

MITEL NETWORKS

6110 | Contact Center Management

Getting Started Guide

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Installing 6110 Contact Center Management

The Getting Started Guide provides a list of steps, some of which you perform before, and others after, you install Mitel Networks™ 6110 Contact Center Management (CCM). Each section of this document references relevant information in the *6110 CCM Installation Guide*.

If you need help

If you have questions concerning setup, configuration, or customization, please refer to the online Help files or the *6110 CCM User Guide*. If you require technical support, call us at 613-599-0045, Monday to Friday, from 8:00 A.M. to 5:00 P.M. Eastern Standard Time, or e-mail us at support@prairiefyre.com. For proposals, pricing, competitive information, on-site setup, or training please call our sales support group at 770-447-1350, or e-mail them at sales@prairiefyre.com.

Before installing Enterprise Server software

You must perform the following steps before you install 6110 CCM on the Enterprise Server:

1. Format your hard drive.
2. Install the operating system for the Enterprise Server.
3. Install TCP/IP networking and verify it is enabled.
4. Install a network card and verify it works.
5. Install a Digiboard (optional) and verify that it works.
6. Verify that the Com ports work.
7. Install a video driver with 65,000 colors and verify it works.
8. Install the latest Service Pack.
9. Program the telephone system forms so data can flow from the telephone system to the 6110 CCM Enterprise Server.

Preparing to use 6110 CCM

You must complete the following steps in preparation for using 6110 CCM:

1. Start 6110 CCM.
2. Verify that your Enterprise Server IP address and IP port numbers are correct.
3. Verify ACD/Agent Shift and SMDR data is streaming with the Network Monitor.
NOTE: After you install the 6110 CCM software, by default only the administrator can gain access, and make changes to the Network Monitor. The administrator can change security restrictions to permit additional users to gain access to the Network Monitor on the Enterprise Server.
4. Install the Client Component Pack if you want the Network Monitor to run on the Enterprise Server, or if the Enterprise Server will also be used as a client computer.
5. Configure the Client Component Pack Manager.
6. Set up your enterprise.
 - Configure the YourSite database.
 - Set up 6110 CCM security.
 - Change the SQL default administrator password (optional).
 - Back up the YourSite database and raw telephone system data files.
 - Set the time the prairieFyre Maintenance service runs.
 - Install WallBoarder (optional).

Verifying ACD/Agent Shift and SMDR data is streaming

You need to verify that your telephone system is properly connected to the 6110 CCM Enterprise server and data is flowing to all nodes (data collection point). (See “Verifying that ACD/Agent Shift and SMDR data is streaming” in the *6110 CCM Installation Guide*.)

Installing the Client Component Pack on the 6110 CCM Enterprise Server

If you intend to use the Enterprise Server as both a server and a client you must install supporting applications on the server, such as the report templates and the Report Distributor. (See “Installing the Client Component Pack on the Enterprise Server” in the *6110 CCM Installation Guide*.)

Installing and configuring the Client Component Pack Manager

The Client Component Pack Manager (CCP Manager) manages the registry settings for all of the Client Component Pack applications and provides auto-update capabilities for all of the client components. Registry settings include server settings (for example, the Enterprise Server IP address), user settings (for example, language preferences), and mail settings (for example, the SMTP Mail Server address). The CCP Manager runs in the system tray.

Upon installation, the administrator configures the default settings for the CCP Manager. The administrator can configure only one set of defaults. Individual users can use the default administrative settings, or configure their own settings. (See “Installing and configuring the Client Component Pack Manager” in the *6110 CCM Installation Guide*.)

