

# CHAPTER 15

## Visual Queue Report



This chapter describes how to configure and use Visual Queue Report, including customization, alarm, and graphing features. The following topics are covered.

- What is Visual Queue Report?
- Configuration
- Using Visual Queue Report
- Troubleshooting

Name	Split	Queue	LWC	ETA	Agents	Ready	Break	Work	Talk
West Coast Sales	1007	29	2:15	1:57	17	0	1	1	15
Help Desk	1006	1	0:15	0:13	28	0	2	1	25
East Coast Sales	1003	0	0:00	0:00	54	5	4	5	40
Customer Service	1002	16	2:59	2:59	12	0	1	3	8
Hotline	1005	1	0:15	0:13	28	0	2	1	25
=====									
Calculations		47	1:08	1:04	139	5	10	11	113

## What is Visual Queue Report?

Visual Queue Report is a fully configurable, real time split report that can display queue parameters in lists, graphs and pie charts. With Visual Queue Report, any PC terminated on the same LAN as CTI Server can access real time information about specific ACD groups (splits). By opening a desktop window, an agent, supervisor, or administrator can display the following parameters for each split.

- Split number and name
- Number of calls in a queue, and the ETA of inbound calls
- The hold-time the Longest waiting call
- The total number of agents logged-in
- The current number of agents in any given workstation mode

Each workstation can uniquely display any combination of splits in individual or multiple desktop windows. When a display contains more than one split, a summary row provides totals, averages, and high/low information for each parameter.

The built-in Alarm utility allows users to create and monitor unique alarm profiles for any single split or group of splits. Graphing features allow you to plot selected queue parameters in real time, as they change over the course of a shift, workday, or any specified period.



## Configuration

This section shows you how to configure the server, the ACD, and the target Workstation to run Visual Queue Report. You can install the program on any Workstation connected to the same LAN as CTI Server.

To obtain ACD split reports, Queue Report registers on startup with the TFB Workstation Server module on CTI Server. It exchanges data with Workstation Server via a standard client-server, TCP/IP sockets interface (wsock32.dll). Note that the workstation or host PC must be configured to use TCP/IP with a fixed or dynamic IP address assigned (DHCP).

### Configuring CTI Server

CTI Server supports Visual Queue Report on the LAN with no additional configuration, provided the Workstation Server and ACD Connect support programs have been properly launched. With CTI Server running, ensure that those programs are shown in the Taskbar.

-  TFB Workstation Server      **Workstation Server**
-  TFB ACD Connect      **ACD Connect**

If either button is missing from the Taskbar, restart the CTI server window, and consult the CTI Server Manual, Chapter 2, "Configuring CTI Server".

### Configuring the ACD

Queue Report can access split information for all splits defined in the ACD without additional ACD configuration, provided Infolink is operational. Consult the NEC documentation to properly configure the desired splits.

**More Information** – See NEC ACD Configuration documentation for more information on configuring ACD Groups.

## Configuring the Workstation

If you have properly completed the Visual Queue Report installation procedure, the program will execute without further changes to the target Workstation.

To check installation, ensure that the workstation is configured for TCP/IP with a dynamic IP addresses (DHCP), and that the following files are installed.

- **tqr.exe** (Visual Queue Report program file) must reside in the tfb\bin directory.
- **wsock32.dll** must reside in the tfb\bin directory.

## Optional Configuration

To take advantage of *extended* VQD Alarm features, the target workstation must be configured with the following options.

- **Soundblaster-compatible Sound Card**

The VQD Alarm utility provides the option to speak a .WAV file when an alarm is triggered. For this feature to work properly, the PC must be configured with a Soundblaster-compatible sound card and speakers.

- **Email**

The VQD Alarm utility can also send an email to a specified address when an Alarm is triggered. The PC must be configured to send email for this option to work properly.

Other *alarm* and display features will function properly with or without the above options installed.

**More Information** – *See PC documentation for more information on configuring PC audio and Email.*


## Using Visual Queue Report

This section shows you how to start Visual Queue Report, customize the split window, set alarms, display a graph of split parameters, and save all your custom information to a VQD 'Profile' file for later use.

### Starting Queue Report

You can start Queue Report from the desktop of any PC on the network (including CTI Server) provided it's installed locally on that system.

To start Queue Report

- 1 Double-click the VQD icon on the Workstation desktop.  Visual Queue Display
- 2 Follow the instructions under "Entering Startup Data" on page 5.

