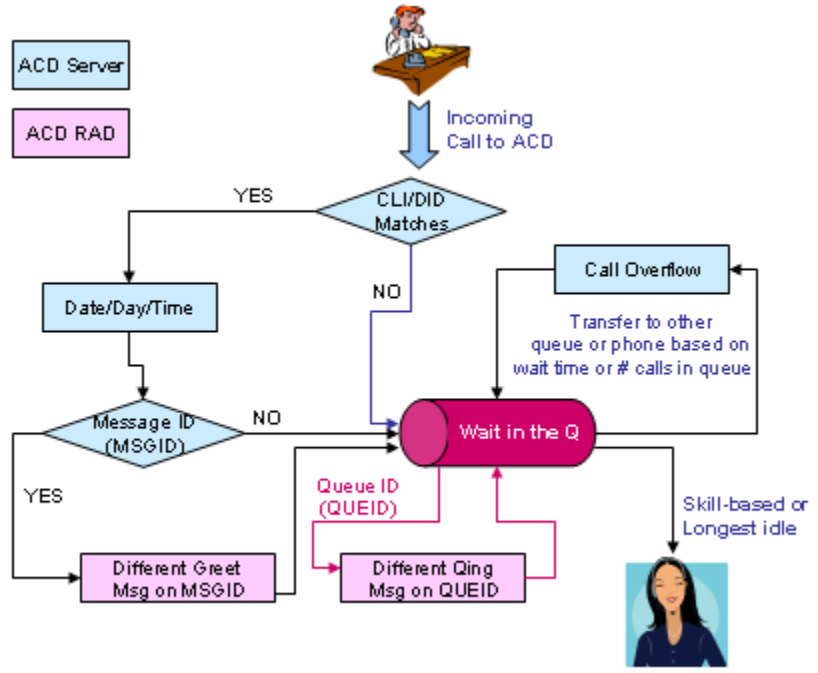
Terminology	Definition/Description
Split	Unit of call routing, group of agents with skills/levels are configured for call serving
Group	Pool of splits
Division	Pool of groups
Queue	The calls are waited for the next available agents. Split and queue are 1-to-1 mapped
Queue ID (or Split ID)	Queue (Split) Identifier. For queued call, different wait comfort messages are configured per queue ID in the RAD or IVR
Message ID	Identifier of the greeting message to be played for CLI/DID based routing scheme. ACD routes the call to RAD or IVR for playing the greeting message. Refer to IVR and ACD-Supervisor user guides for more information.
Default Split	System default split where the call without destination split is routed.
RAD/IVR call	Call routed to the RAD/IVR to listen to the greeting message or wait comfort (queue) message. OR Calls handled in the RAD/IVR ports are referred as RAD/IVR Calls
ACD Call	Call landed on gateway device through trunk ports and handled before routing to the IVR

IVR queue	A pool where the calls routed to the RAD/IVR wait for the available RAD/IVR ports.
Service Code	Code to identify the target split for the call by the IVR. Service code is assigned to the split in the ACD Supervisor. For each service code, a digit is mapped in the IVR. Refer to IVR and ACD-Supervisor user guides for more information.

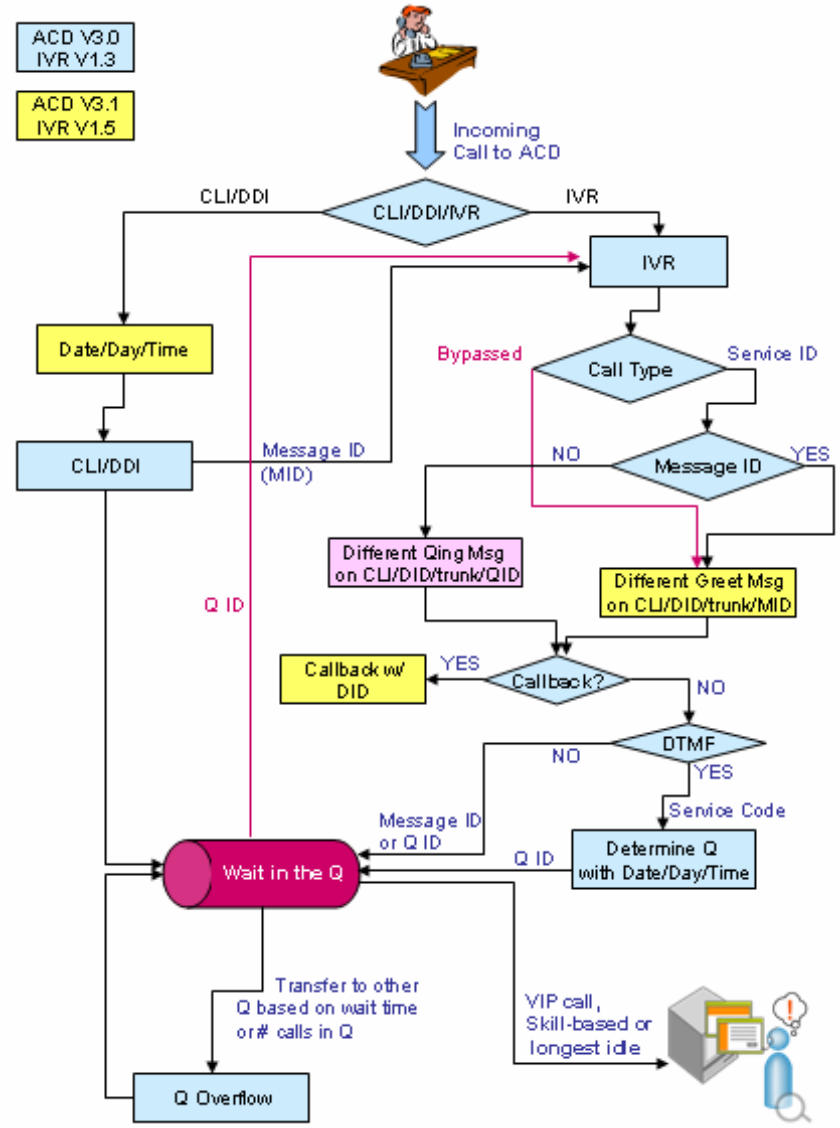
A customer call to ACD passes through the trunk port and is transferred to the ACD Gate way. If the routing rule configured per trunk port needs the IVR/RAD service, the call is transferred to the IVR port to listen to the message. If no message service is needed, the call is transferred to the ACD queue port to wait for the available agent of the target split. The call waiting in the ACD queue port goes to IVR port to listen to wait comfort message at every queue message interval configured per split (queue). After finishing the wait comfort service, the call returns to the ACD queue port. When an agent becomes available in the target split, the call is transferred to the agent port (idle extension port).
The following table describes all routing sequence for the configured trunk ports. If the IVR is not used with ACD, then only the CLI and DID routing are applicable.

Routing	Definition/Description
CLI → DID	If caller's number is found in the CLI routing list, route the call to the target split. Otherwise, check the DID routing list. If DID number is found in the DID routing list, route the call to the target split. If neither CLI routing nor DID routing is available, route the call to the default split
DID → CLI	If DID number is found in the DID routing list, route the call to the target split. Otherwise, check the CLI routing list. If CLI number is found in the CLI routing list, route the call to the target split. If neither DID routing nor CLI routing is available, route the call to the default split
CLI → IVR	Apply the CLI routing. If CLI routing is not available, apply IVR routing.
DID → IVR	Apply the DID routing. If DID routing is not available, apply IVR routing.
CLI → DID → IVR	Apply the CLI routing. If CLI is not available, apply DID routing. If DID routing is not available also, apply IVR routing.
DID → CLI → IVR	Apply the DID routing. If DID is not available, apply CLI routing. If CLI routing is not available also, apply IVR routing.

The following figure illustrates the call flow between ACD Server, RAD and Agent. When a new call arrives, Server searches for the CLI/DID routing. If matching CLI/DID routing with day/date/time is found, the call is routed to the specified split. If no CLI/DID routing is found, the call is routed to the system default split. In case of CLI/DID routing, if message ID is configured, the call is sent to RAD to play the corresponding greet message before being sent to target split (ACD queue port). The call waits in the target split queue until being routed to most appropriate agent. If no available agent is found during overflow threshold time, the call is overflowed to other split or phone number. While the call is waiting in the split queue, RAD plays wait comfort message at every queue message interval.



The following figure illustrates the call flow between ACD Server, IVR and Agent. When a new call arrives at ACD gateway port, if IVR routing is configured, the call is routed the IVR. In the IVR, the target split is determined based on the caller's input via DTMF digits. Integrated with customer DB, the caller's personal information such as customer ID, customer level, and customer type is searched, authorized and transferred to the Agent program.


ACD V3.0
IVR V1.3
ACD V3.1
IVR V1.5
Incoming
Call to ACD
CLI/DDI
CLI/DDI/IVR
IVR
IVR
Date/Day/Time
Bypassed
Call Type
Service ID
CLI/DDI
Message ID
(MID)
NO
Message ID
YES
Different Qing Msg
on CLI/DID/trunk/QID
Different Greet Msg
on CLI/DID/trunk/MID
Q ID
Callback w/
DID
YES
Callback?
NO
DTMF
NO
YES
Service Code
Message ID
or Q ID
Q ID
Determine Q
with Date/Day/Time
Wait in the Q
Transfer to other
Q based on wait time
or# calls in Q
VIP call,
Skill-based or
longest idle
Q Overflow

CHAPTER 3. Installation

This chapter provides an overview of ACD Server installation.

Prerequisites

Before installing the ACD, check the following requirements.

Hardware Requirements

1. CPU Intel 2.4 CPU or above.
2. Memory 1GB memory or above.
3. Hard disk drive 24 GB free disk space.

Software Requirements

1. Operating System
   - Microsoft - Windows 2003 Server/ Professional.
   - Microsoft - Windows 2000 Server/ Professional.
   - The system should have the following installed configurations:
     - Service pack 4 or above.
   - Microsoft - Windows XP Professional.
   - The system should have the following installed configurations:
     - Service pack 2 or above.
   - Microsoft Media Player 9.0 or higher
   - MS .NET framework 1.1

ACD Server Installation

To install ACD Server

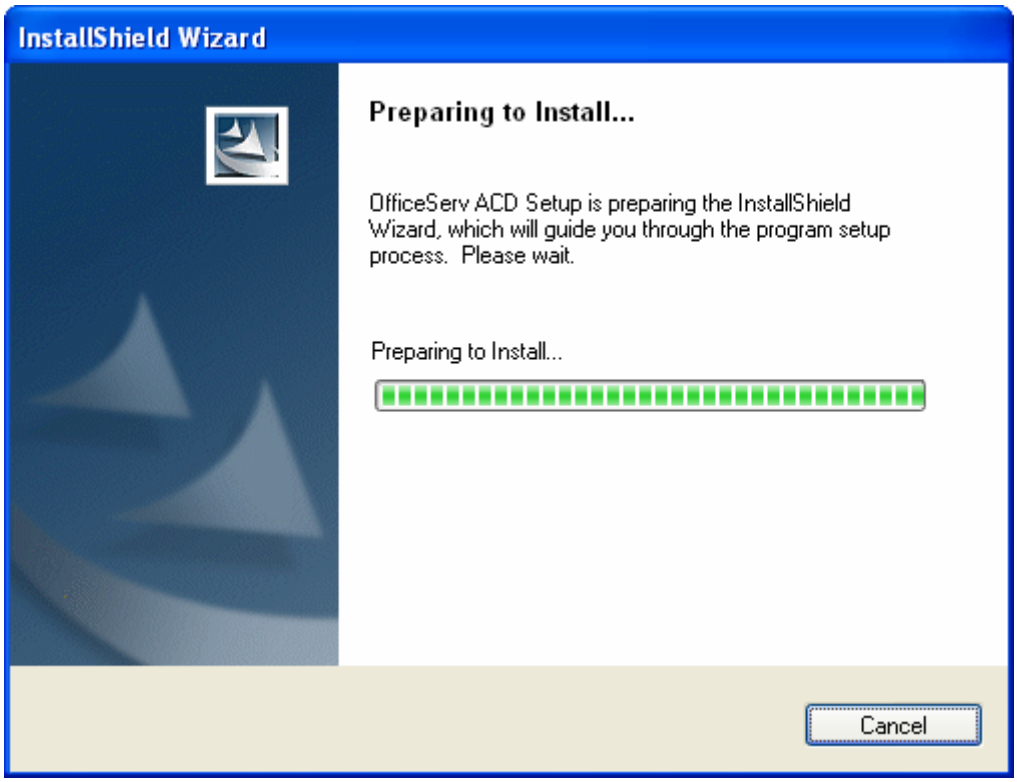
1. Insert the CD provided into the CD-ROM drive.
2. Run the self-extracting setup file **SETUP.EXE** from the CD-ROM.

