



A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Scheduler User Guide

Release 9.7

Document Version 1.0

November 2023

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INTRODUCTION

MiContact Center (MiCC) Enterprise Scheduler is a web portal that makes it easy to handle opening hours and avalanche messages in your contact center.

DEFINITIONS

SCHEDULES

A **schedule** is a definition of opening hours for a particular purpose. A schedule contains **default opening hours** per day of week, giving you the option to set different opening hours for different days.

Each day of week can have one or two time spans of open; this enables the contact center to have a lunch break etc.

You may also define days with 24h open or all closed.

You can define **local holidays** – or local exception days – which is a day when the schedule is closed all day. This overrides the default opening hours. A holiday can be a one-time day or an annually recurring day.

You may also define a span of date when the schedule follows different opening hours, such as reduced opening hours during the summer months or extended opening hours during a sales campaign. This is called **temporary opening hours**. Temporary opening hours have a start date, an end date and the opening hours (per day of week) that is valid during this date span.

SCHEDULE DETAILS

| SCHEDULE DETAILS | | | | | | | | | | |
|------------------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|--|
| Fri, Oct 5 | Sat, Oct 6 | Sun, Oct 7 | Mon, Oct 8 | Tue, Oct 9 | Wed, Oct 10 | Thu, Oct 11 | Fri, Oct 12 | Sat, Oct 13 | Sun, Oct 14 | |
| | | | | | | | | | | |

Schedule details

Id: 1

Schedule name: Medical

Comment: Schedule for thre Medical demo

Associated schedule group: Demos

Current status: OPEN

Last in use: 10/5/2012 9:14:29 AM

Avalanche message: (none)

Temporary Opening Hours

11/30/2012--11/30/2012 Day after Thanksgiving (active)

12/24/2012--12/24/2012 Christmas Eve (active)

Default opening hours (Pacific Standard Time)

| | |
|-----------|-------------|
| Monday | 07:00-18:00 |
| Tuesday | 07:00-18:00 |
| Wednesday | 07:00-18:00 |
| Thursday | 07:00-18:00 |
| Friday | 07:00-18:00 |
| Saturday | 09:00-17:00 |
| Sunday | 09:00-15:00 |

<-- Go back

Upcoming holidays

| | |
|---------------------------|------------|
| Thanksgiving Day (global) | 11/29/2012 |
| Christmas Day (global) | 12/25/2012 |

SCHEDULE GROUPS

A **schedule** can be connected to a **schedule group**. This is optional but makes administration and delegation of privileges much easier in a larger contact center.

One or several **schedules** are associated with a **schedule group**. The administrator grants users access to **schedule groups**. Thus, users get access to all **schedules** belonging to the particular **schedule group**.

Schedule groups can contain **group holidays**. These are – just as local holidays – either one-time or annually recurring. A **schedule** that is associated with a **schedule group** inherits the **group holidays** defined for that **schedule group**.

A **schedule** may only be connected to one **schedule group**.

GLOBAL HOLIDAYS

A **global holiday** is valid for all **schedules** in the system (actually in the MiCC Enterprise tenant). In other words; all **schedules** inherit **global holidays**.

EMERGENCY MODE

Each **schedule** operates in either **normal mode** or **emergency mode**. In **emergency mode**, the ordinary opening hours are overridden and the **schedule** is either open (emergency open) or closed (emergency closed). The **emergency mode** lasts until the **schedule** manually is put back into **normal mode**.

A **schedule** can have up to five different emergency closed reasons. These are defined by the system administrator and a legend on the web page will explain the different reasons.

AVALANCHE MESSAGE

You can activate an **avalanche message** for a schedule. An **avalanche message** is a voice prompt that is played prior to sending an incoming call to the contact center queue (i.e. a MiCC Enterprise service group). This feature is useful if something exceptional has happened and the contact center expects an increased volume of traffic because customers have queries regarding the exceptional event. For example, if the corporate file server is down, the contact center can activate an **avalanche message** saying *“We are currently experiencing network problems. IT personnel are working on the problem.”* After playing this prompt to the customer, the call will be connected to an available agent, but chances are that the customer is satisfied with the information he/she already got. Thus, an avalanche message can lower the load on the contact center agents, who can continue assisting customers with other matters.

An **avalanche message** is active until the avalanche message is manually deactivated.

An **avalanche message** is only played if the schedule is **open** (either in normal mode or emergency mode).

HOW SCHEDULER DETERMINES OPENING HOURS

The priority for determining the opening hours follow this order:

1. Schedule is emergency open/closed
2. Today's date is a global holiday → schedule is closed
3. Today's date is a group holiday → schedule is closed
4. Today's date is a local holiday → schedule is closed
5. There are temporary opening hours defined AND today's date is within the temporary opening hours date span.
6. Use the scheduler's default opening hours

MICC ENTERPRISE SCHEDULER WEB PORTAL

ACCESSING THE SCHEDULER WEB PORTAL

The web portal is accessed through your web browser. Navigate to the address: `http://<MiCC Enterprise server>/scheduler/Default.aspx`, or it can be launched from the Web Manager application.

The logon page is displayed automatically. Fill in your *username* and *password* and click **Login**.

LOGIN

Username:

Password:

Your username and password is the same as you use for starting MiCC Enterprise Agent (or other MiCC Enterprise applications).

See section “MICC ENTERPRISE SCHEDULER CONFIGURATION REGISTRY KEY” below for details on how to configure the portal in multi-tenanting environments.

If your login was successful you will see all available functions in the horizontal top menu and you are redirected to the main page.

MICC ENTERPRISE SCHEDULER

Welcome **A Agent1!** [[Log Out](#)]
Server time: 12:11 PM (Eastern Standard Time)

HomeSchedulesEmergency overrideSchedule GroupsGlobal HolidaysAdministrationAbout

WELCOME!
Please select function from the menu

See the About tab for user guides etc.

Main Menu

SCHEDULES

SCHEDULE LIST

In the **Schedules** menu you will see the **My schedules** view by default. This view shows the schedules that you have been granted access to.

An administrator can grant schedule access to you. The following figure shows a sample view for the “My schedules” list.

My schedules | [All schedules](#)

| Id | Schedule | | | Mon, Oct 8 | Tue, Oct 9 | Wed, Oct 10 | Thu, Oct 11 | Fri, Oct 12 | Sat, Oct 13 | Sun, Oct 14 |
|----|----------|------|--|------------|------------|-------------|-------------|-------------|-------------|-------------|
| 1 | Medical | OPEN | | | | | | | | |
| 2 | Banking | OPEN | | | | | | | | |

Number of schedules: 2

If you select **All schedules**, the list will contain all schedules in the system. If you are an administrator you will always see all schedules. The following figure shows a sample view of the “All schedules” list.

[My schedules](#) | All schedules

| Id | Schedule | | | Mon, Oct 8 | Tue, Oct 9 | Wed, Oct 10 | Thu, Oct 11 | Fri, Oct 12 | Sat, Oct 13 | Sun, Oct 14 |
|----|----------------|------|--|------------|------------|-------------|-------------|-------------|-------------|-------------|
| 2 | Banking | OPEN | | | | | | | | |
| 1 | Medical | OPEN | | | | | | | | |
| 3 | Service Center | OPEN | | | | | | | | |
| 4 | University | OPEN | | | | | | | | |

Number of schedules: 4

You can only edit the schedules that have been assigned to you.

Each row in the schedule list shows the schedule’s name and current open/closed status.

Next to that you see a number of icons. (Other menus such as Schedule Group, Global Holidays, etc, have the same type of icons for viewing, editing, copying and deleting):

- The gray arrow indicates that the schedule is configured to deflect calls to another number when closed. Hover over the icon to get a popup with details.
- A green arrow indicates that the schedule is currently closed AND that incoming calls are being deflected.
- Avalanche message is active
- Show details
- Edit the schedule
- Copy a schedule (i.e. create a new schedule, using this one as a template)
- Delete this schedule

- You may view all schedules but only edit schedules that you have been granted access to.
- Only administrators can copy and delete schedules.

- Next to the icons you see the opening hours for today and the coming 6 days in red/green. Each horizontal bar represents a full 24h day where red means closed and green means open.
- Dark red/dark green means emergency closed/open.
- If you are an administrator there is a **Create new schedule** button available in the bottom of the page

CREATE NEW SCHEDULE

Only available for administrators!

1. Enter a **schedule name** (mandatory) and a **comment** (optional).
2. Connect the schedule to a **schedule group** (recommended)
3. If the system has been configured for time zone support (check with your system administrator) you must select which **time zone** that this schedule belongs to. This is normally the time zone where the particular contact center agents are located.

