

Spectrum Data Manager and Communications Server R1-08 Update

2008 Release 1

January 2008

Overview

This update to the Spectrum Data Manager system is a scheduled release that contains improvements and corrections to various parts of the system, as well as selected enhancements available as of the time of this release.

The sections that follow provide detail on each enhancement to the system. The various changes and corrections to the programs are listed at the end of the document.

Software Updated in Release 1 — 2008

Spectrum Data Manager Version 5.0.0

Alpha Server Version 2.5.0

Email Server Version 2.7.1

Fax Server Version 4.2.0

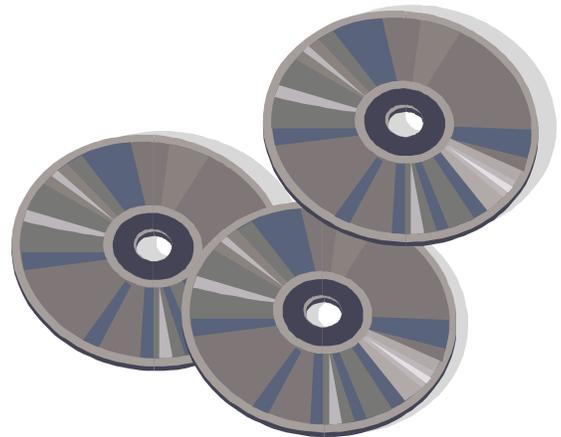
Spectrum Agent Version 4.0.0

Installing the Update

Included in your shipment are instructions for updating each of the affected system components along with their corresponding update CDs. These include:

1. *Spectrum Data Manager* R1-08
2. *Spectrum Comm Server* R1-08
3. *Spectrum Agent Station* R1-08

The updates should be applied in the order listed above, starting with Spectrum Data Manager. All updates will need to be applied before all new features are available.

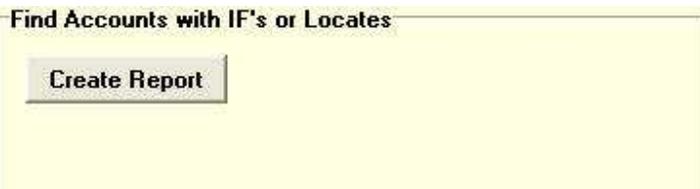


Carefully review the enclosed instructions and call with any questions. Phone support for the update is available from 9:00 AM to 5:00 PM Central Time at (314) 426-7662.

Enhancements to Spectrum Agent

Agent Reports — Find Accounts with IF's or Locates

A new report is available from the Agent program that allows the creation of a list of accounts with either non-blank 'Locate Instructions' or one or more defined 'IF' messages. The format of the report matches the format of the same report generated from the main SDM interface.



New Hypertext command for controlling On-Call Agent Window

The Spectrum On-Call Scheduler allows operators to access on-call information for those accounts with a schedule defined. The On-Call Agent window is updated with the current on-call information whenever an account is displayed on the main window of the Spectrum Agent program.

In some circumstances, it is desirable to allow other on-call schedules to be viewed while in the context of a particular account. A new hypertext command has been created to facilitate this — the 'l' (lower-case L) command.

The following command will cause the schedule for account 4567 to be displayed in the On-Call Agent window:

```
{Show schedule for account 4567&l4567}
```

If, for instance, account 0000 was on display in the Spectrum Agent window, this command would maintain 0000 as the active account while showing the On-Call information for account 4567.

'Page' key allowed in 'Tracing Page' state

The 'Page' key is now recognized as a valid key when in the 'Tracing Page' state. It has the same effect as the 'Enter Msg' key — a new page ticket will be started on the current message.

Enhancements to Spectrum Data Manager

New Patch Totals

Three new totals have been added to Spectrum Data Manager. These new totals collectively provide a count of all patches that are performed for each account.

To review, the system is capable of three types of patches:

Inbound-to-Outbound

This type of patch connects an inbound call to an outbound call (including 2-B Channel Transfer on the Win2003 Prism). The system generates a Patch Ticket for this type of patch.

Outbound-to-Outbound

This is also referred to as a “Dual Out-Dial” patch. A patch ticket is not generated for this type of patch. Rather, a dispatch ticket is generated for each outbound call.

Inbound-to-Inbound

This is known as a “Meet-Me” patch. The system generates a Patch Ticket for this type of patch.

