
Administration Guide for TASKE Contact

For Avaya™ Communication Manager with Application Enablement
Services

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Chapter 1: Welcome

This guide provides information about how to use the services and applications that are installed on the TASKE Server, including TASKE Console and TASKE Administrator.

TASKE Server services collect, store, and distribute telephone system data, enable web client connections, and provide the TASKE web interface for web users.

TASKE Server applications manage the TASKE configuration:

- TASKE Administrator lets you maintain the TASKE database and its associated files. This information in the TASKE database is imported from telephone system resources. TASKE Administrator also manages application settings, such as the users who can use TASKE applications.
- TASKE Database Update Wizard is a time-saving wizard that automatically collects the telephone system data that must be imported into the TASKE database.

These services and applications are managed by TASKE Console.

TASKE Technical Support

If you require information that is not addressed in this guide, you can contact TASKE Technical Support. If you are a member of the TASKE Total Care Maintenance Program, you are entitled to unlimited technical telephone support during TASKE support hours. If you are not a member of the program, you will be charged a per incident fee that must be paid in advance. If, within 30 days of closing the incident, you elect to purchase a subscription to the TASKE Total Care Maintenance Program, the incident fee will be refunded.

Use one of the following methods to contact TASKE Technical Support:

Telephone: 1-877-778-2753, Option "1 - Technical Support"

Email: www.taske.com/asksupport

TASKE support hours are **Monday to Friday, 9:00 am to 6:00 pm EST/EDT**. Canadian statutory holidays are excluded.

TASKE Total Care Maintenance Program

The TASKE Total Care Maintenance Program is designed for you to realize the greatest benefits from your investment, and protect this investment with regular product upgrades and access to technical support services.

Subscribers to the TASKE Total Care Maintenance Program receive the following benefits:

- Unlimited technical telephone support during TASKE support hours.
- Access to current software releases and product updates at no charge.
- Access to TASKE training to further enhance the value of their software investment.

A twelve-month subscription to the TASKE Total Care Maintenance Program is included with every new purchase of the TASKE Management Solutions. Annual renewals or additional years' coverage can be purchased at any time.

The expiration date of the customer's current maintenance agreement is available by contacting TASKE at www.taske.com/asksales and providing the customer name and address (or lock number, if available).

For more information about this program, contact TASKE at 1-877-778-2753, Option "2 - Sales", or email us at www.taske.com/asksales.

Chapter 2: TASKE Console

TASKE Console lets you manage TASKE servers and their applications. TASKE Console is automatically installed on any computer with one or more TASKE servers.

TASKE Console is added to the computer startup folder during installation. This location allows Console to start automatically after a computer shut down and to restart all servers that are configured to start automatically. This configuration keeps data and service losses to a minimum after a computer shutdown by ensuring that all applications required for data collection and management are started the moment the server computer is started.

Opening and Closing TASKE Console

When TASKE Console is open, it displays all TASKE servers installed on the computer. Use TASKE Console to open the server interfaces (where applicable), control the operating status of the servers, and view the properties of the servers.

When you close TASKE Console, it continues to run in the background.

Step to open TASKE Console:

- Double-click the TASKE Console icon in the Windows system tray.



Right-click items to quickly select commands from a pop-up menu.

Step to close TASKE Console:

- Click **File, Close**.

Viewing TASKE Console Entries

You can choose to display information about components as a list of details or icons. The default view is details.

Step to choose a view:

- Click **View, Details** or **View, Icons**.

Details View

In Details view, each component is identified with a small icon and the full name of the component. The icon includes a status indicator that represents the status shown in the Status column.

The status column shows the current status of the component, which is one of:

- **Starting** indicates that Console is in the process of launching the component. The icon's status indicator is yellow.

- **Started** indicates that the component is running and operating properly. The icon's status indicator is green.
- **Stopping** indicates that Console is in the process of closing the component. The icon's status indicator is yellow.
- **Stopped** indicates that the component is not running. The icon's status indicator is red.
- **Unknown** indicates that the application or service cannot start because of a problem with files required to start the application or service. The icon's status indicator is yellow. If a status of Unknown is encountered, contact TASKE Technical Support for assistance.

Console also shows how the component starts up. Components start up automatically when Console launches or manually.

The Category column shows the application type that the component services.

Icon View

In Icon view, each component is represented as an icon with a status indicator showing the current status of the component. This indicator is:



- **green** when the component is started and functioning properly.
- **yellow** when the component is in a transitional state such as starting or stopping.
- **red** when the component is stopped.




Choosing Tasks


The menu bar provides access to Console commands. Commands are greyed out when they are not available. For example, the Start command on the Action menu is not available when the selected server is already started.

For several menu bar commands, buttons are available on the toolbar for convenient access.

The following tasks are available using the Console menu bar and toolbar buttons.

Task	Access
Close TASKE Console (pg. 7)	Menu Bar File, Close Keyboard Shortcut ALT+F, C
Start Selected TASKE Servers (pg. 12)	Menu Bar Action, Start Keyboard Shortcut ALT+A, S
Stop Selected TASKE Servers (pg. 12).	Menu Bar Action, Stop Keyboard Shortcut ALT+A, T
Start all TASKE Servers (pg. 12).	Menu Bar Action, Start All TASKE Servers Keyboard Shortcut ALT+A, A Toolbar button 
Stop all TASKE Servers (pg. 12)	Menu bar Action, Stop All TASKE Servers Keyboard shortcut ALT+A, L Toolbar button 

Task	Access
<p>Open a Selected TASKE Server</p> <p>Note: If the server is already open, the application window moves to the forefront of the desktop.</p>	<p>Menu bar</p> <p>Action, Open</p> <p>Keyboard shortcut</p> <p>ALT+A, O</p> <p>Toolbar button</p> 
<p>Open Properties for a Selected TASKE Server (pg. 14)</p>	<p>Menu bar</p> <p>Action, Properties</p> <p>Keyboard shortcut</p> <p>ALT+A, P</p> <p>Toolbar button</p> 
<p>Display Console Entries as Labeled Icons (pg. 14)</p>	<p>Menu bar</p> <p>View, Icon</p> <p>Keyboard shortcut</p> <p>ALT+V, I</p>
<p>Display Console Entry Details (pg. 14)</p>	<p>Menu bar</p> <p>View, Details</p> <p>Keyboard shortcut</p> <p>ALT+V, D</p>
<p>Launch Administrator (pg. 27)</p>	<p>Menu bar</p> <p>Tools, Administrator</p> <p>Keyboard shortcut</p> <p>ALT+T, A</p> <p>Toolbar button</p> 

Task	Access
Launch Database Update Wizard	<p>Menu bar Tools, Database Update Wizard</p> <p>Keyboard shortcut ALT+T, D</p> <p>Toolbar button </p>
Launch Network Settings (IP Address Configuration Wizard)	<p>Menu bar Tools, Network Settings</p> <p>Keyboard shortcut ALT+T, I</p>
Launch Support Packager	<p>Menu bar Tools, Support Packager</p>
Access Help	<p>Menu bar Help, Contents</p> <p>Keyboard shortcut F1</p>
Access Application Information	<p>Menu bar Help, About TASKE Console</p> <p>Keyboard shortcut ALT+H</p>

Chapter 3: TASKE Servers and Services

TASKE Server employs several servers, each of which provides specific services in the TASKE environment. These servers are installed on the TASKE Server computer. For information, see the *Installation Guide*.

- **Information Server** and **Collector** ensure that the data supplied by the telephone system is collected, stored and properly dispersed to the real-time applications.

The Information Server provides the user interface for all server-related activities. Information Server displays data as it is collected, verifying that the system is functioning properly. The Information Server is also responsible for managing connections, the site license, and other server-related administrative actions.

Collector operates in the background and is responsible for data collection and must be running to log data from the telephone system.

- **Upgrade Server** ensures that TASKE applications maintain version compliance.

The Upgrade Server operates in the background and checks the version number of each client application attempting to connect to the Information Server. If the version of the client application does not match the version of the Information Server, the Upgrade Server sends a message to the user of the client application that an upgrade is necessary to connect and provides a link to the installation.

- **Integration Server** facilitates the integration of licensed, third-party applications with TASKE applications. Check your license file to determine if you are licensed for third-party applications.
- **Add-On Server** handles the data transfer between the Information Server and the TASKE Web Server.
- **TASKE Web Server** handles data transfer between the Add-On Server and Microsoft IIS Web Server.

Microsoft IIS Web Server must be installed along with these TASKE servers. This service hosts the TASKE website and handles page requests from users. Within the TASKE environment, this service is referred to as the **World Wide Web Publishing** service.

All TASKE servers and the World Wide Web Publishing services are managed through TASKE Console. Some servers are set to startup automatically when TASKE Console launches and other are set for manual startup. You can change the default startup type. By default, TASKE Console is configured to launch automatically when the server computer starts to ensure that all TASKE applications required for data collection and management are automatically restarted after a computer shut down.

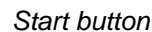
Starting and Stopping TASKE Servers

Servers must be started for their services to collect and distribute data, and for web clients to connect to the server. When the Information Server is shut down, the Collector and Upgrade Server are automatically shut down. Collector server stops all data collection and data logging for the period of time that these servers are shut down.

By default, the Information Server, Collector, Upgrade Server, TASKE Web Server service and World Wide Web Publishing are configured to start automatically when Console

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1. Open TASKE Console (pg. 7).
2. Click one or more servers.
3. Click the Start button in the toolbar.



TASKE Collector - Telephone Services Connection

The TASKE Collector connects to the CentinelVu® Tserver to monitor telephone system activity. The connection is made through a link, which represents a specific service.

Link name: **AWAYALLWAYA 112333211AB311AC1**

The Tserver can be configured to use a Security Database to control access. Connection requires a Windows user name when this feature is enabled. The user must exist in the Security Database and must have permission to monitor all devices.

Connect to the Tserver as:

☒ Logged in Windows user

☐ Specific Windows user:

User name: **TASKE**

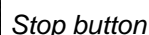
Password:

OK

1. Verify the Tlink in the **Tlink name** field. If a Tlink name is not present, the TSAPI Telephony Service Controller may not be running.
2. Does the current logged in user account have local administrative rights?

No: Click **Specific Windows user** and type the user name and password for an account with local administrative rights.

1. Open TASKE Console (pg. 7).
2. Click one or more started servers.
3. Click the Stop button in the toolbar.



Steps to change the startup type for a TASKE server:

1. Open TASKE Console (pg. 7).
2. Click the name of the server.
3. Select **Action, Properties**.
4. Select **Automatic** or **Manual** from the Startup Type list.
5. Click **OK**.

Viewing Properties for TASKE Servers

TASKE servers have properties that you can change. For example, a server's properties define whether it starts automatically when TASKE Console launches or whether you must start the server manually.

Steps to view properties for a TASKE Server:

1. Open TASKE Console (pg. 7).
2. In TASKE Console, click the server.
3. Click **Action, Properties**.

For the Information Server, Collector or Upgrade Server, properties include the name of the server's executable file, full name, and build number. For these servers, properties also include the startup type, which determines whether the server is started automatically or manually. For information about changing this startup type, see "Starting and Stopping TASKE Servers" (pg. 12).

Properties for the TASKE Add-On Server or Web Server are distributed on four tabs. These default properties are set when the server is installed. Changes to the properties are not recommended as these changes may affect the performance of the site

4. When you have finished viewing properties, click **OK**.

Verifying Successful Data Collection

Use the CTI tab of the Information Server to verify that data collection is occurring. Data collection is occurring properly when data is streaming through the Local Events section of the tab.

If data collection stops, users are notified using data alarms. Data alarms may present themselves through the TASKE Data Alarms dialog box and through the Information Server icon in the Windows system tray. If the Information Server encounters data alarms its icon appears in the system tray with a red flag.



Information Server icon with red flag

Right-click this icon to open a menu that accesses the following activities:

- open the Information Server window when it is closed
- open the TASKE Data Alarms dialog box
- display information about the TASKE Information Server application, including the Lock Number for the site
- exit the Information Server

Using the Information Server

Opening TASKE Information Server

Information Server, working with Collector, ensures that the data supplied by the telephone system is collected, stored and properly dispersed to the real-time applications.

The Information Server also provides the user interface for all server-related activities. Information Server displays data as it is collected, verifying that the system is functioning properly. The Information Server is also responsible for managing connections, the site license, and other server-related administrative actions.

Steps to open Information Server:

1. If Information Server is not started, start it from TASKE Console.
2. From the Component list, click **Information Server**.
3. Click **Action, Open**.

Viewing Client Connections

You can view a list of the current number of client applications connected to the Information Server. Client applications that require real-time information are displayed in the list. The list displays the client's IP address, the name of the application the client is using, and the site name.

The following information is available about each client connection:

- **Status** - displays the connection status of the selected client to the Information Server. The status is one of the following:

Connected indicates that the client is connected and receiving data. A green light, along with the date and time of the connection, is also displayed.

Blocked indicates that the client connection to the Information Server is lost. A yellow light indicates there is a problem with the connection. The client application automatically attempts to reconnect at 15-second intervals as long as the client application is running.

- **Details** displays the network name and the IP address of the selected client.
- **Messages** displays information about the telephone system messages sent to the client from the Information Server. Information includes the date and time of the last message successfully received by the client from the Information Server, the date and time of the last message the Information Server attempted to send, and the number of queued messages.

For clients with a status of Blocked, the Last sent and Last queued times may differ. Because the client connection is blocked, the messages will accumulate in the queue until the client connection is re-established or disconnected.

Step to view client connections:

- Click the **Clients** tab in Information Server.

Step to view information about a specific client connection:

- Click the client connection in the list of connections.

Disconnecting Clients

The process for disconnecting clients from the Information Server depends on the site licensing. This feature is most useful for Enterprise licensed sites, however it does have merit for Non-Enterprise sites as well.

Enterprise Sites

From the local Information Server, you can view and control both local and Enterprise client connections.

