

TOSHIBA



**BUSINESS
TELEPHONE
SOLUTIONS**

Strata *DK424*
Digital Business Telephone Systems

**inView
Quick Reference Guide**

TOSHIBA

Toshiba America Information Systems, Inc.
Telecommunication Systems Division
9740 Irvine Boulevard, Irvine, CA 92618-1697
<http://telecom.toshiba.com>

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Introduction

This guide describes how to use the inView LAN application.

Instructions for customizing the PC-wallboard displays and status displays are also covered.

This guide is written assuming that you are familiar with operating a PC, mouse, and software.

Related Documents

Refer to the following documents for more information:

- ◆ Call Center Solutions
- ◆ Insight DK Supervisor Guide
- ◆ Insight DK Installation Guide
- ◆ Strata DK424 Insight DK CD-ROM

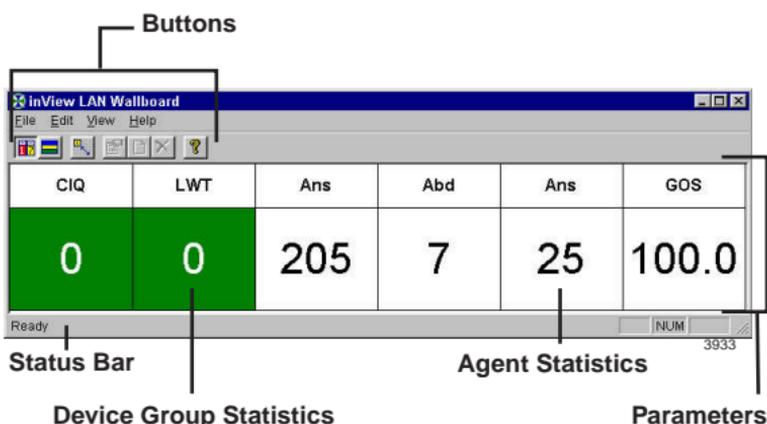
Overview

The inView Local Area Network (LAN) application displays performance information and agent/extension status on your PC monitor. You can select the performance parameters and agent groups to monitor. You can also send text messages to any inView display or group of displays.

The inView application works in conjunction with the Strata DK Insight and Insight DK Plus ACD MIS application. Refer to the section titled “Related Documents” for more information.

inView product is a Microsoft® Windows®-based product that can show two different types of displays:

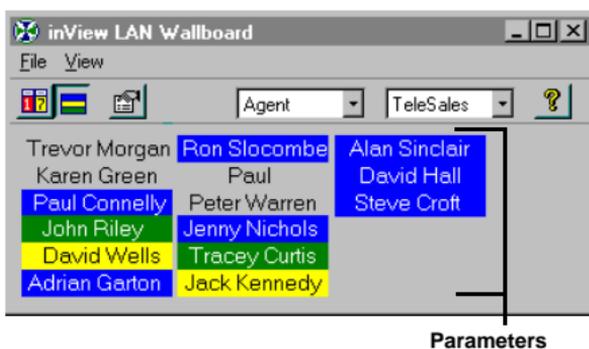
- ◆ **LAN Wallboard view** shows agent group statistics in large character format (see following figure). This Wallboard has four general call center parameters – Calls in Queue, Longest Wait Time, Number of Calls Answered and Abandoned. Two personal call center parameters – Call Answered and Grade of Service – have background colors for labels. This allows agents to quickly see how their performances compare with that of the overall call center.



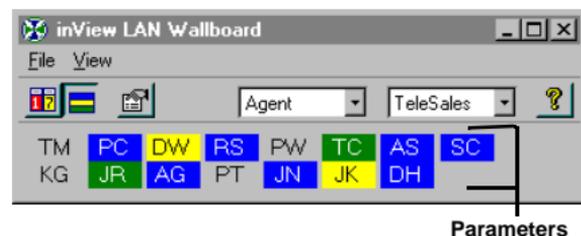
- ◆ **The inView LAN PC displays** are different from wallboards, which are physical display boards. The Insight DK application also supports physical wallboards (see the *Insight DK Supervisor Guide* for details).

