Witness Quality for Communication Manager

Version 5.4

Quick Tips for Quality Evaluations Guide

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Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, anyone who is not a corporate employee, agent, subcontractor, or person working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Web site:

http://www.avaya.com

Select Support, then select Escalation Lists. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, select Global Escalation List.

Providing telecommunications security

Telecommunications security (of voice, data, and video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party. Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment"). An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or person working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent. Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Use (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human and data privacy, intellectual property, material assets, financial resources, labor costs, and legal costs).

Responsibility for your company's telecommunications security

The final responsibility for securing both this system and its networked equipment rests with you, an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources, including, but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your Avaya-provided telecommunications systems and their interfaces. Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces. Any other equipment networked to your Avaya products.

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Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site:

http://www.avaya.com

Select Support, and then select Escalation Lists. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, select Global Escalation List.

Witness Quality for Communication Manager
Version 5.3
Quick Tips for Evaluations Guide

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Quick Tips for Evaluation

The Witness Quality for Communication Manager *Quick Tips for Evaluation Guide* provides a brief summary of the steps involved in creating quality evaluation forms.

The following table shows how user input, output, and instructions are highlighted in this document, as well as special notations that you will see as you use this guide:

To show...	This style is used	For example...
Information shown on screen	`Fixed width`	You should see the prompt below: `login:`
Characters that you should type exactly as shown	**`Fixed width, bold`**	Enter the following command: **`mount /mnt/cdrom`**
Characters that you should replace with appropriate information	***`Fixed width, bold italic`***	Browse to the new server by entering `http://`***`servername`***`:8080`
Menu selections, buttons and tabs	**Bold**	Select the **Install** button.
Helpful hints that can improve the efficiency or effectiveness of your work	**Tip:**	**Tip:** Use a photocopy of the *Header List Worksheet* to plan each header list.
Important details that we want to make sure that you do not overlook	**Note:**	**Note:** Media Encryption may or may not show up on this form.
Advice that can help you avoid undesirable results.	⚠ **Important:**	⚠ **Important:** If the network does not meet the three conditions listed, there will be no media resources.

To show...	This style is used	For example...
Situations that can result in the following: • Harm to software • Loss of data • An interruption in service	⚠ **CAUTION:**	⚠ **CAUTION:** Perform this procedure only after normal business hours. This procedure restarts all links on the interface, and can cause a temporary loss of service.
Situations that can result in harm to hardware or equipment	⚠ **WARNING:**	⚠ **WARNING:** A fractured or broken ferrite is not effective for EMC control.

Adding a Header Field

Tip:

When setting up the header, the **Agent Name** field must be included on every form.

Do the following to add a header field:

1. If the toolbar is not visible, select **Toolbar** from the **View** menu.
2. Select the **Header Field** icon on the toolbar.
3. Select where you want the field to appear on the form.

   The **Header Field Properties** dialog box appears.
4. Select the type of field you wish to display.
5. In the **Field Label** box enter up to 25 characters.
6. Select **OK**.
7. If necessary, resize the field.

Answer Schemes

Tip:

You can use the same answer scheme in multiple forms. Remember that changing the scheme affects all the forms that use it.

Do the following to create an answer scheme:

1. From the **Manage** menu, select **Answer Schemes**.

   The **Create Answer Schemes** dialog box appears.

2. Under the **Answer Scheme List**, select **Add**.
3. In the **Answer Scheme List** box, enter up to 25 characters for the name of the answer scheme.
4. Select **OK**.

   A new answer scheme is created.

5. Add each possible answer as follows:
   - At the bottom of the dialog box, select **Add**.
   - Type the text for the answer, and press Tab.
   - Type the number of points the answer is worth, and press Tab.
   - If appropriate, select the **N/A** box. Press the space bar to select or clear the box.
   - Select the correct **Key Indicator** option.
   - Select **OK**.
   - Select **Exit**.
6. Select **Exit**.

Exporting and Importing a Form

Tip:

Use the export/import feature when you want to transfer a form to a file, for example, when moving a form from one Server to another.

Do the following to export or import a form:

1. Open the form generator.
2. From the **File** menu, select **Export Form** or **Import Form**.

   The appropriate dialog box appears
3. Select the form you want to export or import and select **OK**.

   Note:

   If exporting, you will need to designate a location for the file to be stored.
4. Select **OK**.

Dynamic Sections

Tip:

You must first create the **Header List** and **Answer Schemes** prior to creating a dynamic section. Then specify that a section is dynamic before adding any questions to it.

Do the following to set up a dynamic section:

1. Select the section and the **Dynamic** check box.

   The **Dynamic Section** toolbar window appears, and remains open when the dynamic section is open.

Adding Questions to the Master Scheme

Do the following to add questions to the master scheme:

1. Select the dynamic section to make it the current section.
2. From the **Manage** menu, select **Master Scheme Questions**.

   The **Master Scheme Questions** dialog box appears.
3. Add each question as follows:
   - Select **Add**.
   - Enter the question of up to 250 characters
   - Select the answer scheme for the question
   - Select the default answers to the question.
   - Select **OK**.
4. The question appears in the **Master Scheme Questions** box.
5. Select **Exit**.

Adding Question Schemes

Do the following to add a question scheme:

1. Select the dynamic section to make it the current section.

   The **Dynamic Section** toolbar window appears.
2. Select **Add**.
3. Type up to 25 characters for the question scheme name.

   Tip:

   Name it the same as the header list you created.
4. Select **OK**.

Associating Questions with a Question Scheme

Do the following to associate a question with a scheme:

1. Select the dynamic section to make it the current section.

   The **Dynamic Section** toolbar window appears.

2. Select the question scheme from the **Dynamic Section** toolbar window.
3. In the **Questions Not Used** box, select the question you want to add to the selected question scheme, and holding down the mouse, drag the question to the desired location on the **Section** tab.
4. If necessary, move and resize the question.

Defining Header/Section Relationships

Do the following to assign a question scheme to a list item:

1. Select the dynamic section to make it the current section.
2. On the **Manage** menu, select **Header/Section Relationships**.

   The **Assign Dynamic Section Schemes** dialog box appears.

3. In **Header Lists Available**, select the **Header List**.
4. In the list box on the left, select a list item.
5. In the list box on the right, select the question scheme you want to associate with the selected list item.
6. Select **Assign**.

   The question scheme appears next to the list item.

7. Select **OK**.