



ACD System Administrator Guide

Publication Information

Toshiba America Information Systems, Inc., Telecommunication Systems Division, reserves the right, without prior notice, to revise this information publication for any reason, including, but not limited to, utilization of new advances in the state of technical arts or to simply change the design of this document.

Further, Toshiba America Information Systems, Inc., Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components as engineering or manufacturing methods may warrant.

CIX-AG-ACDSYSVC

Version C, September 2007

© Copyright 2006 ~ 2007 Toshiba America Information Systems, Inc. Telecommunication Systems Division

All rights reserved. No part of this manual, covered by the copyrights hereon, may be reproduced in any form or by any means—graphic, electronic, or mechanical, including recording, taping, photocopying, or information retrieval systems—without express written permission of the publisher of this material.

Strata is a registered trademark of Toshiba Corporation. Stratagy is a registered trademark of Toshiba America Information Systems, Inc.

Trademarks, registered trademarks, and service marks are the property of their respective owners.

Toshiba America Information Systems, Inc. Telecommunication Systems Division

Limited Warranty

Toshiba America Information Systems, Inc., (“TAIS”) warrants that:

- The Call Center Solutions equipment (except for fuses, lamps, and other consumables) will, upon delivery by TAIS or an authorized TAIS dealer to a retail customer in new condition, be free from defects in material and workmanship for twelve (12) months after delivery.
- And that the Toshiba telephone equipment (except for fuses, lamps, and other consumables) will, upon delivery by TAIS or an authorized TAIS dealer to a retail customer in new condition, be free from defects in material and workmanship for twenty-four (24) months after delivery.

This warranty is void (a) if the equipment is used under other than normal use and maintenance conditions, (b) if the equipment is modified or altered, unless the modification or alteration is expressly authorized by TAIS, (c) if the equipment is subject to abuse, neglect, lightning, electrical fault, or accident, (d) if the equipment is repaired by someone other than TAIS or an authorized TAIS dealer, (e) if the equipment’s serial number is defaced or missing, or (f) if the equipment is installed or used in combination or in assembly with products not supplied by TAIS and which are not compatible or are of inferior quality, design, or performance.

The sole obligation of TAIS or Toshiba Corporation under this warranty, or under any other legal obligation with respect to the equipment, is the repair or replacement by TAIS or its authorized dealer of such defective or missing parts as are causing the malfunction with new or refurbished parts (at their option). If TAIS or one of its authorized dealers does not replace or repair such parts, the retail customer’s sole remedy will be a refund of the price charged by TAIS to its dealers for such parts as are proven to be defective, and which are returned to TAIS through one of its authorized dealers within the warranty period and no later than thirty (30) days after such malfunction, whichever first occurs.

Under no circumstances will the retail customer or any user or dealer or other person be entitled to any direct, special, indirect, consequential, or exemplary damages, for breach of contract, tort, or otherwise. Under no circumstances will any such person be entitled to any sum greater than the purchase price paid for the item of equipment that is malfunctioning.

To obtain service under this warranty, the retail customer must bring the malfunction of the machine to the attention of one of TAIS’ authorized dealers within the twenty-four (24) month period and no later than thirty (30) days after such malfunction, whichever first occurs. Failure to bring the malfunction to the attention of an authorized TAIS dealer within the prescribed time results in the customer being not entitled to warranty service.

THERE ARE NO OTHER WARRANTIES FROM EITHER TOSHIBA AMERICA INFORMATION SYSTEMS, INC., OR TOSHIBA CORPORATION WHICH EXTEND BEYOND THE FACE OF THIS WARRANTY. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND FITNESS FOR USE, ARE EXCLUDED.

No TAIS dealer and no person other than an officer of TAIS may extend or modify this warranty. No such modification or extension is effective unless it is in writing and signed by the vice president and general manager, Telecommunication Systems Division.

TOSHIBA AMERICA INFORMATION SYSTEMS, INC. (“TAIS”) Telecommunication Systems Division License Agreement

IMPORTANT: THIS LICENSE AGREEMENT (“AGREEMENT”) IS A LEGAL AGREEMENT BETWEEN YOU (“YOU”) AND TAIS. CAREFULLY READ THIS LICENSE AGREEMENT. USE OF ANY SOFTWARE OR ANY RELATED INFORMATION (COLLECTIVELY, “SOFTWARE”) INSTALLED ON OR SHIPPED WITH A TAIS DIGITAL SOLUTIONS PRODUCT OR OTHERWISE MADE AVAILABLE TO YOU BY TAIS IN WHATEVER FORM OR MEDIA, WILL CONSTITUTE YOUR ACCEPTANCE OF THESE TERMS, UNLESS SEPARATE TERMS ARE PROVIDED BY THE SOFTWARE SUPPLIER. IF YOU DO NOT AGREE WITH THE TERMS OF THIS LICENSE AGREEMENT, DO NOT INSTALL, COPY OR USE THE SOFTWARE AND PROMPTLY RETURN IT TO THE LOCATION FROM WHICH YOU OBTAINED IT IN ACCORDANCE WITH APPLICABLE RETURN POLICIES. EXCEPT AS OTHERWISE AUTHORIZED IN WRITING BY TAIS, THIS SOFTWARE IS LICENSED FOR DISTRIBUTION THROUGH TAIS AUTHORIZED CHANNELS ONLY TO END-USERS PURSUANT TO THIS LICENSE AGREEMENT.

1. License Grant. The Software is not sold; it is licensed upon payment of applicable charges. TAIS grants to you a personal, non-transferable and non-exclusive right to use the copy of the Software provided under this License Agreement. You agree you will not copy the Software except as necessary to use it on one TAIS system at a time at one location. Modifying, translating, renting, copying, distributing, printing, sublicensing, transferring or assigning all or part of the Software, or any rights granted hereunder, to any other persons and removing any proprietary notices, labels or marks from the Software is strictly prohibited except as permitted by applicable law; you agree violation of such restrictions will cause irreparable harm to TAIS and provide grounds for injunctive relief, without notice, against you or any other person in possession of the Software. You and any other person whose possession of the software violates this License Agreement shall promptly surrender possession of the Software to TAIS, upon demand. Furthermore, you hereby agree not to create derivative works based on the Software. TAIS reserves the right to terminate this license and to immediately repossess the software in the event that you or any other person violates this License Agreement. Execution of the Software for any additional capabilities require a valid run-time license.
2. Intellectual Property. You acknowledge that no title to the intellectual property in the Software is transferred to you. You further acknowledge that title and full ownership rights to the Software will remain the exclusive property of TAIS and/or its suppliers, and you will not acquire any rights to the Software, except the license expressly set forth above. You will not remove or change any proprietary notices contained in or on the Software. The Software is protected under US patent, copyright, trade secret, and/or other proprietary laws, as well as international treaties. Any transfer, use, or copying of the software in violation of the License Agreement constitutes copyright infringement. You are hereby on notice that any transfer, use, or copying of the Software in violation of this License Agreement constitutes a willful infringement of copyright.
3. No Reverse Engineering. You agree that you will not attempt, and if you employ employees or engage contractors, you will use your best efforts to prevent your employees and contractors from attempting to reverse compile, reverse engineer, modify, translate or disassemble the Software in whole or in part. Any failure to comply with the above or any other terms and conditions contained herein will result in the automatic termination of this license and the reversion of the rights granted hereunder back to TAIS.
4. Limited Warranty. THE SOFTWARE IS PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TAIS AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES WITH REGARD TO THE SOFTWARE, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE WARRANTY OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS, THE WARRANTY OF YEAR 2000 COMPLIANCE, AND THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE SOFTWARE IS WITH YOU. NEITHER TAIS NOR ITS SUPPLIERS WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. HOWEVER, TAIS WARRANTS THAT ANY MEDIA ON WHICH THE SOFTWARE IS FURNISHED IS FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF NINETY (90) DAYS FROM THE DATE OF DELIVERY TO YOU.
5. Limitation of Liability. TAIS' ENTIRE LIABILITY AND YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LICENSE AGREEMENT SHALL BE AT TAIS' OPTION REPLACEMENT OF THE MEDIA OR REFUND OF THE PRICE PAID. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TAIS OR ITS SUPPLIERS BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL OR INDIRECT DAMAGES FOR PERSONAL INJURY, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION/DATA, OR ANY OTHER PECUNIARY LOSS OF ANY KIND ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE, EVEN IF TAIS OR ITS SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL TAIS OR ITS SUPPLIERS BE LIABLE FOR ANY CLAIM BY A THIRD PARTY.
6. State/Jurisdiction Laws. SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE/JURISDICTION TO STATE/JURISDICTION.
7. Export Laws. This License Agreement involves products and/or technical data that may be controlled under the United States Export Administration Regulations and may be subject to the approval of the United States Department of Commerce prior to export. Any export, directly or indirectly, in contravention of the United States Export Administration Regulations, or any other applicable law, regulation or order, is prohibited.
8. Governing Law. This License Agreement will be governed by the laws of the State of California, United States of America, excluding its conflict of law provisions.
9. United States Government Restricted Rights. The Software is provided with Restricted Rights. The Software and other materials provided hereunder constitute Commercial Computer Software and Software Documentation and Technical Data related to Commercial Items. Consistent with F.A.R. 12.211 and 12.212 they are licensed to the U.S. Government under, and the U.S. Government's rights therein are restricted pursuant to, the vendor's commercial license.
10. Severability. If any provision of this License Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions hereof shall not in any way be affected or impaired.
11. No Waiver. No waiver of any breach of any provision of this License Agreement shall constitute a waiver of any prior, concurrent or subsequent breach of the same or any other provisions hereof, and no waiver shall be effective unless made in writing and signed by an authorized representative of the waiving party.
12. Supplier Software. The Software may include certain software provided by TAIS suppliers. In such event, you agree that such supplier may be designated by TAIS as a third party beneficiary of TAIS with rights to enforce the Agreement with respect to supplier's software.

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS LICENSE AGREEMENT AND THAT YOU UNDERSTAND ITS PROVISIONS. YOU AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU FURTHER AGREE THAT THIS LICENSE AGREEMENT CONTAINS THE COMPLETE AND EXCLUSIVE AGREEMENT BETWEEN YOU AND TAIS AND SUPERSEDES ANY PROPOSAL OR PRIOR AGREEMENT, ORAL OR WRITTEN, OR ANY OTHER COMMUNICATION RELATING TO THE SUBJECT MATTER OF THIS LICENSE AGREEMENT.

Toshiba America Information Systems, Inc.
Telecommunication Systems Division
9740 Irvine Boulevard
Irvine, California 92618-1697
United States of America

5932

DSD 020905

Contents

Introduction

| | |
|------------------------------|-----|
| Organization..... | iii |
| Conventions | iv |
| Related Documents/Media..... | v |
| General Description | v |
| User Guides and Manuals..... | v |
| CD-ROMs..... | v |

Chapter 1 – System Administrator

| | |
|------------------------------|----|
| Action Buttons | 2 |
| First-time Set Up..... | 2 |
| Miscellaneous Tab | 3 |
| Unavailable Reasons | 4 |
| Actions Tab..... | 5 |
| Supervisors Tab | 16 |
| Agents Tab | 18 |
| ACD Groups Tab | 20 |
| General Tab | 21 |
| Call Management Tab..... | 22 |
| Agents Tab..... | 24 |
| Supervisors Tab | 26 |
| Alarms/Notification Tab..... | 28 |
| Miscellaneous Tab..... | 30 |
| Recording Announcements..... | 32 |

Contents

Chapter 2 – Strata ACD

Chapter 2 – Strata ACD

| | |
|--------------------------------|-----------|
| Set Up ACD Views..... | 37 |
| View Groups..... | 38 |
| View Calls | 40 |
| View Ports | 41 |
| View Clients | 42 |
| Strata ACD Events..... | 43 |
| Toshiba-Keyset Interface | 44 |
| MIS Server | 45 |
| Index | 47 |

Introduction

This guide provides set up and operating instructions for Strata Automatic Call Distribution (ACD) System Administrator software. This guide assumes that all of the proper equipment and set up procedures regarding the Net Server, Voice Assistant, Network ACD, and the Strata ACD requirements have been met.

