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2 **Audience**

3 This user interface specification was written with the following reviewers in mind. Those who have approved of or participated in developing the content of this
4 document are noted as such.

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28 **1. Introduction**

29 The Scheduler can be used to schedule (automate) the running of reports and administration tasks in CCR. There are two versions of the interface, one
30 for administration and one for reports. The schedule functionality (fields available for setting schedule frequency, start date and time, and end date and
31 time) are identical in both interfaces. The schedule interface for reports also allows the user to select an output format for the report and to select the
32 destination to which the report will be saved.

The screenshot shows the 'Scheduler' window for administration tasks. It features a 'Frequency' section with radio buttons for 'Daily', 'Weekly', 'Monthly', 'Yearly', and 'On Event'. The 'Daily' option is selected, and the frequency is set to 'Every 1 Hour(s) 45 Minutes'. There are also radio buttons for 'Start of Week' (Sunday, Monday, Saturday) with 'Sunday' selected. The 'Time Format' is set to '12 Hour'. The 'Start On' date is 'September 30, 2006' at '02:20 a.m.'. There are also 'End On' options set to 'September 30, 2010' at '02:20 a.m.'. 'Cancel' and 'Save' buttons are at the bottom.

Figure 1-1: Scheduler screen for administration tasks

The screenshot shows the 'Scheduler' window for reporting. It has the same 'Frequency' and 'Start of Week' options as Figure 1-1. The 'Format' section at the bottom has checkboxes for 'PDF', 'HTML', 'XLS', 'XML', and 'CSV', all of which are checked. The 'Destination' section has buttons for 'Printer' and 'E-mail'. 'Cancel' and 'Save' buttons are at the bottom.

Figure 1-2: Scheduler screen for reporting

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35 **2. Screen Maps**

36 This section describes all screens and widgets associated with scheduling administration tasks and reports.

37 **2.1. Accessing the Scheduler**

38 For administration tasks and reports, user's access the Scheduler screen by clicking the **[Schedule]** button.

39 For administration tasks, the **[Schedule]** button will be located on the editor screens.

40 **Note:**

41 The editor screens for administration tasks have not been designed. These screens must include a **[Schedule]** button.

42 For reports, the **[Schedule]** button will be located on the Report Management screen,

- 1: Schedule button on the Report Management screen

Note:

You access the Report Management screen from the Report Summary screen. The design of the Report Summary Page has not been finalized. For updates, refer to the CCR design patterns document, available at <http://ecad-sharepoint.avaya.com/ECADUI/ECAD%20UI%20Design%20Patterns/Forms/AllItems.aspx>.

Clicking the Schedule button displays the Scheduler screen.

The figure on the right shows the location of the Schedule button on the Report Management screen.

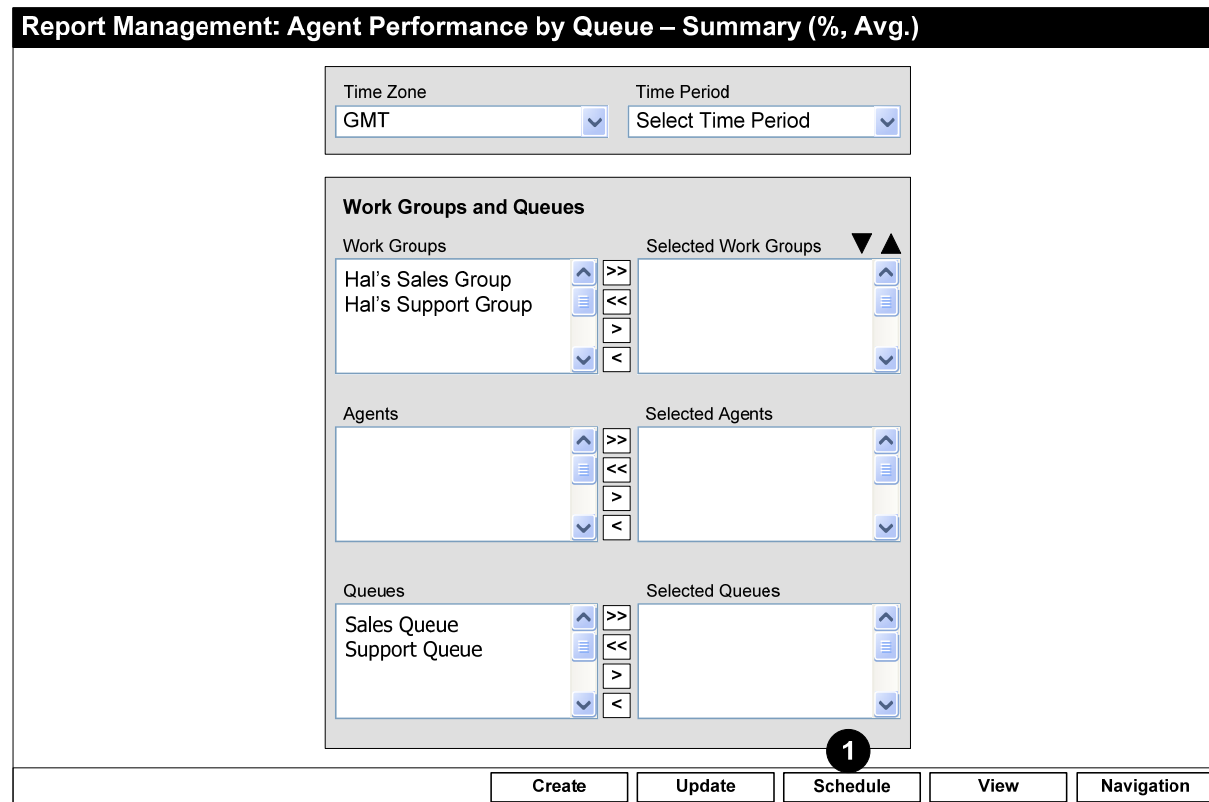


Figure 2-1: Schedule button on the Report Management screen

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- 2: No Input Selected dialog box.
If the **[Schedule]** button is clicked and no report inputs have been selected, CCR displays a dialog box.

The dialog box is modal. When the dialog box displays the Report Management screen becomes inactive and is grayed out.

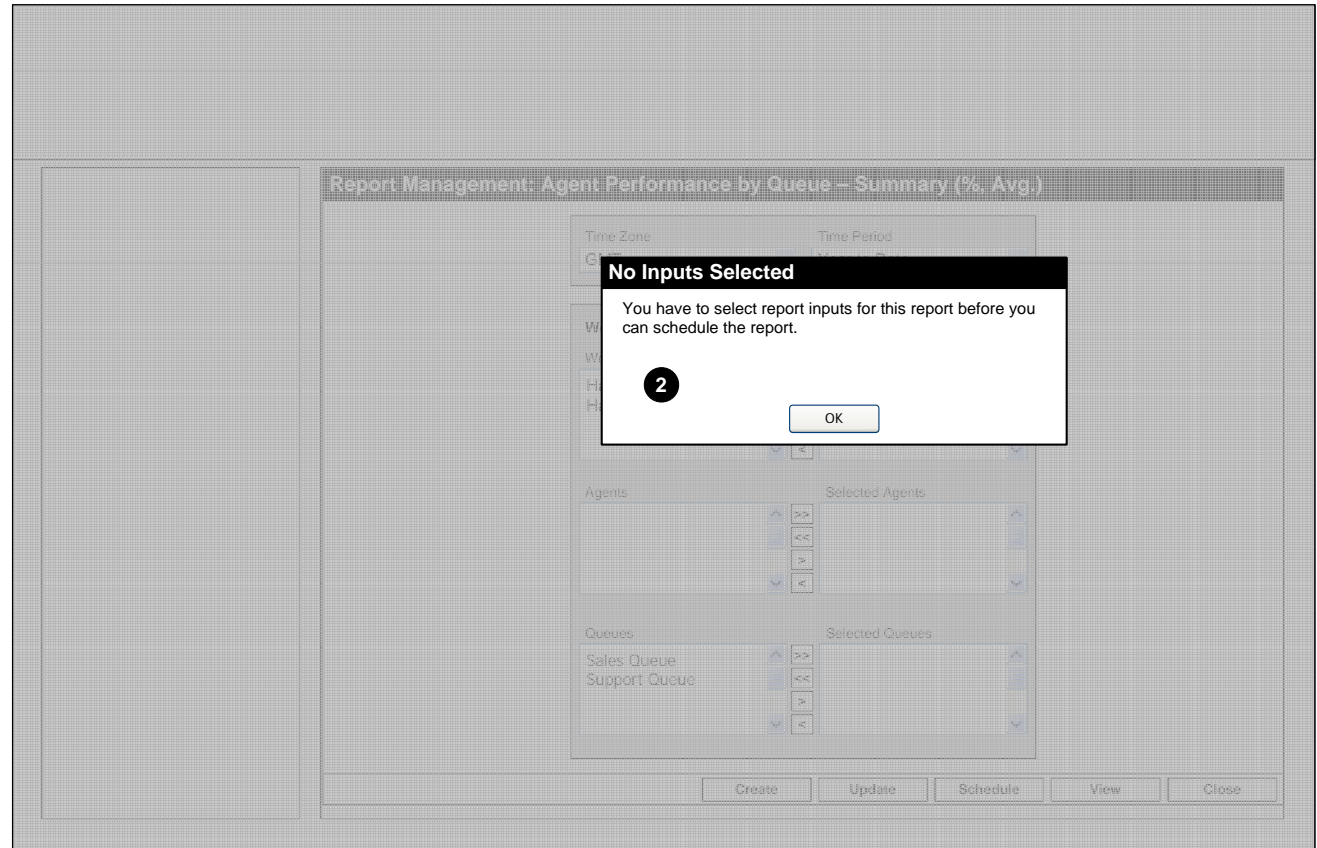


Figure 2-2: No inputs selected dialog box (modal)

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The user clicks the **[OK]** button to close the dialog box. When CCR closes the dialog box the Report Management screen becomes the active screen.

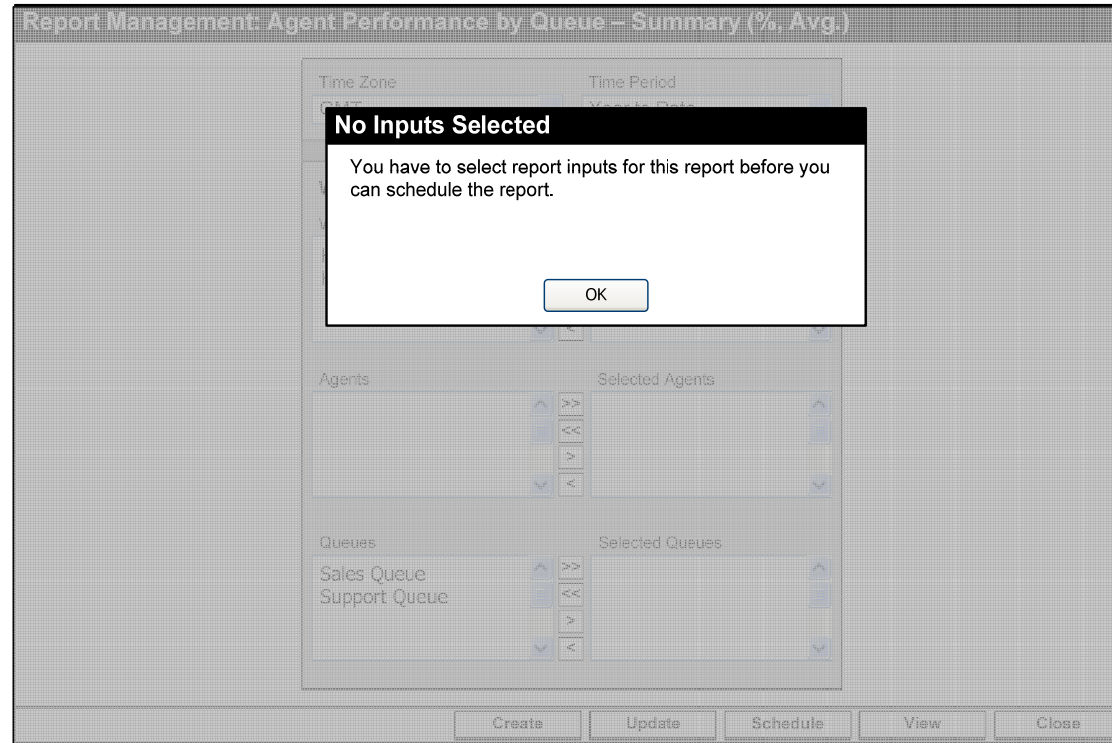


Figure 2-3: No Inputs Selected dialog box, click OK to close

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48 **2.2. Scheduler Screen**

49 The Scheduler screen is used to set the frequency, start date, start time, end date, and end time for scheduled administration tasks and reports.

50 In addition, for reports, the Scheduler screen allows the user to select the output format for the report being scheduled and the location to which the
51 report will be saved.

The Scheduler screen is modal. For example, when the Scheduler screen displays, the Report Management screen becomes inactive and is grayed out. The Report Management screen remains inactive until the **[Cancel]** or **[Save]** button is clicked.

When the **[Cancel]** or **[Save]** button is clicked the Scheduler screen closes and the Report Management screen becomes active.

