

# Checkmate

Business Intelligence  
for Intelligent Business

**Realtime Online for Nortel Contact Center (formerly  
Symposium)**

**Quick Start Guide**

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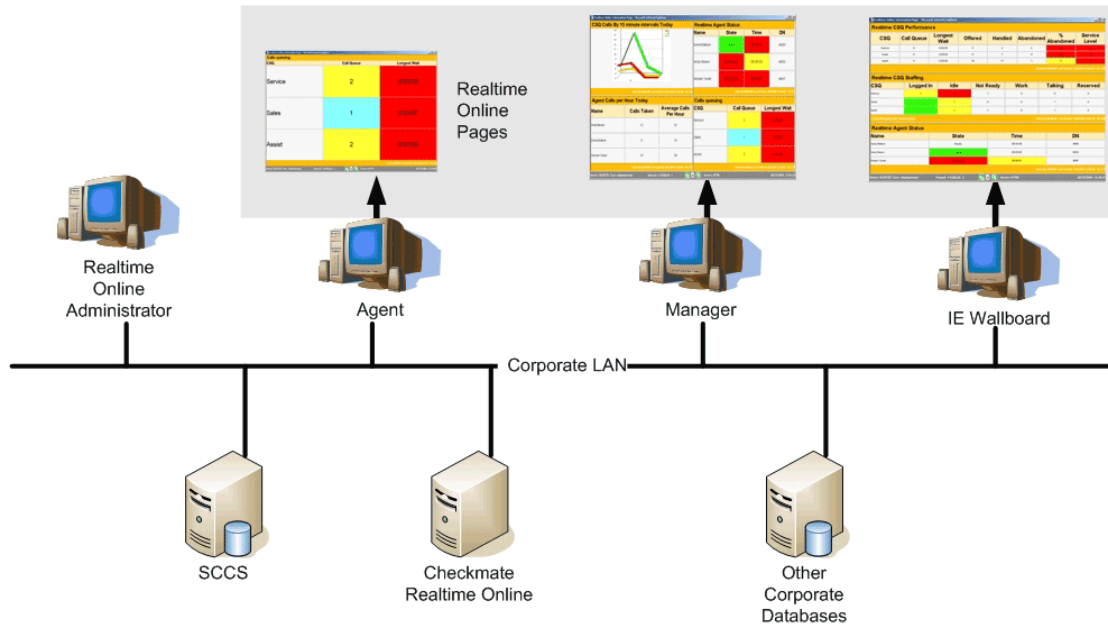
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# 1 Quick Start for Realtime Online on Nortel Contact Center

Realtime Online has been specifically designed to match the needs of contact centres enabling improved pro-active management by providing real time alert driven data.

Realtime Online connects over the LAN to your Nortel Contact Center (formerly Symposium) in order to operate. The diagram below provides an overview of the connections between Realtime Online, Nortel Contact Center (formerly Symposium) and your corporate LAN.



The aim of this document is to enable you to get off the ground with configuring a connection to the Nortel Contact Center (formerly Symposium) real time database and a schedule that opens and maintains communications between the Nortel Contact Center (formerly Symposium) and Realtime Online ensuring up to date real time statistics are displayed in any Realtime Online pages you design. An 'out of the box' wallboard and a number of pre-designed pages are provided immediately post installation.

## 1.1 Wallboards

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

### 1.1.1 SCCS Wallboard Agent Summary

The wallboard, named SCCS Wallboard Agent Summary, consists of four individual pages embedded within the wallboard structure and shows a variety of agent summary statistics.

The left hand column of the wallboard actually consists of two pages, *SCCS Hist Graph Agent Calls Today* in the top half with the page *SCCS RTD Agent Current Status* positioned beneath it.

The right hand column of the wallboard is also comprised of two pages, *SCCS Hist Agent Calls Per Hour* in the top half with the page *SCCS RTD Queue Agent Stats* positioned beneath it.

