

# Checkmate

Business Intelligence  
for Intelligent Business

**Realtime Online for Cisco Unified Contact Center  
Enterprise**

**Quick Start Guide**

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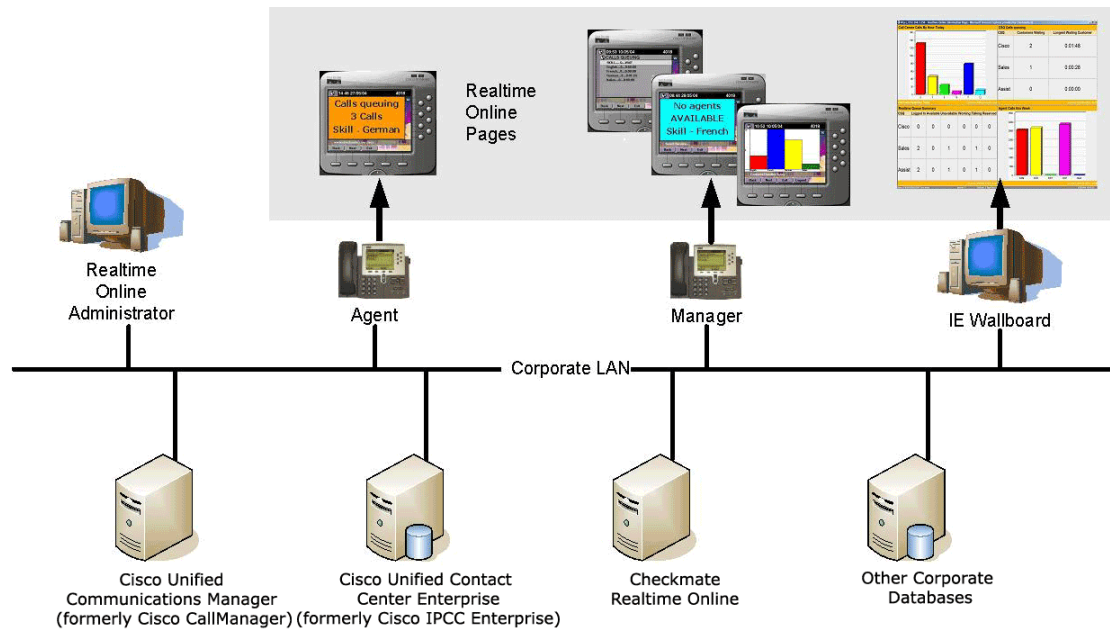
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# 1 Quick Start for Realtime Online on Cisco Unified Contact Center Enterprise

Using Cisco XML phone services Realtime Online pushes information such as customers queuing, resource shortages and service level breaches directly to desktop clients and idle Cisco IP phones around the organisation, enabling pro-active management using real time alert driven data.

Realtime Online connects over the LAN to Cisco Unified Contact Center Enterprise in order to operate. The diagram below provides an overview of the connections between Realtime Online, Cisco Unified Contact Center Enterprise and your corporate LAN.



The aim of this document is to enable you to get off the ground with configuring and displaying the 'out of the box' wallboards that are provided immediately post installation.

## 1.1 Wallboards

This section provides a preview of the default wallboards packaged with your installation of Realtime Online.

### 1.1.1 Team 1

The first wallboard, named Team 1 (shown in the screenshot below), shows a variety of statistics as a summary.

Total Calls Queuing		Longest Wait (Seconds)					Total Calls Handled	
<b>0</b>		<b>0</b>					<b>196</b>	
Skill	Queuing	L Wait	Logged On	Ready	Talking	Wrap	Service Level %	
Highways	0	0	7	1	3	0	97	
Trans Sch	0	0	2	1	0	0	78	
Admissions	0	0	3	2	0	0	78	
Trans Pub	0	0	2	1	0	0	72	