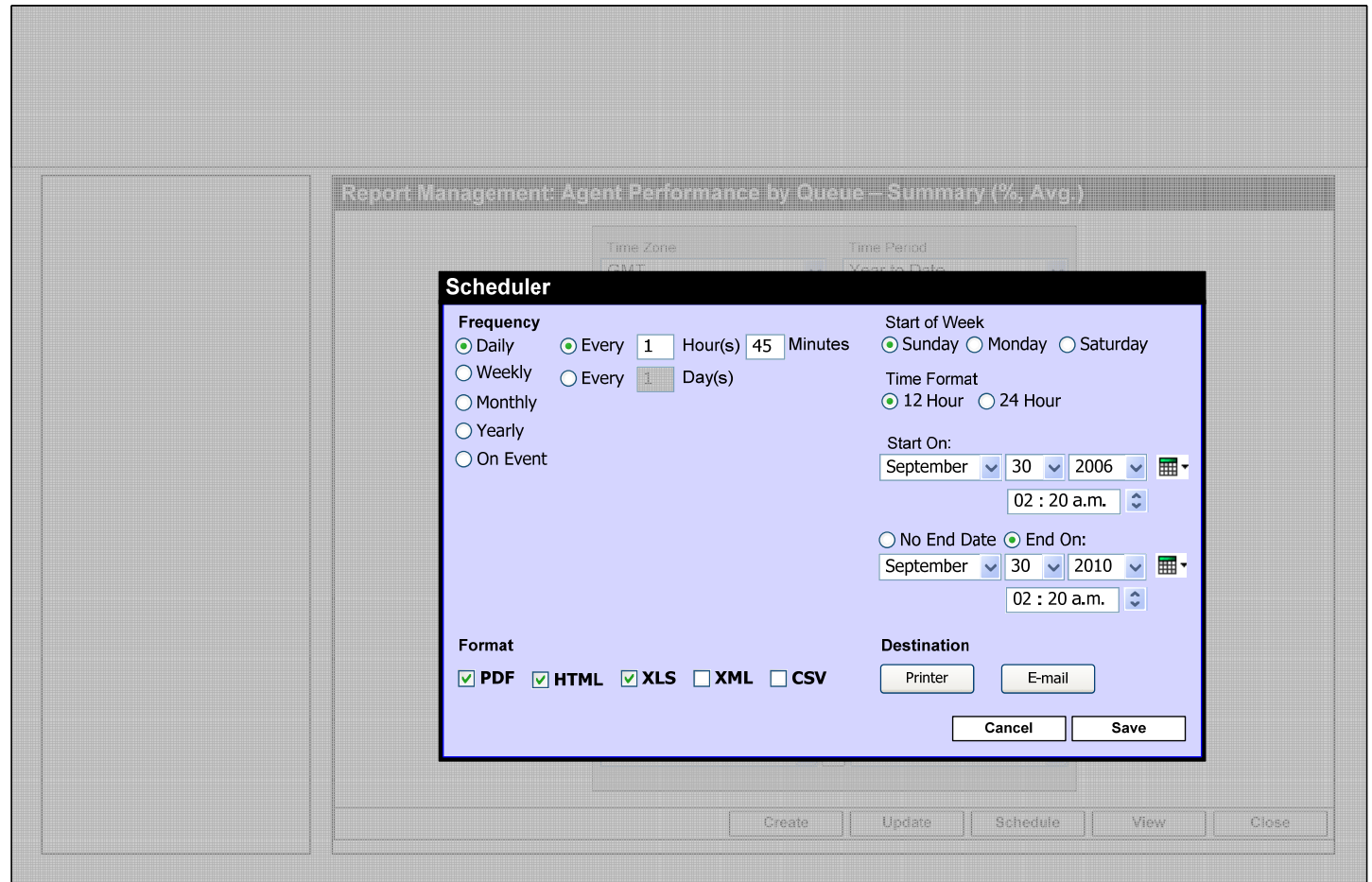


Figure 2-4: Scheduler screen (reports)

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2.3. Scheduling an Administration Task

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2.3.1. Frequency Period and Frequency Detail

1: Frequency (Period)

Indicates how often the report will run. There are five options:

- Daily
- Weekly
- Monthly
- Yearly
- On Event

2: Frequency (Detail)

The available choices for each option are context sensitive – the choices that display differ depending on the frequency period that is selected.

The screenshot shows a 'Scheduler' dialog box with the following settings:

- Frequency:** Radio buttons for Daily (selected), Weekly, Monthly, Yearly, and On Event. A circled '1' is next to the On Event option.
- Every:** Radio buttons for 'Every 1 Hour(s) 45 Minutes' and 'Every 1 Day(s)'. A circled '2' is next to the 'Every 1 Day(s)' option.
- Start of Week:** Radio buttons for Sunday (selected), Monday, and Saturday.
- Time Format:** Radio buttons for 12 Hour (selected) and 24 Hour.
- Start On:** Calendar dropdown showing September 30, 2006, at 02:20 a.m.
- End On:** Radio buttons for No End Date and End On (selected). Calendar dropdown showing September 30, 2010, at 02:20 a.m.
- Buttons:** Cancel and Save.

Figure 2-5: Scheduler, calling out Frequency Period and Frequency Detail

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2.3.2. Scheduler: Daily Frequency

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There are two options for scheduling administration tasks and reports on a daily basis.

1: Every [x] Hour(s) [x] Minutes
This is the default selection.

Hours can be any whole number.

- To run a report every 30 minutes, Hours would be 0 and minutes would be 30

- [0] Hour(s) [30] Minutes

2: Every [x] Day(s)

Days can be any whole number greater than 0.

The input field(s) for the option that is not selected is/are grayed out.

The screenshot shows a dialog box titled "Scheduler" with a light blue background. It contains several sections for configuring a task schedule. The "Frequency" section has radio buttons for "Daily", "Weekly", "Monthly", "Yearly", and "On Event". The "Daily" option is selected and has a black circle with the number "1" next to it. The "Every" option is also selected and has a black circle with the number "2" next to it. Input fields for "Hour(s)" (value 1) and "Minutes" (value 45) are visible. The "Start of Week" section has radio buttons for "Sunday", "Monday", and "Saturday", with "Sunday" selected. The "Time Format" section has radio buttons for "12 Hour" and "24 Hour", with "12 Hour" selected. The "Start On:" section has dropdown menus for "September", "30", and "2006", along with a calendar icon and a time field set to "02 : 20 a.m.". The "End On:" section has radio buttons for "No End Date" and "End On:", with "End On:" selected. It also has dropdown menus for "September", "30", and "2010", a calendar icon, and a time field set to "02 : 20 a.m.". At the bottom right, there are "Cancel" and "Save" buttons.

Figure 2-6: Frequency (detail) options for a frequency period of Daily

Upward Limits on Values

- For option 1, maximum value for hours is 9999. If the user tries to enter a value greater than 9999, CCR displays an informational dialog box; reset hours and minutes to 0.

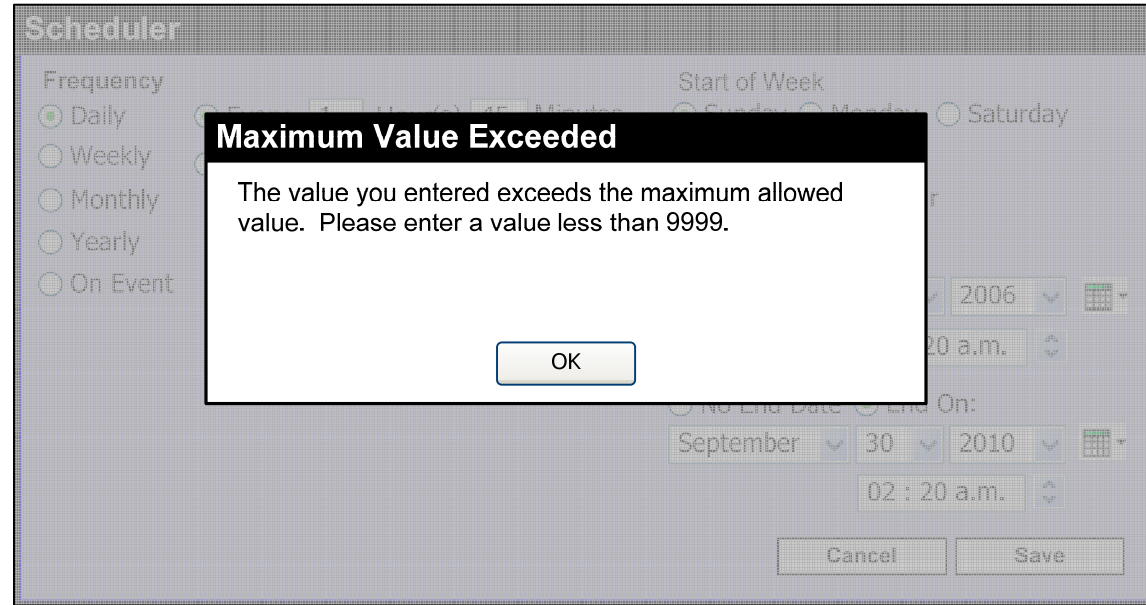


Figure 2-7: Maximum value exceeded dialog box for Daily frequency, hours.

- For option 1, if hours = 0, then minutes has to be a whole number > 0 and < 60. If minutes > 59 then CCR displays an informational dialog box and resets value to 0.

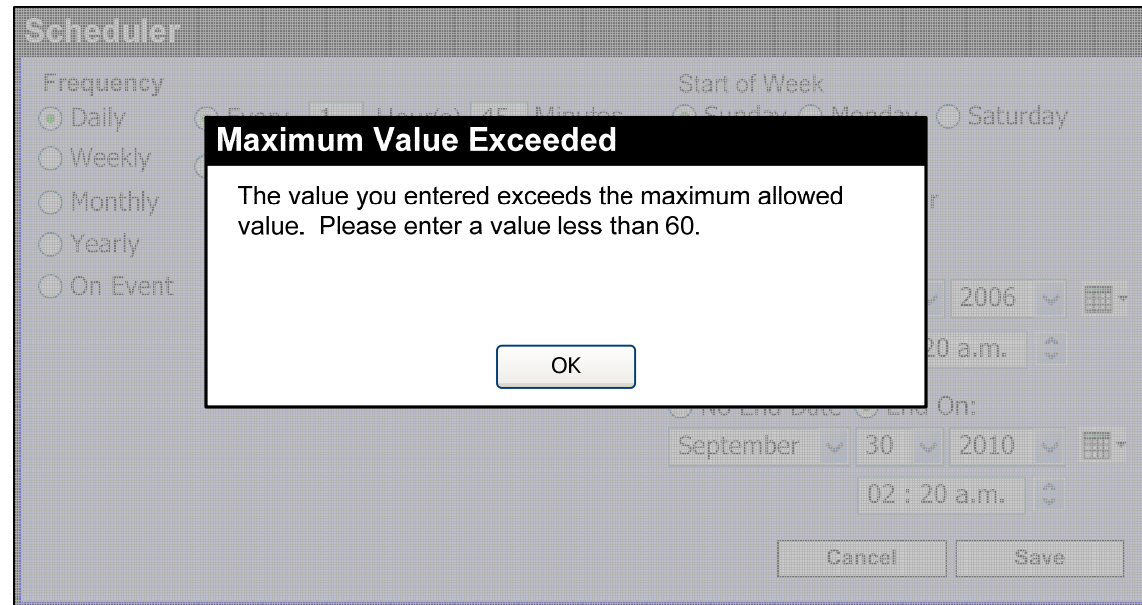


Figure 2-8: Maximum value exceeded dialog box for Daily frequency, minutes

- For option **2**, value for number of days must be > 0 and cannot be > 999. If the user tries to enter a value greater than 999, CCR displays an informational dialog box.

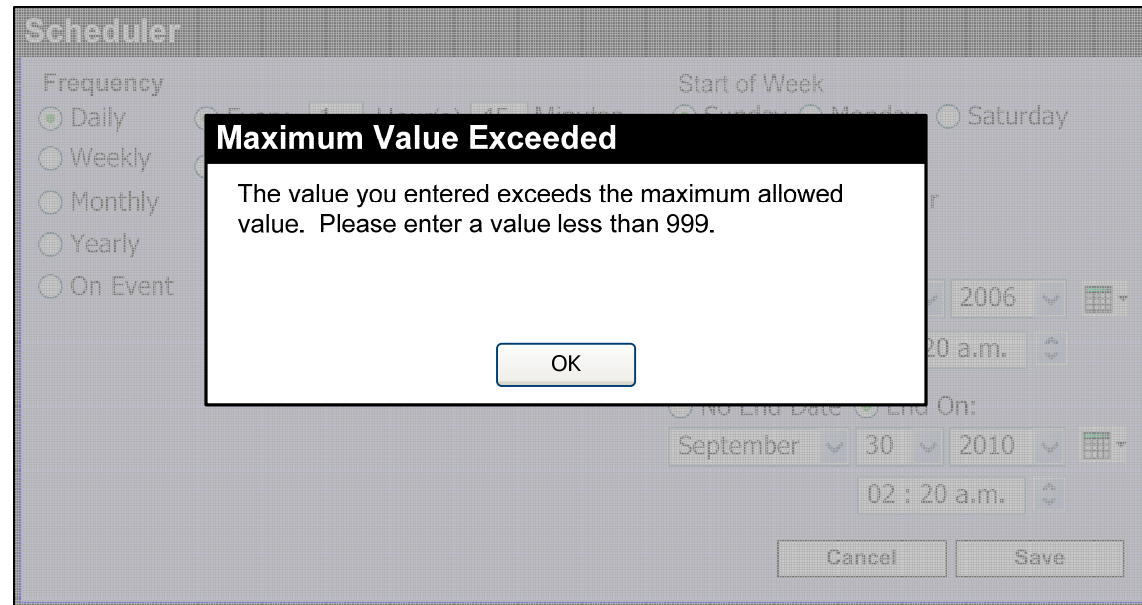


Figure 2-9: Maximum value exceeded dialog box for Daily frequency, days

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2.3.3. Scheduler: Weekly Frequency

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There is one option for scheduling administration tasks and reports on a weekly basis.