NOTE

SELF-EXTRACTING

If Autorun is enabled on the system, the installation starts automatically.

3. The **ACD Setup** screen is displayed.



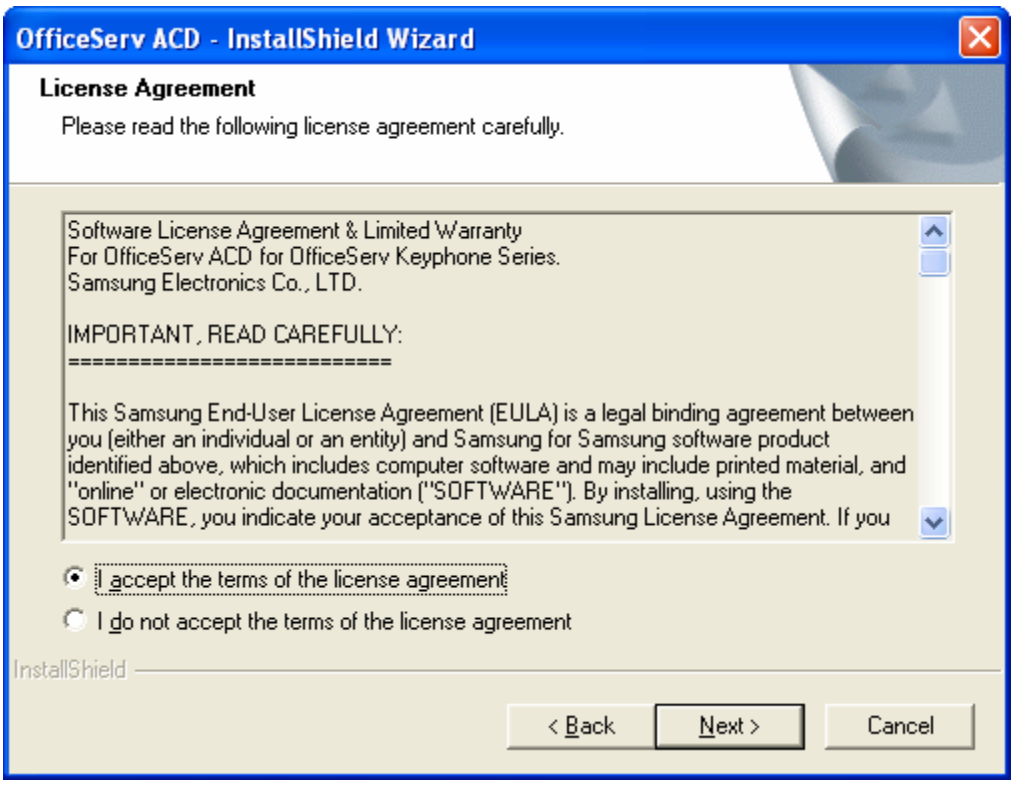
NOTE

.NET

If the Microsoft .NET framework is not installed then the below message is displayed and the installation is aborted. Restart the ACD installation after installing the .NET.

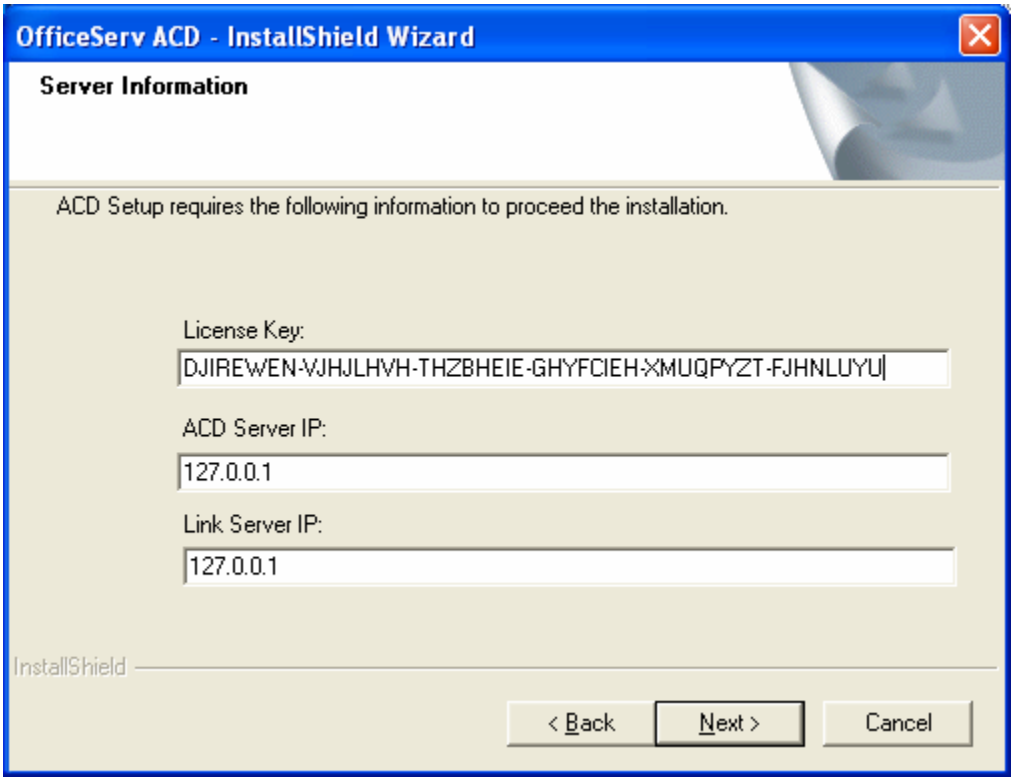
4. After going through the **Welcome** screen, click **Next** to continue.

5. The **End User License** screen is displayed. Read the license and click **I accept…** radio button and **Next**, and the installation continues.



6. The **Server Information** screen is displayed.

- Enter the License Key.



NOTE

Licence Key

If the Licence key is invalid, the message "Invalid Licence Key" is displayed.

- Enter the **ACD Server IP address**.

NOTE

ACD IP ADDRESS

If the IP address of ACD is invalid, the message "Invalid ACD IP Address" is displayed.

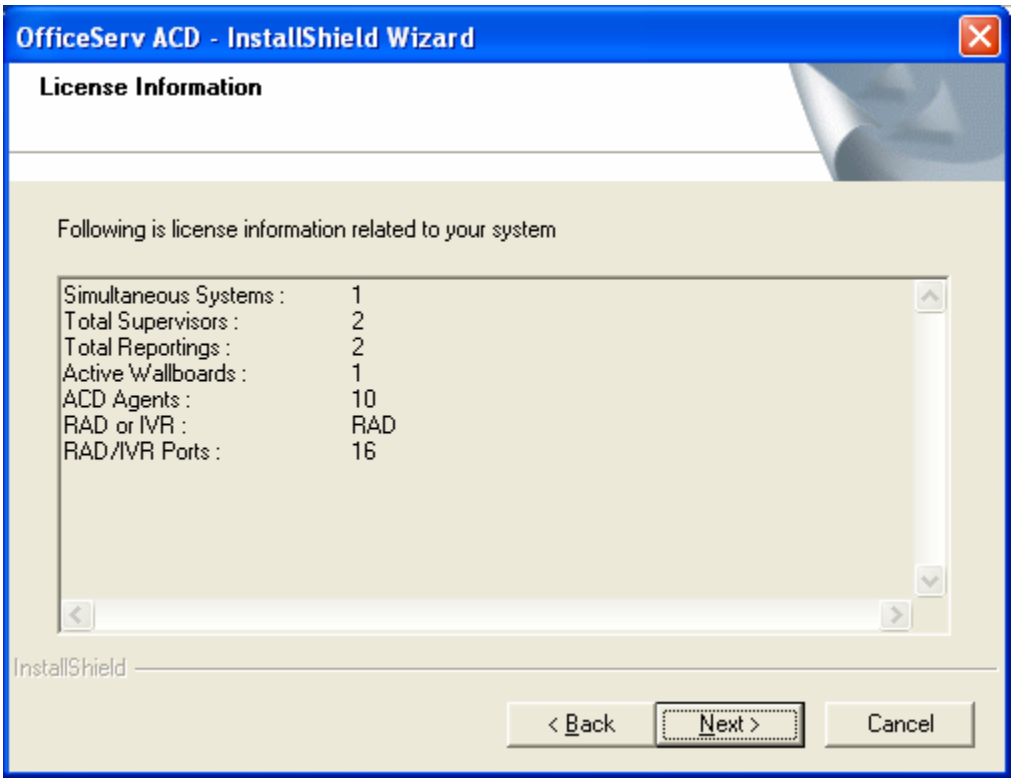
- Enter the **Link Server IP address**. Click **Next.**

NOTE

Link Server IP ADDRESS

If the IP address of Link server is invalid, the message "Invalid LinkServer IP Address" is displayed.

7. The **License Information** screen is displayed. Read the license details and click **Next.**



NOTE

License Information

RAD is installed with the Server and Supervisor if the license is for RAD.

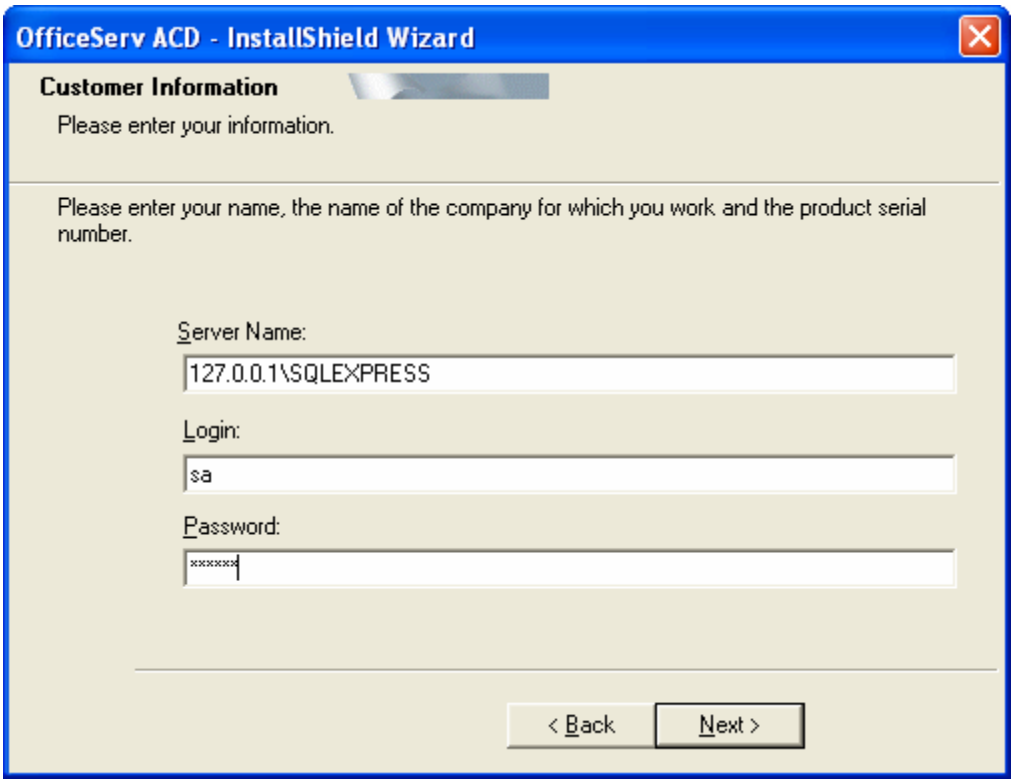
8. The **Database Information** screen is displayed.

- Enter DB instance, login ID (sa or sa privilege account), and password. Click **Next.**

NOTE

Database Information

For SQL Express, the instance name should be SQLEXPRESS.