When you disconnect a client application, it will attempt to reestablish the connection every 15 seconds. If you want to prevent client applications from reconnecting, lock the site (pg. 25) before disconnecting client applications.

Steps to disconnect a client application:

1. Click the **Sites** tab in Information Server.
2. Select the client from the list of client connections.
3. Click the Site Actions button and click **Disconnect**.

Non-Enterprise Sites

The usefulness of the disconnect feature in a non-Enterprise site lies in the situation where you require use of an application at the server computer, but all supervisor licenses are currently in use. Disconnect a selected client application from the Information Server to make the license used by the application available. From the server, open an application using the newly available license.

Note: The disconnected client application will attempt to reconnect to the Information Server after 15 seconds. You must open the application immediately after disconnecting the client to ensure that the license remains available.

Steps to obtain a supervisor license:

1. Select the client using a supervisor license from the list of client connections.
2. Click **Disconnect**.
3. Open an application requiring a supervisor license on the server PC within 15 seconds to obtain the free license and prevent the reconnection of the disconnected client.

Viewing the Telephone System Connection

TASKE Information Server shows information about the telephone system connection.

Local Events

When the connection is active and properly connected, this section shows call records to confirm that data is being collected by TASKE Collector. Up to 150 records are displayed at a time. This data cannot be manipulated from the Information Server, and should not be interpreted from the screen.

Communications

This section displays information about the Information Server connection to the telephone system. The Tlink connection that the Collector uses to connect to the Tserver is displayed, as well as the network name of the user who has logged in through the Tlink. If the connection is receiving data, a green light is displayed with the title "Working Normally". If the connection is not receiving data, a red light is displayed with the title "Not working". See log file for details".

You can change port communication settings.

Steps to view the telephone system connection:

- In the Information Server, click the **CTI** tab.



Change communication settings only when necessary: The communication settings should only be changed if incorrect. If changed while the data is being received, the data connection may not function properly.

Steps to change port communication settings:

1. Click the **Change** button.
2. Make changes to the settings.
3. Click the **OK** button.

The Information Server uses new settings immediately to receive data.

Viewing Chat Connections

The Chat tab of the Information Server shows the current number of agents and supervisors currently logged into the TASKE Chat service. The Chat Members section of the tab includes a table of who is logged into TASKE Chat (using the network PC name), the machine the user is logged in from (also the network PC name), and the IP address of the PC.

Name	Machine	IP
roch	ROCH	192.168.21.150
johng	TASKEUSE	192.168.21.149
GREG	HARLEY	192.168.21.89

Viewing License Information

Information Server provides details about the TASKE software licensing. Information includes:

- **Lock Number** - the serial number that is required to receive TASKE Technical Support or for ordering upgrades of software from TASKE.
- **Agents** - the maximum number of agents allowed for simultaneous monitoring or reporting by TASKE applications.
- **Extensions** - the maximum number of extensions allowed in use at any time.

- **Web Portals** - the maximum number of users allowed to concurrently connect to the Information Server using the TASKE web interface and the number of users currently active and connected.
- **Desktops** - the maximum number of users allowed to concurrently run TASKE Desktop and the number of users currently active and connected.
- **DisplayCentrals** - the maximum number of users allowed to concurrently run TASKE DisplayCentral and the number of users currently active and connected.

Advanced information also provides site information, licensed option information, and details on the license expiration date and the maintenance renewal date.

When a site upgrades and requires a change to its licensing configuration, you must upgrade the license file. The new license file must be provided by TASKE Technology Inc., and is distributed using a disk or email.

You can also update the maintenance renewal date for an existing license. This date is updated by using a code provided by TASKE Technology Inc.

Steps to view license information

1. In Information Server, click the **License** tab.
2. If you want to view more details, click the **Advanced** button.

Steps to update the license file:

1. In Information Server, click the **License** tab.
2. Click the **Update** button.
3. Select the location of the new license file and click **OK**.

Steps to update the maintenance renewal date:

1. In Information Server, click the **License** tab.
2. Click the **Advanced** button.
3. Type the maintenance code and click **OK**.

Viewing Report Summary Information

Information Server provides data on report summary requests based on the reports produced by users. You can manage the queue of summary requests. For example, when one or more large summary requests are blocking the way of smaller requests, you can stop the large requests.

For each summary request, the following information is available about the source of requests and the progression of the requests:

- **Time** shows the time the summary request was received from the client application.
- **User** shows the user name and IP address of the user requesting the summary. For web applications, this is the IP address of the web server computer.
- **Type** displays the type of summary the user is requesting, such as Daily, Weekly, or Monthly.
- **Period** displays the date range the summary covers. This value is not the date of the summary request, but the date of the data files where the summary is drawing data.

- **Status** displays the current status of the summary. This column may display any of the following information:
 - **Request queued in position xx on server** displays the position of the summary request in relation to the other requests currently in queue on the server.
 - **Failed** indicates the summary encountered an error during generation and the summary request could not be completed.
 - **Stopped** indicates the summary was stopped before completion by the user or by the system administrator at the server.
 - **Completed** indicates the summary request is complete.
- **% (Percentage complete)** indicates the generation status of the summary report in a percentage.

The Summary Statistics section of the Summary tab displays the following statistics on the report summary requests:

- **Total number of requests** displays the number of summary requests that have occurred since the last time the Information Server started.
- **Average time to process** displays the average amount of time it takes to process a summary request. The time is presented in hh:mm:ss format and calculates the average based on all requests received since the last time the Information Server started.
- **Maximum time to process** displays the longest amount of time taken to process a summary request since the last time the Information Server started.

Step to view report summary information:

- In Information Server, click the **Summary** tab.

Step to clear all requests in the summary:

- Click **Clear Requests**.

Step to stop a request:

- Click the request in the summary and click **Stop Request**.

Viewing General Information

Obtain the following TASKE server information from Information Server:

- **IP address** - the IP address of the TASKE Server computer.
- **Info server port** - the port number the TASKE Server uses to receive client connections.
- **Chat server port** - the port number the TASKE Server uses to receive chat connections.
- **Running since** - the date and time the TASKE Information Server was launched.

The information is available for reference only and cannot be changed.

Step to view server information:

- In Information Server, click the **General** tab.

Configuring Chat

TASKE Chat provides a real-time, one-on-one, text-based conversational environment for supervisors and agents.

By default, TASKE Chat is enabled for both supervisors and agents with the installation of TASKE Contact. You configure TASKE Chat to change the types of users it is available to or to turn TASKE Chat off.

Steps to configure TASKE Chat:

1. Click **Chat Configuration** from the **Configure** menu of the Information Server.
2. If you want to make TASKE Chat available to supervisors or agents:
 - Select the **Allow supervisor users to chat** check box to allow only supervisors to chat when logged into TASKE Desktop and the TASKE web interface.
 - Select the **Allow agent users to chat** check box to allow only agents to chat when logged into TASKE Desktop.
 - Select the **Allow supervisor users to chat** check box and the **Allow agent users to chat** check box to allow supervisors and agents to chat when logged into TASKE interfaces that support TASKE Chat.
3. If you want to turn off TASKE Chat, click **Disable all chat**.
4. Click **OK**.

Setting the Workforce Management Schedule Files Location

Real-Time Agent Adherence (RTAA) is a licensing option offered for TASKE Contact that requires integration with a supported workforce management application. Using the schedule from the workforce management application, real-time TASKE Contact applications are able to track agent activity and compare this activity with what is expected in the schedule. If an agent is conducting activities outside of the schedule, the TASKE application raises an alarm, making the supervisor immediately aware of this deviance from the schedule.

For the Information Server to provide the real-time applications with scheduling information, it must know where to locate the schedules.

Steps to identify the location of the workforce management schedule files:

1. In Information Server, click **Configure, Workforce Management Schedule Files**.
2. Type the path to the folder in the **Workforce management schedule file location** field. If this information is not readily available, click the **Browse** button to search the local computer or the network.
3. Click **OK**.

Automatically Updating Daily Summary Files

Each day, a summary file of all data collected for the day is created. The data in the file is matched to the appropriate resource in the TASKE database. The files are stored on the TASKE Server in the \\TASKE_Root_Folder\\SiteData\\local\\Daily folder.

Daily summary files are required to produce daily reports and must be updated frequently to ensure the most current data is available. There are two ways to update daily summary files:

- automatically (default) every xxx number of seconds, where xxx is a user-defined time interval. By default, this time interval is 900 seconds, or 15 minutes.
- on demand with every request to view a daily report.

The first method is the recommended method because it reduces the load on the TASKE Server by allowing it to update the daily summary files at defined intervals. This practice is important for large businesses with several client computers that may send requests for daily reports to the Information Server that are minutes or even seconds apart. If the automatic update of daily summary files is not enabled, the daily summary file is updated with each request, bogging down the server computer with unnecessary daily summary file updates.

Steps to configure daily summary file updates:

1. In Information Server, click **Configure, Daily Summary Auto-Update**.
2. Do one of the following:
 - To update the daily summary files automatically, select the **Enable** check box. Type the number of seconds that represents the update interval in the **Update frequency seconds** box.
 - To update daily summary files on demand, clear the **Enable** check box or set the **Update frequency seconds** value to 0 (zero).
3. Click **OK**.

Viewing Data Alarms

You can configure alarms (pg. 54) to notify you of critical conditions related to data collection and disk space. By default, when an alarm occurs, the Information Server plays a sound and displays a message that shows the date and time of the alarm, as well a description of the alarm.

Messages are displayed in the TASKE Data Alarms dialog box. If the list of messages becomes long, you may want to clear the list. Alarms shown in the TASKE Data Alarms dialog box are also recorded in the log file. If you clear the alarms from the dialog box, the log file provides a record of the alarms.

Step to clear the alarms from the TASKE Data Alarms dialog box:

- Click the **Clear Alarms** button.

TASKE Enterprise Licensing

Understanding Enterprise Licensing

Using the Enterprise licensing option of TASKE Contact, supervisors with Enterprise functionality can view information about Information Servers running at remote sites. The telephone system data collected by the Information Server at each site can be shared with other Information Servers across LAN or WAN connections using TCP/IP.

If an Enterprise site is available, the list of resources in the web interface identifies resources at remote sites using the site names and "local" identifies the local site.

For reporting, if data from a remote Information Server is newer than data on the local Information Server, copies of the appropriate .pbx files are transferred to the local Information Server and the report is generated from these files.

Checking for Enterprise Licensing

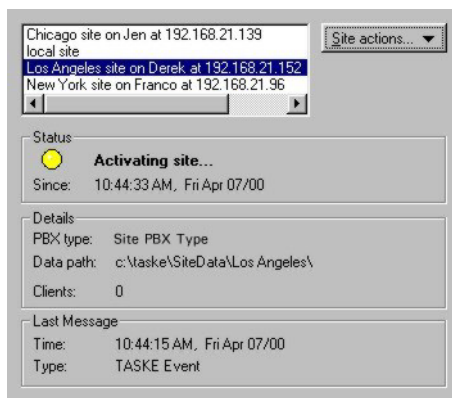
If your site has Enterprise licensing, Enterprise functionality is automatically activated during installation or with a license upgrade.

Steps to determine whether the Enterprise functionality is activated:

1. Start the Information Server.
2. Open the Information Server.
3. If the **Sites** tab is present, the site is licensed for Enterprise and this functionality is active.

Viewing Enterprise Site Connections

The Sites tab lets you set up and maintain remote site connections. The list at the top of the tab displays all of the defined sites, regardless of the connection status. The local site is included in the list of active sites.



Status

This section displays the status of the connection from the site to the Information Server. If the site is connected and receiving data, a green light is present with the title "Local site activated" for the local TASKE site and "Connected to Remote Site" for other TASKE sites.

The date and time the connection commenced are also displayed. If a site is activated the Information Server can send and receive information requests to and from the site.

Deactivated sites cannot send information to or receive information from the Information Server. Sites are deactivated manually through the Site Actions menu or automatically if there is an error with the site connection. The indicator light turns yellow to indicate the Information Server is attempting to activate the site connection and red when the connection has encountered a fatal error. A gray light indicates that the site is deactivated.

Details

This section displays the following information.

- **PBX Type** displays the PBX type of the site selected in the sites list.
- **Data Path** displays the local path for the data being stored from the local or remote site.
- **Clients** displays the number of clients connected to the Information Server of the site selected in the sites list. This field also shows the lock status. If a site is locked, no new clients can connect to the site through the Information Server at the site. This feature is used for site maintenance.

Last Message

This section displays information about the messages sent to the local Information Server from the site selected in the sites list:

- **Time** displays the date and time of the last message received by the local Information Server from the site selected in the sites list.
- **Type** displays the type of data record that was last received by the local Information Server from the site selected in the sites list.

Adding Enterprise Site Connections

Enterprise site connections to the local Information Server are set up, modified, and removed using the Sites tab of the Information Server. After adding a site, it must be manually activated to start collecting data and processing information requests.

When an Enterprise site is added, a directory for storing the site data is created on the local TASKE server computer. This directory is automatically assigned the same name as the site. When modifying the site connection information, the site name is not editable because of the inconsistency it would create in the directory structure. Local client applications connected to the Information Server also refer to the remote site by this name. To change a site name the site must be removed and re-added to the list with a new name.

Steps to add an Enterprise site connection to the local Information Server:

1. In Information Server, click the **Sites** tab.
2. Click the **Site actions** button and click **Remote Site, Add**.
3. Type a unique name for the site in the **Site Name** box.
4. Type the network name of the remote TASKE server computer in the **Server name** box.
5. Enter the IP address of the remote TASKE server computer in the **IP address** box.



Automatically detecting the remote server IP address: If the server name was found by browsing the network, the IP address of the remote TASKE server PC will already be present in the *IP address* field. If this is not the case, click the *Auto* button to have the IP address automatically detected based on the server name provided.