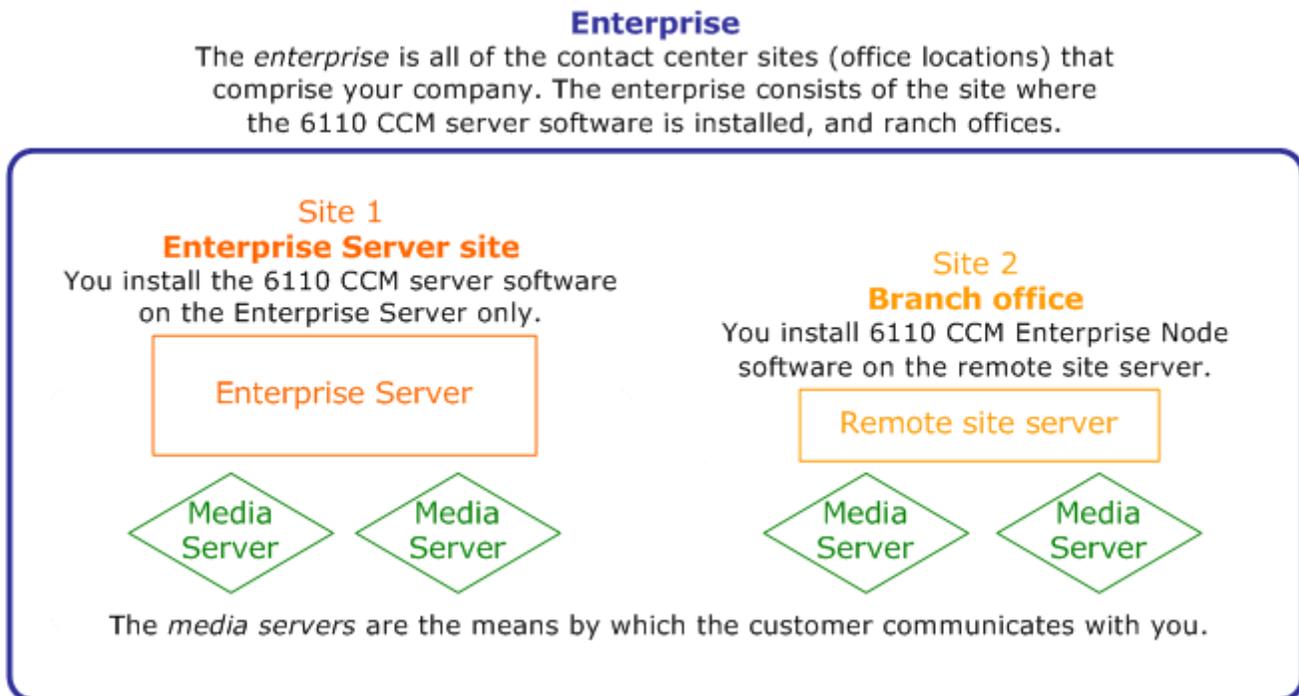
Setting up your Enterprise

You set up your site structure under YourSite=>Enterprise. Depending on your system capabilities, your customer might call you, e-mail you, or chat online with you. You set up your site to reflect these possibilities, and to view statistics and enable reporting on all of these forms of contact. See “Setting up your Enterprise” in the *6110 CCM Installation Guide*.

To set up your enterprise you must

1. Set up your enterprise structure. (See Figure 1.)
 - Name the enterprise. See “Specifying enterprise settings” in the *6110 CCM User Guide*.
 - Add sites to the enterprise. See “Adding a site” in the *6110 CCM User Guide*.
 - Add media servers to the sites. See “Adding a media server to a site” in the *6110 CCM User Guide*.
2. Configure the YourSite database.
3. Set up 6110 CCM security.
4. Change the SQL default administrator password (optional).
5. Back up the YourSite database and raw telephone system data files.
6. Set the time the prairieFyre Maintenance service will run.
7. Install WallBoarder (optional).

