

Installation and usage manual for Svar-Que

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Installation of Svar-Que

Svar-que installation consists of the four following steps:

1. SvarQue service, Server side
2. SvarQue SQL, Server side
3. SvarQue client, Client side
4. SvarQue RSE, Rules for the Swyx User

1 – SvarQue Service

The SvarQue Service needs to be installed on the SWYX server and then started in the computer's management console.

The installation of the Svar-Que service is done in two parts.

First run the file "setup-SvarQueService.exe" which will setup the programs needed to finish the installation of SvarQue-Service. When the setup is finished you have the option of automatically proceeding to installation of the SvarQue service.

If you do not choose the automatic method, you can always go to Start -> Programs and select install from the menu below to install the service.



The install, will install the service

The uninstall will uninstall the service

You can now restart the server for automatic start of the service or manually start the service without restarting:

To manually start the service please go through this process:

Go to

-> Computer management

-> Services and Applications

-> Services

Choose SvarQueService, right click and select "start".

*The service uses port 8050.

2 – SvarQue SQL

The SvarQue-SQL need's to be installed on the SWYX server.

Run the SvarQue-Sql.exe , it will install a program called SvarQue-SQL

Launch the program:

Svar - Que, SQL Settings

Please choose the appropriate sql server

Selected sql server

Connection string for domin user

Test Connection

Connection string for sql user
(You have to create a user on the sql manually)

Test Connection

Default sql connection string used

Close

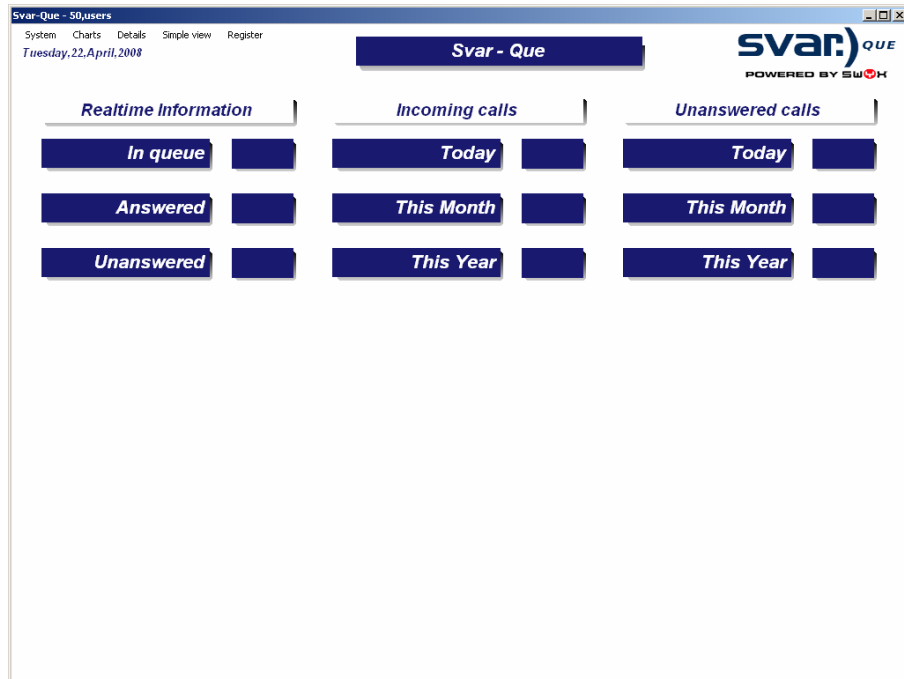
Explanation of the SQL settings:

1. Choosing a SQL server, will browse the network for SQL servers, this may take a few minutes. You can select the SQL server running on the SWYX server.
2. Displays the SQL selected in step 1, or if none is found, can be typed in. Some SQL instances use \sqlexpress, which would be NameOfServer\sqlexpress.
3. Will display a connection string for the SQL, using Integrated Security. To test if the connection is working please use the "Test Connection" button. If connection is successful you get the choice to create and check the SQL database used by Svar-Que.
4. Will display a connection string for the SQL, using Username and Password Security. Follow the same instructions as for step 3. You can either use step 3 or step 4 to define the connection string, but not both.
5. "Create and Check database" option will appear when you have tested the SQL connection.

3 – SvarQue Client

The SvarQue-Client needs to be run at the client side. Run the “SvarQue-Client.exe”, and install the program. Before you run the SvarQue-Client, the client user needs to be a member of the Administrator group on the Swyx Server.

First run of the program will be less responsive than regular use as the SQL string has not yet been set. See below under **System**.



Important:

Before you can start using Svar Que you need to register your key and define the Swyx server.

Start by registering the key by using the last menu option “Register”. Enter your key and select Register.

Next define the name of the Swyx server under “System - > Swyx Server” and write the name (not instance) of the Swyx server. (default: svar-swyx). Finally go to “System - > Refresh”.

The SvarQue client consists of a display area and 5 drop down menus. Explanation of these options follows here below.