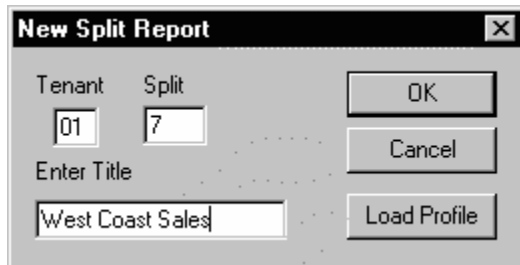
### Alternate Ways to Start Queue Report

For the convenience of agents, administrators, and supervisors alike, you can also start Queue Report from the menu bar of several APM applications as follows.

- From the Agent Workstation window: Click the **Tools** menu, and select **TFB Visual Queue Report**.
- From the CTI Server window: Click the **Tools** menu, and select **TFB Visual Queue Report**.
- From an active VQD window: Click the **Splits** menu, and select **New Split Report**.

## Entering VQD Startup Data

Regardless of how Queue Report is launched, it will first prompt you to either enter a split, or load a Profile from the following dialog.



### To enter a split at startup

- 1 Enter a tenant number in **Tenant** from 1 to 9 (typically '1').
- 2 Enter a valid split number from 0 to 999 in **Split** (must be configured in ACD).
- 3 Enter a split name for display purposes in **Enter Title** (8 characters).
- 4 Click **OK**.

This procedure initializes the program with one split in the window. Once Queue Report is running, you can add and delete splits as required. Up to 24 splits per window are allowed.

### To load a Profile at startup

A 'Profile' is a pre-defined Queue Report configuration file, which includes a list of splits in the display, alarm definitions, and graphing preferences. If you are starting Queue Report for the first time, a Profile may not yet have been created, so enter a split at startup instead. Otherwise, to load an existing Profile:

- 1 Click **Load Profile**.
- 2 Enter the file name without an extension.
- 3 Click **Open**.

More Information – See “*Defining and Using VQD Profiles*” in this chapter.

## The Display Window

The display shows parameters for each split in the list – Queue size, LWC (longest waiting caller), ETA, and agent status. When two or more splits are listed, Queue Report automatically displays *Calculations* for each parameter along the bottom row.

All Queue Report features and commands for configuring, customizing, and changing the display are accessible from the **Splits**, **Totals**, **Alarms**, **Graphing**, and **Profiles** menus.

The **File** and **Edit** menus are *not* supported.

Parameter labels —

The Calculations row

Name	Split	Queue	LWC	ETA	Agents	Ready	Break	Work	Talk
West Coast Sales	1007	29	2:15	1:57	17	0	1	1	15
Help Desk	1006	1	0:15	0:13	28	0	2	1	25
East Coast Sales	1003	0	0:00	0:00	54	5	4	5	40
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Hotline	1005	1	0:15	0:13	28	0	2	1	25
===== Calculations		47	1:08	1:04	139	5	10	11	113

## Split Parameters

Parameter	Description
<b>Name</b>	User-defined split name for display purposes (20 characters).
<b>Split</b>	User-defined tenant (first digit) and split number (last 3 digits).
<b>QUE</b>	Number of calls currently in the queue for that particular split.
<b>LWC</b>	Time Longest Waiting Call has been in the queue for that split.
<b>ETA</b>	Current estimated waiting time (time to an agent) for the split.
<b>AGTS</b>	Total number of agents in the split.
<b>RDY</b>	The number of agents at 'Ready' status in the split.
<b>BRK</b>	The number of agents at 'Break' status in the split.
<b>WRK</b>	The number of agents at 'Work' status in the split.
<b>CALL</b>	The number of agents on an ACD call in the split.
<b>CALCULATIONS</b>	A calculated parameter for all splits in the column. You can configure the calculation for any given parameter to be a SUM (QUE and AGTS only), an AVERAGE, the HIGHEST, or the LOWEST of the values in the column.

## Customizing the Display Window

There are several options for customizing the contents of the split window. You can add and delete splits from the current display, set alarms based on any split parameter, and display a graph or pie chart of split parameters in real time. You can also configure the Calculations line to display the Average, Highest value, Lowest value, or the Sum of the reporting set. You can have multiple windows open on the desktop, and each can be uniquely configured, and with up to 24 splits per window. Once you have set preferences for any window, you can save all your custom display and alarm definitions in 'Profile' files for repeated use.

Queue Report windows are updated by CTI Server every 10 seconds, so any changes you make to the display – adding a split, setting an alarm, and so on – will not take effect until the update occurs.

## Defining and Using Queue Report Profiles

Before defining alarms, or customizing displays, it's important to know how to save all your settings to a Queue Report Profile file for reuse. A Profile is a file that contains all the user-defined settings for a given setup – split names and numbers, custom alarm settings, Calculations, and graphing preferences.