Organization

- **Chapter 1 – System Administrator** explains how to use the Strata ACD System Administrator software.
- **Chapter 2 – Strata ACD** explains how to use the Strata ACD software.

Conventions

| Conventions | Description |
|-----------------------------|--|
| Note | Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items. |
| Important! | <i>Calls attention to important instructions or information.</i> |
| Tilde (~) | Means “through.” Example: 350 ~ 640 Hz frequency range. |
| ➤ | Denotes the step in a one-step procedure. |
| ➤ | Denotes a procedure. |
| Start > Settings > Printers | Denotes a progression of buttons and/or menu options on the screen you should select. |
| See Figure 10 | Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. |

Related Documents/Media

Note Some documents listed here may appear in different versions on CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

General Description

- Strata CIX Call Center Solutions General Description

User Guides and Manuals

- Strata CIX ACD Agent/Supervisor User Guide
- Strata CIX ACD Installation Guide
- Strata CIX IPT/DKT Telephone User Guide
- OAISYS Net Server Operations Manual
- OAISYS Voice Assistant Installation Guide
- OAISYS Chat, System Administrator's Guide
- OAISYS Call Router on CIX Operations Manual
- OAISYS Net Phone System Administrator's Guide

CD-ROMs

- Strata CIX Call Center Solutions Application Software and Documentation Library for Strata ACD, Insight, Net Server, and Voice Assistant
- OAISYS includes software and documentation for OAISYS Chat, Call Router, and Net Phone

For *authorized users*, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Strata documentation and enables you to view, print and download current publications.

Introduction

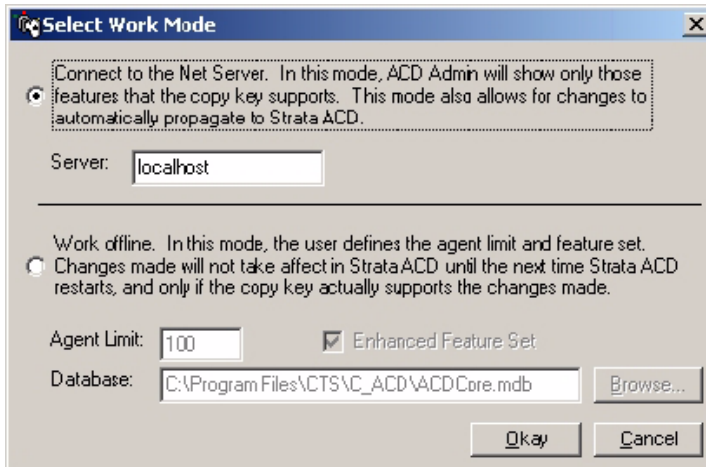
Related Documents/Media

This chapter explains how to use the Strata ACD System Administrator features. This guide assumes that the Strata ACD System Administration software has been properly installed on your Strata ACD PC or MAS.

Use this program to set up and control Strata ACD operation.

► **To open the ACD System Administrator window**

1. Click on Start > Programs > OASIS > ACD Administrator.
2. From the Strata ACD System Administrator window, access the database by selecting File, Open, then select and open the “ACDcore.mdb” file. (This step is only required once per PC or MAS.)
3. Select the appropriate Work Mode radio button (shown below). Select Connect to the Net Server; for real time work mode or select Work Offline for back up.



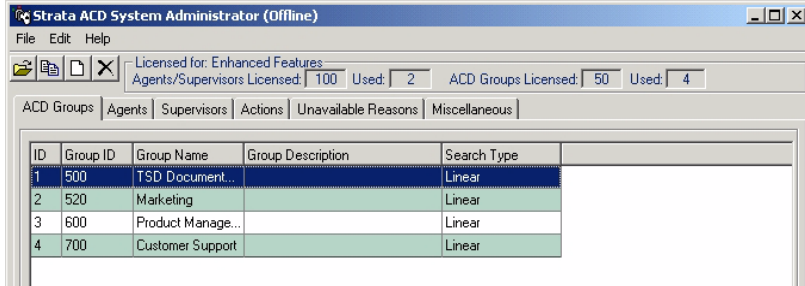
System Administrator

4. Click on the Strata ACD System Administrator icon on the Windows toolbar.
5. Log in with a valid username and password, then press Enter. The defaults are:

Username: Admin

Password: Admin

Once you've successfully logged on, you should see a screen similar to the one shown below:



► To log in if the ACD System Administrator program is already activated

1. Select File > Log In.
2. Log on with a valid username and password, then press **Enter**.

► To log out

- Select File > Log Out.

Action Buttons

Across the top of the Strata ACD System Administrator screen is a series of four action buttons. These buttons are shortcuts to four basic functions. The buttons are:



Edit selected records.



Copy selected record.



New record.

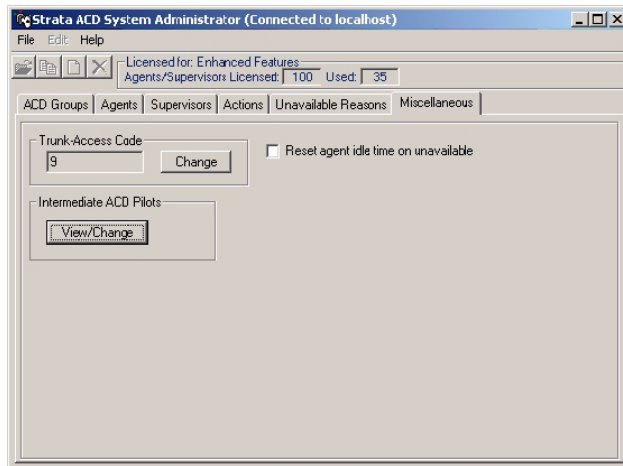


Delete selected records.

First-time Set Up

The first time you use the ACD Administrator to create ACD Groups, add Agents, Supervisors, and define or select alarms and actions, it is actually better to select the tabs from right to left. First, define items on the Miscellaneous tab, then Unavailable Reasons, Actions, Supervisors, Agents, and ACD Groups last. This is because some of the items defined in the tabs on the right must be established so that they will show up in the ACD Groups tab.

Miscellaneous Tab



| FIELD | DESCRIPTION |
|--------------------------|--|
| Trunk Access Code | The trunk access code for dialing out (e.g., 8 or 9. Field defaults to 8. |
| | Intermediate ACD Pilots Intermediate Pilot DNs are provided as a means for directing a call into an ACD Pilot. This simulates getting a DNIS number for MIS reporting. |

| FIELD | DESCRIPTION |
|--------------------------|--|
| Pilot DN | Define the Pilot DN where the ACD calls for this group will be delivered. From the ACD Groups tab, go to the Main Menu and select Edit. The Edit ACD Group window opens. Pilot DN's are created in Program 540. (See the <i>Strata CIX ACD Installation Guide</i> .) From the General tab, enter a Name. Then fill in or select the appropriate parameters. |
| Route Destination | Enter a Pilot DN destination for the routing point of an Intermediate Pilot DN. |

➤ To change the access code

1. From the Miscellaneous tab, click Change in the Trunk Access Code section of the screen. The field changes to a white background.
2. Enter the new access code. The code is saved automatically.

➤ To reset the Agent Idle time

- Check Reset the Agent Idle Time checkbox when agents go un-available. This is used when Longest Idle is selected as the Call Distribution type on the Agents tab when configuring the ACD Group.

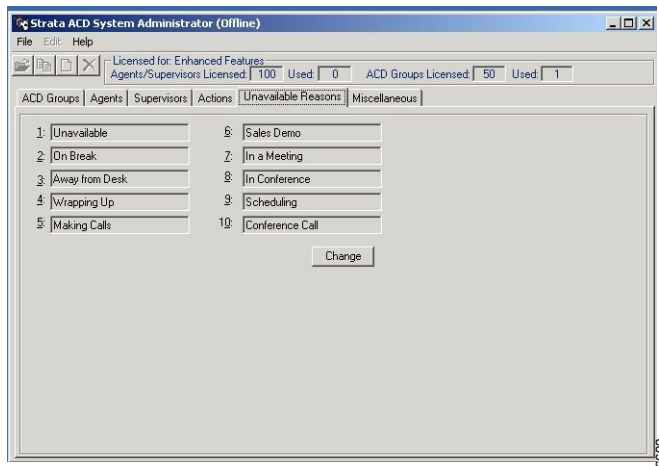
➤ To view or change an Intermediate ACD Pilot

1. From the Miscellaneous tab, click View/Change. The Intermediate ACD Pilots screen displays.
2. Click Add or highlight a Pilot DN and click Edit. A screen displays with Pilot DN and Route Destination fields. Make your changes and click OK.

Unavailable Reasons

The DKT telephone has two fixed unavailable codes – Forced and General Unavailable. Forced is used when Strata ACD forces an agent unavailable due to a call not being answered in the allocated time frame. General is used when the manual button on the phone is used.

The 10 additional codes shown on this screen are not available from the telephone, but can be entered using Net Phone. By clicking Change, these reasons can be changed to meet the customer’s needs by replacing the text with your own customized text.



Actions Tab

Defines what needs to happen when certain events take place. For example, when a new call arrives it can have a delayed answer to reduce 800 number charges while looking for an available Agent, but if an Agent is not found before the answering time, then an “Action,” such as “Play an Initial Announcement” can be created.

The Actions shown are predefined and come with the system (shown below), so generally, you can just select one of these. See [Table 1](#) for detailed information on the scripts and parameters.

| Name | Type |
|---|-------------------------|
| Initial Announcement (simple) | Transfer To VA/Announce |
| Periodic Announcement (simple) | Transfer To VA/Announce |
| Initial Announcement (position) | Transfer To VA/Announce |
| Periodic Announcement (position) | Transfer To VA/Announce |
| Initial Announcement (wait time) | Transfer To VA/Announce |
| Periodic Announcement (wait time) | Transfer To VA/Announce |
| Initial Announcement (position + VM option) | Transfer To VA/Announce |
| Periodic Announcement (position + VM option) | Transfer To VA/Announce |
| Initial Announcement (wait time + VM option) | Transfer To VA/Announce |
| Periodic Announcement (wait time + VM option) | Transfer To VA/Announce |
| Initial Announcement (preferred agent) | Transfer To VA/Announce |
| Overflow Announced | Send LCD Message |
| Overhead page | Run VA Script |
| Alarm Active Agents | Send LCD Message |
| Alarm Avail Agents | Send LCD Message |
| Alarm Abandoned Call | Send LCD Message |
| Alarm Calls Waiting | Send LCD Message |

The following procedure is for defining custom actions.

► To change an action

1. From the Actions tab, highlight an Action in the list.
2. Click the Edit Selected Record icon. The Edit screen displays.
3. Make your changes and click OK.