System Charts Details Simple view Register

Main number: Define which number, extension or que the SvarQue should monitor.

Swyx server: Define the name of the Swyx server.

Language: Select which language you want to use.

Change colors: Change the color scheme of SvarQue.

Refresh: Use refresh after any changes have been made to the system menu or to start monitoring.

Quit: Exits the program.

System Charts Details Simple view Register

Using the Charts menu option you can select which charts will be displayed.

Display

- > **Employees:** Display an employees specific chart
- > **Groups:** Display a group specific chart
- > **Main number:** Display a chart for the main number
- > **Today:** Display a chart with data from today
- > **This month:** Display a chart with data from this month
- > **This year:** Display a chart with data from this year
- > **Average time:** Display an average time specific chart

Settings


Here you can select which users and groups are displayed in the charts.
You can also set the target answer time and which time periods to display.

System Charts **Details** Simple view Register

Used for displaying information about answered and unanswered call's for different periods in the past. Begin by choosing which number to examine.

apríl 2008							maí 2008							júní 2008						
mán.	þri.	mið.	fim.	fös.	lau.	sun.	mán.	þri.	mið.	fim.	fös.	lau.	sun.	mán.	þri.	mið.	fim.	fös.	lau.	sun.
31	1	2	3	4	5	6	5	6	7	8	9	10	11	2	3	4	5	6	7	8
7	8	9	10	11	12	13	12	13	14	15	16	17	18	9	10	11	12	13	14	15
14	15	16	17	18	19	20	19	20	21	22	23	24	25	16	17	18	19	20	21	22
21	22	23	24	25	26	27	26	27	28	29	30	31	23	24	25	26	27	28	29	
28	29	30											30	1	2	3	4	5	6	


☐ dag: 22.4.2008



svaR)QUE
POWERED BY SWOH

Choose Number

Answered	<input style="width: 90%;" type="text"/>
Unanswered	<input style="width: 90%;" type="text"/>