If support for time zones is disabled (which is default) the input fields for time zone are not visible.

4. Set the default opening hours for this schedule (per day). You can define one or two time spans per day (if only one is used leave the second time span as default (00:00-00:00)).

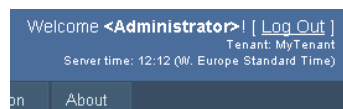
If all weekdays have the same opening hours you may select the **All weekdays...** checkbox to make input easier.

You may also set *24h open* by setting the first time span to 00:00-24:00. (Leave the second time span as 00:00-00:00.)

All closed during a day is realized by setting both time spans to 00:00-00:00.

If the system is configured for time zone support, the opening hours that you enter follows the time zone that you just selected.

If time zone support is disabled, the time zone of the server is used. The server time and time zone is then always available in the upper right corner of the web interface.



5. You may also define voice prompts that are played when a schedule is closed. If you select **Customer script** then it is up to the MiCC Enterprise Script Manager IVR script to handle voice prompts. This is done by the system administrator. With option **Scheduler voice prompts** you may select up to three voice prompts (which are defined under the menu **Administration→Voice Prompts**) that will be played when the schedule is closed. Option **OAS voice prompts** lets you enter up to three OAS Play Message IDs (separate each ID with a comma sign).

Use the checkboxes **Play closed prompts when schedule is closed due to out-of-office hours** and **Play closed prompts when schedule is closed due to holiday** to decide *when* to play the closed prompts.

6. You may also define a destination to which the customer call is deflected to when the schedule is closed. This is done by checking the **Deflect call on closed to** checkbox and entering the new destination in the textbox.

Use the checkboxes **Deflect calls when schedule is closed due to out-of-office hours**

and **Deflect calls when schedule is closed due to holiday** to decide *when* to deflect the calls.

If you configure both closed prompts and deflect call on closed the voice prompt(s) will be played and after that the call will be deflected.

- Click **Create** to create the new schedule. This will create the schedule and store it to the database. In this process the schedule gets a unique ID. This ID is what the MiCC Enterprise Script Manager IVR scripts refer to when checking the opening hours in runtime.

To define local holidays and temporary opening hours you go to **Edit Schedule** (after the schedule has been created).

CREATE NEW SCHEDULE

| | |
|----------------------------|---|
| Schedule name: | <input type="text" value="Sales SWE"/> |
| Comment: | <input type="text"/> |
| Belongs to schedule group: | <input type="text" value="Northern Europe Sales"/> |
| Time zone: | <input type="text" value="(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna"/> |

| Default Opening Hours | | | | Voice prompts on closed | | | |
|--|-------|---------|-----|--|---------|--|---------------------------------|
| Monday | 08:00 | - 17:00 | AND | 00:00 | - 00:00 | <input type="radio"/> Customer script | |
| Tuesday | 08:00 | - 17:00 | AND | 00:00 | - 00:00 | <input checked="" type="radio"/> Scheduler voice prompts | Welcome Sales SWE (None) (None) |
| Wednesday | 08:00 | - 17:00 | AND | 00:00 | - 00:00 | <input type="radio"/> OAS voice prompts | |
| Thursday | 08:00 | - 17:00 | AND | 00:00 | - 00:00 | <input checked="" type="checkbox"/> Play closed prompts when schedule is closed due to out-of-office hours | |
| Friday | 08:00 | - 17:00 | AND | 00:00 | - 00:00 | <input checked="" type="checkbox"/> Play closed prompts when schedule is closed due to holiday | |
| Saturday | 00:00 | - 00:00 | AND | 00:00 | - 00:00 | <input checked="" type="checkbox"/> Deflect call on closed to: | 000701234567 |
| Sunday | 00:00 | - 00:00 | AND | 00:00 | - 00:00 | <input checked="" type="checkbox"/> Deflect calls when schedule is closed due to out-of-office hours | |
| All weekdays (Mon-Fri) have the same opening hours: <input type="checkbox"/> | | | | <input checked="" type="checkbox"/> Deflect calls when schedule is closed due to holiday | | | |

Creating a new schedule, here with various opening hours during the week. This example is from a system with support for multiple time zones.

SCHEDULE DETAILS

Schedule details shows a good overview of the schedule, giving you all details. The top of the page shows a graphical bar of the opening hours. It is similar to the one displayed on the schedule list page, but this one shows 9 days ahead.

SCHEDULE DETAILS

fr, jun 14 lo, jun 15 sa, jun 16 sa, jun 17 fr, jun 18 sa, jun 19 lo, jun 20 fr, jun 21 lo, jun 22 sa, jun 23

Schedule details **Temporary Opening Hours**

Id: 119
 Schedule name: Sales SWE
 Comment:
 Associated schedule group: Northern Europe Sales
 Timezone: (GMT+01:00) Amsterdam, Berlin, Bern, ...
 Time at schedule location: 10:28
 Current status: OPEN 
 Last in use: (never)
 Avalanche message: (none)

Default opening hours (W. Europe Standard Time)

| | |
|-----------|-------------|
| Monday | 08:00-17:00 |
| Tuesday | 08:00-17:00 |
| Wednesday | 08:00-17:00 |
| Thursday | 08:00-17:00 |
| Friday | 08:00-17:00 |
| Saturday | Closed |
| Sunday | Closed |

Upcoming holidays

| | | |
|---------------|----------|---------------------|
| Christmas Eve | (global) | 2013-12-24 (annual) |
| Christmas Day | (global) | 2013-12-25 (annual) |
| Boxing Day | (global) | 2013-12-26 (annual) |
| Christmas Eve | (global) | 2014-12-24 (annual) |
| Christmas Day | (global) | 2014-12-25 (annual) |
| Boxing Day | (global) | 2014-12-26 (annual) |



Voice prompts on closed

Valid when:
 - closed due to out-of-office hours
 - closed due to holiday

The following voice prompts are played:
 Welcome Sales SWE 

[Go back](#) [Edit this schedule](#)

Under **schedule details** you see the following information:

| PARAMETER | DESCRIPTION |
|---------------------------|---|
| Id | Each schedule has a unique ID. This is used by MiCC Enterprise technicians when implementing this schedule in the IVR call flows. |
| Schedule name | The schedule's name |
| Comment | An optional comment |
| Associated schedule group | The schedule group that this schedule belongs to |
| Time zone | The time zone that this schedule operates in. <i>Only visible if system has been configured for time zone support.</i> |
| Time at schedule location | The local time in the time zone that the schedule operates in. <i>Only visible if system has been configured for time zone support.</i> |
| Current status | The current open/closed status of this schedule  - The gray arrow indicates that calls to this schedule are deflected when the schedule is closed. Hover over the arrow to get a popup with details.  - A green arrow is just to clarify that the schedule is currently closed AND that incoming calls are being deflected. |
| Last in use | The date and time when the MiCC Enterprise call flow checked whether this schedule was open or closed. This can give an indication whether a schedule is no longer in use (or not yet in use). <i>If the system is configured for time zone support the schedule's time zone is used for presenting this time stamp.</i> |
| Avalanche message | The active avalanche message, with possibility to listen to the message. Only available if the schedule has an active avalanche message. |

Under **Default opening hours** you see the default opening hours per day. These are the opening hours that normally will be in use.

Under **Temporary opening hours** you see all temporary opening hours date spans. You can see more details by clicking the **Details** icon.

TEMPORARY OPENING HOURS DETAILS

Name: Oct 10-11

Comment:

Belongs to schedule: Sales

Start date: 10/10/2012

End date: 10/11/2012

Will become active in 2 day(s)

Enabled: Yes

| Opening Hours (Pacific Standard Time) | |
|---------------------------------------|-------------|
| Monday | 08:00-16:00 |
| Tuesday | 08:00-16:00 |
| Wednesday | 08:00-16:00 |
| Thursday | 08:00-16:00 |
| Friday | 08:00-16:00 |
| Saturday | Closed |
| Sunday | Closed |

[<-- Go back](#)

An example with temporary opening hours between Oct 10 and Oct 11 2012. During these dates the schedule was open 08:00-16:00 instead of the default opening hours

Under **Upcoming holidays** you will see the all holidays (local, group and global) that will occur during the next two years.

Under **Voice prompts on closed** you will see which voice prompts that are played when a schedule is closed and under what circumstances. If the configured voice prompt is a *Scheduler voice prompt* you may click the green *Play icon* to listen to the voice prompt.

