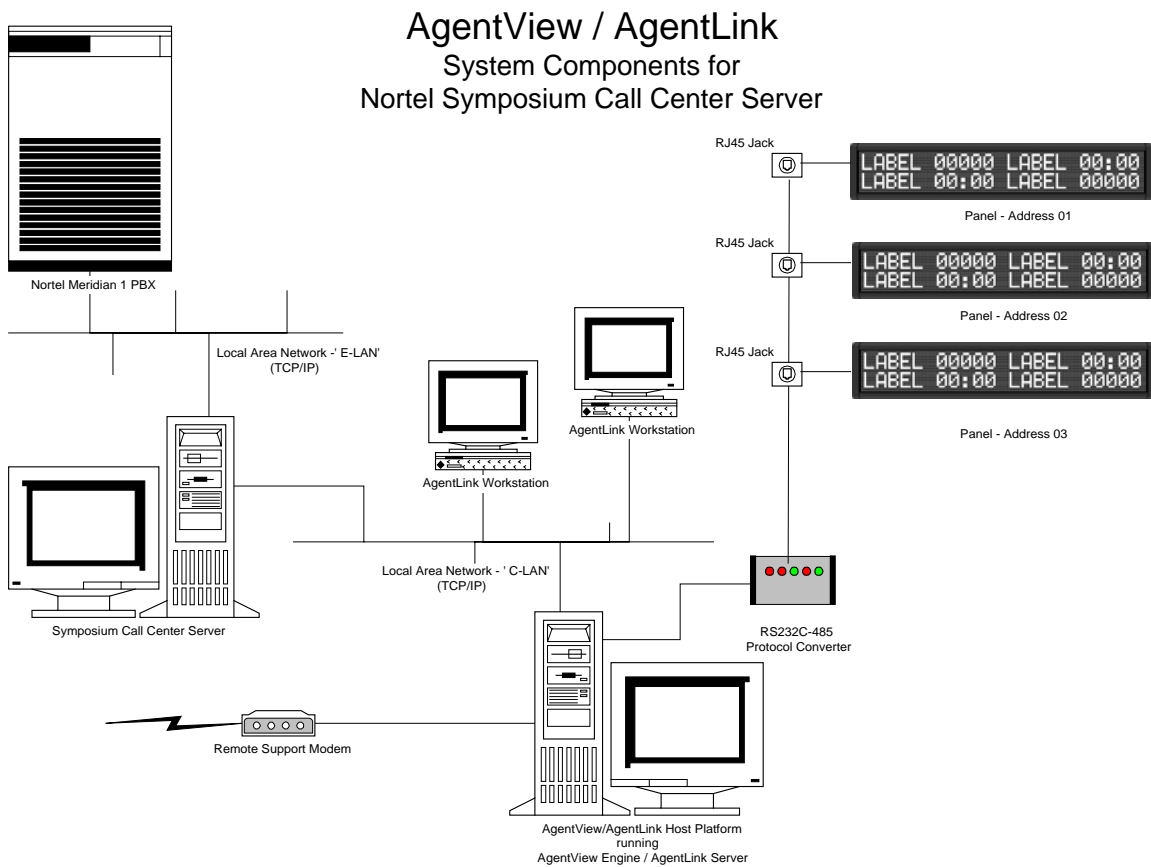


Introduction

Effective with these releases, the AgentView product family will support an interface to the Nortel Symposium Call Center Server. The interface is established through Nortel's *Real-Time Data API* and provides the AgentView user with a rich set of call center performance statistics for use with AgentView wallboards and the AgentLink desktop display. All of the features of the AgentView system are available to the user with this powerful interface, including the ability to collect data from other data *sources – including the Meridian MAX system.



Compatibility

This interface described in this document refers to the following platforms:

1. Nortel Symposium Call Center Server versions 3.0, 4.0 and 4.2 running the Nortel RTD interface.
2. AgentView Enterprise 4.0
3. AgentView Enterprise Express 4.0
4. AgentView Enterprise 2.0 and 3.0
5. AgentView Express 2.0 and 3.0

Connection to the Symposium Call Center Server

Connection is made to the Symposium Call Center Server (SCCS) by way of the C-LAN network through a TCP/IP connection.

AgentView Version 4.0: AgentView 4.0 can interface to multiple SCCS via the Real-Time Data API thus allowing aggregation of metrics. These metrics may also be combined in a computation. In addition, the AV4.0 supports the RSM interface to interface with SCCS.

AgentView Version 2.0/3.0: The SCCS Real-Time Data API allows only a single connection to a single server, so multiple SCCS sources may not be defined. However, an SCCS data source may be used with any other supported source or sources.

The user must have installed on the AgentView system host platform, the SCCS Real-Time Data API toolkit or the full SCCS Client. Please consult your Nortel SCCS Client CD-ROM for installation instructions and more information. Care should be taken in the installation of the ODBC drivers when using the system with the full SCCS Client, as AgentView requires the use of Microsoft's ODBC Version 3.50 or higher

Definition of AgentView Data Source

The SCCS data source is defined in a manner similar to other AgentView sources in the AV97.INI file. An example of the entries required for the SCCS source is shown below.