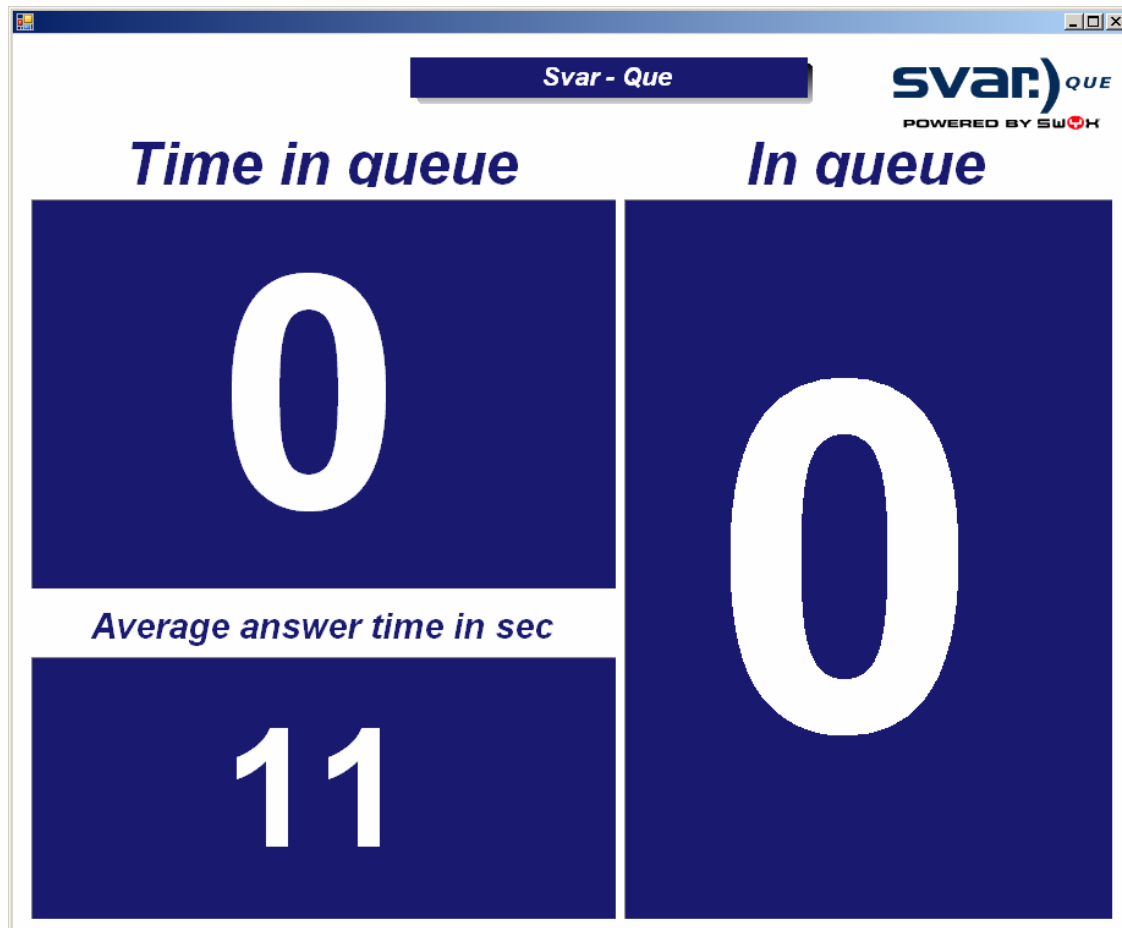


Quit

	Answered	Unanswered		Answered	Unanswered
24-01	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	12-13	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
01-02	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	13-14	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
02-03	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	14-15	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
03-04	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	15-16	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
04-05	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	16-17	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
05-06	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	17-18	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
06-07	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	18-19	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
07-08	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	19-20	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
08-09	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	20-21	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
09-10	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	21-22	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
10-11	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	22-23	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>
11-12	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	23-24	<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>

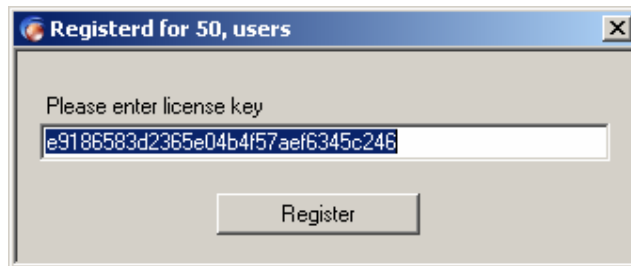
System Charts Details **Simple view** Register

Used to display a simple Queue monitor



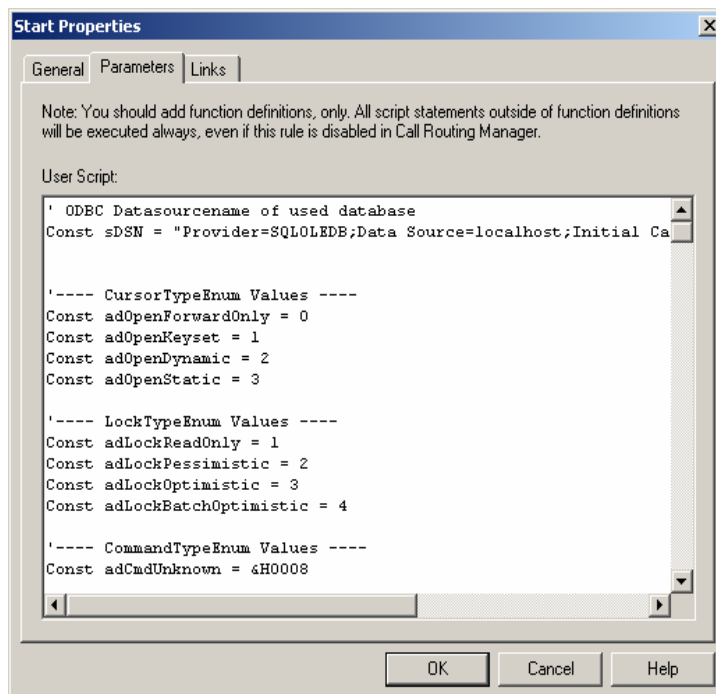
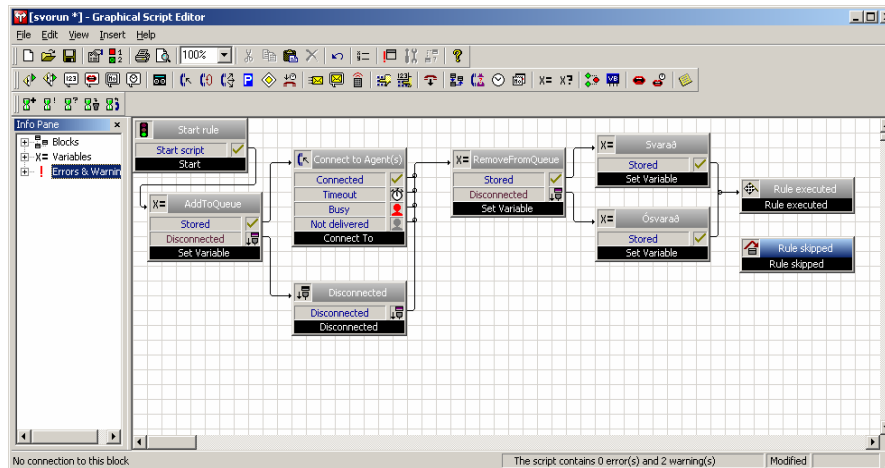
System Charts Details Simple view **Register**

Used to Register the Svar-Que, enter licence key supplied and Click register.



4 – SvarQue RSE, Rules for Swyx User

The rules for the que have to be added to all users that will be monitored



The only thing that need´s to be corrected is the sDSN string

```
Const sDSN = "Provider=SQLOLEDB;Data Source=localhost;Initial
Catalog=callcenter;Integrated Security=SSPI"
```

The Source=localhost, might Have to be changed to Source=SWYX servername