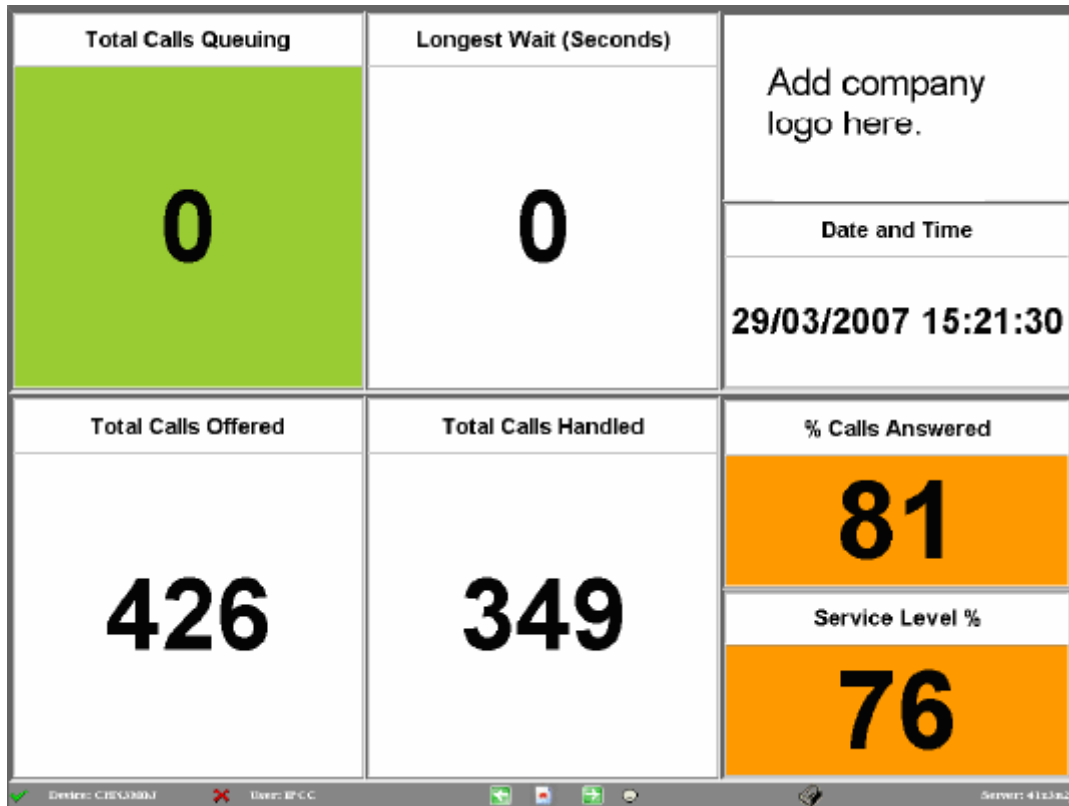
✓ Desk: CHE0580J
✗ User: IPCC
Server: 41:3a2j

In the top half of the screen there are 3 summary panes: total calls queuing calculated by skill (labelled 'Total Calls Queuing'), longest wait calculated by skill (labelled 'Longest Wait (Seconds)') and total calls handled calculated by call type (labelled 'Total Calls Handled').

In the bottom half of the screen there are calls queuing (labelled 'Queuing'), longest wait (labelled 'L Wait'), agents logged on (labelled 'Logged On'), agents ready (labelled 'Ready'), agents talking (labelled 'Talking'), agents in a wrap/work state (labelled 'Wrap') and service level as a percentage (labelled 'Service Level %'). All of these are broken down by skill (labelled 'Skill').

### 1.1.2 Summary Statistics

The second wallboard, named Summary Statistics (shown in the screenshot below), focuses on summary statistics for a number of skills and call types, but also allows you to display the current time and add a company logo.



Both of the aforementioned 'out of the box' wallboards (made up of a number of pages) already exist within your Realtime Online database immediately following installation completion.

## 2 Quick Start Step-by-Step

Follow the steps outlined below to get these two Cisco Unified Contact Center Enterprise demonstration wallboards up and running.

