



PROGRAM BULLETIN #030 ed05, Alcatel 4400 WBM

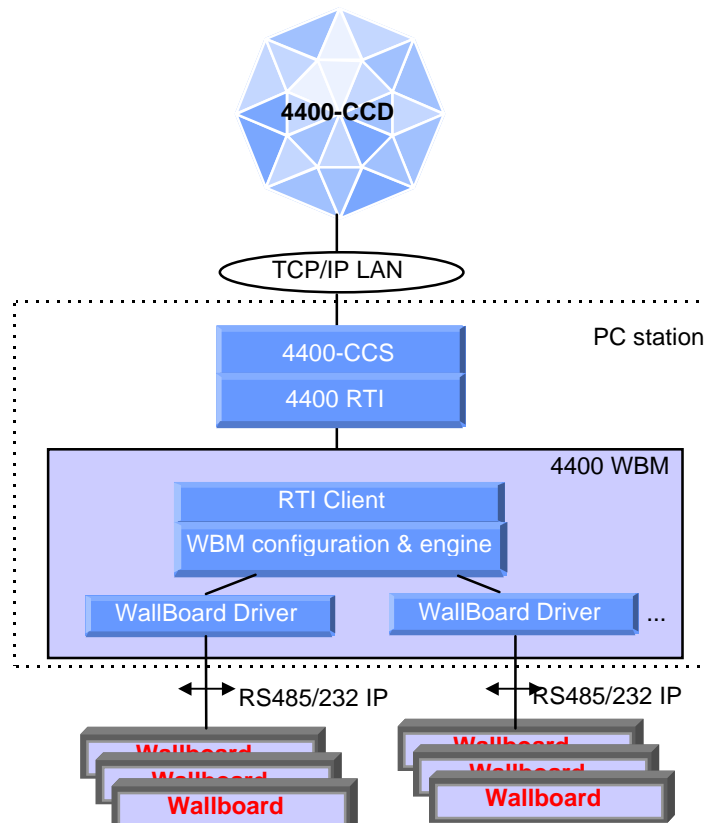
Wall Board Manager for Alcatel OmniTouch

1. Summary

The Alcatel OmniPCX 4400 WallBoard Manager (WBM) is a windows based user friendly application which drives wall displays. It uses the OmniPCX 4400 Real Time Interface and its underlying OmniPCX 4400 CCS. The WBM application can run either on a live CCS station or on a dedicated PC (in that last case the CCS application runs in hidden mode).



2. Architecture



3. Supported wallboards

Provider	Model	Ref.	Availability	Lines X chars	Char. Height	Colors	Flashing	Beep
Alcatel	(1)	3BH11421 AA	Now	1 * 12	5 cm	Red	Yes	No
Alcatel	(2)	3BH11422 AA	01/99	2 * 16		3 colors	Yes	Yes
ADAPTIVE	AlphaPremiere 4000 Series (3)	4120 C 4160 C 4200 C 4240 C	Now	1 line 13 c up to 2 lines 40 c	120mm to 53 mm	3 colors (Red, Green & Amber)	Yes	Yes
ADAPTIVE	AlphaPremiere 9000 Series (3)	9120 C 9160 C 9200 C 9240 C	Now	1 line 13 c up to 5 lines 40 c	240 mm to 38 mm	3 colors (Red, Green & Amber)	Yes	Yes

(1) WallBoard 1X12 char B&W

(2) WallBoard 2x16 char 3 colors

(3) Refer to the following table for more details about the ADAPTIVE Wallboards.

