

Infocast

User Guide



NEC

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1

Introduction

This *Infocast User Guide* provides the information needed to operate the Infocast Client application. The topics in this chapter include:

- Chapter Topics*
- [What is Infocast?](#)
 - [How this Guide is Organized](#)
 - [Using this Guide](#)

What is Infocast?

Infocast is a productivity-based tool designed to allow NEC contact center users to view real-time queue statistics on the desktop. This enables users to react immediately to changes in call volume and agent availability to better serve customers.

Infocast gives users access to critical contact center statistics in a small window right on their workstations. While NEC's Virtual Wallboard application duplicates hardware wallboard statistics on the desktop, Infocast customizes this information for each user by displaying information that pertains to call activity for skill sets (splits) unique to that user.

Infocast displays call center information and statistics, such as:

- Abandoned percentage
- Calls in queue
- Grade of service
- Longest waiting call
- Number of agents in ready, break, work, and talk modes
- Split name
- Split number
- Total number of agents logged in

Using a local area network, Infocast links to an existing Global Navigator platform connected to a CallCenterWorX ACD to receive and display the

call center real-time queue statistics on each agent's personal computer running the Infocast client.



REFERENCE

Refer to the *NEC Infocast Installation Guide* for information on installing and configuring Infocast.

How this Guide is Organized

Chapter 1 *Introduction*

This chapter provides a brief overview of the Infocast application, along with how this guide is organized and the document conventions.

Chapter 2 *Using Infocast*

This chapter shows you how to perform the most common functions in Infocast, including how to use the Infocast online Help.

Using this Guide

This guide is designed to make Infocast easy to use. This guide contains examples of installation screens and step-by-step instructions for the procedures you need to perform.

Document Conventions

This guide uses the following document conventions listed in [Table 1-1](#):

Table 1-1 Document Conventions

When you see	It means	Example
Boldfaced	<ul style="list-style-type: none"> Field names Button names Drop-down list names Commands, keywords, or other user input 	Enter the ID in the Name field. Click Save . Select the names from the Employees drop-down list. Enter login admin at the command prompt.
Capitalized	<ul style="list-style-type: none"> Menu names Window names Dialog box names 	From the File menu, choose Save . From the Directory window, select Edit > Modify . Click OK to save and close the Account Properties dialog box.
Menu > Submenu (boldfaced font)	<ul style="list-style-type: none"> Menu paths 	Select Edit > Modify .
CTRL+S CTRL+Shift+S	<ul style="list-style-type: none"> Shortcut keys 	Press CTRL+S to save your changes.

When you see	It means	Example
F2	• Function keys	Press F1 to access the online Help.
Click Right-click	• Click the left mouse button • Click the right mouse button	Click OK to save your changes. Right-click and select Delete from the shortcut menu.

Procedures

Step-by-step instructions are numbered. Simply follow the numbered steps to perform the desired function.

Sometimes in step-by-step instructions, you will have more than one option to complete the task. These options are presented as shown in the following example:

- Step 1** Do one of the following to add a new employee to the Employee directory:
- Select the desired employee from the **Name** field and click **Add**.
 - Double-click the desired employee from the **Name** field.
 - To select all of the available names, click **Add all**.

Keyboard Conventions

The keys that may be used for this application are:

Table 1-2 Keyboard Conventions

Key	Action
Arrow keys	Scrolls among options within a menu or field.
Backspace	Erases the character to the left of the cursor.
Enter	Accepts a selection or field entry.
ESC	Exits the current screen or action and moves to the previous screen or action.
Tab	Moves forward through fields and options.
Shift+Tab	Moves backward through fields and options.
CTRL+Tab	Moves forward through tabs.
CTRL+Shift+Tab	Moves backward through tabs.



2

Using Infocast

The Infocast Client application operates on a personal computer. This chapter describes the Infocast Client features and includes these topics:

- Chapter Topics*
- [Getting Started with Infocast](#)
 - [Configuring the Split Data Display](#)
 - [Setting the Infocast Options](#)

Getting Started with Infocast

This section details the Infocast Client window, and contains the following procedures:

- Setting up the Infocast Client Connection
- Starting and exiting the Infocast Client application
- Connecting to and disconnecting from the server.
- Accessing the Infocast online Help.

Operating Modes

Infocast can be configured by the system administrator to operate in one of two following modes:

Anonymous mode The Anonymous operating mode lets you start Infocast and receive statistics without entering an Agent ID and password. If Infocast is using Anonymous mode, the Infocast window is displayed immediately after launching the Infocast Client application from the desktop.