### To save the current Profile

- 1 From the **Profiles** menu, select **Create**.
- 2 Enter a name for your Profile, and click **Save**.

Your filename is automatically saved with a '.wbp' extension. Note that when you load a Profile, its filename becomes the title of the Queue Report window, so using descriptive filenames makes for more effective display titles.

### To load a Profile

The default location for Queue Report Profile files is '/tfb/bin'.

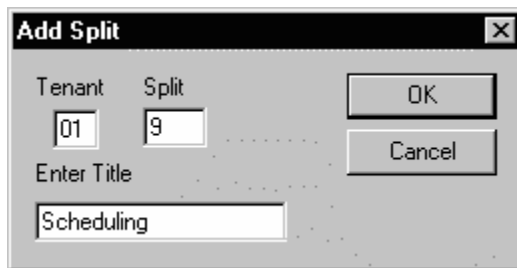
- 1 Click **New Split Report** on the Splits menu.
- 2 Click **Load Profile**.
- 3 Select the file from the '*tfb\bin*' folder.
- 4 Click **Open**.

## Adding and Deleting Splits from the List

You can display from 1 to 24 splits in a single Queue Report window.

To add a split to the list

- 1 Select **Add Split** from the **Splits** menu.
- 2 The Add Split dialog appears. Enter the split name in **Enter Title**



- 3 Enter the split number in **Split**
- 4 Enter the tenant number in **Tenant** (usually '1')
- 5 Click **OK**.

The tenant number is normally '1' unless you are on a multi-tenant system.

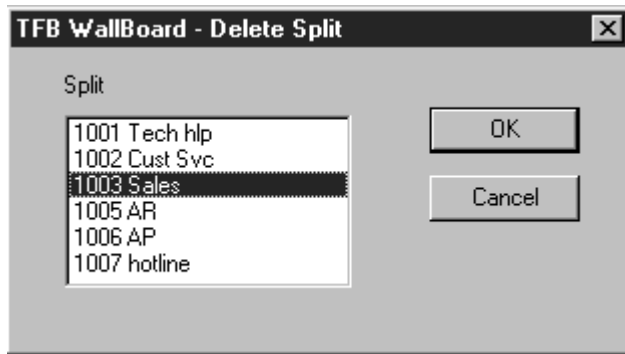
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**NOTE** Queue Report will actually allow you to add split numbers that have not been configured in the ACD. However, any invalid splits will report zeroes for all parameters! Pre-configure all splits in the ACD to ensure valid split reports.

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To delete a split from the list

- 1 Click the **Splits** menu and select **Delete Split**.
- 2 The dialog box lists all splits in the current list. Select the split to be deleted, then click **OK**.



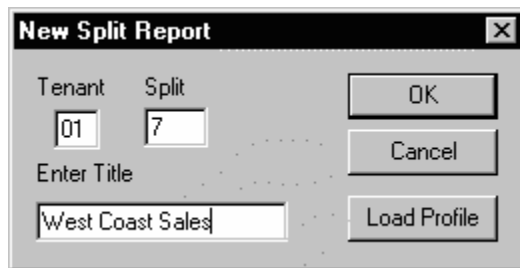
Note that you can delete a split from a display *only* when it contains two or more splits.

## Using Multiple Queue Report Windows

Queue Report allows you to have multiple, independently configured windows open at once on the desktop. Each window can have unique split-lists, alarm definitions, graphs, and so on.

To open a new Queue Report window

- Click **Splits** in the menu bar, and select **New Split Report**. You can start VQD as usual, by either loading a pre-defined profile or entering a single split.



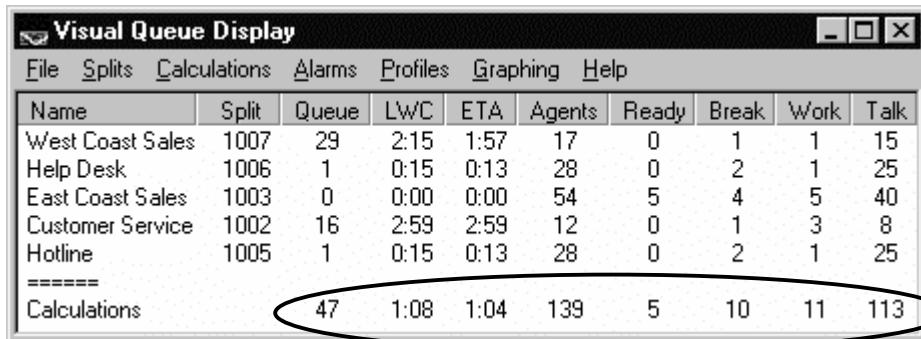
- You can also double-click the VQD shortcut icon to start a new window.