1: Every [x] Week(s)

- Weeks can be any value greater than 0.

Days of the Week:

- Select all days on which you want the scheduled event to run.

Note:

On the Report Summary screen and Administration Schedule screen, days of the week are abbreviated.

Acceptable abbreviations for Internationalization are:

- Sun = Sunday
- Mon = Monday
- Tue = Tuesday
- Wed = Wednesday
- Thu = Thursday
- Fri = Friday
- Sat = Saturday

Scheduler

Frequency

Daily Every Weeks on

Weekly Sunday Thursday

Monthly Monday Friday

Yearly Tuesday Saturday

On Event Wednesday

Start of Week
 Sunday Monday Saturday

Time Format
 12 Hour 24 Hour

Start On:
 September 30 2006
 02 : 20 a.m.

No End Date End On:
 September 30 2010
 02 : 20 a.m.

Figure 2-10: Frequency (detail) options for a frequency period of Weekly

Upward Limits on Values

- For option 1, maximum value for weeks must be ≤ 999 . If the user tries to enter a value greater than 999, CCR displays an informational dialog box; reset weeks to 0.

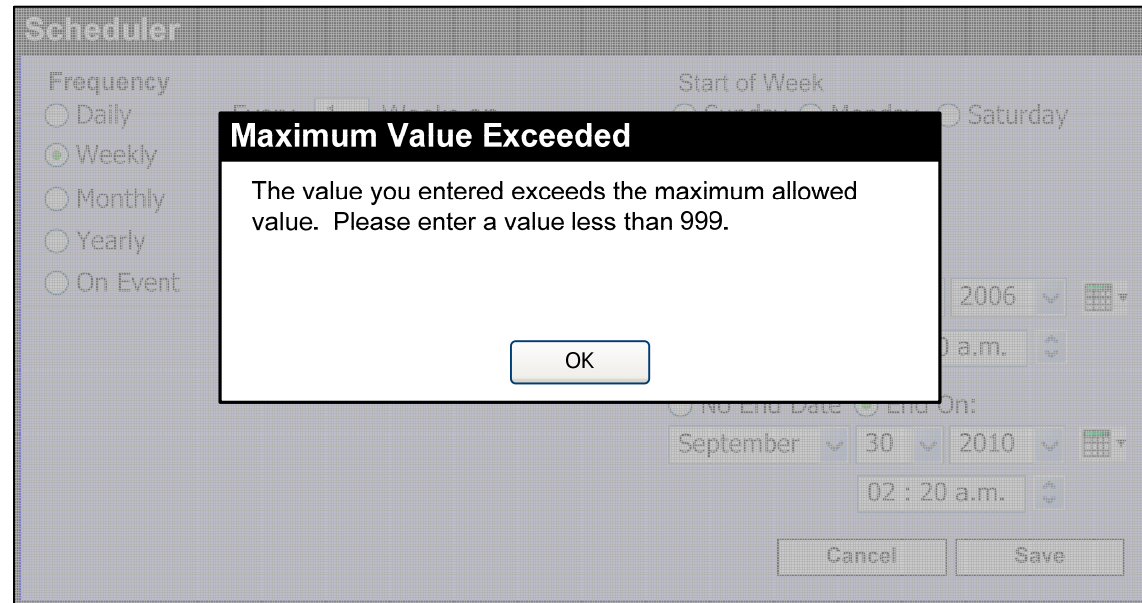


Figure 2-11: Maximum value exceeded dialog box for Weekly frequency

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2.3.4. Scheduler: Monthly Frequency

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There are two options for scheduling administration tasks and reports on a monthly basis – the user can either select a specific day of the month or the first, second, third, fourth, or last day of the week. For both options the user has to specify how frequently, in months, the report or administration job should run.

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1: Every [x] Month(s)

Months can be any value greater than 0. The default value is 1.

2: Day [x]

Day can be any value greater than 0. The default value is 1.

3: Specific Day of the Month

Select which day of the month (1st, 2nd, 3rd, 4th, Last) and the specific day of the month (Sunday – Saturday) from the respective drop-down list. The default values are 1st and Sunday.

The inputs for the options that are not selected are grayed out.

Scheduler

Frequency

Daily **1** Every Month(s) on

Weekly **2** Day or

Monthly **3** 1st

Yearly

On Event

Start of Week

Sunday Monday Saturday

Time Format

12 Hour 24 Hour

Start On:

September 30 2006

02 : 20 a.m.

No End Date End On:

September 30 2010

02 : 20 a.m.

Cancel Save

Figure 2-12: Frequency (detail) options for a frequency period of Monthly.

4: The list should display until the user makes a selection, EVEN IF the user moves the pointer to another part of the screen. When the user makes a selection CCR should close (i.e. stop displaying) the list.

The screenshot shows a 'Scheduler' dialog box with the following elements:

- Frequency:** Radio buttons for Daily, Weekly, Monthly (selected), Yearly, and On Event.
- Every 1 Month(s) on:** A text box containing '1' followed by 'Month(s) on'.
- Day Selection:** Radio buttons for Day (with a text box containing '1') and Last (selected). A dropdown menu is open below 'Last', showing options: 1st, 2nd, 3rd, 4th, and Last. A black circle with the number '4' is positioned to the left of the 'Last' option in the dropdown.
- Day of Week:** A dropdown menu showing 'Sunday'.
- Start of Week:** Radio buttons for Sunday (selected), Monday, and Saturday.
- Time Format:** Radio buttons for 12 Hour (selected) and 24 Hour.
- Start On:** Date pickers for September, 30, 2006, and a time field set to 02 : 20 a.m.
- End On:** Radio buttons for No End Date and End On: (selected). Date pickers for September, 30, 2010, and a time field set to 02 : 20 a.m.
- Buttons:** Cancel and Save buttons at the bottom right.

Figure 2-13: List of values available for specifying on which day of the month the report will run

5: The list should display until the user makes a selection, EVEN IF the user moves the pointer to another part of the screen.
 When the user makes a selection CCR should close (i.e. stop displaying) the list.

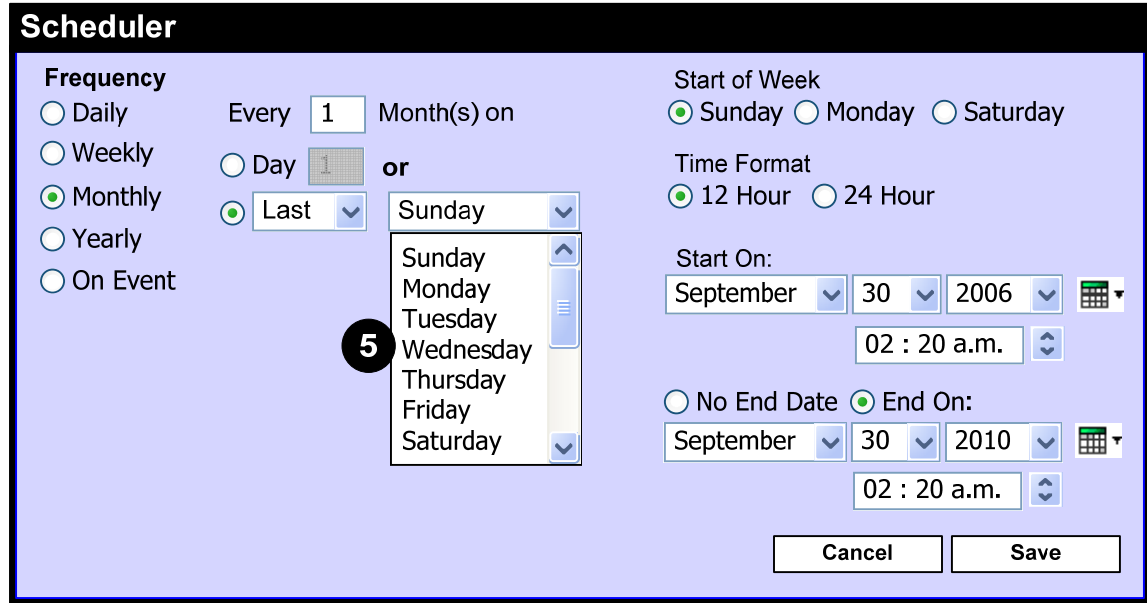


Figure 2-14: List of the days of the week on which the report can run

Internationalization

On the Report Summary screen and Administration Schedule screen, days of the week are abbreviated. Acceptable abbreviations for Internationalization are:

- Sun = Sunday
- Mon = Monday
- Tue = Tuesday
- Wed = Wednesday
- Thu = Thursday
- Fri - Friday
- Sat = Saturday

Upward Limits on Values

- For option 1, maximum value for months must be ≤ 99 . If the user tries to enter a value > 99 , CCR displays an informational dialog box; reset weeks to 0.

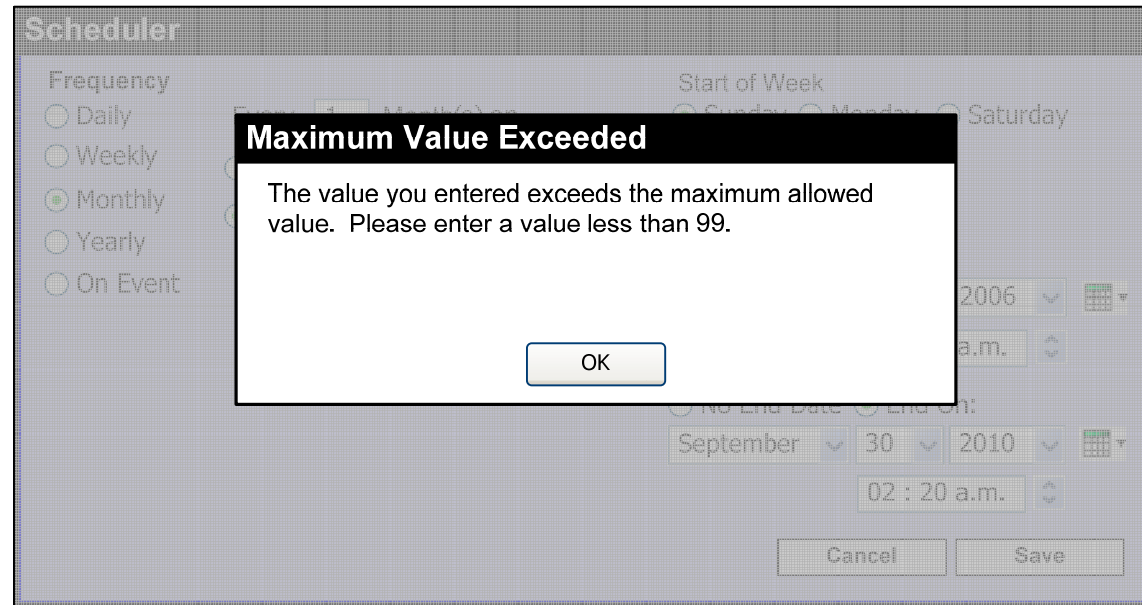


Figure 2-15: Maximum value exceeded dialog box for Monthly frequency, months

- For option 2, the maximum value cannot be > 31. If the user tries to enter a value > 31, CCR displays an informational dialog box; reset days to 0.

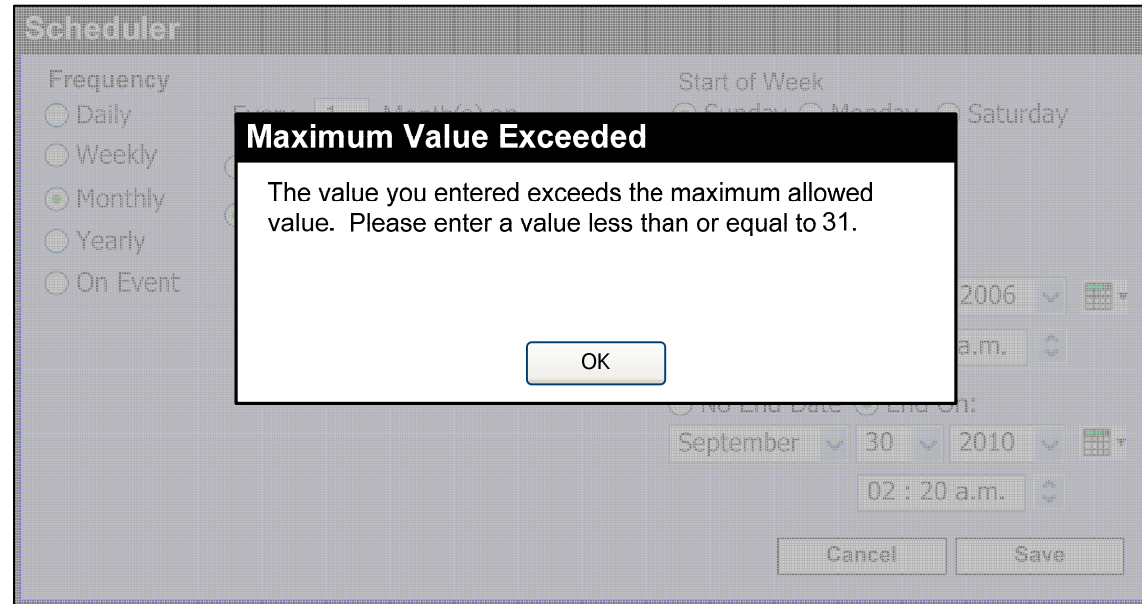


Figure 2-16: Maximum value exceeded dialog box for Monthly frequency, days

- For option **2** (day of the month), if the user enters a value of 29, 30, or 31, CCR displays an informational dialog box warning the user that the report may fail in some months.

