

# Arc Express – *tech notes*

## Activating your Arc Express software

### Description

This tech note (aimed at CUCME engineers or installers) describes how to activate your evaluation copy of Arc Express with an entitlement code supplied by Cisco Systems or Arc Solutions.

### Evaluating Arc Express software or activating purchased software

#### To evaluate Arc software you will need

(a) A valid Arc engineer web account with Arc Solutions

#### To permanently activate Arc software you will also need

(b) the software **entitlement code** printed on your Arc Express packaging

(c) the **license request code** generated by your installed software. This will not be available until you have completed installing the software

To **register an engineer account** with the Arc Solutions software procurement site, simply visit [www.arcsolutions.com/solutionsplus](http://www.arcsolutions.com/solutionsplus) and choose the 'Evaluate Software' or 'Register software'.

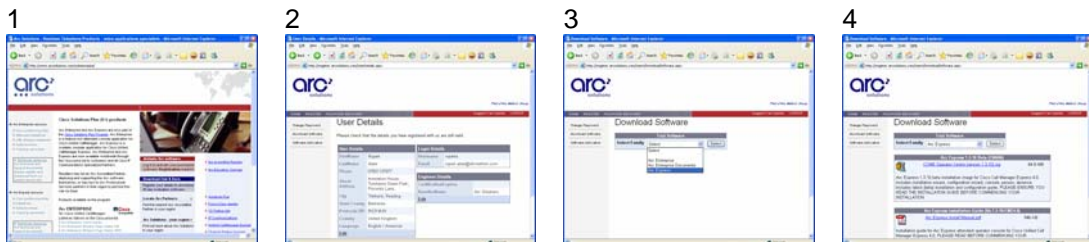
You'll need to supply some information on yourself, including correct contact details and e-mail address. Make sure your e-mail address is your company one and **not** hotmail, or any other 'public' e-mail system. Our databases will check your e-mail address for validity. If you are a new Arc reseller / partner, you will also be required to supply accounting details either by e-mail or on the site.

Once you have completed the registration stage, the system will mail a password to the e-mail address you supplied. Keep this safe as you'll need to use your account in the future for any installations of Arc software you perform as an Arc Reseller.

### Evaluating Arc Express

Once you have received your new password, follow these steps

- (1) Revisit [www.arcsolutions.com/solutionsplus](http://www.arcsolutions.com/solutionsplus) and choose 'Download Eval & Docs'
- (2) Log in using your username and password, and choose 'Download Software'
- (3) Choose 'Arc Express'
- (4) Choose The ZIP archive shown that corresponds to your version of Cisco Call Manager, as well as the PDF installation guide listed with it.



- (5) Save the file to CDR/CDRW or a memory stick and prepare to install the software from this.
- (6) Once installed, Arc Express will run in evaluation mode for 45 days.

### Activating Arc Express

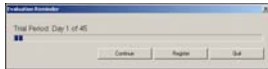
The default installation for Arc Express is in evaluation mode. Once installed, Arc Express will run in this mode for 45 days. In order to permanently **Activate** the Arc Express software with your purchased licenses you will need:-

- The **entitlement code** from the DVD box that contains your Arc Express software. This entitlement code will have been created by Cisco when you ordered your software, and will be clearly shown on a white label on the back of the DVD box. If not, it may have been e-mailed to you directly from your distributor.
- To obtain the **License Request Code** from the installed Arc Express system.

#### To activate the Arc Express software:-

1. Start the Arc Express Console by **Double Clicking** on the **Console** Icon on the **Computer Desktop**.
2. The **Evaluation Reminder** will be displayed for a few seconds with all of the buttons Greyed out. The buttons will then become active.
3. Click on the **Register** button and the **Activation** screen is displayed.
4. Click on the blue **Generate Code** link to the right of the **Request Code** text box to generate the **License Request Code** you need to activate the Arc Express software on this computer. The **License Request Code** is displayed in the text box.