Notes

- It is not recommended that you change the default Actions. The recommended method is to copy an Action, rename it, and edit this version for a specific group of functions.

► To add an action

- From the Actions tab, click the New Record icon. The New Action screen displays (shown right).
- From the New Action window, enter the action name and type (or select one from the drop-down box). Depending on the type selected, a group of fields display on the lower portion of the screen (see Field Descriptions below for explanations of the fields).
- Check any Action Classes you want applied. Greyed out options do not apply to the type chosen.
- Click OK.

6941

| FIELD | DESCRIPTION |
|---------------------|--|
| Name | Enter a name for the Action to be added or change the name of an existing action. We suggest selecting an action “Type” prior to creating a name to avoid re-defining an existing action. |
| Action Class | <p>These items enable you to set system-wide functions. Only the actions which apply can be checked. Items in grey do not apply. Available options are:</p> <ul style="list-style-type: none"> • Initial Announce • Periodic Announce • Overflow/ReRoute • Alarms/Notifications • Enhanced Call Management (Enhanced) |

| FIELD | DESCRIPTION |
|---|--|
| Type | <p>This pull-down list enables you to select the type of action to be performed for the item named. Predefined Types include:</p> <ul style="list-style-type: none"> • Transfer to VA/Announce • Run VA Script • Transfer Call • Send DDE Message • Log to File • Send LCD Message • Send Email • Announce with Callback (Enhanced) • Interflow (Enhanced) • Share Agents (Enhanced) <p style="text-align: center;">Action Settings</p> <p>These fields vary based on “Type” selected.</p> <p style="text-align: center;">Type: Transfer to VA/Announce or Run VA Script</p> |
| VA Script # | <p>Specific Voice Assistant (VA) script should be invoked with this action. Enter the script number here. A series of announcement scripts are provided with the system. The announcement prompts are shown on Table 6.</p> |
| VA Ports | <p>If a VA script is used, enter the port group associated with this ACD group.</p> |
| Parameters | <p>You can further define additional actions by entering parameters. See following tables. These parameters will be used by the VA script as part of its processing (see Parameter Variables table).</p> |
| Prevent any agent seizing this call | <p>If an agent becomes available while a call is listening to an announcement, this checked will prevent the call from being moved to that agent until the announcement is complete.</p> |
| Prevent any lower priority call in queue from preempting this call | <p>When this box is checked, calls will follow a strict order sequence for agent delivery independently of whether an announcement is being played or not.</p> <p>When not checked, the call with the highest priority not connected to an announcement will get delivered to an available agent.</p> |

| FIELD | DESCRIPTION |
|---|--|
| | Type: Transfer Call |
| XFR To | Transfer calls to specified station (must be a station within same node). |
| Tone | Available settings: Music-On-Hold (default), Ringback |
| CP (Call Priority) | Available settings: ACD (default), Emergency, External, Internal |
| MS (Music Source) | Available settings: None (default), MS01~MS15 |
| Override DND | Sends a call waiting tone or ringing to a station in DND mode to indicate that a call is coming in. |
| Override FWD | Sends a call ringing tone to a station in forward mode to indicate that a call is coming in. |
| Allow Campon | Allows a call to go to a busy station and remain on hold. When the line becomes free, the station rings. |
| | Type: Send DDE Message |
| App Name | Application Name. |
| App Topic | Application subject matter. |
| DDE Message | Specify the application message needed. |
| | Type: Log to File |
| Write to File | Available settings: Append (default), Overwrite |
| Log Filename | Name of target file. |
| Log String | Setup string of characters. |
| | Type: Send LCD Message |
| Send LCD Message to | Available settings: All Supervisors (default), All Agents, Whole Group, Individual or Agent |
| Recipient available status | Available settings: Available, Unavailable, Avail or Unavail (default) |
| Display alarm only when keyset is idle | Select when you don't want alarm to display on a busy telephone. |
| Tone (When Idle/Alerting) | Available settings: (none), Emergency, Reject (One Shot), Reject (Continuous), Splash (One Shot), Splash (Continuous). |
| Tone (When Talking) | Available settings: (none), Emergency, Reject (One Shot), Reject (Continuous), Splash (One Shot), Splash (Continuous). |
| | Type: Send Email |
| Address | E-mail address where e-mails will be sent. |

| FIELD | DESCRIPTION |
|--|--|
| Subject | Subject of e-mail. |
| Message | Message being sent. |
| Attach | Any attachments which should be sent along with the e-mail. Type: Interflow (Enhance) |
| Interflow To | Available settings: None (default), Group IDs/names of available ACD groups |
| Target Threshold | Available settings: Agent Utilization > X% (default), Busy Ratio > X%, Calls Waiting > X Type: Share Agents (Enhance) |
| Share agents from the following group | Available settings: None (default), Group IDs/names of available ACD groups Note See Table 3 for additional information on Share Agents. |

Table 1 Default Actions, Scripts and Parameters

| Action Name | Action Type | VA Script | Ports | Parameters: Variables (see Table 2) |
|--------------------------------|------------------------------------|-----------|-------|--|
| Alarm Abandoned Call | Send Message to LCD phone | n/a | n/a | Abandon Call @%G |
| Alarm Active Agents | Send Message to LCD phone | n/a | n/a | Active Agts <%Y@%G |
| Alarm Available Agents | Send Message to LCD phone | n/a | n/a | Avail Agts <%X@%G |
| Alarm Calls Waiting | Send Message to LCD phone | n/a | n/a | Calls Wait = %Q@%G |
| Alarm Calls Waiting per Agent | Send Message to LCD phone | n/a | n/a | Calls/Agt High @%G |
| Alarm Longest Waiting Call | Send Message to LCD phone | n/a | n/a | LCW >%O&%G |
| Initial Announcement (simple) | Transfer Call to IVR/ Announcement | 801 | G1 | %G |
| Periodic Announcement (simple) | Transfer Call to IVR/ Announcement | 806 | G1 | %G |

Table 1 Default Actions, Scripts and Parameters (continued)

| Action Name | Action Type | VA Script | Ports | Parameters: Variables (see Table 2) |
|---|------------------------------------|-----------|-------|--------------------------------------|
| Initial Announcement (position) | Transfer Call to IVR/ Announcement | 811 | G1 | %G,%B,%S |
| Periodic Announcement (position) | Transfer Call to IVR/ Announcement | 816 | G1 | %G,%B,%S |
| Initial Announcement (wait time) | Transfer Call to IVR/ Announcement | 821 | G1 | %G,%B,%S ¹ |
| Periodic Announcement (wait time) | Transfer Call to IVR/ Announcement | 826 | G1 | %G,%B,%S ¹ |
| Initial Announcement (position + VM option) | Transfer Call to IVR/ Announcement | 831 | G1 | %G,%B,%S, #407,%G² |
| Periodic Announcement (position + VM option) | Transfer Call to IVR/ Announcement | 836 | G1 | %G,%B,%S, #407,%G² |
| Initial Announcement (wait time + VM option) | Transfer Call to IVR/ Announcement | 841 | G1 | %G,%B,%S, #407,%G³ |
| Periodic Announcement (wait time + VM option) | Transfer Call to IVR/ Announcement | 846 | G1 | %G,%B,%S, #407,%G³ |
| Initial Announcement (preferred agent) | Transfer Call to IVR/ Announcement | 851 | G1 | %G,%I |
| Initial Announcement (position + CB option) | Transfer Call to IVR/ Announcement | 861 | G1 | %G,%P,%B |
| Periodic Announcement (position + CB option) | Transfer Call to IVR/ Announcement | 866 | G1 | %G,%P,%B |
| Initial Announcement (wait time + CB option) | Transfer Call to IVR/ Announcement | 871 | G1 | %G,%P,1,%K |
| Periodic Announcement (wait time + CB option) | Transfer Call to IVR/ Announcement | 876 | G1 | %G,%P,1,%K |
| <ol style="list-style-type: none"> 1. To use the calculated wait time use %G, 1, %K. 2. To use the calculated wait time use %G,1,%K,#407,%G. 3. Parameters in bold, #407,%G, can be changed. In this case, #407,%G represents the extension to transfer the call to (either a Voice Mailbox or Quick Message code). | | | | |

Network ACD Voice Announce (VA) Port Script

VA port script uses the predefined parameter. For example, %G represents the group number which is Node+DN under Network ACD environment. For example, the default VMS transfer script uses %G as the mailbox, and it is Node+DN. If DN alone needs to be used for the mailbox, the parameter for the script needs to be edited to use mailbox such as 200 instead of %G that may represent 11200.

Parameter Variables

Variables are used within the definitions of actions to dynamically provide information about the triggering ACD group or call.

Table 2 **Variables**

| Var. | Group Variables Description |
|-------------|--|
| %G | ACD group's unique ID or Pilot Extension. (For Network ACD, this will be Node number + ACD group's unique ID or Pilot Extension). |
| %K | The group's running average-talk time. |
| %M | The total number of Agents and Supervisors that belong to the group. |
| %O | The duration of the longest waiting call, in seconds. |
| %Q | The total number of waiting calls. Note that a waiting call is a queue call that ACD failed to push to an Agent because there are no ready Agents. |
| %R | The total number of calls that are currently alerting an Agent station. |
| %S | The group's programmable, estimated average-talk time. |
| %W | The group's programmed name. |
| %X | The total number of available Agents and Supervisors in the group. |
| %Y | The total number of active Agents and Supervisors in the group. |
| %Z | Ratio: %Q / %X, or Waiting Calls / <Total Available Agents and Supervisors>. |
| Var. | Call Variables Description |
| %A | The call's account number. |
| %B | The call's position in the queue. The first position in the queue is one. |
| %D | The call's associated DNIS value. |
| %F | The extension of the device that last redirected this call. |
| %I | PBX call ID. |

Table 2 Variables (continued)

| | |
|----|---|
| %N | Calling party name (outside calls only). |
| %P | Calling phone number. |
| %T | Call type. |
| %U | The number of times the call has gone to periodic announcement. |

Share Agent's Behavior

The main group borrows, but does not claim ownership over the agents from the shared group. The main group is restricted to sending a call to a shared agent only if the shared group has no waiting calls. When the main group gets the opportunity to send a call to a shared agent, the main group follows the search algorithm of the shared group.

When the main group sends a call to a shared agent, the main group treats the agent in the same way the shared group would have treated it. That is, it gives the same wrap-up time that the shared group would have given, using the “logout on missed call settings of the shared group, and so on.

If the shared agent fails to answer the call, the main group moves the call back to itself. Table 3 shows how the call is processed and the Share Agent is treated.

Table 3 Share Agent's Behavior

| Operation | Behavior |
|---|-------------|
| Call Distribution | Share Group |
| Wrap-up | Share Group |
| No-answer Advance Timer | Main Group |
| No-answer Advance Destination | Main Group |
| Logout on Missed Call | Share Group |
| Logout on Missed Calls from which Group | Share Group |
| Unavailable on Missed Call | Share Group |

Table 3 Share Agent's Behavior *(continued)*

| Operation | Behavior |
|---|---|
| Prevent last agent logout/unavailable if calls waiting | Share Group |
| Agent List — use for Linear and Round Robin Call Distribution | Share Group |
| Send LCD Message and Alarm Tone | Agents in Share Group do not get LCD Message and Alarm Tone sent by Main Group. |
| Thresholds calculation | Agent in Share Group is not used in threshold calculations. |
| Preferred Agent | Preferred Agent feature only applies to agents in the Main Group and in the Share Group. |
| ACD Help | When an agent in Share Group (while taking a call that came from the Main Group) requests ACD Help, the agent gets help from a supervisor in the Main Group. This is appropriate since those supervisor(s) are probably the most able to give help since the call came from that group. |
| Monitoring Calls | A supervisor is only allowed to monitor an agent that belongs to the same ACD Group, that is he/she supervises. |

Call Back Behavior

During a Voice Assistant announcement (initial or periodic), the caller can be offered the choice to be called back when his place in queue occurs. When callback is offered, the caller can reject it and stay in the queue or accept the call back.