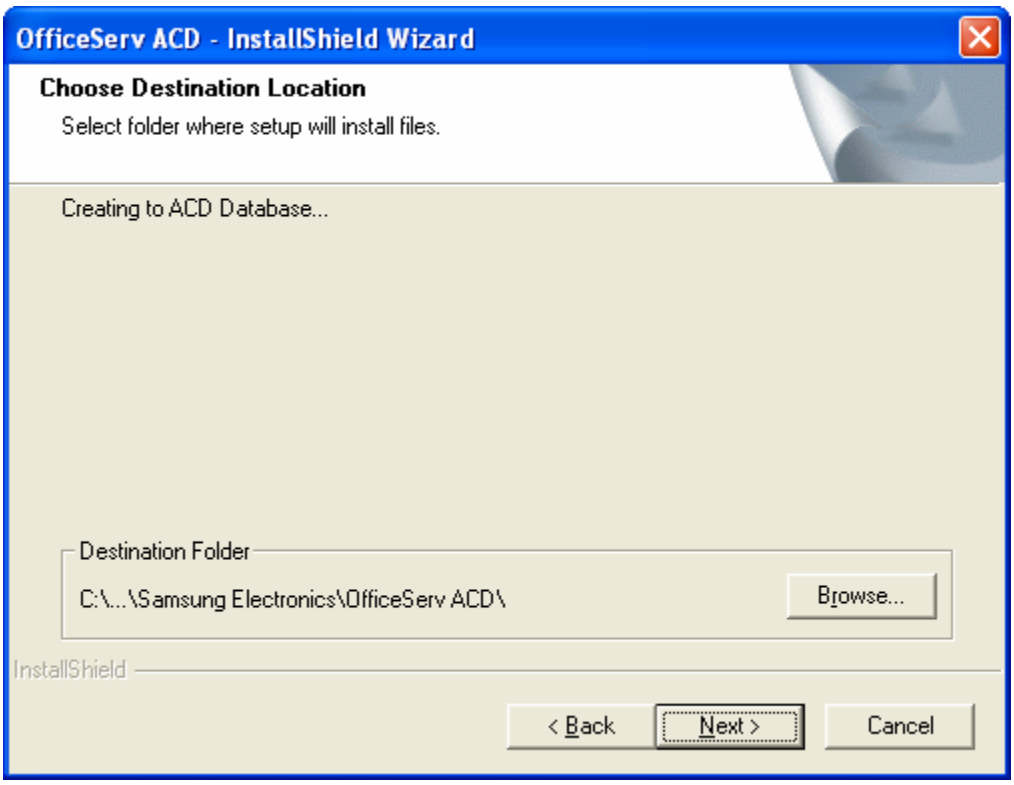


9. The **Choose Destination Location** screen allows the user to choose the directory for the software.

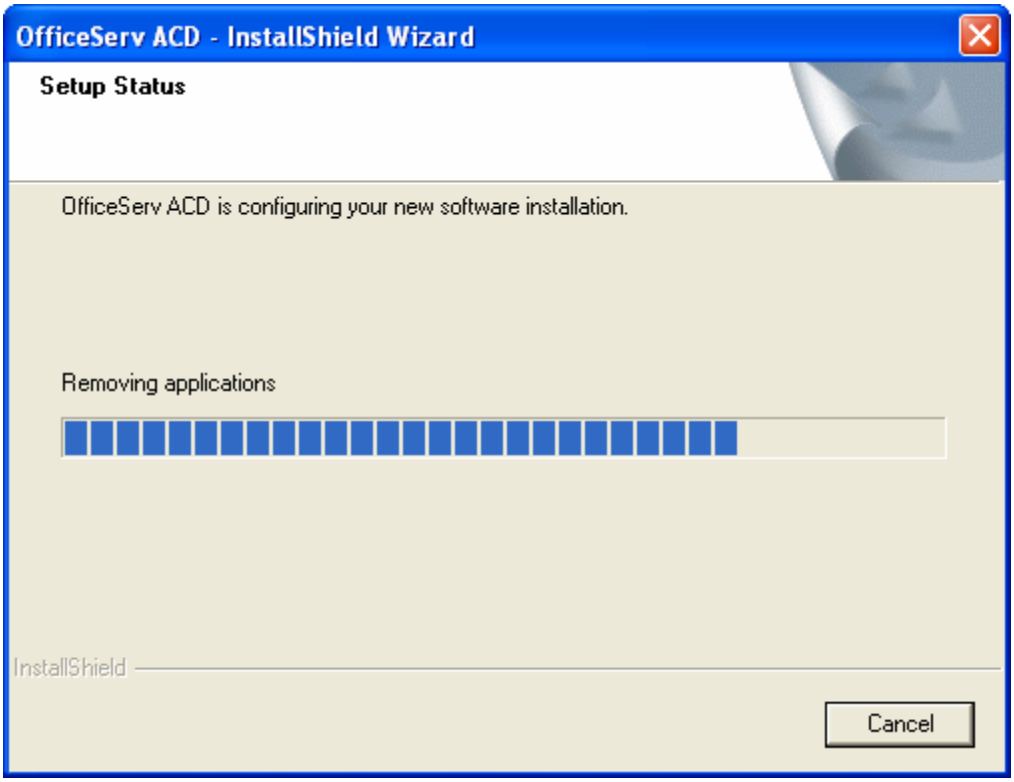
- To install in the default folder, click **Next**.

OR

- To install in a different folder, select the folder by clicking on **Browse…** . Click **OK** in the **Choose Folder** window



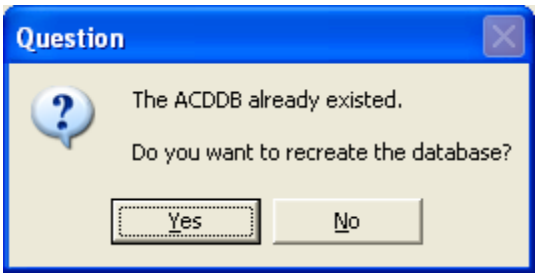
10. The **Progress Bar** of the **ACD Setup** is displayed.



11. A message is displayed to create ACD database.

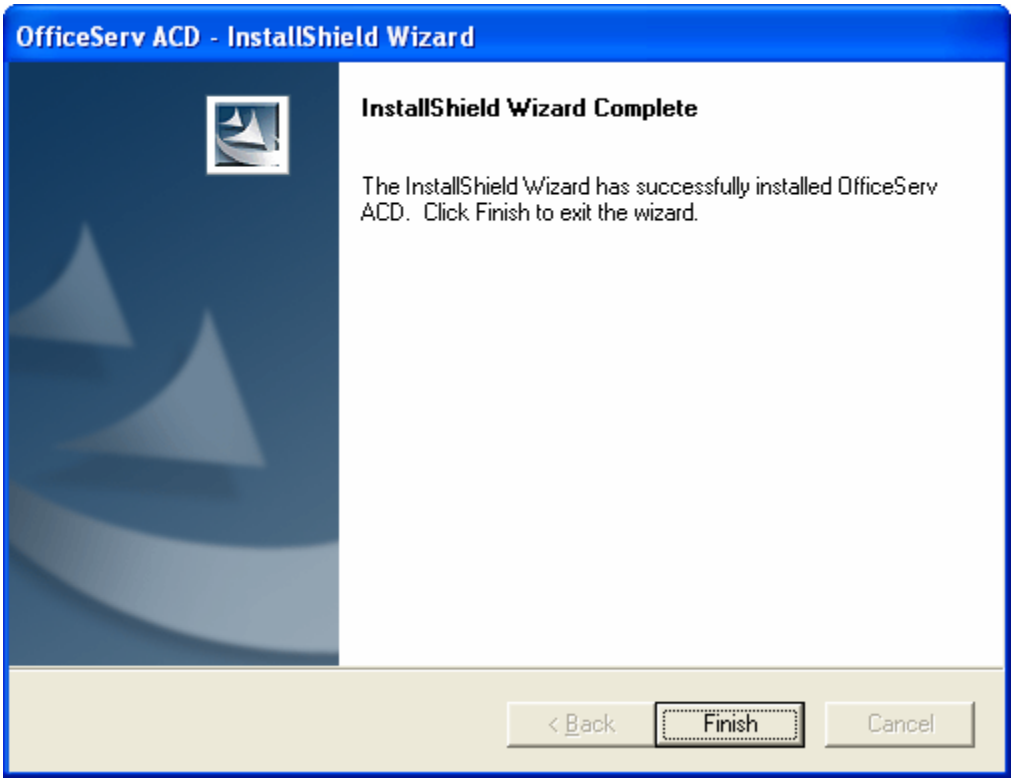
- Click **Yes** to create the ACD database.

OR



- Click **No** to keep the existing or not to recreate the ACD database.

12. Click **Finish**, to complete the installation of ACD in the **Setup Complete** screen.



CHAPTER 4. Configuration

This chapter describes the configuration of OfficeServ system.

Single-Switch Configuration

The following section describes how to configure the switch via MMC to run the ACD.

MMC (MAN MACHINE CODE)

MMC Codes differ a bit by the country code and OS model number.

General Configuration

1. 841 : System IP Options
   - Set Feature License key
   - Set Number of SIP trunk and IVR/UMS ports in the SIP STACK ALLOW.
2. 857 : Virtual Cabinet
   - Assign Virtual slots to IVR/UMS for either C4:S9 or C5:S1
3. 225 : IP-UMS/IVR Settings
   - For each IVR/UMS ports, set the type (IVR or UMS)

IP-UMS/IVR Settings.

Currently, IVR and IP-UMS shares the same ports of the system.

4. 820 : ASSIGN SYSTEM LINK ID
   - The Link ID is a unique 1-12 digit string which is used for uniquely identifying the switch.
5. 206: BARGE-IN TYPE (For Call Recorder)
   - Set to WITH (or WITHOUT) TONE.
6. 501: Set Recall time
   - #71 Recall Wait Time: Ringing time at source after recall before transferred to default operator group.

- #77 Transfer recall time: Ringing time at destination before recall

7. 724: SET THE STATION NUMBERS

- STN DIAL NO. For example, 2001 – 2016.
- TRK DIAL NO. For example, 7001 – 7060
- STN DIAL NO. For example, 5000 – 5039. The members of each station group number are assigned with MMC 601.
- TRK DIAL NO. For example, 9, 800
- VIRT EXT DIAL NO. For example, 3501 – 3522
- MGI DIAL NO. For example, 3801 – 3816
- UMS DIAL NO. For example, 8651 – 8666. UMS dial number is one-to-one mapped with MGI dial number.

IP-UMS DIAL NO.

Currently, IVR and IP-UMS shares the same ports of the system.

8. 601 : SET STATION GROUP

- Choose station group number to use as IP-UMS port group. For example, 5039
  - Set TYPE to BI-VMS GRP
  - Set RING to DISTRIBUTE (Recommended)
  - Set the members of station group number. For example, 8651 – 8666
- For ACD, choose station group number to use as gateway port group of ACD. For example, 5001
  - Set TYPE to NORMAL
  - Set RING to DISTRIBUTE
  - Set the members of station group number. For example, 3501 – 3516.
- For ACD, choose station group number to use as queuing port group of ACD. For example, 5002
  - Set TYPE to NORMAL
  - Set RING to DISTRIBUTE
  - Set the members of station group number. For example, 3517 – 3522.

RING

In assigning a call to a port among free ports belonging to the station group, SEQUENTIAL searches a free port with minimum port number. DISTRIBUTE searches the first free port after last port assigned (round robin manner).

VIRTUAL EXTENSION NUMBER

The members of Gateway and ACD queuing group should be registered as Virtual Extention Numbers (VIRT EXT DIAL NO) in MMC 724.

9. 701: ASSIGN COS CONTENT

- Set 19 EXT FWD to YES
- Set 23 FORWARD to YES (For ACD)
- Set 37 OUT TRSF to YES
- Set 38 OVERRIDE to YES (For Call Recorder)
- Set 55 SECURE to NO (For Call Recorder)
- Set 66 VM REC to YES (For Call Recorder)
- Set 68 VMS REC to YES (For Call Recorder)

10. 830 : ETHERNET PARAMETERS

- Set MCP IP address.
- Set MCP Gateway IP address.
- Set CTI server IP address as the IP address where OfficeServ Link is installed/running, if needed.
- Set IP-UMS server IP address as the IP address where IVR is installed/running.
- Set IP-IVR Server IP address as the IP address where IVR is installed/running.

11. 831 : MGI Parameters

- Set MGI IP address.
- Set MGI Gateway IP address.

12. 835 : MGI DSP OPTIONS

- Set the following parameters for MGI Card.
- Set CODEC-FRAME. For example, G.729 – 20 ms.

MGI CODEC

G.723 CODEC is not supported.

- DTMF Type : OUTBAND

OR

DTMF Type : INBAND RFC 2833

13. 207 : VMAA Port assignment
    - Set ACD G/W, Queue Ports to 'Normal Port' (NO 'VMAA Port')
14. 722 : Station Key Programming
    - For agent station, set one call button (no incoming call while the agent is busy).
15. 102 : CALL FORWARD assignment
    - No FWD Settings for Agent Station (No Follow ME)

Multiple MGI Cards

In case the multiple MGI cards are in use, the switch system should be configured with the following MMCs.