Feel free to contact ADAPTIVE Micro Systems (33) 476 14 76 00

Adaptive Wallboards	Lines x Characters (Typically)	Other Lines x Characters	Interfaces	Part Number
AlphaPremiere 4120C	2 x 20, 50 mm	1 to 2 x 13 to 20	RS485 or TCP/IP (10BaseT)	1140-1117
AlphaPremiere 4160C	2 x 26, 50 mm	1 to 2 x 17 to 26	RS485 or TCP/IP (10BaseT)	1140-1118
AlphaPremiere 4200C	2 x 33, 50 mm	1 to 2 x 22 to 33	RS485 or TCP/IP (10BaseT)	1140-1119
AlphaPremiere 4240C	2 x 40, 50 mm	1 to 2 x 26 to 40	RS485 or TCP/IP (10BaseT)	1140-1120
AlphaPremiere 9120C	4 x 20, 50 mm	1 to 4 x 13 to 20	RS485 or TCP/IP (10BaseT)	1142-1112
AlphaPremiere 9160C	4 x 26, 50 mm	1 to 4 x 17 to 26	RS485 or TCP/IP (10BaseT)	1142-1113
AlphaPremiere 9200C	4 x 33, 50 mm	1 to 4 x 22 to 33	RS485 or TCP/IP (10BaseT)	1142-1114
AlphaPremiere 9240C	4 x 40, 50 mm	1 to 4 x 26 to 40	RS485 or TCP/IP (10BaseT)	1142-1115

Alcatel Wall Boards can be used to display information from Genesys Stat Server or from IVRs. Please contact Alcatel Professional Services



With WBM 4.1, the 4 lines scrolling message is available, especially with Adaptive Wallboards AlphaPremiere 9000 Series.



With WBM 4.2, IP connectivity is possible with Adaptive internal wallboards.

Alpha Premiere Series 4000C

2 lines with Serial or Ethernet connection

Alpha Premiere Series 9000C

4 lines with Serial or Ethernet connection

4. Support of external wallboards :

A formal request for integration within the Alcatel Wall Board Manager must be issued to the Contact Center Product Marketing manager with the following information :

1. manufacturer address & contact
 2. complete wallboard identification & description
 3. detailed specification of the wallboard control protocol
- The answer - based on a feasibility analysis by R&D - can either be positive or negative. In the latter case, the wallboard vendor still has the option to hook its wallboard directly to the 4400 RTI.
 - In case of a positive answer, the vendor must be prepared
 1. to pay an up front fee in the range of 50 to 100 KF to cover :
 - * the development and testing of the wallboard driver with the provided wallboard,
 - * the non-regression tests in case of evolution of the real time interface or the Wall Board Management Application.
 2. to provide one sample of each wallboard type to be supported for testing and on going validation with new versions of OmniTouch, especially Wallboard Manager.
 3. to pay a yearly fee in the range of 20KF to cover hot line support, adaptation and validation with new version of WBM.

5. Deliverable description and dependencies

WBM	RTI	CCS	CCD
v1.0	v1.0	v4.0	v2.5 (4400 R2.1)
v1.0	v1.0	v4.0	v3.0 (4400 R3.0)
v1.1	v1.1	v 4.5	v 4.1 (OmniPCX 4400 R4.1)
v4.1	v1.1	v 4.6	v 4.1 (OmniPCX 4400 R4.1)
v4.2	v1.1	v4.7	v4.2 (OmniPCX 4400 4.2)

Note 1 : CCS is always upwardly compatible with CCD; e.g., you can connect a CCS V4.7 to a CCD V2.5 or higher, but CCD V4.1 needs a CCS V4.5 or higher.

Note 2 : RTI v1.1 adds data on objects of type Filter for ACR distribution.

Note 3 : a given version of the WBM can be connected to any version of the CCS that provides the same RTI version . E.G : WBM V4.1 (RTI V1.1) can be connected from CCS V4.5 to V4.7 (also RTI V1.1).

WBM requires the 4400 RTI Real Time I/F (ref : 3BA 09188 AA). WBM is charged through the RTI it uses. WBM software and documentation are provided on the 4400 WBM CD-ROM (3BH 11419 AA) either bundled with the Alcatel own wallboards or purchased as a separate item when used with external wallboards RTI requires CCS v4.0 or upwards.

The WBM can run on the same PC than the CCS, or on another PC. In the later case, you must configure DCOM in order to declare on which machine the CCS is located.

To display information from different CCD sites, the WBM must be connected to a multi-site CCS.