| | | | |
|---------------------|--------|-----------------------|---------|
| Calls Answered: | 14 | Calls Received: | 15 |
| No Message Calls: | 6 | Announcements: | 2 |
| Messages Entered: | 100 | Removed: | 0 |
| Delivered: | 80 | Saved: | 19 |
| Locates: | 4 | IFS Deliv: | 1 |
| Page Tickets: | 77 | Reminders: | 21 |
| Type D Page Tkts: | 5 | Dispatch Tickets: | 0 |
| Inbound Patch Time: | 1:51 | Patch Tickets: | 2 |
| Patch Units: | 3 | Outbound Patch Setup: | 0:24 |
| Answer Time: | 108:43 | Outbound Patch Time: | 1:52 |
| Hold Time: | 4:01 | Non-Patch Dials: | 7 |
| Announce Time: | 0:00 | Non-Patch DialOut: | 2:17 |
| Announce Hold Time: | 0:00 | LD Calls: | 0 |
| Opr Record Time: | 0:00 | LD Dialout: | 0:00 |
| Opr Recordings: | 0 | Local Dialout: | 4:33 |
| Msgs Transmitted: | 96 | Inb-Outb Patches: | 0 |
| FAX: | 49 | Outb-Outb Patches: | 0 |
| Alpha: | 2 | Meet-Me Patches: | 0 |
| Email: | 45 | | |
| Fax Dialouts: | 196 | Total 0: | 0 5: 0 |
| Fax Connects: | 54 | 1: | 0 6: 0 |
| Fax Time: | 8:10 | 2: | 0 7: 0 |
| Alpha Dialouts: | 29 | 3: | 0 8: 0 |
| Alpha Connects: | 2 | 4: | 0 9: 2 |
| Alpha Time: | 0:50 | | |
| Email Time: | 3:45 | | |
| Acct Maintenance: | 100:19 | Editing Locates: | 6:13 |
| Entering Msgs: | 516:28 | Delivering Msgs: | 1040:02 |
| Page/Dispatch Tkt: | 56:14 | Processing IFS: | 2:00 |
| Patch Tkt: | 0:12 | Reminders: | 1:54 |
| Enter/Update Order: | 0:24 | Review Order: | 0:02 |

To facilitate tracking of these various kinds of patches, three new totals have been added to Spectrum Data Manager.

The new totals may be viewed on the ‘View|Active Totals’ window from the main SDM interface, as depicted at left. The three new totals are labeled “Inb-Outb”, “Outb-Outb” and “Meet-Me”, each corresponding to one of the different kinds of patches as described above.

The new totals can also be included in a custom “Extract Totals-to-Text”. Their field headers are as follows:

PatchInO – Inbound-To-Outbound
 PatchOtO – Outbound-To-Outbound
 PatchMMe – Inbound-To-Inbound

The setup window for the custom extraction includes checkboxes for the new fields.

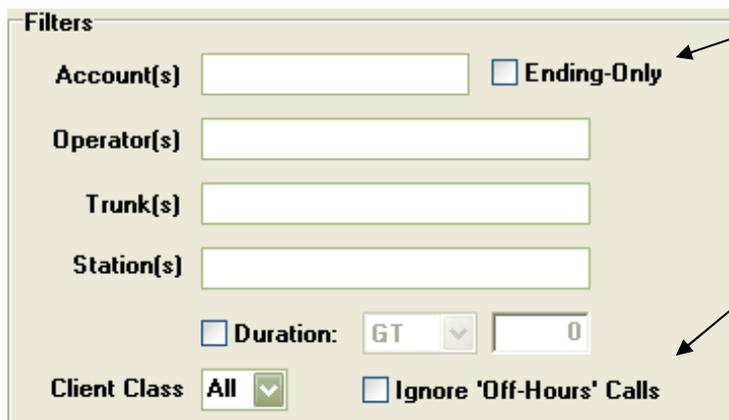
For backward compatibility with the pre-existing formats and reports, these new fields are currently only available via a custom extraction. The new fields will always be the last fields in each account totals record.

- Inb-Outb Patches
- Outb-Outb Patches
- Meet-Me Patches

Enhancements to Spectrum Data Manager

New Filters in Call Record Analysis

Call Record Analysis reports that analyze inbound call traffic will benefit by two new filters that have been added.



Filters

Account(s) Ending-Only

Operator(s)

Trunk(s)

Station(s)

Duration: GT

Client Class All Ignore 'Off-Hours' Calls

The first is the 'Ending-Only' filter. If filtering by account, it may be desirable to only include calls which ended (cleared) while in the specified account or accounts. This would be especially desirable when producing a call report that is to be compared with an account totals report.

The second is labeled 'Ignore Off-Hours'. When generating a report that analyzes inbound traffic, it may be beneficial to ignore 'Off-Hours' calls, which are never presented to an operator.

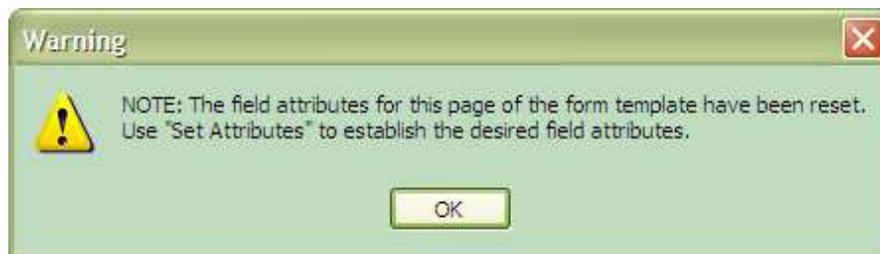
Create Text File of System Reminders

A facility for creating a text file of the System Reminders has been implemented. A new button has been added at the bottom of the System Reminders window for this purpose —'Create File'.