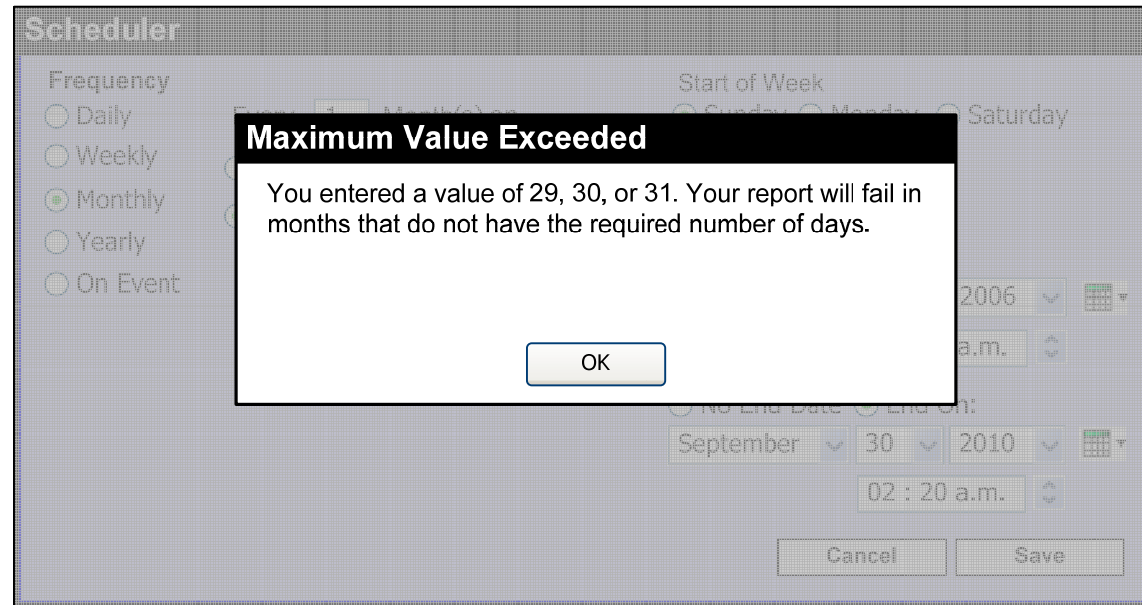


Figure 2-17: Report may fail dialog box

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2.3.5. Scheduler: Yearly Frequency

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There are two options for scheduling administration tasks and reports on a yearly basis – the user can either select a specific day of the month or the first, second, third, fourth, or last day of the month. For both options the user has to specify in which month the report or administration job should run.

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1: User selects the month (January-December) in which the report will run.

2: Day [x]
Day can be any value greater than 0. The default value is 1.

3: Specific Day of the Month
Select which day of the month (1st, 2nd, 3rd, 4th, Last) and the specific day of the month (Sunday – Saturday) from the respective drop-down list. The default values are 1st and Sunday.

The inputs for the options that are not selected are grayed out.

The screenshot shows a 'Scheduler' dialog box with the following settings:

- Frequency:**
 - Daily
 - Weekly
 - Monthly
 - Yearly
 - On Event
- Frequency Details:**
 - Every **January** on
 - Day **1** or
 - 1st** **Sunday**
- Start of Week:**
 - Sunday
 - Monday
 - Saturday
- Time Format:**
 - 12 Hour
 - 24 Hour
- Start On:**
 - September 30 2006
 - 02 : 20 a.m.
- End On:**
 - End On: September 30 2010
 - 02 : 20 a.m.
- Buttons:** Cancel, Save

Figure 2-18: Frequency (detail) options for a frequency period of Yearly.

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4: The list should display until the user makes a selection, EVEN IF the user moves the pointer to another part of the screen.
When the user makes a selection CCR should close (i.e. stop displaying) the list.

Scheduler

Frequency

Daily Every on

Weekly Day or

Monthly 1st

Yearly

On Event

Start of Week

Sunday Monday Saturday

Time Format

12 Hour 24 Hour

Start On:

No End Date End On:

Figure 2-19: List of values available for specifying on which day of the month the report will run

5: The list should display until the user makes a selection, EVEN IF the user moves the pointer to another part of the screen.
 When the user makes a selection CCR should close (i.e. stop displaying) the list.

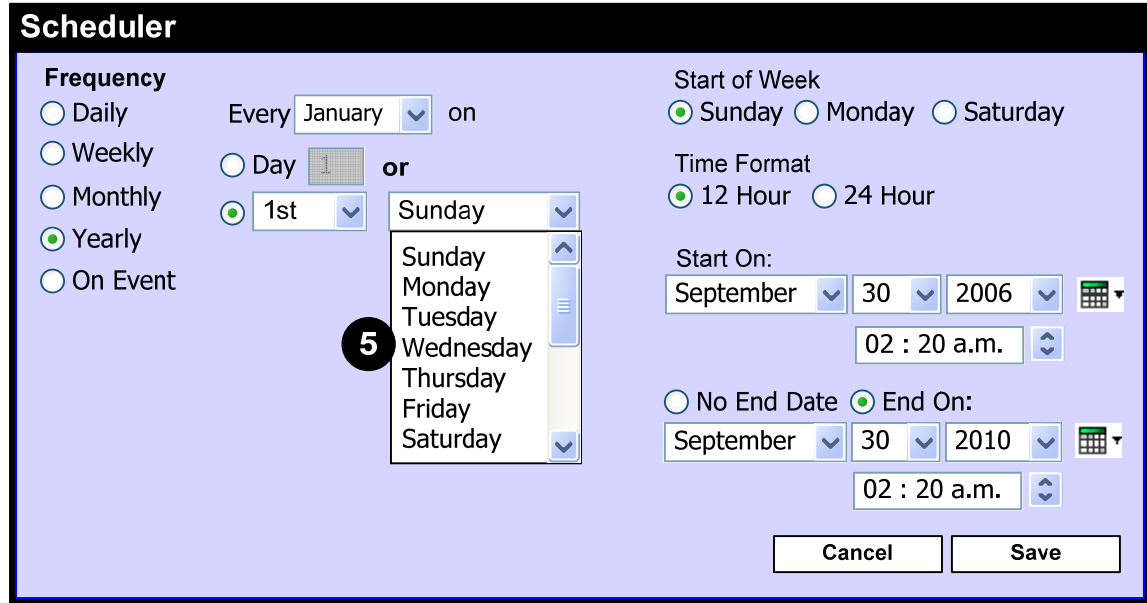


Figure 2-20: List of the days of the week on which the report can run

Internationalization

On the Report Summary screen and Administration Schedule screen, days of the week are abbreviated. Acceptable abbreviations for Internationalization are:

- Sun = Sunday
- Mon = Monday
- Tue = Tuesday
- Wed = Wednesday
- Thu = Thursday
- Fri - Friday
- Sat = Saturday

Upward Limits on Values

For option 2, the maximum number of days should be context sensitive to the month. So, the acceptable values for January are 1-31, for February are 1-28 (except 1-29 for leap years), for April are 1-30, etc. If the user tries to enter a value > the allowed maximum value for the month, CCR displays an informational dialog box; reset value to 0.

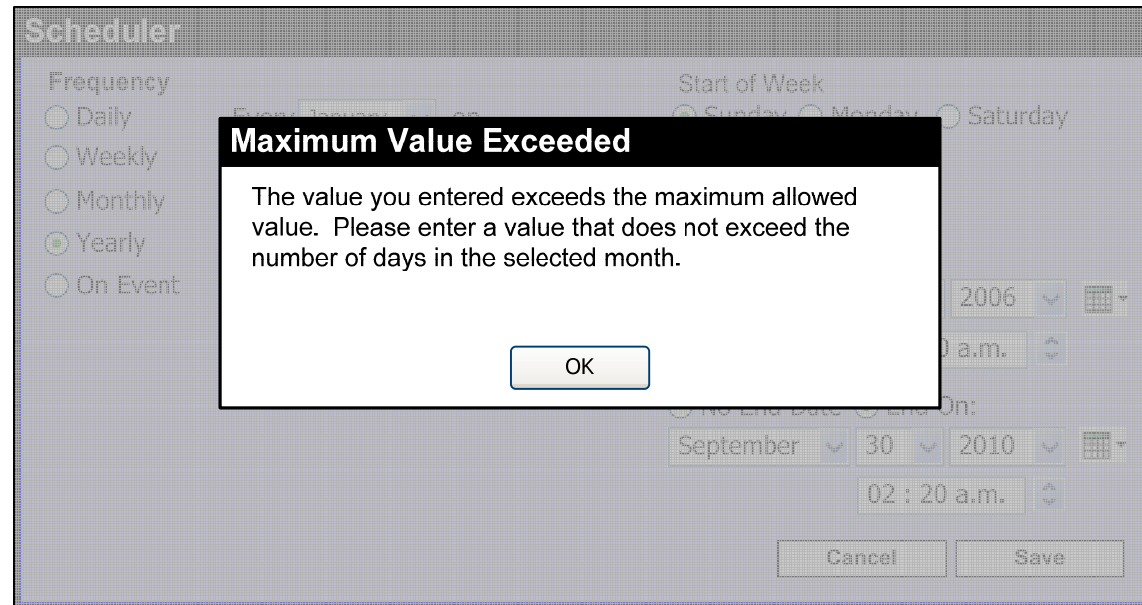


Figure 2-21: Maximum value exceeded for days of the month

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2.3.6. Scheduler: On Event

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There is one option for scheduling administration tasks and reports based on a scheduled event.

1: Scheduling On Event

The drop down lists contains administration events that have been defined for CCR. These events are defined outside of the Scheduler. **(This interface has not yet been designed).**

Example:

The user wants to run a report immediately after the monthly purge of the CCR data base. The monthly purge is a defined event. Rather than scheduling the report to run daily, weekly, etc. the user schedules the report to run after the completion of the monthly purge event.

The screenshot shows a window titled "Scheduler" with a "Frequency" section. A dropdown menu labeled "Select Event" is highlighted with a black circle containing the number "1". To the right, there are radio buttons for "Start of Week" (Sunday, Monday, Saturday) and "Time Format" (12 Hour, 24 Hour). Below these are "Start On:" and "End On:" sections, each with dropdowns for month, day, and year, and a time field set to "02 : 20 a.m.". At the bottom right are "Cancel" and "Save" buttons.

Figure 2-22: Frequency (detail) options for On Event

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2.3.7. Start Date/Time and End Date/Time

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The start date and time is the date and time determines when the scheduled report or administration task will begin. The end date and end time determines when the scheduled report or administration task will cease running.

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Note:

The functionality for selecting a start date and end date is equivalent and is only defined once.

The screenshot shows a 'Scheduler' dialog box with the following settings:

- Frequency:** Daily, Every 1 Hour(s) 45 Minutes, Weekly, Monthly, Yearly, On Event.
- Start of Week:** Sunday, Monday, Saturday.
- Time Format:** 12 Hour, 24 Hour.
- Start On:** September 30, 2006, 02 : 20 a.m.
- End On:** End On: September 30, 2010, 02 : 20 a.m.
- Buttons:** Cancel, Save.

Figure 2-23: Start date and end date description

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There are two methods for selecting a date.

1: Using the drop-down list boxes.

The drop-down lists should display if the user clicks anywhere on the field, NOT JUST if the user clicks the arrow.

The default value is the current month, day, and year.

- Month – This should list the months, in calendar order.
- Day – this should list the days of the month, in order. This list should be context sensitive to the month – January should list 31 days, February should list 28 days and automatically adjust for leap years, April should list 30 days, etc.
- Year – This list should start with the current year and end with 2025.

Internationalization:

The date format should be localizable. This should be selected in Administration. There should be three options for the order and format of the Month, Day, and Year drop-down lists:

- September 20 2006 (Month spelled out, Day in two digits (06 or 21), and Year in four digits (2006))
- 20 September 2006 (Day in two digits (06 or 21), Month spelled out, and Year in four digits (2006))
- 2006 09 20 (Year in four digits (2006), Month in two digits (09 for September, 12 for December), and Day in two digits (06 or 21))

For additional details, refer to CID 106414-18.

Refer to CID 105408, *ECG Internal Standard: Internationalization Requirements*.