6. Enter the IP port for incoming data from the remote TASKE server computer in the IP Port field.

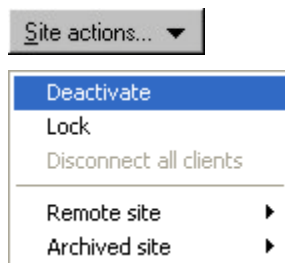
By default, TASKE uses port number 5210 for incoming data from remote sites. Ensure that no other devices are using port number 5210.
7. Click the type of the remote telephone system from (PBX) types. Once the Enterprise site is added, the telephone system type cannot be changed without removing and re-adding the site.
8. Enable the **Activate automatically on startup** check box to have the site automatically activated when the local Information Server is started. By default this check box is enabled. Disabling this check box means that the user will have to manually activate the site from the *Sites* tab of the Information Server.
9. Click **OK**.

Modifying and Removing Enterprise Site Connections

Enterprise site connections to the local Information Server are modified and removed using the *Sites* tab of the Information Server.

Steps to modify the properties of an Enterprise site connection to the local Information Server:

1. In Information Server, click the **Sites** tab.
2. Select the **Enterprise site connection to modify** from the sites list.
3. Click the **Site actions** button on the **Sites** tab.
4. From the **Site actions menu**, **Remote site sub-menu**, click **Edit properties** to open the Edit Site Properties dialog box. This dialog box is identical to the Add Site dialog box. The only exception is that the Site name and PBX type fields are not editable.

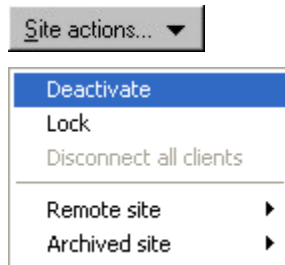


5. Make the required changes to the editable fields, as described in “Adding Enterprise Site Connections” (pg. 23).
6. Click **OK**.

Steps to remove an Enterprise site connection from the local Information Server:

1. In Information Server, click the **Sites** tab.
2. Select the **Enterprise site connection to modify** from the sites list.

3. Click the **Site actions** button on the **Sites** tab.
4. From the **Site actions** menu, **Remote site** sub-menu, click **Remove**.



5. Click **Yes**.

Activating and Deactivating Sites

If a site is activated, the Information Server can send and receive information requests to and from the site. Deactivated sites cannot send information to or receive information from the Information Server.

The Status section of the Sites tab displays the status of the connection. When a site is:

- activated, the light in the Status section is green with the title “Local site activated” for the local TASKE site and “Connected to Remote Site” for other TASKE sites. The date and time the connection commenced are also displayed.
- deactivated, the light in the status section is gray with the title *Site is inactive*.

Steps to activate or deactivate an Enterprise site connection:

1. In the Information Server, click the **Sites** tab.
2. Select the Enterprise site from the sites list.
3. Click the **Site actions** button and click **Activate** or **Deactivate**.

Locking Sites and Disconnecting Clients

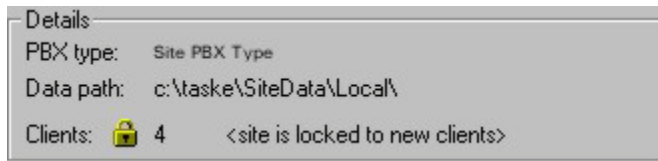
Sites can be locked to prevent new client connections. In many cases, existing client applications are also disconnected. For example, when you need to perform maintenance at an Information Server, you should lock the site to prevent new connections and disconnect existing client connections. If you do not lock the site, clients would be disconnected without warning and continually attempt to reconnect.

If maintenance is occurring at the local Information Server, all remote sites should be locked and all clients from all remote sites disconnected. If maintenance is occurring at a remote Information Server, the site connection at the local Information Server to that site should be locked and all clients disconnected from the site. Any client with access to the remote site through a different Information Server will still be able to connect.

Steps to lock an Enterprise site:

1. In Information Server, click the **Sites** tab.
2. Select the Enterprise site from the sites list.
3. Click the **Site actions** button and click **Lock**.

The Sites tab displays a lock icon in the **Site actions menu**.



Steps to disconnect all clients from an Enterprise site:

1. In Information Server, click the **Sites** tab.
2. Select the Enterprise site from the sites list.
3. Click the **Site actions** button and click **Disconnect all clients**.

Adding and Removing Archived Sites

TASKE Contact is available on several telephone systems from different manufacturers. If a business changes from one Contact supported telephone system to another, create an archived site to keep the data collected from the previous telephone system available for reporting.

Reports must be operating in Enterprise mode to run reports on the data from the old telephone system.

To add an archived site, the data for the old telephone system must be copied to the \\TASKE8\SiteData folder on the TASKE server computer. The *local* folder contains all the necessary data to create the site.

When you remove an archived site, the old telephone system data is not affected.

Steps to copy the data from the old telephone system and create an archived site:

1. Locate the local folder that contains the old telephone system data.
2. Copy this folder to a temporary location.
3. Rename the local folder to something that identifies it as the old telephone system data. The folder name will act as the site name when adding the site.
4. Copy the renamed folder to the \\TASKE_root_folder\SiteData folder on the TASKE server computer.
5. In Information Server on the TASKE server computer, click the **Sites** tab.
6. Click the **Site actions** button and click **Archived site, Add**.
7. Select the site with the old telephone system data from the *Site name* drop-down list.
8. Select the type of telephone system that supplied the site data. This is the brand of the old telephone system.
9. Click **OK**.

The data from the old telephone system is now available for reporting in Enterprise mode.

Steps to remove an archived site:

1. In Information Server on the TASKE server computer, click the **Sites** tab.
2. Select the site.
3. Click the **Site actions** button and click **Archived site, Remove**.

Chapter 4: TASKE Administrator

TASKE Administrator maintains the TASKE database, its files, and application settings. Proper database management and file maintenance are essential for data acquisition, server memory management, and accurate reporting.

Database and configuration changes made in TASKE Administrator affect the performance of the TASKE system. Be aware of how the intended changes will affect the system before making changes in TASKE Administrator.

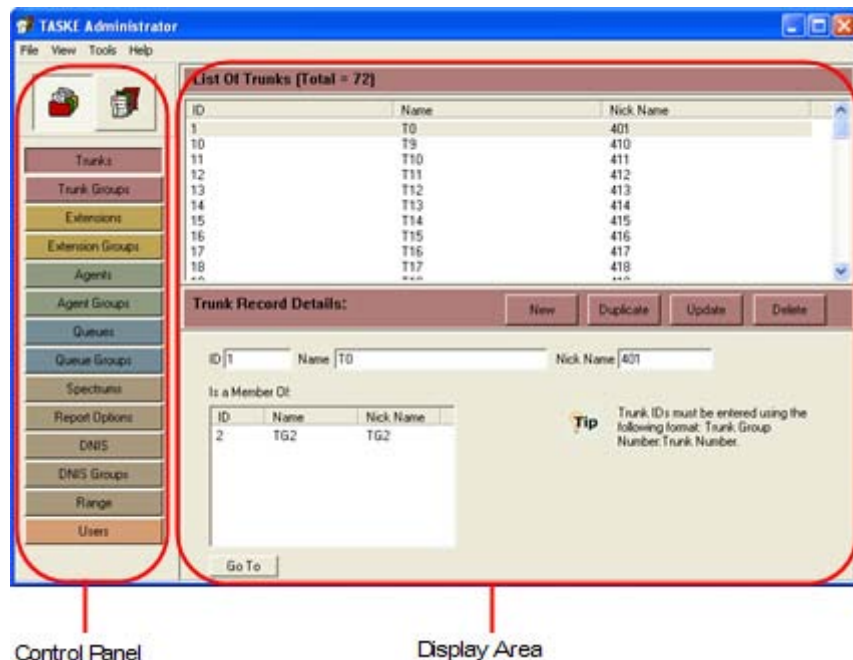
Opening TASKE Administrator

You open TASKE Administrator from TASKE Console. For security, you must provide your user credentials to log on.

Steps to open Administrator:

1. From TASKE Console, click **Tools, Administrator**.
2. Type your user name and password and click **OK**.

The TASKE Administrator window, similar to the following, appears:



The control panel presents the mode selection buttons and buttons to access the various pages of the application. The two Administrator modes are:

- Database mode. This mode maintains all TASKE database records, including contact center resources, reporting parameters, and TASKE users. This button selects Database mode:



Database Mode button

- Configuration mode. This mode lets you view and maintain the event log, maintain the files of data collected from the telephone system, and set data collection and disk space alarm parameters. In Configuration mode, for security purposes, the contents of the control panel are different for server versus supervisor installations. This button selects Configuration mode:



Configuration Mode button

The display area comprises the remainder of the application window and it displays the content pages of the application.

Using Database Mode

About Database Mode

Information from the telephone system is imported into the TASKE database using the TASKE Database Update Wizard. Database mode lets you maintain the associated TASKE database records.

Step to use Database mode:

- Click the **Database Mode** button on the control panel.



Database Mode button

Navigating the Pages of Database Mode

There are three types of database records: resources, reporting parameters, and users. For each record type, the content page shows a List Panel and a Details Panel. The List Panel displays all records of the selected type in the Administrator and contains the following columns:

- **ID** displays unique identification numbers for each record. Administrator uses the ID as the key parameter for indexing and tracking records.
- **Name** displays the names for each record. The name is a character string representing the record for reference purposes and may appear in reports.
- **Nick Name** displays nick names for each record. The nick name is an alternative record name that may appear in reports.



Tip Maintaining parallel databases: The telephone system generates data for the records defined in its database. This data is shared with TASKE applications for both real-time and historical reporting. For TASKE applications to understand the telephone system data, the identification numbers (IDs) of the TASKE database records must mirror those of the telephone system database.

Use the Details Panel to add new records to the database, or to modify, duplicate, or delete existing records. This panel consists of a toolbar with buttons for adding, modifying, and deleting records. The input area provides the interface for adding or modifying record details.

Types of Database Records

The TASKE database contains these types of records: resources, reporting parameters, and users.

Resources

Trunks are communication lines between a telephone system and the central office that provides local telephone service to the contact center.

Extensions are devices with direct connections to the telephone system. Examples of these devices include telephones, auto-attendants, or voice mail ports.

Agents are people who handle calls for one or more queues in a contact center.

Queues are virtual waiting rooms for callers who are waiting to speak with an agent. Callers wait in a queue on a first-come-first-served basis. When an agent becomes available, the next caller waiting in queue is immediately routed to that agent.

Groups are virtual groupings of trunks, extensions, agents and queues that are used for reporting purposes.

The colors of the resource buttons indicate resource type associations. For example, the *Agents* and *Agent Groups* buttons share the same color because both are related to agent records.

Reporting Parameters

Spectrums are profiles represented in TASKE reports of the timing of calls in to, and around, the contact center. There are three types of spectrums: answer spectrums, abandon spectrums, and interflow spectrums.

Options are settings for global reporting parameters. The option settings affect report content and format.

DNIS, an acronym for Dialed Number Identification Service, is a service in which the telephone service provider transmits an identification number to a telephone system receiving a call. The identification number is typically the last four digits which the caller dialed, but may be the whole number or a translated number. This filter allows users to extract call records based on the number dialed by the caller.

DNIS Groups are virtual groupings of DNIS numbers that are used for reporting purposes.

Range represents a period for reporting. Ranges identify non-standard reporting periods such as a monthly report that begins and ends mid-month.

TASKE Users

Users are assigned log in names, passwords, and permissions for viewing specific database resources. Users must exist in the database before using the TASKE web interface.

Defining Database Records

Defining Trunks

In a business environment, a trunk is a communication line between a telephone system and the central office that provides local telephone service to the business. For inbound calls, the central office routes callers to the first available trunk. If all trunks are occupied, the caller receives a busy signal and must re-attempt the call. For outbound calls, the trunk carries the call to the central office where it is then routed to its destination.

The telephone system collects trunk traffic data, which can be stored in the TASKE database. Reports can be produced on the data collected on call traffic, both in and out of the business telephone system.

Steps to add a trunk:

1. Using Database mode in Administrator, click **Trunks**.
2. Click **New**.
3. Type the identification number for the trunk in the **ID** field.

The identification number for this trunk must match the ID number in the telephone system database.

Trunk IDs must be entered using the format *Trunk Group Number:Trunk Number*. For example, if the trunk is going to be in trunk group 5, and it is trunk 1 for this group, the ID for the trunk will be 5:1.

4. Type a name for the trunk in the **Name** field and, optionally, type a nick name for the trunk in the **Nick Name** field.
5. Click the **Update** button.

Tip: To examine a trunk group that contains the selected trunk, click the trunk group in the **Is a Member Of** section and click the **Go To** button.

Defining Trunk Groups

A trunk group is a virtual grouping of trunks used for reporting purposes. Grouping trunks with similar characteristics allows users to produce trunk group reports that combine the statistics for all trunks in the group.

Steps to add a trunk group:

1. Using Database mode in Administrator, click **Trunk Groups**.
2. Click **New**.
3. Type the identification number for the trunk group in the **ID** field.
4. Type a name for the trunk group in the **Name** field and, optionally, type a nick name for the trunk group in the **Nick Name** field.

5. Select the trunks from the **Available Trunks** section to the **Trunk Members** section and click **Add**.

To select two or more consecutive entries, use **SHIFT+click**. Use **CTRL+click** to select non-consecutive entries. Click the **Add All** button to add all entries.

Tip: When defining the trunks on the Trunks page, the trunk IDs were created with the trunk group ID included. The trunk IDs were created using the following format: *Trunk Group Number:Trunk Number*. Meaning, if the trunk is going to be in trunk group 5, and it is trunk 1 for this group, the ID for the trunk will be 5:1. Keeping this in mind, it is a simple task to select the trunks that need to go into each trunk group. Using the same example, all trunk IDs beginning with a 5 need to be placed into trunk group 5.