NOTE

MGI IP ADDRESS

Even with multiple MGI cards in the switch, only one MGI IP address is entered during IVR installation

1. 601: Register all *n* members (e.g. 8651 – 8666) to a station group with BI-VMS type.
2. 615: Add all *n* members (e.g. 3801 – 3816) to every item in MMC 615 sub menu USER.
3. 724: Register MGI Dial number(e.g. 3801-3816) and UMS Dial No. (e.g. 8651-8666)
4. 806: Check the recognition of multiple MGI slots.
5. 831: Check the multiple IP addresses for MGI cards.
6. 835: Check the MGI DSP option CODEC = G.729 -20ms

OfficeServ Link

Starting up the OfficeServ Link V3 Configuration

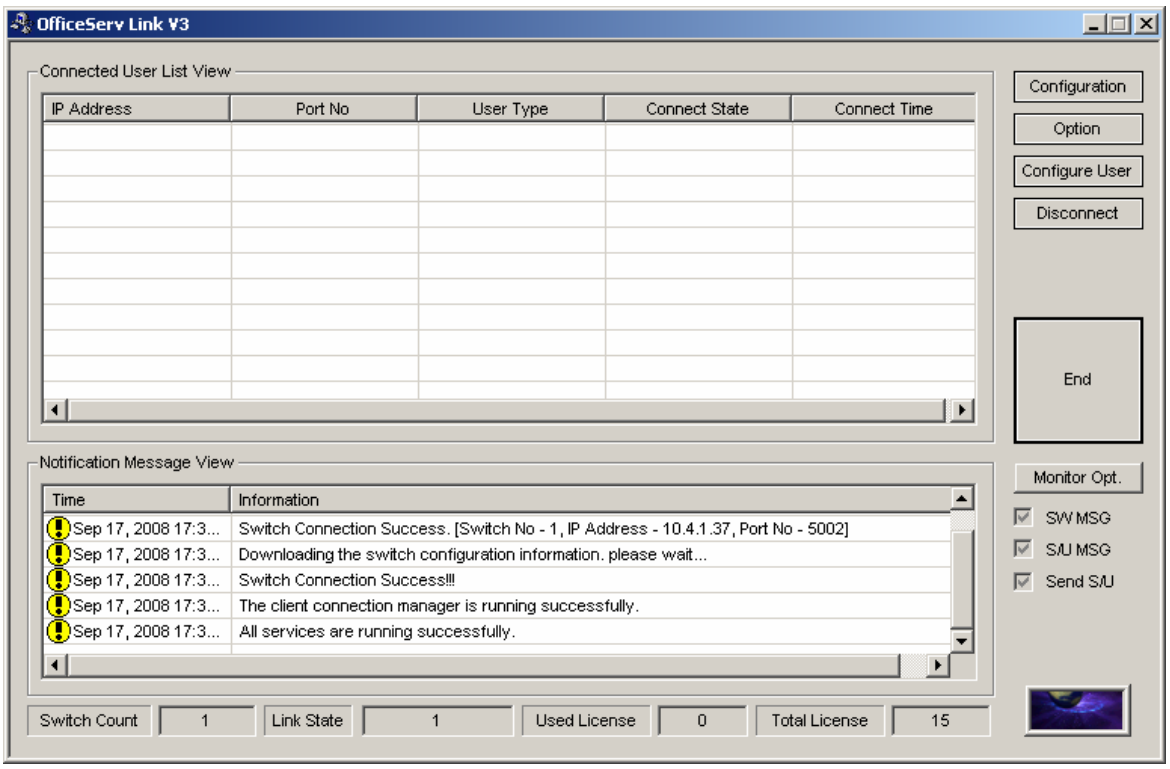
To start the OfficeServ Link Configuration:

1. From the **Windows** desktop, click **Start** and choose **Programs** » **Samsung Electronics** » **OfficeServ Link** » **Configuration.**

OR

2. Click **OfficeServ Link** shortcut icon on the desktop.

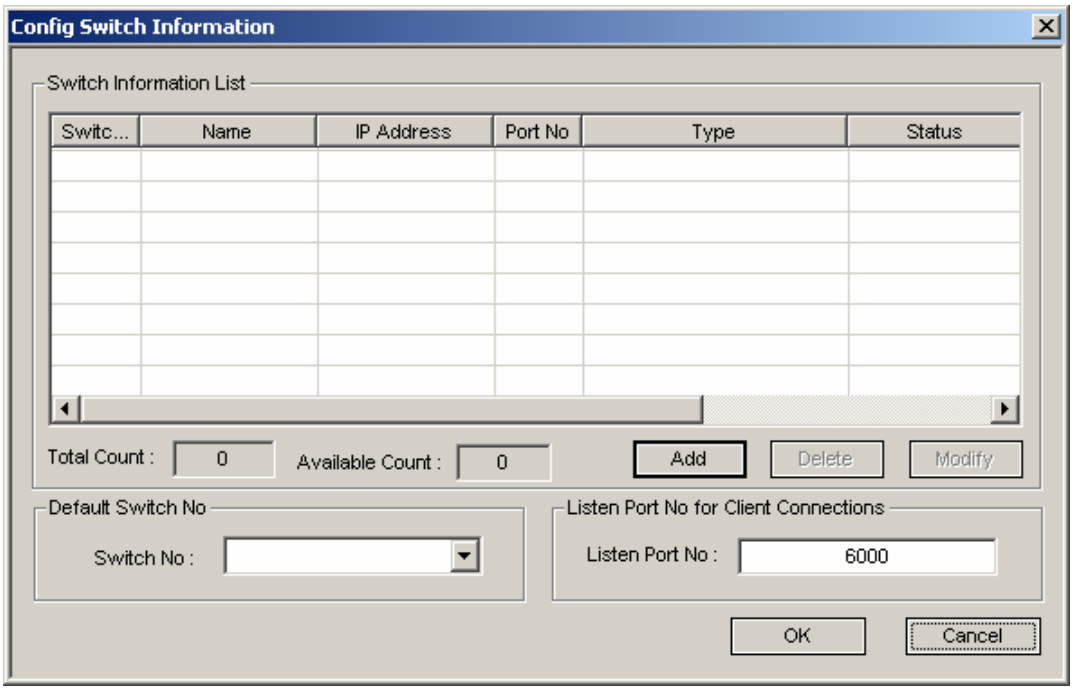
3. The **OfficeServ Link** screen is displayed.



Config Switch Information

1. Follow the steps in Starting up the OfficeServ Link V3 Configuration.

2. Click **Configuration** button. The **Config Switch Information** is displayed.

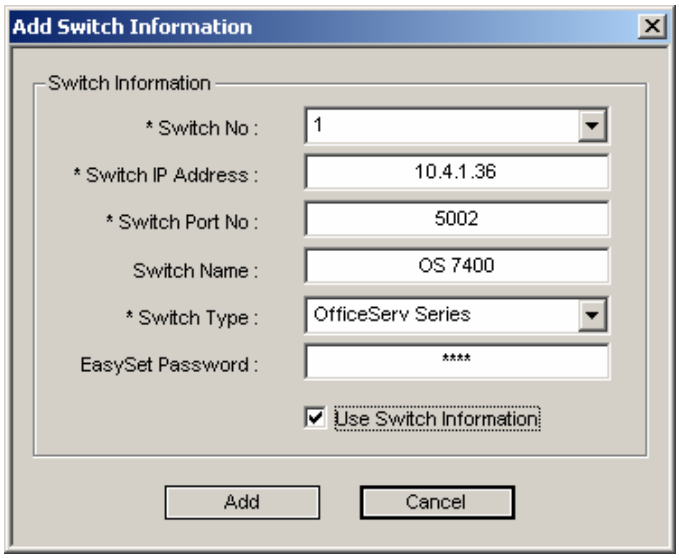


Add

The [Add] option allows the user to add the switch.

> NOTE
>
> **SWITCH SETTINGS**
>
> A maximum of 8 switches can be added.

1. Follow the steps in Config Switch Information.
2. Click **Add** on **Config Switch Information**.
3. The **Add Switch Configuration** dialog box is displayed.



4. **Switch No** — Select the switch number from the dropdown list.

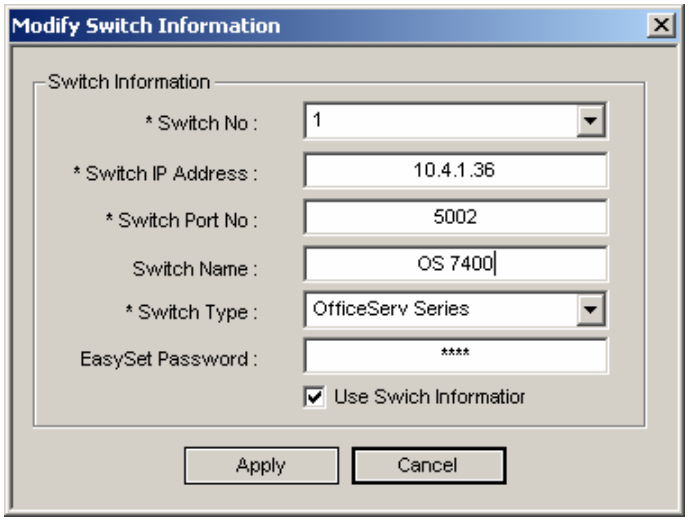
> NOTE
>
> **Switch No**
>
> Use the same Switch No while configuring the ports in ACD-Supervisor.

5. **Switch IP Address**— Enter the switch IP address.
6. **Switch Port No** — Enter the switch port number.
7. **Switch Name** — Enter the switch name.
8. **Switch Type** — Select the switch type from the dropdown list.
9. **Use Switch Information** — Select this checkbox to use the information every time.
10. Click **Add** to add the switch information.

Modify

The [**Edit**] option allows the user to modify the selected switch information.

1. Follow the steps in Config Switch Information.
2. Select a switch by clicking on the switch name.
3. Click **Modify** on **Config Switch Information**.
4. The **Modify Switch Configuration** dialog box is displayed.



5. Enter the required changes.
6. Click **Apply** to save the modified switch information.

Delete

The [**Delete**] option allows the user to delete the selected switch information.

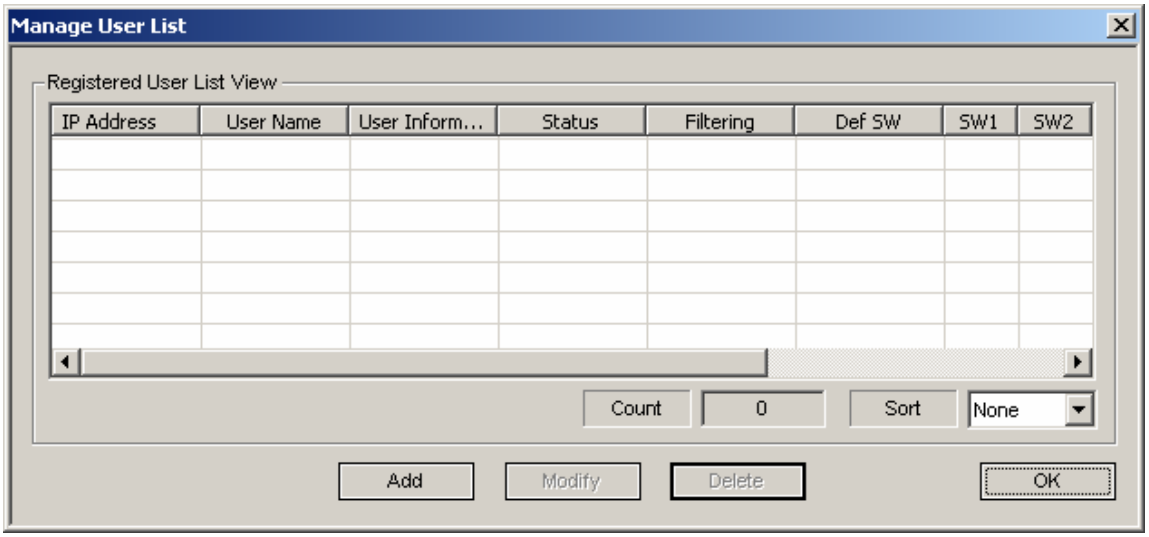
1. Follow the steps in Config Switch Information.
2. Select a switch by clicking on the switch name.
3. Click **Delete** on **Config Switch Information**. A message, "**Are you sure to delete the selected switch information?**" is displayed.

> NOTE **Delete**
>
> Connected switch cannot be deleted.

4. Click **OK** to delete the switch.

Config User Information

1. Follow the steps in Starting up the OfficeServ Link V3 Configuration.
2. Click Configure User button. The Manage User List is displayed



Add

The [Add] option allows the user to add the ACD Server information.