Visual Queue Display

## Customizing the ‘Calculations’ Row

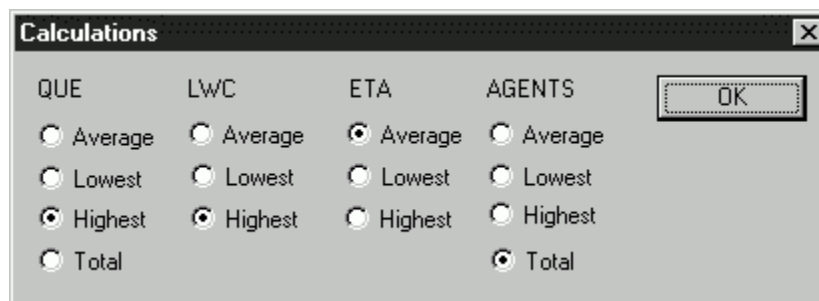
A ‘Calculation’ (also labeled ‘Totals’ in some versions) for any particular split parameter, is configurable summary information for all splits listed. When two or more splits are displayed, *Calculations* are automatically shown in the row at the bottom of the window.



Name	Split	Queue	LWC	ETA	Agents	Ready	Break	Work	Talk
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===== Calculations		47	1:08	1:04	139	5	10	11	113

Calculations – You can customize the way any or all of these parameters are calculated by selecting **Calculations** in the menu bar

A Calculation doesn’t have to be a simple sum. You can also configure it to be the average, Lowest, or Highest for that parameter for all splits listed, as desired. To customize the way that QUE, LWC, ETA, and AGTS parameters are calculated in the bottom row, click **Calculations**. The calculations dialog opens:



QUE	LWC	ETA	AGENTS
<input type="radio"/> Average	<input type="radio"/> Average	<input checked="" type="radio"/> Average	<input type="radio"/> Average
<input type="radio"/> Lowest	<input type="radio"/> Lowest	<input type="radio"/> Lowest	<input type="radio"/> Lowest
<input checked="" type="radio"/> Highest	<input checked="" type="radio"/> Highest	<input type="radio"/> Highest	<input type="radio"/> Highest
<input type="radio"/> Total			<input checked="" type="radio"/> Total

OK

Note that the setting for ‘Agents’ not only determines the calculation method for the AGTS column, but also for the other four agent-related metrics – RDY, BRK, WRK, and CALL.

Select the way you want each parameter to be calculated. Click **OK** to confirm the new settings.

The following table shows how each selection affects the parameter displayed in the Calculations row.

<u>Select This Method</u>	<u>To Display this on the Calculations line</u>
<b>Total</b>	The sum of the selected parameter for all splits
<b>Highest</b>	The highest value of the selected parameter for all splits
<b>Lowest</b>	The lowest value of the selected parameter for all splits
<b>Average</b>	The average value of the selected parameter for all splits

You can also display up to four of the calculated Totals (or splits) in a line-graph format. Note that when you change the way totals are calculated, you may also be changing a Total parameter that is displayed in a graph.

More Information – See ‘Graphing Queue Report Data’, later in this chapter.

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**TIP** As you will see in the section entitled “Using Alarms”, alarms can optionally be predicated upon parameters in the Calculations row. Because of this, changing calculations preferences may also change the trigger point for existing alarm definitions. To avoid a potential conflict with previously defined alarms, consider changing the Calculations in a separate Queue Report window.

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After customizing display and alarm features, be sure to save them by creating a Profile.

## Using Alarms

Alarms can alert you when important split parameters, such as *queue size* or *longest waiting caller*, reach critical levels. You can select which parameters will trigger alarms, the alarm values, and how the alarm notifies you when it's triggered.

You can set up to 24 unique alarms in any given Queue Report window. An alarm can be set to trigger when the desired split parameter exceeds *or* goes below the target values. You can also set any alarm to alert you in several ways: by changing the color of the 'alarmed' data field, by beeping, by popping the display, by speaking a warning, by sending e-mail, or by any combination of these methods. Furthermore, any alarm can be configured to trigger based on just a single condition being 'true', or you can define a 'Compound' alarm ("AND" condition), where *two* conditions must be 'true' simultaneously for the alarm to trigger. All alarm definitions are saved for reuse when you create a Profile (see "Defining and Using VQD Profiles" in this chapter).

## Setting Alarms

Alarm definitions are entered in the Queue Report Alarm Form. For each definition, you must specify which split parameter to use, a value to be compared with that parameter, and whether the alarm should trigger when the parameter is greater than or less than your comparison value. Your changes only take effect when you click **OK** in the Alarm dialog box (or when you click **Add** for a new alarm). You add, delete, and change alarm definitions from the **Alarms** menu.