Voice prompts on closed

Valid when:

- closed due to out-of-office hours
- closed due to holiday

The following voice prompts are played:

Welcome Sales SWE 

Here a voice prompt named "Welcome Sales SWE" is played when the schedule is closed due to out-of-office hours or holiday.

EDIT SCHEDULE

Editing a schedule allows you to change the opening hours for a schedule. Click the **Edit** icon (i.e. the pencil icon) in the Schedules menu.

EDIT SCHEDULE

Schedule details

Id: 119

Schedule name:

Comment:

Belongs to schedule group:

Time zone:

☒ Defect call on closed to: 000701234567

☒ Defect when closed due to out-of-office hours

☒ Defect when closed due to holiday

Default Opening Hours

| Day | Start | End | AND | Start | End |
|-----------|-------|-------|-----|-------|-------|
| Monday | 08:00 | 17:00 | AND | 00:00 | 00:00 |
| Tuesday | 08:00 | 17:00 | AND | 00:00 | 00:00 |
| Wednesday | 08:00 | 17:00 | AND | 00:00 | 00:00 |
| Thursday | 08:00 | 17:00 | AND | 00:00 | 00:00 |
| Friday | 08:00 | 17:00 | AND | 00:00 | 00:00 |
| Saturday | 00:00 | 00:00 | AND | 00:00 | 00:00 |
| Sunday | 00:00 | 00:00 | AND | 00:00 | 00:00 |

All weekdays (Mon-Fri) have the same opening hours: ☐

Voice prompts on closed

☐ Customer script

☒ Scheduler voice prompts: (None) (None)

☐ CAS voice prompts:

☒ Play when closed due to out-of-office hours

☒ Play when closed due to holiday

Temporary Opening Hours

Summer (active)

[Create new temporary opening hours](#)

| Date | Annual | Holiday name | Comment |
|------------|--------|---------------|---------|
| 2013-12-24 | Yes | Christmas Eve | |
| 2013-12-25 | Yes | Christmas Day | |
| 2013-12-26 | Yes | Boxing Day | |

[Create new local holiday](#)

You are only allowed to edit schedules that you have been given access to by an administrator.

In the left-hand side of the window you can change the schedule's name, schedule group association, time zone (if time zone support is configured) and default opening hours. You need to click **Update** in order to save the new settings.

In the right-hand side of the window you can manage temporary opening hours and holidays. You do **NOT** have to click **Update** to save these settings.

Default Opening Hours:

- You can define one or two time spans per day (if only one is used leave the second time span as default (00:00-00:00)).
- If all weekdays have the same opening hours you may select the **All weekdays...** checkbox to make input easier.
- You may also set **24h open** by setting the first time span to 00:00-24:00. (Leave the second time span as 00:00-00:00.)
All closed during a day is realized by setting both time spans to 00:00-00:00.
- If the system is configured for time zone support, the opening hours that you enter follows the time zone that you just selected.
- If time zone support is disabled, the time zone of the server is used.
- Changing the default opening hours works the same way as when creating a schedule.

Temporary Opening Hours:

In this view you see a list of defined **temporary opening hours**. From here you can view, modify, copy, delete and create new temporary opening hours.

When creating a new **temporary opening hours** entry you need to enter a **name**, a **start date** and an **end date**. **Comment** is optional. If you unselect the **Enabled** checkbox the new temporary opening hours entry will become inactive and will be ignored.

CREATE NEW TEMPORARY OPENING HOURS

Name:

Comment:

Belongs to schedule:

Start date (YYYY-MM-DD): - -

End date (YYYY-MM-DD): - -

Enabled: ☒

| Opening Hours | | (Pacific Standard Time) | |
|---------------|---------------------------------|-------------------------|--|
| Weekdays | 08:00 - 15:00 AND 00:00 - 00:00 | | |
| | 08:00 - 17:00 AND 00:00 - 00:00 | | |
| | 08:00 - 17:00 AND 00:00 - 00:00 | | |
| | 08:00 - 17:00 AND 00:00 - 00:00 | | |
| | 08:00 - 17:00 AND 00:00 - 00:00 | | |
| Saturday | 00:00 - 00:00 AND 00:00 - 00:00 | | |
| Sunday | 00:00 - 00:00 AND 00:00 - 00:00 | | |

All weekdays (Mon-Fri) have the same opening hours: ☒

All times follow time zone Pacific Standard Time

Creating a new temporary opening hours entry






The date span must be unique. If the date span collides with another temporary opening hours entry's date span you will get an error.

If the system is configured for time zone support, the opening hours that you enter follows the time zone that you just selected.

If time zone support is disabled, the time zone of the server is used.

Holidays:

Here you define holidays for this schedule.

| | Date | Annual | Holiday name | Comment |
|---|------------|--------|------------------|---------|
|  | 11/29/2012 | | Thanksgiving Day | |
|  | 12/25/2012 | | Christmas Day | |
|    | 10/31/2012 | | Halloween | |

[Create new local holiday](#)

In the list you see the holidays that are valid for this schedule. **Local holidays**, defined explicitly for this schedule, can be viewed, modified, copied and deleted. **Group holidays** and **Global holidays** are inherited and cannot be modified from here. However, it is possible to create a new local holiday based on a group/global holiday.

When creating a new local holiday you need to enter a **name** and a **date** when this holiday occurs. (**Comment** is optional.) If the holiday repeats every year you can check the **Annual** checkbox, this grays out the year field.

CREATE NEW LOCAL HOLIDAY

Local holiday name:

Comment:

Type of holiday:

Annual: ☒

Date (YYYY-MM-DD): - 12 - 24

[Create](#)

[<-- Go back](#)

Adding Christmas Day as an annually recurring holiday

COPY SCHEDULE

Only available for administrators!

This lets you create a copy of an existing schedule. The new schedule will get the same opening hours, time zone settings (if enabled), temporary opening hours, local holidays and schedule group association as the "template schedule".

COPY SCHEDULE

New schedule name:

Comment:

[Create](#)

[<-- Go back](#)

Copy a schedule

The **Go back** button will take you back to the **Schedule** list without saving any changes.

DELETE SCHEDULE

Only available for administrators!

Clicking this icon will display an "Are you sure" window, showing you when the schedule was last in use. The last-in-use information can give you a hint if the schedule is still in use.

Deleting a schedule will permanently delete all schedule data, including its local holidays and temporary opening hours. **BE CAREFUL! THERE IS NO WAY TO RESTORE A DELETED SCHEDULE!!!**

DELETE SCHEDULE

Schedule has never been used.

Are you sure that you want to delete schedule Sales?

You are prompted with an "Are you sure" window before the schedule is deleted.

EMERGENCY OVERRIDE

Each schedule can operate in either normal mode or emergency mode. Emergency mode overrides the ordinary opening hours. This means the schedule is either open (emergency open) or closed (emergency closed), regardless of what the schedule's opening hours say.

The emergency mode lasts until someone puts the schedule back into normal mode.

EMERGENCY OVERRIDE

Emergency closed have the following reasons:

| | |
|----------|----------------------------|
| Closed 1 | Technical issues (default) |
| Closed 2 | Weather condition |
| Closed 3 | Evacuation |
| Closed 4 | Education |
| Closed 5 | Other |

| | Schedule name | Status | Set new emergency mode | | | | | | |
|------------------------|----------------|--------|------------------------|------|----------|----------|----------|----------|----------|
| 2 | Banking | Normal | Normal | Open | Closed 1 | Closed 2 | Closed 3 | Closed 4 | Closed 5 |
| 1 | Medical | Normal | Normal | Open | Closed 1 | Closed 2 | Closed 3 | Closed 4 | Closed 5 |
| 5 | Sales | Normal | Normal | Open | Closed 1 | Closed 2 | Closed 3 | Closed 4 | Closed 5 |
| 3 | Service Center | Normal | Normal | Open | Closed 1 | Closed 2 | Closed 3 | Closed 4 | Closed 5 |
| 4 | University | Normal | Normal | Open | Closed 1 | Closed 2 | Closed 3 | Closed 4 | Closed 5 |
| Number of schedules: 5 | | | | | | | | | |

The Emergency Override menu shows all schedules and which mode they operate in

In the Emergency Override view you will see all schedules that have been assigned to you. (If you are an administrator you see all schedules.) To change modes you simply click the desired button for that schedule. The new mode takes effect immediately. The Status column shows which mode that is effective.