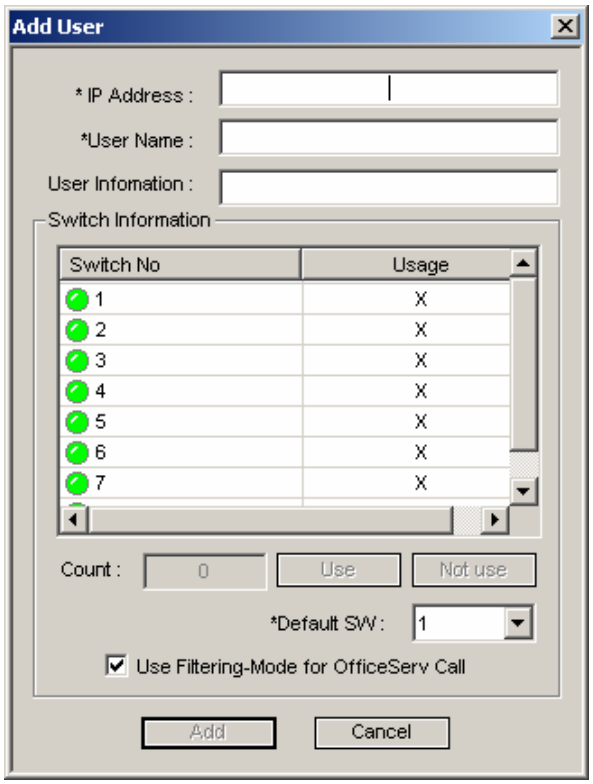
NOTE

INFROMATION

A maximum of 8 Users can be registered.

ACD Server application needs to be registered since it uses OS Link.

1. Follow the steps in Config User Information.
2. Click **Add** on **Manage User List**.
3. The **Add User** dialog box is displayed.



4. **IP Address**— Enter the ACD Server IP address.

> NOTE
>
> **IP Address**
>
> Use the same IP address where ACD Server is installed.

5. **User Name** — Enter the name.

6. **User Information** — Select this checkbox to use the information every time.

7. **Switch Information** — Select the Switch Number and double click on Usage to select the Switch.

> NOTE
>
> **Usage**
>
> Use the same 'Switch No' as configured in the Config Switch Information and use the same number while configuring the ports in ACD-Supervisor also.
>
> 'O' Indicates Switch is in use.
>
> 'X' Indicates Switch is not in use.

8. **Default S/W** — Select the Switch Number from the comobox.

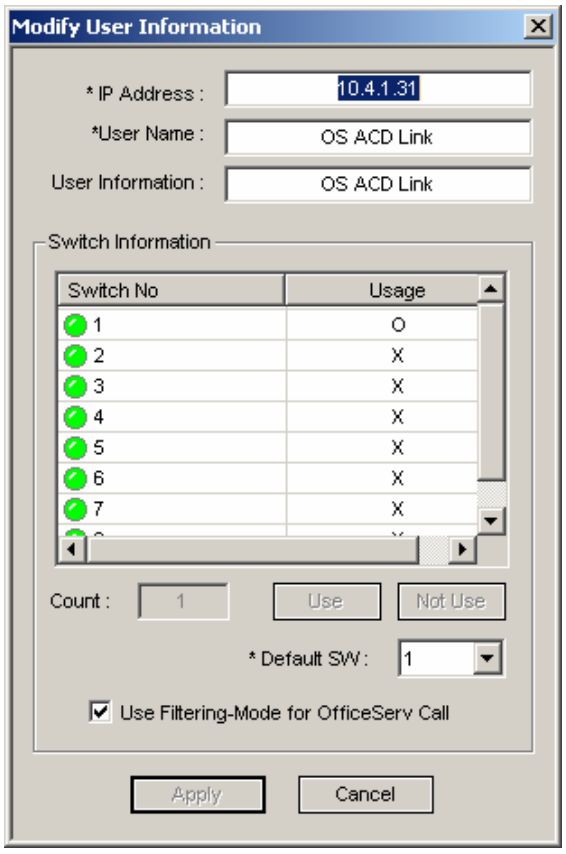
9. **Use Filtering Mode for OfficeServ Call** — Select this checkbox to use filtering every time.

10. Click **Add** to add the switch information.

Modify

The [**Edit**] option allows the user to modify the selected user information.

1. Follow the steps in Config User Information.
2. Select a User Information by clicking on the user name.
3. Click **Modify** on **Mange User Information**.
4. The **Modify User Information** dialog box is displayed.



5. Enter the **required** changes.
6. Click **Apply** to save the modified switch information.

Delete

The [**Delete**] option allows the user to delete the selected User information.

1. Follow the steps in Config User Information.
2. Select a user by clicking on the user name.
3. Click **Delete** on **Maneg User Information**. A message, "**Are you sure you want to delte the selected user information?**" is displayed.

NOTE

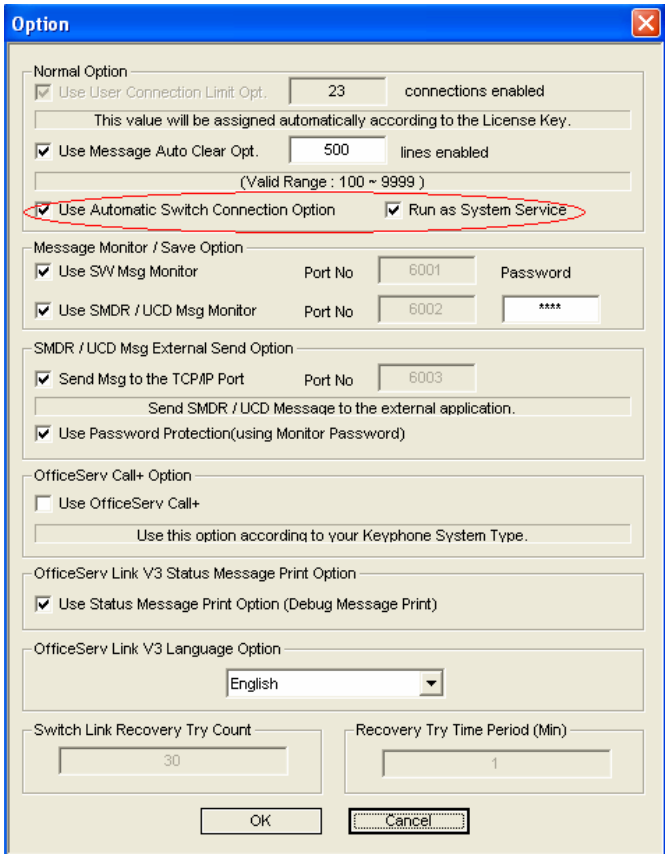
Delete

Connected User Information cannot be deleted.

4. Click **OK** to delete the switch.

Option

1. Follow the steps in Starting up the OfficeServ Link V3 Configuration.
2. Click **Option** button. The **Option** dialog box is displayed.
3. Check the following checkbox
   - Use Automatic Switch Connection Option
   - Run as System Service.



NOTE

OfficeServ Link

OfficeServ Link should be running before starting OfficeServ ACD Server

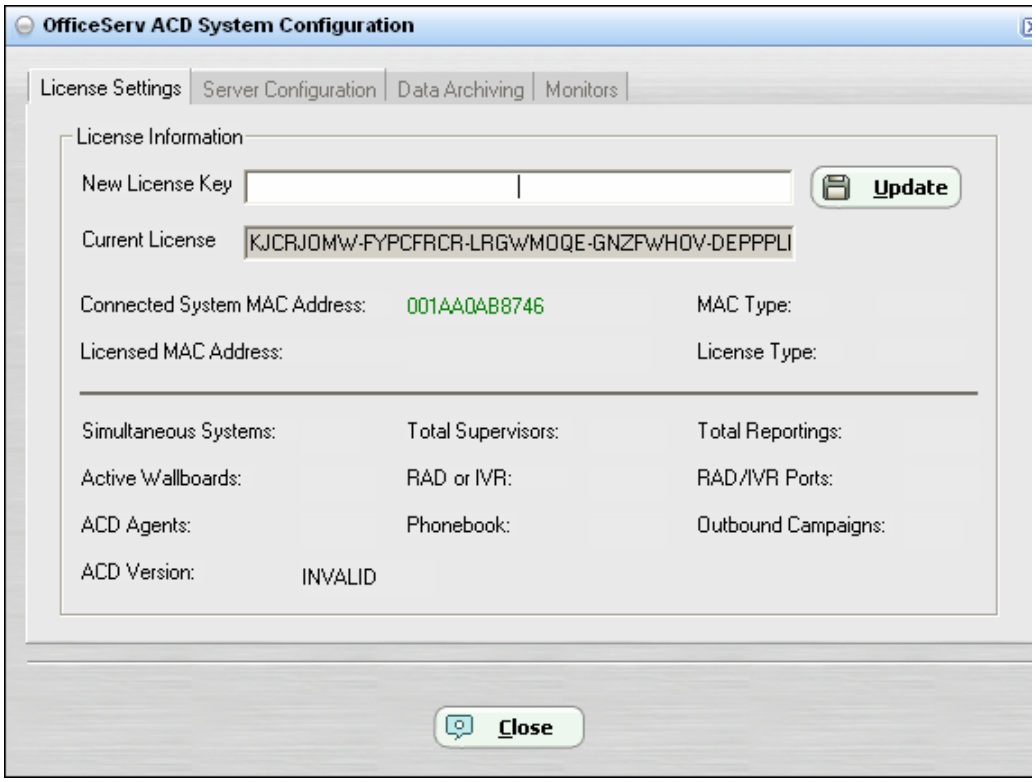
CHAPTER 5. ACD System Configuration

This chapter describes the configuration of ACD system.

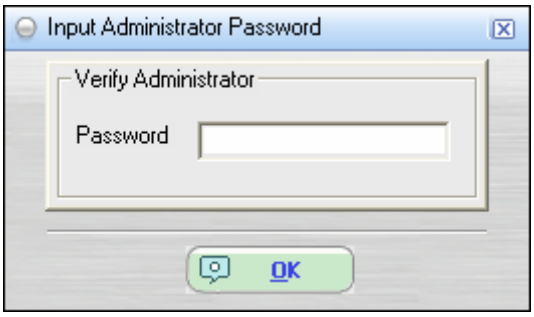
License Information

The [Licence Information] option allows the user to browse or update the license information.

1. Right click on the **ACD System Configuration** ( ) icon in the **Notification Area** of task bar and select **License Information**.
2. The current **License Settings** tab is displayed.
3. Enter the New License Key.



4. Click **Update**. The **Input Administrator Password** dialog box is displayed.



5. Enter the Administrator password. Click **OK**

NOTE

Administration Password

The default password is 'acdadmin'.

6. A message, "**Are you sure to overwrite old license key**?" is displayed.

7. Click **OK** to update with the new license key information.

NOTE

License Information

The user can view the user information in License Information in Supervisor application.

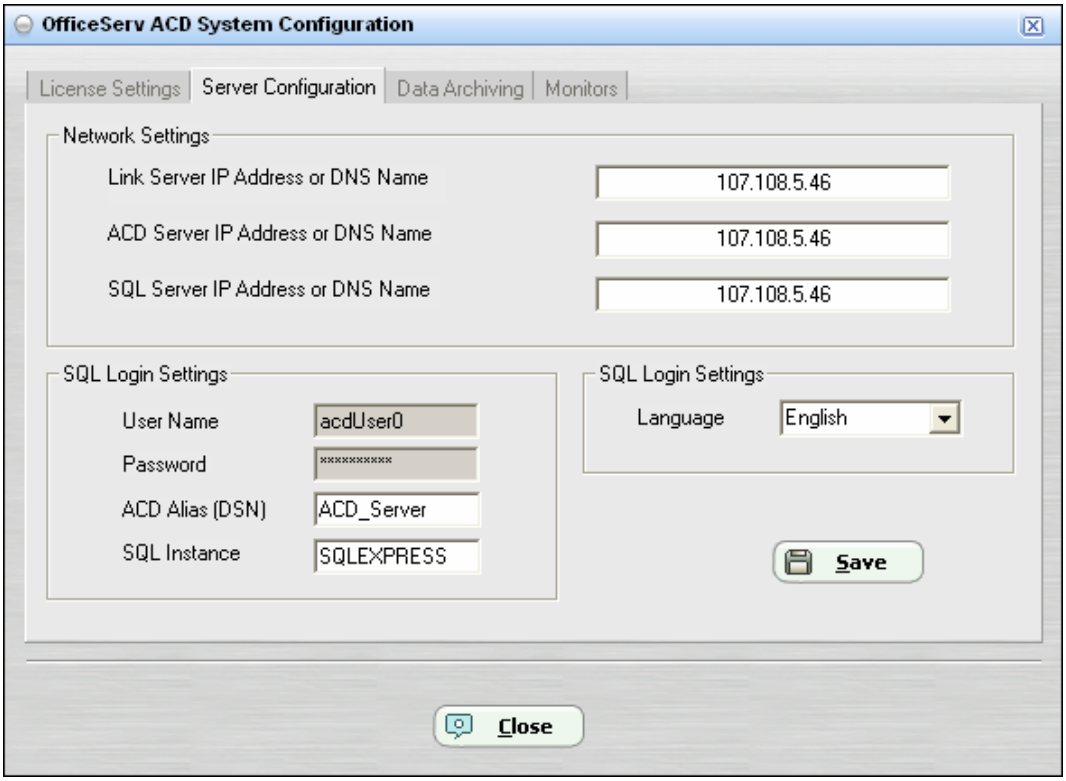
Server Configuration

The [Server Configuration] option allows the user to modify server settings.