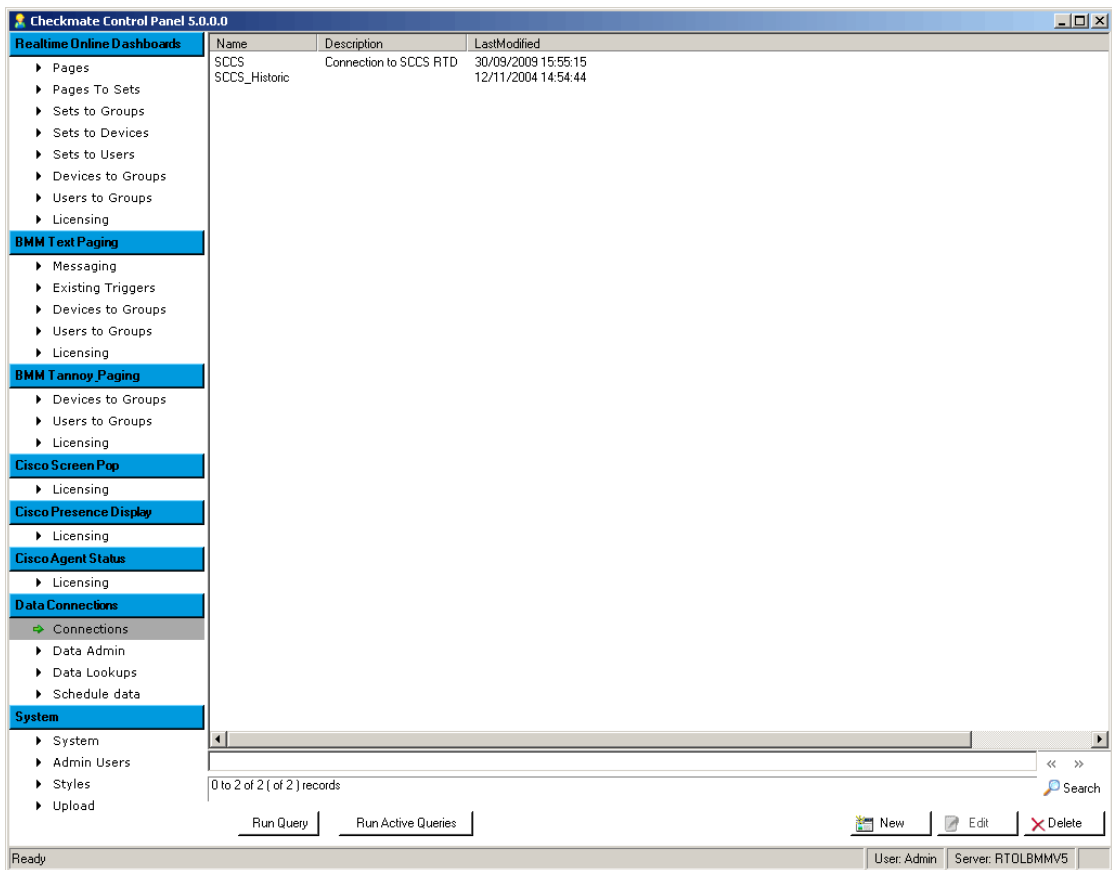
## 2 Quick Start Step-by-Step

Follow the steps outlined below to define the Nortel Contact Center (formerly Symposium) real time connection.

### 2.1 Configure the Existing SCCS Data Connections

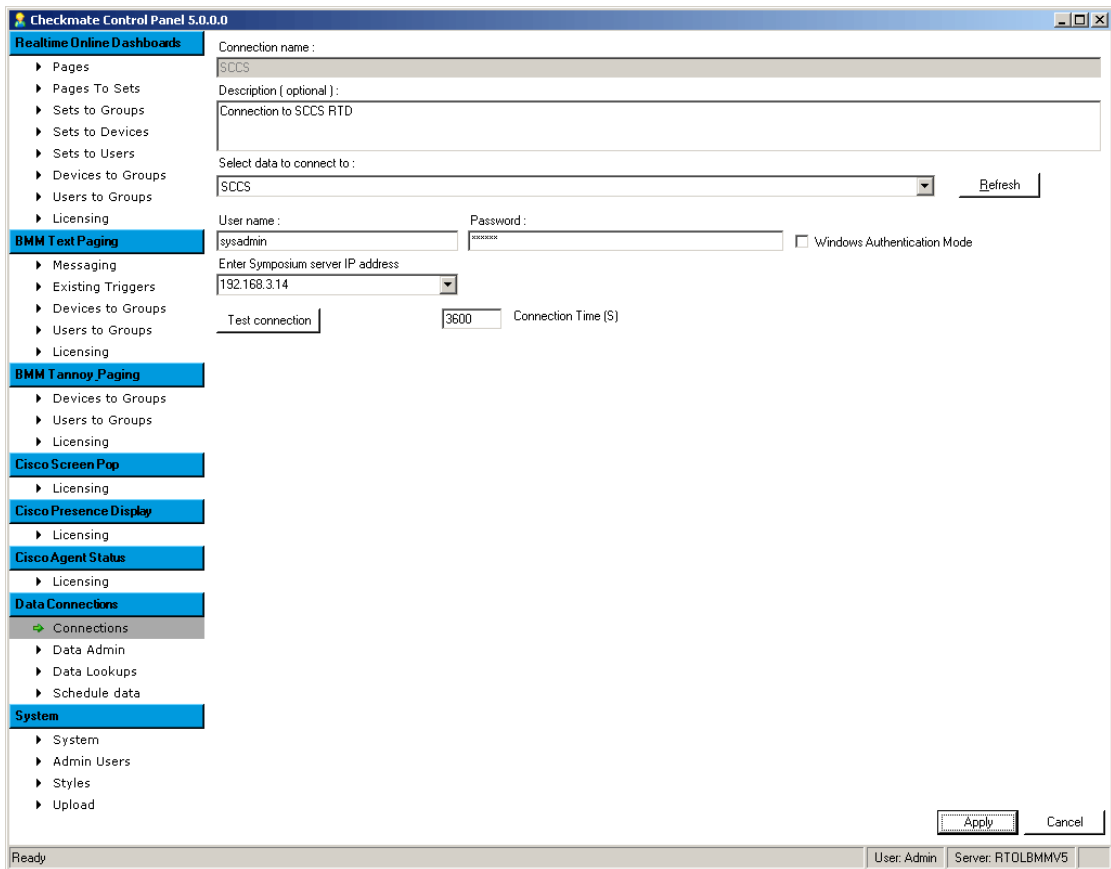
Configure the default SCCS data connections that are created in Realtime Online so that they connect to your instance of Nortel Contact Center (formerly Symposium).