### To add a new alarm

- 1 From the **Alarms** menu, select **Add**. (see "To define an alarm")
- 2 The Alarm form appears. Follow the instructions under "To set an alarm" on page.

### To modify, delete, or view an existing alarm

- 1 From the **Alarms** menu, select **Modify/View**.
- 2 The Alarm form appears. Click left or right on the arrow buttons to select the alarm to edit or view.
- 3 Edit alarm parameters as desired. (see "To define an alarm")
- 4 Or to delete the alarm... Click the **Delete Alarm** button.

## Queue Report Alarm Form

Field	Use
<b>Alarm Description</b>	Enter a description, or leave blank. If you leave this blank, a description based on the alarm definition will be automatically entered when you click <b>OK</b> .
<b>Split/Total</b>	Select to determine whether alarm is associated with an individual split or a parameter in the <i>Total</i> line.
<b>Split No.</b>	Enter Split number if the alarm is associated with a split.
<b>Field</b>	Enter the reporting parameter to monitor.
<b>Greater/Less Than</b>	Select to determine whether the alarm triggers if the parameter in <b>Field</b> is <i>greater than</i> or <i>less than</i> the number in <b>Value</b> .
<b>Value</b>	Enter the alarm 'threshold'. The value compared (< or >) for alarm trigger.
<b>Frequency</b>	Number of seconds between each warning.

## Alarm Warning-type Flags / Fields

These flags control the type of warning produced when an alarm is triggered. They can be set in any combination.

With this flag set... This warning is produced ...

<b>Beep on</b>	a beep is generated from the workstation speaker
<b>Pop on</b>	the display will 'pop' on the desktop
<b>Speak Actual</b>	a predefined message <i>speaks</i> the alarm level
<b>Speak Wave File</b>	a *.WAV file speaks a user-defined message
<b>E-mail</b>	e-mail notification is sent to a specified address

Depending on which of the above flags are set, the following parameters must be specified.

This field... Specifies...

	<b>Wave File Name</b>	The Path and Filename of *.wav file (if <b>Speak Wave File</b> is set)
Must all be set if <b>Send Email</b> is selected	<b>From Address</b>	The Originating Email address to send alarm notification <i>from</i>
	<b>To Address</b>	Destination Email address to send alarm notification <i>to</i>
	<b>SMTP Server</b>	Name of your SMTP server
	<b>Subject</b>	Message to appear in subject field of email

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**NOTE** To Speak a warning (.wav file), the Workstation or PC must be configured with a Soundblaster-compatible sound card and speakers. To send an e-mail, the PC must have a TCP/IP connection to an SMTP server (outgoing mail server).

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Alarms are easy to define. Each alarm definition consists of a greater-than or less-than (logical) comparison of the selected queue parameter, flags that determine what the alarm does when it triggers, an Alarm Level, and a name for the alarm.

### To set an alarm

- 1 Write a short descriptive name in **Alarm Description** (Optional). If this field is left blank, it will be automatically filled in based on the compared values when you click **Add** or **OK**.
- 2 Make sure the **Active** box is checked. To deactivate any alarm without deleting it, *deselect* this box.
- 3 Specify the triggering criteria:
  - Click **Split** to trigger an alarm based on the value of data in a split.
  - OR*
  - Click **Total** to trigger an alarm based on a value in the Totals row.
  - If you selected ‘split’ above, select the split number in **Split No.**
  - Select the Alarm parameter from **Field**.
  - Select the logical comparison type: **Greater Than** or **Less Than**.
  - Enter the threshold level in **Value** (the value compared to **Field**).
- 4 Select the Alarm level (1,2, or 3).
- 5 Set the desired warning-type flags. If you select **Speak Wave File**, enter the wave filename, with the correct path, in the **Wave File Name** field. If you select **Send Email**, enter the name of the SMPT Server, the originating address, the destination address, and a short subject.
- 6 Set the number of seconds between warnings in **Frequency**.
- 7 Click **OK** (or click **Add** if this is a new alarm).