If the WBM is run when the CCS is not launched, the CCS will be started automatically in hidden mode. In this case, the CCS does not need a mono-site or multi-site token to connect to the CCD sites. You must then configure the CCS so that it connects automatically to the wanted site(s) at startup.

WBM can only display information from the sites to which the underlying CCS application is connected.

6. Overview of the WallBoard Manager application

The WallBoard Manager (WBM) is a highly flexible management application to build templates of real time CCD information. Through WBM, the user can define templates which are displayed on the wallboards with the programmed attributes & controls and in conformance with the defined time line sequence. The displays are automatically updated if any modifications related to them occurs.

WBM offers a straightforward user interface with manipulation by names, a unique interface for creation and modification, instant refresh (changes propagation) & consistency checking.

General concepts

All of the following points are common to the entire application, to ensure a unified handling throughout the program and to make sure the user won't be confused.

- Look-and-feel
Microsoft recommendations are respected (cut-and-paste, menus, and toolbars...).
- On-the-fly modifications
The wallboard displays are automatically updated if any modification related to them occurs.
- At-a-glance interface
Each item of the interface will let you know instantly what you can do and what you can't. It allows the user to know what's legal to do at a glance.
- Instant refresh
Any change in a window is immediately reflected in the others if necessary.
- Naming
Each object has a name. It allows a greater clarity and an easier handling.
- Unified creation or modification
The objects can be created, modified or removed the same way throughout the program : enter the information (or select an object) then use one of the four buttons (Create/Remove/Apply/Cancel).
- Dependencies checking
Any object which is used by another one can't be removed from the configuration (the interface won't let you remove it, see At-a-glance interface point)

Configuration concepts

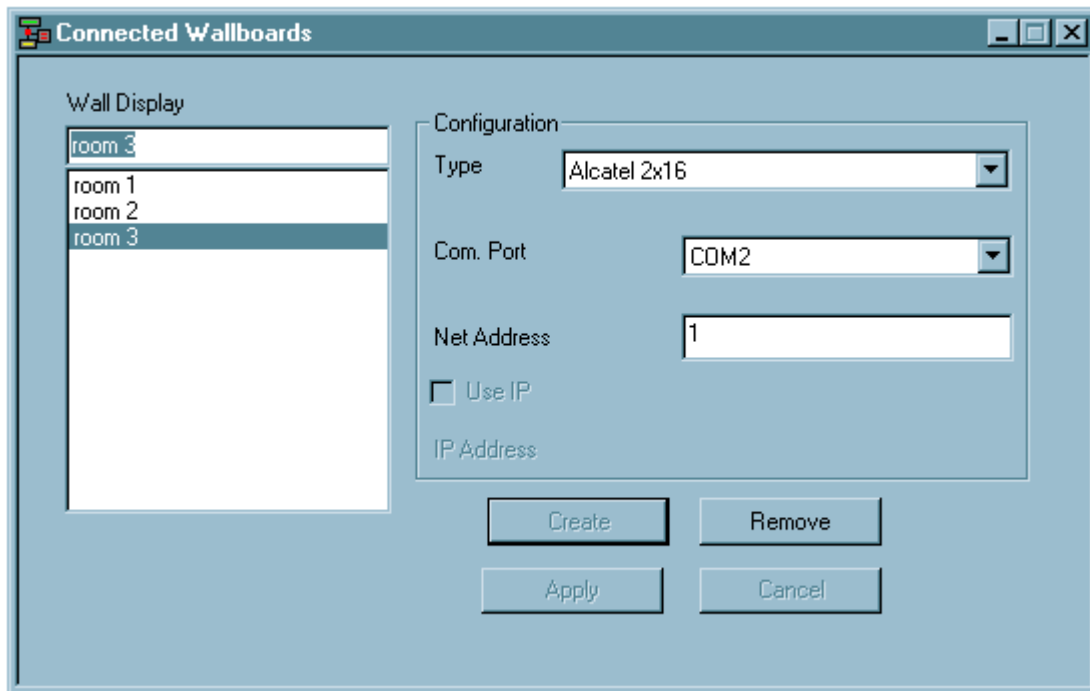
Configuration	
W	Wallboards Ctrl+W
T	Templates Ctrl+T
S	Sequences Ctrl+Q
L	Time Line Ctrl+L
M	Messages Ctrl+M
A	Attributes Ctrl+A

Each of these objects corresponds to a step in defining a configuration to display information.