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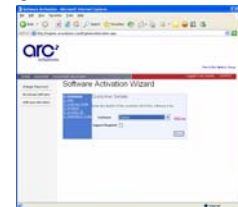
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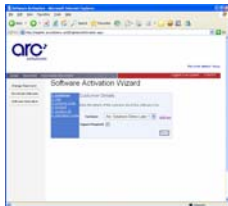


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5. Now revisit <http://www.arcsolutions.com/solutionsplus> and choose the 'Activate software option'.
6. The page will ask you to provide customer and site details. Once you have provided these you will be asked to provide the 27 digit 'entitlement code' which advises us of the licenses you have been allocated. This will be decoded immediately and display the product and number of licenses included.
7. Once you are provided with the authorization code at the end of this process. Type this into the Arc Express dialog box, and your product will be activated. You may need to type this code into more than one Arc Express client. Congratulations, your Arc Express software will now be licensed permanently.

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## Arc Express attendant operator console - demonstration guide

### Pre-demo checklist

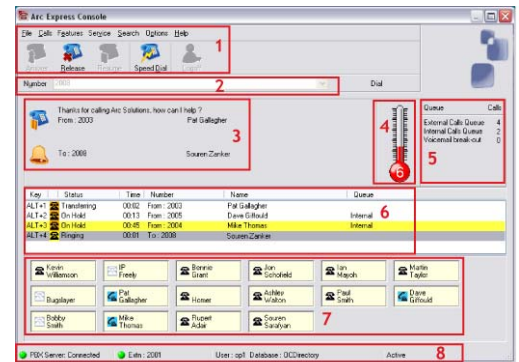
- 1 - Check at least three active phones
- 2 - Check applications running:
  - Arc Express Console
  - Arc Express Calendar
  - Arc Express Directory
- 3 -- Pick up 2003, check call shown in console window. This is the operator's phone. Note that in a normal environment, a single line phone is adequate for an operator voice endpoint.
- 4 - Hit F12 and get to know the names against the phone numbers

Revision 1.2 -1<sup>st</sup> Feb 2006

### Cisco Demo kit numbers

Primary Queue – Dial **XXXX**  
 Secondary Queue – Dial **XXXX**

- 1- Menu bars and toolbars.** Everything can be controlled by the mouse but Arc Solutions' 10 years of experience with console applications drove us to making everything **keyboard controlled**. A custom keyboard is available as a costed option
- 2- Dial bar / speed dial bar.** For **quick redialling** or **easy extension dialling** using the keyboard. The pulldown menu shows previously dialled numbers with relevant names (from the database) shown next to them if they exist.
- 3- Call progress/status area.** Shows the status of the currently connected call. This section is crucially important; the operator is provided with only the information they need. Therefore, this area uses icons and a simple layout to great effect.
- 4- Queue 'thermometer' or 'pressure indicator'.** This indicator represents the number of calls in all queues shown on this operator's screen. Operators are assigned queues based on their log in name.
- 5- Queues visible** are based on who the operator logs in as. Each queue can have priority, and it is possible to route calls based on:
  - a. Calling Line ID (eg the number the caller is dialling from)
  - b. DNIS (Dialed Number Information Service) – the digits the caller dialled
  - c. Route Point – the route point on call manager that the call was put through to.
  - d. A combination of the above.



- Queues are automatically answered by priority. So an operator can simply press the Answer key and the most highly priority call
- 6- Call List window** shows calls on hold or in progress to be connected. The operator can have any number of calls on hold in this window, although this is governed by the number of ports set up on the Call Manager server.
  - 7- Status bar** shows status of connection to ARC EXPRESS server, connection to the local telephone, who the user is logged in as, which database is being used and the status of the console (idle/busy/night service)
  - 8- Busy Lamp Status window** shows status of a selected subset of the telephones on the Call Manager Express platform. Clicking on a name dials that person. Right clicking on the name gives options whilst transferring calls to that person. The server model scales to 306 busy lamp statuses visible, through the use of Cisco Skinny protocol – this is more than enough for a fully populated CCME. This window may be 'undocked' and moved around the desktop, as well as being resizable. It may also be positioned on a second touch screen monitor if available, allowing operators to have an entire screen showing extension statuses.