*The alarm is now active.*

**EXAMPLE Defining a 'compound' Alarm**

The following is an example of a compound alarm, where two conditions must *both* be true for the alarm to trigger. Let's set the conditional statements to trigger an alarm in this situation:

A. If the total number of agents becomes less than 5 (AGTS<5)

**AND**

B. If there are *any* callers waiting in the Queue (QUE > 0)

- 1** Write a short descriptive name for the alarm in **Alarm Description**. You can enter whatever name you want here, or let the system name it for you by leaving it blank.
- 2** Make sure the **Active** box is checked. To turn off any alarm without deleting the definition data, *deselect* this box.
- 3** Click **Total**.
- 4** From the **Field** list box select AGTS.
- 5** Select the type of comparison with the **Less Than** button.
- 6** Enter a threshold level of 5 in **Value**.
- 7** Select **Alarm Level 1**
- 8** Select the **AND** button. This activates the fields necessary to define the second alarm condition.
- 9** Click **Total**.
- 10** From the **Field** list box select QUE.
- 11** Select the comparison type with the **Greater Than** button.
- 12** Enter a threshold level in **Value / Seconds** of 0.
- 13** Select the **Pop On** button
- 14** Set the alarm **Frequency** to notify us only in 20 second intervals.

Your alarm definition should look something like this,

TFB WallBoard Alarm - Modify / View Mode

Alarm 1 of 1      Alarm Description: Level 1: Split 1007 QUE > 0.       Active

<input type="radio"/> Split	Split No.	Field	<input type="radio"/> Greater Than	Value / Seconds	<input checked="" type="radio"/> Alarm Level 1
<input checked="" type="radio"/> Total		AGTS	<input checked="" type="radio"/> Less Than	5	<input type="radio"/> Alarm Level 2
<input checked="" type="checkbox"/> AND					
<input type="radio"/> Split		QUE	<input checked="" type="radio"/> Greater Than	0	<input type="radio"/> Alarm Level 3
<input checked="" type="radio"/> Total			<input type="radio"/> Less Than		

Beep On      Frequency (Seconds): 20

Pop On

Speak Actual      Wave File Name: \_\_\_\_\_

Speak Wave File     

Send Email      From address: \_\_\_\_\_ To address: \_\_\_\_\_

SMTP Server: \_\_\_\_\_      Subject: \_\_\_\_\_

**15**      Click **OK** (or **Add** if this is a new alarm)

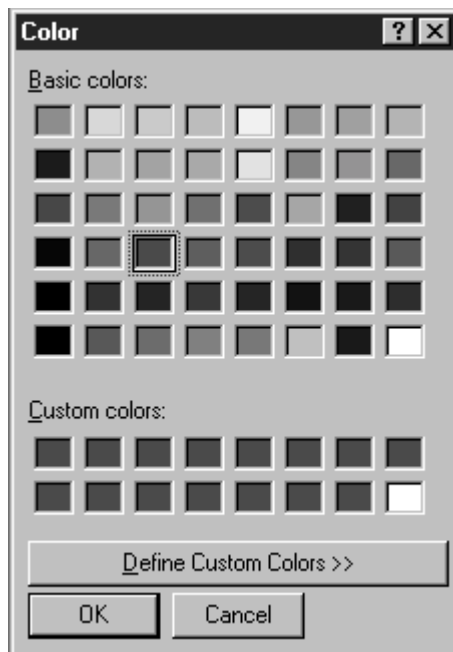
The alarm is now active. It should beep, pop on, and change the color of the displayed values when there is at least one caller in queue, AND less than 5 agents logged on to the ACD.

## Setting Alarm Colors

When an alarm is triggered, the alarmed split parameters are displayed in a color unique to the specified Alarm Level. You can specify the default colors assigned to each alarm level from the Alarm Colors dialog.

### To set alarm colors

- 1 From the **Alarms** menu, select **Colors**.
- 2 Select the desired alarm level – **Level 1**, **Level 2**, or **Level 3** – to set the color for. The color dialog will appear.



- 3 Click any color in the **Basic colors** field to make that the default color for this alarm level. The selected color is outlined by a black frame. You may instead select a color from the **Custom colors** field.
- 4 To define or change custom colors, click the **Define Custom Colors** button.
- 5 Click **OK**.