WallBoards

Wallboards are defined by a name, a type and connection parameters

- for serial linked wallboards :RS485/RS232 port and network address - when several wallboards are connected to the same serial line, realizing a network.
- For IP linked wallboards : IP address.

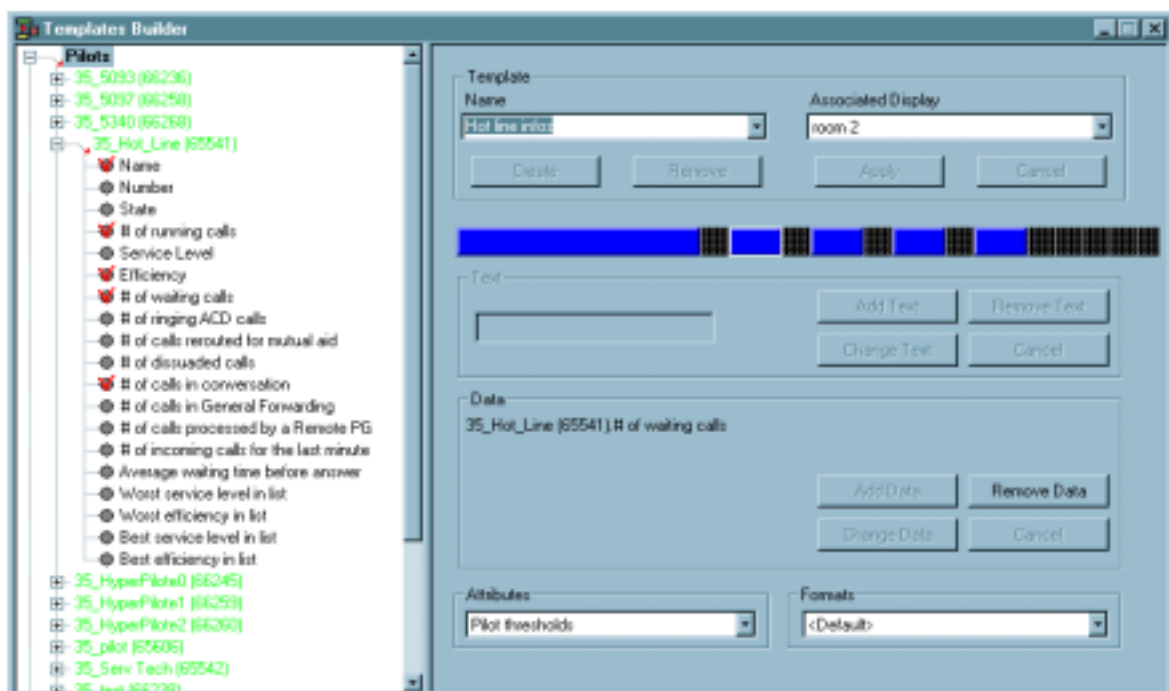


Templates

A template is defining what is to be displayed on one line of a given wallboard. WBM supports an unlimited number of templates.

The template builder allows to select any of the available real-time information and select an area on the line where it will be displayed. An attribute can be associated to each item put in the template.

You can also set constant strings anywhere in the template.