Secure mode The Secure operating mode requires an agent to log in before receiving and displaying statistics. When this mode is selected, Infocast prompts the agent to enter an ID (for ACD agents) and password (for resource users) to access the Infocast window.



NOTE

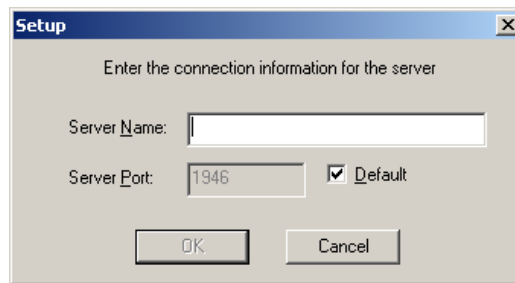
Anonymous mode, which is also known as No Agent ID mode, is the default operating mode.

Setting up the Infocast Client Connection

Before running the Infocast Client for the first time, you must configure the connection to the server. Use the following steps to configure the Infocast Client's server connection.

- Step 1** From the Windows Start menu, select **Programs > NEC Infocast > NEC Infocast Setup**. The Infocast Setup dialog box displays (Figure 2-1).

Figure 2-1 Infocast Setup dialog box



- Step 2** Enter the **Server Name** (or IP address) and **Server Port** of the Infocast Server (Global Navigator Server).
- Step 3** Select **Default** if your server uses the default server port. To use a different port assignment, uncheck **Default** and enter the port number you wish to assign.
- Step 4** Click **OK** to save the settings and close the dialog box.

Starting and Connecting to Infocast (Anonymous mode)

If your server is configured to run in Anonymous mode, do the following to start the Infocast Client application and connect to the server:

- Step 1** From the Windows desktop, select **Start > Programs > NEC Infocast > NEC Infocast**. If Infocast is configured to run in Anonymous mode, the Split Selection dialog box displays (Figure 2-2 if only a single node is available, Figure 2-3 if multiple nodes are available).

Figure 2-2 Split selection dialog box (single node available)

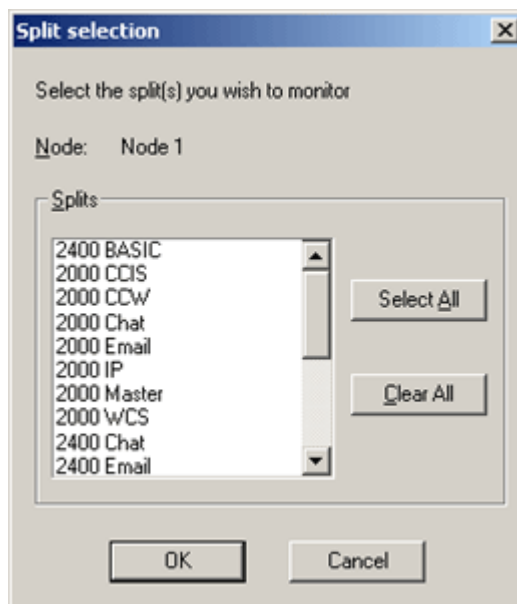
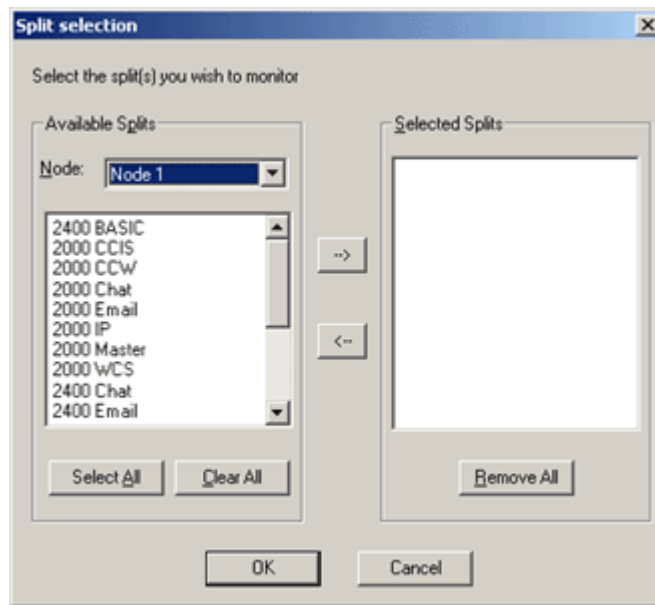


Figure 2-3 Split selection dialog box (multiple nodes available)



Step 2 If your system contains multiple nodes, use the **Node:** dropdown menu to select a node whose statistics you wish to display in the Client window. A list of that node's available splits displays in the Splits pane.

