The Intelligent Series (IS) Transformer is a set of tools that transform information from external sources to the IS database and from the IS database to external destinations. Each Transformer tool runs in its own window within the IS Supervisor application. The Transformer tools are packaged in two optional features: IS Transformer Directory/Data and IS Transformer Client/Agent.

The IS Transformer Directory/Data tools create Intelligent Series directories using exported data from Infinity and other call center platforms. They also can be used to import data into IS scheduling applications.

The IS Transformer Client/Agent tools can import skill groups, operators, greetings, images, client settings and Info Pages into the IS database. They can also be used to create scripts from Infinity message forms and data exported from other systems.

The IS Transformer tools make it easy to upgrade to IS and Genesis from Infinity and other systems.
The Data Transformer is part of the IS Transformer Directory/Data feature. The Data Transformer transfers information from delimited files, fixed field files, SQL databases, and Lightweight Directory Access Protocol (LDAP) directories into the IS Directory. The Data Transformer can be used to update information, append new information, or delete information. The Data Transformer is integrated with the optional IS Directory Contacts feature to create or update Contact Methods for contact-based dispatching.

In addition to importing information into IS Directories, Data Transformer can be used to export information to SQL and delimited files and to transfer information from one IS Directory Subject to another.

The new user interface makes it easier to match source fields with destination fields and to rearrange the list of fields. Click a row of the Field List table to view or configure Source and Destination settings.

The Data Transformer makes it easy to update directory listings with data from other sources.
You can select from three types of transformations from the Transform Type menu.

**Infinity Directory Import Wizard**

The *Infinity* Directory Import Wizard is part of the IS Transformer Directory/Data feature. The *Infinity* Directory Import Wizard transfers information from *Infinity* directories into a delimited file, an SQL database, or the IS Directory.

The Transform Type menu is used to select the type of transformation to perform. There are three types of *Infinity* Directory Import transformations:

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Append</td>
<td>An Append transformation adds new listings in the destination for all of the information contained in the source.</td>
</tr>
<tr>
<td>Update</td>
<td>An Update transformation checks for source information whose primary key matches the primary key of an existing listing in the destination. It updates the information in destination listings that are a match and adds new listings to the destination for the information that is not a match.</td>
</tr>
<tr>
<td>Delete</td>
<td>A Delete transformation deletes any destination listings whose primary key matches the primary key of a listing in the source data. It does not add any listings to the destination.</td>
</tr>
</tbody>
</table>
OnCall Import Wizard

The OnCall Import Wizard is part of the IS Transformer Directory/Data feature. The OnCall Import Wizard contains a direct-connect capability to move Infinity On-Call Scheduler information into the IS scheduling applications.

The OnCall Import Wizard also can be used to assign resources to shifts, appointments, and events in IS Directory OnCall, IS Appointments, and IS Class Registration from a delimited file. This capability makes it possible to integrate third-party scheduling applications with the IS schedules without having to manually re-enter schedule assignments in the IS Supervisor application.
The ACD Import Wizard is part of the IS Transformer Client/Agent feature. The ACD Import Wizard is used to transfer Automatic Call Distribution (ACD) Skills and Agent Skill Groups from the Infinity Server to the IS Server.

The ACD Import Wizard is also able to transform Agent Skill Group assignments for all Infinity operators whose Names exactly match an IS Agent ID. The Agent Import Wizard can be used to transform all Infinity operators into IS agents before beginning an ACD Import transformation.

The ACD Skills Source pane is used to configure the settings for the source of the ACD Import transformation.
Script Import Wizard

The Script Import Wizard is part of the IS Transformer Client/Agent feature. The Script Import Wizard creates Intelligent Messaging scripts from data exported from Infinity message forms and other messaging platforms.

The Script Import Wizard can be used to automatically create Intelligent Messaging scripts when upgrading an Infinity system to Intelligent Series. The Script Import Wizard also can create Intelligent Messaging scripts from data exported from OnviCall, Pinnacle, Startel CMC, and Startel 5700 systems after the data is formatted in the layout specified.

The Client Destination settings are used to customize how the source data is converted into Intelligent Messaging scripts.
**Client Import Wizard**

The Client Import Wizard is part of the IS Transformer Client/Agent feature. The Client Import Wizard creates IS client accounts and IS Info Pages from data exported from *Infinity*.

The Client Import Wizard is designed to simplify the transition from *Infinity* to Genesis by importing all relevant client account settings, Info Pages, and call handling settings.

Use the Wizard to adjust client account settings before importing them into IS.
**Image Import Wizard**

The Image Import Wizard is part of the IS Transformer Client/Agent feature. The Image Import Wizard is used to import image files into the Image Library and optionally to assign the images to IS Directory listings.

In addition to importing images, the Image Import Wizard can be used to export images from the Image Library to a file location.

Image files names are matched to values contained in the directory field specified as the Name Match Field.
The Agent Import Wizard is part of the IS Transformer Client/Agent feature. The Agent Import Wizard is used to transform Infinity operators into IS agents. The Agent Import Wizard imports the general settings for all Infinity operators, and allows you to edit the general settings, the default Directory Subject and View, and the default Dispatch and Permission Groups for each before beginning the transformation into the IS destination.

The IS Transform Settings are used to determine how an Infinity operator is transformed when the operator’s Name exactly matches an existing IS Agent ID.
Greetings Import Wizard

The Greetings Import Wizard is part of the IS Transformer Client/Agent feature. The Greetings Import Wizard is used to transfer greeting audio files from Infinity client accounts, IS client accounts, and file folders on the workstation to one or more IS client accounts. The settings in the Greetings Import Wizard window allow you to import, listen to, and select the relevant greetings you wish to include in the transform. After a transformation is complete, all of the selected greetings will be available in the specified client accounts for assignment to call behaviors.

In addition to importing greetings into IS client accounts, the Greetings Import Wizard can be used to save greetings as WAV audio files to a file location on your workstation.