### 2.1 ICM Admin Workstation Local Administrator Account

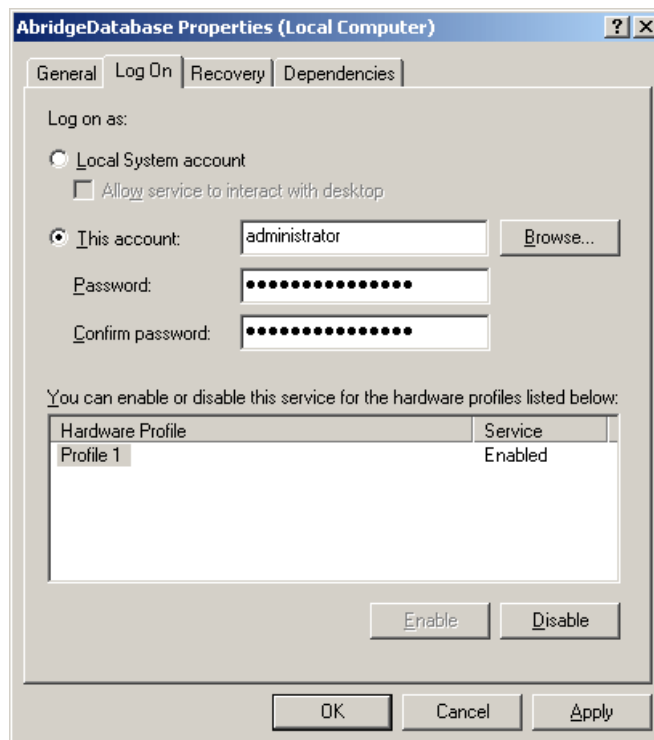
Create a local administrator account on the ICM Admin Workstation.

- 1) Connect to the **ICM Admin Workstation Database**.
- 2) Create a local administrator account on the Admin Workstation that **matches** the local administrator account on your Realtime Online server (i.e. same username, same password). This allows your Realtime Online server to access and communicate with the ICM Admin Workstation.

## 2.2 Synchronise the Local Administrator Account with the AbridgeDatabase Service

Log onto the AbridgeDatabase service using the administrator credentials that were created in the previous step.

- 1) Log onto the Realtime Online server.
- 2) Open the Services dialog (typically **Start | All Programs | Administrative Tools | Services**).
- 3) Scroll down to the list of services until you find AbridgeDatabase.
- 4) Right-click on the AbridgeDatabase service and select **Properties** from the context sensitive menu. An *AbridgeDatabase Properties* dialog is displayed.
- 5) Select the **Log On** tab.
- 6) Ensure that the **This Account** radio button is selected.
- 7) Specify, or browse to, the aforementioned local administrator account.
- 8) Use the **Password** field to specify the password.
- 9) Use the **Confirm Password** field to confirm the password.