Step 3 Do one of the following:


— *If your system contains a single node:*

Click to select the desired splits. You can select multiple splits by pressing the **CTRL** key while clicking on the desired splits. To select a range of splits, hold the **SHIFT** key while clicking on the first, then the last split in the range. You can also use the **Select All** or **Clear All** buttons to select all or none of the listed splits.

— *If your system contains multiple nodes:*

Click to select the desired splits displayed in the Available Splits pane. You can select multiple splits by pressing the **CTRL** key while clicking on the desired splits. To select a range of splits, hold the **SHIFT** key while clicking on the first, then the last split in the range. You can also use the **Select All** or **Clear All** buttons to select all or none of the listed splits.

Then, click  to move your selections to the Selected Splits pane.

You can also click  or **Remove All** to remove splits from the Selected Splits pane.

Step 4 Click **OK**. Infocast displays the Client window (Figure 2-7).

Starting and Connecting to Infocast (Secure mode)

If your server is configured to run in Secure mode, do the following to start the Infocast Client application and connect to the server:

- Step 1** From the Windows desktop, select **Start > Programs > NEC Infocast > NEC Infocast**. The Login dialog box displays (Figure 2-4 if only a single node is available, Figure 2-5 if multiple nodes are available).

Figure 2-4 Login dialog box (single node available)

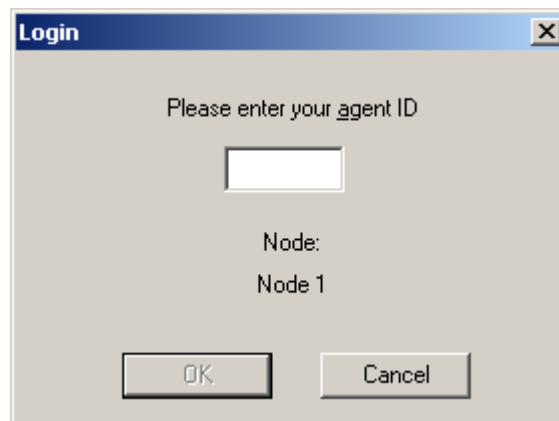
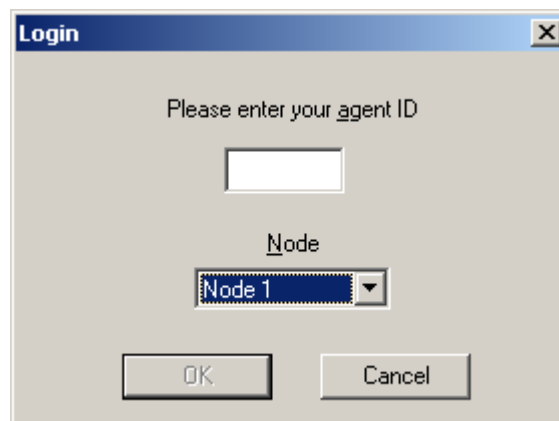


Figure 2-5 Login dialog box (multiple nodes available)



- Step 2** Enter your agent ID. If your system contains multiple nodes, use the **Node** dropdown menu to select a node whose statistics you wish to display in the Client window.
- Step 3** Click **OK** when you are done. One of the following occurs:
- If you are an ACD agent, the Infocast Client window displays (Figure 2-7).

—If you are a resource user, the Password dialog box displays (Figure 2-6). Enter your password and click **OK**. The Infocast Client window displays (Figure 2-7).

Figure 2-6 Password dialog box



Figure 2-7 Infocast Client window (Connected to the Server)

Name	Split	Agents	LWC	GOS	Queue	Ready	Break	Work	Talk	Abandoned
2000 BASIC	1011	11	00:00:00	92%	0	0	2	5	4	16%
2000 CCIS	1044	11	00:00:00	50%	0	0	2	5	4	0%
2000 CCW	1013	6	00:00:00	17%	0	0	1	3	2	0%
2000 Chat	1182	2	00:00:00	100%	0	0	0	2	0	0%
2000 Email	1183	2	00:00:00	100%	0	0	0	2	0	0%
2000 IP	1012	10	00:00:00	71%	0	0	1	5	4	0%



NOTE

In the Split column, the first digit represents the tenant number, while the remaining digits represent the split number.