There is one emergency open mode and up to five different emergency closed modes. The meaning of each mode is explained in the top of the page.

| SCHEDULES | | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----------|----------------|----------------------|-----|-----|-----|-----|-----|-----|
| 2 | Banking | CLOSED (Emergency 1) | | | | | | |
| 1 | Medical | OPEN | | | | | | |
| 5 | Sales | OPEN | | | | | | |
| 3 | Service Center | OPEN | | | | | | |
| 4 | University | OPEN | | | | | | |

Number of schedules: 5

Create new schedule

Example showing a schedule in emergency open and a schedule in emergency closed modes.

AVALANCHE MESSAGE

MiCC Enterprise Scheduler has an avalanche message feature, where you can tell the Scheduler to play a pre-recorded message to the caller. This is useful if something exceptional has happened and the contact center expects an increased volume of traffic, where callers have queries regarding the exceptional event. For example, if the corporate file server is down, the contact center can activate an avalanche message saying *"We are currently experiencing network problems. IT personnel are working on the problem."* After playing this prompt to the customer, the call will be connected to an available agent, but chances are that the customer is satisfied with the information he/she already got. Thus, an avalanche message can lower the load on the contact center agents, who can continue assisting customers with other matters.



Note: In order to enable Avalanche Message feature the registry key "AvalancheEnabled" must be set to "1", See section 3.2.2.5 below for instructions to configure the Windows registry for Avalanche messages

VOICE PROMPT LIST

This is a list of all voice prompts that can be used as:

- Closed messages
- Avalanche messages

AVALANCHE VOICE PROMPTS

| Id | Voice prompt name | Comment |
|----|-------------------|-------------------------|
| 2 | Network Outage | We are working on it... |
| 3 | Server Down | We are aware... |

Number of voice prompts: 2

Create new voice prompt Show unassigned wave files

Distribute Wave files to all servers

From the main menu click **Avalanche message → Voice prompts**. If your system is not configured for avalanche messages you can also click **Administration → Voice Prompts** to reach this menu.

From this list you can view details or listen to a voice prompt. If you are an administrator you may also create a new voice prompt, edit, or delete a voice prompt. (You cannot delete voice prompts that are currently used as closed messages or as avalanche messages.)

These following three buttons are only available for administrators:

- The **Create new voice prompt** button will let you define a new voice prompt and upload a wav file.
- The **Show unassigned wave files** button will show a list of wave files that reside on the server but is not used as voice prompts. From here you can add *unassigned* wave files to voice prompts. (For example, if a system technician has copied a wave file directly to the server.)
- The **Distribute wave files to all servers** button lets you copy all voice prompts' wave files to the different servers in your contact center (i.e., if the contact center is spread over multiple sites/call managers (i.e. multiple countries or regions).

VIEW DETAILS FOR A VOICE PROMPT

This shows you all details about a voice prompt, with the possibility to listen to the voice prompt in your PC. You can also see when this prompt was last in use. This is to give a hint whether the prompt is old.

CREATE NEW VOICE PROMPT

You can define a new voice prompt and upload the actual wav file that should be played.

Note: The registry key *PhysicalPathToAvalancheVoicePrompts* must be set to a valid directory on the server. See below for instructions to configure the Windows registry for Avalanche messages.

CREATE NEW VOICE PROMPT

Voice prompt name:

Comment:

File name:

1. Enter the **name** of the voice prompt (mandatory).
2. **Comment** is optional.
3. Click **Browse** to select a wave file from your computer.

- Click **Upload** to upload the selected wave file to the server.

CREATE NEW VOICE PROMPT

Voice prompt name:

Comment:

File name:

***Discard file** will let you upload a new wave file.*

- Click **Create** to create the voice prompt.
You will get an error message if you don't upload a wave file.

If the wave file does not have the correct properties (e.g., bit rate, codec, sampling rate, etc), an error message appears.
- Click the **Go Back** button to discard the voice prompt and return to the voice prompt list.

EDIT A VOICE PROMPT

You can change a voice prompt's name and comment, as well as upload a new wave file to use.

DELETE A VOICE PROMPT

DELETE AVALANCHE VOICE PROMPT

Are you sure that you want to delete the avalanche voice prompt Network Outage?

Please note that the wave file network_outage.wav will be permanently deleted from the server













Deleting a voice prompt will permanently delete the wave file.

Please note that you cannot delete a voice prompt that is currently in use by any schedule as an active closed message or avalanche message.

ACTIVE AVALANCHE MESSAGES LIST

In the Avalanche Overview menu you will see all schedules that have been assigned to you. (If you are an administrator you see all schedules.) For each schedule you can set and remove an active avalanche message.

AVALANCHE MESSAGES

|   | Id  | Schedule  | Voice Prompt Name |
|---|--|--|-------------------|
| <input type="checkbox"/> | 2 | Banking  | |
| <input type="checkbox"/> | 1 | Medical  | |
| <input type="checkbox"/> | 5 | Sales  | |
| <input type="checkbox"/> | 3 | Service Center     | Network Outage |
| <input type="checkbox"/> | 4 | University  | |
| Number of schedules: 5 | | | |



Set/Change active avalanche message for a schedule



Deactivate an avalanche message (only if active)



This schedule has an active avalanche message



Play the active avalanche message (in your browser)

The checkboxes in the leftmost column can be used to set/change or deactivate avalanche messages for several schedules at once. Simply check the boxes and click the set/change or deactivate icon at the top.

DEACTIVATE AVALANCHE MESSAGE

An “Are you sure” dialog will appear.

DEACTIVATE AVALANCHE MESSAGE

Are you sure that you want to deactivate the avalanche message for schedule BEI FS Australia?

SET/CHANGE ACTIVE AVALANCHE MESSAGE

Clicking the set/change icon for a schedule lets you set/change an active avalanche message. Select the desired avalanche voice prompt from the dropdown list (the already active voice prompt will be preselected). You may also enter a comment (optional).

DISTRIBUTE WAVE FILES TO ALL SERVERS

In order for full functionality, the voice prompt's wave files must exist on all servers in the contact center system. This function lets you synchronize all contact center servers with the MiCC Enterprise server so that all servers have the voice prompts. This is only necessary if you are using more than one OAS media server in your system.

If the servers are not in sync then the avalanche messages and closed messages cannot be played for all incoming calls.

From the main menu click Avalanche message → Voice prompts or Administration → Voice prompts, followed by the Distribute Wave files to all servers button.

Note: In order for this feature to be enabled, the Windows registries *EnableAvalancheDistribution* and *AvalancheServersToDistributeWavFilesTo* need to be set. Please see chapter 3.2.2.5 below for further instructions.

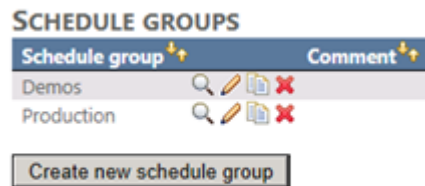
The **Synchronize** icon will copy all missing files to the selected server. (The synchronization might take some time, depending on the network speed between the MiCC Enterprise server and the remote server.)

The **Delete** icon will delete all voice prompt files from the selected server so that you can resynchronize again.

SCHEDULE GROUPS

SCHEDULE GROUP LIST

In this view you see a list of all **schedule groups** that are defined in the system. If you are an administrator you have full management possibilities. If not, you have access to change the schedule groups that you have been assigned to (unless the administrator has placed restrictions on access).



All schedule groups in the system

CREATE NEW SCHEDULE GROUP

Only available for administrators!

When creating a schedule group you must enter a schedule group name. Comment is optional.

You may also - at this stage - associate schedules with this schedule group. You will see a list of schedules that are not associated with any schedule group. (A schedule may only be associated with one schedule group.)

Create a new schedule group

Click **Create** to create the new schedule group and take you back to the schedule group list.

The **Go back** button will take you back to the **Schedule Group** list without saving any changes.

SCHEDULE GROUP DETAILS

This view will show you all details about a schedule group. You will see schedule name and comment in the left-hand side of the window, as well as upcoming holidays (group holidays and global holidays).

In the middle you will see a list of all schedules that are associated with this schedule group. And to the right you see a list of all MiCC Enterprise users that have been assigned to this schedule group. These users have the privilege to modify the schedules that are associated with this schedule group.