Form Editor — Notification when Attributes have been Reset

When editing an individual page of a free-form template, it is necessary to re-program the field attributes after saving any changes to the page layout. As a reminder to this effect, the following prompt will appear after saving the new page layout.



Enhancements to Spectrum Data Manager

Share Words and Phrases from Master Account

A new checkbox has been added to the 'Msg Entry' tab of the main SDM interface. If checked on a master account,

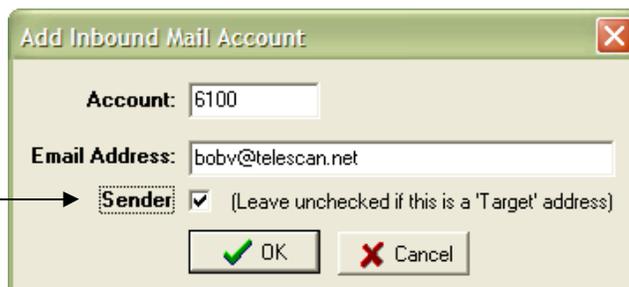
Share 'Words and Phrases'

then all sub-accounts under that master account will share the 'Words and Phrases' (if any) of the master account. Each sub-account can still have their own 'exclusive' words and phrases, but they will be merged with those of the master account when the list is pulled up (Alt-?). This new capability will eliminate the need to make copies of the 'words and phrases' screens in each sub-account when they are common across all sub-accounts.

Email Server Enhancements

Inbound Email Identification by Sender Address

An enhancement has been made to the Email Server 'Inbound Mail Accounts' feature. The account for an Inbound Email can now be identified based on the 'sender' email address. When such an address is being added to the list, check the 'Sender' checkbox to identify the email address as a valid sender.



This new capability is designed to handle situations where the sender's email program (perhaps embedded in their cell phone) is not capable of

echoing any portion of an originating email message in its subsequent reply. Now the message can be routed and processed by an agent strictly on the sender's email address.

'No New Messages' Transmission now Identifies Account Name

Email transmissions (unlike a fax transmission) do not contain a 'header' line that identifies the account number and name. This presents a challenge in situations where, for instance, multiple sub-accounts are sending scheduled emails to the same target address. Although it is possible to distinguish the various sub-accounts based on message forms, when the 'No New Messages' transmission is received, the client cannot make such a distinction. To facilitate processing by the receiver in such cases, the 'No New Messages' email now will identify the name of the account or sub-account.

Fax Server Enhancements

The Fax Server software will normally use the fax modem's default mode of operation. This will be either 'Group 3 Class 1' for US Robotics modems or 'Group 3 Class 2' for AOpen or Multi-Tech modems. When a Multi-Tech modem is used, you can now force calls to a particular client to use 'Class 1', which may be desirable or necessary if the client is using an older fax machine that will not work with the 'Class 2' protocol.

To force the Fax Server to use 'Class 1', precede the client's fax phone number with an asterisk (*). Note that this will not work with a US Robotics modem.

Spectrum

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Changes and Corrections

This update incorporates the following changes and corrections:

Spectrum Agent

1. The 'Multi-media Volume Control' has been restored to the 'Phone' tab of the Agent Configuration window.
2. The Agent program will now clear the caller-id field when the account screen is cleared.
3. When 'T' is pressed from the 'Standby' state, a pop-up window is presented to guide the operator through a message transmission of 'Undelivered' and 'Delivered' messages. This pop-up window will now default the 'Retransmit' checkbox to 'off', meaning that the operator will need to explicitly check the checkbox to request a re-transmit of messages that have already been transmitted.
4. It was possible under rare circumstances for the Agent program to display an exception condition when commanded by the Prism to show an error prompt. This has been corrected.

Spectrum Data Manager

1. The maximum allowed space on an encoded information screen has been increased by 50 characters.
2. The 'Operators' report on the 'Call Record Analysis' window contains a correction. The report was not counting a particular kind of call — one in which the operator answered the call before at least one second of ring time had accumulated and then placed the call on-hold to be picked up by another operator. The report has been modified to properly detect this call as an answered call by the original operator.
3. A correction has been made to the procedure for creating a periodic System Reminder scheduled to start at a time in the future beyond the current day. Before this correction, the periodic System Reminder would always start on the current day, regardless of the specified start date.
4. A correction has been made to the procedure for changing a scripted message. It was possible for the wrong message to be displayed to the operator after pressing the 'Save' key. This has been corrected.
5. A correction has been made to the procedure for changing a multi-page free-form-based 'IF Message'. If the first page of the message was not on display when the 'Save' key was pressed, the first page of the message would be over-written. This has been corrected.
6. A correction has been made to the procedure for defining a 'Group' in the Email Server. The software allowed a blank character to precede or follow the group name, but then subsequently would not recognize the group as valid. This has been corrected.
7. SDM maintains an internal log of various events. A separate log file containing these events is created each day and can be viewed using Notepad. The log can be helpful in trouble-shooting. With this update, the creation and deletion of an 'Alert' is now documented in the log, including the operator and station.