- 1) Open 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) Default real time and historic connections already exist.

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



4) The **User name** and **Password** fields contain default information. Change this to the appropriate username and password combination to access your Nortel Contact Center (formerly Symposium) real time database.

*Tip - Use Windows authentication where appropriate by ensuring the **Windows Authentication Mode** checkbox is ticked.*

5) The **Enter Symposium Server IP Address** editable drop-down control defaults to an example IP address. Replace the IP address with the IP address of your Nortel Contact Center (formerly Symposium) real time database.

6) 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.

7) Once the connection test can be successfully completed click the **Apply** button to save the changes you have made to the SCCS connection.

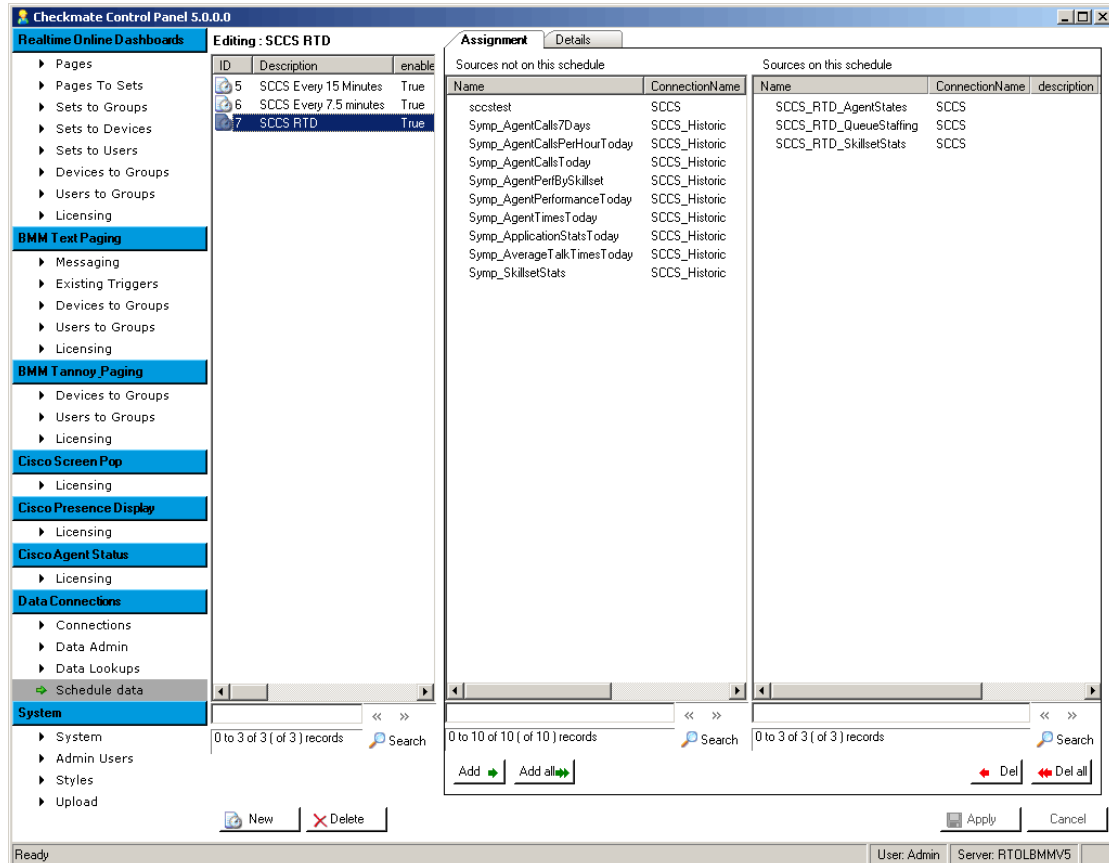
8) Repeat steps 2-7 for the **SCCS\_Historic** connection.