Figure 1 Enterprise structure



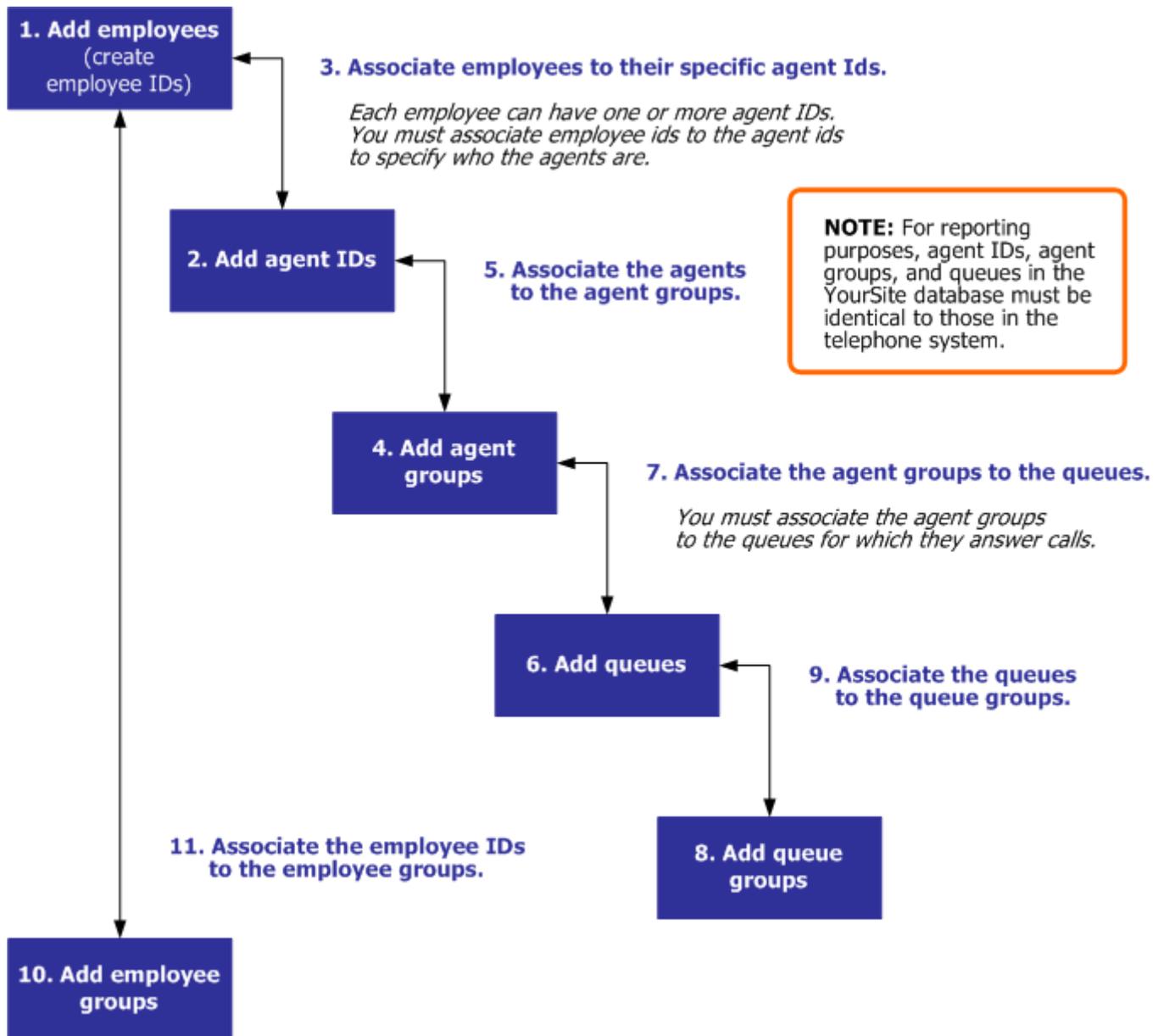
Configuring the YourSite database

In an ACD contact center using 6110 CCM there are two main databases: the telephone system database and the prairieFyre YourSite database. Your dealer is responsible for accessing your contact center requirements and programming your telephone system database accordingly. You are responsible for configuring the YourSite database to mirror the trunks, lines, routing and timing options, and agent positions in use on the telephone system.

There are four ways to configure the YourSite database:

- **Automatic Synchronization**
If you have Mitel Networks 6115 Interactive Contact Center, you use the Automatic Synchronization Tool to configure your system. See “SuperAdvisor and 6115 ICC” in the *6110 CCM User Guide*.
- **Quick Configuration tool**
The Quick Configuration command configures Mitel Networks 6110 CCM quickly and accurately for those contact centers with the SX-2000. See “Configuring the YourSite database with the Quick Configuration tool” in the *6110 CCM User Guide*.
- **Quick Setup**
If you want to add a range of employees and agents, you use Quick Setup to configure your system.
- **Manual Configuration**
If you have the SX-200, or the SX-200 with real-time, you must configure your system manually. See “Manual configuration” in the *6110 CCM User Guide*.

Figure 2 YourSite database configuration



Setting up 6110 CCM security

After you install 6110 CCM, you must grant users access to the Web site. You must then dictate which 6100 CCS suite applications individuals are permitted to use. (See “Setting up 6110 CCM security” in the *6110 CCM Installation Guide*.)

Changing the SQL default administrator password

You can optionally reconfigure the default password for the administrator account to prevent unauthorized users from gaining access. (See “Changing the SQL default administrator password” in the *6110 CCM Installation Guide*.)

