



COMPUTERISED
BUSINESS
SYSTEMS
INC.

Software Solutions

FOR THE TELECOMMUNICATIONS INDUSTRY

BEFORE INSTALLING NEW VERSION:

1. Backup your PC
2. Make sure you have CTS 2000 Version 7.06.00 installed.

CTS 2000 Version 7.06.00 **MUST** be installed before installing Version 8.00.00

New Features for the CTS 2000, Version 8.00.00

- A. Changes to the CTS Control (p. 1)
- B. New look for CTS Reports program (p. 2)
- C. Some Changes to the CTS Scheduler (p. 2)
- D. New Trunk Group Tracking feature in the CTS Setup (p. 3)
- E. Fixed some CTS Communications issues (p. 4)
- F. New Busy Hour, Server, Cornerstone, Misc, Combined QMS, Overflow, and On/Off Hour Reports (p. 4)
- G. Lots of New OM reports! (p.5-6)
- H. Eliminated open CTS Accumulator issues (p. 7)

Coming Soon

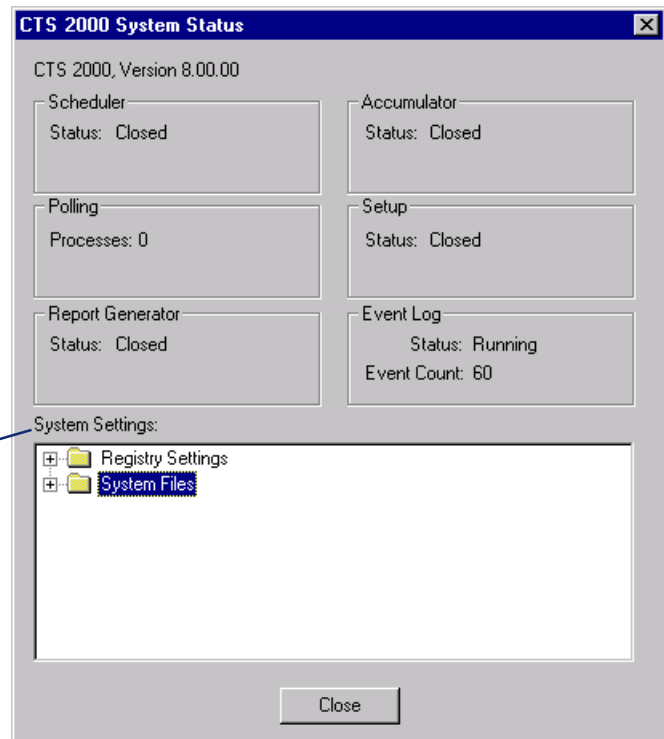
1. Additional OM reports
2. Automated report generation according to user defined schedule

A. Changes to the CTS Control

There is no popup status window when starting CTS now.

To access the CTS Status screen, RIGHT click on the CTS icon on the taskbar at the bottom of the screen and LEFT click on **Status**.

There is a new read-only (you cannot edit files here, just look at them) **System Settings** section on the Status screen that shows the CTS Registry Settings and System Files with times and dates. If you call CBSi Tech Support, you may be asked to go to this screen to easily see the CTS files.