Sequences

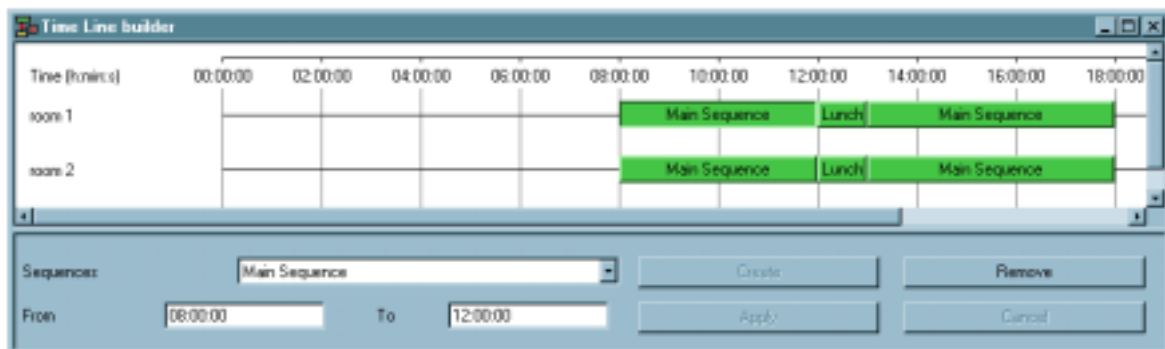
Sequences allows to schedule defined templates.

Sequences are periodic (e.g. if it's played during three hours (see Time Line) and that it's one minute long, it will be looped during these three hours).



Time Line

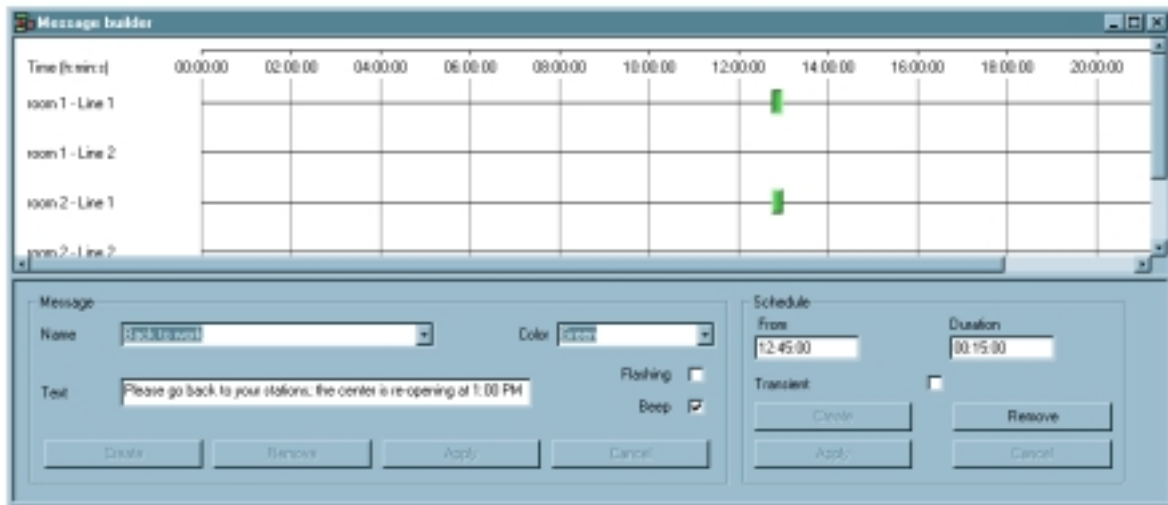
Time Line allows to specify when to display a sequence as indicated in the Time Line builder hereunder. The presented time line can be zoomed in and out.



Messages

In addition to real time information, messages can be defined. A Message is basically a line of text. The messages have the priority on the templates: a template won't be displayed on a dedicated line as long as this line is displaying a message.

The presented time line can be zoomed in and out.

