



Reseller Update

Update no: 279

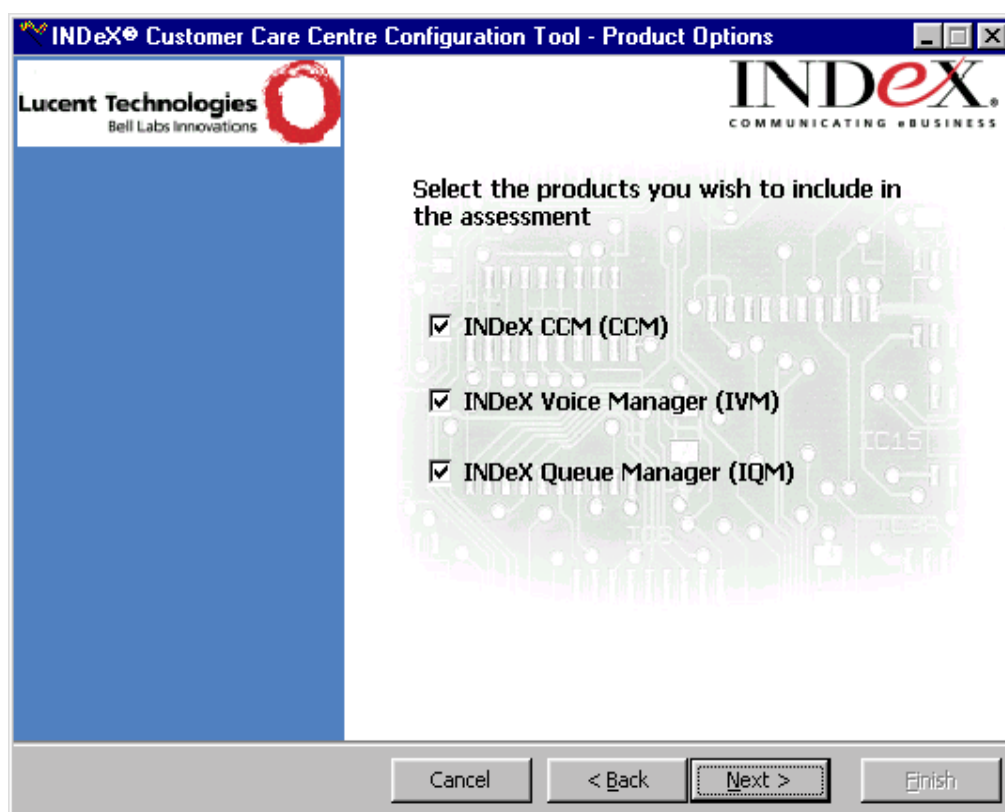
Date: 13th September 2000

INDeX Call Centre Modules Update

Avaya Communication recently announced improvements and extended choice to our CCM Server platforms, which was communicated in Reseller Update 263. In conjunction with this we have updated the guidelines on selecting the appropriate CCM Server PC, which were contained within the CCM section of the INDeX price list. Please see the attached CCM appendix for the revised guidelines.

CCM/IVM Configuration Tool

Avaya Communication is please to announce the immediate availability of the CCM/IVM configuration tool. This windows based tool enables BusinessPartners to make recommendations on the sizing and platform requirements of all components that make up the INDeX Customer Care Centre. It may be used to determine system sizing for INDeX Call Centre Modules (CCM), INDeX Voice Manager (IVM) and INDeX Queue Manager (IQM).



It is strongly recommended that the CCM/IVM configuration tool be used when quotations for CCM, IVM and IQM are compiled.

This tool is available to download to the INDeX Sales Toolkit Version 2, by utilising the update icon within the Sales Toolkit application.

CCM Rack mounted PC's

It has been possible to order an optional rack mountable PC supplement by adding the code 'CCM RACK SUP' to any CCM Server PC's sales order. This then enabled a CCM Server PC to be installation in a customer supplied 19" rack, **not** in the INDeX rack.

This option is still available, but specific codes have now been made available so the appropriate sized CCM Server, rack mountable PC can be ordered.

Code	Description	RSP (£)
CCM SPC-5R	CCM Server PC 5 Clients (Rack)	£2995
CCM SPC-10R	CCM Server PC 10 Clients (Rack)	£5095
CCM SPC-20R	CCM Server PC 20 Clients (Rack)	£7495

CCM Rack Spares Pricing

A subsequent change to the spares codes and appropriate pricing has also been introduced. All new orders should now be accompanied by the following codes:

Code	Description	RSP (£)
CCM SPC-5-PC-R	CCM Server 5 replacement rack logic box, excludes monitor	£2395
CCM SPC-10-PC-R	CCM Server 10 replacement rack logic box, excludes monitor	£3625
CCM SPC-20-PC-R	CCM Server 20 replacement rack logic box, excludes monitor	£5255

Note: No changes in RSP have occurred on INDeX Call Centre Modules as a consequence of this change. Please note that the standard 20% discount still applies to these items.

Withdrawal of CCM Monitor Supplement

With immediate effect Avaya Communication will be withdrawing the '**CCM MON SUP**' code from the CCM Hardware component options.