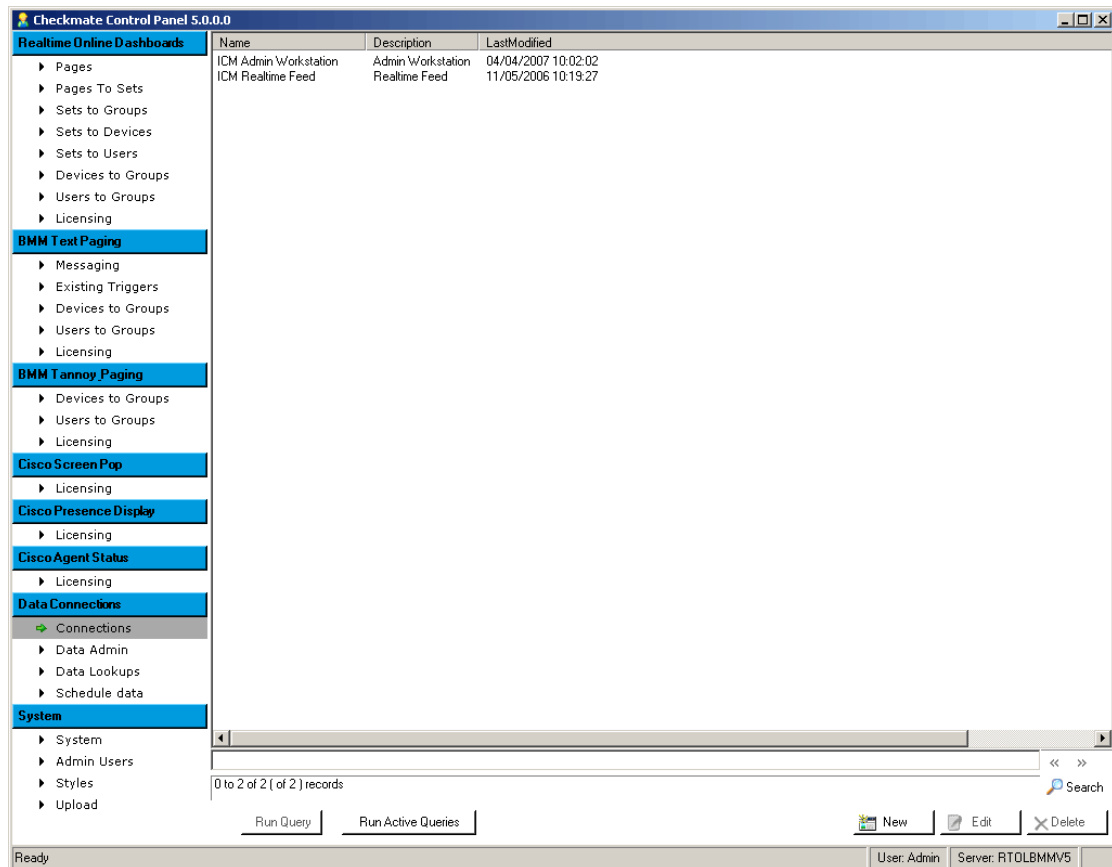


- 10) Click the **OK** button to apply the changes.

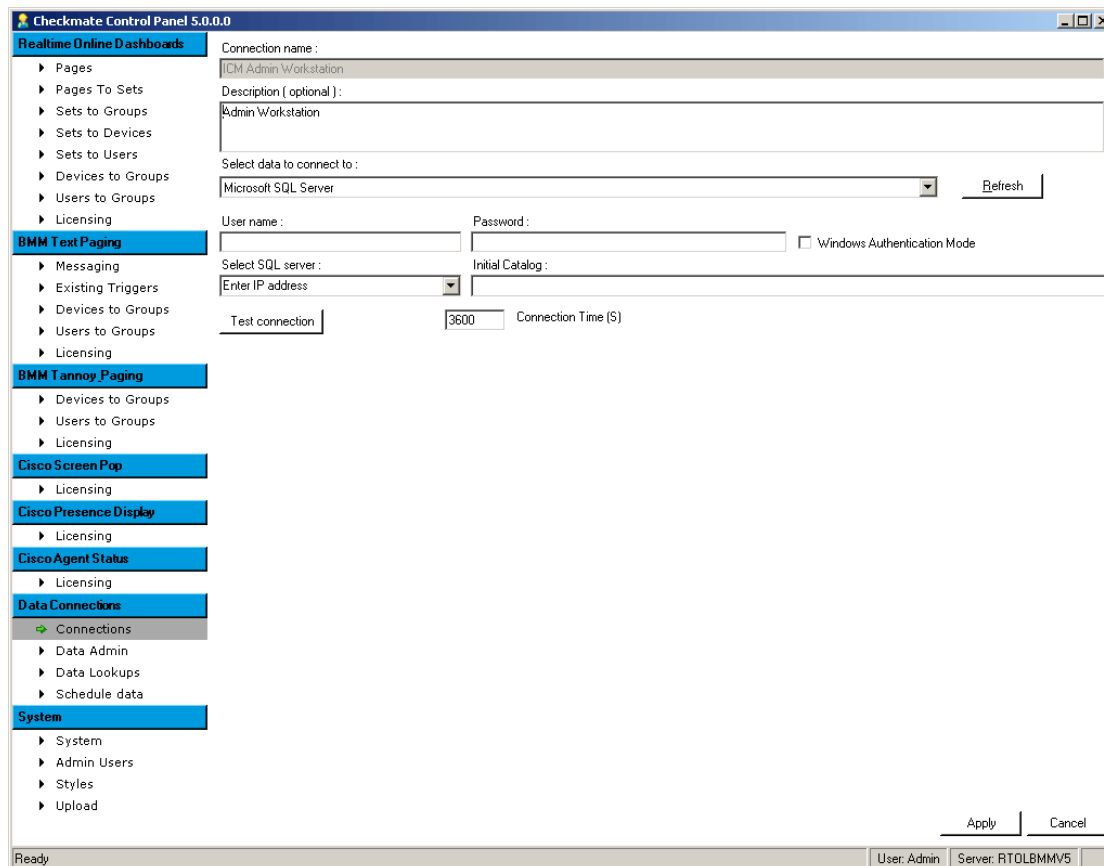
## 2.3 Configure the Existing ICM Admin Workstation Data Connection