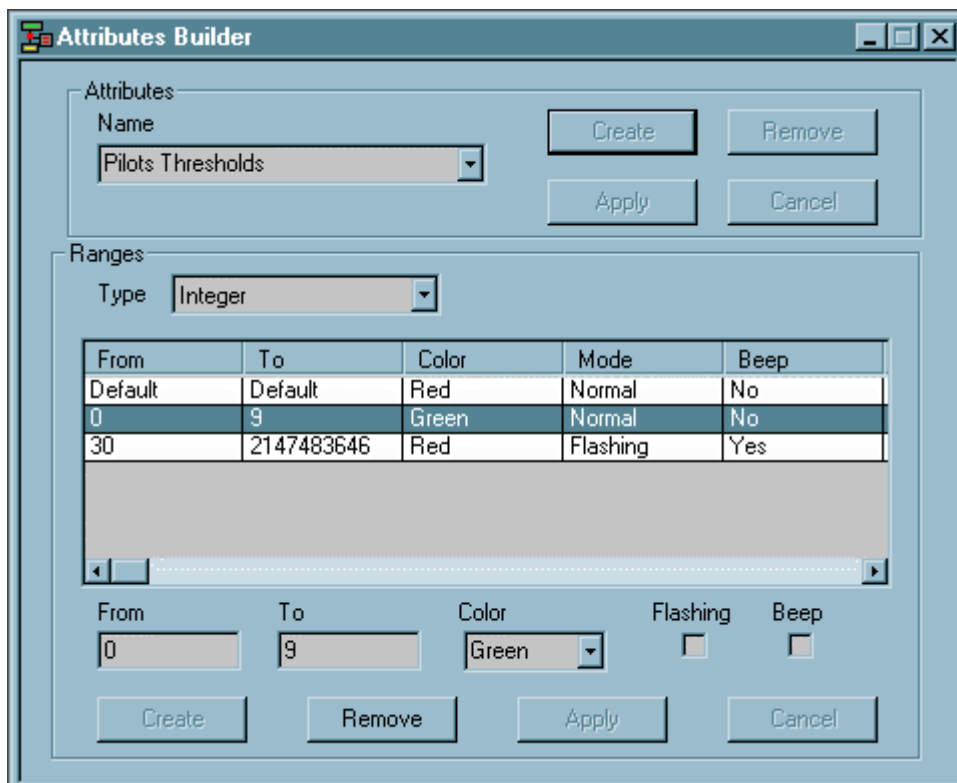


Attributes

An attribute can be associated to each element of a template specifying how such information is displayed (e.g. color and flashing).

But the main goal of Attributes is to provide a way to let the user choose thresholds for numerical values : when such a threshold is reached, the information is displayed with the display attributes specified with the threshold.

The associated window, the Attributes Builder, let you define as many Attributes as you want.



Run-time

Two run time modes are offered :

- normal execution
- play back allowing the supervisor to simulate execution at a given time