1. Right click on the **ACD System Configuration** ( ) icon in the **Notification Area** of task bar and select **Server Configuration**.

OR

2. If Office Serv ACD System Configuration application is opened, Click on **Server Configuration** tab.



3. The **Server Configuration** is displayed.

4. Enter the required changes for ACD Server Settings:

   - Network Settings

> NOTE **Network Settings**
> Refer to Server IP and DNS Name in OfficeServ ACD- Supervisor user guide for details.

   - SQL login information: SQL instance, login language

5. Click **Save** to update with the new settings details.

Data Archiving

The [Data Archiving] option allows the set the interval of execution log removal, packing the individual call log, individual call log removal and the Wallboard reset.

1. Right click on the **ACD System Configuration** ( ) icon in the **Notification Area** of task bar and select **Data Archiving**.

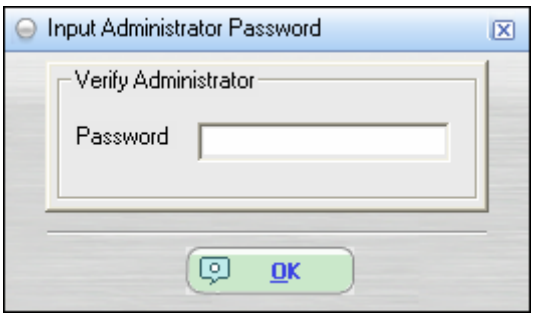
OR

2. If **Office Serv ACD System Configuration** application is opened, Click on **Data Archiving** tab.

3. The **Data Archiving** is displayed.

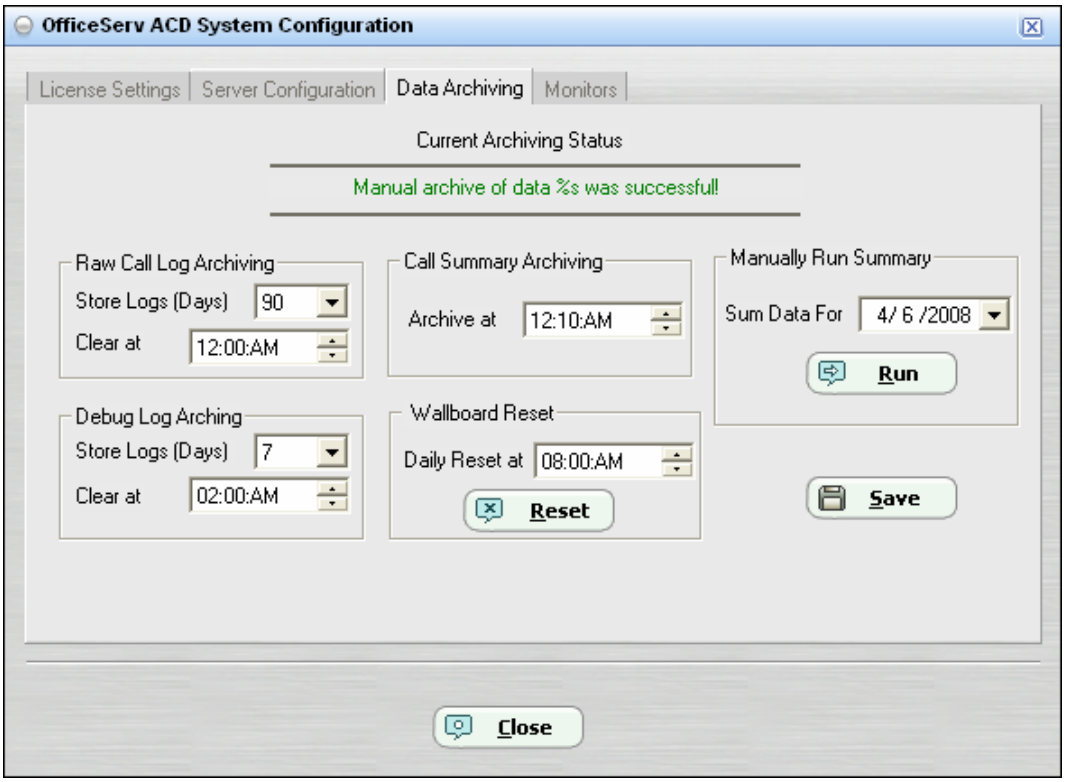
> NOTE
> **Data Archiving**
> Refer to Application Settings in OfficeServ ACD- Supervisor user guide for details.

4. Enter the required changes to modify the following settings:
   - Raw Call Log Archiving
   - Call Summary Archiving
   - Manually Run Summary
     - Click **Run**. The **Input Administrator Password** dialog box is displayed.

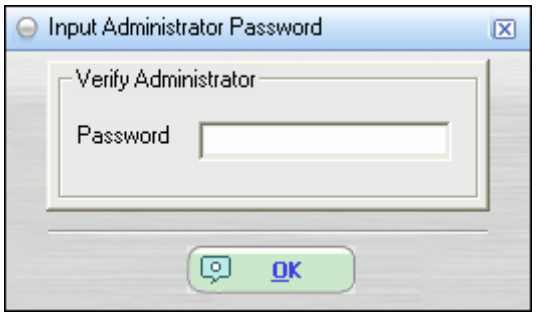


     - Enter the Administrator password. Click **OK** to update the call archiving details

> NOTE
> **Administration Password**
> The default password is 'acdadmin'.



- Debug Log Archiving
- Wallboard Reset
  - Click **Reset**. The **Input Administrator Password** dialog box is displayed.



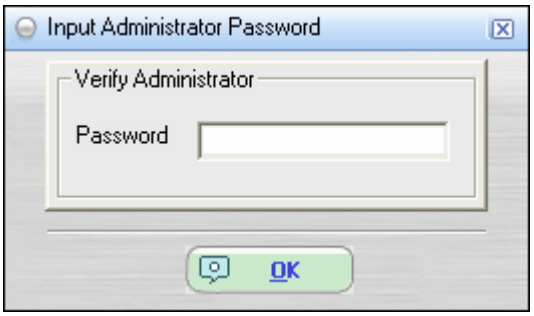
  - Enter the Administrator password. Click **OK** to reset the Wallboard client

NOTE

Administration Password

The default password is 'acdadmin'.

5. Click **Save** The **Input Administrator Password** dialog box is displayed.



6. Enter the **Administrator** password. Click **OK** to update with the new settings details

Monitor

The [Monitor] option allows the user to Monitor ACD Server memory information.

1. Right click on the **ACD System Configuration** icon in the **Notification Area** of task bar and select **Monitor**.

OR

2. If **Office Serv ACD System Configuration** application is opened, Click on **Monitor** tab.

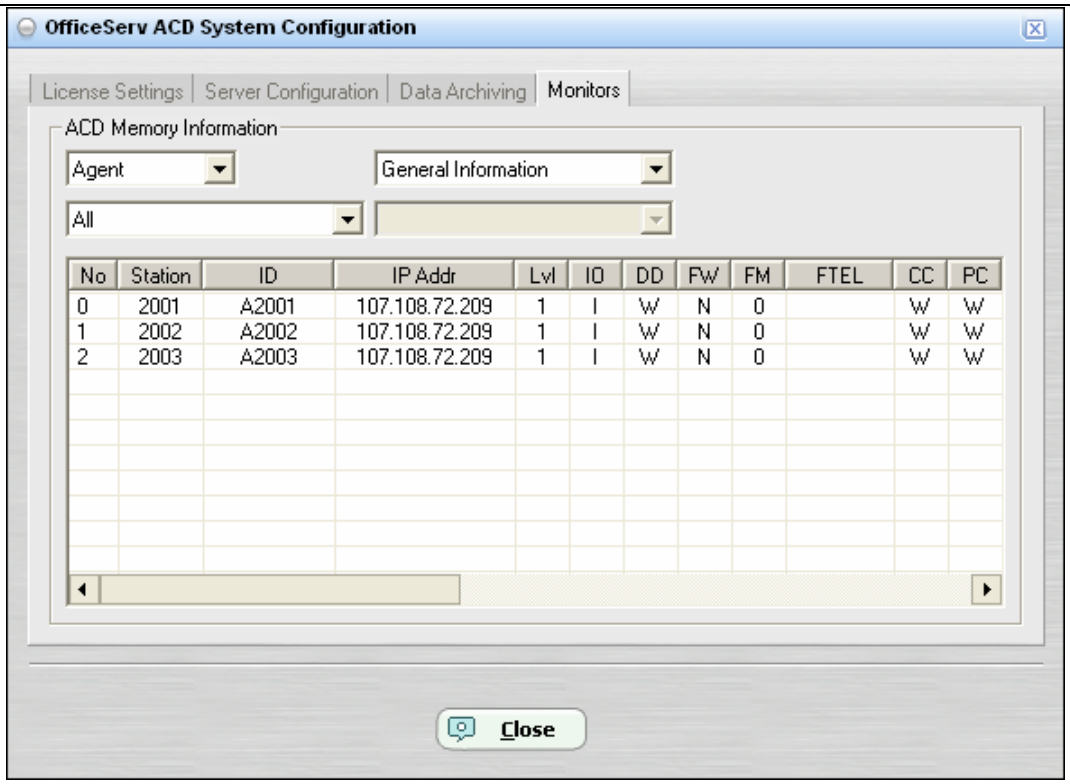
3. The **Monitor** is displayed.

NOTE

Monitor

The ACD Server should be running to run the Monitors.

4. Select **Agent** from the dropdown list to view the details about the agent (Multi-split Login/Phone only Agent)



- The following table provides details of each column when **General Information** option and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Station	Agent telephone number
ID	Agent ID
IP Addr	Agent PC IP Address
Lvl	Agent level As set in Supervisor
IO	Agent type 'I' represents Inbound 'O' Outbound
DD	Don't Disturb status 'W' represents Don't Disturb status is Not enabled. 'O' represents Don't Disturb status is Enabled
FW	Call forward Status 'N' represents ON 'F' represents OFF
FM	Call Forward Mode '1' represents All Forward '2' represents Busy Forward '3' represents No Answer Forward '4' represents either Busy OR No Answer Forward '5' represents External Forward '6' represents DND Forward '7' represents Follow Me
FTEL	Forward Destination telephone no.
CC	Current Call Status
PC	Previous Call Status

AS	Agent Status
PS	Agent Break Status (Break Type as configured in the Supervisor)
WS	Agent Reservation status 'W' represents Waiting 'R' represents Ready
Div	Agent Division ID
Cur Grp	Agent current Primary Group ID
Cur Split	Agent Current Primary Split ID
Prev Grp	Agent Previous Primary Group ID
Prev Split	Agent Previous Primary Split ID
Chg Time	Agent last updated status duration
S Lvl	Agent Security Level as set in Supervisor
NAS	No answer break option enabled or not 'P' represents Break 'W' represents Waiting

- The following table provides details of each column when **Multiple Split log** in option and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Station	Agent telephone number
ID	Agent ID
1Div	1st Division ID
1Grp	1st Group ID
1Split	1st Split ID
1Lvl	1st Agent Level in current split - Agent level as configured in Supervisor
1Prt	1st Agent Priority in current split-Agent Priority as configured in Supervisor

NOTE

Column Name

The column name displays upto maximum of 8 sets.

