

Symposium Call Center Supervisor Instructions

Note:

These basic instructions are prepared as an aide for new users and are not intended to replace the Northern Telecom instructions that are provided with the product.

Table of Contents:

TABLE OF CONTENTS:	2
LOGGING INTO THE SYMPOSIUM CALL CENTER S ERVER	3
CHANGING INITIAL PASSWORD.....	4
THE NORTEL NETWORKS SMI WINDOW	5
RUNNING REPORTS AD HOC.....	7
CREATING A USER DEFINED REPORT.....	8
<i>AGENT PERFORMANCE DEFINITIONS AND FORMULAS</i>	16
<i>AGENT DN PERFORMANCE DEFINITIONS AND FORMULAS</i>	20
<i>AGENT BY SKILLSET DEFINITIONS AND FORMULAS</i>	22
<i>APPLICATION BY SKILLSET DEFINITIONS AND FORMULAS</i>	23
<i>APPLICATION PERFORMANCE DEFINITIONS AND FORMULAS</i>	24
<i>SKILLSET PERFORMANCE DEFINITIONS AND FORMULAS</i>	25
<i>SKILLSET CROSSTAB DEFINITIONS AND FORMULAS</i>	26
<i>REAL TIME DISPLAY DEFINITIONS</i>	27
AGENT REAL TIME DISPLAY DEFINITIONS	27
SKILLSET REAL TIME DISPLAY DEFINITIONS	28
SKILLSET REAL TIME DISPLAY DEFINITIONS	29
APPLICATION REAL TIME DISPLAY DEFINITIONS	30
APPLICATION REAL TIME DISPLAY DEFINITIONS	31
USING STANDARD REAL TIME DISPLAYS	32
CREATING REAL TIME DISPLAYS	34