*Tip – Keep in mind that the **SCCS\_Historic** connection uses an ODBC connection to the data source. The ODBC drivers should already have been installed. Configure the ODBC **SCCS\_Historic** connection as appropriate.*

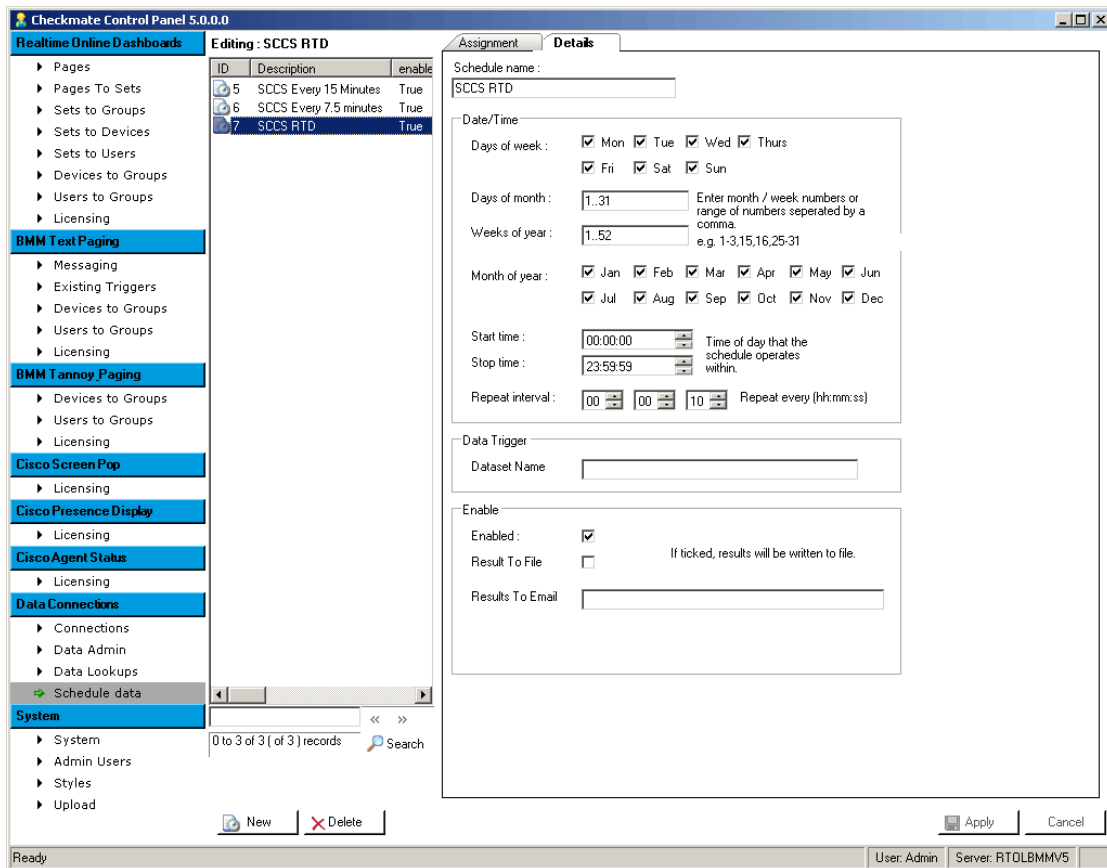
## 2.2 Create a Schedule

Once the connection has been successfully created we then need to create a schedule to open the communication channel between the two servers and to ensure up to date statistics are displayed within Realtime Online. Default schedules already exist within your Realtime Online database. Just ensure that they are configured to your liking.

- 1) Select the **Schedule Data** sub-menu within the **Data Connections** menu.
- 2) Select the **SCCS\_RTD** connection. The Assignment tab shows the queries that are assigned to this schedule.



The Details tab displays the details of the schedule.



- 3) Check the schedule is configured appropriately. If you make changes to the schedule configuration click the **Apply** button to save them.

With the connection defined a number of out of the box dashboard pages already exist within your Realtime Online database that can be assigned to a device and displayed.

## 2.3 Licence the Wallboard Display Device

The pages used within the wallboard are already assigned to a set (a set can be thought of as a grouping that can be easily assigned to devices or to users) but the set of pages needs 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.

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

With the device licensed assign the set 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 **SCCS Everything** set is 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 wallboard 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.