### Talk about philosophy behind an attendant operator console

Focus is on transferring calls in a fast and efficient manner, with the operator being provided with the right information at the right time. An Operator must GET RID of the call as quickly and politely as possible and focus on the next call. He or she must know everything about the call if possible. This is different to a call centre agent who is focused on providing information or taking information from the caller with an end focus in mind. The two are similar only in that the more information they have at hand, the better a job they can both do.

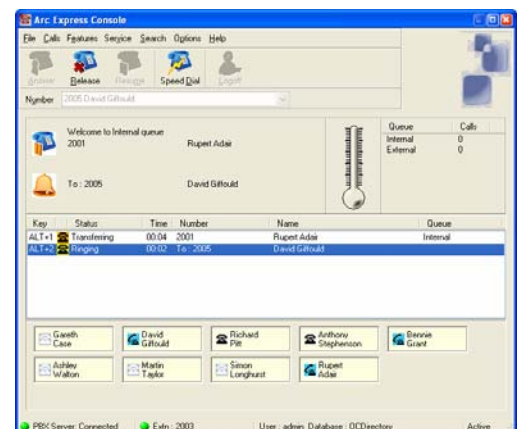
### Show the system taking some calls

- Put a call in to a queue (dial one of the queue numbers – but not from the operator's phone)
- Show queue meter/thermometer.
- Show / or mention that colour will change if call left too long (configurable)
- Answer call using keyboard

### Transfer a call

- Once call is connected, point out
  - Icons on screen (status) | Salutation | Call info (duration etc)
- Dial an extension number to transfer to
- Let the call ring, point out the call information on screen
- Hit release to drop the call to the destination extension
- The call will come back after approx 15 secs
- Only phones set up as intercept lines our virtual e-phone configuration in CCME will return calls to you
- 

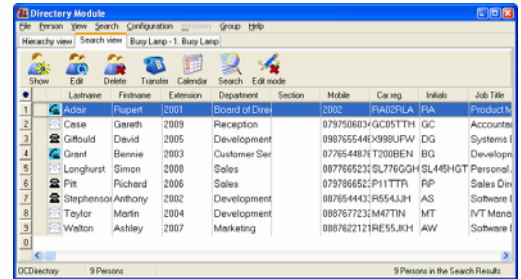
### Call Recall on no answer



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Not provided by Cisco Call Manager Express and therefore an important feature

- If you have Call Recall, talk about the feature: -
  - Calls can be dropped to extension
  - If busy, call returned to operator queue after a period of time
    - Configurable, as the 'Call Recall No Answer timeout'
  - Call presented back to Operator with recall information.
- Wait for call to queue back to the console.
- Answer call using keyboard
- Show recall information on screen; 'Destination unanswered' message
- Only phones **set up as intercept extensions** in CCME will return calls to you



## Busy Lamp Field / Display

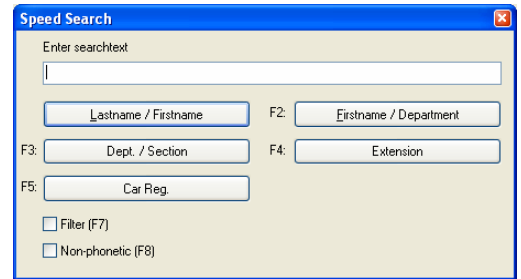
Allow operators to see who's on the phone before call transfer

- Put a call into console
- Answer it
- Transfer call through to a busy extension
- Show icon on screen alongside search results, in main console windows and within busy lamp group at bottom of main console window.