If the caller chooses the Call Back option he will be prompted for his call back number and optionally to describe the reason for his call. The ACD then holds his place in queue, and when it's ready to be answered by an Agent, the ACD uses a Voice Assistant port to call the Agent, play the call back information, and then place the call back call.

Once a call back has been registered, ACD replaces the call with a call back's placeholder and keeps its position in the same queue. When it comes time for the call back placeholder's turn, ACD initiates a call from a Voice Assistant port to that Agent. Upon answering, the Agent has three options:

1. Press **1** to accept
2. Press any other key such as ***** to repeat the call back number and the message that the caller left.

If the Agent presses **1** to accept, the call back call is made from the agent to the caller. If the agent hangs up or logs out before pressing **1**, the call would remain in the queue and will be delivered to the next available agent.

Table 4 shows how the call back placeholder is processed.

Table 4 Call Back Behavior

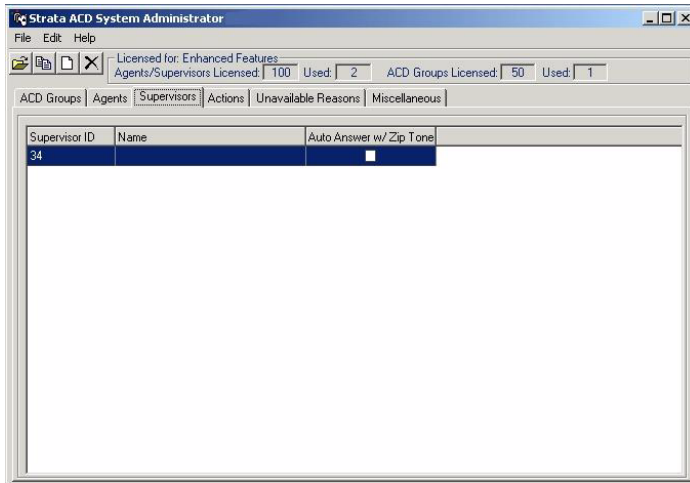
| Operation | Behavior |
|---|---|
| Initial Announcement | No announcement is used for the placeholder. |
| Periodic Announcement | No announcement is used for the placeholder. |
| Overflow | The placeholder does not follow overflow/re-route parameters and remains in the queue. |
| Re-route | The placeholder does not follow overflow/re-route parameters and remains in the queue. |
| Enhanced Call Management | |
| <ul style="list-style-type: none"> • Interflow | The placeholder does not follow interflow parameters and remains in the queue. |
| <ul style="list-style-type: none"> • Agent Sharing | Agent sharing setup is used for the placeholder. |
| Call Distribution | The call back call follows the parameters set for the queue where the call is attached. |
| Wrap Up | The call back call follows the parameters set for the queue where the call is attached. |
| No-answer Advance Time | The call back call follows the parameters set for the queue where the call is attached. |
| No-answer Advance Destination | The call back call follows the parameters set for the queue where the call is attached. |
| Logout on Missed Call | The call back call follows the parameters set for the queue where the call is attached. |
| Logout on Missed Call from which Group | The call back call follows the parameters set for the queue where the call is attached. |

Table 4 **Call Back Behavior** *(continued)*

| Operation | Behavior |
|--|--|
| Unavailable on Missed Call | The call back call follows the parameters set for the queue where the call is attached. |
| Prevent Last Agent Logout/ Unavailable Calls Waiting | The call back call follows the parameters set for the queue where the call is attached. |
| Agent List – Use for Linear and Round Robin Call Distribution | The call back call follows the parameters set for the queue where the call is attached. |
| Thresholds Calculation | Call back's placeholder is not used in thresholds calculation. |
| Preferred Agent | Preferred Agent feature applied to Call Back's placeholder. |
| ACD Help | ACD Help is available to Call Back's calls when the agent is connected to the caller. |
| Monitoring Calls | Supervisor is only allowed to monitor Call Back's calls when the agent is connected to the caller. |

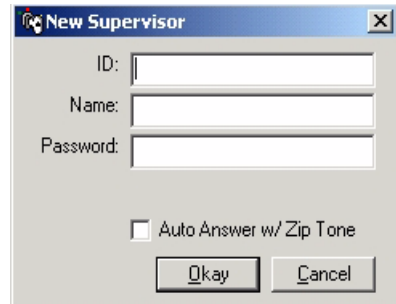
Supervisors Tab

This screen defines the supervisors, their IDs, and passwords. A series of buttons are provided across the top of the screen for editing, copying, adding or deleting supervisors in the list (shown below).



► To change or add a Supervisor

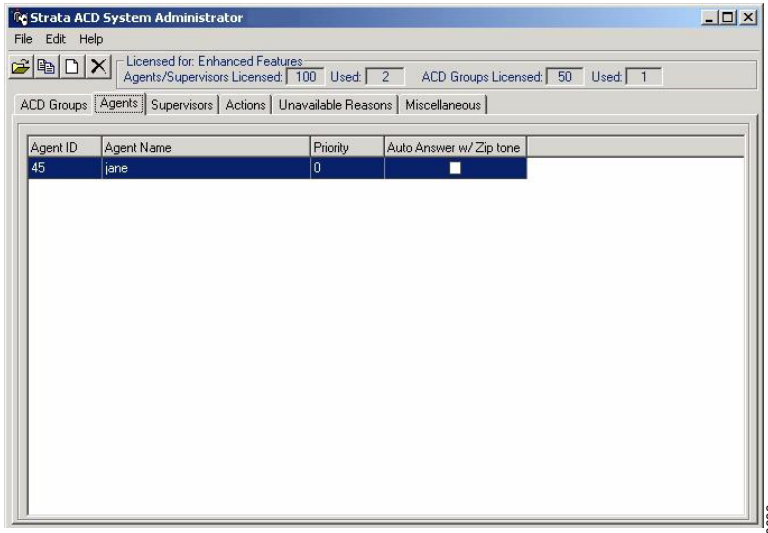
1. From the Supervisors tab, select Edit, followed by Edit, Copy or New Record. The Supervisor screen displays (shown at right).
2. Enter (or change) the Supervisor ID, Name, and/or Password.
3. If you want the calls to be auto-answered, check the last field.
4. Click OK.



| FIELD | DESCRIPTION |
|-------------------------------|--|
| ID | This is a unique number; the system does not allow duplicate IDs. Digit length must be five digits or less. For Network ACD, the Node Number does not need to be inserted in front of the Supervisor ID. |
| Name | This name will appear on the Supervisors tab. |
| Password | This is optional and can be the same as the ID. |
| Auto Answer w/Zip Tone | If you check this option, each ACD call is auto-answered and an audible tone is sent to the connection. |

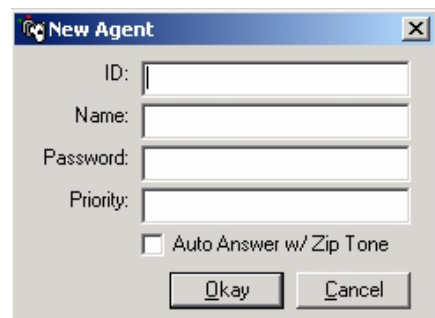
Agents Tab

This screen defines the agents, their Agent IDs, passwords, and Agent priority values used as part of the Agent Priority Routing. A series of buttons are provided across the top of the screen for editing, copying, adding or deleting agents in the list (shown below).



► To change or add an Agent

1. From the Agents tab, select Edit, followed by Edit, Copy or New Record. The screen at right displays.
2. Enter (or change) the Agent ID, Name, Password and Priority.
3. If you want the calls to be auto-answered, check the last field.
4. Click OK.



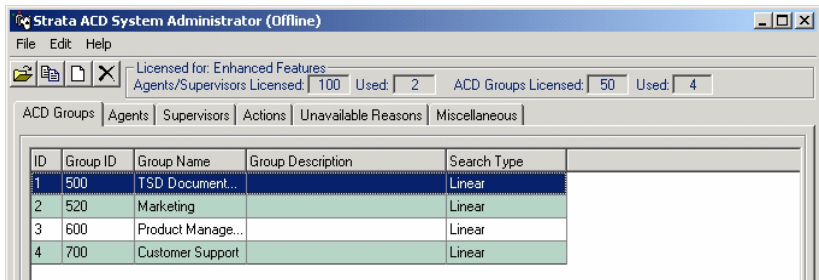
| FIELD | DESCRIPTION |
|-------------------------------|---|
| Agent ID | This is a unique number; the system does not allow duplicate IDs. Digit length must be five digits or less. For Network ACD, the Node Number does not need to be inserted in front of the Agent ID. |
| Name | This name will appear on the Agents tab. |
| Password | This is optional and can be the same as the ID. |
| Priority | This assigns the call handling priority level for this individual. Valid entries are 0~100. Incoming ACD calls will always be sent to agents with the highest priority number when Agent Priority routing is used. You can assign multiple agents with the same priority number. A Priority value of 0 disables this parameter. |
| Auto Answer w/Zip Tone | If you check this option, each ACD call is auto-answered and an audible tone is sent to the connection. |

ACD Groups Tab

After ACD Agents have been assigned under the ACD Agents tab, you can create ACD Groups.

► **To create ACD Groups**

1. From the ACD System Administrator window, click the ACD Groups tab. The group summary appears on the tab.
2. Select Edit, New Record or click the Edit or Add action button. The Add/Edit ACD Group window displays. You can access the General, Call Management, Agents, Supervisors, Alarms and Miscellaneous tab screens.
3. Add/change the information on the screens and click OK.



| ID | Group ID | Group Name | Group Description | Search Type |
|----|----------|-------------------|-------------------|-------------|
| 1 | 500 | TSD Document... | | Linear |
| 2 | 520 | Marketing | | Linear |
| 3 | 600 | Product Manage... | | Linear |
| 4 | 700 | Customer Support | | Linear |

6655

General Tab

The screenshot shows the 'Edit ACD Group' dialog box with the following details:

- Identification:**
 - Group ID: 500
 - Name: TSD Documentation
 - Description: (empty)
- Group Enabling:**
 - Enabled Always:
 - Disabled Always:
 - Use Schedule:
 - Sunday:
 - Monday:
 - Tuesday:
 - Wednesday:
 - Thursday:
 - Friday:
 - Saturday:
 - Start: 3:00
 - Stop: 5:00

Refer to the following field definitions to enter or change ACD group information.

| FIELD | DESCRIPTION |
|--------------------|--|
| Group ID | (Required) Enter a group identification number. This would be Pilot DN programmed into the CIX System for ACD. For Network ACD, this will be Node number (the node number where the ACD Server is connected) and Group Identification Number (the Pilot DN for the ACD Group that is programmed in the Node where the ACD server is connected). |
| Name | (Required) Enter a name for the ACD Group. |
| Description | (Optional) Enter a description for the ACD group. |

| FIELD | DESCRIPTION |
|-----------------------|---|
| Group Enabling | <p>Select one of the following: Enabled Always, Disabled Always, Use Schedule. These options define whether the Strata ACD is handling the calls or whether the calls follow the re-route action. When a queue is disabled, all existing calls in the queue are to be handled normally and all newly arriving calls immediately take the re-route action from the queue.</p> <p>Use Schedule: If this option is selected, the following fields are activated: Sunday ~ Saturday and Start/Stop. These fields define the day of the week and starting and ending times for a queue session.</p> <p>Note: The Use Schedule is only available in the Enhanced Model.</p> |