[SOURCE1]

```
Name                = MySymposiumSystem
Type                 = NortelSCCS
TabFldDef            = C:\AV97\NortelRTDTabFld.def
Timer                = 5
TupleRefreshTimer    = 300
RecoveryTimer        = 30
ServerAddress         = 207.222.111.123
UserID               = AgentView
Password             = Password
```

The Timer value is the interval (in seconds) for data updates from the SCCS. The minimum update interval for the SCCS system is 2 seconds. The ServerAddress entry is the IP address of the SCCS computer's C-LAN interface. The UserID and Password correspond to the User Name and Password that are defined for the AgentView system on the SCCS system. This new user must have 1) the Real-Time Display API attribute enabled, and 2) read access to agent data for all agents being reported on.

Statistics Provided

The SCCS interface provides statistics in two different ways: interval-to-date and moving-window. Interval-to-date calculations use an interval based on user configuration. The intervals may be set at 15 minute increments, from 15 minutes to 24 hours. The interval used for moving-window calculations is predefined at 10 minutes. Data is provided for Applications, Skillsets, System Summary, and IVR reporting entities.

The specific fields provided by the SCCS Real-Time API and supported by the AgentView interface are defined in the NortelRTDTabFld.def file.

Contents of NortelRTDTabFld.def file

```
; Nortel Symposium TabFld Definition file
; March 20, 1998 David Huffman

[tables]
100=Application - Interval
101=Skillset - Interval
103=System Summary - Interval
104=IVR - Interval
106=Application - Moving Window
107=Skillset - Moving Window
109=System Summary - Moving Window
110=IVR - Moving Window

;Application Interval
[100]
KEY=130
130=Application ID,INT
131=Calls Abandoned,INT
132=Calls Abandoned after Threshold,INT
133=Calls Abandoned Delay,INT
134=Calls Answered,INT
135=Calls Answered after Threshold,INT
136=Calls Answered Delay,INT
137=Calls Waiting,INT
138=Max Waiting Time,INT
139=Total Waiting Time,INT
140=Calls Answered Delay at Skillset,INT
141=Calls Given Termination Treatment,INT
142=Calls Offered,INT
```

```
;Skillset Interval
[101]
KEY=150
150=Skillset ID,INT
151=Calls Waiting,INT
152=Max. Waiting Time,INT
153=Agents Available,INT
154=Agents in Service,INT
155=Longest Wait Time Since Last Call,INT
156=Agents Not Ready,INT
157=Agents on ICCM Calls,INT
158=Total Waiting Time,INT
159=Expected Waiting Time,INT
160=Calls Answered After Threshold,INT
161=Longest Wait Time Since Login,INT
162=Agents on DN Call, INT
163=SkillSet State, INT
164=Agents Unavailable, INT

;System Interval
[103]
190=Dummy Key,INT
191=Calls Offered,INT
192=Calls Answered,INT
193=Calls Waiting,INT

; IVR Interval
[104]
KEY=210
210=IVR ID, INT
211=Calls Waiting, INT
212=Calls Answered, INT
213=Calls Answered Delay Time, INT
214=Calls Answered After Threshold, INT
215=Calls Not Treated, INT
216=Calls Not Treated Delay, INT
217=Calls Not Treated After Threshold, INT

;Application Moving Window
[106]
KEY=130
130=Application ID,INT
131=Calls Abandoned,INT
132=Calls Abandoned after Threshold,INT
133=Calls Abandoned Delay,INT
134=Calls Answered,INT
135=Calls Answered after Threshold,INT
136=Calls Answered Delay,INT
137=Calls Waiting,INT
138=Max Waiting Time,INT
139=Total Waiting Time,INT
140=Calls Answered Delay at Skillset,INT
141=Calls Given Termination Treatment,INT
142=Calls Offered,INT

;Skillset Moving Window
```

```
[107]
KEY=150
150=Skillset ID,INT
151=Calls Waiting,INT
152=Max. Waiting Time,INT
153=Agents Available,INT
154=Agents in Service,INT
155=Longest Wait Time Since Last Call,INT
156=Agents Not Ready,INT
157=Agents on ICCM Calls,INT
158=Total Waiting Time,INT
159=Expected Waiting Time,INT
160=Calls Answered After Threshold,INT
161=Longest Wait Time Since Login,INT
162=Agents on DN Call, INT
163=SkillSet State, INT
164=Agents Unavailable, INT

;System Moving Window
[109]
190=Dummy Key,INT
191=Calls Offered,INT
192=Calls Answered,INT
193=Calls Waiting,INT

; IVR Moving Window
[110]
KEY=210
210=IVR ID, INT
211=Calls Waiting, INT
212=Calls Answered, INT
213=Calls Answered Delay Time, INT
214=Calls Answered After Threshold, INT
215=Calls Not Treated, INT
216=Calls Not Treated Delay, INT
217=Calls Not Treated After Threshold, INT

[DUMMY]
KEY=190
```

In addition to basic metrics above, users can define computations to create composites. For example: One of the most important KPI constructed for display is the Service Level, which is not directly available via the RTD interface.

Additional information regarding this interface may be obtained by contacting your Centergistic Solutions, Inc. sales representative.

Information in this document is subject to change without notice. Please contact your Centergistic Solutions, Inc. sales representative for a newer release of this document.

To learn more about Centergistic Solutions and our award winning AgentView family of products please contact us at

800 387 0264 USA

+1 714 935 9000 International

or visit us on the web at

www.centergistic.com