6. Click the **Update** button.

Tip: To examine a trunk that is a member of the selected trunk group, click the trunk in the **Trunk Members** section and click the **Go To** button.


To remove a trunk from a trunk group:

- Click the trunk group in the Trunk Members section and click **Remove**.
You can click **Remove All** to remove all trunks from the trunk group.

Defining Extensions

An extension is a device with a direct connection to the telephone system, such as a telephone, auto-attendant, or a voice mail port. The telephone system collects data on extension activity.

By entering extension information in the TASKE database, you can run reports on both inbound and outbound extension activity.

 **Tip Resource access control and extension reporting:** Extensions must be a member of at least one extension group to be included in reports. If one or more extensions do not logically belong to any extension groups, create a group specifically for reporting to include these extensions in reports.

Steps to add an extension:

1. Using Database mode in Administrator, click **Extensions**.
2. Click **New**.
3. Type the identification number for the extension in the **ID** field.

The ID number for this extension must match the ID number in the telephone system database.

4. Type a name for the extension in the **Name** field, and, optionally, type a nick name for the extension in the **Nick Name** field.
5. Select an extension type for the extension from the **Extension Type** list. The available types are:
 - **Normal** identifies the extension as a telephone marked for use by a specific person or location. All calls to and from these extensions are tracked for reporting purposes.

- **Audix Device** for devices such as voice mailboxes and auto-attendants. Calls that are answered on Audix devices and abandoned before receiving an answer from a non-Audix device are treated as abandoned calls in TASKE reports.
- **VDN** (Vector Directory Number) only for VDN devices. Flag as a VDN to maintain call flow integrity and accurate reporting.
- **Attendant Console** only if the extension is a routing device to other extensions on the telephone system.
- **Virtual** -for virtual extensions used for call routing, for example.

6. Click the **Update** button.

Tip: To examine an extension group to which the extension belongs, click the extension group in the **Is a Member Of** section and click the **Go To** button.

Defining Extension Groups

An extension group is a virtual grouping of extensions used for reporting purposes. Grouping extensions with similar characteristics allows users to produce extension group reports that combine the statistics for all extensions in the group.

Extensions must be a member of at least one extension group to be included in reports. If one or more extensions do not logically belong to any extension group, create a group specifically for reporting to include these extensions in reports.

Steps to add an extension group:

1. Using Database mode in Administrator, click **Extension Groups**.
2. Click **New**.
3. Type the identification number for the extension group in the **ID** field.
4. Type a name for the extension group in the **Name** field and, optionally, type a nick name for the extension group in the **Nick Name** field.
5. Select the extensions from the **Available extensions** section and click **Add**.
To select two or more consecutive entries, use **SHIFT+click**. Use **CTRL+click** to select non-consecutive entries. Click the **Add All** button to add all entries.
6. Click the **Update** button.

Tip: To examine an extension that is a member of the selected extension group, click the extension from the **Extension Members** section and click the **Go To** button.

Step to remove an extension from an extension group:

- Click the extension in the Extension Members section and click **Remove**.
You can click **Remove All** to remove all extensions from the extension group.

Defining Agents

An agent is a person who handles calls for one or more queues in a contact center. Agents log into the telephone system at the beginning of a shift, signaling their availability to accept ACD calls. When a shift is over, agents log out of the telephone system.

By entering agent information in the TASKE database, reports can use the data collected by the telephone system to report on agent activity.

Steps to add an agent:

1. Using Database mode in Administrator, click **Agents**.
2. Click **New**.
3. Type the identification number for the agent in the **ID** field.

The ID number for this agent must match the ID number in the telephone system database.

4. Type a name for the agent in the **Name** field and, optionally, type a nick name for the agent in the **Nick Name** field.
5. Click the **Update** button.

Tip: To examine an agent group that the selected agent belongs to, click the agent group from the **Is a Member Of** section and click the **Go To** button.

Defining Agent Groups

An agent group is a virtual grouping of agents used for reporting purposes. Agent group reports combine the statistics for all agents in the group.

Agents must be a member of at least one agent group to be included in reports. If one or more agents do not logically belong to any agent group, create a group specifically for reporting to include these agents in reports.

Steps to add an agent group:

1. Using Database mode in Administrator, click **Agent Groups**.
2. Click **New**.
3. Type the identification number for the agent group in the **ID** field.
4. Type a name for the agent group in the **Name** field and, optionally, type a nick name for the agent group in the **Nick Name** field.
5. Select the agents from the **Available agents** list and click **Add**.

To select two or more consecutive entries, use **SHIFT+click**. Use **CTRL+click** to select non-consecutive entries. Click the **Add All** button to add all entries.

6. Click the **Update** button.

Tip: To examine an agent that is a member of the selected agent group, click the agent in the **Agent Members** section and click the **Go To** button.

Step to remove an agent from an agent group:

- Click the agent in the Agent Members section and click **Remove**.
You can click **Remove All** to remove all agents from the agent group.

Defining Queues

A queue is a virtual waiting room for callers who are waiting to speak with an agent. Callers wait in a queue on a first-come-first-served basis. When an agent becomes available, the next caller waiting in queue is immediately routed to that agent. Each agent logged into the telephone system services one primary queue and may act as an overflow agent for other queues.

By entering queue information in the TASKE database, reports can use the data collected by the telephone system about queue activity.

Steps to add a queue:

1. Using Database mode in Administrator, click **Queues**.
2. Click **New**.
3. Type the identification number for the queue in the ID field.

The ID number for this queue must match the ID number in the telephone system database.

4. Type a name for the queue in the Name field and, optionally, type a nick name for the queue in the Nick Name field.
5. Type the desired time for the telephone service factor in the TSF Time field.

This value is measured in seconds and is used to calculate the telephone service factor for the queue.

6. To show diverted calls as interflowed calls in the reports, enable the Interflow Diverted Calls check box.
7. Select the agent group ID for the agent group that accepts calls for this queue from the Agent Group drop list.
8. **Schedule Group (licensed Workforce Management users only)** - input the name of the Schedule Group in the Schedule Group field. If the site is not licensed for Workforce Management, the Schedule Group field is not present on the Queues page.

The Schedule Group name is the name of the group associated with this queue in the workforce management application. The group name must be spelled exactly as it is in the application, including spaces and punctuation, but it is not case sensitive. If the Schedule Group name is not provided or is incorrect, the real-time adherence alarms will not function.

9. Click the **Update** button.

Tip: To examine a queue group containing the selected queue, click the queue group in the **Is a Member Of** section and click the **Go To** button.

Defining Queue Groups

A queue group is a virtual grouping of queues used for reporting purposes. Grouping queues with similar characteristics allows users to produce queue group reports that combine the statistics for all queues in the group.

Steps to add a queue group:

1. Using Database mode in Administrator, click **Queue Groups**.
2. Click **New**.
3. Type the identification number for the queue group in the **ID** field.
4. Type a name for the queue group in the **Name** field and, optionally, type a nick name for the queue group in the **Nick Name** field.
5. Select the queues from the **Available Queues** section and click **Add**.
To select two or more consecutive entries, use **SHIFT+click**. Use **CTRL+click** to select non-consecutive entries. Click the **Add All** button to add all entries.
6. Click the **Update** button.

Tip: To examine a queue that is a member of the selected queue group, click the queue in the **Queue Members** section and click the **Go To** button.

Step to remove a queue from a queue group:

- Click the queue in the Queue Members section and click **Remove**.
You can click **Remove All** to remove all queues from the queue group.

Defining Spectrums

Users can generate spectrum reports that provide a spectrum, or profile, of the timing of calls into and around the business. There are three types of spectrums: answer spectrums, abandon spectrums, and interflow spectrums.

An example of a spectrum report is a Time To Answer spectrum report that indicates the numbers of calls answered between 10 and 20 seconds, between 20 and 30 seconds, and so on. Using this information, users can determine the answering delays faced by most callers.

Steps to define spectrum settings:

1. Using Database mode in Administrator, click **Spectrums**.
2. Type the interval values (measured in seconds for each spectrum type) for each spectrum type.
 - **Answer Spectrum** values let users set 10 threshold times for the time to answer spectrum. Each of the 10 threshold times is set to an independent threshold time (in seconds), with each time getting progressively longer. This produces the profile of time to answer from 0 to "x" seconds. The spectrum reports produced indicate the number of calls answered within each of the threshold times.
 - **Abandon Spectrum** values let users set 10 threshold times for the time to abandon spectrum. The spectrum reports produced indicate the number of calls abandoned within each of the threshold times. Each of the 10 threshold times is set to an independent threshold time (in seconds), with each time getting progressively longer. This produces the profile of time to abandon from 0 to "x" seconds.

- **Interflow Spectrum** values let users 10 threshold times for the time to interflow spectrum. The spectrum reports produced indicate the number of calls interflowed within each of the threshold times. Each of the 10 threshold times is set to an independent threshold time (in seconds), with each time getting progressively longer. This produces the profile of time to interflow from 0 to "x" seconds.

Defining Options - Setting Report Display Properties

You can produce a wide range of reports that provide valuable statistics. Among the available report properties, the display properties determine the text displayed in report headers, as well as starting dates and report periods.

Steps to set report display properties:

1. In Database mode, click **Report Options**.
2. On the **Display** tab, specify the options.

Display properties for reports include:

- **Site Name**

All reports include the site name in the header of the report. The site name may include any combination of alpha-numeric characters, punctuation and spaces. If a site name is not entered, the default name of *local* displays in the reports.

- **First day of the work week**

Weekly reports are based on the day of the week. These reports provide a one line summary for the selected resource for each day of the selected week. Using the display properties, you determine which day of the week is the start of the work week. For instance, if Wednesday is selected, the weekly by day reports will display the week beginning on Wednesday and ending on Tuesday.

- **Daily reporting period**

Reports are produced for each of the reporting periods (for example, daily or monthly). Available intervals are quarter-hour, half-hour, and hour (the available intervals vary according to the selected reporting period).

Use the **Daily reporting period** fields to define the starting hour and ending hour that encompass the reporting period for a day. The interval reports display data that falls within this time frame. All data falling outside the specified time frame is not included in the interval reports. The daily reporting period may be as little as one hour or as many as 24 hours.



Recommended Starting and Ending Times for the Daily Reporting Period: To avoid reporting discrepancies, the daily reporting period should have a minimum one hour buffer period at each end of the day. This buffer accommodates for calls that may occur outside the regular calling hours. For instance, the Agent Group Daily by Hour report encompasses all agent activity within the defined daily reporting period. However, the Agent Group by Agent Daily report includes all agent activity, regardless of the contact center hours. If calls should happen to occur outside of the contact center hours, the values for these two reports will not match.

Defining Options - Setting Report Generation Options

You can produce a wide range of reports that provide valuable statistics. Among the available report properties, the generation properties determine how telephone system data is selected and parsed for inclusion in the reports.

Steps to set report generation properties:

1. In Database mode, click **Report Options**.
2. On the **Generation** tab, specify the options.

General

This section defines general call handling rules for reporting.

- **Country Code**

Specifies the display format of telephone numbers in reports, using a format that is appropriate for the selected country.

- **Select area codes within your local calling area**

Select the area codes from the list that may be dialed locally from your area. These codes are used by the Extension Call Detail report to determine the location of calls dialed without the area code.

For instance, in New York, New York, numbers within both the 212 and 718 area codes may be dialed locally. By selecting these two area codes as local, the Extension Call Detail report is able to move to the city code to determine the location of the call when an area code is not dialed.

Enable the check box for the area code the business resides in first. The selected area codes move to the top of the list and are listed in the order of selection. The first area code selected is considered to be the home area code for the business. Reorder the selected area codes by selecting an area code and using the up and down buttons until the area codes are listed in the desired order.

Queue

The Queue section contains options for determining the content of the queue and queue group reports.

- **Talk time distribution interval**

The value in the **Talk time distribution interval** field determines the number of seconds each dash on the x-axis of the Queue and Queue Group By Talk Time Distribution reports equal. Ten major intervals are numerically displayed on the x-axis of the graph to facilitate reading the report. The default value set in this field is 1 second.

- **Short abandon threshold time**

Set a threshold time to identify calls that abandon within a very short period of time. Only calls that abandon on or after the threshold time are considered genuine abandoned calls and included as abandoned calls in the queue reports. Genuine abandons are used to calculate the service percentages for the queue. By default the short abandon threshold time is set to 6 seconds.

Trunk

The Trunk section provides options for determining the content of the trunk and trunk group reports.

- Trunk time to answer

Set a threshold time, in seconds, for the trunk time to answer. The time in this field should equal the maximum amount of time a trunk should take to engage an incoming call. If a large number of calls are failing to engage a trunk within this threshold time, one or more trunks may be experiencing technical problems.

By default the trunk time to answer threshold is set to 10 seconds. Trunk reports list the percentage of calls that are answered within this threshold time in the % Ans'd Before xx Secs column.

- Short talk time

Set a threshold time to identify calls that terminate after a very short talk time. A high proportion of very short, answered calls indicates a potential fault on one or more trunks. For example, a faulty trunk may allow a call to be answered, but may not provide a satisfactory audio connection for conversation to take place.

By default the short talk time threshold value is set to 15 seconds. These calls are reported under the Short Dur'n Calls column heading in the trunk and trunk group reports.

Defining Options - Labeling Auxiliary Work Reason Codes

You can produce a wide range of reports that provide valuable statistics. Among the available report properties, use the auxiliary work reason code properties to describe the auxiliary work reason codes programmed in the telephone system. These codes indicate the reason a resource is in the do not disturb (DND) state. These properties provide a method for labeling each of these codes with a simple description such as *Lunch* or *Break*. Once labeled, these descriptions are used as appropriate in the web interface.

Steps to input auxiliary work reason codes:

1. Type a label in the first box.
2. Repeat this process with the remaining codes the center uses. It is not necessary to input a label in each box.
3. Click **Update**.

From this point forward, when a resource enters an auxiliary reason code before entering the DND state, the label for that code will appear in the web interface.