Both the LAN Wallboard view and status displays can be customized with window tools such as “click and drag,” toggle buttons and a tool bar. Each time a window opens, it defaults to the last saved display and configuration used by the login name.

inView LAN displays can be shown as long names:



...or by short names:



The inView LAN display also includes an internal messaging system. This enables inView users to send messages to each other, either directly or via agent names.

Starting inView

All users are required to log in to the system in order to ensure system security. The inView LAN Wallboard personalized client configurations can be saved for use by different users on the same PC. This means a user has the ability to log on at another user's PC and go automatically to a pre-set client configuration based on the user

➤ To Log In and Start inView

1. From the Windows Start button, select Programs, Insight DK for Toshiba US, then inView LAN Wallboard
...or locate and double-click on the inView LAN Wallboard icon.
2. Enter your user name and the inView password (if required), click OK.

Wallboard Display

➤ Adding or Changing Parameters to the Wallboard



1. From the wallboard Edit Menu, select Edit Mode
...or press the Edit Mode icon on the application toolbar.



2. From the Edit menu, select Add Parameter Window
...or click on the Add Parameter Window icon



...or right-click on the Parameter Window to edit.



3. From the Properties for the Parameter Window, you can:
 - ♦ Select the Device Type from the dropdown listbox, such as Line, Extension, or DID group.

- ✦ Select the Device Name from the dropdown list. The names are defined by the System Administrator.
 - ✦ Select the Parameter to display from the dropdown listbox.
 - ✦ The default label appears in the Label Text. Enter a new name in this box to change the label.
4. Click OK.

➤ **Removing a Wallboard Parameter**



1. Select Edit Mode from the Edit menu
...or press the Edit Mode icon from the application toolbar

2. Select the parameter to be removed.



3. From the Edit menu, select Delete Parameter
...or click Delete Parameter button.

Status Display

➤ **To View the Status Display**



- From the menu, select View, Agent Status
...or click on the Agent Status icon.

- From the Status Display, you can select from the dropdown lists:

- ✦ group type (Agent or Extension)
- ✦ group

➤ **To Customize the Status Display**

1. From the menu, select View, Agent Status
...or click on the Agent Status icon
...or while in the Status View screen, right-click the mouse button over the display to open the Properties dialog for the Status View.

2. From the Properties for the Status View, you can:
 - ✦ Select the Long or Short Name Format
 - ✦ Change font of the Status View
3. Click OK.

Pop-up on Message

If the inView client application is in the Wallboard View and the application has been minimized or put to the background, and an alarm threshold has been exceeded, then the inView LAN Wallboard is brought to the foreground if Pop-up on Message is ON. Any work in progress in another application, e.g. word processing is not interrupted.

Note Alarms are set by the MIS Administrator.

- From the View menu, select Popup Alarm.

Always-on-top Option

The user can specify that the inView LAN client application always remains on top of all other application windows, even when other applications are being used. A check indicates this feature is ON.

- From the View menu, select Always on Top.

Status Bar

The status bar provides descriptions of some icons or shows current state of the applications.

- From the View menu, select Status Bar.

Toolbar

The toolbar provides icons that perform the same functions as selecting menu items.

- From the View menu, select Toolbar.

Parameters Only View

You can minimize the view to display just the parameters only.

- Double-click in the parameter section of the screen (see illustrations on Page 2).

Messages

You can send a message of up to 256 characters to any other inView User, Agent, or Agent Group, depending on the Message Access Level.

You can store up to ten frequently used messages in a message library. Messages are added and removed using the Add and Delete Message Library buttons, and are recalled by selecting them from the Message list.

Messages can be displayed as normal or high priority messages.

➤ Sending a Message



1. Within inView: From the View menu, select Message from the View menu

...or from the Insight DK toolbar, select the Message icon

2. Select a message from the drop down list

...or type a new one into the Message box.

3. (optional) Click ADD to add this message to the library.

You can also Delete messages from the library within this box.

4. Select a priority for the message, either Normal or High.
5. Select one or more message recipient(s) from the three list boxes: LAN Wallboard User, Agent Group or Agent Name.
6. Press Send.