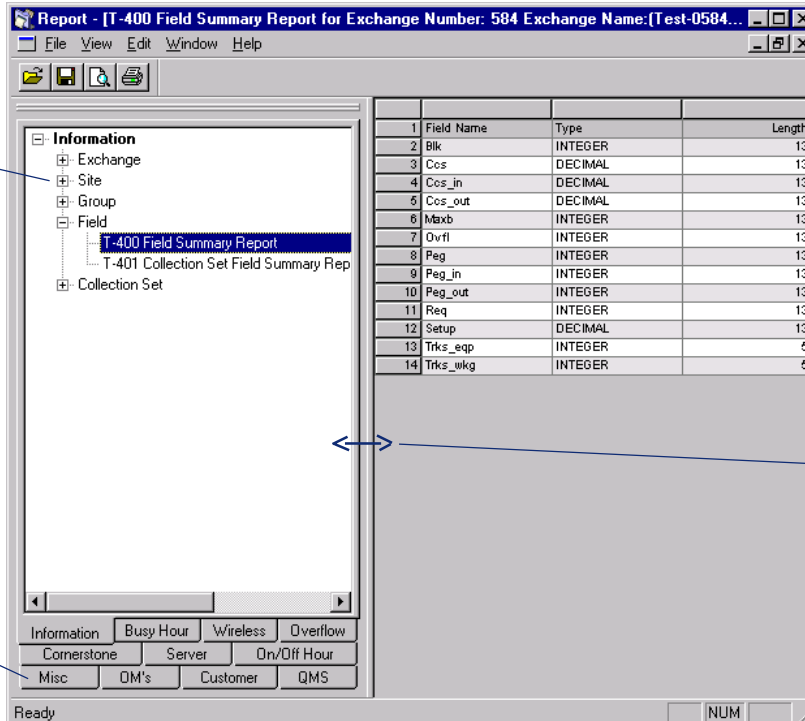


B. New Look for the CTS Reports Program!

The CTS Reports program now has the reports listed via tab on the left side of the screen for easier use!

View the different categories by clicking on the + sign to the left of the category. To run a report, double click on it.

Navigate each report type by clicking on the report tabs on the bottom left side of the screen.



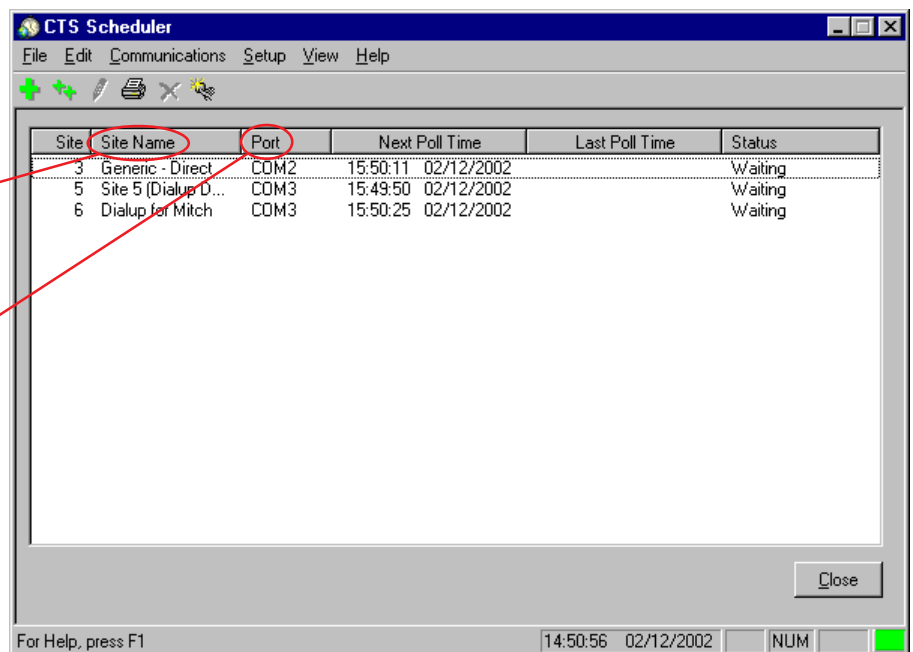
The report will appear on the right side of the screen.

Resize the two sides of the screen by moving your cursor over the edges of the window until it turns into an arrow, then click and drag the window to your desired size.

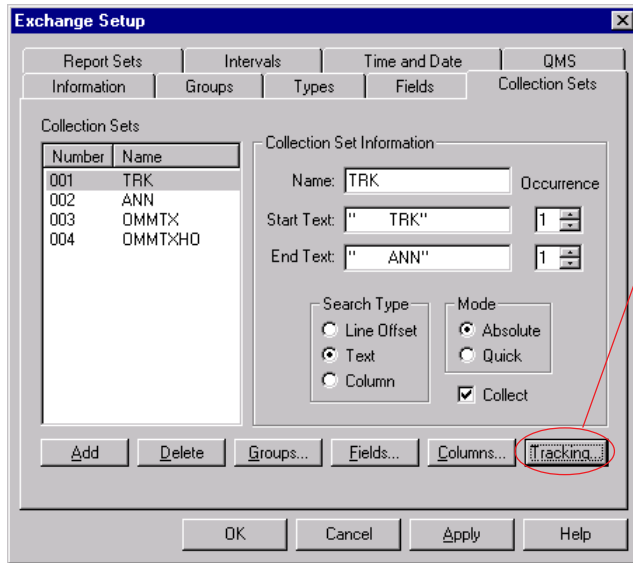
C. Changes to the CTS Scheduler

The scheduler now has a **Site Name** column that displays the name of the site, instead of just showing the Site Number.