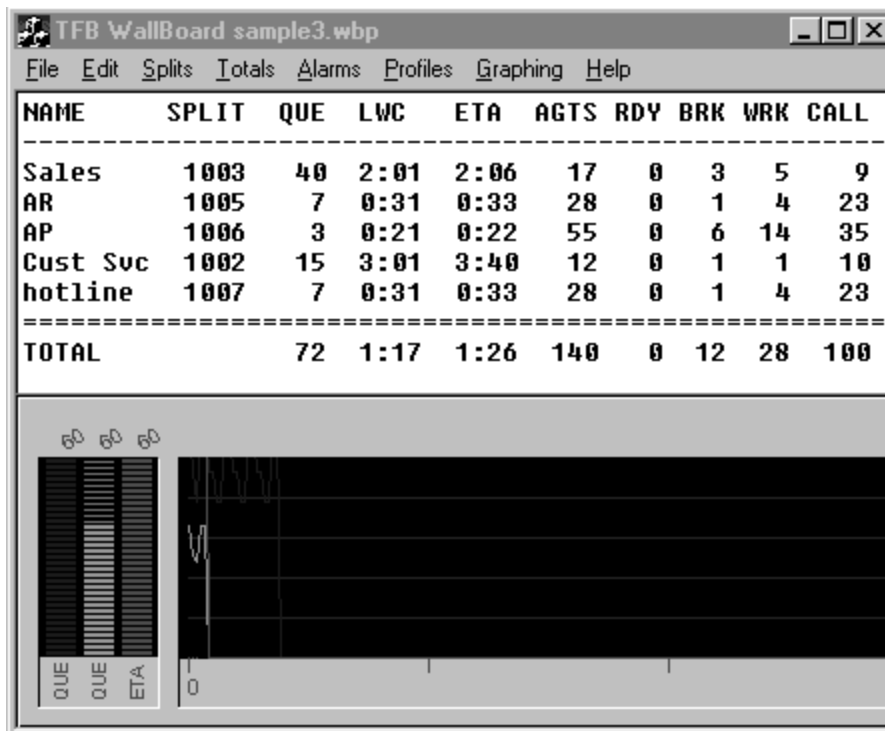
## Using Graphs and Charts

It's sometimes easier to spot trends in queue parameters when they're displayed in a graphic format. You can display a graph of one to four parameters, Calculations or individual splits, simultaneously in the same window. Graphs are handy both for seeing important parameters at a glance, and for showing how the selected parameters are changing over a particular period, such as a work shift.

You can also display multiple pie charts of split parameters for each split in the list, that compare selected parameters from all splits.

## The Graphing Display

Graphs append to the bottom of the VQD window, and show data in both line and bar graph format. The left side of the window is a bar-graph display of the selected parameters.

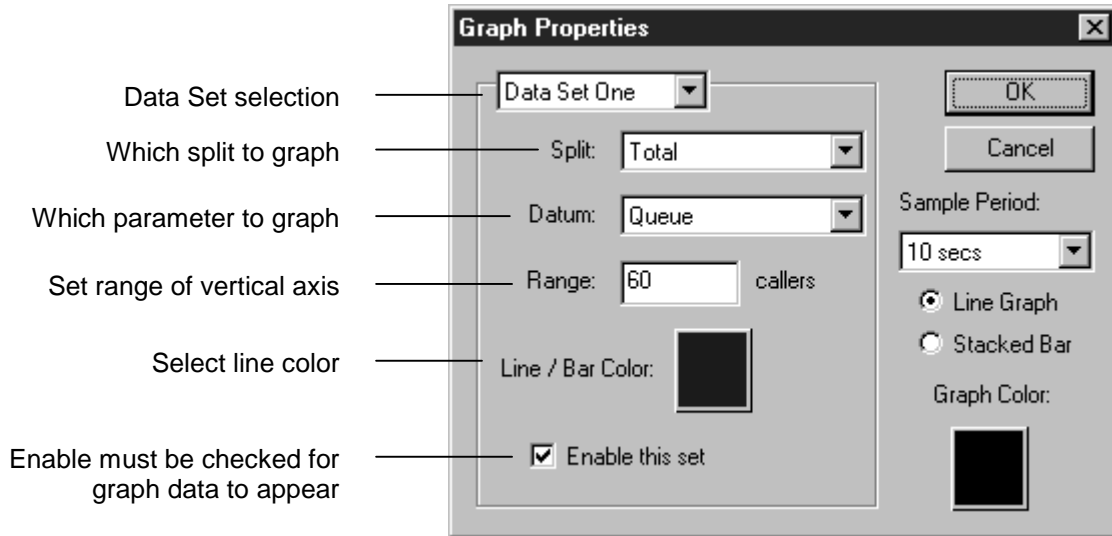


To toggle the graphing display on and off

- Click **Show Graph** from the **Graphing** menu.

To create a customized a graph

From the **Graphing** menu, click **Select parameters....** This dialog box appears:



- 1 Select the Data Set (One-Four) you want to define from the list box at the top.
- 2 From the **Split** list box, select which Split (or Total) to graph.
- 3 In **Datum**, select the parameter to graph.
- 4 In **Range**, select the maximum value for the vertical axis of the graph. The units will vary based on the parameter specified in **Datum**.
- 5 Select the **Line/Bar color** by clicking in the square box. Line color should be unique for each data set, and different from the graph color.
- 6 Click **Enable this set**. Deselect this checkbox to toggle this Data set off..
- 7 Select the **Sample Period** from the list.
- 8 Specify the type of graph. You can display a **Line Graph** and/or a **Stacked Bar** graph.
- 9 Click **OK**.