SCHEDULE GROUP DETAILS

| Schedule group details | Member schedules | Member users |
|-------------------------|------------------|--------------|
| Schedule name: Internal | Service Center | (none) |
| Comment: | University | |

| Upcoming holidays | | |
|-------------------|----------|------------|
| Thanksgiving Day | (global) | 11/29/2012 |
| Christmas Day | (global) | 12/25/2012 |

[<-- Go back](#)

Details for a schedule group

EDIT A SCHEDULE GROUP

If you are an administrator you can change all details of a schedule group. If you are an ordinary user you can only manage group holidays for the schedule groups that have been assigned to you (unless the administrator has restricted access).

| Home | Schedules | Emergency override | Avalanche message | Schedule Groups | Global |
|------|-----------|--------------------|-------------------|-----------------|--------|
|------|-----------|--------------------|-------------------|-----------------|--------|

EDIT SCHEDULE GROUP

| Schedule group details | Member schedules | Member users |
|--|------------------------------|--------------------------|
| Schedule group name: <input type="text" value="Internal"/> | Service Center | (none) |
| Comment: <input type="text"/> | University | Add user |
| Update | Add schedule | |

| Date | Annual | Holiday name | Comment |
|------------|--------|------------------|---------|
| 11/29/2012 | | Thanksgiving Day | |
| 12/25/2012 | | Christmas Day | |

[Create new group holiday](#)

[<-- Go back](#)

An administrator is editing a schedule group

Schedule group details:

As an administrator you can change the schedule group's name and comment. Click the **Update** button to save the changes.

Member schedules:

These are the **schedules** that are members of this **schedule group**. These schedules will inherit the holidays (the group holidays) that are defined for this schedule group.

Click the **Add Schedules** button to add more schedules to this schedule group.

A schedule can only be assigned to one schedule group.

Click the **Delete icon** to remove a schedule from this schedule group.

Member users:

These are the **users** that are assigned to this **schedule group**. A user that is assigned to a schedule group may modify group holidays for this schedule group. The user may also manage the **schedules** that are members of this **schedule group**.

Click the **Add Users** button to add more users to this schedule group.

A user can be assigned to multiple schedule groups.

Click the **Delete icon** to remove a user from this schedule group.

The **Go Back** button will take you back to the **Schedule Group**. Please note that if you change the schedule group's name or comment you must click the **Update** button before going back, otherwise these changes will be lost.

Other changes – group holidays, user membership and schedule membership – are saved immediately.

COPY A SCHEDULE GROUP

This will create a new schedule group with the settings from the selected schedule group.

All group holidays will be copied, as well as member users.

Member schedules will NOT be copied, since a schedule may only be assigned to one schedule group.

COPY SCHEDULE GROUP

New schedule group name:

Comment:

Fill in a new name for the schedule group copy

The **Go back** button will take you back to the **Schedule Group** list without saving any changes.

DELETE A SCHEDULE GROUP

DELETE SCHEDULE GROUP

Are you sure that you want to delete schedule group Internal?

An "are you sure" warning will appear when deleting a schedule group

Deleting a schedule group will change all member schedules to unassigned.

GLOBAL HOLIDAYS







Global holidays are holidays that will apply to all schedules in the system. In one place you can define holidays that will be used by the entire contact center.

Please beware that this powerful feature could – if used incorrectly – close the entire contact center by mistake.

GLOBAL HOLIDAYS LIST

Here you will see a list of all **global holidays** defined for your system. This page is available for all users. However, ordinary users may only view global holidays while administrators may manage them.

GLOBAL HOLIDAYS

| | Date | Annual | Holiday name | Comment |
|---|------------|--------|------------------|---------|
|     | 11/29/2012 | | Thanksgiving Day | |
|     | 12/25/2012 | | Christmas Day | |

GLOBAL HOLIDAY DETAILS

Clicking the details icon (i.e. the magnifying glass icon) brings up the details for the chosen global holiday.

GLOBAL HOLIDAY DETAILS

Global holiday name: Christmas Day

Comment:

Type of holiday: Default

Annual: Yes

Date: 12/25/2012 (next occurrence)

If the global holiday is an annually recurring holiday you will see the next time that the holiday will take place.

CREATE A GLOBAL HOLIDAY

Administrators only!

In the **Global holidays** menu at the bottom there is a **Create...** button. This allows you to define a new global holiday.

CREATE NEW GLOBAL HOLIDAY

Global holiday name:

Comment:

Annual: ☐

Date (YYYY-MM-DD): - -

How to create a new global holiday

Simply fill in the details and click **Create**.

If the holiday is annual, then check the **Annual** checkbox. After this you only need to fill in month and day for the date information.

The **Go back** button will take you back to the **Global Holiday** list without saving any changes.

EDIT A GLOBAL HOLIDAY

Click the edit icon (i.e. the pencil icon) in the **Schedules** list for the schedule that you would like to edit.

This brings up the **Edit** page, simply change the details and click **Update** to save the changes and return to the **Schedules** list.

EDIT GLOBAL HOLIDAY

Global holiday name:

Comment:

Type of holiday:

Annual: ☒

Date (YYYY-MM-DD): - -

Changing a global holiday

The **Go back** button will take you back to the **Global Holiday** list without saving any changes.

COPY A GLOBAL HOLIDAY

Copy holiday will create a copy of the original global holiday.

COPY GLOBAL HOLIDAY

New global holiday name:

Comment:

The **Go back** button will take you back to the **Global Holiday** list without saving any changes.

DELETE GLOBAL HOLIDAY

To delete a global holiday you click the delete icon. An “are you sure” warning will appear.

DELETE GLOBAL HOLIDAY

Are you sure that you want to delete global holiday Christmas Day (next occurrence=12/25/2012)?

ADMINISTRATION

Administrators only!

Administrators may delegate administrative privileges to other users of the MiCC Enterprise Scheduler web portal. An administrator has unrestricted access to all functions in the web portal.

ADMINISTRATOR LIST

Go to the **Administration** menu to see a list of all administrators in the system.

ADMINISTRATION

Administrator

The administration list. In this example two users are defined as administrators

There are two types of administrators shown here:

- Users that have been defined as administrators in the web portal. *See later in this chapter.*

- Users that are member of the MiCC Enterprise user group <Administrators>. *This is done in MiCC Enterprise Configuration Manager.*

The MiCC Enterprise account **a1/admin** is always an administrator and will not be displayed here.

DETAILS OF AN ADMINISTRATOR

Clicking the **details icon** (i.e. the magnifying glass icon) brings up the details for the user. You see the user ID, the user's full name and where the user has been defined as an administrator.

ADMINISTRATOR DETAILS

User ID: S0007
Name: Charles Wilkins

User is defined as an administrator in Solidus eCare Scheduler.

<-- Go back

ADD ADMINISTRATOR(S)

Click the **Create...** button in the bottom of the **Administration** list. You will see a list of all users that currently are not defined as administrators.

CREATE NEW ADMINISTRATOR

Please select the users that shall be administrators.

Add users:

- ☐ A0003 (Laura Stevens)
- ☐ A0004 (Kathy Holmes)
- ☐ A0006 (Andy Phillips)
- ☐ bstenlund (Paul Adams)
- ☐ S0002 (Sally Thompson)

Create

<-- Go back

Select the user(s) that you would like to make to administrators and click the **Create** button.

The **Go back** button will take you back to the **Administration** list without saving any changes.

DELETE ADMINISTRATORS

Click the **Delete** icon (i.e. the red cross icon) in the **Administration** list to delete an administrator. You may only delete administrators that have been defined in the web portal.

DELETE ADMINISTRATOR

Are you sure that you want to remove user S0007 (Charles Wilkins) from the administrator group?

Yes No

LIST AGENTS

Here you can see a list of all defined agents (= users) in the MiCC Enterprise system.

| Home | Schedules | Emergency override | Avalanche message | Schedule Groups | Global Holidays |
|------|-----------|--------------------|-------------------|-----------------|-----------------|
|------|-----------|--------------------|-------------------|-----------------|-----------------|

| LIST AGENTS | | | | | |
|---|------------|-----------|---------|----------------------|-----------------|
| This shows a list of all Solidus eCare users (agents, supervisors and administrators) in your system. | | | | | |
| User ID | First name | Last name | Tenant | Tenant name | Number of users |
| A0003 | Laura | Stevens | Default | Default | 8 |
| A0004 | Kathy | Holmes | Default | | |
| A0006 | Andy | Phillips | Default | | |
| Admin | | | Default | | |
| bstenlund Paul | | Adams | Default | | |
| M0001 | Manny | Morgan | Default | | |
| S0002 | Sally | Thompson | Default | | |
| S0007 | Charles | Wilkins | Default | | |
| Number of users: 8 | | | | | |
| | | | | Number of tenants: 1 | |

VOICE PROMPTS

See chapter 0. This is where you manage available voice prompts in the Scheduler system (i.e voice prompts that can be used as closed messages and avalanche messages).

LOG FILES

Administrators only!