The Scheduler also now has a **Port** column that displays the port that you will be dialing out of for each scheduled Site.



D. New Trunk Group Tracking Feature in CTS Setup

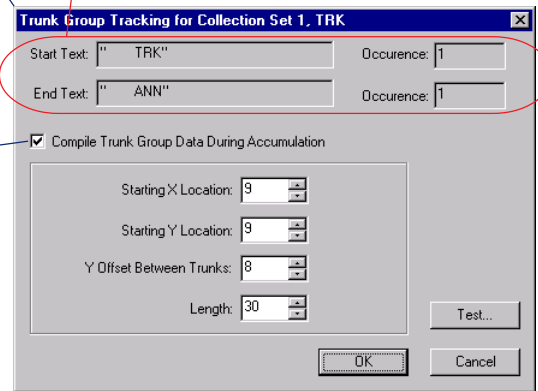


There is a new trunk group tracking feature in the CTS Setup!! This will allow you to run 2 new CTS Reports that will tell you of any new or changed trunk groups.

There is a new Tracking button on the Collection Sets tab of the Exchange Setup screen. Click on this to edit the Tracking settings.

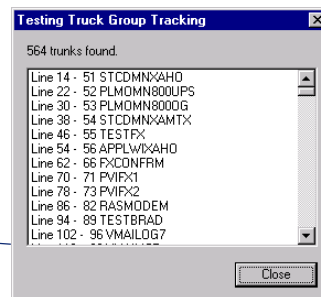
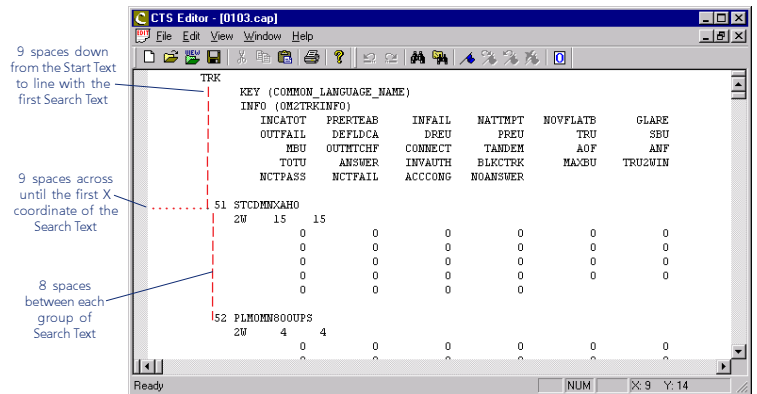
This is the Trunk Group Traffic Setting dialog box that will appear when you click on the Tracking button.

These fields are read-only and inherited from the previous screen's Collection Set Information area



Adjusting the Settings for Trunk Group Tracking

1. Check the "Compile Trunk Group Data During Accumulation" checkbox. This needs to be checked to enable Tracking. Tracking works by collecting data off the first poll from the days specified when running the tracking report(s).
2. Fill in the Starting X Location box. This is determined by using a sample capture file that is open in CTS Editor. Place your cursor on the first line in the capture file that contains the Search Text (See the X&Y Location in the Reference section of the CTS 2000 Setup Manual for more help). In this example, the cursor is placed at one space to the left of the first Search Text instance because later in the capture file, there are 3 digit numbers (i.e. 111) and that space will be filled.
3. Fill in the Starting Y Location box. The Starting Y Location is the number of lines between the start text specified on the Collection Set tab, and the first occurrence of your Search Text. In this example, it is 9, because there are 9 lines from TRK to the first occurrence of our Search Text, 51 STCDMNXAHO.
4. Fill in the Y Offset Between Trunks. This is the number of lines between each group of Search Text. In this example, there are 8 lines between each instance of Search Text.
5. Fill in the Length. This example uses 30 to make sure that all the Search Text is captured.
6. Now press the Test button and browse to a capture file to test. Here is an example of a successful test.