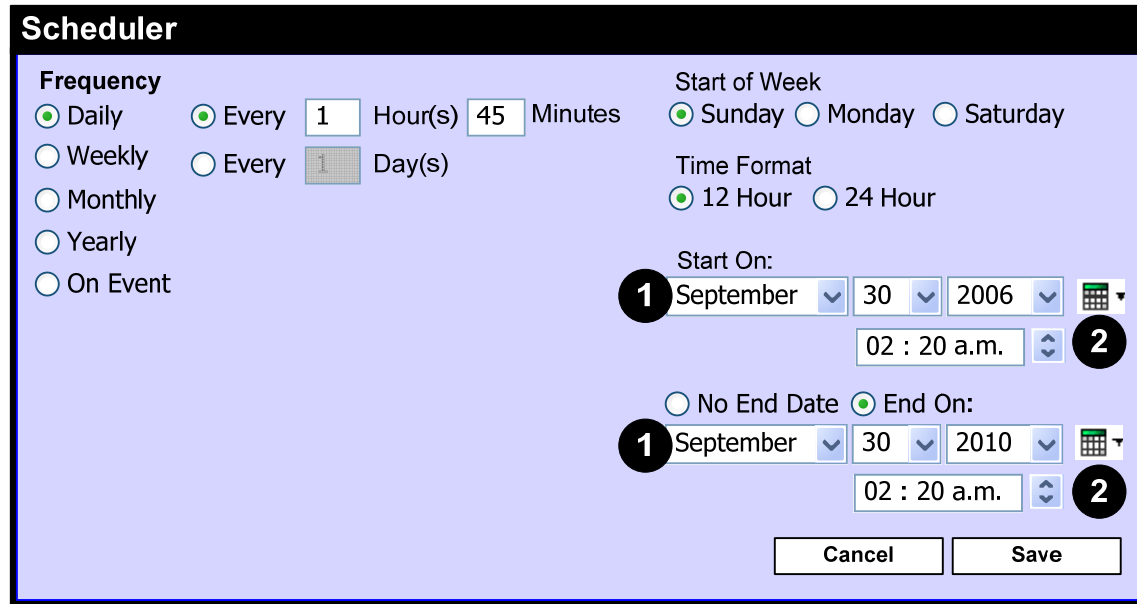


Figure 2-24: Start date and end date

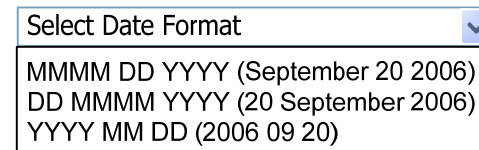


Figure 2-25: Sample date format drop-down list

- 2: Using the calendar
- When the user clicks the Calendar icon, CCR displays a calendar from which the user can select a date.
- The default date is the current system date.
- The date that is selected on the calendar will be displayed in the drop down lists – Month, Date, and Year.

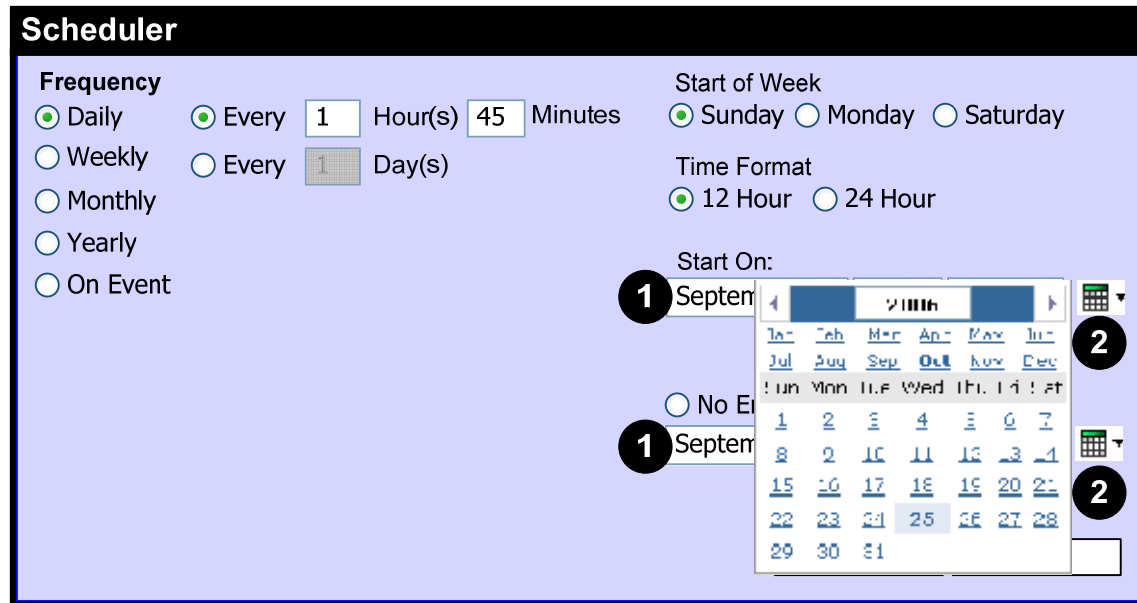


Figure 2-26: Start date and end date

- 3: Year – there are two options for selecting a year.
- Select a year from the drop down list box. Years are listed from the most recent year in which CCR data is recorded to 2025.
 - Click a navigation arrow. The > arrow changes the year to the next year. The < arrow changes the year to the previous year. When the year is 2025, the default behavior is

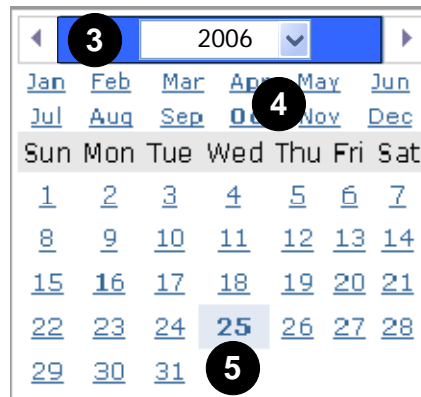


Figure 2-27: Expanded calendar view

that the > arrow is grayed out and the < arrow is active.

- 4: Month – click the abbreviation for the month you want to select.
- 5: Day – click the day of the month you want to select.

Internationalization:

Calendars should be available in all languages supported by CCR.

Refer to CID 105408, *ECG Internal Standard: Internationalization Requirements*.

Note:

The functionality for selecting a start time and end time is equivalent and is only defined once.

The default time is the current system time.

In the time field **[08:04 a.m.]**, hours (**08**), minutes (**04**) and a.m./p.m. are separate fields.

Hours and Minutes display with two digits. For example, hour 8 would display as 08 and minute 5 would display at 05.

The screenshot shows a 'Scheduler' dialog box with a light blue background. It is divided into several sections:

- Frequency:** Includes radio buttons for 'Daily', 'Weekly', 'Monthly', 'Yearly', and 'On Event'. The 'Daily' option is selected. Below it are input fields for 'Every 1 Hour(s) 45 Minutes' and 'Every 1 Day(s)'. The '1' in the first field is highlighted with a mouse cursor.
- Start of Week:** Includes radio buttons for 'Sunday', 'Monday', and 'Saturday'. 'Sunday' is selected.
- Time Format:** Includes radio buttons for '12 Hour' and '24 Hour'. '12 Hour' is selected.
- Start On:** A date selection area with dropdowns for 'September', '30', and '2006', and a time field set to '02 : 20 a.m.'. A calendar icon is visible.
- End On:** A date selection area with dropdowns for 'September', '30', and '2010', and a time field set to '02 : 20 a.m.'. A calendar icon is visible.
- Buttons:** 'Cancel' and 'Save' buttons are located at the bottom right.

Figure 2-28: Start date and end date functionality described

There are two methods for changing the time. In both methods the user single clicks the field being changed to select the field.

While a field is selected the user does one of the following:

- 6:** Uses the spin control to change the value. Clicking the up arrow [▲] increases hours or minutes to the next highest value and changes a.m. to p.m. (or vice versa).

Clicking the down arrow [▼] decreases hours or minutes to the next lowest value and changes a.m. to p.m. (or vice versa).

- 7:** Uses the keyboard to enter the new value. If the user enters a single digit for hours or minutes (for example, 5 instead of 05) the value is accepted and displayed in the correct format. For example, if the user enters 5, the value is accepted and displayed as 05.

User Feedback

If an invalid character is entered (for example, a text character is entered in the hour field or a number is entered in the a.m./p.m. field) the value is underlined with a dotted red line (.....) that fits the width of the field. The dotted line should display until the user does one of the following:

- Enters a valid value
- Clicks the interface outside of the time field. In this case, the original value should be displayed

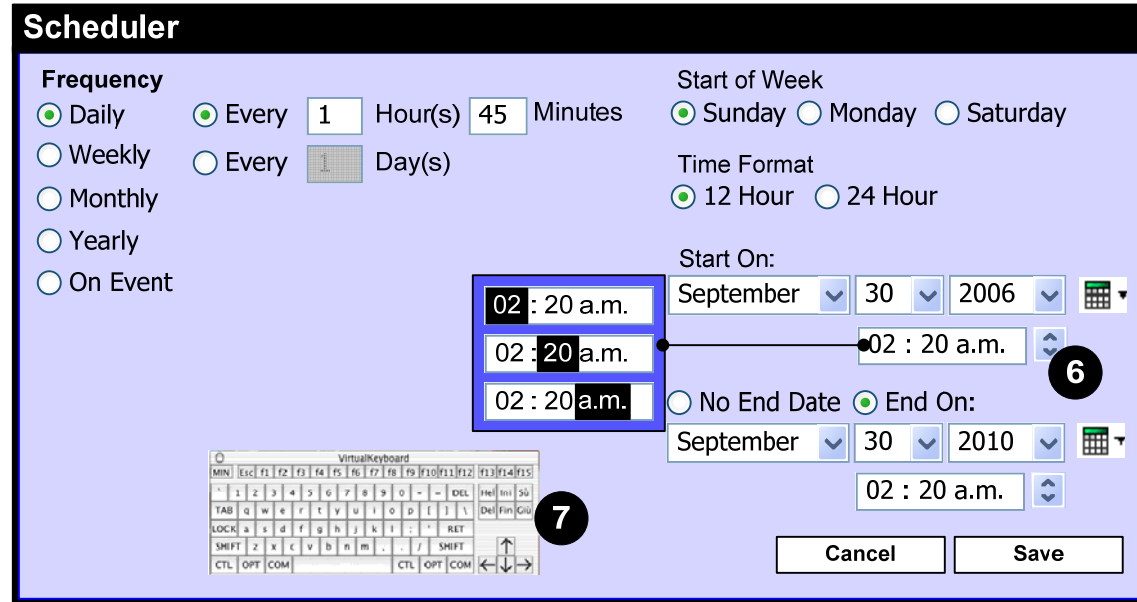


Figure 2-29: Selecting a start time and end time

81

2.3.8. Cancel Button and Save Button

82

There are two control buttons on the scheduler screen: Cancel and Save.

- 1: Cancel button – clicking the [Cancel] button cancels the current scheduler operation.

The screenshot shows a window titled "Scheduler" with a light blue background. It contains several configuration options:

- Frequency:** Radio buttons for Daily (selected), Weekly, Monthly, Yearly, and On Event. The "Every" options are also present with input fields for "1" Hour(s) and "45" Minutes, and "1" Day(s).
- Start of Week:** Radio buttons for Sunday (selected), Monday, and Saturday.
- Time Format:** Radio buttons for 12 Hour (selected) and 24 Hour.
- Start On:** A date selector showing "September 30, 2006" and a time selector showing "02 : 20 a.m.". A calendar icon is visible.
- End On:** Radio buttons for "No End Date" and "End On:" (selected). The "End On:" date selector shows "September 30, 2010" and the time selector shows "02 : 20 a.m.". A calendar icon is visible.
- Buttons:** At the bottom right, there are two buttons: "Cancel" and "Save". The "Cancel" button is highlighted with a black circle containing the number "1".

Figure 2-30: Cancel button

When the user clicks the **[Cancel]** button CCR displays a confirming dialog box.

Note:

The dialog box is modal. When the dialog box displays the Scheduler screen becomes inactive and is grayed out. The scheduler screen remains inactive until the **[Yes]** or **[No]** button is clicked.

- Yes – the dialog box closes, the Scheduler screen becomes active, and the Scheduler screen closes.
- No – the dialog box closes and the Scheduler screen becomes active.
- If the user selects (checks) “Do not show me this dialog box again” the Confirm Cancel dialog box will not display during the current session or during any future session.

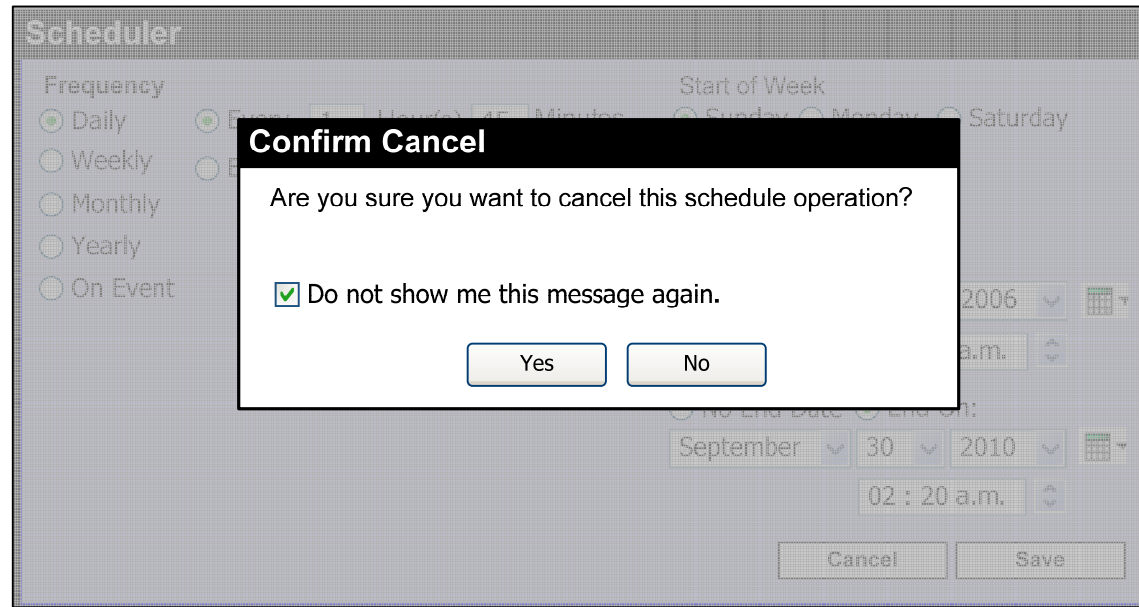


Figure 2-31: Confirm cancel dialog box

84

- 2: Save button – clicking the **[Save]** button saves the current scheduler operation.