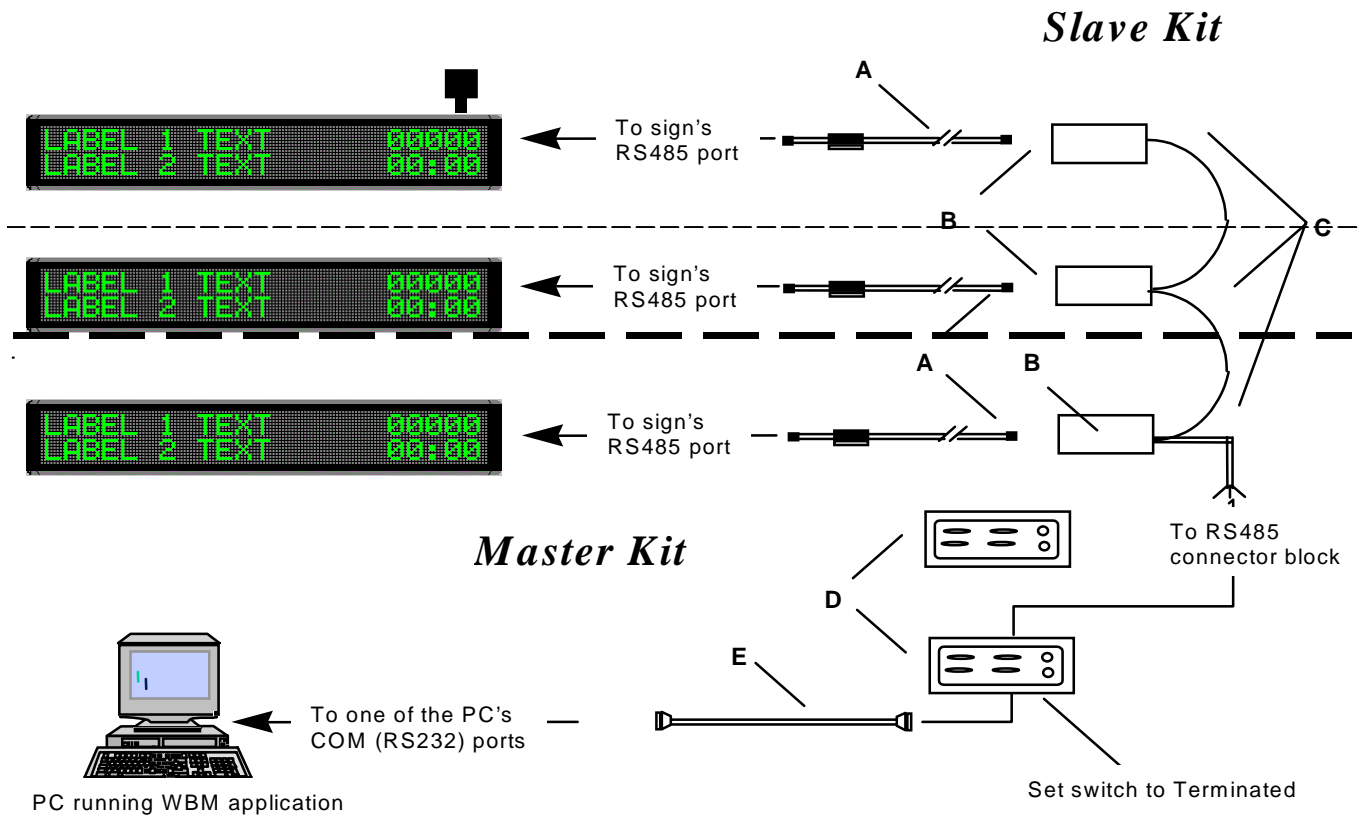
7. Languages supported by WallBoard Manager

With WBM 4.2, Hungarian Slovakian, and US English have been added to the available languages.

Thus 10 languages are now available : English, US English, Portuguese, Portuguese for Brazil, Spanish, French, Polish, Slovakian, Hungarian, and German.

Appendix 1: Connection kit for the AlphaPremiere 4000 & 9000 Series

RS485 Network :



Master Kit :

Item	Part #	Description
A	1088-8624	2,5 meters(8-foot), RS485 cable
B	1088-9103	Modular Network Adapter
D	1088-1111	Converter Box III with a Converter box III AC Adapter : Pn 4011-1201 (120 volts), USA Pn 4011-4201 (230 volts), European
E	1088-8634	Type A9 RS232 cable (connects Converter Box III to RS232 port)

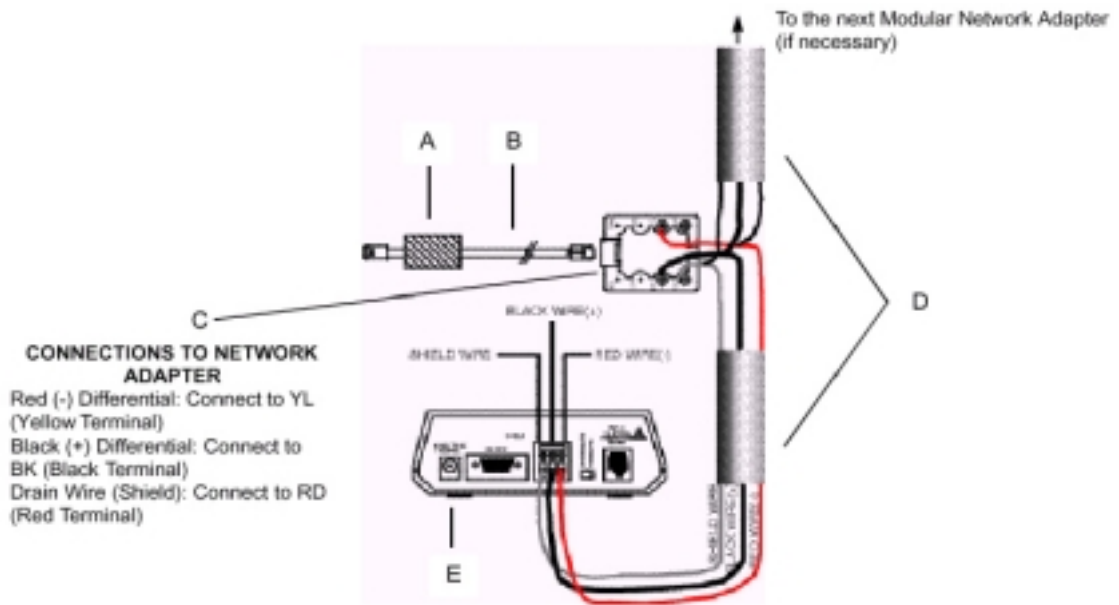
Slave Kit :