E. Fixed some CTS Communications Issues

Some previous buffering and VT100 issues are now fixed.

F. New Busy Hour, Server, Cornerstone, Misc, QMS, Overflow, & On/Off Hour Reports

New Busy Hour Reports

T-2304 Individual Group Monthly Average with Busy Hour Report
T-2305 Individual Group Daily Totals with Busy Hour Report
T-2805 Monthly 10 High Days Busy Hours Report
T-2806 Monthly 10 High Days Total Hours Report

New Server Reports

T-24140 Daily Dropped Calls Report
T-24150 Daily Call Failure Report
T-24160 Dropped Call Summary Report
T-24170 Call Failure Summary Report

New Cornerstone Reports

T-2900 Voice Port Count Daily Summary Report
T-2901 Voice Port Count Summary Report
T-2920 Daily Call Info Report
T-29210 Hourly Number of Calls Report
T-29200 Daily Number of Calls Report
T-29230 Monthly Number of Calls Report
T-29500 Daily Exceptions Report
T-29600 Hourly Load Per Line Report
T-29610 Daily Load Per Line Report
T-29620 Monthly Load Per Line Report
T-29700 Hourly Average Holding Time Report
T-29710 Daily Average Holding Time Report
T-29720 Monthly Average Holding Time Report

New Misc Reports

T-2734 Summary - Average Calendar Day Report
T-2433 Daily User Selectable Weekly Summary Report
T-2434 Daily User Selectable Summary Report
T-2435 Daily Individual Group Summary Report
T-2436 Daily - Weekly Summary Peg and Usage Report
T-2437 Daily - Weekly Summary Report
T-2438 Daily Local/Toll/EAS Analysis Report

New Combined QMS Reports

T-6100 Quarter Hour QMS/OM Combined Report
T-6200 Half Hour QMS/OM Combined Report
T-6300 Hourly QMS/OM Combined Report
T-6400 QMS/OM Combined Daily Summary Report

New Overflow Reports

T-2121 Daily Overflow Report
T-2122 Summary Overflow Report
T-2426 Maintenance Exception Report

New On/Off Hour Reports

T-1701 Daily Tone Speed Busy Hour On & Off Report
T-1702 BRSTAT Busy Hour



G. Lots of New OM reports!

<u>OM Name</u>	<u>OM Report Numbers</u>
OM AABS	21211, 22211, 23211, 24211, 27211
OM ACB	21212, 22212, 23212, 24212, 27212
OM AMA	21214, 22214, 23214, 24214, 27214
OM AR	21216, 22216, 23216, 24216, 27216
OM C7MTP	21226, 22226, 23226, 24226, 27226
OM C7SCCP	21229, 22229, 23229, 24229, 27229
OM C7SCPCO	21230, 22230, 23230, 24230, 27230
OM CAINAGOM	21390, 22390, 23390, 24390, 27390
OM CAINIP	21391, 22391, 23391, 24391, 27391
OM CAINLNP	21392, 22392, 23392, 24392, 27392
OM CAINMSGR	21393, 22393, 23393, 24393, 27393
OM CAINMSG	21394, 22394, 23394, 24394, 27394
OM CAINNCRS	21395, 22395, 23395, 24395, 27395
OM CAINOM	21396, 22396, 23396, 24396, 27396
OM CAINTRIG	21397, 22397, 23397, 24397, 27397
OM CAINUIF	21398, 22398, 23398, 24398, 27398
OM CALLWAIT	21231, 22231, 23231, 24231, 27231
OM CAUCPSCT	21232, 22232, 23232, 24232, 27232
OM CAUCPSYS	21233, 22233, 23233, 24233, 27233
OM CBK	21234, 22234, 23234, 24234, 27234
OM CDACTS	21235, 22235, 23235, 24235, 27235
OM CDMCCS	21236, 22236, 23236, 24236, 27236
OM CF6P	21239, 22239, 23239, 24239, 27239
OM CFRA	21240, 22240, 23240, 24240, 27240
OM CNAB	21241, 22241, 23241, 24241, 27241
OM CNAMD	21242, 22242, 23242, 24242, 27242
OM CND	21243, 22243, 23243, 24243, 27243
OM CNDB	21244, 22244, 23244, 24244, 27244
OM COT	21246, 22246, 23246, 24246, 27246
OM CPUSTAT	21250, 22250, 23250, 24250, 27250
OM DRCW	21252, 22252, 23252, 24252, 27252
OM DS1CARR	21253, 22253, 23253, 24253, 27253
OM DSPRMAN	21380, 22380, 23380, 24380, 27380
OM EACARR	21256, 22256, 23256, 24256, 27256
OM EASHRTRK	21257, 22257, 23257, 24257, 27257
OM ENETMAT	21258, 22258, 23258, 24258, 27258
OM ENETPLNK	21260, 22260, 23260, 24260, 27260
OM ESP	21262, 22262, 23262, 24262, 27262
OM EXT	21263, 22263, 23263, 24263, 27263
OM FTRQ	21264, 22264, 23264, 24264, 27264
OM HPCBASIC	21385, 22385, 23385, 24385, 27385
OM HPCTRKGP	21386, 22386, 23386, 24386, 27386