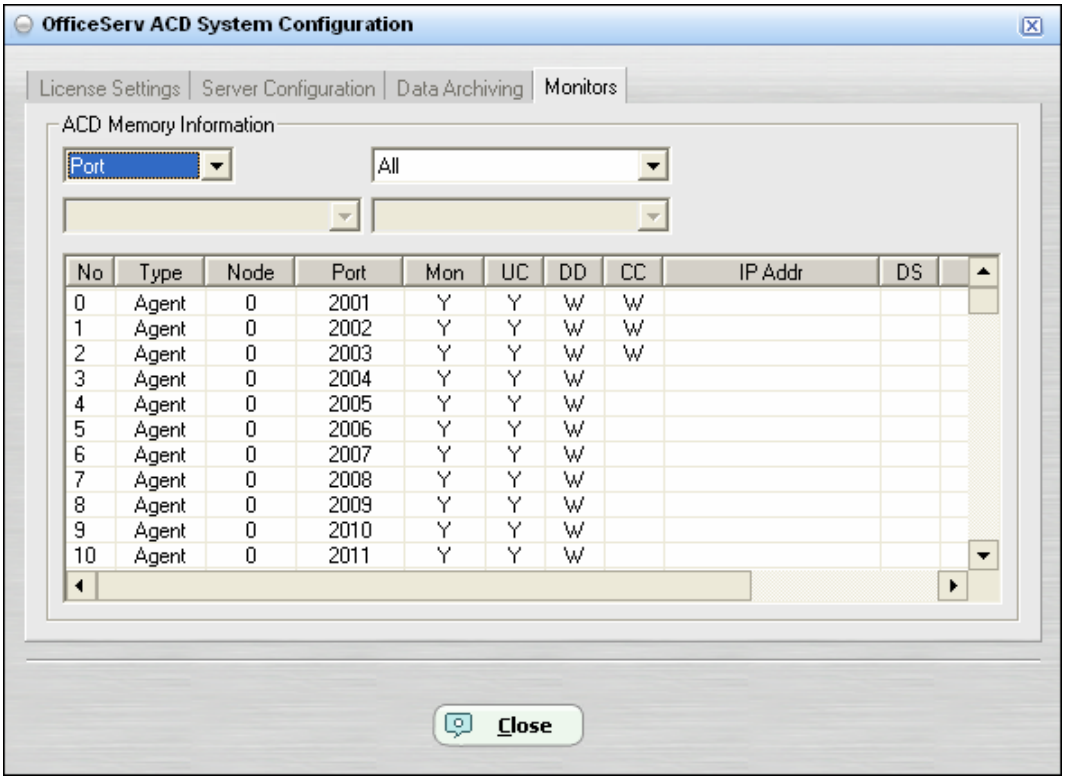
- The following table provides details of each column when **Phone Only Agent** option and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Station	Agent telephone number
ID	Agent ID
IP Addr	Agent PC IP Address
Lvl	Agent level as configured in Supervisor
IO	Agent type 'I' represents Inbound 'O' represents Outbound

DD	Don't Disturb status 'W' represents Don't Disturb status is Not enabled. 'O' represents Don't Disturb status is Enabled
CC	Current Call Status
PC	Previous Call Status
AS	Agent Status
PS	Agent Break Status (Break Type)
WS	Agent Reservation status 'W' represents Waiting 'R' represents Ready
Div	Agent Division ID
Cur Grp	Agent current Primary Group ID
Cur Split	Agent Current Primary Split ID
Prev Grp	Agent Previous Primary Group ID
Prev Split	Agent Previous Primary Split ID
Chg Time	Agent last updated status duration
S Lvl	Agent Security Level as set in Supervisor
NAR	No answer break option enabled or not 'P' represents Break 'W' represents Waiting
Wrap	Agent default wrap-up time

OR

5. Select **Port** from the dropdown list to view the details about the port (ACD Gateway/ACD Queue/Agent/Trunk/RAD/IVR)



- The following table provides details of each column when **Port** option is selected from the combo box

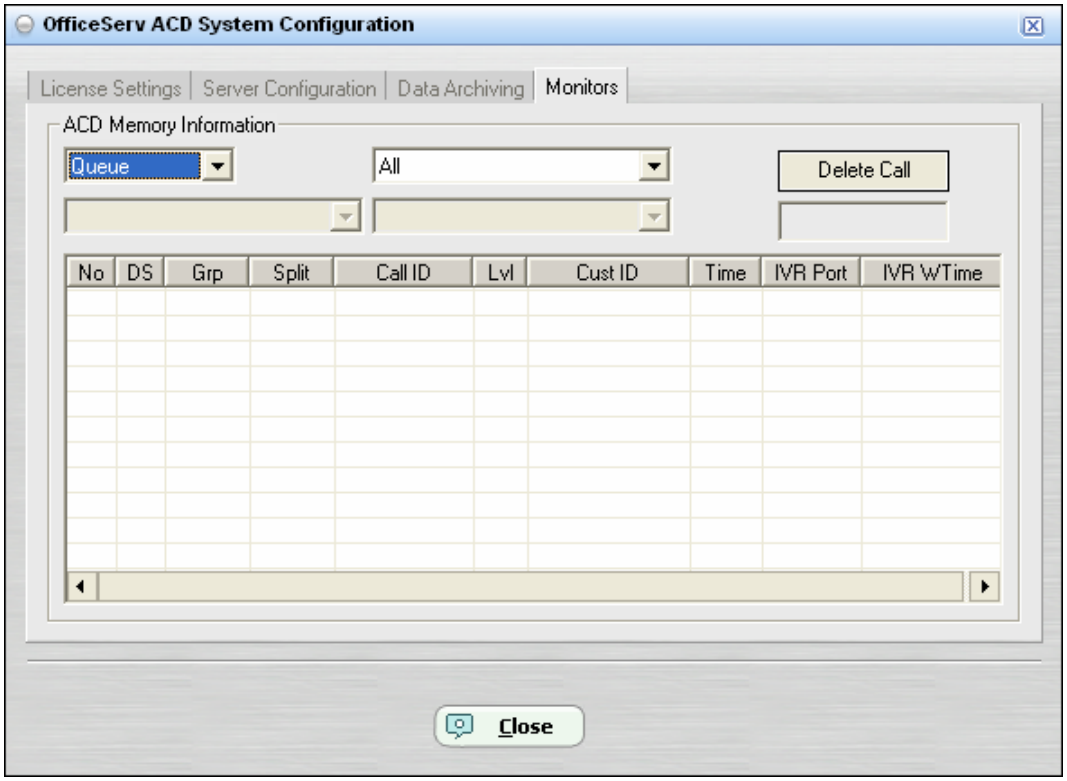
Column Name	Definition/Description
No	Serial No
Type	Port type ((IVR/RAD)/Agent/Trunk/ACD Queue/ ACD Gateway)
Node	PBX number
Port	Used port number
Mon	Monitoring status 'Y' represents Enabled 'N' represents Not enabled
UC	Use Check. 'Y' represents Port is Enabled 'N' represents Port is Not enabled
DD	Don't Disturb status 'W' represents Don't Disturb status is Not enabled. 'O' represents Don't Disturb status is Enabled
CC	Agent Current Status
IP Addr	IP Address of IVR/RAD is configured for the port
DS	Port State 'D' represents Reserved 'R' represents Ready 'A' represents Ringing 'P' represents IVR to ACD transfer
DSTime	Reserved time to route
QP	Call Queue Position

Routing	Trunk port Routing Sequence as configured in Supervisor 'A' represents CLI 'N' represents DID 'I' represents IVR

OR

6. Select **Queue** from the dropdown list to view the waiting call list in each split queue.

- To Delete :
  - Select a queue from the call list
  - Click **Delete Call** button. A message, "**Are you sure to drop ACD Waiting Call list?**" is displayed.
  - Click **OK** to delete the call from the queue.



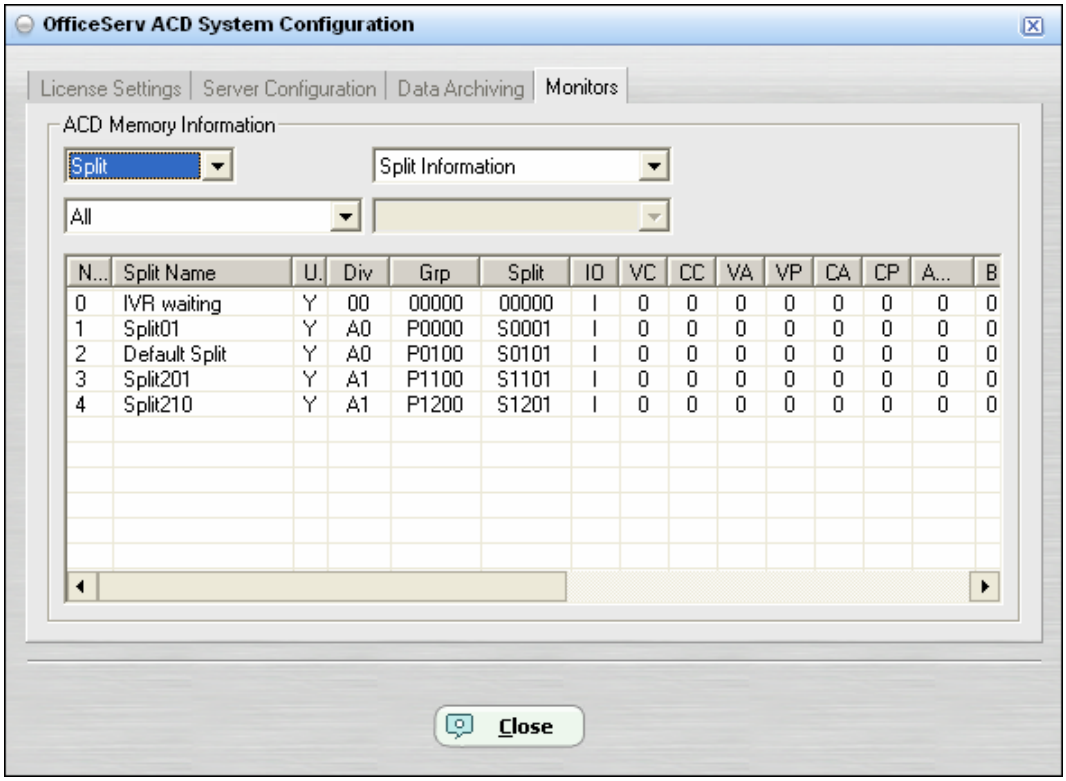
- The following table provides details of each column when **Queue** option and All option are selected from the combo box

Column Name	Definition/Description
No	Serial No
DS	Port State 'D' represents Reserved 'R' represents Ready 'A' represents Ringing 'P' represents IVR to ACD transfer
Grp	Group ID
Split	Split ID
Call ID	Call ID

Lvl	Customer Level
Cust ID	Customer ID
TTime	Agent Current Status
CTime	IP Address of IVR/RAD is configured for the port
IVR Port	IVR port number
QingTime	VMS Wait Time

OR

7. Select **Split** from the dropdown list to view split information for Division/Group



- The following table provides details of each column when **Split** option, **Split Information** and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Split Name	Split Name
U	In Use 'Y' represents in use 'N' represents Not in use
Div	Division ID
Grp	Group ID
Split	Split ID
IO	'I' represents Inbound type 'O' represents Outbound type
VC	VIP Call Count
CC	Normal Call Count

AWT	Average Wait Time
B	Busy Agent Count
R	Wrap-up Agent Count
P	Break Agent Count
WAC	Available Agent Count
APW	ACD Wait time to transfer to IVR
MWT	Wait time to overflow to other split
MQT	Wait time of current longest call
WaitDst	Waiting Tel no / Waiting split ID
GSR	Skill based routing is enabled or not
iTime	Time used to search for skill level agent.

Process Manager

The [Process Manager] option allows the user to start/stop the ACD Server processes.

1. Right click on the **ACD System Configuration** () icon in the **Notification Area** of task bar and select **Process Manager**.

OR

2. Double click on the **ACD System Configuration** () icon

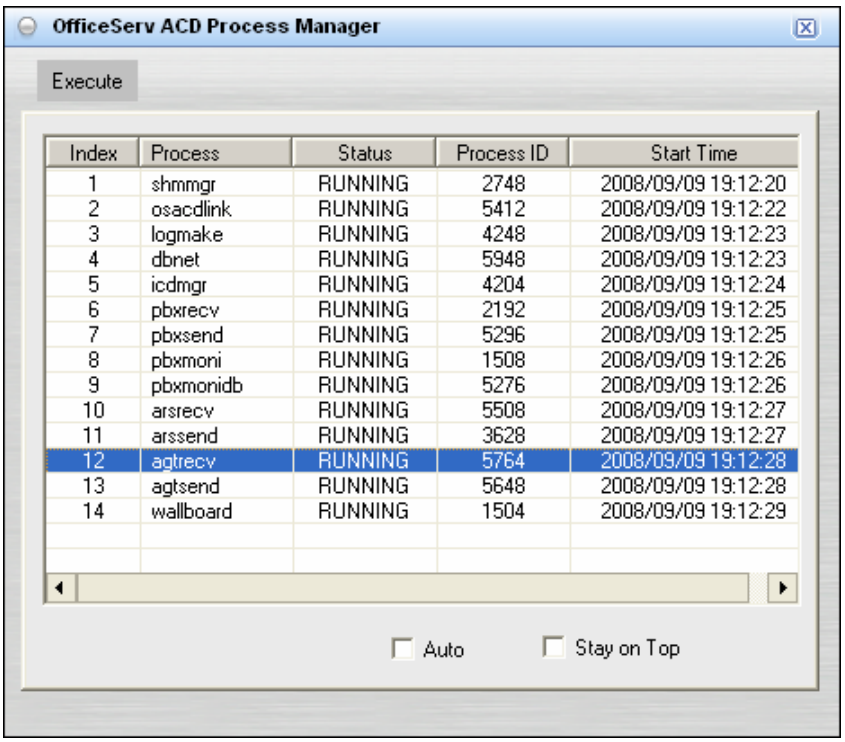
3. The **OfficeServ ACD Process Manager** is displayed

Auto Start

The [Auto] option allows the user to start the ACD Server processes automatically.