Configure the default ICM Admin Workstation data connection that is created in Realtime Online so that it represents your ICM Admin Workstation.

- 1) Launch the Checkmate Control Panel on your Realtime Online server (remember, the username is **admin** with no password).
- 2) Select the **Connections** sub-menu within the **Data Connections** menu.



- 3) Select the **ICM Admin Workstation** connection followed by clicking the **Edit** button (alternatively double-click the ICM Admin Workstation connection). A connection configuration dialog is displayed.



- 4) The **User name** and **Password** fields default to being blank (i.e. empty). Specify the appropriate username and password combination to access the ICM Administrator Workstation.  
*Tip - Use Windows authentication where appropriate by ensuring the **Windows Authentication Mode** checkbox is ticked.*
- 5) The **Select SQL Server** editable drop-down control defaults to:  
  
Enter IP Address  
  
Replace Enter IP Address with the IP address, or name, of the ICM Administrator Workstation.
- 6) Expand (i.e. click the downward pointing arrow head) the **Initial Catalog** drop-down list control. You are prompted to save the connection details. Click the **Yes** button to continue.
- 7) Select the ICM Administrator Workstation database (i.e. icm\_awdb) in the **Initial Catalog** editable drop-down list control. You will be prompted to save any changes made when you select the drop-down list control.
- 8) Click the **Test Connection** button. Wait for confirmation of successful completion of the connection test. If the connection test fails double check all connection details and try again.
- 9) Once the connection test can be successfully completed click the **Apply** button to save the changes you have made to the connection.

## 2.4 Modify the Queries based on the ICM Administrator Workstation Data Connection

With the ICM Administrator Workstation connection defined you will need to edit the SQL queries that are used to retrieve the relevant skill and call type data. These SQL queries already exist in your Realtime Online database but need to be modified to ensure they retrieve information that is relevant to you.

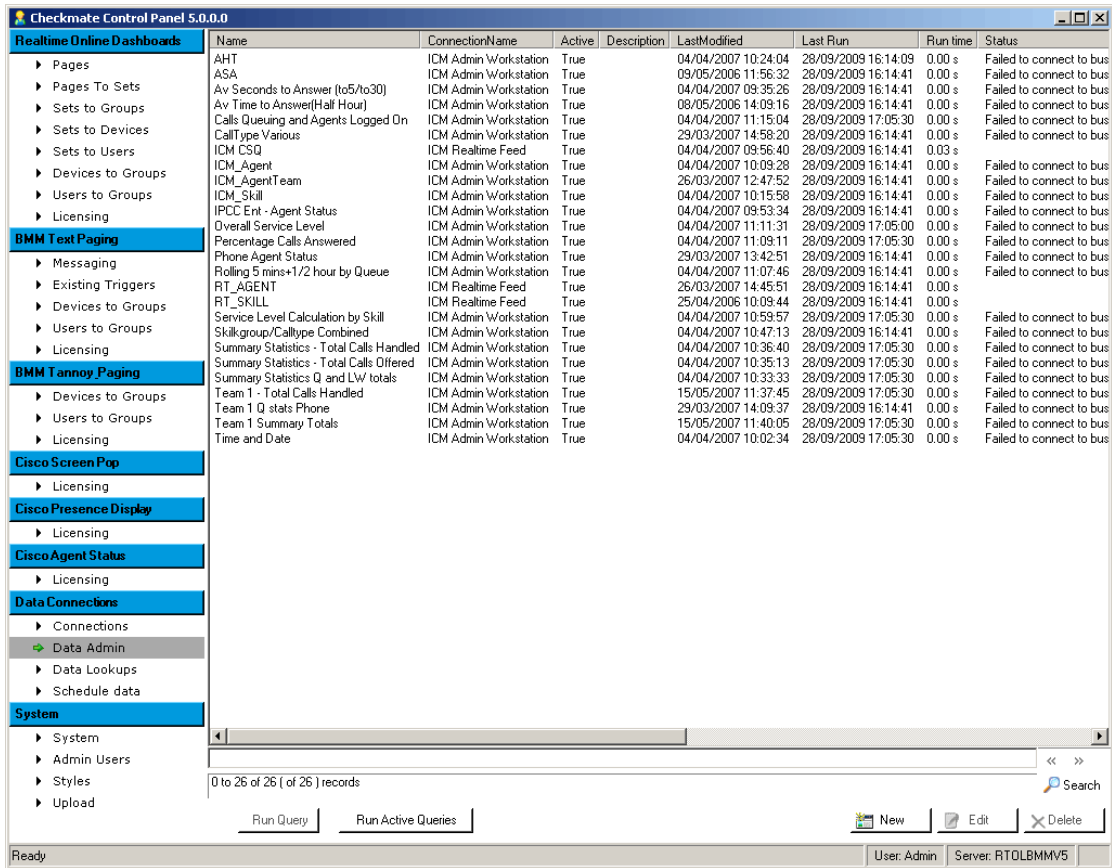
You will need to edit the following SQL queries for the Team 1 wallboard:

- Calls Queuing and Agents Logged On (listed by skill).
- Service Level Calculation by Skill (listed by skill).
- Team 1 – Total Calls Handled (summed by call type).
- Team 1 – Summary Totals (summed by skill).

And the following for the Summary Statistics wallboard:

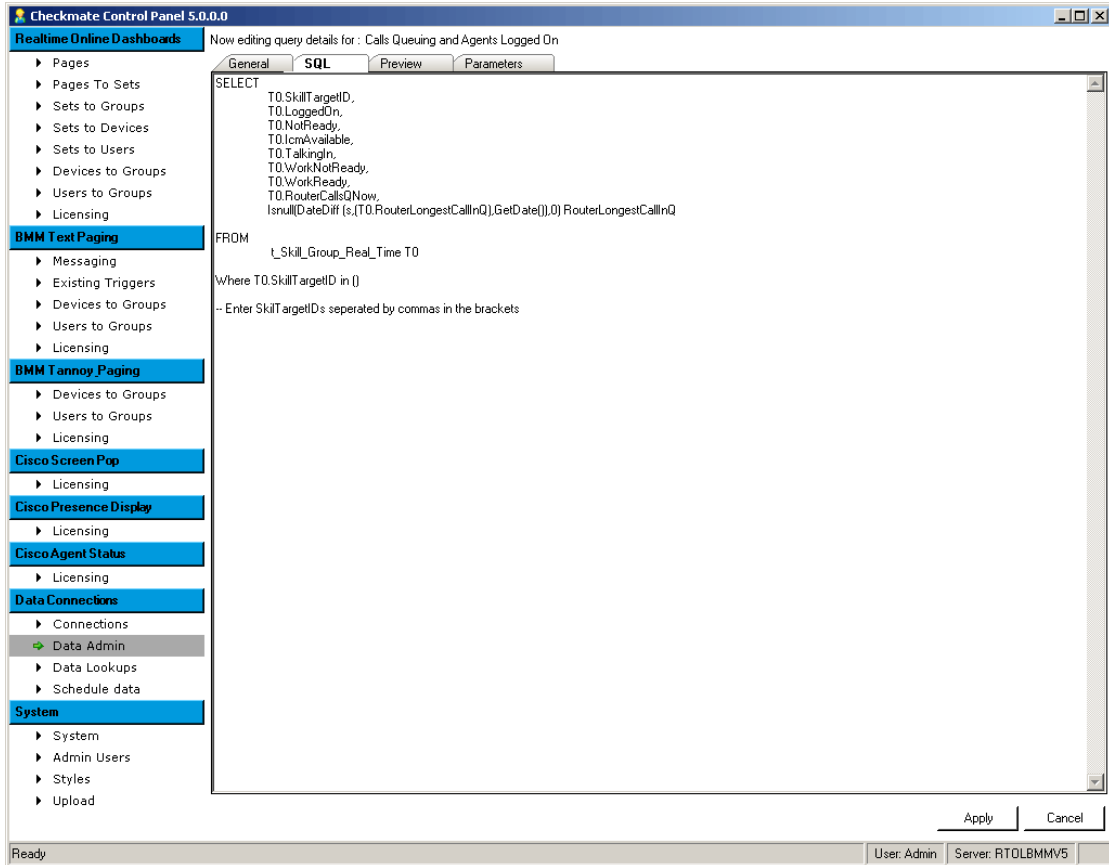
- Percentage Calls Answered (summed by call type).
- Summary Statistics – Total Calls Handled (summed by call type).
- Summary Statistics – Total Calls Offered (summed by call type).
- Summary Statistics – Q and LW Totals (summed by skill).
- Overall Service Level (summed by skill).
- Time and Date.