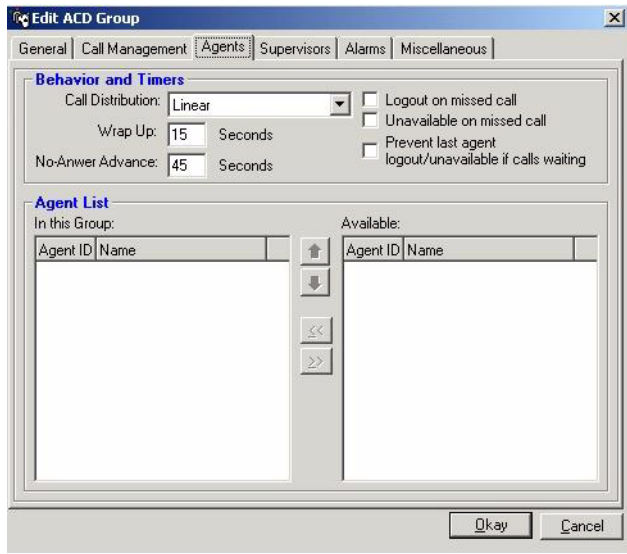
Call Management Tab

Refer to the following field definitions to enter or change ACD group information.

| FIELD | DESCRIPTION |
|------------------------------|---|
| | General Call Management |
| Initial Announcement | Specify the time the call may ring into the queue before taking the specified action. Typically, this defines how long the caller will hear Ring Back Tone prior to being transferred to the Initial Announcement if no Agents are available when the call arrives. The actions are defined later in the Actions Tab. |
| Periodic Announcement | This specifies how long a call will wait on a Music-on-hold source prior to following a periodic action. Typically, this action is a secondary announcement to indicate to the caller that the call is still being handled in the order received. |
| Overflow Calls | Define the overall time and action to be taken if the call has not been handled. The Overflow action is followed after the specified time or if the queue becomes Disabled while the call is waiting in queue. This timer starts from the beginning of the call. |

| FIELD | DESCRIPTION |
|------------------------------|--|
| ReRoute when Disabled | This action is followed if the queue is Disabled. |
| #1~#4 | <p style="text-align: center;">Enhanced Call Management (This section is only available in the Enhanced Model.)</p> <p>Choose one of the triggers from the drop-down menu. They are: None, Agent Utilization, Busy Ratio and Calls Waiting. When you select Agent Utilization or Busy Ratio, you must also enter a percentage in the next field. If you select Calls Waiting, you must also enter the number of calls.</p> <p>Action: Choose an action from the list to be taken when the trigger criterion is met.</p> |

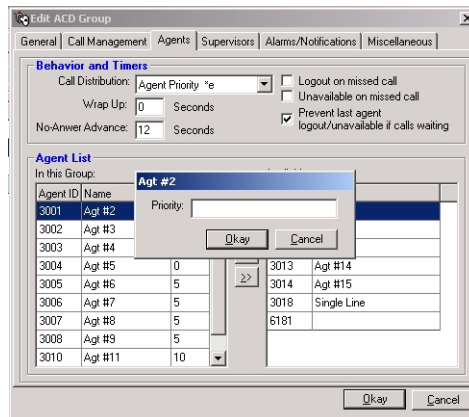
Agents Tab



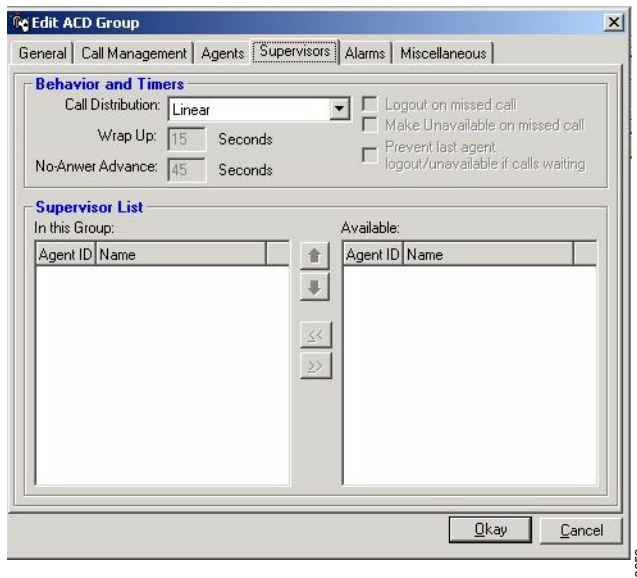
Refer to the following field definitions to enter or change ACD group information.

| FIELD | DESCRIPTION |
|-----------------------------------|--|
| | Behavior and Timers |
| Call Distribution | Choose the routing algorithm to find an available Agent. Three options are available in Basic ACD (Linear, Round-Robin, and Longest Idle) and five are available in Enhanced ACD (Linear, Round-Robin, Longest Idle, Balanced Call, and Agent Priority). |
| Wrap-Up | Use this search when more than one agent logs into the same group. Set the length of time to allow the agent to wrap-up the work before making the agent available for the next call. |
| No Answer Advance | Set the length of time for ringing an Agent before advancing the call to an available Agent. |
| Logout on missed call | Check this box to automatically log out any agent that does not answer a call within the Ring No-Answer time period. |
| Unavailable on missed call | Check this box to automatically designate the agent as unavailable when the agent does not answer a call within the Ring No-Answer time period. |

| FIELD | DESCRIPTION |
|--|---|
| Prevent last agent logout/unavailable calls waiting | Prevents the last available agent from logging out or becoming unavailable when there are one or more waiting calls. This option takes precedence over the "Logout on missed call" and "Unavailable on missed call" options. |
| Check box combinations | By checking boxes 1 and 3 or 1, 2 and 3, the last Agent will not be logged out automatically if there are calls in queue. If Check Boxes 2 and 3 are checked, the last Agent will not go unavailable automatically if there are calls in queue. |
| In this Group: | Agent List |
| Available: | This box shows the agents assigned to this group. Available: Displays a list of available agents. The ordering of the agents can be assigned using this screen. This ordering is used for selected agent search algorithms such as Linear or Round-Robin to define the sequence of the search. Agent Availability is defined as: An agent is available if the agent is logged in and NOT unavailable. |
| Agent Priority | Note According to this definition, an agent can be available and not ready to receive a call (e.g., busy) at the same time. The Agent priority number can be re-assigned by double-clicking on the Agent in the Edit ACD Group screen (when Agent Priority *e is selected in the Call Distribution pull-down). |



Supervisors Tab

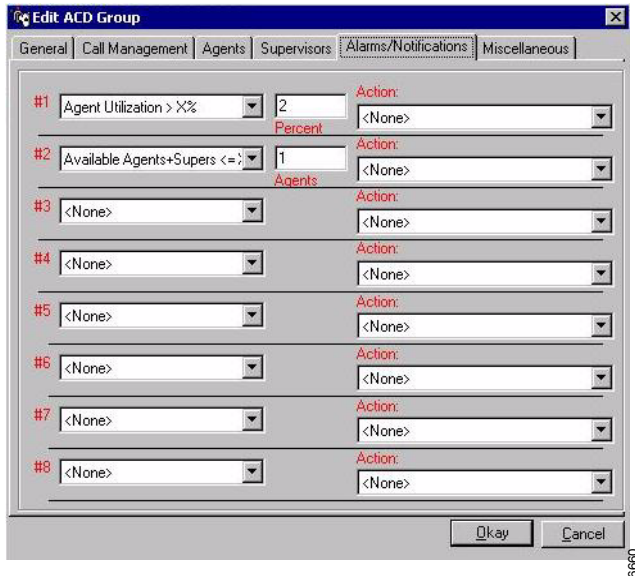


Refer to the following field table when entering or changing Supervisor information.

| FIELD | DESCRIPTION |
|--------------------------|---|
| | Behavior and Timers |
| Call Distribution | Choose the routing algorithm to be used for finding an available supervisor. Two options are available, Linear or Round-Robin. The supervisor is an agent of last resort when answering the login question to answer calls as part of the group (the Supervisor may opt upon log in to take calls as an agent of last resort). This search is only used when more than one Supervisor logs into the same group. |
| Wrap-Up | Set the length of time allowed the agent to wrap-up the work before making the agent available for the next call. |
| No Answer Advance | Set the length of time for ringing an agent before advancing the call to an available agent. |

| FIELD | DESCRIPTION |
|-------------------------------------|--|
| In this Group: Available | <p style="text-align: center;">Supervisor List</p> <p>In this Group: This box shows the supervisors assigned to this group.</p> <p>Available: Displays a list of available supervisors. The ordering of the supervisors may be assigned. This ordering is used for selected supervisor search algorithms such as Linear or Round-Robin to define the sequence of the search.</p> <p>Supervisor Availability is defined as: A supervisor is available if the supervisor is logged in, willing to receive calls, and NOT unavailable.</p> <p>Note According to this definition, a supervisor can be available and not ready to receive a call (e.g., busy) at the same time.</p> |

Alarms/Notification Tab



Up to eight alarms can be reported to the Supervisor for each ACD Group. These alarms are defined by choosing an alarm to be reported and then selecting the action to be performed when the alarm occurs. See [Table 5](#) for a list of available alarms.

| FIELD | DESCRIPTION |
|-------|---|
| #1~#8 | <p>Choose one of the alarms from the drop-down menu. They are:</p> <ul style="list-style-type: none"> • None • Agent Utilization > X% • Busy Ratio > X% • Active Agents + Supers <= X • Available Agents + Supers <= X • Call Abandoned • Calls Waiting > X • Longest Call Waiting > X seconds • Calls Ringing > X • Longest Call Ringing > X seconds |

| FIELD | DESCRIPTION |
|---------------|---|
| Action | <p>Create an action for the alarm by placing your cursor in the field and typing over "None." A few examples of what you could create are:</p> <ul style="list-style-type: none"> • Overhead page • Alarm Active Agents - Send Message to LCD phone. • Alarm Available Agents - Send Message to LCD phone. • Alarm Abandoned Call - Send Message to LCD phone. • Alarm Calls Waiting - Send Message to LCD phone. • Alarm Longest Wait - Send Message to LCD phone. • Alarm CW per Agent - Send Message to LCD phone. • Select Tone – none - Send Message to LCD phone. • Select Tone – Emergency Ring - Send Message to LCD phone. • Select Tone – Splash - Send Message to LCD phone. • Select Rate – Play Continuous - Send Message to LCD phone. • Select Rate – Play once - Send Message to LCD phone. |

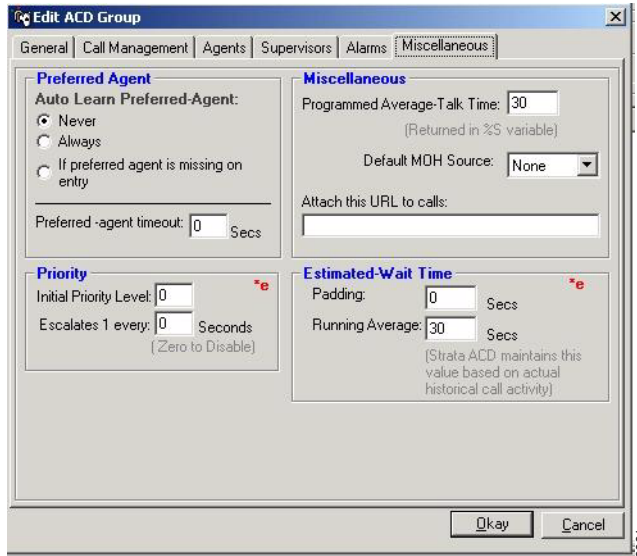
Table 5 Available Alarms

| Alarm | LCD Display |
|---|---------------------|
| Active Agents+Supers <= X (X = alarm threshold that you set) | ALM Active Agts <%Y |
| Avail Agents + Supers <= X (X = alarm threshold that you set) | ALM Avail Agts <%X |
| Call Abandoned | ALM Abnd Call |
| Calls Waiting > X (where X = Calls) | ALM %Q Calls Wait |
| Longest Call Waiting > X sec. (where X = seconds) | ALM LCW = %O |
| Wait Calls/Avail Agts + Supver > X (where X = percent) | ALM Calls/Agt High |
| Number of Ringing Calls > X (where X = calls) | Call Ring in %G |
| Longest Ringing Call > X seconds | Call Ring in %G |

%Y, %X, %Q, %O, %G are parameters. See "[Parameter Variables](#)" on page 12 for definitions.