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CCM Appendix

Selecting the Required CCM Server PC

The three server options are entitled CCM SPC-5, CCM SPC-10 and CCM SPC-20 to reflect the maximum number of concurrent Supervisors (clients) that may be connected to the server. There is no simple upgrade path from the CCM SPC-5 to the CCM SPC-10 or the CCM SPC-20 and therefore careful consideration should be taken to ensure that the correct platform is recommended to the end user. To that end the following guidelines are provided on selecting the appropriate server platform. An IVM/CCM configuration tool is also available to assist this decision. This can be downloaded to the sales toolkit by utilising the update icon within the application.

Configuration of CCM Server PC's.

	CCM SPC- 5	CCM SPC-10	CCM SPC-20
Processor	Intel Pentium III – 600MHz	Intel Pentium III – 600MHz	Intel Pentium III – 600MHz
RAM	128MB	256MB	256MB
Internal Modem	✓	✓	✓
PCI Communications Card to Drive Wallboard	✓	✓	✓
Keyboard	✓	✓	✓
Mouse	✓	✓	✓
10/100 MB Ethernet Network Card	✓	✓	✓
Internal 30 GB Back Up Tape Drive		✓	✓
Pack of 3 X 30 GB DAT Tapes		✓	✓
Hard Disk	Minimum 10GB	Minimum 30GB	Minimum 60GB
Operating System	Windows NT-4 Server	Windows NT-4 Server	Windows NT-4 Server
Database Version	Microsoft SQL 7 Server	Microsoft SQL 7 Server	Microsoft SQL 7 Server
Maximum Supervisor (client) connections	Five	Ten	Twenty

Selecting the appropriate CCM Server PC

Consideration should be given to the model of hardware server on which the CCM is provided. Three factors effect the choice of CCM Server PC:

- Number of Agents within call centre
- Number of calls potentially received by the call centre
- Number of Supervisor (client) positions required

The following advice should be applied:

You must install a CCM Server PC (CCM SPC-10) if:

Your requirement is for more than 5 Supervisor (client) PC connections to the server.
Your average call rate exceeds 1000 calls per hour.

You have more than 35 concurrent agents logged on.
You require a back up solution to a removable media i.e. DAT tape.
This server PC should NOT run any CCM or other type of client.

You should install a CCM Server PC (CCM SPC-20) if:

Your requirement is for more than 10 Supervisor (client) PC connections to the server
Your average call rate exceeds 2500 calls per hour
You require the ability to mine into very old data captured.
You require a back up solution to a removable media i.e. DAT tape
This server PC should NOT run any CCM or other type of client.

Otherwise:

You may install a CCM SPC-5, which can also run the CCM Supervisor (client) applications on the same PC if you have less than 15 agents and less than an average of 500 calls per hour. If you exceed either of these values the CCM Server PC (CCM SPC-5) should be dedicated as a server and the Supervisor (client) applications should be loaded on any other 32 bit Windows PC connected to this server through the LAN.

Supplementary details on Agents, Calls and Supervisors

(1) Number of agents

The higher the number of agents servicing telephone calls concurrently the higher the volume of agent state data required to be captured by the Report Manager. In addition, for low number of agent deployments it is viable to run CCM and IVM Supervisor (client) applications on the same PC as the CCM Server, whilst on larger sites it is recommended that the CCM Server is dedicated to data acquisition and acting as a wallboard server.

(2) Number of calls

The higher the number of calls the higher the volume of data to be archived for historical analysis purposes and the greater the size of the CCM Server PC storage required in order to support historical analysis over longer time periods.

CCM On-line Data Availability

Calls / Hour	On line data CCM SPC-5	On line data CCM SPC-10	On line data CCM SPC-20
100	13.5 years	41 years	82 years
250	5 years	16 years	32.5 years
500	2.5 years	8 years	16 years
1000	1 year	4 years	8 years
2500	6 months	19 months	3 years
5000	3 months	9 months	18 months

Note: this assumes call rate maintained for 8 hours a day and 250 days per year

It is recommended that a site always have access to at least 6 months data on line, and ideally one year. Therefore if the call pattern exceeds an average of 1000 sustained calls per hour, or is expected to do so within two years of system purchase, it is recommended that the CCM Server PC's CCM SPC-10 or CCM SPC-20 be used.

(3) Number of Supervisor positions

The manner in which Supervisors configure and access the CCM Server is through connecting an application running on their own desktop PC to the CCM Server. Licensing restrictions restrict the number of concurrent desktop PC to CCM Server PC to a maximum of 5 on the CCM Server PC (CCM SPC-5) configuration. Whilst this may be increased to 10 on the CCM Server PC (CCM SPC-10) and then 20 on the CCM Server PC (CCM SPC-20) subject to the appropriate Microsoft NT licence pack being installed.

Therefore if the customer requirement within the next 24 months is likely to exceed 5 connections it is recommended that CCM Server PC (CCM SPC-10) be deployed immediately.

Note that the CCM clients may be loaded on any Windows 32 bit PC and do not require the purchase of any hardware from Lucent Technologies. The specification of such a PC must adhere to the following minimum requirement:

Pentium P266, 64 MB RAM, Windows 95, 98 or NT-4 Workstation (UK Versions), CD-ROM, 3.5" floppy, screen, keyboard, mouse, network card.

It is possible to have the option of a rack mountable PC for all CCM Server PC's. This PC is **not** for the installation in the INDeX rack; it is for installation in a customer supplied 19" rack. To order this option select the appropriate size CCM Server PC rack code.