- 1) Select the **Data Admin** sub-menu within the **Data Connections** menu.



To edit the SQL queries:

- 2) Select the query named **Calls Queuing and Agents Logged On** from the list followed by clicking the **Edit** button. A query configuration dialog is displayed.
- 3) Select the **SQL** tab.



- 4) The changes you have to make depend entirely upon the query but for this query you will need to enter the relevant Skill Target IDs into the brackets at the end of the WHERE clause; separating each Skill Target ID with a comma.  
 i.e. WHERE T0.SkillTargetID in (1234,5678,9012,3456)
- 5) Select the **Preview** tab to ensure the query is returning the desired results.
- 6) If you are happy with the results click the **Apply** button.
- 7) Repeat for the remaining queries listed on the previous page.

## 2.5 Create Data Lookups

Once you have edited all the SQL queries the next step is to define the queue names that relate to each of the Skill Target IDs. This is achieved by defining Data Lookups.

- 1) Select the **Data Lookups** sub-menu within the **Data Connections** menu.
- 2) Click the **Add** button.
- 3) Specify the name of the new lookup as **Skill Name** followed by clicking the **OK** button. When prompted to save changes click the **Yes** button.
- 4) In the right-hand side panel click the **Add** button to add a row. Repeat to add as many rows as you have Skill Target IDs.
- 5) Starting with the top row that you have just added, under the **Value** column enter the first Skill Target ID. Under the **Result Value** column specify the verbose queue name, for example:

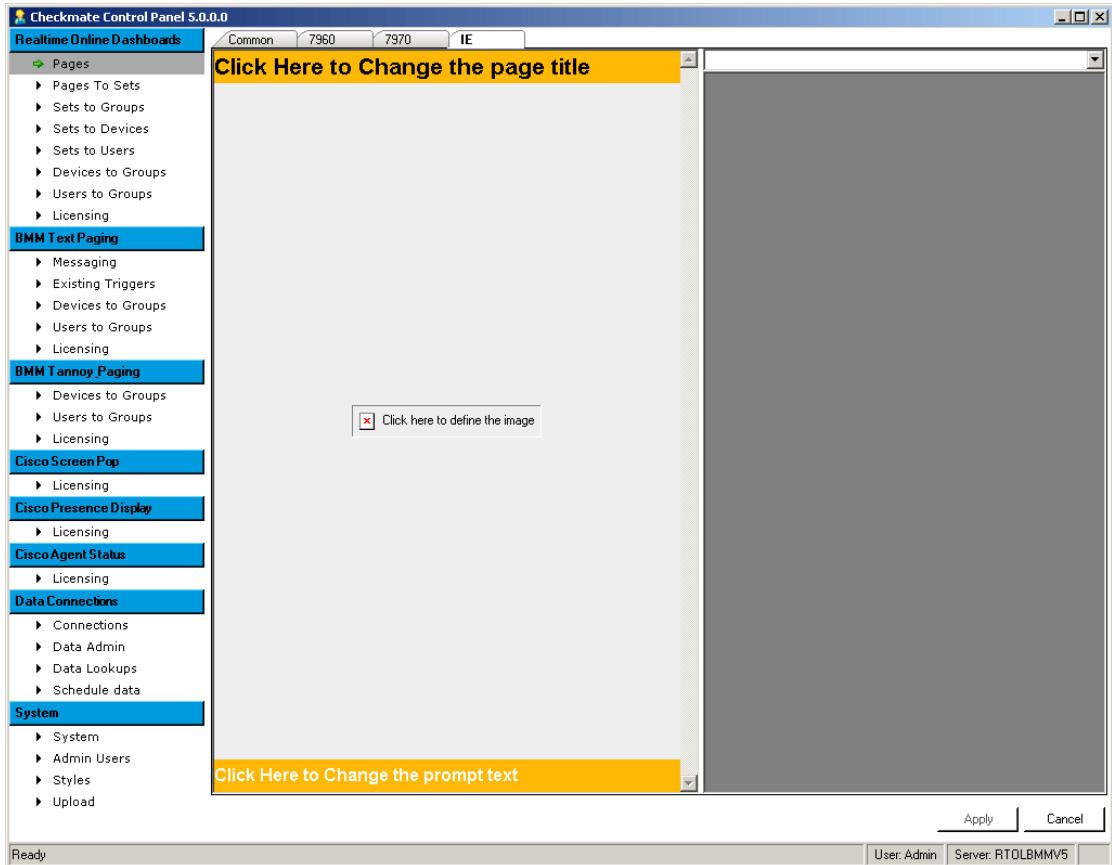
Value	Result Value
5234	Sales
5235	Finance