Scheduler

Frequency

Daily Every Hour(s) Minutes

Weekly Every Day(s)

Monthly

Yearly

On Event

Start of Week

Sunday Monday Saturday

Time Format

12 Hour 24 Hour

Start On:

September 30 2006

02 : 20 a.m.

No End Date End On:

September 30 2010

02 : 20 a.m.

2

Figure 2-32: Save button

85

When the user clicks the **[Save]** button CCR displays a confirming dialog box.

Note:

The dialog box is modal. When the dialog box displays the Scheduler screen becomes inactive and is grayed out. The scheduler screen remains inactive until the **[Yes]** or **[No]** button is clicked.

- Yes – the dialog box closes, the Scheduler screen becomes active, and the Scheduler screen closes.
- No – the dialog box closes and the Scheduler screen becomes active.
- If the user selects (checks) “Do not show me this dialog box again” the Confirm Save dialog box will not display during the current session or during any future session.

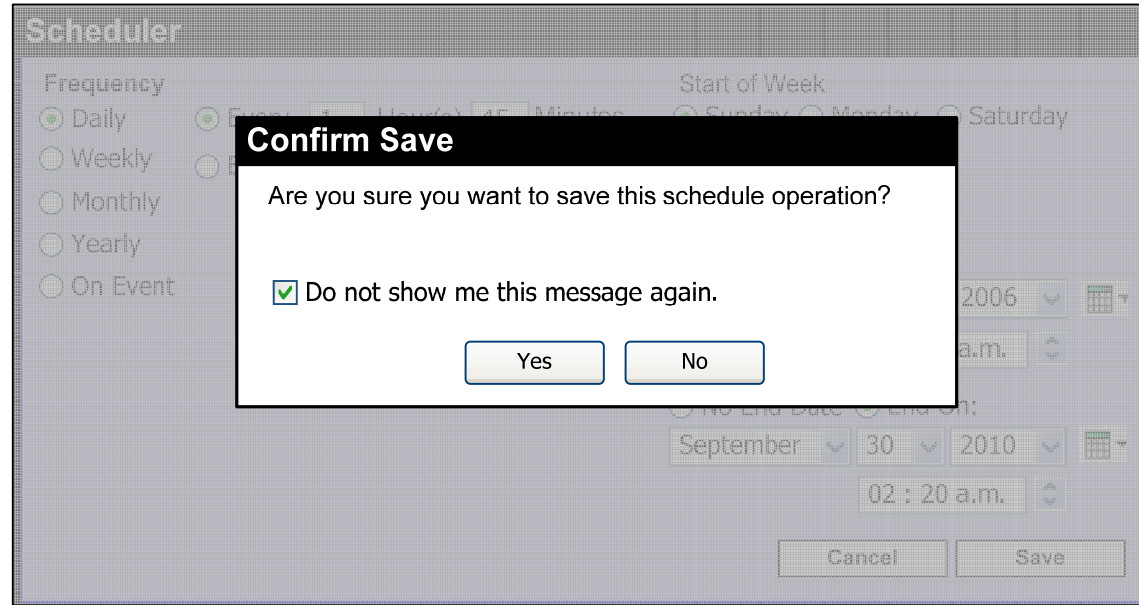


Figure 2-33: Confirm save dialog box

86

87

2.3.9. Setting the Output Format and Destination for Reports

88

Reports can be scheduled and saved in five output formats, with multiple output formats and “save to” locations scheduled during a session.

1: Output Formats – selecting an output format is optional. There are a total of five output formats available:

- PDF
- HTML
- XLS
- XML
- CSV

The available output formats should be configurable in administration (i.e. the client should be able to assign permissions for output formats on a user by user basis).

Multiple output formats can be selected and executed during a session.

One copy of the report will be created and saved in each of the selected formats. All copies will be saved to the same destination folder – Saved Reports.

The screenshot shows a 'Scheduler' dialog box with the following settings:

- Frequency:** Daily, Every 1 Hour(s) 45 Minutes, Weekly, Every 1 Day(s), Monthly, Yearly, On Event.
- Start of Week:** Sunday, Monday, Saturday.
- Time Format:** 12 Hour, 24 Hour.
- Start On:** September 30, 2006, 02 : 20 a.m.
- End On:** No End Date, End On: September 30, 2010, 02 : 20 a.m.
- Format:** PDF (1), HTML (1), XLS (1), XML (1), CSV (1).
- Destination:**
- Buttons:**

Figure 2-34: Output formats

89

90

91

- 2: Destination: Printer – click this button to print the scheduled report on a network printer.

Scheduler

Frequency

Daily Every Hour(s) Minutes

Weekly Every Day(s)

Monthly

Yearly

On Event

Start of Week

Sunday Monday Saturday

Time Format

12 Hour 24 Hour

Start On:

September 30 2006

02 : 20 a.m.

No End Date End On:

September 30 2010

02 : 20 a.m.

Format

PDF HTML XLS XML CSV

Destination

2 Printer E-mail

Cancel Save

Figure 2-35: Destination: printer button

92

When the user clicks the **[Printer]** button, CCR displays the system's printer dialog box.

Note:

The printer dialog box is modal. When the printer dialog box displays the Scheduler screen becomes inactive and is grayed out. The print dialog box remains inactive until the **[OK]** or **[Cancel]** button is clicked.

The user selects the network printer on which the report will print.

Click the **[OK]** button.

The report DOES NOT print immediately. The report will print on the selected printer when the scheduled report runs.

To print a copy of the report on the selected printer CCR will create a PDF of the report in the background. When the print job is sent to the printer the PDF is deleted.

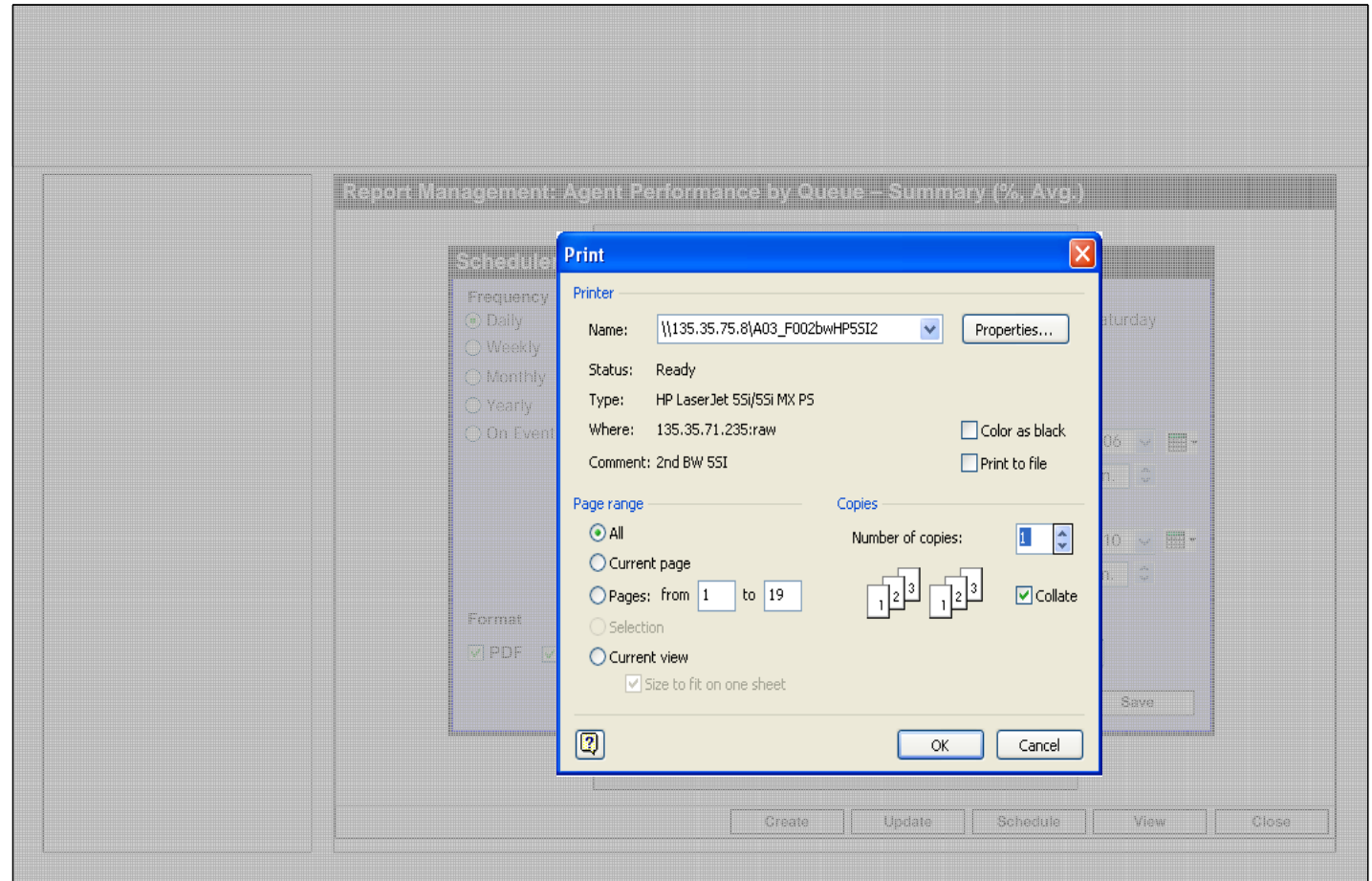


Figure 2-36: Print dialog box (modal)

Destination: E-mail – click this button to e-mail the selected reports to one or more recipients.

The e-mail button is disabled (grayed out) until at least one output format is selected.

Scheduler

Frequency

Daily Every Hour(s) Minutes

Weekly Every Day(s)

Monthly

Yearly

On Event

Start of Week

Sunday Monday Saturday

Time Format

12 Hour 24 Hour

Start On:

September 30 2006

02 : 20 a.m.

No End Date End On:

September 30 2010

02 : 20 a.m.

Format

PDF HTML XLS XML CSV

Destination

Figure 2-37: Destination: e-mail button

97

When the user clicks the **[E-mail]** button, CCR displays the system's e-mail message window.

Note:

The e-mail message window is modal. When CCR displays the e-mail message window the Scheduler screen becomes inactive and is grayed out. The e-mail message window remains active until the **[Send]** or **[X]** button is clicked.

The user can do the following:

- Select a distribution list for the scheduled e-mail
- Enter a subject line
- Enter a message to accompany the reports

Reports in the selected output formats will be sent with the e-mail as attached files.

Click the **[Send]** button.

The report DOES NOT send the e-mail immediately. The e-mail, with attachments, will be sent when the scheduled report runs.

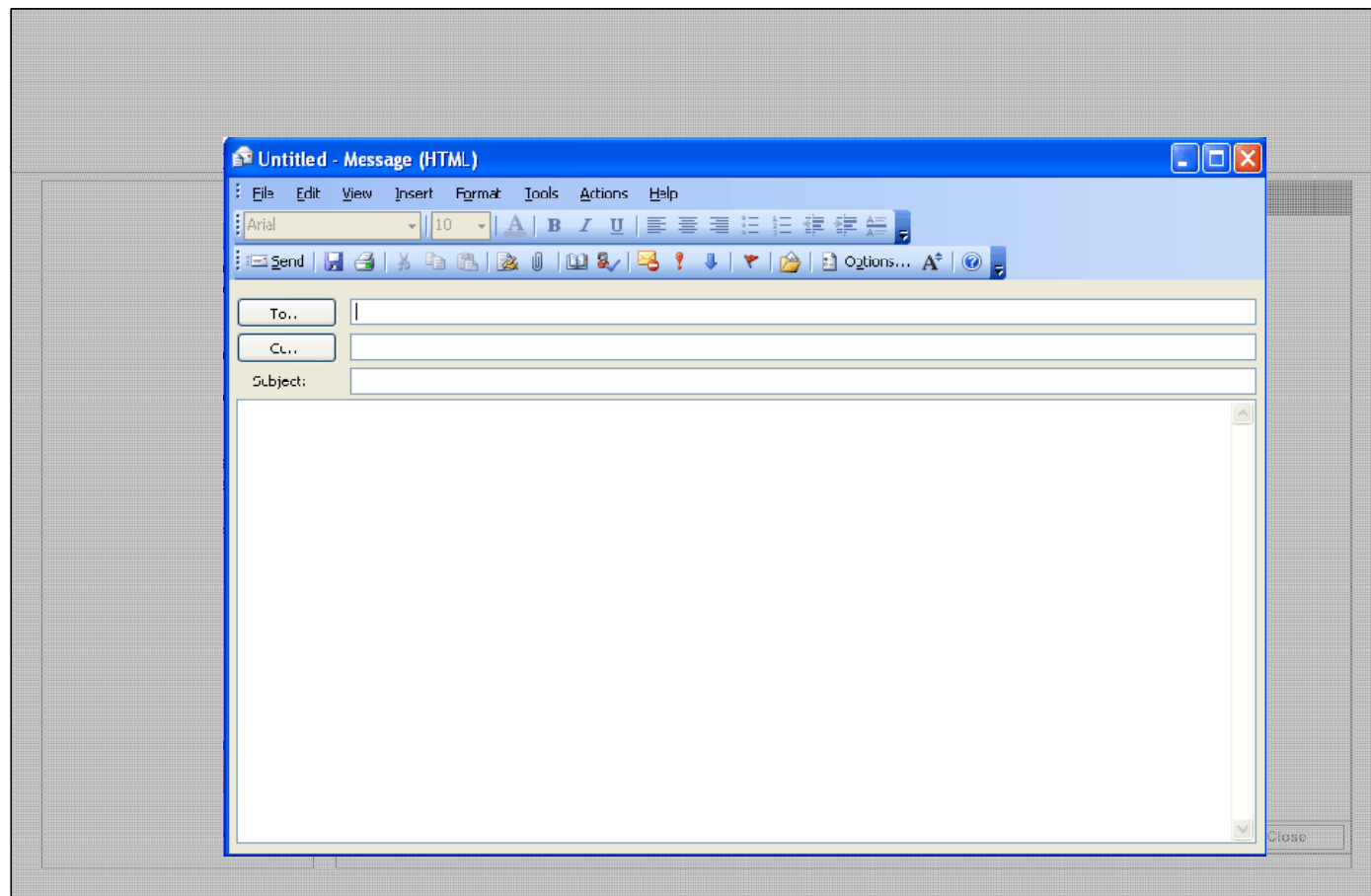


Figure 2-38: E-mail dialog box

98

99

2.3.10. Administration Schedule Screen

100

User use the Administration Schedule screen to view the status of scheduled administration tasks and to perform maintenance of those tasks.