Item	Part #	Description
A	1088-8624	2,5 meters(8-foot), RS485 cable
B	1088-9103	Modular Network Adapter

Optional :

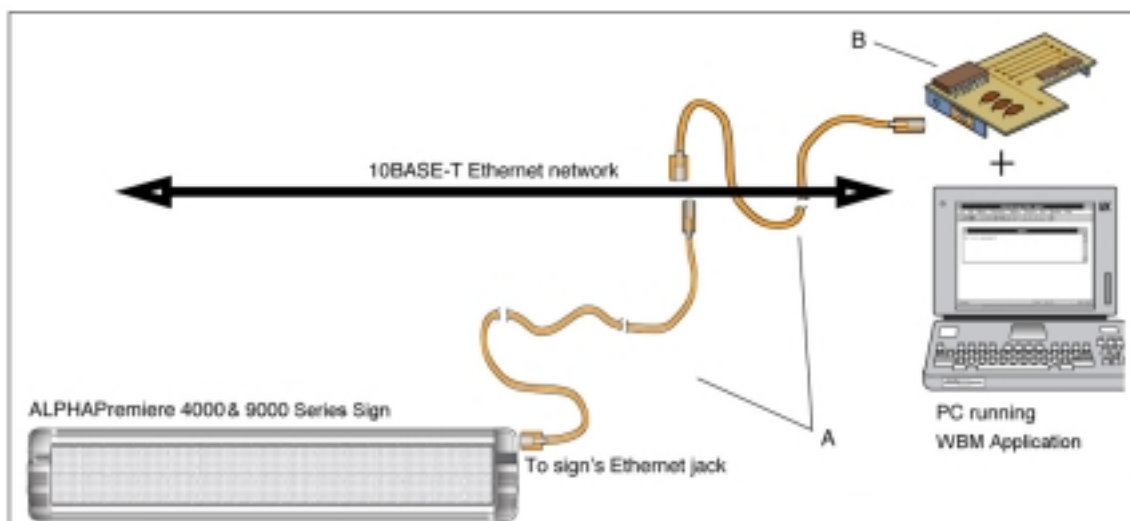
C	1088-8002	300 meters (1000-foot) RS485 Shielded Plenum Cable
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Appendix 2 :How to connect the Modular Network Adapter to the Convertor Box



	P/N	Description
A	—	Ferrite: Insert the end of the 4-conductor data cable (B) with the ferrite core into the RJ11 port on the electronic display - the ferrite core must be closer to the electronic display than it is to the modular network adapter.
B	1088-8624	RS485 2.5m cable
	1088-8636	RS485 0.3m cable
C	4331-0602	Modular Network Adapter
D	1088-8002	RS485 (300m) bulk
E	1088-1111	RS232/RS485 convertor box

Appendix 3 : How to connect the AlphaPremiere 4000 & 9000 Series to a TCP/IP Network?



Item	Part #	Description
A	—	Ethernet cabling (not supplied)
B	—	Ethernet card for PC (not supplied)