- 6) Repeat until you have populated every row that you have created and have covered all Skill Target IDs included within the query.
- 7) Click the **Apply** button.

## 2.6 Add Company Logo to Wallboards

The next stage is to add your company logo to your summary wallboard.

- 1) Select the **Pages** sub-menu within the **Realtime Online Dashboards** menu.
- 2) Select the page named **Company Logo** from the list followed by clicking the **Edit** button. A page configuration dialog is displayed.
- 3) Select the **IE** tab.



- 4) Click the **Click here to define the image** placeholder in the middle of the page preview.
- 5) A page configuration form is displayed in the right hand panel. Click the **Upload New Image...** button.
- 6) Browse to the location of your logo image file and click the **Upload** button.
- 7) Click the **Apply** button to save the changes made to the page.

## 2.7 Licence the Wallboard Display Device

The pages used within the wallboards are already assigned to sets (a set can be thought of as a grouping that can be easily assigned to devices or to users) but the sets of pages need to be assigned to the licensed device upon which you want to display the wallboard.

Before you can do that the machine upon which you want to display the wallboards must be licensed.

- 1) Download and configure the **Realtime Online desktop client** on the machine upon which you want to display the wallboard.
- 2) Restart the **Checkmate Control Panel**.
- 3) Select the **Licensing** sub-menu within the **Realtime Online Dashboards** menu.
- 4) A list of unlicensed and licensed devices is displayed included in which is the device upon which you installed the desktop client.  
  
Move the appropriate device from the unlicensed list to the licensed list.
- 5) Click the **Apply** button.

## 2.8 Assign Sets of Pages to the Wallboard Display Device

With the device licensed assign the sets of pages to the device.

- 1) Select the **Sets to Devices** sub-menu within the **Realtime Online Dashboards** menu.
- 2) Select **your device** in the panel on the far left hand side (immediately to the right of the menu system).
- 3) Ensure that the **Summary Statistics** set and the **Team 1** set are both assigned (i.e. move them to the **Sets Assigned To This Device** list).
- 4) Click the **Apply** button.

Now return to your device and restart the Realtime Online desktop client; the preconfigured wallboards of pages should now be displayed.

### 3 Contacting Support

Should you require assistance whilst configuring the out of the box wallboards please contact the Checkmate support team who will be happy to help.

The support team can be reached...

- ...by telephone, using the numbers 0870 220 4033 if calling from the United Kingdom, or 1 866 243 1700 if calling from the United States of America.
- ...by e-mail using the address [support@checkmate.com](mailto:support@checkmate.com).

Our normal operating hours are 08.30 to 17.30 (GMT), Monday to Friday.