101

Note:

Because a UI specification for the Administration Schedule screen has not been written, and this task has not been assigned, the architecture for this screen is briefly described in this UI specification.

Administration Schedule							View	All Statuses	View	All Types
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲				
Aggregation	System	Weekly Sat at...	Enabled	10/14/06 12:05am	✔	Chekov, Pavel				
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✔	Sulu, Hikaru				
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✔	McCoy, Leonard (Bones)				
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✔	Kirk, James (Jim)				
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✘	McCoy, Leonard (Bones)				
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✔	Uhura, Nyota				
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✔	Scott, Montgomery (Scotty)				
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✔	McCoy, Leonard (Bones)				

There are two options for selecting a single job and performing an operation on the task:

- Single click the task and select the appropriate button on the tool bar.
- Right click the task; CCR displays a contextual menu. Select the appropriate operation in the menu.

To select multiple tasks, do one of the following”

- Left click the first task in a list of tasks, then [Shift]-left click the last task in the list. CCR selects the list of tasks.
- Select the first item. [CTRL]-left click all subsequent tasks to be selected.

Administration Schedule							View	All Statuses	View	All Types	
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲					
Aggregation	System	Weekly Sat at...	Enabled	10/14/06 12:05am	✓	Chekov, Pavel					
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✓	Sulu, Hikaru					
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)					
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✓	Kirk, James (Jim)					
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✗	McCoy, Leonard (Bones)					
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✓	Uhura, Nyota					
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)					
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✓	McCoy, Leonard (Bones)					

Figure 2-39: Selecting single and multiple administration tasks

1: Filter by Status – this is a drop-down list box.
The list should display when the user clicks anywhere on the box, NOT JUST if the user clicks on the arrow.

There are five possible statuses:

- Complete
- Failed
- Running
- Partial
- Pending

The default state is All Statuses.

If a filter is selected (for example, Failed), only tasks with that status are displayed.

2: Filter by Type – this is a drop-down list box.

The list should display when the user clicks anywhere on the box, NOT JUST if the user clicks on the arrow.

There are three task types:

- System
- On Demand
- User

The screenshot shows a table titled "Administration Schedule" with columns: Admin Job Name, Type, Frequency, State, Last Run, Status, and Scheduler. The Status column contains icons representing the job status: a green checkmark for "Complete", a red X for "Failed", and a green checkmark for "Running". The Scheduler column lists names like "Chekov, Pavel", "Sulu, Hikaru", "McCoy, Leonard (Bones)", "Kirk, James (Jim)", "McCoy, Leonard (Bones)", "Uhura, Nyota", "Scott, Montgomery (Scotty)", and "McCoy, Leonard (Bones)".

Two dropdown menus are shown below the table. The first, labeled "1", is the "Status" filter, currently set to "All Statuses". The second, labeled "2", is the "Type" filter, currently set to "All Types".

Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduler ▲
Aggregation	System	Weekly Sat at...	Enabled	10/14/06 12:05am	✓	Chekov, Pavel
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✓	Sulu, Hikaru
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✓	Kirk, James (Jim)
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✗	McCoy, Leonard (Bones)
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✓	Uhura, Nyota
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✓	McCoy, Leonard (Bones)

Figure 2-40: Status and type filters

The default state is unfiltered (i.e. all types display). If a filter is selected (for example, System), CCR displays only tasks of that type.

Note:

A Status filter and a Type filter can be applied simultaneously. For example, if the user selects a status of Failed and a type of System, CCR displays all system tasks that have failed.

3: Admin Job Name – this is the name of the administration task. For system tasks the name is set in the software. For On Demand and User tasks, the name is set when the task is created.

4: Type –there are three types of scheduled administration tasks:

- System – these are tasks that come “built in” with CCR.
- On Demand – these are tasks based on system tasks that are user defined, but that generally are run one time only. For example, if the System synchronization task initially fails, this might be defined as an On Demand task to ensure that synchronization takes place.
- User – these are user defined tasks. Any task that can be performed in CCR can be scheduled. For example, moving all senior agents from the Product Specialty Queue to the Sales Queue every morning between 9:00 a.m. and 11:00 a.m. to meet high call volumes.

Administration Schedule							View	All Statuses	View	All Types
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲				
Aggr... ³	em ⁴	Weekly Sat at...	Enabled	10/14/06 12:05am	✓	Chekov, Pavel				
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✓	Sulu, Hikaru				
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)				
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✓	Kirk, James (Jim)				
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✗	McCoy, Leonard (Bones)				
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✓	Uhura, Nyota				
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)				
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✓	McCoy, Leonard (Bones)				

Figure 2-41: Admin task name and type columns

- 5: Frequency – how often the tasks runs.
- 6: State – indicates if the job is enabled or disabled.
- 7: Last Run – the date and time when the task was last run.
- 8: Status – the status of the task. There are four options.
 - Pending – the task has not yet run. This status only displays after the task has been scheduled AND before the task runs for the first time.
 - Running – the task running.
 - Complete – the scheduled task ran successfully.
 - Failed – the scheduled task did not run successfully. For this status, the icon should be a link that, when clicked, will display information about why the task failed.
 - Partial – The task was partially successful. For this status, the label should.

Administration Schedule							View	All Statuses	View	All Types
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲				
Aggregation	System	Weekly Sat at...	Enabled	10/17/06 12:05am	Complete	Chekov, Pavel				
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	Complete	Sulu, Hikaru				
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	Complete	McCoy, Leonard (Bones)				
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	Complete	Kirk, James (Jim)				
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	Failed	McCoy, Leonard (Bones)				
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	Complete	Uhura, Nyota				
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	Complete	Scott, Montgomery (Scotty)				
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	Complete	McCoy, Leonard (Bones)				

Figure 2-42: Frequency, last run, and status column

Note:

A task is assigned a status of “Failed” if it could not run at all, for example, if a connection could not be made to the data base. A task is assigned a status of “Partial” if some of the task is complete, for example, if 100user records were scheduled to be updated and 80 were updated and 20 were not, due to data integrity issues.

- 9:** Scheduled By – the name or ID of the user who last scheduled the task.
If the task is a system task and the frequency, start date and end date are the original (default) frequency, start date, and end date, Scheduled By is blank.
- 10:** Refresh – clicking this button updates the Administration Schedule screen to reflect the screens most current state.

Administration Schedule							View	All Statuses	View	All Types	↻
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲					
Aggregation	System	Weekly Sat at...	Enabled	10/14/06 12:05am	✓	Chel 9 Pavel					
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✓	Sulu, Hikaru					
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)					
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✓	Kirk, James (Jim)					
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✗	McCoy, Leonard (Bones)					
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✓	Uhura, Nyota					
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)					
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✓	McCoy, Leonard (Bones)					

Figure 2-43: Schedule by button and refresh button

The icon buttons that are shown are for example purposes only. The actual buttons that should be available on this screen are presented as text buttons, because two of the required buttons, History and Disable/Enable, have not been designed. Only these five buttons should display on this screen.

- 11:** History button – displays a detailed history of the selected task (for example, the last 10 times the task ran). This would, for example, display information about why a job failed.
- 12:** Stop button – will stop the task (requires that the status be “Running”). This button is context sensitive. If the status of a selected task is not “Running” the button will be disabled (grayed out).

Administration Schedule							View	All Statuses	View	All Types
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲				
Aggregation	System	Weekly Sat at...	Enabled	10/14/06 12:05am	✓	Chekov, Pavel				
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✓	Sulu, Hikaru				
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)				
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✓	Kirk, James (Jim)				
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✗	McCoy, Leonard (Bones)				
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✓	Uhura, Nyota				
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)				
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✓	McCoy, Leonard (Bones)				

11

History

12

Stop

13

Disable

14

Delete

15

Edit

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📄
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Figure 2-44: History and stop buttons

13: Disable/Enable button – this button has two states. When you select an administration task, the label on the button is the opposite of the job’s current state. If the task is enabled, the label on the button will be “Disabled”. If the task is disabled, the label on the task will be “Enabled”.

Clicking this button will change the status of the Enable/Disable option for the task on the Scheduler screen.

When the Disable button is clicked the label changes to Enable.

14: Delete button – deletes the selected task. This button is context sensitive.

System tasks cannot be deleted. If a System task is selected the Delete button is Disabled (grayed out).

15: Edit button -- opens the selected task in the Scheduler. The schedule information for the task can be changed.

Administration Schedule							View	All Statuses	View	All Types
Admin Job Name ▲	Type ▲	Frequency ▲	State ▲	Last Run ▲	Status ▲	Scheduled By ▲				
Aggregation	System	Weekly Sat at...	Enabled	10/14/06 12:05am	✓	Chekov, Pavel				
Purging Logs & Alarms	System	Daily at 11:30pm	Disabled	10/19/06 11:30pm	✓	Sulu, Hikaru				
CCR Data Purge	System	Daily at 11:45pm	Disabled	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)				
File System Backup	System	Daily at 11:55pm	Enabled	10/19/06 11:55pm	✓	Kirk, James (Jim)				
Synchronization	System	Daily at 02:00am	Enabled	10/20/06 02:00am	✗	McCoy, Leonard (Bones)				
Database Check	System	Daily at 4:00am	Enabled	10/20/06 04:00am	✓	Uhura, Nyota				
Database Backup	System	Daily at 4:30am	Disabled	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)				
Synchronization	On Demand	Once at 05:00am	Enabled	10/20/06 05:00am	✓	McCoy, Leonard (Bones)				

11

History

12

Stop

13

Disable

14

Delete

15

Edit

Figure 2-45: Disable/enable button, delete button, edit button

Note:

16: Navigation for Additional Records: Scroll Bar – if there are more tasks than can fit on one screen but 150 or fewer total tasks CCR should display a vertical scroll bar on the right side of the screen.

- If there are more 150 administration tasks displayed, CCR should display left and right navigation arrows to navigate from screen to screen.

Administration Schedule						View	All Statuses	View	All Types
Admin Task Name ▲	Type ▲	Frequency ▲	Last Run ▲	Status ▲	Scheduled By ▲				
Aggregation	System	Weekly Sat at...	10/14/06 12:05am	✓	Chekov, Pavel				
Purging Logs & Alarms	System	Daily at 11:30pm	10/19/06 11:30pm	✓	Sulu, Hikaru				
CCR Data Purge	System	Daily at 11:45pm	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)				
File System Backup	System	Daily at 11:55pm	10/19/06 11:55pm	✓	Kirk, James (Jim)				
Synchronization	System	Daily at 02:00am	10/20/06 02:00am	✗	McCoy, Leonard (Bones)				
Database Check	System	Daily at 4:00am	10/20/06 04:00am	✓	Uhura, Nyota				
Database Backup	System	Daily at 4:30am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)				
Synchronization	On Demand	Once at 05:00am	10/20/06 05:00am	✓	McCoy, Leonard (Bones)				
Daily Agent Purge	User	Daily at 5:05am	10/14/06 12:05am	✓	Chekov, Pavel				
Daily VDN Purge	User	Daily at 5:10am	10/19/06 11:30pm	✓	Sulu, Hikaru				
Daily Skill Update	User	Daily at 5:15am	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)				
Daily Agent Update	User	Daily at 5:20am	10/19/06 11:55pm	✓	Kirk, James (Jim)				
Daily Workgroup Update	User	Daily at 5:25am	10/20/06 02:00am	✓	McCoy, Leonard (Bones)				
Daily Queue Update	User	Daily at 5:30am	10/20/06 04:00am	✓	Uhura, Nyota				
Daily Agent Queue Synch	User	Daily at 5:35am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)				
Daily Agent Skill Purge	User	Once at 05:40am	10/20/06 05:00am	✓	McCoy, Leonard (Bones)				
Daily Agent Purge	User	Daily at 5:05am	10/14/06 12:05am	✓	Chekov, Pavel				
Daily VDN Purge	User	Daily at 5:10am	10/19/06 11:30pm	✓	Sulu, Hikaru				
Daily Skill Update	User	Daily at 5:15am	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)				
Daily Agent Update	User	Daily at 5:20am	10/19/06 11:55pm	✓	Kirk, James (Jim)				
Daily Workgroup Update	User	Daily at 5:25am	10/20/06 02:00am	✓	McCoy, Leonard (Bones)				
Daily Queue Update	User	Daily at 5:30am	10/20/06 04:00am	✓	Uhura, Nyota				
Daily Agent Queue Synch	User	Daily at 5:35am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)				


16

Figure 2-46: Vertical scroll bar

17: Navigation for Additional Records: Arrows – these arrows are used to navigate forward and back between pages of tasks.