## Directory Search – in more detail

- You have not explored the person search in any real detail at this point.
  - o You may wish to build a storyline:
    - o Operator receives call from Sally Penn
    - o Sally wants to speak to Mary Macintosh
    - o The operator does not know Mary's extension
    - o The operator can type **MAC** and **<return>** and the system will search for the person
- Talk about the **Speed Search** dialog box



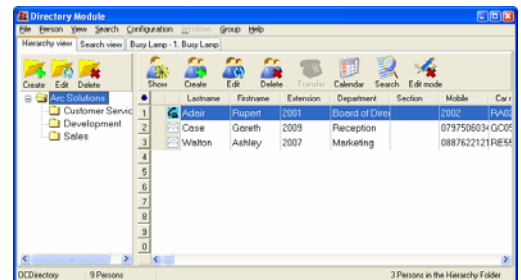
Make the following points:

- Pops up from console whenever any alphabetic key is pressed (eg **MAC**)
- Up to six configurable search buttons allow searching on one or two fields at once.
- Fields you can search on are configurable (when we look at person in a moment, you'll see...). So for Police forces, **Collar Number**. For Hospitals, **Ward**, for Military establishments, **Regiment, Rank, Section...** etc.
- Speed search provides a **FAST** method of searching the directory
- Phonetic searching will allow search in on spelling of words that 'sound like' the name. Good for organisations with foreign names or temp staff with bad spelling!

## Directory Module

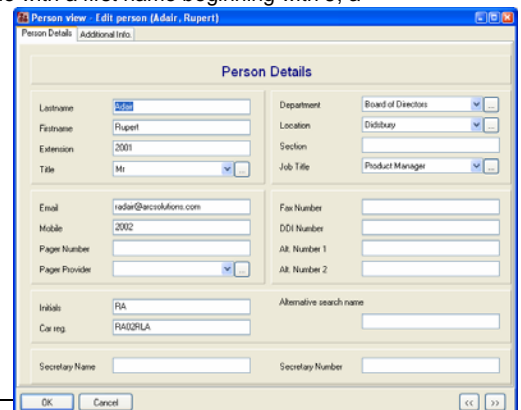
Once you do a search (eg for Mary **Macintosh**) and hit **<return>**, you can see the search results in directory module. Things to mention:-

- Uses Microsoft SQL server or Microsoft MSDE (depending on scale of requirement). Both support SQL (Structured Query Language)
- Up to 255 fields (columns) available for configurable use
- Fields can be numeric, drop down, text, alternative number, hierarchy
- Database can support thousands of people. Largest was DFTS project with 500,000 entries on an LDAP directory, part of a 4 site, three year project with BT supporting 280 operators for the Defence network.
- Database replication (two servers mirrored) for database failover



## More on directory module

- User screens (see right) are fully configurable as per the user's preferences, including TAB orders (for keyboard data entry etc).
- General search allows operator to search on several fields at once. Eg, for someone with a first name beginning with **J**, a surname beginning with **SMI** and a car registration plate beginning with **RG53...**
- Full 'drag and drop' supported
- All features based upon operator's user rights.
- Directory module is available standalone so supervisors may perform moves and changes elsewhere.



## Call Notify

Available from the Options menu on the main console screen, this option allows a multi-skilled operator to use other applications (eg Microsoft Office) and be notified of a call coming in to the console. This may occur in three ways:

Pop Screen	Pops the Console window on top of the currently being used application. User keyboard input will still go into the currently used application.
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Pop Screen with focus	As above but changes focus into the operator console window
Do nothing	Do nothing!

### **Visually impaired Operator Centre**

Supports visually impaired (not NOT blind) users. Why ? This is a government requirement of many organisations (Water authorities, councils, etc) for Equal Opportunities.

How is it done ?

**JAWS screen reader** speaks the text on the screen out to the user through the speakers. This solution is scripted and can be unique to every user; speech speed, sex, content can all be configured

**Zoomtext screen magnifier** expands the screen content for visually impaired persons.

Both packages can work alongside each other. Arc Solutions employ a company called 'Sight and Sound' to perform a custom visit to every visually impaired user. This is a chargeable extra for each position as every visually impaired user is unique.