Defining DNIS Numbers

DNIS is an acronym for dialed number identification service. The purpose of the DNIS page is to identify business service numbers, such as 800 or 900 numbers, in the TASKE database. As part of the subscription plan for these numbers, the telephone service provider transmits an identification number with each call to the telephone number. This number is typically the last four digits dialed by the caller. Programming the identification numbers for these service numbers in the TASKE database creates the opportunity to produce traffic reports for each number.

Steps to add a DNIS number:

1. Using Database mode in Administrator, click **DNIS**.
2. Click **New**.
3. Type the identification number for the DNIS number in the **ID** box.

This is the identifier number the telephone service provider transmits. If these numbers are not known, contact the telephone service provider.

4. Type a name for the DNIS number in the **Name** box and, optionally, type a nick name in the **Nick Name** box.
5. Click the **Update** button.

Tip: To examine a DNIS group containing the selected DNIS number, click the DNIS group in the **Is a Member Of** section and click the **Go To** button.

Defining DNIS Groups

A DNIS group is a virtual grouping of DNIS numbers used for reporting purposes. Grouping DNIS numbers with similar characteristics allows users to produce DNIS group reports that combine the statistics for all DNIS numbers in the group.

Steps to add a DNIS group:

1. Using Database mode in Administrator, click **DNIS Groups**.
2. Click **New**.
3. Type the identification number for the DNIS group in the **ID** box.
4. Type a name for the DNIS group number in the **Name** box and, optionally, type a nick name in the **Nick Name** box.
5. Select the DNIS numbers from the **Available DNIS** section and click **Add**.

To select two or more consecutive entries, use **SHIFT+click**. Use **CTRL+click** to select non-consecutive entries. Click the **Add All** button to add all entries.

6. Click the **Update** button.

Tip: To examine one of these DNIS numbers, select the desired number from the DNIS Members section and click the **Go To** button.

Step to remove a DNIS number from a DNIS group:

- Click the DNIS number in the DNIS Members section and click **Remove**.
You can click **Remove All** to remove all DNIS numbers from the DNIS group.

Defining Date Ranges

For contact centers using non-standard weeks or months, the Range page in the Database mode is a requirement for producing accurate reports. An example of a non-standard month may be a contact center that reports from the 15th day of the month to the 14th day of the next month.

When users produce reports using the Range period, they choose the content of the report and the desired reporting options. When viewing the report, users are prompted to choose the date range from a list. The date ranges in this list include those created using the Range page in Database mode in Administrator.

Steps to add a data range:

1. Using Database mode in Administrator, click **Range**.
2. Click **New**.
3. Type the identification number for the date range in the **ID** field.
4. Type a name for the range in the **Name** field and, optionally, type a nick name in the **Nick Name** field.
5. Use the calendar to select the dates for the range.
6. Click the **Update** button.

Defining Users

You must define users before they can use TASKE applications. Defining a user involves choosing the following:

- user type (Supervisor or Agent)
- TASKE applications the user can access

Supervisors can access all TASKE applications. By default, only the web portal (interface) is enabled.

Agents can access only TASKE Desktop and TASKE Desktop with Advanced Options. By default, TASKE Desktop is enabled. If advanced options for TASKE Desktop have been included as part of your purchase agreement and you choose to enable these options, users can create rules and turn off default rules.

- logon credentials (a user name and password) for accessing TASKE applications
- resources that the user can view
- agent ID and extension, if appropriate

When an agent is added or removed from an agent group and the agent ID is associated with an agent user type, the queue and queue group permissions for the user are automatically updated without changing the permissions on the Users page.

Steps to define a user:

1. Using Database mode in Administrator, click the **Users** button.
2. Click **New**.
3. Type a user name in the **User name** box and the user's full name in the **Full name** box.

These names must contain a minimum of one character and a maximum of 32 characters and can use any combination of characters, including spaces and

punctuation. The user name is limited to lower case characters. The full name can be a combination of upper and lower case characters.

4. In the **Password** box, type a password for the user, and then type the password again in the **Confirm password** box.

Passwords must be a minimum of 6 characters and may contain any combination of characters, spaces, or punctuation. Passwords are case-sensitive, and may contain a combination of upper and lower case characters.

5. Click the user type from the **Type** list. Only the user types associated with your TASKE licenses are listed.
6. If you want to assign an existing agent ID or extension to this user, click the appropriate **Browse** button and select the ID. For agent IDs, Administrator prompts you to choose whether to automatically grant the user access to the resources where the agent is a member. Click **Yes** to grant access or **No** to withhold access.
7. If you want to change the resources the user has access to, do the following:
 - Select the **Restrict user's resource access** checkbox and click **Resource Permissions**.
 - On each resource type tab, for each resource you want to give the user access to, click the resource and then select the **User can access selected resource type name** check box. After selecting the resources on all tabs, click **OK**. The resources available depend on the user type.

Select multiple, consecutive resources using **SHIFT+CLICK** or multiple, non-consecutive resources using **CTRL+CLICK**.

8. For supervisors, if you want to grant access to TASKE Administrator, select the **Allow user to access Administrator** check box.
9. In the Application Types area, select the applications that you want the user to have access to.

Only the applications available for the selected user Type are listed.

10. Click the **Update** button.
11. Send the logon credentials to the user.

A user can log into an application on only one computer at a time. For example, a supervisor cannot log into the web interface on two different computers. If a user tries to log in to a second instance of an application, a message warns them that they will be logged off the first instance.

Managing Database Records

Updating Database Records

Changing the properties of a database record in the database changes the properties for that record throughout all TASKE applications that acquire information from the database.

Steps to modify the properties of a database record (except Spectrum and Report Options):

1. Select the desired record type from the main control panel to open the page for that record type in the display area.
2. Choose the record to modify from the List Panel in the display area.

3. Modify the properties of the record in the Details Panel.
4. Click the **Update** button.

Steps to update Spectrum database records:

1. In Database mode, click **Spectrums**.
2. Enter the number of seconds for each threshold time for the Answer, Abandon, and Interflow Spectrums.
3. Click the **Update** button.

Steps to update Report Options database records:

1. In Database mode, click **Report Options**.
2. Change the settings.
3. Click the **Update** button.

Duplicating Database Records

When defining a new database record with properties that are very similar to an existing record of the same type, consider duplicating the existing record and then modifying it. The record ID is the only information that must be changed.

You cannot duplicate database records for Spectrums or Report Options.

Steps to duplicate a database record:

1. Select the record type from the main control panel.
2. Choose the record to duplicate from the List panel.
3. Modify the ID and any other properties in the Details Panel. The ID is the only information that must be changed. Ensure the new ID does not conflict with that of any other element of the same type.
4. Click the **Update** button.

Deleting Database Record

Prior to deleting a database record from the database, ensure it is no longer required. The deletion of any database record is a permanent and irreversible action.

Spectrums and Options settings cannot be deleted.

Steps to permanently delete a database record:

1. Select the record type from the main control panel.
2. Choose the record to delete.
3. Click the **Delete** button.
4. Click **Yes**.

Exporting the TASKE Database

You can export the records of the TASKE database. The records for each resource type selected for export are saved in separate files in the file type and location selected.

Steps to export the TASKE database:

1. In Database mode, click **File, Export**.
2. Type the path to the exported database files in the **Export Path** field. The default location for the files is the root of the TASKE directory.
3. Select a file type for the exported files from the **Export As** list.
4. Select the check boxes of the resource types to export and clear check boxes for other resources.
5. Click **Export**.

Using Configuration Mode

Using the Configuration Tools

Configuration mode provides tools needed for system maintenance and management, such as maintaining the event log and files containing data collected from the telephone system, and setting data collection and disk space alarm parameters.

Step to use Configuration mode:

- Click the **Configuration Mode** button on the control panel.



Configuration Mode button

The tools provided in the Configuration mode are based on your user type (system administrator or supervisor). For security purposes, supervisor installations include only the Configuration tools for viewing and maintaining the event log. For server installations, all Configuration tools are provided. This security feature allows only those authorized to use the server PC rights to maintain, configure, and set alarm parameters for the TASKE database and telephone system files.

The pages provided by the Configuration mode are:

- **Logs** for viewing and maintaining the event log.
- **Maintenance** for managing disk space and data files on the server computer.
- **Alarms** for setting data collection alarm parameters.
- **Access Control** for setting application access controls.
- **Utilities** for packaging your files for technical support; maintain your database; or to manage your server IP address.



Exercise caution when using the configuration tools of the Administrator as changes may affect the performance of the TASKE system.

Using the Event Log

Understanding the Event Log

The Event Log provides a record of system events about errors and alarms. This log allows for the tracking and reporting of any errors or significant events that are encountered by the TASKE system.

When errors or significant events occur in TASKE applications, users are directed to the log file for details. This information is presented in the Logs section of Configuration Mode. Each log entry contains the application where the event occurred, the date of the event, the time of the event, and a description of what occurred.

Maintaining the System Event Log

The log file records all system events and can become very long. Although the actual file size may not be large, the number of records in the file may make it difficult to find recent events. You can save the log file and clear the events.

The log file is saved automatically when it 1 MB, Administrator automatically saves the file to the \TASKE directory and clears all events from the Logs page. Files saved in the \TASKE directory use a name with the format *log.xxx*, where *xxx* is an ascending numeric sequence that begins with 000.

Saved log files can be opened with any text editing or word processing application.

Steps to save the log file:

1. In Configuration mode, click the **Logs** button.
2. Select **File, Save As**.
3. Select the location for the log file on the computer or network from the Save in list.

The default location for the log files is the root of the TASKE directory.

4. Type a name for the log file in the File name field.
5. Ensure the file type in the Save as type field is: Log Files (*.log).
6. Click **OK**.

Steps to clear the events in the log file:

1. Save the log file.
If you don't save the file before clearing it, the events will be lost.
2. In Configuration mode, click the **Logs** button.
3. Click **File, Clear Log**.
4. Click **Yes** to open the Save As dialog box and save the log file. The log file is cleared after the file is saved.

- or -

Click **No** to immediately clear the log file without saving.

Steps to open a saved log file:

1. Using Windows Explorer, locate the log file on the local computer or network.
2. Right-click on the file to open a pop-up menu and click **Open With**.
3. Select the program you want to use to open the file. You can use any text editing or word processing application.
4. Click **OK**.

Configuring the Log Settings

Administrator identifies and logs three types of events for applications, utilities, and services. Each event type is represented by an icon for easy identification:



Information Events. These events indicate application status, such as starting and stopping, or events relating to normal activities.



Warning Events. These events are not serious, but may escalate if certain conditions change.



Error Events. These events are of a fatal nature to an application, such as events that prevent an application from starting or cause it to terminate unexpectedly.

You can identify the types of events you want to see in the TASKE log file on a per application, utility, and service basis.

Steps

1. In Configuration mode, click **File, Configure Logging**.
2. Select the items from the list you want to edit. Use the standard SHIFT+CLICK and CTRL+CLICK methods for selecting multiple items from the list.
3. Select the logging properties for the items from the list.

Tip: TASKE recommends that until you are familiar with the applications, utilities, and services that you set the log settings for each item in the **Configure** Logging dialog box to **Errors, Warnings, and Information**.

4. Click **OK**.
5. Stop and restart all TASKE applications, utilities, and services.

Using the Maintenance Tool**Understanding the File Maintenance Tool**

Use the Maintenance tool to manage the TASKE files on the server computer. You can view file statistics and manage files using the archiving, deleting, and shadow file synchronization utilities.

The Maintenance tool is available from the Configuration mode of Administrator. The Maintenance tool is only available through the server computer and only to the system administrator if the system administrator account is enabled. This is a security feature that prevents multiple users from deleting files or changing the file maintenance settings.

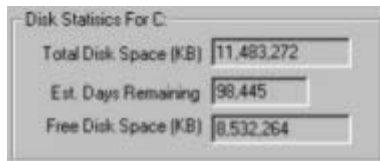
Examining Disk and File Statistics

The top panel of the Maintenance tool in the Configuration mode provides general disk statistics for the drive where the TASKE files reside, and specific statistics for the various types of TASKE files residing on the disk and the amount of disk space they are using. These statistics are only available from the TASKE Server computer.



Examining General Statistics

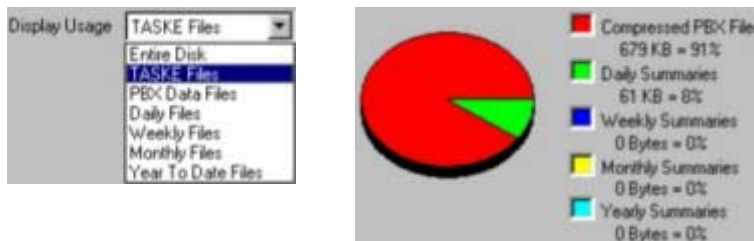
General disk statistics for the drive where the TASKE files reside are provided in the Disk Statistics For section of the panel. Three statistics are provided: Total Disk Space, Estimated Days Remaining, and Free Disk Space.



- **Total Disk Space** displays the total (used and unused) disk space, in kilobytes, that is available on the drive where the TASKE files reside.
- **Estimated Days Remaining** displays the estimated number of days remaining that TASKE will have enough disk space to continue producing logs and files based on the current rate of disk usage for the TASKE files.
- **Free Disk Space** displays the amount of disk space, in kilobytes, that is available for use on the drive where the TASKE files reside.

Examining Detailed File Statistics

Display statistics for the data files on the TASKE server computer by choosing various types of statistics from the [Display Usage list](#) in the top panel of the Maintenance tool. The pie chart in the panel provides a graphical breakdown of the statistic type selected in this list. The following options are available:



- **Entire Disk** displays the free disk space available on the drive where the TASKE files reside (red section of pie chart), the amount of disk space the TASKE files are currently using (green section of pie chart), and the amount of disk space occupied by non-TASKE files (blue section of pie chart).
- **TASKE Files** displays the space occupied by Compressed files (red section of pie chart), Daily Summary files (green section of pie chart), Weekly Summary files (blue

section of pie chart), Monthly Summary files (yellow section of pie chart), and Yearly Summary files (cyan section of pie chart).