About the Infocast Client Window

The Infocast Client window contains the following components:

- Title Bar** The Title Bar displays the name of the application, the connection status, and indicates the operating mode configured.
- Menus** The Menu bar in the Infocast Client window (Figure 2-7) contains the available menus. Table 2-1 describes the menu options contained in the menus.



TIP

You can hide or show the Menu Bar by selecting **View > Menu**, by pressing **CTRL+M**, or by double-clicking on the Menu Bar. Once you hide the menu, use **CTRL + M** to re-display it.

Table 2-1 Infocast Client Menus

Menu	Options
File	<ul style="list-style-type: none"> • Select the splits to monitor (in Anonymous mode only). • Exit the Infocast Client and disconnect from the server.
Settings	<ul style="list-style-type: none"> • Change your login password. • Configure the Infocast Client window to “pop-up” when the system triggers Level 1 or Level 2 alarms. • Specify whether the Infocast Client sounds an audible alert when the system triggers Level 1 or Level 2 alarms. • Specify how often the Infocast Client display refreshes. • Configure the text and background colors the Infocast Client uses to display Level 1 and Level 2 alarms. • Select the font size, type style, and size the Infocast Client uses to display statistics. • Automatically re-size the Infocast Client window to fit the data displayed.
View	<ul style="list-style-type: none"> • Select which data columns display in the Infocast Client window. • Select which of the available splits assigned to the agent will display in the Infocast Client window. • Show or hide the Menu Bar. • Specify whether the Infocast Client application remains on top of all other applications running on your computer.
Help	<ul style="list-style-type: none"> • Access the online Help. • View information about the Infocast Client version installed.

Accessing Online Help

Online Help is available for Infocast. The online Help contains a Contents listing, an Index, and a Search feature. Use these features to navigate to the desired Help topic.

To launch the Infocast online Help, do the following:

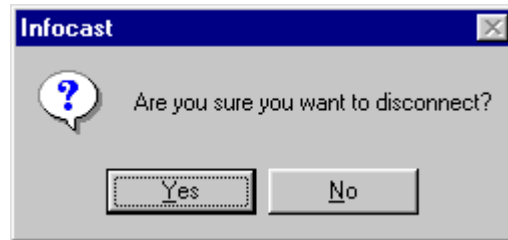
Step Select **Help > Index**.

Exiting Infocast

Use the following steps to disconnect from the server and exit the Infocast Client application.

Step 1 Select **File > Exit** or press **ALT + F4**. The Infocast disconnect confirmation dialog box displays ([Figure 2-8](#)).

Figure 2-8 Disconnect confirmation dialog box



Step 2 Click **OK**. The Infocast Client application disconnects from the server and returns you to the Windows desktop.

Configuring the Split Data Display

Each agent can select which of the available splits display on their personal computer, as well as select the information to display about each split. This section describes the following procedures:

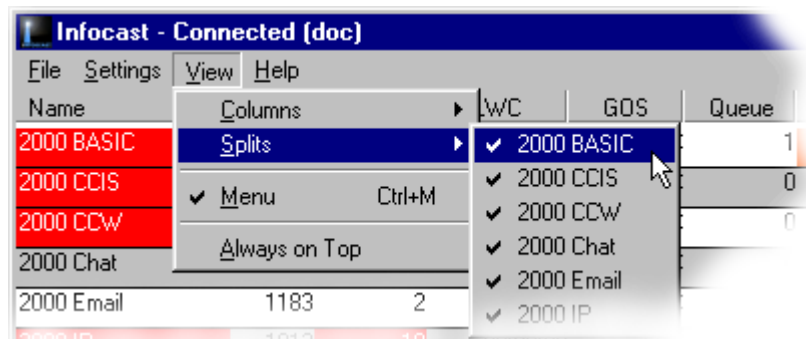
- Selecting the splits to display
- Selecting the split data to display
- Changing the split order

Selecting the Splits to Display

An agent can select which of the available splits to display in the Infocast Client window. To do so, use the following steps:

Step 1 Select **View > Splits**. The available splits display in the menu (Figure 2-9).

Figure 2-9 Selecting splits to display



- Step 2** Select the splits you want to view. The Infocast Client window updates to display the selected splits. To turn off a split's display, select it again from the menu.