Miscellaneous Tab

The Miscellaneous tab enables you to set call priorities, select a Music-on-hold (MOH) source and provide an estimated average connect time (shown below).



Refer to the following field descriptions.

| FIELD | DESCRIPTION |
|-----------------------------------|---|
| Auto Learn Preferred-Agent | <p style="text-align: center;">Preferred Agent</p> <p>Select one of the following: Never, Always, If preferred agent is missing on entry, Preferred-agent timeout in seconds.</p> <p>Before arriving at the ACD queue, a call may have been assigned a preferred agent (by an IVR, Intelligent Router). When that call is the highest-priority, oldest ringing call in this queue and that preferred agent is available, the call is routed to that agent instead of using the ACD queue's search options. If the preferred agent isn't available, the selected search option is used.</p> |

| FIELD | DESCRIPTION |
|-------------------------------------|---|
| Preferred-agent timeout | Enter number of seconds for timeout (default = 0). Valid entries = 0~9999. A timer can be set to allow a call to wait a certain number of seconds for an available preferred agent prior to going into the ACD queue. A call notification can be sent to the preferred agent's Net Phone. Priority (Enhanced Models Only) |
| Initial Priority Level | Define the Initial Priority Level using values from 0 to 100, with the higher number being a higher priority level. All calls delivered into this queue are assigned this level unless a Priority value is delivered with the call. |
| Escalates 1 every: | To keep lower priority calls from getting stuck in queue, an escalation value can be assigned to increase the priority value by one each period (number of seconds). The call with the highest priority value is at the head of the queue. |
| Programmed Average-Talk Time | Miscellaneous Strata ACD maintains this value from actual historical information. |
| Default MOH Source: | Defines the Music-on-hold (MOH) Source to be used by this ACD Group when calls are placed back into the queue waiting for an available Agent. The value can be from 1 to 15, see the <i>Strata CIX Programming Manual</i> for details for equipped MOH sources. MOH = 0 is silence. |
| Attach this URL to calls: | Each ACD queue can be set up to attach a "scripting" reference (URL) to the call so that when a call arrives on an agent's telephone, the agent sees the "scripting" information and/or prompts to lead the agent through specific statements and questions. Estimated Wait Time |
| Padding | Provides callers with calculated wait time using actual historical information. Expressed in seconds, this parameter is used to estimate the wait time given to callers when intelligent announcements are used. The number of seconds in this field is added by the system to the Running Average Talk Time. |
| Running Average Talk Time | Strata ACD maintains this value based on actual historical call activity. |

Recording Announcements

The announcements for Strata ACD are stored in the Voice Assistant module (see [Table 6](#) for a list of Basic and Enhanced Default Announcements). A number of announcement types are offered as part of the package of Voice Assistant.

The installer can create custom scripts and announcements using the tools available in the Voice Assistant module.

This section defines the creation of announcements for the supplied scripts that come with the Strata ACD software. Strata ACD provides a default, pre-recorded, set of announcements which are used whenever customized announcements have not been recorded. These messages are shown in the following table and can be used as a guide for recording the customer's announcement.

To record any announcement, refer to the types of announcements chosen in the ACD Group parameters. For example, if a Simple Initial Announcement was selected, then the customized announcements to use in place of the default will be the Pilot DN + Suffix Code for Non-network ACD.

For Network ACD, this would be Node Number + Pilot DN + Suffix Code.

► To record this announcement

1. Use any phone and dial the extension number for the port(s) assigned to be used for System Administration (See Voice Assistant settings on [page 7](#) or “View Ports” on [page 43](#)).
2. Enter the password **1234#**. This password cannot be changed.
3. When prompted for the mailbox number, dial the Pilot DN, followed by the Announcement Number.
4. Follow the prompts for recording, listening, re-recording, etc.

Example for non-Network ACD:

In this example, the ACD Group is 1, the Pilot DN is 540 and the Simple Initial Announcement and Simple Periodic Announcement are selected.

1. Dial Voice Assistant Administration port telephone number, e.g. 211.
2. Follow the prompts and enter your password.
3. Dial **540 01** to record the first segment of the Simple Initial Announcement.
4. Dial **540 02** to record the second segment of the Simple Initial Announcement.

5. Dial **540 06** to record the first segment of the Simple Periodic Announcement.
6. Dial **540 07** to record the second segment of the Simple Periodic Announcement.
7. Follow the instructions for exiting and hang up.

Note Do not record over the default announcements. This announcement is used by default and will affect all ACD Groups.

Example for Network ACD:

In this example, the ACD Group is 1, the Node Number is 11, the Pilot DN is 540 and the Simple Initial Announcement and Simple Periodic Announcement are selected.

1. Dial Voice Assistant Administration port telephone number, e.g. 11211 (Node 11 + Extension 211).
2. Follow the prompts and enter your password.
3. Dial **11540 01** to record the first segment of the Simple Initial Announcement.
4. Dial **11540 02** to record the second segment of the Simple Initial Announcement.
5. Dial **11540 06** to record the first segment of the Simple Periodic Announcement.
6. Dial **11540 07** to record the second segment of the Simple Periodic Announcement.
7. Follow the instructions for exiting and hang up.

Note Do not record over the default announcements. This announcement is used by default and will affect all ACD Groups.

Table 6 Basic and Enhanced Default Announcements

| ACD Model | Announcement Description | Ann. Suffix | Default Announcement |
|-----------|--------------------------------|-------------|---|
| Basic | Initial Announcement (Simple) | 01 | 9901 – “Thank you for calling” |
| | | 02 | 9902 – “Please hold and your call will be answered as quickly as possible” |
| Basic | Periodic Announcement (Simple) | 06 | 9906 – “All of our Agents are busy serving other customers.” |
| | | 07 | 9907 – “Please hold and your call will be answered as quickly as possible.” |

Table 6 Basic and Enhanced Default Announcements *(continued)*

| ACD Model | Announcement Description | Ann. Suffix | Default Announcement |
|-----------|--|-------------|---|
| Enh. | Initial Announcement (Q Position) | 11 | 9911 – “Thank you for calling.” |
| | | 12 | 9912 – “There are” ‘x’ |
| | | 13 | 9913 – “callers ahead of you.” |
| | | 14 | 9914 – “Please hold and your call will be answered as quickly as possible.” |
| Enh. | Periodic Announcements (Q Position) | 16 | 9916 – “Thank you for Holding.” |
| | | 17 | 9917 – “There are” ‘x’ |
| | | 18 | 9918 – “callers ahead of you.” |
| | | 19 | 9919 – “Please hold and your call will be answered as quickly as possible.” |
| Enh. | Initial Announcement (Wait Time) | 21 | 9921 – “Thank you for calling.” |
| | | 22 | 9922 – “Your estimated wait time is:” ‘MM:SS’ |
| | | 23 | 9923 – “Please hold and your call will be answered as quickly as possible.” |
| Enh. | Periodic Announcement (Wait Time) | 26 | 9926 – “Thank you for Holding.” |
| | | 27 | 9927 – “Your estimated wait time is:” ‘MM:SS’ |
| | | 28 | 9928 – “Please hold and your call will be answered as quickly as possible.” |
| Enh. | Initial Announcement (Q Position + VMail Option) | 31 | 9931 – “Thank you for calling.” |
| | | 32 | 9932 – “There are” ‘x’ |
| | | 33 | 9933 – “callers ahead of you.” |
| | | 34 | 9934 – “To go to Mail press 1. To wait in queue press any other key.” |

Table 6 Basic and Enhanced Default Announcements *(continued)*

| ACD Model | Announcement Description | Ann. Suffix | Default Announcement |
|------------------|---|--------------------|---|
| Enh. | Periodic Announcement (Q Position + VMail Option) | 36 | 9936 – “Thank you for Holding.” |
| | | 37 | 9937 – “There are” ‘x’ |
| | | 38 | 9938 – “callers ahead of you.” |
| | | 39 | 9939 – “To go to Vmail press 1. To wait in queue press any other key.” |
| Enh. | Initial Announcement (Wait Time + Vmail Option) | 41 | 9941 – “Thank you for calling.” |
| | | 42 | 9942 – “Your estimated wait time is:” ‘MM:SS’ |
| | | 43 | 9943 – “To go to voice mail press 1. To wait in queue press any other key.” |
| Enh. | Periodic Announcement (Wait Time + Vmail Option) | 46 | 9946 – “Thank you for Holding.” |
| | | 47 | 9947 – “Your estimated wait time is:” ‘MM:SS’ |
| | | 48 | 9948 – “To go to voice mail press 1. To wait in queue press any other key.” |
| Enh. | Initial Announcement (Preferred Agent) | 51 | 9951 – “Thank you for calling.” |
| | | 52 | 9952 – “If you have a preferred Agent please enter the Agent’s ID then press pound. Otherwise just press pound. |
| Enh | Miscellaneous Announcements for all Call Back options | | 9975 – “This ia a call back from ...” |
| | | | 9976 – “Press 1 to accept the call back now.” |
| | | | 9999 – “Otherwise press *” |
| | | | 9977 – “Please wait while I place the call to ...” |

Table 6 Basic and Enhanced Default Announcements *(continued)*

| ACD Model | Announcement Description | Ann. Suffix | Default Announcement |
|-----------|--|-----------------|---|
| Enh | Initial and Periodic Announcement (Position + CB option) | 53 ¹ | 9953 – “Thank you for calling.” |
| | | 54 | 9954 – “There are...” |
| | | 55 | 9955 – “...callers ahead of you.” |
| | | 56 | 9956 – “If you would like us to wait in line for you and call you back when your turn comes up, press 1. Press any other key to wait for the next available agent.” |
| | | 57 | 9957 – “After the tone, please state your name, extension number, and a brief description of your problem, then press #.” |
| | | 58 | 9958 – “If we can reach you at this number press 1, otherwise press 2.” |
| | | 59 | 9959 – “Your phone number is...” |
| | | 60 | 9960 – “Thank, you, an agent will call back as soon as possible.” |
| | | 61 | 9961 – “Please hold and your call will be answered as quickly as possible.” |
| | | 62 | 9962 – “Using keys on your phone, enter area code and phone number where we can reach you, press # when finished.” |
| | | 63 ² | 9963 – “Thank you for holding.” |