- **PBX Data Files** displays the space occupied by telephone system data files that are newer (red section of the pie chart) and older (green section of the pie chart) than the threshold value of days set for Data Files Older Than field of the Thresholds (In Days) section of the panel. The default value of this threshold is seven days.

Thresholds (In Days)	
Data Files Older Than	7
Daily Files Older Than	365
Weekly Files Older Than	365
Monthly Files Older Than	40
Year To Date Files Older Than	365
Shadow Files Older Than	30

- **Daily Files** displays the space occupied by daily summary files that are newer (red section of the pie chart) and older (green section of the pie chart) than the threshold value of days set for Daily Files Older Than field of the Thresholds (In Days) section of the panel. The default value of this threshold is 365 days.
- **Weekly Files** displays the space occupied by weekly summary files that are newer (red section of the pie chart) and older (green section of the pie chart) than the threshold value of days set for Weekly Files Older Than field of the Thresholds (In Days) section of the panel. The default value of this threshold is 365 days.
- **Monthly Files** displays the space occupied by monthly summary files that are newer (red section of the pie chart) and older (green section of the pie chart) than the threshold value of days set for Monthly Files Older Than field of the Thresholds (In Days) section of the panel. The default value of this threshold is 365 days.
- **Year to Date Files** displays the space occupied by year-to-date summary files that are newer (red section of the pie chart) and older (green section of the pie chart) than the threshold value of days set for Year to Date Files Older Than field of the Thresholds (In Days) section of the panel. The default value of this threshold is 365 days.

Setting Thresholds for TASKE Files

You can set thresholds for the telephone system data files, various types of summary files, and shadow files. Thresholds indicate when it is time to archive and delete files. Use of thresholds helps to keep the files on the TASKE server current and aids in the efficient use of disk space.

You can archive or delete files manually or configure Administrator to do this automatically based on threshold values.

Set thresholds for the following file types:

- PBX Data Files
- Daily Files
- Weekly Files
- Monthly Files
- Yearly Files
- Shadow Files
- Visualizer Summary Files

Steps

1. In the **TASKE File Thresholds** section of the Maintenance tool, for each file type, type the number of days for each threshold.

The threshold range for each file type is 0 to 365 days.

2. Click the **Apply** button.

Archiving Telephone System Data Files

Archiving telephone system data files that exceed the threshold set in the top panel of the Maintenance tool allows the files to be retained while creating more space for the new data files and logs. Once files have been archived, the Administrator recalculates the current disk usage and displays the information in the Disk Statistics panel of the Maintenance tool.

Note: Archiving telephone system data files only increases disk space if the original files are deleted after archiving.

Archived files are placed in the same directory as the source files. Archiving compresses the source files and renames the files with a new extension (.zip). This type of compression is a standard compression that applications such as WinZip® will decompress. Archive files manually or schedule the archive to be performed automatically. Once archived, reports can still be produced on the data in the compressed files.

Steps to archive telephone system data files automatically

1. In the Maintenance tool, click the **Archive Files** tab.
2. Ensure that the threshold value (in days) is correct in the **Archive Data Files Older Than** field of the tab. This is not an editable field. If the value is incorrect, the threshold must be changed in the Thresholds (In Days) section of the top panel.
3. In the Automatic Archive section of the tab, select the **Automatically Archive Data Files** check box.
4. If the schedule has already been defined in the Automatically Delete Files tab or the Synchronize Shadow Files tab, the schedule does not have to be altered. All of these tasks must be performed at the same time and share the same schedule. If this is the case, click Cancel in the Schedule Auto Archive / Delete / Sync dialog box and continue to step 14.
5. Select a time from the **Run File Maintenance** at list. This sets the time for all scheduled activities for the files (archiving files, deleting files, and synchronizing shadow files).
6. Select the check boxes for the days of the week to perform the automatic archiving, deleting, and synchronization of the shadow files.
7. Click the **Set Password** button to define the log-in information for the computer to log itself into the network and perform the scheduled activities.
8. Verify the network ID for the computer in the **Account** field.
9. Input the network password for the computer in the **Password** field.
10. Re-enter the network password for the computer in the **Confirm Password** field.
11. Click **OK** to confirm the network log-in information.
12. Click **OK** in the Schedule Auto Archive / Delete / Sync dialog box.

13. If you want the original files deleted as they are archived, select the **Delete Originals after Archiving** check box in the Automatic Archive section of the tab. Deleting files reclaims the space on the hard disk that was previously occupied by the original files.
14. Click **Apply**.

Steps to archive telephone system data files manually

1. In the Maintenance tool, click the **Archive Files** tab.
2. Ensure that the threshold value (in days) is correct in the **Archive Data Files Older Than** field. This is not an editable field. If the value is incorrect, the threshold must be changed in the Thresholds (In Days) section of the top panel.
3. If you want the original files deleted as they are archived, select the **Delete Originals after Archiving** check box in the Manual Archive section of the tab. Deleting files reclaims the space on the hard disk that was previously occupied by the original files.
4. Click the **Archive Now** button.
5. Click **Yes**.

Manually Deleting Data and Summary Files

Deleting files purges the disk of old data files, creating space for new data files and log entries. Once files have been deleted, the Administrator recalculates the current disk usage and displays the information in the Disk Statistics panel of the Maintenance tool.

The Manually Delete Files tab in the bottom panel of the Maintenance tool provides the interface for the immediate deletion of telephone system data files and summary files. On this tab, users choose to delete all files exceeding their threshold value, or select the types of files to delete. Each file type is associated with a threshold value that is measured in days.



Thresholds are defined in the Thresholds (In Days) section of the Maintenance tool. Those files within the selected file types that exceed the number of days defined by the threshold are deleted. For instance, assume the threshold value for the weekly summary files is set to 10 days. Selecting the weekly summary files for deletion and clicking the Delete Now button will delete any weekly summary files that are older than 10 days.

Be cautious when deleting files. Deleting files is a permanent and irreversible act that removes the files and the information they contain from the system. To retain the files in a compressed format and delete the original files, archive the files prior to deletion.

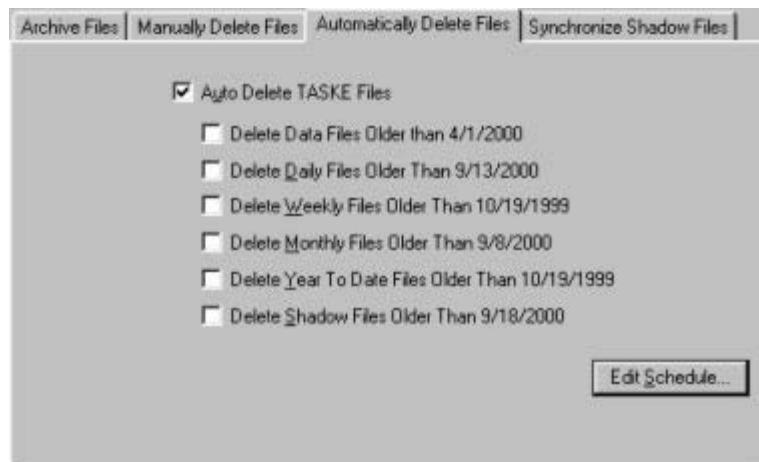
Steps

1. In the Maintenance tool, click the **Manually Delete Files** tab.
2. Ensure that the threshold value (in days) is correct for each file type. If thresholds are incorrect, the threshold values must be changed in the Thresholds (In Days) section of the top panel.
3. Click the **Delete All Files Exceeding Their Threshold** button.
4. To delete only selected files that exceed a threshold, in the list of file types, select the check box of each file type to delete. The file types available for deletion are:
 - PBX Data Files
 - Daily Summary Files
 - Weekly Summary Files
 - Monthly Summary Files
 - Year-to-date Summary Files
 - Shadow Files
5. Click **Delete Now**, and then click **Yes**.

Automatically Deleting Data and Summary Files

Deleting files purges the disk of old data files, creating space for new data files and log entries. Once files have been deleted, the Administrator recalculates the current disk usage and displays the information in the Disk Statistics panel of the Maintenance tool.

The Automatically Delete Files tab in the bottom panel of the Maintenance tool provides the interface for scheduling the deletion of telephone system data files and summary files. On this tab, users select the types of files to delete. Each file type is associated with a threshold value that is measured in days.



Thresholds are defined in the Thresholds (In Days) section of the Maintenance tool. Those files within the selected file types that exceed the number of days defined by the threshold are automatically deleted when the scheduled task runs. For instance, assume the threshold value for the weekly summary files is set to 10 days. Selecting the weekly summary files for deletion means that any weekly summary files that are older than 10 days will be deleted when the system runs the scheduled task to delete the files.

Be cautious when deleting files. Deleting files is a permanent and irreversible act that removes the files and the information they contain from the system. To retain the files in a compressed format and delete the original files, archive the files prior to deletion.

Steps

1. Select the **Automatically Delete Files** tab.
2. Ensure that the threshold value (in days) is correct for each file type. If thresholds are incorrect, the threshold values must be changed in the **Thresholds (In Days)** section of the top panel.
3. Select the **Auto Delete TASKE Files** check box.
4. Select the check box of each file type to schedule for deletion.
5. Click **Edit Schedule**.
6. If the schedule has already been defined in the Archive Files tab or the Synchronize Shadow Files tab, the schedule does not have to be altered. All of these tasks must be performed at the same time and share the same schedule. If this is the case, click **Cancel** in the **Schedule Auto Archive / Delete / Sync** dialog box and continue to step 14.
7. Select a time from the **Run File Maintenance at** list to set the time for all scheduled activities for the files (archiving files, deleting files, and synchronizing shadow files).
8. Select the check boxes for the days of the week to perform the automatic archiving, deleting, and synchronization of the shadow files.
9. Click the **Set Password** button to define the log-in information for the computer to log itself into the network at the time to perform the scheduled activities.
10. Verify the network ID for the computer in the **Account** field.
11. Type the network password for the computer in the **Password** field and re-enter the password in the **Confirm Password** field.
12. Click **OK** to confirm the network log-in information.
13. Click **OK**.
14. Click **Apply**.

Synchronizing Shadow Files

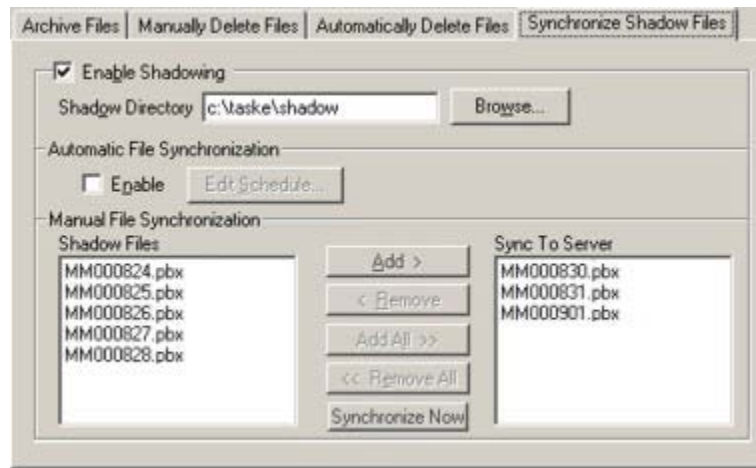
A shadow drive is a redundant file saving mechanism for TASKE systems using a remote LAN file server. When a TASKE system is setup to save to a shadow drive, the telephone system data files are stored to the shadow drive and the remote file server simultaneously. Generally, the shadow drive is a local hard drive on the TASKE Server computer, while the main drive that stores all TASKE files is a hard drive on the remote file server.

The shadow drive is used as a backup mechanism and stores data for a relatively short period of time, such as 30 days. This usually provides a long enough period for you to determine if the data on the primary network file server is accurate.

The Maintenance tool in the Administrator application provides the tools to check the integrity of the files on the remote file server with those saved to the shadow drive through a file synchronization process. This process compares the file on the shadow drive with the file stored on the network. If a file does not exist on the network, it is copied from the shadow drive to the network. If a file differs in size, the shadow drive file is copied to the network. This process protects the system from file errors induced by network problems.

Steps to enable a shadow drive location on the TASKE Server computer

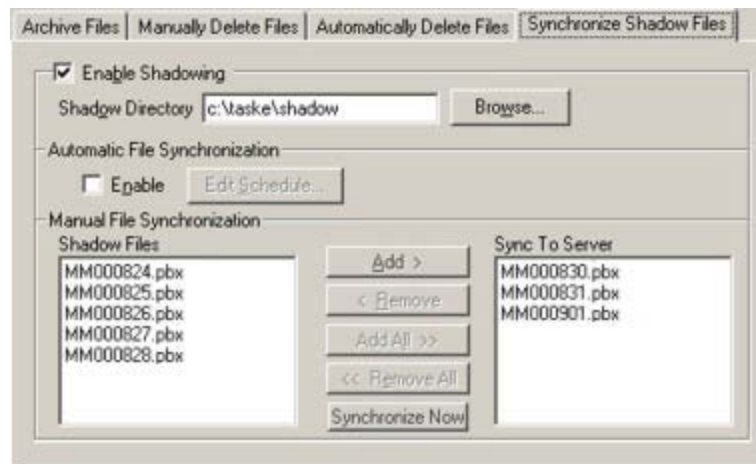
1. Using Configuration mode in Administrator, click Maintenance.
2. On the Synchronize Shadow Files tab, select the **Enable Shadowing** check box.



3. Define the path for the shadow drive in the **Shadow Directory** field. By default this directory is `\taske\shadow`. Click the **Browse** button to look for another directory or enter the new path in the field.
4. Click **Apply**.