1. Follow the steps in **Process Manager** section.

2. Select '**Auto**' checkbox, the ACD Servers process status changes from **Start** to **Run**.



NOTE

Auto

By default, Auto option is selected.

Process Description

Following table provides process description

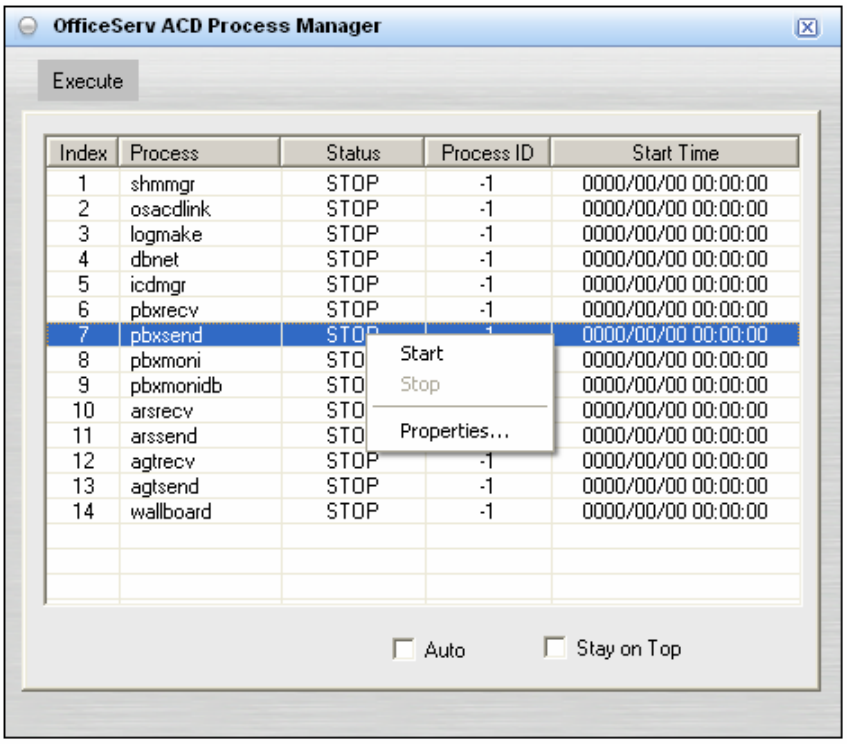
Process	Definition/Description
shmgr	Creates the shared memory which is used by Wallboard server to send the data to agent and wallboard client.
osacdlink	Send and receive messages from pbxsend/pbxrecv and oslink (MP) by Command and Response mechanism.
logmake	Saves all the activity into database in different tables. Saved data by logmake is used for various information
dbnet	Read and update data from database
icdmgr	Send messages to pbxsend, agtsend and arssend and also receive messages from pbxrecv, agtrecv and arsrecv.
pbxrecv	Receive messages from osacdlink and send message to icdmgr
pbxsend	Receive messages from icdmgr and send message to osacdlink
pbxmoni	Monitors the status of PBX
pbxminidb	Monitors the database for any change in routing schedule and routing sequence
arsrecv	Receive all messages from IVR and sends it icdmgr
arssend	Send messages from icdmgr to IVR
agtrecv	Receive messages from agent application and sends it to the icdmgr
agtsend	Message from icdmgr sends to agent application

wallboard	Reads the shared memory data and sends it to wallboard client and agent wallboard

Start Individual Process

The [Start] option allows the user to start a single ACD Server process.

1. Follow the steps in **Process Manager** section.
2. Select a ACD Process from the list.
3. Right click and select **Start** from the pop-up menu. The ACD process is started.



Stop Individual Process

The [Stop] option allows the user to stop a single ACD Server process.

1. Follow the steps in **Process Manager** section.
2. Select a ACD Process from the list.
3. Right click and select **Stop** from the pop-up menu. The ACD process is started.

Start Entire Process

The [Start All] option allows the user to start all the ACD Server process.

1. Follow the steps in **Process Manager** section.

2. Select **Execute** » **Start All.** All the ACD process is started.

NOTE

Start All

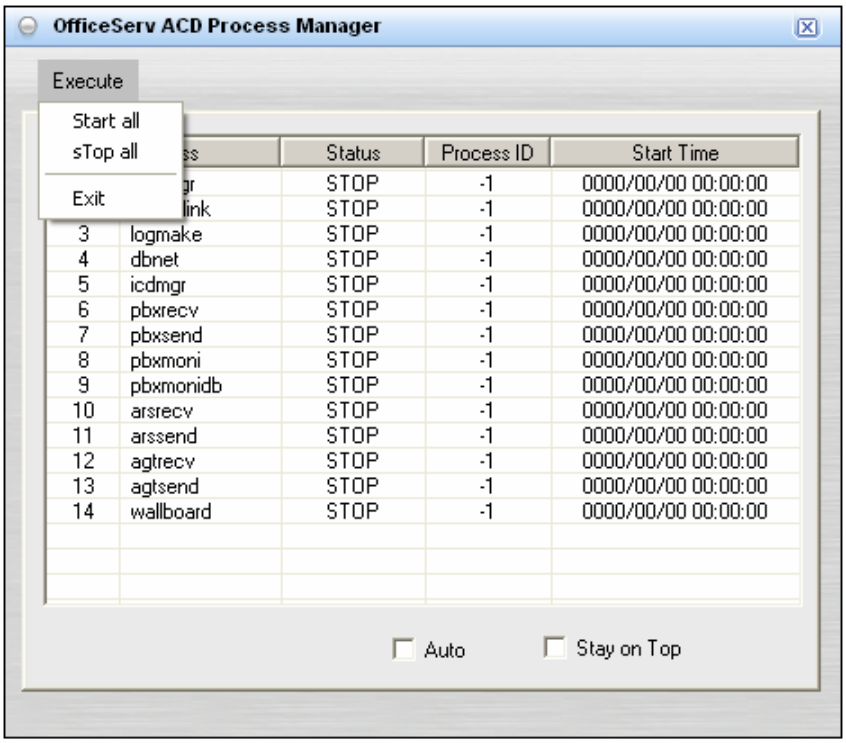
"Start All" is selected, while Server is running, then Server is restarted.

Stop Entire Process

The [Stop All] option allows the user to stop all the ACD Server process.

1. Follow the steps in **Process Manager** section.

2. Select **Execute** » **Stop All.** All the ACD process is stopped.

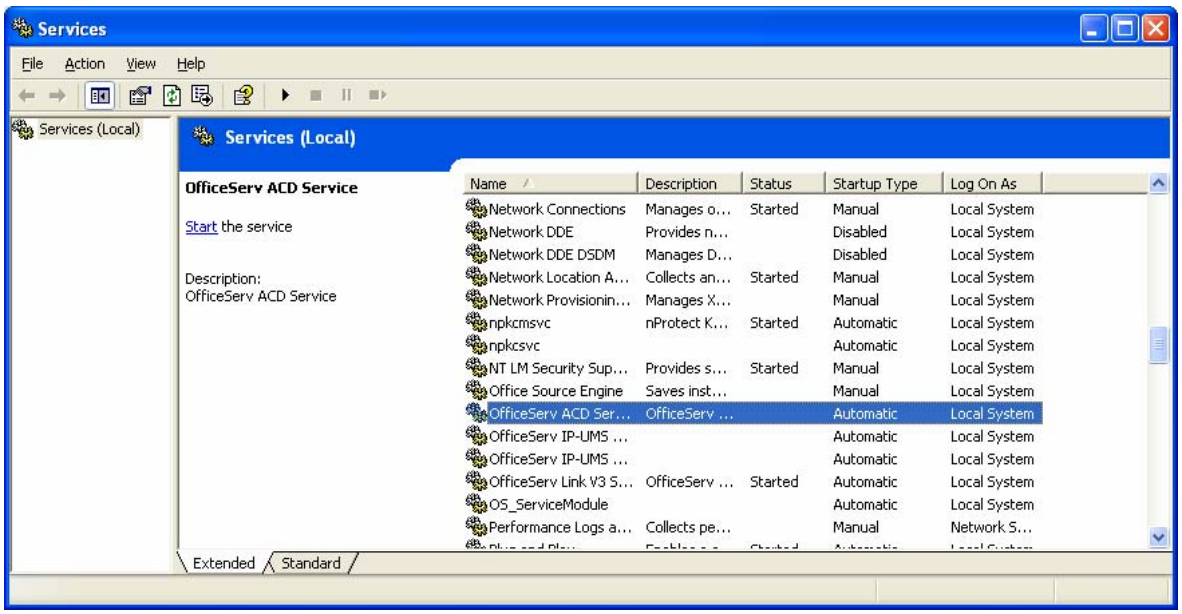


Start/Stop ACD Server Service

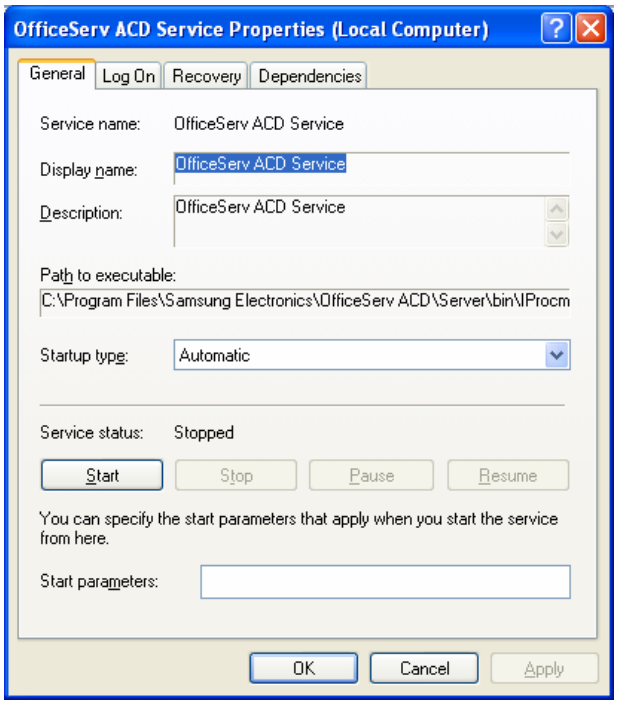
1. Select **Control Panel** » **Administrative Tools Service.**

2. The **Service** screen is displayed.

3. Select the **OfficeServe ACD Server** from the list.



4. Double click on OfficeServ ACD Server. The **Properties** dialog box is displayed. Click **Stop** or **Start** button



OR

5. Right click on the **OfficeServ ACD Server** in list and select **Start/Stop** button.

Stay on Top

The [**Stay on Top**] menu allows the user to set the Process Manager application on top of other application.

1. Follow the steps in **Process Manager** section.
2. Select **Stay on Top** checkbox.

Change Password

The [Change Password] option allows the user to change the administrative password.

1. Right click on the **ACD System Configuration** ( ) icon in the **Notification Area** of task bar and select **Change Password**.
2. The **Change Administrator Password** is displayed
3. **Current Password** — Enter the current password.

4. **New Password** —Enter the new password.
5. **Confirm New Password** — Enter the new password again.
6. Click **OK** to change the password.

About OfficeServ ACD

The [**About OfficeServ ACD**] option allows the user to view the version and copyright information.

1. Right click on the **ACD System Configuration** ( ) icon in the **Notification Area** of task bar and select **About OfficeServ ACD**.
2. The **OfficeServ ACD** version and copyright information is displayed.

Exit OfficeServ ACD

The [**Exit OfficeServ ACD**] menu allows the user to stop the OfficeServ ACD server.

1. Right click on the **ACD System Configuration** () icon in the **Notification Area** of task bar and select **Exit OfficeServ ACD**

2. A message, "**Are you sure to stop 'OfficeServ ACD Server**'?" is displayed. Click **OK** to stop the server.

ABBREVIATION

A

ACD	Automatic Call Distribution
ANI	Answered Number Identification

C

CTI	Computer Telephony Integration
CLI	Caller Line Identification

D

DB	Database
DSN	Data Source Name
DTMF	Dual Tone Multi Frequency
DID	Direct Inward Dialing
DNI	Dialed Number Identification

I

IP	Internet Protocol
IVR	Interactive Voice Response
IIS	Internet Information Server

H

HTTP	Hyper Text Transport Protocol

M

MMC	Man Machine Code
MCP	Main Control Processor
MGI	Media Gateway Interface

O

ODBC	Open Database Connectivity

P

PBX	Private Branch Exchange
PSTN	Private Switching Telephone Network

R

RAD	Recorded Announcement Device

S

SQL	Structured Query Language

T

TCP	Transmission Control Protocol

U

UMS	Unified Messaging System
URL	Uniform Resource Locator

V

VoIP	Voice over IP

OfficeServ ACD Server

User's Guide