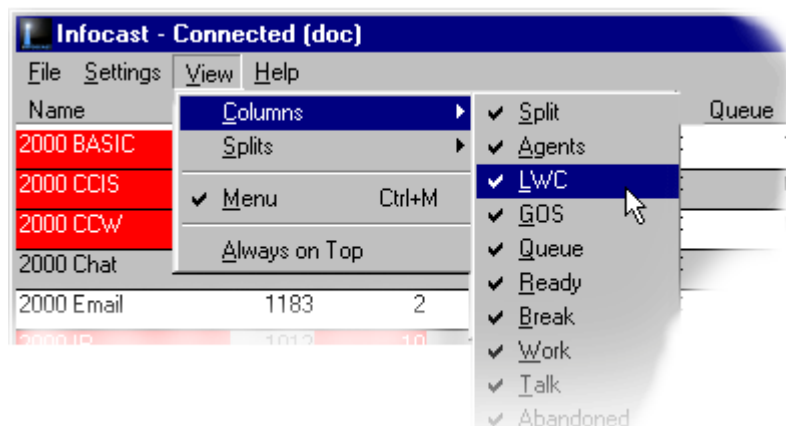
You can rearrange the columns of split data by clicking on the column heading and dragging the column to a different location on the window.

Selecting the Split Data to Display

An agent can select which columns of data to display on the Infocast Client window. To do so, use the following steps:

- Step 1** Select **View > Columns**. The available split data columns display in the menu (Figure 2-10).

Figure 2-10 Selecting data columns to display



- Step 2** Select the split data columns you want to view. The Infocast Client window updates to display the selected columns. To turn off a column's display, select it again from the menu

Changing the Split Display Order

You can change the order in which the splits are displayed at any time while you are connected to the server.

Use the following step to change the displayed splits order.

Figure 2-11 Changing the split display order

Name	Split	Agents	LWC	GOS	Queue
2000 BASIC	1011	11	00:00:00	89%	
2000 CCIS	1044	11	00:00:50	50%	
2000 CCW	1013	6	00:00:00	17%	
2000 Chat	1182	2	00:00:00	100%	
2000 Email	1183	2	00:00:00	100%	

- Step** Select the desired split and drag it to the new location in the split order. The Infocast Client window updates to show the splits in the selected order.

Setting the Infocast Options

The Settings menu contains the settings that allow you to customize the Infocast Client environment to meet your individual preferences. These settings control how the Infocast Client looks, feels, behaves, and sounds.

To configure the settings, select the **Settings** menu and choose the desired options, as described in [Table 2-2](#).

Table 2-2 Settings Menu Options

Option	Action
Change Password	Lets you change the password you use to log in to the Infocast Client. (Only available for resource users in Secure mode.)
Popup	Lets you specify whether the Infocast Client, if currently minimized, restores on your screen when it receives a Level 1 or Level 2 alarm.
Sound	Use this option to specify whether the Infocast Client sounds an audible alert when either a Level 1 or Level 2 alarm triggers.
Refresh	Use this option to specify how long Infocast waits to refresh the statistics in the Client window.
Alarm Colors...	Lets you select the background color and text color of a cell displaying a Level 1 or Level 2 alarm in the Client window.
Font...	Lets you select the font size, typeface, and style Infocast uses to display information in the Client window.
Autosize Table	Use this option to immediately shrink or expand the Client window so it accomodates the amount of data displayed.

Changing a Password

Use the following steps to change your password.

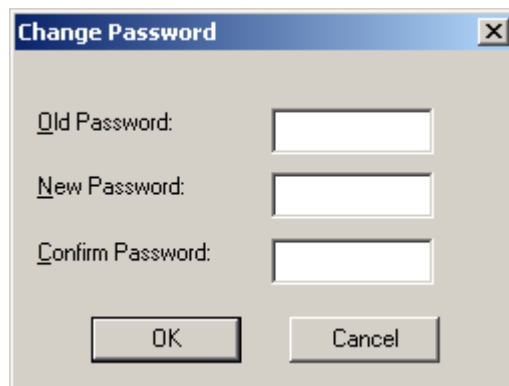


NOTE

The Change Password option is available only to resource users when Infocast is configured to run in Secure mode. See “Operating Modes” on page 2-1.

- Step 1** Select **Settings > Change Password**. The Change Password dialog box displays (Figure 2-12).

Figure 2-12 Change Password dialog box



- Step 2** Enter your **old password**.
- Step 3** Enter your **new password**, then enter it again to verify.
- Step 4** Click **OK** when you are finished to save your changes and return to the Infocast Client window.



***For additional information or support on this NEC product,
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