Steps to manually synchronize shadow files with those files on the remote file server

1. Ensure the shadow drive is already enabled.
2. On the Synchronize Shadow Files tab, select the files to synchronize from the Shadow Files list in the Manual File Synchronization section and click the appropriate button to move the files to the Sync to Server list.



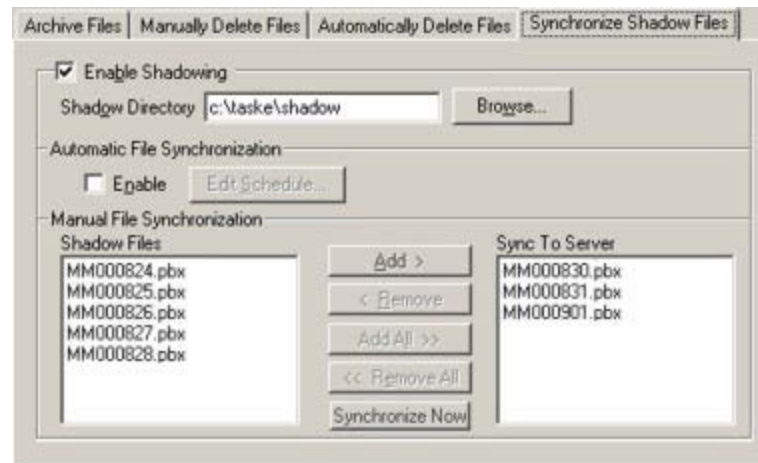
- To select all files for synchronization, click the **Add All >>** button.
- To select consecutive files, **SHIFT + click** the first and last files in the group. Click the **Add >** button.
- To select non-consecutive files, **CTRL + click** each file. Click the **Add >** button.

Tip: To remove all the files from the Sync To Server list, click the **<< Remove All** button. To select specific files to remove, use the same selection methods used when adding files to the list and click the **< Remove** button.

3. Click the **Synchronize Now** button.
4. When the TASKE Administrator dialog box opens, click **OK**.

Steps to automatically synchronize shadow files with those files on the remote file server

1. Ensure the shadow drive is already enabled.
2. On the Synchronize Shadow Files tab, select the **Enable** check box in the Automatic File Synchronization section of the tab.



3. Click the **Edit Schedule** button.
4. If the schedule has already been defined in the Archive Files tab or the Automatically Delete Files tab, the schedule does not have to be altered. All of these tasks must be performed at the same time and share the same schedule. If this is the case, click Cancel in the Schedule Auto Archive / Delete / Sync dialog box and continue to step 13.
5. Select a time from the **Run File Maintenance at** list. This sets the time for all scheduled activities for the files (archiving files, deleting files, and synchronizing shadow files).
6. Enable the check boxes for the days of the week to perform the automatic archiving, deleting, and synchronization of the shadow files.
7. Click the **Set Password** button to define the log-in information is defined for the computer to log itself into the network at the time to perform the scheduled activities.
8. Verify the network ID for the computer in the **Account** field.
9. Input the network password for the computer in the **Password** field, and re-enter the network password for the computer in the **Confirm Password** field.
10. Click **OK** to confirm the network log-in information.
11. Click **OK**.
12. Click **Apply**.

Setting Alarms

Alarms notify you of critical conditions on the TASKE Server that require your attention. For example, you can set a disk space alarm that notifies you when disk space falls below a threshold that you specify. Despite the data compression techniques available, TASKE requires a large disk for storage due to the large number of records received from the telephone system and stored by the TASKE system. The disk space alarm is useful for preventing data loss due to insufficient storage space. Each morning at 07:00 AM the disk audit utility checks the percentage of available disk space. If the percentage of disk space has fallen below the user specified percentage, the system raises an alarm.

By default, when an alarm occurs, the Information Server plays a sound and displays a message that shows the date and time of the alarm, as well a description of the alarm. Information Server also records the alarm in the log file, which can be viewed using the Logs page in TASKE Administrator.

You can change the default configuration of alarms to turn off messages and sounds. You can also choose to send an email when an alarm occurs.

Alarms can be configured only from the server computer. Alarms are available only to the system administrator, if the system administrator account is enabled. This security feature prevents multiple users from changing the alarm parameters.

Steps

1. In Configuration mode, click the **Alarms** button.
2. In the Notification section, select the check boxes associated with the notifications you want to occur.

If you choose an email notification, provide the address information for the message.

3. To change the configuration of the disk space alarm, in the General Alarms section, select the **Available Disk Space Falls Below** check box and type a percentage.

This value must be in the range of 0 to 100. Clear the check box or set this value to 0 to prevent the alarm. When determining the percentage to set for the disk space alarm, consider the amount of disk space the data records generally use on a daily basis and the amount of time it will take to off-load some of the information on the disk and make room for new data.

Information about available disk space and features for removing unnecessary data is provided by the Maintenance area of TASKE Administrator.

4. To raise an alarm when any critical error occurs, select the **Any Critical Error Occurs** check box.
5. To configure alarms for the telephone system, do the following:
 - If you want an alarm raised when no data records are received from the telephone system within the specified number of seconds, select the **No messages are received** check box and type the number of seconds. Clear this check box or set this value to 0 to disable the alarm.
 - If you want to limit the hours when alarms are raised, in the **Monitor between** fields, type the start time and the end time that define the time range for raising data alarms. Both times must be in HH:MM format, using the 24-hour clock.

All potential data loss alarms are recorded in the log. However, limiting the hours during which alarms are raised avoids raising an alarm when there is no one available to respond to the situation. The Information Server alarms will only appear between the hours entered in the Monitor data from time range. For

example, if the business hours are from 8 AM to 6 PM, set these as the hours for raising data alarms. For alarms that are raised outside of these hours, users must refer to the Log file.

- If you want an alarm raised when a problem occurs with the CTI connection, select the **An error occurs in the CTI connection to your telephone system** check box.

6. Click the **Save Changes** button.

Setting Access Controls

Understanding Access Controls

Access controls manage:

- **TASKE Desktop**
Enable a lock to globally control functionality within the application.
- **System Administrator**
Limit access to TASKE Administrator and secure specific controls for use only by the system administrator.

Setting TASKE Desktop Controls

TASKE Desktop lets users monitor contact center conditions from their computer monitors. You can choose to globally lock or unlock this application. Desktop includes a dashboard (a separate, dockable window) intended for monitoring select queues at a glance on an ongoing basis. You can choose to globally lock or unlock features of Desktop and its dashboard, for control of features across all user's computers from the server.

When TASKE Desktop is unlocked, users can add resources they have permission to view and control all display settings. If you choose to lock TASKE Desktop, apply one of the following two locking levels:

- **Low:** Users can start and exit the application, sign in and out, and manage basic display settings, such as fonts and colors. Users may not change resources or alarm thresholds.
- **High:** Users can only sign in and out, and close the application to the Windows notification area. The application starts automatically when users log in to Windows, if this option has been selected in the Options dialog box in Desktop.

Lock settings also affect the dashboard. When the Low lock is set, users can reorder statistics in the dashboard, but cannot add or delete statistics. When the High lock is set, users cannot make any changes to statistics in the dashboard.

Lock settings do not affect display features of the dashboard. For the both Low and High lock, users can dock the dashboard, change its number of columns, change text size options, and so on. In addition, an open dashboard remains open if a user closes Desktop to the Windows notification area. If the user chooses to close the dashboard at a later time, the Desktop window must be opened first to provide access to the dashboard option.

When TASKE Desktop is locked, the administrator can override the lock at individual user computers using an unlock code. The administrator enters the code in Desktop at the user's computer and makes any changes necessary to the configuration of Desktop. The administrator relocks the application. For information about locking and unlocking Desktop at an individual computer, see the TASKE Desktop documentation.

Steps to globally lock TASKE Desktop and set the unlock code

1. Notify users to shut down TASKE Desktop.
2. In the Configuration mode of TASKE Administrator, click **Access Control**.
3. Select the **Lock Desktop** check box.
4. Select the locking level from the **Level** list.
5. Type the unlock code in the **Unlock code** box. The code may contain any combination of characters (upper or lower case), spaces, or punctuation.
6. Click **Save Changes**.

TASKE Desktop must be restarted at each user's computer.

Steps to globally disable the Desktop locking feature

1. Notify users to shut down their Desktop applications.
2. In the Configuration mode of TASKE Administrator, click **Access Control**.
3. Deselect the **Lock Desktop** check box.
4. Click **Save Changes**.

Desktop must be restarted at each user's computer.

Using the System Administrator Account

When the TASKE server components are installed, the system administrator account is automatically created, but is not activated. Anyone with access to the server computer can access TASKE Administrator, which allows changes to the TASKE database and provides access to the system configuration tools.

To secure access to TASKE Administrator, you should activate the system administrator account. You activate the system administrator account by changing its password when Administrator starts the first time. You can change the password for this account at any time.

Once the system administrator account is active, only users who have been given permission to access TASKE administrator and who log in with the correct user name and password can access TASKE Administrator. Access to the Users page of the Database mode and the Maintenance, Alarms, Access Control, and Utilities pages of the Configuration mode is restricted to the system administrator.

Once you activate the system administrator account you cannot deactivate it.

Steps to activate the system administrator account

1. In Configuration mode, click **Access Control**.
2. In the System Administrator section, click **Change Password**.
3. Type the new password in the **New password** box and retype the password in the **Confirm new password** box.

The password may contain any combination of upper and lower case characters, spaces, or punctuation. The password is case-sensitive.

4. Click **OK**.
5. If you want to prevent use of blank passwords, select the **Disallow Blank Passwords** check box and specify the minimum password length.

The minimum password length applies to passwords created for all TASKE applications and for activating the system administrator account.

6. Click **Save Changes**.

Steps to change password for the system administrator account

1. In Configuration mode, click **Access Control**.
2. In the System Administrator section, click **Change Password**.
3. Type the existing password in the **Old password** box.
4. Type the new password in the **New password** box and retype the password in the **Confirm new password** box.
5. Click **OK** and then click **Save Changes**.

Using the System Utilities

Using the TASKE Support Packager

TASKE technical support representatives may need to review your call data to provide answers to your questions. To help you provide this data, TASKE Support Packager copies all of your data files for the dates you specify into a support package (which is a .zip file). You can then email the support package to TASKE or send it to the TASKE FTP server.

Steps

1. Using Configuration mode in Administrator, click the **Utilities** button and click **Create Package**.

Alternatively, you can access the TASKE Support Packager from TASKE Console. Click **Tools, Support Packager**.

2. On the calendar, click the dates for the data files that you want to include.
3. If you want to include more than the current log file (named log.txt), change the value '1' in the **Include the last 1 log files** box. Set this value to the number of log files to include in the support package.

To keep the size of log files to a minimum, a new log file is started when the current log file reaches a certain size. In most cases, you need to include only the current log file.

4. If are using TASKE WallSign and you want to include the contents of the TASKE\SignData folder, select the **Include Sign Database** check box.
5. If you want to include the contents of the TASKE\prefs folder, select the **Include Web Preferences** check box.
6. In the **Description of Problem** box, type a brief description of the issue you are experiencing.

Important! Be sure to include your contact information so a technical support representative can call you.

7. Do one of the following:

- To automatically upload the support package to the TASKE FTP site, click **Send to FTP**.

TASKE Support Packager creates a folder with your lock number on the TASKE FTP server. This folder includes your support package.

- To save the file to your TASKE Server, click **Save Local**.

TASKE Support Packager creates a file in the C:\Documents and Settings\user\Documents location, where *user* is the name of the Windows account that you are currently logged in to. The file name uses the format *lock_number-YYMMDD.zip*. For example, IH999999-080222.zip is the file name for a support package created on February 22, 2008.

8. If you have not already contacted TASKE Technical Support about this issue, contact us to ensure we know that you have provided us with a support package.

Using the Database Maintenance Utilities

When to Use the Database Maintenance Utilities

The TASKE database plays a vital role in achieving accurate data acquisition and dispersal. Ensure that you investigate immediately if you suspect reporting discrepancies. If you determine that the TASKE database contains errors, use database maintenance utilities to clear, restore, and repopulate the TASKE database with information from the telephone system.

Emptying and Archiving the Current Database

Emptying the TASKE database removes all resource records. These records can no longer be accessed using TASKE Administrator. Reporting parameters and user records remain untouched.

Because of removal of resource information is permanent, you are prompted to archive your current database. An archive means that you can restore the database if the repopulation fails.

Steps

1. Shut down the TASKE Information Server.
2. In Configuration mode of TASKE Administrator, click the **Utilities** button.
3. Click **Empty** in the Database section.
4. Click **Yes** to archive the database.



We strongly recommended that you archive your database before clearing the contents. Without the archived file, your database cannot be restored if the repopulation fails.

5. Browse to the location where you want to save the archived database and click **Save**. By default the file name is *TASKE archive YYYY-MM-DD.cde*. You may change this file name, but TASKE recommends maintaining the default file name.
6. Once the file is saved, the TASKE Administrator dialog box indicates that the database is empty. Click **OK**.

Populating the Database with Telephone System Information

Populating the TASKE database is easily performed using the TASKE Database Update Wizard.

The TASKE Database Update Wizard prompts you for information necessary to populate the TASKE database with content from your telephone system. Optionally, you can also use the wizard to set up the devices within the Avaya Security Database (SDB).

To populate the TASKE database with information from the telephone system, the wizard imports information from the Avaya Site Administration utility. The wizard provides instructions on how to export this information if you are unfamiliar with this process. Next, the wizard prompts you to identify extensions that represent various device types, such as attendant consoles.

When the wizard completes, it displays a list of the telephone system resources that cannot be imported into the TASKE database. You must manually update the TASKE database with these resources using Administrator.

If you choose to set up the TASKE database to provide device information for the Avaya SDB, the wizard helps you export the necessary content from the TASKE database and provides instructions for importing this content into the SDB.