CONFIGURATION AND AUTHENTICATION LOG

Click the **Log Files** menu to bring up the log function. The **Configuration/Authentication Log** shows you all configuration actions that have been performed. You will see when an action was performed, by whom, from where (IP address), which schedule was affected and details about the action.

The actions you can see are configuration actions (such as changing opening hours, defining holidays etc.) and logon attempts.

All time stamps follow the time zone of the server, regardless of whether the system is configured for time zone support.

LOG FILE
Configuration/Authentication log | [Runtime log](#)

Show date:

| Date | Time | User name | IP address | Loglevel | Schedule name | Details |
|-----------|----------|-----------|---------------|----------|----------------|--|
| 10/3/2012 | 7:37 AM | Admin | 127.0.0.1 | 2 | - | LOGON FAILED - Error code from Solidus web services = 8 |
| 10/3/2012 | 7:38 AM | Admin | 127.0.0.1 | 2 | - | LOGON FAILED - Error code from Solidus web services = 8 |
| 10/3/2012 | 7:38 AM | Admin | 127.0.0.1 | 2 | - | Successful logon from tenant administrator |
| 10/4/2012 | 12:26 PM | Admin | 127.0.0.1 | 2 | - | LOGON FAILED - Error code from Solidus web services = 8 |
| 10/4/2012 | 12:26 PM | Admin | 127.0.0.1 | 2 | - | Successful logon from tenant administrator |
| 10/4/2012 | 3:44 PM | Admin | 10.70.128.204 | 2 | - | LOGON FAILED - Error code from Solidus web services = 8 |
| 10/4/2012 | 3:44 PM | Admin | 10.70.128.204 | 2 | - | Successful logon from tenant administrator |
| 10/8/2012 | 2:08 PM | Admin | 10.70.128.36 | 1 | Sales | Update schedule details; recid=5; name=Sales |
| 10/8/2012 | 2:08 PM | Admin | 10.70.128.36 | 1 | Sales | Update default opening hours for schedule recid=5; name=Sales. Default opening hours has recid = 7 |
| 10/8/2012 | 2:17 PM | Admin | 10.70.128.36 | 2 | - | Successful logon from tenant administrator |
| 10/8/2012 | 2:17 PM | Admin | 10.70.128.36 | 1 | Banking | Add new schedule; recid=2; connected to schedule group Demos |
| 10/8/2012 | 2:18 PM | Admin | 10.70.128.36 | 1 | Service center | Add new schedule; recid=3 |
| 10/8/2012 | 2:19 PM | Admin | 10.70.128.36 | 1 | Service | Update schedule details; recid=3; name=Service Center |

The configuration/authentication log shows all configuration changes and logon attempts

RUN-TIME LOG

Click the **Log Files** menu and then the **Runtime log** link to bring up the other log. The **Runtime Log** shows you all schedule checks that has taken place in the system. That is, every time a call-flow script (i.e. a MiCC Enterprise Script Manager script) makes a schedule check, this check is recorded in this log. You will see when a schedule was checked, which schedule that was checked and the result of that schedule check (i.e. its open/closed status at that time).

All time stamps follow the time zone of the server, regardless of whether the system is configured for time zone support.

LOG FILE
[Configuration/Authentication log](#) | [Runtime log](#)

Show date:

| Date | Time | Schedule name | Details |
|-----------|---------|---------------|-----------------------------|
| 10/3/2012 | 7:34 AM | Medical | 0 - OPEN - Default schedule |
| 10/3/2012 | 7:35 AM | Medical | 0 - OPEN - Default schedule |

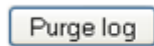
Number of entries: 2

There are no log entries older than 60 days.

The runtime log shows all schedule checks that has been performed by the call-flow scripts

PURGE THE LOG

At the bottom of each log there is a **Purge** button. This will delete all log entries (for the log that you are viewing) older than x days (default is 60 days, and can be changed by the system administrator).



Deletes all log entries older than 60 days.

The purge button will delete all log entries older than the number of days that is stated.

The log should be purged manually from time to time. The web portal does not have any automatic function for removing old log entries.

ABOUT

Here you will find available documentation, such as quick guides and this user manual.

MICC ENTERPRISE SCRIPT MANAGER SCHEDULER SUB-SCRIPT

There are two options for integrating into the Scheduler service from Script Manager. A COM interface can be used, or Script Manager can connect to the Scheduler web service via a proxy DLL. The proxy DLL solution is recommended.

The compiled sub-scripts, *scheduler_subscript.sfb* and *scheduler_proxysubscript.sfb*, are copied by the MiCC Enterprise installer into the Script Manager “bin” folder for compiled scripts, if Script Manager is installed on the same server as MiCC Enterprise core services are. The folder is typically:

<Program Files>\Mitel\MiCC Enterprise\ScriptManager\Config\Bin

If Script Manager is installed on a different server, or if you use distributed Script Manager nodes, then the file *scheduler_subscript.sfb* or *scheduler_proxysubscript.sfb*, needs to be manually copied over to this server (or servers) as well.

Note that if you use the *scheduler_proxysubscript* option to connect to the Scheduler web service via a proxy DLL, the proxy DLL *SchedulerWebServiceClient.dll* must also be accessible. By default, this is copied into the Script Manager bin directory (i.e. <InstallDir>\MiCC Enterprise\ScriptManager\bin. If Script Manager is installed in another location for your system, open *scheduler_proxysubscript.sfd*, and in the VBScriptExecute block under the Reference Assembly List, change the referenced DLL to the location where *SchedulerWebServiceClient.dll* exists. Save and recompile the subscript.

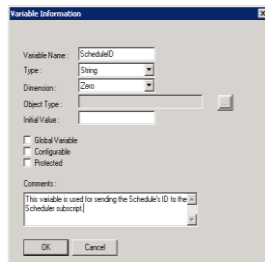
USING THE SCHEDULER SUB-SCRIPT

The MiCC Enterprise Scheduler is accessed from a Script Manager script through a pre-compiled sub-script. This sub-script takes the schedule ID (as defined in the web portal) as a parameter and determines the schedule's current open/closed status. The sub-script needs to be added to the customer's regular script(s). In these regular scripts one must add a script or session variable of string type (the name can be anything) and this variable is “mapped” to the subscript. Assigning this variable (i.e. setting the value of this variable) can be done in one of the two following ways:

- Define a variable of string type in the script that is marked Configurable. This variable can then be set on Service Access level (i.e. in MiCC Enterprise Configuration Manager under the properties of the Service Access. (This is the same way as you define your Basic Virtual Device (BVD) through the Service Access variables.)
- Define a variable of string type in the script and set the value by using an Assign block prior to calling the Opening Hours subscript.

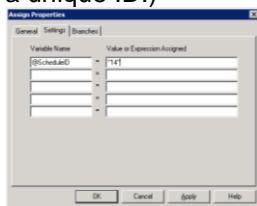
The first way is recommended if the main script only has one schedule check. The latter way is better if the main script has several opening hours verifications (e.g. there is a menu selection and each queue has different opening hours).

1. Create a string variable in your main script. Either a session variable or a script variable, as described earlier.



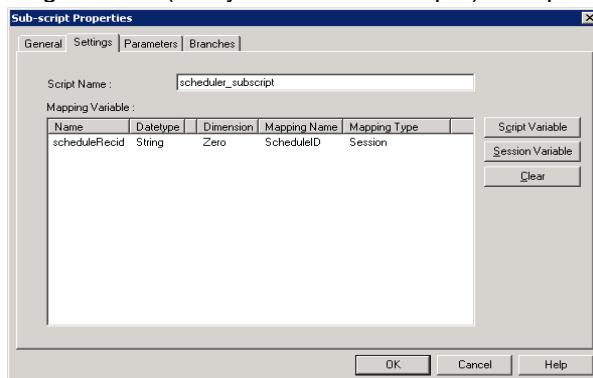
Creating a session/script variable in the MiCC Enterprise Script Designer Application

2. Set the value of this variable (according to the two options above) to the schedule's ID. (Schedules are defined in the MiCC Enterprise Scheduler web portal, each schedule has a unique ID.)



Using the Assign block in Script Designer to set the schedule ID variable

3. Call the MiCC Enterprise Scheduler sub-script from the main script. To use the COM interface, enter **scheduler_subscript** as the name of the script. To use the web service interface via the proxy DLL, enter **scheduler_proxysubscript**. The sub-script takes the string variable (that you defined in step 2) as a parameter.



