



Discovery *RE*

Frequently Asked Questions

1. Is Discovery RE supported on all Vodavi systems?

A. Discovery RE will work on XTS-IP and Telenium IP systems.

2. Is a dongle needed to run Discovery RE?

A. No dongle is required.

3. Can a single PC run both Discovery RE server and client applications?

A. Yes.

4. Do Agents have the ability to run reports?

A. No, unless they have the client installed on their PC. However Agents and other users can receive email reports once they are on the email distribution list.

5. Can I track abandoned calls using Discovery RE?

A. Yes

6. Can I import a database of contacts into Discovery RE?

A. Yes.

7. How many DID numbers and extensions are supported on the base system?

A. Discovery RE comes with unlimited Direct Inward Dial (DID) numbers. 100 Extensions are supported in Discovery RE.

8. If the application calls for a single PBX, what should I recommend?

A. Recommend Discovery RE Pro.

9. When should you recommend the Enterprise version?

A. Recommend the Enterprise version when there are multiple PBXs involved.

10. Can I upgrade from the Professional to Enterprise version?

A. Yes, but a new license is required. Although the software is exactly the same but only one PBX can be supported on the *Pro* version.

11. What options are available to collect data and send it back from a remote site?

A. Data can be collected via the software collector component and sent back via Email, FTP upload or a simple file. If a WAN or VPN connection is available, the collector can stream live data back by converting it to TCP/IP.

12. Does the collector need a license?

A. No, the collector is license free but the Discovery RE at the HQ building will need a license to collect this data.

13. Is an exchange server required to email reports and/or data?

A. No, SMTP will be sufficient.

14. It appears that there is a client license that comes with Discovery RE, is this a fixed position client or is it floating?

A. It is a floating license meaning anyone can use it if there is a license available.

15. What type of database is used?

A. Microsoft Desktop Engine (MSDE) is used. This is a SQL database and can hold up to 8 million call records.

16. What should I do if the volume of call records requires a bigger database?

A. We would recommend SQL Server, call Vodavi for more details.

17. What connections to the Vodavi switches are required?

A. Serial SMDR and PC ACD trace are always required.

18. Can I send both switch outputs to the same serial port on the switch?

A. Yes, you must ensure the baud rate is set to the same value in both cases.

19. Can reports be emailed automatically?

A. Yes

20. What formats are supported?

A. PDF's, .doc, .rtf and .xls

21. What other data can be imported into Discovery RE?

A. With Discovery RE you are able to import callers, line, extension and DID information, in addition to email addresses which will allow distribution lists to be created for emailing reports.

22. Do I need to manually configure Discovery RE?

A. No, in addition to the import capability above, the software will self configure using the data from the SMDR and PC ACD Trace.

23. Can I use Discovery RE to manage the switch hardware?

A. Yes, you can run an "unused device" report which will list devices that have not been used or are infrequently used.

24. What types of alarms are available?

A. In addition to the expected "link down" alarms, Discovery RE has a multitude of performance based alarms to help users manage their business. These include Caller Alarms, Performance Alarms, Call Rate Alarms, Emergency Alarms, and Toll Fraud Alarms.

25. Can alarms be sent to email?

A. Yes

26. What about call costing, what other options do I have?

A. You can set charges or costs based on the call type and time. Fixed costs such as handling costs, equipment costs, service costs for items such as DID's plus profit and taxes can also be added.

27. Given the real time client that is available can I see remote switches on the same screen as the local one?

A. Yes, but only in real time if a live TCP/IP connection is available. Otherwise the data will be delayed by the time it takes to transmit the data.

28. Does the client have real time alarms available?

A. Yes, once configured these alarms will appear in the Alarm List which can be accessed via a "tab" at the bottom of the real time client screen and a Pop Up will appear just above the System Tray when the alarm is first triggered. An alarm icon will remain in the System Tray until it is cleared.

29. Can these alarms trigger an audible alert?

A. Yes

30. How many levels of alarms are there?

A. There are four — from an "information level" to a "critical level". Each level is progressively more important than the previous one.