G. Lots of New OM reports *continued...*

<u>OM Name</u>	<u>OM Report Numbers</u>
OM IBNAC	21266, 22266, 23266, 24266, 27266
OM IBNSG	21268, 22268, 23268, 24268, 27268
OM ISGCPU	21281, 22281, 23281, 24281, 27281
OM ISGOVLD	21282, 22282, 23282, 24282, 27282
OM LNP	21289, 22289, 23289, 24289, 27289
OM MTXDCALL	21290, 22290, 23290, 24290, 27290
OM NARUSAGE	21292, 22292, 23292, 24292, 27292
OM ONI	21300, 22300, 23300, 24300, 27300
OM PRADCHL2	21307, 22307, 23307, 24307, 27307
OM PRAFAC	21308, 22308, 23308, 24308, 27308
OM PRP	21309, 22309, 23309, 24309, 27309
OM RADAR	21312, 22312, 23312, 24312, 27312
OM RCF	21313, 22313, 23313, 24313, 27313
OM RCLCDIS	21315, 22315, 23315, 24315, 27315
OM SCA	21318, 22318, 23318, 24318, 27318
OM SCF	21319, 22319, 23319, 24319, 27319
OM SCRJ	21320, 22320, 23320, 24320, 27320
OM SITE for RLM	21321, 22321, 23321, 24321, 27321
OM SITE for RPM	21322, 22322, 23322, 24322, 27322
OM SITE2	21323, 22323, 23323, 24323, 27323
OM SLLNK	21324, 22324, 23324, 24324, 27324
OM SLLNKINC	21370, 22370, 23370, 24370, 27370
OM SVCT	21371, 22371, 23371, 24371, 27371
OM TFCANA	21328, 22328, 23328, 24328, 27328
OM TLDNPOM	21360, 22360, 23360, 24360, 27360
OM TRA125M1	21332, 22332, 23332, 24332, 27332
OM TRA125M2	21333, 22333, 23333, 24333, 27333
OM TRA250M1	21334, 22334, 23334, 24334, 27334
OM TRA640M1	21361, 22361, 23361, 24361, 27361
OM VFGUSAGE	21346, 22346, 23346, 24346, 27346
OM XASTAT	21348, 22348, 23348, 24348, 27348



H. Eliminated Open Accumulator Issues

- Fixed a problem with rebuilding P-Files after adding/removing fields in the Setup. You no longer have to delete P-files before accumulating when you add or remove fields in the Setup!
- For sites with multiple separators that take a long time to process (splitting up capture files), there is a new feature that will do the splitting in memory if the machine has a minimum of 128 MB of RAM. To turn this new feature on, please call CBSi Technical Support at 1-800-895-5550 or (507)895-8600.
- We are continuing to make the group and field equations more stable. We have fixed several crash issues caused by invalid equations. If you encounter any further issues, please let us know.

Other Announcements

Please visit our website and see if you have the latest Documentation!

The Setup manual and Reference manual for Version 8.00.00 will be on the website for download as soon as they are finished. Use these notes for reference until then. If you have any questions on this newest release of the CTS 2000, please call us: 1-800-895-5550 or (507)895-8600