Calling the MiCC Enterprise Scheduler subscript from a main-script by using a sub-script block

4. Use the connectors in Script Designer to connect the sub-script's different branches (E.g. if OPEN, play a welcome message and send the call to a service group and if CLOSED, send the call to a closed message and then hang up).

| BRANCH NAME | DESCRIPTION |
|--------------------|---|
| OPEN | The schedule is open. |
| CLOSED_OOOH | The schedule is closed due to out of office hours. |
| CLOSED_EMERGENCY_1 | The schedule is emergency closed with reason 1 (or system is configured with only one emergency closed reason). |

| BRANCH NAME | DESCRIPTION |
|---------------------------------|---|
| CLOSED_EMERGENCY_2 | The schedule is emergency closed with reason 2. |
| CLOSED_EMERGENCY_3 | The schedule is emergency closed with reason 3. |
| CLOSED_EMERGENCY_4 | The schedule is emergency closed with reason 4. |
| CLOSED_EMERGENCY_5 | The schedule is emergency closed with reason 5. |
| CLOSED_EMERGENCY_UNKNOWN_REASON | Fallback in case of an error when establishing emergency closed. |
| CLOSED_DEFLECT_OOOH | The schedule is closed due to out of office hours; the Scheduler subscript has deflected the call to the defined destination. |
| CLOSED_EXCEPTION_DAY | The schedule is closed due to holiday. |
| CLOSED_DEFLECT_EXCEPTION_DAY | The schedule is closed due to holiday; the Scheduler subscript has deflected the call to the defined destination. |

CONFIGURATION OPTIONS

SERVICE GROUP CONFIGURATION

It is recommended to configure *overflow on group closed* for the voice service groups in the contact centre. The MiCC Enterprise Scheduler subscript will return OPEN as a fall-back, in case something unexpected occurs when checking opening hours.

MICC ENTERPRISE SCHEDULER CONFIGURATION REGISTRY KEY

The web portal and web service have some configuration options, found in the registry under HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Mitel\SeC\Common\Parameters\Services\SeCSchedulerWS.

| REGISTRY VALUE | DESCRIPTION | RECOMMENDED SETTING |
|--------------------------------|--|---|
| LogDisplayNumberOfDays (DWORD) | How many days back in time should be displayed when user views the log. -1 means no limit | 14 |
| LogPurgeNumberOfDays (DWORD) | How many days back in time to save when an administrator purges the log. 0 means that purge is disabled | 60 |
| RunTimeLogEnabled (DWORD) | Turns on or off the runtime log. The runtime log adds an entry in the log database every time a schedule is checked (i.e. by a MiCC Enterprise script via the COM object via the web service). <i>This log can create some overhead work in a contact center with much traffic.</i> | 1 in small/medium size contact centers 0 in larger contact centers |

Login configuration

| REGISTRY VALUE | DESCRIPTION | RECOMMENDED SETTING |
|------------------------------|---|--|
| DisplayTenantAtLogon (DWORD) | Governs whether it should be possible to select a tenant at the login page or not. 0 – Tenant input is not displayed. The user can only enter his/her username and password. Which tenant to use is taken from the DefaultTenant setting (see below). 1 – The user may select which tenant to log on to. | 0 in a non-tenanted system (make sure that DefaultTenant is set to -1) 0 in a tenanted system where only one tenant utilizes the MiCC Enterprise Scheduler. 1 in a tenanted system where more than one tenant utilizes the MiCC Enterprise Scheduler |
| LoginBehaviour (DWORD) | Login behaviour governs whether the login page should show a dropdown-list with available tenant names or simply a textbox, where the user enters the tenant ID. If a dropdown-list is displayed the DefaultTenant setting (see below) defines which tenant name to display as default in the dropdown-list 0 – A textbox is displayed 1 – A dropdown list is displayed | 1 – A dropdown-list is more user-friendly. |
| DefaultTenant (DWORD) | Default tenant is the tenant ID that will be displayed as default in the log on page. If | -1 in non-tenanted systems |

DisplayTenantLogonOption is set to 0 then this key governs which tenant to log on to.

Scheduler options

| REGISTRY VALUE | DESCRIPTION | RECOMMENDED SETTING |
|---|--|--|
| AllUsersCanSeeScheduleId (DWORD) | All users will see the schedule ID as a column in the web portal menus Schedules, Emergency Override and Avalanche. If 0, only administrators will see this column. | 1 |
| GraphicalScheduleNumberOfDays (DWORD) | The number of days (starting from today's date) to display when showing the graphical opening hours representation in the schedule list (e.g. in Schedules.aspx). | 7 - This displays today's date and 6 days ahead ¹ . |
| DetailsScheduleNumberOfDays (DWORD) | The number of days (starting from today's date) to display when showing the graphical opening hours representation in schedule details (e.g. in ScheduleDetails.aspx). | 10 – This displays today's date and 9 days ahead. |
| NumberOfDaysAheadUpcomingHolidays (DWORD) | How many days ahead should holidays be displayed when viewing schedule details or schedule group details. | 730 – This displays all upcoming holidays the next 2 years (730 days). |
| OpeningHoursTimeInterval (DWORD) | Defines the step value between possible start- and end-times when defining opening hours (default and temporary). | 15 – Possible opening hours can be xx:00, xx:15, xx:30 and xx:45. |
| EnableScheduleLastInUse (DWORD) | Turns on/off the function where you can see when a schedule was last in use. The last-in-use feature executes one extra SQL update every time a schedule's opening hours is checked. | 0 – In high-traffic systems 1 – In systems with low or moderate traffic |
| EnableGlobalHolidays ² (DWORD) | Turn on or off the global holidays function. If off/disabled, the function will not be shown at all in the menu. | 1 – Enabled |
| TimeZoneSupportEnabled ³ (DWORD) | Turns on or off support for | 0 – For contact centers |

¹ The graphical opening hours representation is quite heavy on the database. It is not recommended to set this value higher than the default.

² If global holidays have been defined *prior* to disabling the function, these global holidays will still be used in all schedules. Make sure that no global holidays exist before disabling the function.

³ It is possible to go from a system configured for no time-zone support to time-zone support. However, this should be done out of office hours and a restart of the MiCC Enterprise IIS Application Pool is mandatory. Going from time-zone-support to no-time-zone support is NOT SUPPORTED.

multiple time zones in MiCC Enterprise Scheduler. If turned on, each schedule can have its own "home" time zone so that administrators/team-leaders can work in their local time. This is very handy for contact centers spread over multiple time zones.

0 – Time zone support is turned off. All date/time handling (for example when user enters default opening hours) are done in the server's time zone.

1 – Time zone support is turned on.

that resides in one time zone only.

1 – For contact centers that span over several time zones.

Emergency override settings

| REGISTRY VALUE | DESCRIPTION | RECOMMENDED SETTING |
|---|--|---------------------|
| DisplayEmergencyLegend (DWORD) | Display a legend in the emergency override menu (Emergency.aspx) that explains what each closed reason means. 0 – Do not display the legend 1 – Display the legend | 1 |
| UseOnlyOneEmergencyClosedReason (DWORD) | Should Scheduler use multiple emergency closed reasons or only one emergency closed reason ⁴ . 0 – Multiple emergency closed reasons available 1 – Only one emergency closed available. | |
| NumberOfEmergencyReasons (DWORD) | The number of available emergency closed reasons. DO NOT CHANGE THIS! | 5 (mandatory) |
| EmergencyClosedReasonText (SZ) | The definition of the emergency closed reasons. This is a semicolon separated string. | aaa;bbb;ccc;ddd;eee |

Avalanche feature

| REGISTRY VALUE | DESCRIPTION | RECOMMENDED SETTING |
|--------------------------|---|---------------------|
| AvalancheEnabled (DWORD) | Enabled/Disables the avalanche feature. If disabled the avalanche menu in the web portal will be hidden and the subscript will skip checking for active avalanche messages 0 – Avalanche feature is disabled | 1 |

⁴ The Emergency Override function in the web portal will only show Normal, Open and Closed as possible emergency modes if this parameter is set to 1. Also, the emergency legend will always be hidden (regardless of the parameter DisplayEmergencyLegend).