Table 6 Basic and Enhanced Default Announcements *(continued)*

| ACD Model | Announcement Description | Ann. Suffix | Default Announcement |
|---|---|-----------------|---|
| Enh | Initial and Periodic Announcement (Wait Time + CB option) | 64 ¹ | 9964 – “Thank you for holding.” |
| | | 65 | 9965 – “Your estimated wait time is ...” |
| | | 67 | 9967 – “If you would like us to wait in line for you and call you back when your turn comes up, press 1. Press any other key to wait for the next available agent.” |
| | | 68 | 9968 – “After the tone, please state your name, extension number, and brief description of your problem, then press #.” |
| | | 69 | 9969 – “If we can reach you at this number press 1, otherwise press 2.” |
| | | 70 | 9970 – “Your phone number is...” |
| | | 71 | 9971 – “Thank, you, an agent will call back as soon as possible.” |
| | | 72 | 9972 – “Please hold and your call will be answered as quickly as possible.” |
| | | 73 | 9973 – “Using keys on your phone, enter area code and phone number where we can reach you, press # when finished.” |
| | | 74 ² | 9974 – “Thank you for holding.” |
| Basic | Overflow | 91 | 9991 – “Please hold while your call is transferred” |
| Basic | Overhead Page | 96 | 9996 – “Calls waiting in queue equal” ‘x’ |
| | | 97 | 9997 – “Please handle these calls.” |
| Basic | Miscellaneous Prompts | — | 9997 – “Seconds” |
| | | — | 9998 – “Minutes” |
| | | — | 9993 – “Calls waiting in queue equal ...” |
| | | — | 9994 – “...please handle these calls.” |
| <p>1. Announcement used in an Initial Announcement only.</p> <p>2. Announcement used in a Periodic Announcement only.</p> | | | |

Note Changing one type of announcement (Initial), automatically changes the other (Periodic).

Strata ACD

This chapter explains how to access the status views for Strata ACD groups, calls, ports, clients and events. Instructions for initially setting up the views are included.

Also included are instructions for accessing the Toshiba-Keyset Interface (TKI) and MIS Server windows.

Views and Events Log

Your PC should be set up so that the following ACD views can be accessed by clicking on the icon (as shown at the top of the [page 40](#)). If the icon is not visible and you can't open the view from Start > Programs > OAISYS, then perform the following to set up the Strata ACD views:

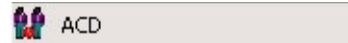
Set Up ACD Views

1. **Access current services:** Open the Net Server. Click on the Services tab.
2. **Make Strata ACD visible:** Right click on the Strata ACD item in the Net Server Service tree and choose Show Service.
3. **Ensure the Module is operational:** Log in (default user/password is admin/admin). The Strata ACD views window appears (shown on the next page).

For additional help on setting up Strata ACD or other ACD modules, refer to the *Strata CIX ACD Installation Guide* on the Strata ACD CD-ROM.

View Groups

- To access the Strata ACD views, double-click on the Strata ACD icon (shown right).



Views **Refresh**

<View Groups> OAISYS Net Client Logon

ACD Groups **Group Properties**

CTX Support

Calls Queued: 1

| Queue ID | Priority | Inception | ACD State |
|----------|----------|------------------------|-------------|
| 8 | | 05/23/2002 01:59:31 PM | AlertingACD |

Calls Not Queued: 2

| Call ID | Monitor ID | Priority | Inception |
|----------|------------|----------|------------------------|
| @4NH 896 | 17 | | 05/23/2002 01:41:57 PM |
| @4DS 922 | 14 | | 05/23/2002 01:48:31 PM |

Agents: 7

| ID | Name | Logged In | Extension | Monitor ID | State | Call Queue | Calls |
|------|---------------|-----------|-----------|------------|----------------------|-------------------|-------|
| 1101 | Ron Barlow | Yes | 3177:3177 | 705 | Non-ACD Call (w:1 s) | (1) @4QU: Talking | 2 |
| 1102 | Nestor Chacon | Yes | 3600:3600 | 300 | ACD Call (6953:6953) | (1) @4NH: Talking | 14 |
| 1103 | Nghia Pham | Yes | 3624:3624 | 706 | ACD Call (6953:6953) | (1) @4DS: Talking | 17 |
| 4105 | Gwen North | No | | | N/A | <No Calls> | 0 |
| 5105 | Gwen North | No | | | N/A | <No Calls> | 0 |
| 5101 | Jeff Vogler | Yes | 3779:3779 | 811 | Ready | <No Calls> | 0 |
| 4101 | Jeff Vogler | No | | | N/A | <No Calls> | 0 |

Agent

Supervisor

From the View Groups window, you can see call traffic for each ACD group.

Most of the items and fields are self-explanatory or have been previously described in Chapter 1 – System Administration.

Note The “Monitor ID” is a reference number that can be used to search for specific items in the log files.

View Group Properties

1. From the ACD View Groups window, click the Group Properties button. The following two windows provide a summary of the data set from the Strata ACD System Administrator application.

The screenshot shows the 'Group 'CTX Support' Properties' dialog box. It contains the following fields and values:

- ID: 6953:6953
- Description: CTX WinAdmin and License S
- Search Algorithm (A): Round Robin
- Search Algorithm (S): Linear
- No Answer Advance: 00:00:40
- Wrap-up: 00:02:00
- Missed Call Action: None
- Music On Hold: 2
- Enable Type: Always Enabled
- Initial Announcement Time: 00:00:12
- Initial Announcement Action: Initial Announcement (simple)
- Periodic Announcement Time: 00:01:00
- Periodic Announcement Max: 0
- Periodic Announcement Action: Periodic Announcement (position)
- Overflow Time: 00:10:00
- Overflow Action: CTX Transfer to Overflow #1

Navigation buttons at the bottom: << Previous, Next >>, and Okay.

6295

2. To view the second Group Properties window, click Next.

The screenshot shows the second 'Group 'CTX Support' Properties' dialog box. It contains the following fields and values:

- Simple Schedule (Not Used): Start: [empty], Stop: [empty]
- Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday
- Last Agent Log Out/Unavailable: Allowed always, Allowed only if no queued calls
- Talk Time: Call Count: 115, Total: 23:09:04, Average: 00:12:05, Est. Average: 00:00:30
- Priority: Initial Call Priority: 0, EscalationTime: 00:02:00

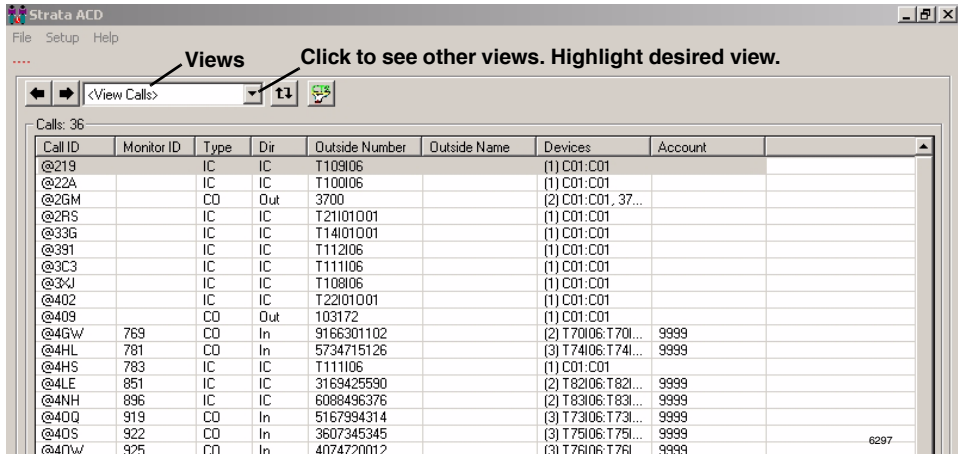
Navigation buttons at the bottom: << Previous, Next >>, and Okay.

6296

View Calls

Enables you to view all ACD calls in the telephone system.

- To see View Calls, Ports or Clients, select the desired view from the Views drop down window.

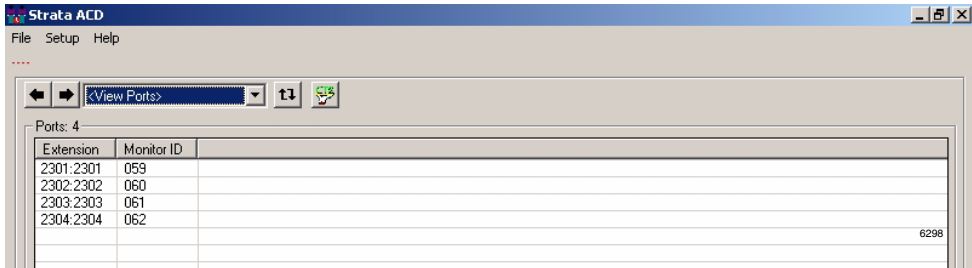


Most of the fields are self explanatory, but a few which require further explanation are described below:

| FIELD | DESCRIPTION |
|-----------------------|---|
| Call ID | The ACD system automatically assigns an ID number with an "@" mark at the beginning. |
| Outside Number | If Caller ID is available, the telephone number displays; otherwise, the trunk number displays. |
| Devices | All of the devices involved in handling the call are listed. The number of involved devices appears in parentheses. |

View Ports

This view enables you to see the Voice Assistant ports.



FIELD

DESCRIPTION

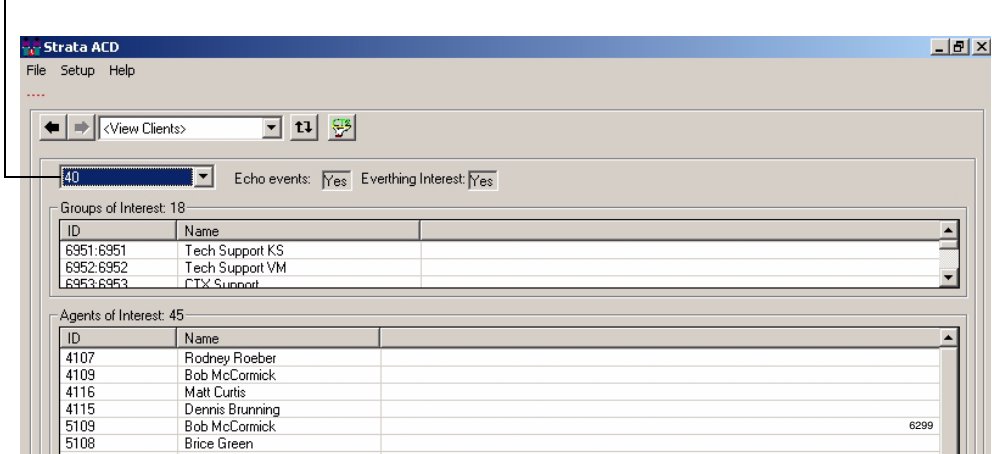
Extension

The number before the colon represents the Primary Directory Number of the device involved. The number after the colon is the actual extension number being used.

View Clients

This window enables you to view the ID numbers and names of all ACD Groups and Agents.