### **Reminder !**

Make sure you have demonstrated:

**Main CONSOLE | Keyboard CONTROL | Call QUEUING | Busy LAMP display | Alternative NUMBER | Speed SEARCH | ABSENCE |**

*Arc Solutions, part of the Mettoni group*

Web site - [www.arcsolutions.com](http://www.arcsolutions.com)

Arc Express Support – [express@arcsolutions.com](mailto:express@arcsolutions.com) | General information – [info@arcsolutions.com](mailto:info@arcsolutions.com)

**Description**

This user note describes the keyboard functionality on Arc Express attendant console.

Note: some keys will only work based on the state of the current active call. See the table on the following page.

**Keyboard Reference Card For Arc Express**

Key Stroke	Result
F12	Speed Search
Ctrl+F12	Alternative Number
Shift+F12	General Search
Shift+F11	Set Absence
F7	Selective Answer
F4	Redial
F3	E-Mail Person
F2	Speed Dial
F1	Help
Ctrl-(1-9)	Switch Call/Group

arc solutions www.arcsolutions.com

Num Lock / # Dial Now \* Release Dest.

7 Home 8 9 PgUp

4 5 6

1 End 2 3 PgDn

0 Ins Hold

Answer +

Release

Enter

The following page describes each key function, what it does and when you can use it.

**Arc Express keyboard functions**

<b>Key Stroke</b>	<b>Function name</b>	<b>What is this ?</b>	<b>When available</b>
<b>Answer (+)</b>	Answer	Answers the next call in the queue(s) with the highest priority	When no other call connected
<b>Release</b>	Release	Releases the current call (disconnect)	When call connected
<b>Release</b>	Transfer	Setups up a transfer after entering a destination number.	After entering a number to dial with a call currently connected.
<b>Release</b>	Complete Transfer	Completes a transfer of the incoming call to the destination number.	When a transfer enquiry call has been made and is either ringing or connected at the destination.
<b>Release destination</b>	Release destination	When consult transferring, brings the ringing call back to the operator	When call ringing against destination extension
<b>Hold</b>	Hold	Put the current connected call on hold	When call connected (calls may be retrieved from hold using CTRL-1-9)
<b>F12</b>	Speed search	Allows the attendant to search the database for people. Default search is Lastname and Firstname but other field searches are available from the Speed Search dialog box, including department	When call connected: not when transferring
<b>CTRL-F12</b>	Alternative number	If there is no response when transferring a call to a person in the database, CTRL-F12 allows the attendant to choose to transfer the call to an alternative number stored for that person.	When call being transferred but not released
<b>SHIFT-F12</b>	General search	Allows the attendant to search the database on up to 3 fields at the same time. For example, search on John with Job Title Administrator in department Accounts	When call connected: not when transferring
<b>SHIFT-F11</b>	Set absence in calendar	Allows attendant to set a calendar entry in the database that will cause any calls delivered to that person to cause a 'User Absent' message. This allows the attendant to deliver the call to an alternative number or send an e-mail to the user (if enabled)	When call connected: not when transferring
<b>F7</b>	Selective answer	Allows user to choose which queue you want to answer the next call from	Before answering a call, when no call connected
<b>F4</b>	Redial	Choose from a list of previous dial strings. Enter dials the number	When no call connected
<b>F3</b>	E-mail	Allows the attendant to send an e-mail to that person	When person connected, or call in transfer state (not connected)
<b>F1</b>	Help	Displays the online help page	
<b>CTRL-1-9</b>	Switch Call	Connects to calls in position 1-9 in the calls window in the console	Attendant console, when calls on hold
<b>CTRL-1-0</b>	Switch group	Switches between directory groups (or busy lamp groups)	In Directory module