| 1 – Avalanche feature is enabled | | |
|---|---|---|
| PhysicalPathToAvalancheVoicePrompts (SZ) | The physical path on your MiCC Enterprise server where all tenants' voice prompts are stored. (Please note that each tenant will have a subfolder under this path). | C:\Program Files\Mitel\Oas\root_container\Voice\avalanche (if MiCC Enterprise and OAS are installed on the C-drive) |
| <p>Example: If you prefer that uploaded voice prompts are stored in the folder "C:\Program Files\Mitel\Oas\root_container\Voice\avalanche" folder:</p> <ol style="list-style-type: none"> 1. Enter C:\Program Files\Mitel\Oas\root_container\Voice\avalanche in the registry key 2. Create the new folder named avalanche under C:\Program Files\Mitel\Oas\root_container\Voice 3. Create a new folder under avalanche and name it as your tenant id, e.g. create folder name 1 if your tenant id is "1" or create folder -1 if your system is non-tenanted 4. Right click on the folder Avalanche -> Properties -> Security tab, then add user "NETWORK SERVICE" and allow permission to "Modify" | | |
| ACSDefaultContainerPath (SZ) | <p>For TAS based systems, create this registry value and set it to the relative path to the location of the avalanche directory, under the directory configured as "Audio Files Prefix" in the TAS Configuration utility.</p> <p>For example, if Audio Files Prefix is set as C:\Program Files (x86)\Mitel\Oas\root_container\Voice\ this registry value should be set to avalanche. This will allow the ACS media server to find the avalanche messages at C:\Program Files (x86)\Mitel\Oas\root_container\Voice\avalanche\<TenantID>.</p> <p>Note that this value is only applicable for TAS based systems.</p> | avalanche |
| EnableAvalancheLastInUse (DWORD) | Turns on/off the function where you can see when an avalanche voice prompt was last in use. The last-in-use feature executes one extra SQL update every time an avalanche message is played. | <p>0 – In high-traffic systems</p> <p>1 – In systems with low or moderate traffic</p> |
| EnableAvalancheDistribution (DWORD) | Turns on/off a function that helps you distribute the avalanche wav files to the different OAS servers in your MiCC Enterprise-system. | <p>0 (if you have one OAS server and it is co-located on the MiCC Enterprise server)</p> <p>1 (if you have multiple OAS servers in your MiCC Enterprise system)</p> |
| AvalancheServersToDistributeWavFilesTo (SZ) | All OAS servers that the avalanche wav files should be distributed to. This is a semicolon separated string. | aaa;bbb;ccc;ddd;eee |

Privilege restrictions

A user that has been granted administrative privileges via MiCC Enterprise Scheduler's web interface is a Scheduler administrator. A Scheduler administrator has administrative privileges for the tenant (is a tenant administrator) that the user belongs to.

A user that is member of the MiCC Enterprise user group <Administrators> in Configuration Manager is a MiCC Enterprise administrator.

A MiCC Enterprise administrator may log on to any tenant and has administrative privileges to all tenants (is a tenant administrator in all tenants).

An ordinary user (i.e. a non-administrator user) that has been assigned privileges to a schedule group is a privileged user for that schedule group (and all schedules that belong to the schedule group).

| REGISTRY VALUE | DESCRIPTION | RECOMMENDED SETTING |
|---|---|---------------------|
| SchedulerAdminsCanManageOtherTenantAdmins (DWORD) | <p>Governs whether Scheduler administrators can manage other administrators in MiCC Enterprise Scheduler.</p> <p>0 – Only MiCC Enterprise administrators (MiCC Enterprise users that belong to the MiCC Enterprise user group <Administrator>) may define administrators in MiCC Enterprise Scheduler.</p> <p>1 – Any administrator can define other administrators in MiCC Enterprise Scheduler.</p> | 1 |
| SchedulerAdminsCanDeleteSchedules (DWORD) | <p>Governs whether Scheduler administrators may delete schedules.</p> <p>0 – Only MiCC Enterprise administrators (MiCC Enterprise users that belong to the MiCC Enterprise user group <Administrator>) may delete schedules.</p> <p>1 – Any administrators can delete schedules.</p> | 1 |
| PrivilegedUsersCanManageGroupHolidays (DWORD) | <p>A user that has been given access to a schedule group can manage opening hours for all schedules belonging to that particular schedule group. With this setting one can allow this user to manage group holidays for this schedule group.</p> | 1 |
| PrivilegedUsersCanAccessEmergencyFeature (DWORD) | <p>A user that has been given access to a schedule group can change emergency status for all schedules belonging to that particular schedule group</p> | 1 |
| PrivilegedUsersCanAccessAvalancheFeature (DWORD) | <p>A user that has been given access to a schedule group</p> | 1 |

| | | |
|---|--|---|
| | can change avalanche status for all schedules belonging to that particular schedule group | |
| PrivilegedUsersCanChangeScheduleDetails (DWORD) | A user that has been given access to a schedule group can change details (name and comment) for all schedules belonging to that particular schedule group. | 1 |

BACKUP INSTRUCTIONS

It is advisable to set up an SQL backup of the nextccdb database. Also, the Scheduler's registry key should be backed up, as well as the web.config file.

Please note! MiCC Enterprise Scheduler does not have any built-in backup functionality.

TROUBLESHOOTING

SCHEDULER WEB SERVICES INTERFACE

The web service of MiCC Enterprise Scheduler is used by the subscript (via a COM object or proxy DLL) to check opening hours. This web service can also be called from a web browser for trouble-shooting purposes.

To access this web service you must open a web browser on the MiCC Enterprise server and browse to <http://localhost/scheduler/schedulerWS.asmx>. Internet Information Server only allows you to test the web service in a browser from the local server, not from a remote computer.

Some of these web services methods are useful for troubleshooting Scheduler, such as the following:

GetConfigAuthLog

This returns the entire configuration and authentication log for a specific tenant.

GetOpenClosed

This is the same method as the subscript calls. It takes a schedule id as input and returns the current open/closed status.

The result consists of the following XML-formatted values:

| | |
|---------------|--|
| scheduleRecid | The schedule's record ID (the same value as what was given as input to the web service method) |
|---------------|--|

| | |
|---------------------------------|--|
| tenantRecid | The tenant ID that the schedule belongs to |
| scheduleName | The name of the schedule |
| responseDateTime | The date and time for when the open/closed status is valid. (This should be the current date and time) |
| responseCode | The open/closed status code as an integer |
| responseText | The open/closed status explained in clear text (OPEN, CLOSED_OOOH etc) |
| responseDetails | Shows more information about the current open/closed status (such as which holiday it is, or which opening hours schedule is used (default or temporary)) |
| avalancheMessageActive | True/False – Indicating whether avalanche feature is currently turned on or off |
| avalancheMessageFullPathAndName | The full path to the active avalanche message voice prompt (if active, otherwise empty) |
| defaultContainerPath | The OAS default container path for the directory where the active avalanche voice prompt is stored (if active, otherwise empty). For example \\Voice\\avalanche\\1 |
| avalancheMessageFileName | The file name of the active avalanche voice prompt (if active, otherwise empty) |

Please note that calling this method will generate a log entry in the MiCC Enterprise Scheduler's runtime log. This is the very same method as the Scheduler subscript calls (via the COM object or proxy DLL).

GetOpenClosedDateTime

This is a method to check the open/closed status for a schedule at a specific date and time.

It is similar to *GetOpenClosed* but takes date and time as input parameters and returns the open/closed status for that date and time. (See *GetOpenClosed* for return values.)

This method does NOT generate any log entries in the Scheduler's runtime log.

GetRuntimeLog

This returns the entire runtime log for a specific tenant.

COM OBJECT TEST VB SCRIPT

MiCC Enterprise Scheduler software package comes with a Visual Basic script that can be used to troubleshoot the COM object:

1. Find the VB script file *TestSchedulerCOM.vbs* in the Script Manager bin folder, i.e. <Program Files>\Mitel\MiCC Enterprise\ScriptManager\Bin or <Program Files(x86)>\Mitel\MiCC Enterprise\ScriptManager\Bin on 64-bit systems.

2. Open the file in a text editor and set the variable `scheduleRecid` according to the instructions in the file.
This is the schedule for which you would like the COM object to retrieve the open/closed state.
3. Save the file and run the script from a command prompt:
`cscript.exe TestSchedulerCOM.vbs`
4. The script will instantiate the COM object and retrieves the open/closed state, exactly as the subscript would do.

Please note that running this script will generate a log entry in the MiCC Enterprise Scheduler's runtime log.

SCHEDULER SUBSCRIPT

MiCC Enterprise Script Manager's Spy Tracer is a great tool for troubleshooting IVR-scripts. In this tool you will see in clear text what the result of the scheduler subscript was (OPEN, CLOSED_OOOH etc).

The Scheduler subscript will write warnings to Windows Event Log if something unexpected happens. Checking opening hours from a script relies on several components; Script Manager, Scheduler COM object or proxy DLL, Scheduler web service, ASP.NET, IIS and SQL. If anything unexpected happens - such as database problem or faulty input to the script – the subscript will write to Windows Event Log and the subscript will return OPEN to the main script.