Steps

1. Ensure the TASKE Information Server is shut down and all data collection is stopped.
2. Do one of the following:
 - Using Configuration mode in Administrator, click the **Utilities** button and, in the Database section, click **Populate**. Click **OK**.
 - In TASKE Console, click **Tools, Database Update Wizard**.
3. Follow the wizard as it guides you through the process of populating the TASKE database with the elements of the telephone system database and, optionally, providing content for the Avaya SDB.

Restoring an Archived Database

You can easily restore an archived database as the active database. Restoring a database automatically clears the current database and replaces it with the archived version.

Steps

1. Ensure the TASKE Information Server is shut down and all data collection is stopped.
2. In Configuration mode of TASKE Administrator, click the **Utilities** button.
3. Click **Restore** in the Database section.
4. **Strongly recommended:** click **Yes** to archive the database.
5. Browse to the location where you want to save the archived database and click **Save**. By default the file name is *TASKE archive YYYY-MM-DD.cde*. You may change this file name, but TASKE recommends maintaining the default file name.



Tip **Have you already archived the database today?** If you have already archived a database file today, you will need to change the default file name of the archive file. This is because the default name is based on the date. If you do not change the default name, you will overwrite the database you archived earlier.

6. Once the file is saved, in the Open dialog box, browse to the location of the database file you want to restore and click **Open**.
7. Click **OK**.

Using the TASKE IP Address Configuration Wizard

Changing the name or location of the TASKE Server affects communication between the server and client applications. After changing the server's name or location, run the TASKE IP Address Configuration Wizard on the server to update its configuration settings for client communication.

If DisplayCentral or DisplayCentral Designer is installed on non-server computers, you must also update their configuration to identify the new server settings. Use the TASKE Client Configuration utility to update the configuration settings used by these applications to communicate with the TASKE Server.

Steps to run the TASKE IP Configuration Wizard

1. On the TASKE Server computer, shut down the TASKE Information Server.
2. From TASKE Console, click **Tools, Network Settings**.
3. Click **Next** to start the wizard.
4. Follow the prompts to complete the information required by the wizard.

Note: The wizard is also available from the Utilities area of TASKE Administrator. However, depending on the changes you made to the server, you may not have access to TASKE Administrator.

Steps to run TASKE Client Configuration

1. On each computer where DisplayCentral or DisplayCentral Designer is installed, go to the TASKE installation folder.
2. Double-click the **ttclcfg.exe** file.
3. Type the new server name (or IP address) in the **Server Address** box.
4. Type the site data path on the TASKE Server in the **Site Data Path** box.
5. Click **OK**.

Chapter 5: TASKE Database Update Wizard

The TASKE Database Update Wizard is a time-saving tool that populates the TASKE database with the elements defined in the database of the telephone system. After running this wizard, you can use TASKE Administrator to view and edit these database resources.

For information about the TASKE Database Update Wizard, see “Populating the Database with Telephone System Information” (pg. 59).

Glossary

This glossary defines terms used in TASKE applications. The terms you will encounter depend on the TASKE applications you are using and your telephone system.

Abandoned/Abandoned Call

A call that is disconnected by the caller before being answered. If used as a statistic, this term represents the total number of abandoned calls.

ACD Time

The total time connected to ACD calls.

Agent

An agent is a person who handles calls for one or more queues in a contact center. Agents log into the telephone system at the beginning of a shift, signaling their availability to accept ACD calls. When a shift is over, agents log out of the telephone system.

Agent Group

A virtual grouping of agents used to produce reports that combine the statistics for all agents in the group.

Agents Do Not Disturb

Available as a queue and queue group statistic, this represents the number of agents assigned to the queue and who are in the Do Not Disturb state.

Agents Logged In

Available as a queue and queue group statistic, this represents the number of agents assigned to the queue and who are logged in.

Agents Logged Out

Available as a queue and queue group statistic, this represents the number of agents assigned to the queue, but who are logged out.

Agents on ACD

Available as a queue and queue group statistic, this represents the number of agents currently connected to ACD calls.

Agents on non-ACD

Available as a queue and queue group statistic, this represents the number of agents currently connected to non-ACD calls.

Agents Outgoing

Available as a queue and queue group statistic, this represents the number of agents connected to outgoing calls.

Agents Unavailable

Available as a queue and queue group statistic, this represents the number of agents assigned to the queue and logged in, but who are not available to take calls.

Agents Unknown State

Available as a queue and queue group statistic, this represents the number of agents assigned to the queue and who are in the Unknown state.

Answer Service Factor (%)

The number of calls answered, divided by the number of calls answered and abandoned (disconnected by the caller before being answered). Unlike the TSF%, this value is not based on time to answer or abandon.

Answered/Answered Call

A call in the queue that is answered. Available as a trunk, trunk group, queue, or queue group statistic, this represents the total number of calls in the queue that were answered.

Answered by Group n

Available as a queue and queue group statistic, this represents the percentage of calls that were answered by the first, second, third, and fourth answering points. Depending on the switch type, a queue or queue group can have one or more agent groups assigned to it. When an agent from agent group n handles the call, the value of Answered by Group n is updated.

Answered Call

Any call that is answered through the queue at an extension.

Automatic Call Distribution (ACD) Calls

A type of incoming call that is routed to a queue. Available as an agent statistic in the web interface, this represents the total number of ACD calls the agent has answered from the queue.

Automatic Number Identification (ANI)

A service provided by a telephone company that identifies the telephone number of the caller. Not all telephone systems can provide this information and it is usually a service that must be purchased from the local telephone carrier.

Available Agents

Available as a queue and queue group statistic, this represents the number of agents currently available to answer calls. The number of agents available includes idle agents, agents on ACD calls, and agents on non-ACD calls.

Average Speed of Answer (ASA)

The average number of seconds that calls have waited before being answered.

Avg ACD Time

Available as an agent statistic in the web interface, this represents the average time that the agent has spent on ACD calls from the queue.

Avg Answered Talk Time

Available as a trunk and trunk group statistic, this represents the average time spent on calls in the trunk that were answered.

Avg Non-ACD Time

Available as an agent statistic in the web interface, this represents the average time that the agent has spent on non-ACD calls.

Avg Outgoing Time/Avg Outgoing Talk Time

Available as an agent, trunk, and trunk group statistic in the web interface, this represents the average time spent on calls initiated from agents' extensions.

Avg Talk Time

Available as a queue and queue group statistic, this represents the average connected time that agents have spent on answered calls.

Avg Time to Abandon

Available as a trunk, trunk group, queue, or queue group statistic, this represents the average time that calls waited before being terminated by the caller.

Avg Time to Answer

Available as a trunk, trunk group, queue, or queue group statistic, this represents the average time calls waited before being terminated (abandoned) by callers.

Avg Time to Interflow

Available as a queue and queue group statistic, this represents the average time that calls waited in queue before interflowing to another answering point.

Bad Log-in

A queue event that occurs when an agent attempts to log into an ACD queue using the wrong agent ID.

Call Load

A calculation that uses the number of calls waiting and the number of agents available to determine the load of call traffic. Call load is expressed as a percentage. Use the following calculation to determine the call load: $(\text{Number of Calls Waiting} \times 100) / \text{Number of Agents Available}$

Caller Location

The geographical information related to a call, including its city and state or province.

Caller Phone Number

The phone number of the caller.

Calls Waiting

Available as a queue and queue group statistic, this represents the number of calls currently waiting in queue.

Credit-to

The queue to which a call is credited.

Dialed Number Identification Service (DNIS)

A service, such as 800 and 900 telephone numbers, in which the telephone service provider transmits an identification number to a telephone system receiving a call. The identification number is typically the last four digits which the caller dialed, but may be the whole number or a translated number. This filter allows users to extract call records based on the number dialed by the caller.

DND Time

Available as an agent statistic in the web interface, this represents the total time that the agent has placed the extension in a Do Not Disturb state. When in this state agents do not receive either ACD or non-ACD calls.

Do Not Disturb (DND)

A state an extension may enter that prevents the extension from receiving calls.

Enterprise

A term used to describe the sharing of data among multiple sites through a wide area network (WAN). TASKE enterprise-enabled sites connect and share data through the Information Server applications at each site.

Expected Wait Time

Available as a queue and queue group statistic, this represents the length of time that calls are expected to wait in the queue before being answered

Extension Group

An extension group is a virtual grouping of extensions used for reporting purposes. Grouping extensions with similar characteristics produces extension group reports that combine the statistics for all extensions in the group.

Extension

A device with a direct connection to the telephone system. This device may be a telephone, an auto-attendant, or a voice mailbox.

Idle Agent

Available as a queue and queue group statistic, an idle agent is one who is assigned to the queue and is available to accept an ACD call, but who is not currently on a call.

Idle Time

Available as an agent statistic in the web interface, this represents the average time that the agent has been available and waiting to receive ACD calls from the queue.

Incoming Calls

Available as a trunk or trunk group statistic, this represents the total number of incoming calls in the trunk, which includes both answered and abandoned calls.

Interflow/Interflowed

Interflow occurs when a call exceeds the threshold for waiting in the queue and moves to another answering point. The total number of interflowed calls is available as a queue and queue group statistic.

Invalid Record

A queue event that occurs when a call record containing errors is received from the telephone system. This event does not occur for all telephone system platforms.

Location

The geographical information related to a call, including its city and state or province.

Longest Waiting Call

Available as a queue and queue group statistic, this represents the total wait time of the call that has been waiting in the queue the longest.

Longest Waiting Caller

The caller in the queue who has been waiting the longest for an agent to answer.

Max Calls Waiting

Available as a queue and queue group statistic, this represents the highest number of calls in the queue at one time waiting to be answered.

Max Time to Answer

Available as a trunk, trunk group, queue, or queue group statistic, this represents the longest time that a call waited before being answered.

Max Wait Time

Available as a queue and queue group statistic, this represents the time of the call that waited the longest time in the queue to be answered.

Monitor Failed

A queue event that occurs when the CTI link is no longer monitoring activity for the device referenced in the event. This event does not occur for all telephone system platforms.

Non-ACD Calls

Available as an agent statistic in the web interface, this represents the number of inbound non-ACD calls, those calls that did not originate in the queue, that the agent has answered.

Non-ACD Time

Available as an agent statistic in the web interface, the total time that the agent has spent on non-ACD calls.

Occupancy

Available as a trunk group statistic in the web interface, this represents the percentage of time over the past hour that all trunks in the group were busy with calls.

Offered

Available as a queue and queue group statistic, this represents the total number of answered and abandoned calls that entered the queue.

Outgoing Calls

Available as an agent, trunk, and trunk group statistic in the web interface, this represents the total number of outgoing calls made.

Outgoing Time

Available as an agent statistic in the web interface, this represents the total time that the agent has spent on calls initiated from the agent's extension.

Peak Trunks Used

Available as a trunk and trunk group statistic in the web interface, this represents the maximum number of trunks in use simultaneously.

Queue Group

A queue group is used strictly for reporting and monitoring purposes in TASKE applications. This is a group of queues assigned a single identifying number that is traceable in reports and the ACD Monitor. For instance, in a contact center with three technical support queues, create a queue group that includes all three queues. Using the queue group, monitor all agents in all three queues simultaneously and include all three queues in a single report.

Queue Time

The time spent in the ACD queue waiting for an agent to become free and is often termed the average speed of answer (ASA).

Queue

A group of answering positions (agents or extension groups). Queues are typically associated with a specific phone number.

Re-queue

A queue event that occurs when the queue sends an available agent an ACD call, but the agent does not answer. The call is returned to the queue to be answered by the next available agent. The total number of re-queues is available as a queue and queue group statistic.

Resource

A general term referring to the database resources. For TASKE Contact and TASKE Reporter, examples of resources include agents, agent groups, queues, and queue groups.

Start Time

For the Calls Waiting component, the time that the call was first received in the queue.

Short Duration Calls

Available as a trunk and trunk group statistic, this represents the total number of calls where the duration did not meet or exceed the time defined in TASKE Administrator. This time is defined using the Short Talk Time xx seconds option.

Talk Time

The total connected time for answered calls. The connected time begins when the caller connects with an extension and finishes when the call terminates.

Telephone Service Factor (%)

The sum of the number of answered, abandoned, and interflowed calls before a defined TSF time, divided by the number of offered calls. The number of abandoned calls used in this calculation includes any short abandon calls that do not exceed the TSF time. The TSF time is defined in TASKE Administrator.

Telephone Service Factor (TSF) Time

A threshold value measured in seconds. This value is used to calculate the TSF %.

Total Answered Talk Time

Available as a trunk and trunk group statistic, this represents the total time spent on calls in the trunk that were answered.

Total Calls Carried

Available as a trunk and trunk group statistic, this represents the total number of all incoming calls (answered and abandoned) and outgoing calls in the trunk.

Total Calls Offered

The total number of answered and abandoned calls that enter the queue.

Total Outgoing Talk Time

Available as a trunk and trunk group statistic, this represents the total time spent on outgoing calls in the trunk.

Total Talk Time

Available as a trunk, trunk group, queue, and queue group statistic, this represents the total time that agents have spend on answered calls.

Transfer

The process of sending a call from one extension within the organization to another.

Trunk Group

A trunk group is a virtual grouping of trunks used to produce reports that combine the statistics for all trunks in the group.

Trunk

In a contact center environment, a trunk is a communication line between a telephone system and the central office that provides local telephone service to the contact center.

Unmonitored Device

A queue event that occurs when the queue registers activity from a device that is not being monitored by the CTI link. This event does not occur for all telephone system platforms.

Utilization (%)

Available as a trunk and trunk group statistic, this represents the length of time that the trunk was in use divided by the total time it has been available in the past hour.

Utilization (Time)

Available as a trunk and trunk group statistic, this represents the length of time that the trunk was in use over the past hour.

Wait Time

The time that a call has been waiting in the queue.

Work Time

Available as an agent statistic in the web interface, this represents the time an agent is in the Work Time state. This state provides the agent time to complete paperwork before another call is offered.

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