**Handle Number associated with the TCP/IP number.
Assigned at the time of connection for ID purposes.**



| FIELD | DESCRIPTION |
|--|---|
| Echo Events | “Yes” means that data should be transmitted in two directions (between the Client and the PBX). Do not change this setting. |
| Everything Interest | “Yes” means that all information should be echoed. Do not change this setting. |
| Groups of Interest and Agents of Interest | All ACD Groups and Agents are listed by ID number. |

Strata ACD Events

This window provides a log file of ACD events.

- From the Strata ACD window, select Setup menu > Show Activity.

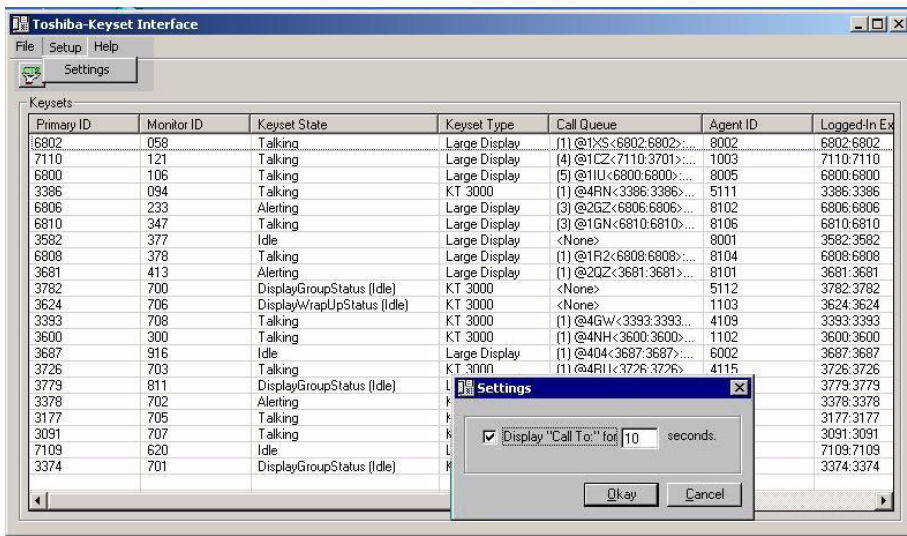
The screenshot shows a window titled "Strata ACD Events" with a menu bar containing "Exit", "Display", and "Clear". The main area contains a log of events with the following text:

```
[66092 14:07:20.8] Rk: CF.LVL20AJ.SETCALLINFOX_0.Success.@6F0.ACDGRP=3900.3900
[66093 14:07:20.9] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_810.@6F0.ACDGRP=3900.3900ICalledIDNum=3900I
[66094 14:07:20.9] Rk: CF.LVL20AJ.SETCALLINFOX_0.Success.@6F0.ACDGRP=ACD.Grp.#1
[66095 14:07:20.9] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_810.@6F0.ACDGRP=3900.3900ICalledIDNum=3900ACDGRP=ACD.Grp.#1I
[66096 14:07:20.9] Rk: CF.LVL20AJ.RAWCMD_244.CF_MS.3470.0.1.891.@6F0
[66097 14:07:20.9] Tx: LVL20AJ.RAWCMD.InSc.7012.@6F0
[66098 14:07:20.9] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_891.@6F0.ACDGRP=3900.3900ICalledIDNum=3900ACDGRP=ACD.Grp.#1I
[66099 14:07:20.9] Rk: CF.LVL20AJ.RAWCMD_245.CF_MD.7011.0
[66100 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.nTVF_803.@6F0.3025.3025.T10I03003.T10I03003.0
[66101 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.nTVF_891.@6F0.3025.3025.T10I03003.T10I03003.0
[66102 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.DI_810.@6F0.3900.3900.3025.3025_A
[66103 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.DI_891.@6F0.3900.3900.3025.3025_A
[66104 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.DE_803.@6F0.3025.3025_I.T10I03003.T10I03003.3500.E.3900.3900.3900.3900I
[66105 14:07:21.1] Call @6F0 changing from state AlertingACD to state AlertingVAPort
[66106 14:07:21.1] Call @6F0 lock set to False
[66107 14:07:21.1] State 'AlertingACD' terminated
[66108 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_803.@6F0.ACDGRP=3900.3900ICalledIDNum=3500ACDGRP=ACD.Grp.#1I
[66109 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.DE_891.@6F0.3025.3025_I.T10I03003.T10I03003.3500.E.3900.3900.3900.3900I
[66110 14:07:21.1] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_891.@6F0.ACDGRP=3900.3900ICalledIDNum=3500ACDGRP=ACD.Grp.#1I
[66111 14:07:21.1] Rk: CF.LVL20AJ.RAWCMD_246.CF.InSc.7012.0.@6F0.2.T10I03003.T10I03003.C.3025.3025.A
[66112 14:07:21.3] Rk: AE.LVL20AJ.RAWCMD_001.E5_803.@6F0.3025.3025_I.T10I03003.T10I03003.3500.E.3900.3900.3900.C
[66113 14:07:21.3] Call @6F0 changing from state AlertingVAPort to state ConnectedToVAPort
[66114 14:07:21.3] State 'AlertingVAPort' terminated
[66115 14:07:21.3] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_803.@6F0.ACDGRP=3900.3900ICalledIDNum=#79500ACDGRP=ACD.Grp.#1I
[66116 14:07:21.5] Rk: AE.LVL20AJ.RAWCMD_001.E5_891.@6F0.3025.3025_I.T10I03003.T10I03003.3500.E.3900.3900.3900.C
[66117 14:07:21.5] Rk: AE.LVL20AJ.RAWCMD_001.CALLINFO_891.@6F0.ACDGRP=3900.3900ICalledIDNum=3500ACDGRP=ACD.Grp.#1I
```

Toshiba-Keyset Interface

This window shows all of the telephone devices involved in ACD calls and provides information about the telephone state, type of telephone (keyset), the dialed number, the Agent ID, and the extension numbers involved with the calls.

- To access the Toshiba-Keyset Interface window, double-click on the TKI icon (shown right).



You can also configure the number of seconds (1~99 sec.) the ACD Group name displays on the LCD. This setting affects all ACD groups and if not changed, defaults to 10 seconds.

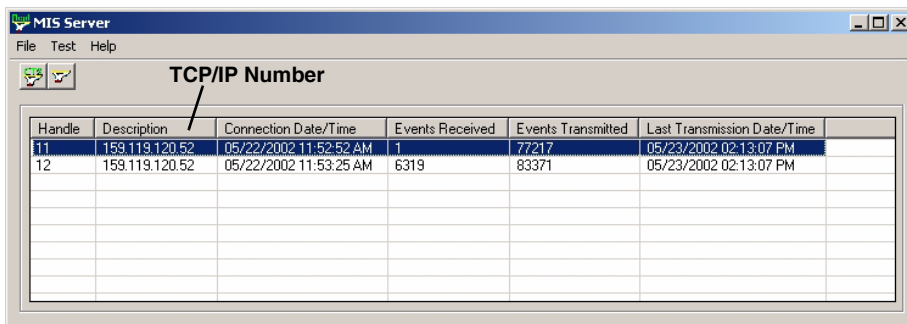
➤ To change the display time

1. Highlight a Keyset Type on the Toshiba-Keyset Interface window.
2. Click Setup > Settings. A Settings window displays (shown above) and you can type in the number of seconds required.
3. Click OK.

MIS Server

This window shows which Management Information Services (MIS) servers are in use, their TCP/IP number, and provides a history of events.

- To access the MIS Server window, double-click on the MIS icon (shown right).



The screenshot shows a window titled 'MIS Server' with a menu bar containing 'File', 'Test', and 'Help'. Below the menu bar are two small icons. The main area of the window is titled 'TCP/IP Number' and contains a table with the following data:

| Handle | Description | Connection Date/Time | Events Received | Events Transmitted | Last Transmission Date/Time |
|--------|----------------|------------------------|-----------------|--------------------|-----------------------------|
| 11 | 159.119.120.52 | 05/22/2002 11:52:52 AM | 1 | 77217 | 05/23/2002 02:13:07 PM |
| 12 | 159.119.120.52 | 05/22/2002 11:53:25 AM | 6319 | 83371 | 05/23/2002 02:13:07 PM |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

6300

This page is intentionally left blank.

Index

A

- ACD groups
 - add supervisor, 16
 - change agent list, 25
 - create, 2
 - tab, 20
- ACD telephone user guide, v
- action
 - buttons, 2
 - settings, 7
- actions, 5, 9
 - class, 6
 - type, 7
- add
 - agent, 18
 - supervisor, 16
- administrator
 - add or delete users, 2
- agent/supervisor telephone user guide, v
- agents, 24
 - add/change group, 25
 - tab, 18
- alarms, 29
- announcements, 22
 - basic, 33
 - default, 33
 - enhanced, 33

- recording, 32

- average connect time, 30

B

- basic announcements, 33

C

- call back, v
- call management, 22
- call router, v
- CD-ROMs, v
- chat, v
- conventions, iv
- create ACD groups, 2

D

- documents, v

E

- enhanced announcements, 33
- events, 43

F

- first-time set up, 2

G

- general description, [v](#)
- general tab, [21](#)
- getting started, [1](#)
- group properties windows, [39](#)
- groups
 - creating, [2](#)

H

- history, [45](#)

I

- installation guide, [v](#)
- interflow, [9](#)

L

- log in, [2](#)
- log out, [2](#), [25](#)
 - automatic, [24](#)
- log to file, [8](#)

M

- media, [v](#)
- MIS server, [45](#)
- music-on-hold, [22](#), [30](#)

N

- Net Phone, [v](#)
- Net Server, [v](#)

O

- OAISYS, [v](#)
 - call router, [v](#)
 - Net Phone, [v](#)
 - Net Server, [v](#)
 - Voice Assistant, [v](#)
- operations manual, [v](#)

- overflow/reroute call, [22](#)

P

- parameters, [7](#), [9](#), [11](#)
- pilot DN, [3](#)

Q

- queue
 - enabled, [21](#)

R

- recording announcements, [32](#)
- related documents/media, [v](#)
- reroute call, [22](#)
- route destination, [3](#)
- run via script, [7](#)

S

- screens
 - ACD groups tab, [20](#)
 - agents tab, [24](#)
 - alarms tab, [28](#)
 - call management tab, [22](#)
 - general tab, [21](#)
 - miscellaneous tab, [30](#)
 - supervisors tab, [26](#)
- actions tab, [5](#)
- agents tab, [18](#)
- miscellaneous tab, [3](#)
- supervisors tab, [16](#)
- system administrator, [1](#)
- scripts, [9](#)
- send DDE message, [8](#)
- send email, [9](#)
- send LCD message, [8](#)
- set up ACD, [37](#)
- share agents, [9](#)

start ACD System Administrator, 1
Strata ACD
 events, 43
 view calls, 40
 view clients, 42
 view groups, 38
 view ports, 41
supervisors tab, 16, 26
system administrator's guide, v

T

tabs

 ACD groups, 20
 agents, 18
 general, 21
 supervisors, 16, 26
telephone user guide, v
Toshiba-keyset interface (TKI), 44
transfer call, 8
transfer to va/announce, 7
troubleshooting
 accessing views, 37
trunk access code, 3

U

unavailable, 25
 automatic, 25
unavailable reasons, 4
user guides and manuals, v

V

VA

 ports, 7
 script, 7
VA (see Voice Assistant)
variables, 9, 11
view

 calls, 40
 clients, 42
 groups, 38
 ports, 41
Voice Assistant, v, 7, 32