Backing up your data

In the event of failure, you can restore your contact center history and configuration with

- A backup copy of the YourSite database
- The raw telephone system data files stored on the local hard drive
- The 6110 CCM database

Contact prairieFyre technical support at 613-599-0045 if you have any questions regarding backups. (See “Backing up the YourSite database and raw telephone system data files” in the *6110 CCM Installation Guide*.)

Installing WallBoarder

The WallBoarder application displays text messages and contact center statistics on one or more Spectrum Light Emitting Diode (LED) reader boards (wall signs). Wall signs provide real-time statistics to agents and supervisors, such as the number of calls in queue, and the wait time of the longest waiting caller. See “Installing WallBoarder” in the *6110 CCM Installation Guide*.

Setting up a client computer to use 6110 CCM

The system administrator must provide all 6110 CCM users with a user name and password. You need to specify settings in Internet Explorer in order to gain access to the 6110 CCM applications from a client computer. See “Setting up the client computer to use 6110 CCM” in the *6110 CCM Installation Guide*.

Complete the following steps to set up the client computer to use 6110 CCM:

1. Start 6110 CCM on the client computer.
2. Install the Client Component Pack on the client computer.
3. Configure the Client Component Pack Manager on the client computer.
4. Configure Report Distributor from a client computer.
5. Configure and manage 6110 CCM from a client computer.

Starting 6110 CCM on the client computer

To start 6110 CCM on the client computer:

1. In the browser, type the Enterprise Server IP address *http://[your Enterprise Server address]/6110 CCM/*.
2. Type your username and password and click **Submit**.

(See “Starting 6110 CCM on the client computer” in the *6110 CCM Installation Guide*.)

Installing the Client Component Pack on the client computer

When installing supporting applications on the client computer, you must install the Client Component Pack. (See “Installing the Client Component Pack on the client computer” in the *6110 CCM Installation Guide*.)

Configuring Report Distributor from a client computer

The Report Distributor application prints and e-mails your reports and displays the status of your printing and mailing jobs. It runs in the system tray on your computer and must be running at all times in order to print and e-mail reports automatically. (See “Configuring Report Distributor from a client computer” in the *6110 CCM Installation Guide*.)

Configuring and managing 6110 CCM from a client computer

A manager who is away from the office can configure 6110 CCM and the YourSite database over the Internet from a client computer. To do so, the manager needs a computer with Internet access (Internet Explorer).

To configure 6110 CCM:

1. If you have not already configured the YourSite Configuration database to reflect your telephone system programming and 6110 CCM licensing parameters, do so now.
See “Configuring the YourSite database with Quick Setup” in the *6110 CCM User Guide*.
2. If you have an SX-2000 or SX-200 with real-time telephone system, start the SuperAdvisor application and monitor contact center activities in real-time.
See “Real-time monitors” in the *6110 CCM User Guide*.
3. Start the Reporter application and generate reports on contact center activities.
See “Reporter” in the *6110 CCM User Guide*.

6110 CCM Enterprise Node

Enterprise Node is an add-on application that provides multi-site contact center capabilities using a single-server configuration.

Enterprise reporting relies on two types of collectors:

- The Enterprise Node - located at branch offices (remote sites)
- The prairieFyre Collector Service - located on the same computer as the Enterprise Server

In order for data to be collected at a remote site, the Enterprise Node software must be deployed at that site (a remote site with a 3300 ICP media server is the only exception - see “Configuration scenario 2” in the *6110 CCM User Guide*). The Enterprise Node contains a data collector. It collects data from a Mitel Networks telephone system or from other media types, and stores the information at that site. The prairieFyre Collector Service, which resides at the Enterprise Server site, gathers the information from your remote site and stores it as raw data. The Enterprise Service, which also resides at the Enterprise Server, summarizes and then stores the data (SQL), and produces real-time data for the real-time monitors.

If the Wide Area Network (WAN) link between a remote site and the Enterprise Server goes down, the managers and supervisors at the remote site cannot view real-time data on their site until the WAN connection is restored. However, if the WAN link is down, data collection at the remote site continues.

Purchasing

When you purchase an Enterprise Node, it can collect data for one voice media server, one e-mail media server, and one chat media server. If you have two voice media servers, you will have to purchase a second Enterprise Node license. (See “Enterprise Node” in the *6110 CCM User Guide*.)