- If there is only one page of tasks, both arrows are inactive (grayed out)
- If there is more than one page and the displayed page is the first page, the left arrow is inactive (grayed out) and the right arrow is active (black).
- If there is more than one page of tasks and the displayed page is any page besides the first page or last page, both arrows are active (black).
- If there is more than one page of tasks and the displayed page is the last page, the left arrow is active (black) and the right arrow is inactive (grayed out).

Administration Schedule						View	All Statuses	View	All Types	
Admin Task Name ▲	Type ▲	Frequency ▲	Last Run ▲	Status ▲	Scheduled By ▲					
Aggregation	System	Weekly Sat at...	10/14/06 12:05am	✓	Chekov, Pavel					
Purging Logs & Alarms	System	Daily at 11:30pm	10/19/06 11:30pm	✓	Sulu, Hikaru					
CCR Data Purge	System	Daily at 11:45pm	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)					
File System Backup	System	Daily at 11:55pm	10/19/06 11:55pm	✓	Kirk, James (Jim)					
Synchronization	System	Daily at 02:00am	10/20/06 02:00am	✗	McCoy, Leonard (Bones)					
Database Check	System	Daily at 4:00am	10/20/06 04:00am	✓	Uhura, Nyota					
Database Backup	System	Daily at 4:30am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)					
Synchronization	On Demand	Once at 05:00am	10/20/06 05:00am	✓	McCoy, Leonard (Bones)					
Daily Agent Purge	User	Daily at 5:05am	10/14/06 12:05am	✓	Chekov, Pavel					
Daily VDN Purge	User	Daily at 5:10am	10/19/06 11:30pm	✓	Sulu, Hikaru					
Daily Skill Update	User	Daily at 5:15am	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)					
Daily Agent Update	User	Daily at 5:20am	10/19/06 11:55pm	✓	Kirk, James (Jim)					
Daily Workgroup Update	User	Daily at 5:25am	10/20/06 02:00am	✓	McCoy, Leonard (Bones)					
Daily Queue Update	User	Daily at 5:30am	10/20/06 04:00am	✓	Uhura, Nyota					
Daily Agent Queue Synch	User	Daily at 5:35am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)					
Daily Agent Skill Purge	User	Once at 05:40am	10/20/06 05:00am	✓	McCoy, Leonard (Bones)					
Daily Agent Purge	User	Daily at 5:05am	10/14/06 12:05am	✓	Chekov, Pavel					
Daily VDN Purge	User	Daily at 5:10am	10/19/06 11:30pm	✓	Sulu, Hikaru					
Daily Skill Update	User	Daily at 5:15am	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)					
Daily Agent Update	User	Daily at 5:20am	10/19/06 11:55pm	✓	Kirk, James (Jim)					
Daily Workgroup Update	User	Daily at 5:25am	10/20/06 02:00am	✓	McCoy, Leonard (Bones)					
Daily Queue Update	User	Daily at 5:30am	10/20/06 04:00am	✓	Uhura, Nyota					
Daily Agent Queue Synch	User	Daily at 5:35am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)					



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▶

Figure 2-47: Navigation arrows

18: Sort Arrow – The sort arrow indicates that the contents of the column can be sorted in alphabetical order. The default state is unsorted. An up arrow (▲) indicates that column can be sorted in ascending order. A down arrow (▼) indicates the column can be sorted in descending order.

Administration Schedule					
Admin Task Name ▲ 18	Type ▲ 18	Frequency ▲ 18	Last Run ▲ 18	Status ▲ 18	Scheduled By ▲ 18
Aggregation	System	Weekly Sat am	10/14/06 12:00am		Chekov, Pavel
Purging Logs & Alarms	System	Daily at 11:30pm	10/19/06 11:30pm	✓	Sulu, Hikaru
CCR Data Purge	System	Daily at 11:45pm	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)
File System Backup	System	Daily at 11:55pm	10/19/06 11:55pm	✓	Kirk, James (Jim)
Synchronization	System	Daily at 02:00am	10/20/06 02:00am	✗	McCoy, Leonard (Bones)
Database Check	System	Daily at 4:00am	10/20/06 04:00am	✓	Uhura, Nyota
Database Backup	System	Daily at 4:30am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)
Synchronization	On Demand	Once at 05:00am	10/20/06 05:00am	✓	McCoy, Leonard (Bones)

Figure 2-48: Sort arrows

19: Column Borders – the vertical lines indicate the borders of the columns. Columns can be resized by dragging a border to the right or left. The frequency for Aggregation does not completely display. Drag the right border of the column to widen the column and display the complete frequency.

Administration Schedule					
Admin Task Name ▲	Type ▲	Frequency ▲	Last Run ▲	Status ▲	Scheduled By ▲
Aggregation	System	Weekly Sat at...	10/14/06 12:05am	✓	Chekov, Pavel
Purging Logs & Alarms	System	Daily at 11:30pm	10/19/06 11:30pm	✓	Sulu, Hikaru
CCR Data Purge	System	Daily at 11:45pm	10/19/06 11:45pm	✓	McCoy, Leonard (Bones)
File System Backup	System	Daily at 11:55pm	10/19/06 11:55pm	✓	Kirk, James (Jim)
Synchronization	System	Daily at 02:00am	10/20/06 02:00am	✗	McCoy, Leonard (Bones)
Database Check	System	Daily at 4:00am	10/20/06 04:00am	✓	Uhura, Nyota
Database Backup	System	Daily at 4:30am	10/20/06 04:30am	✓	Scott, Montgomery (Scotty)
Synchronization	On Demand	Once at 05:00am	10/20/06 05:00am	✓	McCoy, Leonard (Bones)

18
18
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Weekly Sat at 12:05am

Figure 2-49: Column borders

109 **2.4. Confirming the Status of Scheduled Reports and Administration Tasks**

110 CCR displays the status of scheduled reports and scheduled administration tasks differently.

111 **2.4.1. Confirming the Status of Scheduled Reports**

112 The status of scheduled reports is reported on the Status Bar, on the Report Summary Page.

- 1: Status Bar – displays on the Report Summary Page. The default state for the Status Bar is closed (in figure xxx the Status Bar is open).

To open and close the Status Bar, click **[Status]** (2).

The design of the Status Bar and the Report Summary Page has not been finalized. For updates, refer to the CCR design patterns document, available at <http://ecad-sharepoint.avaya.com/ECAD/UI/ECAD%20UI%20Design%20Patterns/Forms/AllItems.aspx>.

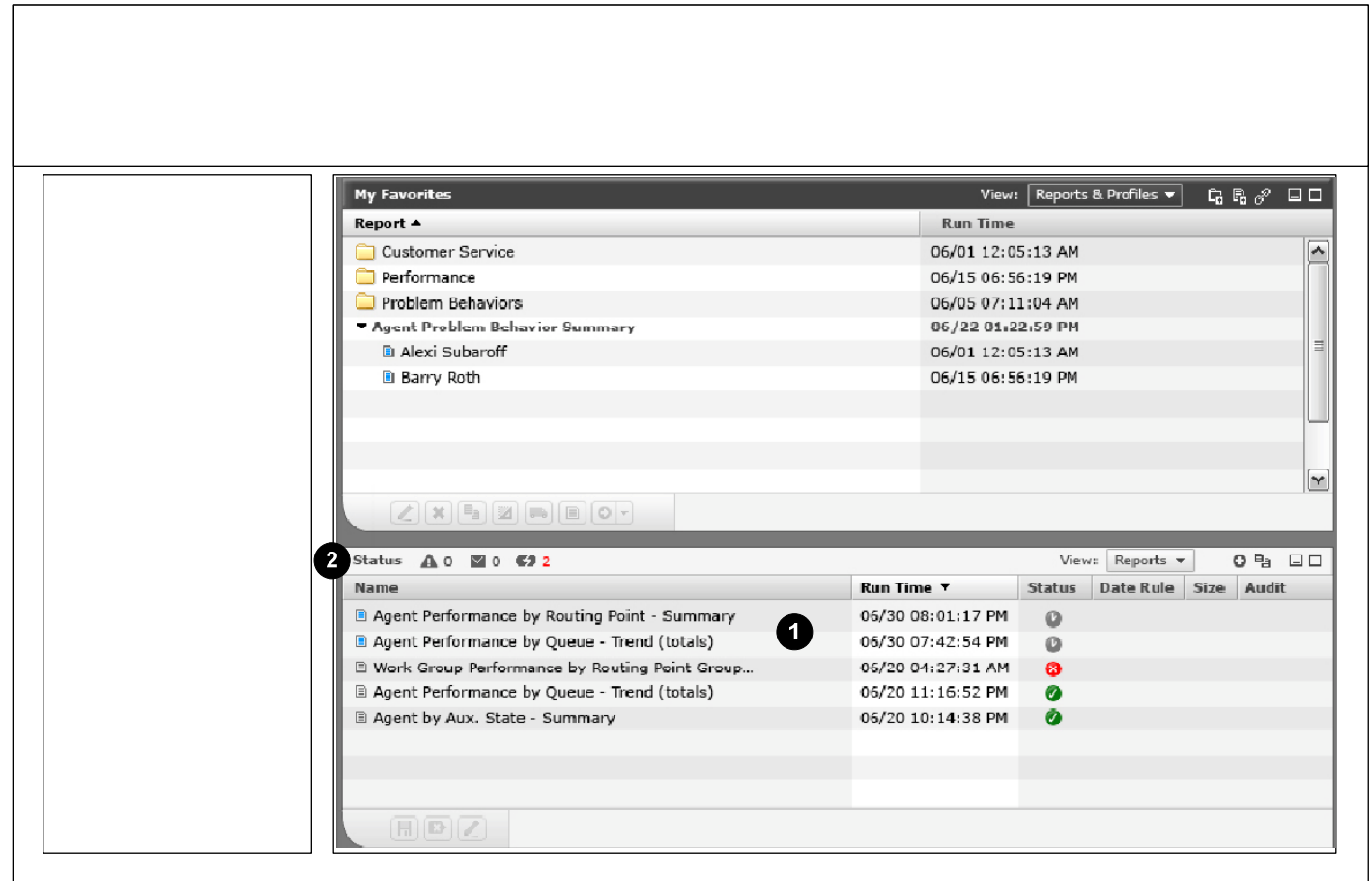


Figure 2-50: Check status of scheduled reports

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2.4.2. Confirming the Status of Scheduled Administration Tasks

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The status of scheduled administration tasks is reported on the Administration Summary Page. Unlike the summary page for reports, there isn't a status bar – the status of scheduled administration tasks is reported directly on the summary page.

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- 1: Administration Summary Page – displays on the Report Summary Page. The design of the Administration Summary Page has not been finalized. For updates, refer to the CCR design patterns document, available at <http://ecad-sharepoint.avaya.com/ECAD/UI/ECAD%20UI%20Design%20Patterns/Forms/AllItems.aspx>.

Administration Schedule					
Admin Task Name ▲	Type ▲	Frequency ▲	Last Run ▲	Status ▲	Scheduled By ▲
Aggregation	System	Weekly Sat at...	10/14/06 12:05am	✔	Chekov, Pavel
Purging Logs & Alarms	System	Daily at 11:30pm	10/19/06 11:30pm	✔	Sulu, Hikaru
CCR Data Purge	System	Daily at 11:45pm	10/19/06 11:45pm	✔	McCoy, Leonard (Bones)
File System Backup	System	Daily at 11:55pm	10/19/06 11:55pm	✔	Kirk, James (Jim)
Synchronization	System	Daily at 02:00am	10/20/06 02:00am	✘	McCoy, Leonard (Bones)
Database Check	System	Daily at 4:00am	10/20/06 04:00am	✔	Uhura, Nyota
Database Backup	System	Daily at 4:30am	10/20/06 04:30am	✔	Scott, Montgomery (Scotty)
Synchronization	On Demand	Once at 05:00am	10/20/06 05:00am	✔	McCoy, Leonard (Bones)

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Figure 2-51: Check status of scheduled administration tasks

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118 **3. Standard Document Inputs**

119 The following documents are closely related to this user interface specification.

COMPAS ID	Title	Description of Relevance
109691	CCR 4.0 Standard Historical Reports Requirements Specification for Rev 1	Describes requirements for all Standard Historical Reports in CCR Revision 1.
105886	Core Services Common Administration Software Developer Toolkit Requirements Specification	Describes the requirements and use cases associated with the Common Administration Software Development Toolkit – including scheduling tasks.
120357	CCR 4.0 Standard Real-time Reports Requirements Specification for Rev 1	Describes requirements for all Standard Real-time Reports in CCR Revision 1.
115620	Avaya Internal Standard Disability Access	An exact copy-and-paste of the Federal disability-related procurement requirements for electronic and information technologies, supplemented by Avaya-specific standards that are intended to facilitate product interoperability and ease of implementation. See also the related scorecard 109414 .
119532	Accessibility Best Practices for Java Server Faces (JSF)	Presents best practices for satisfying accessibility requirements when developing with Java Server Faces (JSF).
105408	ECG Internal Standard: Internationalization Requirements	Specify a minimum set of internationalization/localization requirements and guidelines that all Avaya software products need to be compliant with. The objectives of this standard are to meet the Avaya goals for global product availability. See also the related scorecard 109315.
106414	Conversion of CM Optrex/Eurofont-encoded Names	CCR shall convert all Optrex/Eurofont-encoded Name1 data to Unicode. This requirement is provided to allow CCR to present (in reports or UI elements) CM-provided names in localized languages.
118483	CTO Security Standard Version 4	Describes requirements for product feature functionality, security testing, build processes, and customer documentation with which all GCS products are expected to comply. See also the related scorecard 109326 .
120176	Defensive Web Programming	This Project Procedure Note (PPN) provides some brief guidelines and references for defensive programming techniques to protect against security exploits in Web applications.

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