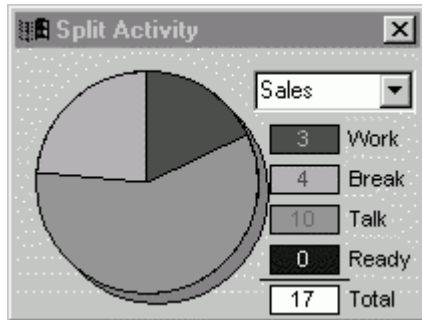
Note that when you change the type of result displayed in the calculation line, you also change the way Calculations are graphed. (See 'Graphing VQD Data')

## Displaying Pie Charts

Pie charts are useful for showing selected split parameters as a fraction of the total for all splits.

To display a pie chart

From the **Graphing** menu, click **Select parameters....** This dialog box appears.



- 1 Select the desired split from the list box.

## Troubleshooting Visual Queue Report

### VQD Error messages

#### “Alarms at max for this window”

This message appears if you try to add too many alarm definitions to a given window. Each VQD window allows a maximum of 24 alarms to be defined. To add more alarms to your desktop, simply open a new window.

#### “Cannot delete only split”

This message appears if you have only one split defined in the display and attempt to delete it. You can only delete a split if two or more are defined on the Wallboard. To change display that only contains a single split, you must either,

- Open a new VQD window with the desired split description then close the old Wallboard window.
- OR-
- Select **Add split** from the **Splits** menu. Add the new split, and then select **Delete split** from the **Splits** menu, and delete the old split.

#### “Invalid Tenant”

This message appears when you try to add a new split with an invalid tenant number. The tenant field is only valid for values from 01 to 09.

#### “No alarms defined at this time”

This message appears when you select **Modify/View** from the **Alarms** menu, and no alarms have been previously set. Select **Add** from the **Alarms** menu to define an alarm.

#### “Split already being reported”

This message appears when you try to add a split/tenant number combination that already exists in the current display. Make the split number unique, or add it to a different Queue Report window. Any given window allows duplicate split names, but not duplicate numbers.

**“QReports are not available”**

This message appears if you start Queue Report from the Agent Workstation **Tools** menu and the program file, `tqr.exe`, is not in the `\tfb\bin` directory. Copy `tqr.exe` from an install disk or another Workstation into `\tfb\bin`.

**Troubleshooting Guide: Visual Queue Report**

<b>Problem</b>	<b>Solution</b>
<b>Profiles</b> Can't find a Profile file that was previously created.	Ensure that the current directory is <code>\tfb\bin</code> . If the profile was saved in another directory, you can use Windows File Find. All VQD Profiles are saved with a <code>'.wbp'</code> extension.
<b>Display</b> Some of the splits are reporting zeroes for every parameter.	<ol style="list-style-type: none"> <li>1. Ensure that both the split AND tenant numbers defined in VQD are correct. If not, add the entry correctly, and delete the old one.</li> <li>2. Ensure that the Split is defined correctly in the ACD.</li> </ol>
<b>Alarms</b> The alarm doesn't activate, but it looks like the triggering criteria are met.	<ol style="list-style-type: none"> <li>1. Ensure that the <b>Active</b> box is checked in the alarm definition.</li> <li>2. Ensure that there is at least one warning-type flag checked, and that a non-black color is defined for this alarm level.</li> </ol>
<b>Alarms</b> Some Alarms that previously worked correctly do not trigger when they should.	<p>If the alarm is based on a Total, and you change the way totals are calculated, you may have altered the meaning of certain alarm definitions.</p> <ol style="list-style-type: none"> <li>1. Make sure Totals calculations have not been changed</li> </ol>
<b>Alarms</b> Alarms that trigger correctly, do not speak the associated wave file, even though they are configured to do so.	<ol style="list-style-type: none"> <li>1. Make sure the workstation has a working sound card, and the speakers are on.</li> <li>2. Check that the path and filename of the wavefile are specified correctly and that the file exists on the hard drive</li> </ol>

<b>Problem</b>	<b>Solution</b>
<p><b>Graphs</b> The graphing utility is configured to display multiple parameters, but not all get plotted in the graph window.</p>	<ol style="list-style-type: none"><li data-bbox="820 289 1385 422">1. From the <b>Graphing</b> menu, select <b>Select parameters...</b> and make sure the <b>Enable this data set</b> box is checked <u>for each data set</u> in Graph Properties.</li><li data-bbox="820 457 1385 520">2. Ensure that the line color is different from the graph color.</li></ol>

